# Installing and Using VXi Connect™ Skype™

1 | Requirements

- VXi UC Proset LUX™ or VXi Envoy™ UC USB Headset

- Microsoft® Windows® XP SP3 or later

- .NET 4.0 Framework installed

- Skype™ Version 6.4 or higher

2 | Installation

1. Download and extract the zip file "VXi Connect Skype Setup Vx.x.x.x.zip."

2. Navigate to the folder you extracted the zip file to and double-click on the file "VXi Connect Skype Setup Vx.x.x.x" to launch the installer."
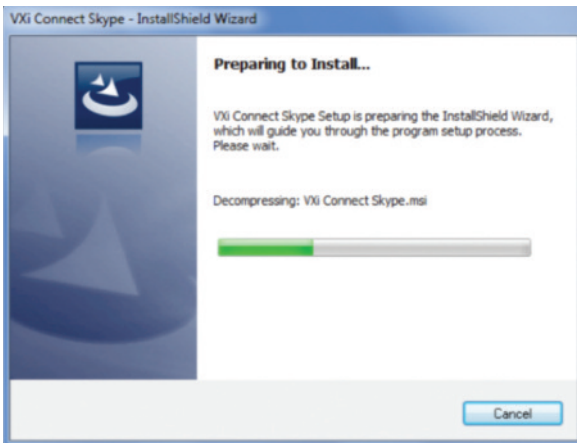
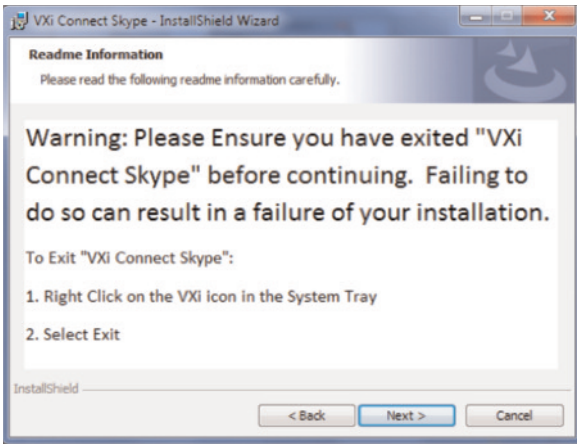3. Once the installer opens, click "Next" to begin the installation.
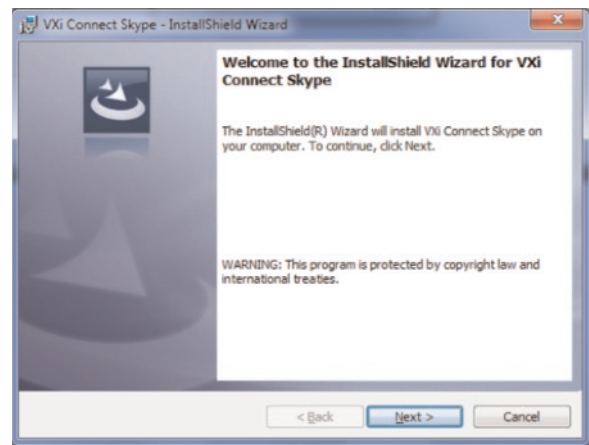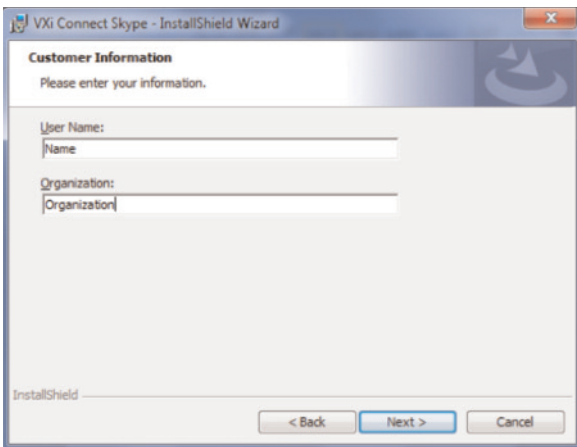

4. Accept the terms of the License Agreement.
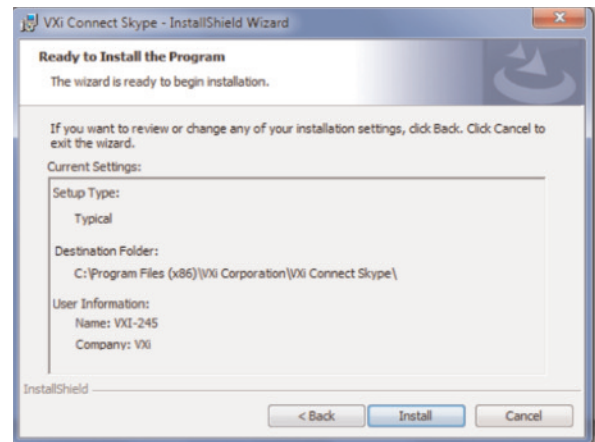
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5. If you are currently running any VXi Connect software, make sure to close it before continuing.
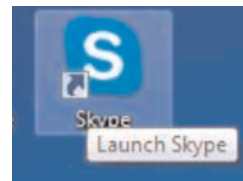

6. Depending on your system settings, your PC may ask for permission to install the program, click "yes" to continue.

7. Enter your information, then click on "Next" to continue.

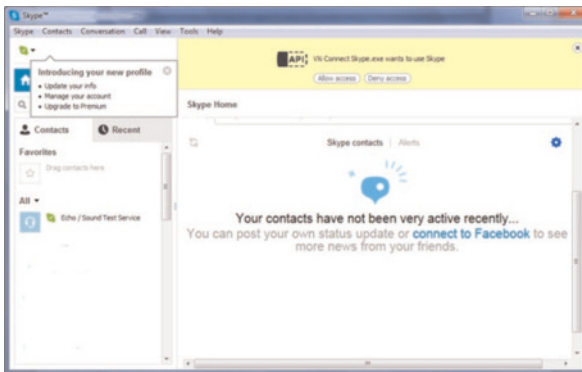8. Review, and then select "Install" to complete the installation.

9. Restart your computer, connect your headset, then launch "Skype™."

10. Once Skype is open, you will be asked to allow "VXi Connect Skype.exe" to use Skype. Select "Allow access."
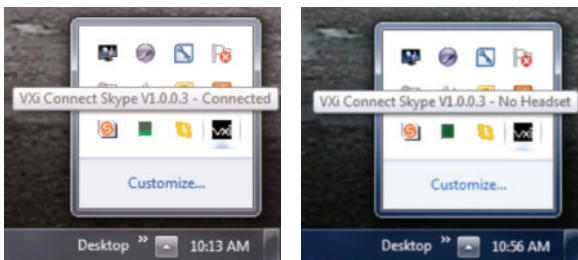

Setup Complete

Your VXi USB headset call controls should now be enabled to work with Skype, and if you have the UC Proset LUX, the presence indicator LED will also light according to your status.

Basic Use

- The VXi Connect Skype software is configured to start automatically with your computer.

- To verify status, hover the mouse cursor over the VXi icon in the notifications area of the taskbar.
- If you wish to close the application, right click on the icon to exit.

3 | Troubleshooting FAQs

My headset is plugged in, but VXi Connect Skype is not recognizing it.

- Try the following steps in order:
  1. Unplug the headset, and plug it back in, making sure it is connected directly into a USB port on the computer, not an unpowered hub extension.
  2. Check the sound settings in your computer. Make sure the headset is selected as the Default Device.
  3. Make sure that you are not running other software that may interfere with VXi Connect Skype. For example, if you also use Microsoft Lync, you will first need to close out Lync to use the features on Skype that are enabled by VXi Connect Skype.
  4. Exit both Skype and VXi Connect Skype, then relaunch first VXi Connect and then Skype.
  5. If the above options have not worked, restart your computer.

I do not see the icon in the taskbar notifications area, but when I try to start the application it says it is already running.

- Launch Windows Task Manager, end the VXi Connect Skype.exe Process, then restart the application.

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