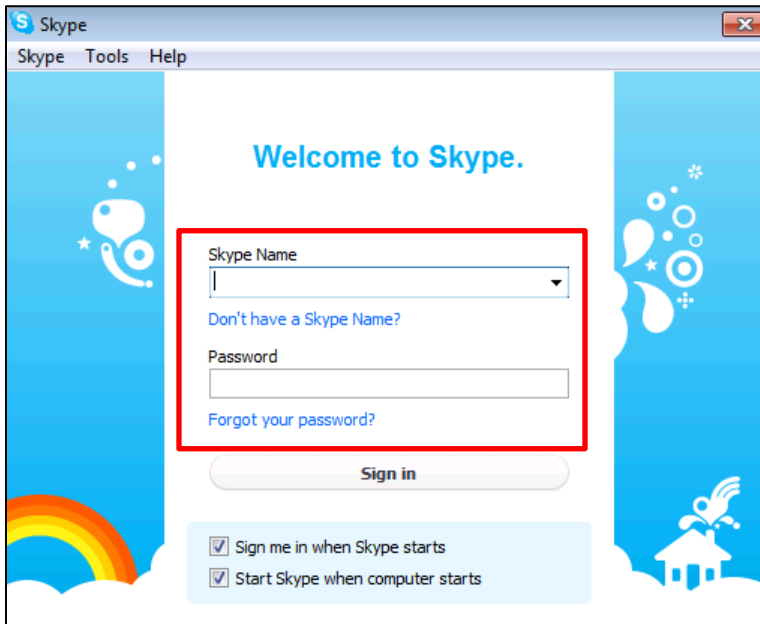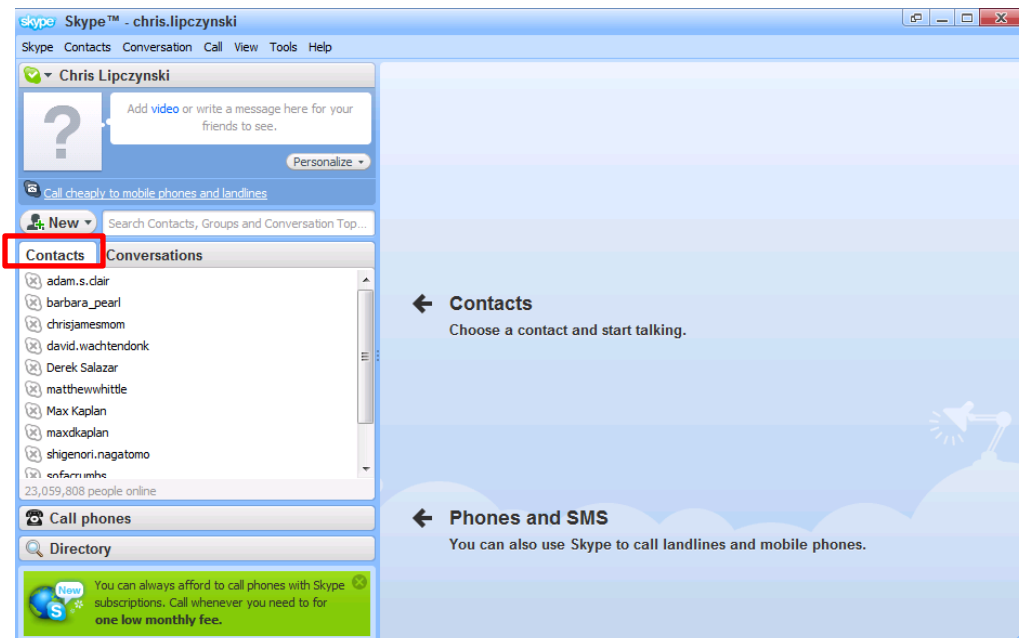# Directions for Using

To Start Skype

1. Double-click the Skype icon to open Skype.

2. When prompted, enter in your username and password and click **Sign In**.

To Call Someone Using Skype

1. To call someone already in your **Contacts** list, click the **Contacts** button towards the top left.

2. Locate the contact you wish to call and click on them.

3. Click the green **Call** button to call.

4. To hang up, click the red **End** button.
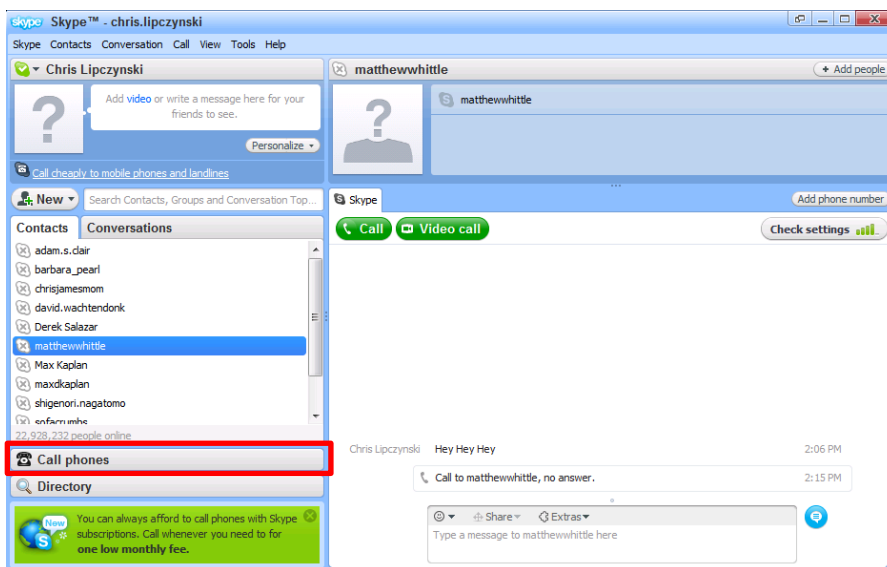
Useful Call Commands

(*Note that the following commands are only available while you are currently on a call.)

1. Click **Mute** to mute your microphone.

2. Click **Hold** to put the call on hold.

3. Click the green **Video Call** button to make your conversation a video call.

To Call Someone on a Cell Phone or Land Line

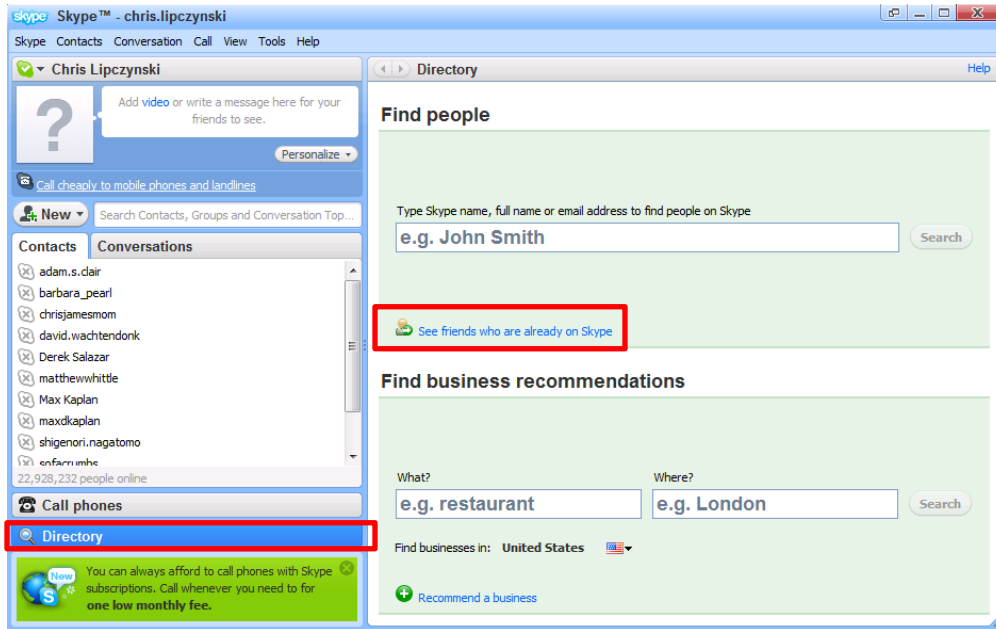(*Note that you must have Skype Credit to pay for these calls)

1. If you are calling someone for the first time, click the **Call Phones** tab and the number pad will appear.

2. If you are calling abroad, click the Flag menu to change you current country.

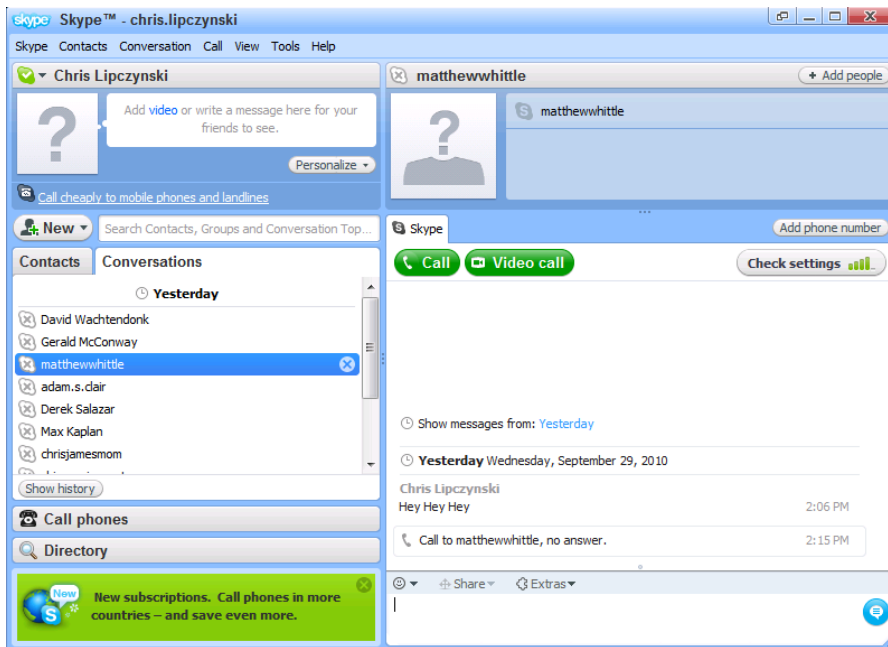## Adding Contacts

1. You can search your email contacts to automatically add contacts. Select the Directory Tab and click the "**See friends who are already on Skype**" button. Then click the check marks beside your email address.

Making a Video Call

1. Video calls made through Skype are free. All you need is a webcam.

2. Open your **Contacts** list and find the person you wish to call.

3. In the main window, click the green **Video call** button.

Sending Instant Messages (IMs)

1. Find the person you wish to instant message in your **Contacts** list, or select the previously saved conversation in your **Conversations** list and click on the person/group or conversation.

2. In the main window, click on the message box to type the instant message you wish to send. When you are ready to send, click the blue **Send Message** button or simply press the Enter key.

3. If some IMs you, the conversation button will turn orange. Click on the button to view the message.

Changing your Skype Layout

1. Skype employs two layouts for you to use. The **Default View** is automatically enabled, showing your **Contacts** lists and **Conversations** in ONE window.

2. The other layout available is the **Compact View**. The **Compact View** displays your **Contact** List but your conversations will pop up in individual windows.

3. To change to the **Compact View** click the button towards the top left next to the minimize button. Click the button again to revert to the default layout.

Diagnosing Audio/Visual Problems in Skype

1. **The other person can't hear my voice**: This problem is more than likely an issue with either your microphone or the other person's speakers. To check your microphone settings, click Tools> Options > Audio Settings. If the mic volume meter is registering your voice, the problem is most likely with your recipient's speakers.

2. **I can't hear the other person's voice:** This issue is most likely a problem with either your contact's microphone or your speakers. Follow the steps above and make sure your volume levels are correct.

3. **We can hear each other but the quality is poor:** It may be that you or the contact is using an older version of Skype. Make sure both parties are updated with the most recent version of Skype.

4. **I can't get my webcam to work:** Confirm that your webcam is on and properly plugged into your computer. Also, make sure that you do not have any other applications running that use your webcam as webcams can only be used by one application at a time. You may also want to make sure that you have the correct and up-to-date drivers for the webcam you are using.