



An Introduction

Introduction to Skype

Skype is a software application that allows users to make voice calls over the Internet. Calls to other users of the service and, in some countries, to free-of-charge numbers, are free, while calls to other landlines and mobile phones can be made for a fee.

Additional features include instant messaging, file transfer and video conferencing.

Important

You should already have Skype installed, on your PC

If you haven't please contact the helpdesk to arrange this.

Using Skype for the First Time

Creating a Skype account

The screenshot shows the 'Skype™ - Create account' window. It contains the following fields and elements:

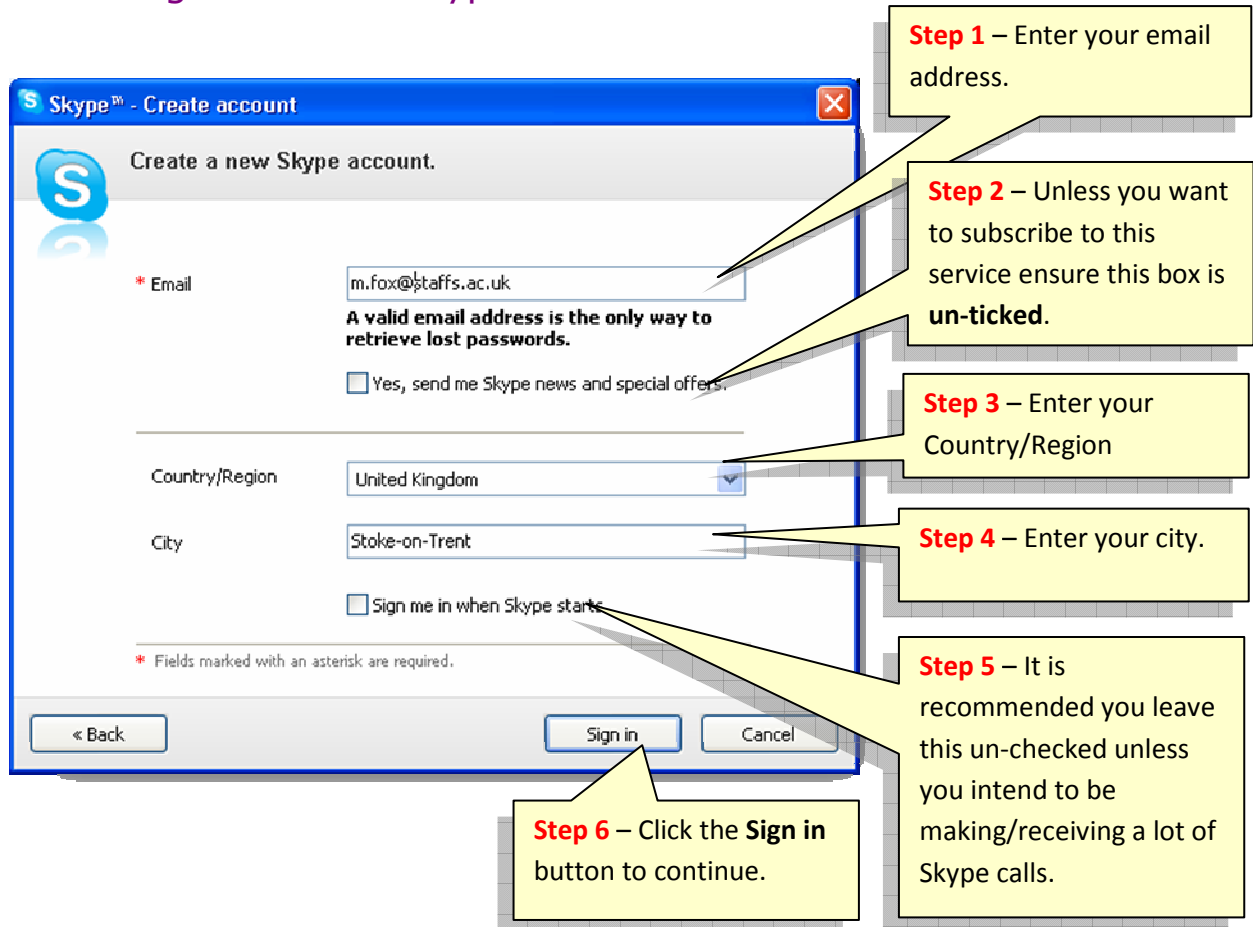
- Step 1** – Enter your name. (Points to the 'Full name' field containing 'Mr Fox')
- Step 2** – Enter your proposed skype account user name. (Points to the 'Create Skype Name' field containing 'fantasticmrfox')
- Step 3** – Enter the password for your account. (Points to the 'Password' field containing masked characters)
- Step 4** – Repeat your password (Points to the 'Repeat password' field containing masked characters)
- Step 5** – After reading the terms & conditions click the **Yes** box. (Points to the checked checkbox for 'Yes, I have read and I accept the Skype End User License Agreement...')
- Step 6** – When finished click the **Next** button to continue. (Points to the 'Next >' button)

Other visible text includes: 'Create a new Skype account.', 'Already have a Skype account? [Sign in](#)', 'Password OK', 'Passwords match', 'Get help', and a footer note: '* Fields marked with an asterisk are required.'

Note: The username convention is as follows – your.email@tsd.ac.uk

Have one Skype account, need another ?

Creating additional Skype accounts



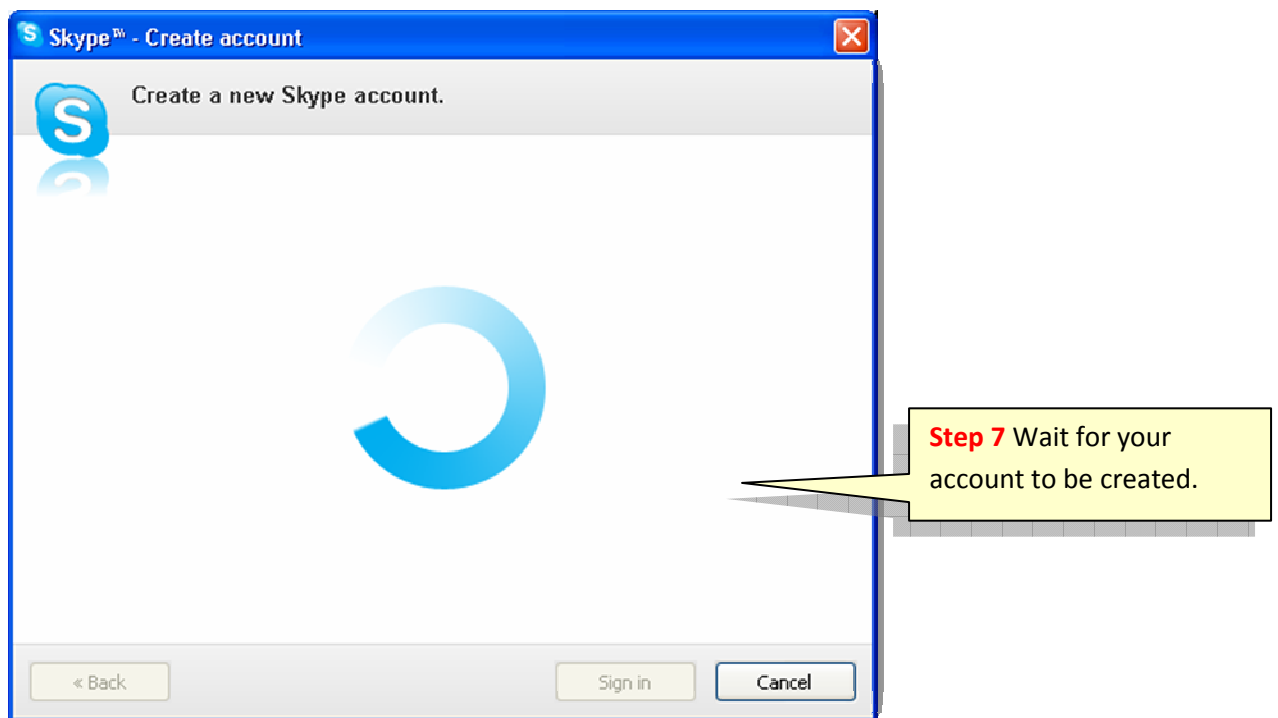
The image shows the 'Skype - Create account' window with the following fields and options:

- Email:** m.fox@staffs.ac.uk. A note below the field states: "A valid email address is the only way to retrieve lost passwords."
- Country/Region:** United Kingdom (selected from a dropdown menu).
- City:** Stoke-on-Trent.
- Options:**
 - ☐ Yes, send me Skype news and special offers.
 - ☐ Sign me in when Skype starts.

Buttons at the bottom: << Back, Sign in, Cancel.

Annotations (Steps):

- Step 1** – Enter your email address.
- Step 2** – Unless you want to subscribe to this service ensure this box is **un-ticked**.
- Step 3** – Enter your Country/Region
- Step 4** – Enter your city.
- Step 5** – It is recommended you leave this un-checked unless you intend to be making/receiving a lot of Skype calls.
- Step 6** – Click the **Sign in** button to continue.



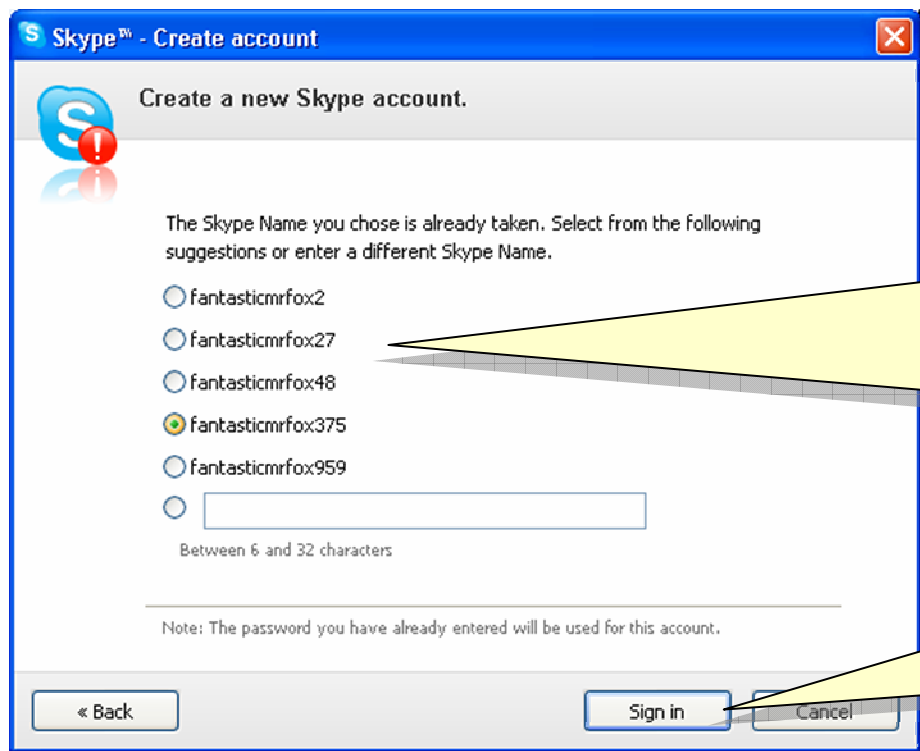
The image shows the 'Skype - Create account' window with a large blue circular loading spinner in the center. The buttons at the bottom are << Back, Sign in, and Cancel.

Annotation (Step 7):

- Step 7** Wait for your account to be created.

Did something go wrong?

If the Skype user name you specified in **step 1** has already been taken you will be confronted with a window like the one below:

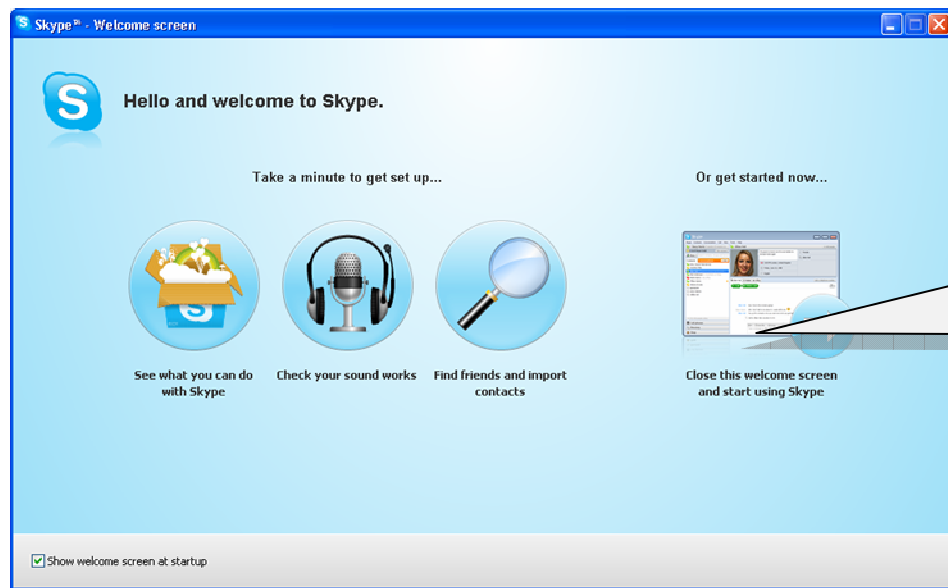


Step 1 Don't worry, simply choose one of the alternatives, **OR** create a brand new one.

For the purpose of this tutorial fantasticmrfox375 has been selected as the alternative.

Step 2 After you've selected an alternative or created a new one click **Sign in**.

Once you've logged in...



At the welcome screen select the **Get Started Now** option.

Exploring the Skype interface

Now that you've created a Skype account and logged on, let's take a quick look at the interface. We'll just be looking at the items most relevant to getting you started.

The image shows the Skype web interface for a user named 'fantasticmrflox375'. The interface is divided into several sections:

- Header:** Displays the Skype logo, the user's name 'fantasticmrflox375', and a navigation menu with links: Skype, Contacts, Conversation, Call, View, Tools, and Help.
- Profile Section:** Shows the user's profile picture (a question mark icon) and a message: 'Add video or write a message here for your friends to see.' Below this is a 'Personalize' button.
- Call Section:** A banner stating 'Call mobile phones and landlines at great low rates'.
- Navigation Bar:** Includes a 'New' button with a plus icon and a search bar labeled 'Search Contacts, Groups and Conversation Topics'.
- Contacts and Conversations Tabs:** Two tabs are visible: 'Contacts' and 'Conversations'. The 'Contacts' tab is active, showing a list of contacts. One contact, 'Echo | Sound Test Service', is visible.
- Online Status:** A bar indicating '21,455,685 people online'.
- Utility Buttons:** A row of buttons for 'Call phones', 'Directory', and 'Shop'.
- Promotional Banner:** An orange banner at the bottom left promotes unlimited calls to landlines with a subscription.
- Right Sidebar:** Contains two sections: 'Contacts' (with a left arrow) stating 'You haven't added a contact yet already on Skype.' and 'Phones and SMS' (with a left arrow) stating 'You can also use Skype to call...'.

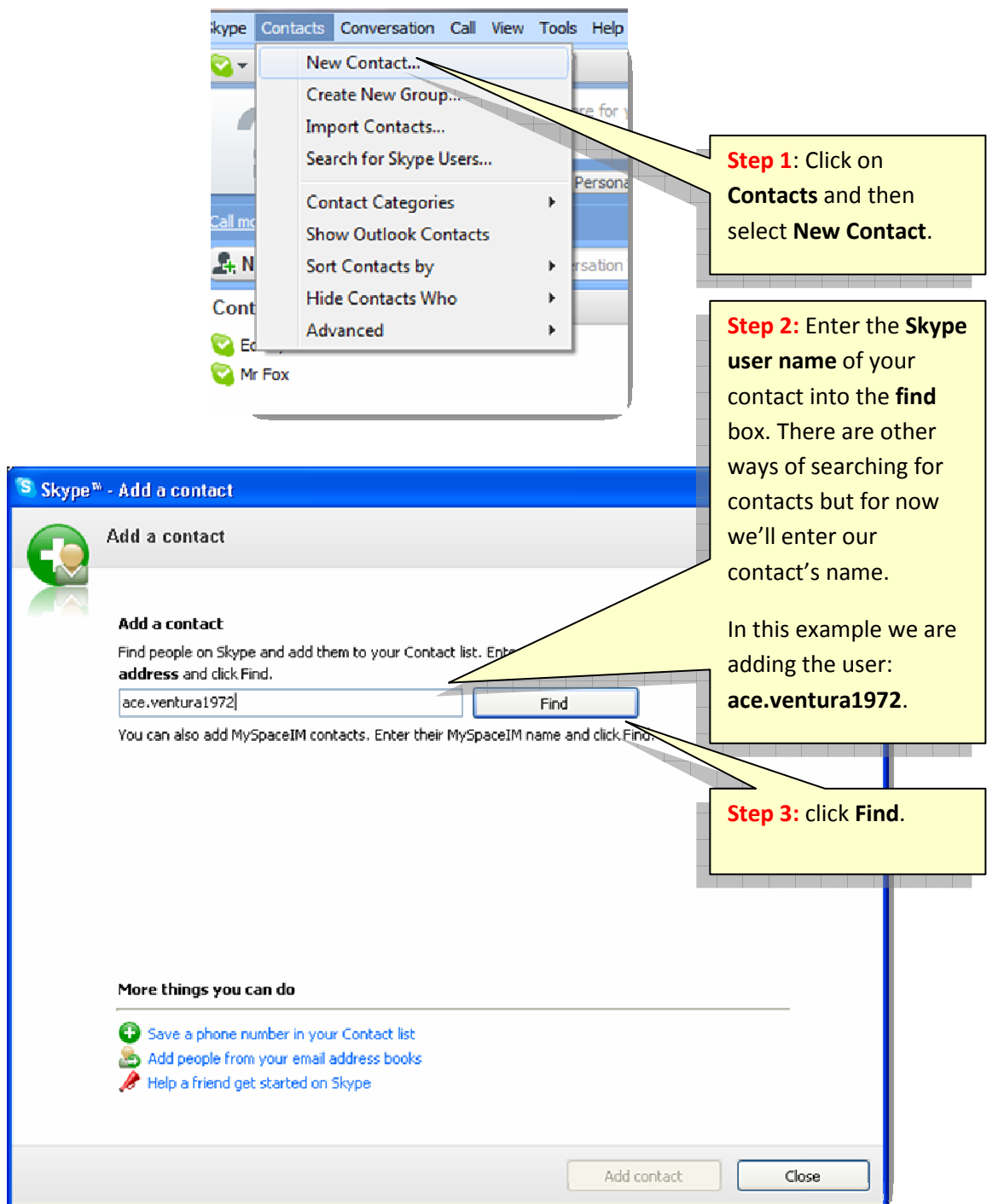
Callouts provide additional information:

- Username Callout:** Points to the user's name in the header, stating: 'Your username – if you don't recognise the username specified you may have logged on using someone else's account!'
- Profile Callout:** Points to the profile picture and message area, stating: 'Your profile and picture and message go here if you wish to specify them.'
- Contacts Tab Callout:** Points to the 'Contacts' tab, stating: 'This tab contains a list of your past conversations.'
- Contacts List Callout:** Points to the 'Contacts' list, stating: 'This tab contains a list of your Skype contacts.'

Adding a Contact

Contacts are, of course, one of the things that make Skype such an incredible communications tool and adding them is very simple. Don't forget though, you need to know your contact's Skype name **before** you can add them as a contact. There are other ways of adding contacts – for the purpose of the purpose of this tutorial we'll use the simplest.

Adding a Skype contact part 1



The image shows two screenshots from the Skype application. The top screenshot shows the 'Contacts' menu open, with 'New Contact...' selected. The bottom screenshot shows the 'Add a contact' dialog box with the text 'ace.ventura1972' entered in the 'Find' field.

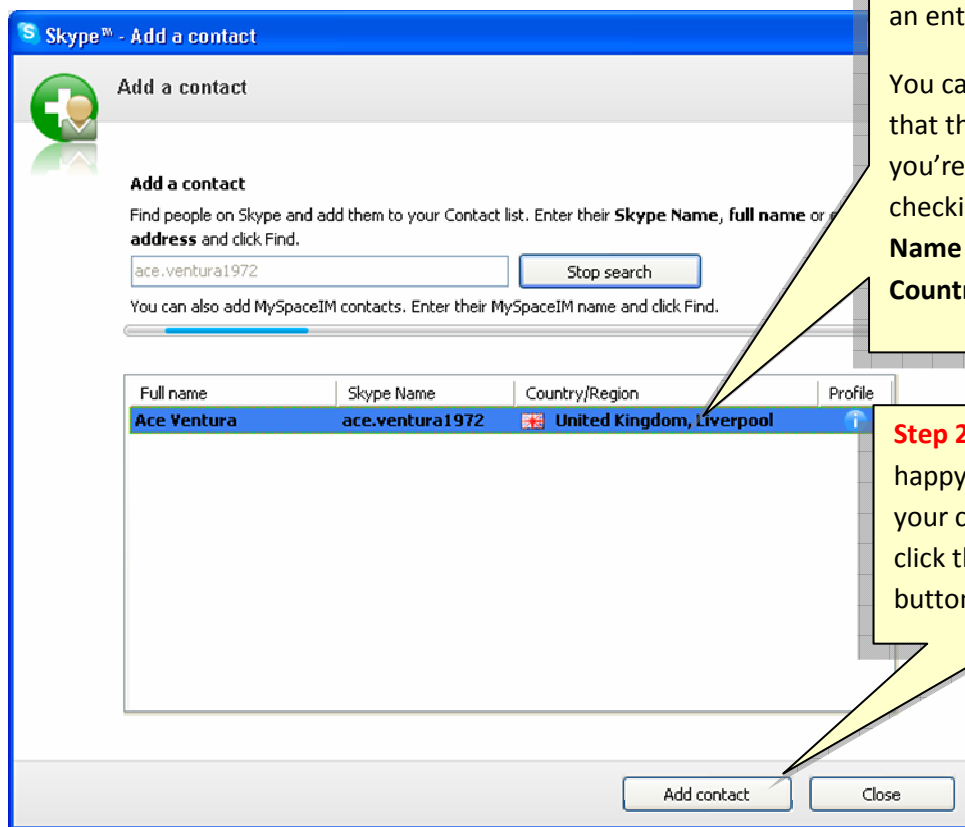
Step 1: Click on **Contacts** and then select **New Contact**.

Step 2: Enter the **Skype user name** of your contact into the **find** box. There are other ways of searching for contacts but for now we'll enter our contact's name.

In this example we are adding the user: **ace.ventura1972**.

Step 3: click **Find**.

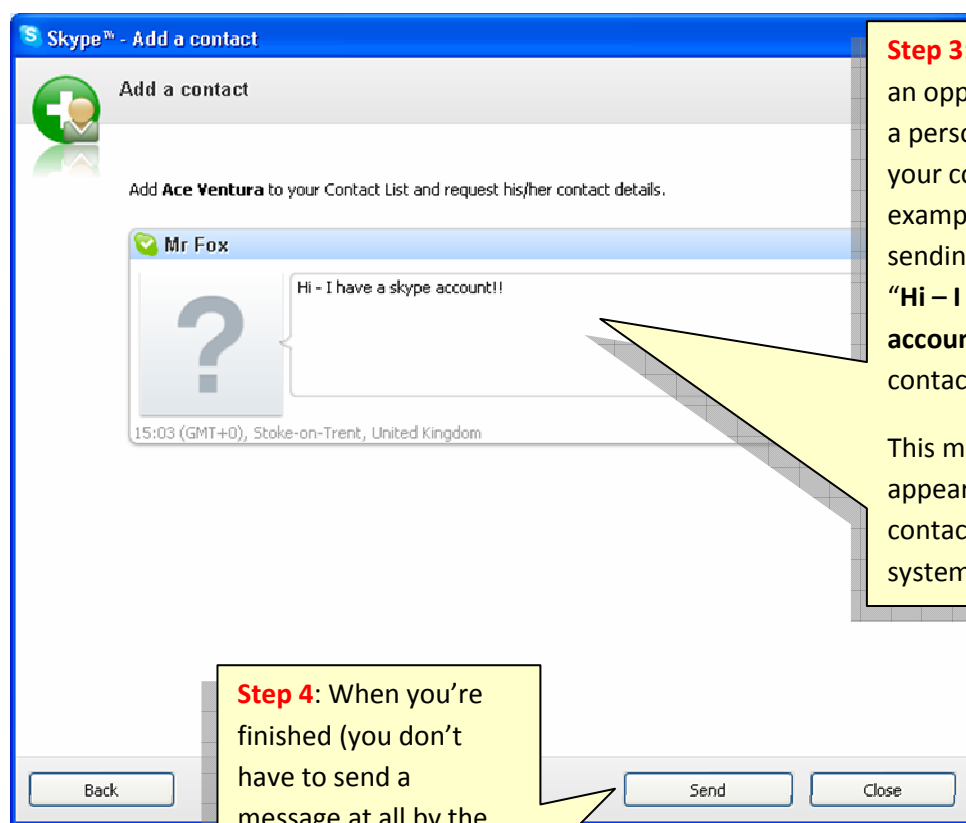
Adding a Skype contact part 2



Step 1: If the search has proven successful an entry will appear.

You can be doubly sure that this is the contact you're looking for by checking out the **Full Name** and the **Country/Region** fields.

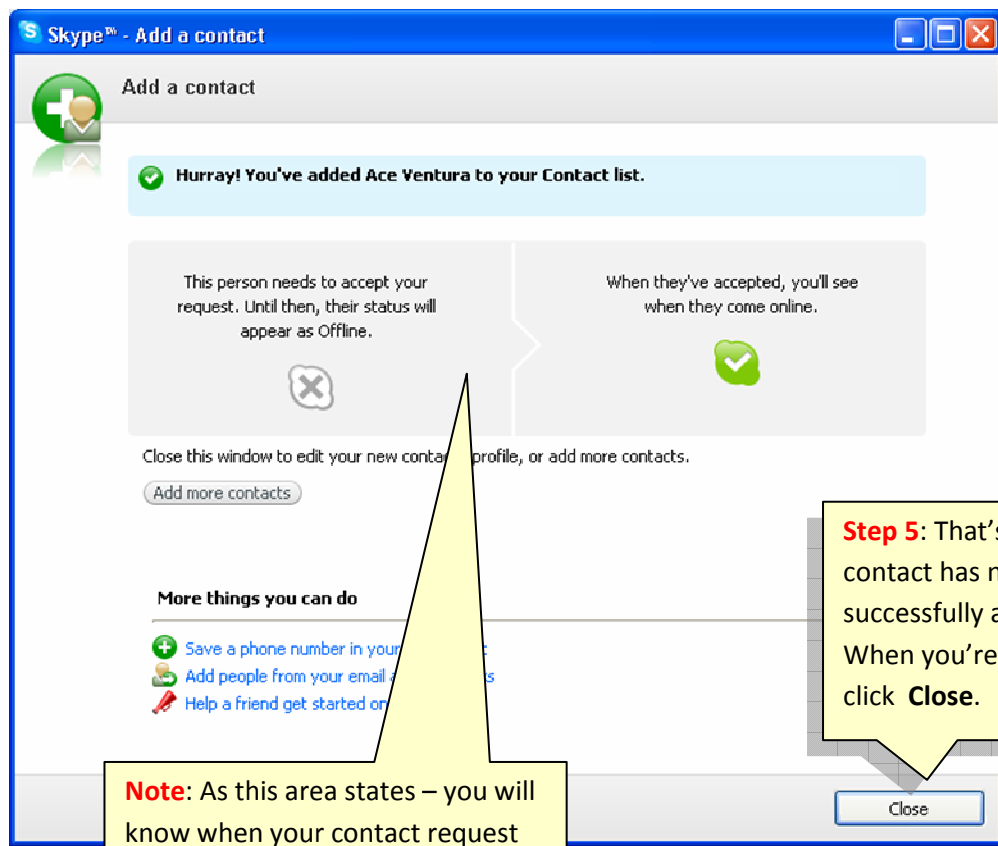
Step 2: When you're happy you've located your contact simply click the **Add contact** button.



Step 3: You now have an opportunity to send a personal message to your contact. In this example, our Mr Fox is sending the message "**Hi – I have a Skype account!**" to his contact.

This message will appear on your contact's Skype system.

Step 4: When you're finished (you don't have to send a message at all by the way), click on **Send**.

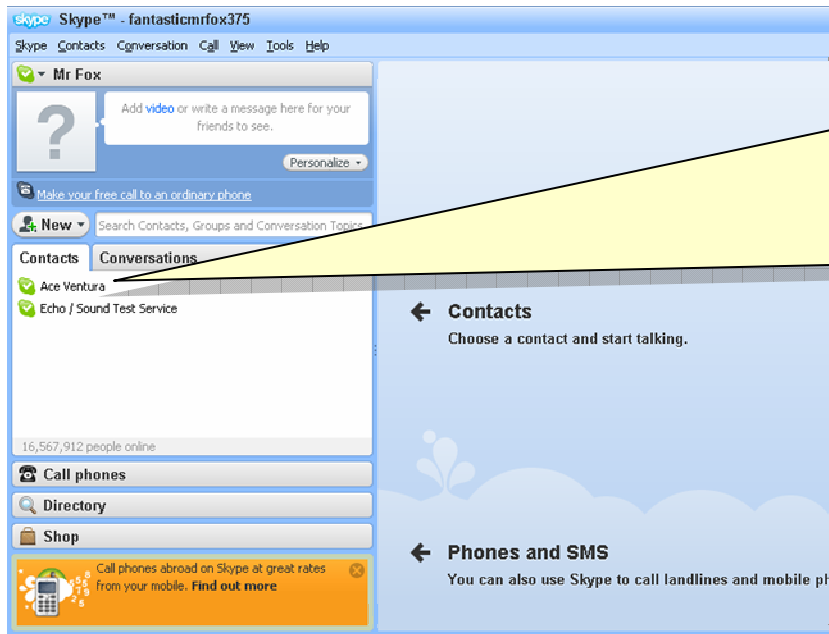


Note: As this area states – you will know when your contact request has been confirmed by the change in their status icon (we'll look at this more closely in the next section).

Step 5: That's it, the contact has now been successfully added. When you're ready click **Close**.

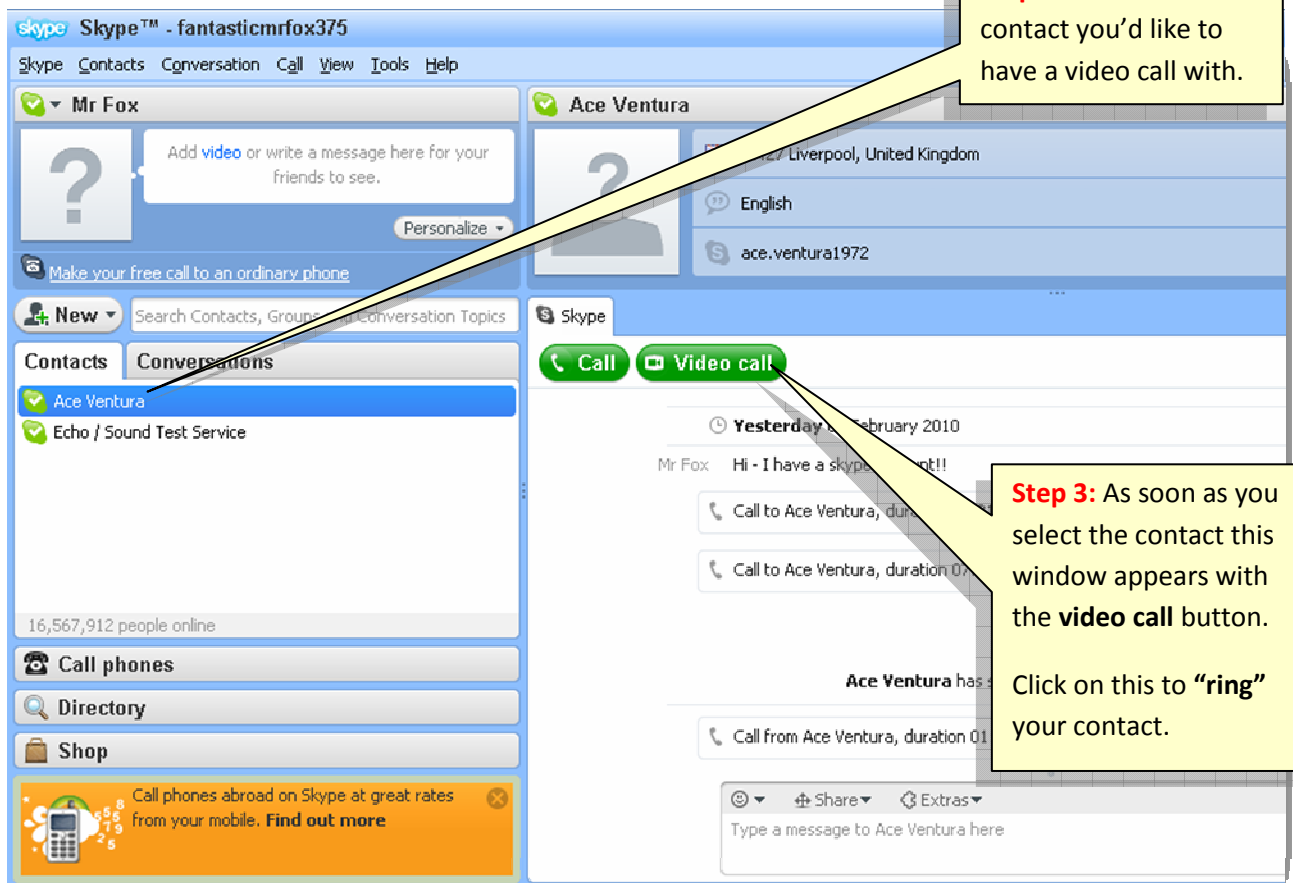
Having a Conversation

With Skype already started, follow these steps.



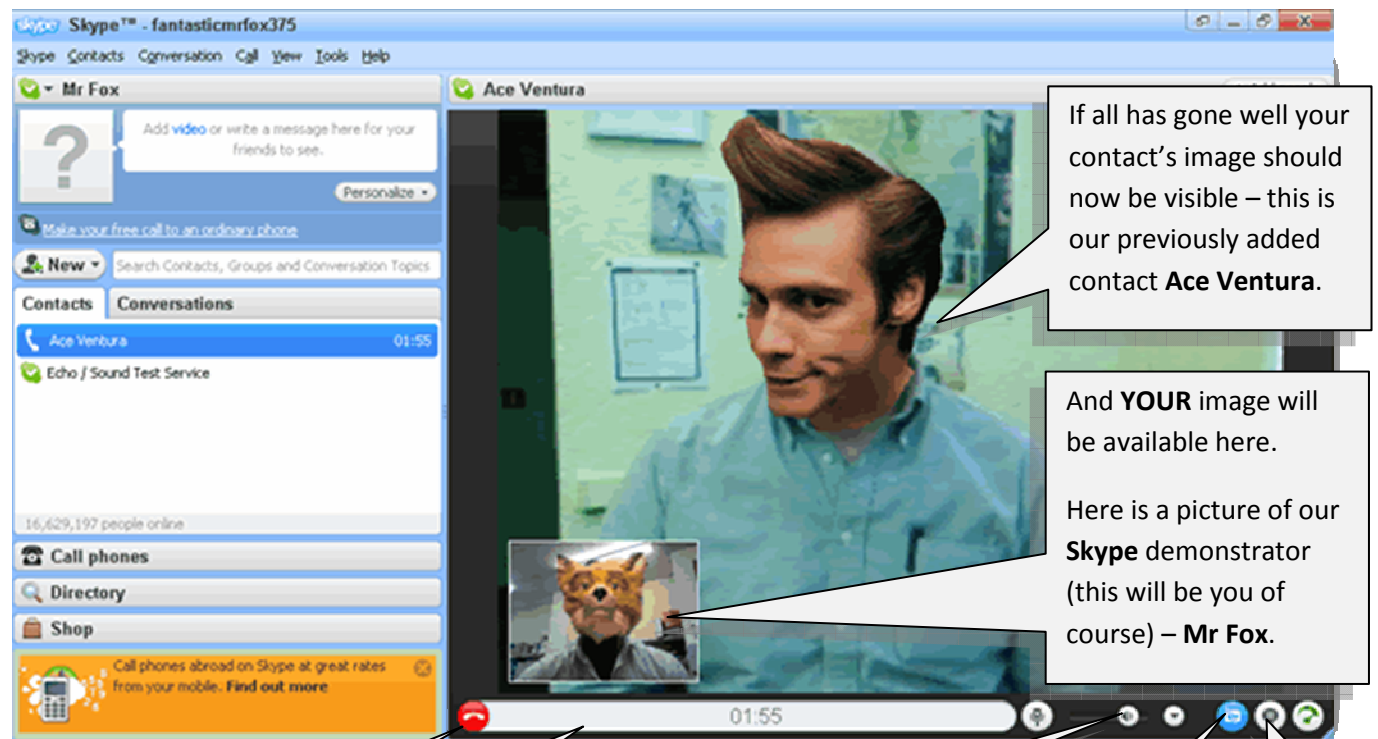
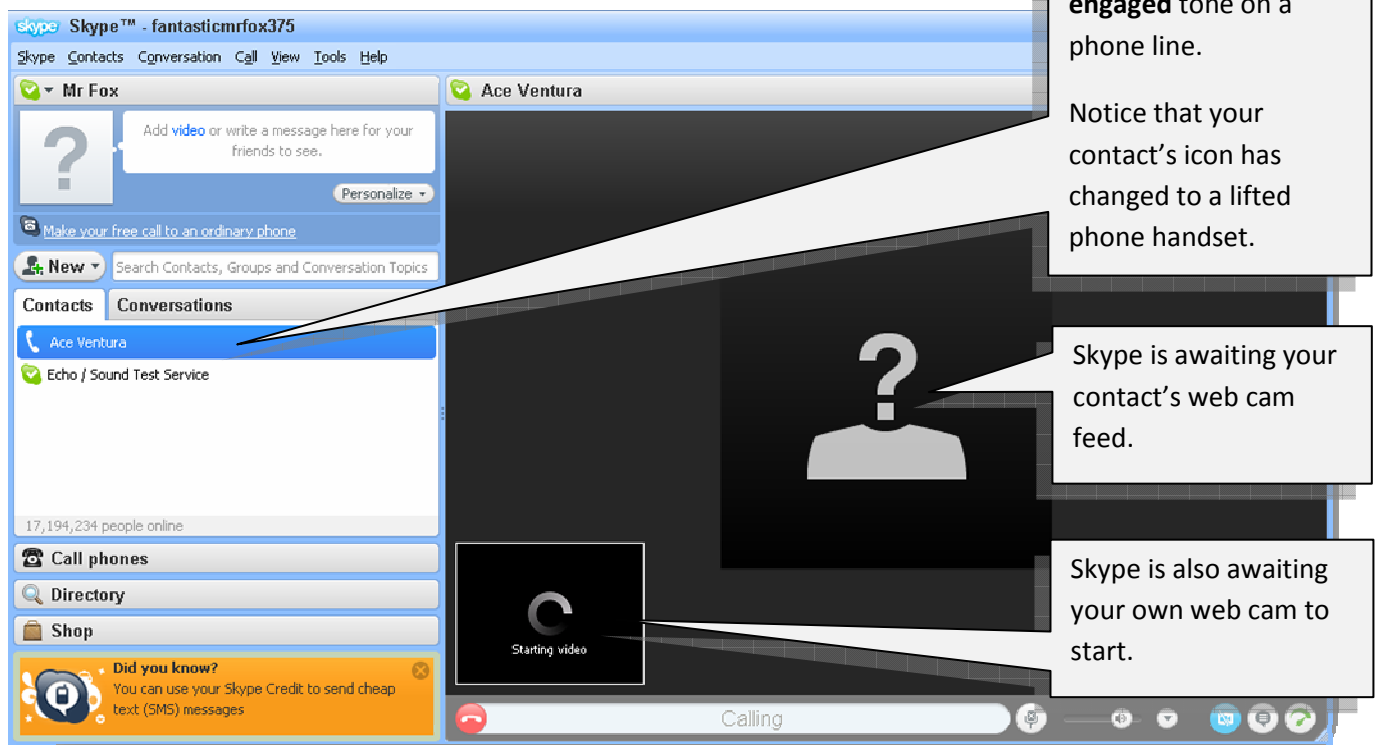
Step 1: First of all, we must make sure that the person we wish to contact is **online**. As we discovered above, if your contact is online, their name will have a **green tick** icon next to it.

If they have a **grey icon** next to their name then they are offline and unavailable.



Step 2: Click on the contact you'd like to have a video call with.

Step 3: As soon as you select the contact this window appears with the **video call** button. Click on this to “ring” your contact.



This button allows you to **end the call**.

Here you can see how long the call has **lasted for**.

These are the **audio controls**.

This button allows you to take a **snapshot** of your contact.

This tool allows you to create a **text window** to communicate.

Frequently Asked Questions

Problem:	Possible Causes:	Possible Solutions:
No webcam video	Webcam is not plugged in Webcam has not been installed	1. Make sure the webcam is plugged in 2. Contact the itservicedesk@tsd.ac.uk to have drivers installed
No webcam audio	Webcam is not plugged in Webcam has not been installed	1. Make sure the webcam is plugged in 2. Contact the itservicedesk@tsd.ac.uk to have drivers installed
Cannot log onto Skype	Username or password not recognised Network connection absent	1. Re-enter your username and/or password 2. Ensure you're either physically connected to a network (via a cable) or connected to a wireless network
Headset microphone not working	Webcam microphone when using a headset	1. Selecting headset as microphone in settings this need to be set up from with the sound properties

An excellent source of help is the Skype support website:

<https://support.skype.com/en-gb/category/TECH>