

# Skype training

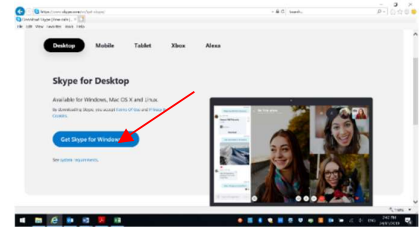


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## 1. Installation (Computer):

1. Go to [www.skype.com](http://www.skype.com)
2. Click the download button
3. Follow the prompts on the screen
4. Save to an easy to access place, such as the desktop



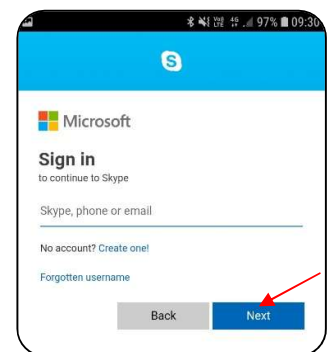
## 2. Installation (Phone):

1. Go to Play Store or App Store
2. Search Skype
3. Select the install button
4. Follow any further prompts, then follow the instructions below to create an account







## 3. Creating an account:

1. On the Sign in-screen select **Create account**
2. Enter phone number and select **Next**
3. Create a password
4. Insert first and last name
5. A code will be sent via text - enter this code (this can take a few minutes)
6. Follow any further prompts



## 4. Answering a Skype Call:

1. Select the video  button to answer
2. To decline the call select the end call  button
3. To switch your camera from front to back, select the  button
4. To end the call select the end call  button

# Skype troubleshooting



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## 1. Issues with Skype Call Quality:

- Most likely a problem with Hospice or Patient internet connection
  - Check the Skype Status Page: <https://support.skype.com/en/status/> for any reported issues
  - Ensure you meet the minimum system requirements and are using the latest version of Skype
  - Check your computer and internet connection

## 2. Internet Connection Problems:

- Ensure Wi-Fi is on
- Move closer to the router or access point.
- Ensure Airplane mode is off
- Restart the modem and router (unplug and wait 30seconds, plug it in again)

## 3. Audio and Video Issues (Desktop):

- Ensure Skype has permission to access your microphone and camera
- Ensure speakers, microphone and headphones are plugged in

## 4. Common error messages:

- 66-Not connected: Means you are logged out of Skype. Log back in using BCHI username and password
- 9901- Internal error: Skype is having problems