

BBC RADIO CORNWALL

VIDEO CALLING FOR FIRST TIMERS

A leaflet from BBC Radio Cornwall with advice from IT expert Jeremy Anderson

Video calling means you can see the person you're talking to as well as hear them.

This step-by-step guide will show you how to make a video call using a smartphone or iPad.

Before we start: Video calling uses a lot of data. If you are using a mobile phone to video call at home, make sure you are connected to your wifi to avoid using a lot of data and getting a big bill from your mobile provider.

VIDEO CALLING ON A SMART PHONE

WhatsApp is a free App which you can put (install) on your smartphone to make video calls.

To video call a friend using WhatsApp, they will need to install the app too.

You will need to store their phone number in your phone's address book.

You can install WhatsApp on most smartphones, including Apple iPhones, and Android phones.

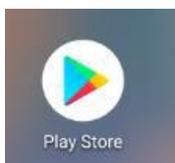
If your phone is made by: OnePlus, Google, Honor, Huawei, LG, Samsung, Nokia or Sony; it is an Android phone. Several other companies make Android phones too.

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Follow these steps to install and use WhatsApp on an Android phone:

1. Make sure your phone is on and charged up.
2. If WhatsApp is not on your phone, you will need to get it from the Play Store.
3. The Play Store symbol looks like a multi-coloured triangle tipped 90 degrees to the right.



Tap this symbol, and that will open up Play Store.

4. At the top of the screen you will see a search bar. Tap it and a keyboard will appear at the bottom of the screen. Start typing in the word WhatsApp.



When you see WhatsApp appear, tap on it.

5. You will be presented with the WhatsApp symbol. It is a green square with a white phone in it. Tap on **INSTALL**. You will see a circle forming to indicate that WhatsApp is downloading.
6. An **OPEN** button will appear next to the WhatsApp symbol. Tap it.
7. You will normally be asked to agree to Terms and Conditions. Press the green button to continue. WhatsApp will open.
8. You'll be asked to enter your phone number.

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Choose your country (United Kingdom) from a list.
Then enter your mobile phone number and press NEXT.

9. WhatsApp will now verify that you have typed in your own phone number. WhatsApp will send you a text message.

The message will normally contain a six digit code. Write this code down.

WhatsApp will present you with a screen of numbers. Type in the code. The code is for one-off use. You don't need to keep it. Once you type the code, you get confirmation that it is correct.

10. WhatsApp will ask for permission to access the contacts in your phone. Say yes to agree.

11. WhatsApp may ask permission to send you notifications. Tap ALLOW if you would like WhatsApp to alert you if you receive a message.

12. WhatsApp asks for permission for access to your files and photo library. Say yes if you would like to send people the photos on your phone. (This is not necessary for video calling).

13. WhatsApp will normally ask for permission to use your phone's camera and microphone. You must say yes to be able to do video calling.

14. Once you have given permission for WhatsApp to use your phone, you will see your profile screen. Type your name as you wish other people to see it.

*Now you have finished the setup process. You won't need to do it again.
Now you are ready to use WhatsApp.*

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15. You will be presented with a screen which shows the contacts on your phone who use WhatsApp. People who have WhatsApp will be listed as potential contacts for you to communicate with. (If the person you are looking for has WhatsApp and is not on the list, you'll need to add their mobile number to your phone's address book first.)

16. To communicate with any one of those contacts, you tap the contact in question.

17. You will be presented with a screen with which you can do three things: write a message, make an audio call or a video call.

18. At the top of the screen you will see a symbol showing an old fashioned video camera. If you tap the video camera, WhatsApp will ring the person you are trying to contact.

19. If the other person accepts the video call, you will see the person in your screen. You will see yourself in a small picture.

20. Once the conversation has finished one of you has to hang up. Tap the red symbol which looks like a phone being put back on the receiver.

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Follow these steps to install and use WhatsApp on an Apple iPhone.

1. Make sure your iPhone is on and charged up.
2. To get WhatsApp on the iPhone, you will need to go to the App Store.
3. The App Store symbol is a blue with a white letter “A” which resembles three pencils.



Tap on it.

4. When the App Store opens, click search at the bottom of the screen. A search bar is displayed at the top of the screen. Tap on it and begin to type WhatsApp.

5. The WhatsApp symbol will appear. It is a green square with a white phone in it. A button with the word GET on will appear next to it.



Tap GET.

6. You are likely to be asked for your Apple ID password. Once you have correctly typed that in, tap INSTALL.
7. You will see a blue circle appearing around the WhatsApp symbol, indicating the App is downloading. Once finished, an OPEN button will appear. Tap it.

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8. Tap your home button on the bottom of your phone. You will see the WhatsApp symbol on your home screen on your phone. Tap the WhatsApp symbol to open WhatsApp.

9. You will normally be asked to agree to Terms and Conditions. Press on “Agree and Continue”. WhatsApp will open.

10. At this point WhatsApp may ask permission to send you notifications. Tap ALLOW if you would like WhatsApp to alert you if you receive a message.

11. You’ll be asked to enter your phone number. You will be asked to choose your country (United Kingdom) from a list. Then enter your mobile phone number and press NEXT.

12. WhatsApp will now verify that you have typed in your own phone number.

WhatsApp will send you a text message. The message will normally contain a six digit code. Write this code down.

WhatsApp will present you with a screen of numbers. Type in the code.

This code is for one off use. You don’t need to keep it. Once you type it in, you get confirmation it’s correct.

13. WhatsApp will ask for permission to access the contacts in your phone. Say OK to agree.

14. WhatsApp asks for permission for access to your files and photo library. Say yes if you would like to send people your photos. (This is not necessary for video calling).

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15. WhatsApp will normally ask for permission to use your phone's camera and microphone. You must say yes to be able to do video calling.

16. Once you have given permission you will see your profile screen. Type in your name as you wish other people to see it.

Now you have finished the setup process. You won't need to do it again. Now you are ready to use WhatsApp.

17. You will be presented with a screen which shows the contacts you have on your phone who use WhatsApp. People who have WhatsApp will be listed as potential contacts for you to communicate with. (If the person you are looking for has WhatsApp and is not on the list you'll need to add their mobile number to your phone's address book.)

18. To communicate with any one of those contacts, tap the contact in question.

19. Then you will be presented with a screen with which you can do three things. Write a message, make an audio call or a video call.

20. At the top of the screen you will see a symbol showing an old fashioned video camera. If you tap the video camera, WhatsApp will ring the person you are trying to contact.

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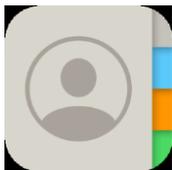
How to video call with FaceTime on an iPhone or iPad.

If you want to video call using FaceTime, you and the recipient of your call both need to be using an Apple device. If your friend doesn't have an Apple device it won't work.

FaceTime should already be installed on your Apple iPhone or iPad. Here's how to get going.

On your iPad or iPhone:

1. Look for the CONTACTS symbol.



This looks like a grey address book with coloured tabs on the right hand side. Tap on it.

2. You will be presented with a list of people whose details are stored in your phone's address book.

3. Tap on the name of the person you would like to video call.

4. You will see the information about the person stored in your phone. If your friend has an iPhone, iPad, or mac, the option to begin a Video (FaceTime) call should appear.

5. Look for the words Video or FaceTime. You will see a blue symbol of an old fashioned video camera.



Press the video camera symbol to ring the recipient of your call and if the other person is available they will answer.

6. End by tapping on the red end call symbol.

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A further tip for iPhone users (not iPad users):

You can also start a FaceTime video call from your iPhone during a phone call.

Tap the FaceTime icon in the Phone app to switch to FaceTime.

The person you're calling can choose whether or not to start using FaceTime by pressing "accept" or "decline".

PLEASE NOTE:

The information in this guide has been checked by an expert in the field and a BBC Technology specialist.

The operation of individual devices may vary.

Further reading:

There's a video version of this guide on the [BBC website](#): This can be found by searching "BBC how to video call your family".