

How to Use Skype

Trusted video calling — great for reaching people without smartphones

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What You Will Need

A smartphone, tablet, or computer

The free Skype app — download from the App Store, Google Play Store, or [skype.com](https://www.skype.com)

A free Skype account (sign up with your email address)

A Wi-Fi connection

Step-by-Step Guide

1. Download **Skype** from the App Store (iPhone/iPad), Google Play Store (Android), or visit **skype.com** on a computer and click Download.
2. Open Skype and tap **Create account**. Enter your email address and choose a password. Follow the steps to confirm your account.
3. Once signed in, tap the **Search** icon and type the name or Skype username of the person you want to call.
4. Tap their name in the results, then tap the **video camera icon** to start a video call.
5. To receive a call, simply tap **Answer** when Skype rings — just like a normal phone call.
6. Use the microphone button to mute yourself if there is background noise.
7. Tap the red phone button to end the call.

■ **Tip:** Skype calls between Skype users are completely free — even to family living abroad.

■ **Tip:** Skype can also call regular phone numbers and landlines at low cost — useful if someone does not have a smartphone.

■ **Tip:** If the picture freezes, ask the other person to hang up and call again — it usually fixes itself.

■ **Tip:** You can send instant messages in Skype too — useful for a quick hello without making a full call.

Calling Someone on a Landline or Mobile

Skype can call regular phone numbers at low cost (not free). Tap the **Dial pad** icon, enter the number including the country code, and tap Call. You will need to add a small amount of Skype Credit first — this can be done in the app.

Using Skype on a Computer

Skype works very well on a laptop or desktop computer. Download it from **skype.com**, sign in with your account, and use it the same way as on your phone. The larger screen makes it feel much more like a face-to-face conversation.

If You Forget Your Password

Tap **Forgot password?** on the sign-in screen. Enter your email address and Skype will send you a link to reset it. Check your email inbox — including your Junk or Spam folder if it does not arrive.