Lizard Telehealth
Technology
Guide

Skype Instructions

Skype

Skype will probably be the preferred means of telecommunication between therapists and clients.

Downloading:

1. Download the Skype app for your chosen device. Follow the instruction to install on your drive:

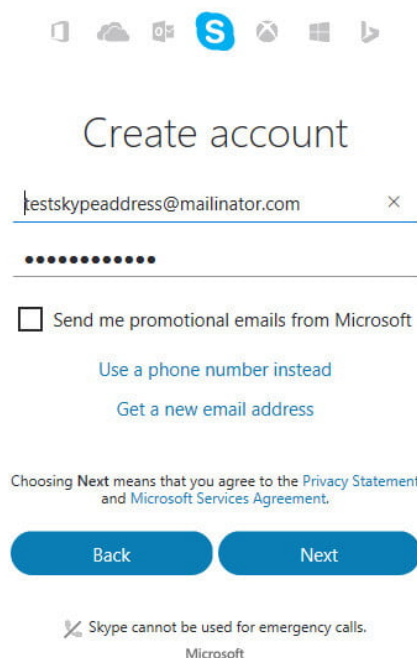   https://www.skype.com/en/get-skype/

2. Open the application. If you already have a Skype account, you can log in with your Skype name, email, or phone number and skip through the next section. To make a new account, click the 'Create A New Account' text.

3. The next screen will ask you for personal information like age, name, and location. Input all of that and continue clicking through. When asked for a verification code, check your corresponding email or phone number and enter the code.
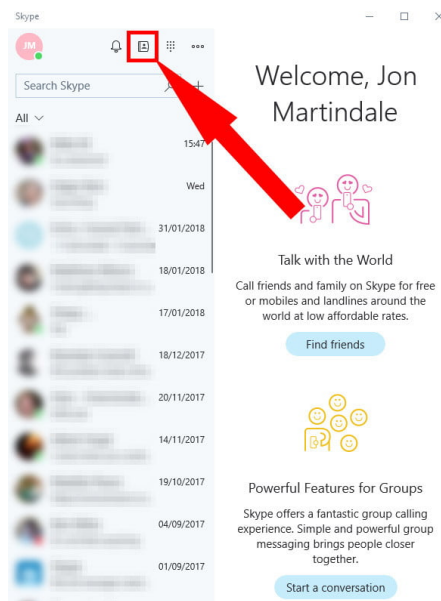
Finding Friends:

Where once you needed to know all of your friends' details and had to add them as Skype contacts, today all you need to know is a single piece of information and you can find them easily and start chatting straight away.

1. When you first log in to your account, Skype will ask you if you want to import your existing contacts. If you already have some set up on your Microsoft account, doing so will fill out your contact list immediately.

2. To find anyone else you want to talk to, select the 'Search Skype' box in the top left-hand corner and search for their real name, Skype name, or email address.

3. If your friend has a common name — and sometimes if they don't — you may find that there are a number of people to choose from in the list that pops up. Use profile pictures to find the person you're looking for, or alternatively click on them, then on the name at the top of the window, to view their profile information.
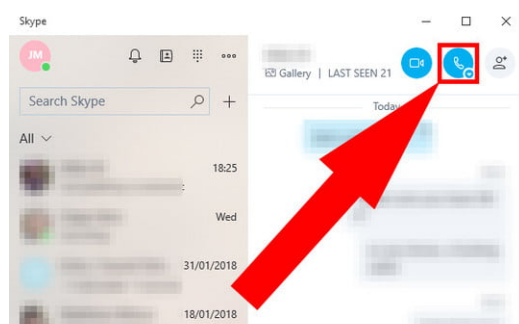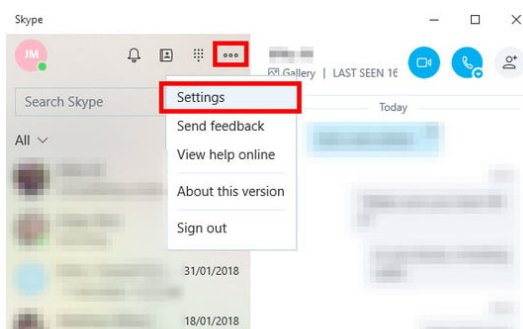
Text Chats:

1. Select the person you want to talk to either from the list of recent conversations on the left, or from your contact list at the top of the Window. This will open up a conversation on the right-hand side of the app window.

2. Click the bottom of the conversation panel where it says, 'Type a message'. Type what you want to say and hit enter, or click the send arrow on the right-hand side.

Voice Calls:

1. Make sure you have a compatible microphone and headphones/ speaker set up. Plug them in and make sure Skype has picked them up by clicking the three dotted menu at the top of the Window, then going to Settings. You can leave your Speakers and Microphone as Default device, but you can specify you chosen input and output options with the drop-down menus if so choose.

2. Select the contact or person you want to talk to in the same manner as the text chats.

3. Click the blue phone icon in the top right-hand corner. If that person is online and Skype is open, you will then call them directly. If they accept the call, you will begin a voice call automatically.

4. If someone rings you in the same manner, just click the corresponding button to pick up the call. Alternatively, if you don't want to talk to them click the red button instead.

Video Call:

1. Make sure that your camera is working correctly with Skype in a similar manner to your speakers and microphone. Click the three-dot menu icon and select Settings. Click *Default Device*" under the video heading at the top of the page and select your webcam from the drop-down menu.

   If you want to double check it's working correctly, toggle the *Test video*, button in the settings menu. If it's working correctly, a live-video of you will appear within the menu.

2. When ready, select the contact you want to call and click the blue camera icon in the top right-hand corner. Alternatively, start a voice call and then click the same camera button in the call window.

   When the call is running, you can see a miniature version of the video your friend sees in the bottom right-hand corner. If they start their webcam in return, you'll see them in the main window.

3. If you want to text chat during the call for whatever reason, click the text chat button in the top right-hand corner of the video call window. That will shrink the main video section of the window and give you the usual text chat options below.