



Skype 4.1 Hotfix 1 for Windows

Release Notes

Version: 4.1.x.141 Hotfix 1

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Introduction

This document provides you with information about Skype 4.1 Hotfix 1 for Windows, including:

- A list of features
- System requirements
- Known issues
- Fixed issues.

You can find further information about Skype and its features on our website at:

www.skype.com.

What is Skype?

Skype is software that enables the world's conversations. Millions of individuals and businesses use Skype to make free video and voice calls, send instant messages and share files with other Skype users. Everyday, people everywhere also use Skype to make low-cost calls to landlines and mobiles. Download Skype to your computer or mobile phone at skype.com.

System Requirements

- PC running Windows 2000, XP or Vista. (Windows 2000 users require DirectX 9.0 for video calls).
- Internet connection – broadband is best (GPRS is not supported for voice calls).
- Speakers and microphone – built-in or separate.
- For voice and video calls we recommend a computer with at least a 1GHz processor, 256 MB RAM and of course a webcam.
- For High Quality Video calls you will need a high quality video webcam and software, a dual-core processor computer and a fast broadband connection (384 kbps).

Operating Systems

- Windows 2000
- Windows XP
- Windows Vista

Skype also works on Windows 7 (Beta), however, at this time, we do not officially support this operating system. Skype plans to release further versions with improvements for Windows 7 compatibility in the future.

Compatibility

Instant Messages can be exchanged with users of the following applications

- My Space Instant Messaging
- Tom Skype

Skype is also available for:

- Mac OSX
- iPhone
- Linux
- Mobile phones
- WiFi and Cordless phones
- Playstation ® Portable
- MIDs
- Nokia Internet Tablet.

More details can be found here: <http://www.skype.com/go/getconnected>.

Installation Notes

Skype for Windows provides two methods for installation.

The main method is via a download from our website. This version of the download is delivered to the end user in two parts:

- A “Light installer”,
 - Manages the download process - if you have any hardware or network issues, the download can be resumed without the need to start again.
 - Learn about Skype features while Skype downloads and installs
 - Size: Approximately 1.9Mb
- The Skype application (remainder)
 - Size: Approximately 18Mb
- You can find the latest version of these files here:
 - <http://www.skype.com/go/download> (Gold versions)
 - <http://www.skype.com/go/download-beta> (Beta versions, when available)

An alternative method is via a “Full Installer”. This version is available in a single installer file, and is useful for:

- Installation where an internet connection is not available
- Size: Approximately 21Mb
- Users who wish to retain a copy of the application to install at a later date, for example on multiple computers.
- You can find the latest version of this file here:
 - <http://www.skype.com/go/getskype-full> (Gold versions)
 - <http://www.skype.com/go/getskype-beta-full> (Beta versions, when available)

A number of user options are available during standard installation (the options available will depend on your browser and location settings):

- Google Toolbar
- Skype browser plug-ins for Internet Explorer and Firefox
- Skype Extras (applications you can use with Skype)
- eBay Browser Highlighter
- Google Chrome browser.

The following components are created in the Windows operating system:

- Desktop icon – starts the application
- Start menu items – Start > All Programs > Skype
- System tray icon – used to show presence status; indicates new messages; right-click to quit Skype completely
- Task bar – flashes when a new message is received.

The Skype for Business version is available as a .msi installer

- Details about Skype for Business can be found here:
<http://www.skype.com/go/business> (Gold versions only)

Upgrades

Skype recommends that you regularly update your version of Skype, in order to ensure you have installed the latest features, call quality improvements, bug fixes and security updates. You can find out if you have the latest version by selecting “Check for updates” from the Help menu.

You **do not** need to uninstall Skype in order to perform an upgrade.

Uninstalling Skype

Skype is listed in the Windows Add or Remove Programs list (see Windows Control Panel). All entries relating to Skype, are shown in the list with the “Skype” name.

When uninstalling, you will be asked if you wish to remove your Skype data (IM history, etc). If you decide to do this, your data cannot be recovered.

Skype for Windows features

Skype for Windows contains the following major features. (NEW) indicates that the feature is new in version 4.1.

- **Getting Started:**
 - An interactive guide to using and setting up Skype
 - Automated detection and setup of your audio and video devices
 - Accessibility features / keyboard navigation (NEW)
- **Calling:**
 - Free Skype-to-Skype calls
 - Group audio conference calls
 - Video calling
 - Screen sharing (NEW)
 - Improved audio quality
 - Improved bandwidth usage for Audio and Video calls
 - Voicemail
 - Call Forwarding
 - Caller identification
 - Calling Landline and Mobile Phones (SkypeOut)
 - Online numbers - allowing anyone to call you on Skype from a normal telephone (SkypeIn)
 - Skype Prime – call premium services
 - Automated call quality indicator and assistance
- **Instant Messaging and SMS:**
 - Instant Messaging (IM) for one-to-one or group conversations
 - Sending Files securely to other users of Skype
 - Message notifications (tray alerts)
 - Communicate with MySpace IM users
 - Sending SMS (Text Messages) for one-to-one and groups
- **Contact and Conversation Management:**
 - Bigger profiles
 - Easier to use participant lists for conversations
 - Conversations tab to display your recent and new conversations
 - History for calls and conversations, accessed via the Conversations tab
 - User and Business recommendations directory
 - Importing contacts from other address books (IMPROVED)
 - Presence – see when others are online and change your own status
 - Contact groups to manage your contact list
 - Block and report abusive contact requests or spam
 - Exchange contact details with a friend even when they are offline
 - Birthday reminders (NEW)
 - Send contacts to other users

- **Preferences:**
 - Default (single window) or Compact View (multiple windows)
 - Edit your profile
 - Change your profile picture
 - Change sounds
- **Installation and upgrades:**
 - Light Installer download manager
 - Automatic notification and download of new versions
- **Make the most out of Skype:**
 - Shop for Skype phones, headsets, webcams
 - Pay-as-you-go or Subscriptions for our calling services
- **Bundled applications:**
 - Google Toolbar
 - Skype browser plug-ins for Internet Explorer and Firefox
 - Skype Extras (applications you can use with Skype)
 - eBay Browser Highlighter
 - Google Chrome browser.

Further details of Skype's main features can be found here: <http://www.skype.com/go/features>

New features and improvements introduced in version 4.1 Gold

Feature	Summary	Notes
Screen sharing	Share your screen with other Skype users	<ul style="list-style-type: none"> To start sending your screen, use the “Share” button in the IM typing area, or via the “Call” menu Currently only available on a one-to-one basis - you cannot share your screen to multiple users Can only be sent in one direction – it is not possible for two users to see each other’s screens simultaneously.
Accessibility	Keyboard navigation and MSAA support	<ul style="list-style-type: none"> Improved keyboard navigation Support for visually impaired users, using screen reading software such as JAWS Microsoft Active Accessibility (MSAA) support.
Contact Importers	Allows you to import more contacts from external address books	<ul style="list-style-type: none"> Our current offering of 3 address books has been increased to include email and contact providers such as, Gmail and AOL
Birthday reminders	Alerts you when one of your contacts has a birthday	<ul style="list-style-type: none"> Alerts you when one of your contacts has their birthday date stored in their user profile The alert will appear at midnight (your local time) If you do not use Skype that day, then the alert will not be seen This feature was available in Skype 3.x version, and has returned by popular demand.
Send Contacts	Send contacts from your own list to other Skype users	<ul style="list-style-type: none"> Drag-and-drop contacts from your contact list to the Instant Messaging area, or use the Conversation > Send > Contacts... option from the main menu This feature was available in Skype 3.x version, and has returned by popular demand.
Toolbars	Skype browser toolbar improvements	<ul style="list-style-type: none"> Highlighting of toll-free phone numbers Skype Name Recognition – identifies the names of your Skype contacts if they appear on web pages and allows you to communicate with them via Skype.
Colour scheme	Minor improvements	<ul style="list-style-type: none"> Improvements to the vibrancy of the background colour scheme
Call toolbar	Graphical improvements	<ul style="list-style-type: none"> Some minor changes to the area shown during a call, containing the volume controls.
Installer	Size and method improvements	<ul style="list-style-type: none"> Our installer for the Skype application and bundled optional applications now uses the

Feature	Summary	Notes
		<p>standard Microsoft MSI installation methods.</p> <ul style="list-style-type: none">• Only those applications or add-ons that you wish to install are downloaded.
Password rules	Improved password rules for better security	<ul style="list-style-type: none">• A change to our default password rules, making Skype user-passwords more secure.• Existing passwords will still work, however when creating a new account, or changing a password, the new rules will apply, including minimum length, allowed characters, inclusion of numbers and capital letters, etc.
Invite your friends to use Skype	Send them an email and your user details are waiting when they install Skype	<ul style="list-style-type: none">• This feature is available when using the Find friends / Import contacts feature – when you generate an email to people you know, they will have a contact request waiting for them when they sign into Skype for the first time.

Known Issues

The following table describes the most common issues that users may experience while using this version. Skype is working hard to resolve these issues, and will release further updates as soon as possible.

This list includes known issues for 4.1.x.141.

Category	Description	Current solution
Calling	When a user has multiple USB audio devices plugged in, and removes the active device, they will see a message for a couple of seconds informing them that no devices are available.	This is rectified automatically within a couple of seconds if another device is found.
Audio devices	Some types of Broadcom Bluetooth audio hardware need to contact Skype in order to operate – in which case the following message is displayed: “BTSTAC~1.EXE wants to use Skype”	If you have a Broadcom Bluetooth device and experience this issue, then you should try to update the drivers for that hardware. Otherwise, it is safe to Allow access. The issue has been reported to the manufacturer.
Audio devices	If a participant in a conference call is using a Bluetooth enabled device from Broadcom, the conference call will be terminated when they hang-up the call.	Disable btstack.exe (Tools > Options > Advanced > Manage other programs' access to Skype).
Video	Digital video cameras cannot be used to make video calls on Skype.	None available at this time.
Busy hard disk	Skype can become unresponsive when the hard drive is busy.	Users are advised to wait for a few seconds for the hard disk activity to reduce.
Busy hard disk / startup	Users with a large amount of Skype history may find that Skype takes longer than normal to start.	Reducing the number of items in the Conversations tab helps alleviate this problem slightly – our engineers are currently working on further solutions.

Category	Description	Current solution
Conference calling	Conference calls which include one or more SkypeOut participants are not placed on hold correctly. The call host and the SkypeOut users are not placed on hold – however all other users are.	None available at this time.
Installation	Users cannot uninstall the Skype browser highlighter for Firefox (Vista only).	Users are advised to install a patch provided by Microsoft. http://support.microsoft.com/kb/951847
Upgrade	When upgrading Skype, and installing the Skype plugin for Firefox, users may experience a crash in Firefox if it is running during the upgrade	Close Firefox before attempting to install Skype.
Screen sharing	Resizing selected area (constantly dragging mouse for more than 20 seconds) causes the system to freeze	This is resolved by Microsoft Hotfix #954436, and included in Vista Service Pack 2. http://support.microsoft.com/kb/954436 .
Miscellaneous	Emoticons in a mood message appear with plain text	Ensure there is a space either side of the emoticon.

Fixed Issues

The following table describes the most important issues that have been fixed since the Gold release of Skype for Windows 4.0 (4.0.x.227).

This list includes issues that were previously listed in the release notes for 4.1 Beta (4.1.x.130).

Category	Description
Calling	Call status was sometimes displayed as “Ringing” after the call had started.
	Error message sometimes appeared when selecting the “ <i>Learn about Call Quality</i> ” link from the Call toolbar.
	Users were unable to call a contact again after rejecting the same contact from a previous conference call.
	No sound was heard when connecting a second USB device, even when it was selected as the default option.
	Skype automatically adjusted user’s microphone levels during a call even when they had disabled this option.
	Skype did not warn users when they tried to answer a call without any active audio devices being available.
	Auto-answer of incoming calls failed after multiple calls in quick succession
	Dialpad is now visible when starting a call rather than when a call is connected.
Instant Messaging	Users were not notified when a file had been sent in a group IM conversation.
	When copying and pasting a web address (URL) links within the same instant messages, the URL appears as a blank line.
	When copying a large amount of text, (approximately 20 lines) from the same IM, and pasting it to the text input field, users no longer had the ability to scroll or edit that particular text
	Users were unable to copy and paste from an SMS message.
	The copy/paste menu did not appear when right clicking in the IM input field area
	Dragging and dropping quoted text to the chat text box caused Skype to crash for some users.
	No message displayed when two users were calling at the same time, only the end call button was displayed.
Contacts	Users were not re-displayed in the contact list after they had been unblocked.
	After renaming a contact, the name would revert back to its original name following a restart.

Category	Description
	<p>Some users were unable to drag and drop a contact to a group conversation.</p> <p>It was not always clear that MySpace contacts had been found during contact search.</p> <p>Quick filter results were displayed incorrectly after previously selecting two contacts at the same time.</p> <p>Echo 123 was sometimes not available for newly created accounts.</p> <p>Blocking users was ineffective in some cases.</p> <p>No tooltips were visible for participants in a group conversation.</p> <p>Unable to edit a SkypeOut contact's phone number more than once.</p> <p>Contact categories were ordered differently from the contact list.</p>
History	<p>Links to previous IM's within an existing chat (Yesterday, Last 7 days, etc) did not show in some scenarios</p>
SMS	<p>When an SMS was sent to a SkypeOut contact whose profile contained multiple phone numbers, the SMS would always go to the first number even if the user had selected an alternate phone number tab.</p> <p>Formatting of "quoted text" was displayed incorrectly.</p> <p>Users were unable to copy / paste from SMS messages.</p>
Audio / Video	<p>Skype detected a Creative Live webcam even though the device was not connected.</p> <p>A "New Audio Device" Communicator message appeared on every start up for some users</p> <p>Nothing happened when clicking the "remove" button to delete multiple devices from Audio Settings drop down menu.</p> <p>Only one USB device was visible in the drop down menu when more than one was available.</p> <p>When receiving video calls from a Skype for Mac user, the Windows user saw an "On Hold" graphic when the incoming video was stopped.</p> <p>Some users were unable to undock from a docking station when a webcam was in use.</p> <p>The "Video Call" option was incorrectly made available when users made a SkypeOut call.</p>
Audio / Video	<p>Video was still displayed when user turned off video while a call was on hold.</p> <p>Video snapshot images appeared black when saved.</p> <p>Fixes for a small number of webcams that were not detected.</p> <p>Video did not start, if Skype was running on a secondary screen.</p>

Category	Description
	When two identical USB audio devices were plugged in, only one device is displayed in the list in Tools > Options > Audio Settings > Advanced.
Compact / Default view switching	When switching from Compact View to Default View the display position was incorrect.
Accessibility	Voicemail and File Transfer are now accessible via keyboard navigation.
Miscellaneous	Fix for "Disk I/O error". If user still experiences this ensure that the appdata/skype/username directory is not read-only, if this does not resolve the issue please contact Customer Support.
	Emoticons were still displayed even when this option was disabled.
	Skype crashed on Windows Server 2008 R2.
	Error message: "Unterminated entry" sometimes displayed when starting Skype.
	Users on the "LITE" version of Skype will be displayed as "Unknown" in Conference calls.
Toolbars	Improved stability and performance to the IE Add-on

Further Information

You can contact Skype Customer Support via the following website: <http://support.skype.com/>

Visit our forums for discussions and additional information on known issues:

<http://forum.skype.com/>

Appendix A - Directories and Skype data

Skype application data is normally saved in the following locations:

Start menu location: Start > All Programs > Skype

Operating System	File types	Default file locations
Window XP	Skype Application	C:\Program Files\Skype\Phone
	User folders	C:\Documents and Settings\ <windows-login-name>\Application Data\Skype</windows-login-name>
	User databases and configuration files	C:\Documents and Settings\Derek\Application Data\Skype\ <your-skype-name>< td=""> </your-skype-name><>
	Pictures / Avatars	C:\Documents and Settings\ <windows-login-name>\Application Data\Skype\Pictures OR C:\Documents and Settings\<windows-login-name>\My Documents\My Skype Pictures</windows-login-name></windows-login-name>
	Extras Manager	C:\Program Files\Skype\Plugin Manager
	Browser toolbars	C:\Program Files\Skype\Toolbars
	Received files	See settings in Tools > Options > IM & SMS > IM Settings
Windows Vista	Skype Application	C:\Program Files\Skype\Phone
	User Folders	C:\Users\ <windows-login-name>\AppData\Roaming\Skype\<skypeid>\</skypeid></windows-login-name>
	User databases and configuration files	C:\Users\ <windows-login-name>\AppData\Roaming\Skype\<skypeid>\<your-skype-name></skypeid></windows-login-name>
	Pictures / Avatars	C:\Users\ <windows-login-name>\AppData\Roaming\Skype\Pictures</windows-login-name>
	Extras Manager	C:\Program Files\Skype\Plugin Manager
	Browser toolbars	C:\Program Files\Skype\Toolbars
	Received files	See settings in Tools > Options > IM & SMS > IM Settings

Appendix B – Languages supported

The following table lists the languages currently supported by Skype for Windows.

During installation, Skype determines the default language setting based on your location, however you may change this during installation, or via the Tools menu (Tools > Change Language).

- Arabic
- Bulgarian
- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hebrew
- Hungarian
- Italian
- Japanese
- Korean
- Latvian
- Lithuanian
- Norwegian
- Polish
- Portuguese (Brazil)
- Portuguese (Portugal)
- Romanian
- Russian
- Spanish
- Swedish
- Turkish.