Skype For Business

Title: Skype for Business as a softphone at CERN

The whole video & important Timestamps in it

<table>
<thead>
<tr>
<th>The whole video</th>
<th>How to call a regular phone number</th>
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<tbody>
<tr>
<td>How to call a Skype for Business user at CERN</td>
<td>How to create a Skype for Business meeting in Outlook</td>
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- Second frame jumps to 3:08 - How to call a regular phone number
- Third frame jumps to 3:59 - How to call a Skype for Business user at CERN
- Fourth frame jumps to 5:16 - How to create a Skype for Business meeting in Outlook

Public

CERN users

Material

Screen capture with voice over. Preferred recording method: screen capture at the service manager's desktop.

Description

The CDS records of these 2 videos (for Windows and Mac) on Skype for Business will be embedded in the public page on the IT site on the relevant service. Skype for Business was formerly known as Lync. It is a softphone technology, which is, in turn, a feature/component of IP telephony. An Open Source softphone solution is Pidgin, available for Linux. There will be no online tutorial on Pidgin, as it only relies on community support.

CERN video content owner

Pawel Grzywaczewski. This video was made possible thanks to Alex Manzoni - University of Geneva Master's student in Learning Technologies.

Other information:

Service page FAQ HERE!

Other MS material:

- A Making phone calls tutorial
- A Skype for Business introduction (doesn't cover the part related to Call forwarding)

Related Videos
Create a new video under this topic

Create a new Video: (Use a topic name in WikiNotation)

Video Discussion

Questions & Answers on this video:

Q1: How can I get the necessary rights to be able to call people outside CERN from my skype phone? A1: To change the rights on the phone system you can submit a Phone Request on EDH

Q2: When I organise a skype meeting using Outlook, can people from outside CERN join as well? A2: Non-Skype for Business users can also join a meeting by phone. For sharing it's necessary to have Skype for Business. If another company uses Skype for Business and we are federated with this domain (it can be done through service-desk@cernNOSPAMPLEASE.ch) then you can communicate in the same way as with people at CERN.

-- Maria Dimou - 2017-06-13
use the attach button below to upload the video to this page. Then copy/paste the %ATTACHURL% url the video tag above