Skype

Skype is a software application that allows you to make video and voice calls via the Internet. The basic account is free, although it is possible to upgrade.

This document includes the topics below. When differences render it necessary, topics include documentation both for a Mac and a Windows PC.

- Downloading Skype
- Creating an Account
- Setting Up Your Account
- Finding and Calling Contacts
- Choosing Options
- Preparing for an Interview or Meeting

Downloading Skype

There are multiple options for downloading Skype, depending on whether you are working in your campus office computer or on a personal computer.

** UW-Eau Claire Office Computer **

** Windows **

1. Click the **Start** menu icon in the bottom left of your computer screen.
2. In the textbox that says **Search programs and files**, start typing **UWEC Application Catalog**. You will see it appear in the list above.
3. Once the Application Catalog opens, type **Skype** into the **Search Application Catalog** textbox, found in the upper right-hand corner of the screen.
4. Hit **Enter** on your keyboard to search. You will see the latest version of Skype appear in the list.

<table>
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<tr>
<th>Search results for skype in All: 1</th>
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<tr>
<td>NAME</td>
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<td>$       Skype 6.1</td>
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5. With Skype selected, click **Install** in the lower right-hand corner of your screen. It may take Skype a few minutes to install; you will receive an installation complete message.

** Mac **

1. Open a Finder window.
2. Open the **Applications** folder.
3. Go to **Self Service**.
4. Login with your UW-Eau Claire username and password.

### Personal Computer

1. Go directly to [Skype’s download page](#) to download Skype for Windows or Mac.

### Creating an Account

1. Open Skype. The first time you use Skype, this is the screen you will see:

![Skype login screen]

2. Click **Create an account**.

3. A web browser will open, displaying Skype’s *Create an Account* page. Fill in the information as desired. Required fields are marked with an asterisk.
**Note:** When you click in the **Skype Name** box, it will give you suggestions. Choose one of these or create your own. You’ll use this to log in, also what people will see?

4. Click **I agree – Continue**.

5. You will be shown a screen confirming that your account is ready.

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### Setting up Your Account

**Windows**

1. Go back to the original Skype window that asked you to sign in (http://www.skype.com), and type in your new username and password. Click **Sign in**.

   **Note:** **Sign me in when Skype starts** is automatically checked; you may uncheck it if you wish.

2. A screen appears, prompting you to check your video and audio devices and set your profile picture if you wish. Click **Continue**.

3. The **Setting up Skype** window will appear. You will see a variety of sections: **Speakers**, **Microphone**, and **Video**. Note the dropdown menus in each section—if the desired device is not selected, you can choose from this menu.

   **Note:** Click **Test Sound** to check the volume of audio and ensure that your device is working properly.

4. Click **Continue**.

5. You will be prompted to add a profile picture, if desired. Select **Continue** to do this, or **Add later** to skip for now.

6. A window will appear, confirming that you are ready to go. Click **Start using Skype**. You will be directed to your home screen:
Mac
1. Go back to the original Skype window that asked you to sign in, and type in your new username and password. Click **Sign in.**

   **Note:** *Sign me in when Skype starts* is automatically checked; you may uncheck it if you wish.

2. You will be brought to your home screen, which should resemble the image below:
If you move this window to the side, you should also see a window with a variety of options. Click Audio/Video. Here you will be able to see what audio and video devices are set up for use. If the desired device is not automatically selected, find and choose the device using the dropdown menus.

![Audio/Video settings](image)

3. Note the variety of other settings on this screen: privacy, handling calls, notifications, etc. These settings can be edited at any time. When you are finished for now, close the window.

**Finding and Calling Contacts**

**Windows**

1. To add contacts from Facebook, Outlook, or other accounts, click Search address book. To search Skype for contacts, use the search box in the panel on the left. If your account is brand new, as you type the name you will most likely see a message indicating that person is not in your contacts. Click Search all people on Skype. You will have the best luck if you know and can search either the individual’s Skype username or the email address associated with their account. For example, search uwechelpdesk@gmail.com. You will see Help Desk UWEC appear in the list:
2. **Optional:** On the far right of the window, you may click **Add to Contacts.** It will show you a message that will be sent to this individual, requesting their permission for you to add them. If you wish to send the message, click **Send.**

   **Note:** Once you have added contacts, they will appear in the panel on the left.

3. **Note the variety of contact options.**
   a. Click **Video call** to call a contact with video.
   b. You will see a Call Phone option, but only the first call is free.
   c. At the bottom of the screen, you have the option to send a text message to a contact.

A record of your calls/messages to the selected contact can be seen at the bottom of the window:

   - Call to Joseph, no answer
   - Hello

   Want to message this person? **Add them as a contact first.**

**Mac**

1. Click **Contacts** in the panel of the left-hand side of the screen. If you have any contacts already added, you will see them listed there.

2. To search contacts, begin typing in the search box in the upper right-hand corner of your screen. If your account is brand new, as you type the name you will most likely see a message indicating that person is not in your contacts. Click **Search Skype for people you know.** You will have the best luck if you know and can search either the individual’s Skype username or the email address associated with their account. For example, search **uwechelpdesk@gmail.com.** You will see “uwechelpdesk” appear in the list:

3. **Optional:** To the right of the contact in the list, you may click the “Add to Contacts” icon: It will show you a message that will be sent to this individual, requesting their permission for you to add them. If you wish to send the message, click **Send.**

4. On the **Contacts** page, hover over the contact you wish to call. By default, you will see **Video Call** appear. To see more communication options, click the dropdown arrow on the right.
a. Click **Video call** to call a contact with video.
b. You will see a **Call** option, which refers to calling the person’s phone. Keep in mind that you can only do this once for free.
c. Click **Instant Message...** to send an instant (text only) message to a contact.

A record of your calls/messages to the selected contact can be seen at the bottom of the window:

```
Amy Ardon

Hello

Call started

12:52 PM

Call ended – no answer

12:52 PM
```

**Choosing Options**

**Windows**

- To set various options in Skype, go to **Tools>Options**. In the window that appears, choose the appropriate category. Note especially the audio and video settings, where you can test or change your devices.
To change your online status as it appears to others, click the black dropdown arrow next to your name in the top left corner, and choose the appropriate option.

Mac

To set various options in Skype, go to **Skype>Preferences**. The original window settings window you worked with before will appear. Note especially the Audio/Video settings, where you can change your devices as desired.

To edit profile information go to **File> Edit Profile**. Here you can change your profile, add or edit contact information, etc.

To change your online status as it appears to others, click the green and white checkmark icon next to your name in the top left corner, and choose the appropriate option.

Preparing for an Interview or Meeting

The following tips are a compilation of information from several sources. For more information on these tips, visit 10 Tips to Avoid Bombing Your Skype Interview, How to Ace a Skype Job Interview, 7 Tips to Nail a Skype Interview, and How to Ace a Job Interview on Skype.
1. **Practice communicating via Skype**: You don’t want the meeting to be the first time you use your Skype account and your microphone/web cam. You may call the LTS Help Desk Skype account to practice (search for uwechelpdesk@gmail.com).

2. **Look the part**: What job are you interviewing for? Obtain some idea of what the dress code for the business is, and dress appropriately (a good rule of thumb is to dress one step up from the accepted dress code). Looking professional is vital when making a first impression and/or participating in a business meeting. Dress professionally from head to toe. Not only will it help you feel the part, but you may have to stand up and walk around at some point.

3. **Prepare the background**: The interviewer or business associate is going to see everything that’s behind you, so you don’t want it to look cluttered and unprofessional. Seating yourself at an organized desk with a fairly neutral background is best; try to rid the area of too many personal belongings.

4. **Beware of distractions**: There should not be any background noise that will distract from the conversation. If there are other people in the house, make sure they know you are in a meeting; this will keep people from interrupting accidentally and/or making a lot of noise. If you have pets, make sure to keep them out of the room as well.

5. **Body language**: Non-verbal cues are an incredibly important form of communication and can contribute quite a bit to either a good or bad first impression. Sit up straight. **Smile.** Look interested and attentive when others are speaking. Eye contact is important—keep your eyes on the camera, and if you have a tendency to look at the video of yourself, make sure to minimize or cover it.

6. **Pay attention to the lighting**: As part of your trial run, make sure to pay attention to the lighting in the area. Natural lighting is best, but you may need a desk lamp to help illuminate your face. You don’t want shadows hiding your smile or the facial expressions!

7. **Plan for technological difficulties**: First and foremost, find the highest-speed Internet connection you can. Video conferencing can be difficult without a fast connection. Make sure your computer is plugged in so it doesn’t run out of battery. If you repeatedly experience audio or video problems, don’t hesitate to suggesting stopping the call and redialing—this will, in the end, speed up the interview process.