(EN) SKYPE EMPRESARIAL UV - Configure Video

Set options for video devices in Skype for Business

To get the best results during video calls in Skype for Business, we must configure and test the camera before using it. We will need a camera to be able to make video calls or share our video in a meeting, although we will not need a camera to receive video calls or to watch videos of other users.

Configure video in Skype for Business

1. In the main window of Skype for Business, we will click on the arrow next to the button Options and select Tools> Configuration of the video device. We can see in the window what our camera sees.

2. To configure advanced parameters such as color balance, contrast, brightness or black and white mode, we will click on the Camera Settings button.

3. At the end, we will click on OK.

Solve video problems in Skype for Business

If Skype for Business does not detect a camera, we would not see ourselves or see a message like "We have not detected any cameras":

- We must make sure that the camera is connected and follow the instructions supplied with the device for installation.
- We will check if another application of our team is using the camera and, if so, we will close this program and try again.
- If we have an integrated camera but Skype for Business is not able to detect it, we must ensure that it is not disabled on our computer and we will go to the Windows Device Manager to check the status of the camera. This is the way to do it:
  - On the Start screen, type Device Manager. We will select it and click on Search programs and files.
  - In Image Devices, we will click with the right button on the integrated camera and click on Enable.

How can we know if we are sharing video?

When we make a video call, Skype for Business will automatically show our video in the window. However, when we join a Skype for Business meeting, we will not share the video automatically. We will need to point to the camera icon and click on Start my video.
If no video is displayed, the camera icon will appear dimmed. When we are showing video, the camera icon will turn on.