EIOBoard Skype Integration

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Overview

EIOBoard version 9.0 has the ability to integrate with Microsoft Skype, allowing users to easily set up Skype calls, video calls, and even cell phone and landline calls (if that feature is enabled for your Skype account). You can download and learn more about Skype at the link below: http://www.skype.com/
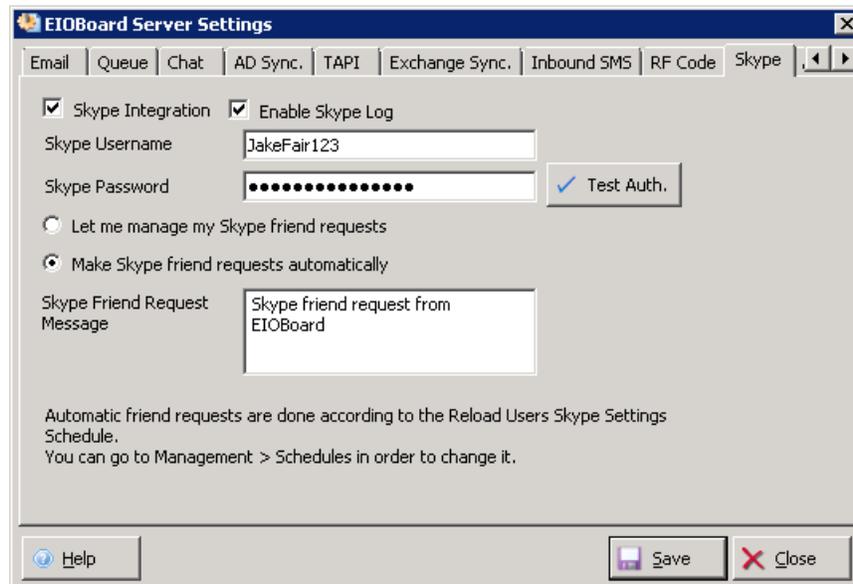
NOTE: EIOBoard-Skype integration is only available to Customer-Hosted customers because integration is done at the server-level. The instructions below will explain how to set up Skype both on the server and on the client.

Server Set Up

Before getting started with EIOBoard, you will need to set up an account with Skype. This can be done by going to http://www.skype.com/ and clicking **Join Us** on the top-right of the home page.

Once you have a Skype account set up, you can begin integrating with EIOBoard. On the EIOBoard server, go to **Management** > **Settings** > **Skype**.

Be sure to check the box **Enable Skype Integration** to enable the feature. Then type in your Skype username and password so that EIOBoard can access all of Skypes features. Once you verify that your credentials are correct, click **Save** to complete your server-side set up! Please note that the user you choose essentially doesn't matter. The only thing it effects is which users are monitored from the server (used mainly for troubleshooting purposes). If you go to the **Skype** tab of the main server window, you can see all users that are online from the perspective of the user logged into the server settings.

There are also a couple of extra options on the settings window. You can have user requests sent automatically (from the username specified above) when new Skype users are added to the system,
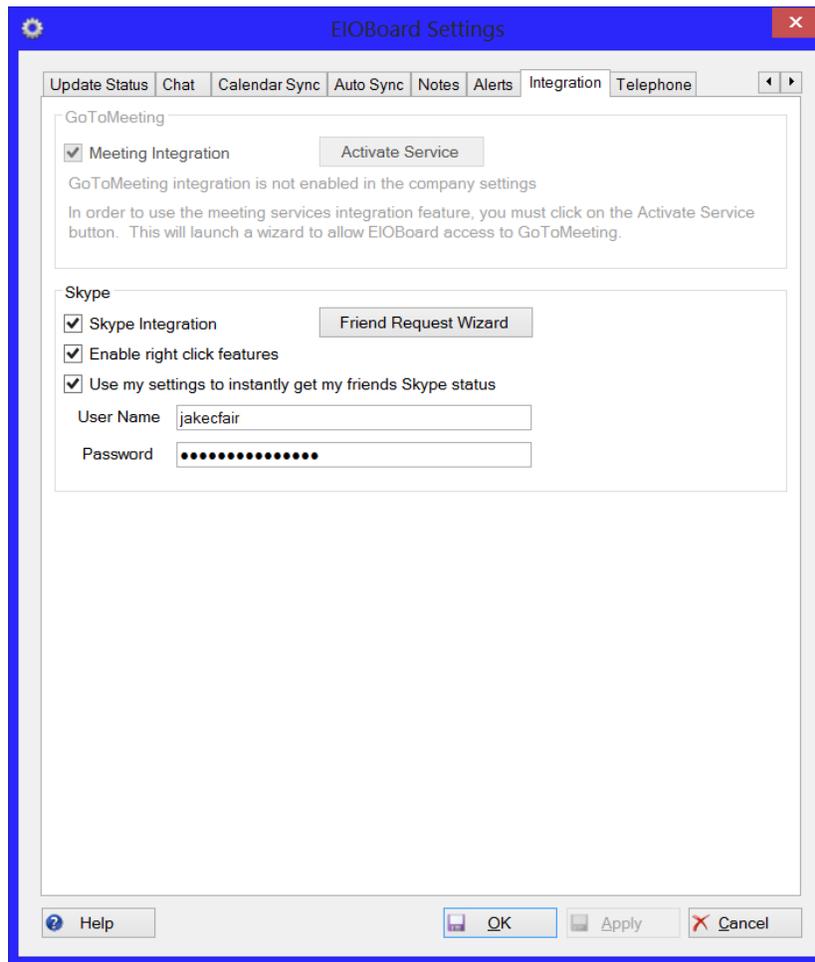
or you can add them manually. Again, please remember that only users that are friends with the user specified above will show up in the Skype tab of the main server window, but it does not affect the functionality of the EIOBoard application.

Client Set Up

Each person who would like to use Skype integration must first sign up for a Skype account online. Again, this can be done by going to http://www.skype.com/ and clicking **Join Us** on the top-right of the home page. Then you must install Skype on your PC.

Once you have set up Skype on your PC, you are ready to use Skype with EIOBoard! Log into the EIOBoard Application and open up the **Settings**. If you go over to the **Integration** tab, you'll notice a **Skype** section in the middle, as seen below.

Simply check **Skype Integration** to enable Skype. Then you may input your Skype user name and password in the boxes below in order to associate your EIOBoard account with your Skype account.

It is recommended that you check **Enable right click features**, which allows you to initiate Skype conversation with other users directly from EIOBoard. You may also check **Use my settings to instantly get my friends Skype status** in order to view each user's Skype status (such as "Online" or "Away") in EIOBoard's status board.

Each of these features (including the **Friend Request Wizard**) will be discussed in further detail in later sections of this document.
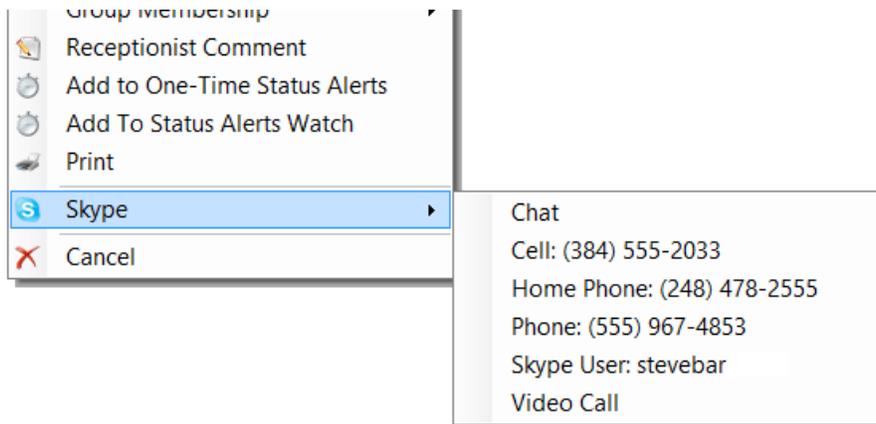
Viewing Users' Skype Info from EIOBoard

Go to the main EIOBoard status board in the EIOBoard application. If you right-click the column header, you can add/remove which fields are shown on the status board. Go down the list and locate the two following Skype fields: **Skype Account** and **Skype Status**. The Skype Account is this user's Skype username (or it will be blank, if the user has not chosen a Skype username). The Skype Status is this user's status in Skype, such as Online, Offline, Do Not Disturb, etc. Also, Pending Authentication means that you have sent a friend request to the user and are waiting for them to accept that friend request. An example of the Skype fields are shown below.

Pic	My	Full Name	Skype Account	Skype Status	Status	Tin
	✔	Cassie Reis	cassandra.elizabet...	PendingAuth	Meeting	11:53 A
	✔	Jacob Fairbairn*	jakefairbairn	Online	n	
	✔	Michael Renoc	test1234567		Lunch	5:30 PM
	✔	Zach Foor	stevebar	Online	Meeting	12:09 A

Please note that showing these fields is optional. You may still Skype with users without showing these fields on the status board. The next section will discuss how to Skype user's from EIOBoard.

Skyping a User from EIOBoard

In order to Skype a user, simply right-click their username and go down to the **Skype** option at the bottom. This will give you all the different options for Skyping this user.
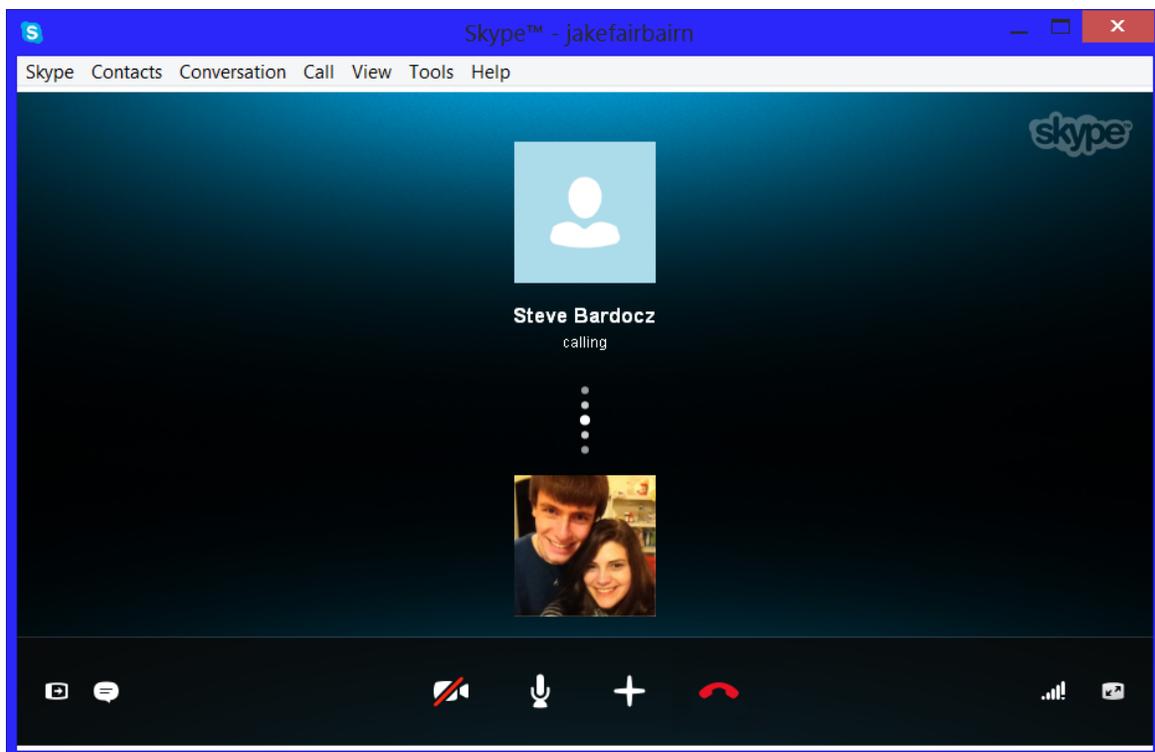
Group Membership
- Receptionist Comment
- Add to One-Time Status Alerts
- Add To Status Alerts Watch
- Print
- Skype ▶
  - Chat
  - Cell: (384) 555-2033
  - Home Phone: (248) 478-2555
  - Phone: (555) 967-4853
  - Skype User: stevebar
  - Video Call
- Cancel

As seen above, there are multiple options for you to choose from (based on what information the user has inputted in their contact details). First of all, you can **Chat** the user to initiate a Skype chat, you can **Skyper User** to initiate a Skype conversation with the user (without video), or you can **Video Call** the user to initiate a Skype call with video.

If you have purchased the ability to make phone calls from Skype, you can call one of the user's phone numbers from EIOBoard. Any phone numbers that the user has in their contact details (such as Cell Phone number, Home Phone, etc) will show up for Skype.

Whichever option you choose will launch the Skype application on your PC, automatically making the type of call that you chose.

Friend Request Wizard

In order to have other people in your Organization to show up in your Skype list of friends, you will need to send each of them a friend request. Instead of doing this one-by-one in Skype, EIOBoard offers you a way to friend request multiple users at once! Simply go to **Settings** > **Integration** > **Friend Request Wizard** from the EIOBoard application. Then you can search for user's to friend request, as seen below.

First of all, you can choose what type of users to show at the type. Choose **Non-contacts** to show users who are not currently your Skype friend and have not yet received a request, choose **Pending Authentication** to show users for whom you're waiting to respond to a friend request, or choose **All** to show both.
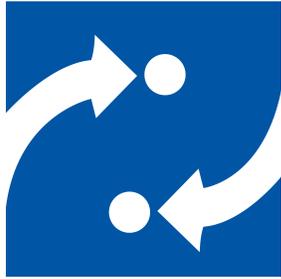
You may further narrow down your search by typing in a user's EIOBoard username at the top. Otherwise, you can simply click **Search** to display all users.

Simply place a check box next to each of the users whom you would like to send a friend request to. When you are all done, click **Next**. This will display the following window.

At the top, you can confirm which users have been selected to send a friend request to. Type in a message to send the user in Skype at the bottom, and then click **Finish** when you are all done. Now a friend request will be sent to these users in Skype!

Thank you for choosing Savance!

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