



Please review these tips to assist you with having a successful Skype meeting and [click here](#) to view our Skype for Business Quick Reference Guides on our website.

**Use wired connections instead of wireless** whenever possible. Wired connections will consistently deliver a better experience when using rich media collaboration tools. Wireless connections often cause disconnection or freezing during calls.

**Test your meeting room in advance** if you are using Skype from a new space or location. Test the room's audio visual components; such as the phone and projector to ensure there are no firewall issues from that particular location.

**Select your audio, but only once!** If you select "Use Skype for Business (full audio and video experience)" at the "Join Meeting Audio" window, that's the only audio you need. DO NOT call in from a phone as well or you will cause an audio loop as you have now joined the meeting with two audio lines.

**Consider having a host** if your event has more than 20 people. It is difficult to present and be the host (i.e., look after participants) at the same time.

**Join the meeting by clicking on the "Join Skype Meeting" icon in your Outlook calendar** rather than the link in the calendar invite. This is to ensure that you're using the desktop app and using the full audio/video Skype experience.

**Grant presenter privileges to attendees that may need to share content.** Anyone who is already a presenter (someone who has a Skype for Business account) can grant presenter privileges to other attendees (even if they don't have a Skype for Business account).

**Enter your PIN if you're the Host of an "audio only" call** (in essence, a conference call) or your meeting will not start and all of the attendees will be stuck in the lobby. Only Skype users with an audio license are able to set up "audio only" calls, however anyone that has the leader PIN can start the call.

**Use a Skype account that has an audio license assigned to it** if you require a phone line attached to your meeting.

- It may be you or your admin assistant/designate that has the Skype account with the audio license attached.
- The person that booked the meeting does not need to be present at the meeting, but at least one person in the meeting needs to have a Skype account in order to be granted host/presenter privileges and start the meeting.

**Practice, Practice, Practice.** Take time to review the many Quick Reference Guides available on our website to help improve your online meeting skills. [Click here](#) to view the QRGs.