How to Make a Video Call

A simple guide to seeing friends and family on screen

A video call lets you see and hear each other using a phone, tablet or computer connected to the internet.

For your first call, arrange a time with someone you know. Ask them which app they use and try a short practice call together.

> *Buttons and wording may look different depending on your device and app version.*



1. Before you start

Taking a few minutes to prepare will help your call go smoothly.

- **Check your internet connection.** Use your home Wi-Fi where possible. Video calls use data; mobile data charges depend on your plan.
- **Charge your device** or keep the charger nearby.
- **Choose somewhere quiet,** with light falling on your face rather than a bright window behind you.
- **Rest your device securely,** ideally around eye level.
- **Allow camera and microphone access** if the app asks and you want to use them for the call.

The apps below do not normally charge a separate fee for a standard video call, but your internet or mobile provider's charges still apply.

2. Choose an app

You only need to learn one app to get started.

FaceTime

A straightforward option for people using an iPhone, iPad or Mac. Someone with a supported Android or Windows browser can also join through a FaceTime link created by an Apple user.

WhatsApp

Useful if you already exchange WhatsApp messages. Both people need WhatsApp set up for a direct WhatsApp call.

Messenger

Useful if you already communicate through Messenger. Open your existing conversation to start a call.

3. Making a FaceTime call

Follow the steps below depending on which device you are using.

On an iPhone or iPad

1. Open FaceTime.
2. Look for **New Call** or **New FaceTime.**
3. Enter the person's name, telephone number or email address used for FaceTime.
4. Select the person, then choose **FaceTime** or the video-call option.
5. Wait for them to answer.
6. To finish, tap the **End** button, usually shown as a red telephone.

On a Mac

1. Open FaceTime and sign in if asked.
2. Choose the option to start a new call.
3. Enter the person's FaceTime telephone number, email address or saved contact name.
4. Choose the video-call option.
5. Select **End** when you have finished.

On Android or Windows, use a supported browser such as an up-to-date version of Chrome or Edge.

Joining through a FaceTime link

If someone sends you an expected FaceTime link:

1. Open the link.
2. If asked, enter your name and allow camera and microphone access.
3. Select **Join.**
4. Wait for the person hosting the call to let you in.

4. Making a WhatsApp or Messenger video call

Making a WhatsApp video call

1. Open WhatsApp.
2. Open your chat with the person you want to call.
3. Tap the **video-camera symbol** near the top of the conversation.
4. Confirm the call if asked, then wait for them to answer.
5. Tap the **red telephone button** to finish.

If you do not already have a chat, find the person through WhatsApp's new-chat or calling options.

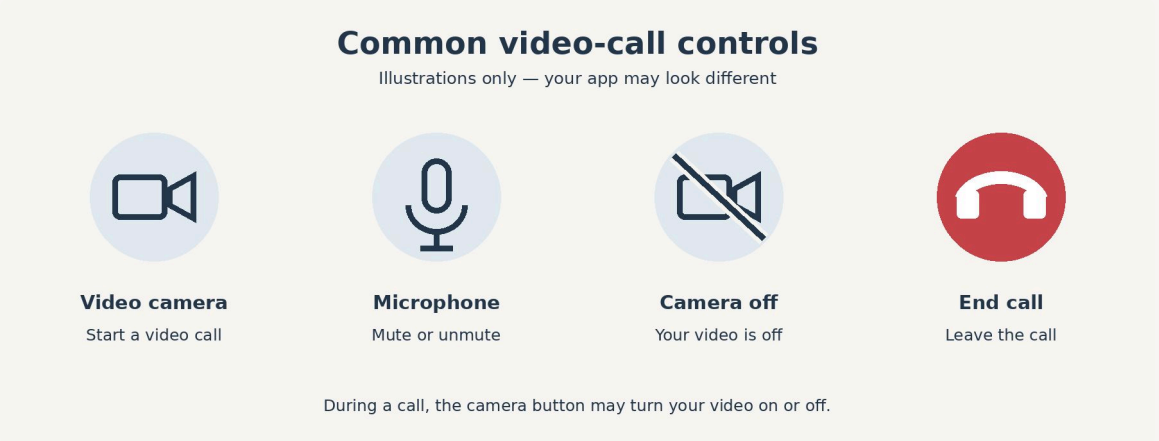
Making a Messenger video call

1. Open Messenger.
2. Open your conversation with the person you want to call.
3. Tap the **video-camera symbol.**
4. Allow camera and microphone access if asked.
5. Wait for the person to answer.
6. Tap the **red telephone button** to finish.

Answering a video call

When a call arrives, your device will usually ring and show the caller's name. Tap or swipe the **Answer, Accept** or video-call control shown on your screen. The action can differ depending on whether your device is locked.

Only answer calls you are comfortable taking. You can decline and contact the person later.



5. During the call

Tap the screen if the controls disappear.

On-screen controls

Microphone: turns your microphone on or off. When muted, the other person cannot hear you.

Camera: turns your video on or off. Switching it off does not necessarily end the call.

Switch camera: changes between the camera facing you and the camera on the back of your device.

Red telephone or End: leaves the call.

A line through a microphone or camera symbol usually means that feature is switched off.

Calling several people

You can make group calls in FaceTime, WhatsApp and Messenger. The simplest approach is to ask someone familiar with the app to organise the call and invite you. In WhatsApp or Messenger, you can usually start from an existing group conversation and select the video-call option.

Group sizes and available features vary, so check the app's current help if needed.

Tap the screen at any time to bring back the on-screen controls if they have disappeared.

Remember: A line through a microphone or camera symbol usually means that feature is switched off.

6. If something is not working

Most problems during a video call have a simple fix. Try the steps below.

"They cannot hear me"

Check that your microphone is not muted and that the app has permission to use it.

"I cannot hear them"

Turn up the volume while the call is active. Check whether sound is going to headphones or another connected device. Ask the other person to check their microphone.

"They cannot see me"

Check that your camera is switched on, uncovered and allowed in the app's permissions.

"The picture freezes or breaks up"

Move closer to your Wi-Fi router. If necessary, switch off video and continue with sound, or end the call and try again.

"The call will not connect"

Check that both people have an internet connection and are using the correct app and contact details. Close and reopen the app, and check for updates.

> **It is fine to try another day**
>
> It is fine to finish with an ordinary telephone call and try video another day.

7. Keep your call private

A few simple habits will help you stay safe during video calls.

1. **Check what is behind you**

   Check what is visible behind you before turning on your camera.

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2. **Protect your personal information**

   Do not share passwords, banking security codes or unexpected payment approvals during a call.

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3. **Only open expected links**

   Only open call links you were expecting from someone you trust, and avoid sharing invitation links publicly.

Ask before recording or taking screenshots of another person.

8. My practice-call plan

Use this space to plan your first practice call.

1. **The app I will use**

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2. **The person I will practise with**

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3. **Day and time**

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4. **How we will contact each other if it does not work**

Need a hand?

A trusted friend or family member can also sit beside you for your first practice call.

App layouts and features change. If your screen looks different, use the app's Help section.

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