
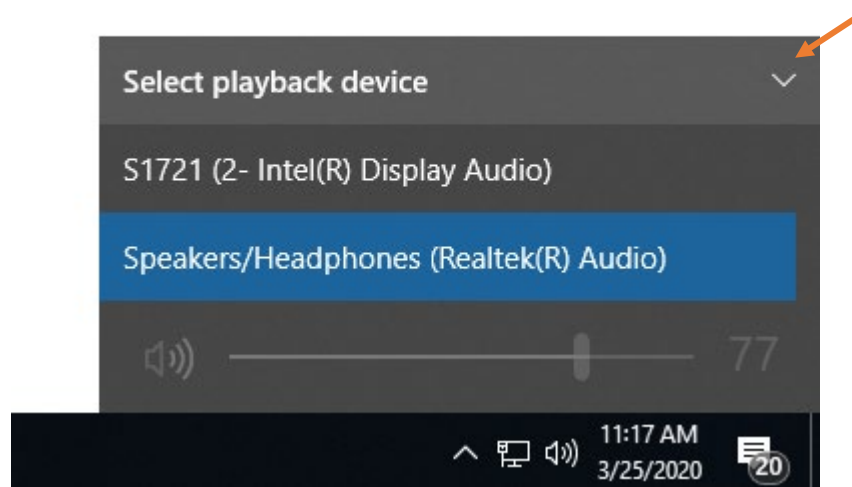


Resolve sound issues in Skype for Business when connected to a second monitor

Some users have experienced issues with sound when attempting to use Skype for Business remotely. If you are working remotely and you are connected to an external monitor your laptop's audio controls may default to the monitor's audio rather than from your laptop.

1. Click your speaker icon  located on the lower right corner of your laptop screen.
2. Click the arrow key to view the audio inputs from your computer.

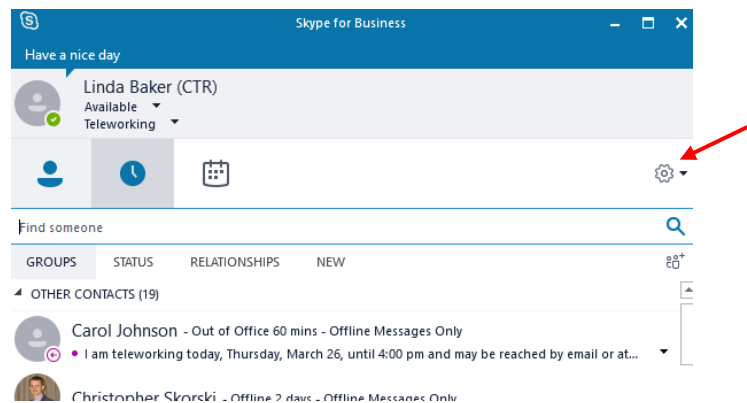


3. Select the dropdown arrow titled "Select playback device" and select "Speakers/Headphones (Realtek(R) Audio)"
4. You should now have audio capabilities defaulted back to your laptop rather than your external monitor.

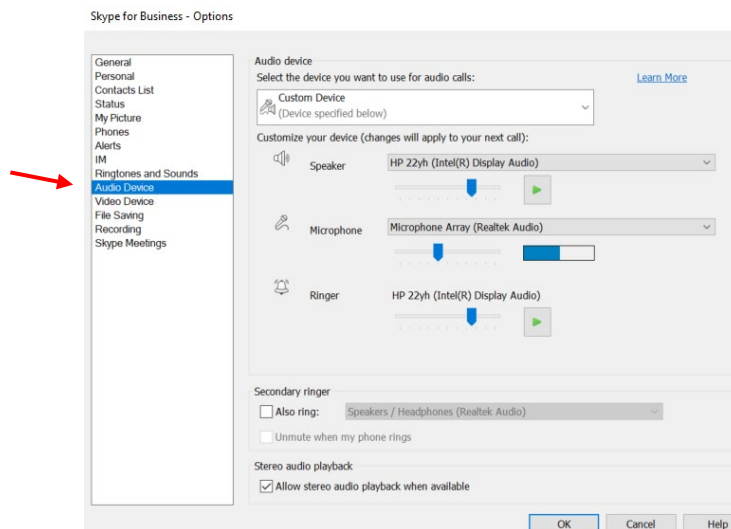
Note: This will resolve audio capabilities to your laptop, but an additional set of steps is needed to fix the issue on the Skype for Business app.

Checking the Audio on the Skype for Business Application

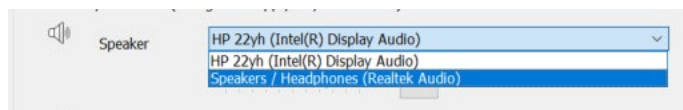
1. Click on the gear on the Skype Screen.



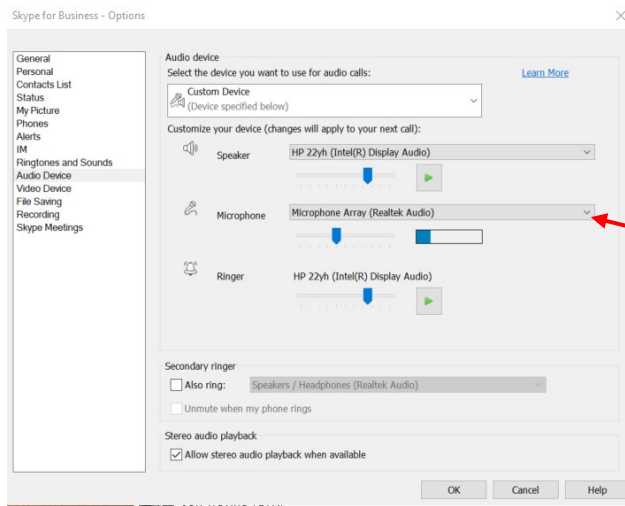
2. Select Audio Device from the list of items on the left side of the screen.



3. Select the "Speakers/Headphones (Realtek(R) Audio)" at the drop-down for "Speaker".



4. **If you cannot be heard** on the Skype call, make sure that your Microphone setting is set to “Microphone Array (Realtek(R) Audio)”



5. Click the Ok button. The audio is now set properly.