





Basics

-  Use this document with the glossary
-  A helper should take you through this guide

Keeping in touch

4.3 Making calls on Skype

How can I use the Internet to make free calls?

Skype is a free service that enables anyone to make free voice or video calls between computers regardless of location. This activity will help you learn about Skype, get started and make and receive your first voice or video calls.

What will I learn?

- What Skype is and how to make a call
- How to set up Skype
- What you need to make voice and video calls



How do I use Skype?

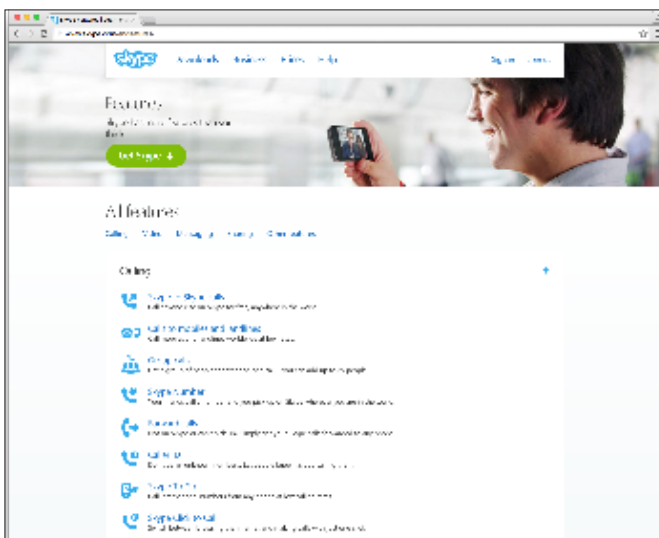
Be safe! If you're using this hand-out on a shared or public computer, remember to:

- **Log on using a 'strong password': one that includes upper and lower case letters, numbers and isn't something that someone else could guess**
- **Don't share or write down your password**
- **Log out when you're finished**

What is Skype and how do I make a call?

Skype offers a free service that uses your computer's Internet connection to make free voice or video calls to any other computer that also has Skype installed – anywhere in the world. There are also paid for versions of Skype for businesses who want more advanced features and you can also pay to use Skype to call other landlines if you choose to do so.

- Go to the Skype website and find the link to 'Discover all Skype's features'. Click on the links to explore these.

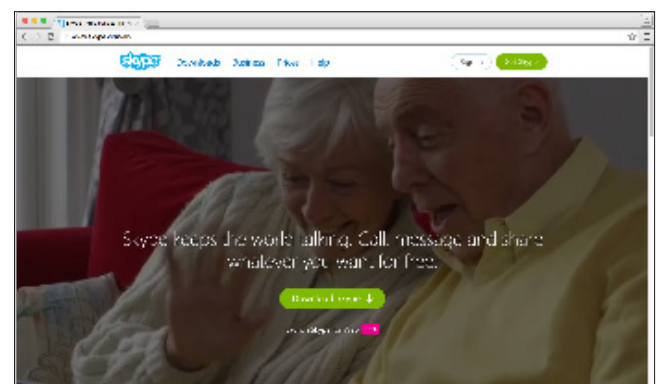


Skype Features page

- Skype is most famous for being able to make video calls over the internet for free. Many people use this for keeping in touch with relatives both at home and abroad for significantly reduced costs.

How do I set up Skype?

1. First of all, download and install Skype (you may not be able to do this if you are learning on a public computer, or it might have been done for you). You only need to download the free version of Skype.
- Go to the Skype home page and click on 'Download Skype'. The site should take you to the right page for your computer's operating system.



Skype Homepage

- Click 'Get Skype for...' to download and save the installation file. Open this file and follow the installation instructions.

2. Set up your Skype account

- Enter a Skype user name, your email address and choose a strong password (one that includes upper and lower case letters, and numbers, and is not something that someone else could easily guess). **You do not need to add other profile information such as your date of birth, and you do not need to buy Skype credits.**

To use Skype you'll need a microphone and speakers or headphones and for video calls, a webcam (a webcam is a video camera that enables the person you are calling to see you).

- If you're using a laptop, it probably comes with a built-in microphone and speakers and may have a webcam.
- If you're using a desktop computer, you will need to plug in and switch on some computer speakers or plug in some headphones. You may also need to get a computer microphone that connects using USB (USB is a standard connection that enables you to connect accessories such as microphones to your computer).
- You also get a USB 'headset' that combines headphones and a microphone. To make video calls, you'll need a webcam (these usually include a microphone). Webcams also connect using USB.

You may need to install 'driver' software that comes on a CD-ROM with your webcam. Insert the disk into your computer's CD/DVD drive and follow the instructions, so your computer can talk to the webcam properly.

3. To call another Skype user

- To call another Skype user, open the program and click on 'Add a contact' on the bottom left hand side of your screen. Search by Skype name or email address. Once you have found your contact, click 'Add', your contact will now

appear in the Contact list on the left hand side.

- To make a call, click on your Skype contact and on the Call icon (or video call if you have a web cam set up).

When you have finished your call, click on the red phone icon on your screen to disconnect.

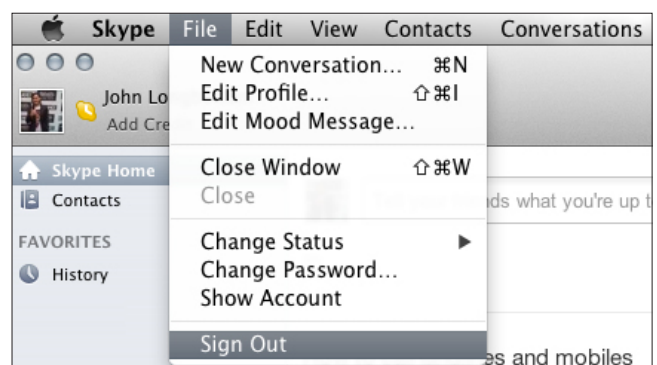


If you don't wish to make any more calls, go to the menu at the top and select Quit Skype.



Can I use Skype on a public or shared computer?

- You can use Skype on a public computer if it has a microphone and headset for phone calls, and also a webcam for video calls.
- If using a public computer you must ensure you log out after your session. To do this, go to the top left hand side of the screen and click 'Sign Out'



- Public computers may have headsets that have been used by several other people before, so you may want to use your own.

Remember that you can't make emergency calls with Skype.

Quiz yourself

- What sort of calls can I make with Skype and how do I make a voice or video call?
- How do I install Skype?
- What computer hardware do I need for a voice call?
- What computer hardware do I need for a video call?

Try your new skills

Practice what you have just learnt:

- Set up a Skype account. Choose a Skype name along with your email address and a temporary password.
- Call someone (e.g. another learner) using Skype: you'll need to share your Skype names, then look for someone by clicking on 'add contact' and enter their Skype name into the search bar.
- Once you've made your first voice or video call, you can delete this Skype contact. To be more secure, you should also change your temporary password to a strong password. In the top menu bar, click on 'Skype' (in Windows) then on 'Change password' and enter your new permanent password.

Write down any notes that will help you do this, but don't write down your final password:

My learning checklist

- I can download and install Skype
- I can connect a microphone, speakers, headset or webcam
- I can use Skype to make a voice call
- I can use Skype to make a video call
- I have changed my temporary password

Top tips

- When setting up your Skype profile, use a name that will help friends and family to easily find you.
- You can find step-by-step help using the web link listed in Useful Links.
- Your webcam needs to be compatible with your operating system. When buying, read the description carefully to make sure your system (e.g. Windows 7) is listed, or use the compatibility centre listed in Useful Links.
- You may need to change the Skype settings so Skype knows to use your USB equipment. Search for 'Skype sound set up guide' using the search bar at [Skype.com](https://www.skype.com).

Use this space to write down your own ideas on using Skype to keep in touch with friends and family:

Where next?

- Set up Skype on your own computer.
- Search the Internet for a microphone or webcam, if you need one, or look at the 'accessories' section on Skype.com
- Share your Skype name with friends and family and encourage them to install Skype.
- Chat using Skype's instant messaging service. Click on the blue speech bubble next to a contact. You can type messages to each other and have a written conversation online.
- Find out about using Skype to have a conference call, where more than one family member or friend can join in. There's a video on the Skype website (see Useful Links) that explains how to add people to your call.

Useful Links

Skype:

<http://www.skype.com>

Video on using Skype for group calling:

<http://www.skype.com/intl/en-us/features/allfeatures/group-video-calls>

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