Setting up your Headset for Skype

We strongly recommend to set up and test your headset before July 1st.
Follow the guide below and if you require assistance ask your Team Admin, Library Staff or the eLearning team on your Campus.

Step 1: Plug your headset into your computer

1. Turn on your computer and login
2. Connect the USB plug of your headset into an open USB port on your computer. Wait a moment for the headset to automatically set up.

Step 2: Open Skype on your computer

1. Find Skype for Business on your computer. If no Skype icon appears on your Desktop or Taskbar:
2. Click the Windows key or use the Search icon then Click the Skype for Business app
3. The Skype screen will open. If using Skype for the first time on your computer, you may be prompted to log in with your regular TasTAFE username and password.

Step 3: Set up audio and video in Skype

Before you start using Skype make sure your headset, speakers and webcam are set up correctly and turned on.

1. Click the icon at the bottom left of the Skype pane to open the devices menu
   You can also access settings via the grey cog icon
2. Select Audio Device Settings
3. Under the Audio device drop down box select your Headset
4. Make sure the microphone on your headset is turned on
5. Next, click the green play button to test the speaker (you should hear a ringing sound)
   ▪ Use the slider to adjust the volume
   ▪ If you don’t hear anything make sure your microphone on your headset is turned on and is not on mute. Check by clicking the Sound icon on the Taskbar
   ▪ When you are in a meeting your microphone should be on mute, unless you are speaking.
6. Microphone: now start speaking and adjust your microphone volume if required
7. Optional: Camera Settings: next select Video Device and select your camera from the drop down list
8. Click Check Call Quality – go through the prompts
9. Click OK

Video guides: Set up audio and video in Skype for Business and Skype Video tutorials

* See over page for how to Join a Skype meeting and Troubleshooting Tips
To practice joining a Skype meeting before July 1st (you will need to ask a team member to join you).
Go to: 1. Your Canvas Dashboard 2. Open the Educator Capability Hub 3. Find the Practice Skype for July 1 link

Step 4: Join a Skype meeting
1. Find the Skype meeting link
2. For July 1 the Skype meeting links will be found on the July 1: Educator Capability Menu page in Canvas
3. Scroll down the July 1 page to review the Skype sessions menu via the tabs
4. Join the meetings by clicking their own blue Join Skype Meeting link
5. You may receive a pop up - see top image: If so,
   I. Click in the box: Always open these types of links in the associated app
   II. Click Open Skype for Business 2016
6. The Skype meeting screen will appear with a pop up (see image to the right)
7. Click OK to join the meeting

Step 5: Participate in your Skype meeting
1. When you are in a meeting your microphone should be on mute, unless you are speaking.
2. Mute your microphone by clicking the blue microphone icon
3. Underneath the Participants icon you can also mute and unmute yourself

Troubleshooting Tips

No sound coming through to your headset?
- Check your headset is connected to your computer
- Check your computer or headset is not on mute or the volume is too low
- Perform Step 3: Set up audio and video in Skype on the other side of this information sheet
- Check the Sounds setting on your computer
- Check the Playback setting is pointing to your headset
- Check the Recording or Microphone setting is pointing to your microphone

Other meeting participants cannot hear you?
- Is your headset microphone turned on?
- Are you on mute? If so, unmute by clicking the microphone icon in Skype
- Check your computer’s volume, is it too low? If so, increase the volume
- Check the ‘No sound coming through to your headset? above
- Leave the conference and re-join

Unable to connect to the Skype meeting?
- Leave the Conference and re-join
- Ask for assistance from a colleague (e.g. Admin, Libraries, eLearning team)

The USB Headphone with Microphone HP1008 daichi (collected from the library) has the following controls on the headset cord (image to the right).