This user guide gives guidance on setting up and using audio and video in Microsoft Skype for Business 2015. For further details of how to use Skype for Business for online meetings, see our user guide *Skype for Business 2015 Online Meetings*. If your meeting includes users of personal Skype or other external participants, also see our guide *Skype for Business Online Meeting Checklist* for additional hints and tips, as some features are limited or not available with personal Skype users.

**Check your audio and video devices**

Always check that any audio and video devices are working properly before meetings to prevent problems when taking part in the meeting.

1. Connect audio and video devices, if not built-in to your computer.
   
   In the Skype for Business window, click the **Skype for Business Options** button near the top right of the window. The Skype for Business Options window appears.

2. Click **Audio Device** from the list at the left hand side of the window.

3. Make sure that the device you want to use appears in the list at the top of the window.

4. Click the **Test** buttons to test the Speaker and Ringer sounds.

5. Speak into the microphone. **Check that the blue bar appears** to indicate that the microphone is picking up sound successfully. Use the slider bar to increase the microphone level if the blue bar does not pick up sound.

6. Select **Video Device** from the list on the left of the window, if you have one.

7. Make sure that the device you want to use appears in the list at the top of the window.

   You should see a preview of the camera to indicate that it is working correctly.

8. Click **OK** to close the Options window.
Making a call in Skype for Business

You can use Skype for Business to call your Skype for Business contacts¹ or to participate in online meetings.

1. Hover the mouse over a contact’s picture in the Skype for Business window. The interaction buttons appear.

2. Click the Phone button. The Conversation window appears, displaying the contact’s name and picture (if available). Once the contact accepts the call, a call timer appears at the top right of the conversation window.

To end the call, click the Hang Up button.

- You can also right-click a contact’s name and choose Call | Skype Call from the shortcut menu. If you are a delegate, you will then need to click For Myself.
- If you want to add more people to the call, click the Open Participant List button to display the Participant List, then click Invite More People.

Making a conference call

1. Click to select a contact; press and hold the Ctrl key and click the other contacts you want to invite².

2. Right-click one of the contacts and click Start a Conference Call from the shortcut menu.

   Note: If you are a delegate make sure to click For Myself.

3. Click Skype Call.

Answering a Skype for Business call

When you receive a call via Skype for Business, a call notification pops up on screen.

Click on the picture area to accept the call

Click Options to view further options

Click Ignore to reject the call

¹ Some calling features are limited when interacting with personal Skype users, e.g. only 1-1 calls are possible
² You cannot use this method to initiate multi-party calls that include personal Skype users. Set up an online meeting instead.
Mute your audio

Sometimes you may want to mute your audio, e.g. when you are participating in a meeting but do not want to speak.

1. While in a call or meeting, click the Mute my mic button.
2. The button changes to display a diagonal bar to indicate that your device is muted.

Adding audio to an IM conversation

If you have started a conversation via Instant Messaging, but want to add audio:

1. In the Conversation window, click the Phone button.
2. Click Skype Call. The contact receives a call notification, as described on page 2.

Using video

If you and your contacts have a webcam, you can participate in video calls through Skype for Business. Remember that your network connection will have a major effect on the speed and effectiveness of any video communication. In particular, if you are using a wireless connection, you may encounter slow speeds or a lack of visibility.

Starting a video call

1. Hover the mouse over a contact’s picture in the Skype for Business window. The interaction buttons appear.
2. Click the Video button. Your contact receives a notification that you are calling and can accept or reject the call, as described on page 2.
3. The Conversation window displays video thumbnails for the participants.
4. When the call is complete, click the Hang Up button and close the meeting window.

Adding video to an existing conversation

1. In the conversation window, click the Video button. A preview of your video appears.
2. Click the Start My Video button to add video to the meeting.
3. To end your video, hover over the video button and click the Stop My Video button. This ends your video but keeps any other participants’ video as part of the meeting. If you want to end all video input, click the End Video button.

3 Video calling with personal Skype users is only available for 1-1 meetings.
Muting video

When there are multiple meeting participants using video, Skype for Business focuses on the person speaking at the time. If several participants are trying to speak, this may be distracting and you may wish to mute your own or another participant’s video.

1. Click the Open Participant List button to display the Participant List. Right-click the name of the person you want to mute. A shortcut menu appears.

   ![Shortcut Menu]

   - Click Mute.

2. Click Mute.

   - If you want to switch off your video during a call, click the Video button - a diagonal bar appears across the button and your thumbnail reverts to your name and picture
   - If you want to mute the entire audience, display the Participant List. Click the Participant Actions button, then click the Mute Audience button.
   - You can also use the shortcut menu shown above to lock the video to a participant so that Skype for Business keeps the focus on them rather than moving to different speakers.

Further information and help

Contact the Service Desk at https://myit.abdn.ac.uk