

This manuscript is to be used together with the PowerPoint presentation *Getting Started with Skype*. The numbers correspond to those in the presentation. Point 1 corresponds to slide 1 (page 1) in the PowerPoint presentation, point 2 to page 2 etc. The text can also be found as notes under each slide.

Text in **bold** is comments for the course instructor. Text in CAPITAL LETTERS is headings. The rest of the text can be read aloud or used as a guide for the course instructor while teaching.

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1. **Go through the learning objectives with the course participants before you begin teaching.**

This will make it easier for them to learn and to remember what they have learned.

2. WHAT IS SKYPE?

3. Skype is a service that lets you make voice calls and video calls and chat online. As long as both you and the person you want to talk to have a Skype user account and are online, you can talk for free. A lot of Skype users use the service precisely because it is free to call and make video calls regardless of the duration of the conversation and which country you are in. As long as you and the person you talk to are both online, it doesn't cost a thing. It is possible to pay to make calls from Skype to a phone that is not online, but we will not be covering that in this course. There is no risk of accidentally spending money on Skype. Before you can spend money there, you will get a clear message and will have to confirm that you want to spend money, and you also have to add your payment details.

You can make calls on Skype using your tablet, smartphone or computer. You can also call from a Smart TV or a modern video gaming console. The examples shown in this presentation will be taken from tablets, smartphones and computers. It is up to you what equipment you would like to use to make your Skype calls.

As long as the person you are calling is also a Skype user and has equipment that can receive calls, you can call from the platform of your choice. It is possible to call from a tablet to a Smart TV, from a computer to a smartphone, and any other combination you

can think of. The only requirement is that both parties must have a Skype account.

4. EQUIPMENT

5. The most common way to make a Skype call is to use the video call function. That way, you can see and hear the person you are talking to, and they can see and hear you as well.
6. Tablets and smartphones have screens, cameras, microphones and speakers that make this possible, as do most modern laptops.
7. Using headphones with a microphone can be a good option for some, but it is not a requirement. Along the edges of tablets, smartphones and laptops you will find ports where you can plug them in.
8. Desktop (non-portable) computers usually don't come with a camera, microphone or speakers. If you don't have such equipment, it can be bought at a reasonable price from a retailer.
9. To make a video call on Skype using a desktop computer, you need a webcam. When you buy a webcam, a microphone is almost always included.
If you use headphones with a microphone, you don't need external speakers.
If you have external speakers connected to your computer, you can of course use them.
10. Many prefer to use headphones with a microphone for better sound quality.
11. You can also buy speakers and a microphone for your computer, but without a camera you won't be able to send an image of yourself, and the call will then be more like a normal phone call without image/video.

12. What everyone needs, no matter what equipment or accessories they decide to use, is access to the internet and access to the Skype program where you have an account/profile.

13. DOWNLOADING SKYPE

14. You can download Skype either as a program or as an app to all tablets, smartphones and computers.

15. If you're using a computer, you can also open Skype in your web browser.

Still, it's a good idea to download the program to your computer, because others can then call you even when you're not on the web page. In this course, we will assume that all participants have downloaded and installed Skype on their device.

16. To download Skype, those using a tablet or smartphone will have to go to their app store, search for Skype and download the app. Make sure you are connected to the internet.

Those of you using a computer will need to go to the page skype.no in your web browser, where you will immediately see a large button labelled 'Download Skype'. Click on the button, and click 'OK' or 'Accept' if the computer asks if you'd like to download this program.

Now, would everyone please download Skype to the device you are using?

Make sure everyone has managed to install Skype before you go on.

17. CREATING A USER ACCOUNT

18. Find the Skype icon on your desktop. It consists of the letter 'S' in a blue bubble. Click on the icon to open Skype.

19. The image that now comes up may look slightly different depending on what type of device you are using, but the fields you need to fill in to create a user profile/account are the same.

Creating a user profile/account on Skype is something you only need to do once, so it's not important to memorise this. Just follow the instructions on the screen, and ask for help if you have any questions.

20. The image on the screen is the same one that you will see when you log on to Skype later, but before we get that far, let's create a user account/profile.

Somewhere on your screen you'll see the words 'Create an account' or just 'Create Account'. Click there to start the process.

21. Those using a tablet or smartphone will see information about the terms and conditions for the service. Read the text and tap 'Continue'.

Those using a computer will be redirected to Skype's website. Here, you have to enter the details you are asked for, step by step. Please ask for help if you have any questions.

22. To become a Skype user, you need to give your full name, your Skype name (a nickname or username for Skype), a password and an email address.

23. Enter all of this, and click to continue.

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24. If the Skype name you chose is already being used by someone else, Skype will suggest a different Skype name for you.

25. If you want to use this Skype name, click the button to continue.
If not, type in a different name and try again.

26. When you have a unique Skype name and all the other details have been entered, Skype will check your account.

Wait for everyone to reach this point before you move on.

27. If you want, Skype can automatically add contacts from your device, but you can also do this on your own later.

Click on the button to continue.

28. Follow the instructions on your screen before you go on.

29. You will receive a text message with a code that you need to enter to confirm your phone number.

30. Once you've done this, you have a Skype user account/profile.

31. At this point, Skype might ask you if they can send you notifications, and if Skype can have access to your microphone and camera. Accept to ensure that you can hear people when they call you and that they can hear and see you as well.

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32. If you check your email, you will see that you've received a welcome message from Skype with some practical information about the service.

33. OPEN SKYPE AND LOG ON

Ask everyone to close any open web browsers and programs on their device and go back to their desktop.

34. Everyone should now have a Skype icon somewhere on their desktop. Clicking on the icon is the quickest way to open Skype.

Ask everyone to open Skype on their device.

35. You will now see a sign-in page. This page may look a little different depending on whether you're using a tablet, smartphone or computer. However, the details you are asked for will be the same.

36. Enter the information and click 'Sign in'.

37. Since this is your first time using Skype, the program might give you some instructions or information at this point. What you see might look slightly different depending on whether you're using a tablet, smartphone or computer.

This is some of what you might see when using a tablet. Feel free to take the time to read the information, and click to continue.

38. Those using a computer might be instructed to check the settings of their device to adjust the image and sound. Follow the instructions that appear on your screen, and click to continue after each step. If you have any questions, don't hesitate to ask me.

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39. This is the image that should appear when you log on to Skype. This is what you will see when you use the service in future.

As you can see, the image differs somewhat depending on the device you are using. However, the available features are the same. You have now logged on to Skype.

Make sure everyone has reached this image before you go on.

40. FINDING CONTACTS

41. To talk to someone on Skype for free, the other person also needs to have a Skype profile. To contact someone, you need to find their profile and send them a contact request. You can also receive contact requests from others who want to get in touch with you.

42. To find a contact, first you need to find the magnifying glass icon that indicates the search field. Click on it.

Ask everyone to find and click on their magnifying glass icon. Don't continue until everyone has done so.

The example I'm using now will be from the app as it might look on a tablet or smartphone, but the steps and messages you need to follow will be the same no matter what platform or device you are using.

43. Type in the Skype name, name, telephone number or email address of the person want to find.

Ask everyone to search for other course participants so that they can practise using Skype with each other.

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44. Press 'Enter' or 'Search' on your keyboard to tell Skype to search for the person. Those using a smartphone need to tap where it says 'Tap to find new contacts'.

45. Skype will now show you a list of the people it thinks you may be looking for.

Find the person and click on his/her name

46. Click 'Send contact request' or 'Add to contacts'.

47. The person will now appear in your contact list, and you can call him/her via Skype as soon as they have accepted your contact request.

When someone sends you a contact request, Skype will send you a notification.

You can either accept or reject the request. If you accept it, you and the person who sent you the request can both call each other via Skype.

48. CALL A CONTACT OR RECEIVE A CALL

49. To call a contact, you have to look them up in your contact list. You can either scroll down the list manually or use the search field to search for the contact you want to call.

50. First click on the contact, then click either the video camera or the telephone symbol on your screen to call.

51. If you use the telephone symbol, you will call without using the camera and can have a conversation just like on a normal telephone.

52. If you click on the camera, you will call with a live video of yourself.

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53. The signal will go from the device on which you are using Skype to the device that the person you are calling uses Skype on.

54. When someone calls you, you'll hear a ring tone, and this image will appear on your screen.

55. You can choose one of three options when someone calls you.

Click on the red button to reject the call.

56. If you click on the green button with a telephone receiver symbol, you'll accept the call, but the person calling will only hear your voice and cannot see you on video while you talk.

57. If you click on the green button with a camera symbol, a video call will begin where you will both be able to see each other and talk if you both have the required equipment.

58. The image on the screen will then look something like this.

On your screen, the image of the person you are talking will appear large in the middle of the screen while your image will appear smaller in the bottom right-hand corner.

59. Your image will appear on the screen of the person you are talking to.

60. The same thing happens on the other end. The person you are talking to will see your image, and the image that you see of them on your screen will appear as a smaller image in the bottom right-hand corner of their screen.

61. On a computer screen, you will always see four symbols.

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62. If you click on a tablet or smartphone screen once, you'll see the same symbols.
63. If you click on the camera symbol once, the person you are talking to won't be able to see you anymore.
64. If you click the button again, the picture will come back.
65. If you click on the microphone symbol once, the person you are talking to won't be able to hear you anymore.
66. If you click again, the sound will come back.
67. The plus sign lets you add more contacts to the call. You can experiment with this later if you like, but we won't spend any time going through it in class.
68. To end the call, click on the red button.
69. Those using a tablet or smartphone will also have an additional feature.
70. The symbol looks like this: a camera with an arrow around it.
71. If you tap this symbol, the tablet or phone camera will film away from you.
72. The person you are talking to will still be able to see what you are filming and hear what you are saying, but they won't see you.
73. Tap the button again to turn the camera to face yourself.

Skype also has other features, such as a chat function. These are features you can look up

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on the internet and try out when you have a bit more experience with Skype.

74. LOGGING OUT

75. A lot of people will choose to stay logged on to Skype most of the time so that they can always receive calls from people. But if you don't want anyone to call you or if you have logged on to a device that several people use, you should log out. It's easy to do, and all you have to do to be available again is simply to log back on.

The button you need to click or tap to log out might look a little different depending on whether you're using a tablet, smartphone or computer.

76. If you're using a smartphone, tap the menu button at the top left of the screen.
The symbol is three horizontal lines.

77. Tap where it says 'Log Out' on the menu that appears.

78. If you're using a tablet, you'll find a small icon where it says 'About Me' at the bottom of the screen. Tap this.

79. Tap where it says 'Log Off' on the menu that appears.

80. If you're using a computer, click where it says 'Skype' on the menu bar at the top of the screen.

81. In the menu that appears, click 'Log Out'.

Ask everyone to log out of Skype.

82. THAT'S IT!