

Skype for Business – Audio Troubleshooting

If you have joined a Skype for Business meeting but cannot hear the audio, follow these steps to troubleshoot.

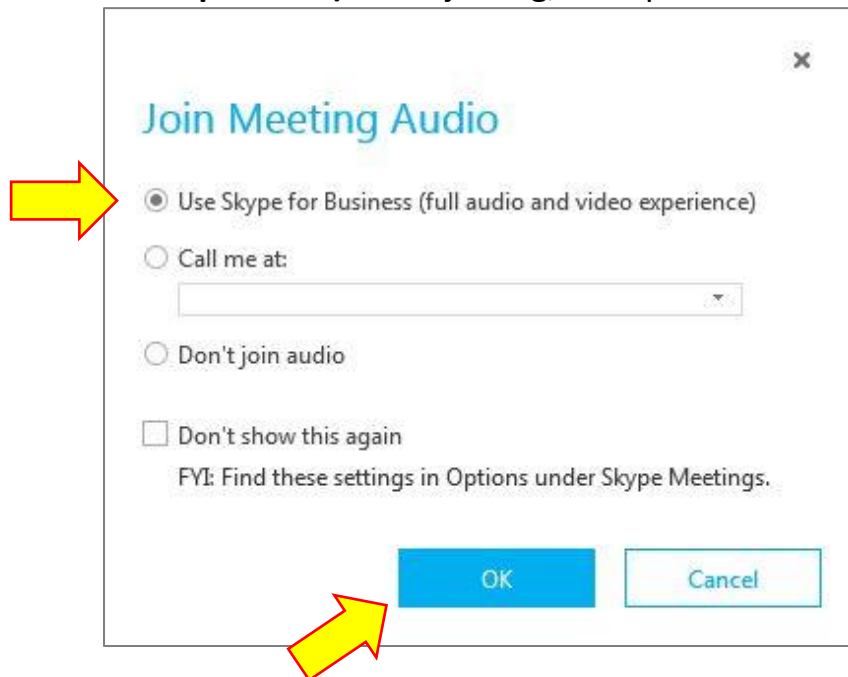
1. Do you have **external speakers**? Verify that they are plugged in, turned on, and turned up if applicable.



2. Check your computer's **volume**.



3. **Leave** the conference and **rejoin**. Be sure to select **Use Skype for Business (full audio and video experience)** when joining, then press the **OK** button.



4. If asked **Are you in the Skype room?** be sure to select **No**.

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5. If you do not have a webcam or a headset with a microphone, you may need to plug an extra headset into the computer's **microphone jack** to enable audio. (Look for the small microphone icon.)
 - a. Any **extra** headset will do, such as a spare set of headphones, or your cell phone's earbuds.



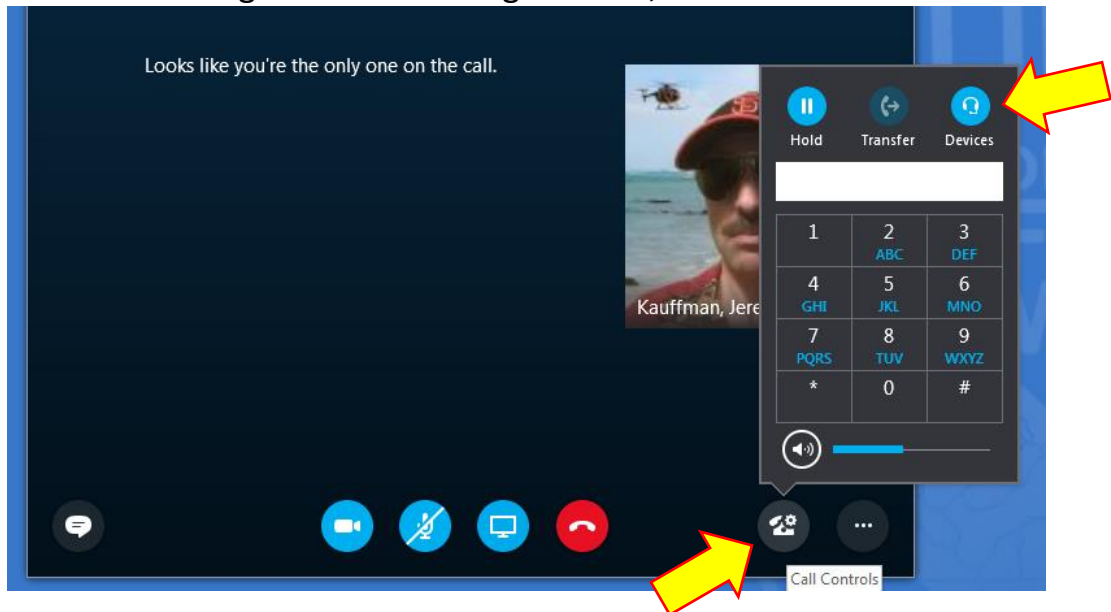
- b. If prompted, select **Mic In**, then press the **OK** button.



- c. Once you plug something in, you may need to **leave and rejoin** the conference.

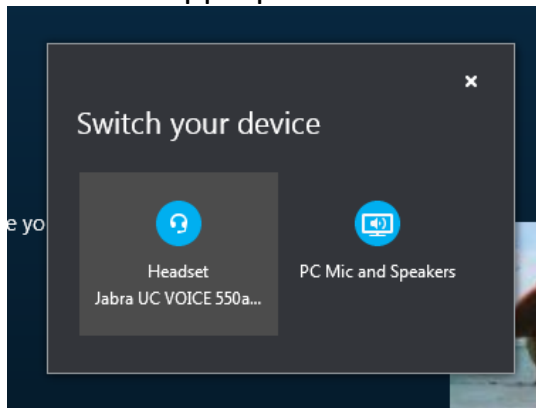
6. Verify that Skype is using the correct **audio device**.

a. On the **lower** right of the meeting window, click the **Call Controls** button.



b. In the **upper** right of the dial pad window that appears, click the **Devices** button.

c. Select the appropriate device.



i. Options may include “Internal Speaker,” “PC Mic and Speakers,” or another device, depending on your equipment and your computer’s configuration.

7. If you are still experiencing difficulty, please contact your **Field Support Staff** (if in a Region) or **Help Desk** (if in Sacramento / HQ).

- [Field Support Staff](http://dfgintranet/portal/tabid/397/Default.aspx) – <http://dfgintranet/portal/tabid/397/Default.aspx>
- [Help Desk](http://dfgintranet/portal/tabid/61/Default.aspx) – <http://dfgintranet/portal/tabid/61/Default.aspx>