

Getting Started with Skype

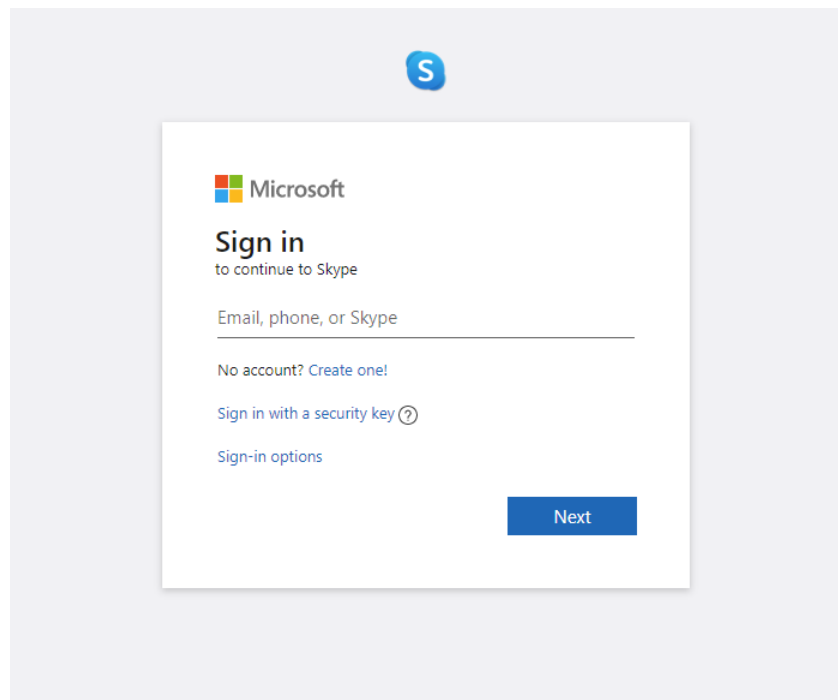
Skype is a free service that allows users to chat using video, audio or instant messaging. Calls to other Skype users are free, but for a small fee it is also possible to make calls to regular telephones. Skype is available for both PCs and Macs, and can be downloaded as a free app on many smartphones.

Because Skype allows users to share files and show desktops, it is a useful tool for instructors who want to have virtual office hours, individual conferences or “tech support” for both online and face-to-face classes.

To use Skype, you will need a microphone or headset. A webcam is optional. To download Skype, go to <http://www.skype.com> and select **Get Skype**. From there, you will be prompted to download Skype to your computer.

Logging into Skype

Once you have downloaded Skype, you will be prompted to enter a username and password. If this is your first time using Skype, click **Create a new account**.



When you log in to Skype, you have two options at the bottom of the screen. To select either of these options, click the checkbox next to the option before logging in.

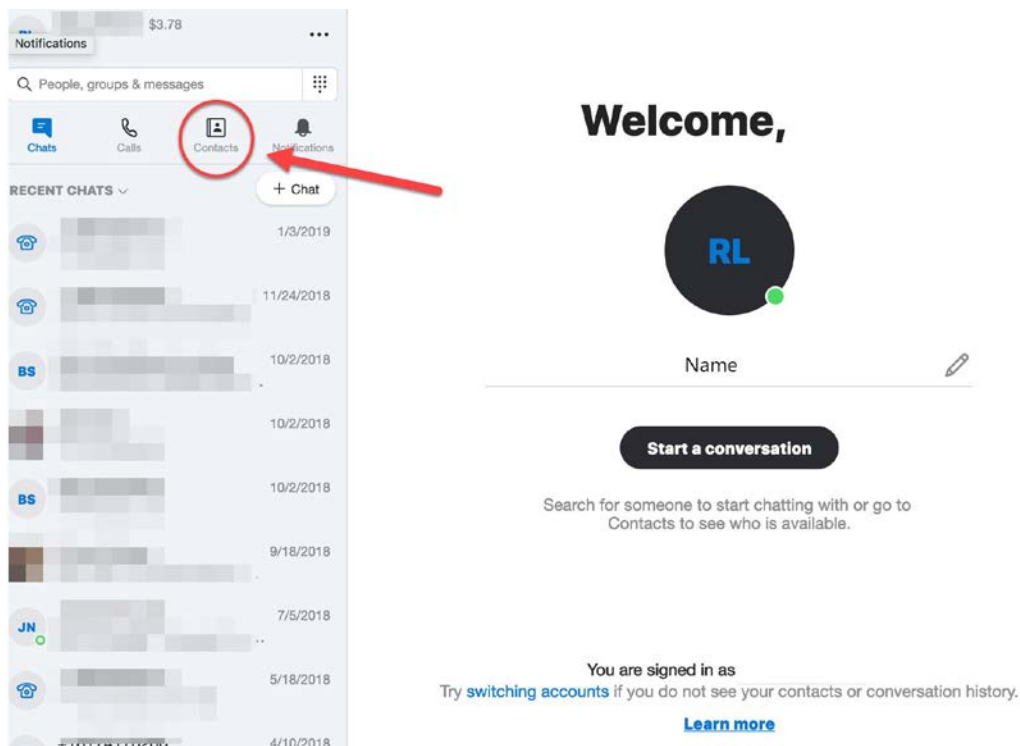
- **Sign me in when Skype starts:** Choose this to have Skype remember your password.

- **Start Skype when computer starts:** Choose this if you want Skype to launch automatically when you start your computer.

Navigating the Skype Window

After logging in to Facebook, a window may pop up asking you to add a profile picture. This is optional; you do not need a profile picture to use Skype.

The main Skype window has two panels. On the left, you will see a list of your contacts. If you see a green circle with a check mark next to the contact's name, then the person is online and available to chat. The panel on the right is the Skype home page. From here, you can see your friends' recent activity on Skype, update your profile or link to your friends on Facebook. If you would like to hide the Skype home page, go to **View** at the top of the screen and uncheck **Skype Home**.



To add a contact to your list, click on **Add Contact** (circled above).

Making Calls on Skype

To call or chat with another Skype user, double-click on the user's name in your list of contacts. A window will open up with several options:

- **Call** or **Video Call** to start an audio or video chat with the user.
- A **plus sign** button allowing you to send files, share your desktop or add users to the conversation.

- A button with a set of green (or orange) bars, indicating your video and audio settings. Click on this button to see which devices are connected to Skype and how well they are working.



To begin your call, click the green call button. If you would like to make a video call, you will need to ensure that your webcam is connected before clicking on the green video call button.

Note: you can only make video calls to one person at a time.

If you would prefer to use the chat function, you can begin typing at the bottom of the window – you do not need to click the Call button.

To end your call, click the red phone icon.

Advanced Skype Features

There is no charge to make calls or share files/desktops with other Skype users. If you would like to make calls to regular phones, receive calls from phones or set up voicemail, you can do so for a small fee. Here is a brief overview of the paid features available on Skype:

- **Calling phones from Skype** – You can purchase credits to make calls to regular phones from your computer. Calling costs vary from country to country, but the rates are often cheaper than a long-distance phone plan. **Note:** You may be charged extra for calls made to mobile phones.
- **Skype-to-Go Number** – Allows you to make international calls from your phone at Skype rates.
- **Voicemail** – Skype and phone callers can leave you a voicemail when you are not online or do not answer a Skype call.
- **Send SMS** – Send texts to mobile phones from Skype.
- **Call Forwarding** – Allows you to forward Skype calls to your regular phone. You will be charged for the incoming call at the regular Skype rates.
- **Group Video** – Connect with up to nine users on video chat.
- **Online phone number** – Your contacts can call your computer from a landline phone, saving them on long-distance charges. Instructors who travel have found this useful, as they can give them a local “office number” where they can be reached at any time, even when they are abroad. There is an annual fee for the online number, but there are no charges for incoming calls.

Getting Help with Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.

Phone: (860) 768-4661 **Email:** fcl@hartford.edu

Website: <http://www.hartford.edu/fcl>

Student Blackboard Support

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu

FAQ/Submit a Ticket: <http://www.hartford.edu/studentbbsupport>

Information Technology Services (ITS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

Phone: (860) 768-4357 **Email:** helpdesk@hartford.edu

Website: <http://hartford.edu/ots>

Media Technology Services (MTS)

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

Phone: (860) 768-4357 **Website:** <http://www.hartford.edu/mts>