

## VSS-1 - Frequently Asked Questions



**1. Question:** Which Video Conferencing Systems work with VSS-1 to provide Skype interoperability?

**Answer:** Most existing standards-based H.323 & SIP room-based videoconferencing systems can interoperate with Skype and Skype for Business and Microsoft Teams clients via the VSS-1 system. Some HD systems require the VSS-1-HD version.

Here are the links to more information on VSS-1 Skype links to the major vendors:

- Polycom Systems - [www.tzmc.us/skype/polycom/index.htm](http://www.tzmc.us/skype/polycom/index.htm)
- Sony Systems - [www.tzmc.us/skype/sony/index.htm](http://www.tzmc.us/skype/sony/index.htm)
- LifeSize Systems - [www.tzmc.us/skype/lifesize/index.htm](http://www.tzmc.us/skype/lifesize/index.htm)
- Cisco systems - [www.tzmc.us/skype/tandberg/index.htm](http://www.tzmc.us/skype/tandberg/index.htm)

**2. Question:** Which remote Windows PC & Laptop based Skype & Teams clients work with VSS-1?

**Answer:** Yes. For best results, remote Skype users should upgrade to the current Skype and Skype for Business PC and Teams client. Here are the links for the downloads – for the current Windows version - [www.skype.com/intl/en-us/get-skype/on-your-computer/windows/](http://www.skype.com/intl/en-us/get-skype/on-your-computer/windows/) and the Skype for Business version - <https://www.skype.com/en/business/skype-for-business/> and for the Microsoft Teams version - <https://www.microsoft.com/en-us/download/56505>

**3. Question:** Can VSS-1 interoperate with a Mac-based Skype client?

**Answer:** Yes. For best results, users should upgrade to the current Skype Mac client. Here are the links for the downloads – for the current Mac version - <https://www.skype.com/intl/en-us/get-skype/on-your-computer/macosex>

**4. Question:** Which mobile-based Skype and Skype for Business clients work with VSS-1?

**Answer:** Yes. Audio & Video calls are supported with many different mobile devices (iPhone, iPad, Android). Here are the links to current versions for the mobile Skype clients:

- Android - <https://www.skype.com/intl/en-us/get-skype/on-your-mobile/download/skype-for-android/> ,
- iPhone - [www.skype.com/intl/en-us/get-skype/on-your-mobile/download/iphone-for-skype/](http://www.skype.com/intl/en-us/get-skype/on-your-mobile/download/iphone-for-skype/) ,
- Symbian - [www.skype.com/intl/en-us/get-skype/on-your-mobile/download/skype-for-symbian/](http://www.skype.com/intl/en-us/get-skype/on-your-mobile/download/skype-for-symbian/) ,
- iPad - [www.skype.com/intl/en-us/get-skype/on-your-mobile/download/ipad-for-skype/](http://www.skype.com/intl/en-us/get-skype/on-your-mobile/download/ipad-for-skype/) ,
- Skype on Verizon - [www.skype.com/intl/en-us/get-skype/on-your-mobile/skype-mobile/](http://www.skype.com/intl/en-us/get-skype/on-your-mobile/skype-mobile/)
- Microsoft - <https://products.office.com/en-us/microsoft-teams/across-devices>

**5. Question:** Can VSS-1 interoperate with Skype TV?

**Answer:** Yes. You can connect via VSS-1 to Skype on your current TV - [www.skype.com/intl/en-us/get-skype/on-your-tv/skype-blu-ray-and-tv](http://www.skype.com/intl/en-us/get-skype/on-your-tv/skype-blu-ray-and-tv) , by using a Skype-ready Blu-ray™ player and TV webcam. You can connect via VSS-1 to new Skype-ready TVs - [www.skype.com/intl/en-us/get-skype/on-your-tv/skype-ready-tv](http://www.skype.com/intl/en-us/get-skype/on-your-tv/skype-ready-tv) .

**6. Question:** Will VSS-1 interoperate with regular audio phones (PSTN) and Mobile phones?

**Answer:** Yes. Audio calls are supported. You can make or receive regular phone calls & Mobile phone calls through VSS-1. You just need Skype Credit on your account or have a Skype Subscription account (Skype In/Out minutes).

## ***VSS-1 - Frequently Asked Questions***

**7. Question:** If VSS-1 is logged into Skype, can a user still call other non-Skype video systems?

**Answer:** Yes. When VSS-1 is logged into Skype it can maintain standards-based communications with other H.323/SIP video conferencing end points.

### **VSS-1 and Skype – Operations, Uses and Features**

**1. Question:** What version of Skype does VSS-1 use?

**Answer:** VSS-1 uses the latest Windows version of Skype.

**2. Question:** How are Skype future updates handled?

**Answer:** Skype has an update feature from the Skype main window - Help/Check for Updates.

**3. Question:** If VSS-1 is logged into Skype, are there any Skype feature restrictions? **Answer:** No

**4. Question:** How do you create a Skype account for VSS-1?

**Answer:** Simply go to the Skype home page ([www.skype.com](http://www.skype.com)), download software (PC, MAC, etc.) and create a user profile. You can also use an existing Skype user profile. For most organizations & business purposes, it's recommend that you use the Skype Manager™, the simple way to manage Skype accounts, create accounts, allocate credit and assign features - <https://www.skype.com/en/business/>

**5. Question:** How do you make a Skype call?

**Answer:** Once you've logged into your Skype account then choose a contact in the local directory and select OK.

**6. Question:** If a person uses their existing Skype user name, what happens when both their personal PC/Laptop/Smart Phone and VSS-1 are registered and logged in?

**Answer:** Both devices will ring when receiving an incoming call. The user can select which device to answer based on their preferences. Once connected, all other devices stop ringing.

**7. Question:** Can a user set their Call Privacy or Skype Auto Logout settings via VSS-1?

**Answer:** Yes. All standard Skype features are available through the User Preferences/Skype tab.

**8. Question:** Can VSS-1 select its bandwidth preferences when using Skype & H.323?

**Answer:** Skype manages available bandwidth and end-point processing capacities automatically to provide the best feasible quality for all video & audio calls. It can take advantage of different available upload and download speeds. With H.323 calls you can specify the bandwidth required (normally it has the same bandwidth for upload and download). Here's a link to more info on H.323 and Skype bandwidth usage - [www.tzmc.us/skype/support/bandwidth/index.htm](http://www.tzmc.us/skype/support/bandwidth/index.htm)

**9. Question:** What are the different call scenarios are supported by VSS-1 when using Skype?

**Answer:** Your VSS-1 system can support - Skype Point to Point calls, Multi-Site Room to Room calls (via H.323), and Skype Group Video Conferencing calls can each be supported. Each of these types of videoconference call can be supported:

- Point-to-Point - from your conference room to one remote or mobile user on Skype,

## ***VSS-1 - Frequently Asked Questions***

- Multi-Site - from a group of room systems to one remote or mobile user on Skype,
- One conference room system to a group of Skype users via the Group Video Conferencing feature,
- Multi-Site room systems to a group of Skype users via the Group Video Conferencing feature.

**10. Question:** What resolutions and frames per second (fps) support can I expect when making a Skype call?

**Answer:** Call quality is affected by factors including network bandwidth and camera quality. How much Bandwidth does Skype need? [www.tzmc.us/skype/support/bandwidth/index.htm](http://www.tzmc.us/skype/support/bandwidth/index.htm) What difference does camera quality make? [www.tzmc.us/skype/support/video/index.htm](http://www.tzmc.us/skype/support/video/index.htm)

**11. Question:** Can VSS-1 Record & Streaming out live video calls?

**Answer:** With the VSS-1 System, in addition to the Skype Interface, utilities are available to record video calls. Also you can stream out the live video sessions to up to 50 users on the web and many more via services such as ustream.com. Skype for Business now has broadcast capabilities for up to 10,000 users, who can attend in a browser on nearly any device. Meetings include real-time polling and sentiment tracking, plus Yammer, to enable dialogue during the broadcast.

**12. Question:** What's the best way to get started with a Skype or Skype for Business project in your conference room?

**Answer:** What model H.323/SIP standards based video conference room system & screen do you have now . . . or need in the future?

How many locations and remote/mobile users do you have? What platforms/devices do they have?

Do you have a Skype Manager installed so you can create Skype business accounts for your colleagues, allocate them credit and features, and keep track of spending? - <https://www.skype.com/intl/en-us/business/skype-manager/>

Do you have a Skype account and a Skype Ready Laptop or PC that you can test in your conference room? It's good to double check in each new room location. Can you make a test audio call to Skype echo123 or to someone on your Skype contact list? Do you have enough bandwidth? How fast is your internet connection in the room? What are the upload and download speeds? Check it with these tools: <https://www.speedtest.net/> and <https://www.speakeasy.net/speedtest/>

Occasionally there may be firewall issues that block Skype or any real time Audio/Video? Do you have the latest version of Skype installed? Often the simplest initially is to use Wi-Fi wireless connections. They are often already in place in conference rooms.

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