Setting Up Your Computer: Skype for Business (External Users)

Before the meeting starts, check to see if your computer is set up to use Skype for Business. If you are not set up or if your district does not allow a Skype for Business download, you can still use the website as your platform.

Meeting Platform

Skype for Business App is the platform used for web meetings. Compatible browsers are Firefox, Internet Explorer, and Safari.

Note: Chrome is not compatible.

Follow the link below to test your connection:

Test Skype Meeting

If you **do** have the Skype for Business Web App, the meeting window will open for you. If you **do not**, you may be prompted you to download a plug-in for Skype for Business App. If so, please download and install the plug-in.

Hint: In Firefox, locate the download by clicking the arrow at the top right.

Once you have downloaded the plugin, login as a Guest, and if prompted, allow the plug-in.

Downloading a Recording of the Meeting

If you are unable to connect, hear the meeting audio, or see the presentation, you can request a recording of the presentation from the presenter.
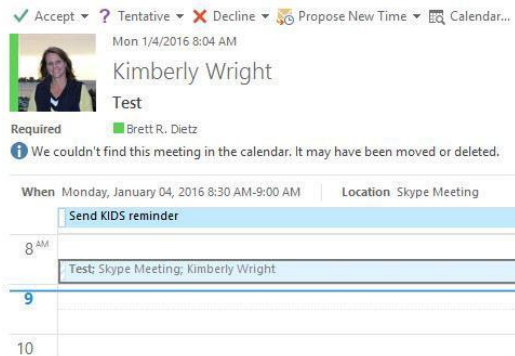

testing - Tuesday, April 05, 2016 10.19.26 AM.mp4

Logging in to a Meeting:

To log in to a web meeting, perform the following steps.

1. Click on the link in the email you received, follow the link to the web conference.

2. On the Skype for Business Web App, there are three steps to be followed. 1. Type your name in the "Guest" box, 2. Make sure the "Install Skype for Business Web App plug-in is checked (this is not optional), and 3. Click the "join the meeting" button.

3. When prompted, "allow" the Skype for Business plug-in, click "Run"

OR --- Follow the browser's instructions for installing and running the plug-in
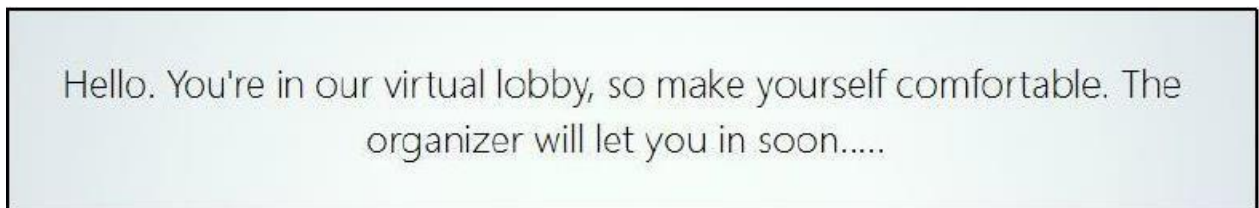
4. In the Skype for Business Web App Plug-in security alert, select **Allow**.
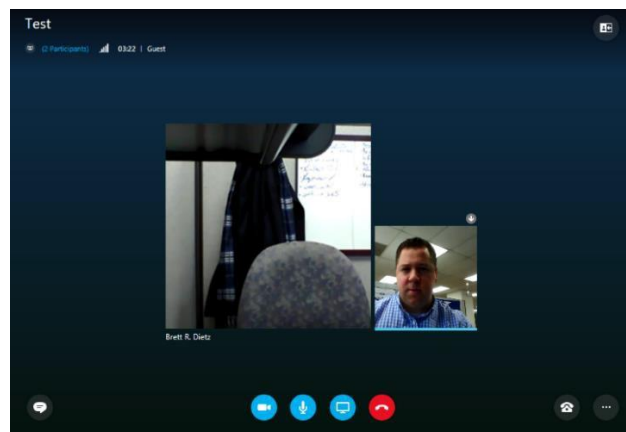

5. In the Windows Firewall security alert, select **Cancel** if you don't have administrator privileges on your computer. This won't have any effect on your meeting.

    Tip   If you're unable to install the plug-in by following these steps, consider clearing your browser cache to remove obsolete credentials that might be interfering with sign-in.
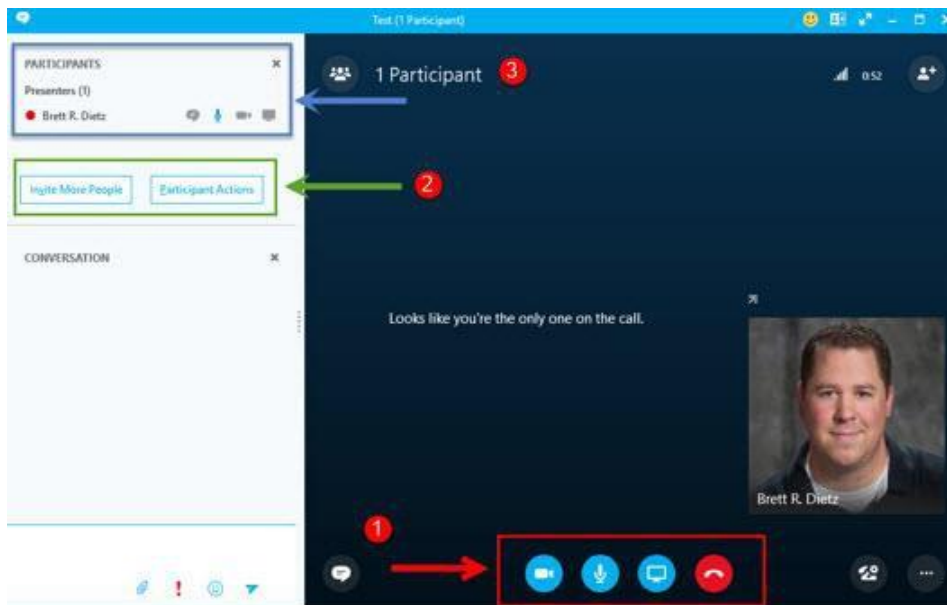
6. If your screen states you are in the virtual lobby, wait until you are admitted to the meeting room.
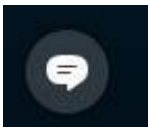

7. When your Web App opens, if you need to stream your video you will need to first click on the "video icon" and then click "start my video". Your microphone is automatically muted.

8. Your video is now live to everyone in the meeting
9. "1" Is a tool bar from left to right that allows you to turn on your video, mute your microphone, present your screen, and end the call.

"2". If you click the participant's icon this window will open which allows you to invite more people into the meeting.

"3". If you click the participant's icon this window will open showing you all the people in the meeting

- Hit the "IM" icon to open up the chat board.

Troubleshooting

Skype for Business is a relatively new webinar platform. If you experience difficulties, the following articles may be helpful.

General Troubleshooting

https://support.skype.com/en/faq/FA34552/i-m-having-issues-with-skype-for-business-where-can-i-get-help

Web App Plug-In

https://support.office.com/en-ie/article/Trouble-installing-the-Skype-for-Business-Web-App-plug-in-958fc5f1-2d6f-42e3-815d-a9516c591274
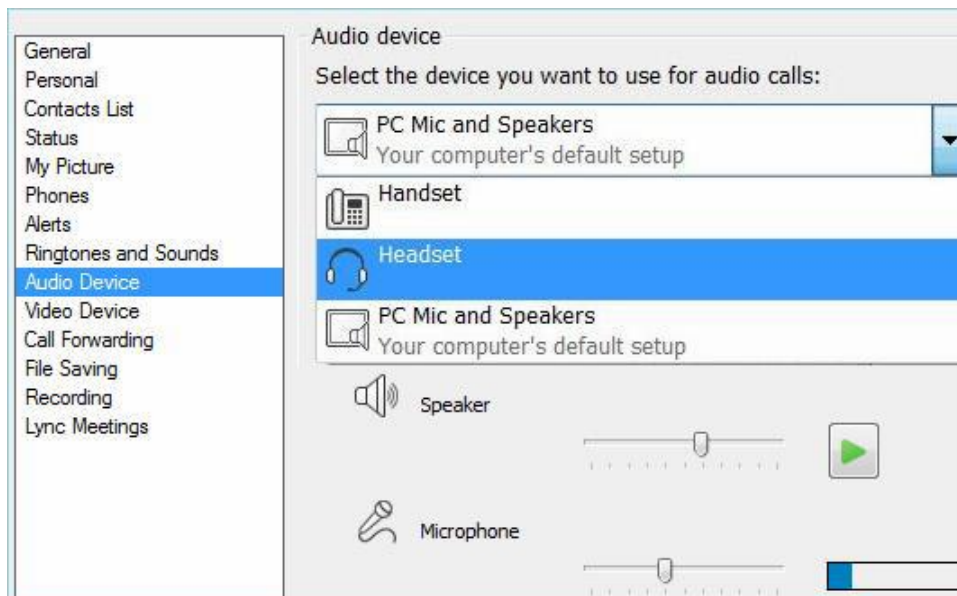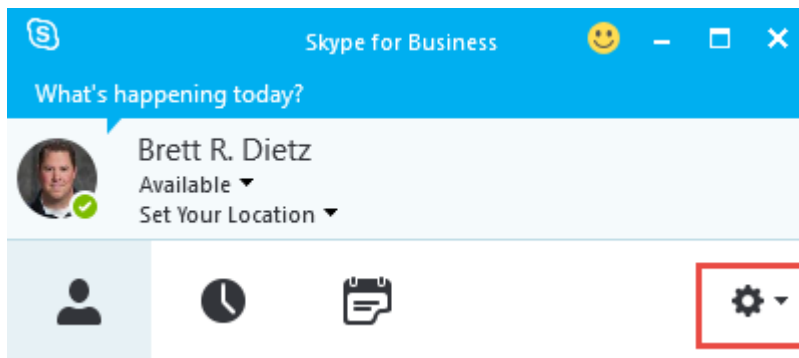
Audio required with Skype for Business

With the recent rollout of Skype of Business, the IT Department would like to point out there are audio requirements for using Skype. Skype meetings require a microphone and speakers. (or combo headset device) even if you do not plan on talking. Some users have reported they are not able to hear audio during a Skype video call. Listed below you will find guidance on resolving these issues. You can also share this document with your partners in advance of a meeting.

> ➢ Setting up your Skype for Business Audio for the first time (short video below). It is always recommended to do this prior to meetings.

[Set up your device](#)

1. In the Skype for Business main window, go to Options ⚙ > Audio device, and then choose the device you want.

2. Click the green arrow next to Speaker to hear a sample tone, and drag the slider if you need to adjust the volume.

3. To test your mic volume, speak for a few seconds. The volume is optimal when the progress bar reaches the middle of the test area. Drag the slider next to Microphone to adjust the mic volume.
4. Click the green arrow button next to Ringer to hear a sample ring when you get a Skype call, and drag the slider to adjust the ringer volume.
5. If you have more than one audio device, you can choose to set both to ring when you get a Skype call. Under Secondary Ringer, select Also ring, and then select an additional device.
6. You can also select Unmute when my Skype call rings, which will automatically unmute your speakers when you receive a Skype for Business call.
7. Select "Allow stereo audio playback" when available to make sure that the best audio quality is available during a meeting.
8. Click OK when you're done.

Tip: You can select different devices for microphone and speakers under each section. But to avoid echoing, it's better to use the same device for both. If you have to use separate devices, minimize echoing by lowering your speaker's volume.
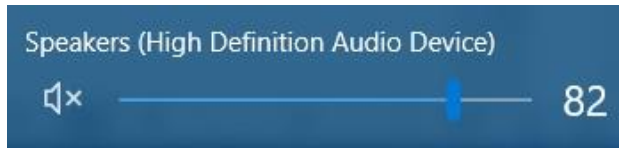
Common Issues:

➢ No microphone: If the user does not have a microphone they have a couple options;
   1. **You can buy a microphone and plug it in**
   2. **You can plug in a headset into the USB port, or if your hardware has a headset jack plug you can plug it in there. (This is a solution to bypass the requirement to have a mic.)**

➢ Microphone: If the user does have a microphone, but still cannot hear anything they have a couple options;
1. Is the volume on your computer turned up?

Speakers (High Definition Audio Device)
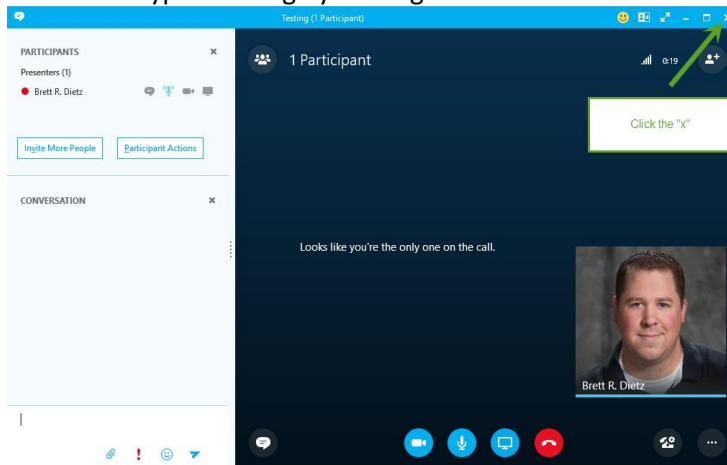
🔇× ———————————●———— 82

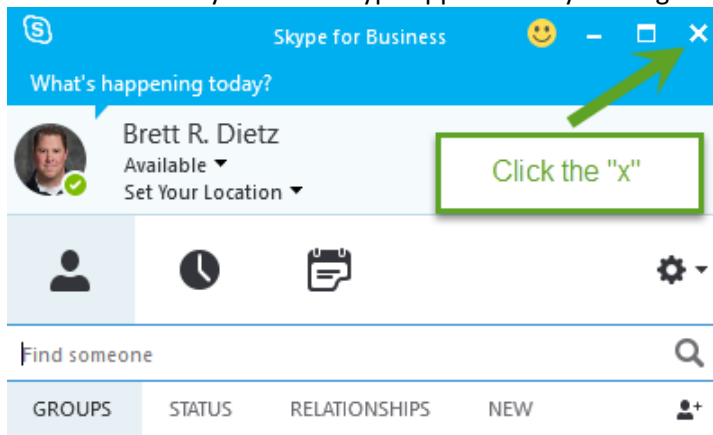2. If you have separate speakers, are they turned up?

3. If you plug in a USB device after starting a Skype session, you may have to exit your existing meeting and restart Skype for changes to take effect.

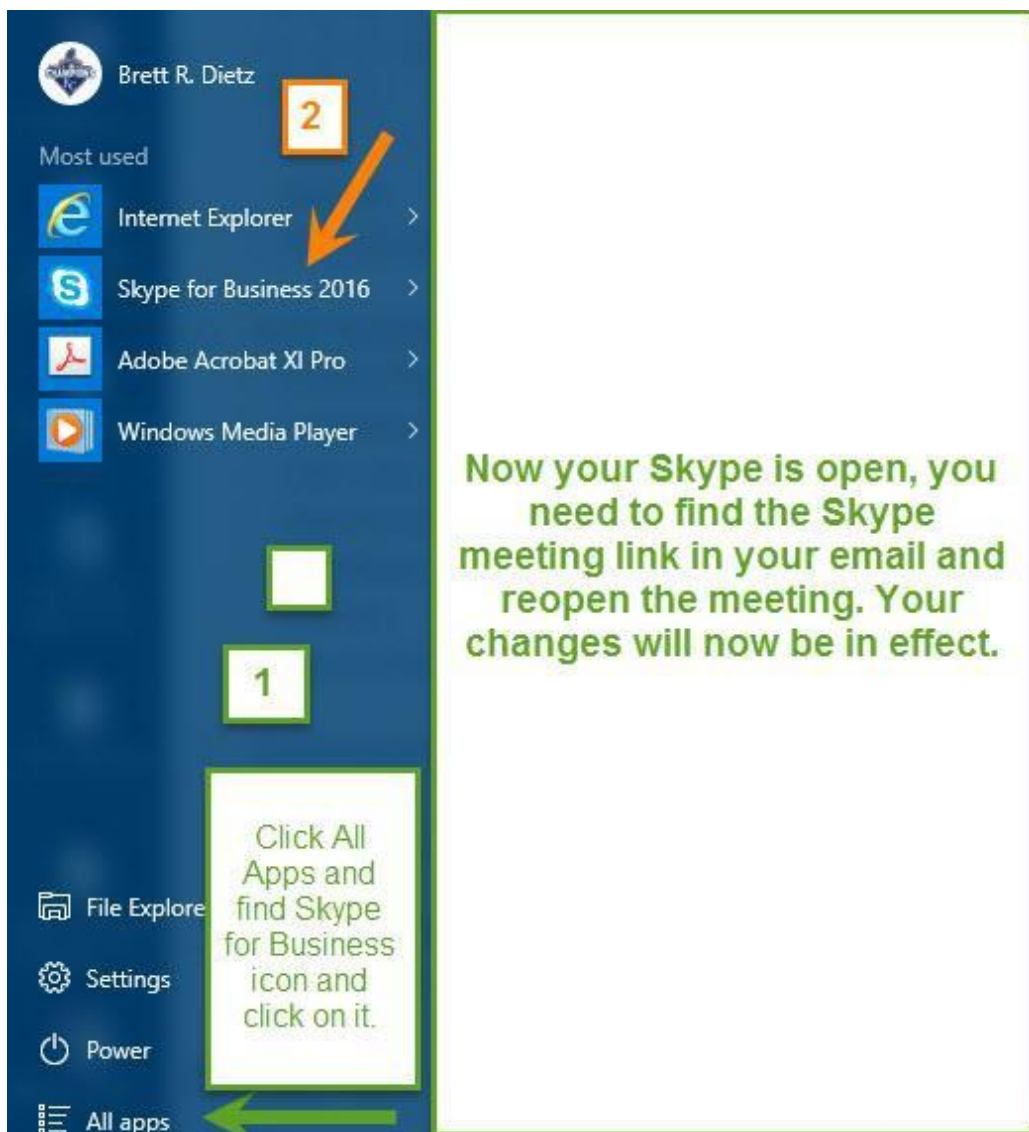   ▪ Close the Skype meeting by clicking the "x".

   ▪ Now close down your main Skype application by clicking the "x".

- Now close the skype icon on the bottom of our taskbar, right click and click exit.

Right click, exit

- Lastly you need to reopen Skype,

  - Click the windows icon on the bottom left of your screen
  - Click all apps
  - Locate Skype for Business application icon and click on it
  - Skype is now open, return to your meeting by clicking on the link in your email and reopen the meeting.
    - ✓ The changes made are now in effect.

Brett R. Dietz

2

Most used

Internet Explorer

Skype for Business 2016

Adobe Acrobat XI Pro

Windows Media Player

1

File Explore   Click All Apps and find Skype for Business icon and click on it.

Settings

Power

All apps

Now your Skype is open, you need to find the Skype meeting link in your email and reopen the meeting. Your changes will now be in effect.

4. Click the gear icon, go to "Skype Meetings->Joining Conference Calls->Join Meeting Audio from:" and make sure "Skype for Business" is selected and hit "OK."