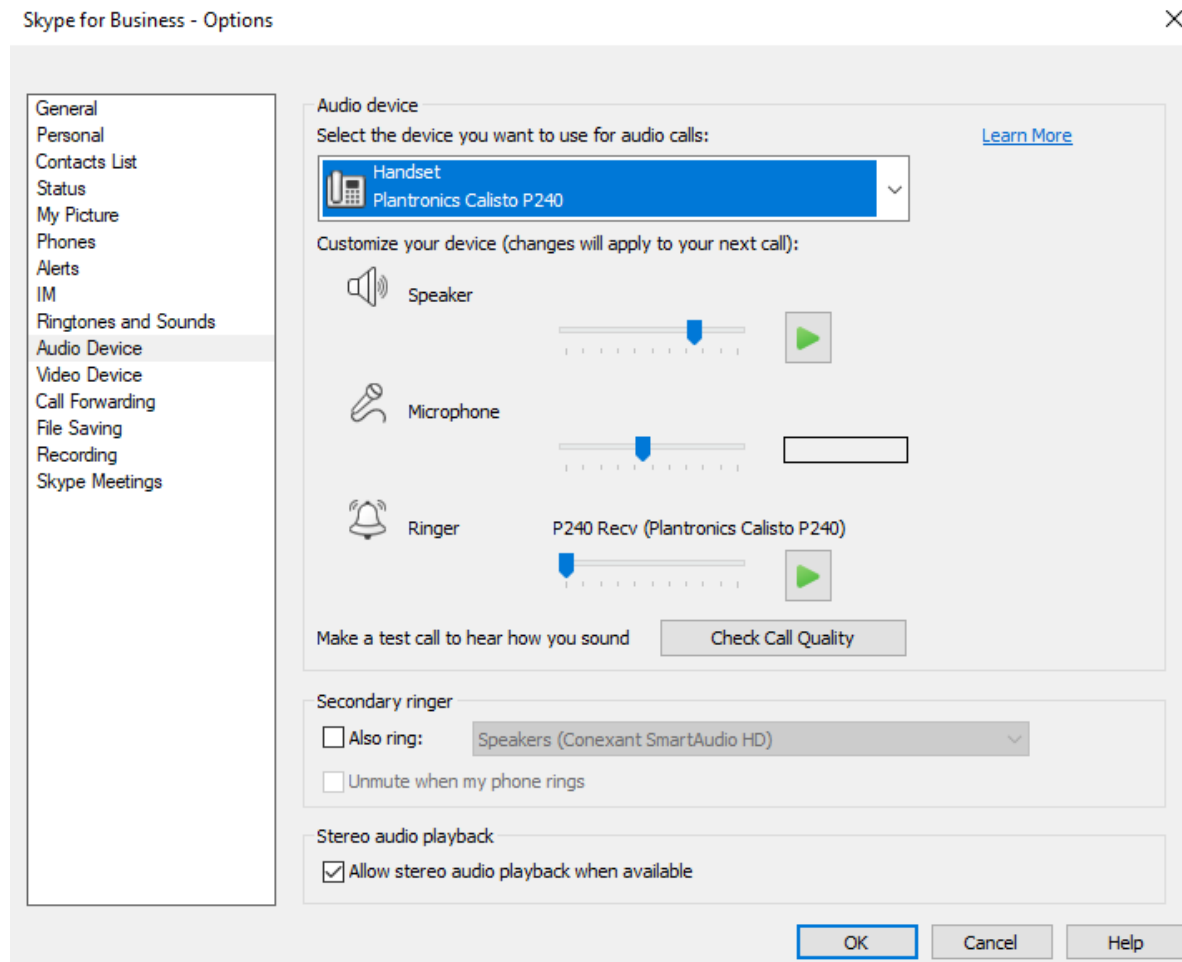# Webinar – Skype help

I can't hear any sound.

Check that the headset being used is set as the primary device in Skype – go to Skype settings and 'Audio Device'. Select the device you're using to listen to the presentation.

If you still can't hear anything, try dialling in (the number will be at the bottom of the email invite).

The skype meeting window isn't showing.

Make sure pop-ups are enabled on your web application if Skype doesn't open in a new window.

Once you've clicked to join the meeting you will wait in the virtual lobby until we admit you. If you are still having trouble joining, try closing the application and opening it again through the skype invite.

The computer wants me to download Skype.

It is safe to download the app when prompted to do so, or you can use the web application if you prefer.

My computer won't allow me to download Skype.

I'm afraid you'll have to speak to your IT department as this may be because of permissions setup on your computer.

Network and bandwidth.

When possible, we recommend that you connect directly to the internet, rather than over wi-fi.

Video calls and sharing the screen use a lot more bandwidth than just calling, so if you're having issues with the quality of your call or audio, we recommend:

- closing other applications that use the internet, especially those playing music.
- cancelling any file transfers in progress.

If this does not resolve your problem, you may need to speak to your internet provider as it may be a case of increasing your bandwidth.

Software requirements.

For Skype to open you may need to have the following installed on your computer first: Microsoft Edge, Internet Explorer 11, Chrome 35 or later, Firefox, OSX Safari, iOS 8 or later, Android (KitKat). Please note, Adobe Flash is required for Internet Explorer 11 on Windows 7, Firefox versions 41 and earlier, as well as Safari on Mac.