



Contact the SAM Center via SKYPE!

The SAM Center Academic Support Team exists to help students gain the skills to be academically successful. We are now available to assist you via SKYPE. SKYPE is a FREE software that enables individuals to communicate online through video and voice calls as well as instant messaging. All you need is access to a computer and web cam, a free SKYPE account and a little time.

If you'd like to chat with an Academic Mentor,
add us to your contact list and SKYPE us!

<u>Mentor</u>	<u>Skype User Name</u>
Bernice Strauss	Bernice.strauss
Janet Fair	Janet.fair
Amber Sechelski	Amber.sechelski
Marsha Phillips	Marshajp
John Jordan	John.jordan.mentor
Candice Combs	Candice_Combs
Margaret Ferguson	Margaret.ferg

Don't have a SKYPE account? Log on to www.skype.com and follow the instructions. See the attached instructions to get you started with the basics.

Contact us for information on the SAM Center:
(936) 294-4361
SHSU, CHSS Building, Ste 190

DOWNLOAD SKYPE

1. Log onto www.skype.com

Click on **DOWNLOAD** in the upper left hand of the screen, and then **DOWNLOAD NOW**, which is located in a green box underneath the picture shown. Allow the application to download, which can take a minute or two.

2. **Save the Skype Setup Application**

A window will open asking what you want to do with a file called **SkypeSetup.exe**. Click 'Save File' and save it to your desktop.

3. **Run the Skype Setup Application**

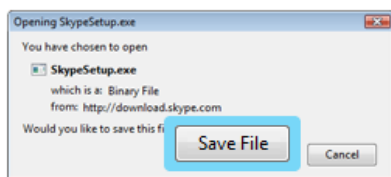
When the download is complete, double click on the **SkypeSetup.exe**. file on your desktop and follow the instructions.

4. **Follow the Setup Wizard**

The Skype Setup Wizard will appear and guide you through the rest of the installation.

5. **Launch Skype**

After the installation has finished, you can open Skype at any time by clicking the Skype icons located either on your desktop or in your system tray (this is the found at the bottom right of your screen by the time).




ADD A CONTACT

1. When you open up your SKYPE, you should see this screen.

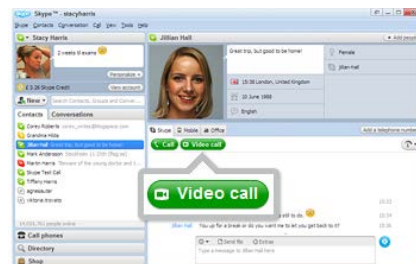
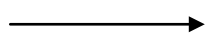
Click the **DIRECTORY** tab and go to **FIND PEOPLE**.

2. Click in the box and type in their name, email address or Skype Name. Click **SEARCH**. Wait for Skype to search.

3. In the list, find the person you're looking for. Check details like location and click this icon  to double check it's them.

Click on them, then click **ADD CONTACT**. This will open a Say hello window.

4. Click in the message box and type an introduction message so they know who you are. Click **OK** to send. When they accept your invitation, you will be able to see when they are online and call them, too.



MAKE A VIDEO CALL

1. **Before you begin:** Run through the *Call Quality Guide* to make sure you are all set up. Click on **HELP** in the menu options, then **CALL QUALITY GUIDE**, then click on the blue link "*call quality guide online*" and follow the instructions.

2. If you're all set to go, with your SKYPE window open, go to **CONTACTS**.

3. In your Contact list, find the person you want to talk to. Click on them.

4. In the main window, click the green **VIDEO CALL** button and wait for that person to answer.



DURING THE CALL

What if they can see you, but can't hear you? Your microphone volume may not be turned on or up. On the main screen, follow these steps to troubleshoot your microphone settings.

- a. Click on **Call** in the menu choices, then **Audio Settings**. A menu will come up and the first option that you can change is the Microphone setting. Check to make sure it is on the correct microphone. Some webcams have a built in microphone and sometimes so does the computer. If one isn't working, try switching to the other and adjusting the volume.

For more troubleshooting, check out www.skype.com.