Skype for Business (Windows) - Audio And Video

This user guide gives guidance on setting up and using audio and video in Microsoft Skype for Business on a Windows PC. For further details of how to use Skype for Business for online meetings, see our user guide *Skype for Business 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 the 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.
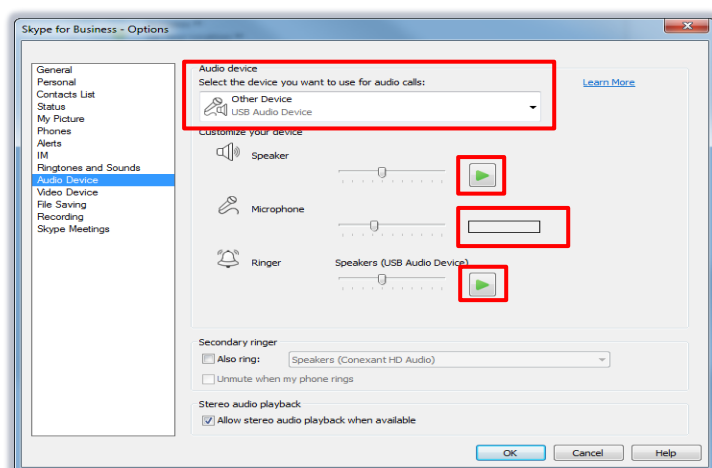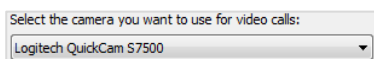

3. Make sure that the device you want to use appears in the list at the top of the window.

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 via Skype for Business

You can use Skype for Business for computer-to-computer calls with your Skype for Business contacts, or to participate in online meetings[1].

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 want to add more people to the call, click the **Open Participant List** button to display the Participant List, then click **Invite More People**.
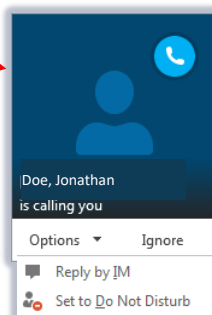
Making a conference call

1. Click to select a contact; press and hold the **Ctrl** key and click the other contacts you want to invite[2].
2. **Right-click** one of the contacts and click **Start a Conference Call** from the shortcut menu.
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 **Ignore** to reject the call

Click **Options** to view further options

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[1] Only 1-1 calls are possible with personal Skype users. You must also have added them to your contact list and they must have accepted your contact request. For multi-party calls involving personal Skype users, set up an online meeting instead or use Microsoft's Audio Conferencing.

[2] Only suitable for contacting users of Skype for Business, not uses of personal Skype. Set up an online meeting instead or use Microsoft's Audio Conferencing.

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.
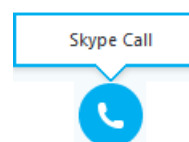
Using video

If you and your contacts have a webcam, you can use video during Skype for Business meetings.

> ⚠️ **Important**: if you use the method below to start a video call with a personal Skype user, you can only have a **1-1 video call. You MUST also have already added the personal Skype user to your contact list and they must have accepted your contact request**. For this reason, it is often easier to set up the meeting via Outlook and send them a meeting invitation via your calendar.

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[3]

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.

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[3] This method is suitable when interacting with Skype for Business users.

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.

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.
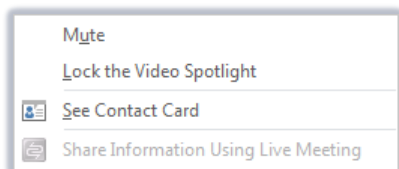
2. Click **Mute**.

> - 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 or service desk@abdn.ac.uk