

Using SFB for Macintosh



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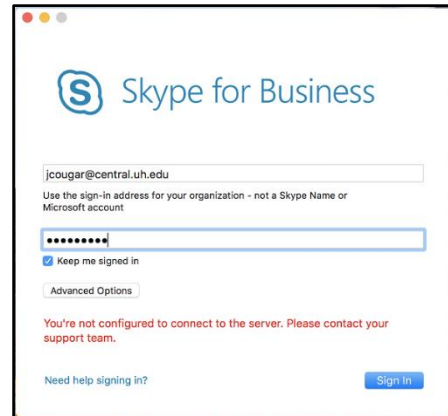
Sign-in to SFB

To open SFB:

1. Click the **S** on your dock.

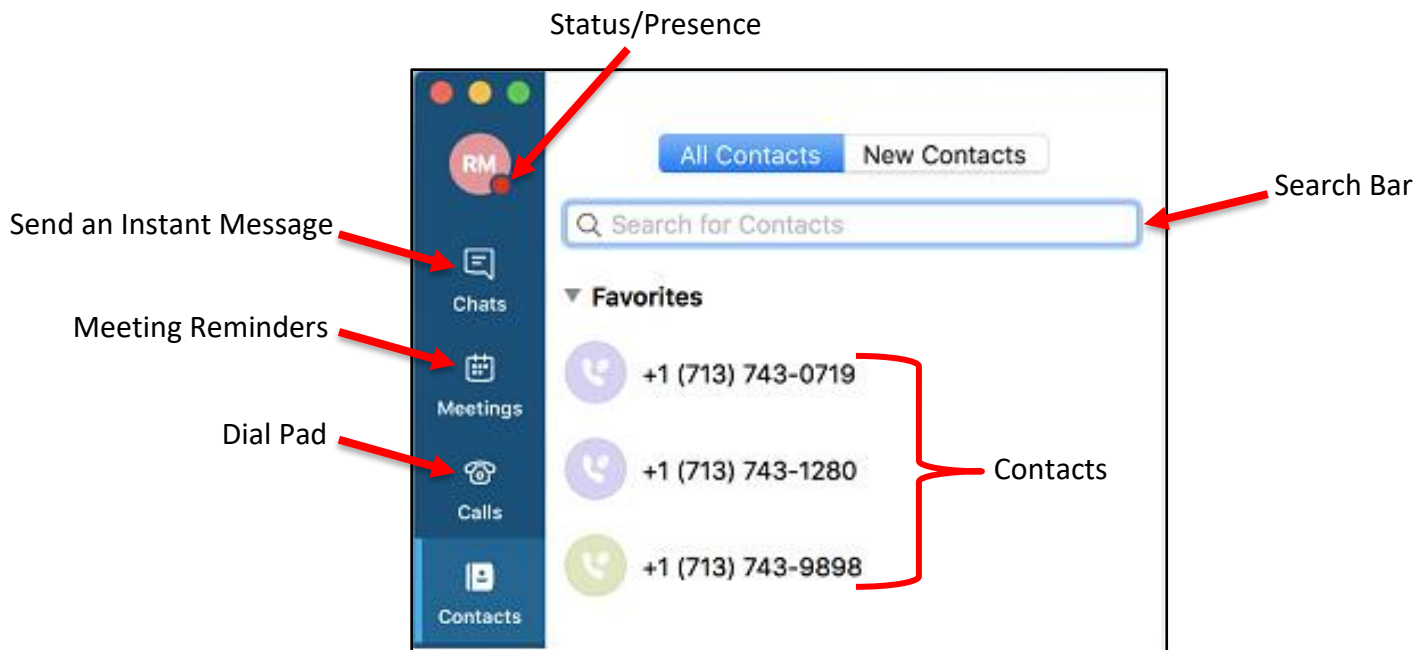
To Sign-in to SFB:

1. Type your full **Exchange email address** (not an alias) in the **Sign-in Address** field. An Exchange email address has **central.uh.edu** at the end of it.
2. Click **Advanced Options**.
3. Type your **CougarNetID@cougarnet.uh.edu** in the **User Name** field.
4. Click **Save**.
5. Click **Continue**.
6. Type your **CougarNet password** in the **Password** field.
7. Click **Sign In**.
8. Click **Connect**.



The SFB Window

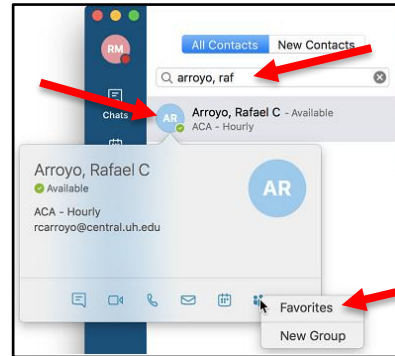
The SFB window that appears after you sign-in is your access to all of the communication tools that are available to you.



Add a Contact

To add a Contact:

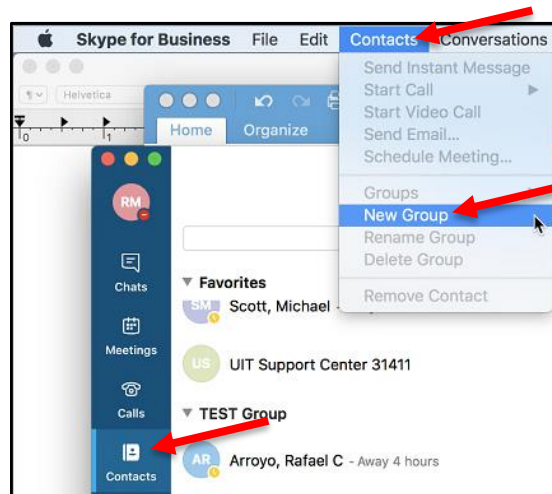
1. Type a name in the **Search** field.
2. The person's contact information appears in the area below the Search field.
3. Click the **Image/picture**.
4. Select the **Group** people image.
5. Select **Favorites**.



Create a Contact Group

To create a Contact Group:

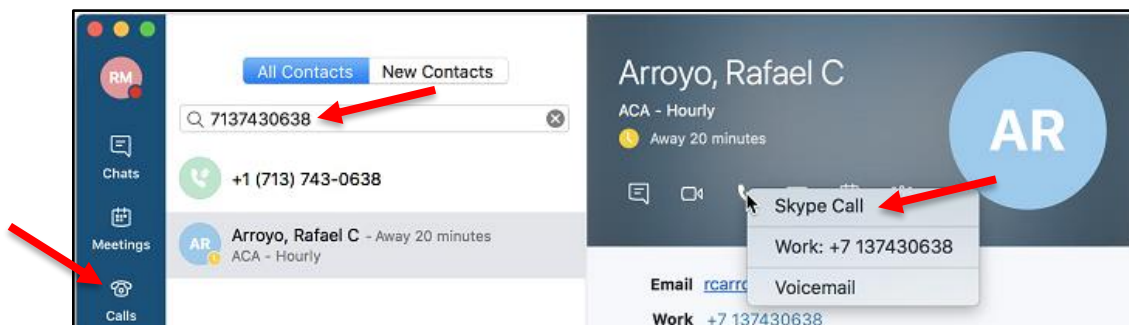
1. Select **Contacts** in the SFB window.
2. Click **Contacts** at the top of the toolbar.
3. Select **New Group**.
4. Type in a new **Contact Group** name.
5. Press **Return**.



Make a Call

Choose one of three options to make a call:

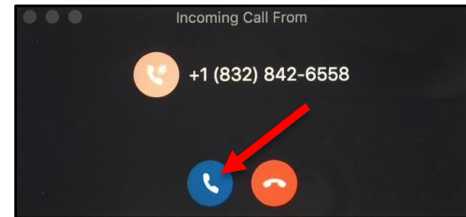
1. Enter a **contact** or **phone number** in the Search field.
2. Select a **Contact** or **phone number**, click the **Telephone** icon at the bottom of the window and select **Skype Call**.
3. Click the **Calls** tab and use the dial pad to make a call.



Answer a Call

To answer a call:

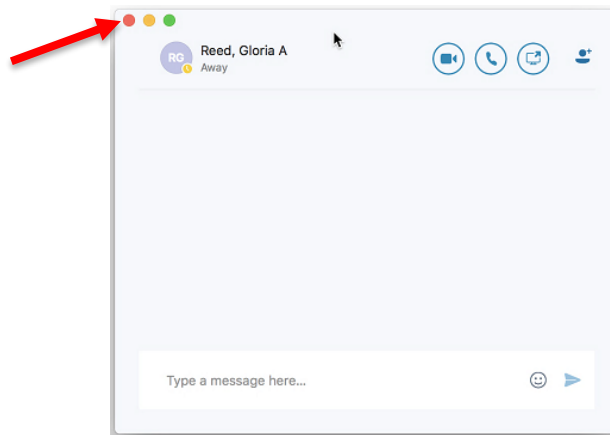
1. When you receive a phone call, a **Call Invitation** alert appears in the lower-right corner of your screen.
2. Click the blue **Handset** icon.



Send an Instant Message (IM)

To send an Instant Message (IM):

1. Double-click a **Contact**.
2. In the Conversation window that appears, type the **message** you want to send.
3. Press **<return>**.
4. When the IM conversation is complete, click the **red dot** in the top left-corner of the SFB window to close the Conversation.

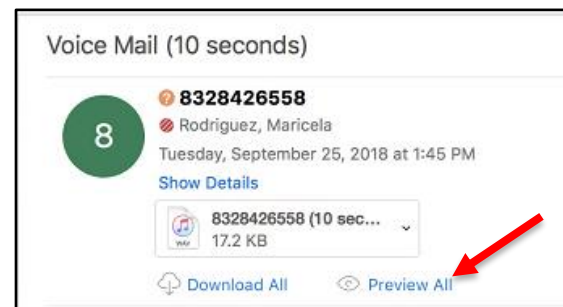


Listen to Voice Mail in Outlook

To listen to your voice mail in Outlook:

1. Go to your Outlook Inbox.
2. Open any **email** from SFB with Voice Mail in the subject line.
3. Double click **Preview All** to listen to the message.

If you are using Entourage for email, the voice mail message will play using the program assigned to play wav files. In most cases, the program assigned is iTunes.



Listen to Voice Mail in SFB

To listen to your voice mail in SFB, choose one of the two options:

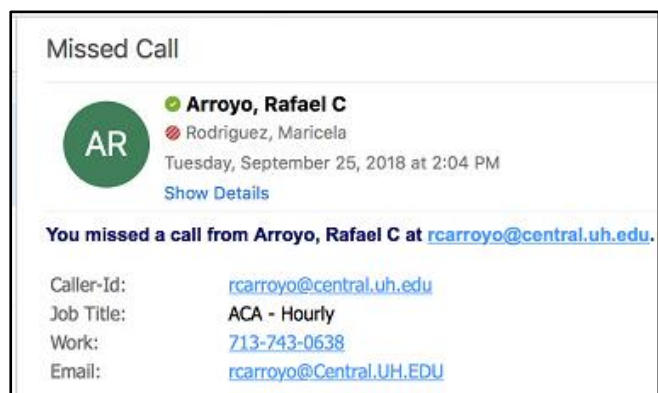
1. In the SFB window, click the **Calls** icon to use the dial pad. Click **Call** and SFB will dial the Voice Mail system.
2. Type **713-743-6200** in the Search field. Select the **Contact** that comes up underneath the search field, click the **Telephone** icon and then select **Skype Call**.

Note: The first time you call the Voice Mail system, you are asked to create a Voice Mail PIN.

View Missed Calls in Outlook

To view missed calls in Outlook:

1. Go to your Outlook Inbox.
2. Double-click any message with **Missed Call** as the subject.



Information for Online Meetings and Conference Calls

There are four classifications for meeting participants:

- Organizer – the person who schedules a meeting or conference call.
- Leader – the first person to dial-in to a conference call from a SFB phone.
- Presenter – can invite others to an active meeting or conference call. During a meeting, a Presenter can change the classification of other Presenters to an Attendee. Only a Presenter can record a meeting, distribute files and share items, such as the desktop, a program, whiteboard and conduct a poll. By default, all faculty and staff members are a Presenter. If desired, the meeting Organizer can change the permissions level of any participant from Presenter to Attendee before the Meeting Invitation is sent. This is done using Meeting Options. For information on accessing Meeting Options, see UIT document **Conferencing Quick Reference for Macintosh**.
- Attendee – can initiate instant message (IM) conversations and view items that are shared.

By default, meeting participants who dial-in from a non-SFB phone must wait in the lobby until a Leader dials-in. The first person to dial-in from a SFB phone becomes the Leader and anyone waiting in the lobby is automatically connected to the meeting.

If you want to be a Leader or need to be (for instance, if all other participants are not affiliated with UH) and you dial-in from a non-SFB phone, you must enter your Dial-in PIN to become the Leader. The Dial-in PIN is identical to the Sign-in PIN for CX600 phones. If you can't remember your Dial-in PIN or if you never received a Dial-in PIN, go to dialin.central.uh.edu to reset your PIN or obtain your first PIN.

Before sending a Meeting Invitation, the Organizer can change the Meeting Options. It is very important to change Meeting Options before sending the Meeting Invitation because changing the options can potentially change the meeting link and Conference ID. Meeting options include:

- Everyone waits in the lobby except the Organizer
- No one waits in the lobby
- Only the Organizer is a Presenter

Schedule a Phone Conference or Online Meeting in Outlook

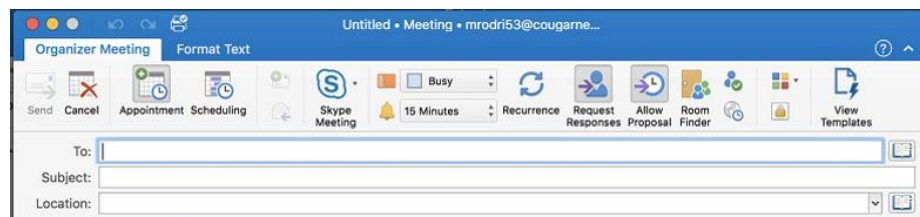
A SFB add-on is installed in Outlook that allows you to invite others to a phone conference or an online meeting. You can even invite people who are not affiliated with UH and those not using SFB – including students.

To schedule a phone conference or online meeting in Outlook:

1. Open your **Outlook Calendar**.
2. Click **Meeting** on the toolbar.



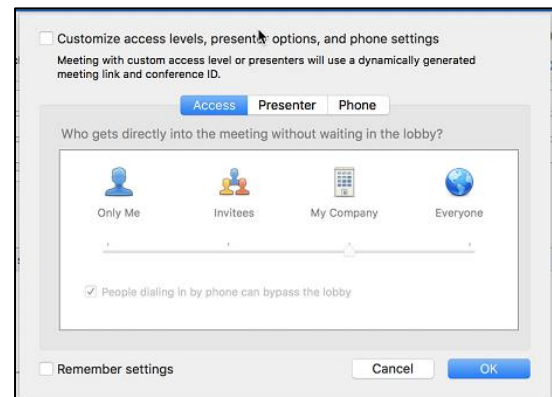
3. Add the **recipients** in the To: field.
4. Enter a **subject** in the Subject: field and a **location** in the Location: field.
5. Click **Send**.



To customize the meeting options:

Note: Customize the meeting options before sending the Meeting Invitation. Changing the meeting options can potentially change the Conference ID.

1. Before sending the Meeting Invitation, click **Meeting** on the Meeting Invitation toolbar.
2. Click the **Skype** button.
3. Select **Set Access Permissions...**
4. In the Online Meeting Options dialog box, select the **desired options**.
5. Click **Ok**.
6. Click **Send** to send the Meeting Invitation.

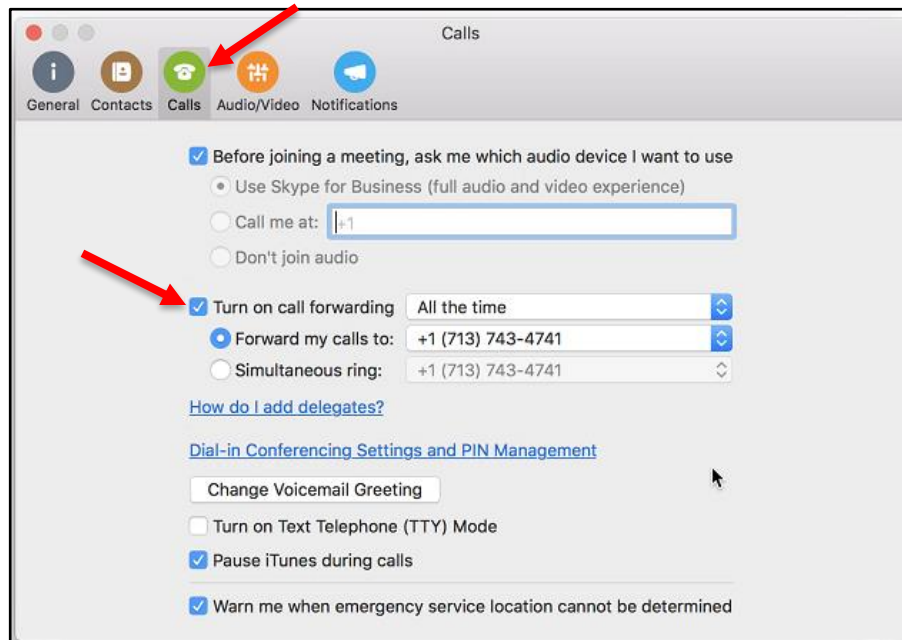


The invitation includes your name, the dean's name, and the meeting information; including the meeting URL and Conference ID. The URL allows non-SFB users to join a meeting with a web browser. The Conference ID is used to access the meeting audio. Attendees who join an online meeting with a web browser use their telephone to access the meeting audio. Attendees of a conference call use the Conference ID to access the meeting.

Call Forwarding

To Forward a call:

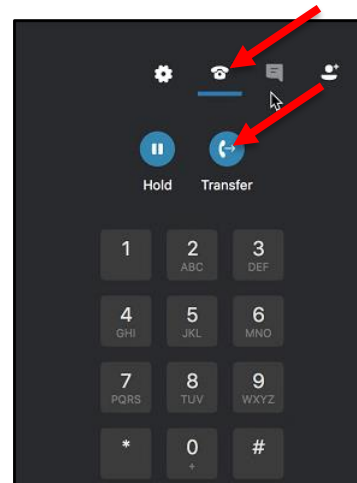
1. Select **Preferences** from the Skype for Business Menu.
2. Click **Calls**.
3. Select **Turn on call forwarding**.
4. Select one of the call forwarding options: **All the time** or **During Outlook work hours**.
5. Select either **Forward my calls to** OR **Simultaneous ring**.
6. Enter a **phone number** to forward calls to.



Transfer a Call

To transfer a call:

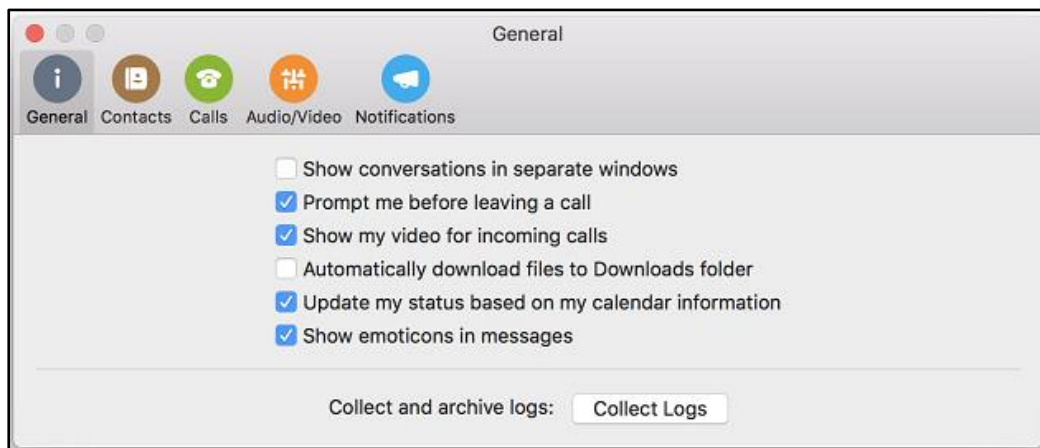
1. In the Conversation window, click the **Call Controls** button.
2. Click the **Transfer** option.
3. Enter the contact **name** or **phone number** in the search field.
4. Select either the **person's contact information** OR the **phone number** you entered in the area below the Search field.
5. Click **Transfer** again.



Change Personal Options

To change your personal options:

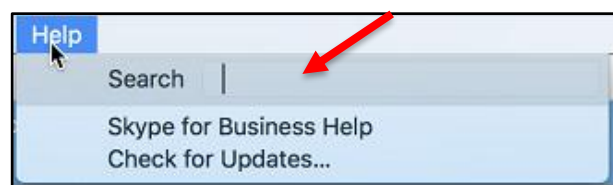
1. Select **Preferences** from the Skype for Business Menu.
2. In the Preferences dialog box, select the personal options that you want to change. Click on one of the **topics** shown at the top of the dialog box.



Self Help

To access SFB Help:

1. Select **Skype for Business Help** from the **Help** menu.



Advanced SFB Features

This section covers advanced SFB features. In this section you will learn how to:

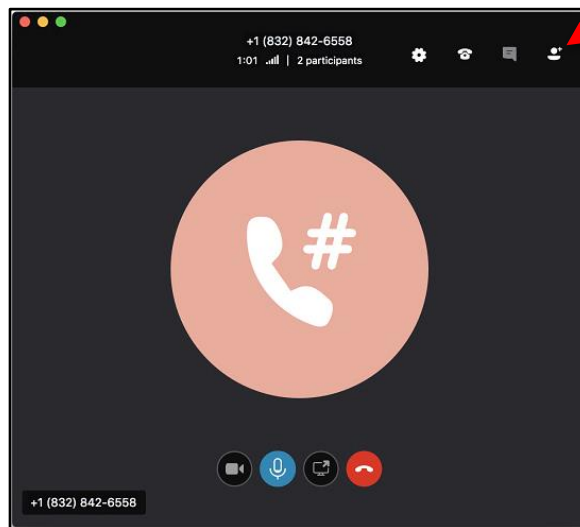
- Start a Conference Call
- Start a Video Call
- Dial a Long-Distance Number
- Share Your Desktop
- Transfer a File
- Use a Federated Contact List
- Dial 911

Start a Conference Call

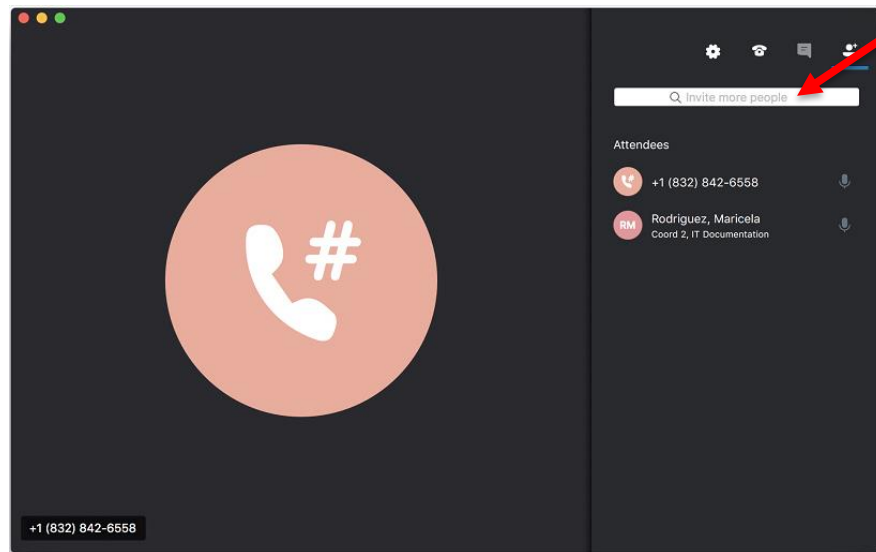
If you are on a call and you decide that you need to have a conference call that includes the Contact to whom you are speaking and additional participants, this can be done in the Conversation window of your current call.

To escalate a call to a conference call:

1. During a call, in the Conversation window, click the **People** options button.



2. In the Invite more people dialog box, enter a **Contact** or **number** in the Search field.
3. Double click the **contact name** OR **phone number** that appears in the area below the Search field.
4. Once the call is accepted the invitee will show up on the Attendees list.

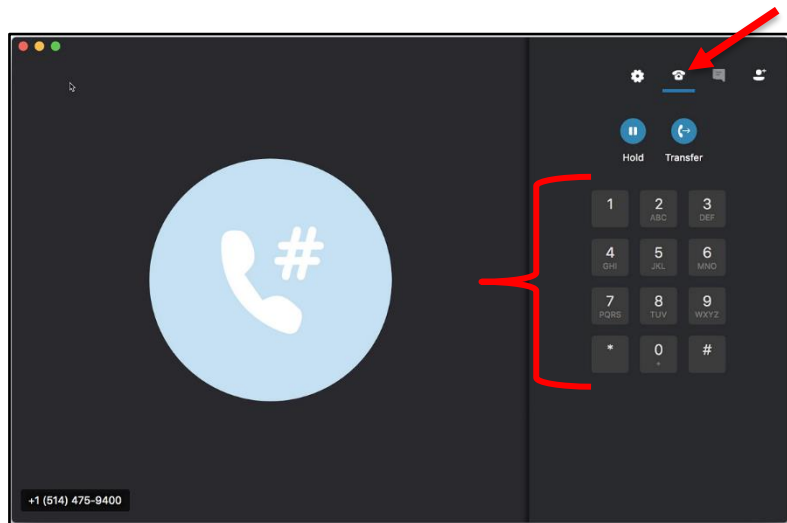


Dial a Long-Distance Number

Your long-distance authorization code must be entered using the SFB keypad.

To dial a long-distance number:

1. Dial a **long-distance number** or select a long distance **Contact**.
2. In the Conversation window of the long-distance call, click the **Call Controls** icon.
3. Wait for the beep, and then enter your **long-distance code** using the keypad. If you enter your long-distance code too soon, the call will fail.



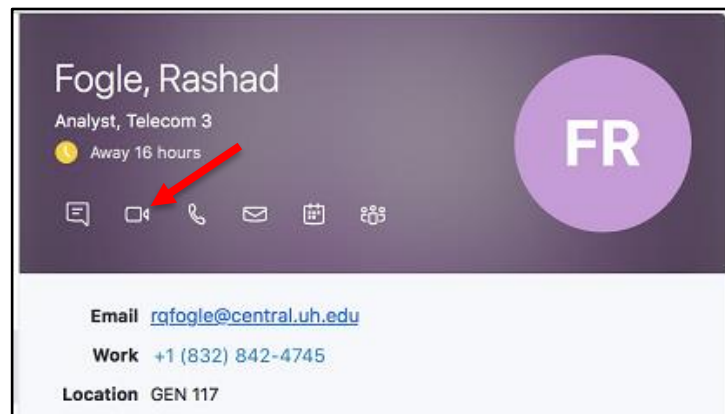
Add a Long-Distance Number

Unfortunately, it is not possible to add a long-distance number to a phone conference or online meeting. If a person with a long-distance number needs to join a phone conference or online meeting already in progress, send the person a meeting invitation or email the dial-in number and conference ID. You cannot add them, but they can dial-in.

Start a Video Call

To make a video call:

1. In the SFB window, click a **Contact**.
2. Select **Start a Video Call** from the menu.
3. To end a video call, close the Conversation window.

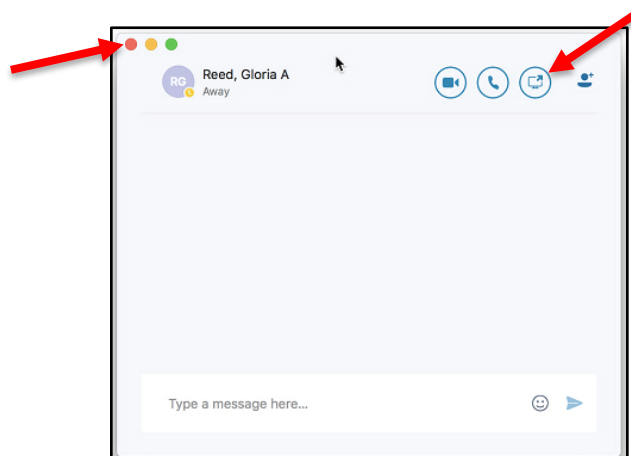


Share Your Desktop

To share your desktop:

1. In the SFB window, double click a **Contact**.
2. Select **Share Screen**.
3. To stop sharing, close the Conversation window.

Note: Giving control of your desktop and application sharing are not possible with the Mac version of SFB.



Federated Contact Lists

The SFB federation lets you communicate faster and more effectively with those outside of the university, such as partners, suppliers, vendors or other universities.

When enabled, being federated allows you to:

1. Add users from other organizations to your Contacts list.
2. Send instant messages to your federated contacts.
3. Invite federated Contacts to audio calls, video calls, or conferences.
4. Exchange presence information.
5. Escalate person-to-person instant messages to multi-person conferences.

UH is openly federated. You can use all of SFB's unified communication tools to communicate with someone who is at an openly federated organization. SFB also supports federation with Microsoft Messenger public instant messaging (IM).

Note: At the address below, you can see which organizations are federated. There are almost 5,000 organizations around the world that have joined.

<http://www.lyncdirectory.com/>

Dialing 911 on Your SFB Soft Phone

Your SFB hard phone and the soft phone on your computer offer an amazing amount of flexibility. One of the most powerful features of SFB is the ability to make calls from any location through the Internet via your laptop computer. Unfortunately, the technology of the Emergency 911 system has not kept pace with SFB technology, so even though you can place work calls from home, hotels, or even a cybercafé, the 911 system will recognize the call as being placed from your office. This problem is not unique to SFB. It affects Skype, Vonage, and other IP phone service providers.

Please remember, if you place a 911 call using your SFB soft phone (the SFB client), the 911 system will connect to the Houston emergency services and dispatch responders to your office location that is associated with your phone number. If you must place a 911 call from an off-campus location using SFB, you must specifically notify the first responder of your actual location. When possible, it would be preferable in those situations to use a local phone or a cellular phone for 911 calls.