

lokutos.ch 22:10:39
Initial Question/Comment: Toolbars

System 22:10:44
Thank you for contacting Skype Customer Support!

System 22:10:44
Rossmer Vince D. has joined this session!

System 22:10:44
Connected with Rossmer Vince D.

System 22:10:44
Thank you for contacting Skype Customer Support!

Rossmmer Vince D. 22:10:50
Hello! Welcome to Skype Live Support! My name is Rossmer Vince. How may I help you?

lokutos.ch 22:10:55
good evening
Today I have made the skype update to the version 6.1.
after the update, I noticed that Skype has changed the setting for Outlook calls. so I cant use my telephone system any longer.
how can I make this unwanted change (after you will not be asked) reversed.

lokutos.ch 22:11:09
Guten Abend
Ich habe heute das skype update auf die version 6.1 gemacht.
nach dem update habe ich festgestellt das skype die einstellung für Outlook calls geändert hat.
sodass ich nun nicht mehr meine telefon anlage nutzen kann.
wie kann ich diese ungewollte änderung (Nach der man nicht gefragt wird) rückgängig machen.

Rossmmer Vince D. 22:12:09
I understand and I'm sorry tohear that you are having issue regarding your Skype.

Rossmmer Vince D. 22:12:19
Let me check this for you. I'd be glad to help you with this the best I can. Let's fix and work on this together, okay?

Rossmmer Vince D. 22:12:29
To verify your account, may I have first your Skype username and your name so I can address you properly, please?

lokutos.ch 22:13:11
MyAccount is Lokutos.ch

lokutos.ch 22:13:16
my Name Joel Kuder

lokutos.ch 22:13:40
Adress 4153 Reinach Switzerland

Rossmmer Vince D. 22:15:09
Thank you for the pieces of information, Joel.

Rossmmer Vince D. 22:16:34
May I know what changes are you referring?

lokutos.ch 22:17:02
Today I have made the skype update to the version 6.1.
after the update, I noticed that Skype has changed the setting for Outlook calls. so I cant use my telephone system any longer.
how can I make this unwanted change (after you will not be asked) reversed.

lokutos.ch 22:17:15
so I cant use my telephone system any longer.

lokutos.ch 22:17:26
Skype has changed the setting for Outlook calls.

Rossmmer Vince D. 22:19:29
Let me check this for you.

lokutos.ch 22:20:25

i have a Déjà Vu

Rossmar Vince D.

22:21:37

Let me double check this for you.

Rossmar Vince D.

22:24:12

Thank you for waiting.

Rossmar Vince D.

22:24:17

The phone number highlighting feature allows you to use Skype to call phone or mobile numbers that appear on web pages. The phone number highlighting feature is currently supported by Mozilla Firefox and Internet Explorer. In order to use this plugin please follow the steps below. Ensure you have enabled the number highlighting feature by clicking the Skype plugin icon that should be displayed to the right of the main menu toolbar and tick Turn number highlighting on.

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22:24:53

i don't mean this function

lokutos.ch

22:25:02

Outlook calls

Rossmar Vince D.

22:26:12

Sorry for the confusion.

lokutos.ch

22:26:17

For your understand

Rossmar Vince D.

22:26:17

Please hold while I double check this for you.

lokutos.ch

22:26:18

<http://blogs.skype.com/2013/01/10/skype-61-for-windows-desktop-w-2/#fbid=DGw4VTt-u2H>

lokutos.ch

22:28:41

the call button is "Outlook default" but if i have using skype, skype override the config so i dont can use a tapi driver

Rossmar Vince D.

22:34:42

Thank you for waiting.

lokutos.ch

22:35:51

it's in my interest

Rossmar Vince D.

22:39:02

Please hold while I double checking our records.

Rossmar Vince D.

22:40:27

By the way, please take note, Office(Outlook) integration in Skype 6.1 for Windows does not work on preview version of Office 2013.

lokutos.ch

22:41:47

i have offe 2013 Professional 4 partners (release), and i DONT want use the integration.!!!

Rossmar Vince D.

22:42:42

If you mean, you're trying to have a reverse, are you looking for the older version of Skype?

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22:42:51

Please read my posts and dont klick random buttons for default answers

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22:43:55

i dont want to use skype in Outlook

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22:44:39

i want use my old configuration an not a Microsoft Marketing feature

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22:45:20

yes you can double check this for me

lokutos.ch

22:45:41

and i hold the line in the while

Rossmar Vince D.

22:50:21

Since it was integrated with the new version of Skype, we are afraid that it doesn't have separate installer.

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22:51:22

and how to remove it from Outlook, or change the settings ?

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22:51:46

BUTTON:[yes you can double check this for me]

lokutos.ch

22:54:27

if you can give me Free Calls for the word whit none ending thime so i can call free for all its okay that i dont can use my telefon system.

lokutos.ch

22:56:10

i pay a lot for my telefon system then i have update skype an i dont can use it. That is not Okay

Rossmar Vince D.

22:56:19

I see. But since you are using now the latest version of Skype, you are unable to change the settings or remove it from Outlook. We are afraid that you may need to download Lync(different application).

Rossmar Vince D.

22:57:17

If you have Lync that has been installed, system prioritize the making calls through Outlook.

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22:57:24

In tis case it would be better to stop using skype any longer. I dont't have to use a peace of software that explain my use of my hardwa<re

Rossmar Vince D.

23:00:06

I'm sorry to hear that, but since you are using the latest version, we don't have the option to downgrade Skype and inorder to change the settings from your Outlook

Rossmar Vince D.

23:00:16

Again, we can refer you either to Lync.

Rossmar Vince D.

23:00:47

Again, the link <http://blogs.skype.com/2013/01/10/skype-61-for-windows-desktop-w-2/#fbid=F0TF0sg0eY3> which you provided on us is the current updates regarding the Outlooks using the latest version of Skype.

Rossmar Vince D.

23:00:59

Once again, thank you for your patience, understanding and cooperation.

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23:01:02

if i using Lync, why i have purchase for video conference ?

lokutos.ch

23:01:30

Lync dont support Video conferences

Rossmar Vince D.

23:01:51

I see, but in our current version that is the only available.

Rossmar Vince D.

23:02:16

We don't have downgrade for that so it might remove your outlook and change the settings.

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23:03:26

ok, I end this support now and open a new one. I do not have the feeling that I am going to advise you competently.

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23:03:41

thank you for your try.

lokutos.ch

23:04:27

if this chate are privat or can is puplic it?

Rossmar Vince D.

23:04:38

Once again, thank you for your patience, understanding and understanding.

Rossmar Vince D.

23:04:43

If you have any other questions or concerns, please feel free to contact us again and I'll be more than happy to assist you further.

We value your feedback. Please be aware that we will ask you a few questions after closing the chat window about your experience with us today.

Once you are ready please click on the "Exit" button.

lokutos.ch

23:04:50

if this chate are privat or can is puplic it?

Rossmar Vince D.

23:05:08

It is public.

lokutos.ch

23:05:27

thank you an have a nice weekend