Virtual Bug In Ear (VBIE) Troubleshooting Dropped Calls:

Thank you for contacting Skype Support.

Here are a number of suggestions which you should try to help resolve this issue. Please test after each step to see if the action has resolved the problem:

1) Ensure that you are using the latest version of Skype, available for free from:
http://skype.com/download/

This solves the issue for most Skype users as we are constantly improving our product

2) Use our Sound Setup Guide to make sure your audio settings are correct:

http://www.skype.com/help/guides/soundsetup.html.

If you have more than one audio device to choose from in Skype -> Tools -> Options -> Sound devices, then please try with different selections.

3) In the Skype top menu: Tools -> Options -> "Connection" window; please tick the option to use the ports 80 & 443.

4) Check that your firewall is not interfering with Skype. You can find our firewall guides at http://www.skype.com/help/guides/firewalls/. Even if it can connect and you are able to use chat it is possible that your firewall is still blocking some connections that Skype needs for a reliable voice call.

5) For this step showing hidden folders and files has to be turned on. Please navigate to My Computer -> Tools -> Folder Options -> View. Once there, please make sure that the option "Show Hidden Files and Folders" is enabled.
* Close Skype with a right click on the systray icon (next to the Windows clock) and selecting "Quit"
* Locate the shared.xml file found in
C:\Documents and settings\Your Windows Username\Application data\Skype\shared.xml
* Delete shared.xml
* Start Skype (shared.xml will be recreated)

6) Make sure all your PC's drivers are up-to-date (especially sound, video, motherboard controllers and network card - you can usually find the latest drivers on the manufacturer's website).

7) If you are using a router, please configure a port forwarding for Skype. You can find guides for an extensive list of routers on
http://www.portforward.com/english/applications/port_forwarding/Skype/Skypeindex.htm. Please note that we are not responsible for this page and contents might change unexpectedly.

We would be happy if you could provide us with any additional information, which will allow us to reduce the number of dropped calls in the future so please tell us which step solved your problem or let us know if none of the above helped

Thank you for using Skype!

Best regards,

Anniki E.(Skype Support)