



Skype 4.1 Hotfix 3 for Windows

Release Notes

Version: 4.1.x.179 Hotfix 3

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Introduction

This document provides you with information about Skype 4.1 Hotfix 3 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 standard Microsoft MSI installation methods. Only those applications or add-ons that you wish to install are downloaded. |

| Feature | Summary | Notes |
|----------------------------------|--|--|
| 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.179.

| 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. |
| | 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. |
| | Using <i>YouCam</i> to change special affects on a Skype video call will cause Skype to freeze. | None available at this time. |
| | Skype may freeze when starting video if the Creative Webcam NX Pro (VFW) normally used is not plugged in. Workaround: This is a third party software issue and users are advised to ensure the webcam is plugged in | Known Third Party issue |

| Category | Description | Current solution |
|--------------------------|--|---|
| | before selecting the option to “Start video” | |
| 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. |
| Conference calling | Conference calls, which include one or more landline or mobile participants are not placed on hold correctly. The call host and the users on their landline or mobile 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 plug-in 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 . |
| Extras Manager | Skype Extras Manager sometimes doesn't work on Windows 2000 | Users need to update their IE to IE6 from http://support.microsoft.com/?kbid=931125 |
| Miscellaneous | When a user opens their web browser with no network connectivity, Skype displays an error message that SkypeNames.exe wants to use Skype. This happens when opening Firefox for the first time after installing Skype with the IE and Firefox add-ons. | None available at this time. |

| Category | Description | Current solution |
|----------|---|------------------------------|
| | Certain graphical components may be misaligned when running Skype with a high graphics DPI setting. | None available at this time. |

Fixed Issues

The following table describes the most important issues that have been fixed since the release of Skype for Windows 4.1 Hotfix #2(4.1.x.166).

For the full version history, please refer to

<https://developer.skype.com/WindowsSkype/ReleaseNotes>

| Category | Description |
|----------------|--|
| Video | Video was freezing approximately 30 seconds after changing the screen resolution. Note: if the sender is using an older version of Skype, the video they receive can still appear to freeze – something that can only be addressed by updating their version. |
| Extras Manager | Updated to version 2.0.0.67 Fixed a security vulnerability in the Extras Manager. Recommendation to users: use virus protection services in case of any problems. |

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 |
| | User databases and configuration files | C:\Documents and Settings\Derek\Application Data\Skype\<<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 |
| | 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>\ |
| | User databases and configuration files | C:\Users\<<windows-login-name>\AppData\Roaming\Skype\<<skypeid>\<your-skype-name> |
| | Pictures / Avatars | C:\Users\<<windows-login-name>\AppData\Roaming\Skype\Pictures |
| | 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.