

Chat Room Online Teaching Outline

Set	t-up/Introduction (10 mins)
•	Ensure that the classroom is setup appropriately (students can see the board, laptop is eye-level, all required materials are prepared)
•	Welcome students.
•	Ask introductory questions and prompt full sentence responses.
•	Introduce classroom rules and create a visually progressive reward system.
Со	ntext Creation/Vocabulary (20 mins)
•	Begin by drawing a theme related scene on the board. Develop an interactive story using visuals on
	the board, incorporate the target language (p. 2 of workbook), include the language skill focus (p. 3
	of workbook), and concept checking questions.
•	Drill target language and assess students; understanding using flashcards, chants, and games.
Pra	actical English (10 mins)
•	Students will be taught key language in order to improve their fluency. A new practical English phrase will be provided each day.
•	This encompasses phrases, pronunciation, and intonation of words and sentences.
Th	eme Song <mark>(5 mins)</mark>
•	Teach and sing the designated Chat Room song (p. 2 of workbook)
•	Incorporate actions and movements where possible.
Da	ily Focus <mark>(10 mins)</mark>
•	Monday – Interview Day
•	Tuesday – Practical Skills
•	Wednesday – Presentation Day
•	Thursday – Science Day
•	Friday – Practical Skills
Wo	orksheet (10 mins) *Worksheets will be completed each day
•	Introduce the workbook activity to the class on the board and provide a visual demonstration.
•	Encourage students to complete their workbook neatly.
•	During the activity, the teacher should hold up the workbook page and show students how to
	complete the task (one by one, providing the correct answer).
•	Provide positive encouragement as the students are completing the task.
Со	nclusion & Goodbye <mark>(5 mins)</mark>
•	Review the lesson content
•	Praise students individually for their progress in the lesson
•	Dismiss students and end the call

Helpful Chat Room Teaching Tips

- Please note that role plays won't be as effective in these lessons since students won't be physically present in the classroom. Instead, teachers should focus on including visuals when creating context and teaching the vocabulary.
- Teachers can play teacher-led games such as Pictionary and Charades to review the vocabulary (i.e. the teacher draws a farm animal on the board and the students must guess what it is).



Beginner Phonics Teaching Outline

Set-up/Introduction (5 mins)

- Ensure that the classroom is setup appropriately (students can see the board, laptop is eye-level, all required materials are prepared)
- Welcome students, introduce the classroom rules and create a visually progressive reward system

Review (5 mins)

- Review previously learnt letters on the board
- Make use of phonics readers, phonics songs, drilling and or chanting

Board Work (10 mins)

- Introduce the target letter (upper / lowercase) and six corresponding vocabulary words
- Draw a picture for each and write the word alongside use color differentiation to highlight the letter being taught (reference textbook presentation)
- Use the phonics song to drill the letter name, sound and corresponding vocabulary words
- Check and correct students' pronunciation

Writing Practice (5 mins)

- Demonstrate the correct stroke order on the board
- Ask students to only complete the first two lines of the writing activity (the tracing lines), encouraging them to write neatly
- Students can then show their work on the screen and complete the remainder thereof after the lesson

Listening Practice (15 mins)

- Prepare a photocopy of the listening activity this will be used to demonstrate and show correct answers
- Show students the listening activity and explain the activity by doing the first question with them
- Nominate individual students to complete questions one at a time in a verbal manner
- Show students the correct answer on the photocopied sheet and ask them to make corrections accordingly
- Include additional board/activity-based listening activities, such as:
 - Write 5 letters on the board and number each. Say different vocabulary words and nominate students on an individual basis to identify the correct beginning sound by saying the corresponding letter.
 - Prepare a variety of pictures with different beginning sounds and write a number on the back. Nominate students individually to choose a number, identify the vocabulary word and corresponding beginning sound.

Spelling (15 mins)

- Introduce the spelling test to the class on the board
- Repeat each word twice without emphasizing any specific sounds (utilize the teacher answer key), and ask students to complete the corresponding number in their workbook
- Write the spelling word on the board, with the first letter left blank
- Nominate students on an individual basis to identify the correct beginning sound and write the answer accordingly
- Encourage students to write the correct letter in their book if they did not get it right the first time

Conclusion (5 mins)

- Review the lesson content
- Praise students individually for their progress in the lesson
- Dismiss students and end the call



Intermediate / Advanced Phonics Teaching Outline

Set-up/Introduction (5 mins) Ensure that the classroom is setup appropriately (students can see the board, laptop is eye-level, all required materials are prepared) Welcome students, introduce the classroom rules and create a visually progressive reward system Board Work (10 mins) Drill the vowel sounds and review content from previous lessons • Introduce the target blend – use color differentiation to distinguish the blend, vowel, and ending sound Words should be introduced and built one letter at a time (reference textbook) Drill each word with the class and check individual student pronunciation Reading (10 mins) Use the target phonics reader to test students' reading by holding the reader up to the screen, ensuring that students can see the words properly Nominate students on an individual basis and assist them in building the words one letter at a time When one student has completed a page, the whole class can read the page together as a class Check and correct students' pronunciation Ni Additional readers can be used to ensure an appropriate amount of reading practice is being accomplished Listening (15 mins) Prepare a photocopy of the listening activity – this will be used to demonstrate and show correct answers • Show students the listening activity and explain the activity by doing the first question with them Nominate individual students to complete questions one at a time in a verbal manner Show students the correct answer on the photocopied sheet and ask them to make corrections accordingly Include additional board/activity-based listening activities, such as: Write the 5 vowel sounds on the board and number each. Say different vocabulary words and nominate students on an individual basis to identify the correct vowel sound by saying the corresponding letter. Write a variety of beginning blends/ending sound combinations on the board and number them. Say different vocabulary words and nominate students on an individual basis to identify the correct beginning blend / ending sound combination by saying the corresponding number Spelling (15 mins) Introduce the spelling test to the class on the board Repeat each word twice without emphasizing any specific sounds (utilize the teacher answer key), and ask students to complete the corresponding number in their workbook Marking should be completed by nominating students on an individual basis to spell the word out loud write the letters on the board and indicate any mistakes Complete the error correction after every question on the board using the gap-fill method, asking students to assist in filling in the missing letters verbally Conclusion (5 mins) Review the lesson content

- Praise students individually for their progress in the lesson
- Dismiss students and end the call



Trinity Online Teaching Outline

Set	-up/Introduction (5 mins)		
•		(students can see that board, laptop is eye-level, all	
	required materials are prepared)	(
•	Welcome students, introduce the classroom rule	s and create visually progressive reward system	
Re	view & Questions (10 mins)	······································	
•	Review content from previous lesson and units (v	vocabulary and grammar)	
•	Practice imperatives		
•	Conduct exam-based Q&A		
Cor	ntext Creation (5 mins)		
•	Introduce/Review the unit topic by making use o	f realia, scene pictures, and interactive stories	
•	Elicit target language from students by using visuals on the board		
Voo	cabulary (15 mins)	Grammar (15 mins)	
•	Teach and drill the unit vocabulary using	Teach and board the grammar	
	flashcards	Teach sentence structures using Q&A	
•	Teach sentence structures using Q&A	Check grammar understanding using	
•	Check vocabulary understanding using	information check questions, games and	
	information check questions, games and	additional resources	
	additional resources		
Ora	Il Practice (10 mins)		
•	Provide a quick demonstration/review of the gra	mmar	
•	Elicit responses from students		
•	Use repetition to reinforce the vocabulary & gran	nmar concepts	
Wo	rkbook (<mark>10 mins</mark>)		
•	Complete workbook activities (demonstrate all b	ookwork activities on the board or a notepad ahead	
	of their commencement)		
•	Go over answers orally to check student's compr	ehension (ask students to hold up their book to the	
	camera after completion)		
Cor	nclusion (<mark>5 mins</mark>)		
•	Review the lesson content		
•	Praise students individually for their progress in t	he lesson	
•	Dismiss students and end the call		

Trinity Suggested Games:

Memory Game

This can be a memory and/or alphabet game. The first student always starts with "I went to the shop and I bought.... an apple". Then student two would choose something different and add it to what student one has said, so "I went to the shop and I bought an apple... and a bird". Then, the third student would say, "I went to the shop and I bought an apple, a bird... and a camera." And so on. If anyone



makes a mistake they are out. Some students can find it a bit frustrating so make sure it doesn't go on for too long. This can be adapted the grammar and vocabulary of the course.

Keyword Game

Select one word or grammar point that you wish to revise as the keyword. Place the flashcards or pictures of the words on the board and circle the word chosen. Explain or demonstrate to the students that they need to repeat the subject names after you, but when you say the keyword, they must touch their head or raise their hands in the air. The student who completes the relevant action first is the winner.

Last Man Standing

This is a game which gives students the time to think and encourage peer learning. As they hear other students speaking, they will pick up on some words. Allocate each student a number, this will determine the order in which students will take turns to give their answers. The teacher will provide the name of a category such as food, belongings, etc. (pick something relevant to what is being taught or has been covered). If students repeat a word or can't say any more words, they need to sit down. The last man/student standing wins the game.

Objects

Time to test your students' memories and vocabulary! Gather 10-15 objects that can be found in the classroom (or realia of the vocabulary) and lay them all out on the desk or board (pictures can be drawn). Show them all to the students and then cover everything or move the screen away after one minute. Ask the students to vocalize the items they remember. Write a list of the items on the board and allow students to self-correct.



Cambridge (Pre-Starters & Starters) Online Teaching Outline

Set-up/Introduction (5 mins)

- Ensure the classroom is set up appropriately (students can see the board, laptop is eye-level, all required materials are prepared)
- Welcome students, introduce the classroom rules and create a visually progressive reward system

Review & Questions (15 mins)

- Review content from previous lesson and units (vocabulary and grammar) with pictures on the board/flashcards
- Practice imperatives
- Conduct exam-based Q&A

Context creation (5 mins)

- Introduce/review the unit topic by making use of realia, scene pictures and visuals on the board
- Elicit target language from students by drawing pictures on the board and by referencing the Pupil's Book

Lesson 1 (<mark>15 mins)</mark>	Lesson 2 (<mark>15 mins</mark>)	Lesson 3 (<mark>15 mins</mark>)
(Vocabulary)	(Grammar)	(Phonics/Reading Focus)
 Teach and drill the target language using flashcards, scene pictures, chants or the Pupil's Book Check understanding using information check questions and additional resources 	 Teach and practice grammar functions (reference teacher book) Teach sentence structures using Q&A Check understanding using information check questions and additional resources 	 Teach phonics concept using chants and drilling Introduce and discuss the story Check understanding using information check questions and additional resources

Workbook (10 mins)

- Offer visual demonstrations of all tasks by referencing the Activity Book and with visuals on the board
- Instruct students to prepare the relevant materials (pencils, crayons etc)
- Complete activities as a class by nominating students individually for answers
- Offer verbal feedback
- Have students show workbooks to cameras at the end of each activity and offer praise

Conclusion (5 mins)

- Review the lesson content
- Praise students individually for their progress in the lesson
- Dismiss students and end the call

Helpful Cambridge (Pre-Starters & Starters) Teaching Tips

• Ensure each student is nominated and given a fair opportunity to take part, offer answers and engage with the material.



Cambridge (Movers & Flyers) Online Teaching Outline

Set-up/Introduction (5 mins)			
• Ensure that the classroom is se required materials are prepare		ee the board, laptop is eye-level, all sually progressive reward system	
Review & Questions (10 mins)			
· · · · ·	lesson and units (vocabulary and g	rammar) with pictures on the	
board/flashcards			
 Practice imperatives 			
Conduct exam-based Q&A			
 Context creation (5 mins) Introduce/review the unit topic by making use of realia, scene pictures and visuals on the board 			
-	Elicit target language from students by drawing pictures on the board and by referencing the Pupil's		
Book			
Lesson 1 (10 mins)	Lesson 2 (10 mins)	Lesson 3 (10 mins)	
(Vocabulary)	(Grammar)	(Phonics/Reading Focus)	
• Teach and drill the target	Teach and practice	• Teach phonics concept using	
language using flashcards,	grammar functions	chants and drilling	
scene pictures, chants or the	(reference teacher book)	Introduce and discuss the story	
Pupil's Book	Teach sentence structures	Check understanding using	
Check understanding using	using Q&A	information check questions and	
information check questions and additional resources	Check understanding using information check questions and additional	additional resources	
	resources		
Workbook (15 mins)	i cources	1	
	all tasks by referencing the Activit	y Book and with visuals on the board	
	Instruct students to prepare the relevant materials (pencils, crayons etc)		
	Complete activities as a class by nominating students individually for answers		
Offer verbal feedback			

• Have students show workbooks to cameras at the end of each activity and offer praise

Spelling (10 mins)

- Complete a spelling test based on the unit's vocabulary
- Allow students to write each word down on a scrap piece of paper and then nominate them individually after each word for the answer

Conclusion (5 mins)

- Review the lesson content
- Praise the students individually for their progress in the lesson
- Dismiss the students and end the call

Helpful Cambridge (Movers & Flyers) Teaching Tips

• Ensure each student is nominated and given a fair opportunity to take part, offer answers and engage with the material.



Grammar and Writing Online Teaching Outline – Week 1

Se	t-up/Introduction (<mark>5 mins</mark>)
•	Ensure that the classroom is setup appropriately (students can see the board, laptop is eye-level, all
	required materials are prepared)
•	Welcome students, introduce the classroom rules and create a visually progressive reward system
Со	ntext Creation (<mark>5 mins</mark>)
•	Introduce and contextualize the topic
•	Encourage discussions – ensure each student is nominated
Re	ading (10 mins)
•	Students take turns to read the text - ensure each student is nominated and has an equal opportunity
•	Have students underline unknown words
•	Facilitate a class discussion on the text – ensure each student is nominated
Vo	cabulary & Discussion (<mark>10 mins</mark>)
•	Select a word from the text, write it on the board along with the definition
•	Have students copy it down
•	Repeat this until activity is complete
•	Nominate students individually and ask CCQs to assess understanding of vocab words
W	riting Skill Intro (<mark>10 mins</mark>)
•	Introduce and contextualize the writing
•	Test each student's comprehension individually
An	alyzing Text (<mark>15 mins</mark>)
•	Offer visual demonstrations of each activity by referencing workbook as well as completing practice
	example on the board
•	Nominate students and complete questions as a class
Со	nclusion (<mark>5 mins</mark>)
•	Review the lesson content
•	Praise students individually for their progress in the lesson
•	Dismiss students and end the call

Grammar and Writing Online Teaching Outline – Week 2

Set-up/Introduction (5 mins)

- Ensure that the classroom is setup appropriately (students can see the board, laptop is eye-level, all required materials are prepared)
- Welcome students, introduce the classroom rules and create a visually progressive reward system

Grammar Context (10 mins)

- Introduce and contextualize the grammar concept with visuals/sentences on the board Grammar Concept (10 mins)
- Explain the grammar concept
- Teaching to include meaning, form, pronunciation and appropriacy
- Individually assess each student's comprehension



Notes (10 mins)

- Write basic grammar notes on the board (ensure they are clear for the students)
- Have the students copy the notes in their work books

Workbook (20 mins)

- Offer visual demonstrations of each activity by doing practice examples on the board
- Nominate students and complete activities as a class

Conclusion (5 mins)

- Review the lesson content
- Praise students individually for their progress in the lesson
- Dismiss students and end the call

Grammar and Writing Online Teaching Outline – Week 3

Set-up/Introduction (5 mins)

- Ensure that the classroom is setup appropriately (students can see the board, laptop is eye-level, all required materials are prepared)
- Welcome students, introduce the classroom rules and create a visually progressive reward system

Journal Time/Free Write Context (15 mins)

- Introduce and contextualize the journal task/free time with visuals on the board
- Complete the activity as a class
- Elicit ideas, offer outlines and have students include their own content

Writing Skill Review (10 mins)

- Contextualize and review the writing skill
- Elicit and board important information
- Test each student's comprehension individually

Writing Skill Practice (10 Mins)

• Have students complete the activities in their workbooks

Grammar Review (10 mins)

- Contextualize and review the grammar topic
- Elicit and board important information
- Test each student's comprehension individually

Grammar Practice (10 mins)

• Have students complete the activities in their workbooks

Conclusion (5 mins)

- Review the lesson content
- Praise students individually for their progress in the lesson
- Dismiss students and end the call

Grammar and Writing Online Teaching Outline - Week 4

Set-up/Introduction (5 mins)

- Ensure that the classroom is setup appropriately (students can see the board, laptop is eye-level, all required materials are prepared)
- Welcome students, introduce the classroom rules and create a visually progressive reward system



Grammar Review (10 mins)

- Contextualize and review the grammar topic
- Elicit and board important information
- Test each student's comprehension individually

Writing Topic Intro (5 mins)

• Introduce and contextualize the writing activity

Class Planning (10 mins)

• Plan the writing activity as a class, elicit ideas, offer outlines and have students include their own content. Highlight sections which can be easily adapted for each student.

Writing Time (10 mins)

• Have students complete the activity using the outline and including their own content.

Class Discussion (15 mins)

• Using the 'Grammar and Writing + Notes' create a discussion related to the topic.

Conclusion (5 mins)

- Review the lesson content
- Praise students individually for their progress in the lesson
- Dismiss students and end the call

Useful Tips for Teaching Grammar and Writing

- Ensure all students have an equal opportunity to contribute to class discussions. Nominate each student individually and ask follow-up questions.
- When completing bookwork, complete oral feedback after each question by nominating a student to volunteer their answer. Students can self-mark in another color.
- Offer a framework for long written answers.
- Ensure you are fully prepared to teach the grammar focus and writing skills.
- Prepare an answer key for all questions



Reading & Speaking Online Teaching Outline – Week 1

Set-up/Introduction (5 mins)		
 Ensure the classroom is set up appropriately (students can see the board, laptop is eye-level, all required materials are prepared) 		
• Welcome students, introduce the classroom rules and create a visually progressive reward system		
Contextualization (5 mins)		
• Introduce and contextualize the topic with visuals on the board/by referencing cover picture		
 Nominate and encourage discussions with students 		
Reading (15 mins)		
 Nominate students to take turns to read the text 		
Have the rest of the students follow along		
Ask students to underline unknown words		
 Facilitate a discussion on the text (nominate students for answers) 		
Vocabulary (<mark>15 mins</mark>)		
 Select a word from the text, write it on the board along with the definition 		
Have students copy it down		
Repeat this until activity is complete		
 Nominate students individually and ask CCQs to assess understanding of vocab words 		
Vocabulary Check (10 mins)		
 Offer visual demonstrations of each activity by referencing workbook as well as completing practice example on the board 		
 Nominate students and complete questions as a class 		
Level A&B - Presentation (10 mins) Levels C&D - Extended vocab check (10 mins)		
 Contextualize the topic with visuals on the board as well as by referencing the picture in the book Offer visual demonstrations of each activity by referencing workbook as well as completing practice example on the board 		
Read the text to the students Complete bookwork activities as a class,		
Nominate students and facilitate a class nominating students individually for answers		
discussion on the topic		
Conclusion (<mark>5 mins</mark>)		
Review the lesson content		
 Praise students individually for their progress in the lesson 		
Dismiss students and end the call		

Reading & Speaking Online Teaching Outline – Week 2

Set-up/Introduction (5 mins)

- Ensure the classroom is set up appropriately (students can see the board, laptop is eye-level, all required materials are prepared)
- Welcome students, introduce the classroom rules and create a visually progressive reward system

Monkey ree

Topic Review & Discussion (10 mins)

- Using visuals on the board/with reference to the pictures on the front cover/in the workbook, review the work and story from the previous lessons
- Nominate students individually and encourage answers in full sentences

Topic Learning & Discussion (10 mins)

- Introduce and contextualize the topic with visuals on the board/by referencing workbook picture/s
- Read the passage to the students
- Nominate students individually to answers questions on the text (encourage full sentences)
- Introduce new ideas/facts to build on the topic

Workbook time (15 mins)

- Offer visual demonstrations of each activity by referencing workbook as well as completing practice example on the board
- Complete bookwork activities as a class, nominating students individually for answers

Language Focus (10 mins)

- Using visuals on the board/with reference to the pictures in the workbook, introduce and contextualize the Language Focus
- Model examples and have students repeat
- Use CCQs to assess students' understanding

Language Focus Practice (10 mins)

- Using the visuals in the workbook, nominate students to practice the Language Focus
- Using visuals on the board/with reference to other pictures, model and encourage students to practice with other examples

Conclusion (5 mins)

- Review the lesson content
- Praise students individually for their progress in the lesson
- Dismiss students and end the call

Reading & Speaking Online Teaching Outline – Week 3

Set-up/Introduction (5 mins)

- Ensure the classroom is set up appropriately (students can see the board, laptop is eye-level, all required materials are prepared)
- Welcome students, introduce the classroom rules and create a visually progressive reward system

Topic Review & Discussion (10 mins)

- Using visuals on the board/with reference to the pictures on the front cover/in the workbook, review the work and story from the previous lesson
- Nominate students individually and encourage answers in full sentences

Reading (15 mins)

- Nominate students to take turns to read the text
- Have the rest of the students follow along
- Ask students to underline unknown words
- Explain words using context clues/with visuals on the board



Discussion (5 mins)		
 Nominate students individually and ask CCQs to assess understanding 		
 Encourage students to answer in full sentences 		
Skill Introduction (10 mins)		
 Using visuals on the board, introduce the reading comprehension skill (see workbook) 		
 Explain it to students and nominate them individually to assess understanding 		
Skill Practice (15 mins)		
Offer a visual demonstration of the practice activity on the board		
 Nominate students and complete the practice ac 	tivity as a class	
Level A&B - Listening (5 mins) Level C&D - Extended Skill Practice (5 mins)		
 Offer a visual demonstration of the listening activity on the board 	 Continue to guide students through their workbook activities 	
• Read the script and complete the activity as a	Nominate students and complete the activities	
class, nominating students individually for	as a class	
answers		
Conclusion (5 mins)		
Review the lesson content		
Praise students individually for their progress in the students individually for the students in the stud	the lesson	
Dismiss students and end the call		

Reading & Speaking Online Teaching Outline – Week 4

Set-up/Introduction (5 mins)

- Ensure the classroom is set up appropriately (students can see the board, laptop is eye-level, all required materials are prepared)
- Welcome students, introduce the classroom rules and create a visually progressive reward system

Topic Review & Discussion (10 mins)

- Using visuals on the board/with reference to the pictures on the front cover/in the workbook, review the content and stories from the previous lessons
- Nominate students individually and encourage answers in full sentences
- Complete workbook activity (if applicable)

Topic Learning & Discussion (5 mins)

- Contextualize and read the text to the students
- Nominate students individually for CCQs and encourage answers in full sentences

Worksheets (15 mins)

• Offer visual demonstrations of each activity by referencing workbook as well as completing practice example on the board

• Complete bookwork activities as a class, nominating students individually for answers

Spelling (10 mins)

- Using visuals on the board, introduce and explain that students will be completing spelling
- Choose words that are theme related that students have covered



Presentation (15 mins)

- Contextualize and explain the presentation activity
- Have students plan and prepare their own presentations
- Nominate students individually to present their work (encourage answers in full sentences)

Conclusion (5 mins)

- Review the lesson content
- Praise students individually for their progress in the lesson
- Dismiss students and end the call



Materials for Online Teaching

Materials required by students

- Computer/tablet (with working camera and microphone) and the Skype program installed
- Course textbooks / packs / additional materials (either to be picked up at centers or printed out at home)
- Printer for the printing of any course-related materials (if not picked up from the center)
- Stationary (pencil, erasers, crayons, A4 blank paper, glue sticks etc.)

• Materials required by teachers

- Computer/tablet (with working camera and microphone) and the Skype program installed
- Computer/tablet charger (should be kept in class during the lesson)
- All course related materials needed for the lesson (teacher keys, flashcards, additional materials etc.)
- Stationary (clipboard, A4 blank paper, black Sharpie pen, working board markers etc.)
- Class folders and student progress sheets (for each student)

General Classroom setup for Online Teaching

Classroom needs to be appropriately setup before the commencement of any lesson, in a neat manner. Please note that parents will likely be able to see the screen, so this needs to be prepared appropriately.

- walls should be free of posters/stickers etc.
- all unnecessary clutter should be removed (bookshelves, toys etc.)
- lighting should be checked on screen to ensure good visibility
- computer/tablet(s) should be charged (and chargers kept at hand) and technical aspects tested beforehand (camera, microphone etc.)
- Ensure that the screen is at the correct eye level, allowing for clear visibility of the board and teacher (it may be necessary to place the laptop/tablet on a stack of books/boxes)
- Check that board markers are fully visible when writing on the board (do a screen test)



Skype User Guide for Teachers

1. Check your audio and video settings before each lesson

0	Audio/Video
0	eneral Privacy Calls Messaging Notifications Audio/Video Advanced
	Microphone: Built-in Microphone (Internal microp +
	Ringing: Built-in Output (Internal Speakers) ‡ Speakers: Built-in Output (Internal Speakers) ‡
	Volume: Adjust volume with 96%1 and 96%1
	Camera: FaceTime HD Camera (Built-in) +
	A screenshot on a Mac computer of the "Audio/Video" settings in Preferences.
4	A screenshot on a mac computer of the "Audio/Video" settings in Preferences.

For Mac users: Click "Skype" at the upper left-hand corner and scroll down to "Preferences." Then click on the "Audio/Video" button.

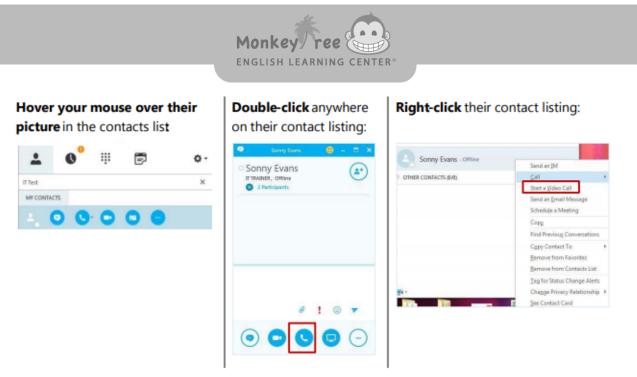
For Windows users: Go to "Call" and click "Audio settings." Below it, you'll see "Video settings."

Once you're in the settings page, here's what to check for:

- Make sure your speakers are on. If you can hear the Skype jingle, you're good.
- Check that your voice can be heard through the microphone. If not, choose the appropriate microphone from the drop-down menu.
- Check to see if your webcam is connected. If so, you should be able to see yourself on the live video feed. If not, check your video settings and make sure your webcam is plugged in correctly.

2. Communicating with your contacts

To communicate with a contact, use one of the following methods to access the communication tools, then select the option you want to use (e.g. instant message, video call, etc.).

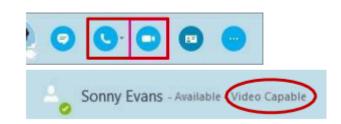


Instant messaging (IM): Instant messaging (IM) allows you to communicate with people in real time, and on a moment's notice. It is less formal than email, and faster than a phone call. You can have an IM conversation with one or many people, send pictures and files or add audio or video.

3. Making an audio or video call

If you have a microphone, a headset (or speakers) and a webcam attached to your computer, you can use Skype for Business to make and receive audio and video calls. Skype for Business automatically detects your audio and video devices, but before making an audio or video call you should check that they are set up correctly. To do this:

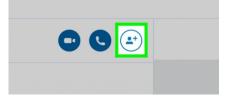
- 1. Click the **Options** menu (cog icon) in the main Skype for Business window
- 2. Choose Tools > Audio (or Video) Device Settings.



4. Creating/Leading a Group Chat

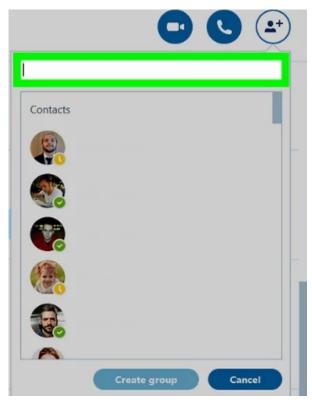
Select a chat. Click the chat that you want to into a group chat on the left side of the Skype window.

• If you haven't yet created a chat, create one first.





Click the "Create group" icon. This person-shaped icon with a "+" in it is in the upper-right side of the chat. Doing so opens an "Add participants" window with all of your Skype contacts listed in it.



Select contacts. Click the checkbox to the left of each contact whom you want to add to the group. You can also search in the text box at the top of the "Add participants" window for a contact to add if you want to add someone not in your contacts.

Click Create Group. It's a blue button at the bottom of the "Add participants" window. Doing so will create a new chat with your group of contacts.

5. Calling a Contact or Group

Select a chat. Click the conversation with the contact whom you want to call, or start a new conversation.

Click the "Call" button. This is a phone receiver-shaped icon in the upper-right side of the window. Doing so will initiate a video call to the person or group of people. If you want to make a video call, click the video camera icon here instead.





Switch to video. Click the video camera icon with a slash through it to turn on your camera. This will allow your contact(s) to see whatever your camera is facing.



You can also turn back off video by clicking the video camera icon here.