What Skype is:

- Skype is a voice-over-Internet protocol service and software application created in 2003, and owned by Microsoft since 2011.
- It allows users to communicate by voice and video, with signal routing completely over the Internet.
- **Calls to other users with a Skype account are free**, while calls to landline and mobile phone numbers can be charged to a credit card account.
- Additional features include file transfer (free), screen sharing (no longer free), conference calls (audio only, free), and videoconferencing (one member of the call must have a paid account).
- Competitors include: Linphone, Google Talk, Mumble and Hall.com.

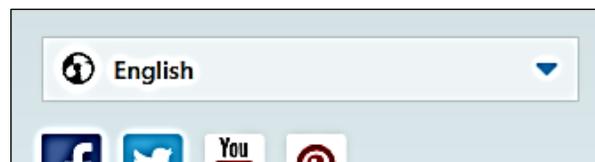## What you will need to use Skype:

- **Device with a platform that Skype will run on**
    - Computer: Windows, Macintosh OS X, Linux
    - Mobile phone: iPhone, Android, Windows Phone, Symbian
    - Tablet: iPad, Kindle Fire, Android
    - TV with Blu-ray or Skype ready TVs
    - PlayStation Vita gaming system
- **Internet connection** – broadband is best because of the bandwidth required for video transfer. Broadband connections include: Cable, Cellular Wireless, Satellite, Optical Fiber, and DSL lines.
- **Speakers and a microphone** – built-in or separate
- **Webcam** to make video calls
- **Skype application**

The Skype Website on a computer:

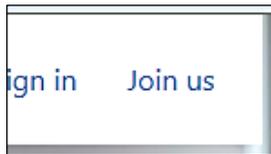1. Type **Skype.com** into your Internet browser address bar.

2. To view the site in a different language look for the logo pictured at the right and click the arrow to see a drop-down menu of language options.

3. For helpful how-to guides and videos for using Skype on a variety of devices, click on **Support** at the top of the screen and browse the How-to guides.

To create a Skype account on a computer:

1. Go to **Skype.com**

2. Click **Join Us** at the top right of the screen

3. **Enter your profile details in the fields provided**. You can update your profile information at any time after you create an account, and you can set preferences for who can see your profile information. **Fields marked with an * are mandatory**.

4. **Make sure that you use a valid email address, as you will need this if you forget your password.**

5. **Enter a Skype Name.** This is the name people will use to contact you on Skype. **Once created, you CANNOT change it.**
   Your Skype Name must be between 6 and 32 characters**. It must start with a letter** and can contain only letters, numbers, and the following punctuation marks:
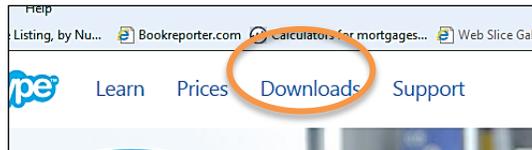   - full stop (.)
   - comma (,)
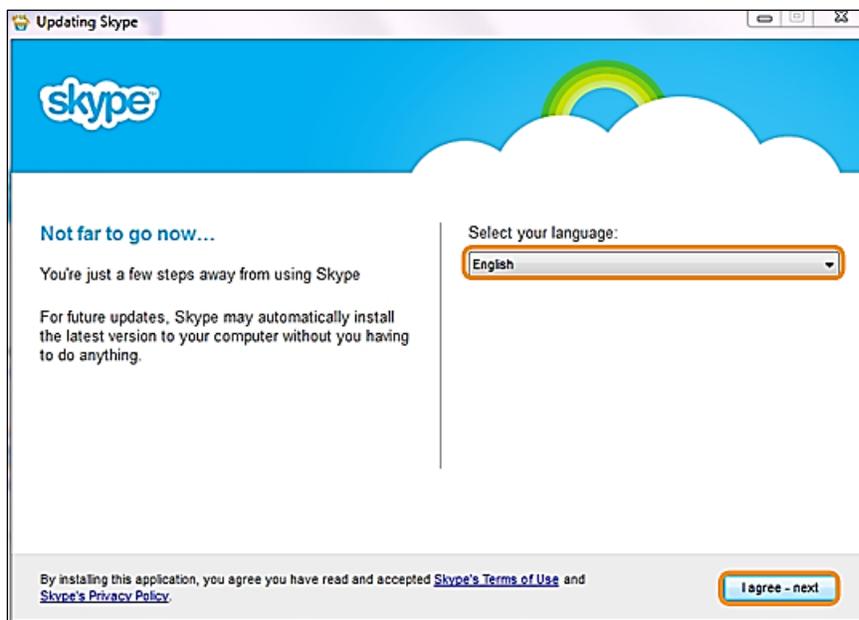   - dash (-)
   - underscore (_)

6. **Enter a password**. You will use this to sign in to Skype. Your password is **case sensitive**, must be between 6 and 20 characters, and must contain at least one letter and one number.

7. **Type the CAPTCHA text.** This tells the system you are not an automated program.

8. Read the Skype **Terms of Use** and the Skype Privacy Policy and then **click I agree – Continue**.

9. Your Skype account is created, and you are signed in to it.

10. You can **use your Skype Name and password to sign in to Skype** on a computer, mobile phone, TV – any device you use Skype on.

To download Skype to a computer:

1. Go to **Skype.com**

2. Click either **Get Skype** or **Downloads** at the top of the screen

3. Click which device you will be downloading Skype to.

4. Under "Skype Free" click **Download Skype**.

5. When the File Download screen is displayed, click **Save**.

6. When it has downloaded, go to the location you saved the **Skype Setup** file to and double-click it.

7. When the **Open File** screen is displayed, click **Run**.

8. Select your language, read the *Skype End User License Agreement* and the *Skype Privacy Statement*, and then click **I agree – next**.

9. Your Skype installation starts. When it is complete, Skype opens and the **Welcome to Skype** sign-in screen is displayed.
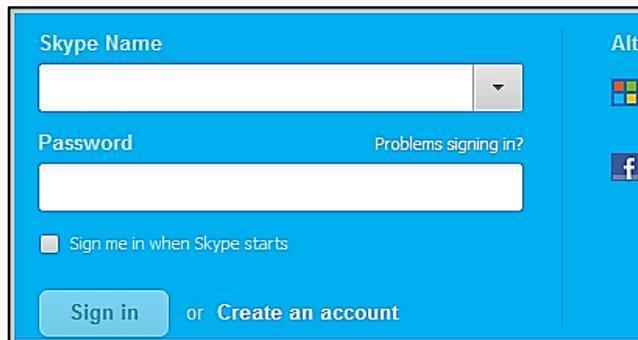
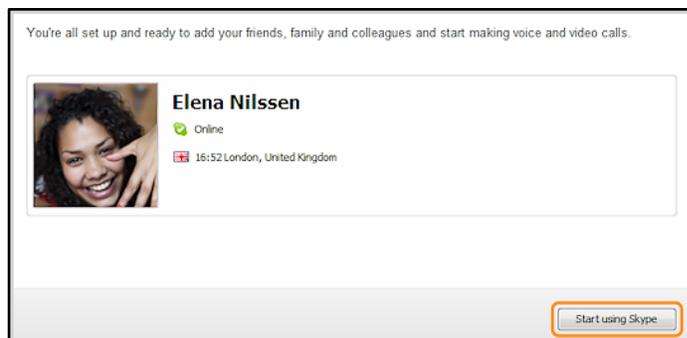## To download Skype to a tablet or mobile phone

Go to your device's "app store" and download a free Skype "app" for your particular device. If you are unsure of where to download apps for your device, use the Internet browser on your device and follow steps 1-3 above. Skype will lead you to the correct download site.

To sign in to Skype for the first time

1. On the Welcome screen, enter your **Skype Name** and **Password** and click **Sign in**.

2. If this is the first time that you have signed in to Skype, you can now check your sound and video to ensure they are set up correctly and add a profile picture for your Skype account.

3. Click **Continue**.

4. Select the speakers, microphone and webcam you want to use with Skype, and then click **Continue**. You can change your call settings at any time with the Call Settings Icon within the Skype application.

5. You can now add a profile picture to make it easier for your friends and family to find you on Skype. This is especially important because the international Skype directory is large. Click **Continue**.

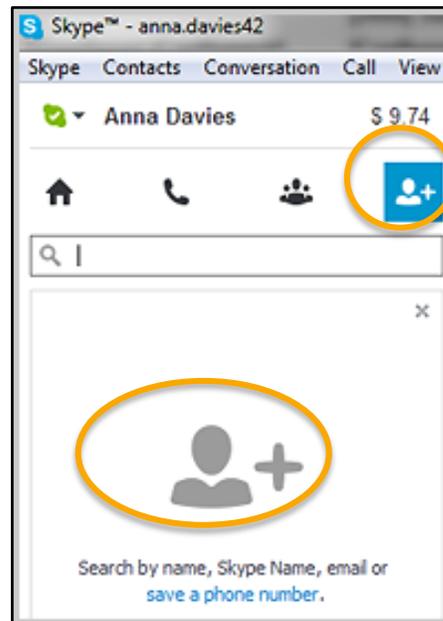6. If you don't want to add your profile picture right now, just click **Add later**.

7. To take a picture of yourself using your webcam, click **Take a picture**.

8. Or, if you have a picture that you want to use, click **Browse**… to find and select it. The picture you have taken or selected is displayed. If you want to resize the picture, use the slider underneath it. If you are not happy with the picture, click **Try again** to take another picture or select a different one.

9. When you are happy with your profile picture, click **Use this picture**.

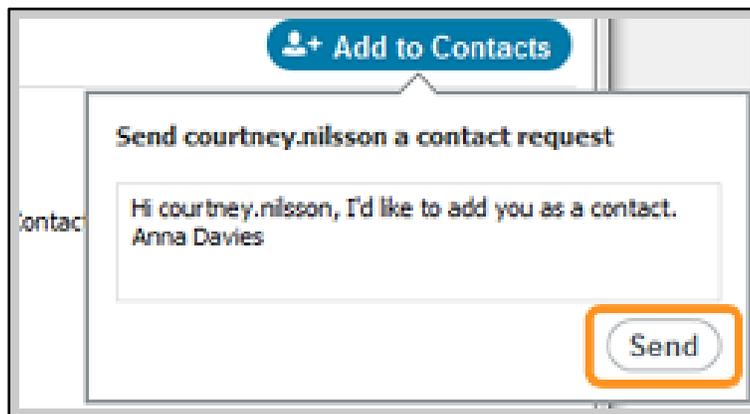10. Your profile summary is displayed. Click **Start using Skype**.

To add contacts on Skype:

1. Sign in to **Skype**.

2. In the menu bar click **Contacts>Add Contact**, or click the **add contacts icon** pictured at the right. On some devices this will only be the plus sign. Tap the screen on a tablet, or swipe up in Windows 8, to access these icons.

3. Enter the **Skype Name**, email, full name, or phone number, of the person you want to add.

4. If there's one match in the search results, and it's the person you're looking for, click their name or profile picture.

5. If more than one name matches your search, find the person you're looking for and click their name or profile picture.

6. If you cannot find your friend in the search results but you're sure they're on Skype, just ask them what their Skype Name is and add them to your contacts.
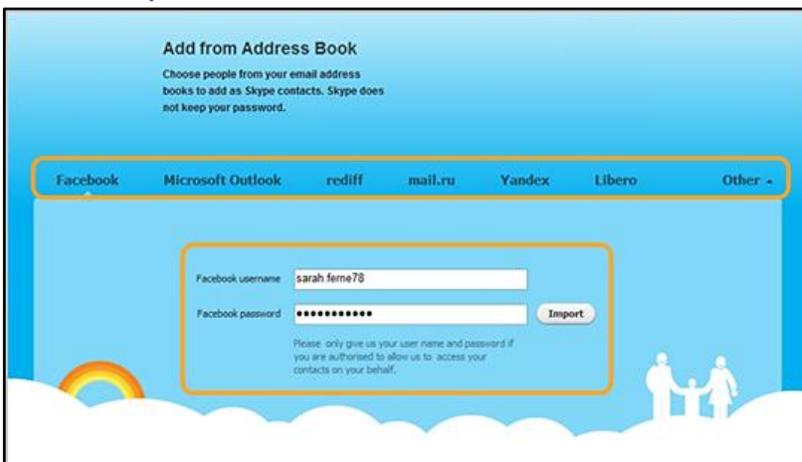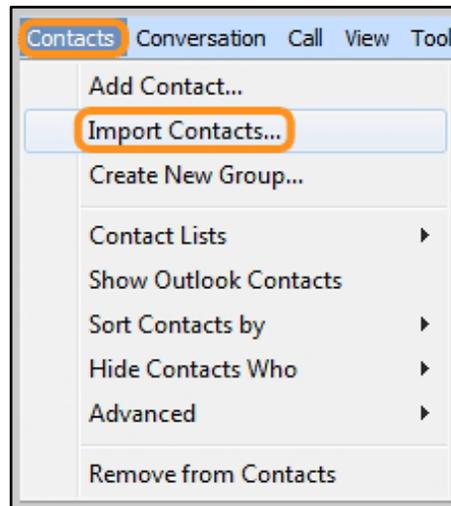
7. Now **you need to send them a contact request**. On the right click **Add to Contacts** and enter some text to introduce yourself. Then click **Send**. The contact is added to your contact list, but will appear offline until they accept your request. When they have accepted your request, you can see when they are online, and make free voice and video calls with them.
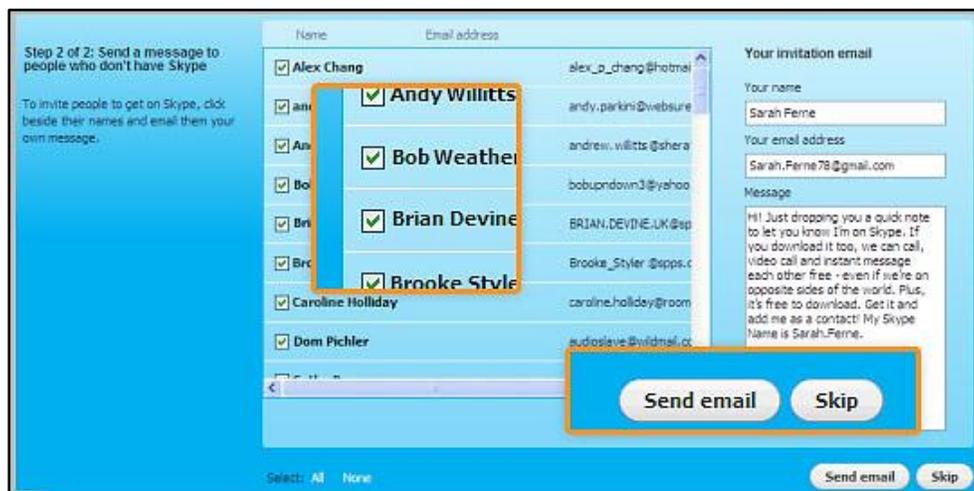
8. **If someone sends you a contact request**, **you will need to accept it** before you can talk to them. Above your contact list, click **Contact requests**. To accept the contact request, click **Add to Contacts**.

9. To block or remove someone from your contacts list, right-click on their name and select **Block This Person** or **Remove from Contacts**.

10. **To import multiple contacts** from Facebook, Microsoft Outlook, or other address books to Skype click **Contact>Import Contacts**. *Be aware that linking your Skype account to another account means changes to that other account will affect your Skype contacts.*

11. Select the type of account you have (email account or Facebook). If you can't see your account type, click **Other** for more options.

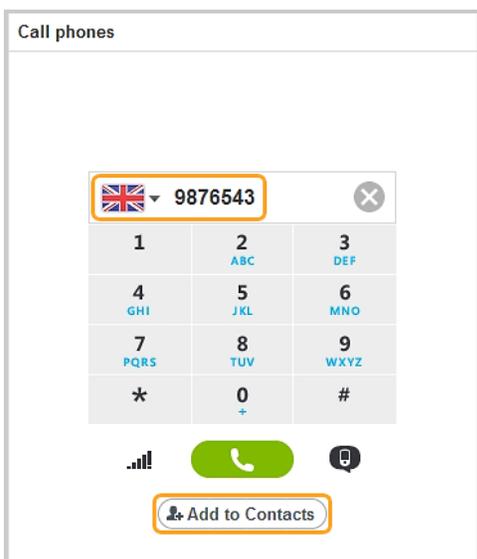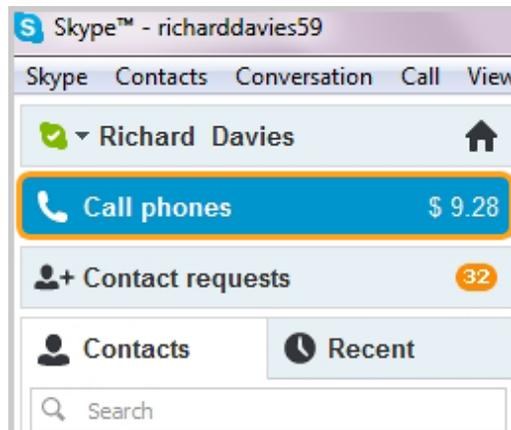12. Enter your user name and password for the account and click **Import**.

13. The people in your address book who already have Skype accounts or phone numbers associated with their accounts are listed.
    - **To import all** contacts listed, click **Add contacts**.
    - **To import only some** contacts, **uncheck** those you don't want to import and click **Add contacts**.
    - If you don't want to add any contacts from the list, click **Skip**.
    - For the **people in your address book who don't have Skype accounts** or phone numbers are listed: **send a message inviting them to download Skype**, select the people you wish to add, type a message or use the one provided, and click **Send email**. If you don't want to send any messages, click **Skip**.
    - Your selected contacts are added to your contact list, but **will appear offline until they accept your request**. When they have accepted your request, you can see when they are online

To add a mobile or landline contact (these calls are NOT free)

1. Click **Call phones**.

2. Select a flag from the country code list, then type in your contact's phone number.

3. Alternatively, you can enter the phone number by using the dial pad.

4. Click **Add to Contacts**. Enter the contact's name, then click **Save**.

5. In your contact list, a phone icon appears next to the newly created contact. Remember, you'll need a little *Skype Credit* or a *subscription* to call mobiles or landlines.

Status settings:

Your status lets your contacts know if you're available to have a conversation. A status icon is displayed next to your Skype Name.

Your status is set automatically, but **you can change it manually** any time. Just **click the little arrow next to your status icon and choose one from the list**.
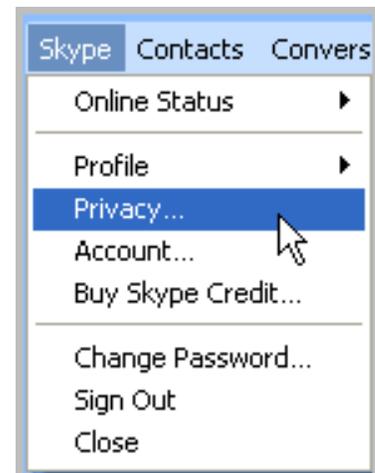
You can tell whether someone is online and signed into Skype by the color of the symbol next to their name:

Contact is online and signed into Skype.

Contact is online but inactive, therefore not necessarily at their computer.

Contact is online but does not wish to be disturbed.

Contact is offline and not signed into Skype.

Contact is offline but has call forwarding set up.

Contact is using a mobile or landline number.

Contact request you made is pending.

Contact you have blocked.

In **Windows 8**, a green circle indicates a contact is online and signed into Skype.
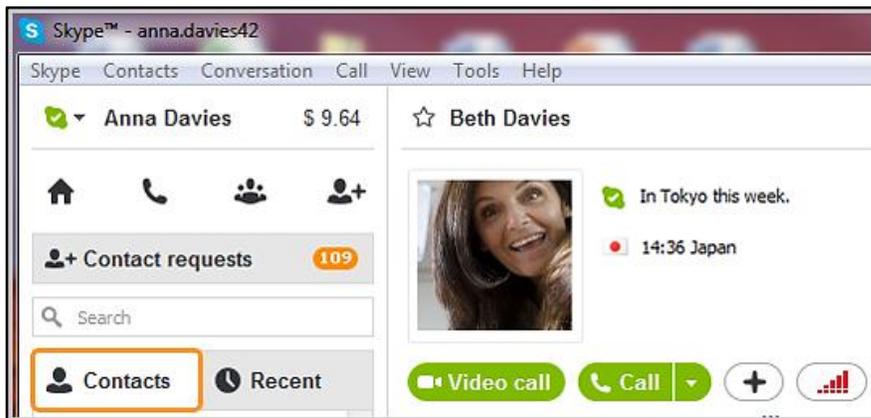
To change your Privacy Settings:

In Skype, from the menu bar, click **Skype** > **Privacy**. The Privacy Settings panel is displayed. Under **Allow calls from**, choose **anyone** or **people in my Contact list only.**

Calling one of your Skype Contacts:

1. In Skype, click the **Contacts** tab.

2. Find the person you want to
   call and make sure that they
   are online. If they are, you'll see
   this status icon   next to
   their name.

   In **Windows 8** a green circle
   icon indicates they are online.

   Remember: if the contact has one of these status icons   next to their name it means
   they have Skype so it's free to call,

   If you see one of these icons
   it means they're on a phone or mobile so you will need Skype Credit or a subscription to call.

3. Click **Video call**. The screen changes color, a call bar appears near the bottom of the screen and you will
   hear ringing until the other person answers.

4. On computers: **if you don't hear or see the other person or they can't hear or see you**, locate the call
   bar (you may have to move your mouse to make the call bar appear at the bottom of the screen), and
   check that the **video** and **microphone** icons, indicated below, are not crossed out. Click the icons to
   switch video or audio on/off. You can also click the **Call Quality Icon**, circled below, for help diagnosing
   connection problems.

Skype Tools in Windows: (similar icons are in Macintosh)

    A. Hide or **reveal your Contacts**, Facebook or Recent lists.

    B. Show the **Instant Messaging** window so you can instant message the person you are talking to.

    C. If you've got a webcam plugged in, turn **on/off video**.

    D. Mute or turn on your **microphone**.

    E. **Send files, send contacts,** share your desktop (paid accounts) or add people to the conversation (paid

       account unless audio only).

    F. Diagnosis problems or adjust your **call settings**, including your speaker **volume**.

    G. View or exit **full screen mode**.

To hang up, click the **End call** button, circled below.

To sign out of Skype: open the Skype menu at the top left and select **sign out**. If you are using **Windows 8**, open

your profile from the top right, then select **sign out** from the bottom of the profile pane.