

Skype workshop

What is Skype?

Skype is a program that is an example of VOIP – Voice over Internet Protocol. What Skype enables the user to do is to talk to other Skype users, over the Internet, for free. It is also possible to talk to non-Skype users but there is a charge for this, albeit at much reduced rates, New Zealand wide calls are 4.2 cents per minute and mobile calls are 62.3 cents per minute.

In addition to phone calls, Skype can also transmit and receive video calls, handle conference calls and allow for chatting (sending messages) to other users.

What do I need to run Skype?

We recommend that, to get the most from Skype, you will need the following equipment:

A broadband connection (particularly if you intend to use the video call option)

A web camera

A microphone

If you own a laptop then the latter two requirements may be included in your laptop and should not need to be duplicated by other equipment.

And finally, the program which can be downloaded from www.skype.com

How do I install Skype?

To install the program, you obviously have to download it from the web site noted above. **Select “Run” the Skype Setup application”**. A window will open asking what you want to do with a file called SkypeSetup.exe. **You might see a confirmation message, asking if you’re sure you want to run this software. Click ‘Run’ again.**

When the download has finished, the Skype Setup Wizard will appear and guide you through the rest of the installation. After the installation has finished, you can open Skype at any time by clicking the icon on your desktop or in your system tray.

It is normal to have Skype start at the launch of Windows and a Skype icon should appear on the Notification Bar of the Desktop (bottom right hand corner).

Having installed Skype what do I do next?

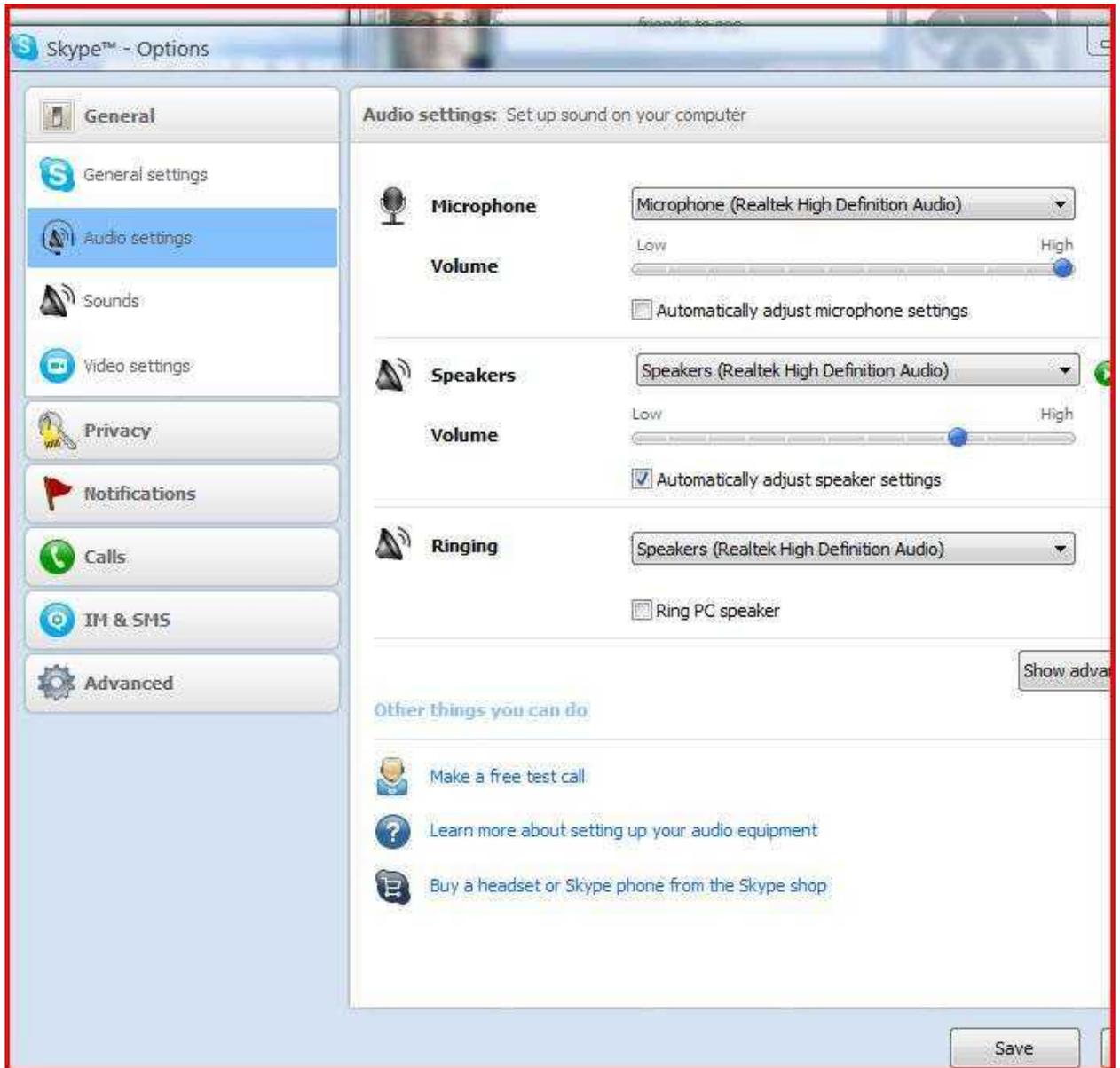
The first things to do are to check that your microphone and camera are working.

To the microphone first:

- a) Plug the microphone into your computer.
- b) Open Skype.
- c) **Select “Tools” from the Toolbar**



- d) From the “Tools” dropdown menu select “Options”. The following screen will appear. Select “Audio settings”.



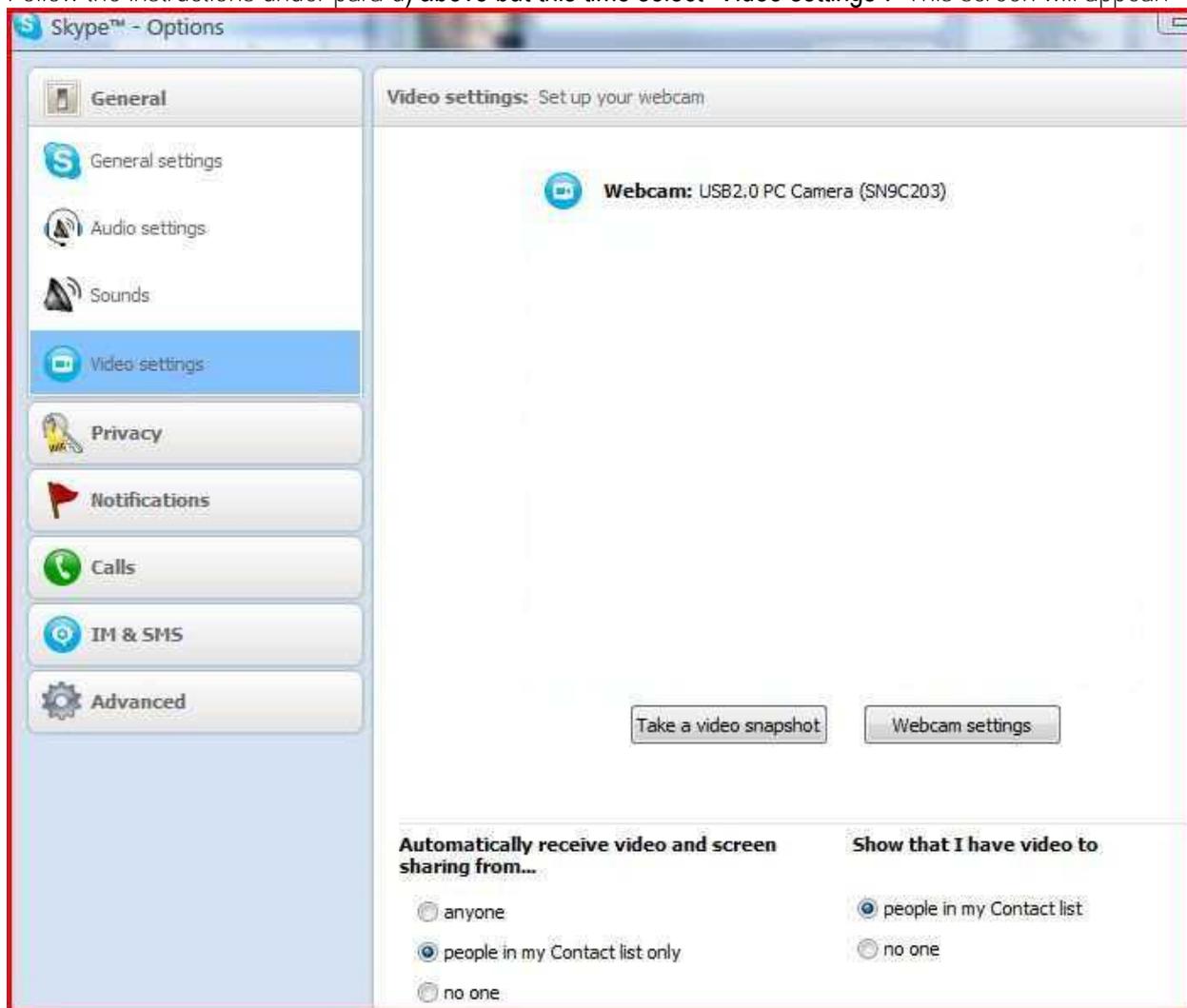
- e) Towards the bottom of the screen there is an option to “Make a free test call” Click on this.
- f) You should now hear Skype dialling the call centre.
- g) Follow the instructions to record your call.

- h) If the call centre detects your microphone and plays back to you what you have recorded then all is well.
- i) If it does not play your recorded message back or reports that it cannot hear your voice then it will be necessary to access the **“Audio settings”** option again as noted in the above screen. You will notice that there are three pieces of equipment that you can change the settings for. The one you **want is “Microphone”**. **Make sure that your microphone is selected**. If you are not sure select **“Windows default device”**. **If the microphone still does not work having gone back to the Skype Test Call then you may have to select other than the default device from the drop down menu.**

And now to the camera:

Install the camera with the software that came with it.

Follow the instructions under para d) above but this time select **“Video settings”**. This screen will appear:



- a) Make sure that the following boxes are ticked.



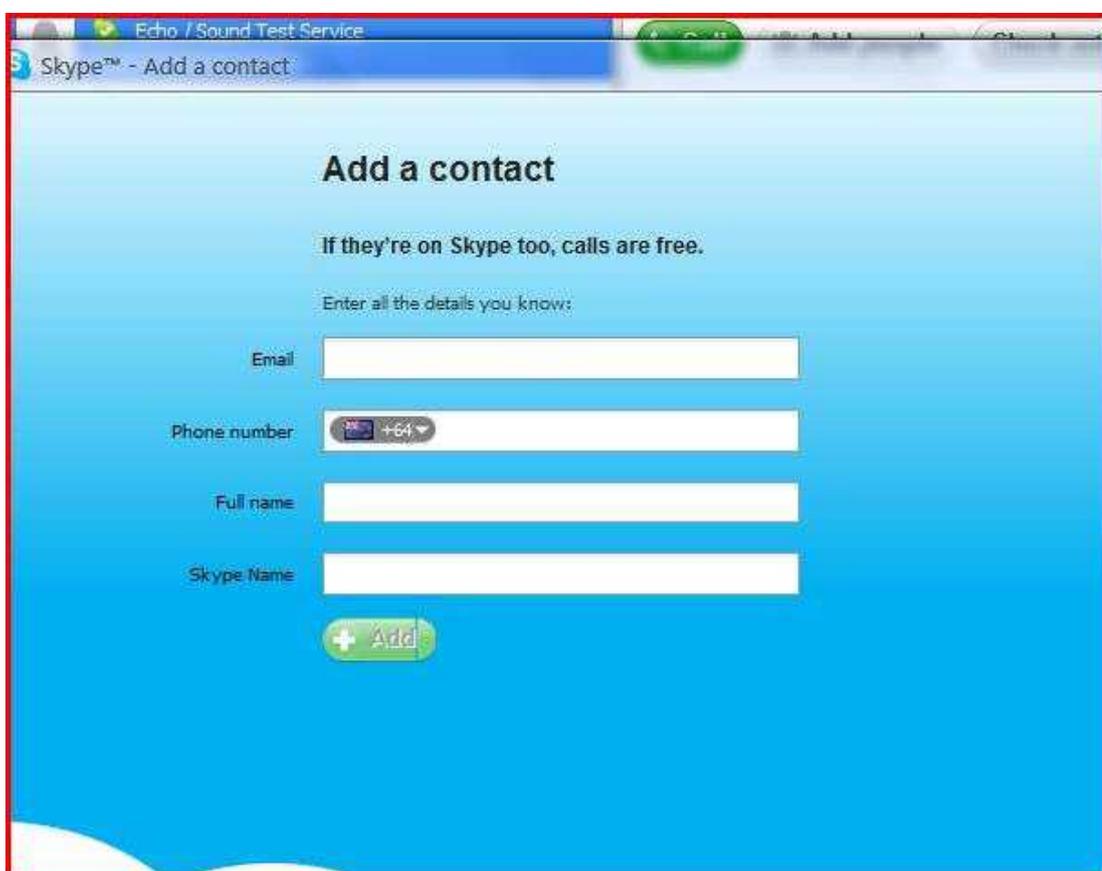
Adding contacts

Skype works by making a connection between people who are in your Contacts list. You need to add Contacts before you start. To add someone you need to do the following:

- a) Go to the bottom of the main screen and **click on the “Directory” button on the tool bar.**



The following screen will appear:

A screenshot of the Skype 'Add a contact' form. The title is 'Add a contact'. Below the title is the text 'If they're on Skype too, calls are free.' and 'Enter all the details you know:'. There are four input fields: 'Email', 'Phone number' (with a dropdown menu showing '+64'), 'Full name', and 'Skype Name'. At the bottom is a green '+ Add' button.

- b) Follow the instructions and either put the Skype name of the person you are seeking into the box or their full name or their email address. As you type in the name Skype will search its membership database and tell you how many accounts it has with that name. If Skype finds the person you are looking for it will show this person in a list that is displayed. If you enter only a surname it will produce a list of all those Skype users with that surname. From this list you should **choose the person you want to add to your contacts.** Having selected the person, click the “Add Contact” button.
- c) You then need to seek the permission of the selected person to add them to your contacts. You need to fill in the text box with an appropriate message that will get them to respond to your request.



- d) When they respond then you can call them free using Skype. Of course, they may also choose not to let you contact them!

Help

If you require help with Skype, we recommend that you go to the web site, Skype.com, and use their users' guides which are very easy to follow. As with most programs, go to the areas that you need to get started today and worry about more advanced features when you are up and running.