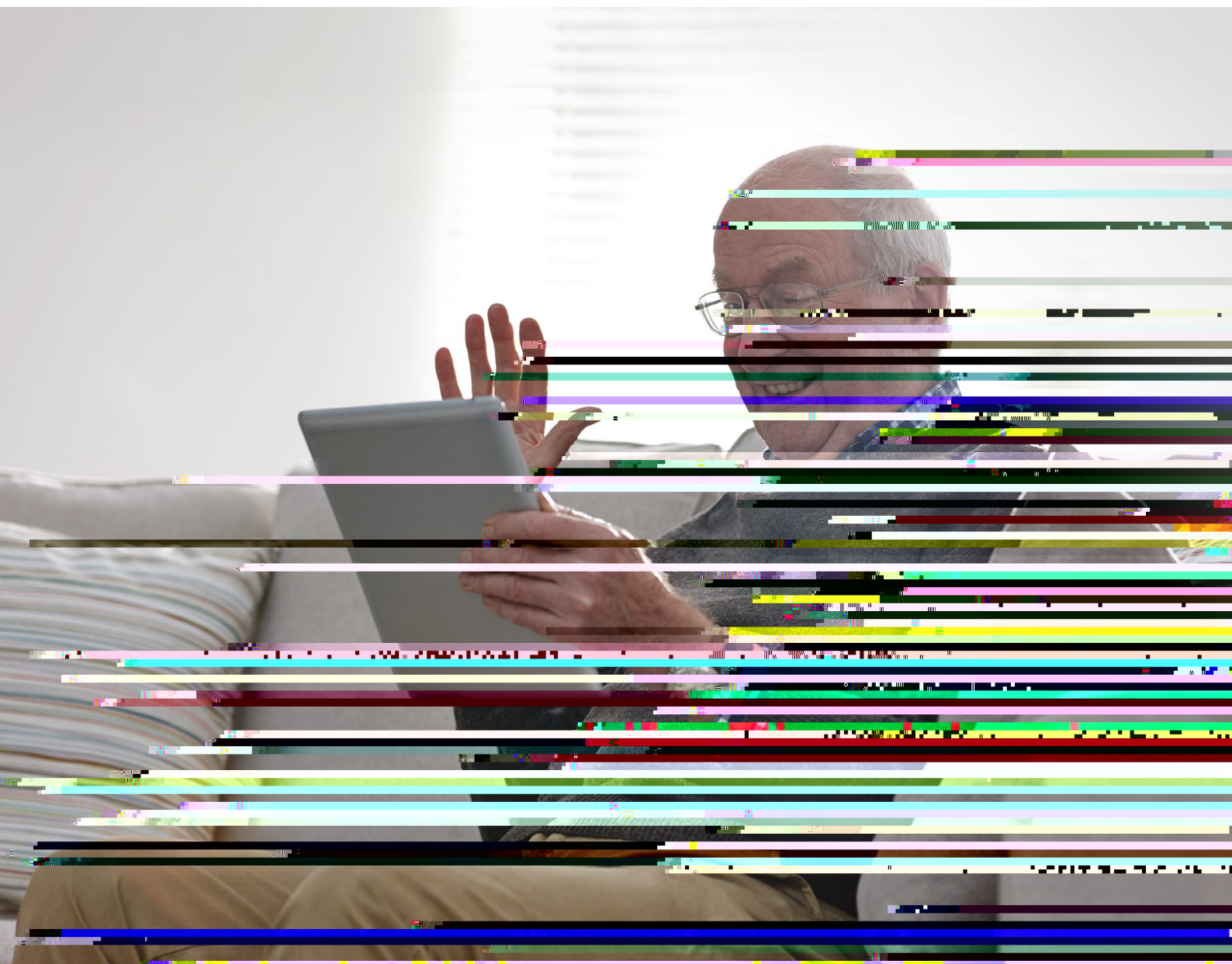


A beginner's guide to video calling

Helping you to stay in touch

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1. Introducing you to video calls

1. Introducing you to video calls

Hello,

Welcome to Age UK's beginner's guide to video calling. This guide will show you how to use video calling tools to chat to your family and friends, and take part in things you're interested in, such as online exercise groups.

I've found that video calling is a great way to stay in touch with the people you care about. It's like having a phone call with someone but you can see them as well as hear them.

Keeping in touch with family and friends

From seeing family to catching up with friends, regular video calls can help us feel connected – especially if your loved ones don't live close by. This can be great for our mental health. Research has shown that older people who use video calling tools, such as Skype, have a lower risk of developing depression.

Video calling is also useful if you have difficulty hearing, as you have visual cues from the other person and can read their lips.

Learning at your own pace

I completely understand if you're feeling daunted by the idea of learning a new skill. I felt the same before I started to video call my family and friends. It's why this guide contains step-by-step instructions to get you set up on WhatsApp, Skype and Zoom. Once you get the hang of them, I'm sure you'll really enjoy video calling and see the benefits.

You can go through the steps by yourself, with the support of an Age UK Digital Champion, or with the help of friends, family and carers. It's best to work through the guide at your own pace, repeating any sections you want to focus on. Try to take the time to reflect on what you've learned and make notes where you need to, as this will help to build your skills and confidence.

If you've got any questions as you work your way through the guide, you may be able to get support from your local Age UK or local Age Cymru. You can find your local Age UK at

2. Using this guide

This is a beginner's guide for people who'd like to learn how to video call their family and friends, and take part in things they're interested in. We'll explain how to receive and make video calls on WhatsApp, and show you how to join Skype and Zoom calls.

2. Using this guide

Before reading this beginner's guide, you should feel comfortable:

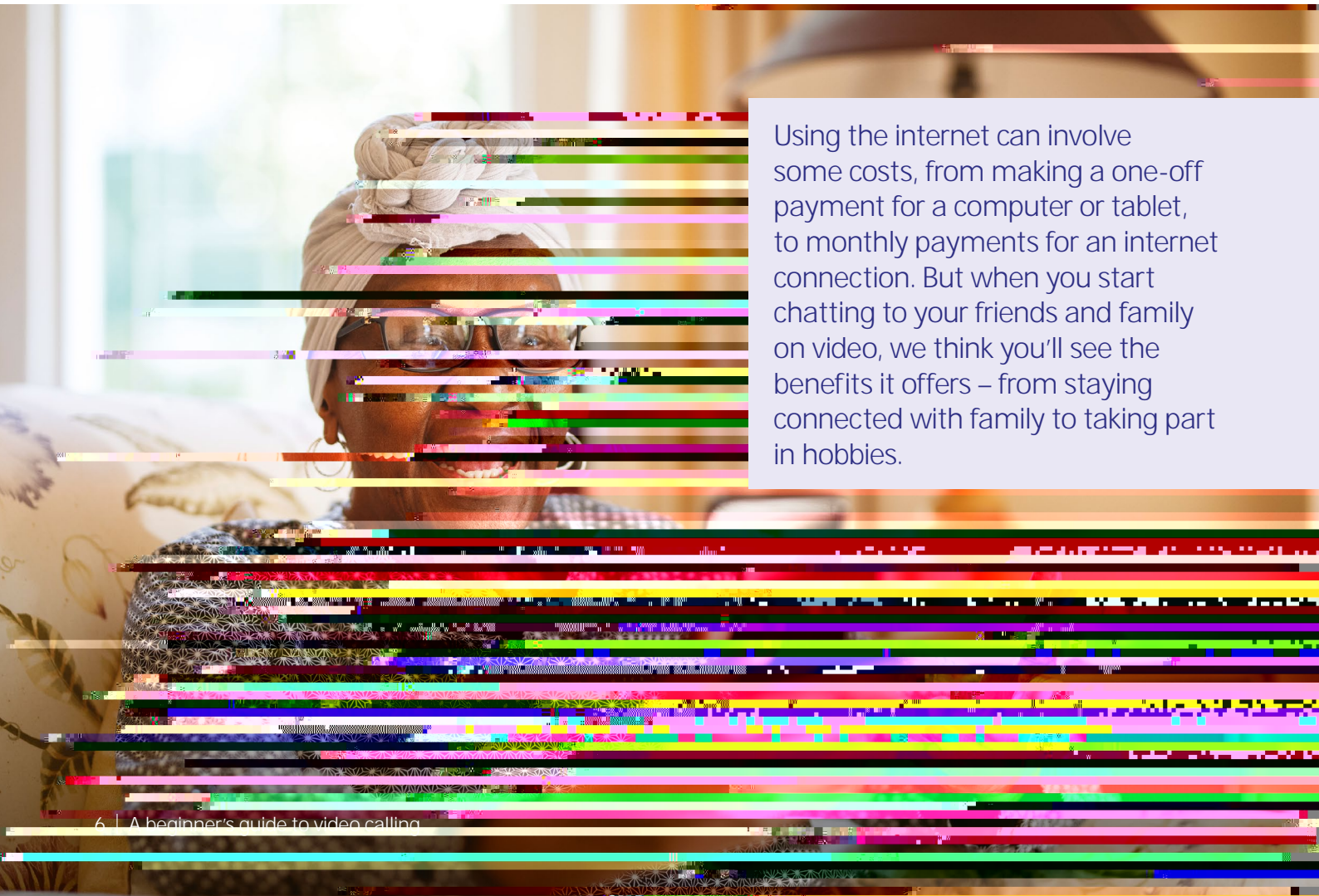
- Connecting to the internet – you'll need an internet connection to start video calling.
- Using a smartphone, tablet, computer or laptop.

Your device will need a camera and a microphone so you can be seen and heard on video calls. These are already built into smartphones, tablets and laptops but for some computers, you may need to buy a separate camera and microphone.

TOP TIP

Choosing which video calling tool to use

There are lots of video calling tools available to use. We've picked three of the most popular ones for you to try: WhatsApp, Skype and Zoom. It's worth trying these three different video calling tools to see which one you prefer. If you're going to have large group calls, Skype and Zoom can accommodate this. WhatsApp is for groups of up to eight people. When you start using the tools, you'll see that each of them looks different – for example, the buttons you need to press. You may decide you like one tool more than the others. Or people you know may use one tool more than another, so choosing that one is most convenient.

A photograph of a woman with a warm smile, wearing glasses and a light-colored headscarf. She is looking towards a laptop screen, which is partially visible in the foreground. The background is softly blurred, showing what appears to be a window with natural light.

Using the internet can involve some costs, from making a one-off payment for a computer or tablet, to monthly payments for an internet connection. But when you start chatting to your friends and family on video, we think you'll see the benefits it offers – from staying connected with family to taking part in hobbies.

3. Understanding key terminology

We've explained some key terms below to help you understand what is involved in video calling. These are in alphabetical order so you can refer back to them when working through the guide:

Android: The name of the software that many devices use to function. Phones and tablets from lots of different brands fall into the bracket of Android devices. These brands include: Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

Apple: A brand of phones and tablets. Apple phones are known as iPhones and tablets are called iPads. If your device isn't Apple, it's likely to be an Android device.

Application, or 'app': A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking.

App Store: An official, pre-installed program on iPhones and iPads.

Screen: This is where information or pictures are displayed on a laptop, computer, smartphone or tablet. Some devices have touch screens which allow you to interact with a computer using your finger or a special pen called a 'stylus'.

Search engine: These help you to find information on the internet. Popular search engines include Google and Bing. You can type in keywords in the space provided. The search engine will search through relevant webpages and display them in a list. Someone might tell you to 'Google' something, which means looking up information online using Google. You access search engines through a web browser (see below).

SIM card: A small card that you insert into a device such as a smartphone or tablet. It stores data, including mobile numbers, and connects you to a phone network, such as Vodafone or EE. Each SIM card has an identification number on it that is unique to the owner.

Skype: A type of video calling tool that you can install as an app on your phone, tablet, laptop or computer. You can also access it through your internet browser. In this guide, we're going to show you how to join a Skype call on a laptop or computer through your web browser. You won't need to install the app or set up an account.

Smartphone: A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

Software: This is a catch-all term for something that runs on your computer, laptop, tablet or smartphone. Examples include apps on your phone and tablet, or anti-virus programs. You might also see them described as 'programs'.

Swiping: MI0.175n/GS1 gs/.2 (p)1.4 (r355.829 0 Td)-1 Td (e)5 (t)-p-6.9 (

Webcam: A video camera that allows other people to see you on video calls, such as

4. Using WhatsApp

WhatsApp is an app to send messages, photos, and make phone and video calls. In this guide, we'll show you to how to set up WhatsApp, and use it to receive and make video calls. This will help you to stay in touch

What do I need?

- A smartphone or a tablet.
- A mobile phone number or a SIM-enabled tablet (which means it has a small slot that accepts a SIM card).
- An internet connection.

Using WhatsApp on a tablet

To use WhatsApp on a tablet, it needs to be SIM-enabled, or you need to have a smartphone to link WhatsApp on the tablet to your mobile number.

Where do I get WhatsApp?

It's free to download on your smartphone or tablet and uses your device's internet connection. If you're using an Android phone or tablet, you can find WhatsApp in the Play Store. If you're using an iPhone or iPad, you can find the app in the App Store.

Downloading WhatsApp on an Android phone or tablet

1. Open the Play Store from your phone or tablet's menu by tapping on the Play Store icon.

2. First, you'll need to set up a Google account or log in to your Google account. This is the

4. Using Whatsapp

3.

4. Using Whatsapp

TOP TIP

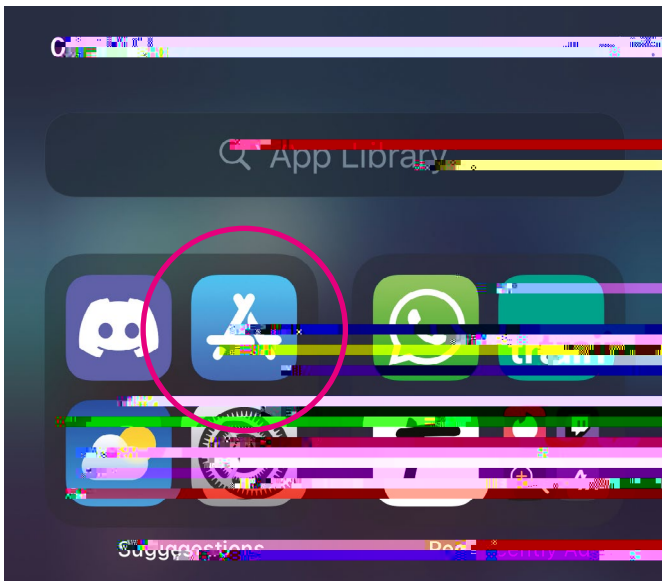
Deleting apps

Apps take up space, and some phones and tablets have limited amounts of storage space. If you run out of storage space on your phone, you won't be able to download any new apps. Delete apps you don't use regularly to create space:

1. On an Android device, go to the app in the Play Store and tap 'Uninstall' underneath the name of the app you want to delete.
2. On an iPhone or iPad, hold down the icon of the app you want to delete on the home screen. The option 'Remove app' will come up. Tap on this to delete the app.

Downloading WhatsApp on an iPhone or iPad

1. Open the App Store in your iPhone or iPad's menu by tapping on the App Store icon.



2. You'll need to set up an Apple ID or login to your existing Apple ID account. This is the account you will use to access Apple services.

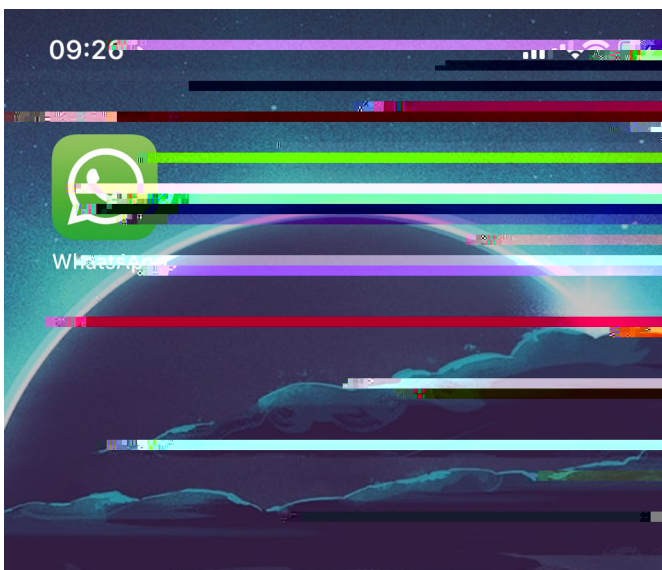
It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, try to write a hint that only you'll understand, rather than the actual password.

3. Click the 'Search' icon at the bottom right of the screen. It has a magnifying glass icon. Search for 'WhatsApp' by typing in the search bar.

4. Tap on 'WhatsApp Messenger'.

5. Tap 'Get' which is a blue button next to the WhatsApp icon.

6. WhatsApp will download and automatically be added to your menu. If you have a lot of apps in your menu, you may run out of room for new icons, and you'll need to 'swipe' across the pages to see the new icon.



4. Using Whatsapp

4. Using Whatsapp

4. When you've set up your profile, tap 'Next'.
5. You'll then be asked whether you would like to import contacts from your address book already saved on your smartphone or tablet. This will allow you to use WhatsApp to contact your friends and family whose numbers you already have saved. Tap 'Confirm' to do this.

TOP TIP

Data usage

Video calling can use a lot of data. Where possible, try to connect to WiFi as it doesn't matter how much data you use then. Or if you're connecting to the internet in another way – for example, through your mobile data or a MiFi device – keep an eye on your data. You can do this by speaking to your contract provider or logging onto your online account if you're set up with one. If you're on a phone contract, please be aware that if you're not connected to WiFi or a MiFi device, video calling could result in extra charges from your phone network.

How to answer a WhatsApp video call

WhatsApp video calls come in just like regular phone calls. Turn your volume setting up to loud if you're expecting a call. Read 'A guide to making your device easier to use' for more information about adjusting volume settings on your phone.

If you're in the app, you'll see a live image of yourself in the middle of the screen and a blue video icon. Swipe up the blue video icon to accept the video call.



Don't worry about missing video calls if you don't have the app open or your phone is locked. It will appear as a banner alert on the top of the screen.

There is also the option to turn your video off
and

4. Using Whatsapp

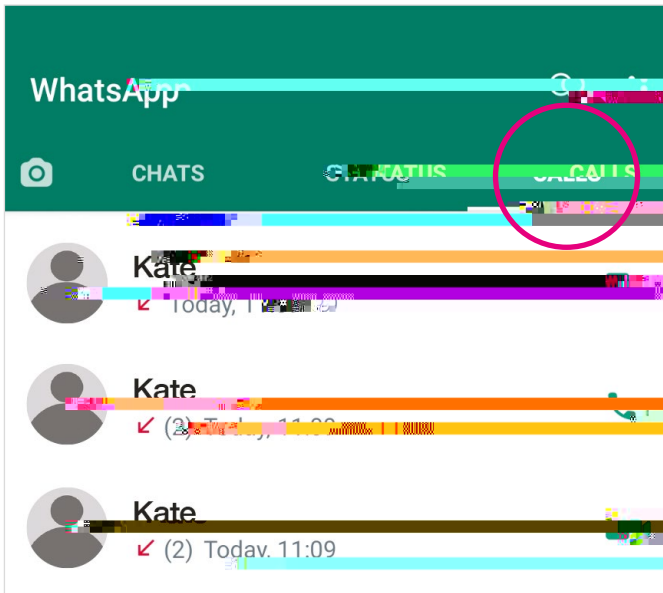
How to make a WhatsApp video call to one person

1. Open WhatsApp on your phone.
2. Tap the 'Calls' tab. For some people, this is the second tab from the left at the bottom of the screen. For others, it may appear in the top right-hand corner of the screen. It depends on what type of device you're using.

Apple device



Android device



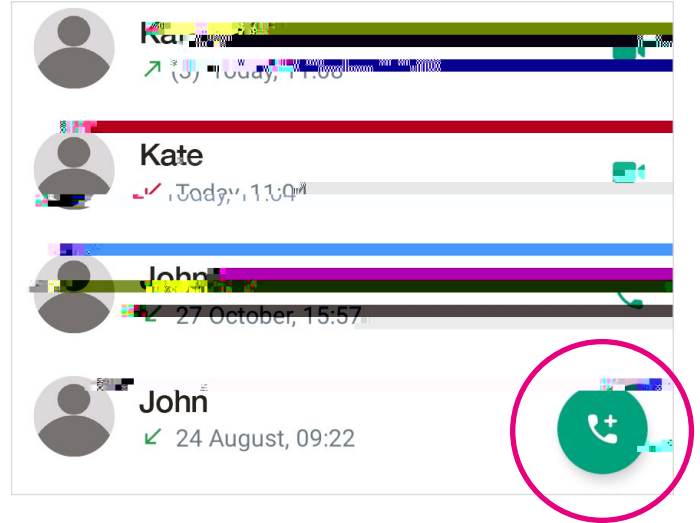
4. Using Whatsapp

- Then tap the icon showing a phone with a plus symbol next to it. This is on the top right of your screen or the bottom right, depending on what device you're using.

Apple device

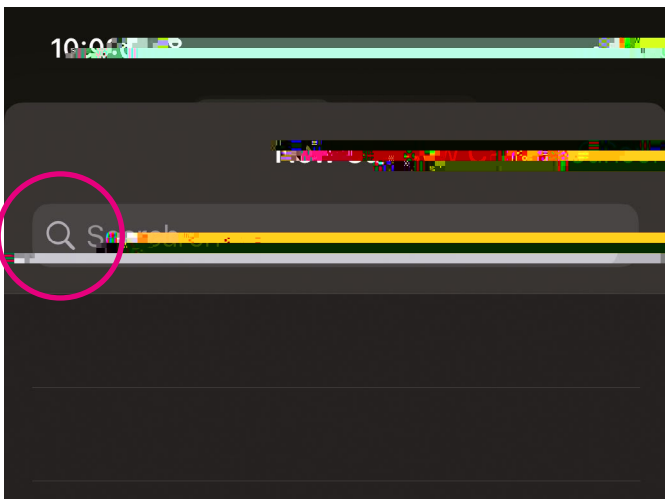


Android device

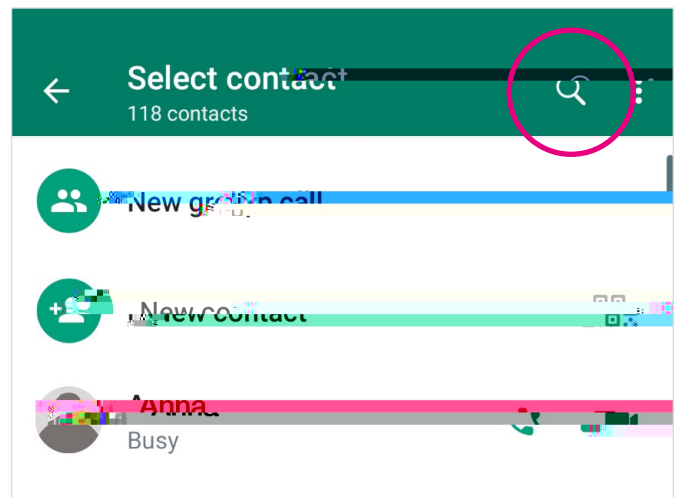


- Next, tap the magnifying glass icon at the top right of the screen. Type the name of the person you want to call in the search bar.

Apple device



Android device



5. Tap the symbol that looks like a camera next to their name to start a video call.

6.

4. Using Whatsapp

6. Tap the symbol that looks like a camera next to their names at the top of the screen to start the video call.
7. To end the call, tap the red phone icon.

How to set up a WhatsApp group

You can call multiple people at once in a WhatsApp group. This is handy if you want to chat with a few family members or friends.

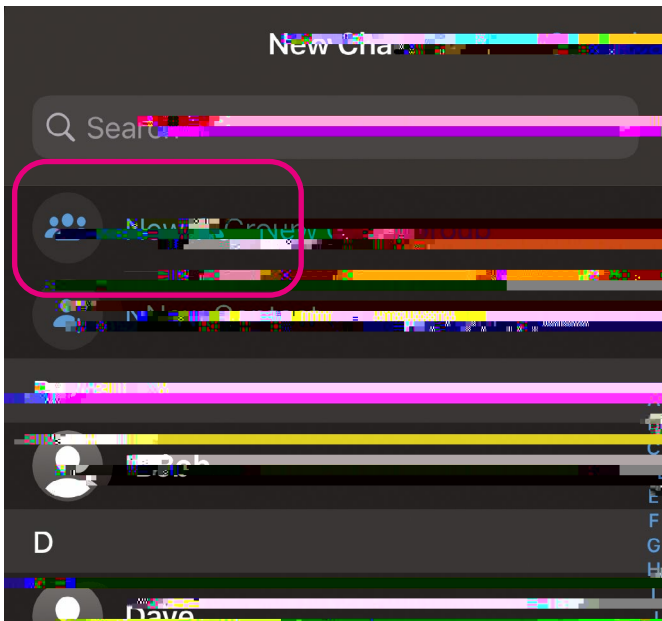
Someone you know might add you to a WhatsApp group if they have your number. Or you can set up your own group.

To set up a group:

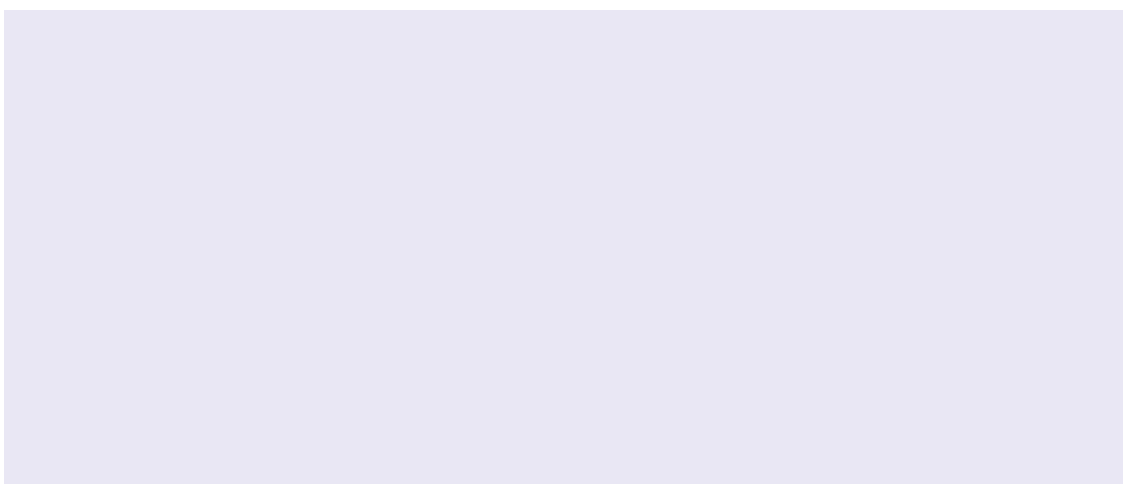
1. Open WhatsApp and tap the green circle icon at the bottom right of your screen. The icon has a speech bubble on it. For some people, the icon may say 'Chats'.

4. Using Whatsapp

2. Click 'New Group' at the top of the screen.



3. Choose people from your contact list that you want to add to the group by clicking on their name.
4. Give the group a name.
5. You can choose an image for the group by tapping on the camera icon and selecting a photo from your device.
6. Click on the camera icon in the top right-hand corner of the screen to start a video call.



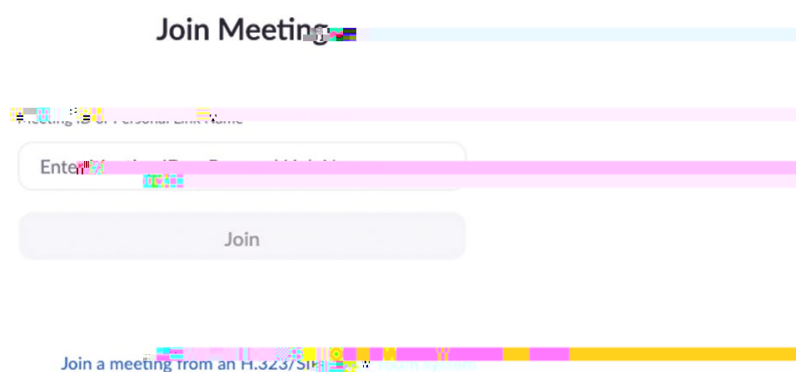
5. Using Zoom

You may have heard of Zoom. It's become a popular way to keep in touch since the start of the coronavirus

You can either install the video calling tool as an app on your phone, tablet, laptop or

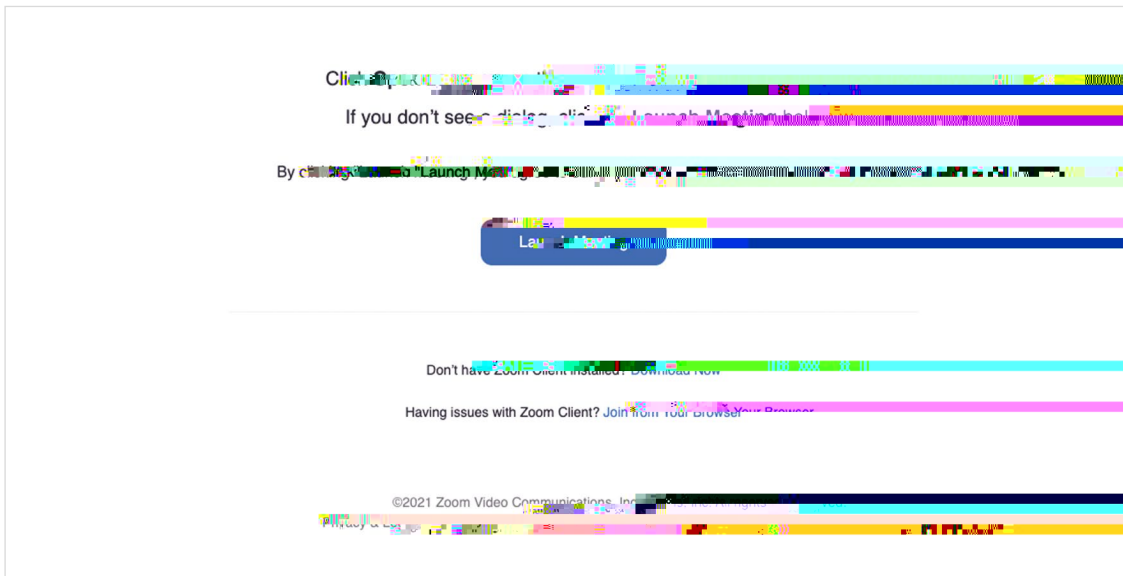
Here is what an invitation looks like:

3. Click on the link in the invite.
4. Most of the time you won't have to include your meeting ID and passcode. If you do, it will look like this.

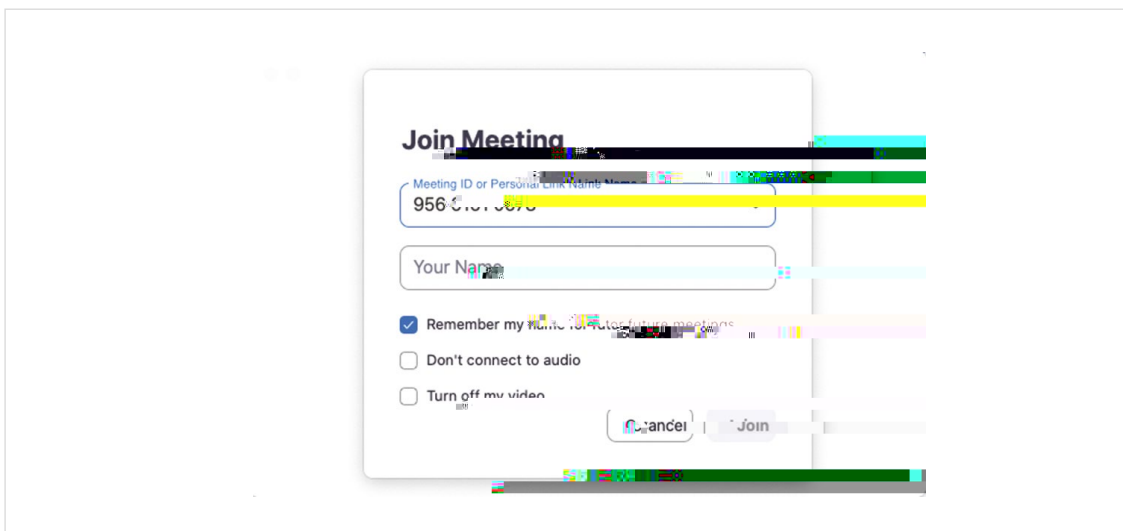


5. Using Zoom

5. You'll automatically go straight through to the next screen which looks like the one below. The next step is to click on 'Join from your browser'.



6. You may feel like you're having to click through quite a few screens to get to the call. But this is normal and it won't take too much longer. You'll see an egg timer icon as you wait.
7. On the next screen, you'll be asked to add your name. We suggest just using your first name to help keep you safe while using Zoom.



8. You'll then need to select: 'I'm not a robot' before clicking 'Join'. Many websites ask you to tick this checkbox to prove you're human. This is to stop internet 'bots', a type of computer program that are programmed to do certain tasks, from accessing personal information about people.

5. Using Zoom

11. Once the host starts the meeting, you'll see a screen like this:

12. At the bottom of the screen is a toolbar. This is where you'll find, from left to right:

- Mute and unmute yourself buttons. For other people to hear you, you'll need to click unmute.
- Turn your video on and off buttons. If you want people to see you, you'll need to turn your video on by clicking this button.
- A participants button, which lists everyone who is on the call if you click on the arrow next to it.
-

5. Using Zoom

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6. Using Skype

This video calling tool has been around for a long time. During the recent coronavirus lockdowns, a lot of community activities ran online so people could continue to take part. It's worth knowing how to use Skype so you can stay connected with the things you enjoy.

6. Using Skype

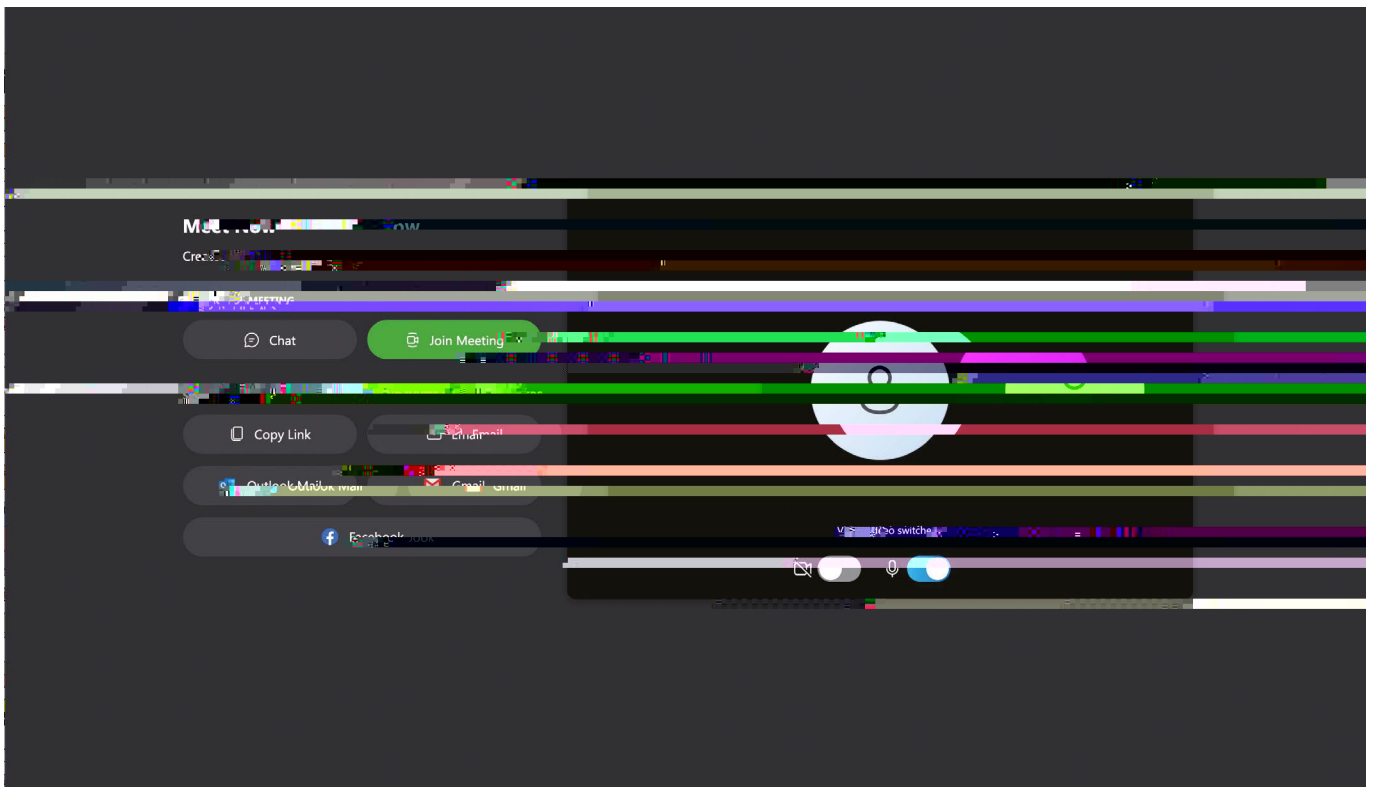
You can either install the video calling software as an app on your phone, tablet, laptop or computer, or access it through a web browser. Setting up a Skype account and using Skype

6. Using Skype

3. Then type in your name in the space provided and press the blue 'Join' button below it. We suggest just using your first name to keep you safe while using Skype.

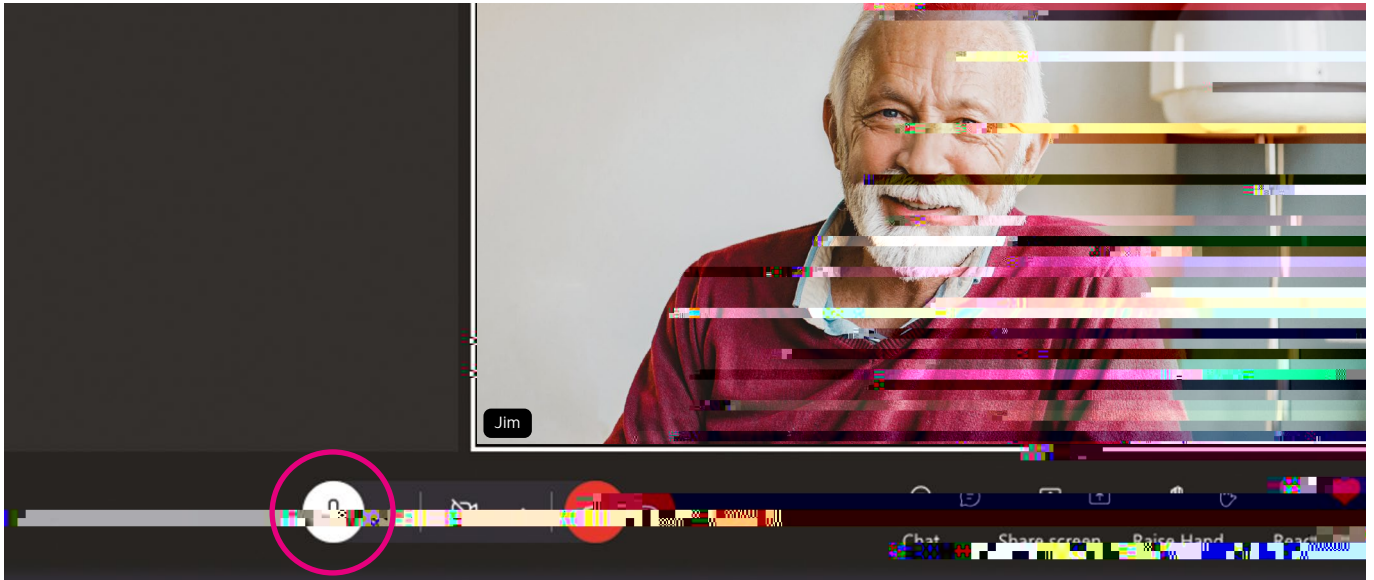


4. This will take you through to a video screen. Here, you can turn your video and microphone on by clicking on the icons that represent them.

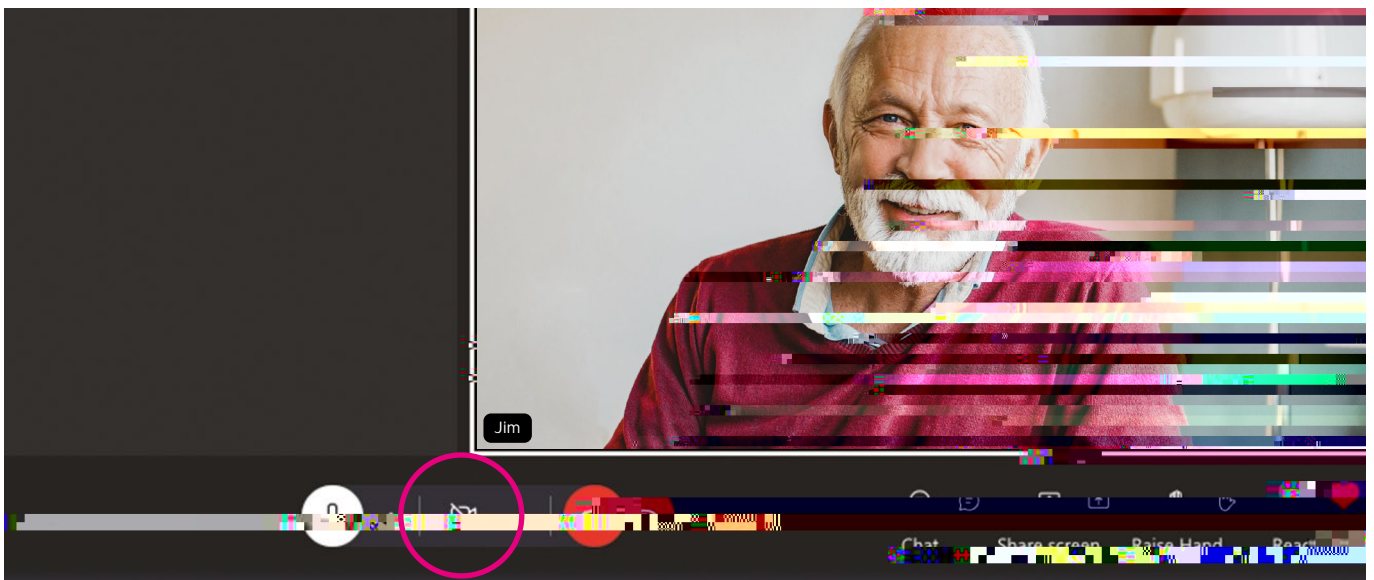


6. Using Skype

5. Click on the green 'Join now' button below the video screen.
6. This will take you through to your call. If for any reason you need to mute yourself during the call, click on the round icon with the microphone at the bottom of the screen. It's the icon on the left.



7. If you don't want to be seen at any point during the call, you can turn the video off. Click on the round icon with the video at the bottom of the screen. It's the icon in the middle, next to the icon with the microphone.



8. When your call has finished, click the round red phone icon at the bottom of the screen to end the call. This is to the right of the video icon.

6. Using Skype

Is Skype safe?

Yes, Skype is generally safe to use. It uses data sent from your computer, known as diagnostic data, to keep the video calling tool secure, up to date, and to detect, diagnose and fix problems. This data does not include a person's name or email address.

In 'An intermediate guide to video calling' we'll show you to how to set up a Skype account. This is straightforward to do and you can control who sees your Skype profile. Some information is visible to everyone, but you can leave it blank if you don't want it shown in your profile. Skype does not display your email address and no one can see it when looking at your profile. Only friends who already know your email address can use it to search for you.

My Age UK Digital Champion

Telephone number:

Next Steps

Once you feel comfortable using WhatsApp and the basics of Skype and Zoom, read our intermediate guide to learn how to:

- Set up a Zoom account.
- Download the app on your smartphone, tablet, laptop or computer.
- Join and set up Zoom video calls using your account and app.
- Set up a Skype account.
- Download the Skype app on your smartphone, tablet, laptop or computer.
- Receive and set up Skype video calls using your account and app.

We hope you've enjoyed working your way through this guide and connecting with others, like your family and friends, on video calls.

Notes

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 678 1602

Lines are open seven days a week from 8am to 7pm.
You can find more information at www.ageuk.org.uk