



## Skype Guidelines

We want to ensure that your Skype call with Integrated Treatment Services goes as smoothly as possible. Below are a few simple guidelines to hopefully help the call go without a hitch!

### Download

- Go to <http://www.skype.com/en/download-skype/skype-for-computer/> and download the latest Skype software for your PC, Laptop and Tablet etc.
- Existing Skype users need to ensure they are running **Skype Version 5.0** as a minimum.

### Test

If you are due to be joining us via a video call, now is the time to check whether your:

- Webcam works.
- Microphone works.
- Internet bandwidth allows you to make video calls.

Please note that you will not be able to join a group video call on a tablet or mobile phone, so you do need to use a Laptop or PC to gain the full benefits of the group. If you do not have use of a PC or laptop and can only use a tablet or phone you will only join as a voice call.

You can use the Skype **Echo/Sound** test service to allow you to test your microphone. You can also check that your web cam is working by clicking on **Tools > Options > Video Settings**. There is also a comprehensive Skype support site which can be found at <https://support.skype.com/en/>

If you experience problems, let us know before the call is due to take place and we'll arrange to re-schedule the call via a mobile/landline.

The skype call may be a multi person call. You do not need specific software for this, I.T.S. has a business account to allow 10 users to join a video call.

At the time of the session, please log into your skype account and wait to be called. If you ensure to answer the incoming call with 'answer with video' all should run smoothly.

**You're ready; we look forward to meeting with you soon!**