



Using Skype Audio



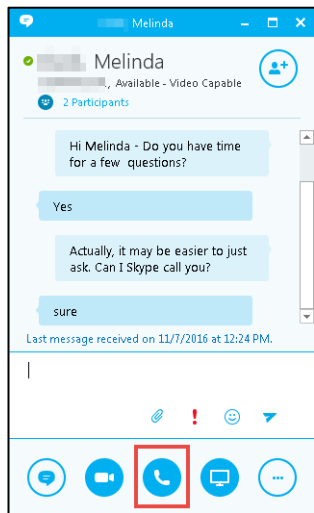
Using Skype, you can make one-to-one computer-based audio calls to other Skype for Business users using a PC. You can also initiate Skype-to-Skype audio calls with another user in the same organization (within or outside the corporate firewall), or with another Skype for Business user in a federated domain as long as the two Skype for Business domains are correctly configured, supported, and permitted for federation.

A USB headset is recommended, but you may be successful with external speakers and microphone.

IMPORTANT: Before using Skype audio, set up your audio device and check the quality. See the Prepping Audio tip sheet for more information.

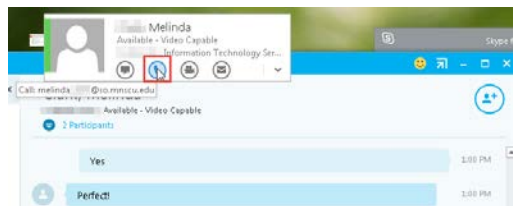
TELEPHONE CONFERCING: If the Skype meeting host included dial-in conferencing (also called PSTN conferencing), the meeting invitation will include a telephone number to dial. Please note that if you set up your Skype audio as the tip sheet suggests, and *do not join the audio until after joining the online meeting*, Skype can be prompted to call YOU. This is usually more successful than dialing in.

Add Skype Audio to an Active Chat/IM



While chatting and sharing images often gets the message across, sometimes there is nothing like the power of speech. To switch to Skype audio, simply *click* the **handset** icon in the chat window.

The handset icon will also become visible when you hover the mouse over the participants' name at the top of the chat window.

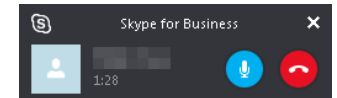


Start with a Skype Audio Call

1. From the Skype client, *hover* on a contact's **picture** or silhouette until the quick menu appears.
2. *Click* the **handset** icon.



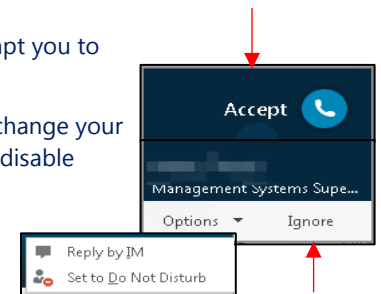
NOTE: While using Skype audio, you can minimize the chat window or work in other applications. The "always on top" call monitor will help you return to the chat window, mute/unmute or end the call.



Answer an Incoming Skype Call

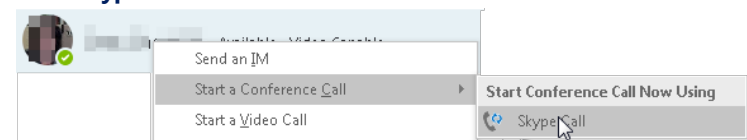
Incoming Skype call notifications will prompt you to Accept or Ignore the call.

There are also options to Reply by IM and change your current Presence status to Do Not Disturb (disable future notifications).



Start an Impromptu Skype Conference Call from the Skype Client

1. In your Skype Contacts list, select multiple contacts by holding down the Ctrl key and *clicking names*.
2. *Right-click* any of the selected names, then *click* **Start a Conference Call**.
3. *Click* **Skype Call**.

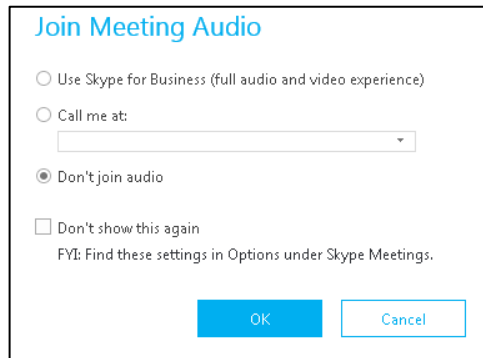


You can also right-click on a **group** and start a call with everyone available in the group, or schedule a Skype Meeting through Outlook.

Joining Scheduled Skype Meetings - Audio



If you haven't changed the default Skype Meeting Options, when you join a Skype meeting you will automatically be connected to Skype audio. If you've followed the recommendation in the Options tip sheet and have changed the default to *not* auto-connect to Skype audio, you will receive the prompt below when you join a meeting, allowing you to choose your audio for each meeting:



Having Skype call *you* is typically easier than dialing in, and if you've entered your telephone numbers during the Skype audio set up, you'll only need to select the number from the drop-down list.

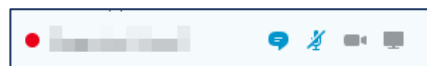
*Remember to add a 1 in front of the number!

Troubleshooting

Q: Are you using a **headset**? Make sure both the headset device controls, PC microphone setting and meeting audio are not on mute and volume levels are adjusted correctly. Go through the Prepping Audio tip sheet, which includes steps to verify the correct headset/device is selected and is working.

Q: Have you fully joined the meeting? Many audio issues can be resolved by disconnecting from the meeting and rejoining. (Yes, the tried and true, turn it off and on again.)

Q: Did you **dial-in**? If you dialed-in to the meeting with your phone, make sure that your Skype meeting didn't auto-connect with Skype audio. (You can only use one.) The microphone (Participant list) will be Skype audio blue and you will see the Call Controls icon in the lower right.



Troubleshooting continued...

- ⚡ Check your internet connection. Make sure you have a strong WiFi signal, or – even better – use a wired connection.
- ⚡ Close any programs that might be using your internet connection.
- ⚡ Use the Call Quality Indicator to check your connection speed. It's in the top right corner of your Skype call window.
- ⚡ Make a test call with the Windows Echo / Sound Test Service. Call and follow the instructions. ***Checking with Microsoft regarding Echo. Can't get it to actually connect.
- ⚡ Was your headset plugged into the computer after initiating the call? If it was, the device may not be recognized. Disconnect from the call/meeting and rejoin.
- ⚡ Did you leave one Skype meeting to join this one? If so, it's possible you weren't actually disconnected from that prior meeting. Sign out of Skype, sign in and rejoin the meeting.

Dial-in / PSTN Calling

When you call into a Skype for Business Meeting by phone, your audio is on by default. Mute your mic if you're not speaking.

Use your device to mute or the touch-tone Command *6 to mute and unmute.

For Additional Assistance

If your headset doesn't work and/or you get an error message when connecting a headset to your computer, this can mean that additional software, compatible sound card updates, or device updates within the control panel are needed. Please submit a ticket to *local* Desktop Support Services* and request assistance.

Include in your ticket the date and time of the incident, the organizer of the meeting, the type of device you're using and describe the problem you are having. Error messages and screen captures are always helpful.