



Skype Scheduling Welcome Email

Chris Ilstrup - 2020-03-18 - Older Knowledgebase Items

You have been chosen to receive a Skype for Business Audio Conference Add-on. **You will soon** receive a welcome email from Microsoft online -- please check your junk mail if you didn't get it.

Training information is located here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/SitePages/Skype.aspx?web=1>

FAQ:

<https://vermontgov.sharepoint.com/sites/ADS-IT/SharedDocuments/Skype%20FAQ.pdf>

Quick Reference Guide:

<https://vermontgov.sharepoint.com/sites/ADS-IT/SharedDocuments/Skype%20Quick%20Reference%20Guide.pdf>

This page includes quick start guides, audio tips, and how to utilize the KnowledgeWave training online.

KnowledgeWave training info for State Employees:

<https://vermontgov.sharepoint.com/sites/ADS-IT/SharedDocuments/KnowledgeWaveKLSTraining.pdf>

NOTE: Audio seems to be the biggest question/issue for new users - use the phone number OR the full audio on your laptop/headset - but never both at the same time when you connect to a call - whether you are the organizer, or just an attendee. It will cause a feedback. (See page 3 of the Quick Reference Guide above). Also, a headset is ideal - some older laptops are not optimized and audio is not as good - which is when you should use the phone number instead.

If you have issues using the audio on your device, or are missing the Skype

button in your calendar, sometimes the settings aren't correct. In this event please put in a Ivanti ticket for assistance if you work for AHS, VSMS and Tax, otherwise contact your IT support:

<https://vermontgov.sharepoint.com/sites/ADS-IT/SitePages/CustomerService.aspx>

You can now use any of the following numbers by copying and pasting into your appointment for local calling.

Location	Phone Number
Bennington	802-753-0802
Burlington	802-391-9319
Middlebury	802-377-3778
Montpelier	802-828-7228
Newport	802-487-0787
Rutland	802-772-0890
St Albans	802-528-1528
St Johnsbury	802-424-2802
Windsor	802-738-0888

Tags

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