Skype

What is Skype?
Today’s office workers connect in many ways, and email isn’t the most efficient or most secure. Skype users have the benefit of encrypted/secure communications anywhere they have network access. Features include instant messaging (IM), voice over internet protocol (VOIP), video conferencing and remote desktop control. It also interfaces with other Microsoft applications, such as Outlook.

Skype was launched in 2010 as a replacement for Microsoft Communicator. Skype offers new features like persistent chat rooms, shared notes, and mobility for office, home or mobile.

NOTE: The IM list and contact list is limited to other CSU users who have an active eID.
NOTE: Skype options like videoconferencing require headset/audio and forward-facing cameras.

Logging into Skype

Skype is included in Office. Search for the Skype program by clicking the Windows Start button and typing “Skype” in the search window.

Double-click Skype.

Log into Skype using this format: ename@colostate.edu
Exploring the Skype window

The standard Minimize, Maximize and Close icons are in the upper right-hand corner. Enable more menu options across the top by clicking on the black arrow (next to the gear icon) in the right-middle of the screen. Check the option for Show Menu Bar. Top Menu options include File, Meet Now, Tools and Help.

Set your automatic log-in option in Tools, Options, Personal. Set the Sign-in address to be your ename@colostate.edu Checkmark Automatically start Skype... and Show Skype in the foreground... based on your user preferences.

Status indicators

The window in grey directly above your name is intended for sharing your current project/activity. Click in the window and begin typing. This will be persistent from session to session. The status that shows below your name can be set when you first log-in to Skype or can be pulled from Outlook Calendar. You can over-ride this in Skype by using the drop-down arrow to the right of the current status (below your name).

Icon links

There are three icon links in the center of the screen: Contacts, Conversations and Meetings (your Calendar).
Contacts

The People icon shows Skype contacts. These are separate from your Outlook contacts but CSU information is being pulled from the CSU Central server. Search in the box labelled *Find someone* to add to your list. Organize by Groups, Status (availability), Relationships or New (People who have added you as a contact).

For quicker access, a new Favorites Group lets you build a list of people you contact most often. Just right-click a contact, and then click *Add to Favorites* in the drop-down list.

**NOTE:** You will have a new folder in your Outlook People (Contacts) folder called Skype Contacts.

Conversations

With the new tabbed conversations feature, you can now keep all your calls, instant messages (IM), and chat rooms in one conversation window. The tabs along the left side of the conversation window let you navigate easily among all active conversations. Icons and wording describe the type of activity (Meeting, Phone call, Video Call, IM, etc.)

Place your cursor over the gray box to the left of each conversation and a Quick Skype menu of ways to connect will appear. These include: Send an IM, Call, start a video call or See Contact card for more detailed information about this person.
Click on the three dots at the end of the Quick Skype menu to access more options: Delete conversation, Add to Contacts list, and Tag for Status Change Alerts.

To re-open a Skype communication in your Conversations list, double-click anywhere on the call listing. Skype will remember each conversation state even when you sign out and sign back in.

The icons at the bottom of a conversation window let you quickly add others to an IM conversation or upgrade it to an audio call, a video call, or a presentation with file-sharing and web conferencing tools (whiteboard, meeting notes, shared notebooks, and attachments).

Hovering over an icon will reveal its communication mode and the options available to you; clicking the icon converts your IM to that mode.

Find a past conversation with a contact
From your Contacts list, right-click the contact whose previous conversation you want to view. Or, you can enter the name in the search box.

Right-click to see a menu. Choose Find Previous Conversations.

The Outlook Conversation History folder will open. Browse to the approximate date of the conversation. Or, enter a term that might have come up in the conversation in the Search box at the top of the Outlook window.
After highlighting a message in the Conversations History folder, go to the HOME tab, RESPOND group and choose the drop-down next to IM to Reply or Reply All with IM. Under the More option, you can forward the contents of the conversation as an attachment to an email or initiate a call.

Another way to open the Outlook Conversation History folder can be found at the bottom of the Skype Conversations window: View More in Outlook.

NOTE: If you delete a conversation from your Skype listing, it will be deleted from your Outlook Conversation History folder.

Meetings (calendar link to Outlook)

Clicking on the Meetings icon provides a quick view of your Outlook Calendar for that day only.
Integration with Exchange and Outlook

Skype integration with Exchange & Outlook may be pre-set by your network administrator. To check your settings, go the Skype top menu under **TOOLS** -> **Options** or to the gear icon in the middle of the Skype window. Click on **Personal** and verify your settings.

Verify that the check box labeled **Update my presence based on my calendar information** is checked. This will automatically update your Skype status based on your existing Outlook Calendar. Look for the check box labeled **Save IM conversations in my email Conversation History folder**. If the check box is selected, your conversation history is being saved in the Conversation History folder in Outlook. Check mark **Save call logs in my email Conversation History folder** to log all calls.

**NOTE:** If you don’t want to save your conversation or call history, clear the check boxes associated with those options.

**NOTE:** This functionality is either ON or OFF. If it’s OFF, all your conversations/call lists are discarded and you won’t be able to select specific messages to keep. Likewise, if it’s ON, all your conversations are saved. Delete unwanted histories from Skype or from Outlook.

**Mail**

The current Skype status of all recipients of mail messages will be displayed next to their name and picture icon. If you see that the person is **signed in** to Skype, click on the IM icon at the very top of the Outlook message window.

**CAUTION:** send IM messages only to contacts who routinely log into Skype. Otherwise, a mail message may be the faster option.

A Skype window opens and is pre-populated with a link to related conversations. Change from IM to Call or Video by using the Quick Skype menu at the bottom of the window.
Calendar integration with Skype

New Skype meeting options are present with Outlook. From the HOME tab, go to the Skype Meeting group and click on New Skype Meeting. An appointment window opens.

From the MEETING tab, Skype Meeting group, click on Join Skype Meeting to add a meeting link to the message of the invitation.

Complete the rest of the meeting invitation as you normally would for an Outlook Calendar meeting.

In the Skype Meeting group, clicking on Meeting Options will bring up another menu.

Under the Permissions link, the drop-down for “These people don’t have to wait in the lobby:” refers to gatekeeper options. You decide who gets into the meeting directly, and who waits until you let them in. It is recommended that you change these options for large meetings, or when you have confidential or sensitive info.

Continue with the options for Who’s a presenter? And Do you want to limit participation by disabling IM, muting all attendees, and blocking other attendees’ videos.
Video/Audio Calls

From the Quick Skype menu, click on the video/audio icon.  
**NOTE:** If your computer or device does not support video, Skype will alert you.

Even if you do not have camera access, a headset with microphone will still enable you to talk via the video link.

If you have a camera, Skype will provide a preview video in the invite.  
With the new Gallery View, you’ll see everyone in the conference.  When video is not available, a speaker’s picture will appear.  The gallery shows the most relevant people in the meeting at all times by bringing the dominant speaker’s video “into focus” to the standing row, and displaying the pictures of less active participants in the sitting rows.

When there are more than five participants in a video conference, the five most active participants’ video windows appear in the top row, and pictures of the other participants appear below.  You can also select one or more of the participants to be visible at all times.

More information

Skype connectivity from multiple computers can be enabled with Office ProPlus and Student Advantage.  Information and download links are available via the CSU ACNS website:  
http://help.mail.colostate.edu/Skype.aspx

Qualifying users include all undergraduate and graduate students, as well as all faculty and staff who work in a role considered to be an "Information Worker", with some exceptions. You can check your eligibility by logging onto the Office 365 License Check utility.  
https://wsnet.colostate.edu/cwis292/helpmail/login.aspx?dest=o365licensecheck

Included are desktop versions of Microsoft Word, Excel, PowerPoint, Outlook, Access, Publisher, Skype and OneNote – for up to 5 computers.