



Windows 10

Windows 8, 8.1 and 10 Installation Instructions

Go to <https://www.microsoft.com/en-au/p/skype/9wzdnrcfj364> in your preferred web browser

Click Get



Skype

Skype • Social

Wish list

★★★★★ 2,001

Skype keeps the world talking. Say "hello" with an instant message, voice or video call – all for free, no matter what device they use Skype on. Skype is available on phones, tablets, PCs and Macs.

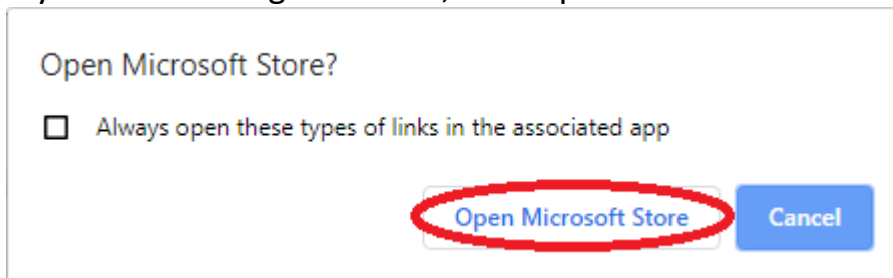
More

Free

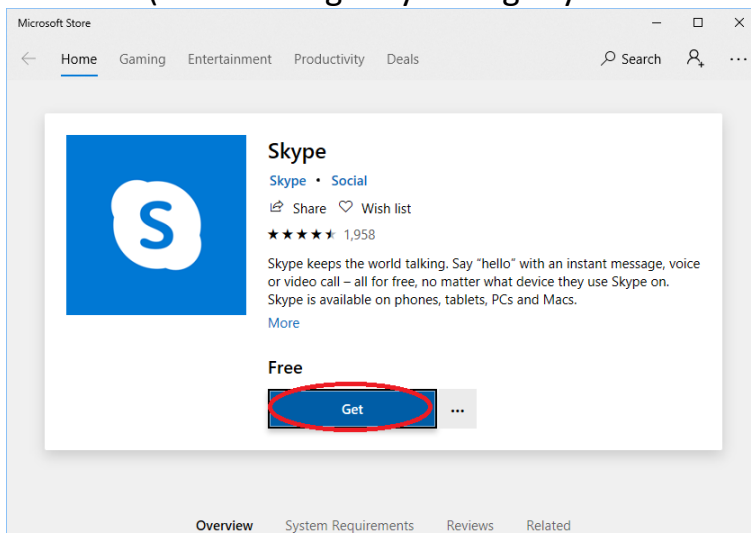


See system requirements

If you're in n Google Chrome, click Open Microsoft Store



Click Get (the wording may be slightly different in Windows 8/8.1)

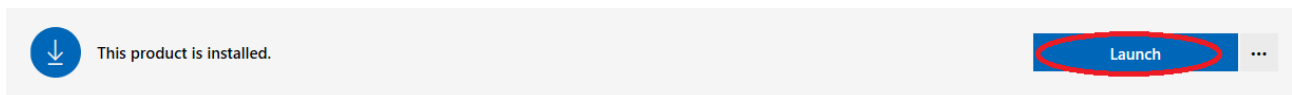


You can choose to Sign In if you want to, but No, thanks is quicker
Use across your devices

Sign in with Microsoft and use this on any compatible device.



Click Launch once it's finished installing



Skype

Skype • Social

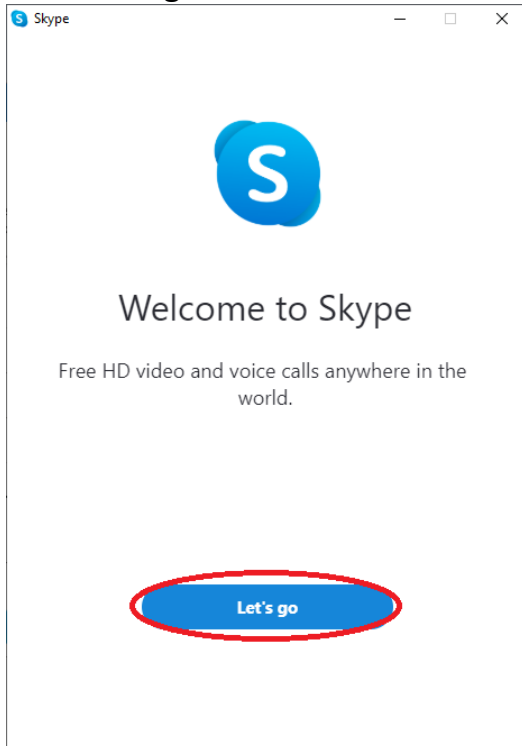
Share Wish list

★★★★★ 1,958

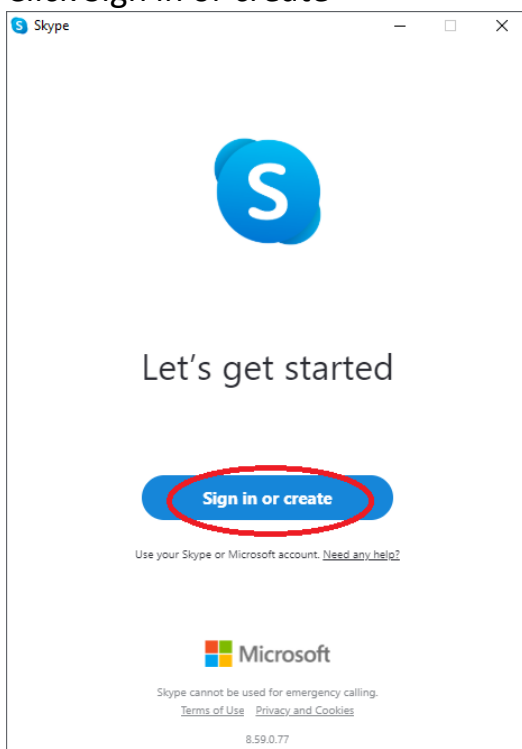
Skype keeps the world talking. Say "hello" with an instant message, voice or video call – all for free, no matter what device they use Skype on. Skype is available on phones, tablets, PCs and Macs.

[More](#)

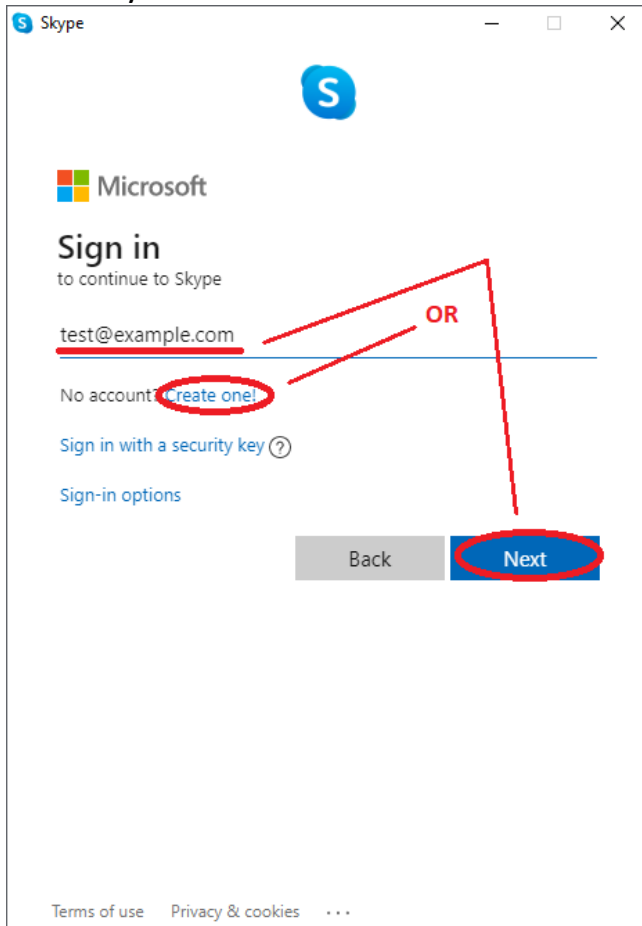
Click Let's go



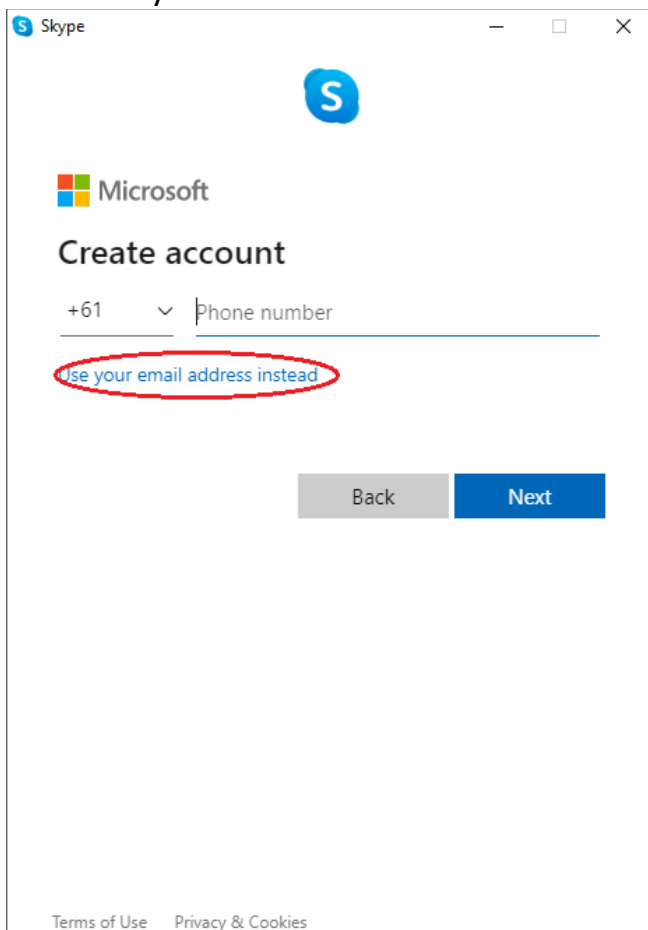
Click Sign in or create



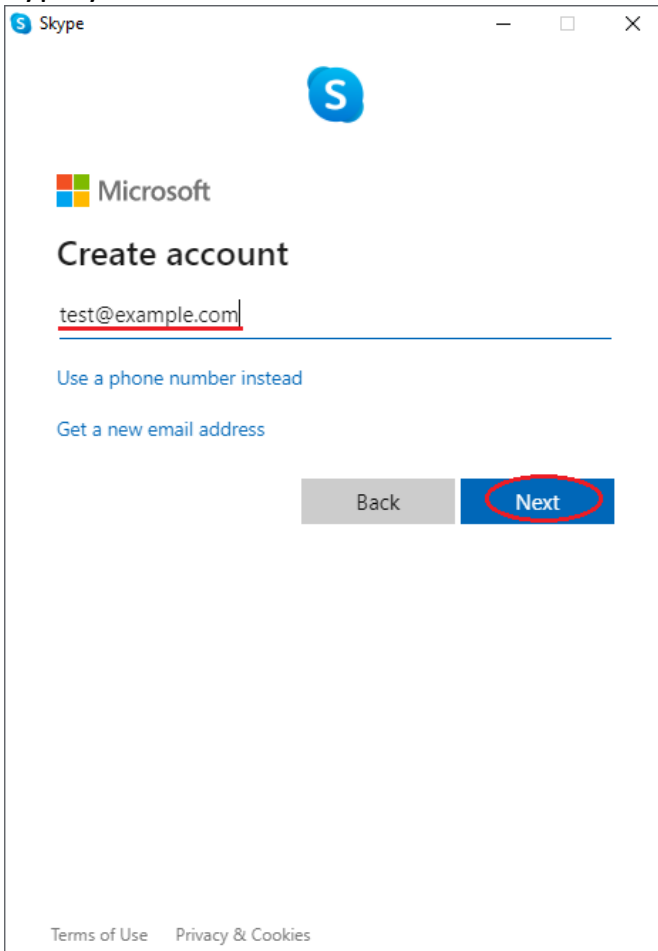
If you already have a Microsoft/Skype account, type your e-mail address in click Next. If you don't have one then click Create one!



Creating an account (skip if you have one)
Click Use your email address instead



Type your e-mail address and click Next



Skype

Microsoft

Create account

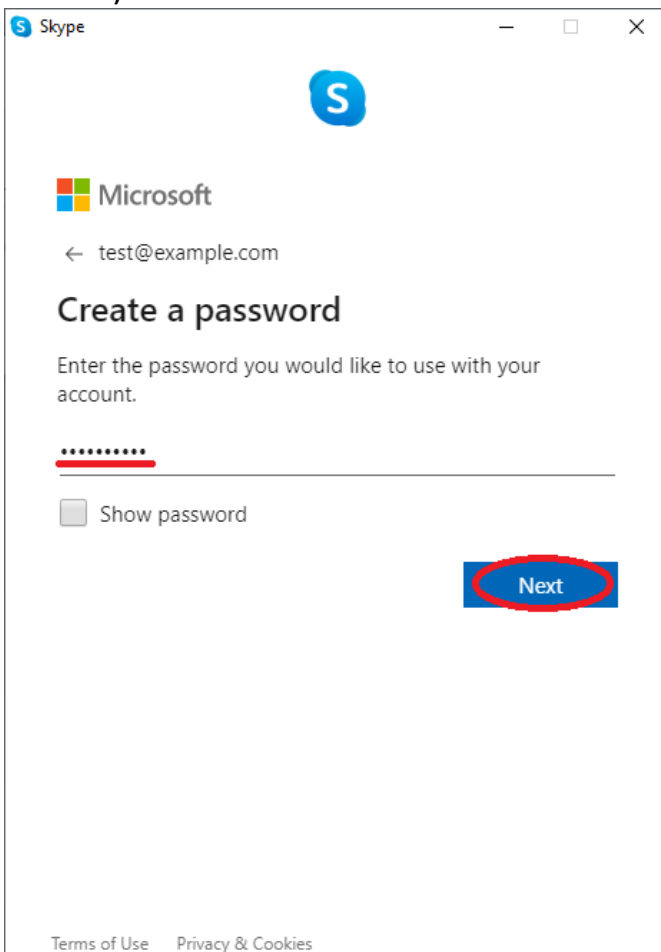
test@example.com

[Use a phone number instead](#)

[Get a new email address](#)

[Terms of Use](#) [Privacy & Cookies](#)

Choose a secure password and click Next (click Show password to be sure you got it correct)



Skype

Microsoft

← test@example.com

Create a password

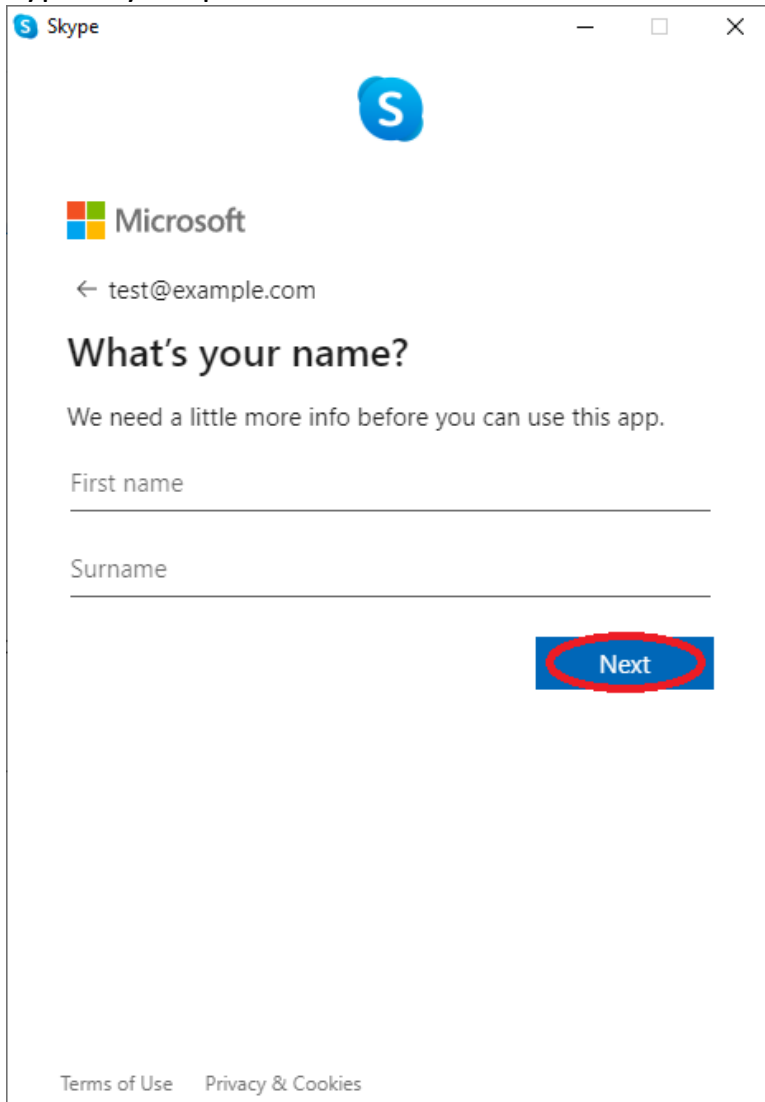
Enter the password you would like to use with your account.

.....

Show password

[Terms of Use](#) [Privacy & Cookies](#)

Type in your personal information and click Next



The image shows a Skype account setup window. At the top left is the Skype logo and the word "Skype". In the center is a large blue "S" logo. Below that is the Microsoft logo and the text "Microsoft". Underneath is a back arrow and the email address "test@example.com". The main heading is "What's your name?". Below this is a sub-heading: "We need a little more info before you can use this app." There are two input fields: "First name" and "Surname". At the bottom right is a blue "Next" button, which is circled in red. At the bottom left are links for "Terms of Use" and "Privacy & Cookies".

You will get an e-mail from Microsoft, check your e-mail (this could be in junk/spam/unwanted) and note the code they give you

Verify your email address Inbox x

Microsoft account team <account-security-noreply@accountprotection.microsoft.com>
to me ▾

Microsoft account

Verify your email address

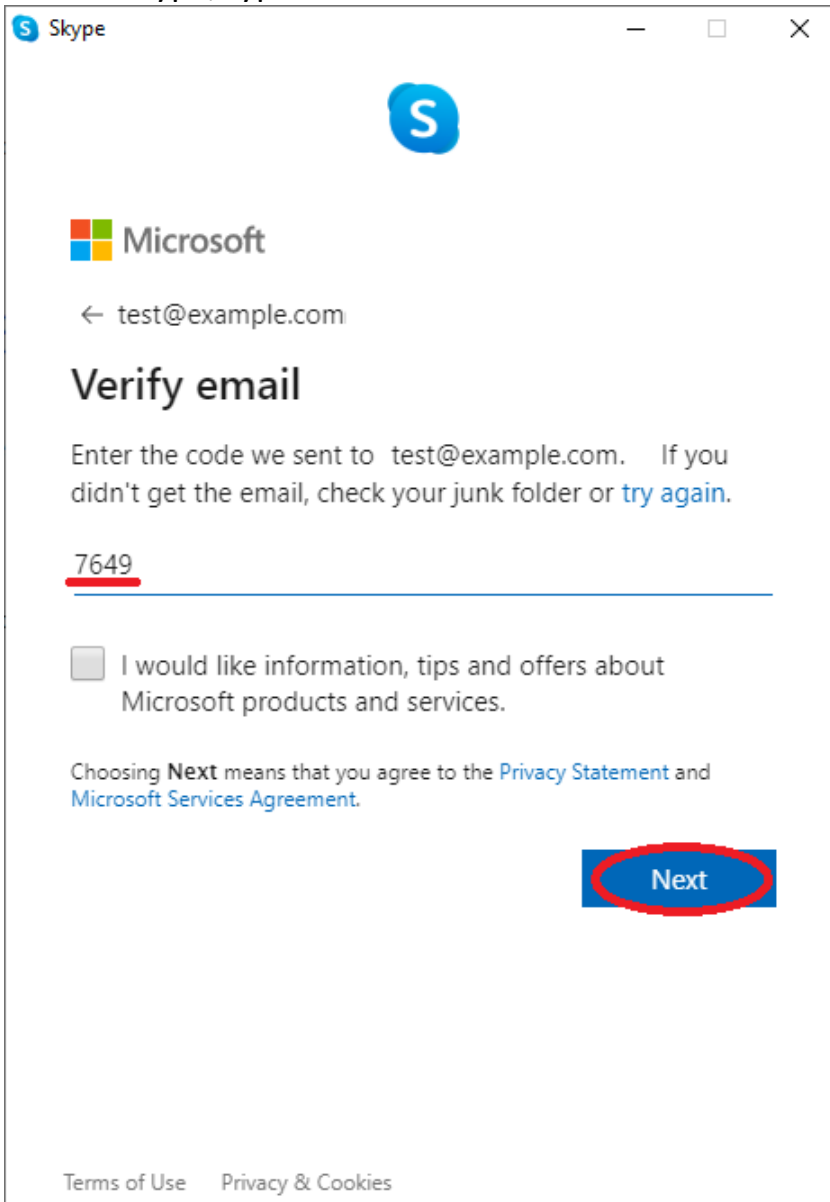
To finish setting up your Microsoft account, we just need to make sure this email address is yours.

To verify your email address use this security code: **7649**

If you didn't request this code, you can safely ignore this email. Someone else might have typed your email address by mistake.

Thanks,
The Microsoft account team

Back in Skype, type this code and click Next



Skype

Microsoft

← test@example.com

Verify email

Enter the code we sent to test@example.com. If you didn't get the email, check your junk folder or [try again](#).

7649

I would like information, tips and offers about Microsoft products and services.

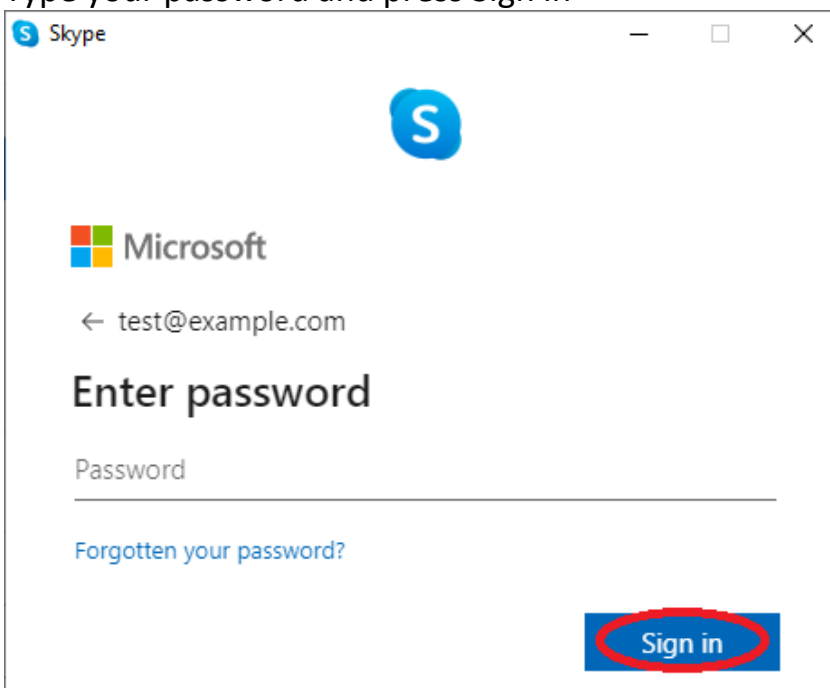
Choosing **Next** means that you agree to the [Privacy Statement](#) and [Microsoft Services Agreement](#).

Next

[Terms of Use](#) [Privacy & Cookies](#)

Existing Account only (1 step)

Type your password and press Sign in



Skype

Microsoft

← test@example.com

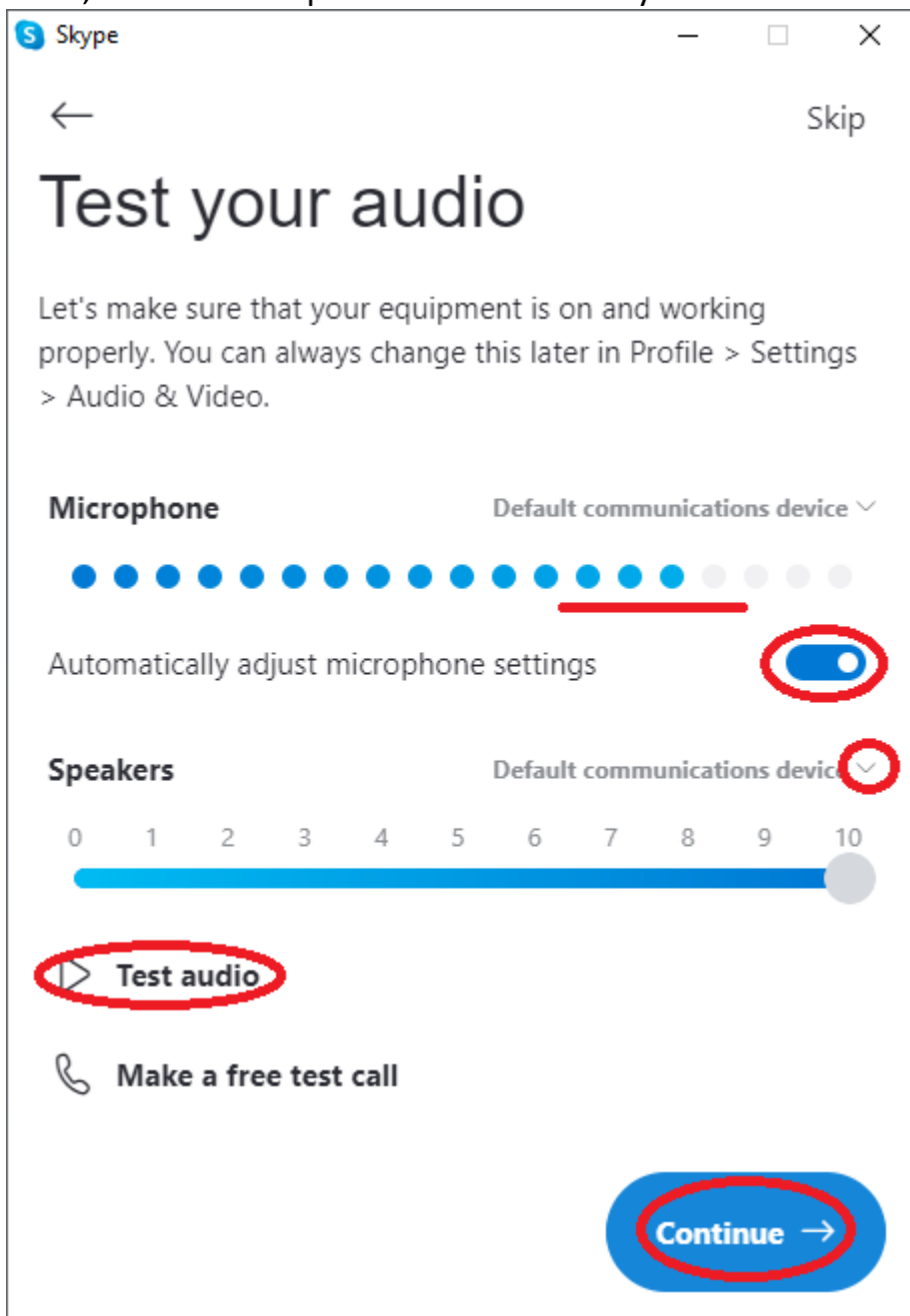
Enter password

Password

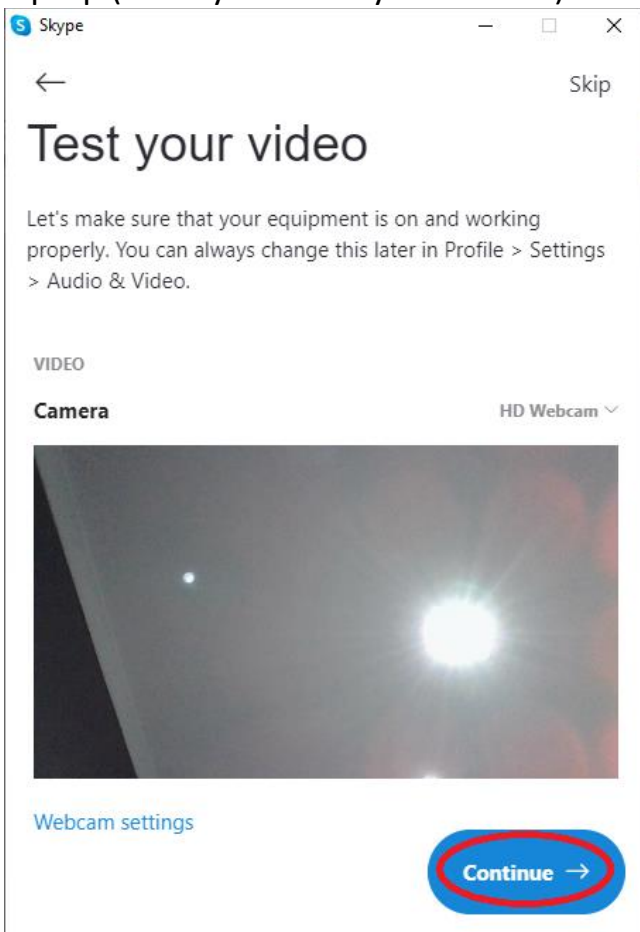
[Forgotten your password?](#)

Sign in

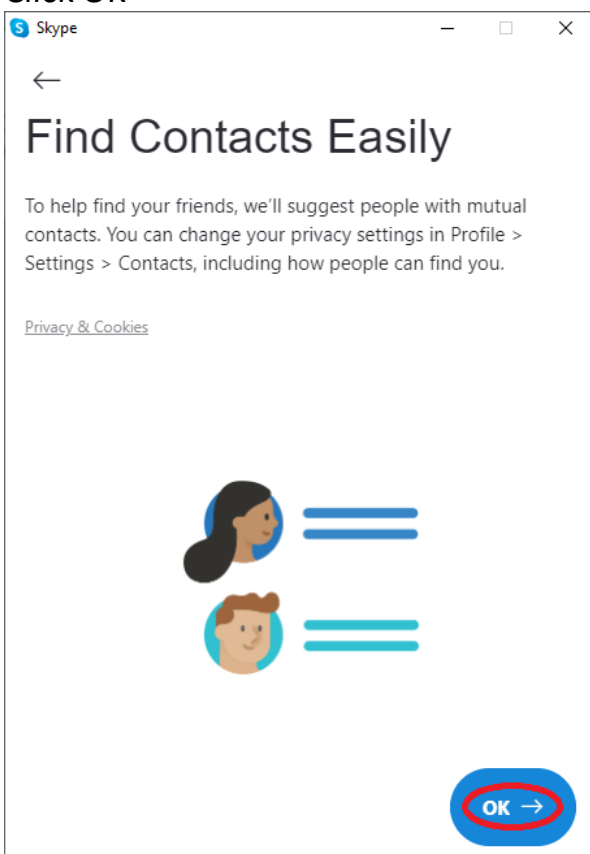
Test your audio by talking to your computer, you should see the circles darken as you speak. It is recommended to turn on Automatically adjust microphone settings. Check that your speakers are up to 10 (you can adjust the master volume on your computer and/or speakers). Click test audio to make sure you can hear your speakers. If you cannot hear the speakers or the microphone doesn't appear to work, we'll address possible causes shortly. Click Continue



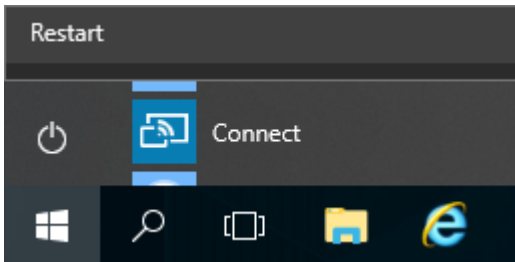
Check that your webcam works, you may need to adjust settings here, or select which webcam to use if you have multiple but it should work without issue. If there's no webcam available, make sure it's plugged in if it's USB, or turned on if it's a laptop (usually Fn+F5 keys or similar). Click Continue



Click OK

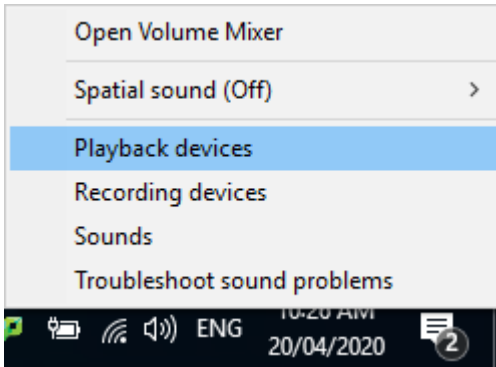


Restart your computer. This is important as Skype doesn't seem to detect EQ e-mail addresses until after a restart.

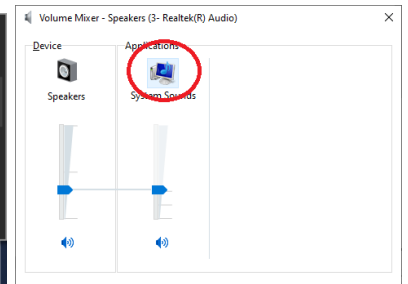
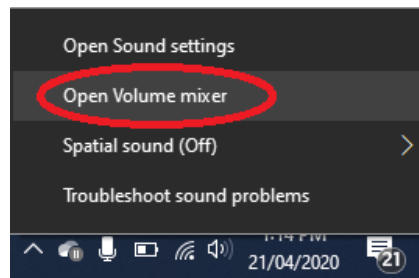


If you had any microphone or speaker issues in the setup process

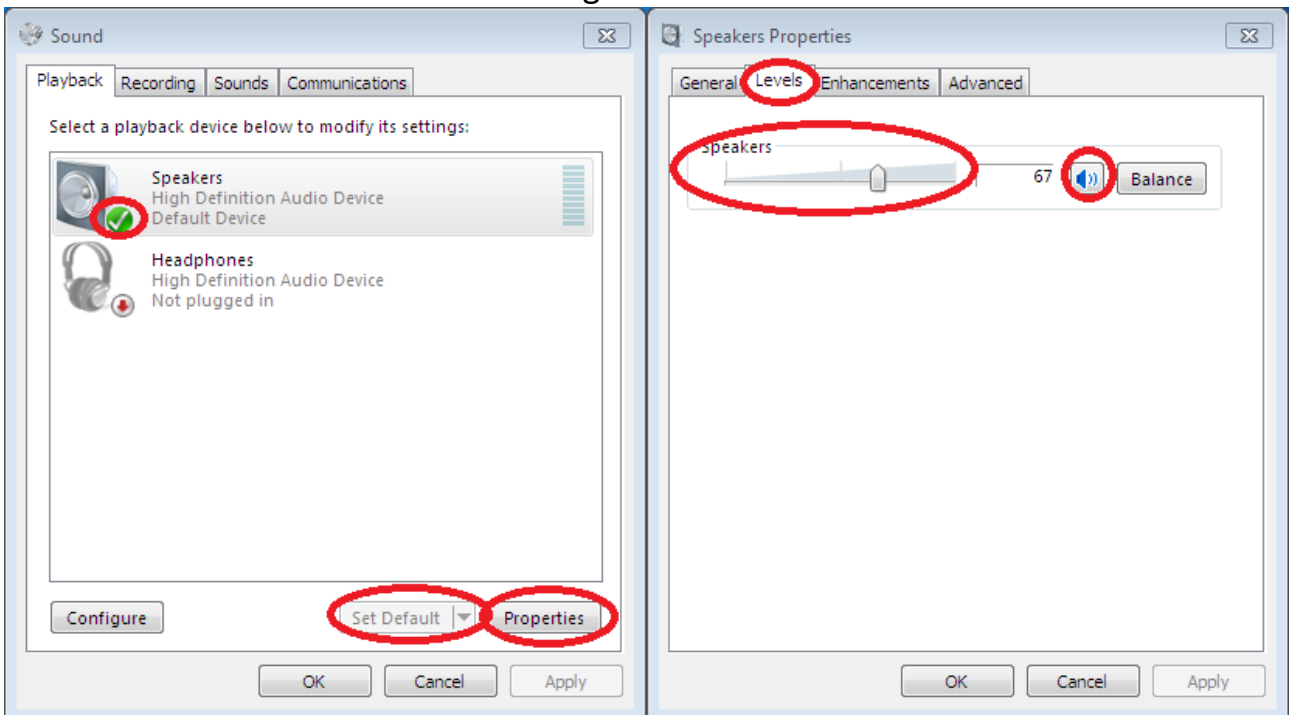
In the system tray, right-click the speaker icon and click Playback devices



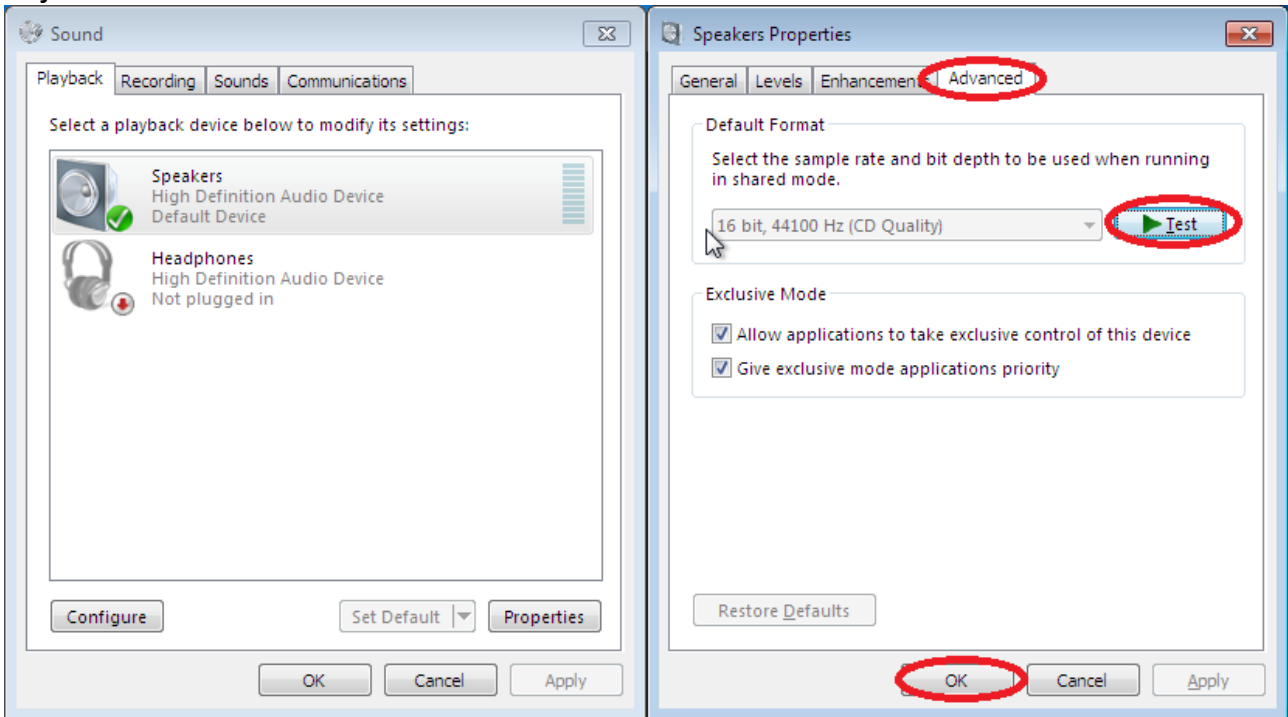
Or if it looks like this, click Open Volume Mixer, then click the icon below the word Applications, then click the Playback tab



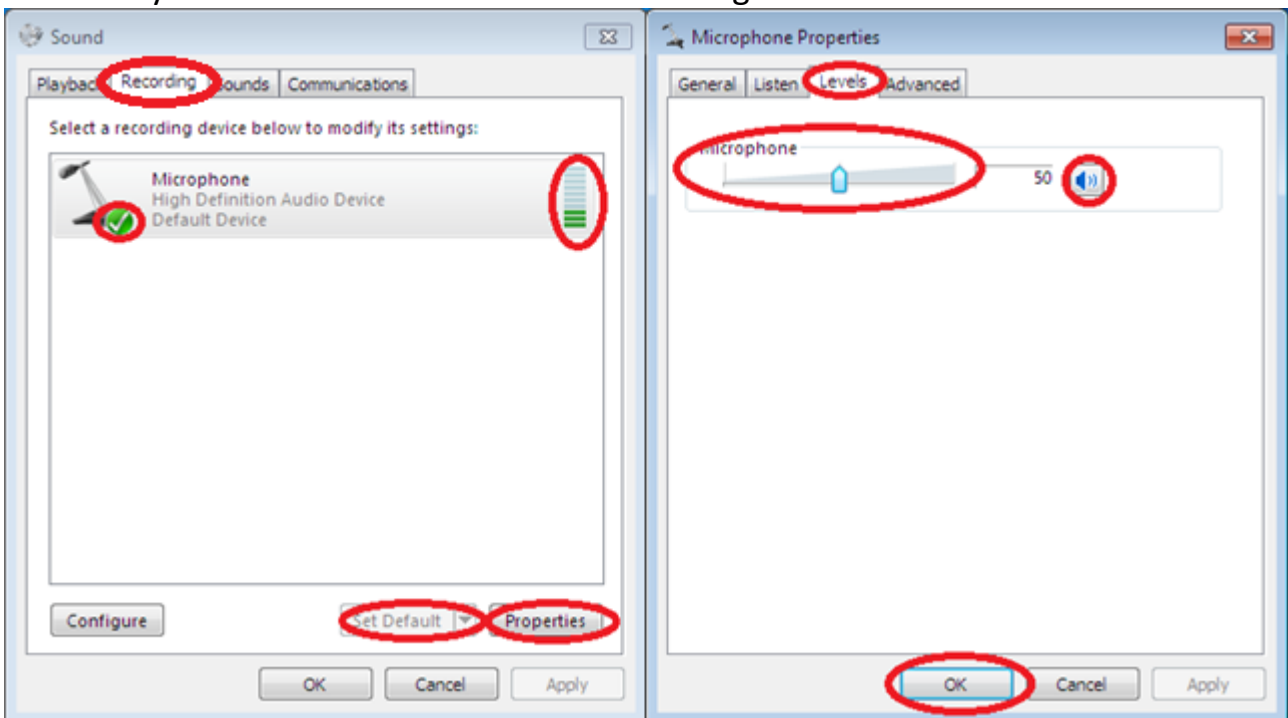
Make sure that the correct speakers (depending on your computer) has the green default tick on it. If not, click the correct speaker device and click Set Default. Click Properties, Click levels. You can adjust the volume here, check that there is no mute icon on the mute button toward the right.



Click Advanced, click Test. You should hear some sound. Go back to levels if not and adjust. Click OK once.



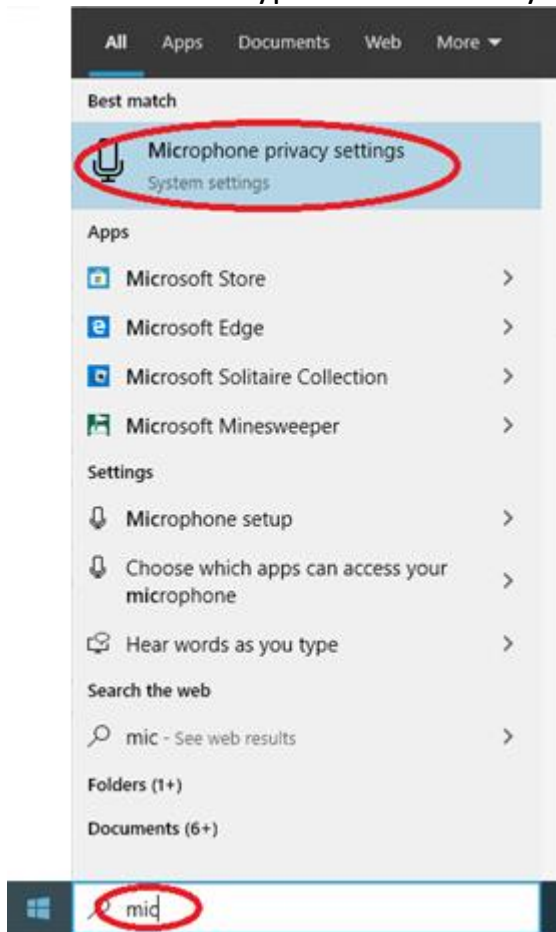
Click Recording. When you talk you should see some green lines moving as pictured below. Make sure that device has the green default tick. If not, click on the correct device and click Set Default. Click Properties, Click Levels and make sure there is no mute icon on the speaker button toward the right. You can adjust the microphone volume here later if it's difficult for others to hear you later. Usually 100 volume is not what you want here. Click OK and then OK again on Sound.



Checking Privacy settings If you still have microphone issues or Camera issues (Windows 10)

(Possibly Windows 8-8.1 as well)

Press Start and type mic on the keyboard, click on Microphone privacy settings



Make sure Microphone access for this device is on, click Change if not.

Make sure Allow apps to access your microphone is on
Microphone

Allow access to the microphone on this device

If you allow access, people using this device will be able to choose if their apps have microphone access by using the settings on this page. Denying access blocks Windows features, Microsoft Store apps, and most desktop apps from accessing the microphone.

Microphone access for this device is **on**

Change

Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.



Some desktop apps may still be able to access your microphone when settings on this page are off. [Find out why](#)

If an app is using your microphone, you'll see this icon: 

Scroll down and make sure your Skype has the slider switched to on.

Click on Camera and repeat the last steps again to make sure Skype has access to your camera.

The screenshot shows the Windows Settings application. On the left, the 'Privacy' section is expanded, and 'Camera' is selected. The main pane displays the 'Microphone' settings. At the top, the 'Allow apps to access your microphone' toggle is turned on. Below this, a list of apps is shown with their respective microphone access toggles. The 'Skype' app is highlighted with a red circle, and its toggle is turned on. Other apps like '3D Viewer', 'Cortana', and 'Desktop App Web Viewer' have their toggles turned off.

Settings

Home

Find a setting

Privacy

Windows permissions

General

Speech

Inking & typing personalization

Diagnostics & feedback

Activity history

App permissions

Location

Camera

Microphone

Voice activation

Notifications

Account info

Contacts

Calendar

Microphone

Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.

On

Some desktop apps may still be able to access your microphone when settings on this page are off. [Find out why](#)

If an app is using your microphone, you'll see this icon:

Choose which Microsoft Store apps can access your microphone

Some apps need to access your microphone to work as intended. Turning off an app here might limit what it can do.

	3D Viewer	<input type="checkbox"/> Off
	Camera	<input checked="" type="checkbox"/> On
	Cortana	<input type="checkbox"/> Off
	Desktop App Web Viewer	<input type="checkbox"/> Off
	Feedback Hub	<input checked="" type="checkbox"/> On
	Messaging	<input type="checkbox"/> Off
	Skype	<input checked="" type="checkbox"/> On

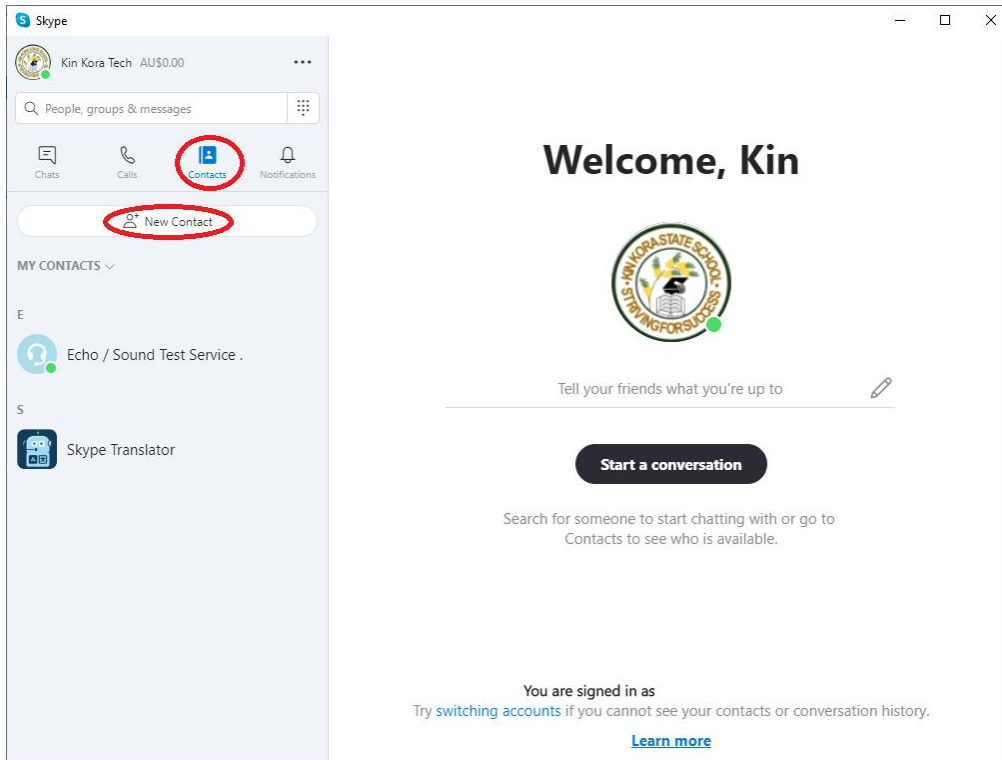
Close Skype and open it again, or even better, restart the computer.

To open Skype, double-click the icon on the desktop

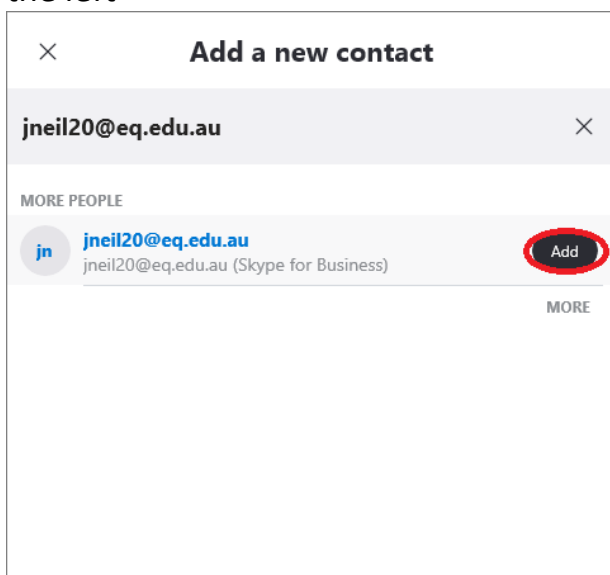


Then we need to add your child/ren's teacher/s. They will also have to add you on their end but hopefully they have already done this. Let them know you have Skype if they or the principal asks you to contact them once you have it.

Click Contacts then click New Contact



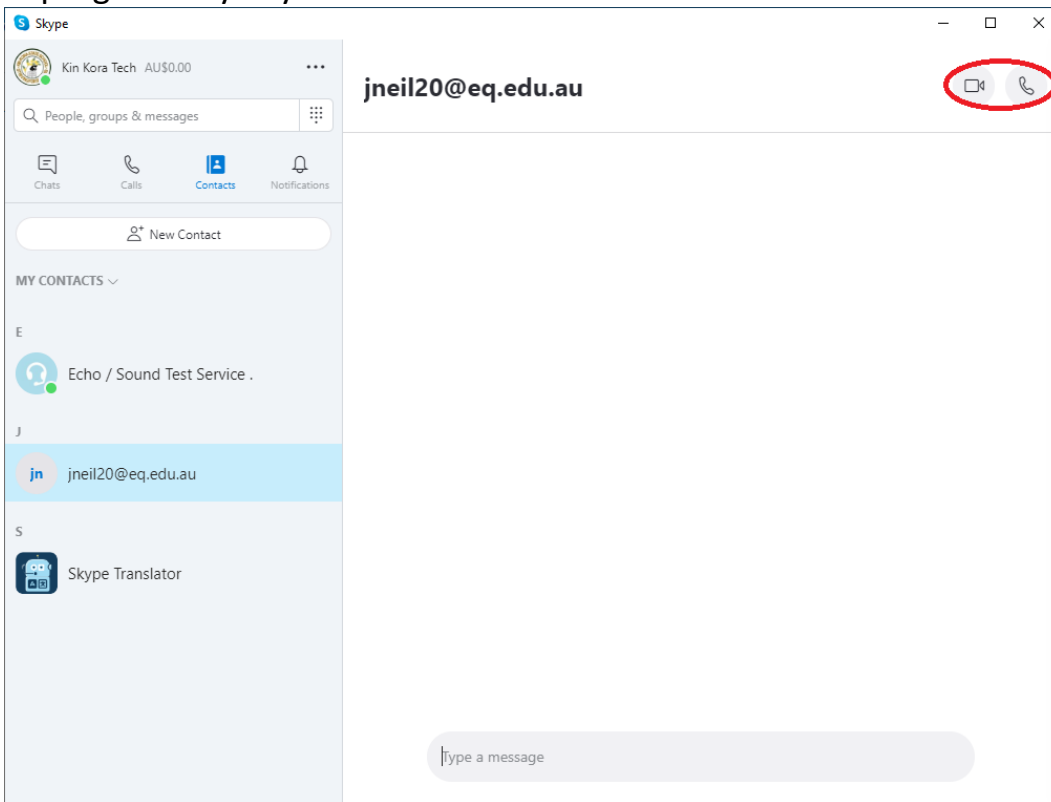
Type in your teacher/s' full eq.edu.au e-mail address/es and click Add, then the X on the left



Your new contact should then show up in contacts. If it doesn't in the future, add them in as a contact again. As your teacher is in a Skype for Business account, this may need doing each time you use Skype unfortunately.

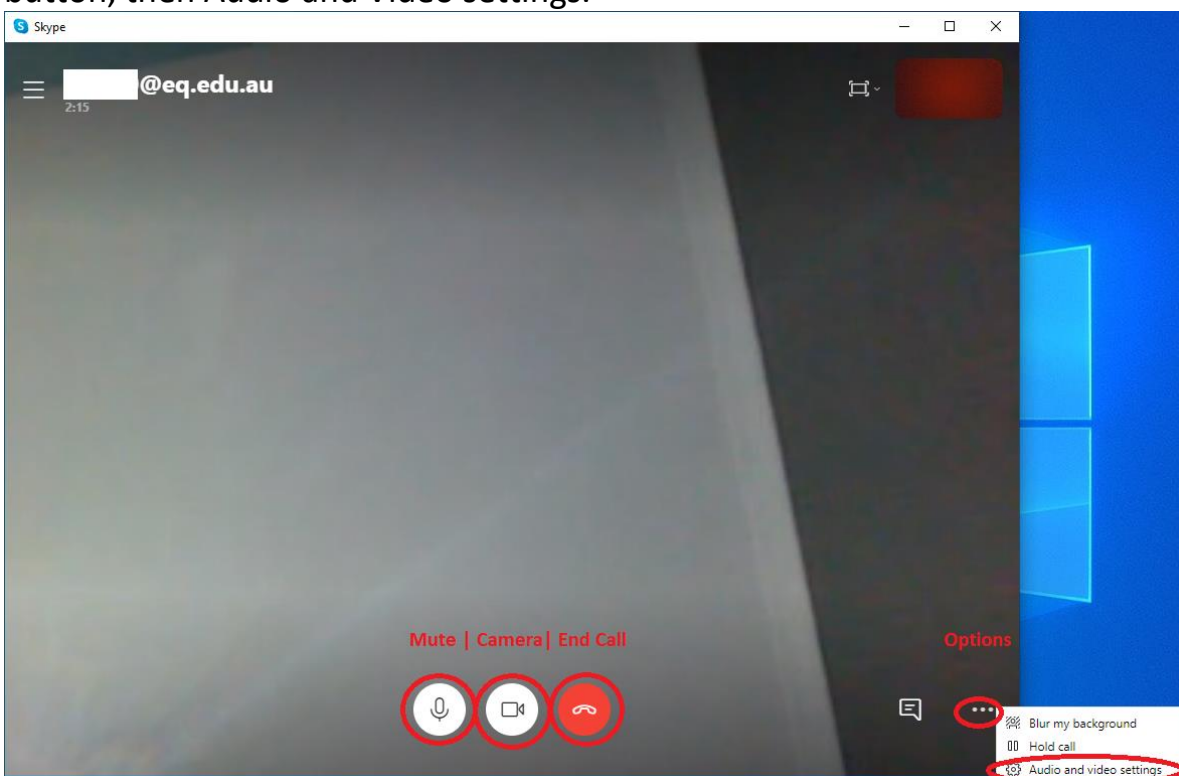
How to make calls in Skype in Windows 8-10

In Skype, click Contacts. You can choose to make a video call or audio call with the buttons on the right. If you select one, you can enable/disable video once the call is in progress anyway.



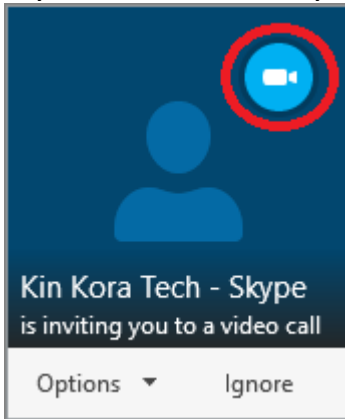
You can use these buttons to Mute your microphone, turn on or off your camera, and end the call.

If you have issues with audio, you can make adjustments again with the options button, then Audio and Video settings.



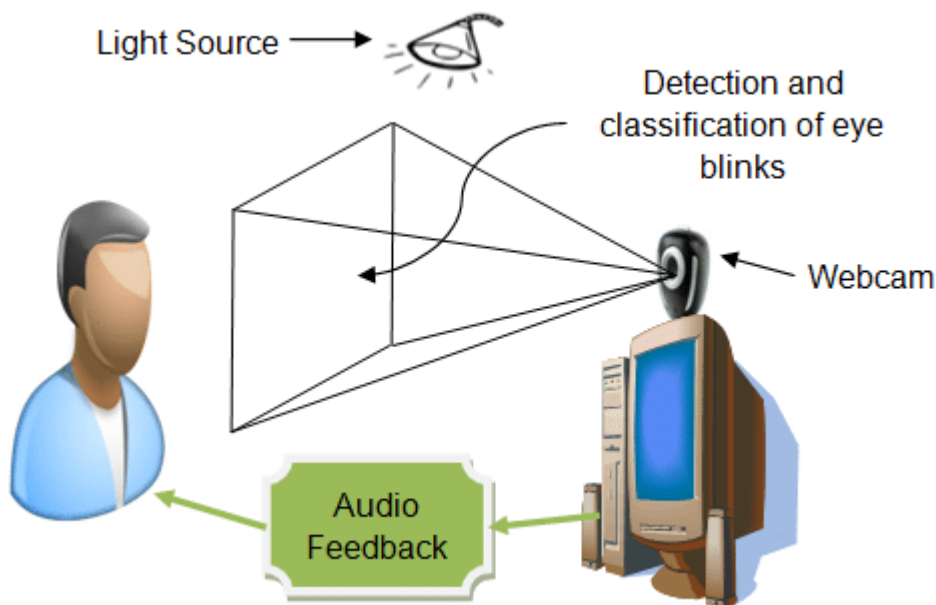
Receiving a call

If you receive a call, you should get a pop up. Answer it with the video icon



Audio/Video Tips:

Try to have your light source in front of you instead of behind you. Ideally a lamp face height 45 degrees toward you but at least face toward the room light if possible.



If you're getting feedback (screaming or echoing of your words), move the speakers further away from the microphone and/or turn the speakers down. If the microphone can hear the speakers you will get feedback. This is why headsets are very useful for sound in these calls. If you cannot get rid of this, mute your mic and only unmute it to talk and then quickly mute it again, as if you were using a UHF radio.