**What is Skype**? **Skype is a free programme that allows you to talk to friends and family on your computer or mobile device. You can even talk to each other live over video chat. All of this is possible through a technology called voiceover IP, or VoIP (pronounced voyp), which can transmit your voice over the Internet. Skype uses VoIP to let you make phone calls, video calls, and more over the Internet instead of using traditional phone lines.**

* **Alternatives to Skype**? Apple FaceTime, Google Hangouts and Facebook Video Calling, Viber.
* **Equipment checklist includes**: A compatible device including desktops, laptops and mobile devices like smartphones and tablets; a highspeed Internet connection; speakers and a microphone (separate or built-in to your device) and a webcam if you want to make video calls.

**Setting up a Skype Account:**

* Access <https://www.skype.com/en/> and create a Skype account; you only need to register once and please make a note of your username and password.

**Adding contacts to your Skype account:**

* Who do you know on Skype? Maybe friends or family members?
* Search for someone you know using a name Skype name or email address with the search bar then click on a name to see more information about that person.
* When you find the person you’re looking for click Add to Contacts to send a contact request.
* If someone you know requests you as a contact, you can select accept, decline or block. Only accept people you know as your Skype contacts.

**Making your first voice call:**

* Make sure you’re connected to the Internet; that the volume is turned up and that your speakers and microphone are plugged in (if they’re not already built in to your computer.

**Top Tips:**

* For voice calls, choose a quiet spot without a lot of background noise. If you’re at home or work, watch out for things like the TV, other people talking and moving around and outside noises. If you’re in public avoid busy places like the local coffee shop unless you have a headset with a microphone.
* For video calls also choose a quiet spot that’s relatively private. A room in your house or a place at the office would be ideal. Make sure it’s well-lit so the other person can see you and be conscious of what else might be caught on camera!

**Applications:**

* The word **“app”** is an abbreviation for application. An app is a piece of software. It can run on the Internet, on your computer, on your phone or on any other electronic device. The word “app” is a more modern term however it is the same thing as a software programme.

**What is a mobile application?**

* A mobile app is a software application designed to run on mobile devices such as smartphones and tablets. Most such devices are sold with several apps bundled as pre-installed software, such as a web browser, email client, calendar, mapping programme and an app for buying music or other media. Some pre-installed apps can be removed by an ordinary uninstall process, thus leaving more storage space for desired ones

**What is a desktop application?** There are countless desktop apps and they fall into several categories. Some are multi-featured (like Microsoft Word) while others may only do one or two thinks (like a clock or calendar app).

**Common Apps:**

* **Web Browsers**: A web browser is the tool you use to access the Internet. Most computers come with a web browser pre-installed, but you can also download a different one if you prefer. Examples include Internet Explorer, Mozilla Firefox, Google Chrome and Safari.
* **Word Processors**: A word processor allows you to write a letter, design a flyer and create many other types of documents. The most well-known word processor is Microsoft Word.
* **Media Players:** If you want to listen to MP3’s or watch movies you’ve downloaded you’ll need to use a media player. Windows Media Player and iTunes are popular media players.
* **Social media platforms**: Facebook, Instagram, WhatsApp, Snapchat