

SKYPE FOR BEGINNERS

This is a fairly basic run-through for beginners in getting started with Skype.

Much more detailed support and information can be obtained on the Skype support website (<https://support.skype.com>) See <http://www.skype.com/intl/en-gb/support/user-guides/> for a range of user guides in PDF format which you can download and/or print out.

1. WHAT IS SKYPE AND WHAT CAN YOU DO WITH IT?

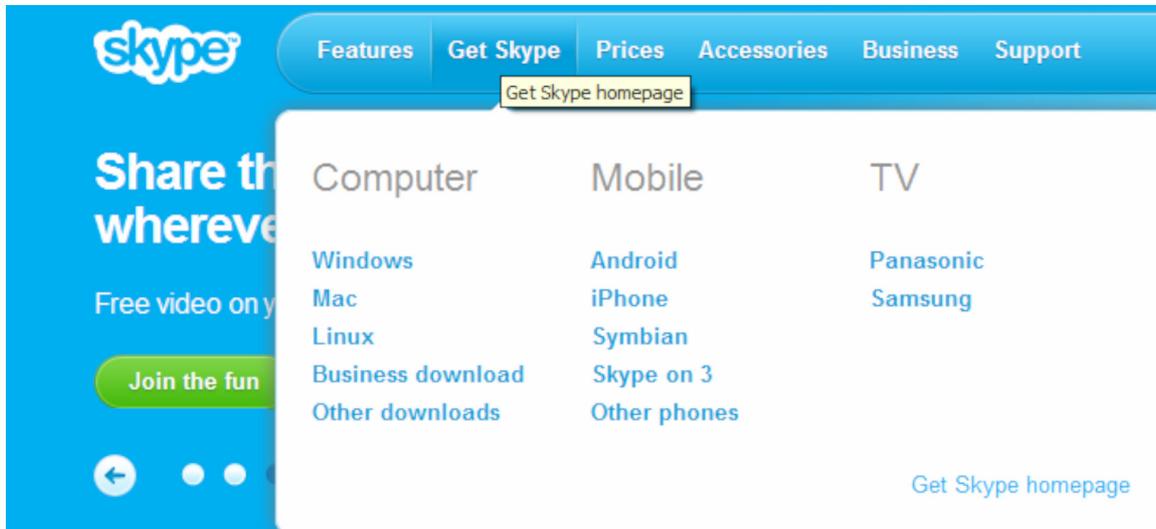
- Skype is an application which you install on your computer, laptop or mobile device.
- This provides a method of making phone calls using '*internet bandwidth*' instead of your fixed line telephone or mobile phone.
- You can send files (including photos, documents or presentations of any size) and share your screen with others.
- Skype may also be used as a form of **Instant Messenger** with no sound or vision and just text.
- You can make audio calls using a simple *headset with microphone* and **video** calls using a *webcam*.

2. WHAT DOES IT COST?

- It is **Free** to:
 - Make basic audio computer to computer calls to *other Skype users anywhere in the world* (this includes both one to one and conference calls) because the 'bandwidth' used is paid for in the monthly fee that you pay to your internet service provider (ISP).
 - Make one to one video calls to other Skype users.
 - Send files and/or share your screen with one other Skype user.
- You must **Purchase credits or a subscription** if you wish to:
 - Make calls or send texts from your computer or mobile via Skype to mobile or landline telephones.
 - Use Skype for **group video conferences with 3 - 10 people** - which can include sending files and screen sharing.
 - You can buy Skype credits by signing in to the Skype website using your Skype username and password.

3. INSTALLING THE SKYPE CLIENT

Go to <http://www.skype.com> and click on **Get Skype** at the top of the page. If you are using a Windows desktop computer or laptop, click on **Windows** underneath **Computer**.



Click on Download Skype under Skype Free and you will be asked to save the SkypeSetup.exe file. Click on Save File (this will save the file to wherever you have chosen to do this on your computer. It may be your desktop, documents or a specific downloads folder). If you have a downloads window showing in your browser, double clicking on this file will begin your install. Alternatively, you can browse to the file on your computer and double click on it (or right click and choose open from the context menu, if you prefer) to begin the install process. Follow the setup wizard to complete the installation.



4. STARTING SKYPE

To start Skype

If it's your first time opening Skype:

- 1**  **Open Skype on your computer.**
That means double-clicking this icon on your desktop or choosing it from the Windows > Start menu.
- 2** **Click Don't have a Skype Name?**
This opens a Create account window.
- 3** **Type in your name, then create a Skype username (called a Skype Name) and a password.**
 - Pick ones you can remember so you can sign in next time.
 - Follow the directions from there and click Sign in.

If you've opened Skype before:

- 1** **Open Skype from your desktop or Windows > Start menu.**
- 2** **In the start-up screen, click in the box under Skype Name and type it in. Then do the same for your password.**
(If you forget your password, click the Forgot your password? link and follow the directions from there.)
- 3** **This will sign you in to Skype, ready for you to use.**

Get up and running

Download Skype

It's quick, easy and free.

Add contacts

Friends, family, colleagues – search for them or add them instantly if you know their Skype name.

Make a free Skype call

Choose a contact and click the call button.



5. ADDING CONTACTS

Adding a single contact

To add a contact:

1. Sign in to Skype.
2. In the menu bar, click **Contacts > Add a Contact**.



3. Enter the Email, Phone number, Full name or [Skype Name](#) of the person you want to add.

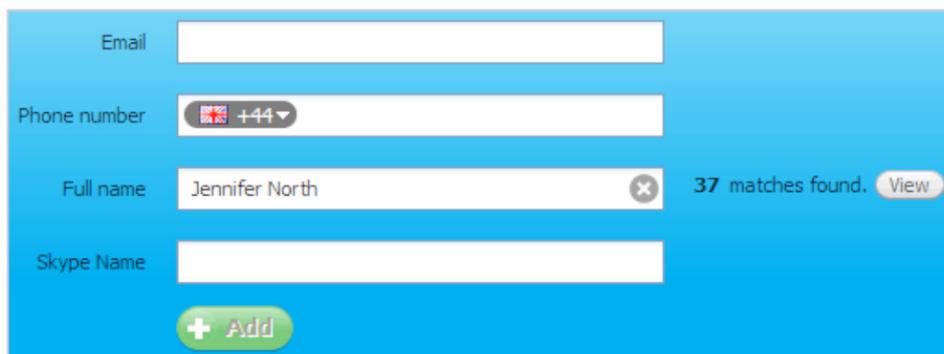
A screenshot of the 'Add a Contact' form in Skype. The form has a blue background and contains four input fields: 'Email', 'Phone number' (with a dropdown menu showing '+44'), 'Full name' (with the text 'Jennifer North' and a clear button), and 'Skype Name'. A green '+ Add' button is located at the bottom of the form.

4. If the Skype account of the person you wish to add is displayed, click **Add** below the contact.

A screenshot of the 'Add a Contact' form in Skype, showing a search result. The 'Full name' field contains 'Jennifer North' and a clear button. To the right of the 'Full name' field, the text '1 match found' is displayed. The other fields (Email, Phone number, Skype Name) and the '+ Add' button are also visible.

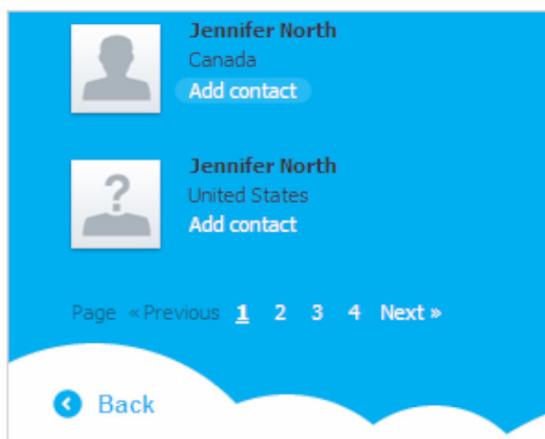
SKYPE BASICS

5. If more than one Skype account matches your search:
 - a. Click **View** for a list of matching Skype accounts.

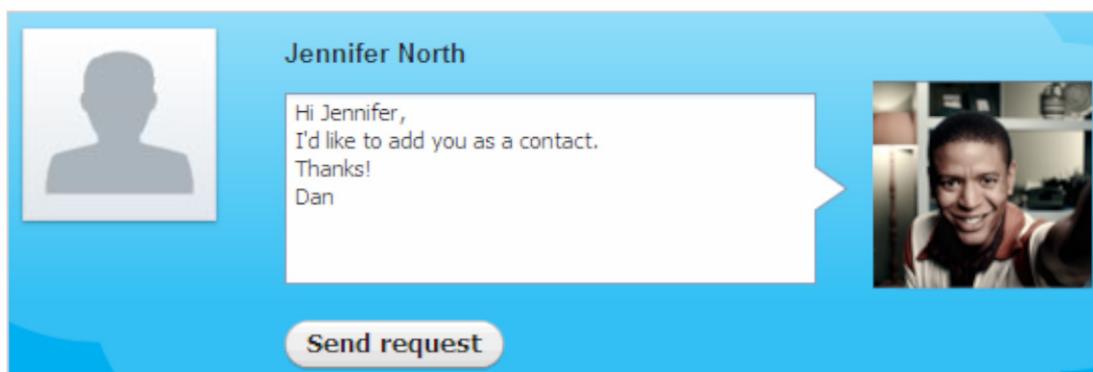


The image shows the Skype search interface. It has a blue background with four input fields: 'Email', 'Phone number' (with a dropdown menu showing '+44'), 'Full name' (with 'Jennifer North' entered and a close button), and 'Skype Name'. To the right of the 'Full name' field, it says '37 matches found.' and has a 'View' button. At the bottom left, there is a green '+ Add' button.

- b. From the list of matching accounts, click **Add contact** next to the one you wish to add.



6. More information on the Skype account you have selected is displayed. Confirm that this is the account of the person you wish to add by clicking **Add**.
7. Before the contact can be added, you must send a contact request to that person. Enter some text to introduce yourself and click **Send request**.



The image shows the Skype contact request form. It has a blue background. On the left, there is a placeholder profile picture. To its right, the name 'Jennifer North' is displayed. Below the name is a text input field containing the message: 'Hi Jennifer, I'd like to add you as a contact. Thanks! Dan'. To the right of the text field is a small video call window showing a man smiling. At the bottom, there is a 'Send request' button.

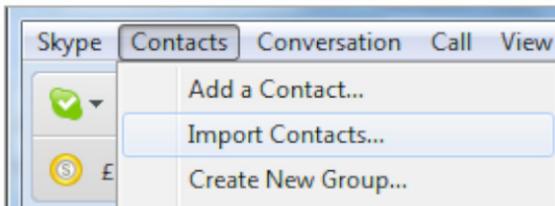
8. The contact will be added to your contact list, but will appear offline until they accept your request. Once the person agrees to your request, they will be added to your Contact list. You can then make [free calls](#) and [video calls](#) to that person, and [send instant messages](#) and [files](#) to each other.

SKYPE BASICS

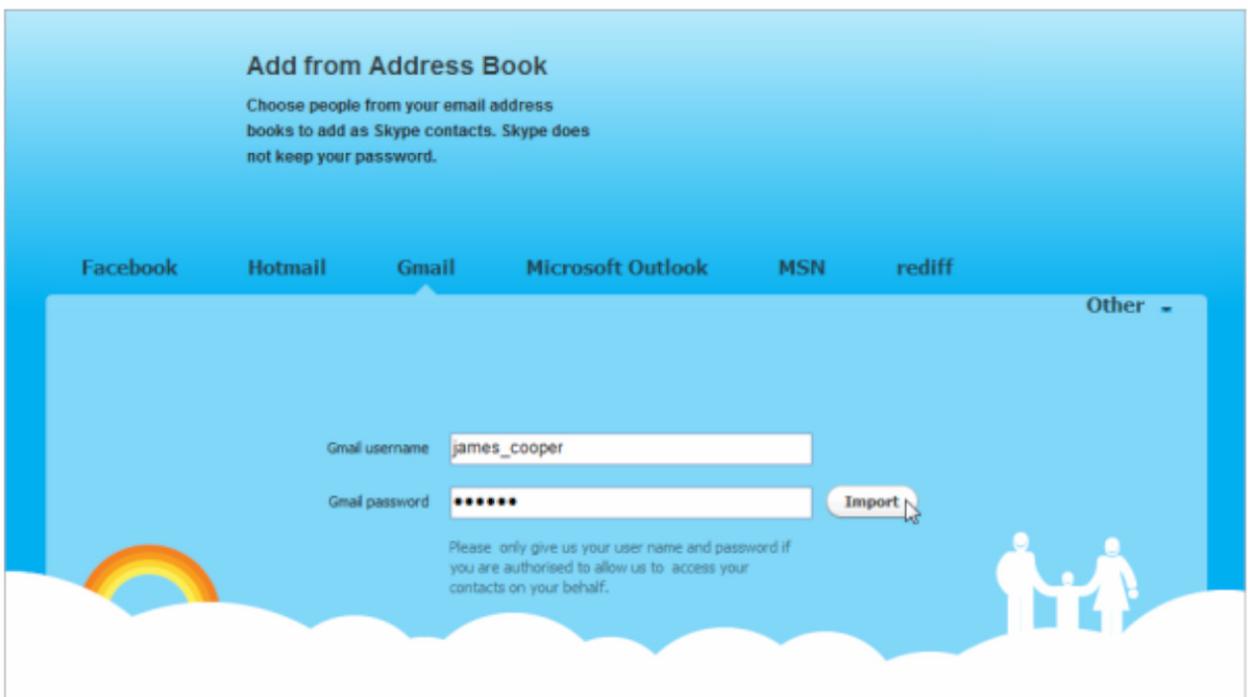
Importing multiple contacts

To import contacts from the address book of your email account:

1. Sign in to Skype.
2. In the menu bar, click **Contacts > Import Contact**.



3. Select the type of email account you have. If you can't see your email account, click the dropdown arrow for more options.
4. Enter your username and password and click **Import**.

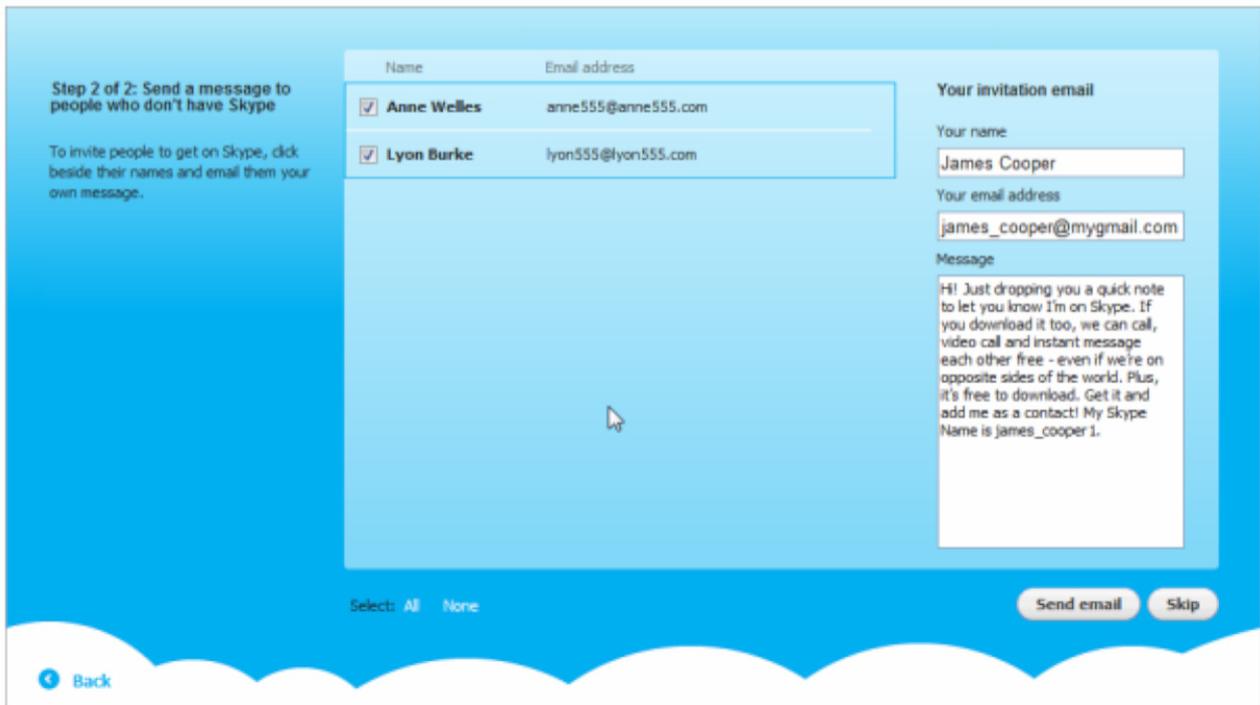


5. Step 1: Add people from your address book who already have Skype accounts or phone numbers associated with their email accounts.
 - o If any of the people you have selected already have Skype accounts or phone numbers associated with their email accounts, these will be listed in the **Connect via** column.
 - o Select the contacts you wish to add and click **Add contacts**.

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6. Step 2: Send a message to people who don't have Skype.
 - a. Select the people you wish to send a message to.
 - b. Enter a message or use the message provided.
 - c. Click **Send email**. Sending an email will invite the selected friends to download and install Skype so you can call, video call and instant message each other.

If you don't want to send any messages, click **Skip**.



The screenshot shows the 'Step 2 of 2: Send a message to people who don't have Skype' interface. On the left, there is a list of contacts with checkboxes for selection. The selected contacts are Anne Welles and Lyon Burke. Below the list, there are 'Select: All' and 'None' options. On the right, there is a form to compose an invitation email, including fields for 'Your name', 'Your email address', and a 'Message' field. The 'Message' field contains a pre-written invitation text. At the bottom right, there are 'Send email' and 'Skip' buttons. A 'Back' button is located at the bottom left.

Step 2 of 2: Send a message to people who don't have Skype

To invite people to get on Skype, click beside their names and email them your own message.

Name	Email address
<input checked="" type="checkbox"/> Anne Welles	anne555@anne555.com
<input checked="" type="checkbox"/> Lyon Burke	lyon555@lyon555.com

Select: All None

Your invitation email

Your name:

Your email address:

Message:

6. MAKING A CALL

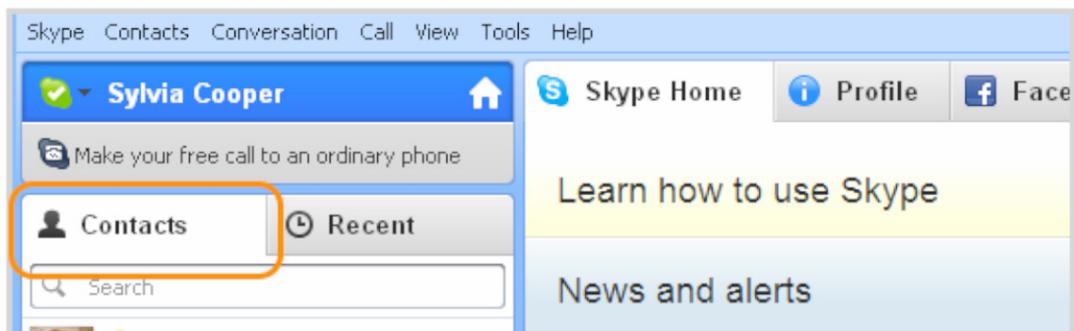
Calling someone who's on Skype

You can talk to anyone else on Skype, anywhere in the world, for free.

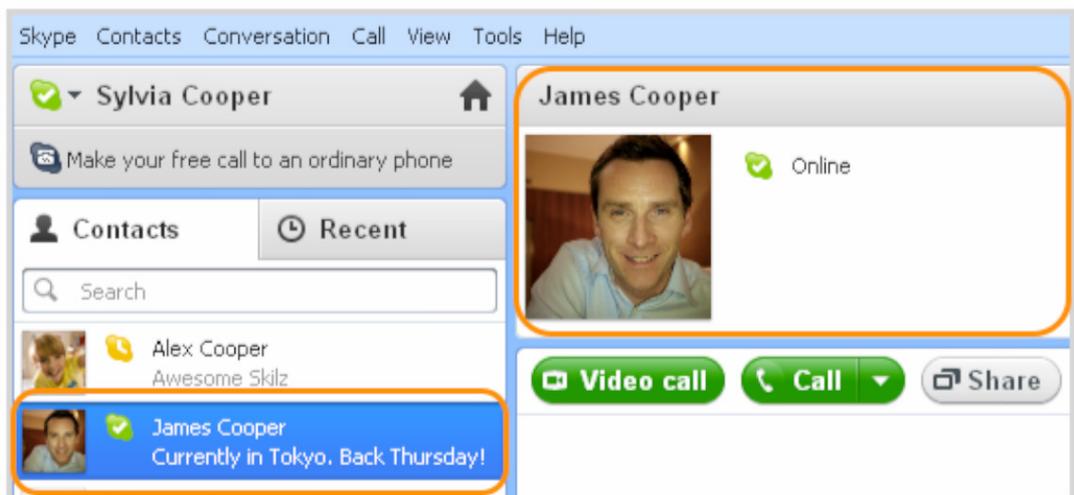
First you need to find your friends who are using Skype and add them to your contact list. When you've added your friends, it's really easy to call them.

To call someone in your contact list:

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



- 2 Find the person you want to call. If you have lots of contacts, you can type a name into the search box to find the person you're looking for.
- 3 Click the contact. You will see their details in the main window.



Choose Call (for audio only) or Video call and you will be connected.

7. ANSWERING A CALL

How do I answer a call?

When someone calls you, the call alert window appears on your screen giving you four options.



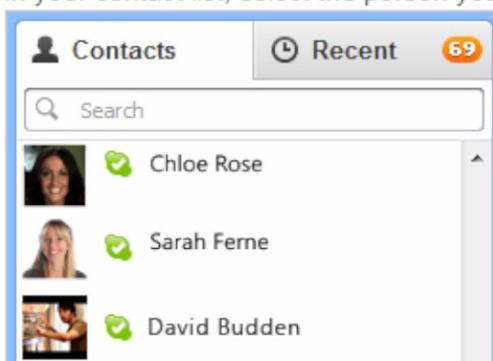
Just click one of these options:

-  **Answer** - answers the call as a voice call.
-  **Answer with video** - answers the call and starts video, so the caller can see you.
-  **Decline** - hangs up on the caller.
-  - click and select a contact to [transfer the call](#) to.

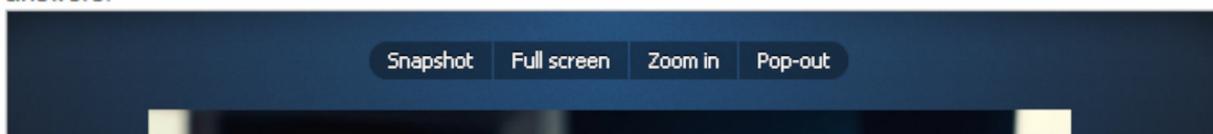
8. MAKING A VIDEO CALL

To make a video call:

1. Sign in to Skype.
2. In your contact list, select the person you want to call.



3. Check that the person you want to call is online. If they are,  will be displayed next to their name. [Learn more](#) about status settings.
4. In the calling area, click  **Video call**. Your video call will begin when the person you are calling answers.



SKYPE BASICS



Changing the way your video call is displayed

It's easy to display your video call in the best way for you. The following table shows you how.

To...	Click...	Notes
View the video call in full screen mode		Click again to exit full screen mode.
View the video call in a separate window		You can drag the new window to any location on your screen, and it will appear on top of other windows. Close the window to return to Skype.
Zoom in on the video		Click again to zoom out. This option is only available if the video you are receiving is high-quality or HD.
Hide the Contact list		Click again to show the Contact list.

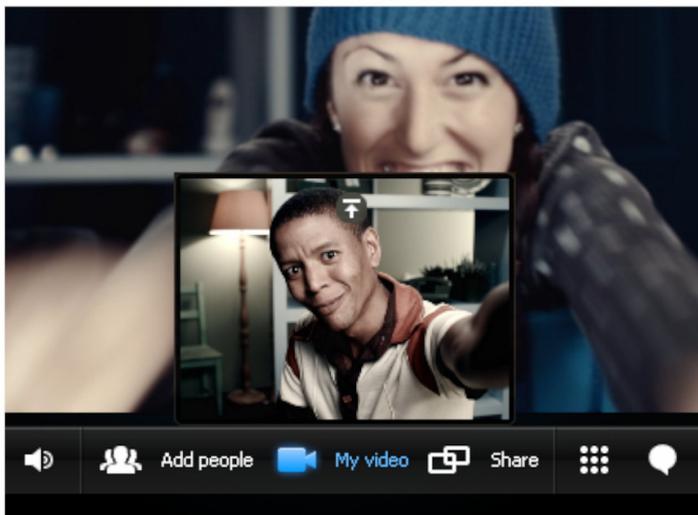
Turning your video off

You can turn your video off at any time during a video call. If you do, the person you are calling will not be able to see your video, although you will still be able to see theirs.

To turn off your video, click , and click it again to turn your video back on. When the button is blue, your video is on, and when it is white it is off.

Viewing the video from your own webcam

When your video is on, you can view the video from your own webcam by rolling your mouse over



Click  in the video to keep the view from your webcam displayed, and click and hold  in the top right corner of the video to resize the view from your webcam.

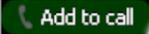
To reposition the video, click and hold your image, then drag it to where you want it to be displayed. You can place it in any of the four corners, or underneath the video of the person you are calling.

Click  to stop viewing the video from your webcam.

SKYPE BASICS

Using other Skype features while on a video call

While on a video call, you can send instant messages, share your screen, and take video snapshots of the person you are calling. The following table shows you how.

To...	Click...	Notes
Add more people to your video call	 Add people	From the list of contacts that is displayed, select a person to add to the video call and click 
Send an instant message to the person you are calling		Type your message and press Enter . Click the button again to hide your instant messages
Share your screen	 Share	Click Show entire screen to share your entire screen, or Select window to choose which window to share.
Take a video snapshot of the person you are calling	 Snapshot	To send the video snapshot to the person you are calling or anyone else, click Share and select the person. To view your video snapshot files in Windows Explorer, click Locate

9. SHARING THE SCREEN

How to start screen sharing

Download Skype

Download the latest version of Skype.

Make a video call

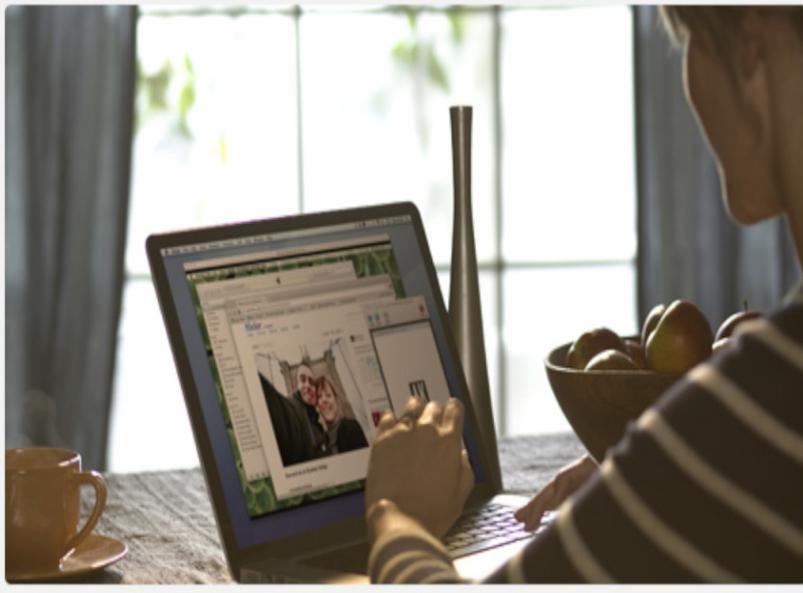
Call one of your contacts.

Share your screen

Click the Share button in the call window.



SKYPE BASICS



Show people exactly what you're talking about

Screen share a presentation over a call and stay in control, show friends and family photos without having to send them - even show gran how to use her email by doing it on your screen and having her watch.

10. MAKING A CONFERENCE CALL

Download Skype

Download the latest version of Skype and add contacts.

Choose Skype contacts to call

Or add phone numbers you want to dial in too.

Make a conference call

And get more done, for free.



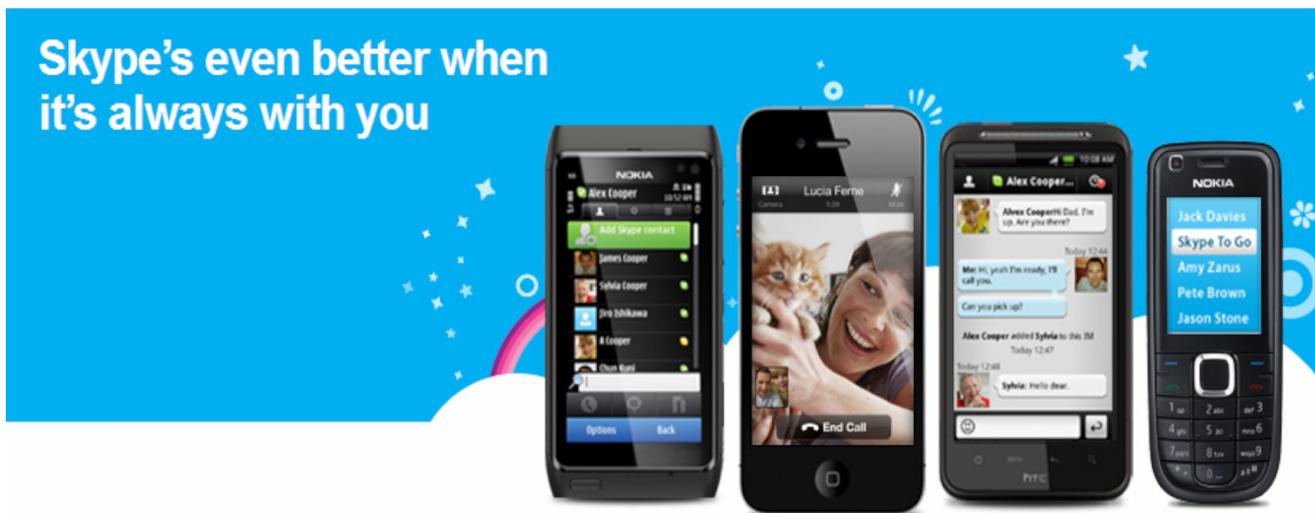
Make it face-to-face with group video calling

Getting everyone who matters on one call is even better when you can all see each other.

This requires a subscription



11. SKYPE ON THE GO



Three ways to use Skype on the go

↓ Download Skype

Get Skype on your smartphone to call and chat for longer.

- ✓ Free Skype-to-Skype calls.*
- ✓ Chat with one or more friends for free.*
- ✓ Make a video call on Skype and share the moment.**
- ✓ Call phones abroad – at low Skype rates.

☎ Mobiles with Skype

For a great Skype experience, get a mobile with Skype built-in.

- ✓ Free Skype-to-Skype calls.*
- ✓ Chat with one or more friends for free.*
- ✓ Call directly from your phone book.
- ✓ Call phones abroad – at low Skype rates.

📞 Call from any phone

Get a Skype To Go™ number and you could save on calls abroad from your mobile or any phone.

- ✓ Buy [Skype Credit](#) or a [subscription](#) to activate your number.
- ✓ Easy to set up.
- ✓ Call phones abroad – at low Skype rates.

12. PC SYSTEM REQUIREMENTS

System requirements

- PC running Windows® XP, Vista or 7, both 32- and 64-bit operating systems.
- Internet connection – broadband is best (GPRS is not supported for voice calls).
- Speakers and microphone – built-in or separate.
- For voice calls recommend broadband connection with 100 kbps down / 100 kbps up.
- For group video calling everyone on the call needs Skype 5.0 for Windows or Mac or higher plus webcams, and at least one person needs a group video calling subscription. For best quality we recommend you use a high-speed broadband connection of 4Mbps down / 512kbps up and a computer with a Core 2 Duo 1.8 GHz processor. As a minimum you'll need a high-speed broad connection of 512kbps down / 128kbps up and a computer with a 1 GHz processor.

13. PRICING PLANS

What does it all cost?

See what's free and how much you can get for just a little more.

Plan	Price	Best For
Free	See how much you can do for free	Get Skype and start talking to the world.
Pay As You Go	From 1.4p a minute (1.6p ¹ incl. VAT)	Great for regular calls to phones. And add features when you need them with Skype Credit.
Subscriptions	From 0.7p a minute (0.8p incl. VAT)	Perfect for frequent calling and to get Skype's lowest calling rates when calling abroad.
Skype Premium	Group video from £4.99/month (£5.74 incl. VAT)	Get together with three or more ³ people over group video.

- Skype-to-Skype calls
- One-to-one video calls
- Instant messaging
- Screen sharing

- Call phones and mobiles
- SMS
- Call forwarding

- Lowest calling rates
- Choose unlimited calling²
- Best rates with a 3 or 12 month subscription

- Group video calling
- Get help when you need it with live chat support
- Day pass or monthly subscription available

14. WHAT ELSE?



Great for business
By creating an account for all your employees in Skype Manager they'll be able to send large presentations to colleagues, partners or suppliers via Skype. Create accounts with Skype Manager

Get even more with...



Instant messaging

If you're sharing photos with friends, write quick messages about them as you flick through using instant messaging.



Group video

Sending a file to a few colleagues? Get them all on the same video call for the feedback you need right there and then.



Screen sharing

If you'd rather walk someone through a file than send it to them, screen share it over a call and make sure you're really on the same page.

Send any size documents, photos or presentations of any size for free

[Get Skype](#)

15. SKYPE FOR BUSINESS

Skype Manager™

The simple way to manage Skype in your business. One tool to create accounts, allocate credit and assign features.

Trial Skype Manager

Sign in to Skype Manager


See how Skype Manager works

T
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Overview

Pricing

Support

One tool to manage Skype across your entire business

Skype Manager is a web-based management tool that lets you centrally manage Skype for businesses of any size. [Trial Skype Manager today](#), and discover how easy it is to create Skype accounts for your colleagues, allocate them credit and features and keep track of what everyone's spending.

What's more, everyone in your business can work smarter by using features like group video calling, voicemail and call forwarding.

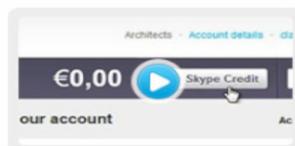
What you can do

Create accounts



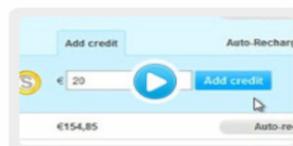
Get your colleagues set up with their own Skype business account.

Allocate Skype Credit



Keep their credit balance topped up and monitor usage.

Assign features



Give them the tools they need to collaborate and work smarter.

Start collaborating



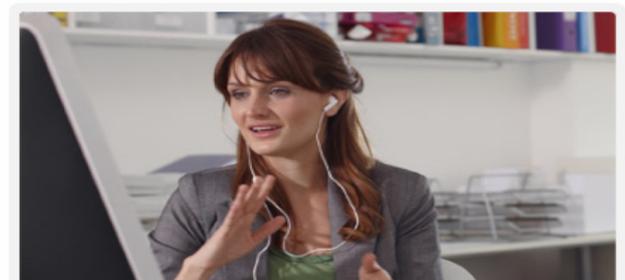
Give all or selected employees access to [group video calling](#).

How your company benefits



Quickly and easily Skype business accounts for your colleagues, keep track of what they're spending, allocate features and monitor usage in real time, all from one central point.

How employees benefit



Employees no longer need to worry about buying credit or features themselves - they are allocated centrally from Skype Manager. And with auto-recharge set up they'll always have credit available to make that important business call.