

# Skype Setup

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## Overview



Skype runs as a separate program in the background behind the system display. In order for it to run properly, there are several steps you will need to do during the configuration stage. Starting with version 4.2.3, you no longer need the USB keyboard provided with the HomeBase system to proceed.

Note that Skype is only supported on the system models with built-in web cameras.

## Creating a New Skype Account

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You may create a new Skype account for your client from any computer, by going to [www.skype.com](http://www.skype.com), and clicking the "Join Skype" button. You may now do this from the Touchscreen as well. Here's how:

1. At the Touchscreen, press the Gear button
2. Enter the 4-digit System PIN (which is set, and can be viewed, on the Advanced Settings screen in the Care Menu.)
3. Press the "Skype Config" button
4. Press the "Create New Account" button
5. Follow the instructions on the screen
6. It is a good idea to keep a record of the Skype name you set up, the password, and the email address you used (in case the password needs to be reset.) Save this information in the Account Notes field, on the Edit Account screen on the Online Care Portal.

## Configure Skype on the System

1. Make sure that you have previously created a Skype account for yourself, to use on your computer, so you can test the video chat set up on your clients' machines
2. At the Touchscreen, press the Gear button
3. Enter the 4-digit System PIN (which is set, and can be viewed, on the Advanced Settings screen in the Care Menu.)
4. Press the "Skype Config" button
5. Enter the Username and Password, then check the box for "I agree to the terms above"
6. Press the "Save Config" button, and wait a few moments while the configuration is applied
7. When the configuration is complete, the message "Skype setup complete" will appear on the screen



Note that all the steps can be done at the Touchscreen system, or through the Touchscreen Emulation on the Care Menu. To access the Touchscreen Emulation:

- Log in to the Online Care Portal
- Open the Care Menu
- Click the "Touchscreen" button
- Click the "Options" button
- Click the "Skype Setup" button

## Finish the Setup

The system will only place or receive calls from known callers. To finish the Skype setup, your client or the client's caregivers need your help to set up known callers. Follow the directions on the Video Chat help screen.