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Web Conferencing with Skype for Business

User guide – public

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1. Introduction to Skype for Business Web Conferencing

Skype for Business Web Conferencing allows you to join a UBS meeting from your computer or an Android or Apple device.

Important !

For optimal Audio/Video experience at least 1Mbps is required (bidirectional). If possible always use wired connection and avoid mobile hot-spots, especially when not in LTE range.

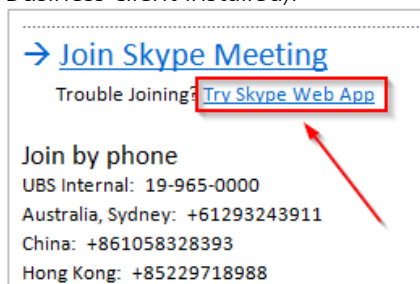
2. Join a UBS meeting from a Windows desktop PC

Important

Please note that the Firefox web browser does not work with this solution. Use Chrome, Internet Explorer or Microsoft Edge.

You should have received a meeting request via email from the meeting organizer. Please follow the steps below to join the meeting and start using Skype for Business Web Conferencing.

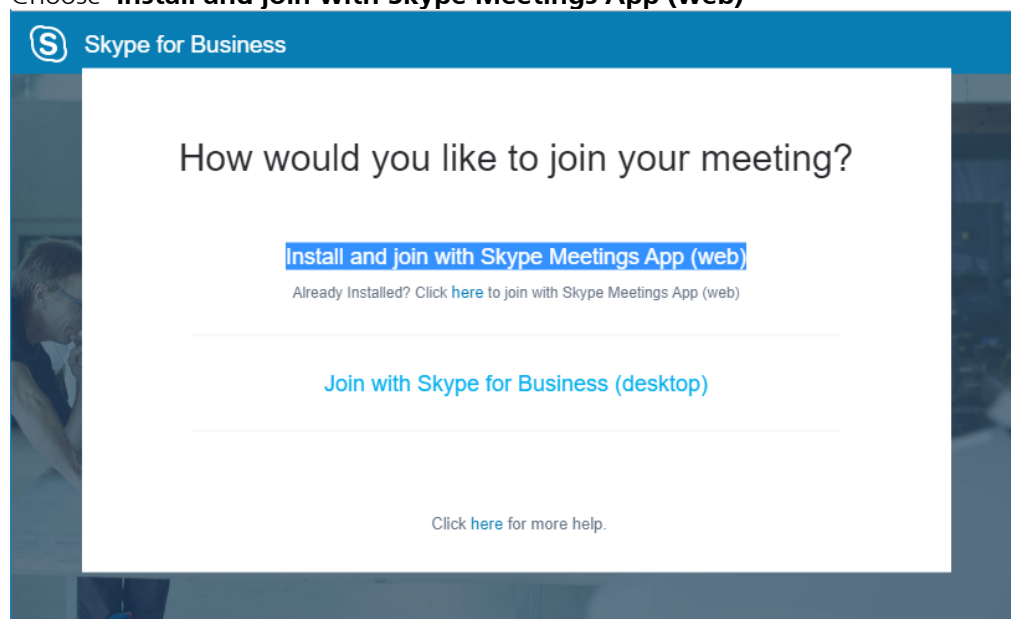
- a) Open the meeting request email and click **Try Skype Web App** (even you have Skype for Business client installed).



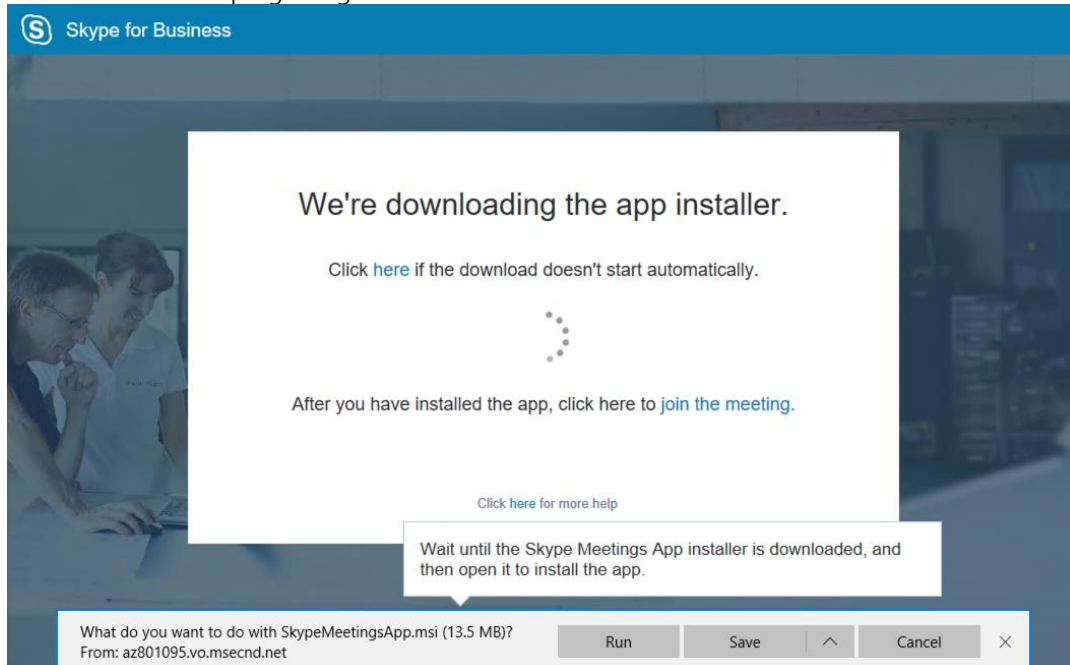
Your preferred web browser will start up and take you to the landing page.

If you already have a desktop Skype for Business or Lync account installed, it will ask you to choose from these options.

Choose '**Install and join with Skype Meetings App (web)**'

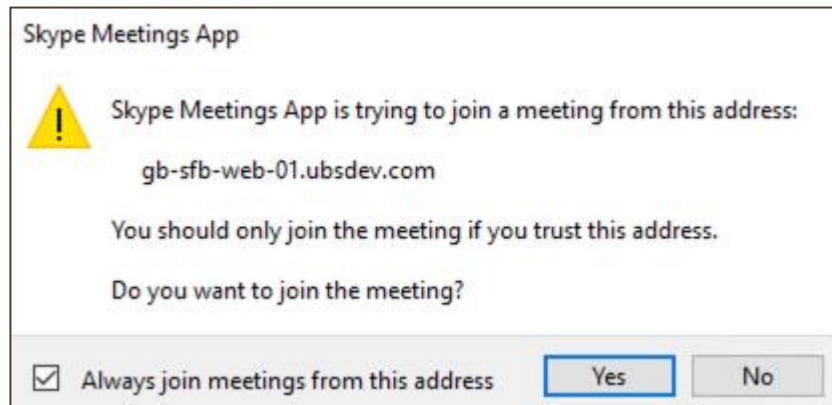


- b) **Skype Meetings App** will be downloaded to your computer. Click **Run** and go through the process of installing the plug-in. Once completed, you will not need to install the plug-in again.

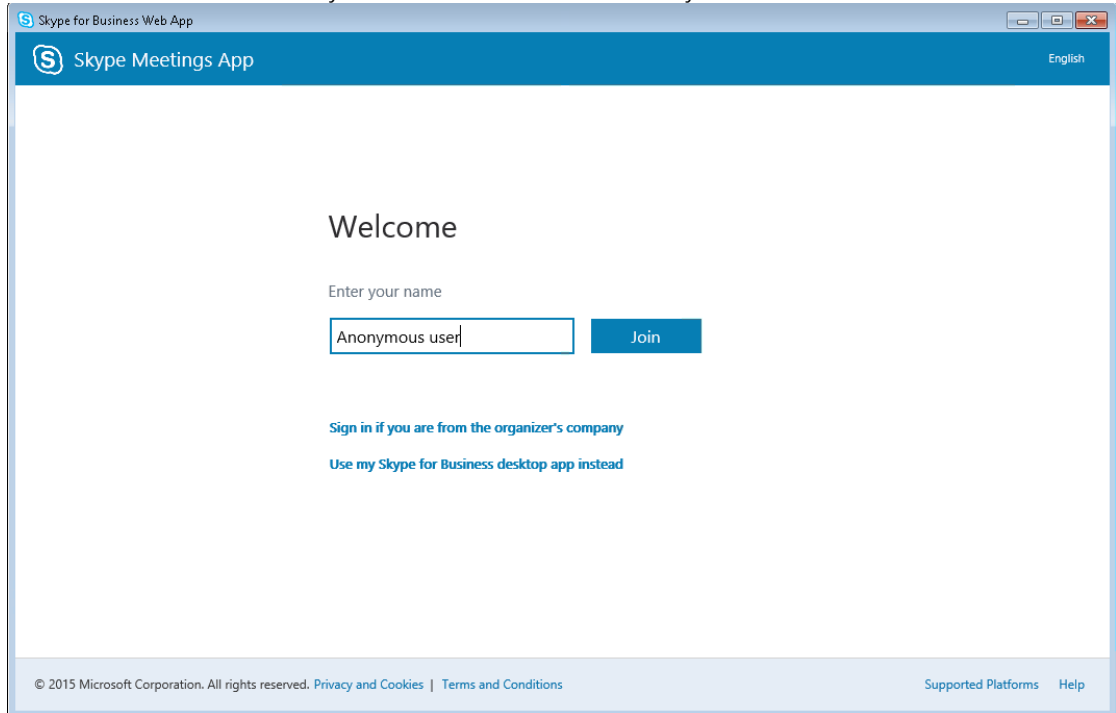


Once installed Skype Meetings App will join automatically.

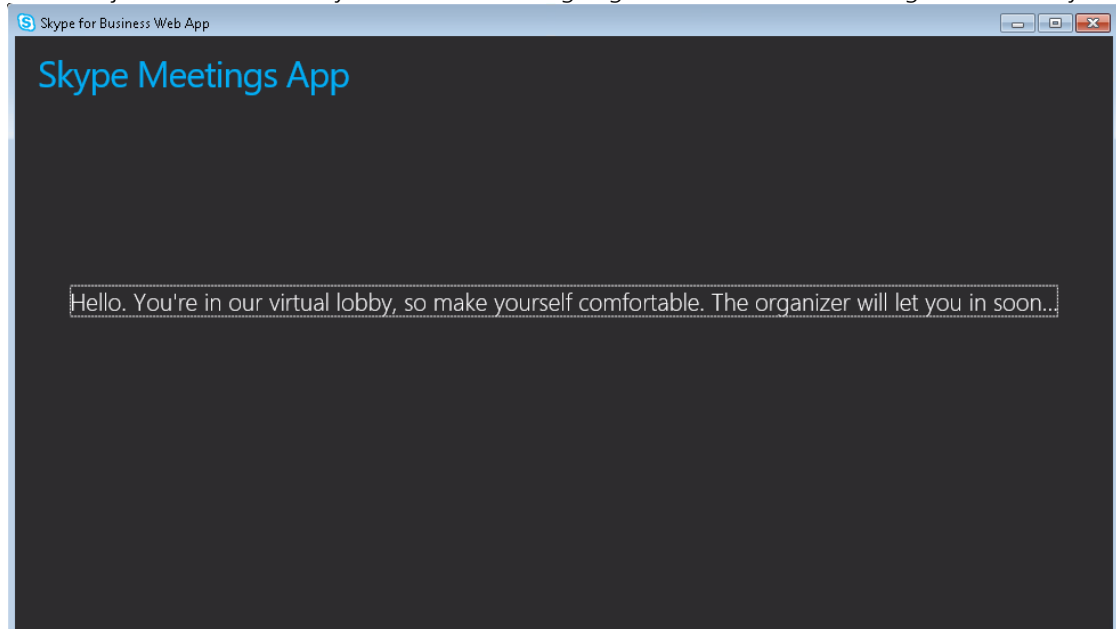
- c) If you see the message below, tick the check box left to "Always allow the plug-in for this domain" and click **Allow** to continue.



- d) You will be asked to enter your name in the field "Enter your name". To continue click **Join**



- e) You will join a "virtual lobby" until the meeting organizer starts the meeting and admits you.



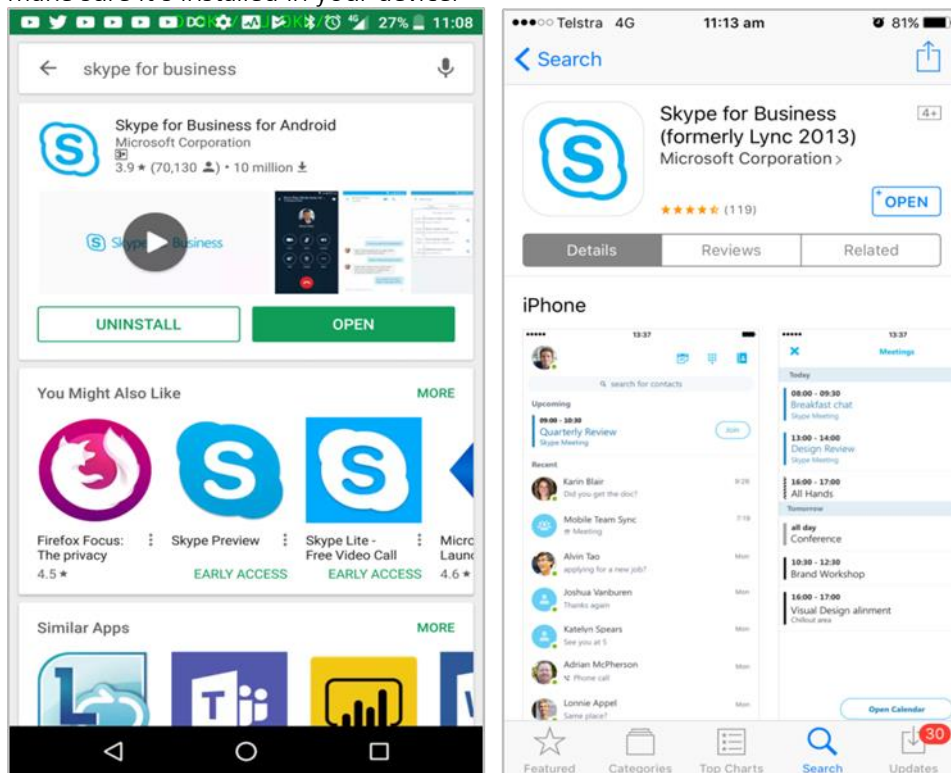
You will now enter the meeting.

3. Join a UBS meeting from an Android or Apple device

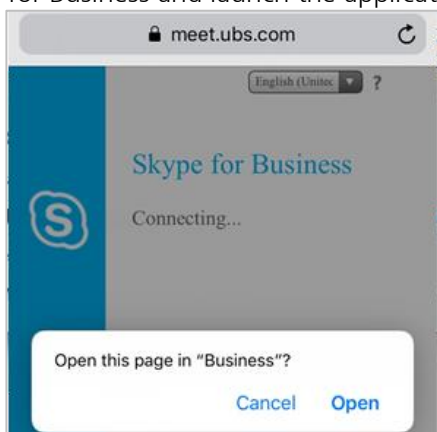
You should have received a meeting request via email from the meeting organizer. Follow the steps below to join the meeting and start using Skype for Business Web Conferencing.

Note: Please use good Wi-Fi or LTE/4G connection for best experience.

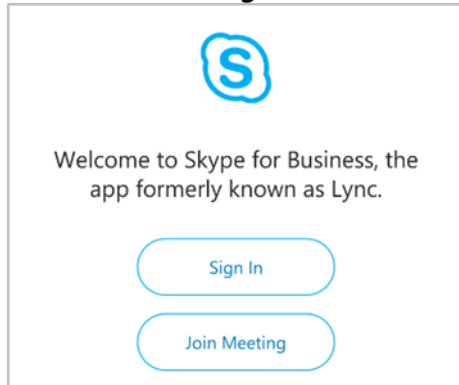
- a) To begin, you need to download the Skype for Business application from your AppStore and make sure it's installed in your device.



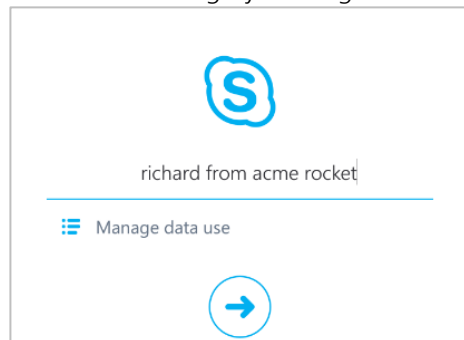
- b) Open your Skype for Business email invitation from your device and select the **Join Skype Meeting** link. This will launch your web browser, and afterwards it will automatically find Skype for Business and launch the application.



- c) Select **Join Meeting**.



- d) Enter your **name** and take the opportunity to update your settings via **Manage Data use** before continuing by clicking the **arrow**.



You will join a "virtual lobby" until the meeting organizer starts the meeting and admits you.



You will now enter the meeting.

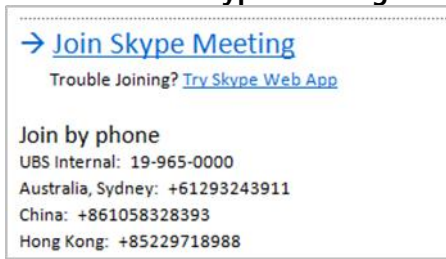
4. Join a UBS meeting from a Mac computer

Important

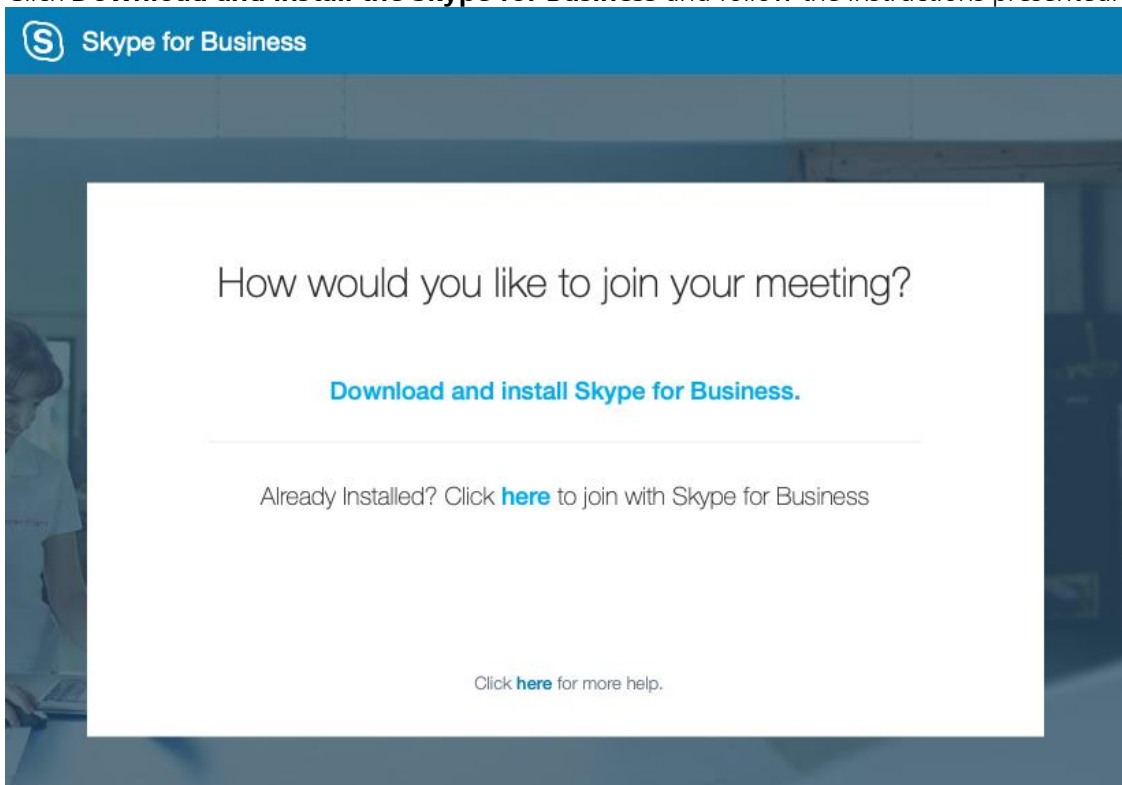
- Please ensure you use **Safari or Google Chrome**, as the default Mac web browser.
- The Mac Skype for Business client is slightly more limited than its Windows counterpart. Please see the **service limitation** information at the end of this document.

You should have received a meeting request via email from the meeting organizer. Follow the steps below to join the meeting and start using Skype for Business Web Conferencing.

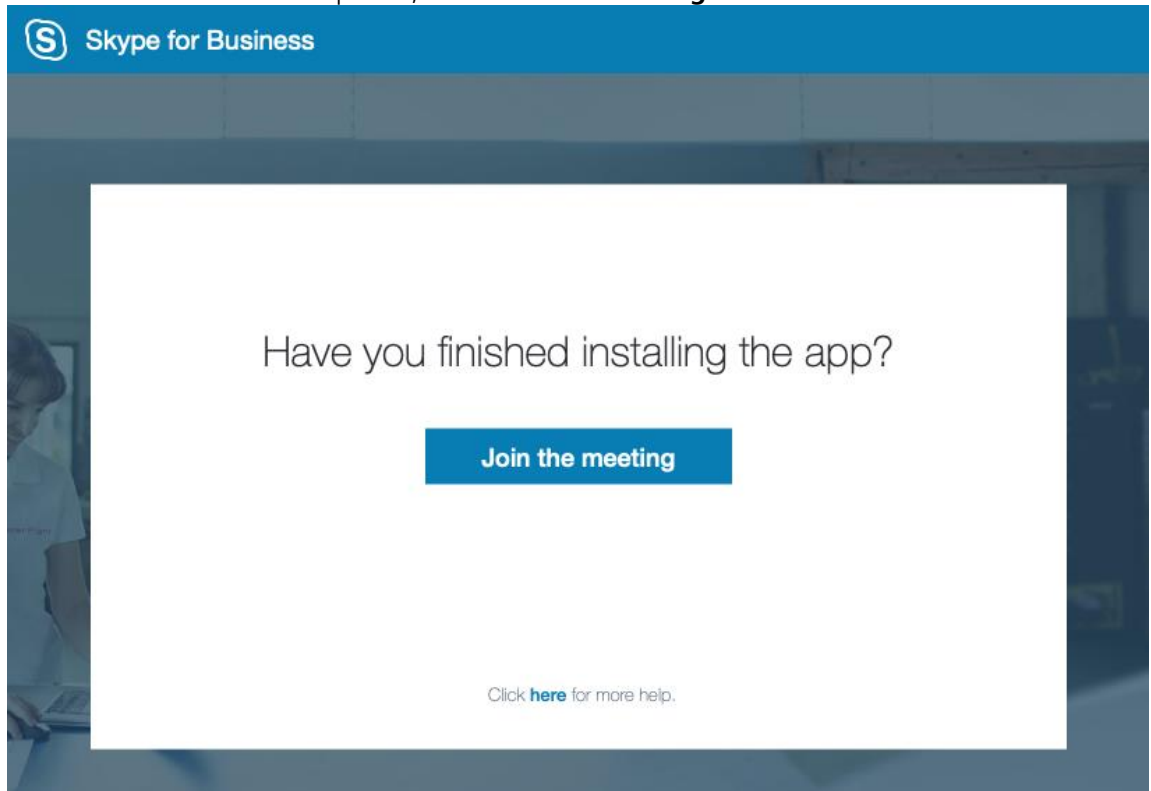
- a) Select the **Join Skype Meeting** link in the email you received.



- b) Click **Download and install the Skype for Business** and follow the instructions presented.



- c) After the installation is completed, click **Join the meeting**.



- d) You will be asked to enter your name in the field "Enter your name". To continue click **Join as Guest**.



Sign in if you have an Office 365 Account

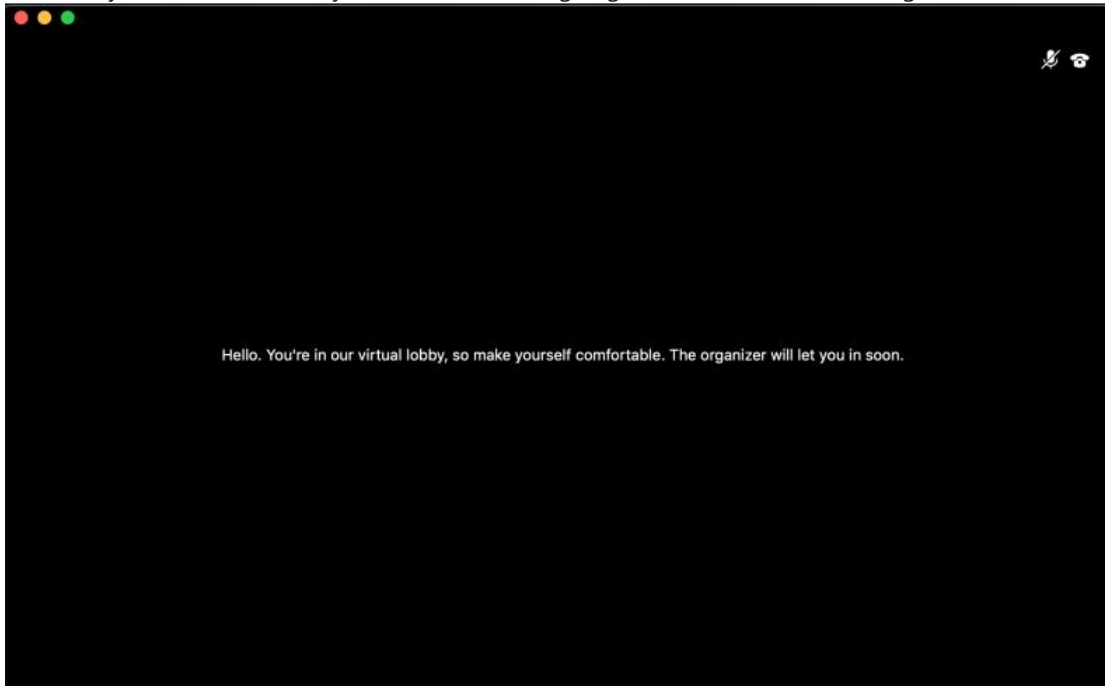
Sign in and Join Meeting

Or join as Guest

Enter your name

Join as Guest

- e) You will join a "virtual lobby" until the meeting organizer starts the meeting.



Once organizer arrives, you will then enter the meeting.

5. Troubleshooting and service limitations

5.1. Network Connectivity

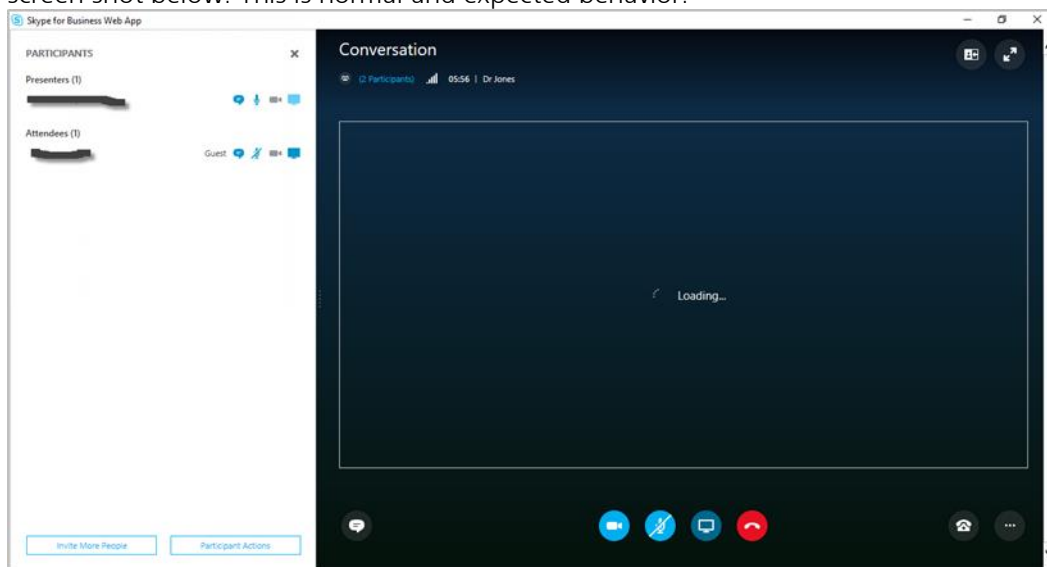
In case of distorted audio/video or application sharing, make sure that your available bandwidth is at minimum 1Mbps (bidirectional).

Whenever possible please use wired connection and avoid mobile hot-spots, especially in areas with poor network connectivity or not in LTE range.

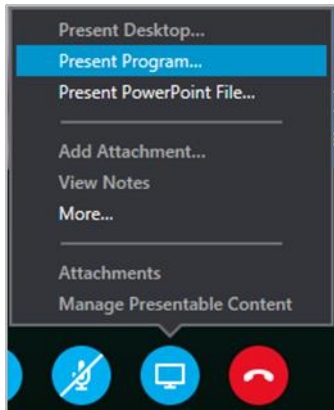
5.2. PowerPoint sharing

To show a Microsoft PowerPoint presentation during a meeting, it is necessary to share the PowerPoint application itself via the **Present Programs** option, as PowerPoint file sharing via the **Present PowerPoint Files** option is not available.

- If a PowerPoint file is shared, attendees will only see a "Loading..." message, as shown in the screen shot below. This is normal and expected behavior.



- If you're on a Windows desktop and wish to share a PowerPoint document, the UBS meeting organizer can make you a presenter. As a presenter, you can share the PowerPoint document via the **Present Program** option.



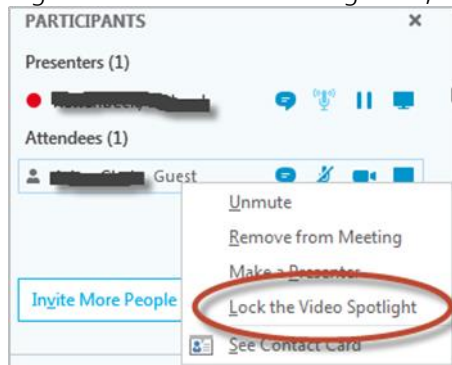
5.3. Apple Mac and application sharing

- If you're on a Mac computer, you can view shared content but will not be able to share applications.

5.4. Meeting attendees cannot see an external guest's video

When video is enabled and more than two participants are in a meeting, the active speaker's video is always shown. Sometimes UBS meeting attendees may not be able to see an external guest's video, in which case the UBS meeting organizer should follow these steps to lock the video and make it visible.

- 1) Right-click on the "external guest", as shown below, and select **Lock the Video Spotlight**



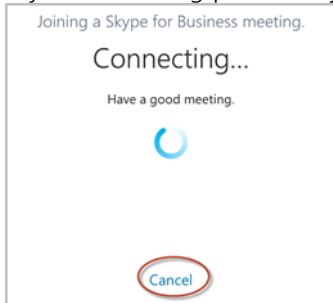
- 2) Once the video appears, right-click on the "external guest" again and select **Unlock the Video spotlight**.

Attendees will now see the external guest's video when he or she speaks, or if there are only two participants.

5.5. Android and Apple mobile devices

- If you are using an Android or Apple mobile device (iPad, iPhone), you can view shared content but will not be able to share applications.

- When viewing shared content, you can pinch the screen to zoom in and have a better view of the meeting materials. However, due to the screen size, we recommend viewing shared content on tablets rather than phones.
- If you are having problems joining a meeting, try tapping Cancel and joining again.



5.6. Windows and Skype for Business application

If you're an external guest, you can join UBS meetings by selecting **Use Skype For Business Web App**. You won't be able to join UBS meetings using the standard Lync and Skype for Business desktop applications if you're outside the UBS network.

5.7. Linux and Chromebook support

Linux and Chromebook computers are not supported at the moment.

5.8. Firefox web browser

The latest Firefox web browser does not work with this solution. On Windows 10 computers, please use Chrome, Internet Explorer or Microsoft Edge.

5.9. Microsoft Edge web browser

The Windows 10 Edge web browser is compatible. However, you may need to refresh the webpage if you do not see all the content.