Setting up your Headset for Skype/Lync

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.

*If you use a computer running Windows 7 Operating System Lync will be installed instead of Skype on your computer.

**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 Lync on your computer**
1. Find Lync on your computer. If no Lync icon appears on your Desktop or Taskbar:
2. Click the Start button in the Search field type Lync.
3. Click the Lync app when it appears.
4. The Lync screen will open. If using Lync 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 Lync**
Before you start using Lync make sure your headset, speakers and webcam are set up correctly and turned on.

1. Click the Options button, Tools then Options
2. Select the Audio Device tab
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

* See over page for how to Join a Lync 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/Lync 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 URL:lync15 Protocol
6. The Lync 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/Lync 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

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 Lync 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 Lync
- 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/Lync meeting?

- Leave the Meeting 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).