



Product Reviewer's Guide

The new Skype for Windows
(version 5.0)



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Introducing the Skype 5.0 for Windows

Bringing people together like never before

The new Skype for Windows brings people together like never before with the introduction of a range of new features including integration with Facebook, giving friends, families and co-workers even more ways to engage. A revitalised look and feel makes calling, messaging, and finding and connecting with contacts easier than ever.

The new version also gives Skype users a free trial of the group video calling beta feature to conduct video calls with more than two people. Having brought one-to-one video calling into the consumer mainstream, Skype now provides friends and family with the means to host a group get together from multiple locations anywhere in the world. Perfect for sharing special moments, holding reunions, making plans or simply keeping in touch with relations scattered across the globe.



What's new?

Facebook News Feed and Phonebook makes Skype even more social with the ability to view, like and comment on Facebook News Feeds via Skype, helping people connect with the people and communities they care about. What's more, an SMS message or phone call to a Facebook friend on Skype, their mobile or their landline is only a few clicks away with Skype.

Revitalised user interface offers a cleaner design that enhances the overall Skype experience.

Contacts are now displayed with profile pictures or avatars, and mood messages. And, searching for new Skype contacts is made easier with real-time search results improving friend recognition and identification.

Automatic call recovery helps quickly reconnect Skype calls that are interrupted due to Internet connection problems. Plus a call quality manager gauges audio quality during calls with guidelines on how to improve the experience.

Group video calling BETA provides the facility to bring groups of people together in a Skype video call with no additional equipment or expertise required. This is currently being offered as a free trial.

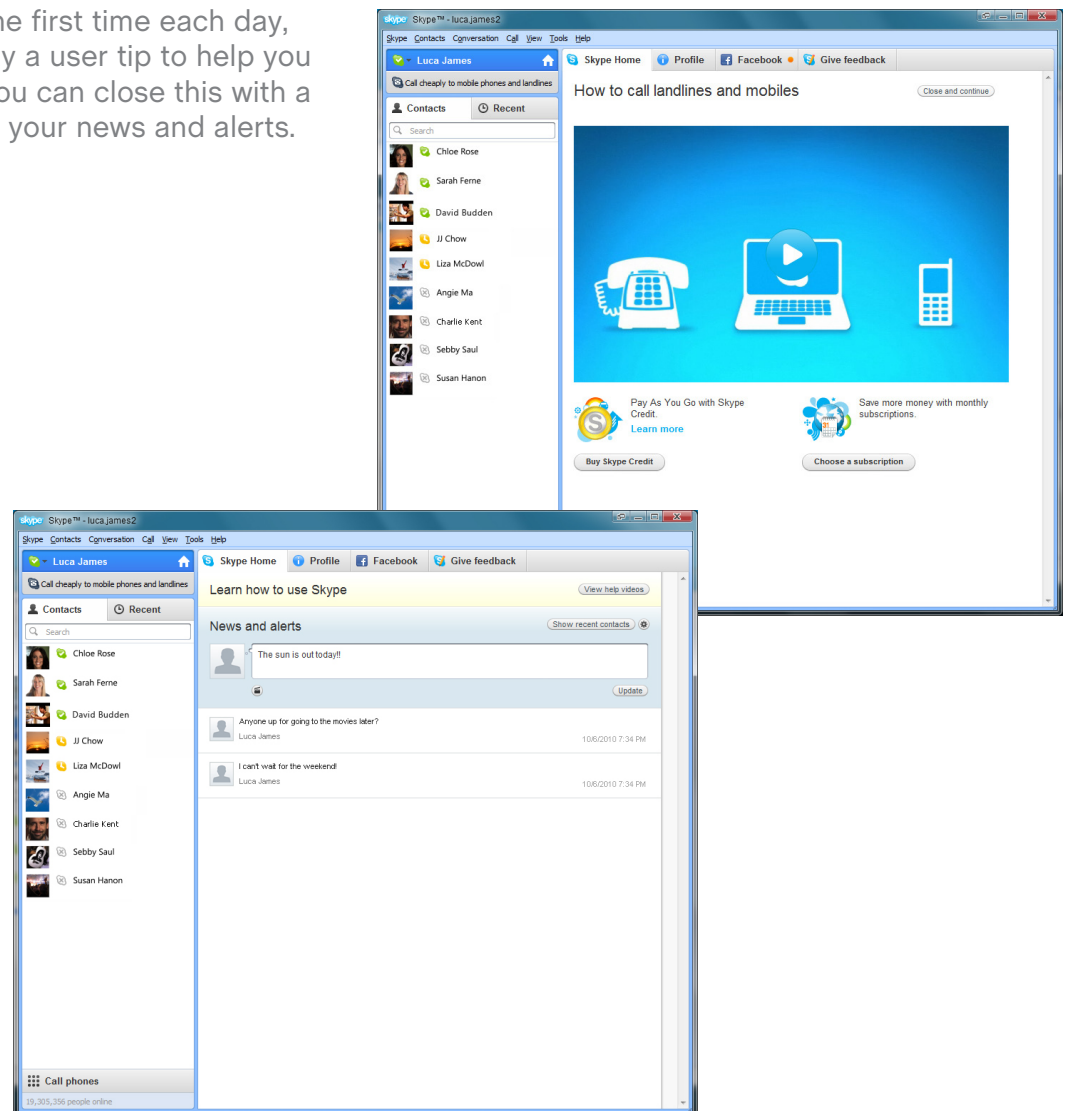
Skype Home is a new dashboard for your Skype experience providing a feed of Mood messages from your contacts and notifications related to your Skype purchases. Skype Home also provides access to a range of video tutorials and call quality checks enabling users to get the most from Skype.



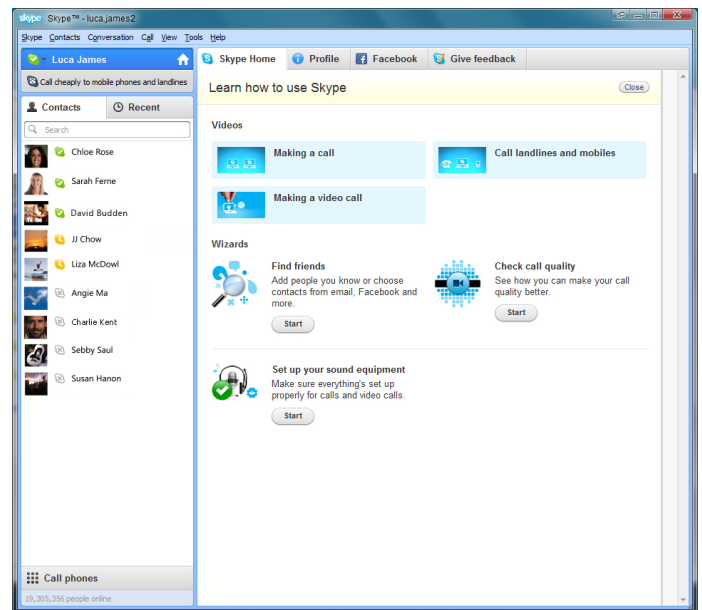
Skype Home

Skype Home serves as the dashboard to your Skype experience. News and alerts are now displayed in Skype Home, providing you with a central hub to see all updates happening on your Skype account. Here, your contacts' updated mood messages will appear in the news feed as they happen, along with account notifications such as transactions and subscription alerts.

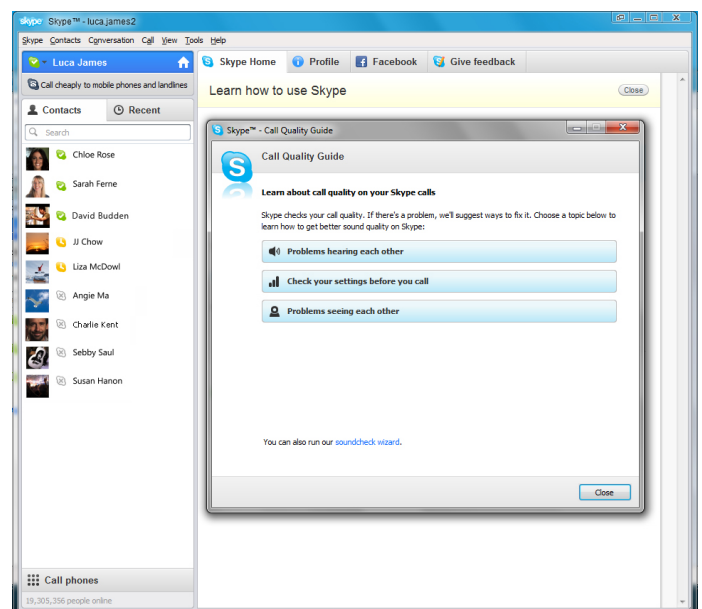
On launching Skype for the first time each day, the home page will display a user tip to help you get the most of Skype. You can close this with a click of a button to reveal your news and alerts.



The 'Learn how to use Skype' tab takes users to a gallery of video tutorials that provide a how-to guide for various functions, from getting started to more advanced features.



From this page, people can also carry out a call quality check, to ensure that their microphone and speakers are connected and functioning properly, as well as check the speed of their Internet connection, before making a call.



Facebook News Feed and Phonebook

The integration of Facebook makes Skype even more social. From the Facebook tab in Skype, you can now access an updated News Feed from your Facebook account, helping you stay connected with the people and communities you care about.

The power of Skype also allows you to SMS or call your Facebook friends on Skype, their mobile phone or landline with a few clicks – even if they are not a Skype contact – providing more ways to stay connected with your friends.

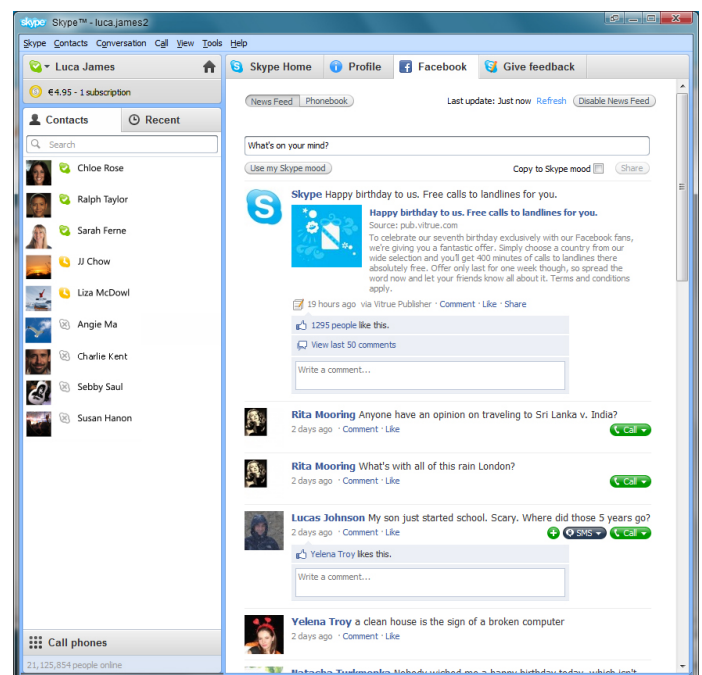
When using the SMS or calling to mobiles and landline feature, you can purchase Skype credit or a monthly subscription. Calling on Skype starts with rates as low as €0.01 (\$.01/£.01) per minute with one of our thousands of subscriptions. And SMS messages can be sent for less than €0.10 (\$.10/£.10).

If your Facebook friend is also a Skype contact and is online at the same time, you can make a free Skype-to-Skype call. If your Facebook friend is on Skype at the same time and is not already a Skype contact, you have the option of requesting that they connect with you on Skype by pressing the ‘+’ button next to the calling buttons in the News Feed.

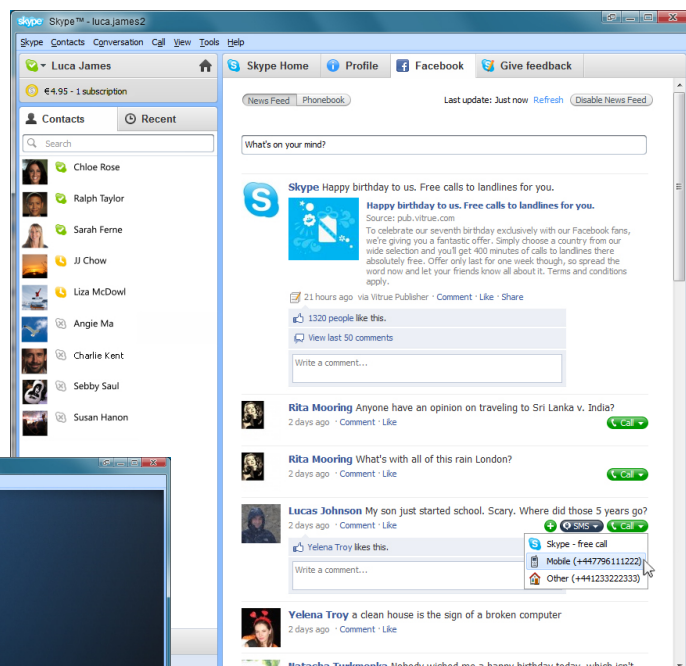
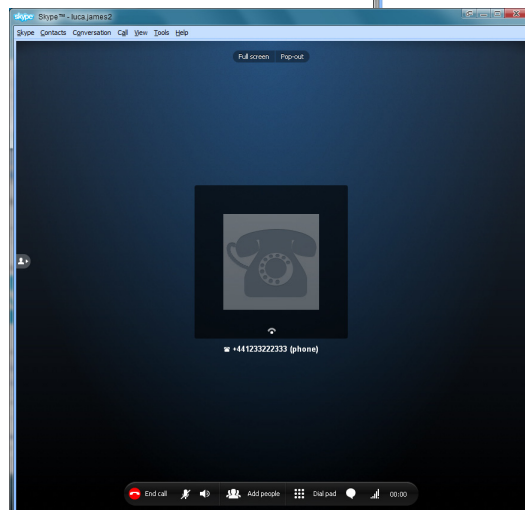
Getting started

To enable the Facebook News Feed, you enter your Facebook credentials to allow Skype to access your Facebook account. You can opt out of the Facebook News Feed in Skype at any time by clicking on the “Disable new feed” button at the top right.

Once this is enabled, you will have access to your Facebook News Feed directly from Skype, including friends’ status updates and wall posts, to which you are able to comment, like or share in the way that Facebook users are familiar with.

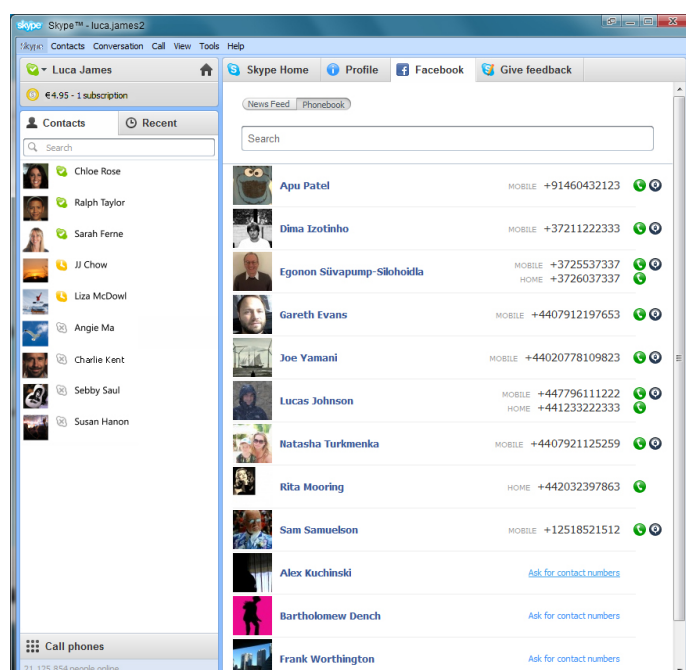


With the call and SMS icons to the right of your friends' names, you can call and SMS your Facebook friends directly from Skype. Pressing the call button produces a drop-down menu. If your friend is on Skype at the same time, you will see the option "Skype free call". If they have provided a phone number in their Facebook profile and made it visible to friends, mobile and landline phone numbers will appear. If you click either "Skype free call" or one of the phone numbers, a call will be initiated.

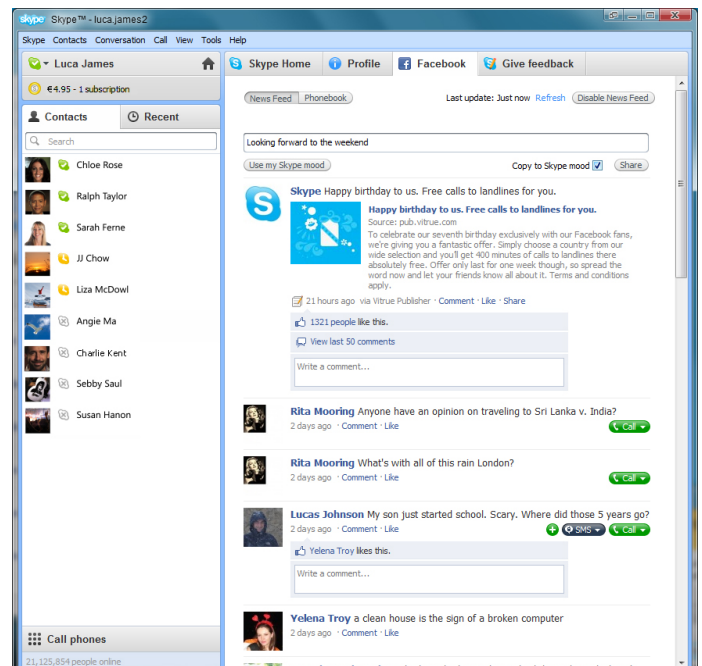


For a directory of your Facebook friends' and their phone numbers, click on the Phonebook tab at the top of the page. This will surface all phone numbers that your friends have made available on Facebook. You can make a call to their landline or mobile by clicking the green call icon or SMS with the dark grey SMS icon.

If your friend doesn't have a phone number listed on Facebook, you can send a request for them to add phone numbers by clicking on the "Ask for contact numbers" link within the Phonebook. This will generate a message from you requesting that they add their phone numbers to Facebook so that you can call them; the message will be sent to the email associated with their Facebook account.



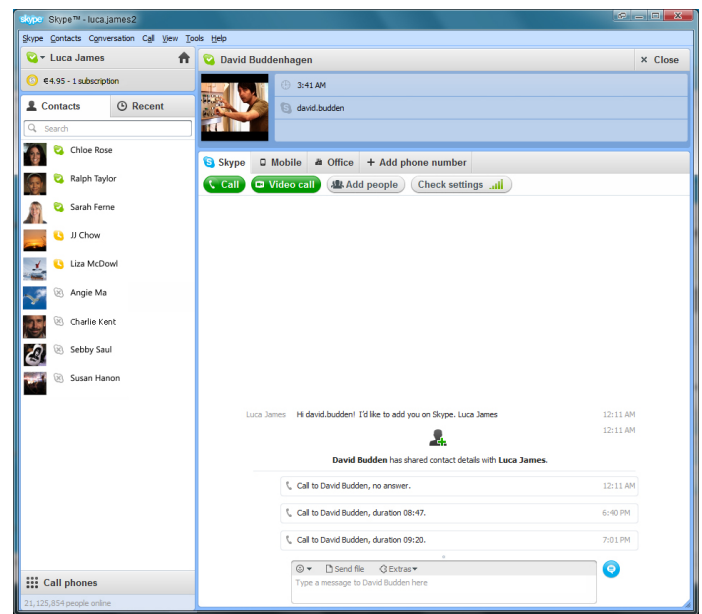
Synchronise your own Facebook status with your Skype mood message by clicking on “Use Skype mood” or clicking on “Copy to Skype mood” at the top of your news feed.



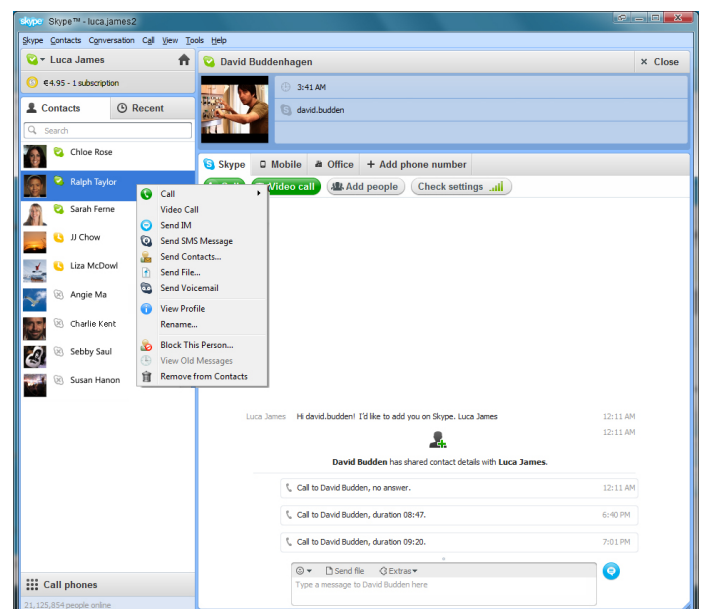
Contacts

The new look and feel extends to your Contacts list in the left hand window. Profile pictures or avatars are now displayed next to the name of the contact together with their latest mood message.

If you click on a contact, the right hand window will display their profile along with the recent activity you've had with the person such as chats and calls.

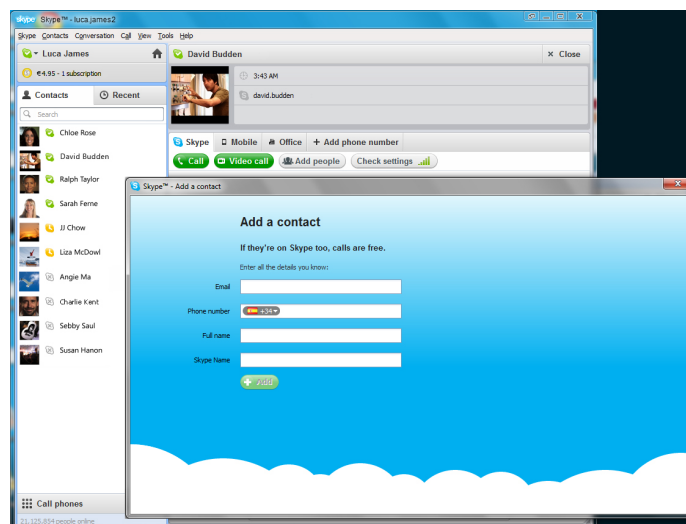


Right-clicking on a contact opens a drop-down menu with options to call or IM the person, send them a voicemail or block them as a contact.



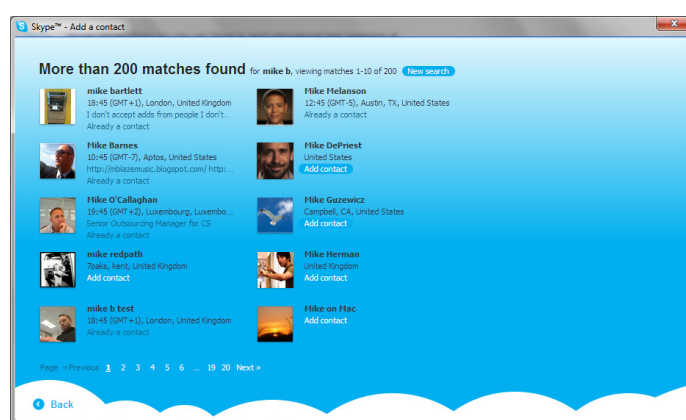
Click the 'Recent' tab to display the record of your calls, chats, group chats, missed calls and file transfers in one list (formerly listed separately as Conversations and History).

Add new Skype contacts to your address book by clicking the 'Add a Contact' button below your Contact list. This will bring up a box that allows you to search for individuals by entering their email address, phone number, full name or Skype Name in the search box.



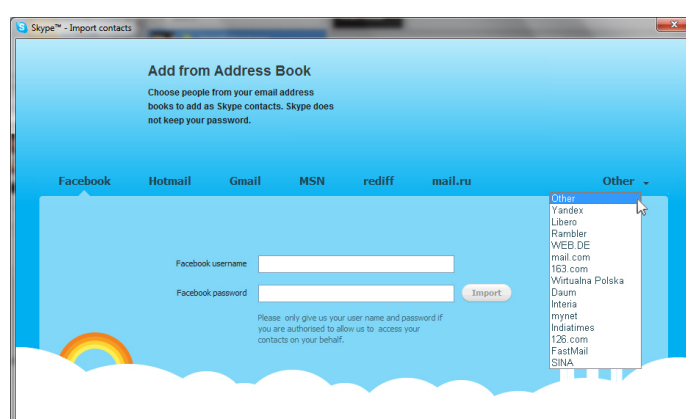
Note how Skype now updates potential matches in real time with the search facility identifying Skype users with whom you have mutual contacts and ranking them at the top of your search list, enhancing search efficiency.

Search results are displayed with profile pictures (when users have made them public in their privacy settings), where available, to aid contact identification. Click on individual contacts for further profile details.



Click 'Add contact' in an individual's profile and once they have agreed to share details with you, that person will be added into your contacts list, and your details will be added into their contacts.

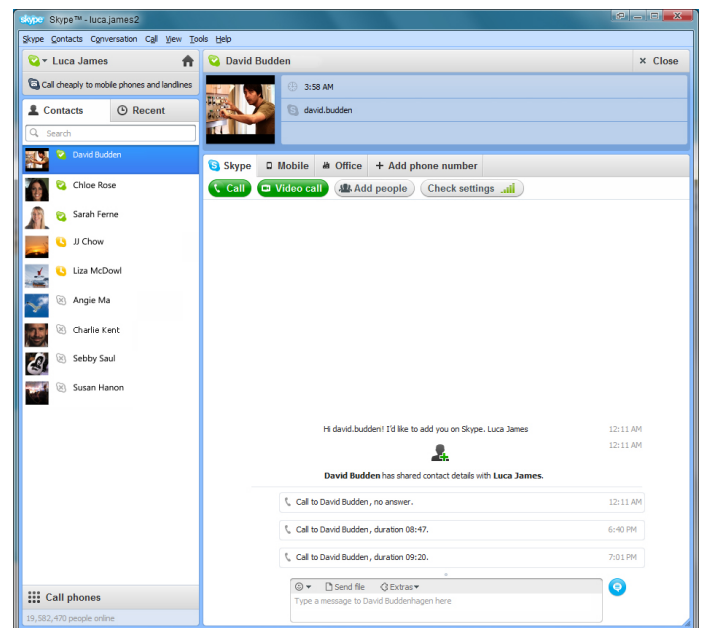
Users can also import contacts from other address books, such as Facebook, webmail accounts and Outlook by clicking on the 'Contacts' menu at the top and then 'Import Contacts...' selecting 'Import contacts...' from the dropdown '+ New' menu.



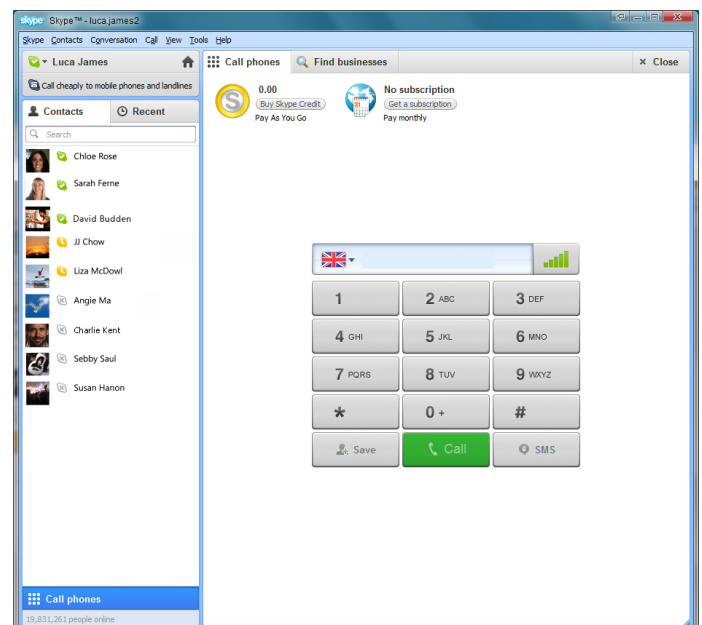
Making a call

Call a Skype contact by clicking their entry in your Contacts list, displaying their profile information. With your microphone, speakers and webcam connected, click the respective button for an audio 'Call' or 'Video Call' to initiate the call.

Where contacts have provided mobile phone, home phone and/or office phone numbers, you can call them on any of these quickly and easily from Skype, through the appropriately labelled tab.

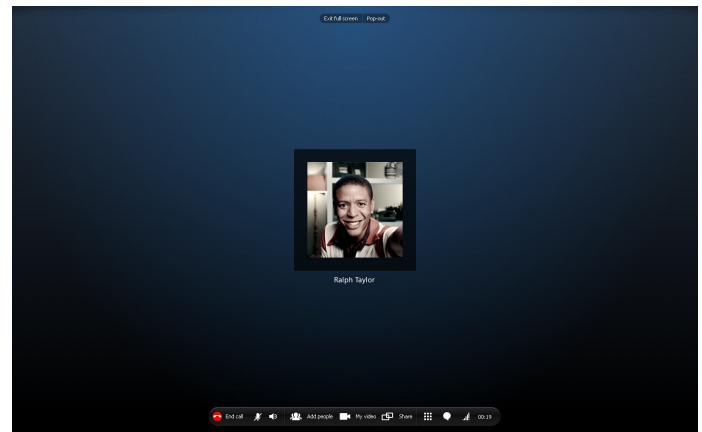


In fact, you can call any phone number from Skype, using the 'Call phones' located at the bottom of the Contact list. This brings up a dialpad. You can also send an SMS from this screen.



Once the call is underway, an immersive call experience is launched with a blue gradient background.

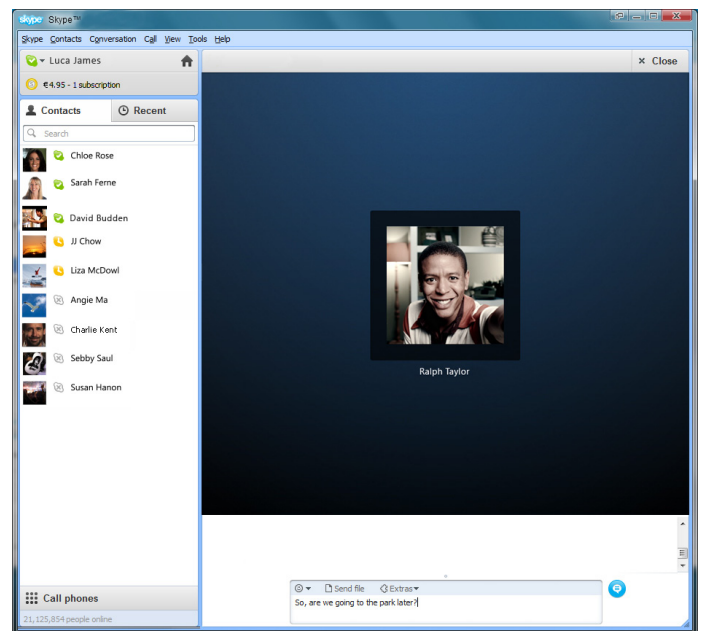
The toolbar at the bottom allows you to quickly add people to the call whether they are on Skype or on a mobile or landline.



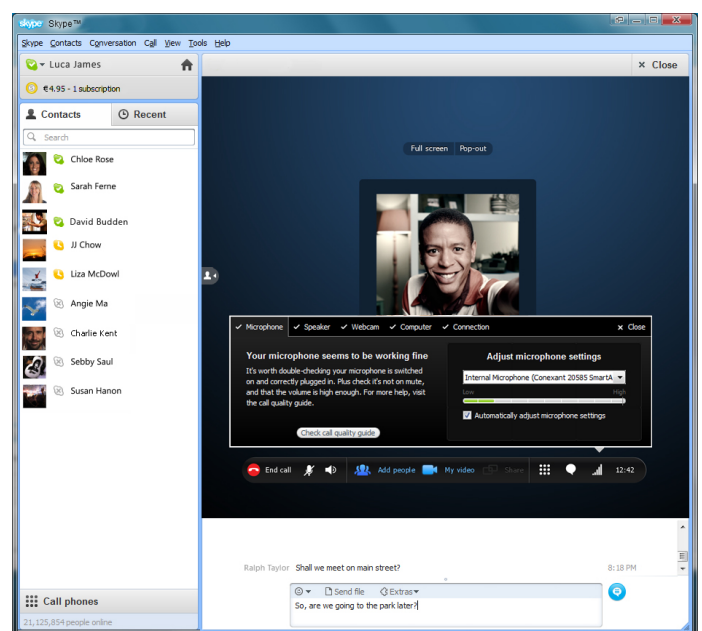
Note the arrow tab along the left hand side of the screen.

Clicking on this reveals the contact list so that you can access other people or conversations to multi-task when desired.

Click the speech bubble icon to access the instant message screen where you can send messages and files to others on your call.



Click the call quality bar to surface a call quality guide.



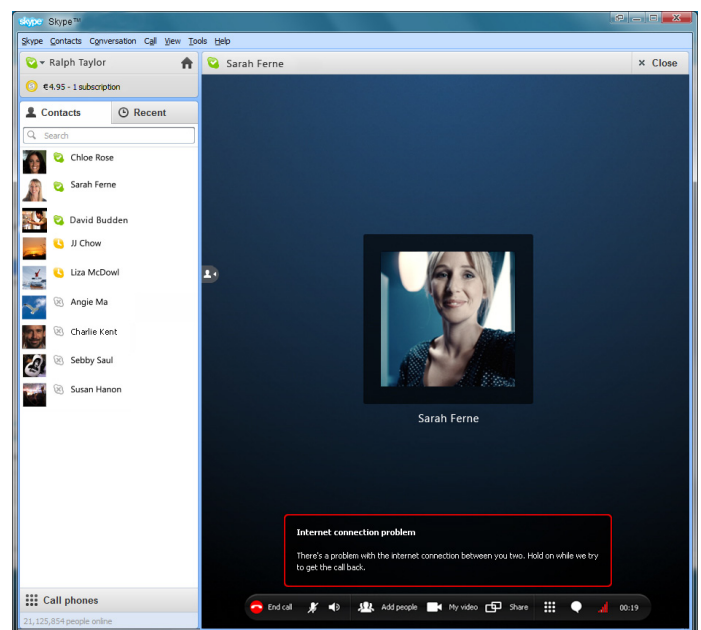
Call quality manager

Automatic call recovery is a new feature that helps to reconnect calls that are interrupted due to Internet connection problems, improving the user experience when a problem occurs.

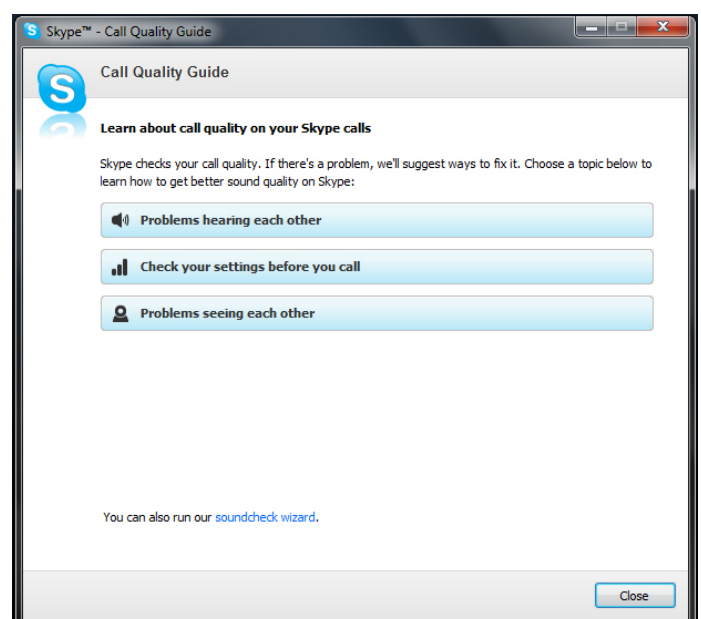
Note the call quality bar on the screen which provides a constant indicator of the quality of the connection, showing blue for a good connection, changing to yellow if Skype detects a potential problem, through to red if you may be about to lose the connection.

If Skype detects a gap in connectivity of just 4 seconds, the caller is alerted to the potential problem immediately with the message 'Skype has detected a problem with your network.' During this time, Skype tests the network at either end of the call and attempts to restore the connection. The call will then continue as normal.

If your call is unable to be recovered, the call quality manager returns you to Skype home and delivers an end message with the details of the termination condition and advice on resolving the problem.



Learn more about call quality at any time by accessing the Call Quality Guide through the 'Check settings' button or via the dropdown menu under 'Call' and 'Learn about Call Quality' in the main menu bar.



Group video calling BETA

Probably the most eagerly anticipated feature since Skype first launched video calling, group video calling is now available in beta as a free trial. And it's really simple, whatever the user's level of knowledge or experience.

System requirements

For a group video call with up to 3 people, we advise all parties to have:

Broadband Internet connection - recommended 2 mbps or a minimum of 512 kbps downlink,
recommended 512 kbps or minimum of 128 kbps upstream CPU
- a Core 2 Duo 1.8 GHz is recommended or a minimum of 1 GHz

For a group video call with up to 5 people, we advise all parties to have:

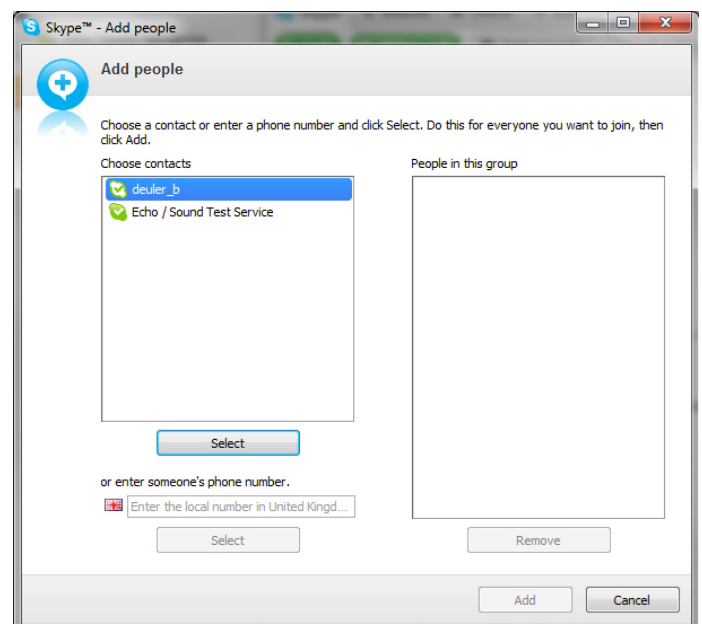
Broadband Internet connection - recommended 4 mbps or a minimum of 2 mbps downlink,
recommended 512 mbps or a minimum of 128 kbps upstream
CPU - a Core 2 Duo 2.8 GHz or a minimum of 2 GHz

For a group video call with more than 7 people, we advise all parties to have:

Broadband Internet connection - recommended 8 mbps or a minimum of 4 mbps downlink,
recommended 512 mbps or a minimum of 128 kbps upstream
CPU - Intel i7 or a minimum of Core 2 Duo 2.8 GHz

Making a group video call

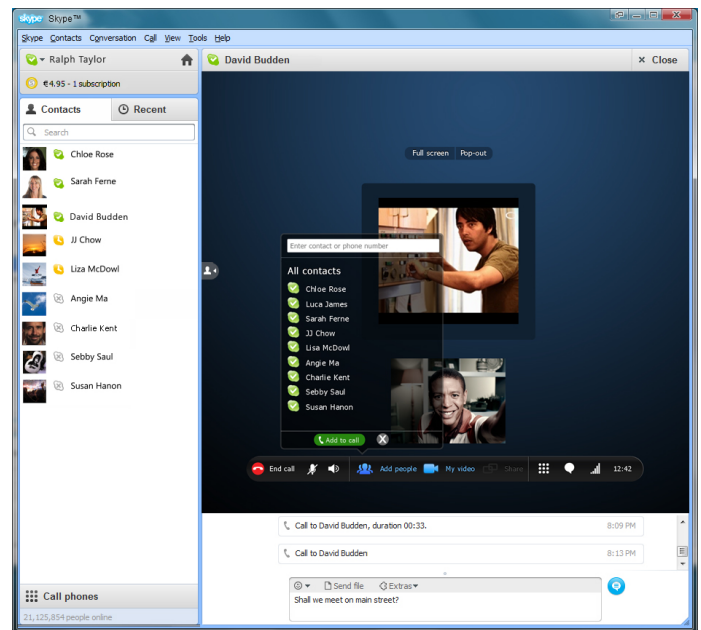
Start a group video call by clicking on a contact in your contacts list, which brings up a window for that contact. Click the '+ Add people' button to select multiple contacts from their address book and add them to the group.



To initiate the call, click 'Video call'. All call participants are displayed on screen in the call view. To view your own video image, hover over the blue camera icon and click the arrow.

Alternatively, once you begin the call with one or more participants, you can click on the 'Add People' people button at the bottom of the screen, choose the contact you want to add and click 'add to call'.

You can also drag and drop people from your contact list straight into the call window. You can also select someone in your contact list, then hold down the Ctrl button and select another contact, which will immediately create a group.



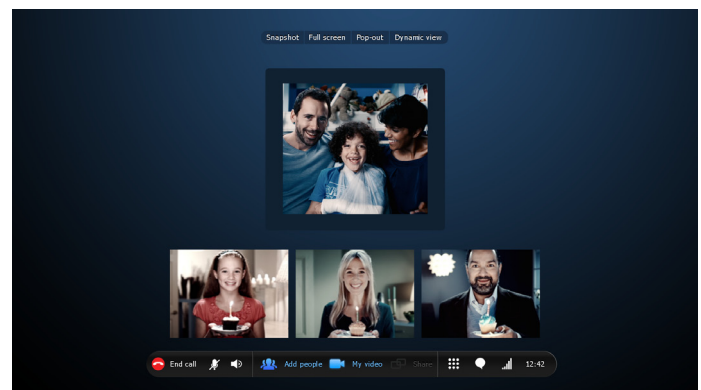
Full screen mode allows the video call to take over our screen and immerse you in the call.

Skype detects who is speaking during the group video call and displays a blue highlight around their video box.

The Zoom In feature is great for widescreen computers as it will zoom and adjust the image to fit the entire screen rather than a 4:3 letterbox format.

The new Dynamic View takes this a step further by re-sizing the image to give the speaker greater on-screen prominence. Others in the group call are displayed in smaller image windows alongside the current speaker, automatically re-sizing and taking centre screen when they take the conversation lead.

If you prefer to exit Dynamic View, click on 'Normal View' on the top right button. To go back to Dynamic View, click on the same button that now says 'Dynamic View'.



Click on the 'Pop out' button on the top if you would like Skype to condense to a smaller box so that you can multi-task with other open applications on your desktop. Close the box and you'll be reverted back to a normal call view.

Click speech bubble icon in the bottom right of the screen to chat to other callers via instant message and share documents, pictures and other files during your call.

Use the snapshot tool icon to capture a still image of individuals on the call. Pictures are saved in the Gallery folder.

