

Skype: A guide for family receiving call

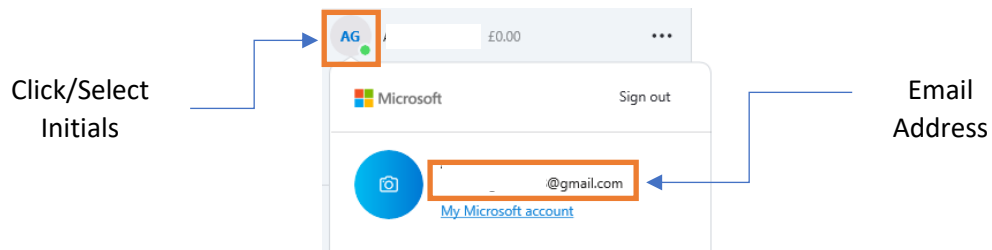
Skype is a free video and audio tool that can only be used on Windows, iOS, Android and MacOS devices.

Wards offering virtual ward visits have a device that can make a Skype call, therefore if you wish to use this service please provide the ward with details of your Skype ID. Please note that the device can't receive incoming Skype calls.


Further guidance on the devices that Skype will work on and how to install this can be found on the [Skype Support](#) page.

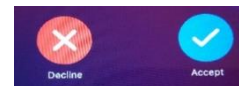
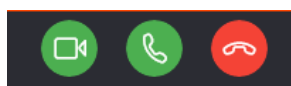
Your Skype Username

- For a virtual visit to take place you must provide the ward with details of your Skype username (email address). Your username can be found within Skype by clicking on your initials at the top of the application which will display the email address associated with Skype



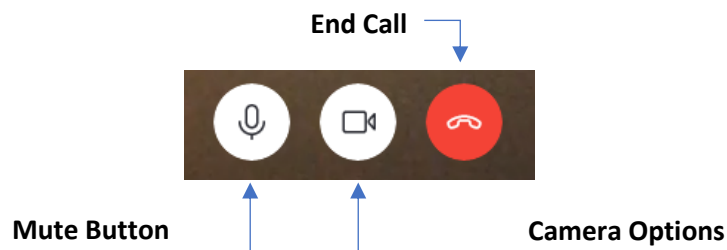
Receiving a Skype Call:

- Ensure you are logged into Skype on the device you wish to receive the call on. 
- Upon the incoming call being received you should accept the call by pressing the green video or phone button or on some devices this is displayed as a blue tick



In Call Features / Ending a Call:

- During a Skype call the following buttons are available:



- To end a call select the red button.

PLEASE NOTE:

- Virtual Visit iPads cannot receive incoming calls, if you wish to setup a virtual visit please contact the appropriate ward who will be happy to help.