

Online Communication

Skype

Making Free Voice and/or Video Calls

Before you begin

Check that your system meets the minimum system requirements.

- Have installed the latest version of Skype (www.skype.com/go/download)
- A high-speed broadband connection
- A high-quality or HD webcam
- A microphone and speakers (built-in or external headset with microphone)
- If using Windows, a DirectX 9.0c compatible video card

Check that your webcam is working properly.

To call someone in your contacts list

1. In Skype, click the Contacts tab
2. Find the person you'd like to call. If you have lots of contacts, you can type a name into the search box to find the person you're looking for.
3. Click the contact. You'll see their details in the main window.
 - a. If the contact has one of these status icons    displayed next to their name, it means they're on Skype and you can call them for free
 - b. If you see this icon  next to your contact's name, it means they're on a mobile or landline so you'll need a little Skype Credit or a subscription to call them
 - c. If you see the contact request icon  next to your contact's name, it means that they haven't accepted your contact request yet
4. Click the blue Call (telephone) icon to make a voice call, or the blue Video call (camera) icon to make a video call



The screen changes color, a call bar appears near the bottom of the screen and you'll hear ringing until the other person answers

5. If you don't hear the other person, or they can't hear you, or one of you doesn't see video, click the call quality icon in the call bar (you may have to move your mouse to make the call bar appear). Check the tabs to identify any potential problems



6. To end the call, click the red End call button

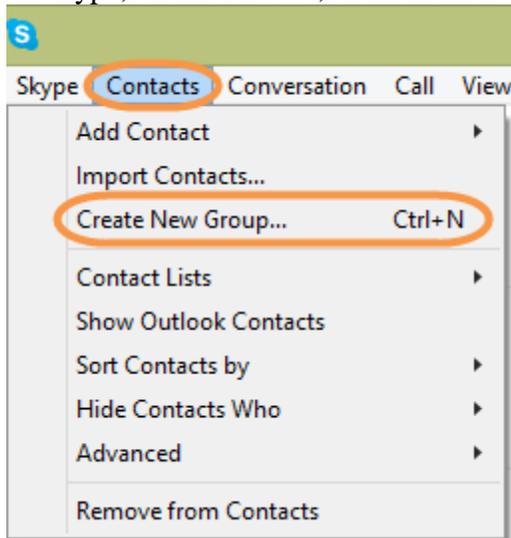
Useful things you can do on a call



- A. Hide or reveal your Contacts or Recent lists.
- B. If you have a webcam, turn on video so that the other person can see you. Learn more about making a video call.
- C. Mute your microphone so the other person can't hear you.
- D. Send files, send contacts, share your screen or add people to the conversation.
- E. Hang up the call.
- F. Adjust your call settings, including your microphone and speaker volume.
- G. Show the IM window so you can instant message the person you're talking to

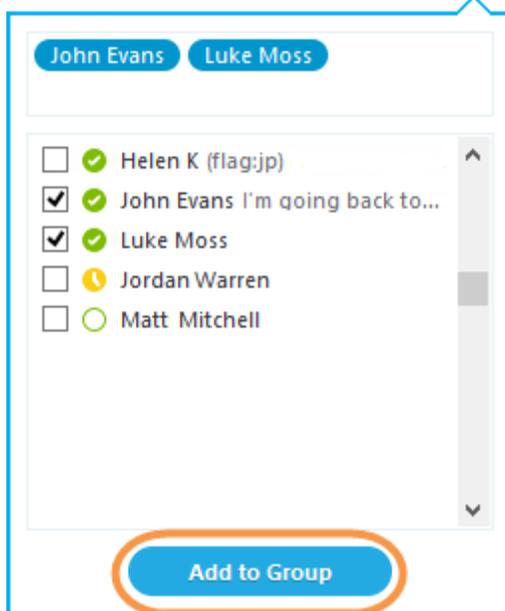
Make a Group Video Call

1. In Skype, click Contacts, then click Create New Group....



2. Click the Empty group name in the header, which will bring up the group profile. Click the Edit icon to name your group.
3. Click the Add button to add people to the group, or drag and drop your contacts into the group.

4. If you use the Add button, your contact list will load; place a tick in the box for each person you wish to add, then click Add to Group.



- a. You can add up to nine contacts, but for the best quality, we recommend group video calls with up to five contacts
5. Click the Video call button
6. Smile, wave, say hello to everyone!



7. To drop individual people from the call, move your mouse over the person's image and click the red icon. You'll only be able to do this if you are the host of the group video call.
8. To hang up, click the red End Call button

Skype Click-to-Call

This is an additional feature Skype offers allowing users to immediately call phone numbers displayed on websites. It needs to be downloaded and installed separately.

Linking To Microsoft Accounts

Skype is closely tied to Microsoft and can be used in conjunction with an existing MS account. If you no longer want to use Skype the account you create there can't be immediately shut down but you can immediately disconnect your MS account from it.

Skype Credit

Skype Credit is a way to pay for Skype features and services that are not free. You can use it to make calls to mobiles and landlines, and send SMS text messages. You can also use your Skype Credit to purchase Skype products, such as subscriptions and Skype Numbers. You can even use your Skype Credit to connect to the internet using Skype WiFi at available public WiFi hotspots around the world.

Skype Numbers

If needed you can purchase a phone number for your Skype account. The advantages they suggest include:

- Get a professional number for the office
- Expand your reach with an international number
- Manage your calls in one place and save money
- Live abroad, stay in touch
- Keep a home number when you're away
- Make it easier and cheaper for family to call
- Select from a wide variety of area codes in several countries/regions and pick up on Skype using any device.

In my experience this is useful when needing to provide an incoming phone number for telecommunications (it's much easier to give someone a normal phone number than expect them to use Skype to talk to you) or if you frequently want to use the service in areas with poor reception.

GChat

Gmail users can also use their Google accounts to chat with contacts and make phone calls. The chat feature is common to almost all email services (though it is executed in Google's typical clean fashion) but the ability to make direct phone calls for free (domestic) is a nice feature.



Note that you need to enable Google Hangouts to make phone calls. When you do so you'll often find that your contacts disappear from view. You can revert to basic GChat at any time.

FaceTime

Over Wi-Fi, you can use FaceTime on any of these devices:

- iPhone 4 or later
- iPad 2 or later
- iPad mini (all models)
- iPod touch 4th generation or later (only iPod touch 5th generation supports FaceTime audio calling)

With a cellular data plan, you can also use FaceTime without Wi-Fi on any of these devices:

- iPhone 4s or later
- iPad (3rd generation or later)

FaceTime isn't available or might not appear on devices purchased or used in Saudi Arabia, United Arab Emirates, and Pakistan.

Method 1 of 2: Using FaceTime on an iPhone

Step 1:

Click on the "Phone" icon on your homepage. This is the green button that looks like a phone on the bottom left of your homepage. Then, click on "Contacts." This will be the option in the middle of the bottom of the screen and it will allow you to browse your contacts.



Step 2:

Find the friend you'd like to call using FaceTime. Scroll through the contacts list until you find the friend you'd like to call. Click on the friend's name to open his or her contact entry. Then, click on the "FaceTime" button. Alternately, you can just call your friend regularly and then select the "FaceTime" button in the middle of the call to connect.

Step 3:

Wait for your friend to answer. Wait for your phones to connect over the Internet and for your friend to answer the call.

Step 4:

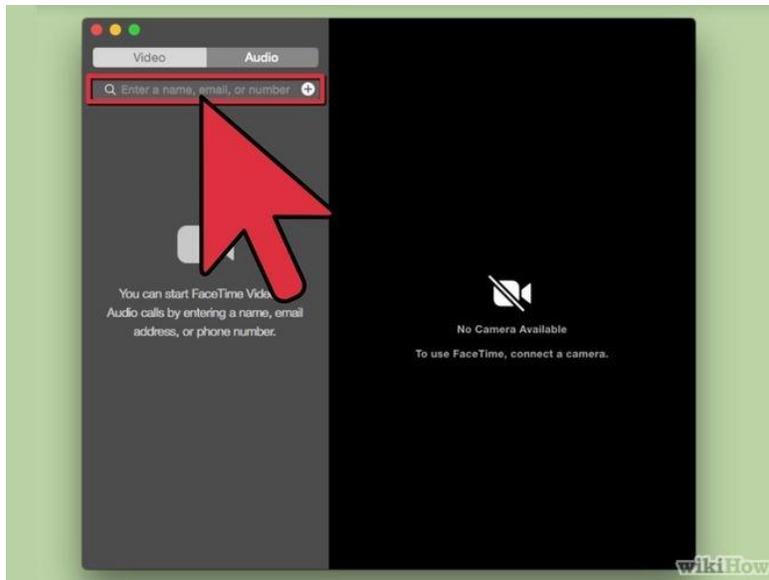
Talk to your friend using FaceTime. Once both parties are in the call, you will be able to see your friend in the main screen and yourself in a smaller picture on the top right of the screen. There are three options on the bottom of the screen:

- Mute the call. Hit this button on the left so you that your friend can't hear you.
- End the call. Press the middle button to end the call.
- Switch the camera angle. Press the button on the right to switch the camera to be facing toward or away from you.

Method 2 of 2: Using FaceTime on an iPad, iPod Touch, or Mac

Step 1:

Press the FaceTime icon on your homepage. You'll be able to access this button once you press the home button and unlock your screen. The "FaceTime" icon will open up your contact book.

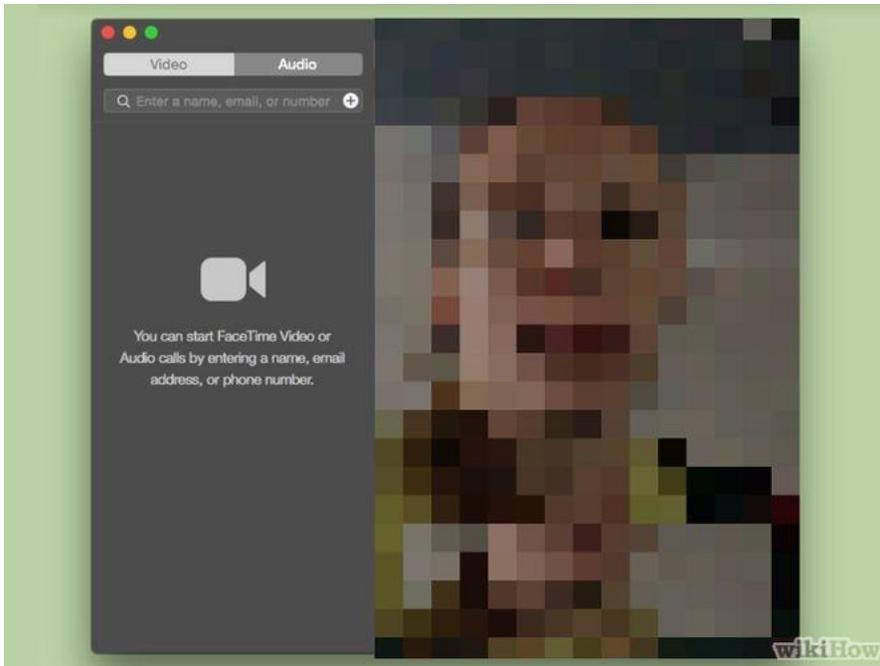


Step 2:

Find the friend you'd like to call using FaceTime. Scroll through your Favorites or Contacts section to find the friend you'd like to call. Once you've found the friend, click on his or her name to access his or her contact entry. Then, click on the friend's phone number to begin the call.

Step 3:

Wait for your friend to answer. Wait for your devices to connect over the Internet and for your friend to answer



Step 4:

Talk to your friend using FaceTime. Once both parties are in the call, you will be able to see your friend in the main screen and yourself in a smaller picture. There are three buttons at the bottom: mute the call (so you can hear your friend.)

Notes

- FaceTime works better when both parties have a reliable wireless connection
- It's helpful to stand your iPhone up against something (e.g., a shelf) if you want to sit and video chat someone, so you don't have to keep holding your phone an arm's length away from your face
- Using FaceTime over Cellular data rather than Wi-Fi may incur large data usage charges. Make sure you have ample remaining data in your monthly plan before you use FaceTime without a wireless connection
- Call using Siri: Assuming Siri is activated, hold the Home button for two seconds and say "FaceTime video [insert contact name]" to invite the other party to a FaceTime video call

Internet Phones

Four kinds of software solutions

- PC to phone programs are ones that can make a free call from your computer to a real telephone number so you don't even need a telephone yourself.
- App to phone software are ones that make free Internet calls from a mobile device to a real number. These services support making phone calls to any number, even landlines and mobile phones that aren't using the app.
- PC to PC Internet calling is when a computer makes a free phone call to another computer.

- App to app services run entirely on mobile devices and results in phone calls that can only work if the recipient has the same application installed. This method can not be used to call landlines or other mobile phones that don't have the proper software.

Look for a discussion of available services here:

<http://freebies.about.com/od/computerfreebies/tp/free-internet-phone-calls.htm>

OOMA

Ooma provides free home phone service once you purchase our device for a one-time fee. Plug your high-speed Internet and existing home phone into Ooma and call anywhere in the U.S. for free. You pay only applicable taxes and fees. Features such as call waiting and voicemail are available.

When you register your physical Ooma device, you must provide a valid address within the country of purchase (either the U.S. or Canada). This address is filed as your service address. If you dial 911, your service address is forwarded to emergency response personnel so that they can locate you. It is very important to keep your service address up to date so that emergency personnel can be dispatched to the right location in the event of an emergency.

magicJack

The magicJack device uses Voice Over Internet Protocol (“VoIP”) to allow you to make local and long-distance calls to the U.S. and Canada using an existing internet connection. 911 and 411 services require similar procedures to OOMA.

