

DIGITAL SUPPORT GUIDE

VIDEO CALLING

Learn how to video call using WhatsApp, Google Duo, Facebook Messenger, iOS and Android phones.



WHATSAPP

- WhatsApp is a popular smartphone messaging service that allows you to connect with other WhatsApp users to send messages and make calls.

- There is no limit to the length of messages you can send through WhatsApp, and you can set up group conversations to chat with multiple people at once, as well as send pictures and videos through the app.

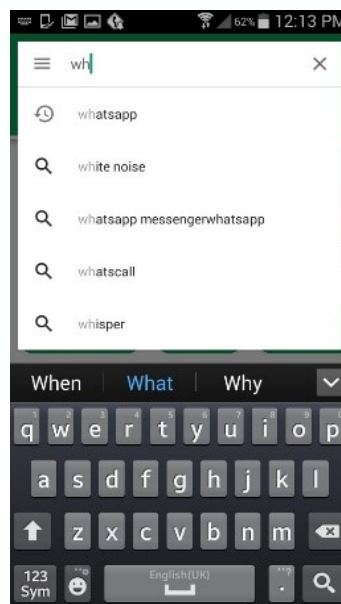
- Go to the **App** or **Play Store** on your phone. Type **WhatsApp** into the search bar. This will bring up the WhatsApp Messenger app, which is free to download.



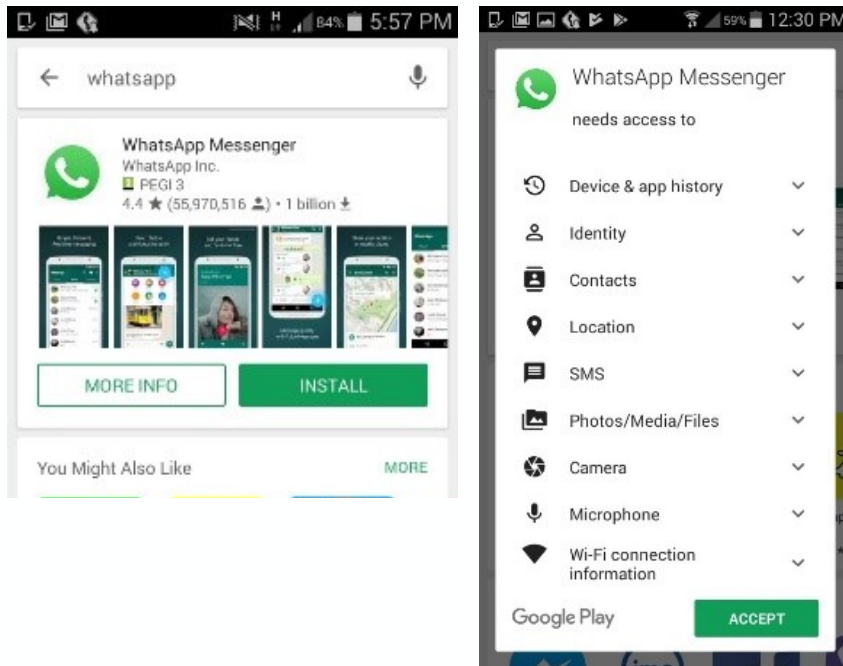
App Store - iOS



Play Store - Android



- Tap on **Install** and then **Accept** to give WhatsApp the permissions it requires to run. This will automatically start the download process.



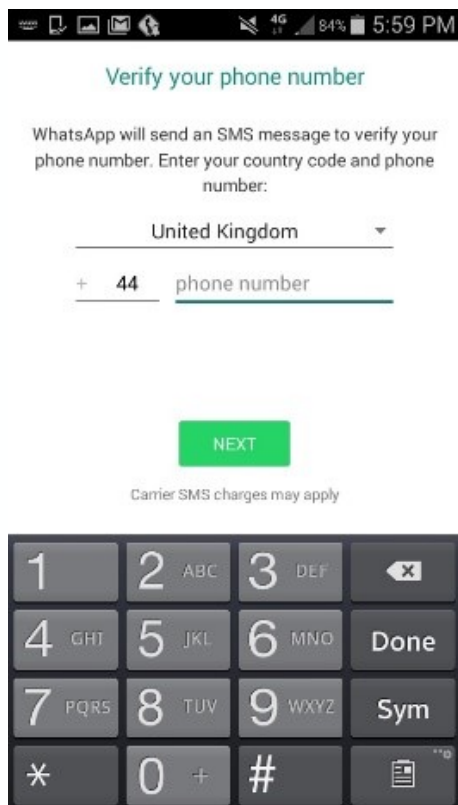
- Once the download is complete, tap on **Open** to open up the app.



- You will be prompted to agree to the Terms of Service. Accept this to move on to the next stage.



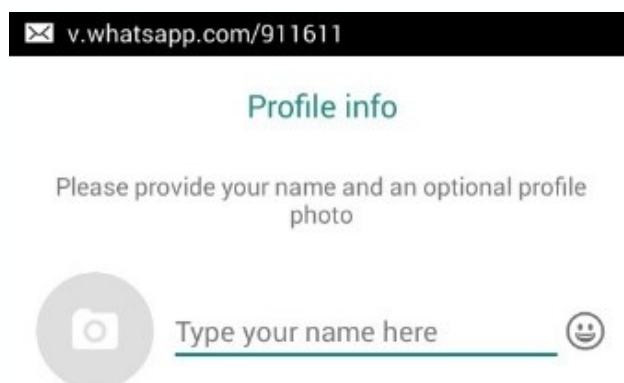
- You now need to verify your phone number. Input your mobile number and tap **Next**.



The image shows the WhatsApp verification screen. At the top, the status bar shows 4G, 84% battery, and 5:59 PM. The title is "Verify your phone number". Below it, a message says: "WhatsApp will send an SMS message to verify your phone number. Enter your country code and phone number:". There is a dropdown menu for "United Kingdom" and a text input field with a "+" sign, "44", and "phone number". A green "NEXT" button is below the input field. At the bottom, it says "Carrier SMS charges may apply". A numeric keypad is shown at the bottom of the screen.

- You will be asked to confirm that this is the number you want to verify, so if you've made any mistakes, you can go back and correct them. You will then be sent a text message with a 6 digit verification code. WhatsApp should automatically detect this and verify your number, but if not, simply type in the code you've been sent.

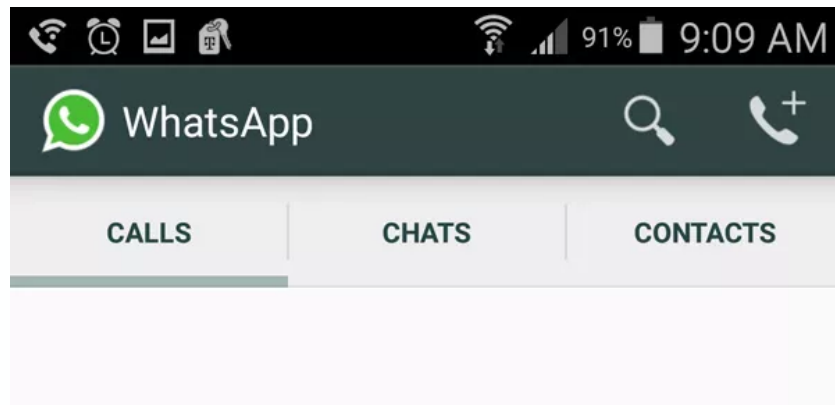
- Finally, type in the name you would like to use on your profile. You can also add a photo if you want by tapping on the icon of a camera and uploading an image from your phone.



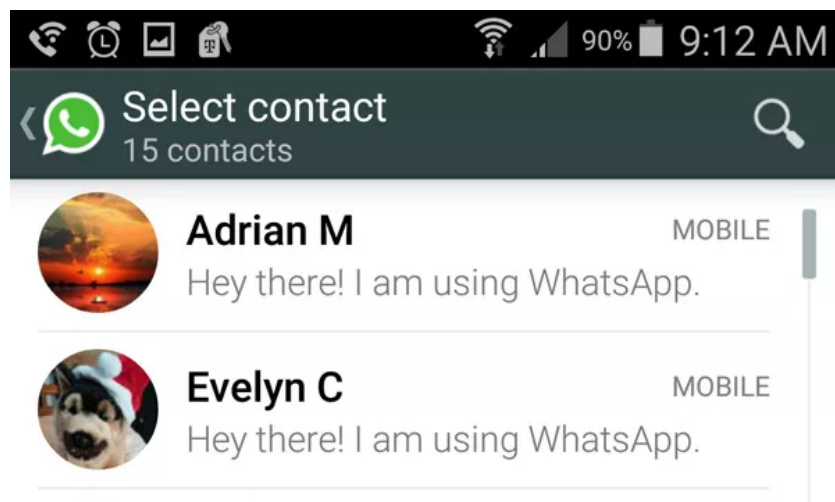
The image shows the WhatsApp profile info screen. At the top, the status bar shows v.whatsapp.com/911611. The title is "Profile info". Below it, a message says: "Please provide your name and an optional profile photo". There is a camera icon in a circle and a text input field with "Type your name here" and a smiley face icon.

- Finally, type in the name you would like to use on your profile. You can also add a photo if you want by tapping on the icon of a camera and uploading an image from your phone.

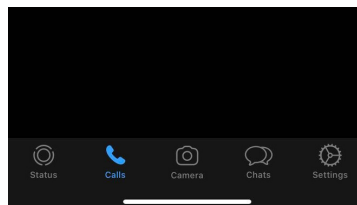
- To make a video call using **Android**, open whatsapp and click on calls.




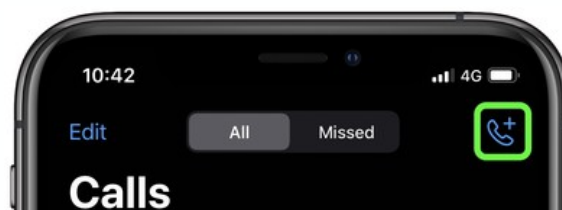
- Tap to select the contact you want to call, and a voice call will begin automatically.



- To make a video call using **iOS**, open whatsapp and click on the **CALLS** icon at the bottom of the screen.



- Tap the  icon at the top right of the screen to display all your contacts.



- Now tap the video call icon  next to the contact to make the call.

FACEBOOK MESSENGER

- The video-chat feature on Facebook Messenger allows families and friends to stay in touch no matter where they are in the world. You do have to sign up to a Facebook account to use Messenger.

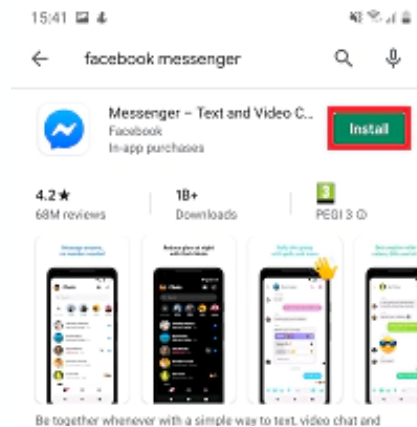
- Go to the **App** or **Play Store** on your phone. Type **Messenger** into the search bar. This will bring up the Messenger app, which is free to download.



App Store - iOS

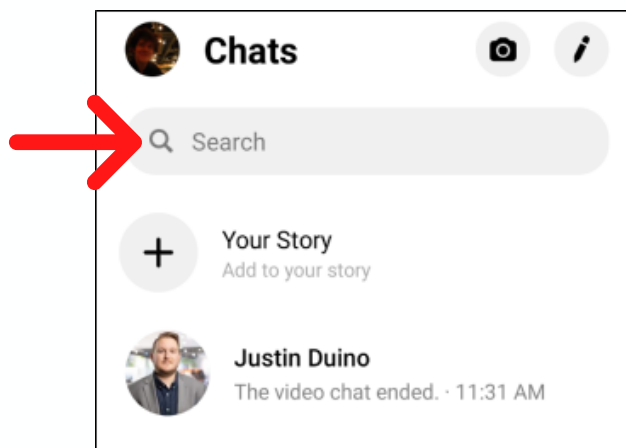


Play Store - Android

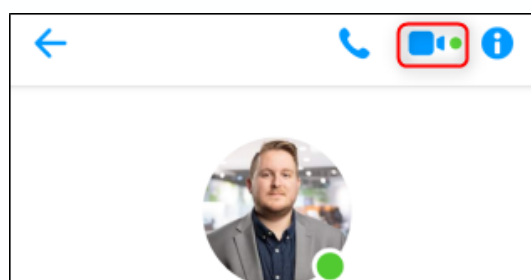


- Once you have successfully downloaded the app, click on it to open and you will be prompted to sign in using your facebook account details.

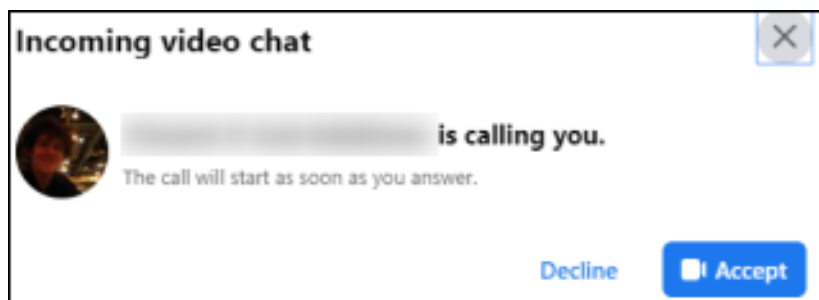
- Tap the search bar to find the contact with whom you want to video chat. If you've previously sent messages to or called friends in Messenger, they'll appear below the search bar.



- Select the person, and then tap the Video Chat icon at the top right.



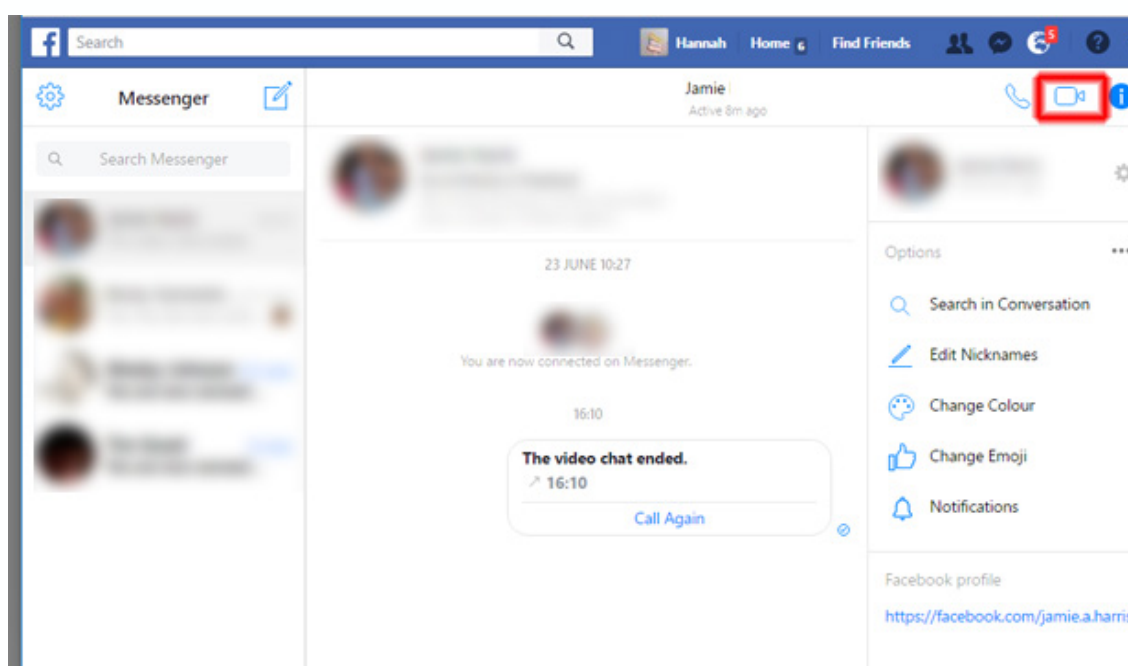
- When you receive a call, Messenger immediately notifies you, and you can accept or decline.



- If you're using a laptop with a built-in webcam or a desktop with an external webcam, you can video chat with any Facebook friend through Messenger.
- Start by logging in to Facebook in your browser of choice. Click **Messenger** on the left of the Facebook home page.



- Click the name of the person you want to call. Then, select the **Video Chat** icon at the top right to start your call.



GOOGLE DUO

- Duo is the highest quality video calling app. It's free, simple and works on Android phones, iPhones, tablets, computers, and smart displays.

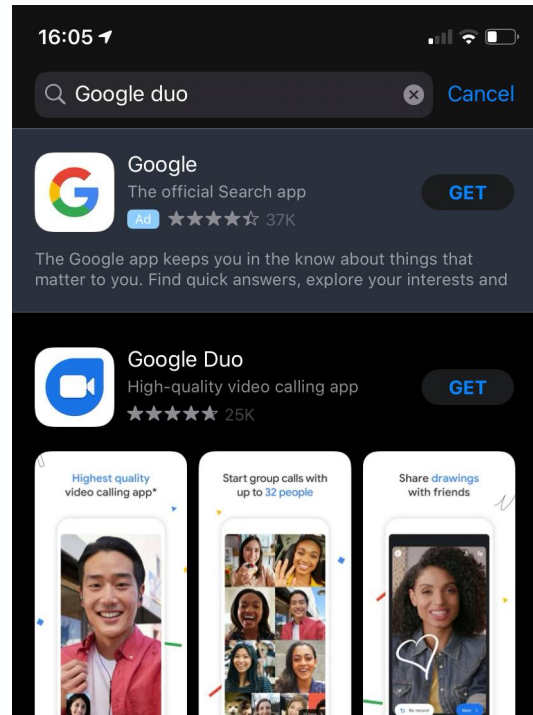
- Go to the **App** or **Play Store** on your phone. Type **Google Duo** into the search bar. This will bring up the **Google Duo** app, which is free to download.



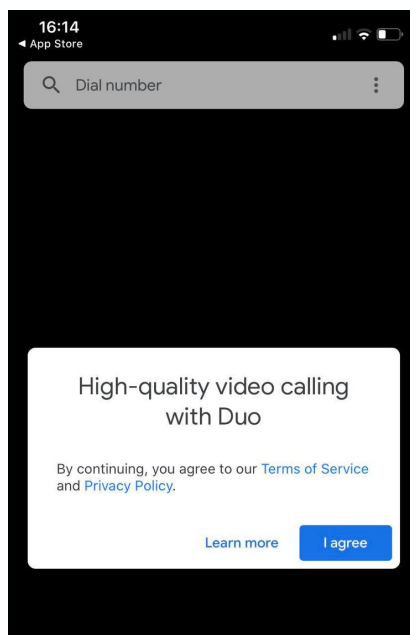
App Store - iOS



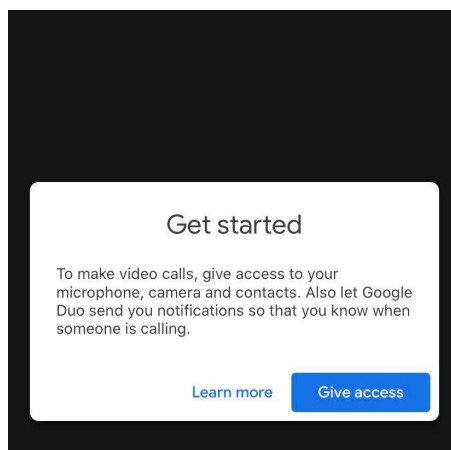
Play Store - Android



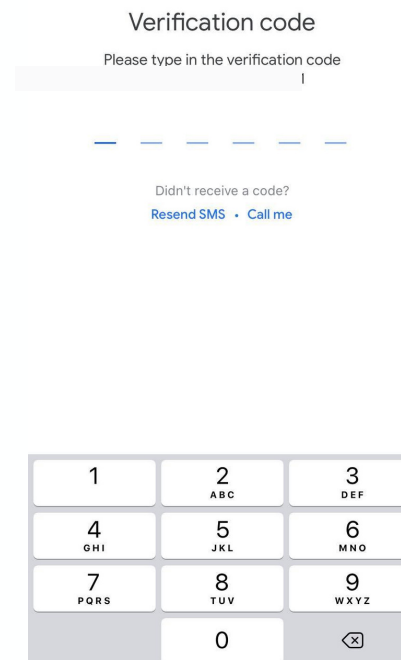
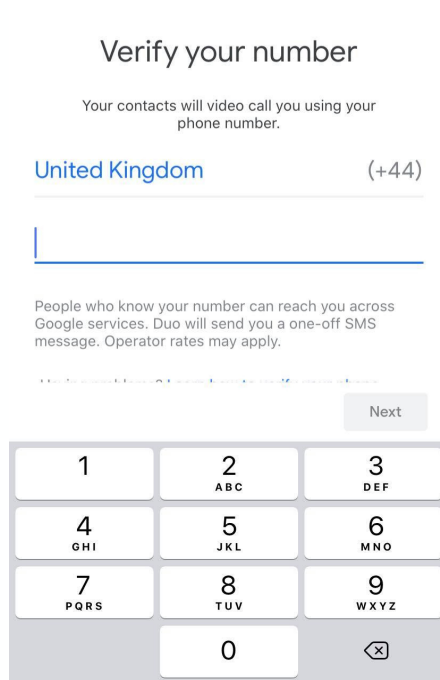
- Once you have successfully downloaded the app, click on it to open. You will need to click **I agree** to continue to agree to the terms of service and privacy policy.



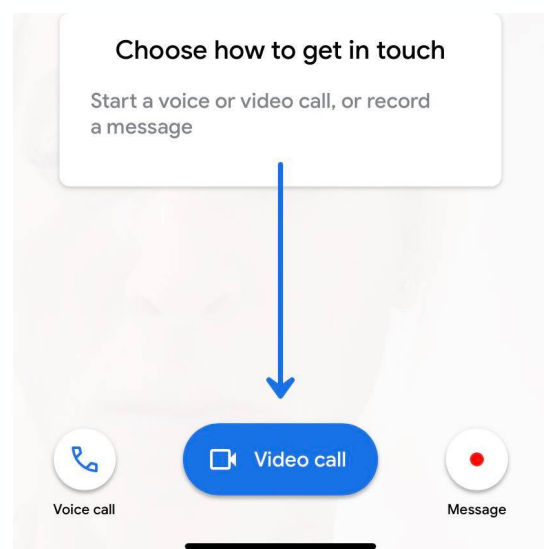
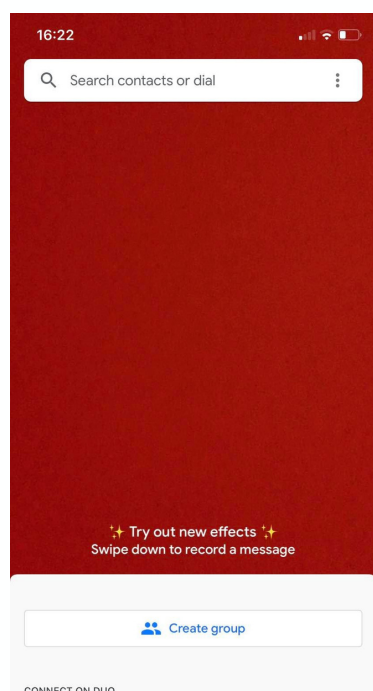
- Next you can agree to allow the app to have access to your microphone, camera and the contacts within your phone - click **Give Access**.



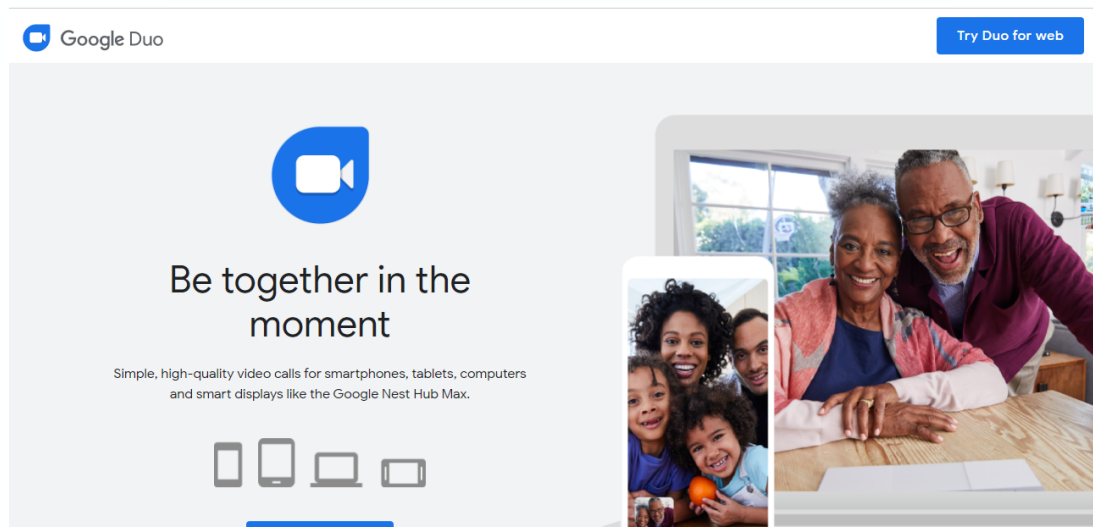
- Now you will need to verify your number - type in your mobile number and click **NEXT**. You will be sent a verification code via SMS which you will need to type in.



- All ready to go - You can search at the top of the screen for the contact you wish to video call, tap and then tap the video call icon.



- If you're using a laptop with a built-in webcam or a desktop with an external webcam, you can also use Google Duo. You will need a google email account. Go to your web browser and type in **Google Duo** and search.



- Click to select **TRY DUO FOR WEB** at the top right of the page. If you have a google account email you can now sign in - if not you can now sign up by selecting **CREATE ACCOUNT**.

- Complete the required details and click **NEXT**


Create your Google Account

First name Last name

Username @gmail.com

You can use letters, numbers & periods

[Use my current email address instead](#)

Password Confirm 

Use 8 or more characters with a mix of letters, numbers & symbols

[Sign in instead](#) [Next](#)

- Now you will need to verify your number - type in your mobile number and click **NEXT**. You will be sent a verification code via SMS / TEXT MESSAGE which you will need to type in and click **VERIFY**.

Verify your number


Your contacts will video call you using your phone number.

United Kingdom (+44)

People who know your number can reach you across Google services. Duo will send you a one-off SMS message. Operator rates may apply.

Verifying your phone number

For your security, Google wants to make sure that it's really you. Google will send a text message with a 6-digit verification code. *Standard rates apply*

 Enter verification code

G-

[Back](#)


[Call instead](#)


[Verify](#)



- Next, you will just need to complete additional details and click **NEXT**

Welcome to Google



 Phone number (optional)

We'll use your number for account security. It won't be visible to others.

Recovery email address (optional)

We'll use it to keep your account secure

Day Month Year

Your date of birth

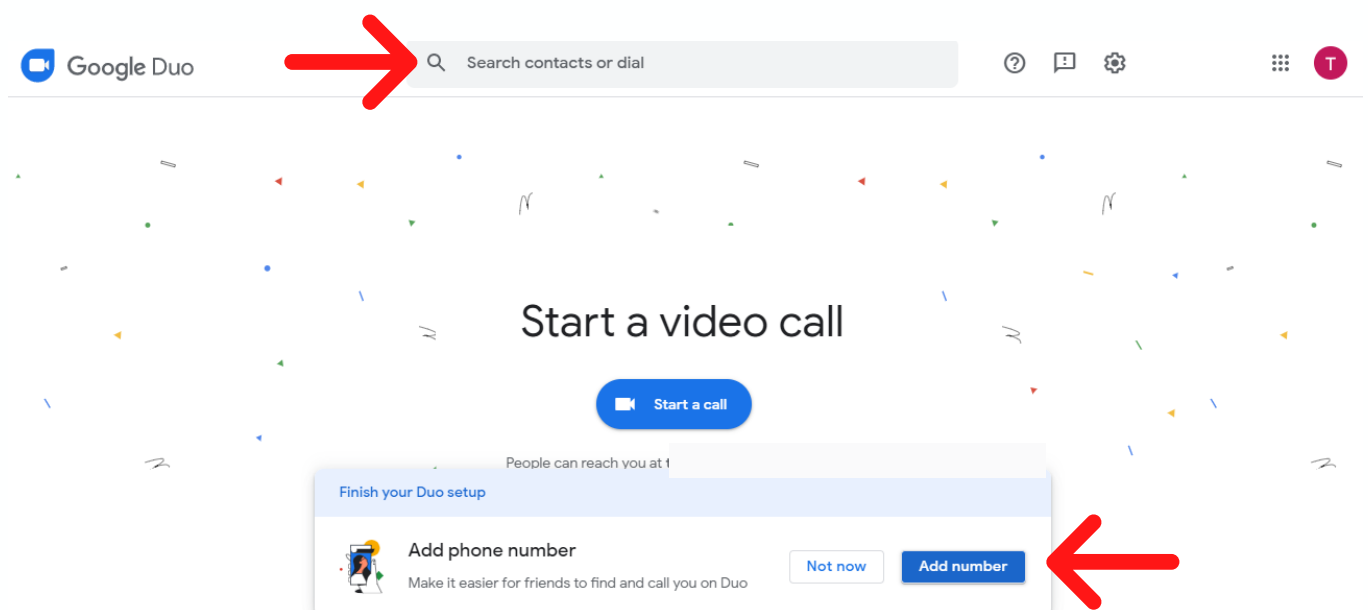
Gender

[Why we ask for this information](#)

[Back](#) [Next](#)

- Finally, you will just need to agree to the terms and conditions and select **CREATE ACCOUNT**

- You are now set up and ready to make video calls.



- You can simply dial the number into the top **search/dial** box or you can use the **ADD NUMBER** option at the bottom and add numbers and names for future use.

VIDEO CALLING STRAIGHT FROM YOUR SMART PHONE

- If you have an iPhone smart phone you can also simply use the video call function that is already built into the phone.

- The person you are calling must have a smart phone to be able to receive a video call.

- Go to **CONTACTS** on your phone, scroll through and select the contact you wish to video call. Once on screen tap the Video icon to make the video call.

