

## Launching Skype

Skype is a technology that is used to support video calling and conferencing across all locations, provided you have internet connection and a Skype account

1. Click the **Skype** icon on the desktop



### Signing into Skype

To begin using Skype, you need to sign in first. You can sign in with either:

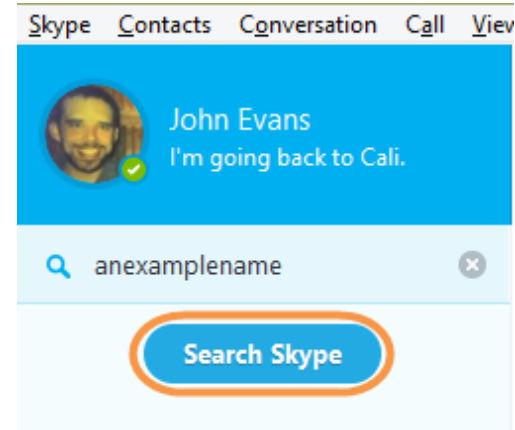
- Skype Name – if you already have a Skype account
- [Microsoft account](#)
- [Facebook account](#)

Important: If you're using Windows XP, be sure you've updated Windows to Windows XP Service Pack 3

## Add a new Skype Contact

1. Launch Skype and sign in.
2. Search for the person you want to add using their email address or Skype Name (if you know it) – simply type it into the **search box** at the top-left of the screen, under your Skype Name.

3. Click **Search Skype** after you've typed in the contact info you want to search by.



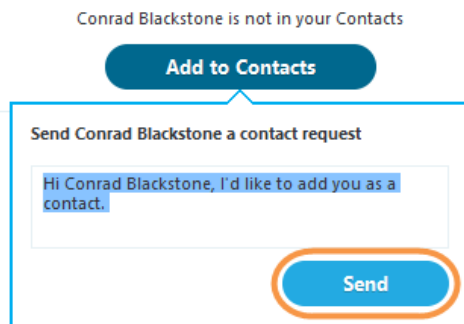
Profiles matching your search info will be displayed on the left side of the screen.

4. Click the contact you want to add, and their profile information will display at the top of the screen.
5. To add the contact, click **Add to Contacts**.



# SKYPE BASICS QUICK REFERENCE GUIDE

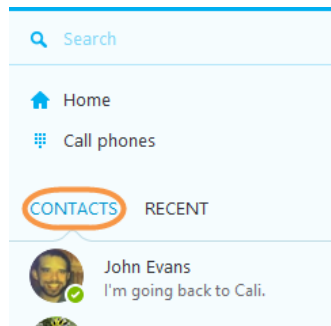
6. Introduce yourself to your new contact and click **Send**.



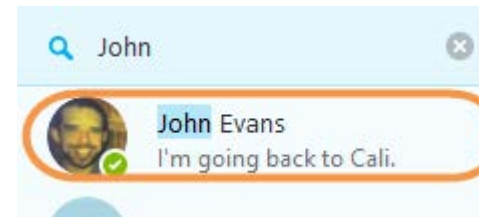
Your new contact is now added to your contact list, but you'll only see a question mark instead of their status icon until they accept your request.

## Making a Call





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




2. Find the person you'd like 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'll see their details in the main window:

- If the contact has one of these status icons    displayed next to their name, it means they're on Skype and you can call them for free.
- If you see this icon  next to your contact's name, it means they're on a mobile or landline so you'll need a little Skype Credit or a subscription to call them.

If you see the contact request icon  next to your contact's name, it means that they haven't accepted your contact request yet.

4. Click the blue **Call** (telephone) icon to make a voice call, or the blue **Video call** (camera) icon to make a video call.



NOTE: If you don't hear the other person, or they can't hear you, or one of you doesn't see video, click the **call quality** icon in the call bar (you may have to move your mouse to make the call bar appear



If you're having issues, check our [Call Quality Troubleshooter](#).

To end the call, click the red **End call** button.



## Tips and Tricks while on a Skype call

- Hide or reveal your Contacts or Recent lists.
- If you have a webcam, turn on video so that the other person can see you. Learn more about [making a video call](#).
- Mute your microphone so the other person can't hear you.
- [Send files](#), [send contacts](#), [share your screen](#) or add people to the conversation.
- Hang up the call.
- Adjust your [call settings](#), including your microphone and [speaker volume](#).
- Show the IM window so you can [instant message](#) the person you're talking to.

## References

Adapted from Skype Help:

<https://support.skype.com/en/faq/FA3281/how-do-i-add-contacts-in-skype-for-windows-desktop>

<https://support.skype.com/en/faq/FA3681/how-do-i-make-free-voice-and-video-calls-on-skype-for-windows-desktop>