GroupWise 18 and Skype Quick Start

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About Skype

Skype enables you to make voice and video calls via the Web. You can use Skype with GroupWise to make calls, see presence, send instant messages, and send text messages.

To install Skype, visit the Skype Web site (http://www.skype.com/en/).

Prerequisites

You must meet the following prerequisites in order to use Skype with GroupWise:

- "Ensuring that Skype is Running on Your Workstation" on page 1
- "Enabling Skype in GroupWise" on page 1

ENSURING THAT SKYPE IS RUNNING ON YOUR WORKSTATION

Visit the Skype Web site (http://www.skype.com) to download and install Skype.

ENABLING SKYPE IN GROUPWISE

In order to use Skype with GroupWise, you need to enable Skype as the default telephony provider.

1 In GroupWise, click **Tools** > **Options**.

2 Double-click **Environment**, then click the **Default Actions** tab.

3 In the **Default telephony provider** drop-down list, select **Skype**.

Configuring Skype to Start When GroupWise Starts

You can configure Skype to start when GroupWise is opened, whether you use a shared workstation or your own.

1 In GroupWise, click **Tools** > **Options**.

2 Double-click **Environment**, then click the **General** tab.

3 Select **Launch Skype at startup**.

This starts Skype when GroupWise starts, and closes Skype when GroupWise is closed.

4 Click **OK**, then click **Close**.

Making a Call through Skype

GroupWise uses the default telephony provider to make phone calls. In order to use Skype with GroupWise, you need to enable Skype as the default telephony provider (See "Enabling Skype in GroupWise" on page 1).

You can make a phone call within GroupWise in multiple ways:

- "Making a Call from a Message" on page 1
- "Making a Call from the Contacts View" on page 1
- "Making a Call When Viewing a Contact" on page 1

MAKING A CALL FROM A MESSAGE

When a GroupWise message contains a telephone number, the number is displayed as a hyperlink.

To make a call directly from a message in GroupWise:

1 Click the linked phone number within the message.

MAKING A CALL FROM THE CONTACTS VIEW

1 Click the contact folder that contains the contact that you want to call.

2 Click the linked phone number for the contact that you want to call.

MAKING A CALL WHEN VIEWING A CONTACT

1 Click the contact folder that contains the contact that you want to call.

2 Right-click the name of a contact, then click **Details**.

3 Click the drop-down arrow next to **Dial** on the toolbar, then click the number you want to call.

Making a Video Call through Skype

To make video calls, you must have a Web cam installed on your workstation, and the person you are calling must also have a Web cam.

1 Click the Presence icon located next to the name of the user you want to video call.

   If you are calling a contact that you created (that is, a contact that is not in the GroupWise system address book), you will see dimmed Presence icons in contacts folders, such as the Frequent Contacts folder. Click a dimmed Presence icon to send SMS text messages to a personal contact.

   If you are texting another GroupWise user in your organization, Presence icons are displayed in email messages when Novell Messenger is also running on your workstation. For more information, see the GroupWise 18 and Messenger Quick Start.

2 Click Video Call.

Sending an SMS Text Message

To send an SMS text message through Skype:

1 Click the Presence icon located next to the name of the user you want to send a text message to.

   If you are texting a contact that you created (that is, a contact that is not in the GroupWise system address book), you will see dimmed Presence icons in contacts folders, such as the Frequent Contacts folder. Click a dimmed Presence icon to send SMS text messages to a personal contact.

   If you are texting another GroupWise user in your organization, Presence icons are displayed in email messages when Novell Messenger is also running on your workstation. For more information, see the GroupWise 18 and Messenger Quick Start.

2 Click SMS, click the user's name, then click the phone number that has the Skype logo next to it.

3 Specify the message that you want to send, then click Send.

You can also send a text message by using native GroupWise functionality, as described in "Sending SMS Text Messages" in "Text Messages, Phone Calls, and Instant Messaging" in the GroupWise 18 Client User Guide.

Starting an Instant Messaging Conversation

You can use Skype to begin an instant messaging conversation from within GroupWise.

You can use instant messaging to contact users only if they are members of your Skype Contact List. If they are not, users must configure Skype to allow instant messages from anyone.

1 Click the Presence icon located next to the name of the user you want to contact.

2 Click IM.

Displaying Presence Information

When the prerequisites that are described in "Prerequisites" on page 1 are met, Skype presence information is automatically displayed in GroupWise.

The Presence icon is either enabled (color) or disabled (gray). Disabled means that the user is not present. Enabled means that the user is present.