

Skype for Business

Troubleshooting

How to access Skype for Business on my laptop.....	3
How to access Skype for Business on my mobile device	4
I cannot hear others on a Skype call	5
Others cannot hear me on a Skype call	6
Camera is not enabled	8

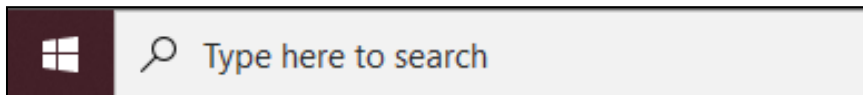
How to access Skype for Business on my laptop

Skype for Business has now been provided to a large portion of the organisation, with NHS Informatics Merseyside continuing to work hard to deploy the facility to the remaining PCs and laptops requiring access.

You may need to restart your laptop to complete the installation.

Once you have restarted your device then please look for the Skype icon on your desktop

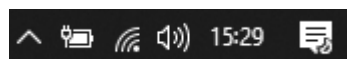
If this icon is not available on your desktop then please search the Windows Search box for *Skype for Business*.



When logging into Skype for the first time some users may be required to enter in their login details, please enter your trust email address in and click **Sign In**.

There is a possibility that the installation of Skype has not completed yet on your device. This is due to the large numbers of devices that the software is being installed on.

To check if this is in progress please refer to the Cetero Asset Studio by selecting to see the hidden icons in the bottom right hand corner by clicking on the up arrow



Then right clicking on the Asset Studio icon.



If you then select **Check for distribution job**, your machine will check if the install is already in progress.

If the install has started then the Asset Studio icon will start flashing (this may take a few minutes to start).

How to access Skype for Business on my mobile device

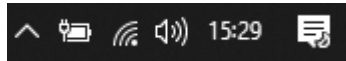
1. Download the Skype for Business app from the app store.



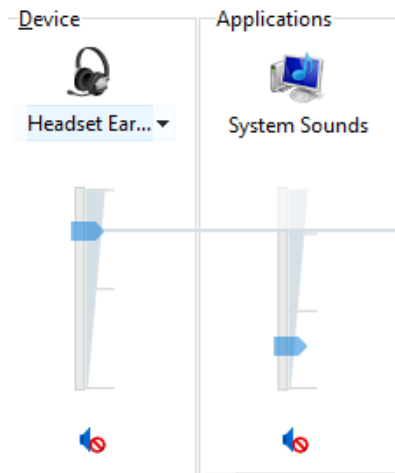
2. Open the Skype for Business app on your phone.
3. Enter your email address, click the blue arrow, enter your password, and click **Sign In**.
TIP: Turn on **Save Password**.
4. Click **Done**.

I cannot hear others on a Skype call

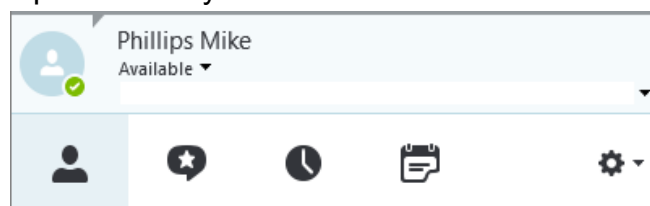
1. Ensure your audio is not muted – can you hear other sounds from your computer?
2. From your system tray, right click on the volume icon next to your clock.



3. Select “Open Volume Mixer”
4. Ensure the device column is not muted.



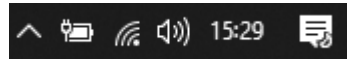
5. Find the column for Skype for Business, and make sure this is not muted, try turning the volume up.
6. Open Skype for Business
7. Select the Gear option under your name.



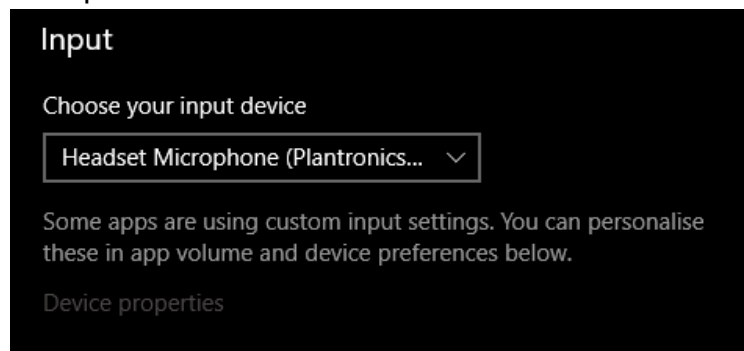
8. Select Audio Device
9. Make sure your headset is selected and adjust the Speaker slider as appropriate.
10. There is an option to Check Call Quality from this screen.

Others cannot hear me on a Skype call

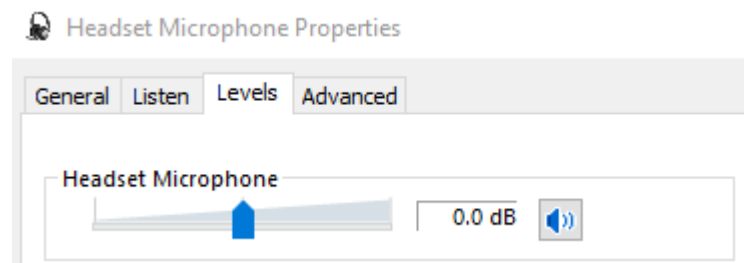
1. From your system tray, right click on the volume icon next to your clock.



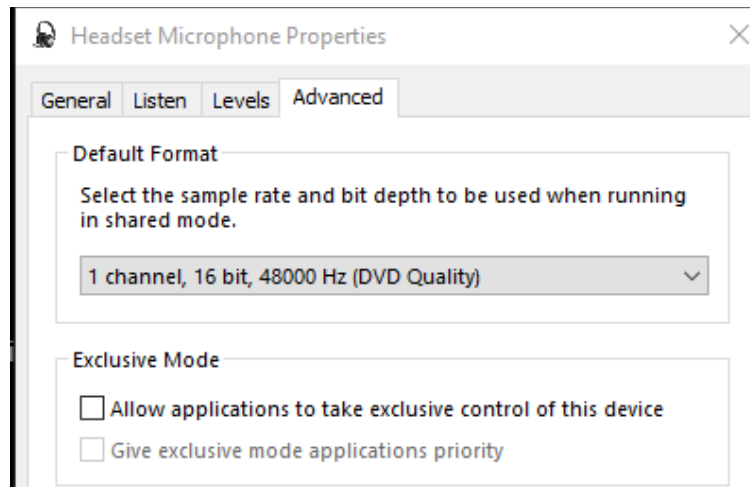
2. Select “Open Sound Settings”
3. Make sure the correct input device is selected.
4. Select Device Properties



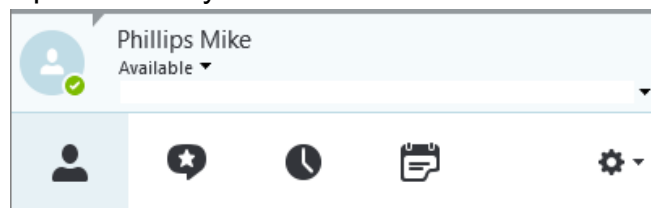
5. Select the Levels tab
6. Ensure that the microphone slider is at least half way along the scale, and the mute icon does not have a No-Entry sign in front of it.



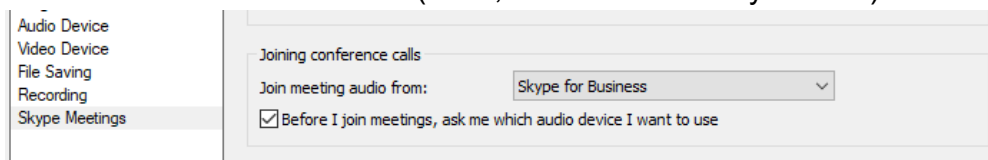
7. Select the Advanced tab.
8. Ensure that the option for Exclusive Mode – “Allow applications to take exclusive control of this device” is **not** selected.



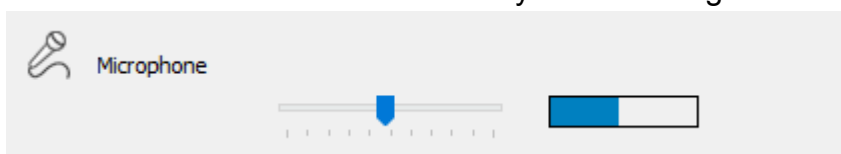
- 9. Open Skype for Business
- 10. Select the Gear option under your name.



- 11. Select Skype Meetings
- 12. Ensure the option for “Before I join meetings, ask me which audio device I want to use” is **not** selected. (Note, this is selected by default)



- 13. Select Audio Device
- 14. Adjust the microphone slider as appropriate. The box next to the microphone slider should show a blue bar when you are talking



- 15. There is an option to Check Call Quality from this screen.

Camera is not enabled

If you need to have your camera enabled, please raise a call via the self-service portal, for the attention of the Information Security team. This will be reviewed on a case-by-case basis.