

How to use WhatsApp to make video calls on your smartphone: Android and iPhone



About Getting Started

The Age Action Getting Started Keep In Touch (KIT) is a national learning initiative to help older people to improve their digital literacy skills so that they are connected, informed and supported.

The Getting Started KIT is made up of How To guides and a video tutorial, presented by Mary Kennedy, in order to support older people to learn, use, and be confident using smartphones and applications.

You can find all the How To Guides and the video on www.ageaction.ie

About these instructions

This document gives you steps, points and instructions to help you set up and use WhatsApp to make video calls on your smartphone for free. It has three main parts:

1. Key terms you need to know
2. What you need to do before you get WhatsApp on your phone
3. Your step-by-step instructions to making video calls

1. Key terms to know

'App' is short for the word application. Think of it as a shortcut that allows you to go directly to the tool or website you wish to access. An app is represented by a symbol or by a picture. You will see a lot of apps on your phone.

An **Apple ID** is an authentication method used by the company Apple. When people use any 'i' device (iPhone, iPad) they are using a device made by Apple. People will have to enter their Apple ID on their 'i' device at various times so that the company Apple know the owner of the device is the person who is actually using it.

'Download' means to take information from the internet and to use that information on your phone. You may need to download WhatsApp.

'WhatsApp' is computer programme that you can install on your smartphone that allows you to send messages and images to other people. WhatsApp also allows you to connect with friends and family using a video call – for free when you are connected to the internet.

2. What you need before you get WhatsApp on your phone

You will need to download the WhatsApp application. Refer to Age Action's **How To... Download Applications** guide before you read this document and make sure your phone is connected to the internet.

If you have never downloaded an application, before you will need to have either a:

- gmail account set up if you have an Android smartphone,
- or
- an Apple ID if you have an iPhone.

Read through Age Action's **How to... Set up an Email** guide to help you with these.

- Have a notebook on hand to write down your new names you need to create like your password and username.
- Give yourself time to do this.

You are ready!

3. Your step-by-step instructions to making video calls

We cover instructions for two types of smartphones, Android and iPhone. Go to the relevant points in the following table to figure out the steps you need to follow for your phone.

Point 1	Common to both phones
Points 2 – 7 inclusive	Android phone only
Points 8 – 13 inclusive	iPhone only
Points 14 – 25 inclusive	Common to both phones

In the instructions, we illustrate some points with images. These images help you can see where to fill in information, and so on.

Instructions for both Android and iPhone smartphones

1. First you need to make sure that you are connected to the internet. If connected you will have one of the following at the top of your phone screen:

- If you have WiFi at home and your phone is connected to it, you will see the WiFi symbol (see it here on your right).

Or,

- If you have a “data package”, the data symbol will show beside ‘3G’ or ‘4G’. Sometimes this symbol could also be alongside ‘H+’.

[Data package is an internet connection that comes as part of your mobile phone payment.]

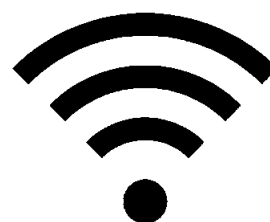


Figure 1: 'WiFi symbol'

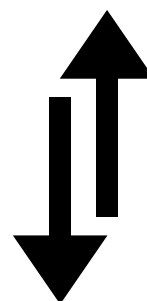


Figure 2: 'Data symbol'

How to install WhatsApp on you Android smartphone – points 2 to 7.

If you have an iPhone, skip to point 8.

2. On your phone screen, look for the Play Store image (see it on your right here).

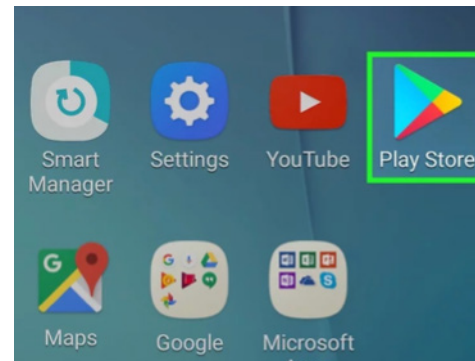


Figure 3: 'Play Store' image on phone screen

3. At this point you might need to set up a gmail account. An email is an electronic mail. A gmail is a brand of email, but it is with the company Google ('g' stands for Google). Follow the instructions on Age Action's **How to... Set up an Email** (if you do not have one).

4. Tap on Play Store image and then tap into the search bar at the top of the screen.

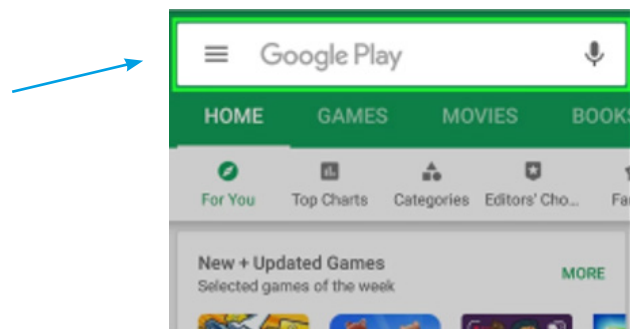


Figure 4: 'Play Store search bar'

5. Type in WhatsApp and press 'search' or the magnifying glass icon when it appears.

Your phone may suggest on the top line WhatsApp Messenger. Press on the **green** symbol with a telephone in the centre (see this image to your right here).

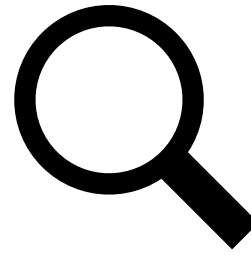


Figure 5: 'Magnifying glass search' symbol



Figure 6: 'WhatsApp' icon

6. Press 'install'.



Figure 7: 'WhatsApp install screen'

7. Allow the app to download – you will see to the left of the screen a spinning circle. That means the app is downloading. Be patient – it takes up to a minute. Once the spinning circle stops, WhatsApp is downloaded onto your phone.

Press 'open' and it will bring you directly into your WhatsApp.

If you have completed to this point with your Android smartphone, skip to point 14 below.

How to install WhatsApp on your iPhone – points 8 – 13 inclusive

8. On your phone screen, look for the App Store (see it here on your right).

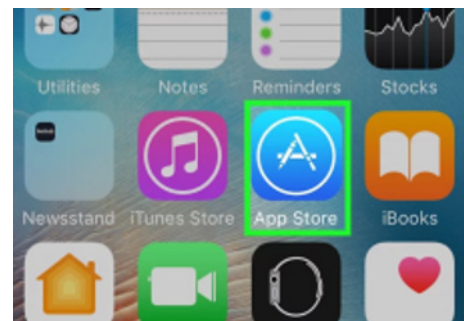


Figure 8: Example of 'App Store on phone screen'

9. At this point you might need to create an Apple ID. You will need an email set up already before setting up an Apple ID. Follow the instructions in Age Action's **How to... Set up an Email** to set up your email first (if you do not have one).

10. Enter your Apple ID password if asked. But, if you've recently logged into your Apple ID in the App Store, you won't have to do this.

If you do not have an Apple ID, click “Create ID” and follow instructions.

11. Tap on App Store image and then tap into the search bar at the top of the screen or on the magnifying glass on the bottom right of your screen.

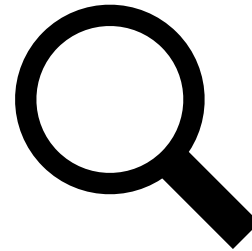


Figure 9: ‘Magnifying glass search’ symbol

12. Type in WhatsApp in the search bar and press ‘search’ – the search button is located on the bottom right hand of your screen.

Click on WhatsApp. Then click on ‘get’.

Tap on ‘install’ when prompted.



Figure 9: ‘WhatsApp option on App Store’

13. Allow the app to download. You will see to the right of your screen a circle with a **blue** dot in the centre. Tap on this and a cloud shape will appear. Tap on the cloud shape and the circle with the blue dot will show the progress being made on downloading your app.

Be patient – it can take a minute or two. Once the spinning circle stops, WhatsApp is downloaded onto your phone.

Press 'open' and it will bring you directly into your WhatsApp.

How to use WhatsApp

The following instructions are the same for both Android and iPhone smartphones.

14. When WhatsApp opens, you will be asked a series of questions. Don't worry, they are all legitimate. Keep reading below before you answer the questions asked.

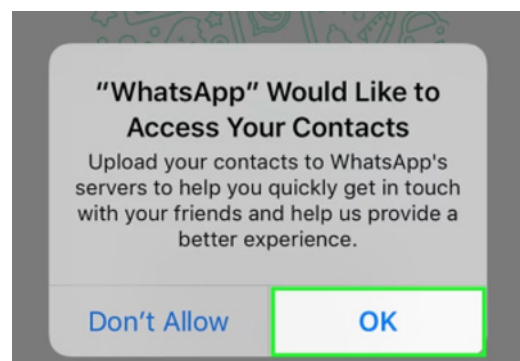


Figure 10: Example of 'WhatsApp permissions'

15. WhatsApp will need permission to access phone contacts, photos, notifications, microphone and camera. Press 'Allow' for all of these questions as they come up as WhatsApp will not work without you agreeing to these specific permissions.



Warning: Allow these 'permissions' to be able to use WhatsApp

16. A screen listing WhatsApp's Terms of Service will appear. There will be a green box that says 'agree and continue'. Read through the Terms and press 'agree and continue'.

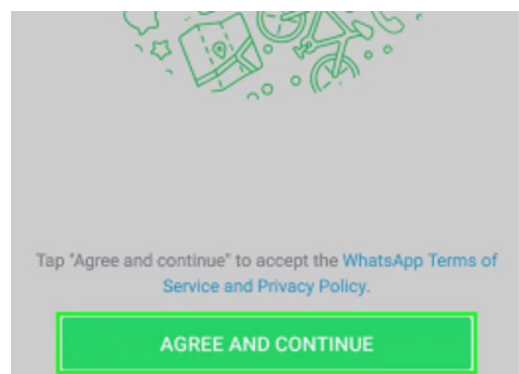


Figure 11: 'WhatsApp Terms of Service example'

17. Follow the instructions on your phone screen. You will be asked a series of set-up questions, including your phone number and country code (the country code for Ireland is +353).

Enter your mobile number without the first zero. So, if your number is 087 1234 567 WhatsApp will ask you to only put in 87 123 4567.

Now press 'next'.

18. You will see a verification text message come up on your screen. There is no need to do anything because it will automatically verify your phone number.

If it doesn't do this, you will have to go into your text messages, write down the verification code, and type it into your WhatsApp.

Tip: You don't need to leave the WhatsApp screen to see your messages. When a message appears you will see a speech box icon along the top of your screen. Drag your finger down from the top of your phone to the middle of your screen. You will see a summary of your message appear, along with some icons. Take note of the verification number on a piece of paper. Now drag your finger from the middle of your screen back up to the top of your phone. You will now be back on your WhatsApp screen.

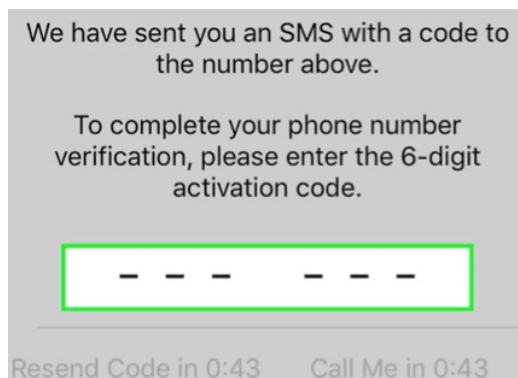


Figure 12: 'WhatsApp verification code box'

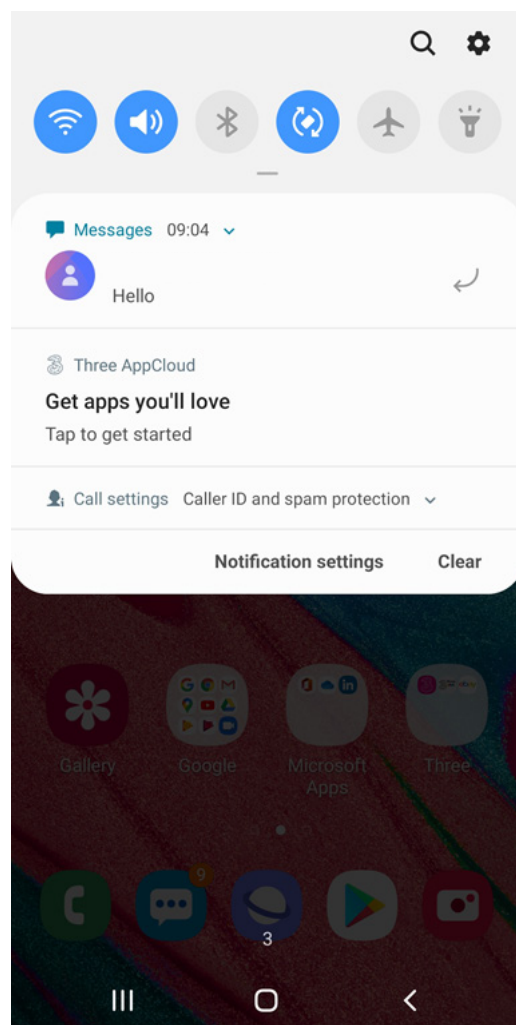


Figure 13: Shortcut to seeing messages

19. A screen with Google Drive Backup may appear. If it does, press or tap on 'not now'.

20. Type in your name when prompted.

You are now ready to send or message or make a video call!

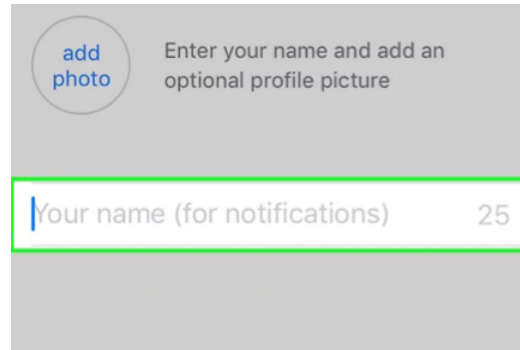


Figure 14: 'WhatsApp name input'

21. To send a message to someone on your contact list on your phone, press the green circle image in the bottom right hand side of your screen.

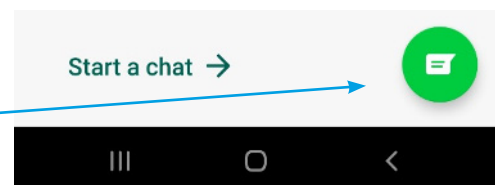


Figure 15: 'WhatsApp green message' icon

Depending on your phone you might also see a blue icon of a pen and paper on a white background.

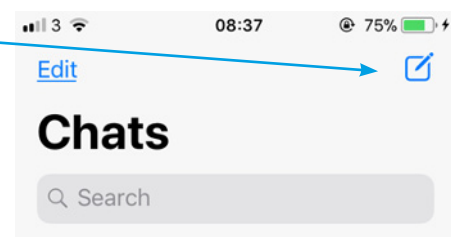


Figure 16: Alternative icon to create a message on WhatsApp

22. You can scroll down your list of contacts and choose the person you want to contact by tapping on their name.

Once you are in that person's profile, you have the option of writing them a message, phoning them **or** making a video call.

23. To type a message, you will see at the bottom of your screen a box to 'type a message'.

If you want to send a text, type your message and press the arrow to the right when you are finished your message and ready to send it.

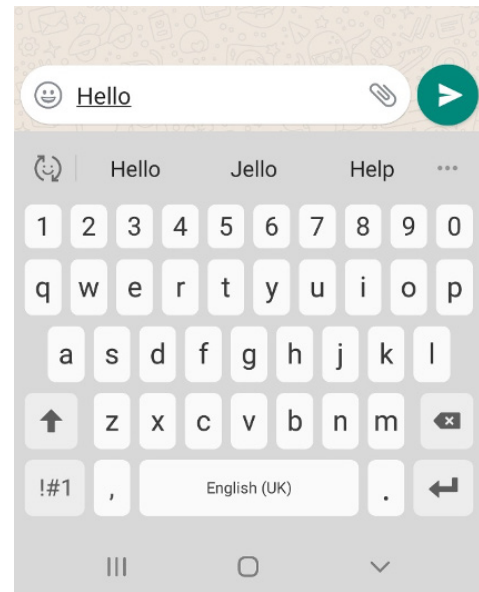


Figure 15: 'Typing a message'

24. To make a phone call to that person, tap on the phone icon.

And to make a video call to see your loved one, click on the video camera icon.

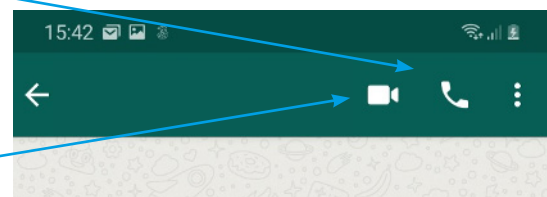


Figure 16: 'WhatsApp's phone icon and video icon'

Both icons are on the top right corner of your screen.

25. When you are finished using WhatsApp and you want to locate it again, it will now have appeared amongst your apps on your main screen. Sometimes if you have a lot of apps it may be on the next screen. If this is the case, swipe right or left with your finger to see where it is stored.

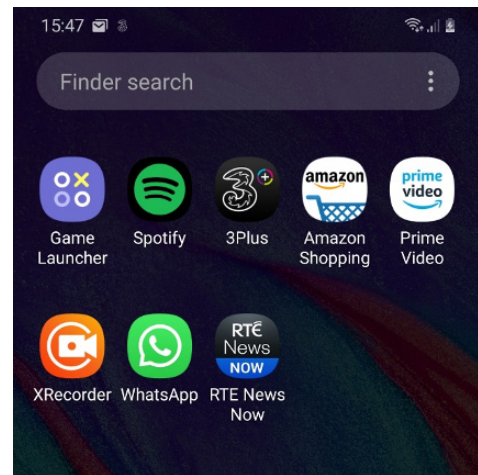


Figure 17: Example of 'WhatsApp on main screen'

Well done! We hope that you can now keep in touch with your loved ones as much as you like!

5PPE

In recent years WhatsApp has received attention for attracting scammers. Here some quick tips to help you avoid scams when using WhatsApp:

1. Only respond to numbers that you know. If you receive a message from an unknown number claiming to be a friend, call your friend on the number you have saved for them and ask them did they send that message.
2. Only message people that you know.
3. Banks will never ask you for personal information over WhatsApp or text. Do not send anyone your PIN or account details.
4. Do not click on any links or download files from people who are not in your saved phone numbers.
5. Never send anyone a verification number that you have been texted, even if the request appears to come from saved phone number.
6. If you believe you have been a victim of a scam you should contact your local Garda station.

For more information about how to avoid scammers check out Age Action's [How to... Avoid false information about COVID-19](#) .