
SETTING UP SKYPE WEB APP AND JOINING A SKYPE FOR BUSINESS MEETING

Agents joining Skype for Business meetings will need to use the Skype Web App to participate in Skype for Business meetings. This job aid will walk you through the first time setup experience including installing the Skype Web App and joining the meeting. These steps were collected from Internet Explorer. If you use a different browser your experience may be slightly different.

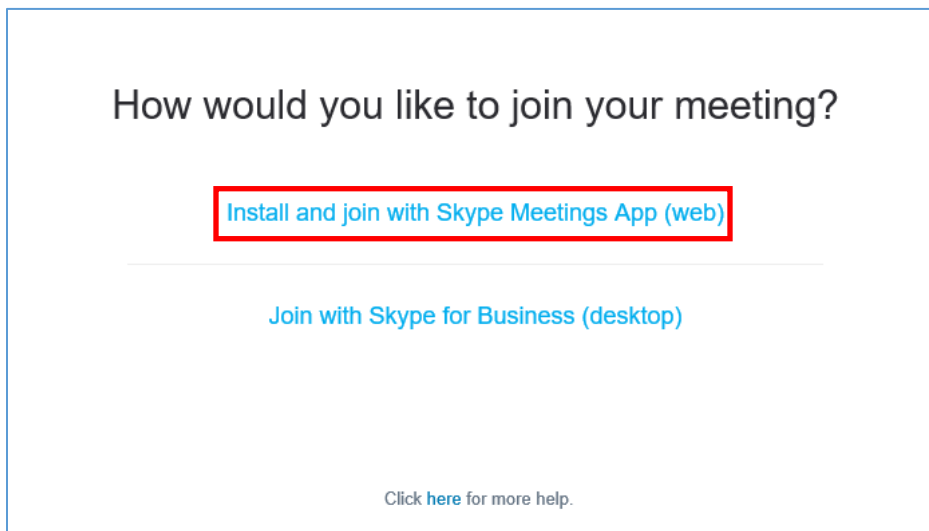
- From Outlook Web Access/Outlook Anywhere (**EAs**) or your default email client (**IAs**), open your calendar appointment with the Skype For Business meeting

- Click **Try Skype Web App**

→ [Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

- Click **Install and join Skype Meetings App (Web)**



- Click **Run** when prompted to install the Skype Meeting App



- At the following screen, simply **Enter your name** and click **Join**.

Welcome

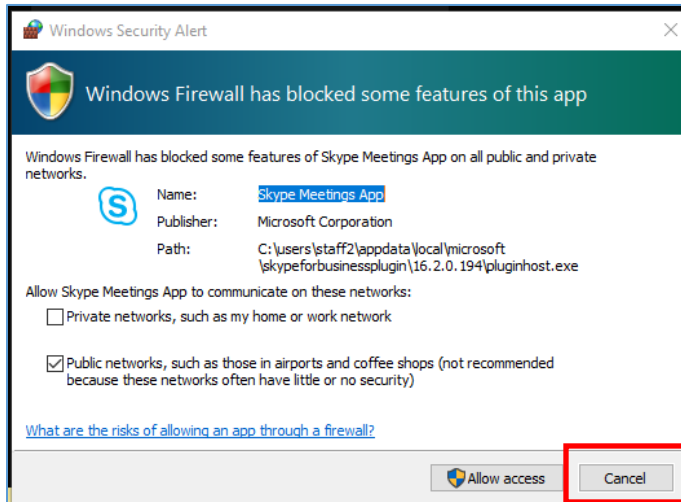
Enter your name

John Smith

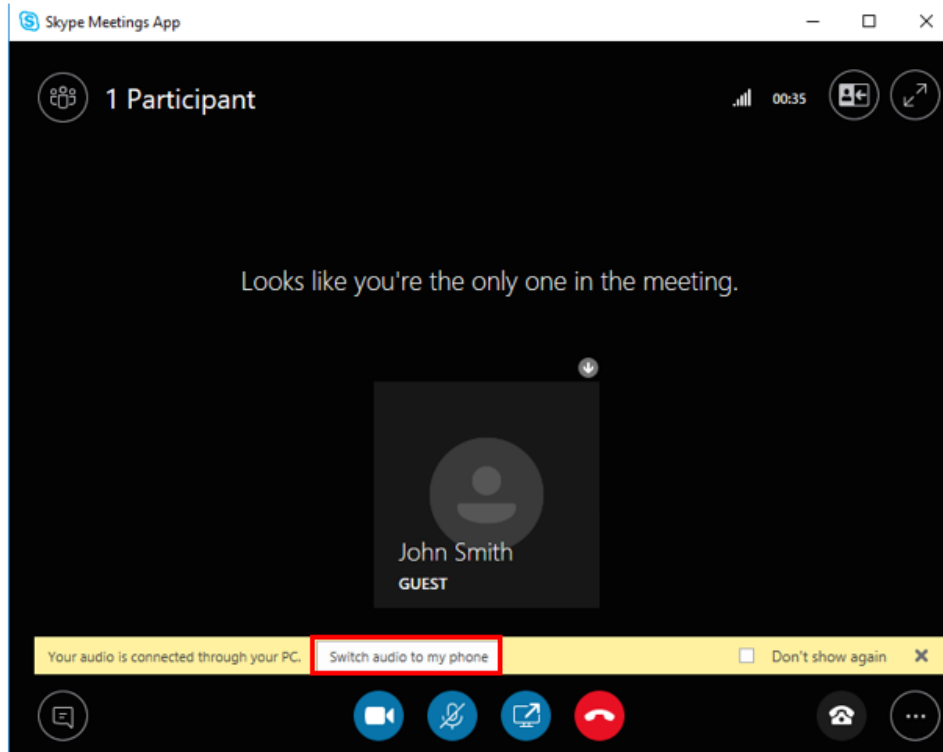
[Sign in if you have an Office 365 account](#)

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

- Click **Cancel** at the Windows Firewall screen (if prompted)



- Click **switch audio to my phone**.



- You will see the following pop-up for “Connect with phone”.
 - If you have a **Direct Dial phone number**, Click “**Call me back at**”, Click the country drop down, choose your country and then enter the phone number that where you want the meeting to call you.
 - If you have an **extension on your phone number**, click “**I will dial in**” and call from your preferred phone.

Connect with phone

Call me back at
 United States +1
7045555555

I will dial in



Make this my default connection

Connect
Cancel

NOTE: If you already dialed into the meeting using the number in the meeting invitation, do **not** also use “Call me back at.” You should do one or the other, but not both.

- Answer your phone when it rings.
- You should now be joined to the audio portion of the meeting.

FAQ:

- How do I join from a conference room?
 - Anyone joining the meeting in the conference room should mute their computer speakers before joining to view content being shared.
 - Dial into the meeting from the phone provided in the room for audio.
 - Why do I hear echoing?
 - This can happen when the meeting audio is going through your computer speaker and a phone in close proximity simultaneously.
 - To avoid, mute your computer speaker and dial into the meeting from a phone.
 - How do I share my desktop?
 - Ask the person leading the call to make you presenter
 - How do I see who else is in the meeting?
 - Click the Participant icon to expand the participant list
- 
- How do I send an Instant Message in the meeting?
 - Click the Chat icon to expand that window
- 
- Do I have to run the setup each time I join a meeting?
 - You are only required to install the Skype Meeting App once, as long as you do not uninstall it you will not be prompted in future meetings.