



# Skype Guide

## Installing Skype

1. Open the App Store and search for Skype.
2. Install the App by pressing the **Get** button or download



icon

## Launching Skype

1. Locate the Skype app icon on your home screen or a neighbouring screen and tap on it



In order to call using Skype the person you're calling must have a Skype account, and must provide the email address, phone number, or Skype name associated with their Skype account.

## Launching Skype

### Skype Accounts

Skype is a Microsoft product, and existing Microsoft accounts will work with Skype, including Outlook.com accounts. If you do not have an account, tap on **Create one** on the sign in page. To sign up you'll need to provide:

- An email address **OR** phone number
- A password
- Your first and last name
- A code sent to the email address or phone number you provided

After creating your account, the app will walk you through a few more steps:

- Adding contacts to Skype
- Granting permissions to the app required to make and receive video and audio calls

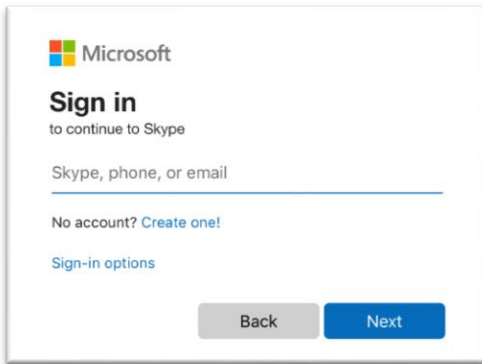
### Account Details & Signing In

#### Signing In

If you do not see a sign-in screen after you launch Skype, your device is already signed in.

If not signed in, you'll be taken to the sign-in screen, which will differ if you've signed in on this device before and saved the account details.

If you haven't signed in before you'll see:



If you have signed in before and saved the account details it will offer you the chance to select the previously used account:



## Adding Contacts

**Before calling a person, they must be added as a contact.**

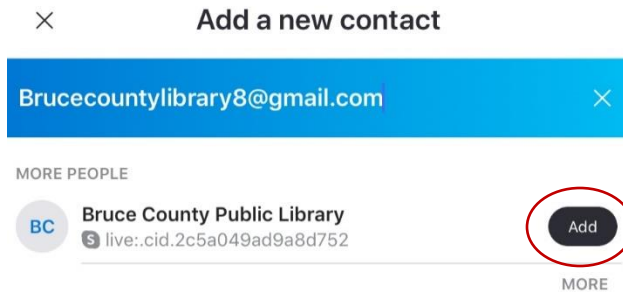
1. Tap the **Contacts** button at the bottom of the screen



2. Tap the **Add contact** button to the right of Contacts



3. In the box marked Find People enter the email address, Skype name, or phone number associated with the Skype account provided by the person you will be calling, then tap the **Search** button on the keyboard.



In the search results tap on the individual you wish to add as a contact. Tap **Add** next to the person you wish to add. If they do not appear in the results, double-check the accuracy of the information you entered and search again. If they still do not appear, confirm you have the correct information. If they provided an email address, Skype name or a phone number it must be associated with the Skype account.

### Placing a Call

1. If not already on the contacts screen, tap the Contacts button at the bottom of the screen.



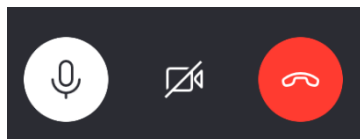
2. Search the contact list for the person you wish to call. If they are not in the list, see the previous section, Adding Contacts to add them. Tap on the contact you wish to call.

3. Tap the phone icon in the top-right corner to start the call



4. This will bring up the call screen and will play dialing music. If you hear no sound, increase the volume using the button on the right side of the tablet.

5. Use the buttons at the bottom to control the call.



- a. Tap the microphone button on the left to mute and unmute your microphone
- b. Tap the camera button in the center to turn your camera on and off
- c. Tap the red telephone button on the right to hang up the call

## Troubleshooting

### *Person Not Online*

If Skype says the person you're calling isn't online, they need to sign in to Skype on their device before receiving the call.

### *Call is Unanswered*

If the call goes unanswered the person you're calling may have missed it or not been near their device.

### *Not Seeing Video*

If you're not seeing video but were expecting to, ask the person you called to enable their video. If the person you called can't see your video, tap the camera icon at the bottom of the screen to enable the video.

### *Slow or Unreliable Internet*

If one or both users have slow or unreliable internet connection(s) video may not work properly. Try disabling video for one or both users to reduce the strain on the connection(s).

