

## What is Skype?

---



Hi, I'm Heather.

Let's explore Skype with Lola. Lola has recently moved from Cleveland, Ohio to Orlando, Florida. She plans on keeping in touch with her family and friends through email and telephone calls. She was slightly confused when one of her friends told her to Skype her sometime. Lola had decided she wants to find out what Skype was all about.



She fired up her computer and entered “skype” into the search engine. She found out that Skype is a free video conferencing service. It will allow her to call her friends and family through the Internet. As long as both her and the person she is calling have Internet access and a computer that has a webcam and microphone, they will be able to see and hear each other when they talk.



Skype not only allows you to see the other person you are talking to, you can instant message them and share your computer screen with them too. There are other features that Skype offers, such as making calls to mobile and land lines or even sending a text message. Be aware, though, there is a charge to use these other features.

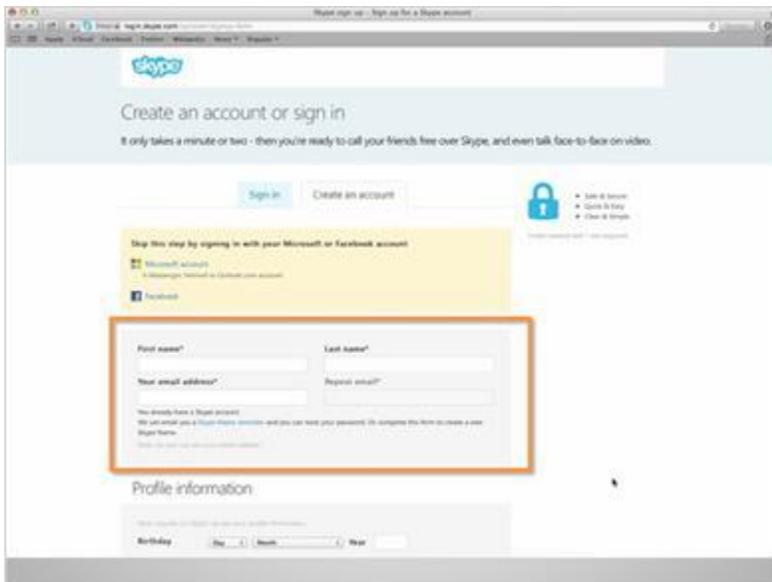


But if all you want to do is make a video call, it is free. All you need is an email address to get started.

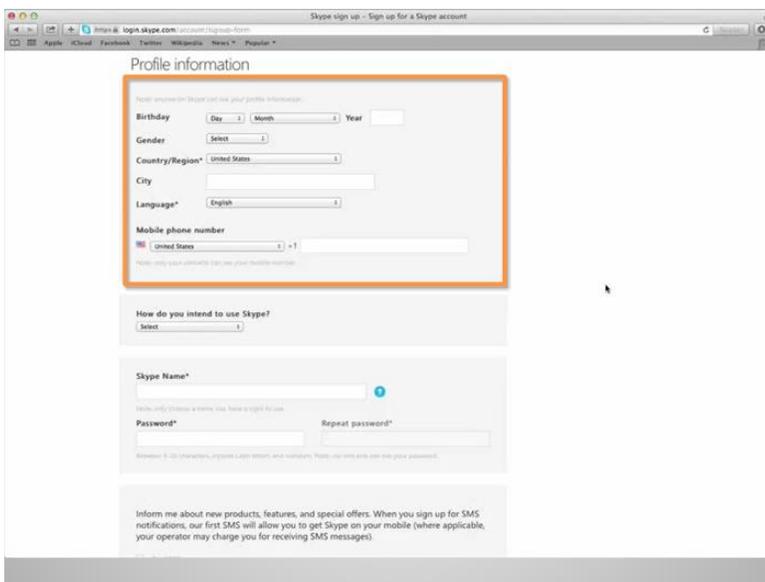
# Signing Up for Skype



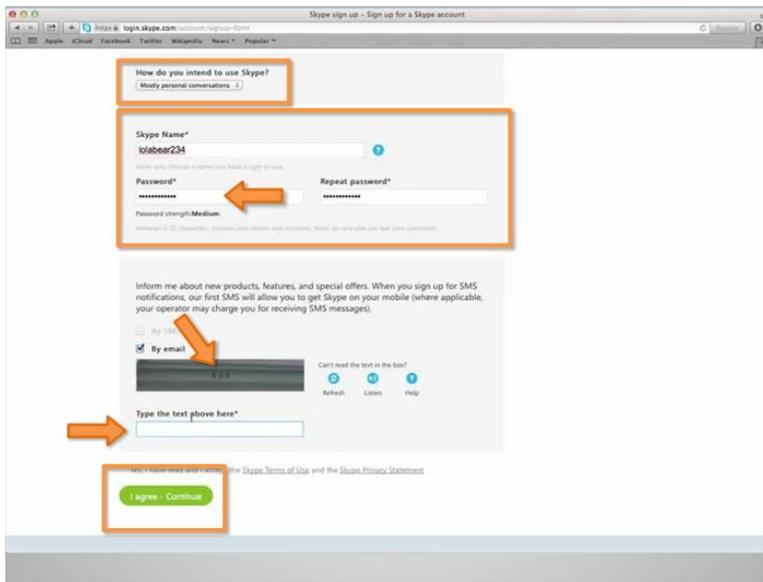
Lola was excited to learn that Skype is free. She is eager to sign up for an account, so she clicks on “Join us”.



She is then directed to enter her first and last name and her email address.



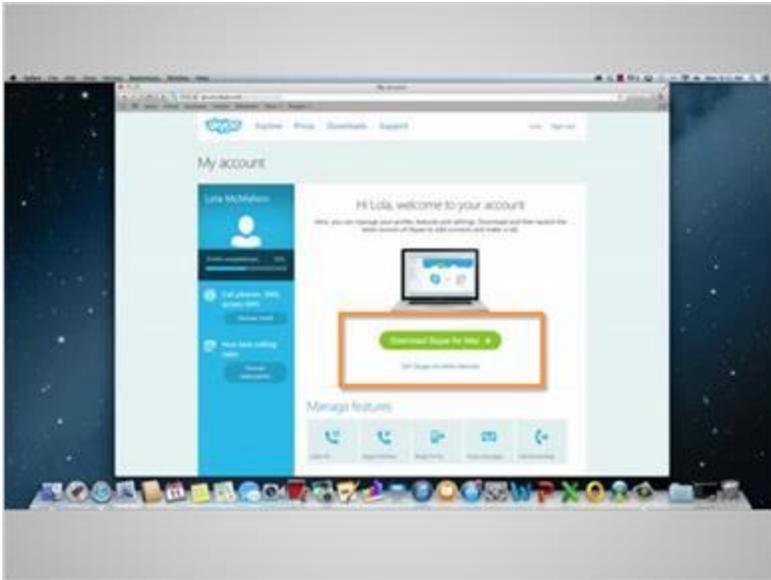
Lola can choose to enter basic profile information such as her birthday, gender, city, or cell phone number, but these options are not required. Anything that is required will be indicated with an asterisk, such as the Country/Region or Language type. To change the Country/Region or Language type, simply click on the arrows to choose the location or language type.



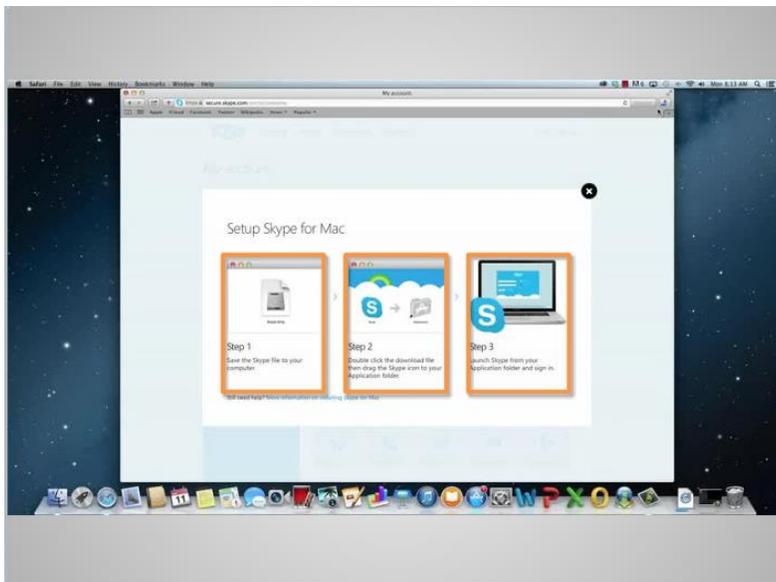
Lola is also given the option to say how she intends to use Skype. She can choose from personal or business use. She will select personal. She is required to choose a Skype Name and Password. As you can see, Skype will offer a few suggestions for a username. Lola will enter the username she has chosen, and her password. She will then will type the security text code into the box and click on “I agree-Continue”.

# Downloading Skype

---



Now that Lola has created a Skype account, she is taken to her Skype homepage. Before she can make her first video call though, she must first download Skype to her computer. She will click on “Download Skype for Mac”. If you are not using a Mac, your screen may read, “Download Skype for Windows”.

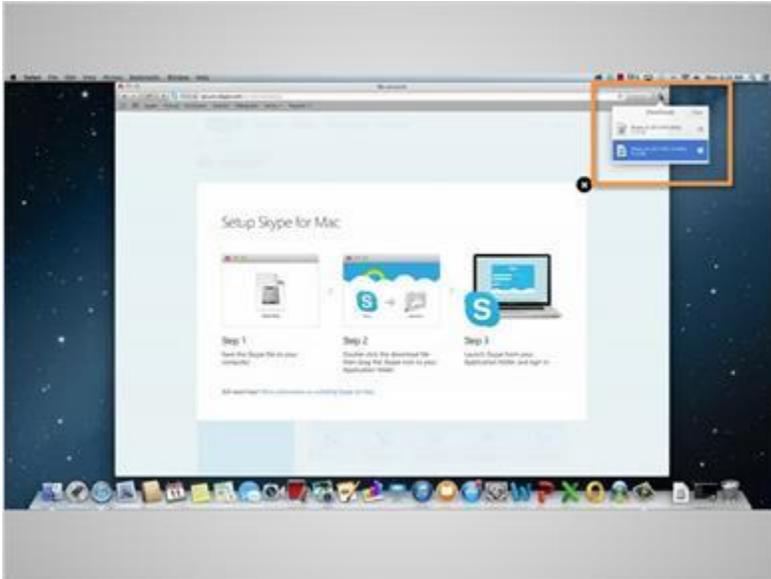


A new page will appear showing the set up instructions. Lola can tell the download is occurring automatically by looking at the down arrow in the upper right hand corner. A blue bar beneath the arrow indicates that the download is taking place.

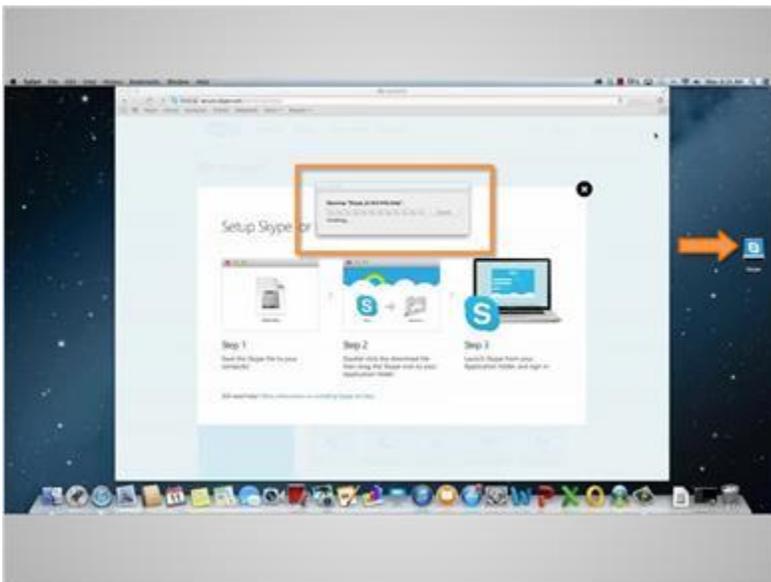
Step 1 is to save the Skype file to your computer.

Step 2 is to double click on the download file, then drag the Skype icon to your applications folder. That way, you can easily locate it later.

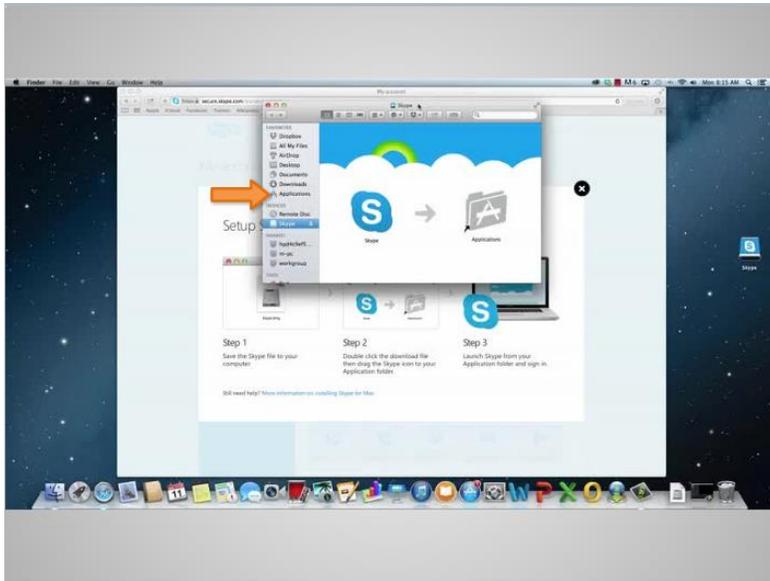
Step 3 is to launch Skype from your computer and entering in your username and password.



Once the download is completed, Lola will click on the download button. A drop down will appear, and she will double click on top option, which will read, “Skype”.



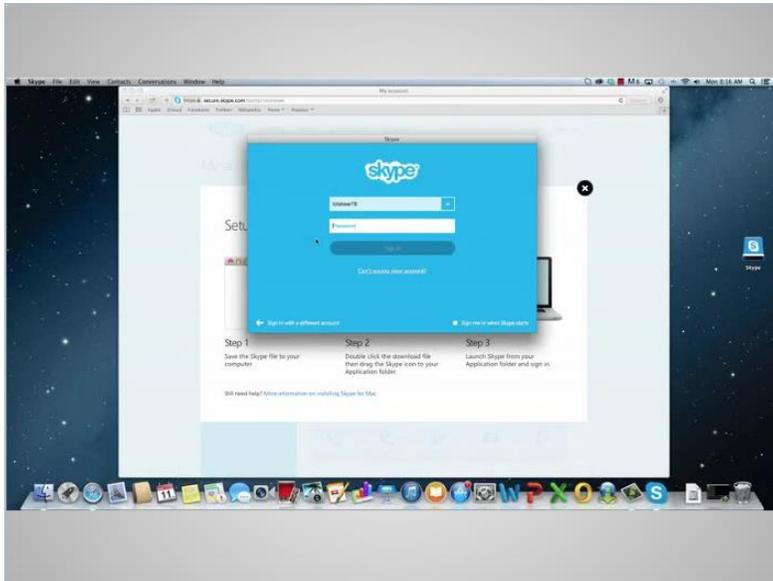
Once the Skype download file has been clicked on, the file will automatically download and a Skype file icon will appear on the desktop screen.



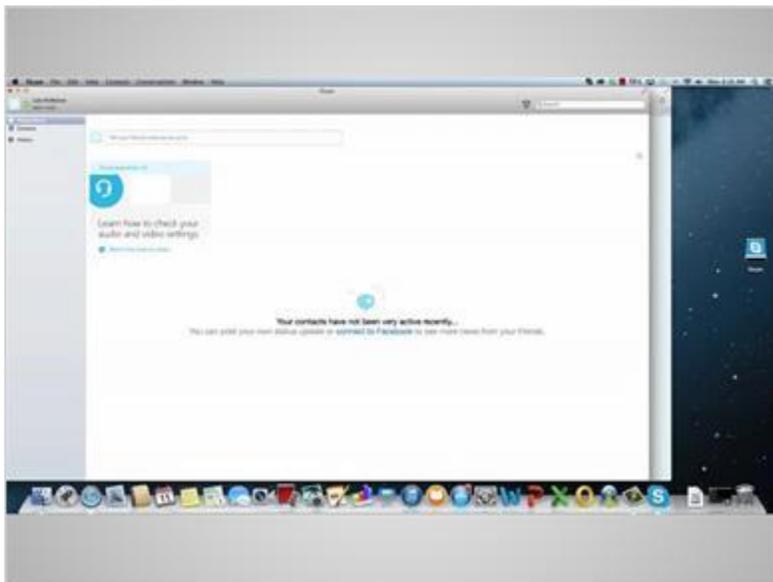
Step 1 was to save the file. When Lola clicked on it, it was automatically saved. She will then drag the Skype icon over to the applications folder. As you can see, Skype is being copied. This is done so that the next time she wants to use Skype, all she has to do is go to applications folder to find it.



In the applications folder, all she has to do now is double click on the Skype application. A pop-up will appear asking if it is okay to open Skype. She will then click on “Open”.



Now a pop-up appears, requiring a Skype Name and Password. Since Lola has already created her account, all she has to do now is enter her Skype Name and password and click on “Sign in”.



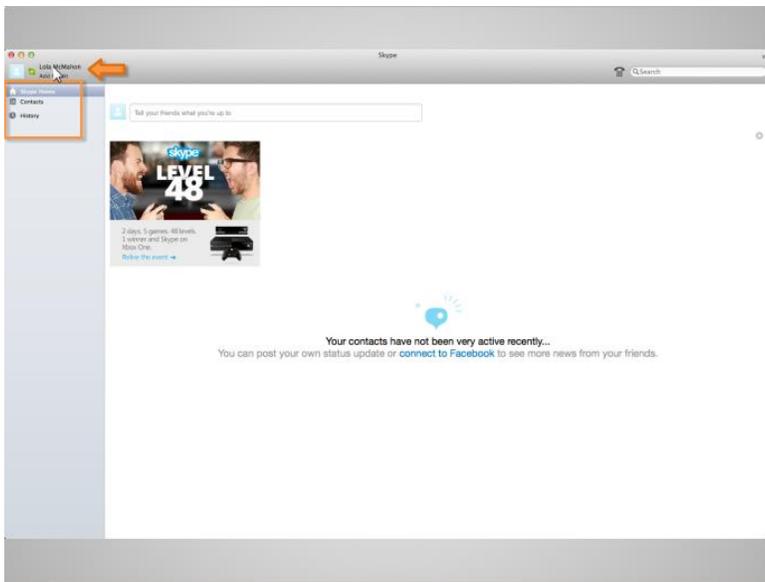
She is taken to her Skype account, where she can edit her profile and make her first video call!

# Exploring Your Skype Account

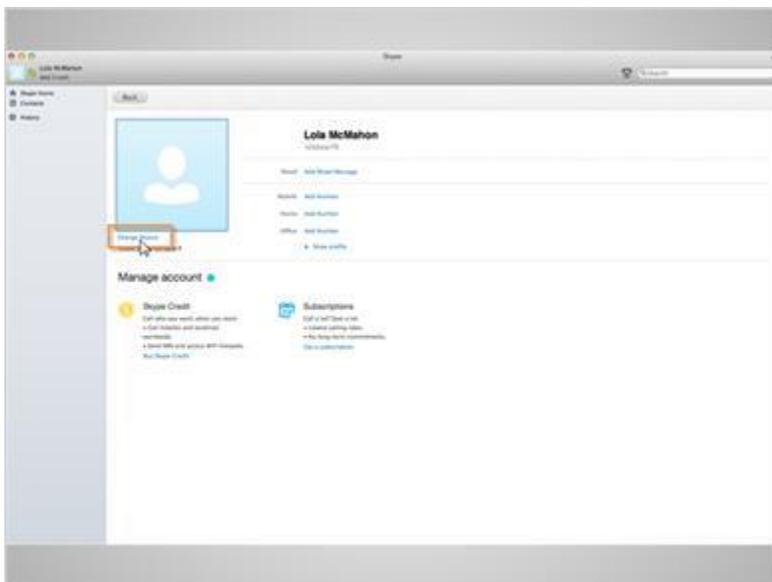
---



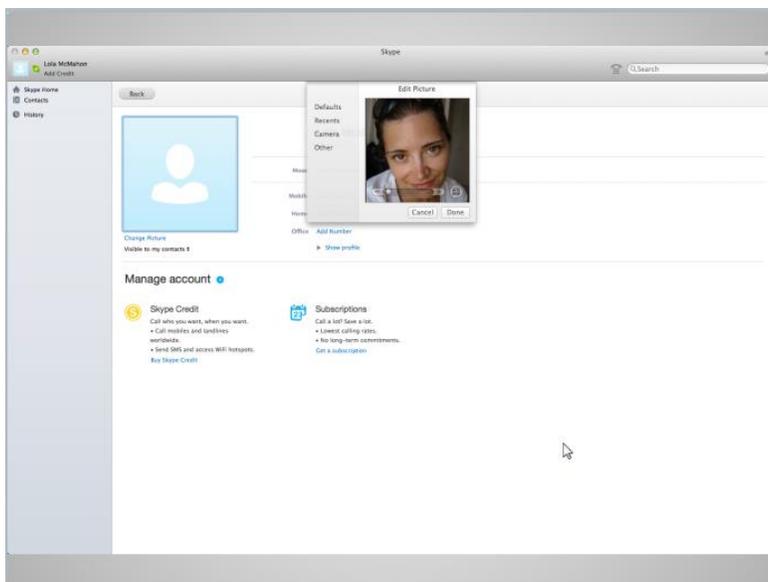
Let's explore a Skype account with Lola!



Before making her first video call, Lola will explore the Skype account options. She can click on her name to edit her profile and add money to her account. Clicking on “Skype Home” will take her back to her home page, “Contacts” will allow her to view who is in her phonebook, and “History” is where a record of conversations are kept. Lola will first click on her name.

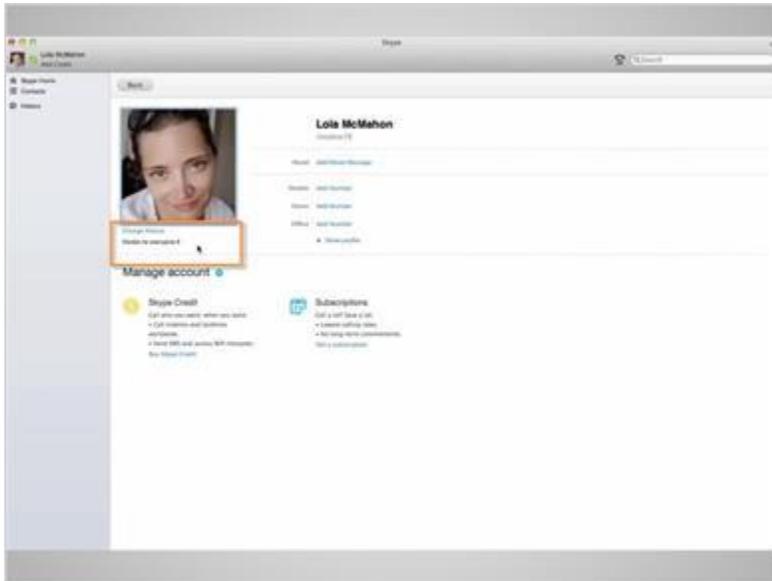


She is taken to her user profile page. Here she can add a picture of herself or her favorite image by clicking on “Change Picture”.

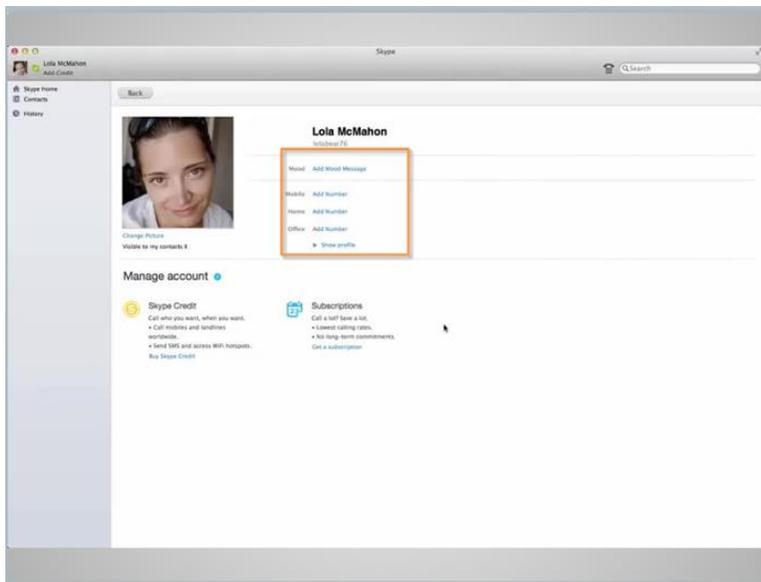


A pop-up with “Edit Picture” options will appear. Lola can choose from default images on her computer, select “Camera” to take a picture of herself, or select “Other” to upload a picture.

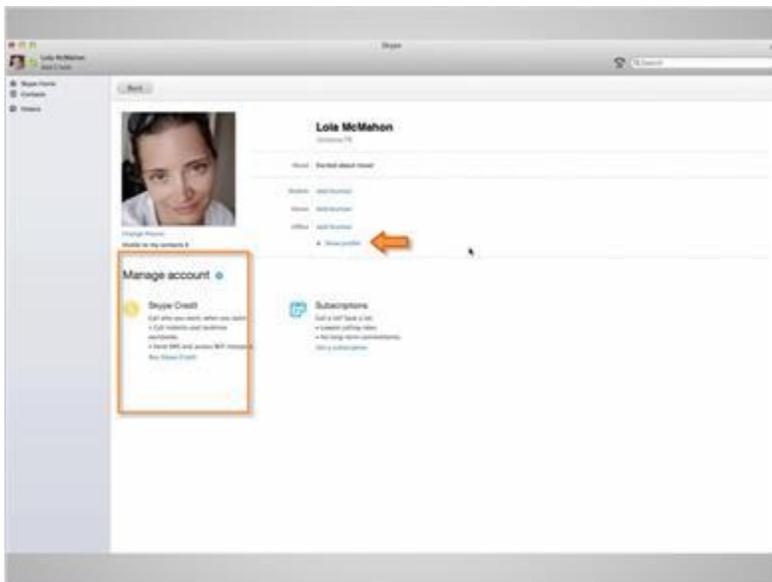
Lola will click on "Other" to add a picture of herself. When she does, a window appears that allows her to locate the picture she wants to use. The one she wants is on her desktop, so she clicks on "desktop" and then clicks on the picture she wants to use and clicks on open. Clicking on done will set the picture as her profile image.



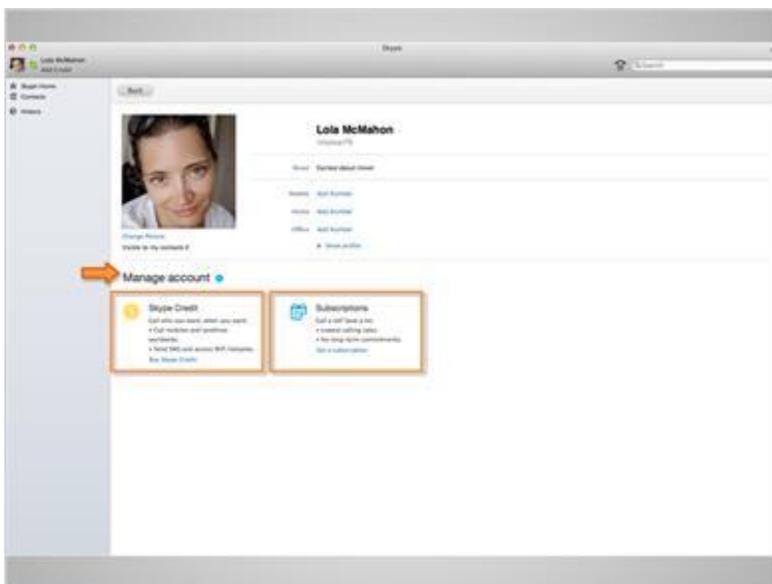
She is a bit nervous about who can see her picture. To change the visibility setting, Lola will click on the arrows next to the visibility option. She will change it to “Visible to my contacts”, which will allow only those people in her contacts list to see her picture.



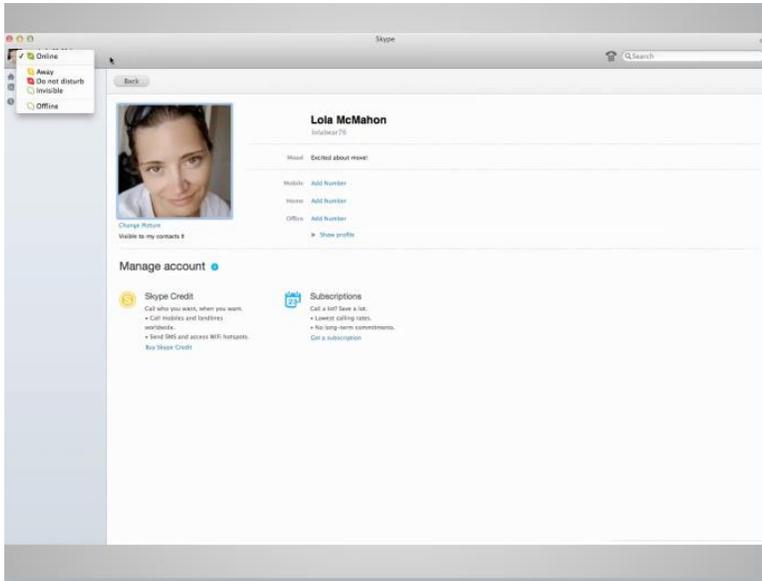
Lola can also set a mood message to let others know how she feels, or she can add her favorite saying in the mood message box. She writes, “Excited about move”, because that’s how she is feeling. She also sees options to add a mobile, home, or office telephone number, but decides to leave those blank because it is not a requirement.



Lola wonders who can contact her through Skype. She doesn't want just anyone to try and call her. By clicking on "Show profile", she can add or edit details about herself but more importantly, she can see that her email is kept private and that only those who know it will be able to contact her.



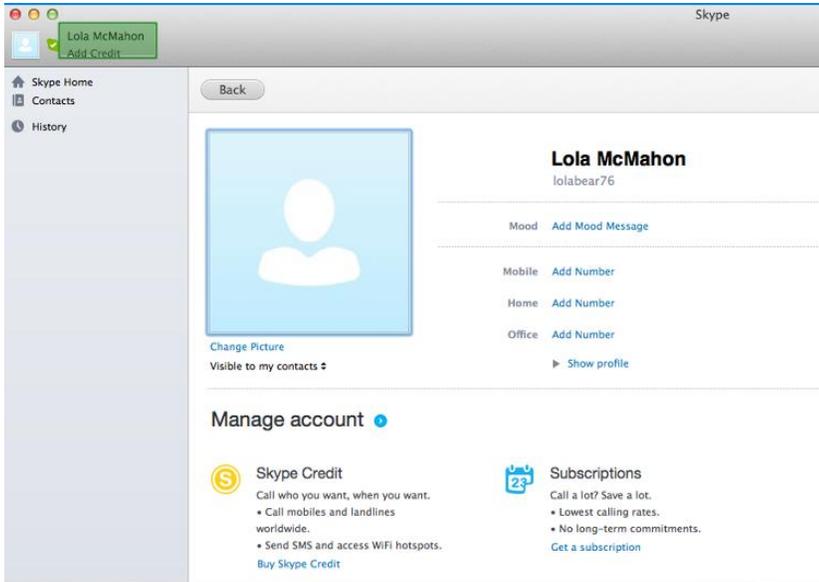
Directly below her name, Lola can see "Manage account". This is where she could add money to her Skype account or purchase a subscription that would bill her monthly for making calls to land lines. She will skip this section because she knows she will only be calling her friends using her Internet connection.



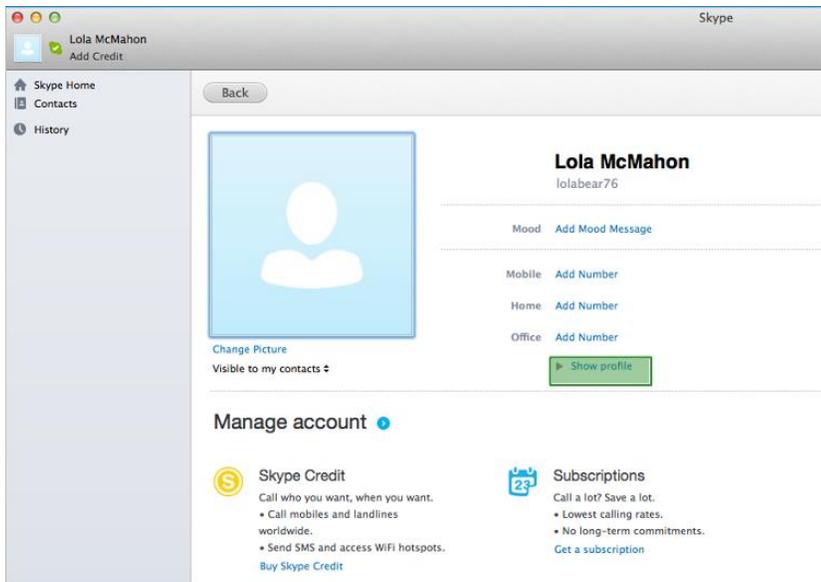
Clicking on the little green Skype icon next to her profile picture will allow Lola to set her status. The status option lets others know if you are online and free to take a call. She can select from "Online," "Away", "Do not disturb", "Invisible", and "Offline." Lola is now ready to make a call. But first, let's check your knowledge on a few of the Skype options.

# Knowledge Check

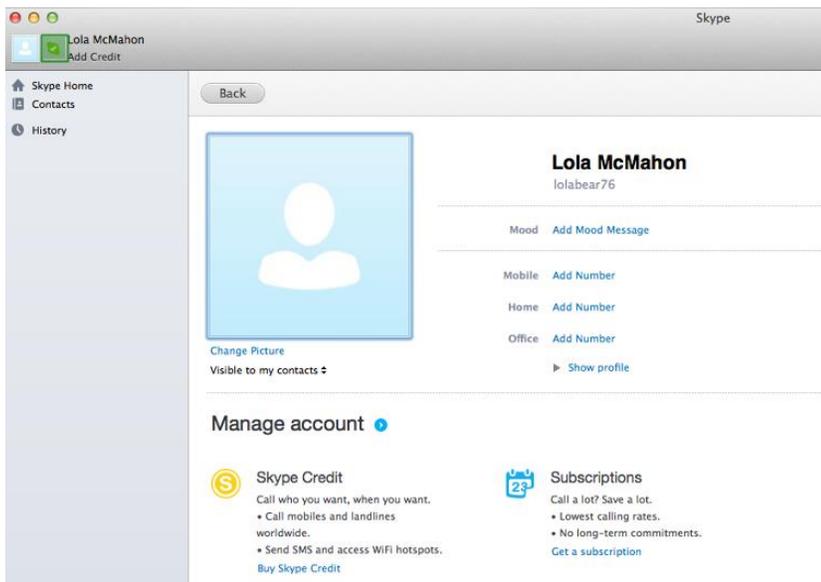
---



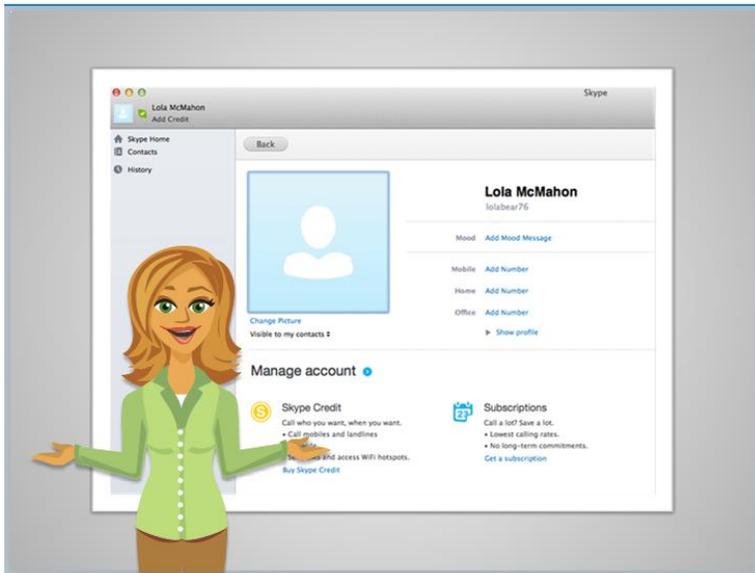
Q1. What would you click on if you wanted to edit your user profile? Contacts or your username?



Q2. What would you click on if you wanted to add or edit details about yourself and verify that your email address is private? Would you click on show profile, history, subscriptions?



Q3. What would you click on to change your Skype status from "Online" to "Do not disturb"? Your username, show profile, or the green Skype icon?



How did you do reviewing the Skype account options? Most are pretty easy and with a little practice you'll have your own account personalized in no time. Let's continue on to learn how to make a call using Skype!

### Answers:

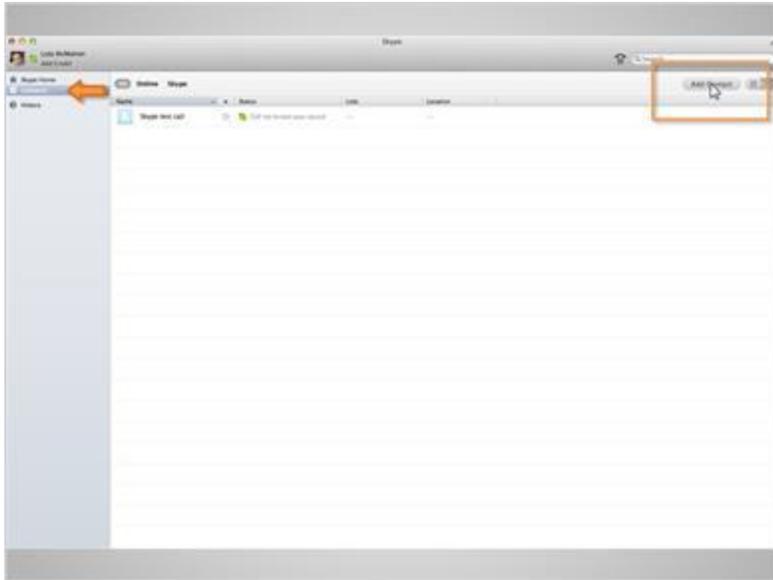
Q1. The correct option is your username.

Q2. The correct option is show profile.

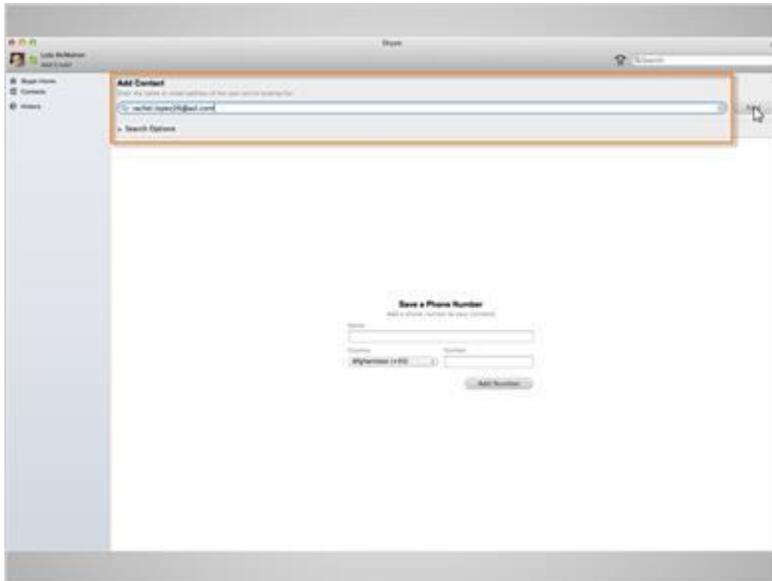
Q3. The correct option is the green Skype icon.

# Making a Video Call

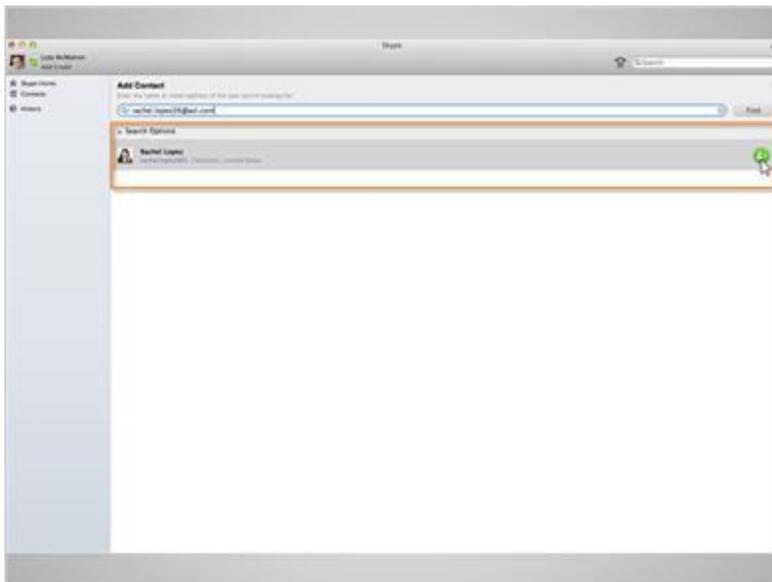
---



Lola is ready to make her first video call. She clicks on “Contacts” but all she sees is “Skype test call”. She must first add people to her contact list before she can make a call, so she clicks on “Add Contact”.

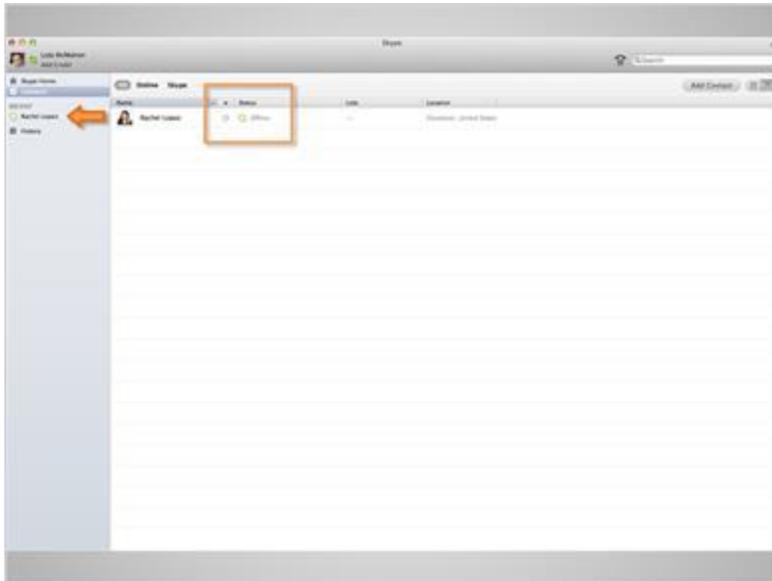


She is taken to a screen where she can enter the person's name or email address that she wants to add to her contact list. She types in the email address of her friend Rachel, [rachel.lopez26@aol.com](mailto:rachel.lopez26@aol.com) and clicks on the "Find" button.

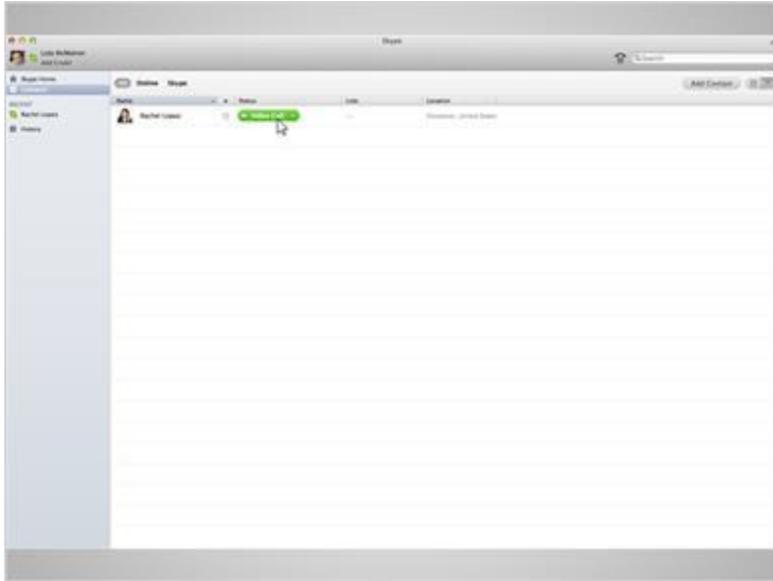


She can see her friend's name appeared directly below the "Add Contact" search bar. She will then click on the green icon to the left to send her friend a request so that they can begin Skyping each other.





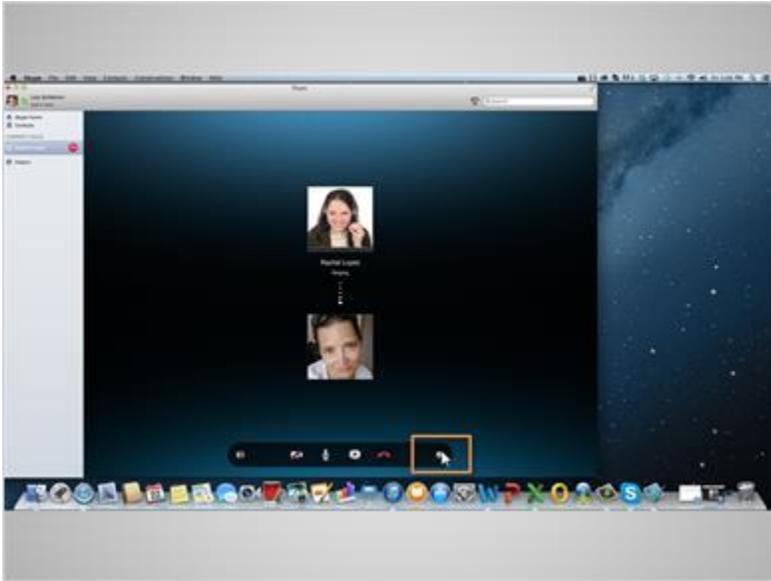
Once the request has been accepted, Lola will see Rachel's name appear in her "Contacts" list. Lola can tell if Rachel is available to take a video call by checking Rachel's status. She can see the Skype icon next to Rachel's name is white and her status is showing as "Offline". This means she is not logged in, and if she did try to call her she would not be able to get through.



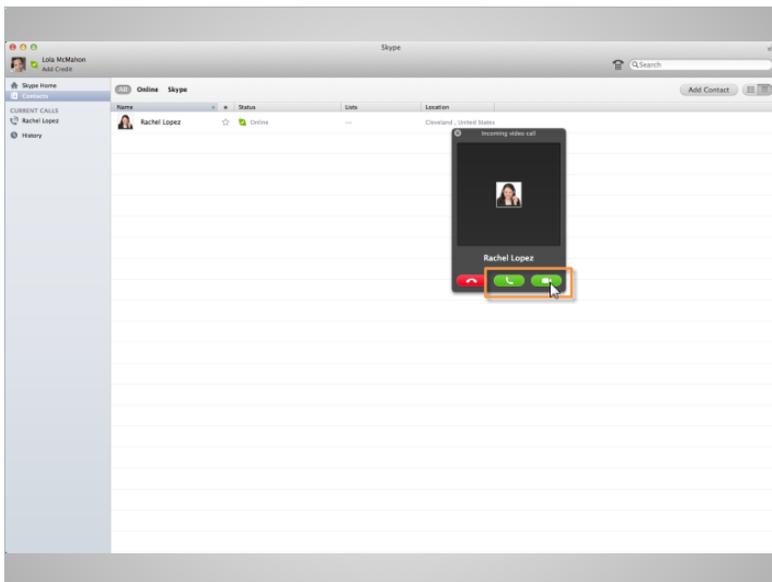
The Skype icon next to Rachel’s name will turn green when she is available and logged into her account. Her status will show as “Online”. Lola discovers that if she scrolls her mouse cursor over the Rachel’s name or clicks on it, she is given the option to make a video call. Since her friend is available, Lola clicks on “Video Call”.



When she does, the screen changes, showing that Lola is making an outbound call. She can see her friend's profile picture and her own image would appear directly below. To turn on the camera so Rachel could see her and not just her picture, Lola would simply click on the icon that looks like a video camera. The icon directly to the left will allow her to expand her screen and get rid of the Skype actions. Clicking on it again will bring them back. The microphone icon allows her to mute the call. The icon with the plus sign inside will allow her to send an instant message or a share a file while on a call. But she will explore that option later. The red telephone icon will end the call.



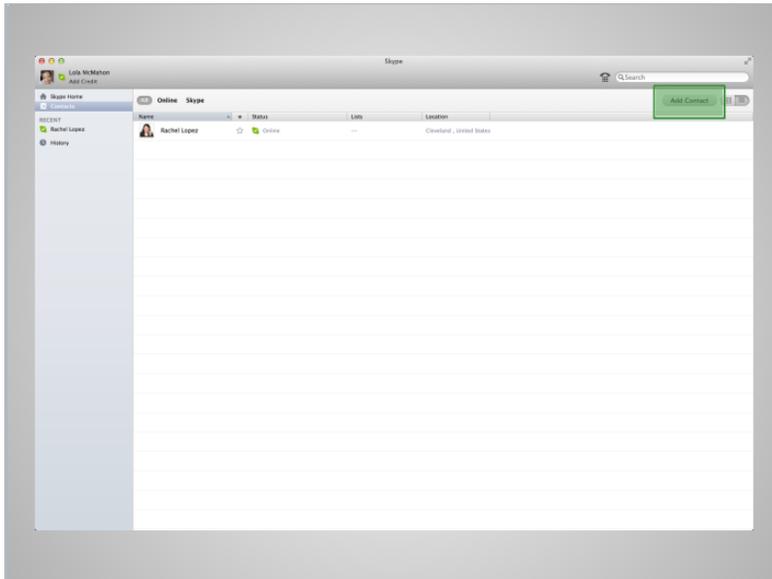
The last icon on the right will allow her to maximize and minimize the Skype window.



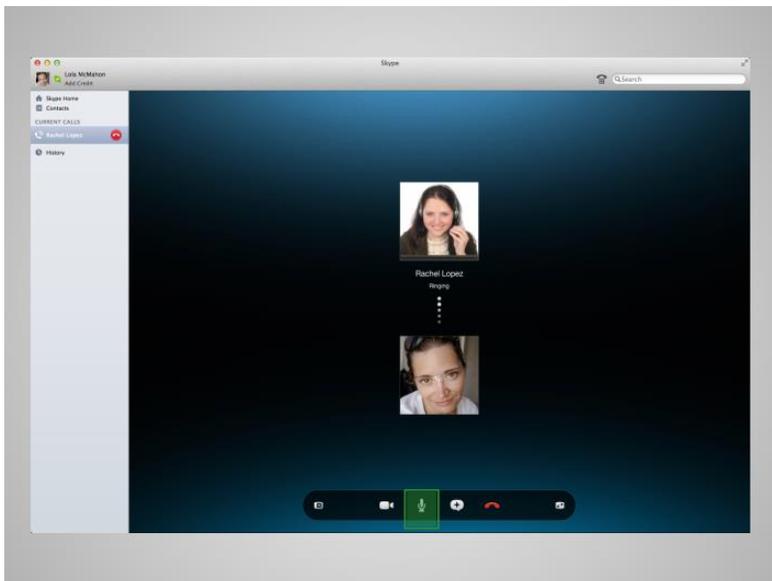
Lola wonders how she will know when someone is calling her, so she has Rachel hang up and call her back. She hears the ringing sound and sees a pop up on her screen. She knows to click on the green video button to answer the call. If she were to click on the green telephone button, Rachel would not be able to see her. She could, of course, answer with the telephone button and then allow the camera access once she is on the call. She'll go ahead and accept the call. Let's check your knowledge on a few of the Skype video options.

# Knowledge Check

---



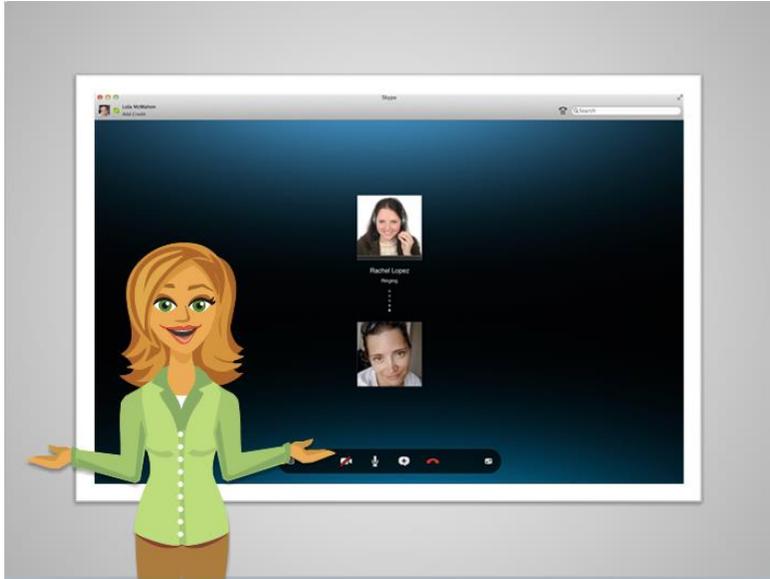
Q1. What is the first thing you would need to do make a video call?



Q2. What would you click on if you wanted mute your microphone?



Q3. What would you click on if you wanted to disconnect the call?



How did you do reviewing those Skype options? You'll be a pro in no time! Please continue on if you would like to learn how to send an instant message or even share your screen while on a call.

Answers:

Q1. The correct option is to click on add a contact.

Q2. The correct option is to click the microphone icon.

Q3. The correct option is to click on the red telephone icon.

## Additional Skype Functions

---

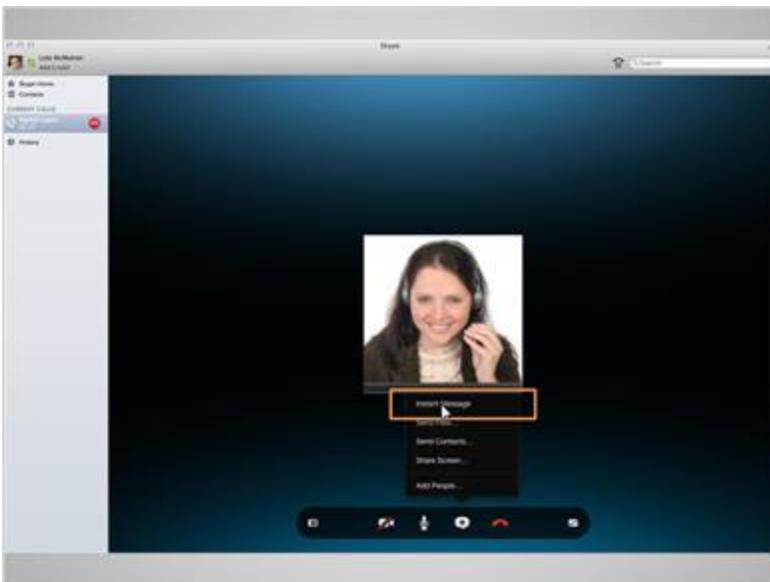


Are you ready to explore the extra Skype features with Lola? You can learn how to send an instant message, share a file, and even share your screen with the person you are Skyping. Go ahead and click on whichever topic you would like to explore first. Be sure to click on "Complete Course" when you are done exploring.

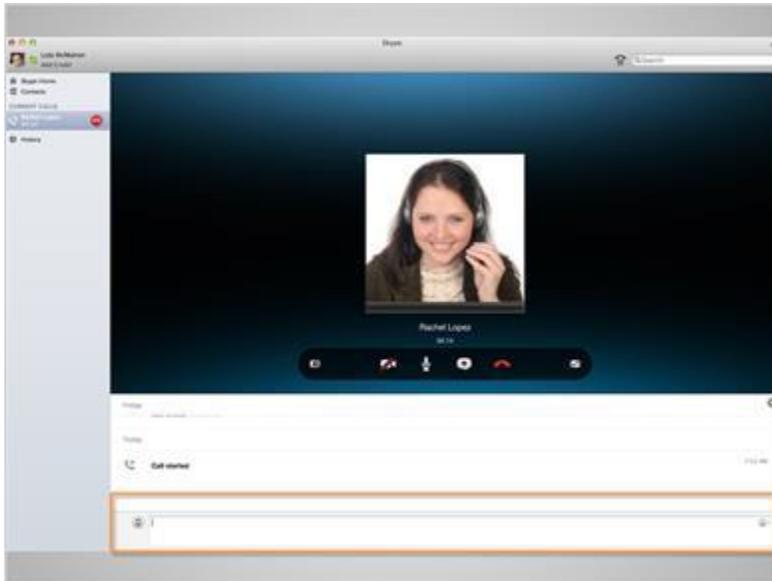
## Send an Instant Message



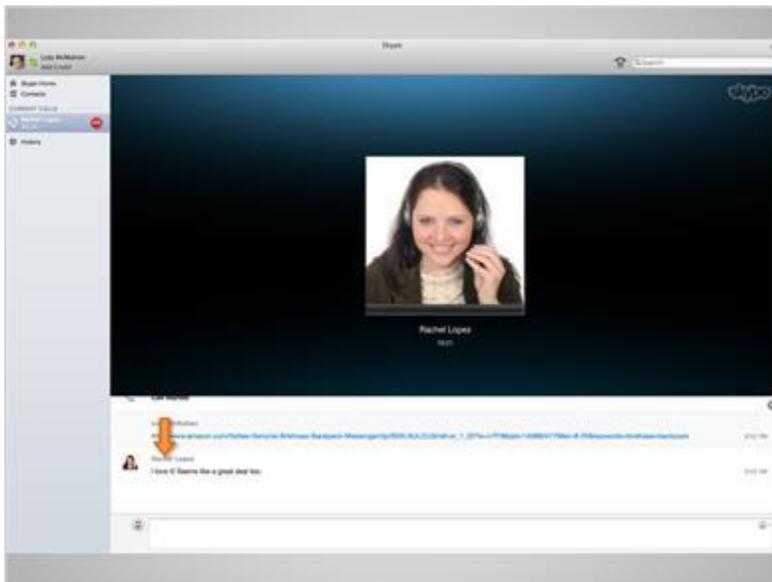
Lola is ready to send her first instant message while Skyping. She is on a call with her friend Rachel, and wants to share a link for a backpack she is thinking about buying.



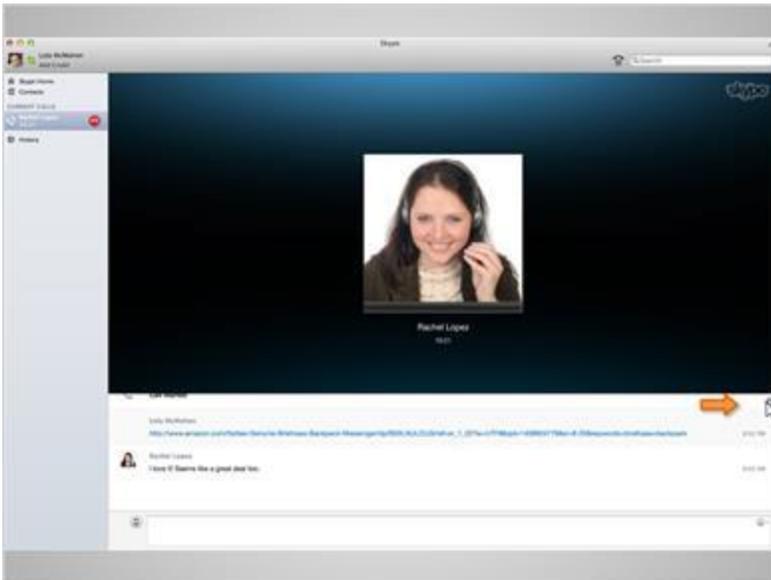
She clicks on the icon with a plus sign in the middle, and then clicks on first option, which is "Instant Message".



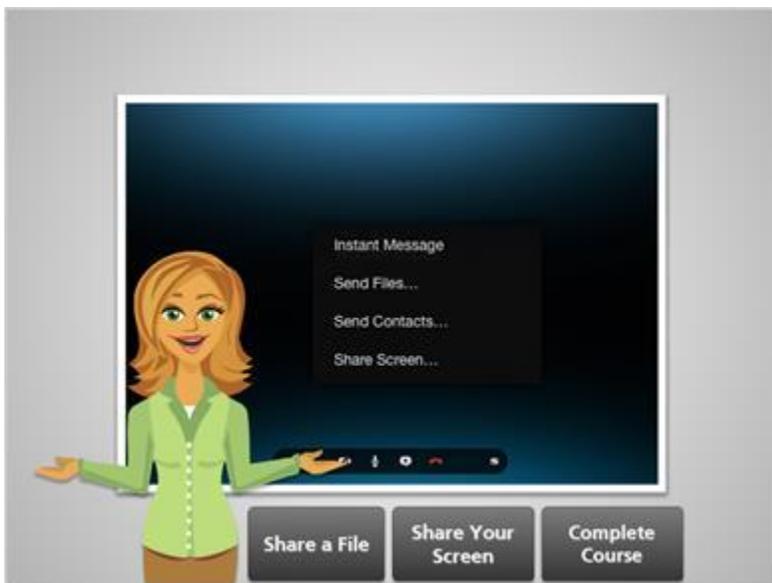
There is a chat box that appears at the bottom of her screen. She types in the link for the backpack she wants Rachel to take a look at. She hits the “Return” key to send the message on its way.



Any instant message from Rachel would appear directly below the one Lola just entered. You can see Rachel has responded to Lola saying she like the backpack!



If Lola wants to close the instant message option, all she has to do is click on the “x” on the right hand side of the screen.

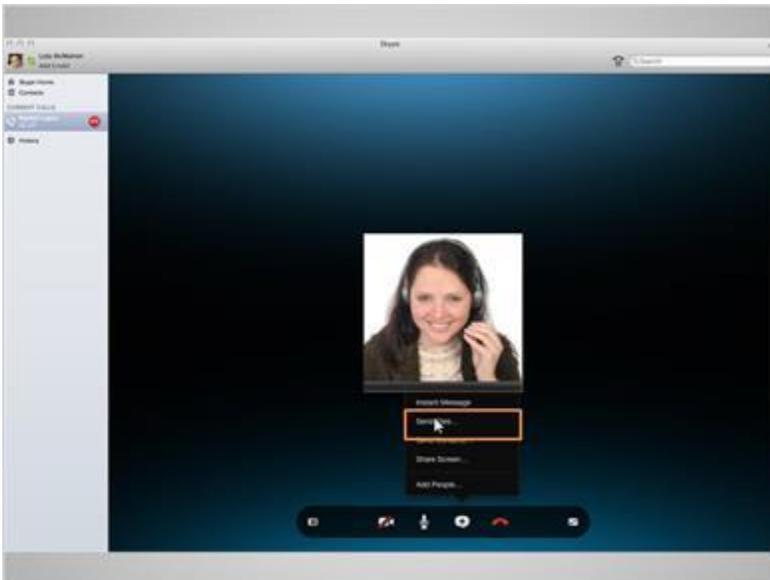


That concludes instant messaging.

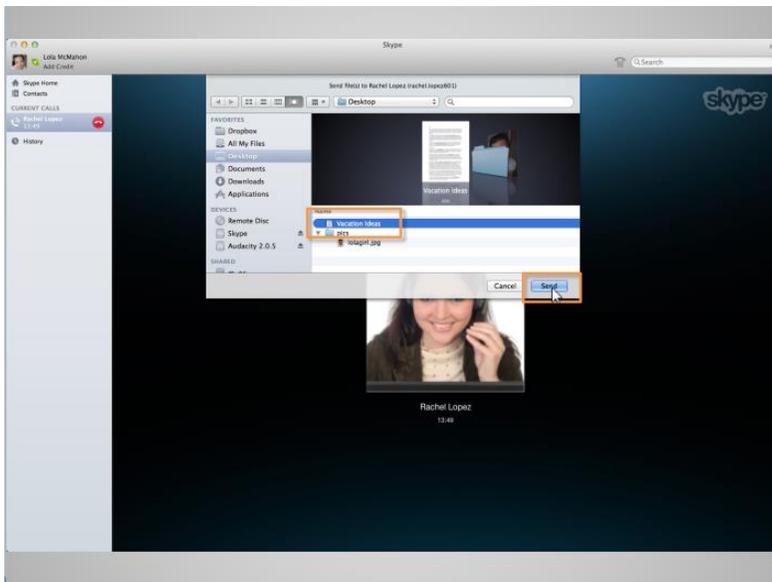
## Share a File



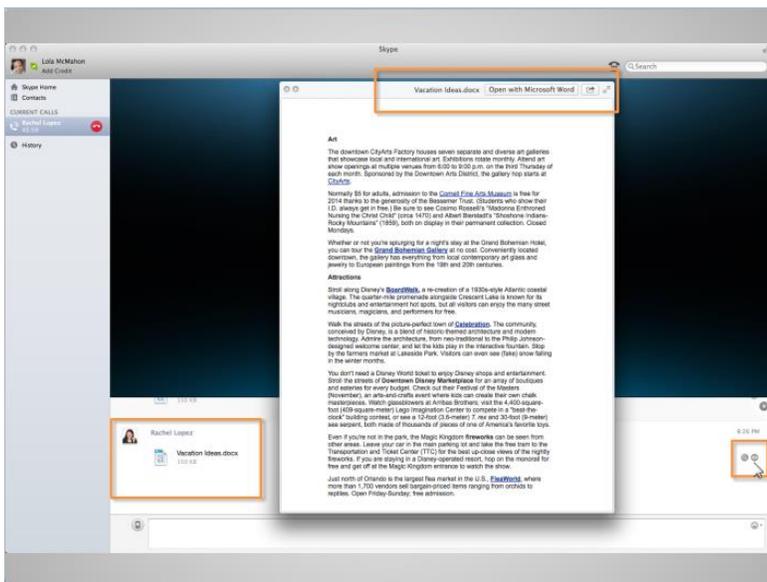
Lola and Rachel have been discussing Rachel's upcoming visit to Florida. Lola has created a list of events that they can attend when Rachel gets there. To share the file, Lola would click on the icon with a plus sign in the middle,



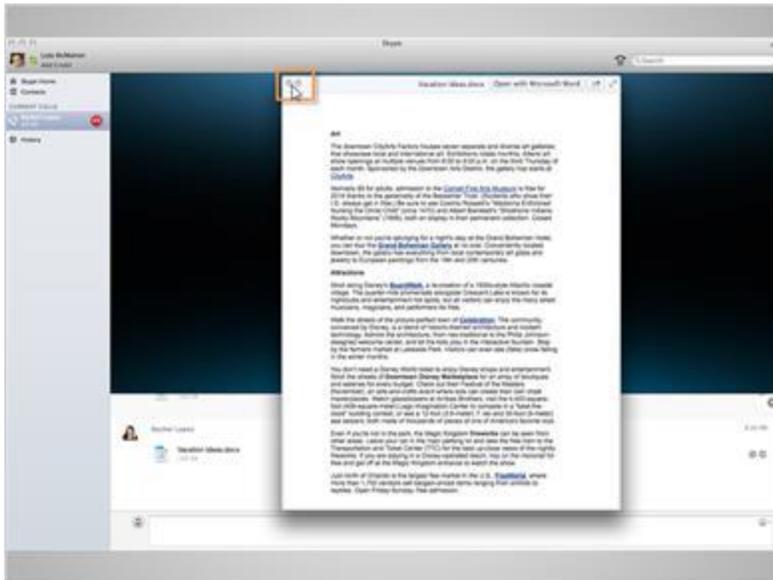
and then on the second option, which is "Send Files...".



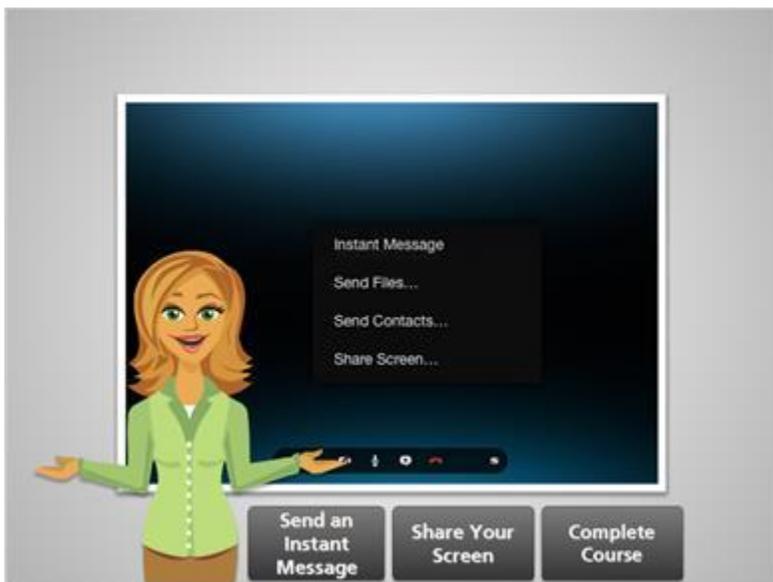
A pop-up appears so Lola can select what file she would like to share. She clicks on the vacation file, then clicks “Send”. The sent file will appear below. Her friend Rachel can now view the vacation schedule on her own computer.



Rachel has received the file, made some changes and sent it back to Lola. Lola can see the file begin to download to her computer. Once it's complete all she would have to do is click on the image that looks like an eye. To be able to make changes and download the file, she would click on "Open with Microsoft Word".

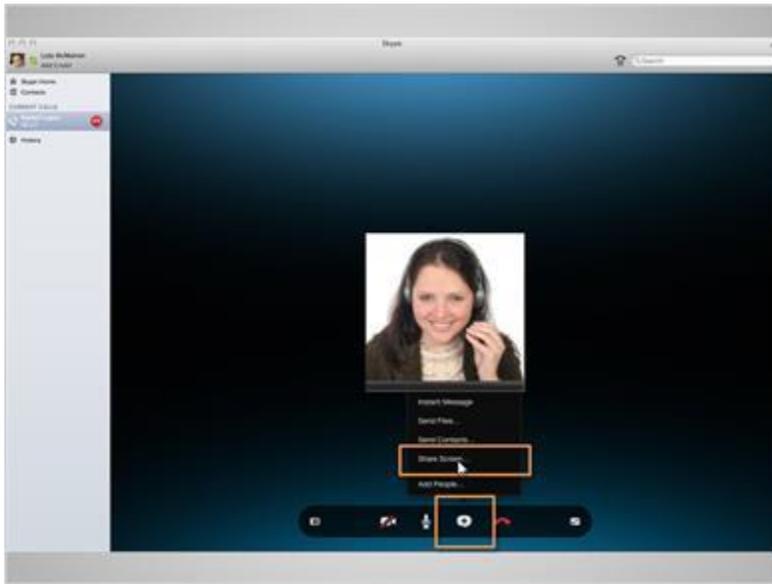


To close the image of the document Lola would click on the "x".

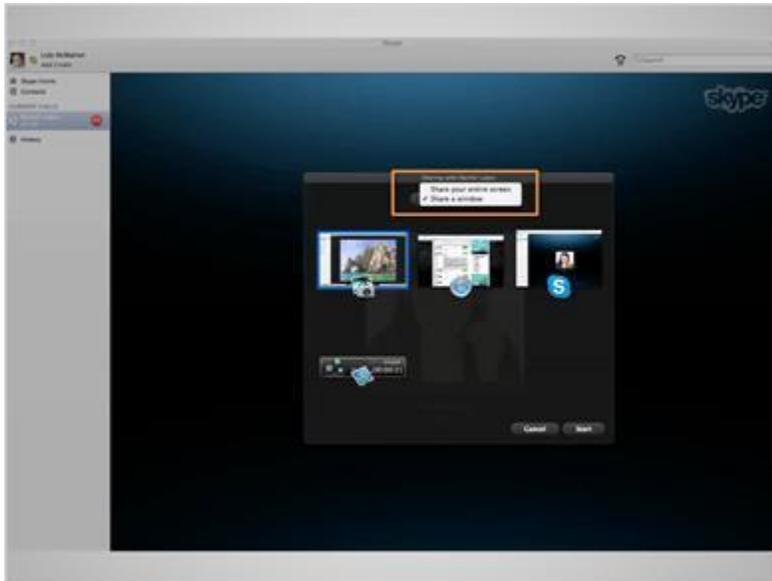


That concludes sharing a file.

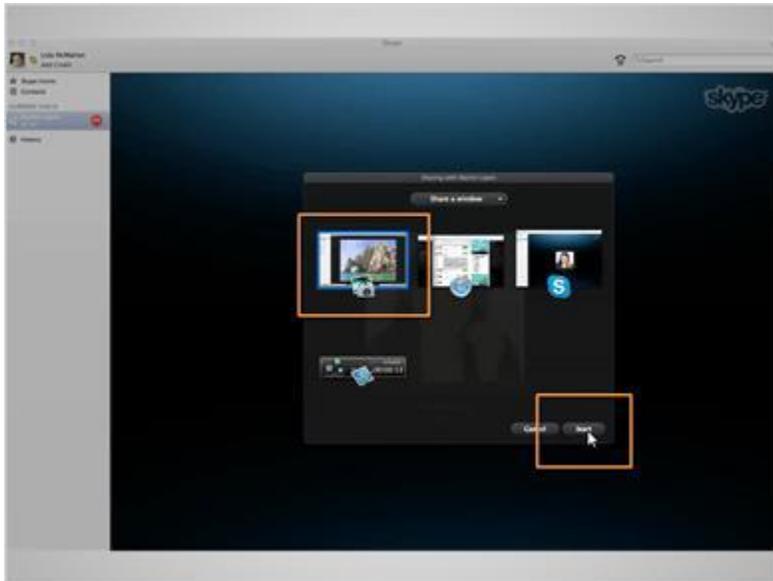
## Screen Sharing



Lola took a ton of pictures when Rachel visited. Rachel had been asking her if she could email them to her. Lola decided it might be more fun if they looked at the pictures together while Skyping. On their next call she clicks on the icon with a plus sign in the middle, then clicks on the third option, which is “Share Screen...”.



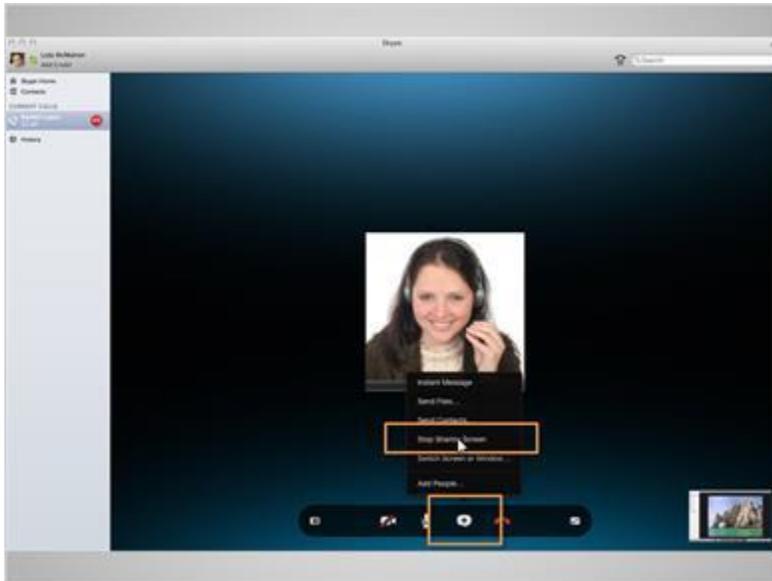
A pop-up with screen sharing options appears. Lola can choose from “Share your entire screen” or “Share a window”. The difference between the two options is that if she chooses to share her entire screen, Rachel will see exactly what is on her desktop. If Lola chooses just to share a window, Rachel can only see what is in that specific window and Lola can maneuver around on her desktop without Rachel seeing what she is doing. Lola decided to select “Share a window”.



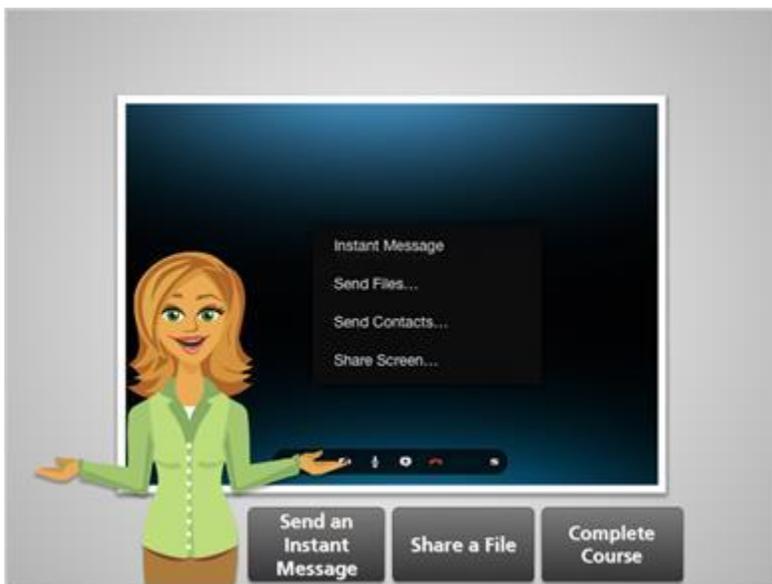
Then she clicks on the window she wants to share and clicks on “Start”. It’s good to note that Lola had opened the file with the pictures prior to her Skype call that way she can access it easily while on the call.



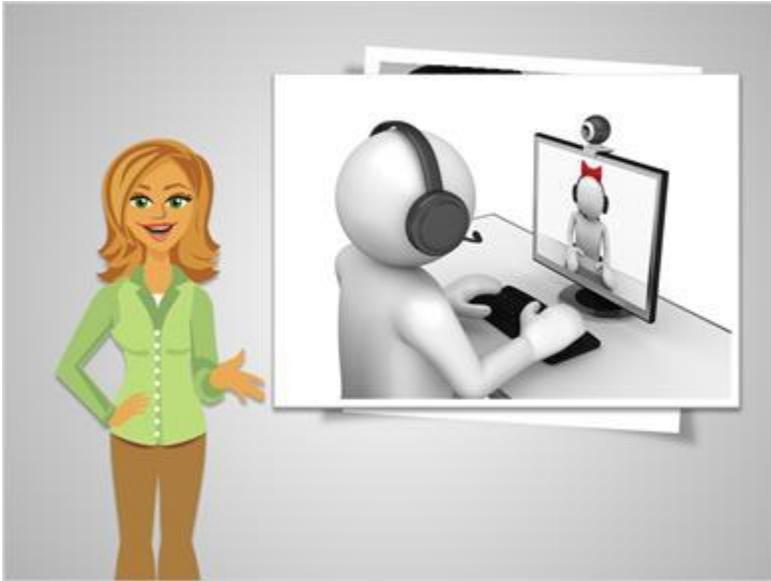
Lola can tell that the screen share has worked because she now sees a small image, down in the right hand corner, of what Rachel can see. She then clicks on the picture file on her computer and can begin showing them to Rachel.



When she is ready to stop sharing her screen, Lola simply would click on the icon with a plus sign in the middle, and then click on “Stop Sharing Screen”.



That concludes screen sharing.



You've done it! You completed the course. You've learned how to sign up for a Skype account, download Skype to your computer, and explored account and Skyping options. Are you ready to make your first Skype call?! Feel free to come back anytime and review the Skype lesson with Lola.