

# Skype User Guide

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Skype is a free piece of software which allows users to make free video and voice calls, send instant messages and share files with other Skype users.

It is free and easy to download. Simply go to [www.skype.com](http://www.skype.com) to download and follow the on screen instructions. If you have not already got a Skype account you will be asked to create one. I would advise you to untick the box asking whether you would like updates on Skype products unless this is something that really interests you. At this stage you can also choose whether you would like Skype to sign in when you start up your computer. If you are not planning on using Skype frequently I would advise you to set your preference to manually signing in.

It is completely free for you to communicate Skype-to-Skype; this includes video calls, calls and instant messaging. You can also call to landlines although you will have to credit your account as this is not free, however call rates are low and international calls are particularly good value.

What you will need:

- Microphone (voice calling)
- Webcam (video calling)
- Speakers

Note: If all you want to do is send instant messages you will not need any of the above.

The welcome screen will help you to get set up and includes features which help check that the sound is working correctly and helps you to search for Skype contacts.

Tip: If you accidentally close the screen go to Help → Welcome screen to retrieve it.

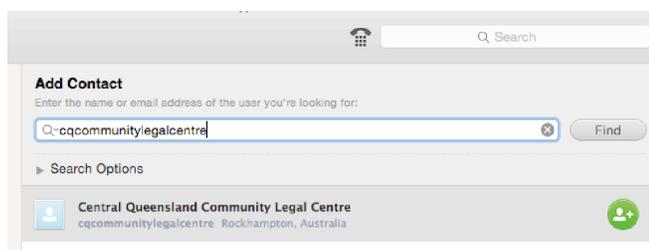
Once you are set up, you can start to use Skype.

## Connecting with CQCLC

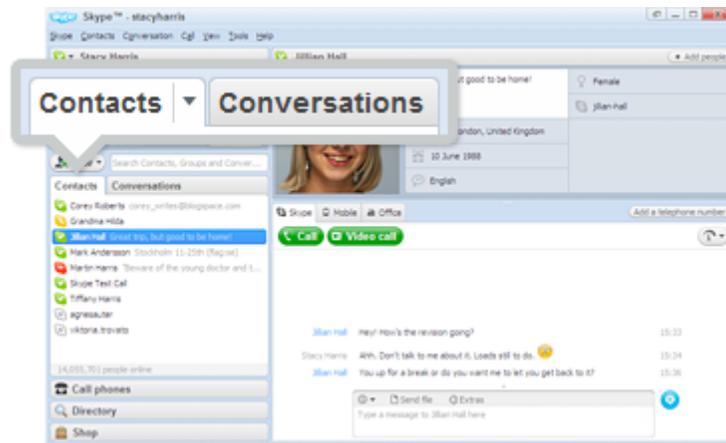
1. Click on the Contacts and then the Add Contacts



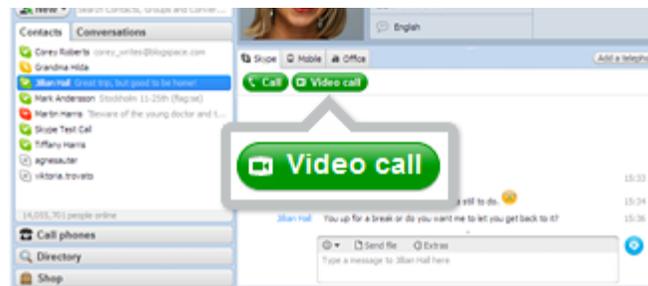
2. Type the CQ Community Legal Centre's Skype username (cqcommunitylegalcentre) in the area indicated and then click find. Click the green add user button to add us to your contacts.



- Now that CQCLC are one of your contacts, click the Contacts button at the top of Skype.



- To make a video call make sure you've got a webcam plugged in; click the green Video call button to make it a video call.

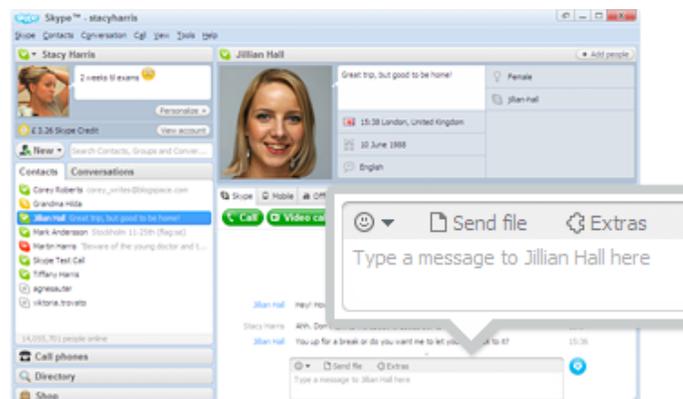


Useful things you can do on a video call:

- Resize the screen – click and drag the corner of the video screen to make it bigger or smaller.
- Move it around – click and drag the video of yourself around your screen.
- Instant message (IM) at the same time – click the Show messages link at the top of the video to instant message while you're on the call.

### Send instant messages (IM)

1. In your Contacts, find the person or group you want to message. Or in your Conversations list, find the message you want to pick up again.
2. Click on the person/group or conversation.
3. In the main window, click in the typing box. Type a message and click the blue send message button, or just press the Return key on your keyboard.



If someone IMs you, your Conversations button will turn orange.

1. Click on the button.
2. You'll see a list of conversations.  
Find the IM you want to reply to and click it.
3. In the main window, click in the typing box.  
Type a message and click the blue send message button, or just press the Return key on your keyboard.

Useful things you can do in an instant message:

- Group IM – click this button  to add more people to the conversation.
- Save a group IM – click this button  to save the group in your contacts. When you need to pick up the conversation again, just click on the group instead of adding everyone in all over again

## Send a file

1. Click on Conversation → Send → File...
2. Choose the file you want to send.

Tip: To send more than one file hold down Ctrl as you select them.

## Screen sharing

To share your screen, simply call a contact and in the conversations window click **Share** → Share **Your Screen** in the IM toolbar.

You can select if you want to share your full screen or just a part of it. The person you are sharing your screen with can see your screen in full screen mode. You can continue talking via Skype whilst you share your screen.

## Make a voice call

1. In the list, find the person you want to call. Click on them. (Anyone with one of these beside them    is on Skype so it's free to call. Anyone with one of these   means it's a phone or mobile number which means you will have to have money in your account to call them).
2. You will see their details in the main window. Click the green Call button . You should hear ringing. If you don't hear the other person or they can't hear you, click the call quality icon at the top of your call window.

To hang up, click the red End call button .

Useful things you can do on a call:

- Mute – click this icon  to mute your microphone so the other person can't hear you.
- Hold – click on this icon  to put the call on hold.

If you are having any problems with Skype visit <https://support.skype.com/> where you can access more tips and ask questions.