

How to Guide - Skype for Business



What is Skype?

Skype is piece of software that allows you to make telephone calls using your broadband internet connection. This is often called 'VoIP' which stands for "Voice Over Internet Protocol". The only equipment requirement is a broadband internet connection and a computer fitted with a microphone.

In its basic form Skype is relatively easy to set-up and use. Providing you only make Skype to Skype calls they are free ie. you have Skype installed on your computer and call someone else who also has Skype installed. You can also make calls to normal landlines and cell phones but charges are made for these, although at a lower rate than normal calls.

Besides making voice calls you can do lots of other stuff with Skype.

Why use Skype for business?

Business depends on effective information flow. Skype provides new and quick ways to improve information flow in your business.

1. Save Time and Improve Communication



Video calls - seeing who you are talking to improves communication and adds a personal touch.

note: webcam needs to be installed



Instant messaging (IM) - this is faster than email and great for instant decisions when facing tight deadlines. The Group facility allows you to instantly send a message to selected contacts.

Skype automatically saves your full conversation history on your computer, so you can go back through your old messages to retrace a decision or check a key date.



Send files - send files one-to-one or to a whole group instantly. Share work, circulate agendas, send the final presentation. Great for sending large files. Simply drag and drop files into an instant message, or click the Send file button and choose the file(s) you want to share.

Each sent and received file is listed in your message history.



Conference calling

No bridge numbers, no access codes. Just add everyone into a group and call them all in one click.

Set it up in moments from a meeting room or have a conference call at your desk. Conference calling is free when it's between Skype contacts, and charged at low Skype rates if it includes people on phones and mobiles.



Skype Mobile - this is now developing fast and a number of mobile phones come ready loaded with Skype.

A number of phone networks and WiFi zones allow free Skype to Skype calls.

The cost is covered in your normal data usage allowance.

2. Save money

Skype allows you to make **free** calls, conference calls, and video calls with one piece of software. With Skype, you don't need to set up lots of different, costly solutions or pay any licence fees. Just install it across your business and go.



Free Skype-to-Skype calls anywhere, anytime



Free video calls can save travel time and costs



By purchasing Skype credit make calls abroad with one flat rate to over 30 countries.

What we think of Skype

We think Skype is a really valuable tool for any business looking to improve communication and save money at the same time.

Efficiency and cost benefits can be very high particularly if your business is making lots of external telephone calls between staff. The key to these efficiency savings is the ability within Skype for each employee to have their own Skype contact name.

We recently supported a company that had employees based across a number of sites and Skype video enabled them to drastically reduce the number of inter-site visits and of course the associated time and travel costs. Skype even saves time with internal communication between staff - much quicker to click the Skype call button than to walk to a colleague's desk 2 departments away.

More advanced business use of Skype is also available through the purchase of Skype telephone numbers, Skype credit and management through a Skype Business Control panel.

There are of course some issues with Skype:

1. Staff training - it can take a while to get into the Skype way of doing things.
2. Call quality - you do need a high capacity broadband connection and a good quality microphone and webcam if you are to get reasonable call sound/video quality.

But overall we feel Skype can bring real benefits to your business.

We recommend Skype for Business.

“All this sounds a little complicated but I like the idea of trying out Skype in my business!”

Okay, we have a Fast Track course for you -

'Skype Setup and Introduction to Voice over Internet'

application form attached or visit [website](#)



Fast Track Computer Aided Training Solutions created specifically for business.

Skype Setup and Introduction to Voice over Internet.

Suitable for:

Business or individual learners that have no, or limited knowledge of Skype and wish to develop its use within job role or business.

Aim:

To give a business, or learners, the basic skills to be able to install and use Skype for voice and video over the Internet.

Course Objectives:

Things to know about Skype-

- Downloading software
- Webcam and Microphone use (supplied free)
- Installing Skype for Windows and registering
- Signing in, status and history
- Setting SkypeMe! mode and editing your Profile
- Sound check and making your first call
- Add a contact
- Make a call or Video call
- Use Skype to call landlines and cell phones – Skype Credit

Duration:

3 hrs. 10-1pm or 1-4pm Monday to Friday. 9-12 noon Saturday.

Course Content:

Our most popular course and ideal for a business, or learners, requiring fast track basic skills for using Skype. The course provides the knowledge and skills necessary to use Skype for basic business tasks taking advantage of all it offers. Skype could save you hundreds of pounds and improve your business efficiency.

Venue:

Delivered at your workplace - we come to you.

Cost:

£250.00 up to 3 learners - £50.00 per additional learner. Includes 1 webcam and microphone.

Course enquiry form.

Skype Setup and Introduction to Voice over Internet

Complete the form below and post to:

Cool cats Computing, 2 Richmond Close, Dean's Walk, Rochdale OL16 4RJ.

We will contact you to arrange the detail.

Contact name:

Company Name:

Address:

Post Code:

Tel:

Email:

Website:

Learner name(s):

Preferred dates:

Any special requirements:

Alternatively apply direct via our website

www.coolcatscomputing.com

Cool cats Computing

Learning Skills Council
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iTQ the NVQ 'IT for Users'

Level 1

Level 2

Level 3

For more information please contact CCC at admin@coolcatscomputing.com