

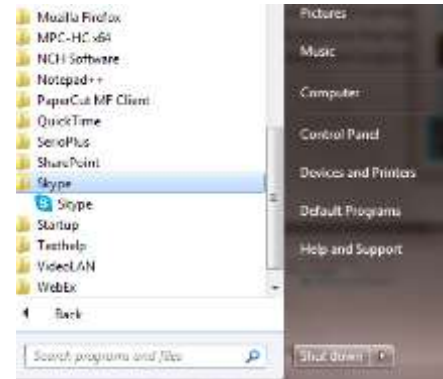


What is Skype?

Skype is telecommunications software that specializes in providing video chat and voice calls from computers, tablets and mobile devices via the Internet to other devices or smartphones.

Where Is Skype?

Skype is preinstalled and available to use on all computers connected to the UOS domain at the Ipswich Campus.



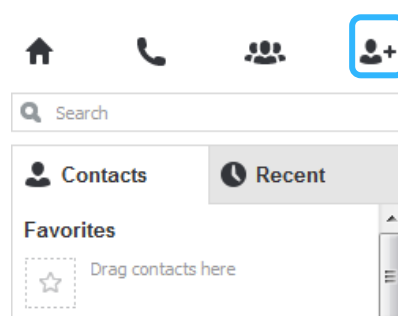
What does Skype require?

Firstly Skype requires that you have an account registered, ***please be advised that this is not something IT Services can provide***. You will need to register at: <https://login.skype.com/account/signup-form>. After confirming your registration you will then use these credentials to log into the Skype client, so please remember them!

For video/audio communication, a webcam and headset/microphone is required. In W407 (conference room) a webcam and microphone has been set up for use. Please visit the room booking under 'Forms' on MySuffolk to book the room. Otherwise a webcam/headset is available for loan at request from the IT Service Desk for work use only.

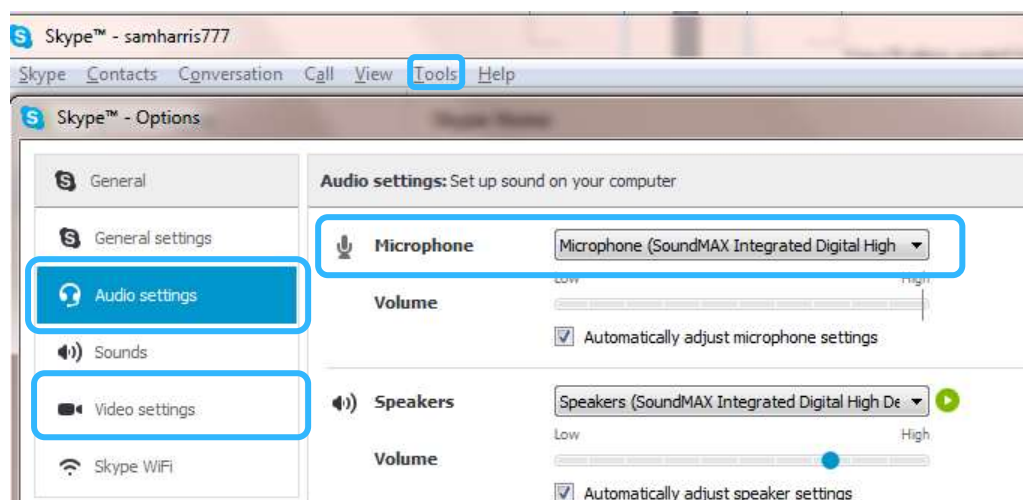
What to do before your call

When organizing a Skype call, please ensure you have the end user's username. You do this by opening Skype, and then clicking the 'Add a Contact' button which is the



button in the top right corner. It's imperative that you allow enough time prior to your call so that you're able to set-up Skype and test your equipment.

Skype normally picks up the peripherals automatically, but if it does not you can check this by going to **Tools > Options** and then ensure the 'audio settings' and 'video settings' receive input.



Making a Skype call

You can call a contact with either video & sound or just sound. You do this by clicking on the contact in your contact list in the Skype client and then choosing the appropriate call button. Once they accept your call, you will be able to communicate together.



Skype limitations

If you find the quality of the call is particularly poor then the end user may have a poor connection. They can resolve (presuming they are connected to a wireless network) by going closer to the wireless Router or by plugging directly into the router with an ethernet cable. Turning off the video will also free up some bandwidth and may improve audio quality.

For any further help please contact the IT Service Desk on 01473 338222 or email us itservicedesk@uos.ac.uk.