Creative Capsule Pvt. Ltd.

Contents

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Skype

Skype is a phone service that allows users to make computer to computer phone calls to anyone in the world absolutely free over the internet. If you have a web cam, you can also make video calls. At CCI we use Skype to call our US counterparts, to conduct meeting session, share screen during calls, conference calls. It can also be used to call colleagues over a distance for work purposes.

Equipment Needed

You need a microphone to use Skype, and the one on your laptop will work fine. However, if you use it frequently, you'll probably enjoy having a higher quality mic and headphones.
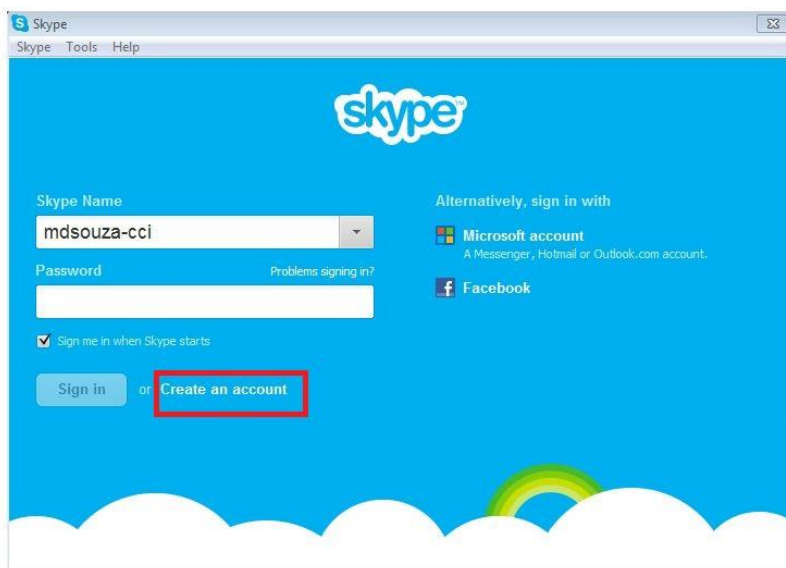
If you want to make video calls, you also need a web cam.

Getting Started

Go to http://skype.com and download and install the software.

To Create Your Own Account:

1. After starting the program, you'll see the log in screen. You'll need to set up an account first. Click on the Create an account as shown in the below image.

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2. Complete the requested information on the next screen.

Privacy Settings

To change your privacy settings, go to Tools>Options>Privacy Settings.

Make sure you change your settings so you only allow calls, video, and IMs. Below image shows the default setting for CCI Members Save your settings.
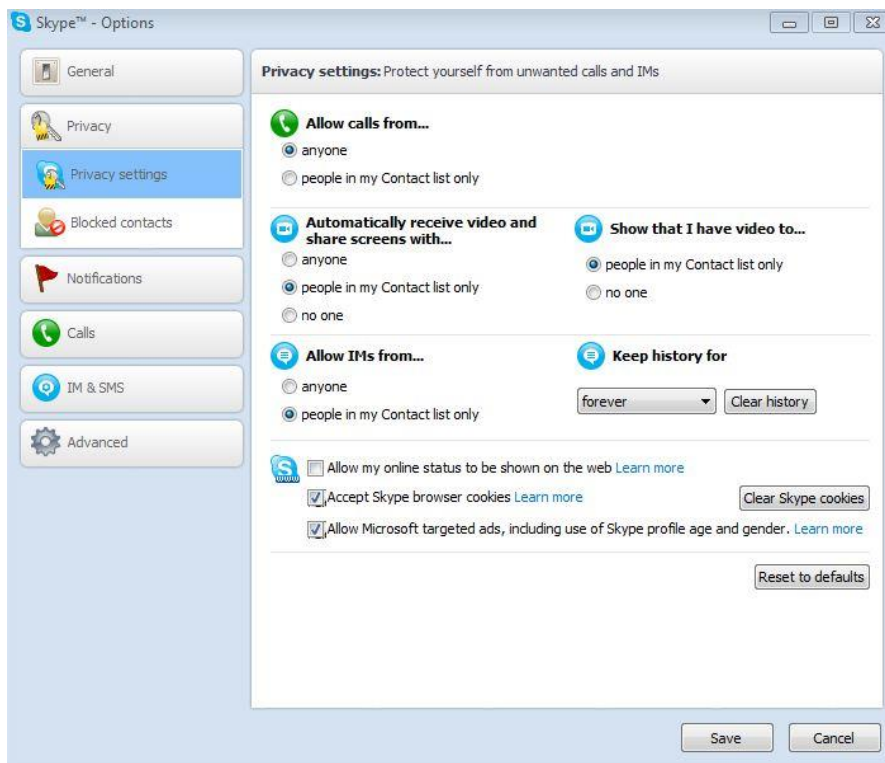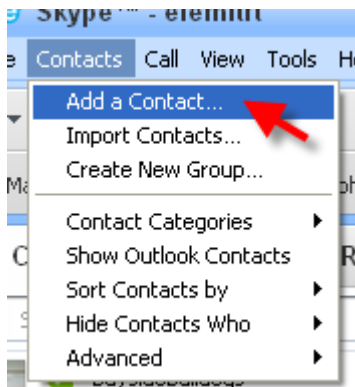
For MAC Users

To change your privacy settings, go to Skype > Preference > Privacy.
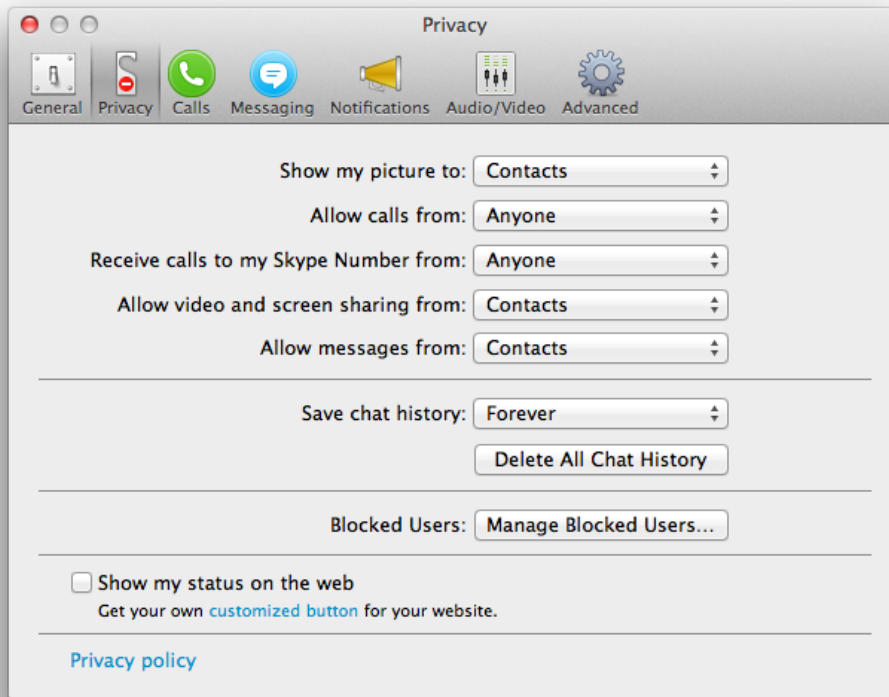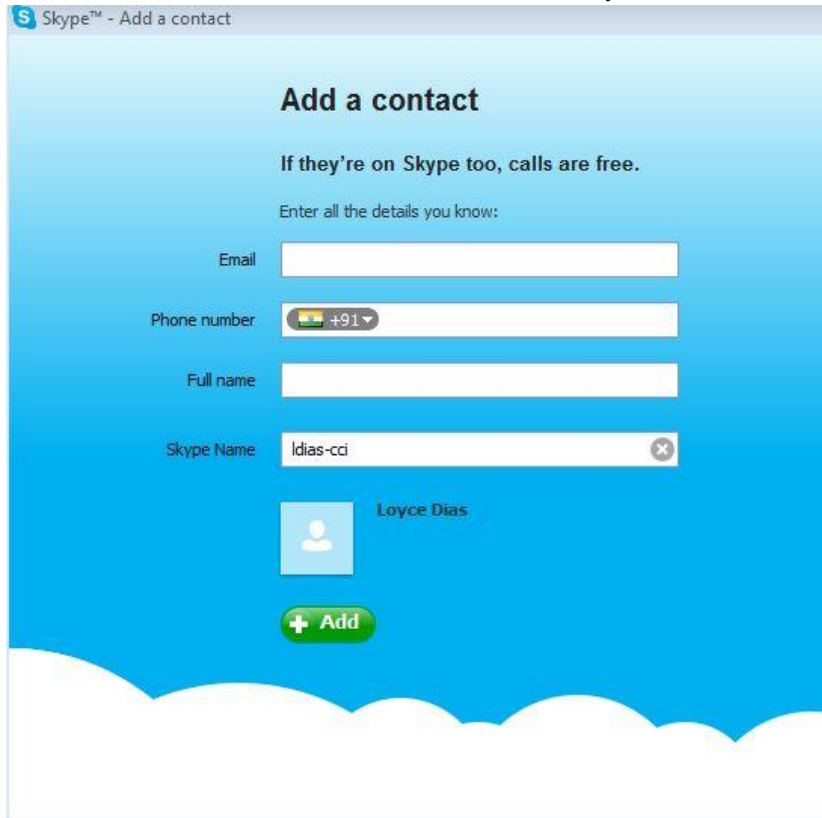

To Add a new skype contact

To add a new contact go to Contacts>Add a Contact

On the next window, you can search for other Skype users by their Skype name, email address, or full name. If you know the skype name , then Type in the Skype name of the CCI member as shown below. If the user exists then it will appear with the name of the person.
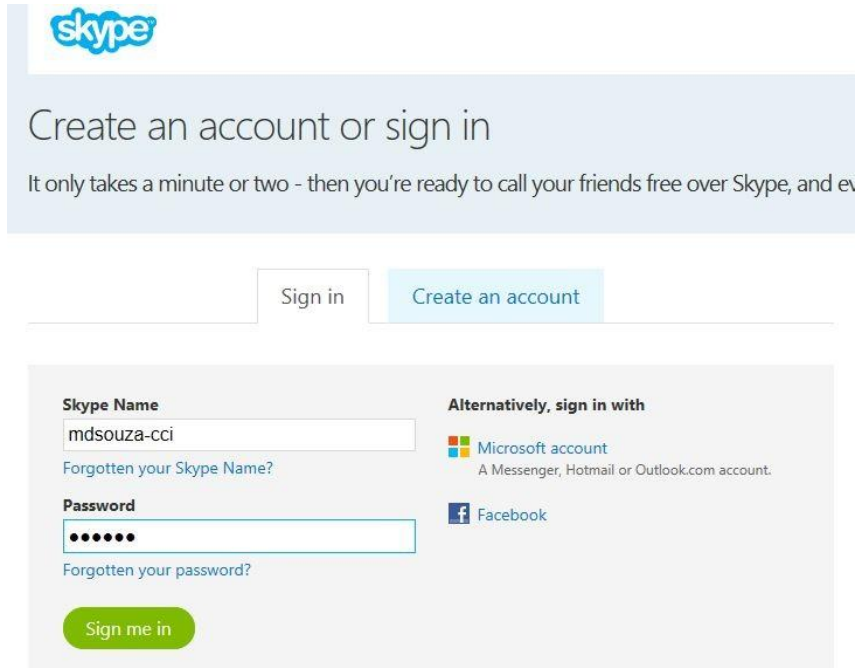Click on the Add button to add the member to your contact list.

On the other end, your buddy will get a message asking them to approve you and add you to their Skype list. If they approve you, you'll be able to call them.

Another alternate way to add CCI member is

1. Log on to the site www.skype .com
2. Enter your credentials

3. Go to Skype Manager

4. Click on Member List

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5. You will now get all the CCI Skype member.

Fellow members

Akbar Kadri (akadri-cci)	Already a contact	ⓘ Info
Akshay Naik (anaik-cci)	Already a contact	ⓘ Info
Anuja Satardekar (asatardekar-cci)	➕ Add as contact	ⓘ Info
Apeksha Dessai (adessai-cci)	➕ Add as contact	ⓘ Info
Armstronno (adcosta-cci)	Already a contact	ⓘ Info
Ashwin Kumar (akumar-cci)	Already a contact	ⓘ Info
Atelia Gomes (agomes-cci)	Already a contact	ⓘ Info
Bharat Naik (bnaik-cci)	Already a contact	ⓘ Info
Callista Dsouza (cdsouza-cci)	Already a contact	ⓘ Info

6. To Add a member click on Add as Contact

Fellow members

Akbar Kadri (akadri-cci)	Already a contact	ⓘ Info
Akshay Naik (anaik-cci)	Already a contact	ⓘ Info
Anuja Satardekar (asatardekar-cci)	➕ Add as contact	ⓘ Info
Apeksha Dessai (adessai-cci)	➕ Add as contact	ⓘ Info
Armstronno (adcosta-cci)	Already a contact	ⓘ Info
Ashwin Kumar (akumar-cci)	Already a contact	ⓘ Info
Atelia Gomes (agomes-cci)	Already a contact	ⓘ Info
Bharat Naik (bnaik-cci)	Already a contact	ⓘ Info
Callista Dsouza (cdsouza-cci)	Already a contact	ⓘ Info

7. Click on Allow. This will open Skype to add the contact.
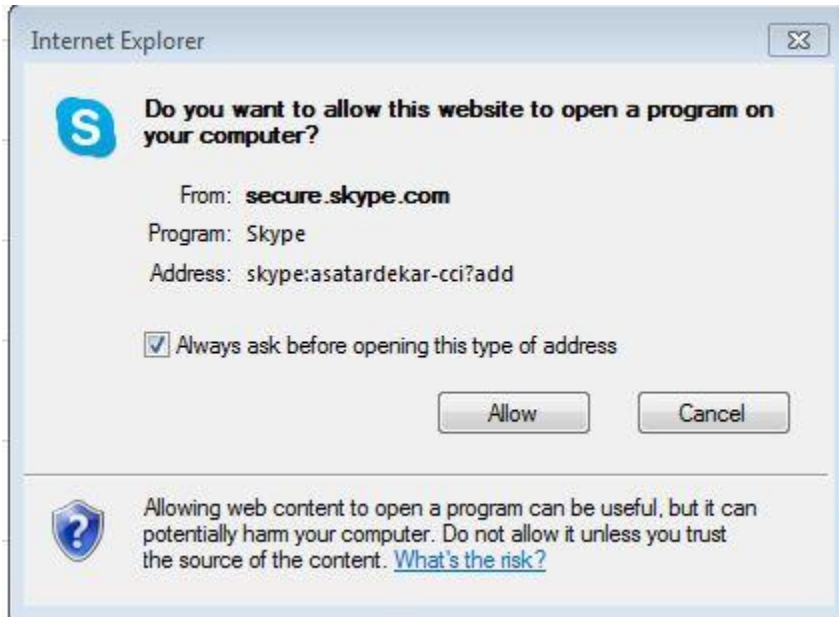
8. Click on Send Request
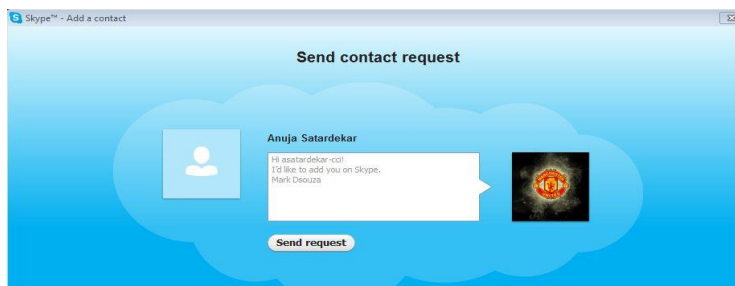
9. Once the member accepts your request they will appear in your contact list.

Using Skype

Phone calls - Click on a user in your Skype list and press the call button. On the other end, your friend's Skype program will ring just like a regular phone.
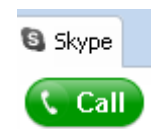
Video calls - If you and your friend both have web cams, you can add video capabilities to your Skype calls by clicking on the video button.

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Instant Messaging - Click on a buddy in your Skype list and type a message in the chat window (shown below.)
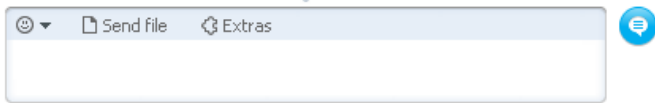
Send Files – You can also send files using this same window. Click on Send File in the chat window.

Conference Calls – You can have up to 24 people plus yourself in a conference call. (audio only)

Create Groups

Even though you may have dozens of contacts, you probably find yourself chatting with the same groups of people on a consistent basis. For example, you have members on a same project. Creating a group will save you time by not having to click on each one individually every time you want to start up a chat or voice conference.

To set up a group, click on Contacts>Create New Group
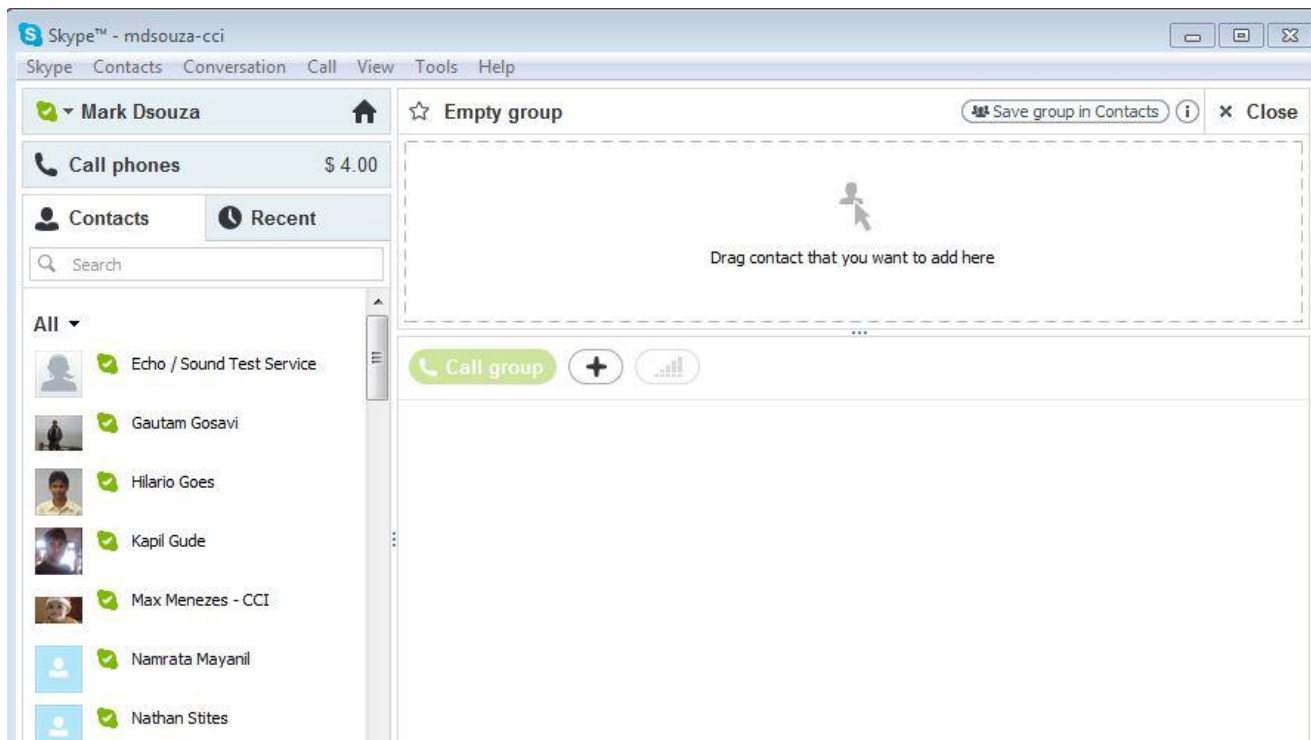
Add contacts by dragging and dropping them to the designated area (right-click and select 'remove person from this group' if you accidentally add someone you didn't intend)
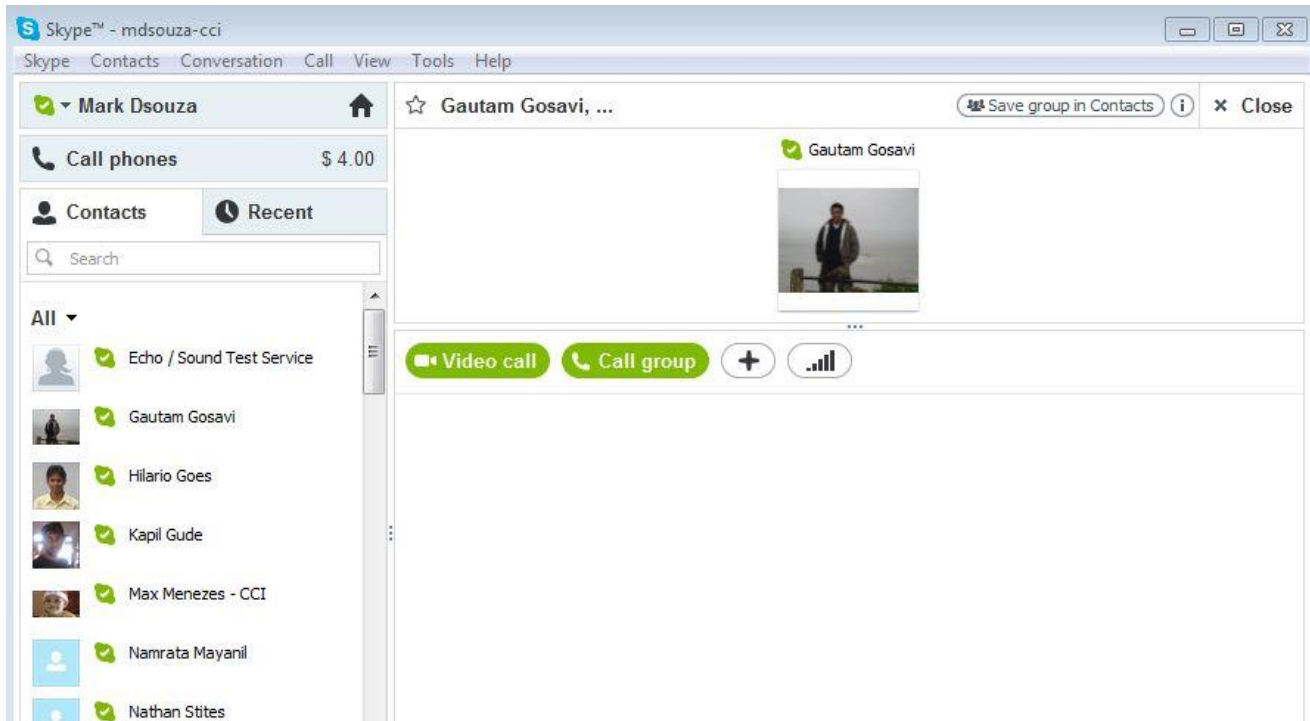
When you're finished, click the 'Save group in Contacts' button and give your group a name
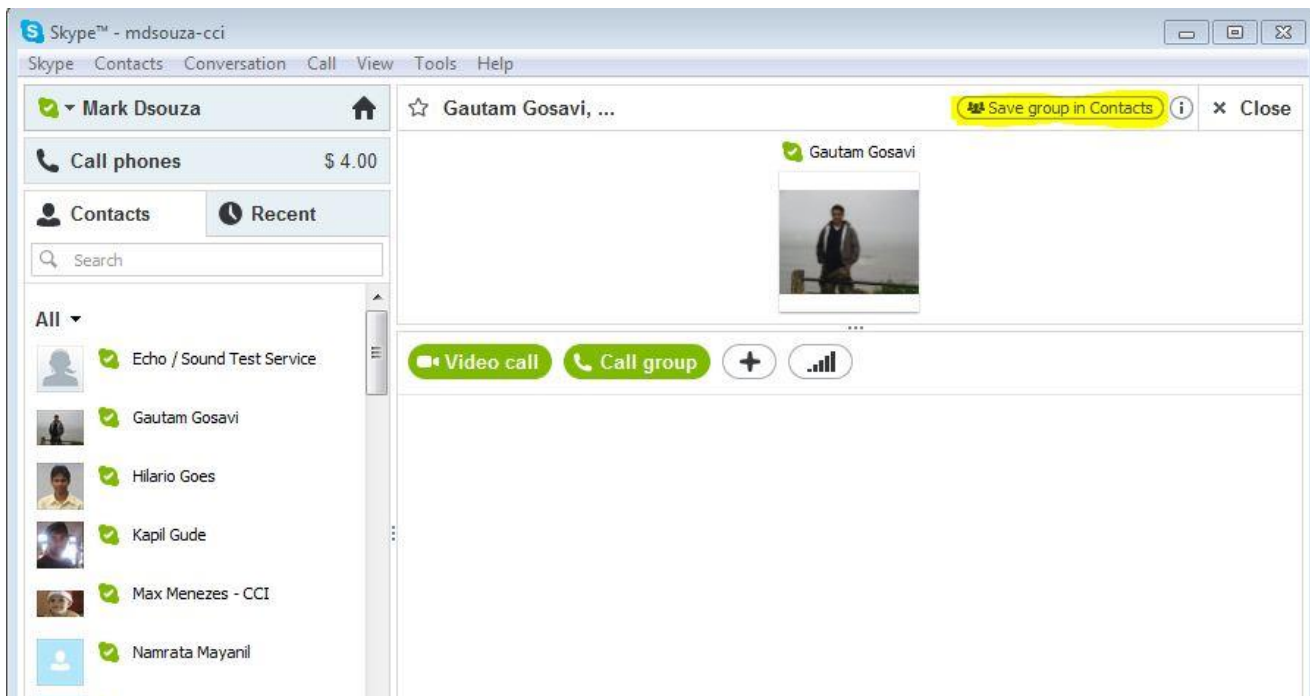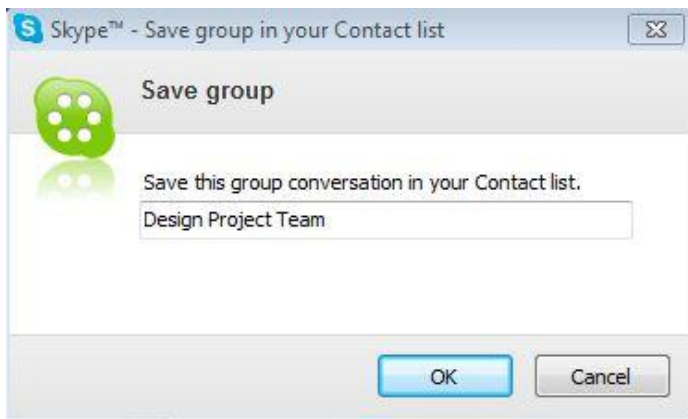
The group you just created will now show up in your contacts list.
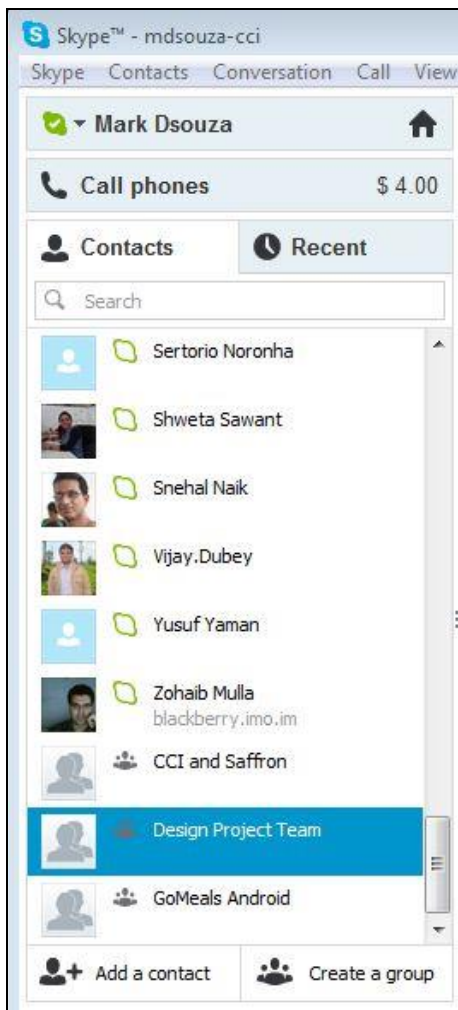
For Mac User

1. Click on Skype > New Conversation
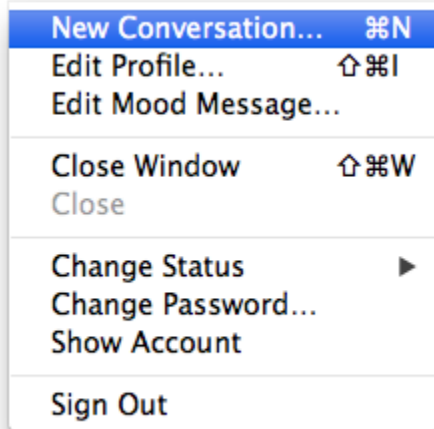
2. Click on the (+) sign to add user.
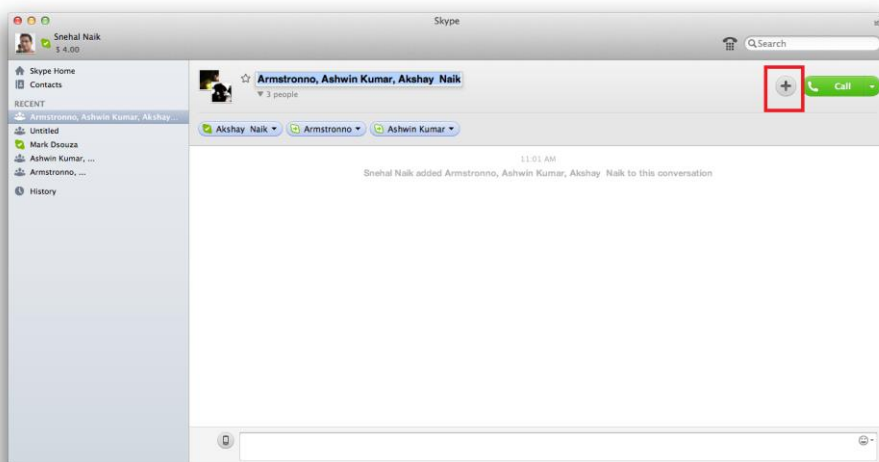
You will get the below screen. Add user you want in the group.

Add people or phone numbers:

- Akshay Naik
- Amol Mehta
- Apeksha Dessai
- Apple Inc.
- Armstronno

Cancel   Add
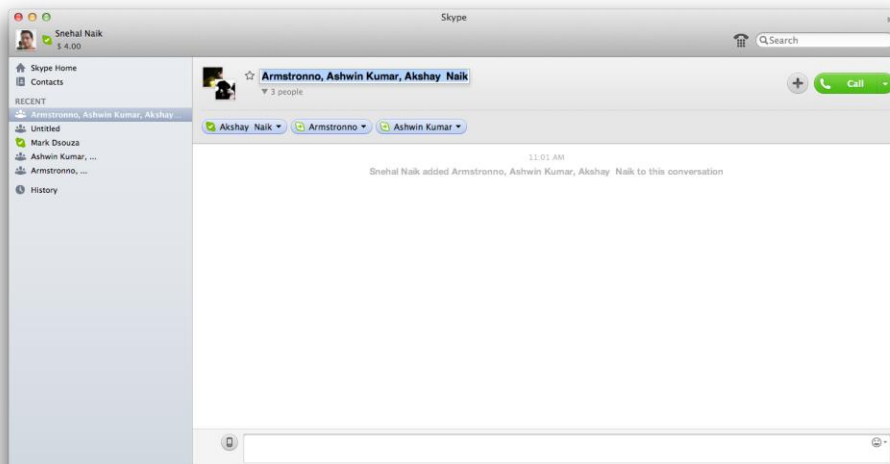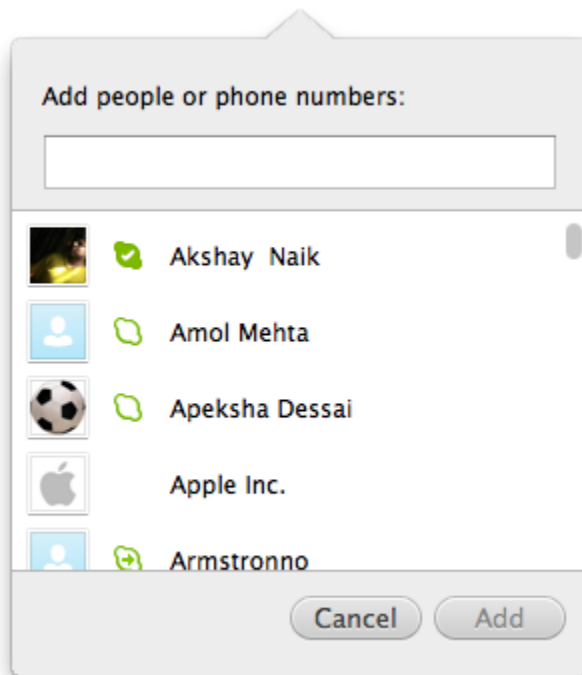
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3. Click on the highlight text as shown to give a suitable name for the Group. As shown in the below image the group has been named "CCI Group". The participants in the group are shown below.
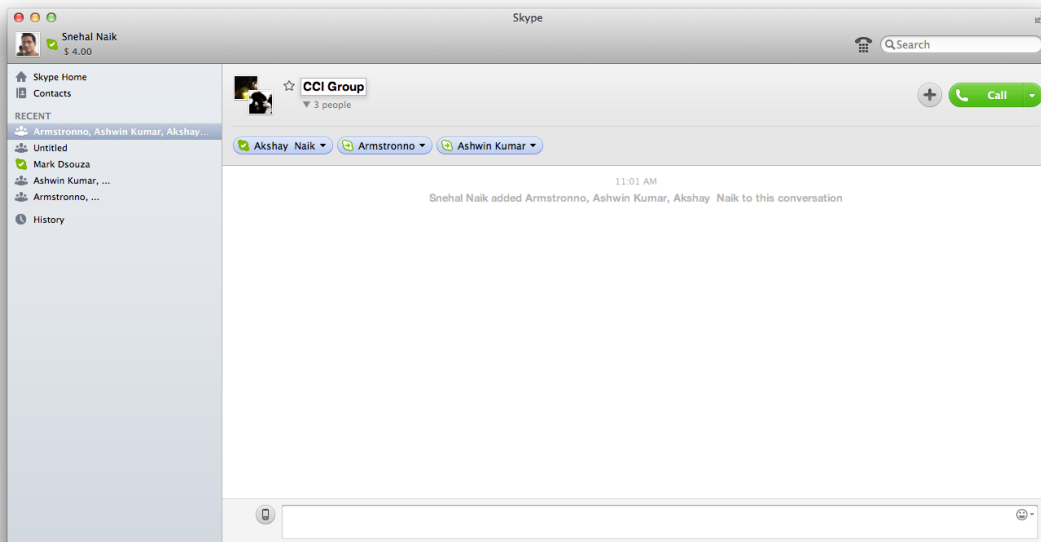
4. You now have a group created. Once a group is created you can add more members by simply dragging them to the Group. To remove any member right click on their name and click on " Remove from Group".

How do I send a file in a conversation?

To send a file during a single or a group instant message conversation:

1. Sign in to Skype.

2. In your **Contacts** or **Recent** tab, click the contact or conversation you want to send a file to. The conversation window displays.

3. Click the **+** button at the top of the conversation window and select **Send File…**.
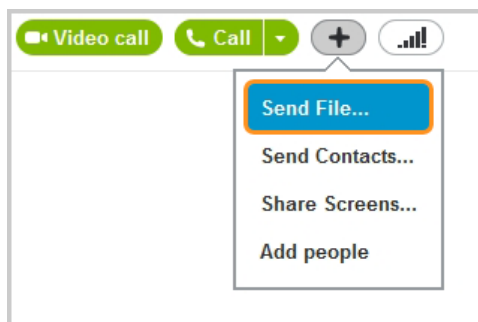
    Browse to and select the file that you want to send. If you want to send more than one file at the same time, hold down the **Ctrl** key as you select each file.

4. Click **Open**. The file is sent to the participants in the conversation.

The person receiving the file can click **Save as** in the conversation window to accept the file.

Another way to send a file is to go to your contact list, right-click the person you want to send a file to, and then select **Send file….**

How do I send a file in a call?

You can send a file to a contact during a voice call, conference call, video call, or group video call. To do this:

1. Make a call.

2. When you want to send a file, click the + button in the call window and select **Send File…**.

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> Browse to and select the file that you want to send. If you want to send more than one file at the same time, hold down the Ctrl key as you select each file.

3. Click **Open**. The file is sent to the participants in the call.

To see the files you have sent to the conversation, click the instant message button. The orange dot appears on the instant message button when there are unread messages .

How do I receive files?

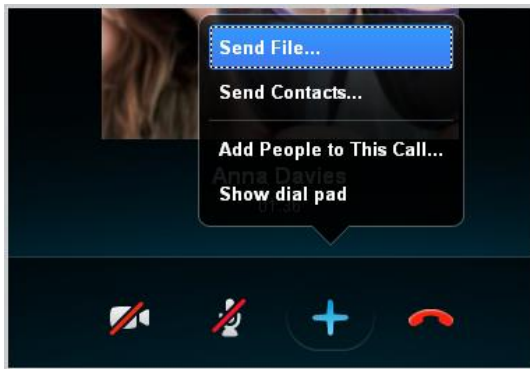When someone tries to send you a file, the file is displayed in your conversation window.

To accept the file:

1. Click **Save as**.

2. A window is displayed warning you that files can contain viruses and asking you to reconfirm receipt. Tick the box if you don't want this window to be displayed again.

3. Choose a location to save the file.

4. After the file has been saved to the location that you have selected, you can open it by clicking **Open file**. Alternatively, click **Show in folder** to display the location where the file has been saved.

How do I find a file I've previously received?

You can find the files you have previously received from a contact in the conversation history for that contact:

1. Sign in to Skype.

2. In the contact list, click the name of the contact who sent you the file. Your conversation history for that contact is displayed.

3. To see older conversations, click **Yesterday, 7 days, 30 days, 3 months** or **6 months**, as appropriate.

4. Locate the received file in the conversation history.

5. Click **Open file** or **Show in folder**.
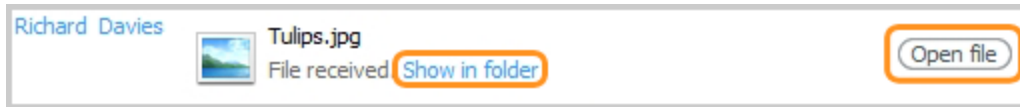
To view a list of all the files you have sent and received, and open the files:

1. In the menu bar, click **View**.

2. Select **Files Sent and Received**. A list of files opens and shows you who sent you the file, the name of the file, date and time it was sent.

3. To locate the file you want, simply click the corresponding conversation from the list. The conversation window opens.

Useful things you can do on a call

A. Send an instant message to the people on the call. When you receive an instant message, an orange dot appears on the icon.

B. Mute your microphone so the other people can't hear you.

C. Send files, send contacts, share your screen or add more people to the conversation.

D. Check your call quality settings and adjust your speaker volume.

# How can people join my Skype conference call from a mobile or landline?

At CCI we have Generic accounts **phonenumberus-cci and phonenumberus2-cci** that has the US phone number attached to it 913 732 9103 and 913 732 9104 respectively. Both these account have video call feature added to them.

Steps to use these numbers
1. You have to online on skype with the respective user name.
2. Share the phone numbers associated with the username to the team members in the US. DO not share the username.
3. Request them to dial in on the phone numbers from their phones.
4. If you are online then you will get an "Incoming Call" notification.
5. Click on " Answer" and carry on with your conference call.

Adding a call to an ongoing Conference call.

To add a caller to a conference call already in progress, when the incoming call window appears, click **More** > **Add to conference**.
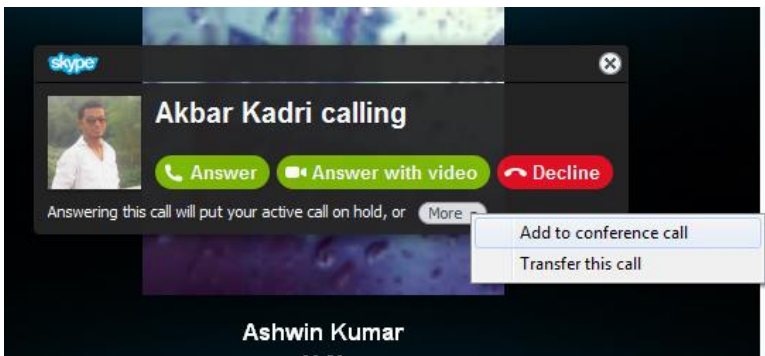

To merge two separate calls

If you are on a call with Ashwin and Hilario is calling, you click on answer (Hilario), the call with Ashwin is put on hold and you can now speak with Hilario. You will see more than one ongoing call on your **Recent** tab.

If you wish to merge the two calls – to speak with Ashwin and Hilario, you can drag & drop one call to the other.
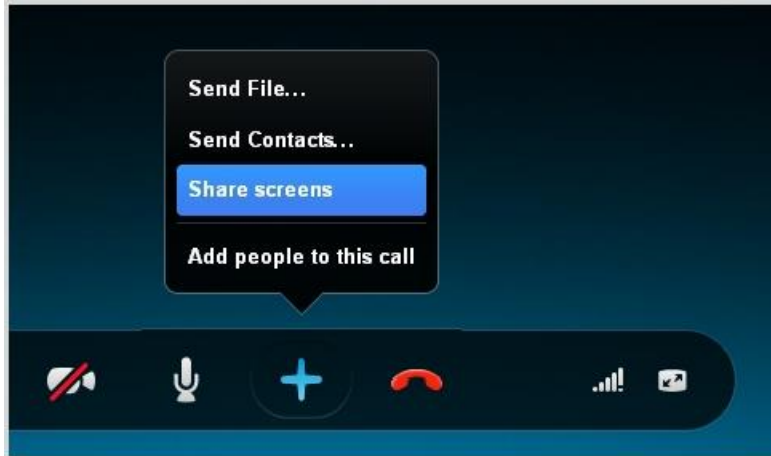
In the example below, you would click and drag **Hilario Goes** to **Ashwin Kumar**.

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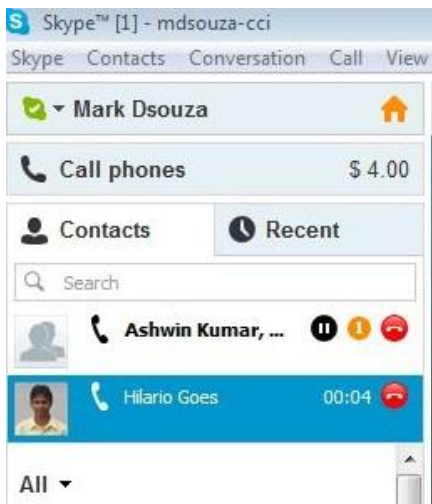
To share your screen:

1. When you are in a call, you can share your screen.

2. After the call has started, click the **+** button in the call bar and select **Share screens**.

3. In the dialog box that appears, click **Start** to share your entire screen.

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To share a specific window, rather than your entire screen, click the down arrow button and select **Share window**.

Then select the window you want to share and click **Start**.

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4. You can change your screen sharing options at any time by clicking the **Change sharing options** icon
in the floating call window.

5. When you want to stop sharing your screen, in the floating call window click **Stop sharing**.

Only one person can share their screen at a time, although you can switch presenters at any time and as often as you like.

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