



Newhouse Information & Computing Services  
Skype Instructional Guide  
Created 12/09/2013



## Creating a Skype Account

If you do not already have your own Skype account, you will need to create one.

### 1. Open Skype

- a. Select *Skype* from your programs menu

### 2. Create a new Skype Account

- a. Select *Create an Account*
- b. Enter your email address
- c. Check or Uncheck to receive emails from Skype
- d. Review Skype Terms of Use & Privacy Policy
- e. Select *Continue*
- f. Complete the form
- g. Skype account is created AND you are signed in!

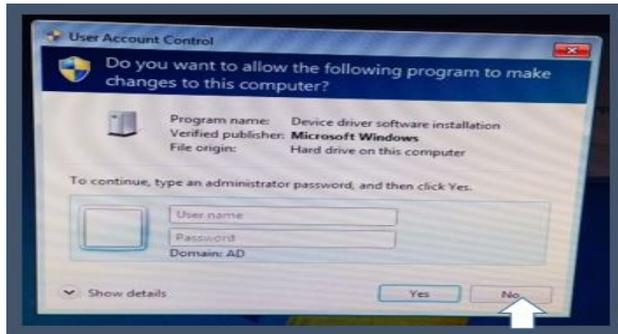
For more information: <https://support.skype.com>

# LOGITECH c615 HD Webcam

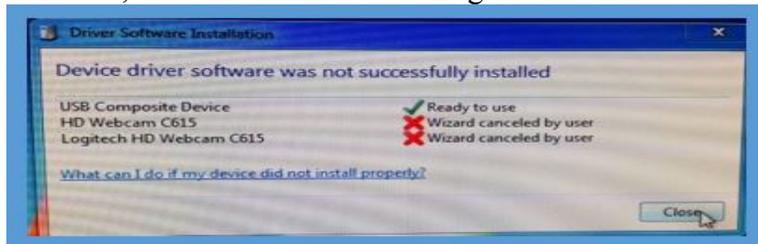


## Installing Logitech Webcam

1. Connect Logitech c615 HD Webcam to your PC
2. PC will recognize device being connected and attempt to install the driver & software
3. Driver will install automatically
4. Software install will request admin credentials, you do not need the software, select No



5. 2<sup>nd</sup> request for additional software install will pop up with a request for admin credentials, again you do not need the software, select No
6. Device Software Installation pop-up confirms driver installed and software not, this is ok, select Close to close dialog box:



7. Your Logitech c615HD Webcam is ready to use!



## Skype Instructions for Mac

1. **Connect your Logitech c615 HD Webcam to your device**  
**Please Note:** you must connect your Webcam before launching Skype
2. **Open Skype**
  - a. Select *Skype* from the dock (at the bottom of your screen) OR select the *Spotlight* icon (magnifying glass on top right corner of screen) and type *Skype* to find the app quickly
  - b. Enter your Skype name
  - c. Enter your Skype password  
**Please Note:** do not launch Skype with your browser, it is already installed on all PCs in Newhouse
3. **Add Contact**
  - a. Select *Contacts*
  - b. Select *Add Contacts*
  - c. Enter your contacts Skype name in the field provided & select *Find*  
**Please Note:** it is recommended that you request your contacts Skype name in advance
4. **Test Audio**
  - a. Select *Skype Test Call* from your Contacts
  - b. Select *Call*
  - c. Follow the directions of the automated Skype operator
5. **Test Video**
  - a. Select *Skype* from the main menu at the top of your screen
  - b. Select *Preferences*
  - c. Select *Audio / Video* your Webcam will be automatically detected
  - d. Adjust the Webcam to benefit the view of your Skype contact
6. **Make Video Call**
  - a. Select *Contacts*
  - b. Choose your contact
  - c. Select *Video Call*
7. **Sign-out**
  - a. Select *Skype* from the main menu at the top of your screen
  - b. Select *Quit Skype*



## Skype Instructions for a PC

### 1. Connect your Logitech c615 HD Webcam to your device

**Please Note:** you must connect your Webcam before launching Skype

### 2. Open Skype

- a. Select *Skype* from your programs menu
- b. Enter your Skype name
- c. Enter your Skype password

**Please Note:** do not launch Skype with your browser, it is already installed on all PCs in Newhouse

### 3. Add Contact

- a. Select *Contacts* from the main menu at the top of your screen
- b. Select *Add Contacts*
- c. Select *Search Skype Directory*
- d. Enter the Skype name of your contact in the field provided & enter

**Please Note:** it is recommended that you request your contacts Skype name in advance

### 4. Test Audio

- a. Select *Echo / Sound Test Service* from your Contacts
- b. Select *Call*
- c. Follow the directions of the automated Skype operator

### 5. Test Video

- a. Select *Tools* from the main menu at the top of your screen
- b. Select *Options*
- c. Select *Video Settings*, your Webcam will be automatically detected
- d. Adjust the Webcam to benefit the view of your Skype contact

### 6. Make Video Call

- a. Select *Contacts*
- b. Choose your contact
- c. Select *Video Call*

### 7. Sign-out

- a. Right click Skype icon in Task Bar at bottom of screen and select *Quit*



## Troubleshooting Skype

### Issue #1:

Video is not working

#### Problem:

Skype was launched prior to connecting the Webcam, so the Webcam was not detected

#### Resolution:

Quit Skype, keep Webcam connected, re-launch Skype

### Issue #2:

You are unable to view your Skype contact

#### Problem:

Their Video is disabled and/or they connected their Webcam after they launched Skype

#### Resolution:

Send an instant message via Skype and ask contact to enable their video and/or re-launch Skype

### Issue #3:

Audio is not working

#### Problem:

Skype did not auto detect Webcam

#### Resolution:

Select *Tools* → *Options* → *Audio Settings*, from the Menu bar

Confirm your Microphone is set to your Webcam / USB Audio Device

### Issue #4:

Feedback from speakers

#### Problem:

Skype has been tested in all of our classrooms with the Logitech Webcam, feedback is normally a result of the microphone your Skype contact is using

#### Resolution:

Request your Skype contact wear a headset

### Issue #5:

Skype is always running

#### Problem:

*Sign me in when Skype starts* is checked on Sign-on Screen

#### Resolution:

Uncheck *Sign me in when Skype starts*