

# Skype Cheat Sheet

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## Downloading and Installing Skype

### Windows:

1. Go to [www.skype.com](http://www.skype.com) and choose "Get Skype" from the menu.
2. Click the button "Get Skype for Windows". On the next page, select the "Download Skype" button
3. You must choose one of two tabs: "Create an Account" OR "Sign-in". First time users will need to create an account before they can install Skype. If they already have an account, go to the "Sign-in" tab to log in. From there, the user will be redirected to the page where Skype will download.
4. When the Skype download window appears, save the file and run "SkypeSetup.exe"
5. Select your language.
6. Install Skype Quick to Call if you want every phone number in your browsers to become call buttons for Skype (optional).
7. After Skype installs, you will see the sign-in screen. Enter your username and password to log into Skype.

### Mac:

1. Go to [www.skype.com](http://www.skype.com) and choose "Get Skype" from the menu.
2. Click the button "Get Skype for Mac OS X".
3. On the next page, select the "Download Skype" button. Skype will download "Skype\_5.X.X.dmg")
4. Run installation file, then drag the Skype icon to Applications folder to install.
5. Open the Applications folder and click the Skype icon
6. Right-click the Skype icon in the dock > Options > Keep in Dock (optional)
7. Click the icon to run Skype and log in.

### Setting Audio Preferences in your OS and Skype: (for external headset/mic)

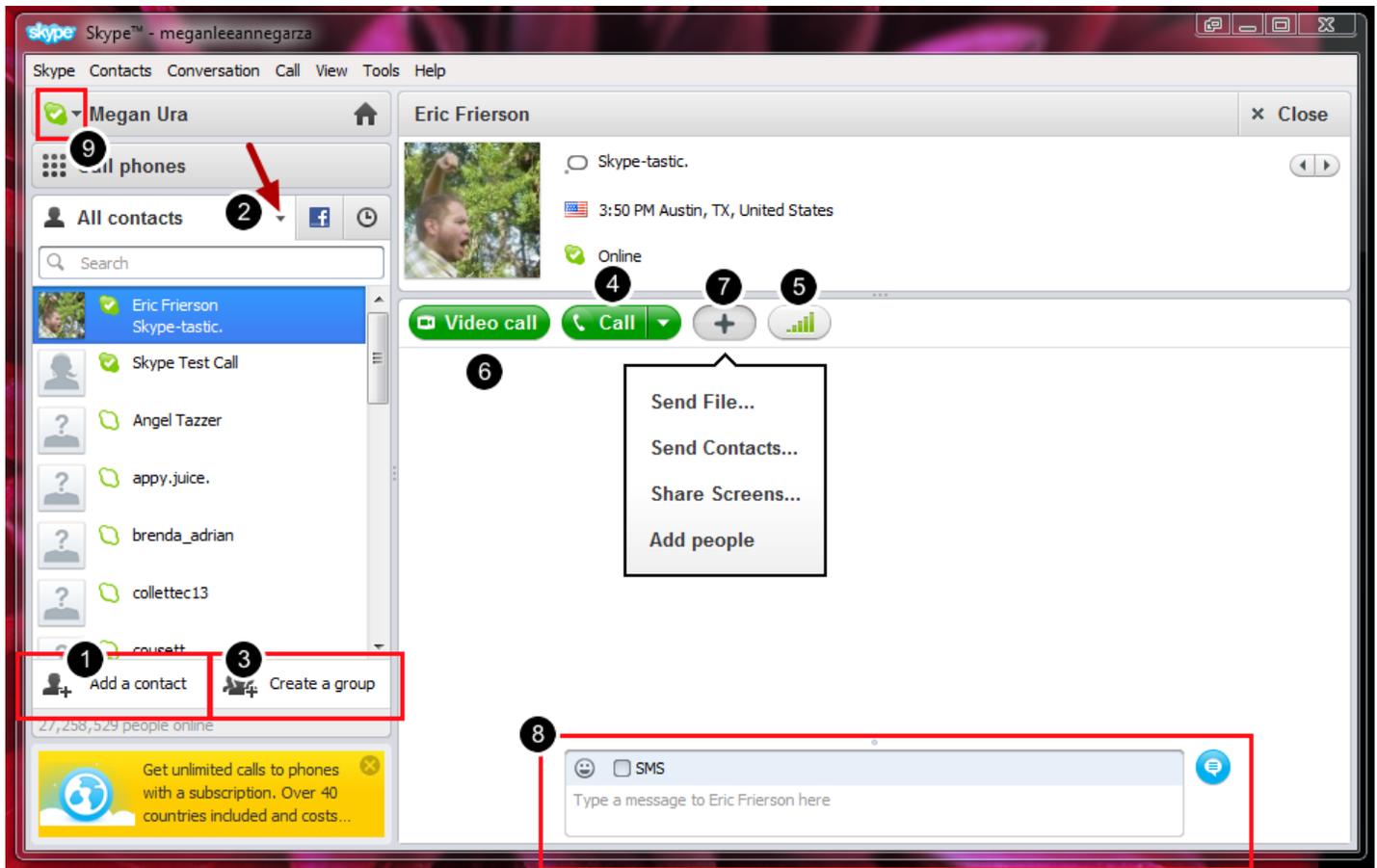
**Windows 7 OS:** Start > Control Panel (View by Category) > Hardware and Sound > select your "Output" and "Input" devices in each tab > click "Set Default" button > Launch Skype > Call menu > Audio Settings...

**Mac OS:** Apple icon > System Preferences > Sound > select your "Output" and "Input" devices (test volume, make sure "Mute" is unchecked) > Launch Skype > Skype menu > Preferences > Audio/Video

### Tips:

- **SEU Skype Resource Page:** <http://think.stedwards.edu/computerhelp/online-communication>
- Users should fill in profile information (makes them easier to find when adding as a Contact).
- Always keep Skype up to date. PC: Help > Check for Updates / Mac: Skype > Check for Updates
- Don't get rid of your day phone yet - Skype cannot do 911/emergency calls.

## Skype for Windows



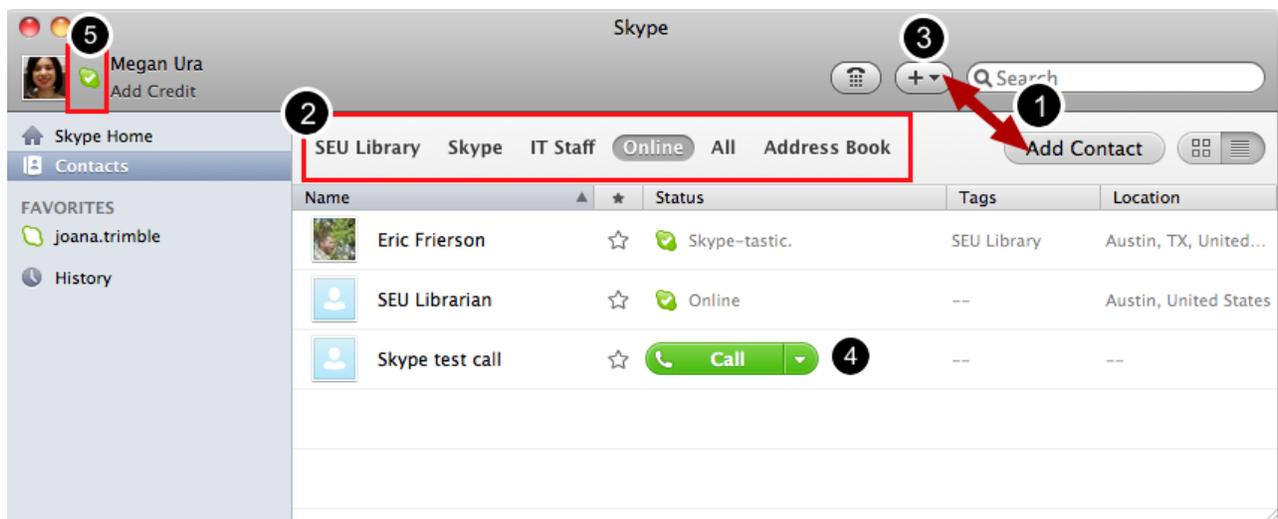
- 1. Add a Contact by search** (or Contacts > Import Contacts...)
- 2. Sort by Contact List:** click the triangle icon to select your list  
Make a Contact List: Contacts > Contact Lists > Create New List... (See All Lists to get the triangle drop-down)  
Add a Contact to a List: Right-click on Contact > Add to List
- 3. Groups/Conference Calling:** Like distribution lists, collects a group of people you frequently conference call, saved as a single Contact
- 4. Making an Audio Call:** Select Contact, click "Call" button / Right-click Contact > Call  
Conference Calling: Make a Group (Save Group to Contacts) > Call Group (up to 24 people)
- 5. Check Settings:** troubleshoot before making a call
- 6. Video Calling:** must have a webcam  
**Video Calling a Group:** At least one person on the call must have a *Skype Premium* account. 9 people max; 5 people recommended.
- 7. Sending Files:** one person sends, the other must accept to receive (works via chat or call)  
**Share Screens:** Share your Desktop or just a window; works only one caller at a time, but you can switch anytime  
Add People to add more contacts to a call (conference calling)
- 8. IM Text Chat**
- 9. Change your Status Setting**

## When Windows Skype is on a Call



- A. Hide or reveal your Contacts, Facebook or Recent lists.
- B. Show the IM window so you can instant message the person you are talking to.
- C. If you've got a webcam plugged in, turn on video so that the other person can see you. Learn more about making a video call.
- D. Mute your microphone so the other person can't hear you.
- E. Send files, send contacts, share your desktop or add people to the conversation.
- F. Adjust your call settings, including your speaker volume.
- G. View or exit full screen mode

## Skype for Mac



- 1. Add a Contact** (Contacts > Add Contacts... > specify Search Options)
- 2. Sort by Contact List:** click and drag list names to rearrange order  
Make a Contact List/Add Contacts: Right-click contact > Tag... > enter new List name or check List box  
Favorites: Star icon/Right-click Contact > Add to Favorites
- 3. Groups/Conference Calling:** Like distribution lists, collects a group of people you frequently conference call, saved as a single Contact  
File > New Conversation > Name Group > Add button > Add people to this conversation.. (up to 24 people) > Add > Call
- 4. Making an Audio Call:** Hover over Contact Status, click "Call" button / Right-click Contact > Call
- 5. Change your Status Setting:** click icon to change status. Click your name/photo to change profile info.

**Video Calling:** Hover over Contact Status, click "Video Call" button (must have a webcam)

**-Video Calling a Group:** At least one person on the call must have a *Skype Premium* account. 9 people max; 5 people recommended.

**Sending Files/Contacts:** Right-click Contact > Send Files.. /Contacts... (one person sends, the other must accept to receive (works via chat or call))

**Share Screens:** Double-click Contact > Plus button > Share screen... (Share your Desktop or just a window; works only one caller at a time, but you can switch anytime)

**-IM Text Chat:** Double-click Contact > Enter text in box at bottom of screen

**Check Settings:** Skype > Preferences > Audio/Video

### When Mac Skype is on a Call



A. Open and close the side bar.

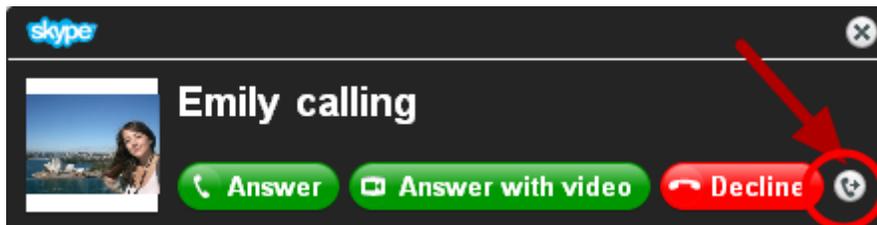
B. Turn video on/off.

C. Mute your microphone so that the other person can't hear you.

D. Send files, send contacts or share your screen with the person you are calling. Add more people to the video call or send IM.

E. Enter the full screen mode.

### Managing Skype Calls



**Transferring a call** is free Skype-to-Skype, but *only available for Windows clients*

You can transfer a call to more than one person, and if you have created a contact category you can transfer the call to some or all of the people in that category. If you transfer a call to more than one person, the call will be transferred to the person who answers first. You can transfer a call at any time – either before you answer the call or during the call itself.

- **Transferring before you answer:** Click transfer button in call window > select Contact or Group > click "Transfer"
- **Transfer during a call:** In the menu bar, click Call > Transfer Call... > select Contact or Group > click "Transfer" (> text caller "Did you get connected?")

**Call Forwarding (when you're AFK):** incoming calls will be forwarded even when you are not signed in to Skype

- Windows: Tools > Options > Calls > Call Forwarding > Call forwarding options > check "Forward my calls to" > enter Skype Name (must be a Contact) > specify how many seconds to wait > Save
- Mac: Skype menu > Preferences > Calls > select Forward Calls > click "Set up Forwarding..." button > specify how many seconds to wait > enter in up to three Skype Names in order of preference (must be from your Contacts) > Done

**Set up Your Account's Voicemail:** <http://www.skype.com/intl/en-us/features/allfeatures/voicemail>  
"Set up voicemail" button > Sign-in > Activate my voicemail now > (email notification checked by default)

**Set up your voicemail greeting in Skype:**

- Windows: Tools > Options > Calls > Voicemail
- Mac: Skype menu > Preferences > Calls

**Blocking/Reporting Abuse:**

Windows: Right-click Contact > Block This Person... > check "Report abuse" > click "Block"

Mac: Right-click Contact > Block [Skype Name]... > check "Report abuse from this person" > click "Block"

**Notes**