



**Skype for Business  
FAQ and Help**

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### 1. I have Skype for Business on my computer but I can't join the meeting

If you are unable to connect, please contact your local IT support in the first instance. ENTSOG will be able to provide support also – please contact [itsupport@entsog.eu](mailto:itsupport@entsog.eu)

### 2. I don't have Skype for Business on my computer. How to join the meeting?

You need to use the Skype for Business WebApp.  
In the invitation, click on "Try Skype Web App"

→ [Join Skype Meeting](#) |  
Trouble Joining? [Try Skype Web App](#)

#### Join by phone

Toll number: +3228909729, access code: 9724282 (Dial-in Number)

Dutch (Netherlands)

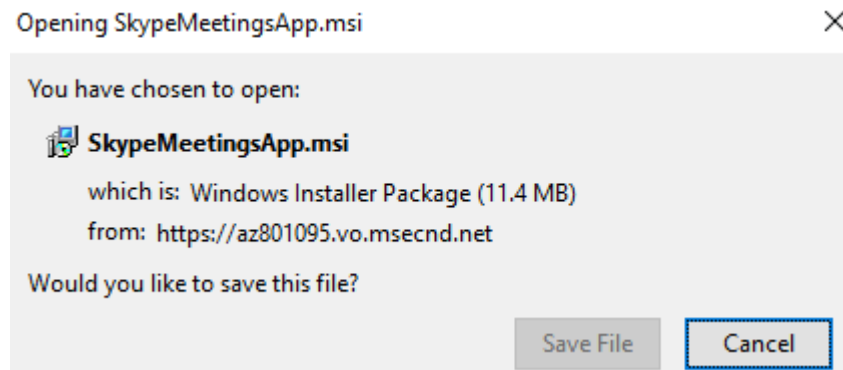
[Find a local number](#)

Conference ID: 9724282 (same as access code above)

[Forgot your dial-in PIN?](#) | [Help](#)



A pop will be appearing to download the application. Download and install it.



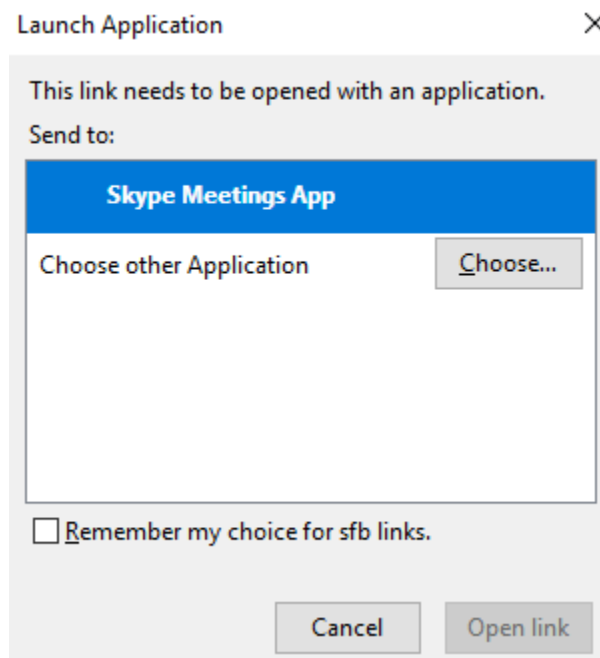
Note:- If the policy settings on your PC or laptop prevent you from downloading or installing the browser add-on application, please contact your IT support to allow you to do so.

Once installed, click on “Join the meeting”

## Have you finished installing the app?

Join the meeting

Choose the “Skype Meetings App” and click on “Open Link”.



Enter your name or sign in with your Office 365 account

## Welcome

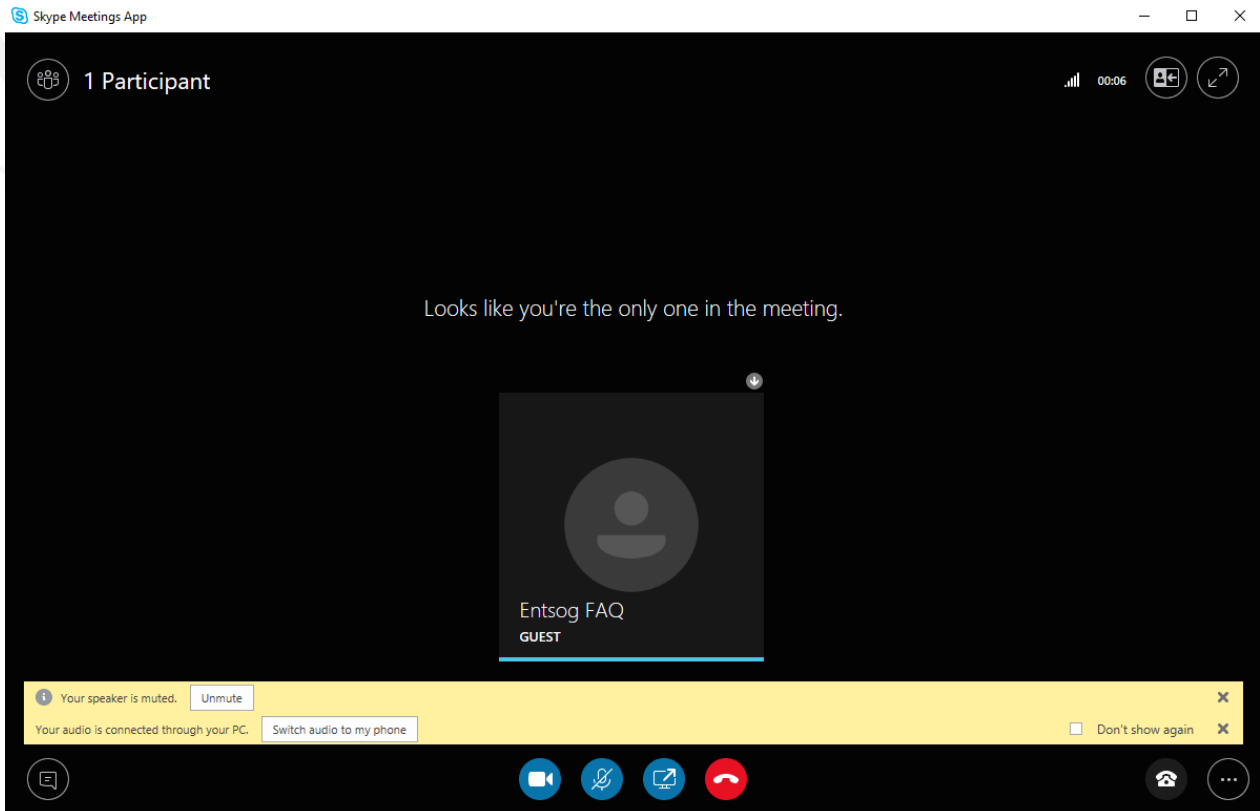
Enter your name

Join

[Sign in if you have an Office 365 account](#)

[Use my Skype for Business desktop app instead](#)

You are redirected to the Skype Meeting



Skype Meetings App

1 Participant

00:06

Looks like you're the only one in the meeting.

Entsog FAQ  
GUEST

Your speaker is muted. Unmute


Your audio is connected through your PC. Switch audio to my phone


Don't show again


The screenshot shows a Skype Meeting window with a dark background. At the top left, it says "1 Participant". In the center, a message reads "Looks like you're the only one in the meeting." Below this is a placeholder for a participant named "Entsog FAQ" with the role "GUEST". At the bottom, there is a yellow notification bar with two messages: "Your speaker is muted. Unmute" and "Your audio is connected through your PC. Switch audio to my phone". The bottom right corner of the window contains several icons for meeting controls: chat, video, screen share, call, and a home button.

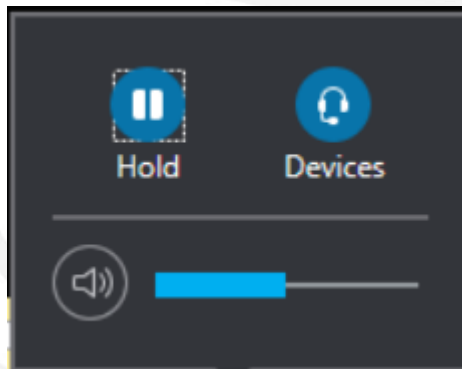
If you have difficulties downloading or installing the WebApp, contact your local IT support.

### 3. I have joined a meeting but I can't be heard?

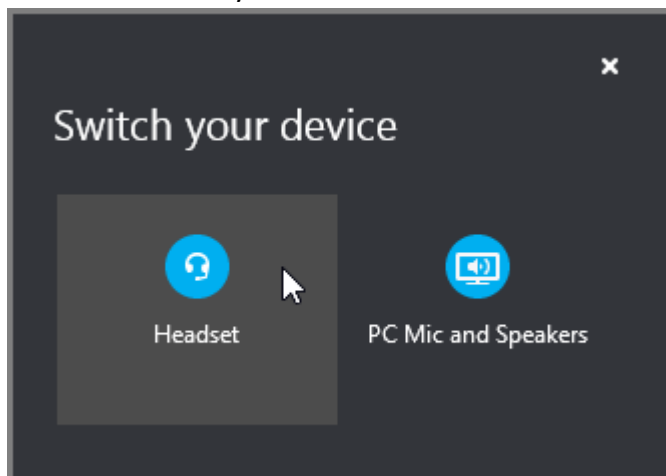
Your mic is automatically muted. To unmute your mic, find the mic button,  and click it.

When it looks like this , people in the meeting can hear you.

If you need to switch to a different audio device, click the Call Controls button , then click Devices.



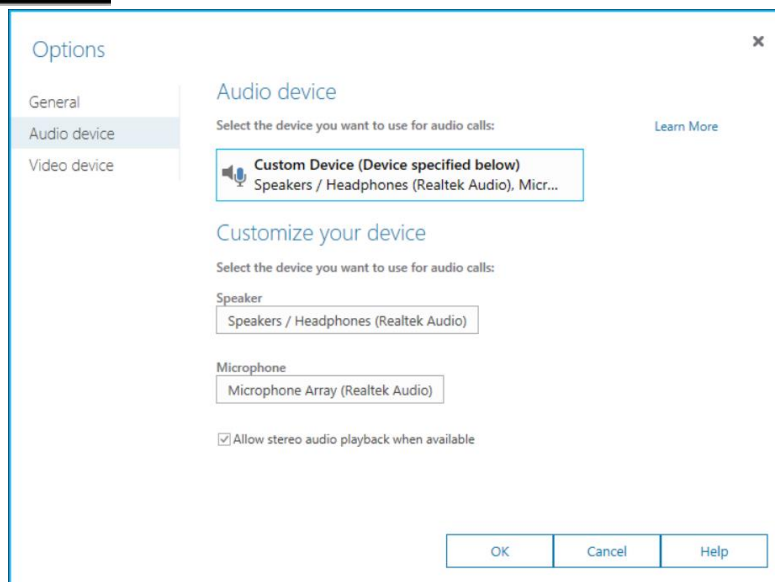
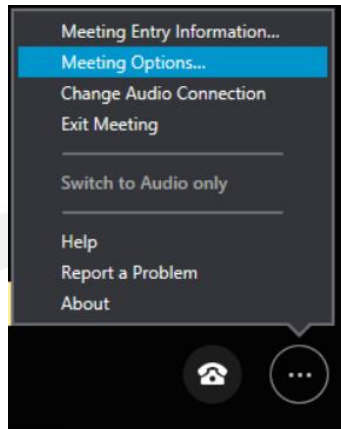
The Switch Devices box shows your available audio devices, with the current one selected. Choose a different one if you'd like.



#### 4. have joined a meeting but I can't hear the participants?

Firstly, verify if your speakers / headphone are not muted.

Otherwise, ensure that you have chosen the correct audio device on Meeting Options

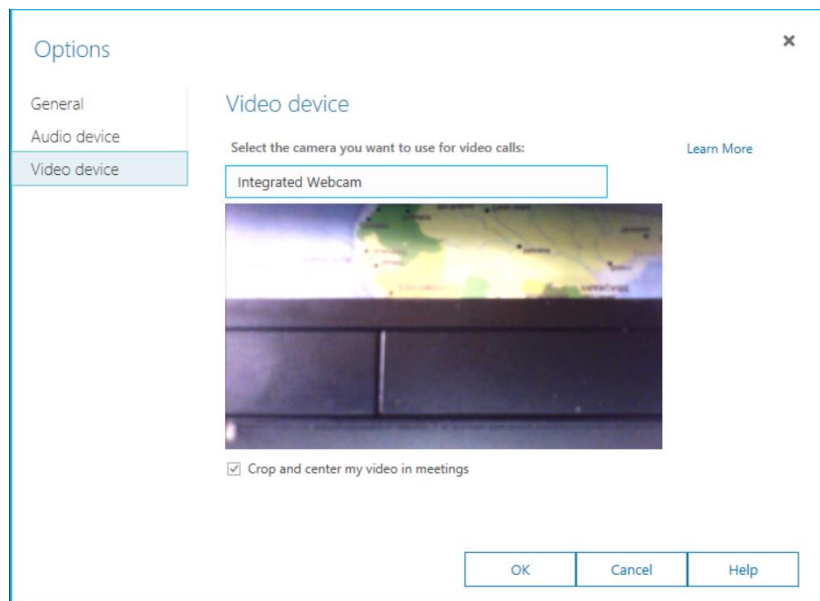
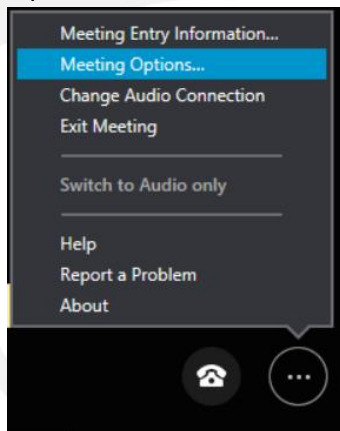


## 5. Can I use a webcam?

To use the webcam on your laptop or PC, click on the camera icon.



If you have a webcam, to verify that it is functioning correctly, choose Video Device on Meeting Options...



- If you see video, your camera is working and ready to use. Otherwise, choose the camera device you wish to use.



You can use your webcam only a video call - if you join a Skype meeting like an audio call, you can't use your webcam.

You can choose to automatically answer all your calls with audio or with video.

- on Windows desktop: In the menu bar, select Tools > Options, then select Calls. Under Calls, select Call settings > Show advanced options, then make sure both options are checked:  
Answer incoming calls automatically  
Start my video automatically when I'm in a call
- on Mac: In the menu bar, select Skype > Preferences, then select Calls. Choose Answer automatically, then select Configure. In the pop-up window choose the option to Answer automatically with video, then select Done.

## 6. Can I join by telephone?

If a request for a Skype for Business meeting includes a dial-in phone number and conference ID, then you can call into the meeting. Calling in is useful when you don't have access to a computer at the meeting time.

1. On your phone, dial the conference number listed in your meeting request.

**Tip:** If you're traveling, click **Find a local number** in the meeting request to find the numbers available for your current location.

2. Enter the Conference ID by using your phone dial pad.

Depending on the Skype for Business meeting settings, you might have to wait until the leader or host has started the meeting to be admitted.

3. (Optional) When in the meeting, press \*1 on your phone to get a list of the options you can use, such as mute, unmute, and so on.