

# Sign Language Communications

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## SKYPE HELP FAQ

### How do I make a video call?

This FAQ contains instructions on how to:

1. [Make a video call](#)
2. [Change the way your video call is displayed](#)
3. [Turn your video off](#)
4. [View the video from your own webcam](#)
5. [Use other Skype features while on a video call](#)

Video calling with Skype is free. To make a video call, you should check that your system meets [these requirements](#). The person you are calling will also need to meet these system requirements.

Did you know that you can make [group video calls](#) to two or more people at the same time?

Note: The following instructions are for Skype 5.0 for Windows or above. For Skype 4.2 and below, refer to [these instructions](#). If you're not sure which version of Skype you're using, it's easy to [find out](#).

### Making a video call

Before making a video call, we recommend that you [check your webcam is working correctly](#). If you still have a problem with video calling, [these tips](#) can help.

To make a video call:

1. Sign in to Skype.
2. In your contact list, select the person you want to call.
3. Check that the person you want to call is online. If they are,  will be displayed next to their name. [Learn more](#) about status settings.
4. In the calling area, click . Your video call will begin when the person you are calling answers.

### Changing the way your video call is displayed

It's easy to display your video call in the best way for you. The following table shows you how.

To...	Click...	Notes
View the video call in full screen mode		Click again to exit full screen mode.
View the video call in a separate window		You can drag the new window to any location on your screen, and it will appear on top of other windows. Close the window to return to Skype.
Zoom in on the video		Click again to zoom out. This option is only available if the video you are receiving is high-quality or HD.
Hide the Contact list		Click again to show the Contact list.

### Turning your video off

You can turn your video off at any time during a video call. If you do, the person you are calling will not be able to see your video, although you will still be able to see theirs.

To turn off your video, click , and click it again to turn your video back on. When the button is blue, your video is on, and when it is white it is off.

### Viewing the video from your own webcam

When your video is on, you can view the video from your own webcam by rolling your mouse over .

Click in the video to keep the view from your webcam displayed, and click and hold in the top right corner of the video to resize the view from your webcam.

To reposition the video, click and hold your image, then drag it to where you want it to be displayed. You can place it in any of the four corners, or underneath the video of the person you are calling.

Click to stop viewing the video from your webcam.

### Using other Skype features while on a video call

While on a video call, you can send instant messages, share your screen, and take video snapshots of the person you are calling. The following table shows you how.

To...	Click...	Notes
Add more people to your video call		From the list of contacts that is displayed, select a person to add to the video call and click . <a href="#">Learn more</a> about group video calling.
Send an instant message to the person you are calling		Type your message and press <b>Enter</b> . Click the button again to hide your instant messages. <a href="#">Learn more</a> about sending instant messages.
Share your screen		Click <b>Show entire screen</b> to share your entire screen, or <b>Select window</b> to choose which window to share. <a href="#">Learn more</a> about screen sharing.
Take a video snapshot of the person you are calling		To send the video snapshot to the person

you are calling or anyone else, click **Share** and select the person. To view your video snapshot files in Windows Explorer, click **Locate**. [Learn more](#) about video snapshots.

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## TROUBLESHOOTING

### Why can't I sign in to Skype?

The following advice can help you to sign in to Skype for Windows.

(For Skype for Mac, use [these instructions](#).)

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Make sure you are using the correct Skype Name and password.

If you have forgotten your Skype Name, you can find out what it is by following [these instructions](#).

If you have forgotten your password, you can [change it in three easy steps](#).

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Make sure you are using the latest version of Skype.

[Download the latest version of Skype](#). If you're not sure which version of Skype you're using, it's easy to [find out](#).

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Reboot your router and restart your computer.

6. Unplug the power to your router, wait for at least ten seconds, and then plug the power back in.

7. Restart your computer and sign in to Skype.

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If you still cannot sign in to Skype, try our [Connection Issues Troubleshooter](#).

If nothing else works, we suggest you [completely uninstall and then reinstall Skype](#).

## Do I need to see the Skype application on my screen to be connected?

Once you're signed in, Skype will stay connected until you quit Skype or sign out. You will continue to receive calls and instant messages even if you open another application.

## What does "Busy (#10486)" mean?

If you get **Busy (#10486)** when trying to place a call it means that the destination line is busy. You should try your call again in a little while.

## Why do I see a user as offline when I know they are online?

Because user information in Skype is not stored centrally, it may take a few minutes after your friend has registered for them to be visible online

## Why can't the other person hear me on Skype-to-Skype calls?

There are a number of steps you can take in order to help determine why the other person can't hear you:

8. Try calling [echo123](#) and record a message. If you can the message being played back to you, the problem may be due to low internet bandwidth. Alternatively, it may mean the problem lies with the other person's speakers. If the problem is due to low internet bandwidth, a message indicating this should be displayed. Follow any suggestions made in the message to try and resolve your low bandwidth issue.
9. If you cannot hear your message being played back to you when you call echo123, check that your preferred microphone is selected for use with Skype. Click **Skype > Call > Audio Settings** to adjust your microphone settings. If you have changed your audio settings, call echo123 again to see if the changes have resolved the issue.

If the above steps do not work, you might need to adjust your computer's sound settings. For more information on how to do this, see our [Skype sound set up guide](#).

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## What is Error #6102 or "Problem with recording device", and how do I solve it?

To make and receive calls on Skype, you need a playback device (such as speakers, headphones or a headset) and an audio input device (a microphone). Error #6102 or

"Problem with recording device" means that Skype cannot find a microphone that is properly set up on your computer.

It may be that you have no audio hardware (e.g. sound card) installed, in which case you need to install it before you can use Skype. If the hardware is installed, make sure you have downloaded the latest drivers for it. You can usually find the drivers on the manufacturer's website.

It's possible that another program that uses your sound card (e.g. MP3 Dancer, Total Recorder, Windows XP voice recognition, etc.) is causing the error. Please disable any program that might be using your computer's audio resources. Another potential cause is that you have the incorrect audio input device selected (for example your fax modem instead of your USB headset).

## What should I do if my call drops?

Your call may have been interrupted due to network problems. Skype will automatically attempt to recover your dropped call. While it attempts to reconnect your call, the message **There's a problem with this call. Hold on while we try to get the call back.** will be displayed in the Call window:

Skype will attempt to reconnect the call for 60 seconds. If no connection can be established after that time, Skype will automatically end the call.

If Skype cannot recover your call, please check the following:

10. That your internet connection is working.
11. That Skype is aware of your internet connection.
12. That the person you called is still connected.

That you have enough Skype Credit to make the call. Check your account balance by clicking **Skype > Account**.

## What is Internal Error #1002?

Internal Error 1002 is a connection error where Skype can not establish a proper connection to the network while you are trying to place a call. Here is a list of procedures to go through for fixing your connection problems and getting rid of Error #1002. Please try following: 1) Make sure you have [latest version of Skype](#). 2) If you are behind proxy server, make sure you have set all proxy settings in Internet Explorer > Tools > Internet Options > Connections > LAN settings and in Skype under Tools > Options > Connection 3) Quit Skype. 4) Reboot your router if you are using one. 5) Follow our [visual user guide to firewalls and Skype](#). 6) Restart Skype. 7) Make sure your status is set to online via **File >**

**Change Online Status > select Online.** If it does not help, please have a look at our [troubleshooter](#).

## **What is error 8504?**

Error 8504 is a temporary calling error, generally caused by a short downtime with our servers. If you receive Error #8504 please try your call again in 5-10 minutes as this error is usually quickly resolved.

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