

A woman with short, styled grey hair is smiling warmly at the camera. She is wearing a light blue ribbed top under a brown cardigan. In her left hand, she holds a black smartphone, and with her right hand, she is waving. The background is softly blurred, showing warm, out-of-focus lights that suggest an indoor evening setting.

# How-to guide for video calling



Resident  
wellbeing  
in action





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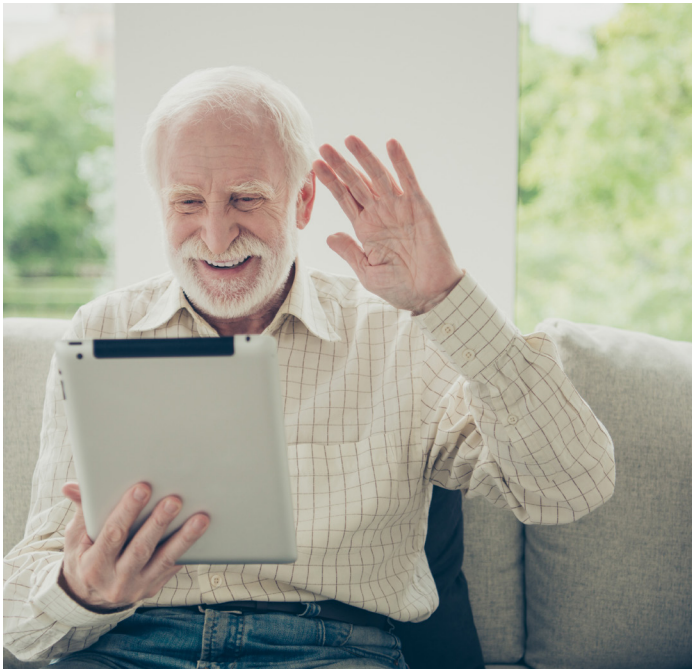




# Welcome

**Physical distance doesn't have to mean that residents can't see or speak to their families. Video-calling technology is the ideal way for residents to stay in touch with the ones they love and will benefit their mental wellbeing - but it can feel daunting too.**

That's why we've put together this beginners guide to video calling, which will walk your staff and your residents through the steps to success - no matter what device you choose to use.



# FaceTime

If you have an **iPhone, iPad tablet or Mac computer**, you can video call a friend using FaceTime – the app comes pre-installed on all of these devices. However, it only works on Apple devices, so your friend or relative that you are wanting to FaceTime must be using an iPhone, iPad or Mac too.

If your friend or relative does not use an Apple device, you can still video call them, you just have to do so using a different app. You can follow the instructions provided for the alternative option in this guide; WhatsApp Video Calling on page 8.



The FaceTime app icon looks like this

# FaceTime

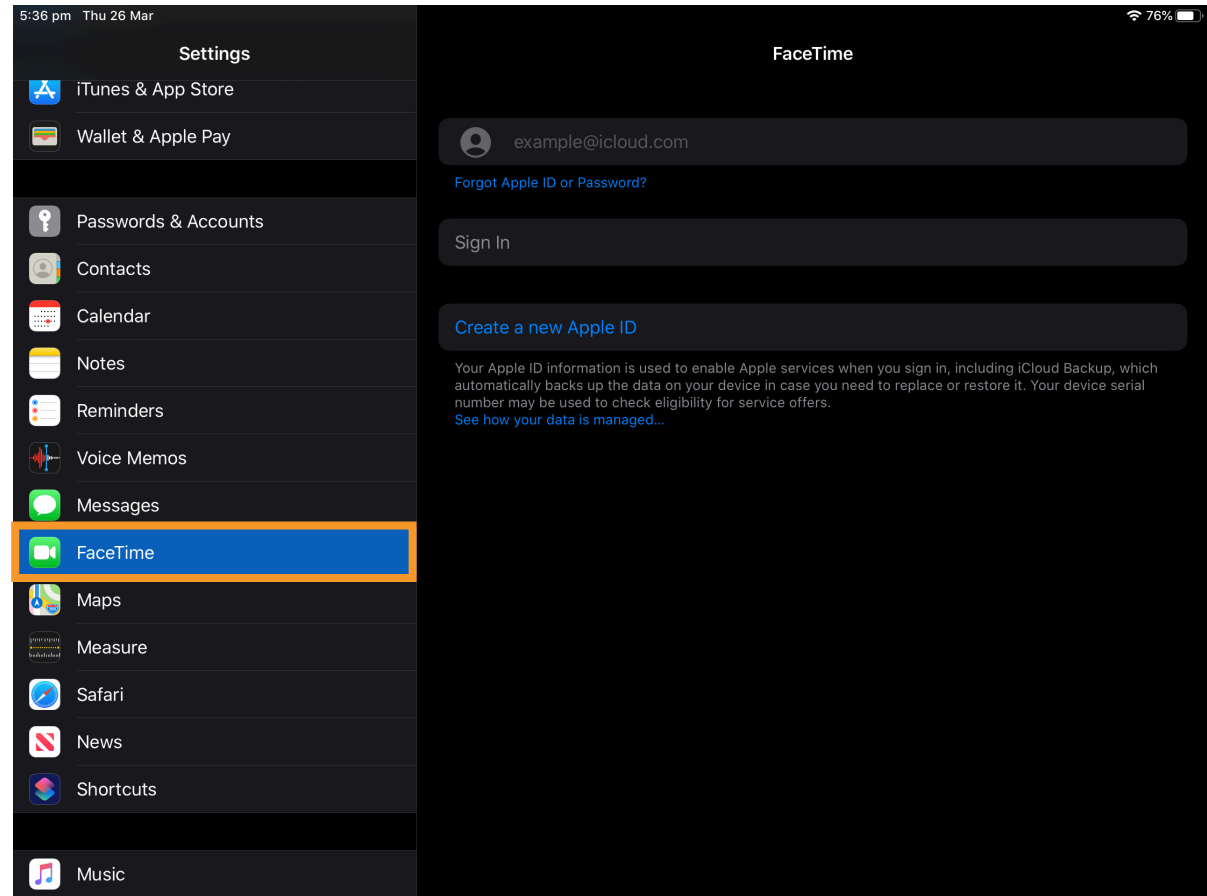
## Step 1 – Opening the FaceTime app

You will find FaceTime already installed as a default app in your list of apps.

If you are using FaceTime on your iPhone, it will automatically register your phone number for you, meaning you will already be set up. Tap on the FaceTime app to open it and skip forward to **Step 2**.

If you are not using an iPhone and are on any other Apple device, you will need to sign in with your Apple ID the first time you open the app, so make sure you have this information to hand.

**If you are a carer and don't want to use your personal phone number, then why not connect to FaceTime using your care setting's email address.**



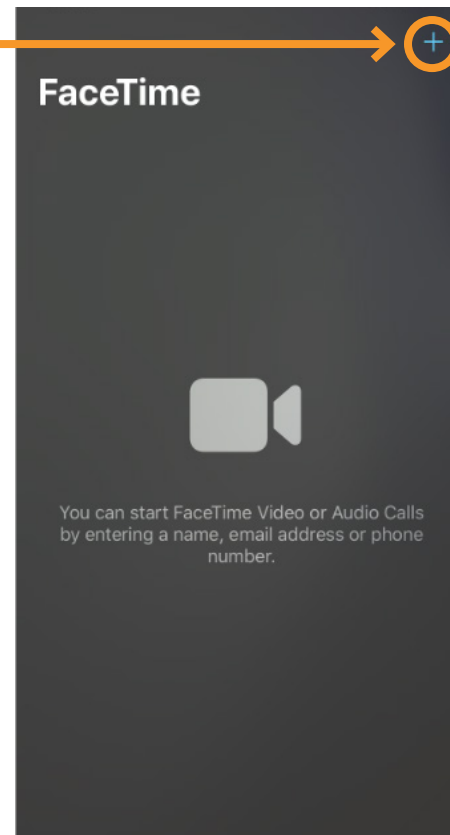
# FaceTime

## Step 2 – Making a call

Now that you've set up FaceTime, you can start calling. You will need the phone number or email address to hand of the person you would like to FaceTime.

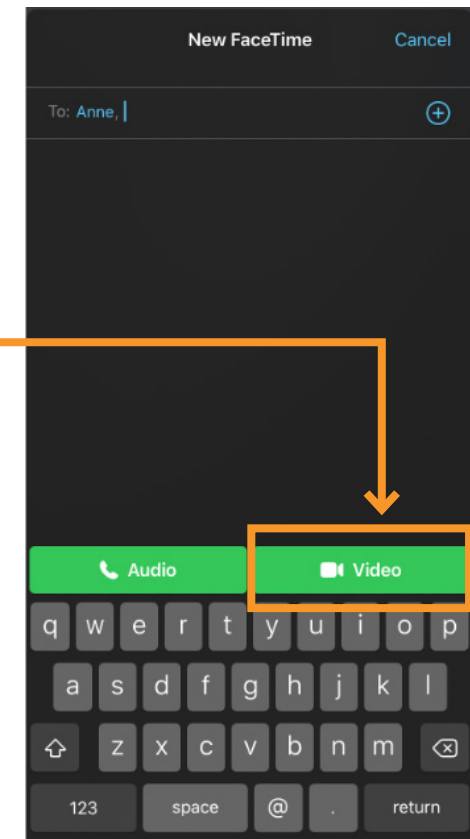
- 1 Open your FaceTime app and click the + symbol in the top right hand corner.

This will bring you to a page where you can enter the email address or mobile phone number of the person you are wanting to call.



- 2 Once you are happy that the correct contact information is displayed in your search bar and you are ready for the call, tap on the video icon button.

This will then begin calling your chosen friend or relative immediately.

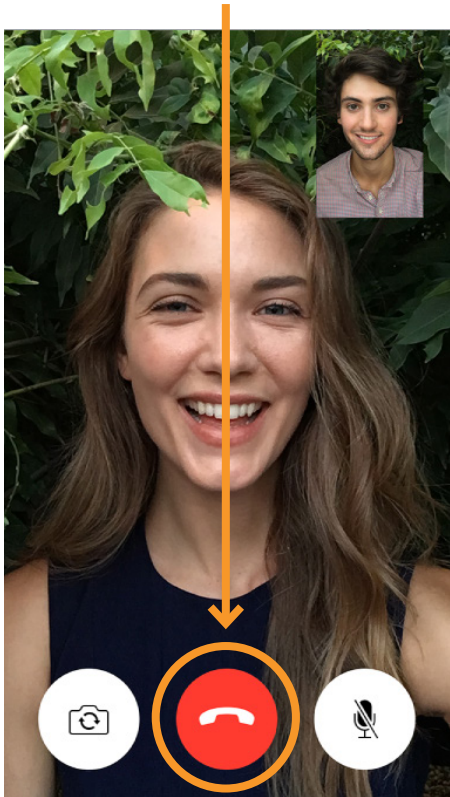




# FaceTime

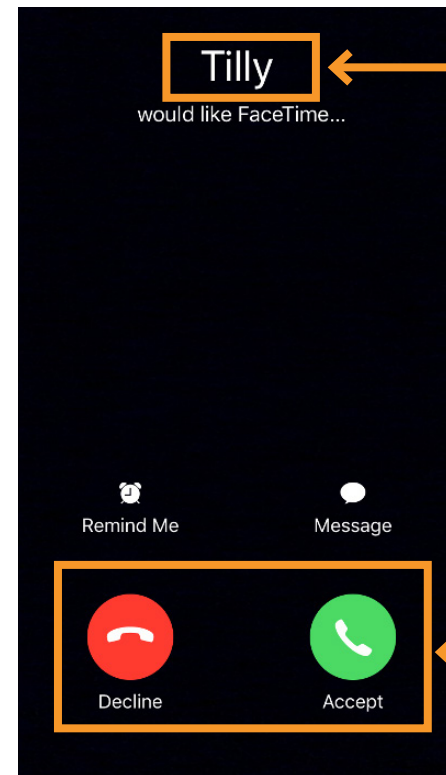
## Step 3 – Ending a call

Once you are finished with you call, simply hang up by using the red phone button on screen.



## Step 3 – Receiving calls

If someone is calling you, your device will ring and display the following screen:



This is where the name of the person calling will appear.

Select either the red button to **Decline** or the green button to **Accept** and begin the call.

# WhatsApp

WhatsApp is an app you can download to stay connected with family or friends. It allows you to use internet connection to send messages and make voice or video calls to others that also have WhatsApp downloaded. To video call a friend using WhatsApp, **they will need to have installed the app onto their device too** - and you will need to add their phone number to your smartphone's address book.

WhatsApp works on any mobile device, either Android or Apple, so it does not matter which device you or your friend/relative are using. It also works on Mac or Windows desktops or laptops.



The WhatsApp app icon looks like this



# WhatsApp

## Step 1 – Download WhatsApp to your mobile device

If you haven't already, first you will need to download WhatsApp onto your device. WhatsApp is free to install, so you will not need to enter any payment information.

To do this, open your Android or Apple app store and type 'WhatsApp' in the search bar. This should bring you to page similar to the example shown. Here you will then be able to click **Install**, make sure you also **Accept** when prompted.

This will then install WhatsApp onto your mobile device.

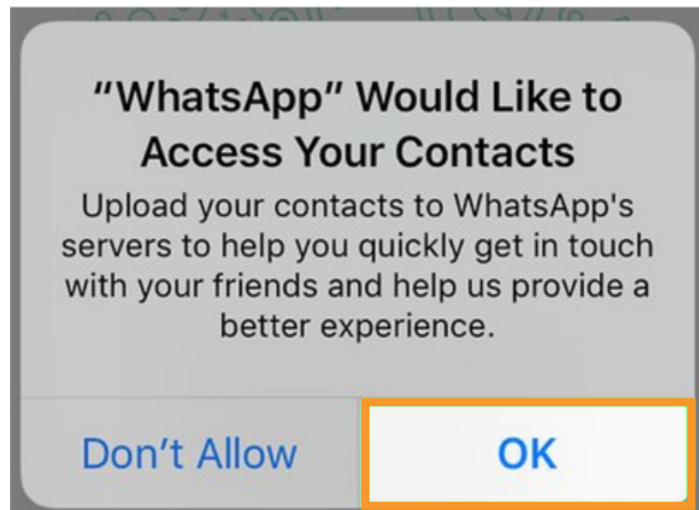


# WhatsApp

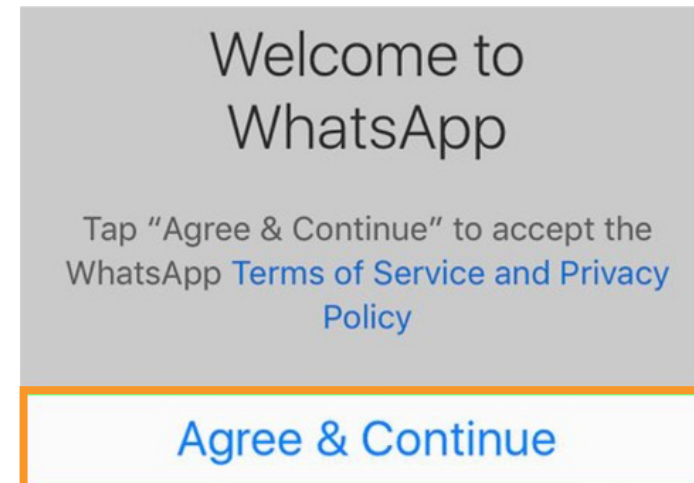
## Step 2 – Open and set up your WhatsApp account

Now that you have installed WhatsApp onto your device, you can now open the app and get started.

When first opened, WhatsApp will ask you if you would like to **Access your contacts**. You should click **OK**, as this will enable the app to access your saved contacts on your device.



To carry on the set-up process you will then be asked to **Agree and Continue** to the WhatsApp Terms and conditions.




# WhatsApp

## Step 2 – App set up: Confirm your phone number

After agreeing to the terms and conditions, you will then be asked to add and verify your mobile phone number.

- 1 Enter your country e.g. **United Kingdom** and mobile number in the fields provided.
- 2 Click **Next** once all information is entered correctly. WhatsApp will then confirm your mobile number by sending you a **confirmation code** via **Text message**.



Verify your phone number

WhatsApp will send an SMS message (carrier charges may apply) to verify your phone number. Enter your country code and phone number:

United Kingdom

+ 1

NEXT

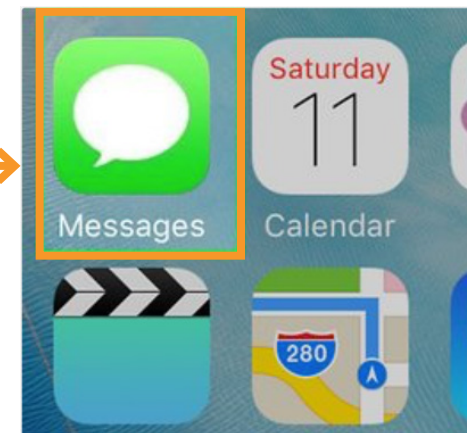
1 2 ABC 3 DEF -

4 GHI 5 JKL 6 MNO ↵

7 PQRS 8 TUV 9 WXYZ ✕

\*# 0 + . ✓

- 3 Press the home button and then open your text messages.

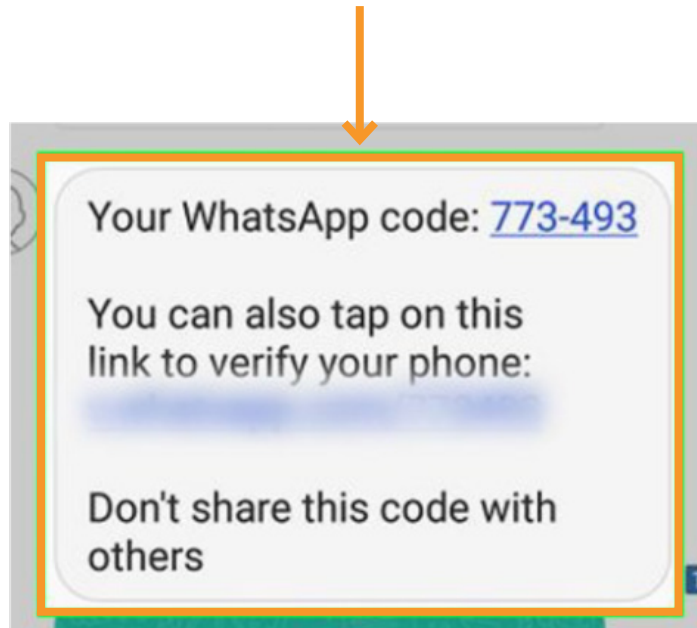




# WhatsApp

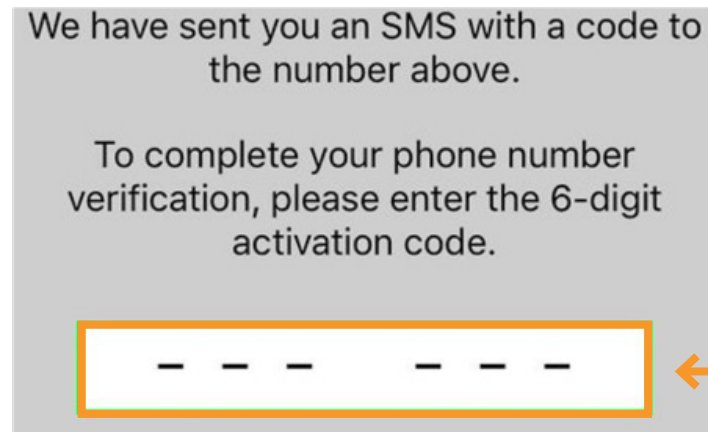
## Step 2 – App set up: Confirm your phone number

- 4 Your text message from WhatsApp will look similar to the example shown. Within the text you will receive a **six-digit code**.



- 5 Now re-open WhatsApp and type in the six-digit code.

Now your account is confirmed. You will be able to enter your name and profile photo (optional) to complete your profile.

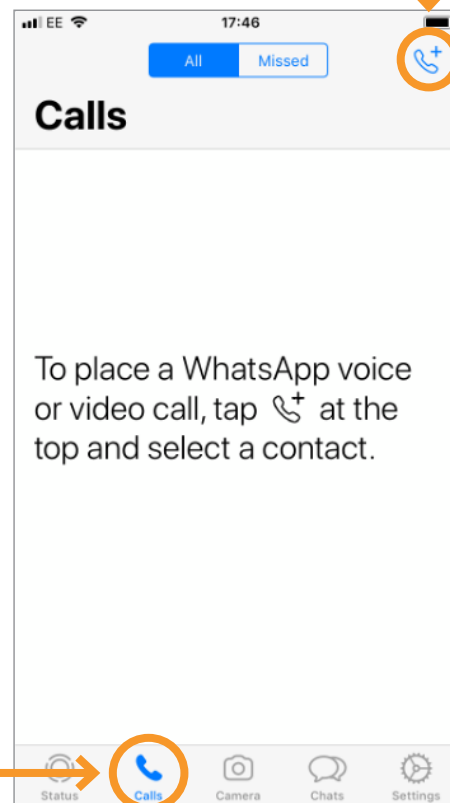


# WhatsApp

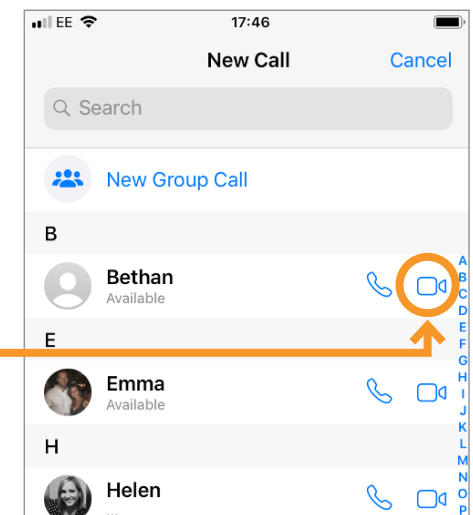
## Step 4 – Making a video call

Now you have WhatsApp set up, you can make video calls to any of your added contacts.

- 1 First, select the phone **Calls** icon at the bottom of the screen. This will bring you to the calls page seen in the example.



- 2 Select this icon to open the list of people in your contacts.

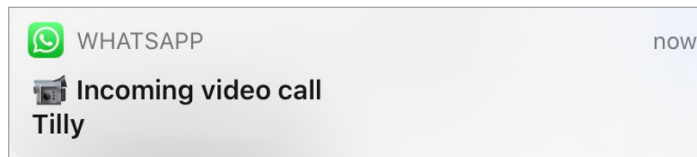


- 3 Choose who you would like to video call and select the **camera icon** next to their name. This will start the call immediately.

# WhatsApp

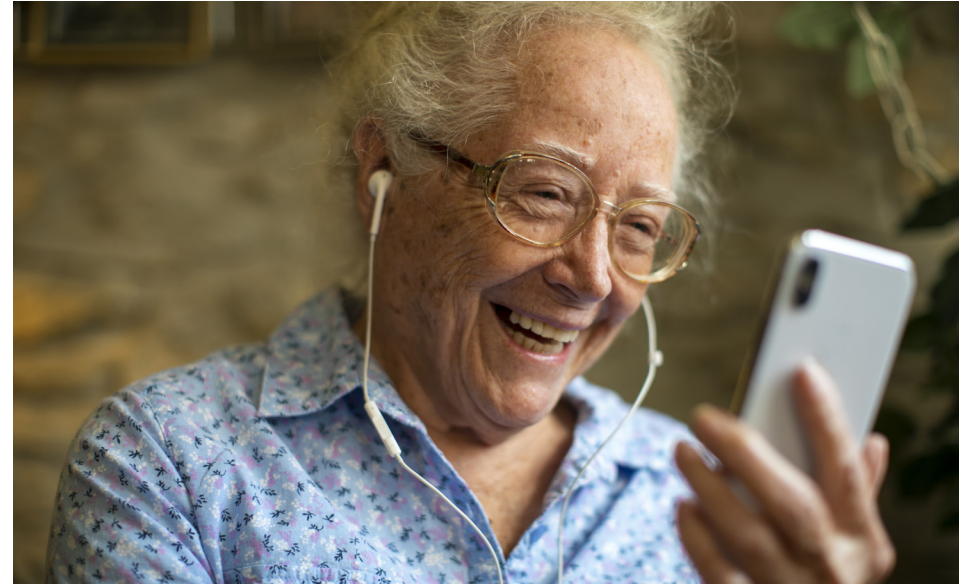
## Step 5 – Answering a video call

If someone is calling you, your device will ring and the following notification will display on your device screen:



If you would like to accept the call, tap the notification and the call will open automatically.

We hope you found the information in this guide useful and enjoy using digital means to help your residents keep in touch with their loved ones.







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