

SKYPE VIDEO CALL – USER GUIDE

WHAT IS SKYPE:

Skype is a **free** piece of communication software which allows users to make **free** video and voice calls, send instant messages over the internet. It is free and easy to download. Skype can be used on any smart phone, tablet, iPad, laptop or computer. It is completely free for you to communicate Skype-to-Skype; this includes video calls, calls and instant messaging.

WHAT YOU WILL NEED:

You will need: an internet / wifi connection and either a smart phone, tablet, iPad, laptop or computer that has a webcam, microphone and speakers.

HOW TO DOWNLOAD THE SOFTWARE OR APP:

If you are using an iPad or iPhone then do the following:

1. Click on the App Store icon on your device;
2. Click search, type in Skype and search for the Skype App;
3. When you have found the Skype App click GET to install it onto your device.

If you are using a laptop or computer then do the following:

1. Simply go to www.skype.com to download the software and follow the on screen instructions.

CREATE A SKYPE ACCOUNT:

You will need to login when you first open the App or software. If you don't already have an account then you will see you have the choice to sign in with your existing Facebook or Microsoft account, or you can create an account just for Skype.

CHECK YOUR AUDIO & VIDEO SETTINGS:

Next, you'll need to check your audio and video settings. Once you're in the settings page, here's what you need to check for:

1. Make sure your speakers are on and working; If not, choose the appropriate speakers from the drop-down menu. Also make sure your speakers aren't on mute or on a very low volume;
2. Make sure your microphone is on and working. If not, choose the appropriate microphone from the drop-down menu;
3. Make sure your webcam is on and working. If not, choose the appropriate webcam from the drop-down menu.

HOW TO FIND FAMILY & FRIENDS ON SKYPE:

To find other people and friends on Skype use the search bar to search for their name or mobile number. Send a request through to Animal Behaviour Australia from your account.

HOW TO MAKE A VIDEO CALL ON SKYPE:

Once you have found the contact that you want to call, click on their name then hit the video call icon  to call them by video.

SEND US A SKYPE CONTACT REQUEST MESSAGE:

Before your consultation you need to send Animal Behaviour Australia a Contact Request from your Skype account. This is done by either searching for the name of "[Animal Behaviour Australia](#)" or our telephone number "[+61455264625](#)" in the Skype search bar. When you have found Animal Behaviour Australia message us through Skype so that we have your contact details before your appointment.

At the time of your consultation we will call you on Skype if this was your preferred video calling service. When you answer the incoming call make sure that you click on the video call icon  when you answer our call.

IS MAKING A VIDEO CALL ON SKYPE FREE:

Skype itself is a free service, so if the wifi or cellular internet connection you are using is free then Skype video calls will be free. If the internet connection you are using costs you or you are using mobile data then those data charges or mobile data allowance limits will apply depending on your service provider.

Video streaming uses quite a bit of data, so make sure you check your use or use wi-fi where possible.

VIDEO CALL QUALITY:

Make sure you have a strong internet connection when placing or receiving video calls. A poor or improperly configured connection might result in poor video and audio quality. If you're connected to Wi-Fi, your video call quality is dependent on your wireless network signal and network data speed.