



Unit 7 Audio & Video Calls

Learning Outcomes

By the end of this unit the learner will be able to:

- ✓ Make an audio call
- ✓ Make a video call
- ✓ Record a video or audio call
- ✓ Change audio device settings
- ✓ Change video device settings



Unit 7

Audio & Video Calls

Making an Audio Call

To begin, open Skype for Business and sign into your account. Pair up with a partner and ensure that they are one of your contacts.

Skype for Business includes calling capability that you can use to have audio conversations with any contacts who are working on devices that support it. In order for you to be able to conduct calls, both the recipient of the call and the initiator need to have a microphone and speakers (or headset).

Call one of your contacts by pointing to the profile picture of the contact that you would like to call. Next, on the quick bar that appears, click the Phone button (📞):



A message window will open. You will need to wait until your call is accepted by the recipient:

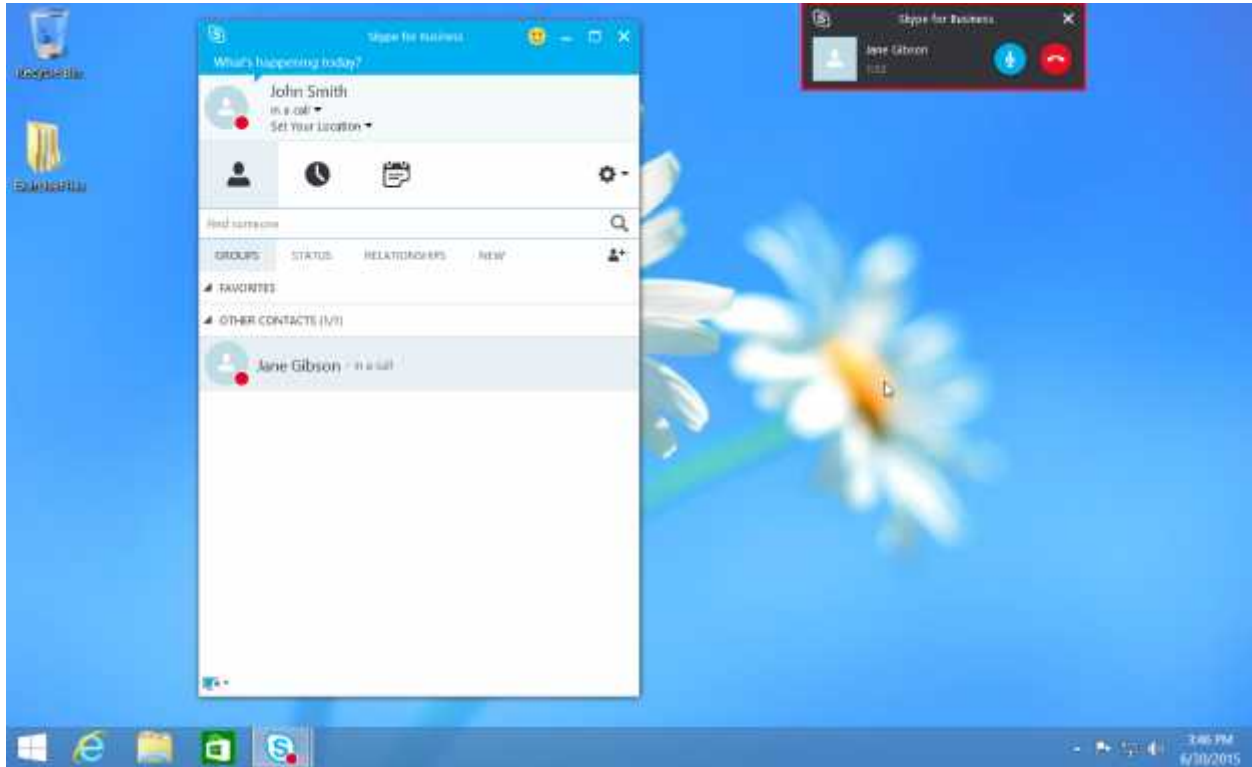


Once (or if) the call is accepted, you will be able to talk to the recipient of the call using your microphone or headset:

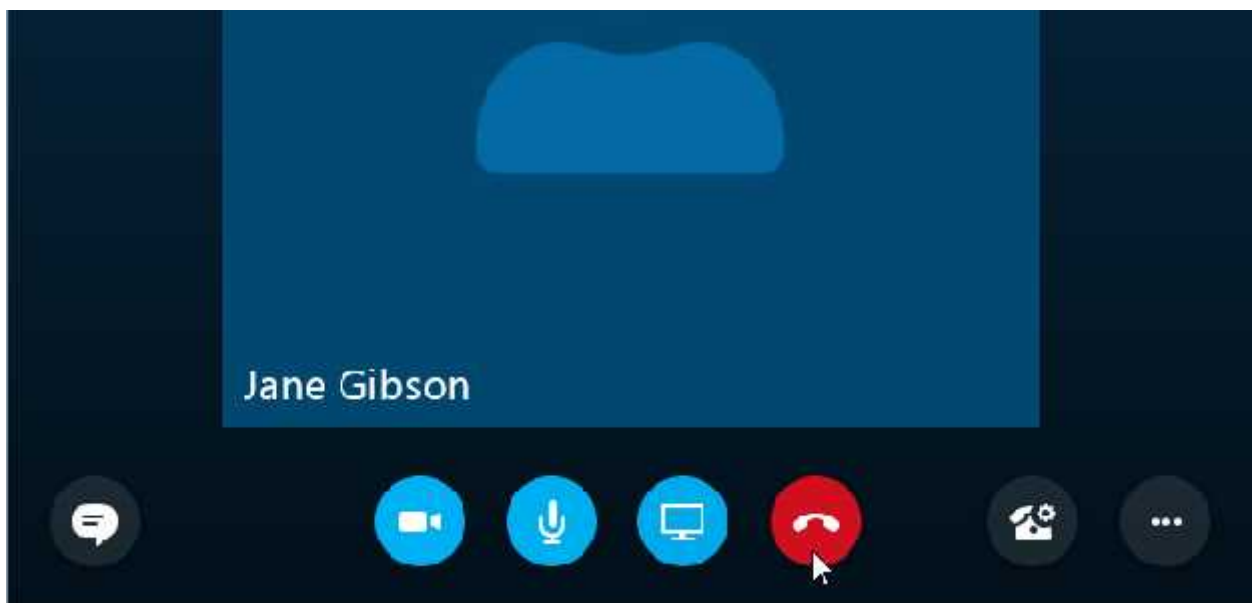


Instructor Tip: Note that your presence status will automatically change to “In a call” which is a version of Busy.

If you minimize the conversation window during a call, you will also see a small dialog appear near the top right-hand corner of your screen. This includes call controls, the name of who you are talking to, and the current duration of the call. This will appear above any open window and allow you to control the call no-matter what you are doing on your computer:

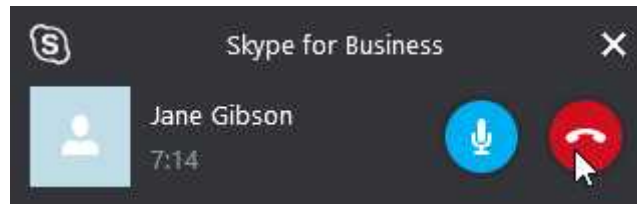


Once the call has been completed, click the Hang Up button (📞) that appears near the bottom of the conversation window:





Or, on the small Skype for Business dialog box:




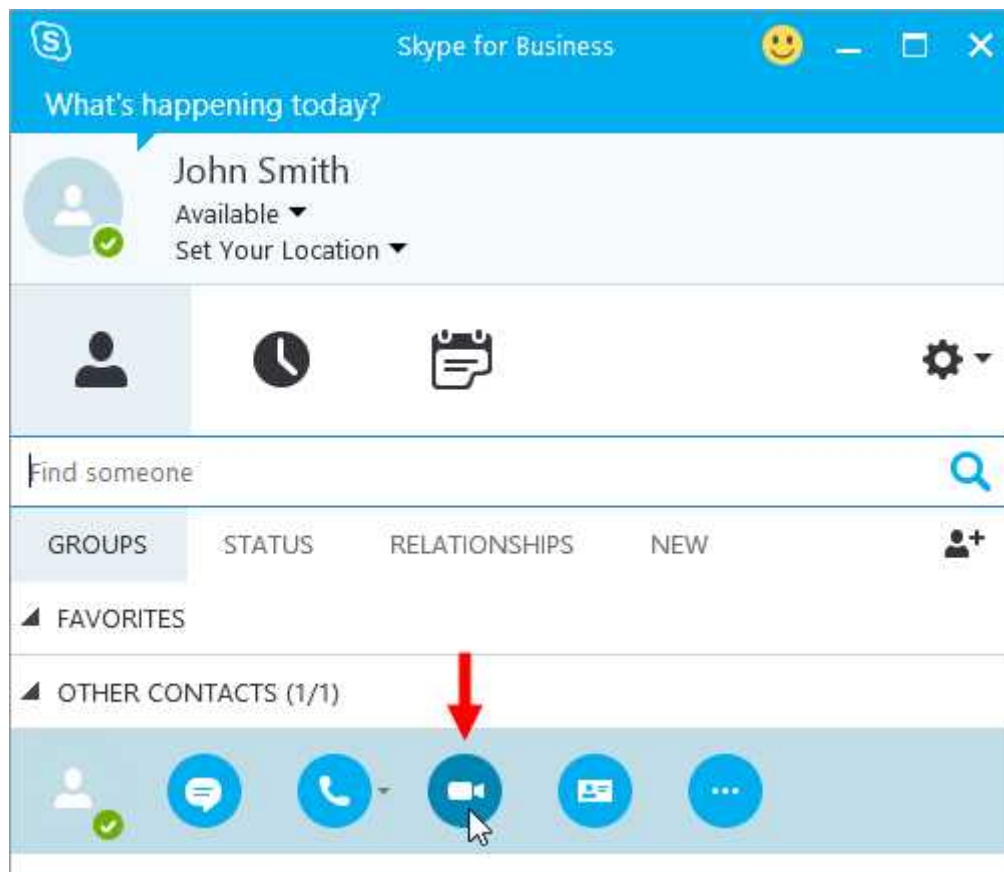
This action will automatically close the conversation window and the small Skype for Business dialog box if it is displayed.

Making a Video Call

To begin, open Skype for Business and sign into your account. Pair up with a partner and ensure that they are one of your contacts.

In addition to audio calls, you can also make video calls so that you will be able to see and hear the person that you are talking to. In order for you to be able to conduct video calls, both the recipient of the call and the initiator need to have a webcam, microphone, and speakers (or headset).

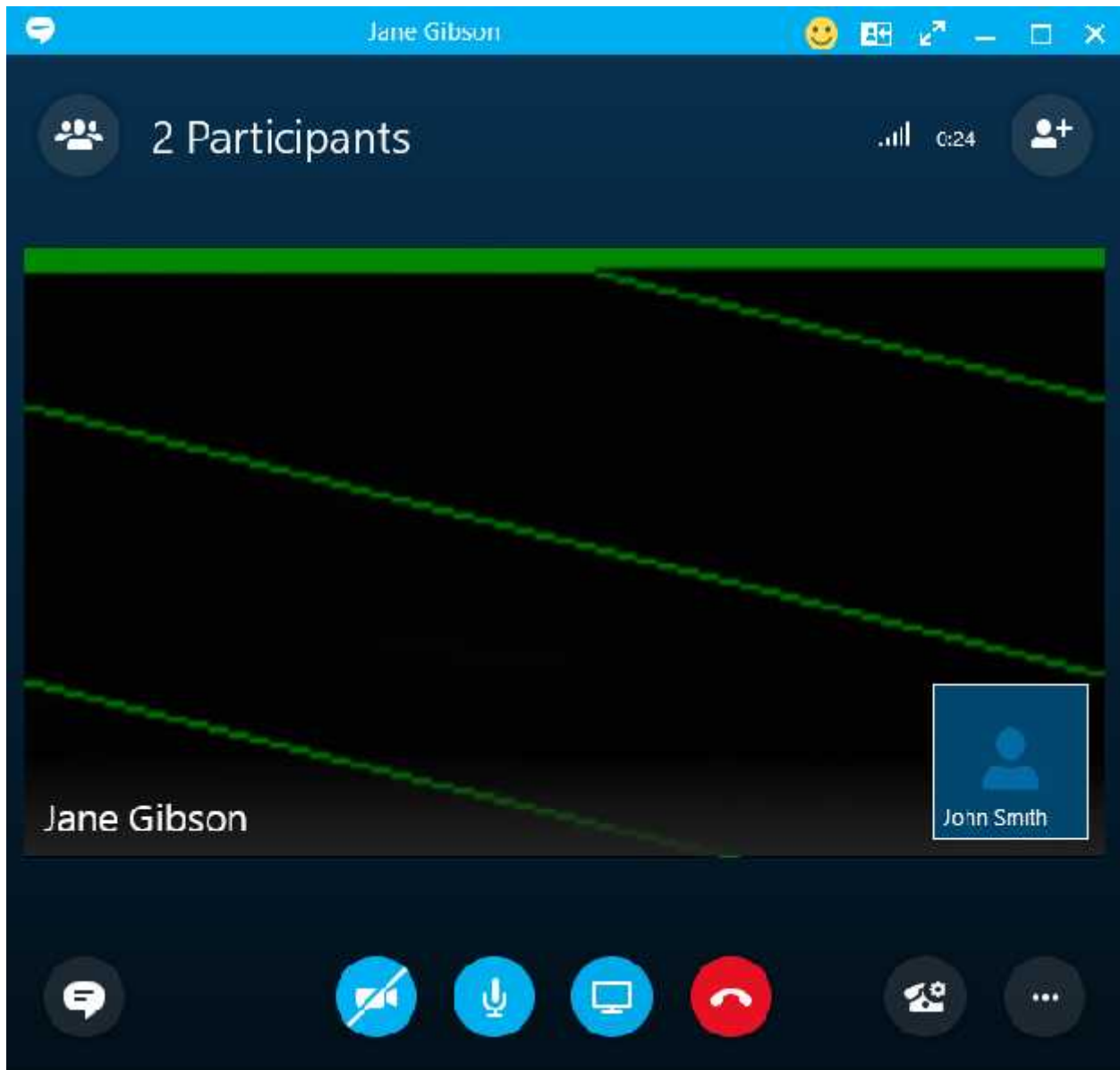
Make a video call to one of your contacts by pointing your cursor to the profile picture of the contact that you would like to call. Next, on the quick bar that appears, click the Video button ():



A message window will open. You will need to wait until your video call is accepted by the recipient:

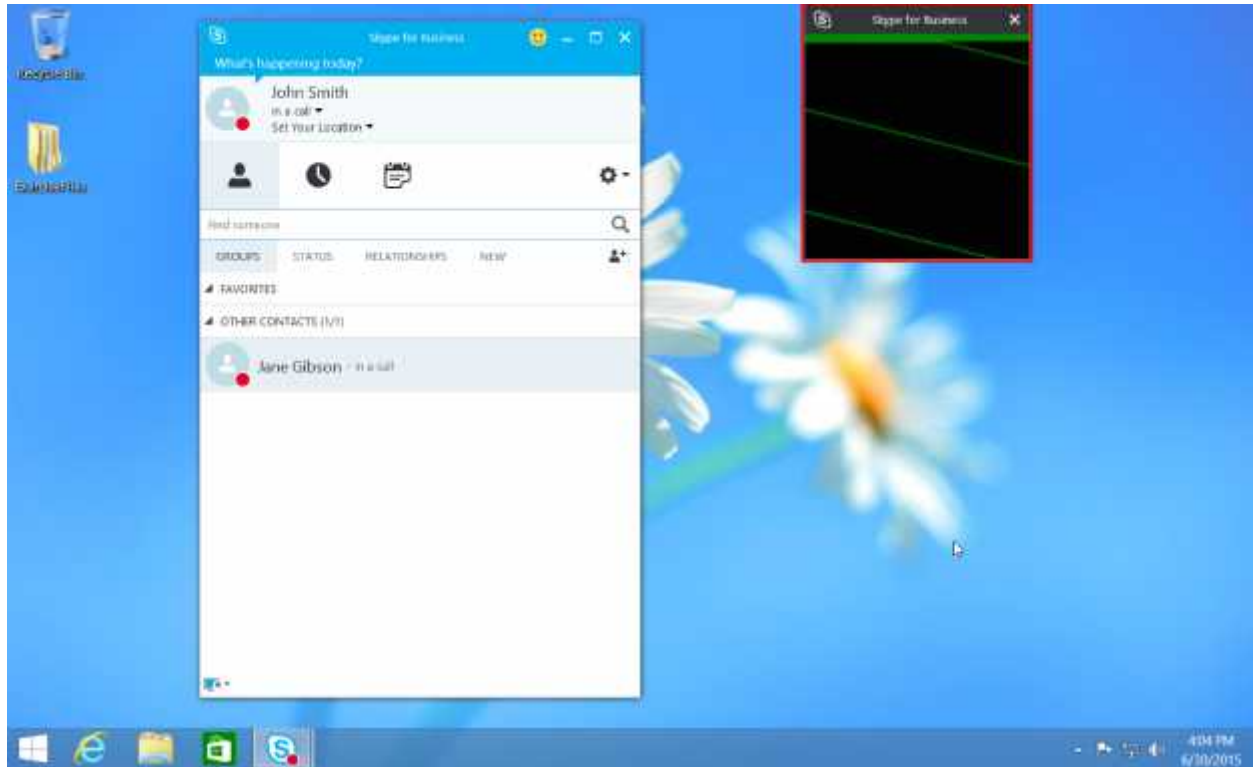


Once the call is accepted, you will be able to see the recipient through their webcam and talk to them. (In this example, the recipient didn't have a webcam so a placeholder profile image was shown.) You will also see yourself in the lower right-hand corner of the window:

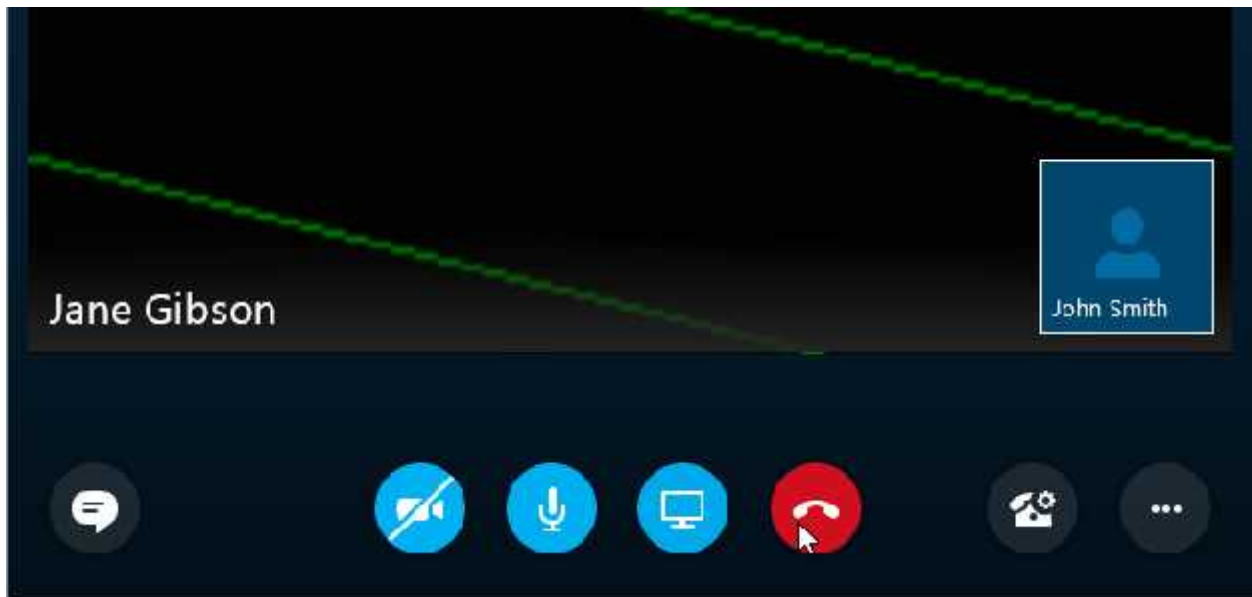


Instructor Tip: Note that your presence status will automatically change to "In a call" which is a version of Busy.

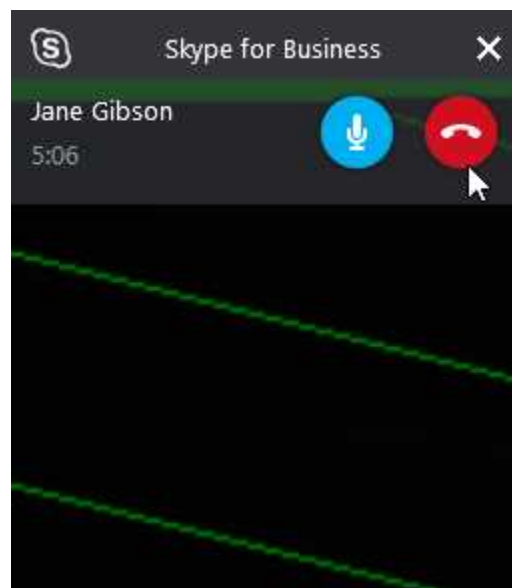
If you minimize the conversation window during a call, you will also see a small dialog box appear near the top right-hand corner of your screen. This primarily includes video from the call, as well as call controls if you move your mouse over this area. This dialog box will appear above any open window and allow you to control the call no-matter what you are doing on your computer:



Once the call has been completed, click the Hang Up button () that appears near the bottom of the conversation window:




Or, on the small Skype for Business dialog box:



This action will automatically close the conversation window and the small Skype for Business dialog box if it is displayed.

Recording a Video or Audio Call

To begin, open Skype for Business and sign into your account. Pair up with a partner and ensure that they are one of your contacts. Start an audio call with this contact.

Both audio and video calls in Skype for Business are able to be recorded by any party in the conversation. To start recording the current conversation, click the More Options button () in the lower right-hand corner of the conversation window and then click Start Recording:

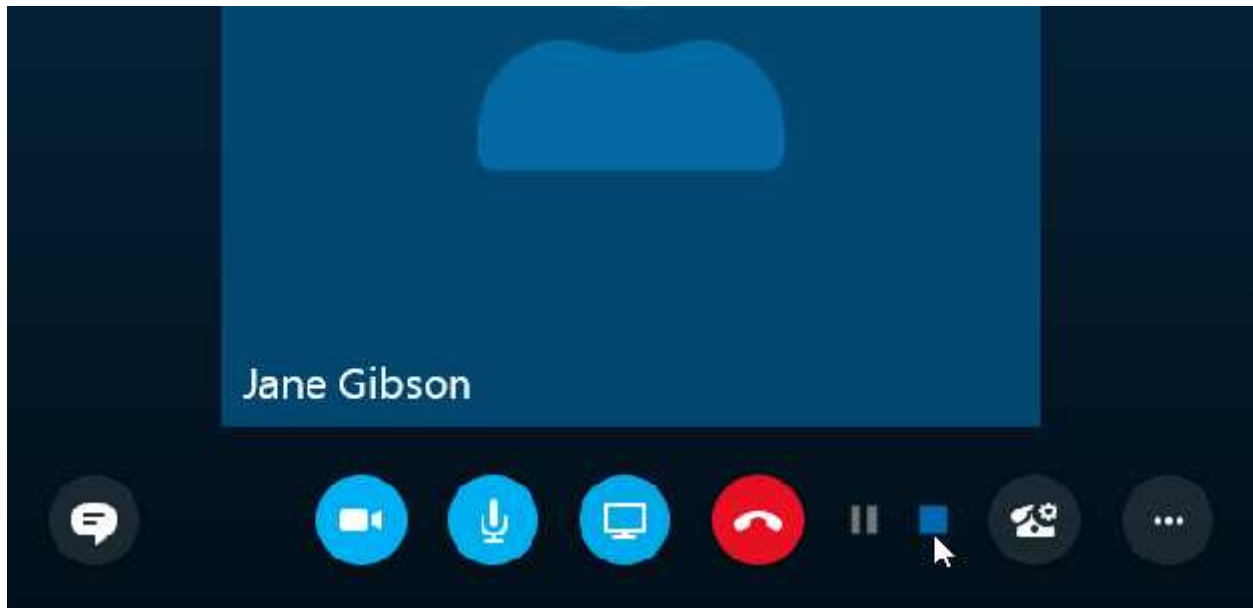


Once recording has started, a notification will be displayed near the bottom of the conversation window and a recording icon (📹) will appear near the upper right-hand corner for all parties in the conversation:



Instructor Tip: Due to differences in local laws, it is advisable to notify the other contact(s) in a conversation that they are being recorded.


As the initiator of the recording, you can stop recording by clicking the Stop button along the bottom of the Conversation dialog:

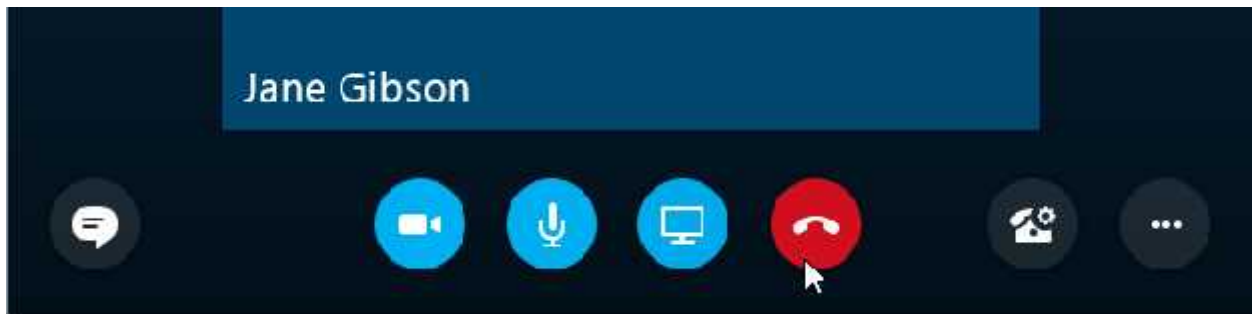


(The Pause button can be used to pause a recording without having to stop it entirely.)

You and the other parties in the current conversation will be notified that recording has been stopped:




End the conversation by clicking the Hang Up button () near the bottom of the conversation window:



The recording of the call will be stored in the Skype for Business Recording Manager and can be reviewed there.

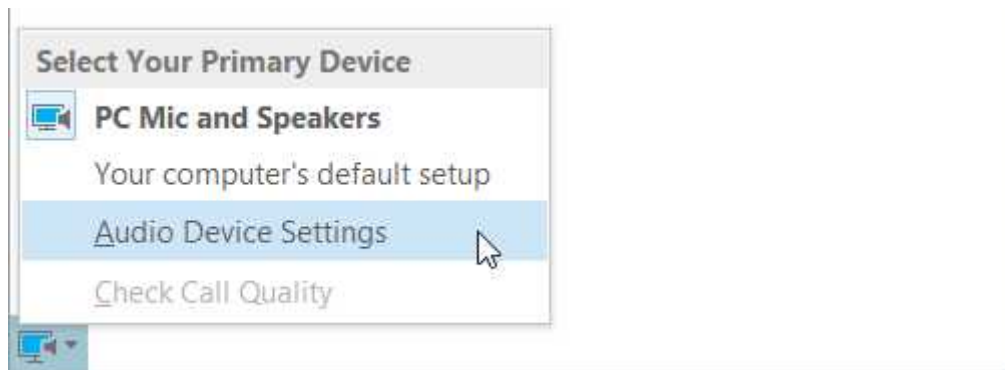
Changing Audio Device Settings

To begin, open Skype for Business and sign into your account.

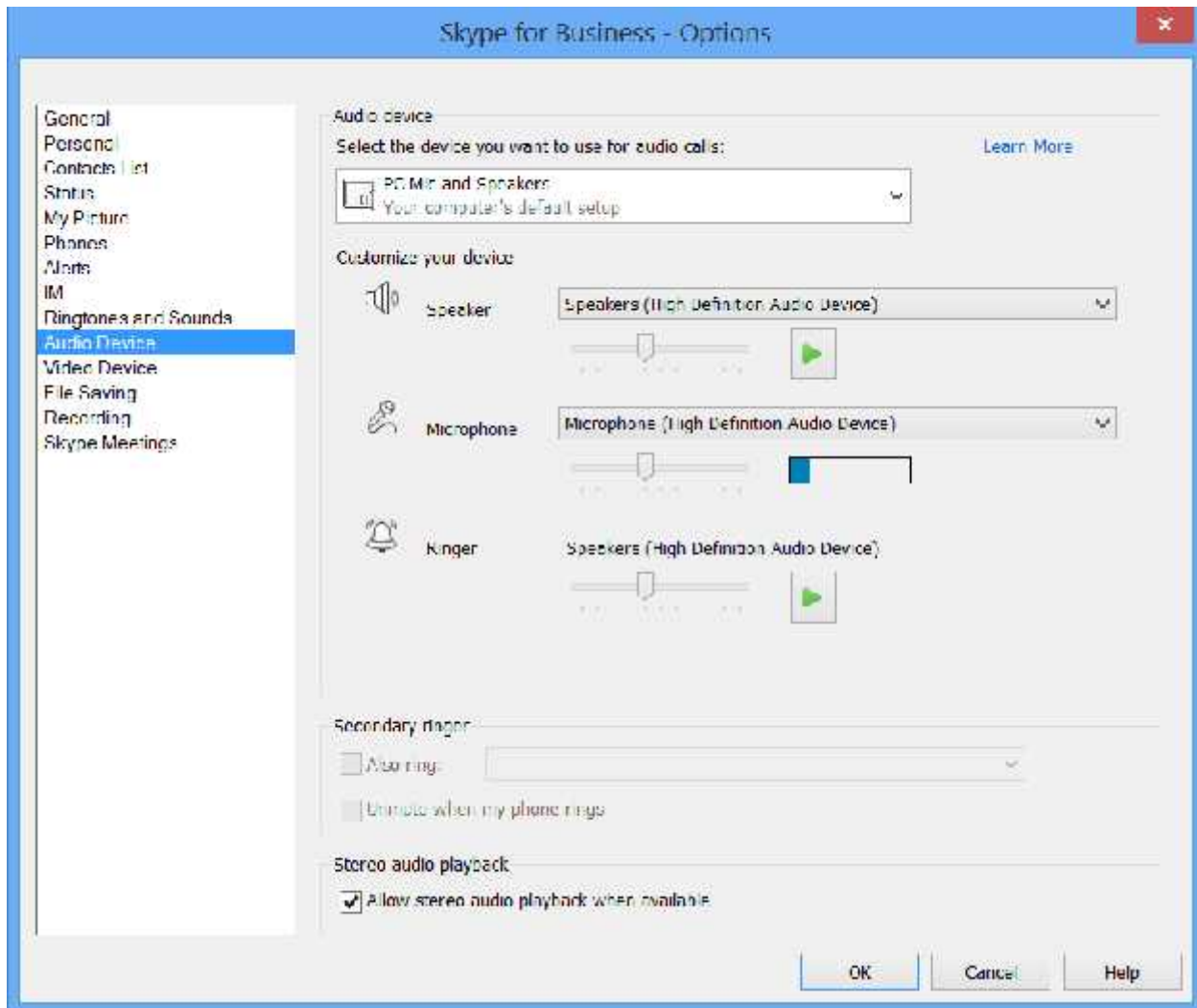
While the default audio device settings usually work fine, you may need to fine tune some of your speaker and microphone settings. To view the audio device settings that Skype for Business uses for both audio and video calls, click the Select Your Primary Device icon () in the lower left-hand corner of the Skype for Business window:



On the drop-down menu that appears, click Audio Device Settings:

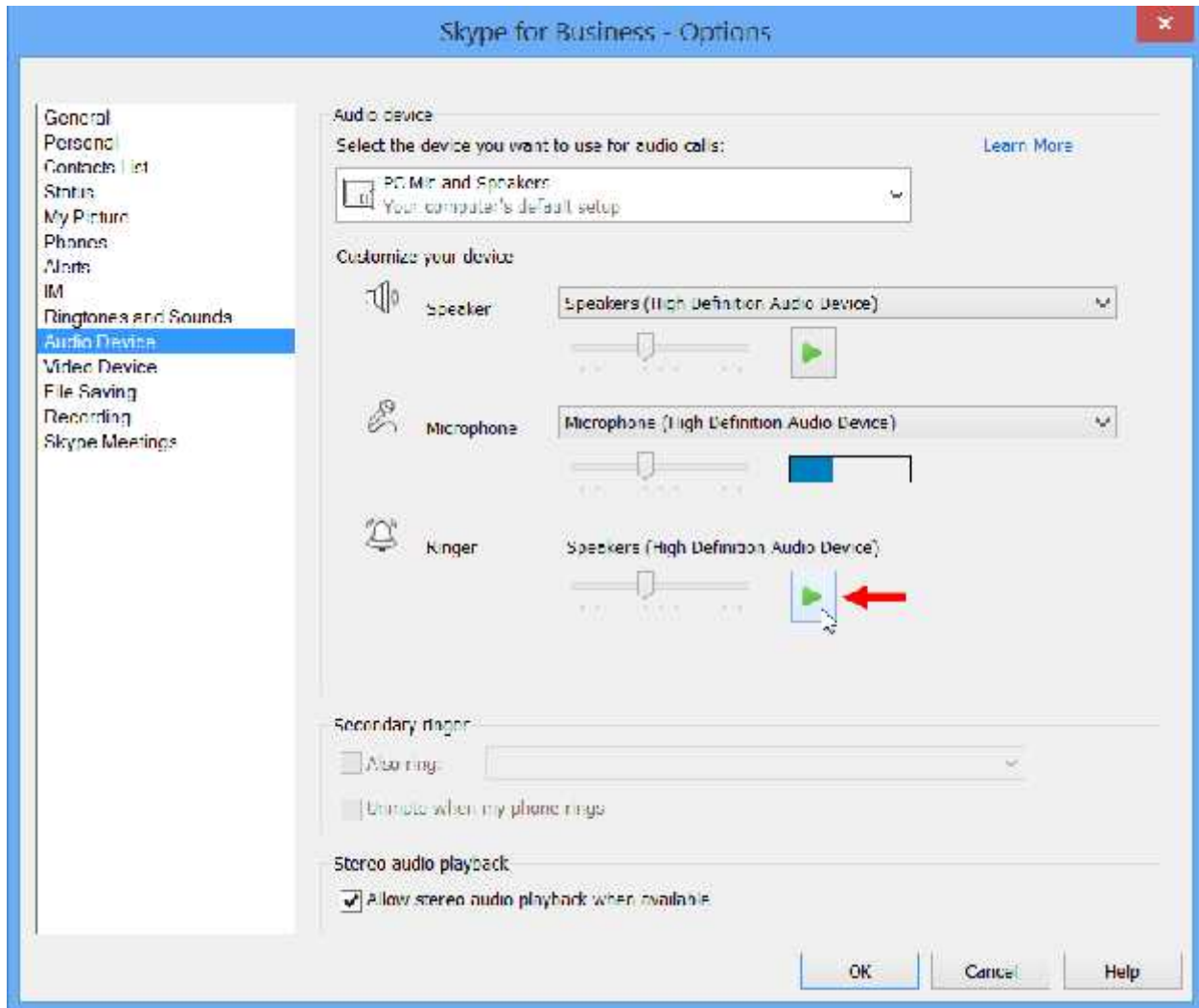


The Skype for Business – Options dialog will now be open to the Audio Device category:



At the top of this dialog is a drop-down command that you can use to select which audio devices, that are currently attached to your computer, you would like to use with audio calls. Below this you will see individual drop-down menus for each device type (speaker and microphone) that you can use to choose audio profiles for. Additionally, a slider will be provided that you can use to change how loud sounds are and how sensitive your microphone is.

Click the Play button beside the Ringer setting. You will hear a preview of how loud the ringer will be:



Lower down on this category you will see options that allow you to choose a secondary ringer and allow stereo audio playback when available (selected by default).

When you've finished adjusting the settings, click OK to apply them and close this dialog:

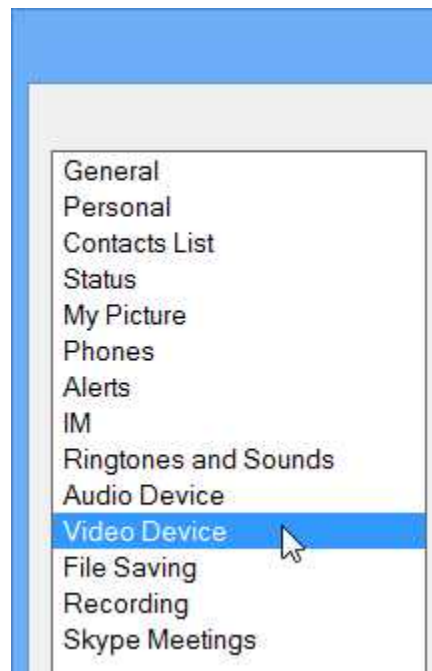


Changing Video Device Settings

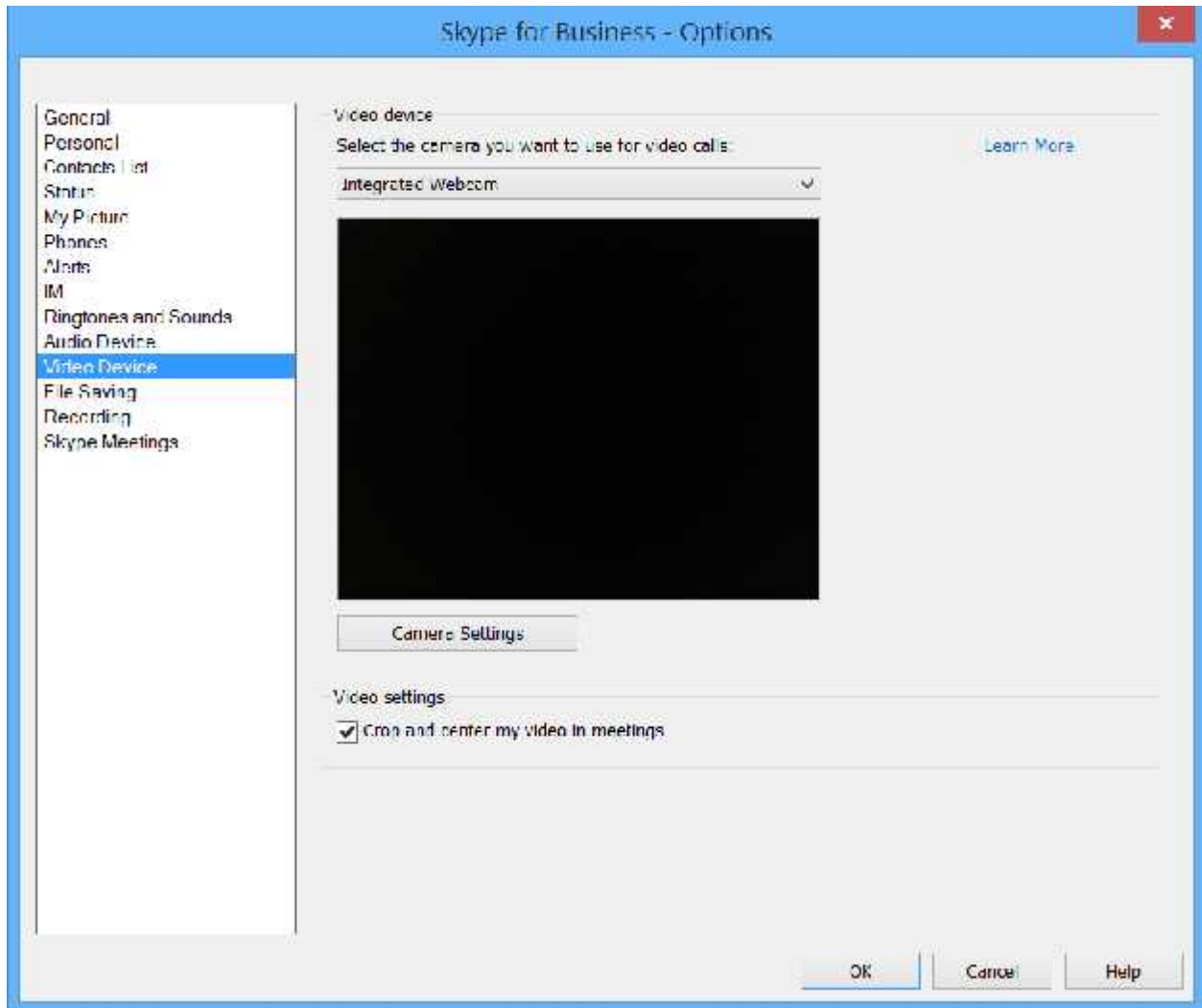
While the default video device settings usually work fine, you sometimes may need to fine tune some of your video and webcam settings. To change the video device settings, first open the Skype for Business – Options dialog by clicking the Options button (⚙️) on the Skype for Business window:



With the Skype for Business – Options dialog now open, click the Video Device category:

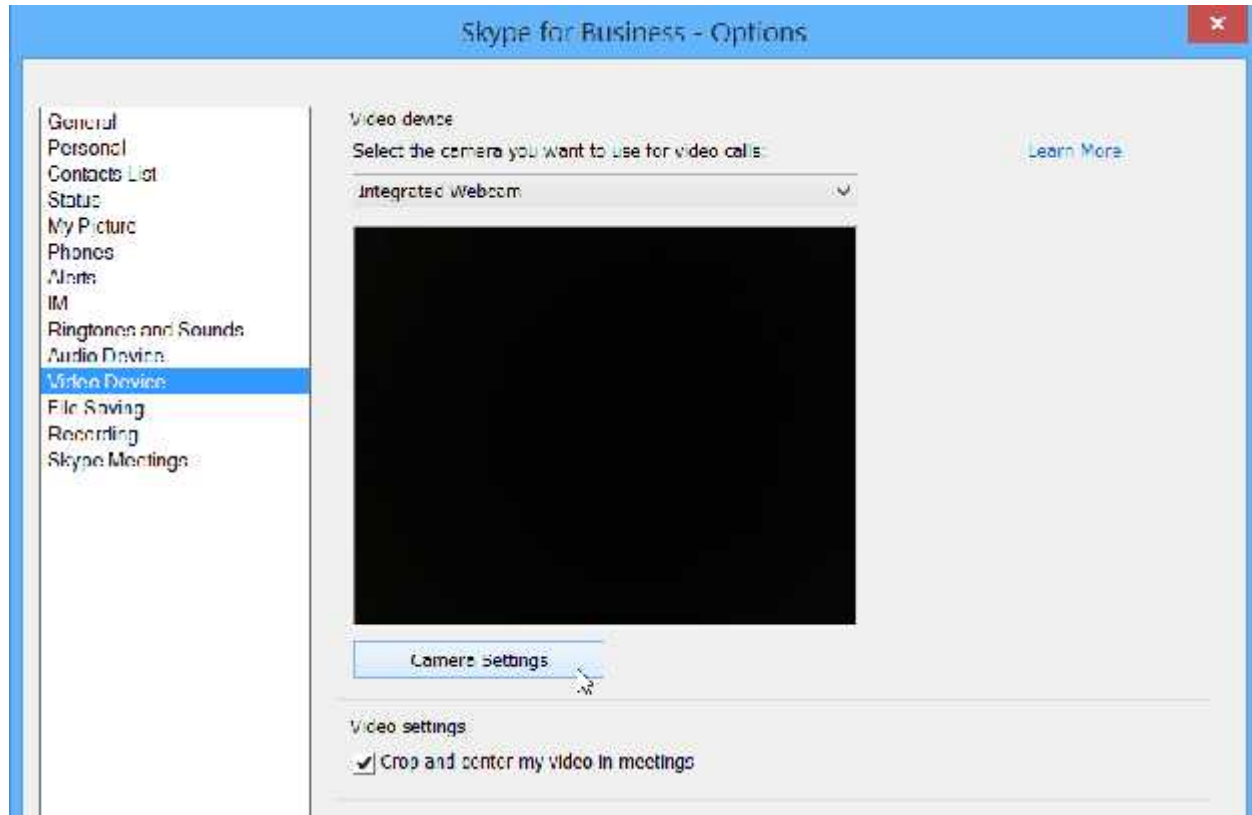


The Video Device category will now be open within the Skype for Business – Options dialog and your webcam will have automatically turned on:

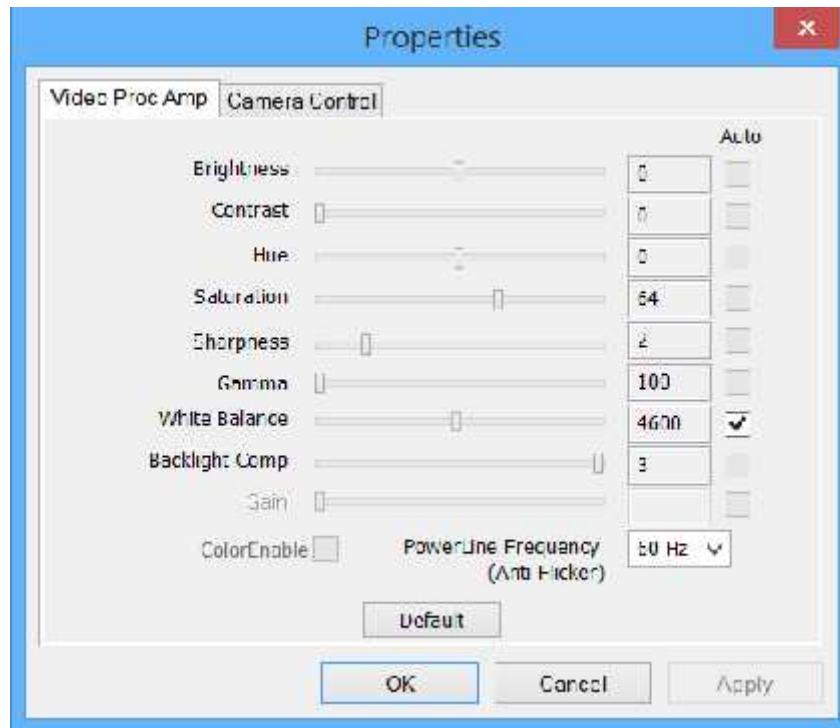




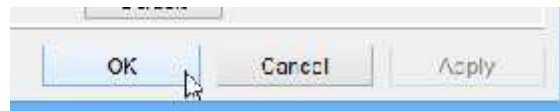
At the top of this category a drop-down menu allows you to choose from any cameras that may be connected to your computer. Below this you will see that your webcam has been turned on and the current picture from it (probably featuring yourself) will be shown. Click the Camera Settings button:



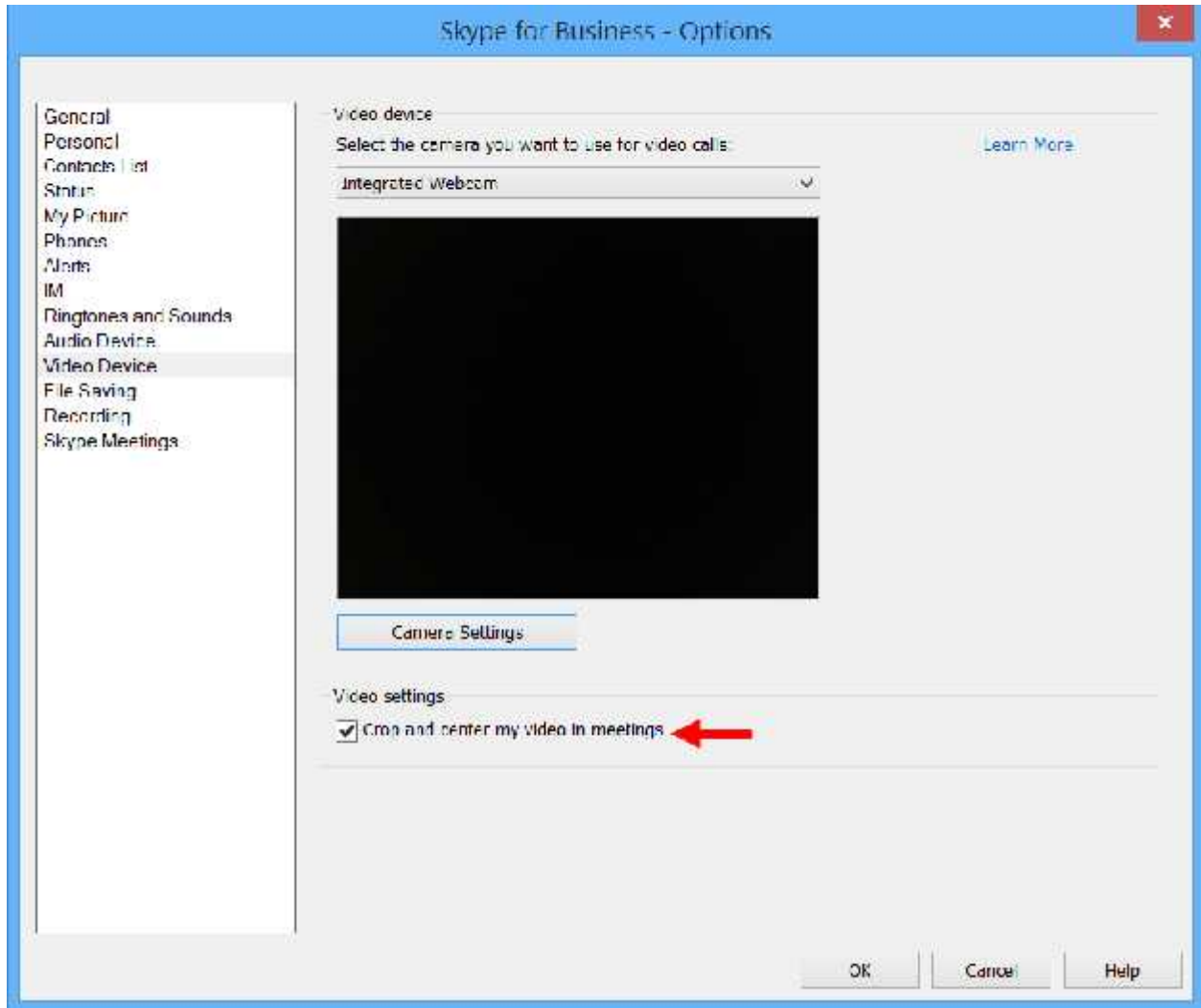
The Properties dialog will now be open. Inside this dialog you can customize the various aspects of your webcam's image. For example, using the sliders provided, you can adjust its brightness, contrast, saturation, and more:



Typically the default settings are the best ones, so click OK to close this dialog:



Returning to the Skype for Business – Options dialog, you will see that lower in the Video Device category is the “Video settings” section. This section contains only one checkbox which is used to disable or enable the crop and center feature. This feature will crop and center the image from your webcam to ensure that it is consistent:



Click OK to apply any new settings and close the Skype for Business – Options dialog:

