Windows 8, 8.1 and 10 Installation Instructions

Go to https://www.microsoft.com/en-au/p/skype/9wzdncrfj364 in your preferred web browser

Click Get
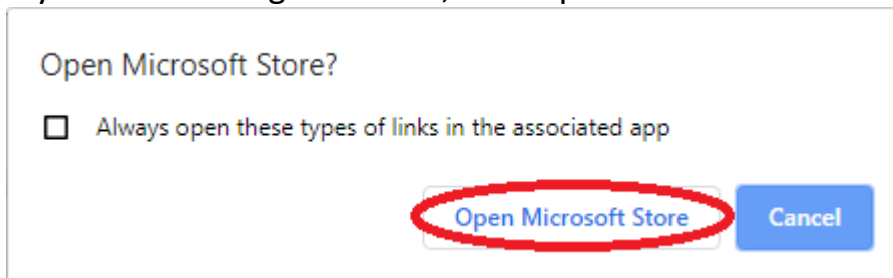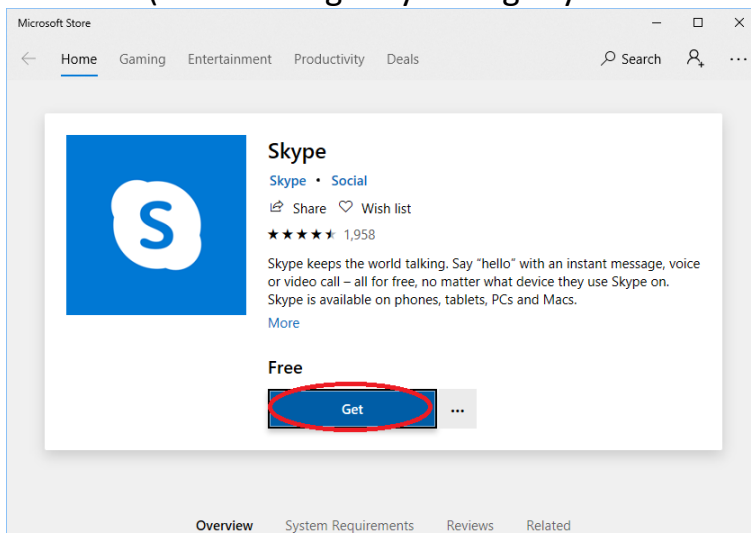

If you're in n Google Chrome, click Open Microsoft Store

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

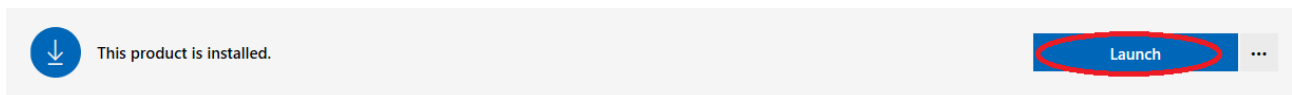You can choose to Sign In if you want to, but No, thanks is quicker

Click Launch once it's finished installing

Click Let's go
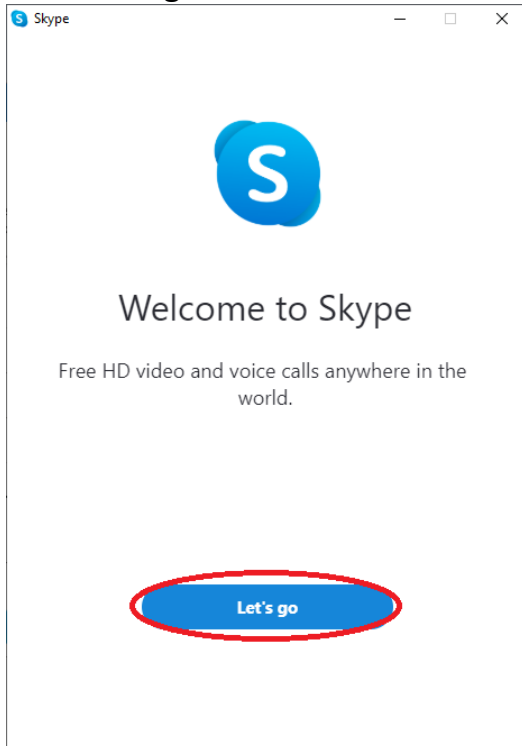
Click Sign in or create
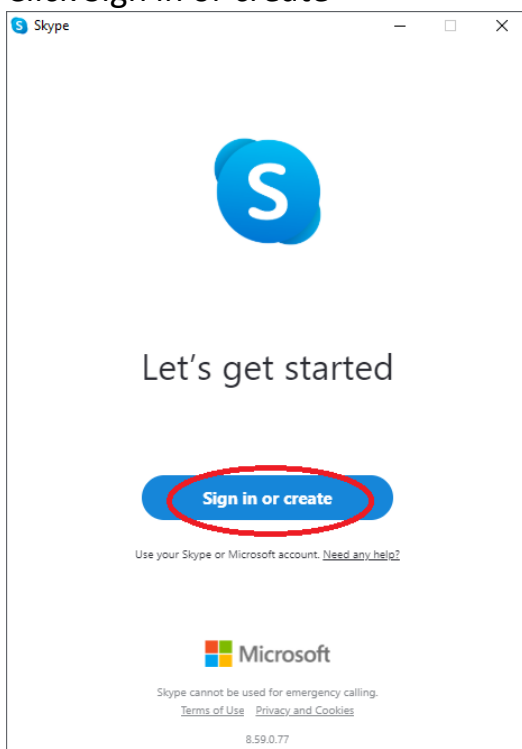
If you already have a Microsoft/Skype account, type your e-mail address in click Next. If you don't have one then click Create one!
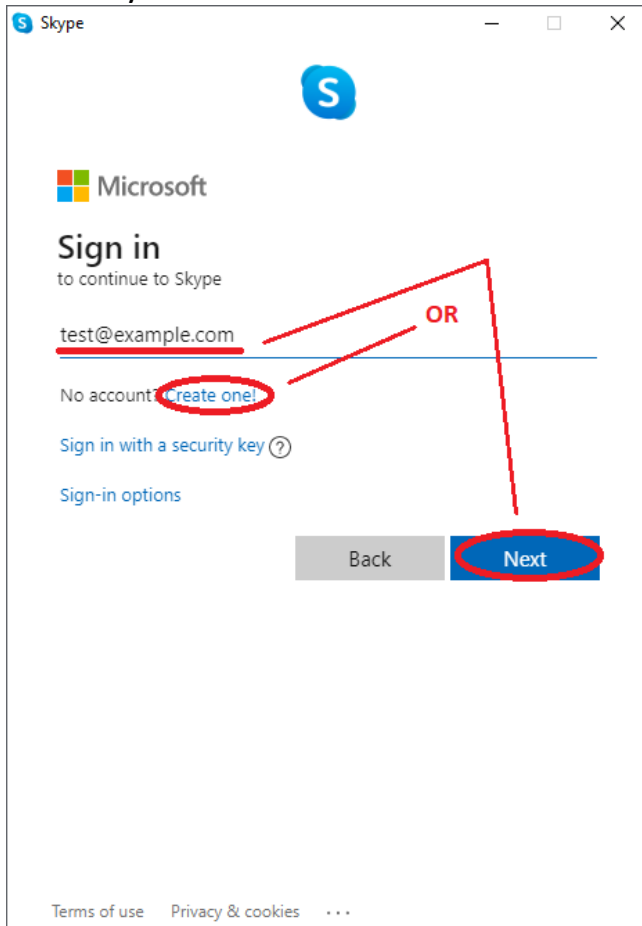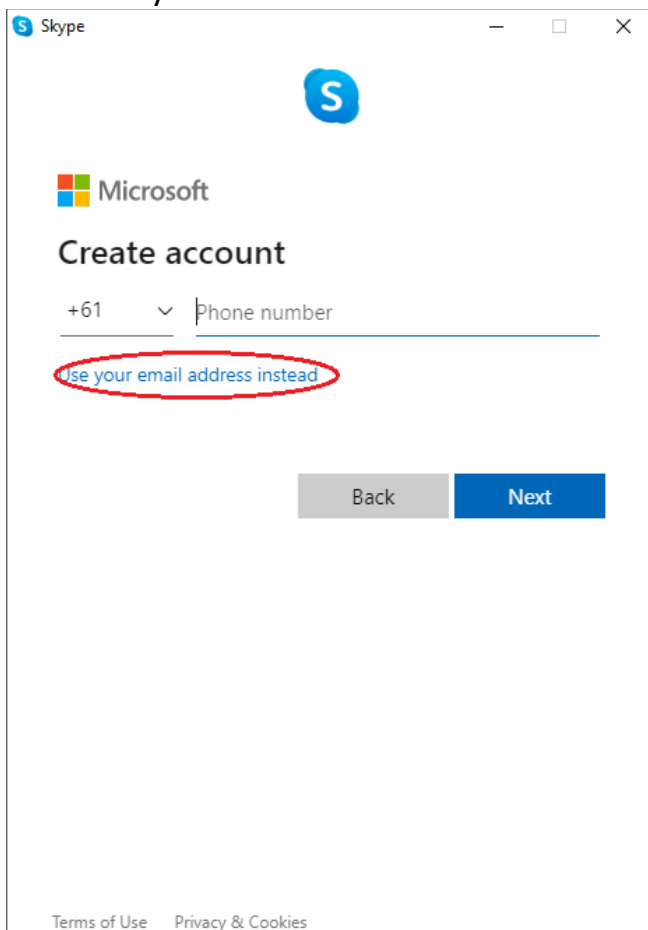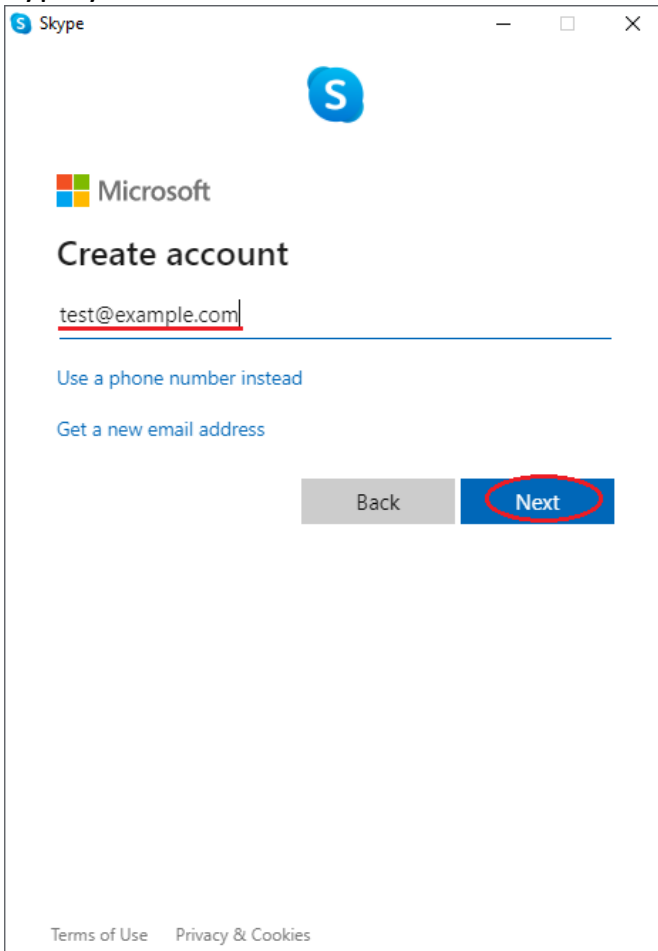

Creating an account (skip if you have one)
Click Use your email address instead

Type your e-mail address and click Next

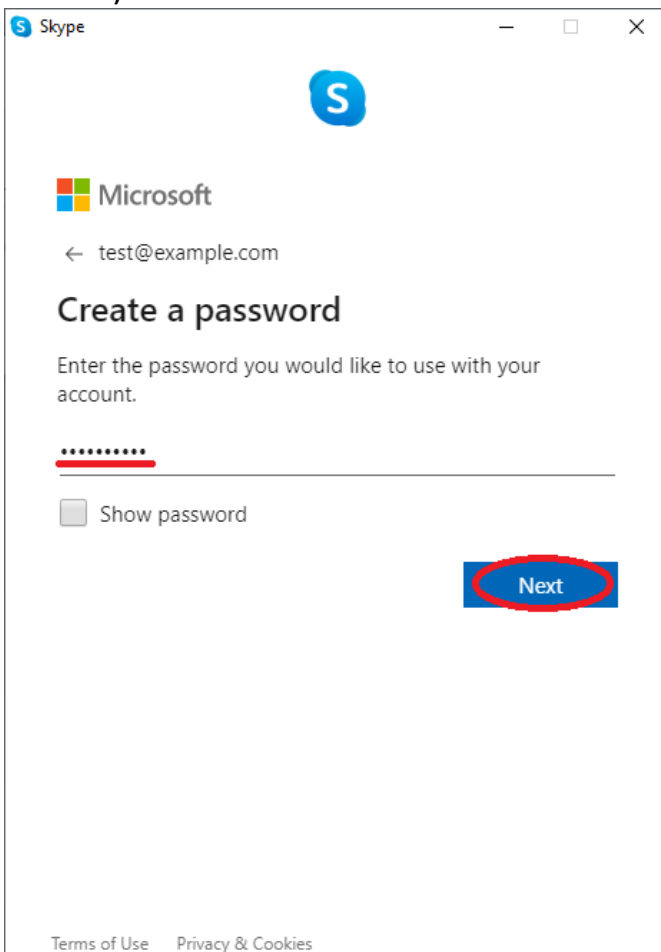Choose a secure password and click Next (click Show password to be sure you got it correct)
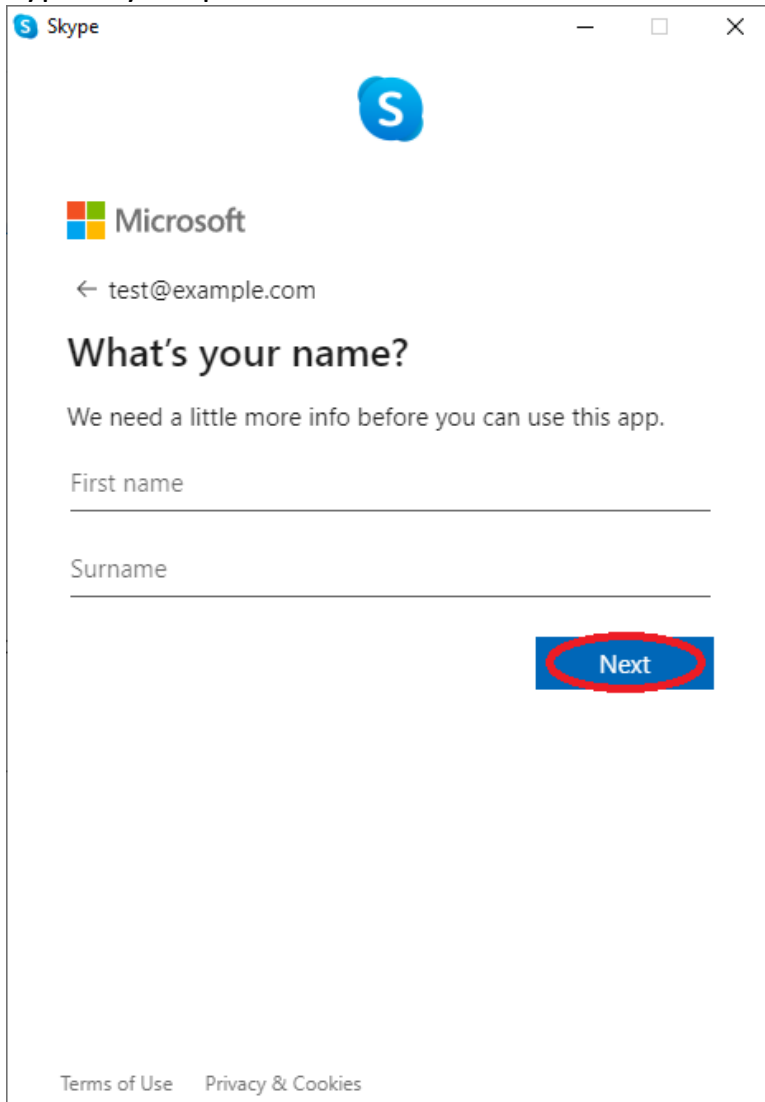
Type in your personal information and click Next

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
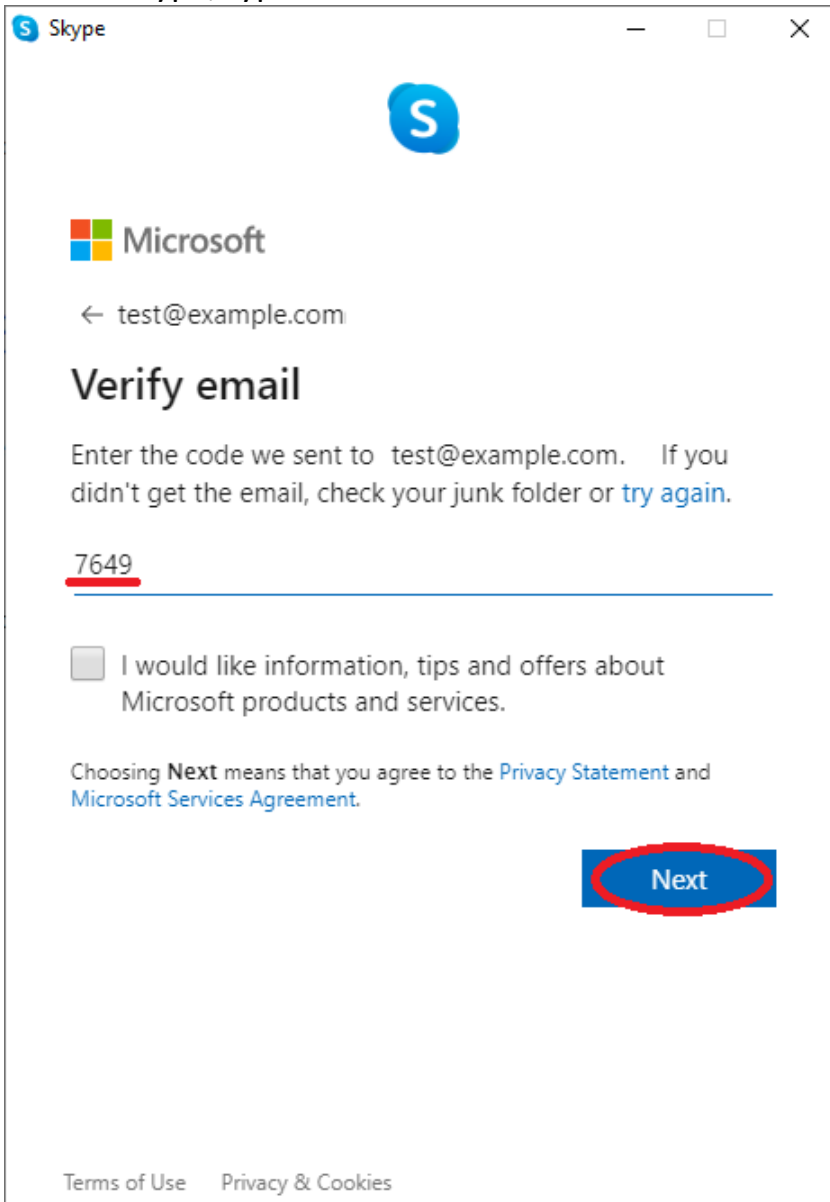
Back in Skype, type this code and click Next
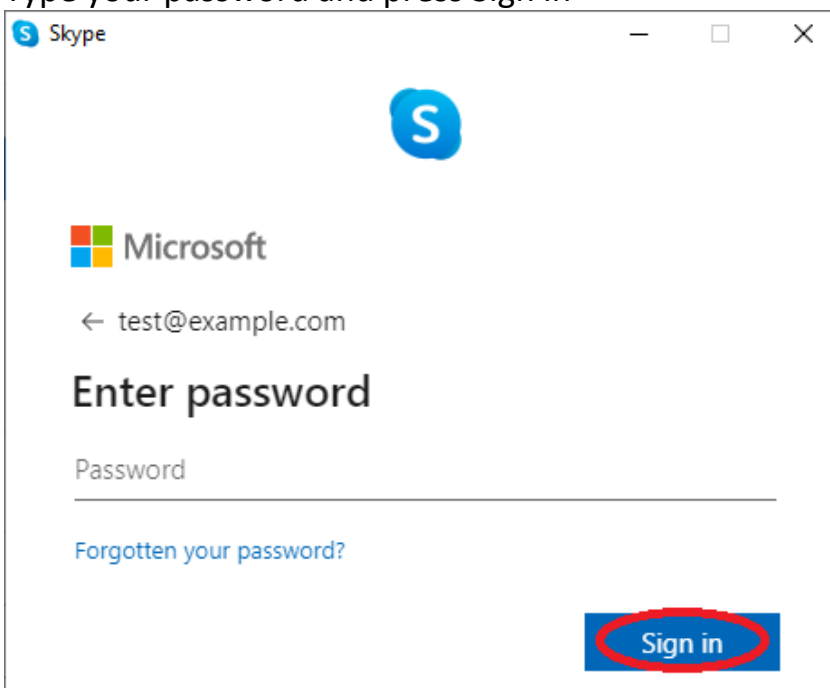
Existing Account only (1 step)

Type your password and press 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
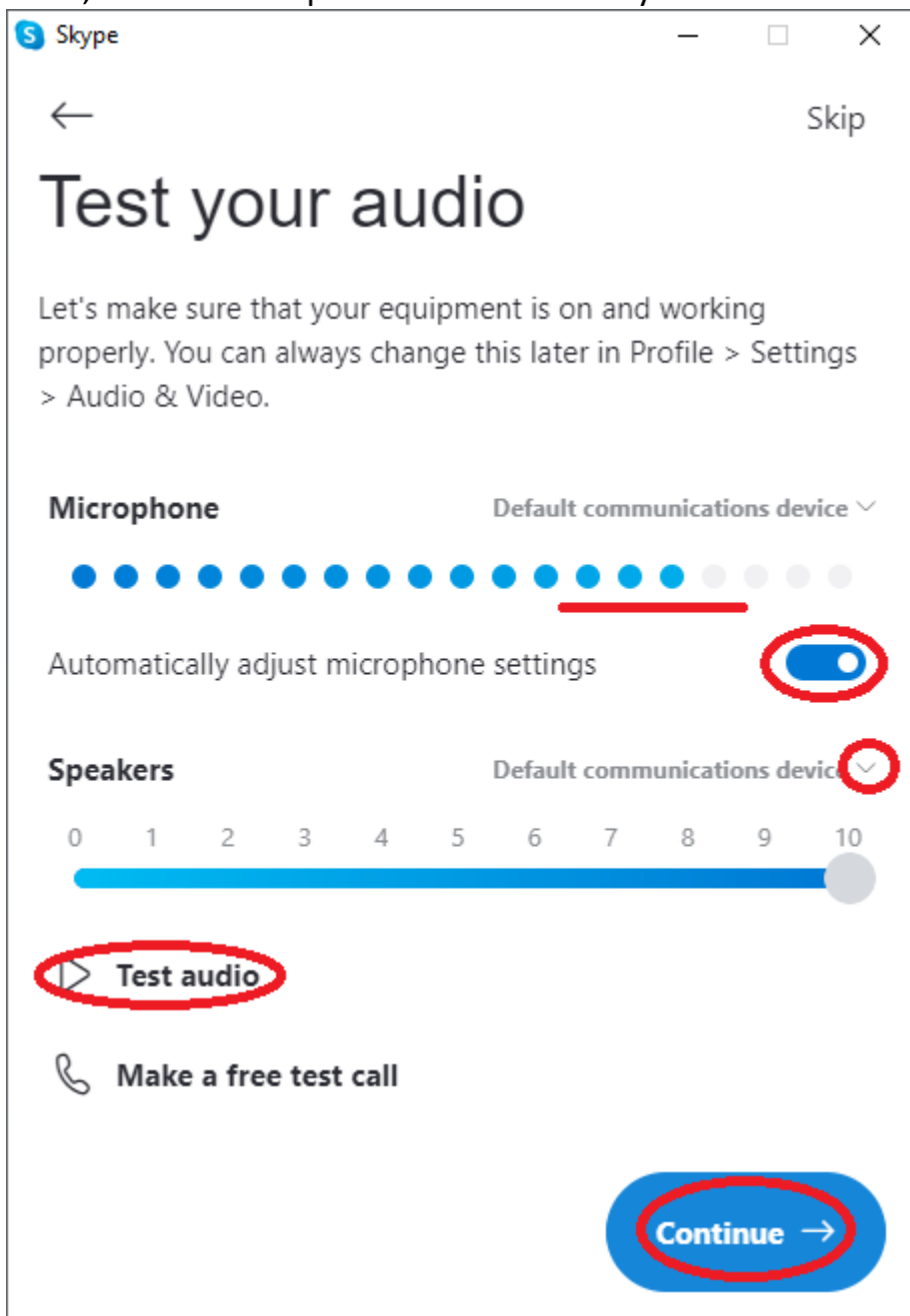
Check that your webcam works, you may need to adjust settings here, or select which webcam to use if you have multiple but it should work without issue. If there's no webcam available, make sure it's plugged in if it' USB, or turned on if I's a laptop (usually Fn+F5 keys or similar). Click Continue
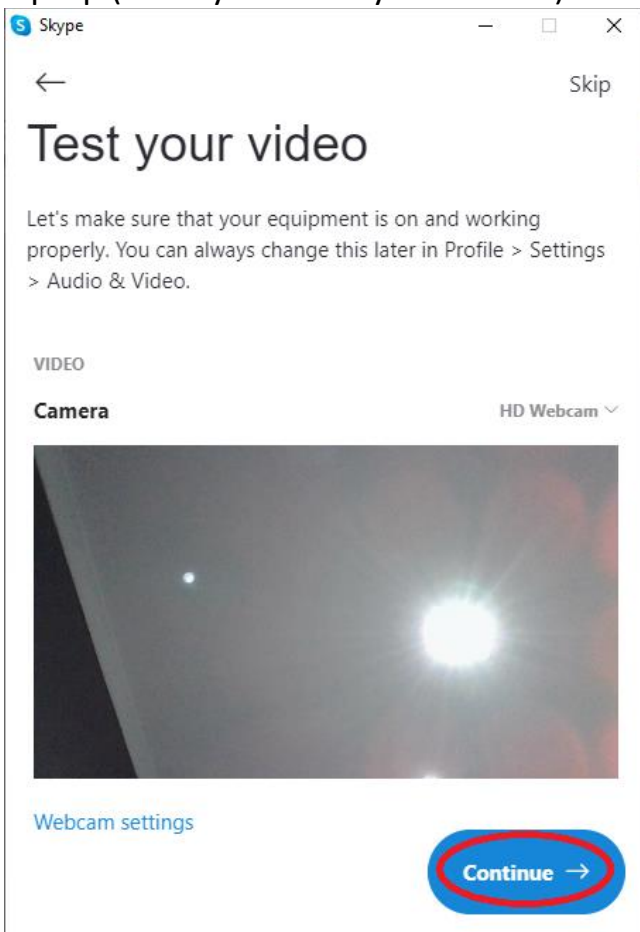
Click OK
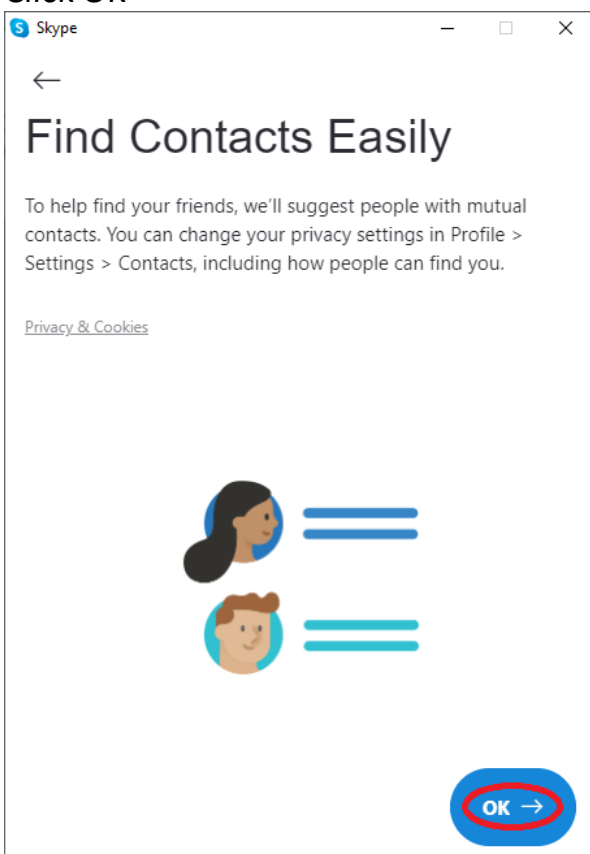
Restart your computer. This is important as Skype doesn't seem to detect EQ e-mail addresses until after a restart.

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

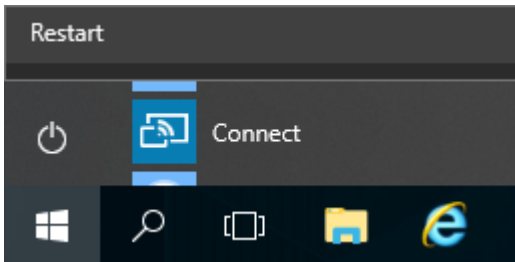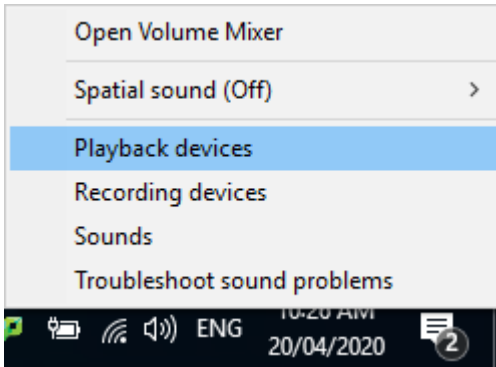Or if it looks like this, click Open Volume Mixer, then click the icon below the word Applications, then click the Playback tab
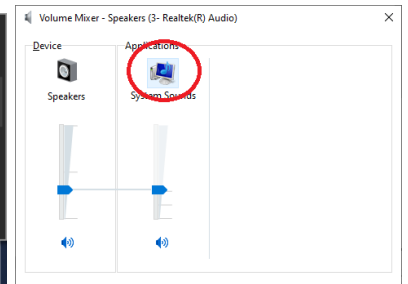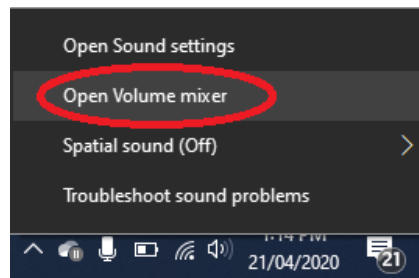
Make sure that the correct speakers (depending on your computer) has the green default tick on it. If not, click the correct speaker device and click Set Default. Click Properties, Click levels. You can adjust the volume here, check that there is no mute icon on the mute button toward the right.
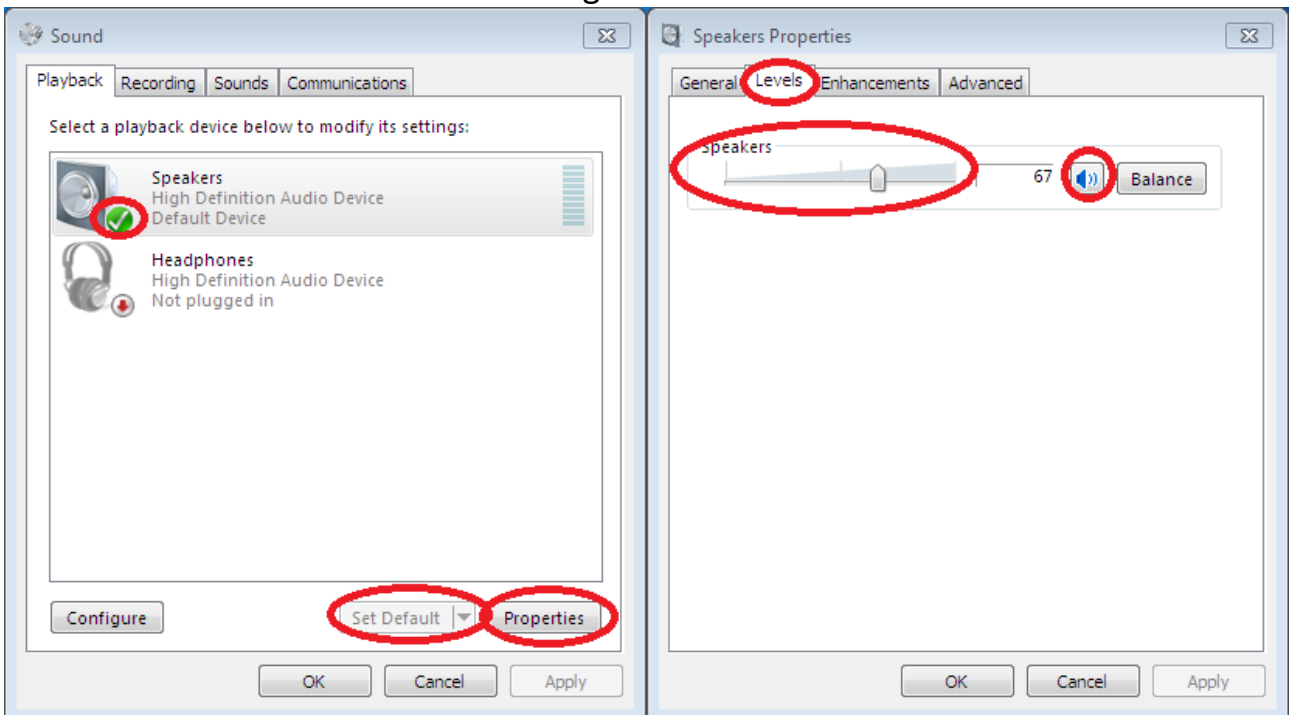
Click Advanced, click Test. You should hear some sound. Go back to levels if not and adjust. Click OK once.

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 t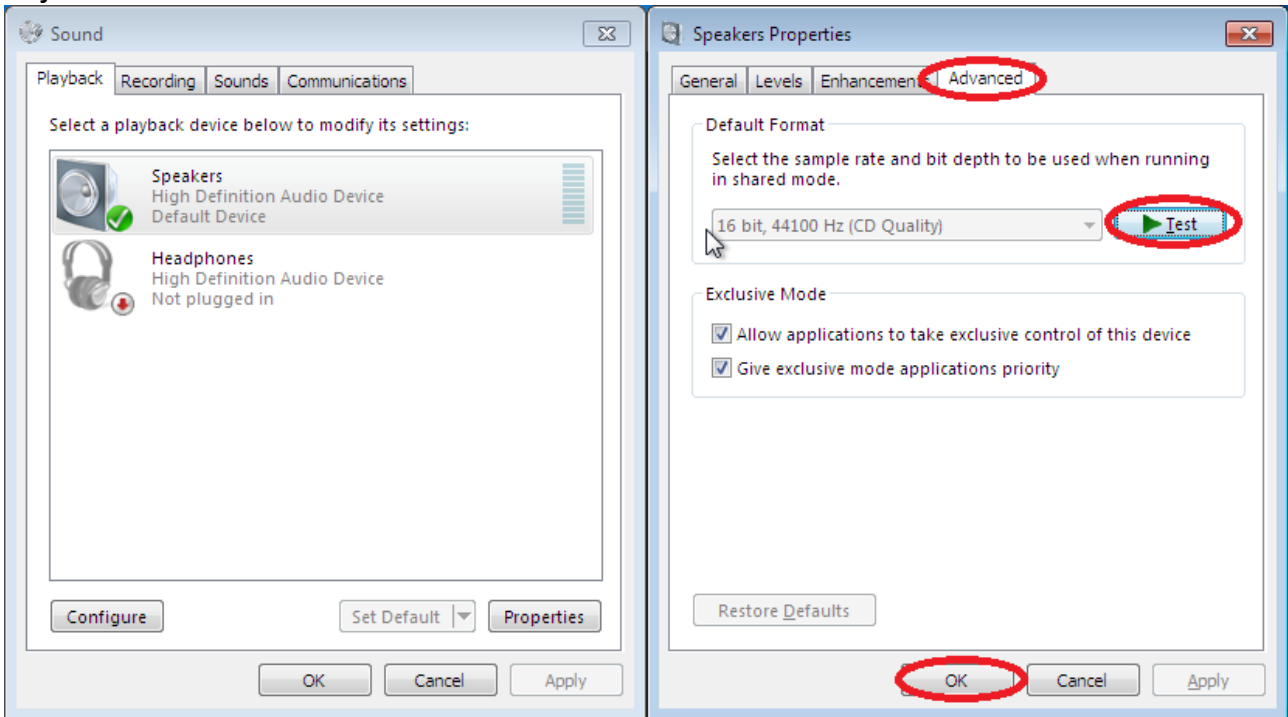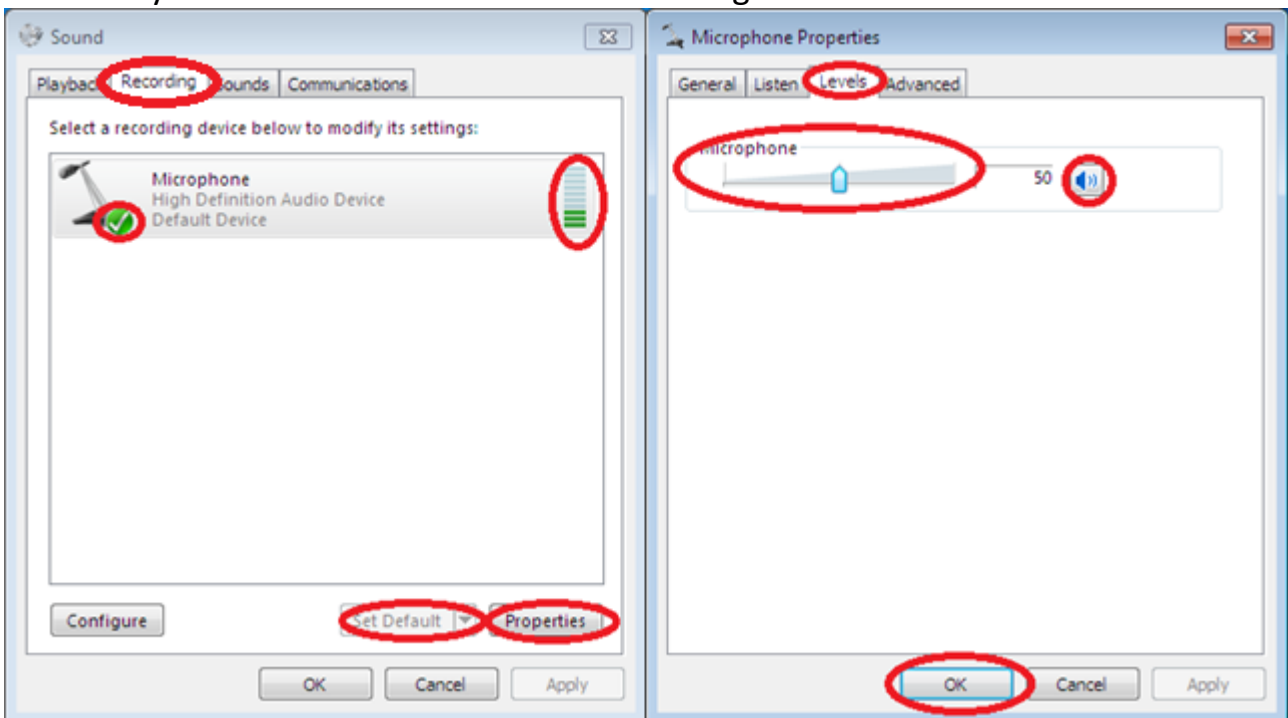he correct device and click Set Default. Click Properties, Click Levels and make sure there is no mute icon on the speaker button toward the right. You can adjust the microphone volume here later if it's difficult for others to hear you later. Usually 100 volume is not what you want here. Click OK and 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
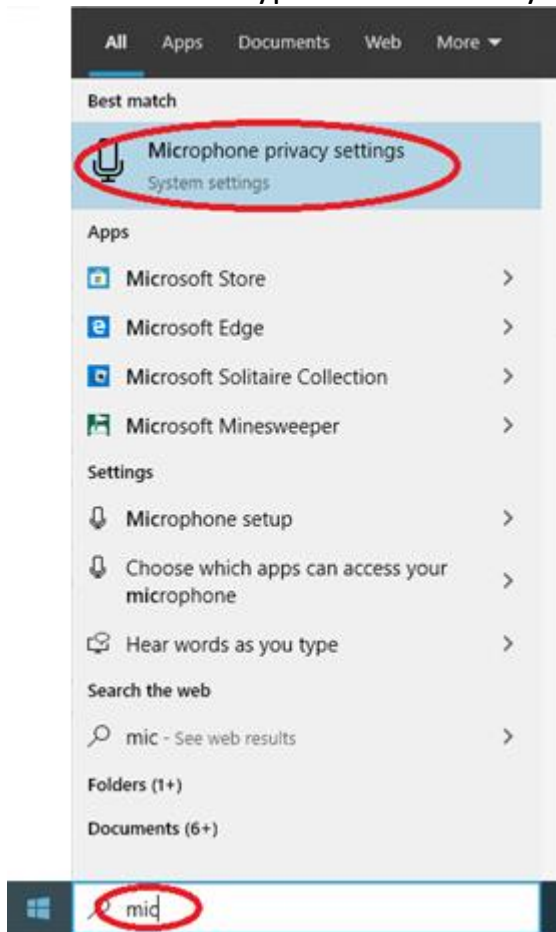
Make sure Microphone access for this device is on, click Change if not.
Make sure Allow apps to access your microphone is on

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.

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
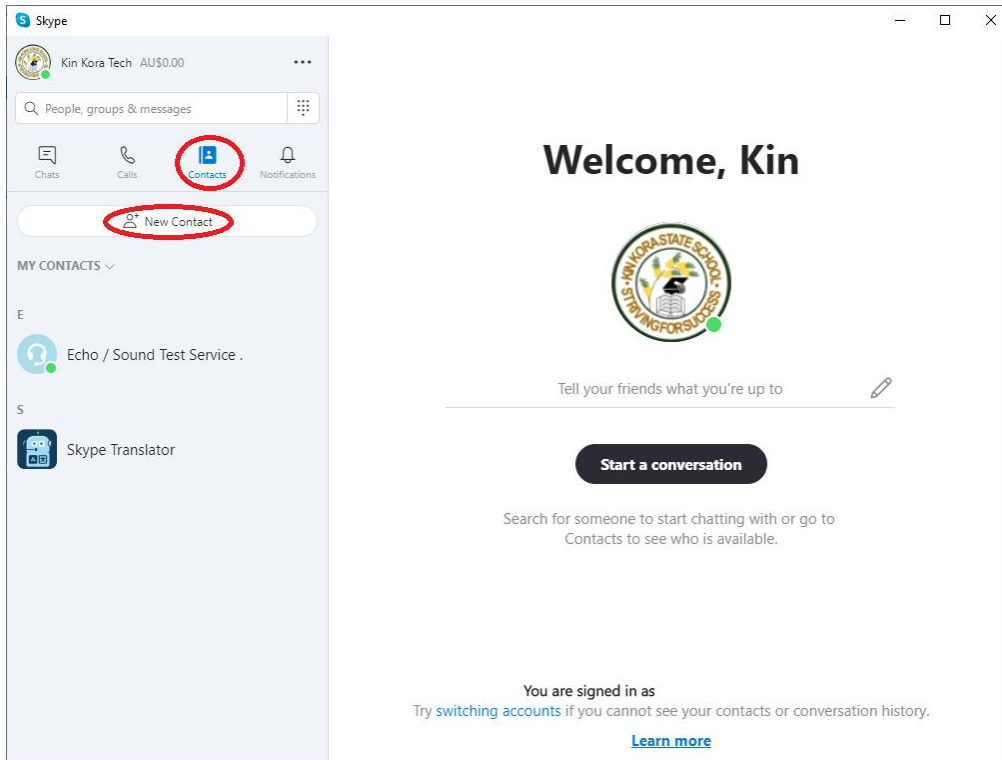
Type in your teacher/s' full eq.edu.au e-mail address/es and click Add, then the X on the left
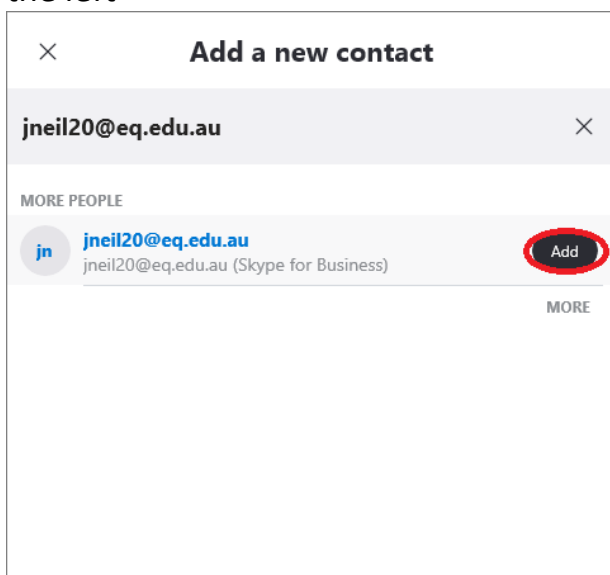
Your new contact should then show up in contacts. If it doesn't in the future, add them in as a contact again. As your teacher is in a Skype for Business account, this may need doing each time you use Skype unfortunately.

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.
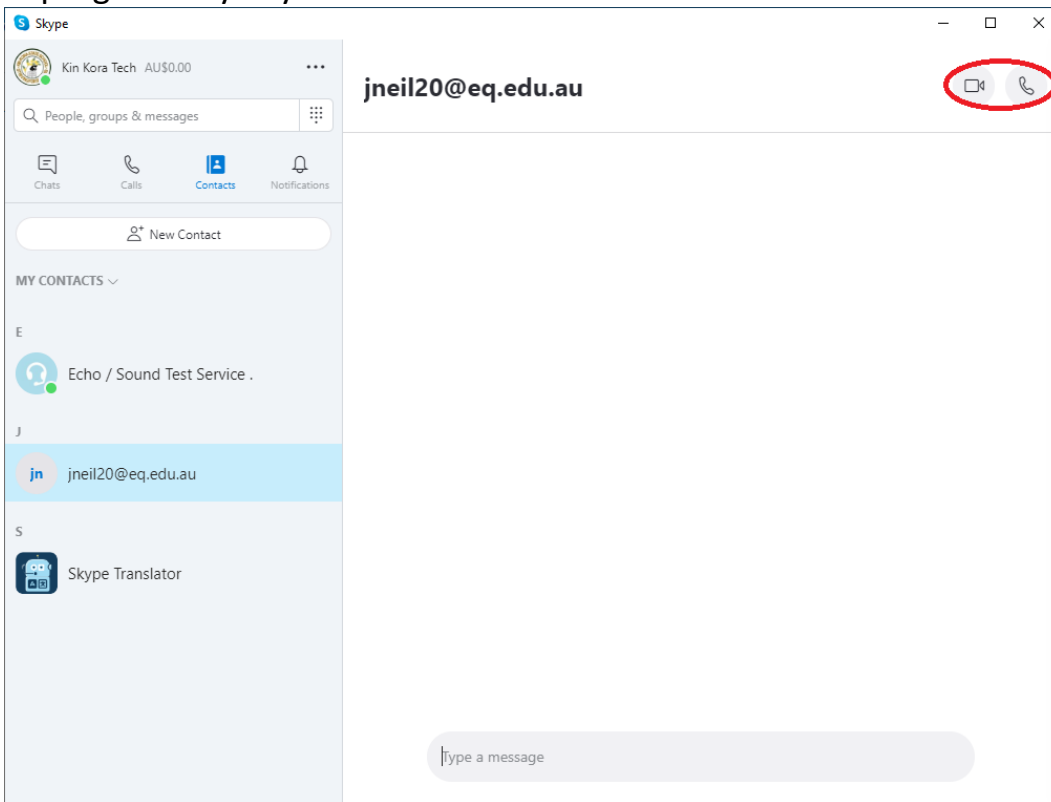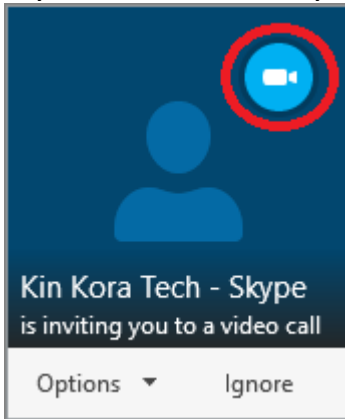

You can use these buttons to Mute your microphone, turn on or off your camera, and end the call.
If you have issues with audio, you can make adjustments again with the options button, then Audio and Video settings.
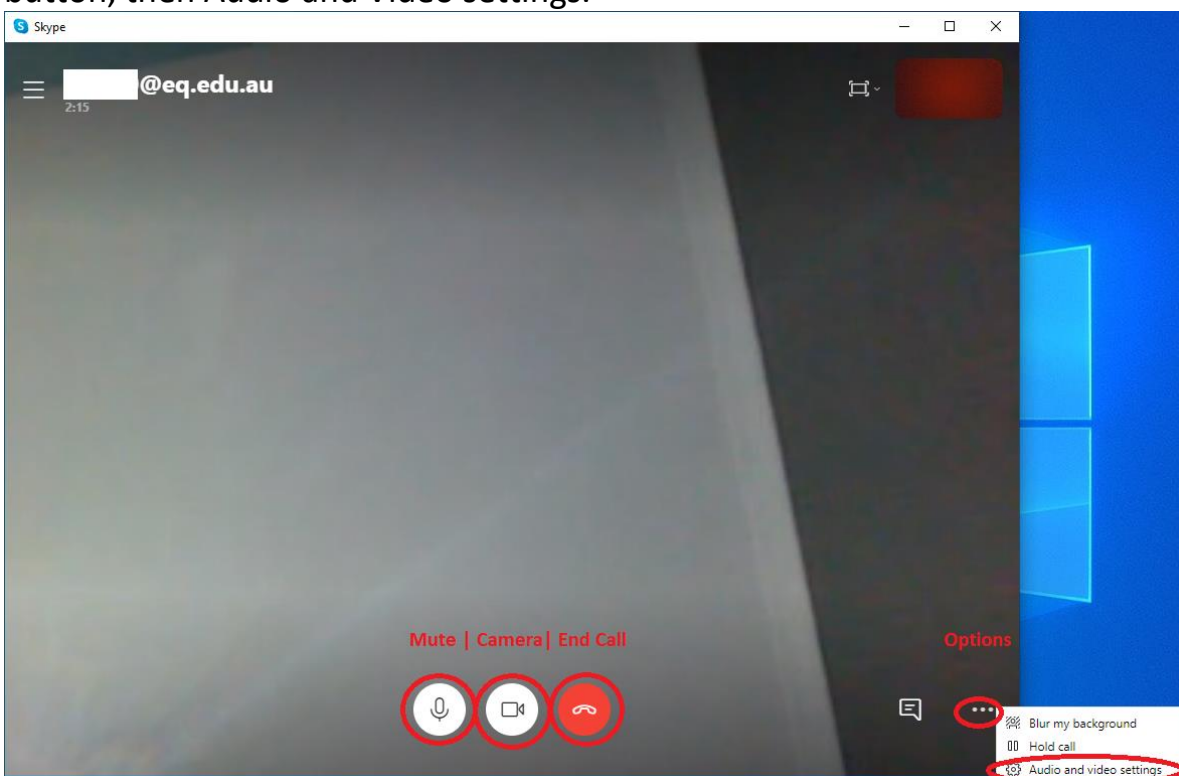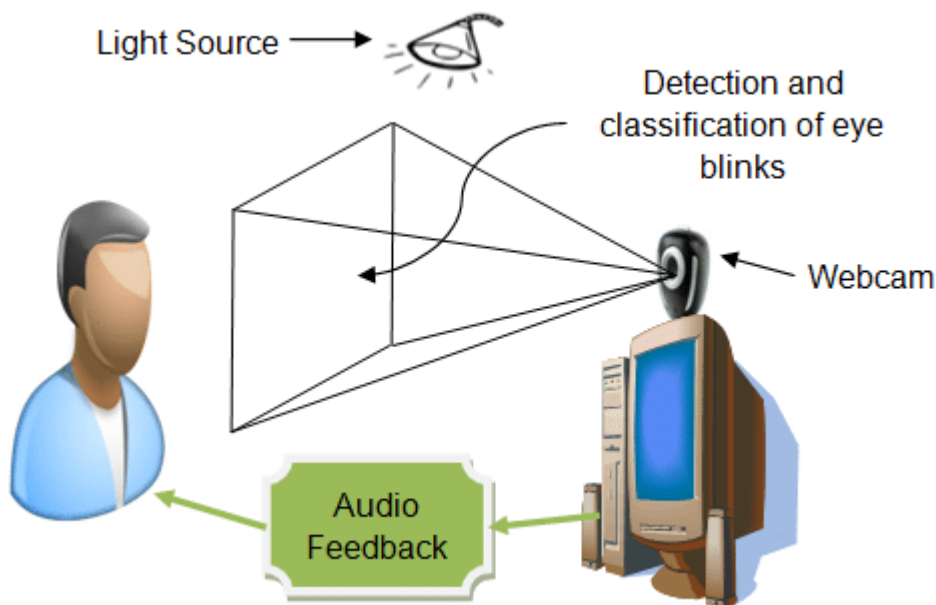
Receiving a call

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.