

Skype 101  
Internet Calling

Lesson Plan

A student with little to no prior knowledge of Skype creates an account and learns to place free video calls.

Lesson Objectives

At the end of the class, the student will know how to:

* Download Skype to their computer or mobile device.
* Set-up an account and username.
* Find peers and add them to their contact list.
* Place video and voice calls.
* Troubleshoot basic connection problems.

Lesson Prep Work

(30 min, at a minimum, prior to student arrival)

* Get in early to test for technology failure, because it will happen :-)
* Pre-sign into accounts
  + username:\_\_\_\_\_\_\_\_\_\_\_\_
  + password:\_\_\_\_\_\_\_\_\_\_\_\_
* Set-up and test headsets and cameras
* If using Portable Apps version, drag Skype folder to the desktop.
* Print handouts

Lesson Prerequisites

* Mouse/Keyboard/Internet skills
* Students must have an email address.

Lesson Outline

The lesson is completed in one (90) minute class session.

**(5 min) Introduction**

* Introduce instructor, students.
  + Ask students at introduction: What does it mean to “skype” someone? What do want to use Skype for?
* Let students know it’s okay to take phone calls, but ask them to put their phone on vibrate and answer calls outside the classroom.
* Inform students that they can sit back and watch if the class is too advanced or if they are unsure about joining Skype.
* Inform students they can go to the bathroom, they don’t need permission.
* Show order in which class will happen. Explain scope of class.

**Activities**

* **(45) Getting Started** 
  + **Signing-Up for an Account**
    - Registration is required. Users must create a Skype name and password.
    - *Activity:* Sign-up for a Skype account at Skype.com.
      * Step 1 – Go to skype.com.
      * Step 2 – Click join.
      * Step 3 – Fill out required fields in the “Create an Account” section.
      * Step 4 – Choose a Skype name.
        + *Tip:* Desired Skype name taken? Use the suggestions!

*Discussion:* Personal info: real name vs. alias, location etc.

*Takeaways:*

searchability vs. privacy

personal vs. professional use

Skype’s privacy:

Cannot video call non-contacts

* + - * Step 5 – Write down Skype name and password on handout.
  + **What is Skype?**
    - *Definition (Optional):* **Skype** is a proprietary **voice-over-Internet Protocol** service and software application. The service allows users to communicate with peers by voice, video, and instant messaging over the Internet. Phone calls may be placed to recipients on the traditional telephone networks. Calls to other users within the Skype service are free of charge, while calls to landline telephones and mobile phones are charged via a debit-based user account system.
      * *Key concepts:* 
        + VoIP: a technology that allows telephone calls to be made over computer networks like the Internet.
        + In-network calls (“skype-to-skype”) are free.
        + Skype can be used on a computer or a mobile device.
      * *Discussion:* How would you use Skype in your personal life?
  + **System Requirements**
    - *Explanation:* To place calls via Skype, users must have access to a computer or mobile device that:
      * is connected to the internet and/or a cellular network.
        + Bandwidth: the less robust the signal, the more problems occur.
      * has a camera (for video calling) and microphone.
    - *Pitfall & Solution:*
      * Remind students that they can purchase inexpensive webcams and headsets if their computer/monitor doesn’t have a built-in camera and/or mic.
  + **Downloading the Free Software/App**
    - *Explanation:* Skype is not web based, so users need to either:
      * download and install the software on their computer, and/or
      * install the app on their mobile device.
    - *Demo:* Quickly show how/where to download software/app.
      * PC/Mac software:
        + Go to Skype.com.
        + Click “Downloads.”
        + Select Device.
        + Click “Get” button (e.g. “Get Skype for Windows Desktop”).
        + Follow installation prompts.
        + Once installed, login to Skype with skype name/password.
      * Mobile App
        + *Explanation*:Search the Google Play or App Store for the free app.
        + Follow installation prompts.
        + Once installed, login to Skype with skype name/password.
    - *Pitfall*
      * Because Skype is already installed on the CTC computers, this section will be demo only. Students will need to install this on their own outside of class.
  + **Logging-In for the First Time**
    - The first time a user logs into Skype on a particular computer they will need to check their sound and video input/output.
    - *Demo then do:* Show the first time login set-up steps.
      * Click “Continue” upon logging in (the first page is info only).
      * Show how to:
        + Test sound
        + Check mic level
        + Test video

Once complete, click “Continue.”

* + - * Show how add a profile picture.
        + *Tip:* To skip this step, click “Add Later.”
      * Profile Settings
        + Change email address, location, phone number, etc.
      * Privacy Settings
        + Call settings: whether anyone or only your contacts can call you.
      * Click “Start Using Skype.”
  + **Skype Interface Overview**
    - *Explanation:* Go over key features of the Skype interface.
      * PC:
        + Status Options (and how to change)

Online

Away

Do Not Disturb

Invisible

Offline

*Tip:* In order to receive calls, your status must be Online. Note: if you are logged in and Online, you can (and will!) receive calls. If you are logged in but do not wish to receive calls, change your status to Do Not Disturb or Invisible.

* + - * + Buttons:

Manage Account

To manage account/profile settings, click on Skype Name.

Home Button

Click to return to the interface homepage.

Phone Button

Click to call mobile phones and landlines.

Group Button

Click to create a group for video and chat conferencing.

Add Contact Button

Click to search for and add contacts.

* + - * + Tabs:

Contacts Tab

Access your contacts

View which contacts are online

Click and call contacts

Recent Tab

Displays recent calls and other actions

* + - * Mobile:
        + People

Same functionality as Contacts Tab

* + - * + Recent

Same functionality as Recent Tab

* + - * + Call Phones

Dial pad for calling landlines and mobiles

* + - * + Profile

View and edit your profile

Change your status

* + **Adding Contacts**
    - Remind students that calls can only be placed to contacts.
    - *Demo:* Show students how to add a contact.
      * Click the Add Contact button.
      * Search by name, skype name, or email.
      * Verify contact by photo and/or location.
        + Remind about advantage of using real name and/or location.

*Optional:* Revisit personal info discussion.

* + - * Click “Add to Contacts Button.”
      * Customize contact request message (if needed) and click “Send.”
      * *Explanation:* Once contact request is sent, the contact will need to approve the request before they become a contact (and before you can call them).
    - *Activity:* Have students perform the above steps and add the CTC as a contact.
* **(25) Placing Video Calls**
  + **Selecting an online contact and placing a video call**
    - *Demo:* To make a video call, the contact must be online.
      * Check to see if contact is online.
        + Remind students that this is determined by the Status options.
        + If contact is offline, they cannot be called, but you can send them a message that they will receive when they next login.
      * Click on contact.
      * Point out that contact’s profile then appears central on the screen.
      * Click Video Call.
  + **Video Call interface**
    - *Explanation and Demo:* the Skype Video Call interface.
      * Buttons:
        + Show Contacts
        + Show IM
        + Turn on/off video
        + Turn on/off sound
        + Send a file
        + End call
        + Call quality/signal indicator
        + Full screen

The mobile call interface is arranged slightly differently, but there are buttons (with the same symbols) for the essential functions.

* + **Placing Video Calls**
    - *Activity:* 
      * Instructor calls each student or student groups of 3-5 (depending on class size).
      * Student (groups) call(s) the instructor.
* **(5)Troubleshooting Tips**
  + **Common video call issues**
    - Connectivity:
      * Check internet connection
      * End call and then call back
      * Turn off video
    - High Use Traffic:
      * End call and then call back
      * Try calling at a different time

**(10) Conclusion**

* Go over handout, review material, and emphasize contact info & further resources on handout.
* Point out similar software
  + Google Hangout
  + Go To Meeting
  + Adobe Connect
* Any questions? Final comments?
* Remind students to practice—recommend that they call a close friend or relation first to practice and troubleshoot.
* Additional help?
  + Troubleshooting equipment issues: Ask-the-Gadget Guy!
* Remind to take survey.

What This Lesson Does Not Cover

* The students do not download the software in class, though the process is explained.

Appendix

Skype and VoIP definitions are from Wikipedia.