


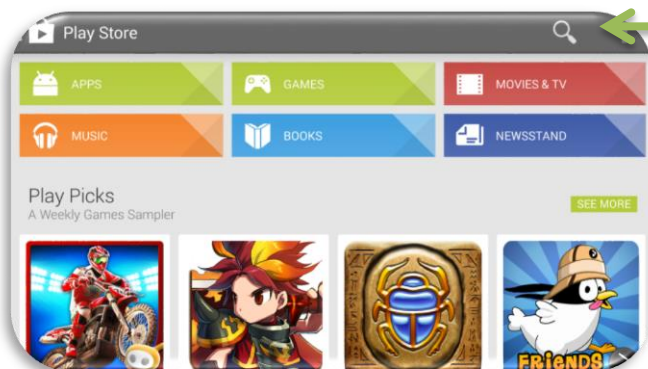


Downloading Skype for Android Devices



1. Find the **Play Store** logo;  it is located on your main desktop or in the dock on the bottom of the screen.

N.B This is sometimes called Google Play.



2. You will be presented with the store home screen. Here you can browse apps and games that are for download. We know we want the Skype app so we simply **type Skype into the search bar in the top right**.

3. Once you have searched for Skype, find the icon for it and **press on it** to download it to your device.
N.B The app is called Skype not Skype Wi-Fi.



1. Skype is now installed. When a new app is installed it goes to the next available space on your iPhone/iPad home screen. Click the **home button** to minimise out of the App Store and look for the Skype icon.

Can't find the Skype app? **Try swiping the screen to the left** as the more apps you have the more pages the iPad creates on your desktop.




Home button





Downloading Skype for iPhone and iPad



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Home button





Using Skype (All Devices)



1. Providing Skype is already installed on your device, **press the Skype icon on your home screen.**

If it is not installed on your device please see **Downloading Skype.**



2. You will now be prompted to log in. The lay out of the log in screen can differ depending on the device being used. **If you have a log in enter your Skype user name and password into the boxes.**

N.B You can sign in via a pre-existing Microsoft Account (previously called Windows Live ID) which is a log in for Hotmail, Windows Phone or Xbox Live ID if you already have one.

Creating an Account

3. If you haven't already got a Skype login, **find the button on the bottom of the screen that says 'Create Account'.**

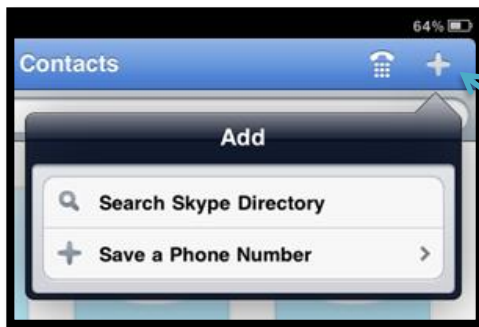
4. You will be prompted to enter in details about yourself and to create an account connected to your email address. **You can skip this process by signing into Facebook if you have one.** The option to enter a phone number at the bottom can be skipped as we do not want to make phone calls from Skype in this guide.

When you come to log in you will be using the Skype Name and Password so remember to make a note of these.

5. Proceed to log in with these details.



Using Skype to Skype Call



2. Providing you are logged into your account, it is time to add a contact and call them.

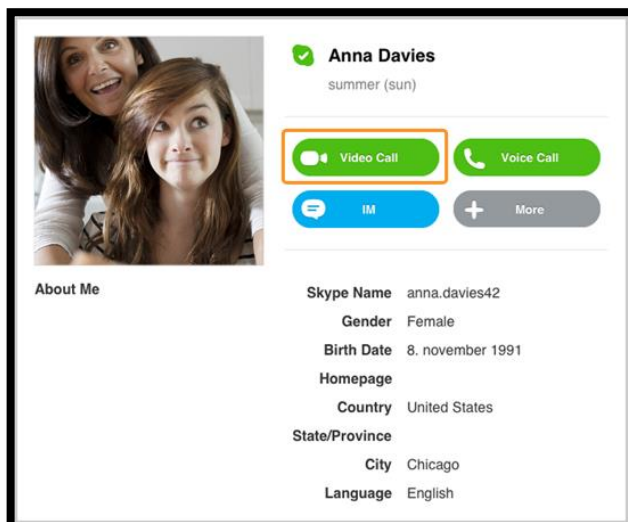
The device you are on changes the process for how to add people.

If you are on an Apple product you need to look for a **+** icon.



If you are on an Android system, you will need to find a **series of 3 dots**.

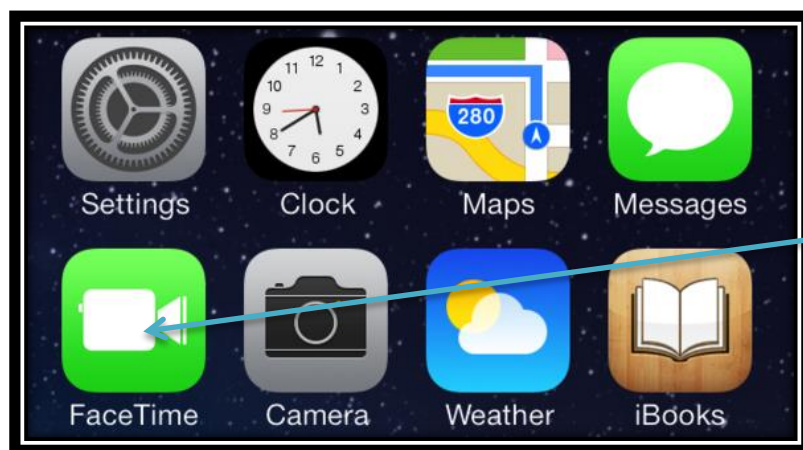
3. To add a contact; simply click '**Search Skype Directory**' or '**Add People**' and search for their **Skype username** which they should have provided you with. You can also add people by phone number if you are wanting to make phone calls via Skype.



4. You should now see the contact you added in the main home screen of Skype, click on this person and choose "**Video Call**" if you want to call and use your webcam or "**Voice Call**" if you just want them to hear you. You can also "**IM**" or Instant Message which is similar to a text message but is free to use via Wi-Fi.



FaceTime (Apple Only Products)



1. FaceTime is already installed on all Apple products, find the icon on the **home screen** of your device and click the icon to start.

Cancel New Account Next

First Name John

Last Name Appleseed

Email example@me.com

This will be your new Apple ID.

Password Required

Verify Retype password

Your password must have at least 8 characters and must include a number, an uppercase letter, and a lowercase letter. Don't use spaces or the same character 3 times consecutively. Don't use your Apple ID or a password you've used in the last year.

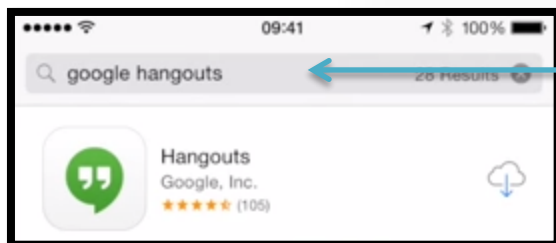
2. Once the app is opened it will ask you to log in using your **Apple ID** you will already have been prompted to make one of these for most other Apple apps such as iTunes. If you do not have an ID you can make one by entering in account details and assigning an email address to the account.

3. The **email address assigned to your Apple ID** is what is used to add people and call them using FaceTime.

4. Click the **+** sign in the top hand corner to add a contact, the most important information will be the email address.

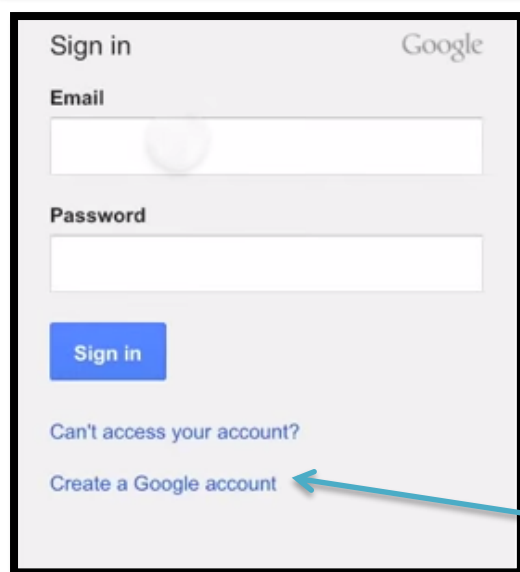
5. Once they are added click their name in your contacts and **click on their email address to call them.**





1. Download the Google Hangouts app from either the App Store or the Play Store depending on the device you are using.

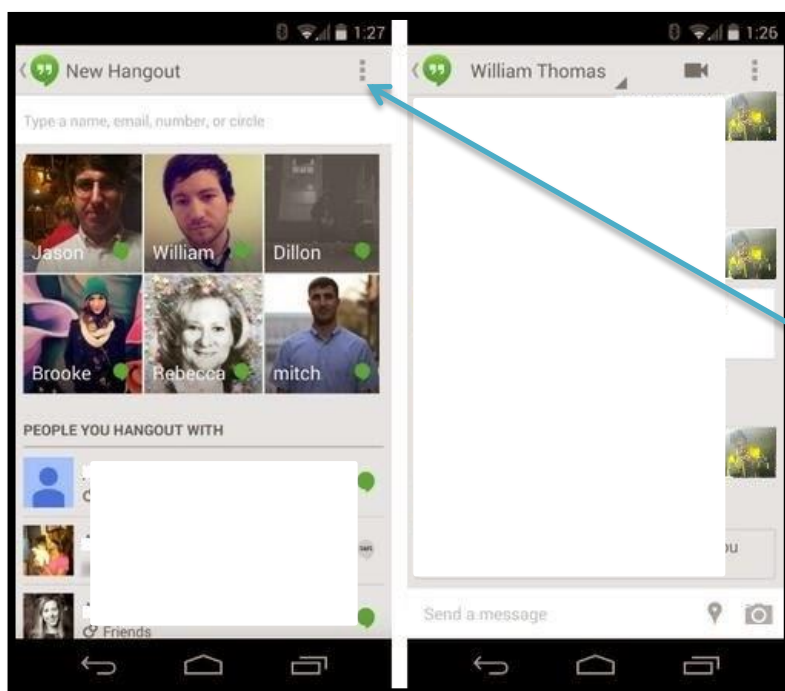
N.B Please see more detailed instructions on Downloading Skype page.



2. Once downloaded the app will be on your devices home screen, find the Google Hangouts Icon and click it.



3. When loaded the app will prompt you to log in using either a **Google+ account** or a **Gmail account**. If you do not have either of these press '**Create a Google account**'.



4. Once logged in Google Hangouts app will prompt you to add a photograph of yourself if you want to. It will also add all contacts you have emailed if you are using a pre-existing account.
5. Start a new Hangout by pressing the **+** icon or the three dots at the top of the screen, this depends on which device you are using, similar to Skype.
6. Now that you have a Hangout started, add a contact via their **email address** and you can instant message them or press the **video chat** button to allow them to see and hear you.

Glossary of Terms

It can get confusing quickly when learning how to use Apps as the language used to describe them is entirely based on having knowledge of technology. To further add to the confusion the process for using them is different if you have devices made by different manufacturers. This glossary should be first port of call if you are confused.

Android – Operating system of most non Apple products. These include Samsung smart phones, Lenovo tablets, Acer, Sony etc. They will usually display an Android logo on start up.

App – An application that can be downloaded to a device in order to increase the capabilities of the device. These include everything from Skype to Angry Birds the game.

Apple – Company that makes all iPhone, iPad, iPod, iMac, MacBook products. An Apple product will run on a different operating system, for example the iPhone runs on iOS (iPhone Operating System) whereas a MacBook runs on OS X. All Apple products have the apple logo on them.

Apple ID – When setting up your Apple device you will have been prompted to create an Apple ID for yourself, these details are used for confirmation when downloading applications from the store. It is also used for some applications themselves such as iTunes.

App Store – The term App Store is mainly used to describe the place where you can download applications from for your device. Some of these do charge so be careful to check if the app you want is free or not, you will usually have to have given permission before payment is sent.

Email Account – All programs featured in this guide work on the basis that you have an email account. The most popular choices for email accounts if you do not already have one are Gmail or Hotmail.

FaceTime – Apple's own app for video calling, this can only be used on Apple products but can be used across products that have cameras, for example you could FaceTime a friend's iPod from your MacBook Air.

Google Hangouts – Hangouts are more utilised for video calling more than one person at a time, companies use the app in order to have meetings when staff members are out of office.

Home Screen – This is the generic term for the main page on your Phone or Tablet. It is the same as what Desktop is on a PC.

Skype – Designed to enable video calling across all devices and platforms.



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