

## Frequently Asked Questions on Skype for Business

**Q: When I try to join a Skype for Business meeting, the system kicks me out write after I am in.**

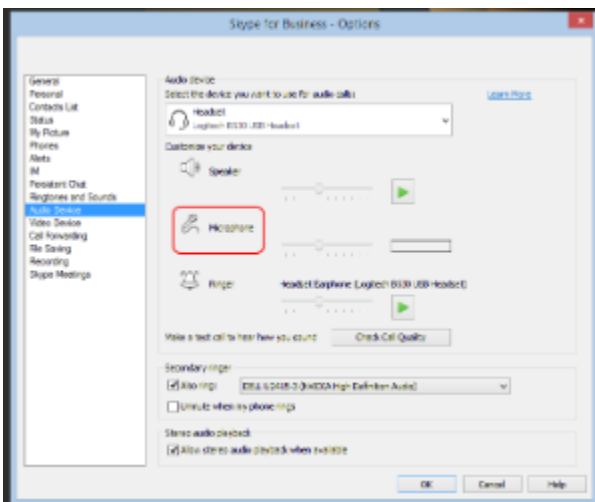
**A: Make sure that an audio device (headset,speakers,microphone) is connected to your computer.**

- Skype for Business disconnects you if there is no audio device. Make sure that an audio device is connected.
- Check Skype for Business audio settings and make sure that you have an audio device selected (see the question below).

**Q: I can hear other people but why can they not hear me?**

**A: Your microphone settings most likely need fixing.**

- Close other programs that might be using your computer's microphone, such as Adobe Connect.
- Check to make sure that the microphone cable is properly connected to the computer.
- Check that the microphone switch in the headset cable is not switched to Mute.
- Check the Skype settings to make sure that Skype is using the correct microphone (Skype > cogwheel (Options) > Audio device > check that you have e.g. Logitech USB headset selected).
- Check to make sure that Mute is not on in the upper left of the Skype window.
- You can run a check on the microphone/headset by calling "Audio Test Service" which plays back the call you make.



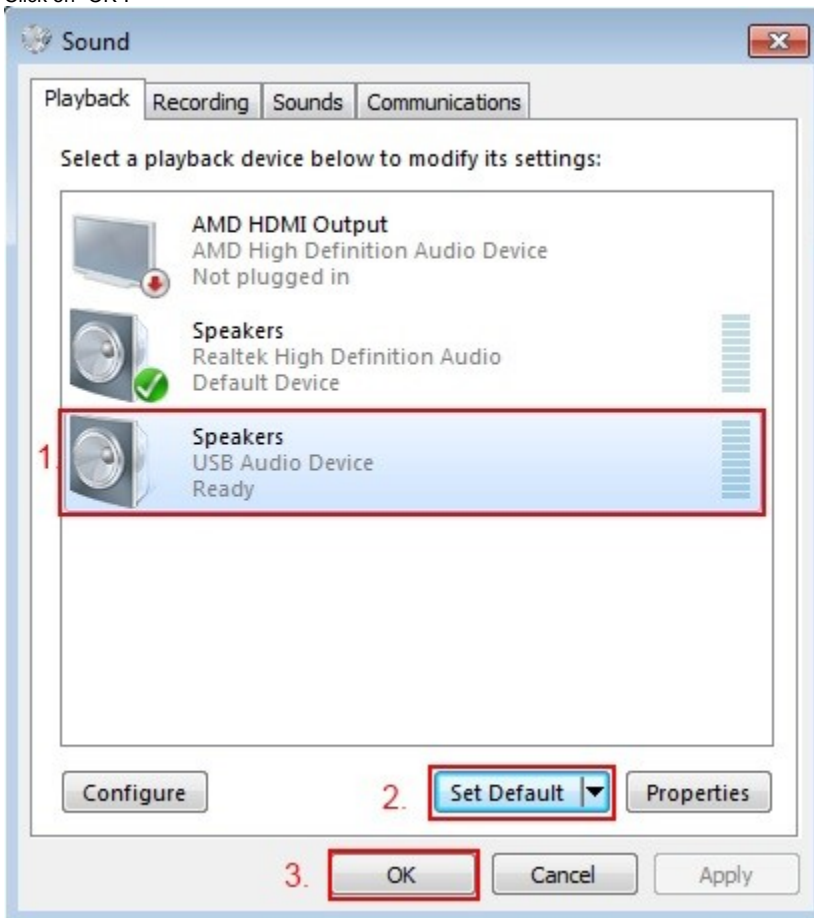
**Q: Sound comes from the speakers even though a headset is connected to the computer.**

**A: Check your default audio device setting:**

1. Right-click on the speaker icon on the bottom right of the screen.
2. Select "Playback devices" in the popup menu.



3. You will see a list of playback devices. The most common of these depending on your computer's make and model are "Speakers - Realtek High Definition Audio" and "Speakers - USB Audio Device".
4. "Speakers - USB Audio Device" usually refers to the headset. Select it, if you want to hear sounds from the headset and click on the "Set Default" button.
5. Click on "OK".



**Q: No sound.**

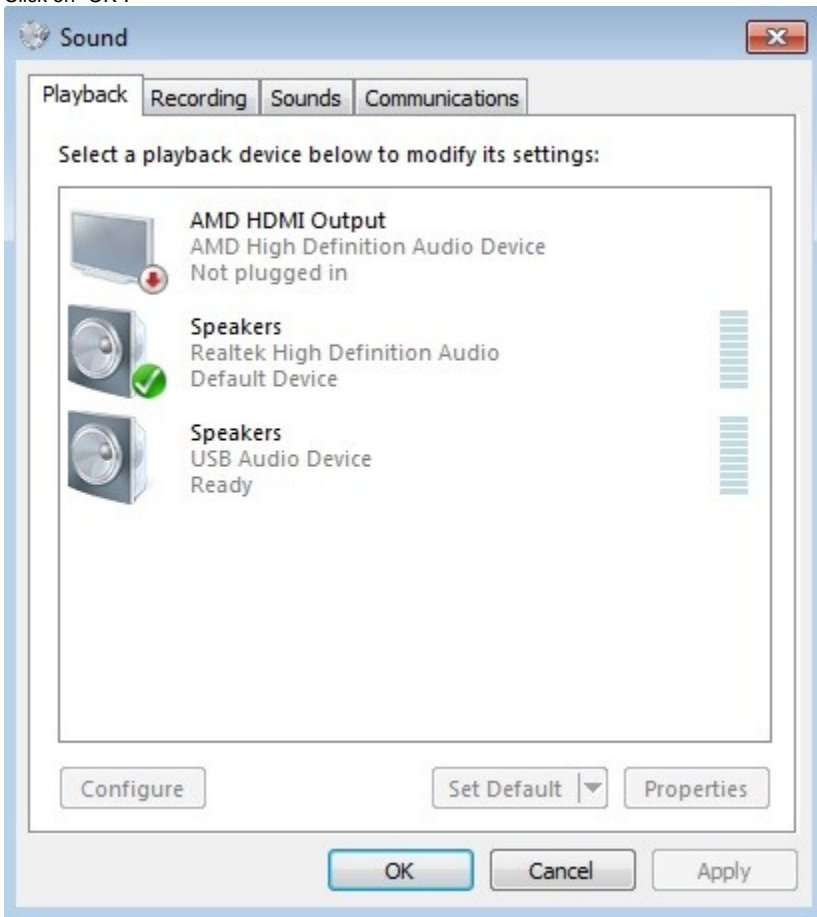
**A: Check the audio device settings and volume.**

1. Right-click on the speaker icon on the bottom right of the screen.

2. Select "Playback Devices".



3. You will see a list of playback devices.
4. Do you want to get sound from the speakers or a headset? "Speakers - Realtek High Definition audio" usually refers to the speakers connected to the computer or the internal speaker of the computer. "Speakers - USB Audio Device" usually refers to a USB headset.
5. Select the device that you want to use.
6. Click on the "Set Default" button.
7. Click on "OK".



8. Click on the speaker icon on the bottom right of the screen.
9. The volume slider pops up.
10. If the volume is too low, grab the switch with the mouse and move it to the right.
11. Check that there is not an X next to the speaker icon in the slider window. If there is, click on the speaker icon. The X disappears and the sound is unmuted.

