



Connect Through Tech

Tech Coaching Quick Start Guide

Using a Smartphone to Communicate with Family, Friends and Others

FaceTime iPhone

*updated 4/7/2020
v 1.0*





Connect Through Tech

Table of Contents

| | |
|---|----|
| Benefits | 3 |
| Prerequisites | 4 |
| Introduction | 5 |
| FaceTime Screen Icons | 6 |
| FaceTime by Voice | 7 |
| Starting FaceTime by Hand | 12 |
| FaceTime by Hand | |
| From Contact List | 13 |
| From Recents | 21 |
| New Person (not in contacts) | 25 |
| Group FaceTime | 28 |
| Switching to FaceTime While on Phone Call | 35 |
| Flipping Camera While Using FaceTime | 38 |
| Accepting a FaceTime Call | 44 |
| Declining a FaceTime Call | 47 |



Connect Through Tech

Benefits

Calls to talk with family and friends are a great way to stay connected. With FaceTime, you will also be able to see one another while you are talking! There is nothing to set up, because FaceTime comes ready to use on all iPhones. With FaceTime, you can see more than one another's faces. People use FaceTime to "attend" special events that they can't attend in person. Imagine being able to watch your grandchild's dance recital, graduation or wedding ceremony, even when they live across the country. People using FaceTime can show each other places they are visiting, or new homes they have moved into, the special craft they just made and so much more. Many of the things we want to share with others are always possible with FaceTime!

With your DOROT technology coach and this DOROT user guide, you have everything you need to begin!



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Prerequisites

- iPhone 4 smart phone or newer
- Active mobile provider (e.g. Verizon, Sprint, AT&T)
- Wi-Fi / Internet access
- Apple ID
- At least 2-3 persons in contacts to communicate with by FaceTime who have an iPhone, iPad or Mac computer (FaceTime is only available on Apple devices so family and friends with Androids will not be able to FaceTime with you)



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Introduction

Since being released in 2010, FaceTime has become one of the most popular apps available on the iPhone. An app, short for application, is a software program that allows you to perform a specific task or set of tasks. FaceTime is a video chat app just for Apple users, which means you can see and speak with friends and family members who also have an Apple device. This includes iPhones, iPads and Apple computers. FaceTime is easy to use, and you can make it even simpler by adding those you speak with regularly into your phone's Contacts. (see DOROT's *Contacts Guide*).

Once you learn how to make and accept FaceTime calls, you can use it to share anything with friends, family and others. This guide will show you how to do it.



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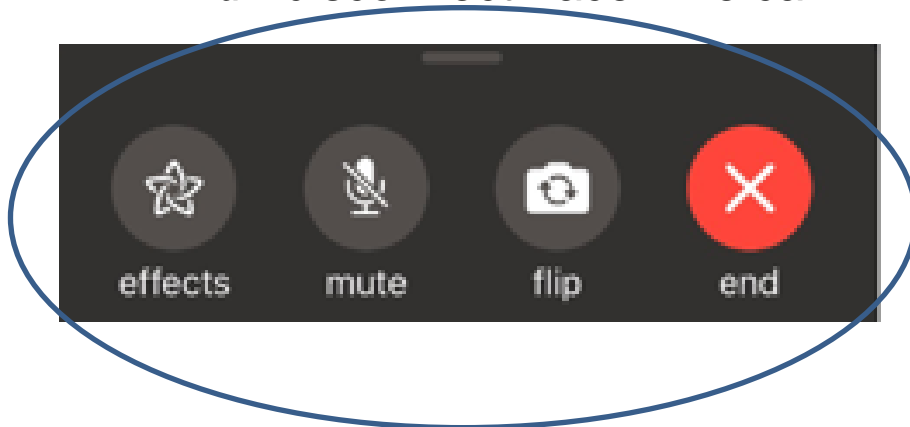
FaceTime Screen Icons

Icons (pictures) on bottom of screen can be used to:

- *Effects* – to add fun visual effects to your image presented to person you're calling

NOTE – Some effects are only available for recent versions of iPhones.

- *Mute* microphone so person won't hear you
- *Flip* - switch between front and rear facing camera (see page 38)
- *End* - disconnect FaceTime call



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Making a FaceTime Call by Voice

Step 1. **Open** (start) **Siri** (iPhone program that responds to your voice)

(iPhones other than X models)
Click (tap) home button on bottom of phone.



(iPhone X models only) **Click** (tap) button on right side of phone.





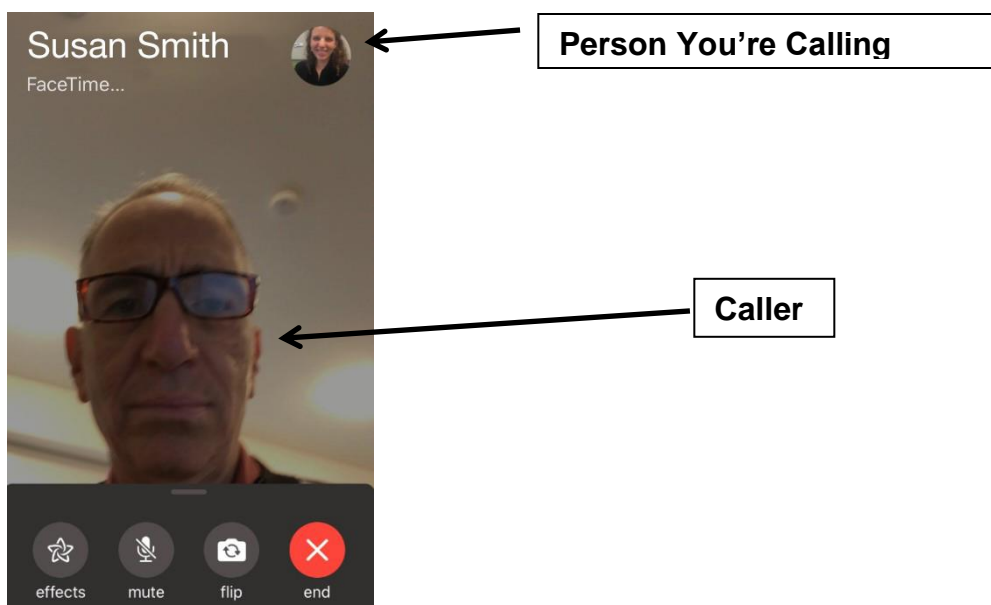
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Making a FaceTime Call by Voice (continued)

Step 2. Say, “FaceTime _____” (name of person).

NOTE – Person must be in your contacts to use this voice command.

Siri (iPhone program that responds to your voice) will respond, “Making a FaceTime call to (name of person).” Your picture displays on screen because your camera is activated while call is connected. Name of person you are calling displays at top of screen, along with their picture if picture is in Contacts. (Icons on bottom of the phone screen are explained on page 6.)

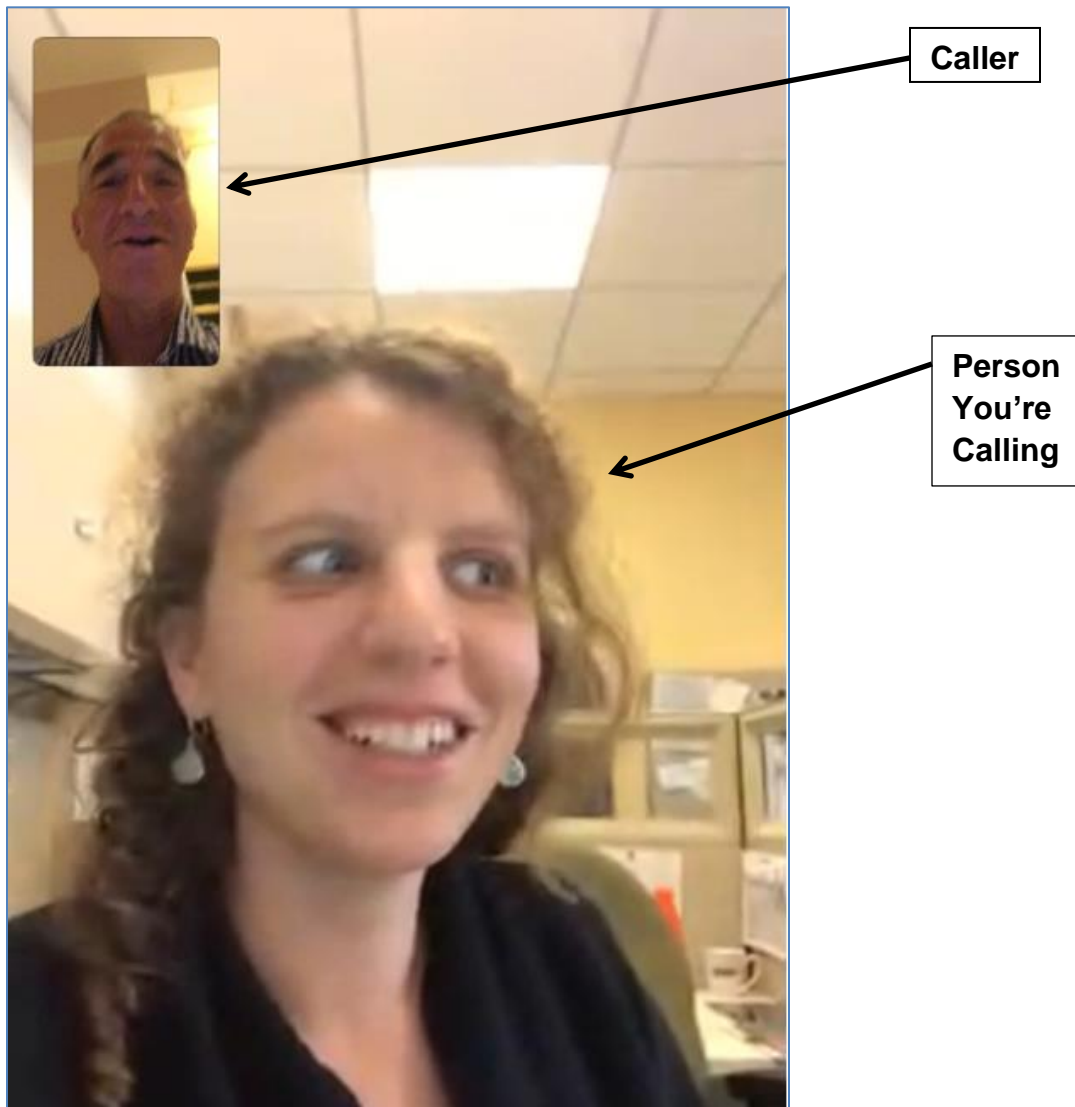




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Making a FaceTime Call by Voice (continued)

Step 3. When person responds, image of your face will shrink and move to upper left corner. Other person's face will display while you speak to each other.

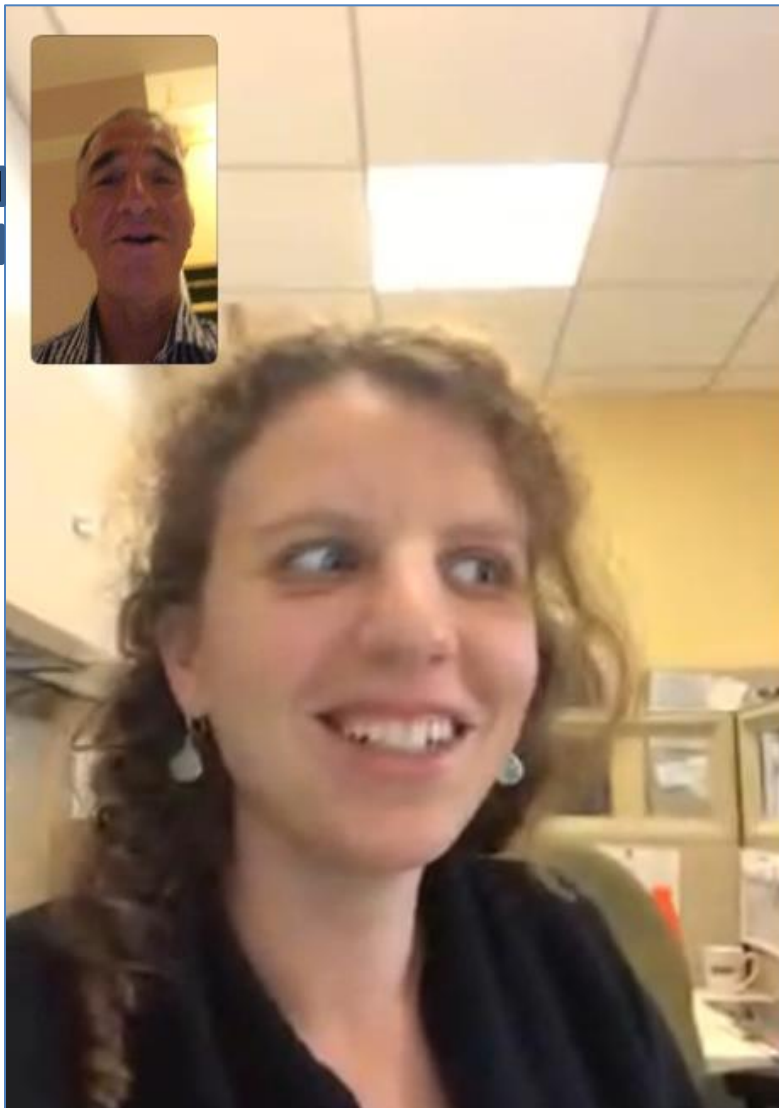




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Making a FaceTime Call by Voice (continued)

Step 4. Make sure that the volume is at the level that works for you during the call. You can adjust loudness by adjusting the volume dials on the left side of the phone.

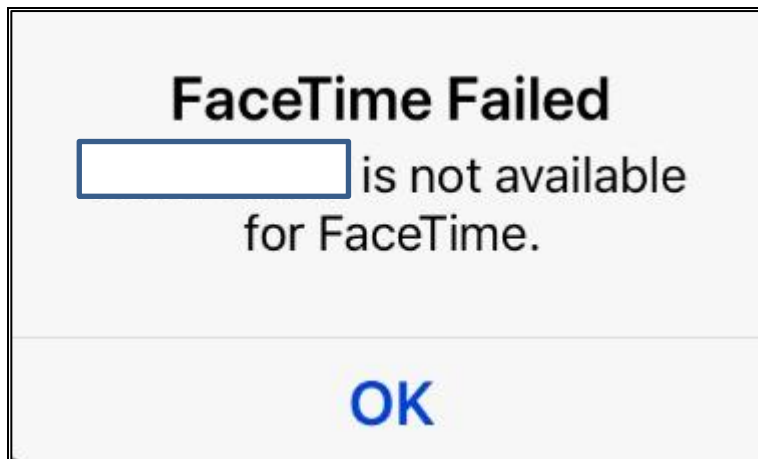




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Making a FaceTime Call by Voice (continued)

FaceTime only works if both parties have an Apple product - iPhone, iPad or Macintosh computer *and* have FaceTime enabled. When you attempt to FaceTime with someone who does not have one of these products, you will see the message below (with name of person in white area). You can still video chat with them but will need to use a different video chat app, such as WhatsApp (see separate guide).

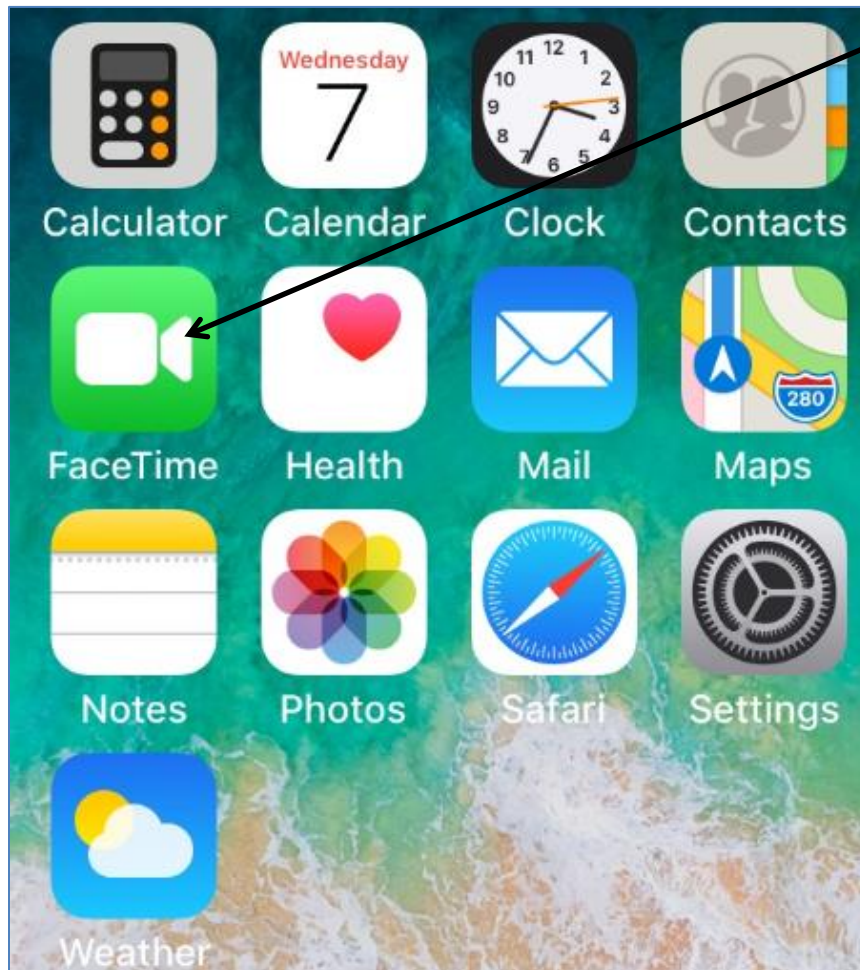




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Starting FaceTime by Hand

Open (start) the FaceTime app.



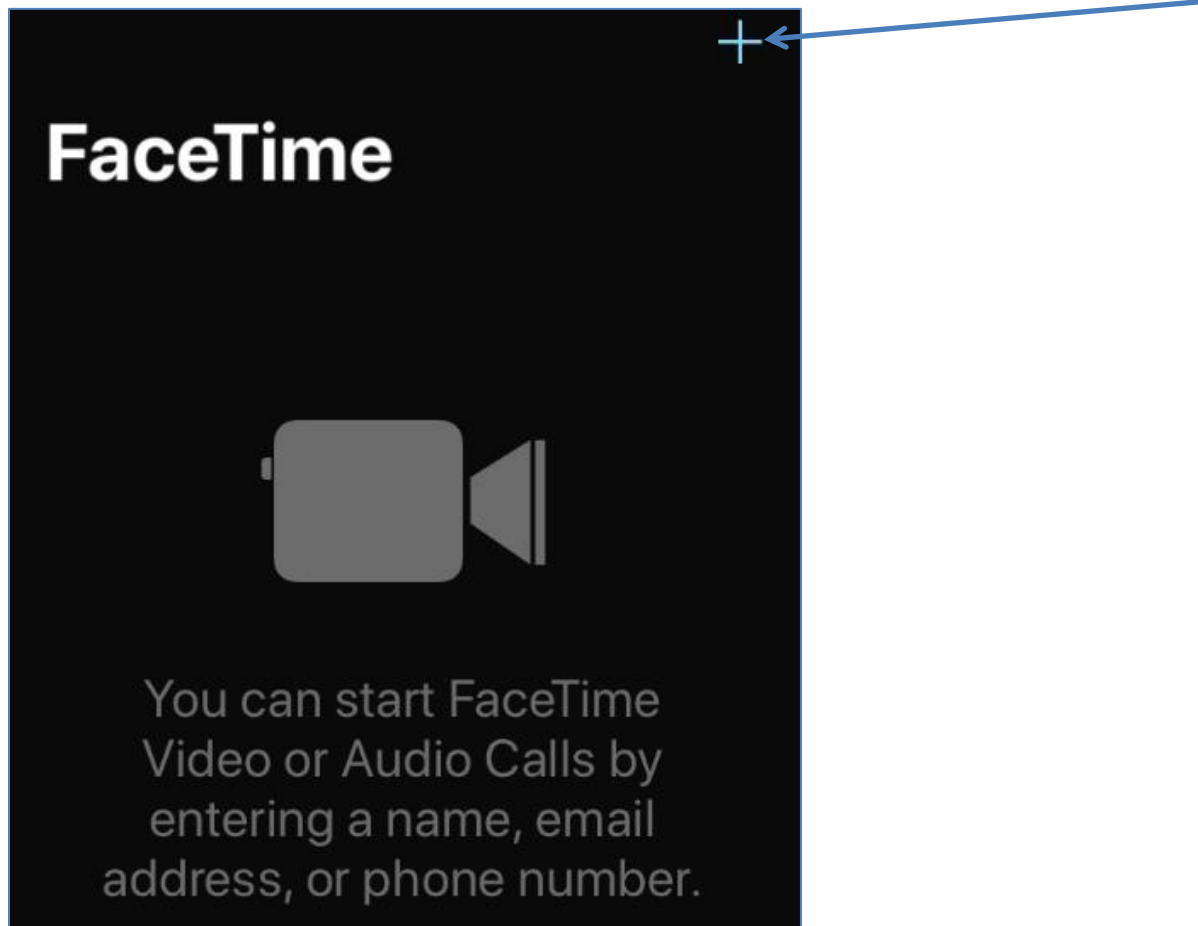
NOTE: This **icon** (picture) may be in a different location on your screen. If the **icon** (picture) is the same, it doesn't matter where it appears.



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FaceTime by Hand From Contact List

Step 1. **Click** (tap) the Plus Sign on the upper right of screen to display your contact list.

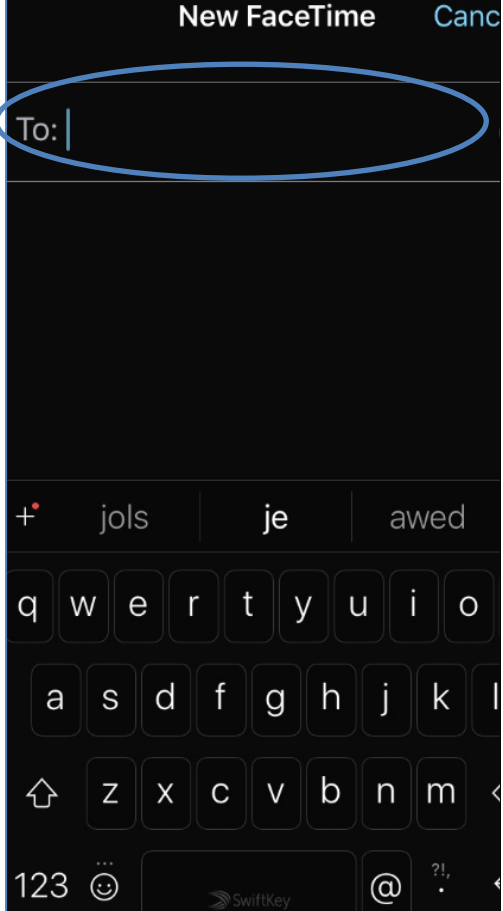
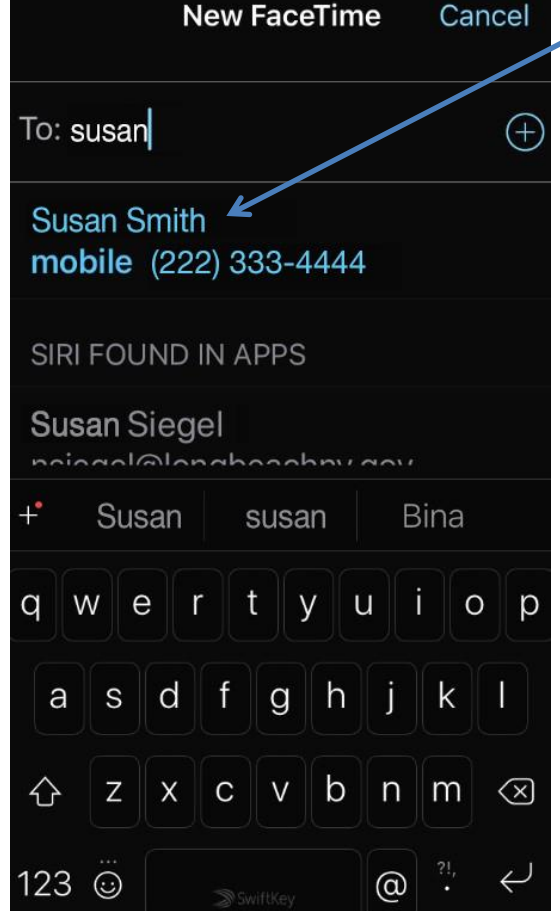




Connect Through Tech

FaceTime by Hand From Contact List (continued)

Step 2a. Type contact name

| | |
|--|--|
| <p>Start typing the name of person you would like to call in area highlighted below.</p> | <p>After starting to type name, matched names from your contacts will appear. Click (tap) on person's name.</p> |
|  |  |

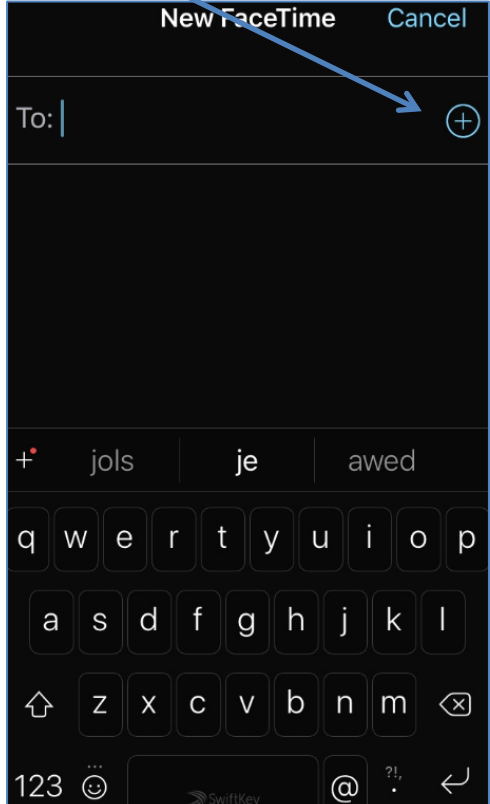
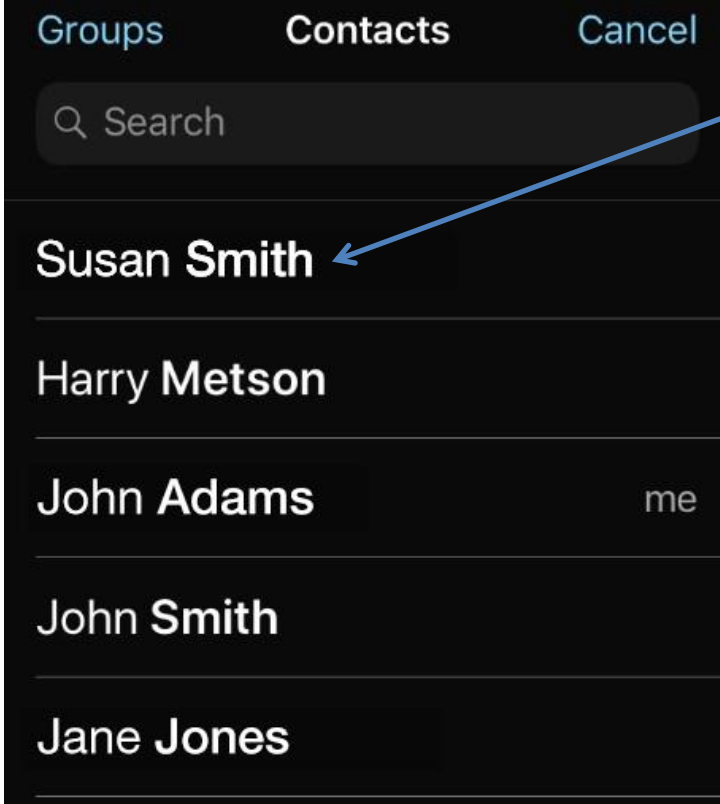


Connect Through Tech

FaceTime by Hand From Contacts List (continued)

OR

Step 2b. Pick name from contacts list.

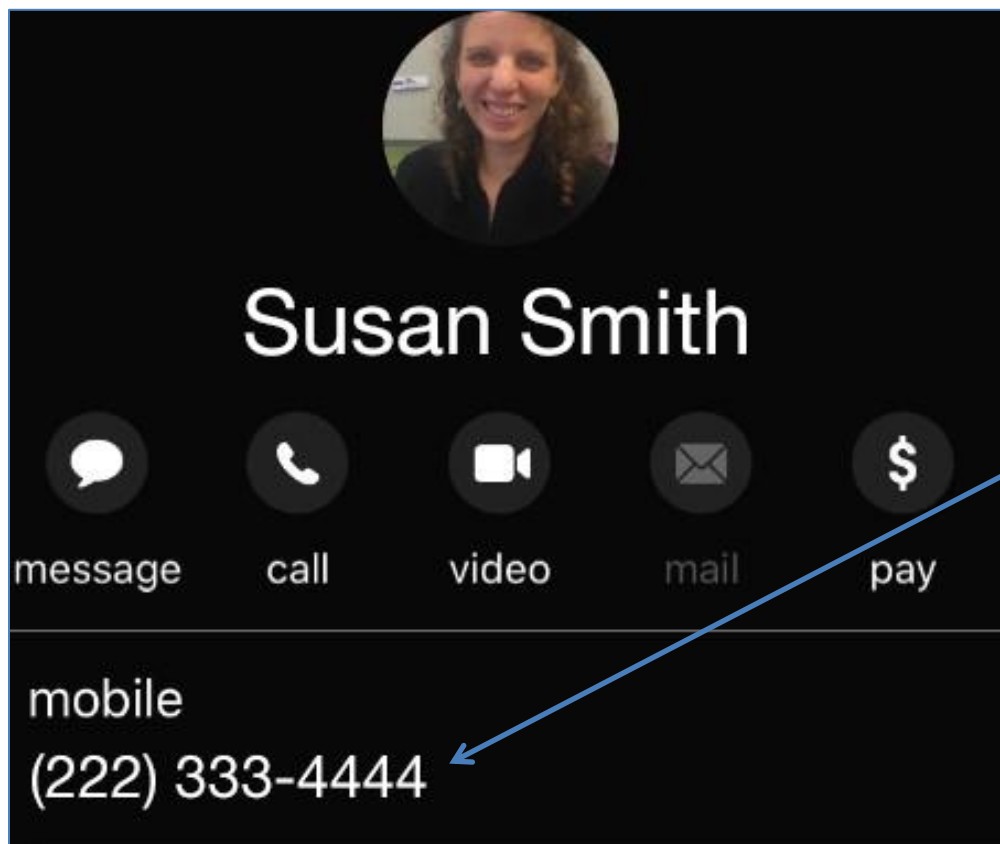
| | |
|--|--|
| <p>Click (tap) on <i>Plus Sign</i> to display your contact list.</p> | <p>Click (tap) the person you would like to call or use search to find desired person. Below, <i>Susan Smith</i> is selected.</p> |
|  |  |



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FaceTime by Hand From Contacts List (continued)

Step 3. Screen will display the name of the person selected. If you have an image associated with that contact, the picture will also appear. **Click** (tap) on mobile number to initiate call.

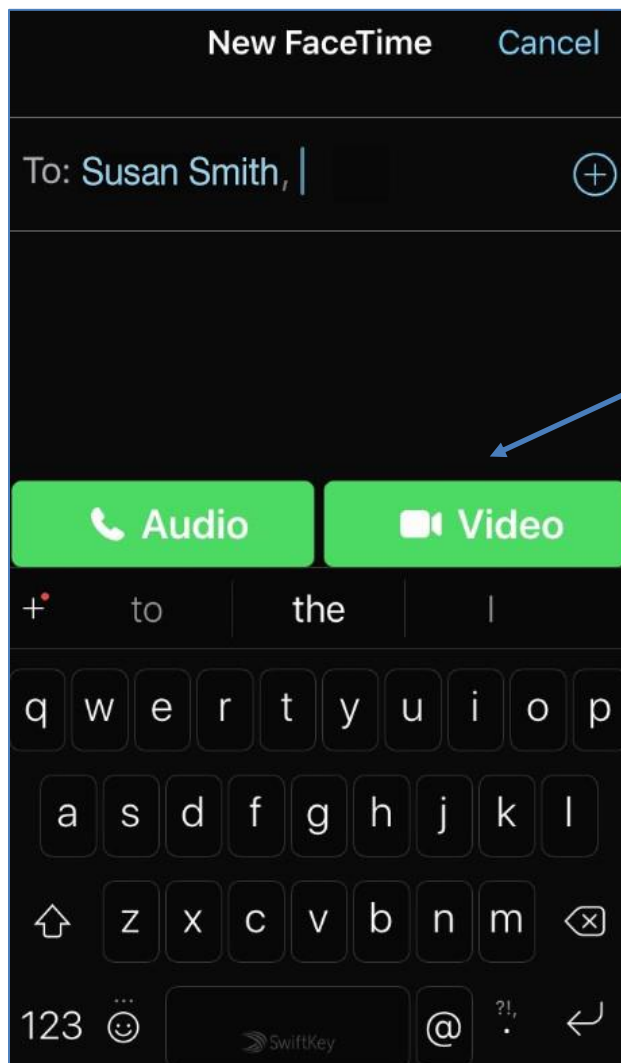




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FaceTime by Hand From Contacts List (continued)

Step 4. **Click** (tap) on *Audio* or *Video* to select type of call. Demonstrated below is a *Video* call, where each person on call can see each other. Video calls are the primary purpose of FaceTime.

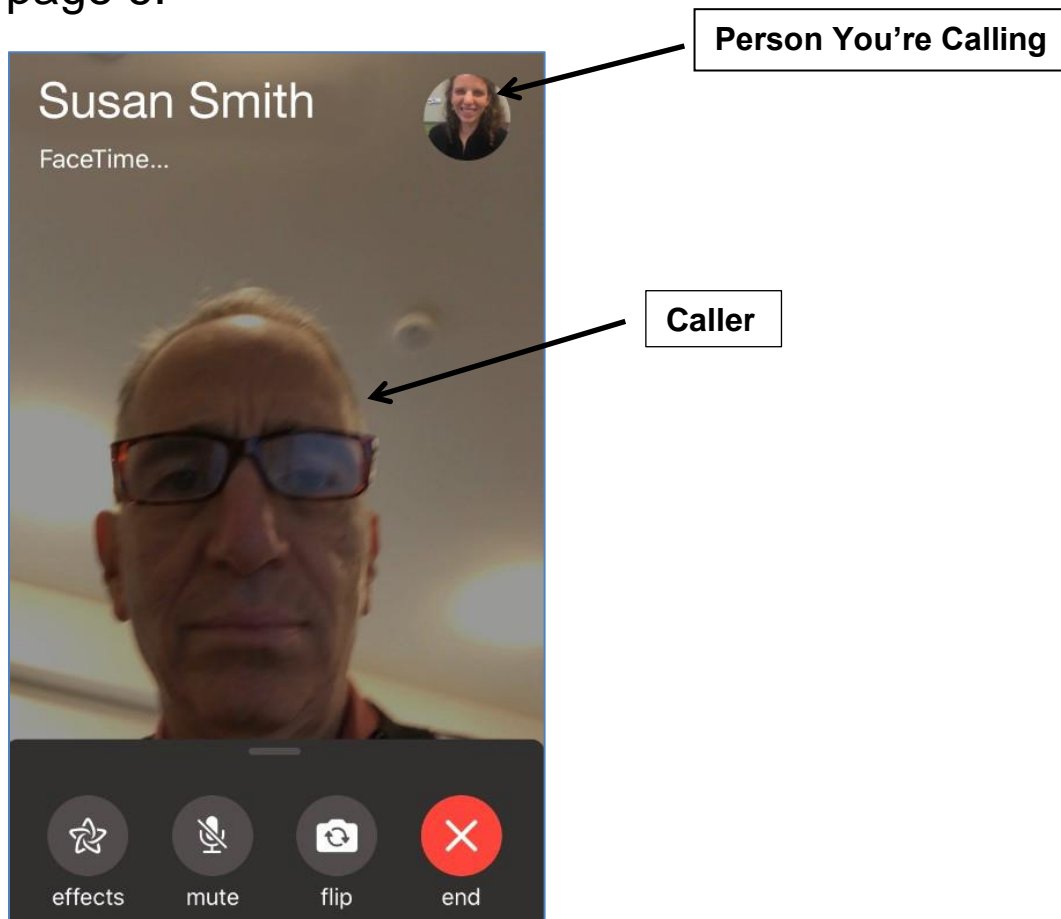




Connect Through Tech

FaceTime by Hand From Contacts List (continued)

Step 5. While call is being connected, your picture will appear on screen, because your camera is now activated. The name of person you are calling appears at top. If you have an image associated with that contact, their picture will appear in a small circle next to their name. **Icons** (pictures) on bottom of the phone screen are explained on page 6.

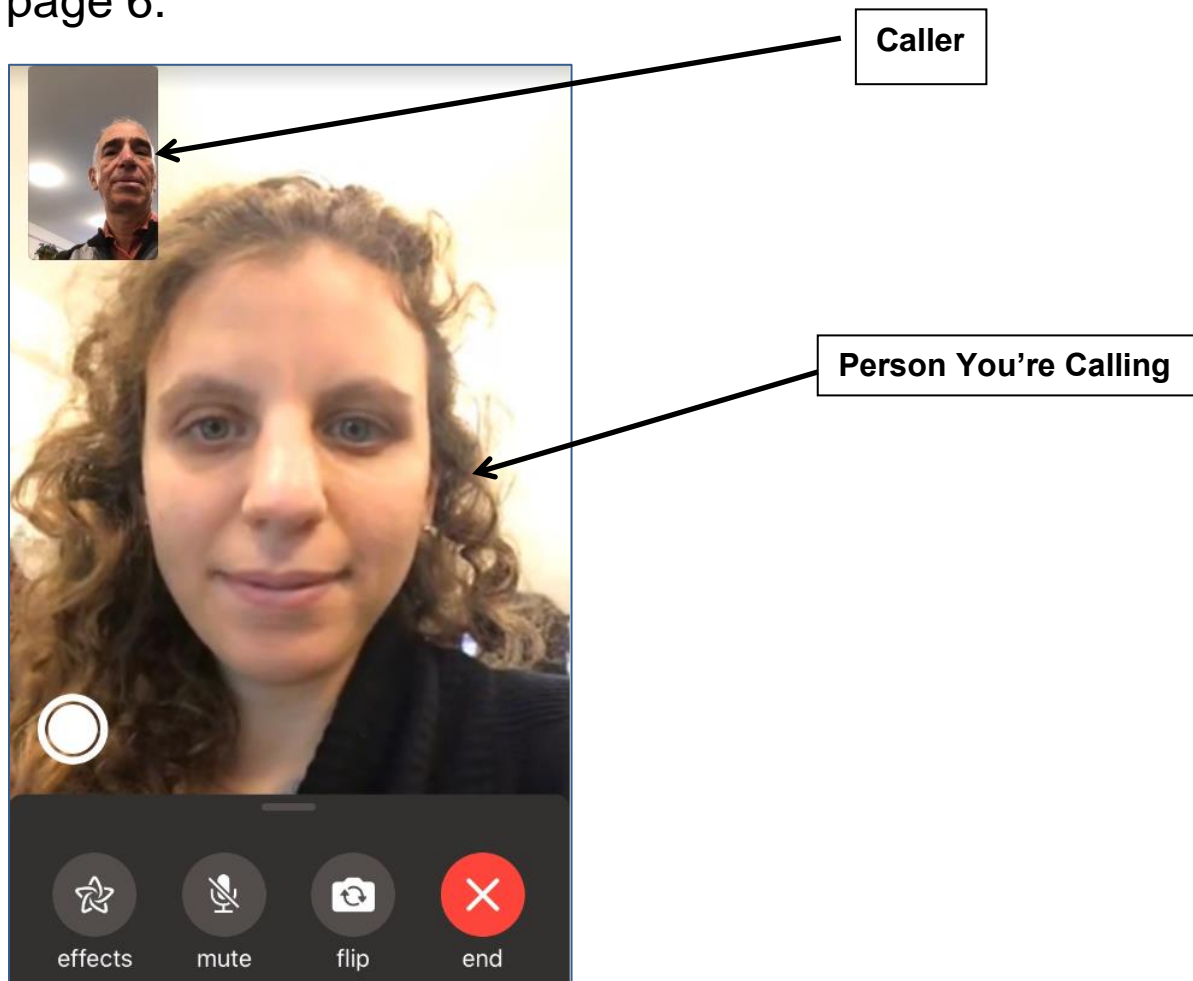




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FaceTime by Hand From Contacts List (continued)

Step 6. When person answers the call, their larger picture appears on screen and conversation can begin. **Icons** (pictures) on bottom of the phone screen are explained on page 6.





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FaceTime by Hand From Contacts List (continued)

Step 7. Make sure that the volume is at the level that works for you during the call. You can adjust loudness by adjusting the volume dials on the left side of the phone.

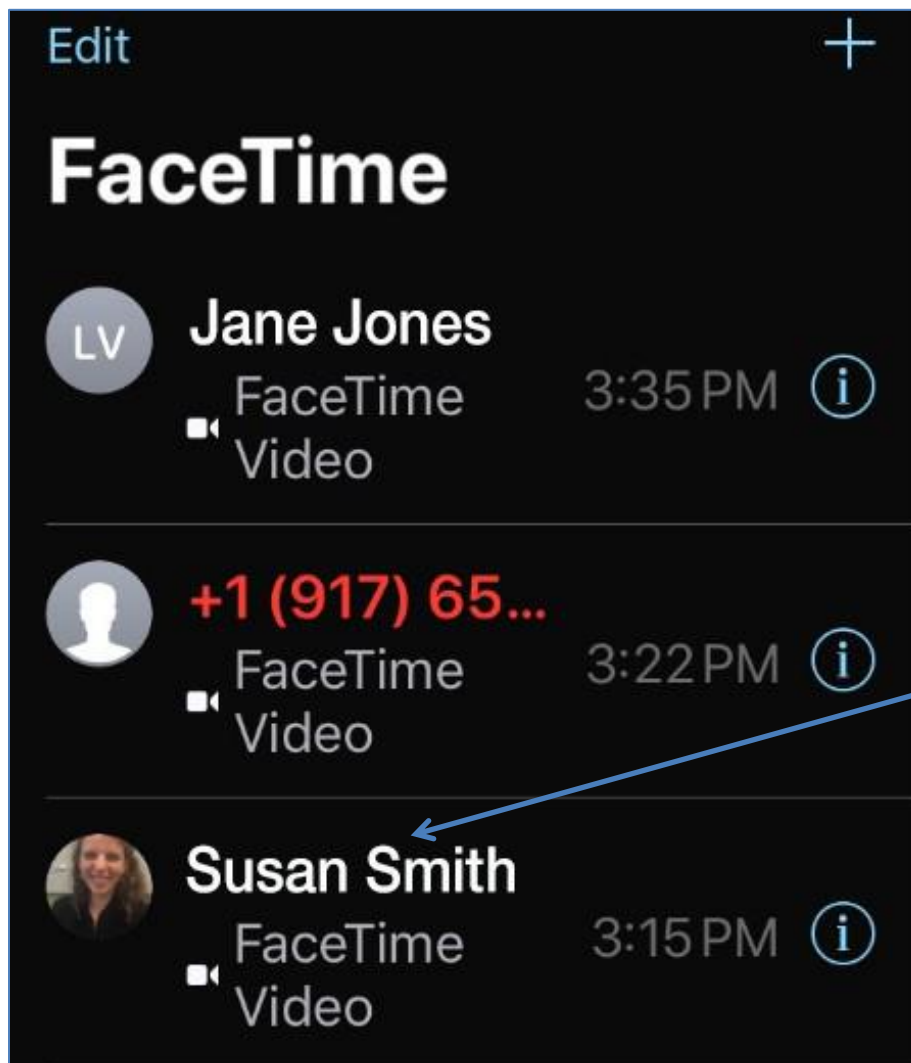




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FaceTime by Hand From Recents

Step 1. After opening FaceTime app, you will see a list of recent FaceTime calls. **Click** (tap) on a contact name to call them again. Below, *Susan Smith* is selected. If a number appears in red, you missed that call.

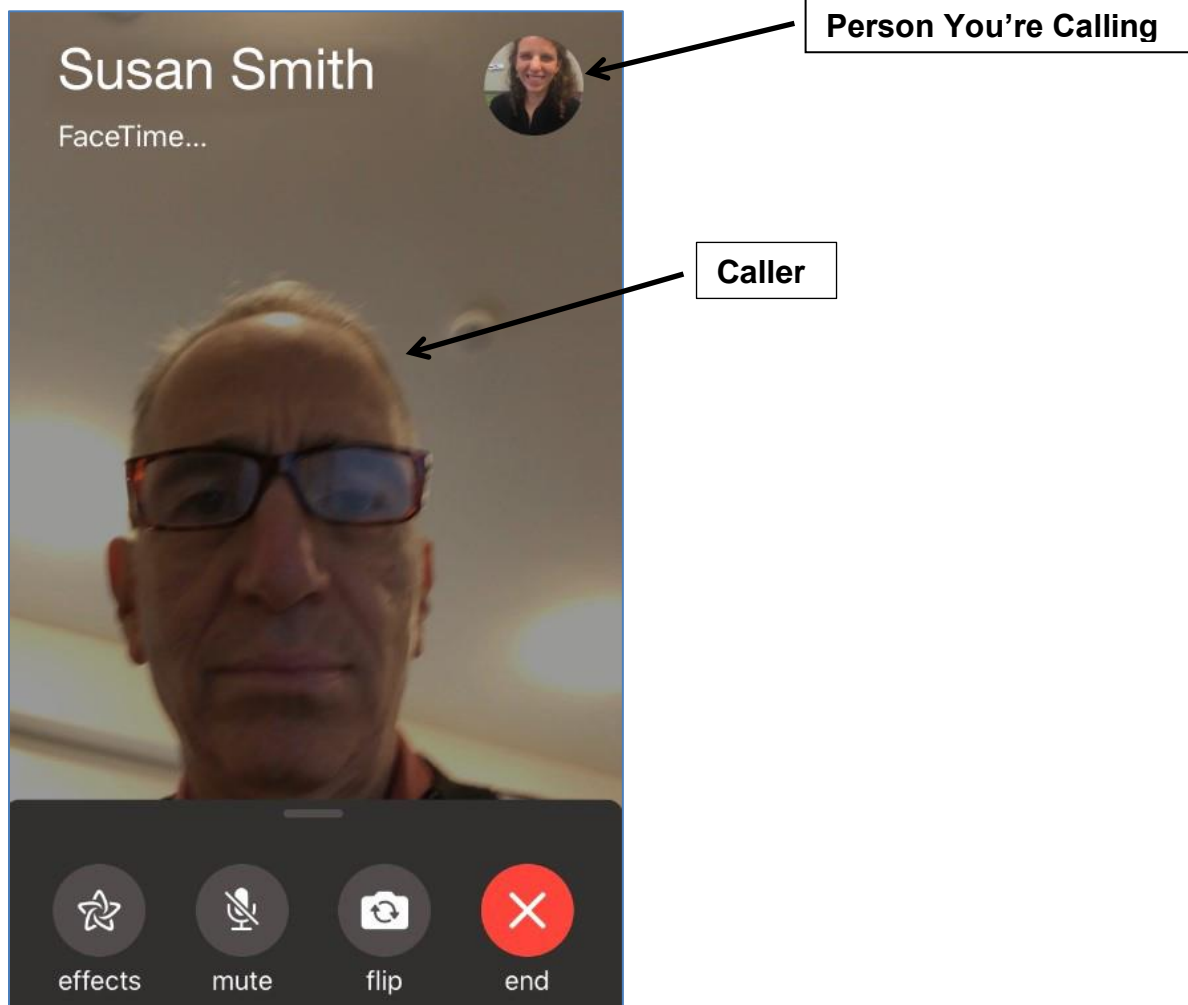




Connect Through Tech

FaceTime by Hand From Recents (continued)

Step 2. While call is being connected, your picture will appear on screen. The name of person you are calling appears at top. If you have an image associated with that contact, it will appear next to their name. **Icons** (pictures) on bottom of the phone screen are explained on page 6.

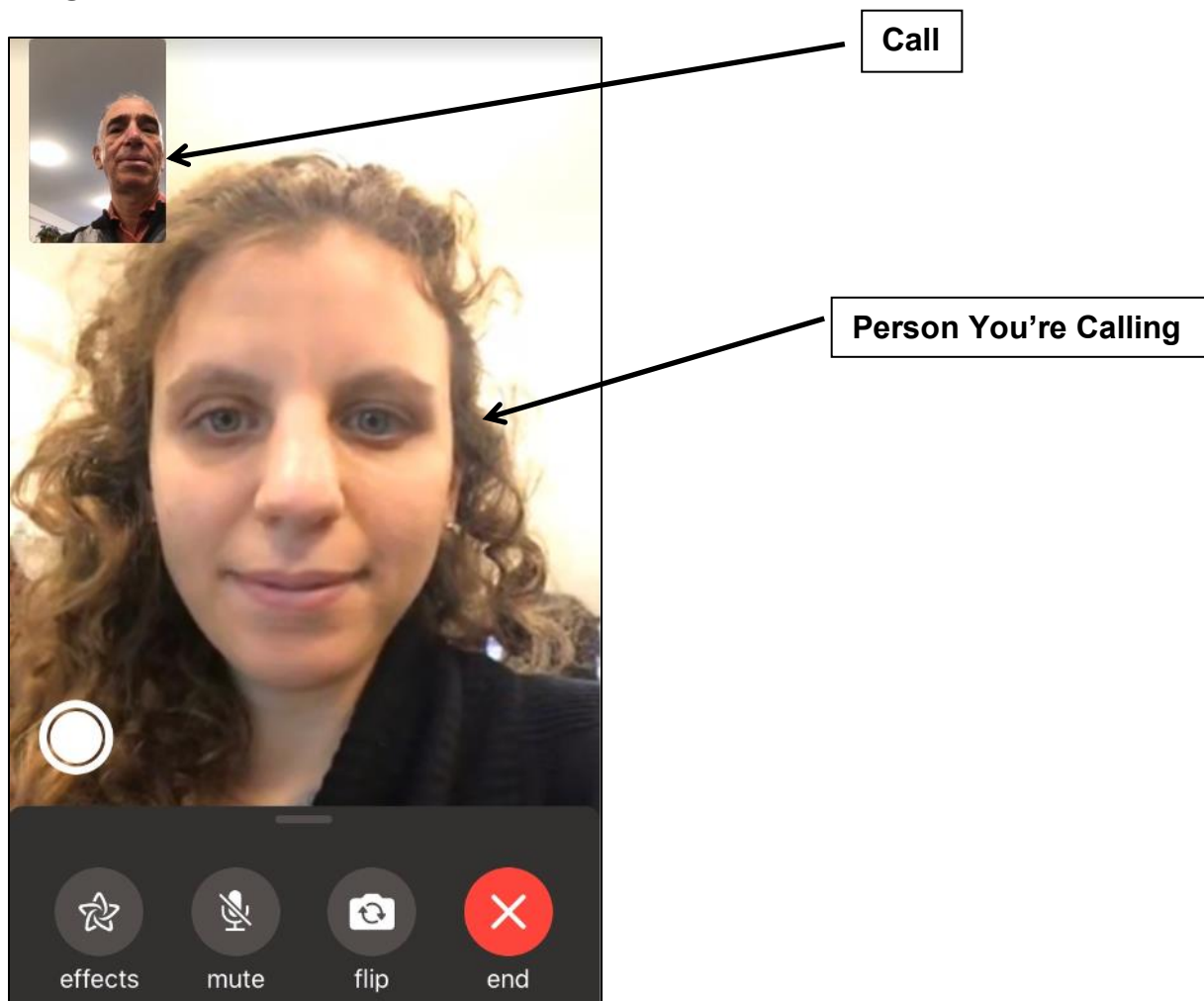




Connect Through Tech

FaceTime by Hand From Recents (continued)

Step 3. When person answers the call, their larger picture appears on screen and conversation can begin. **Icons** (pictures) on bottom of the phone screen are explained on page 6.





Connect Through Tech

FaceTime by Hand From Recents (continued)

Step 4. Make sure that the volume is at the level that works for you during the call. You can adjust loudness by adjusting the volume dials on the left side of the phone.

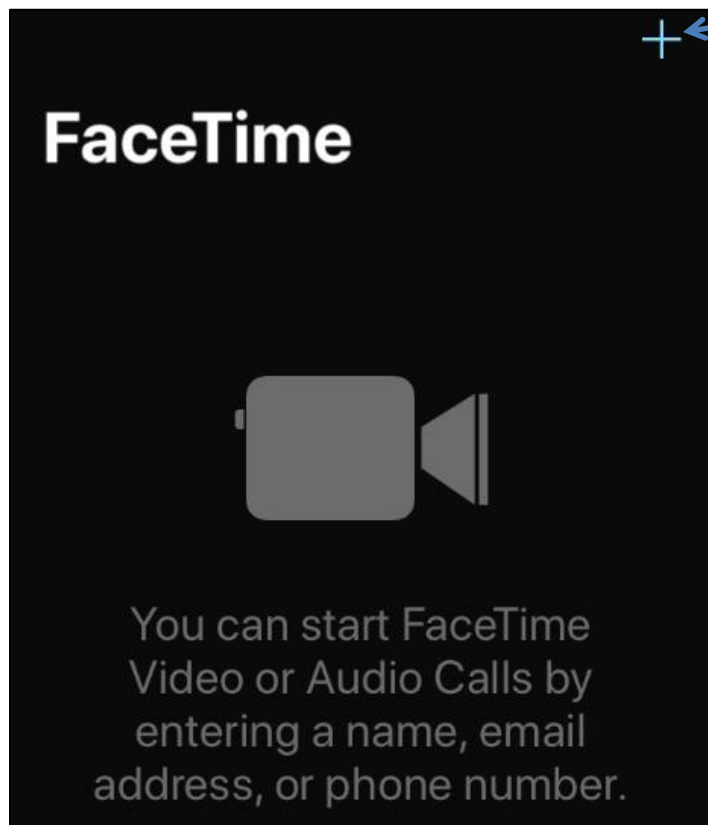




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FaceTime by Hand New Person

Step 1. It is recommended that if you plan to FaceTime with someone more than once, you add them as a contact first (see Contacts Guide). However, if you wish to make a one-time call to someone who you know has an Apple device and is accepting FaceTime calls, **click** (tap) on *Plus Sign* on upper right of screen.

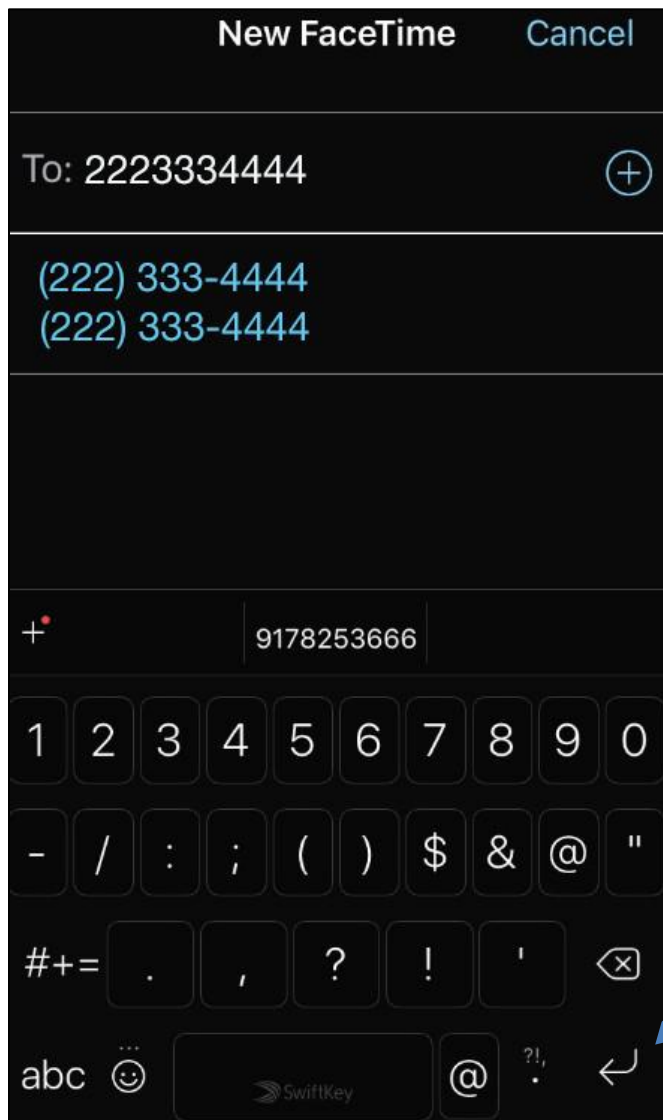




Connect Through Tech

FaceTime by Hand New Person (continued)

Step 2. Enter phone number shown below for person you wish to FaceTime, then **click** (tap) *enter* key in lower right of keyboard.

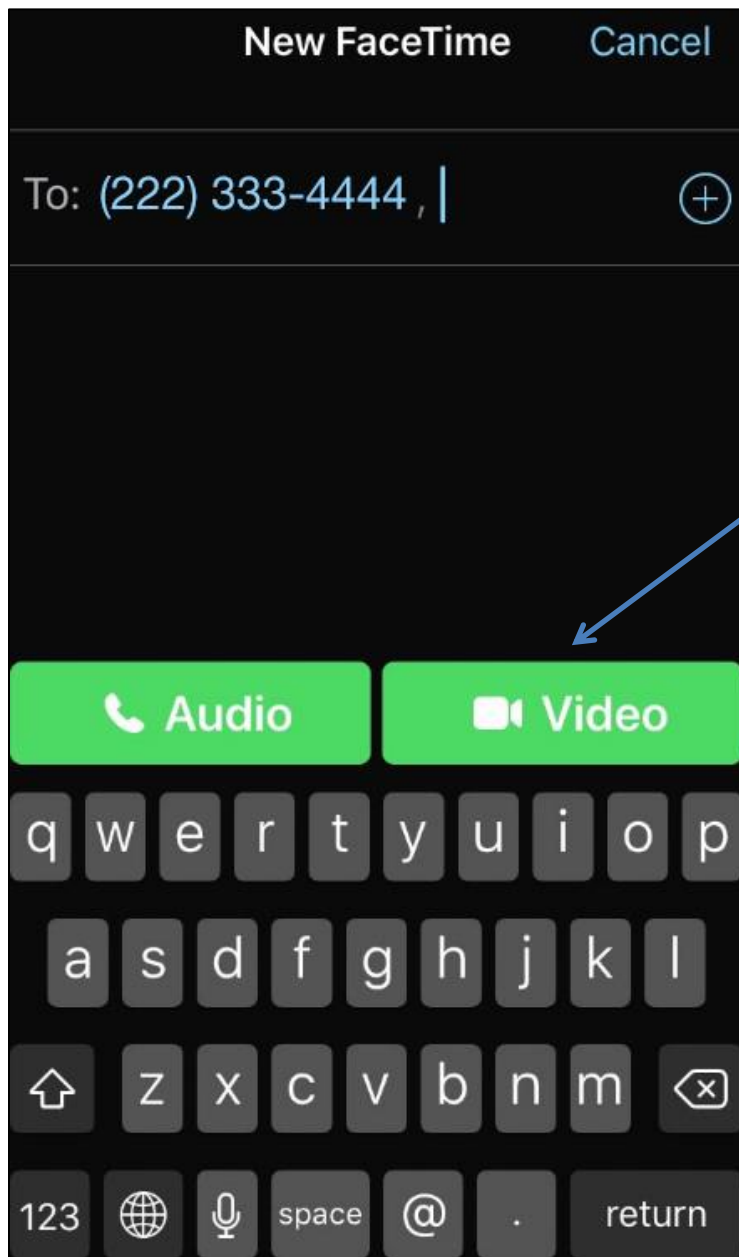




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FaceTime by Hand New Person (continued)

Step 3. **Click** (tap) *Video* to begin call.





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Group FaceTime

FaceTime also includes Group FaceTime, which allows you to have a video call with up to 32 persons. *NOTE - Group FaceTime is only available for IOS version 12.1.4 or later on iPhones 6s or later.* Security issues with Group FaceTime have been reported with earlier versions of the iPhone's software.

Step 1. **Open** (start) the FaceTime app.

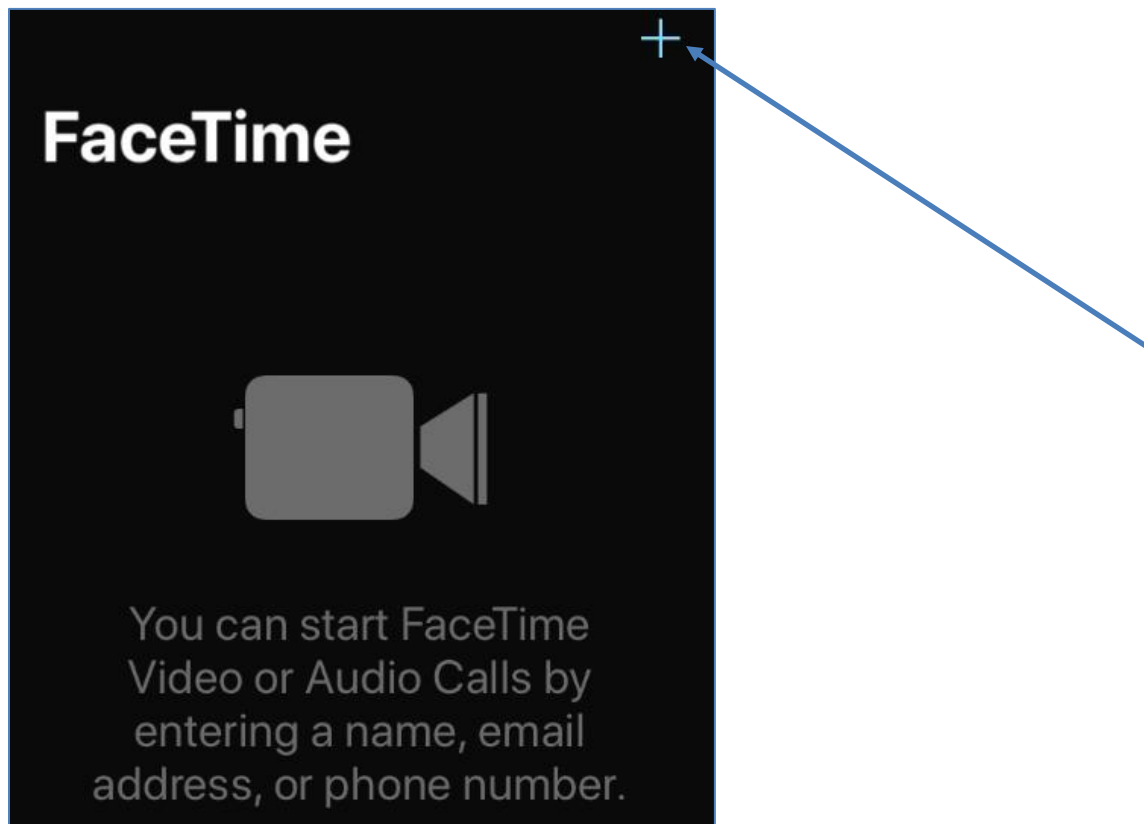
| | |
|--|---|
| | <p>NOTE:</p> <p>This icon (picture) may be in a different location on your screen. If icon (picture) is the same, it doesn't matter where it appears.</p> |
|--|---|



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Group FaceTime (continued)

Step 2. **Click** (tap) on *Plus Sign* on upper right of screen.

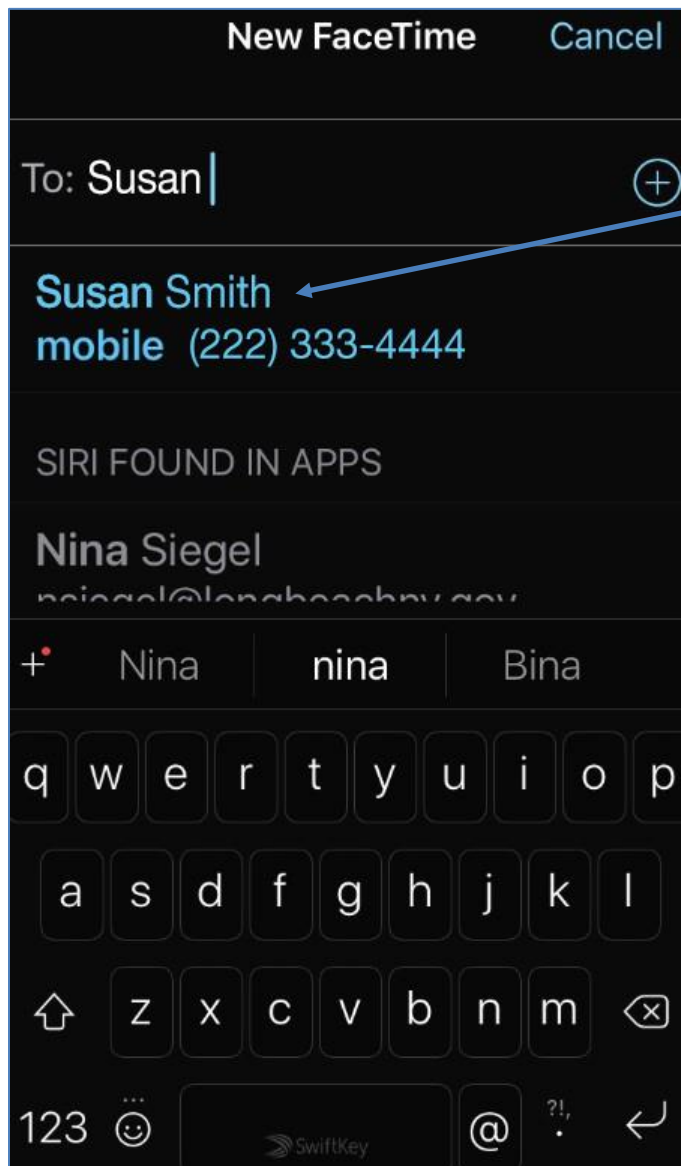




Connect Through Tech

Group FaceTime (continued)

Step 3. Start typing name of first person to call. Matched names from your contacts will appear. **Click** (tap) on person's name.

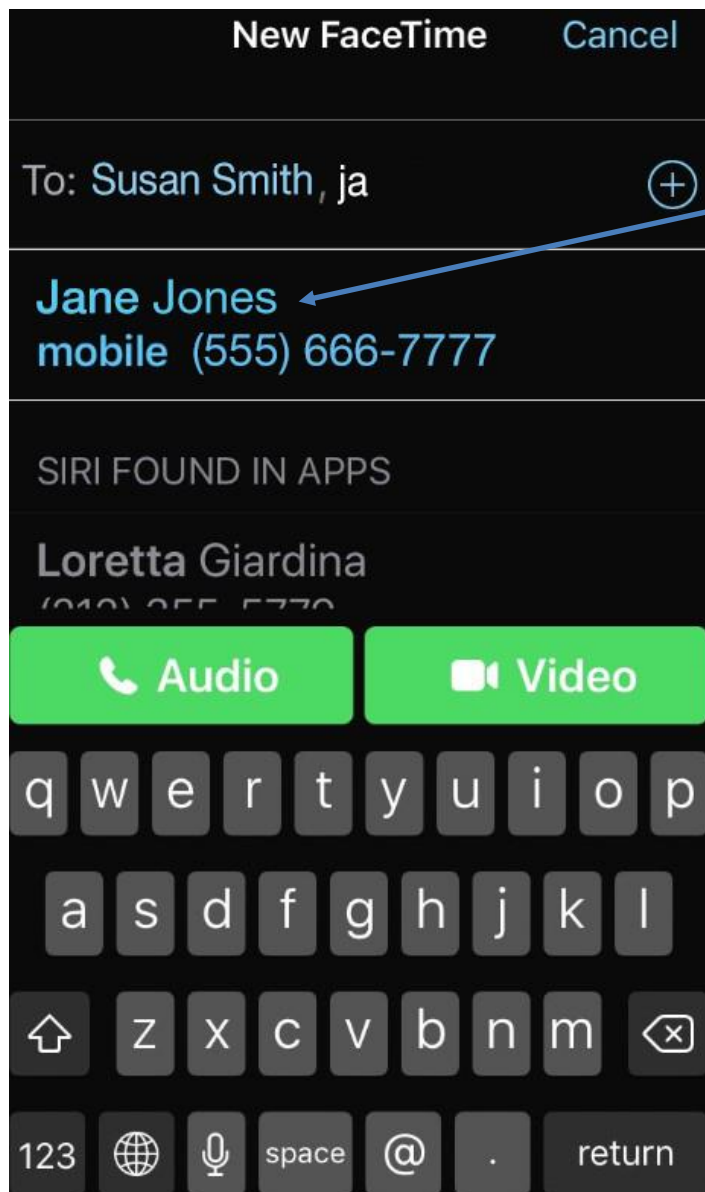




Connect Through Tech

Group FaceTime (continued)

Step 4. Start typing name of additional person to call
Matched names from your contacts will appear. **Click** (tap)
on person's name.

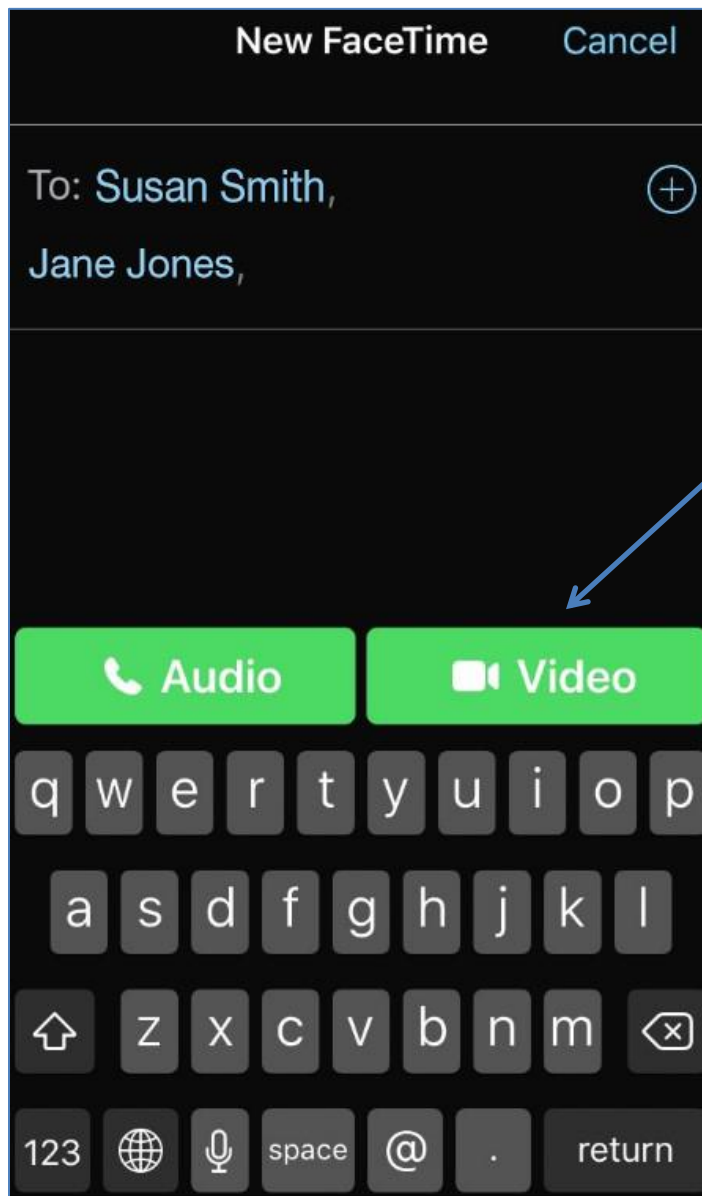




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Group FaceTime (continued)

Step 5. If desired, **click** (tap) *Plus Sign* to add more contacts, then repeat step 3. Then **click** (tap) *Video* to begin FaceTime call with all contacts.

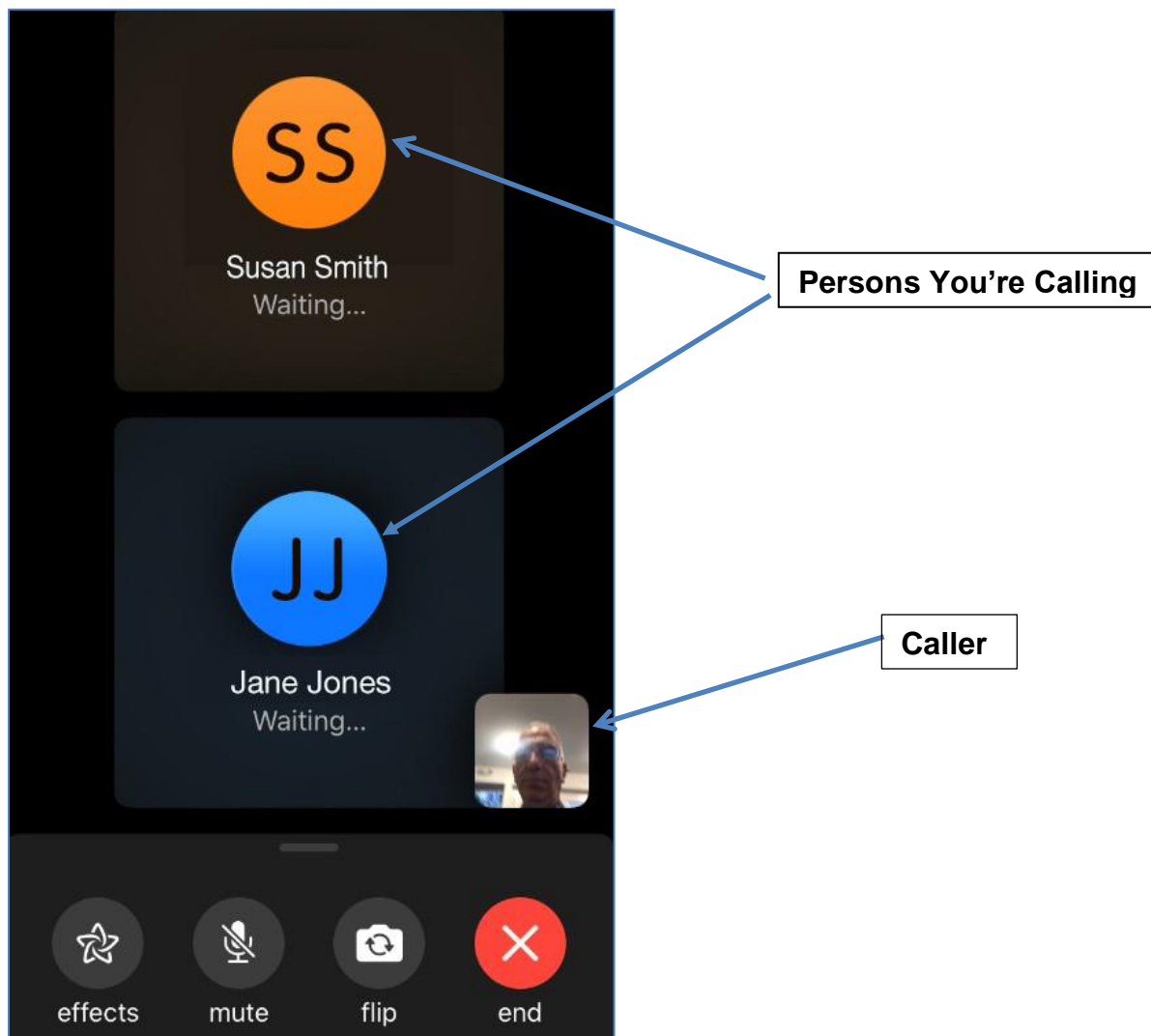




Connect Through Tech

Group Face Time (continued)

Step 6. While call is being connected, your picture or name will appear on screen. The names of persons you are calling appear on screen, with a picture if you have an image associated with those contacts. **Icons** (pictures) on bottom of the phone screen are explained on page 6.

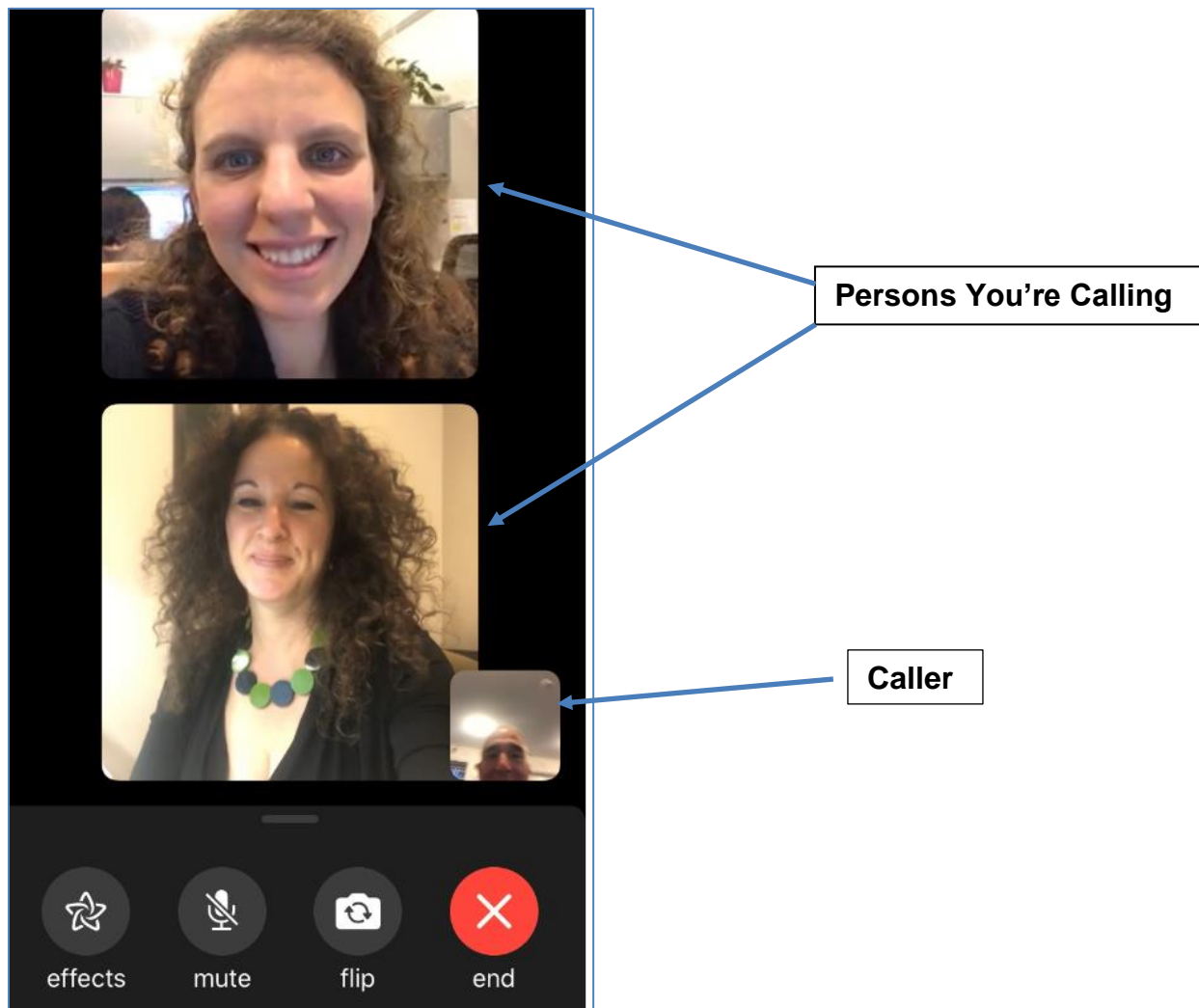




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Group FaceTime (continued)

Step 7. When each person answers call, they will appear on screen and conversation can begin. **Icons** (pictures) on bottom of the phone screen are explained on page 6.





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Switching to FaceTime While on Phone Call

Step 1. While on phone call, **click** (tap) on FaceTime **icon** (picture) to switch to video call.

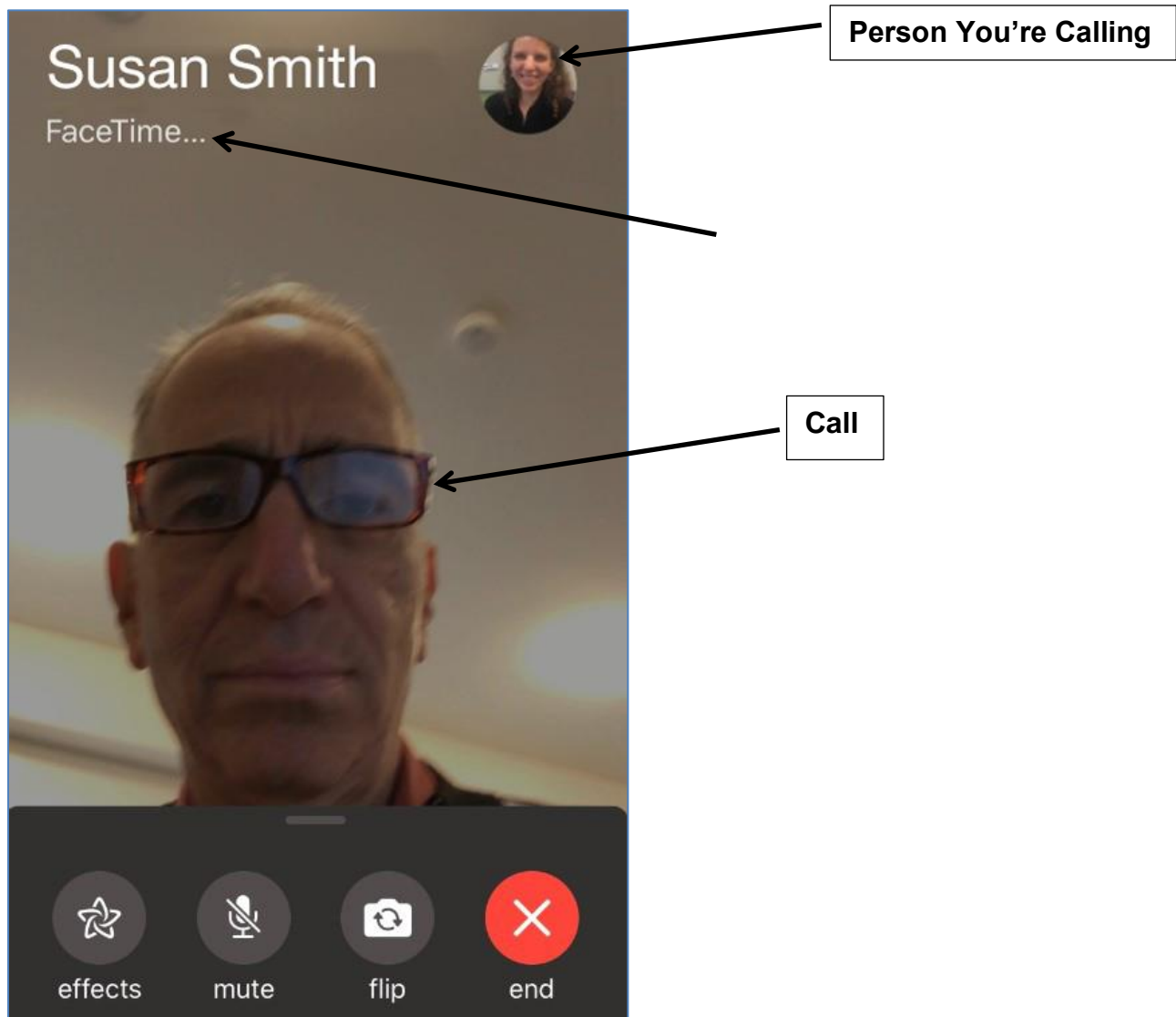




Connect Through Tech

Switching to FaceTime While on Phone Call (continued)

Step 2. While waiting for the other person to accept your switch to a FaceTime call, you will see the word *FaceTime* with three periods.

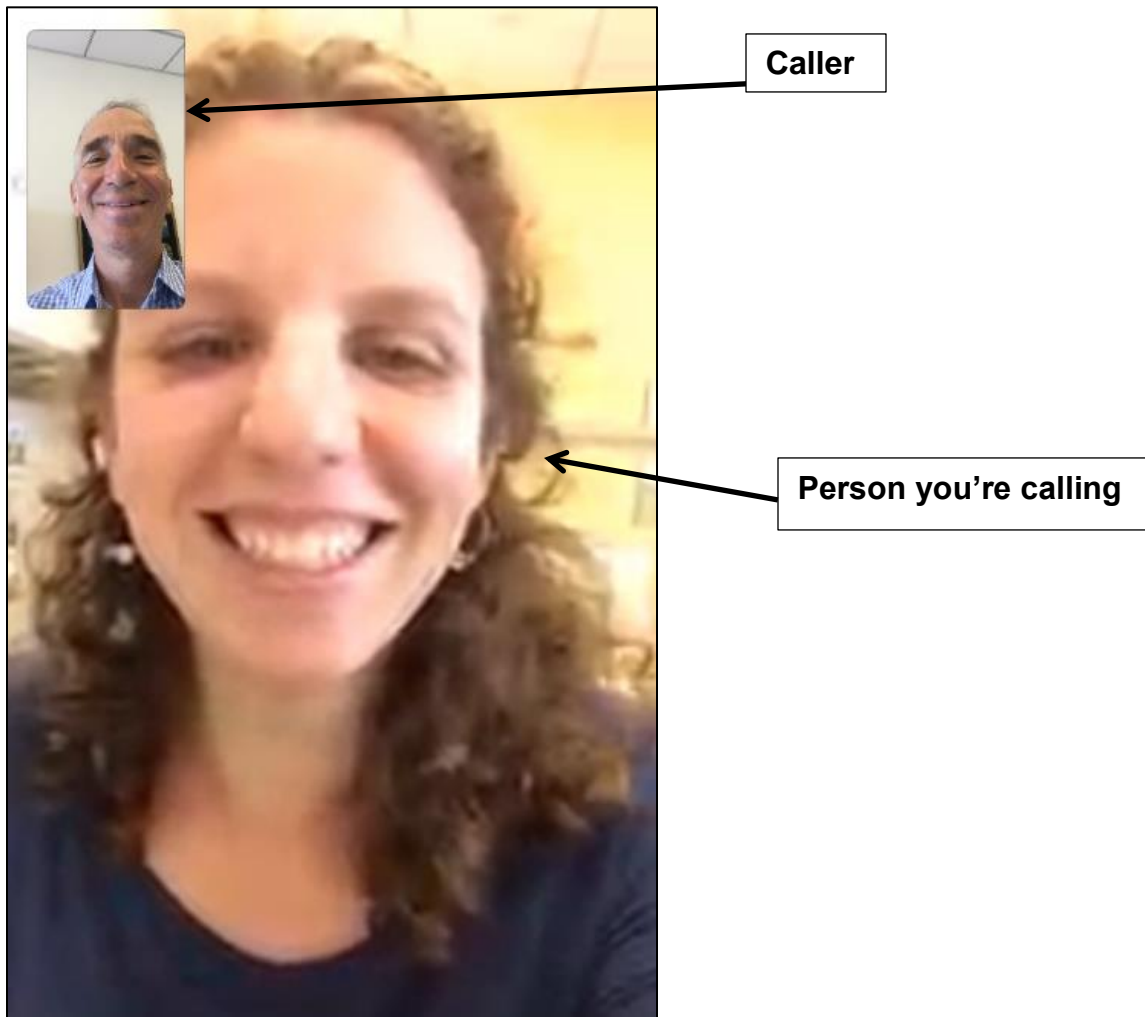




Connect Through Tech

Switching to FaceTime While on Phone Call (continued)

Step 3. When other person accepts call, their larger picture will appear on screen and conversation can begin. Enjoy your FaceTime call!





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Flipping Camera While Using FaceTime

Sometimes you may want to show the person you are calling something other than yourself, like the place you are visiting, other people at your location, items you have purchased or an event you are attending.

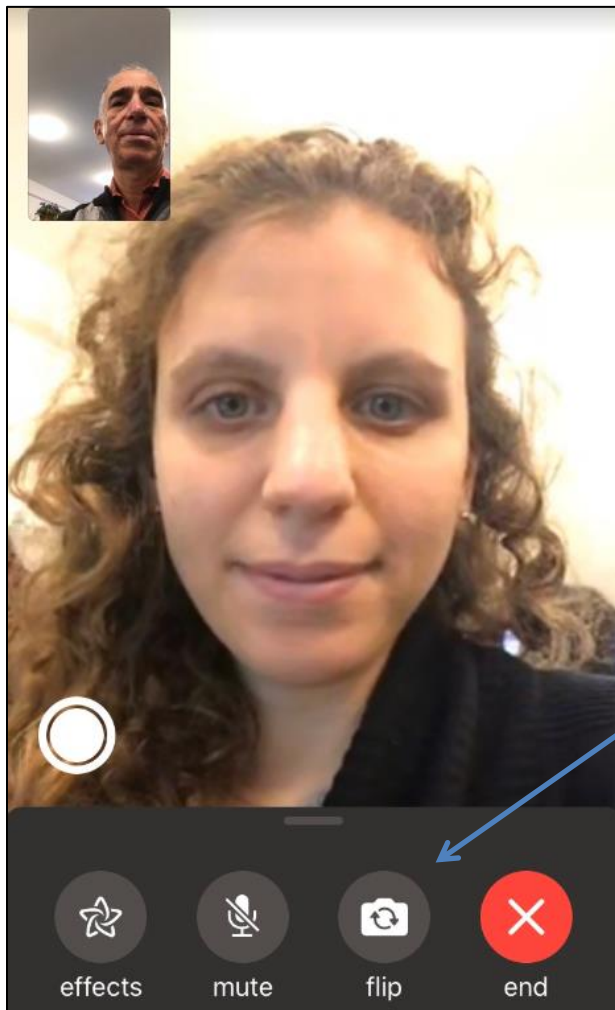
During a FaceTime call, you can choose to flip your camera in opposite directions – facing towards you or away from you. On FaceTime the camera by default faces the caller, so the caller and objects behind the caller are on the screen. When you flip the camera, it faces the other direction, showing what is seen behind the phone, i.e. what the caller is looking towards rather than what is behind the caller. This concept will become clearer when you practice using this feature.



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Flipping Camera While Using FaceTime (continued)

Step 1. While on a FaceTime call, tap screen to display screen icons, then **click** (tap) on *Flip*.

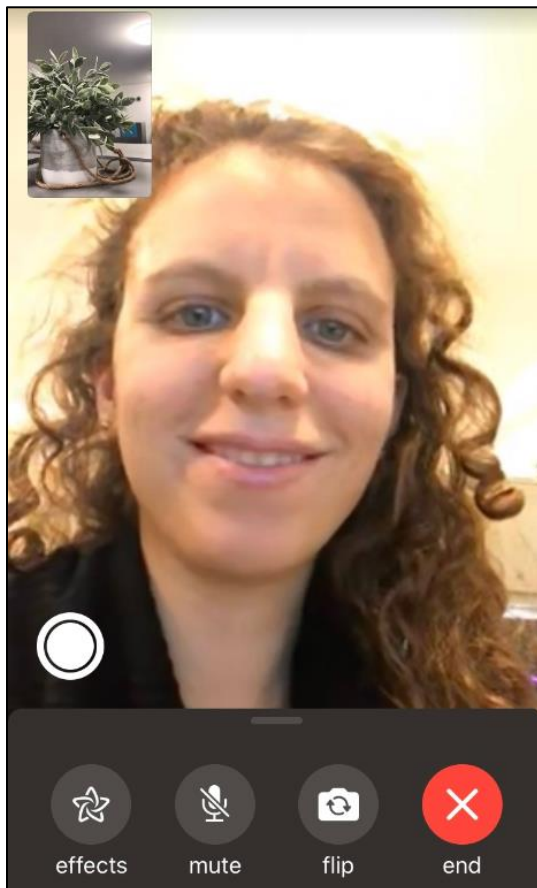




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Flipping Camera While Using FaceTime (continued)

Step 2. Point phone to display what you would like other person to see, like a plant. Screen below shows what you will see on your phone, with the person you are calling remaining a large image. The small image of you in the corner is replaced with what camera is now focused on.

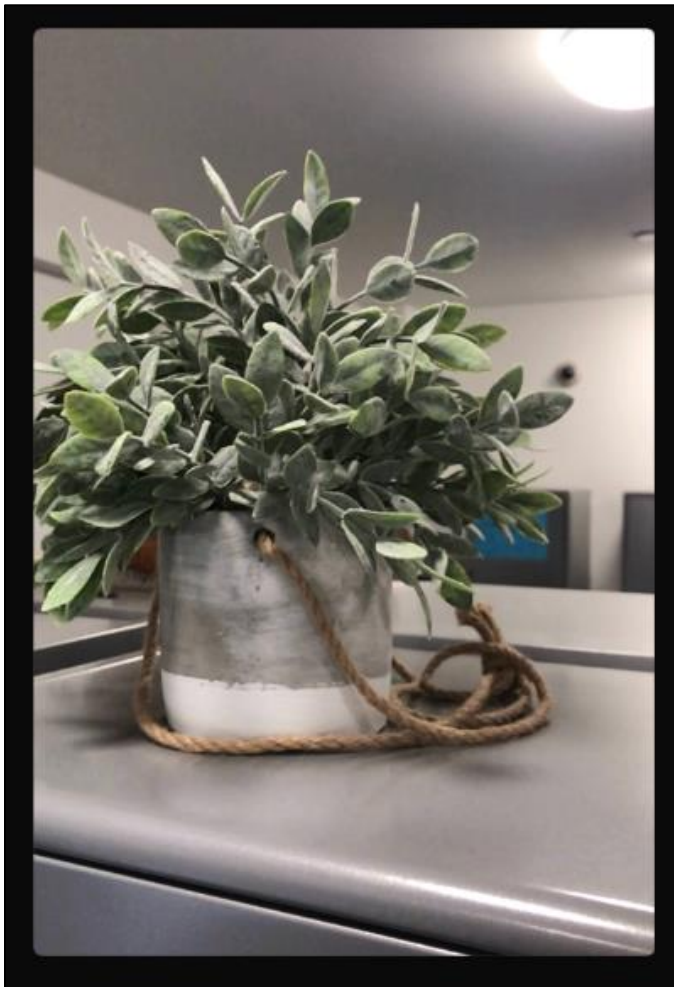




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Flipping Camera While Using FaceTime (continued)

To get a larger picture on your screen of what you are showing on the caller, **double click** (tap twice quickly) on small window image. Now your view is the same size as what your caller sees. When ready to return to previous view, **double click** (tap twice quickly) on picture.





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Flipping Camera While Using FaceTime (continued)

Step 3. **Click** (tap) on Flip to return to self-image (shown on right).

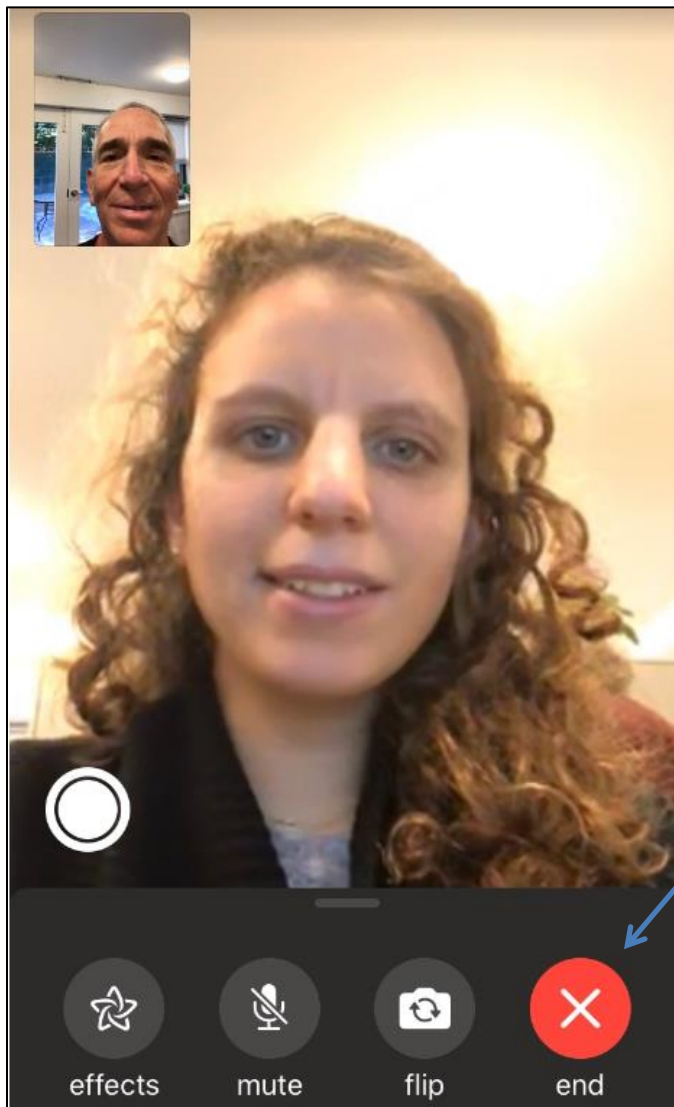




Connect Through Tech

Flipping Camera While Using FaceTime (continued)

Step 4. To end your FaceTime call, **click** (tap) *End*.





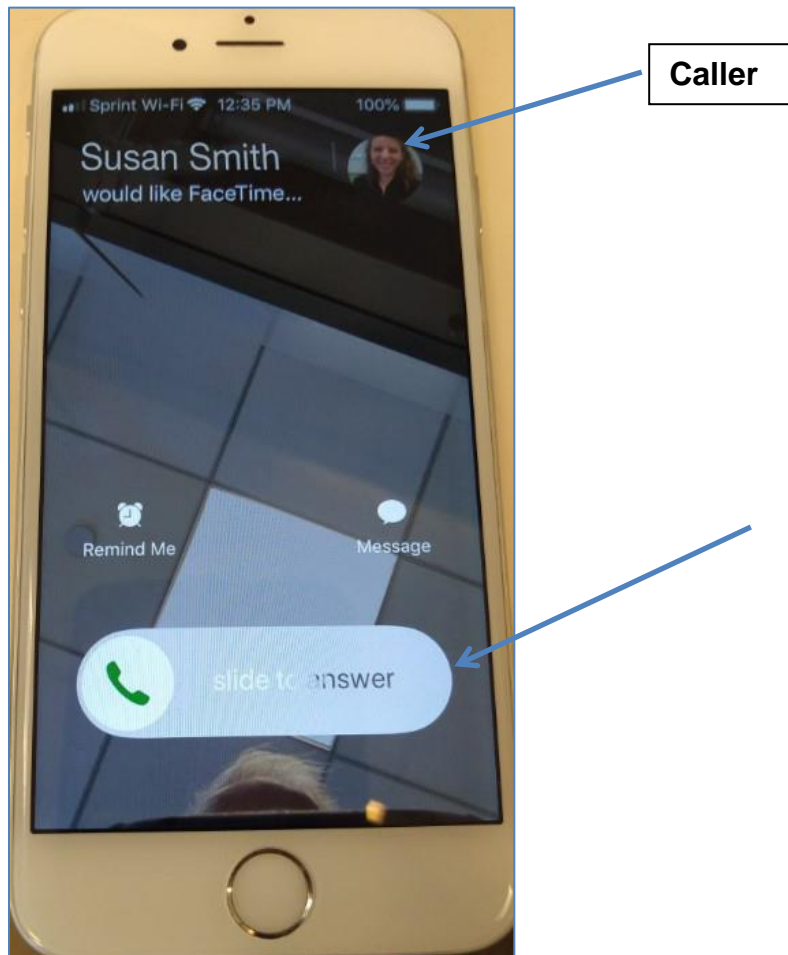
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Accepting a FaceTime Call

Step 1. When a person attempts to contact you by FaceTime, your phone will open your camera, while phone is ringing. You can see your image, but the caller cannot see you until you answer.

To answer a FaceTime call:

LOCKED PHONE: slide finger across *Slide to Answer* bar.



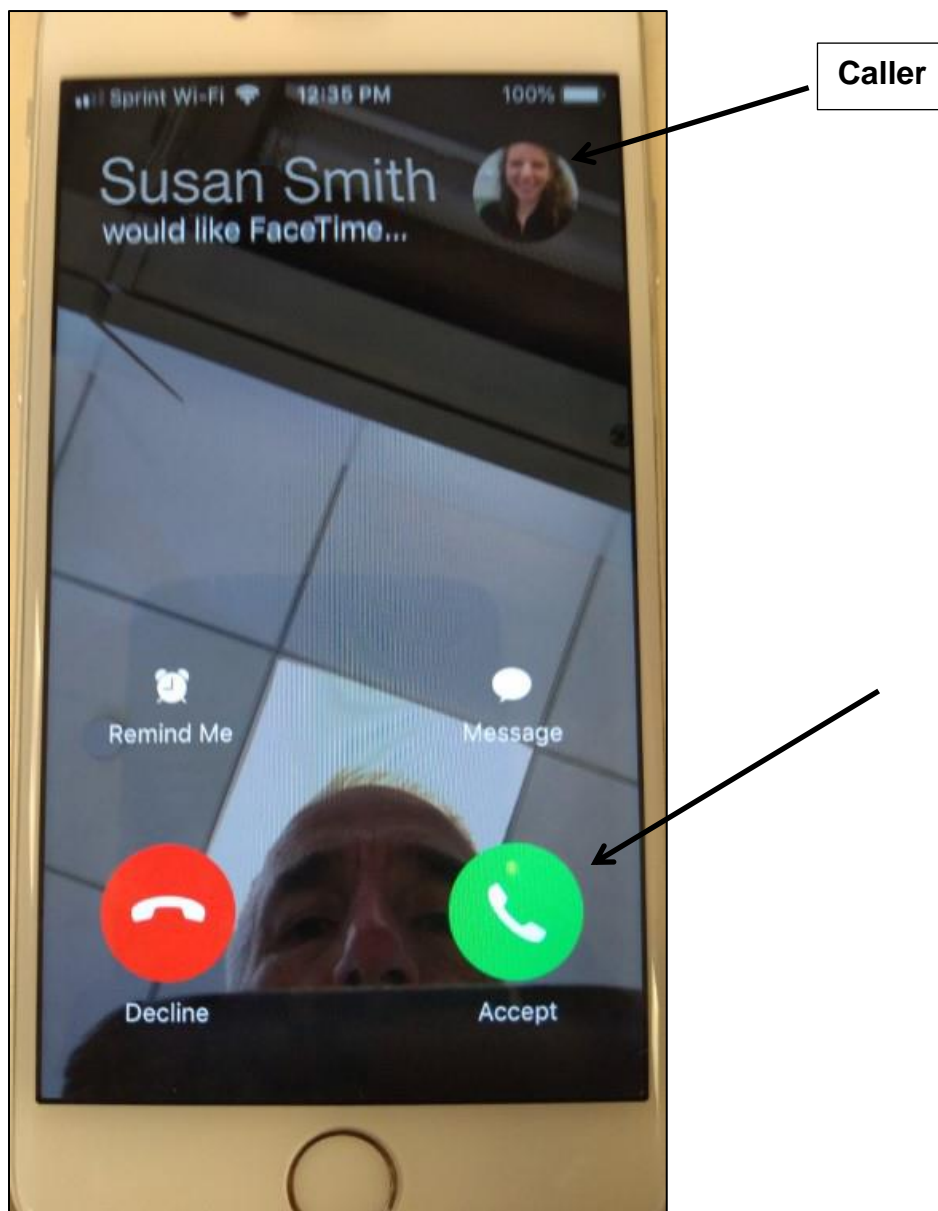


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Accepting a FaceTime Call (continued)

OR

UNLOCKED PHONE: **click** (tap) on *Accept*.





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Accepting a FaceTime Call (continued)

Step 2. After you answer call, other caller's larger picture appears, and conversation begins. **Click** (tap) screen to view screen icons on bottom (explained on page 6).





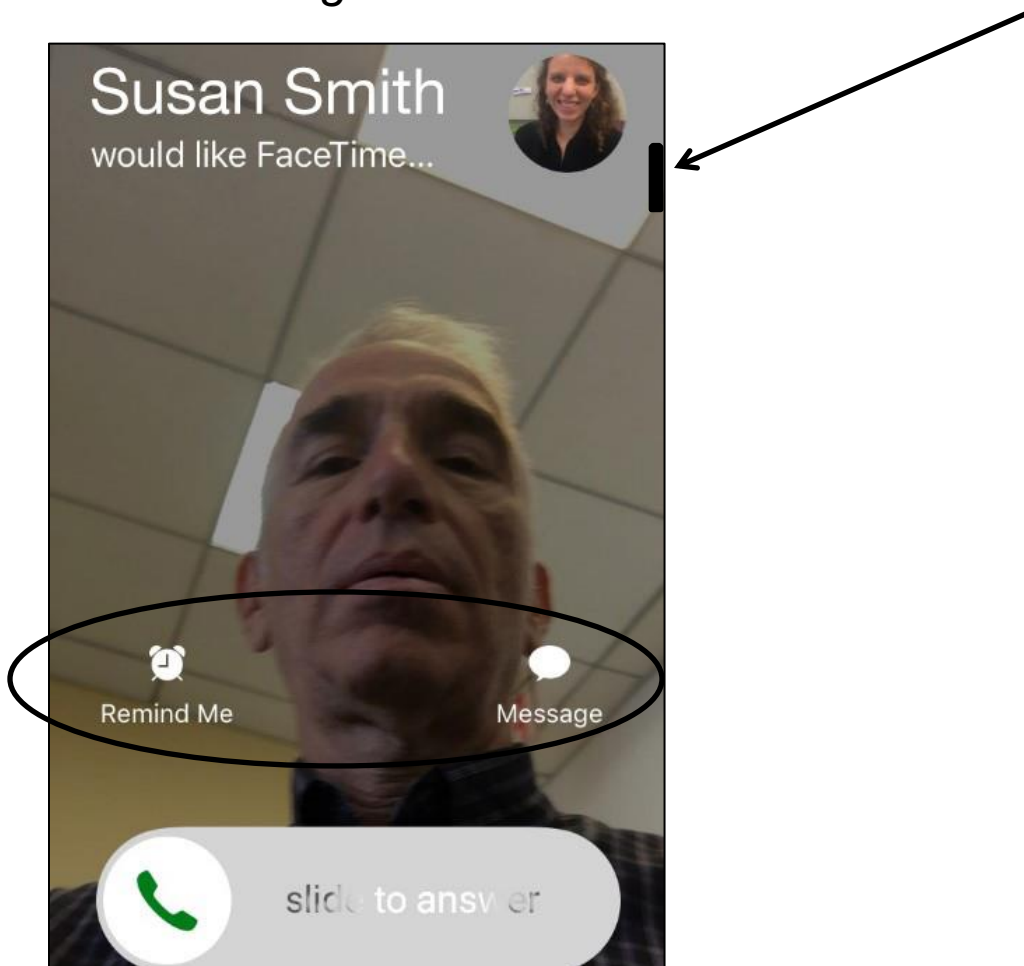
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Declining a FaceTime Call

Step 1. To decline a call, select one option from below:

LOCKED PHONE: **click** (tap) on:

- a. Button on right side of phone twice to decline call
- b. *Remind Me* to decline call AND get a reminder to call later
- c. *Message* to decline call AND send a text to caller





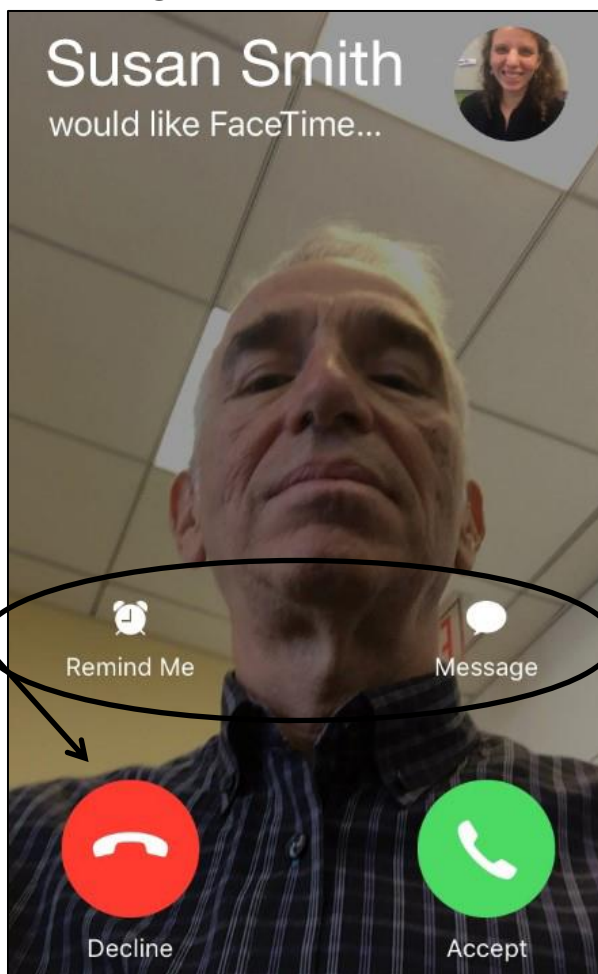
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Declining a FaceTime Call (continued)

OR

UNLOCKED PHONE: **click** (tap) on:

- a. *Decline* to immediately decline call
- b. *Remind Me* to decline call AND get a reminder to call later
- c. *Message* to decline call AND send a text to caller

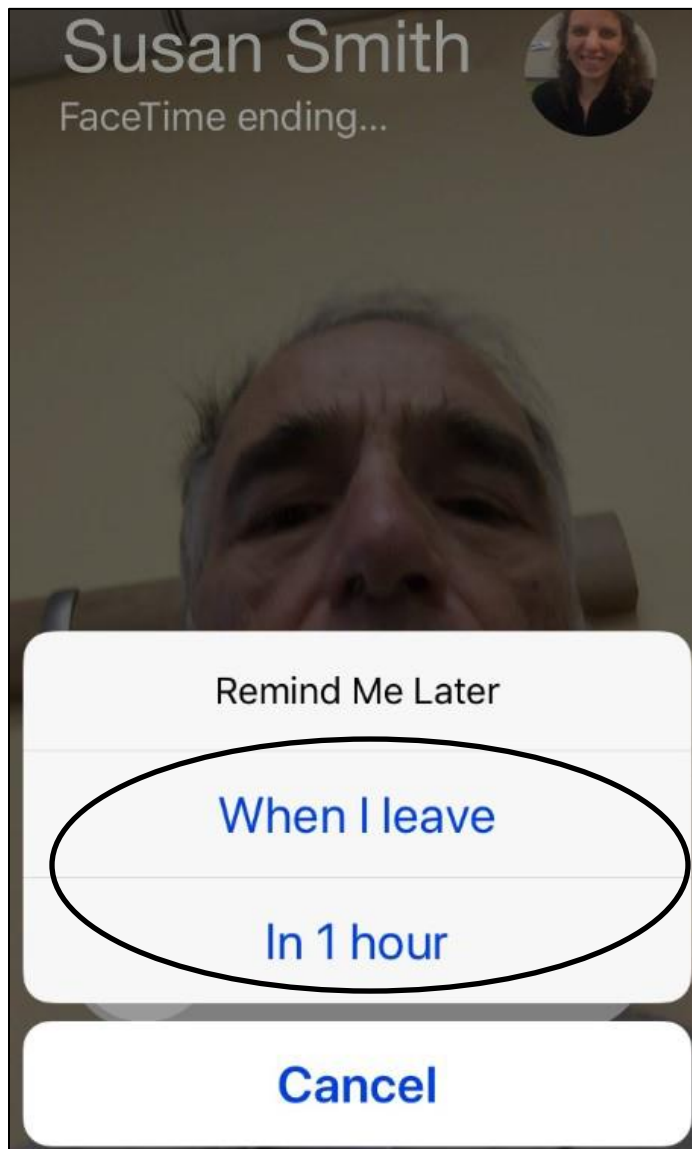




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Declining a FaceTime Call (continued)

Step 2a. If you picked *Remind Me*, you can select to get a reminder when you leave your current location (if you've entered a home address) OR in 1 hour.

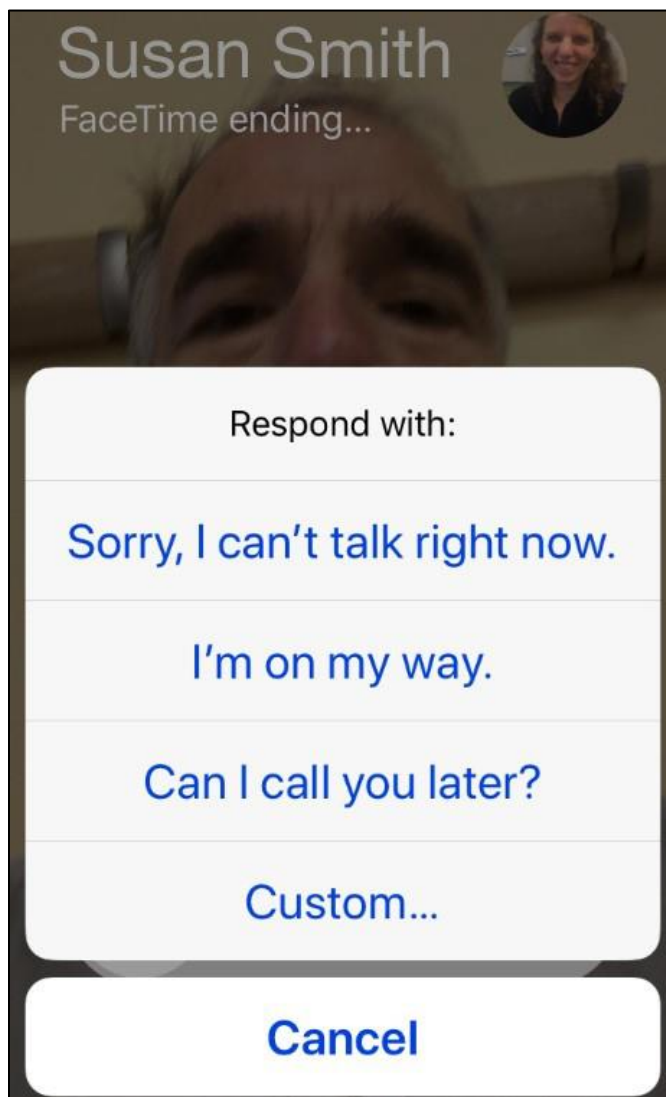




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Declining a FaceTime Call (continued)

Step 2b. If you picked *Message*, you can select a pre-written message to send to the caller (see below) **OR**

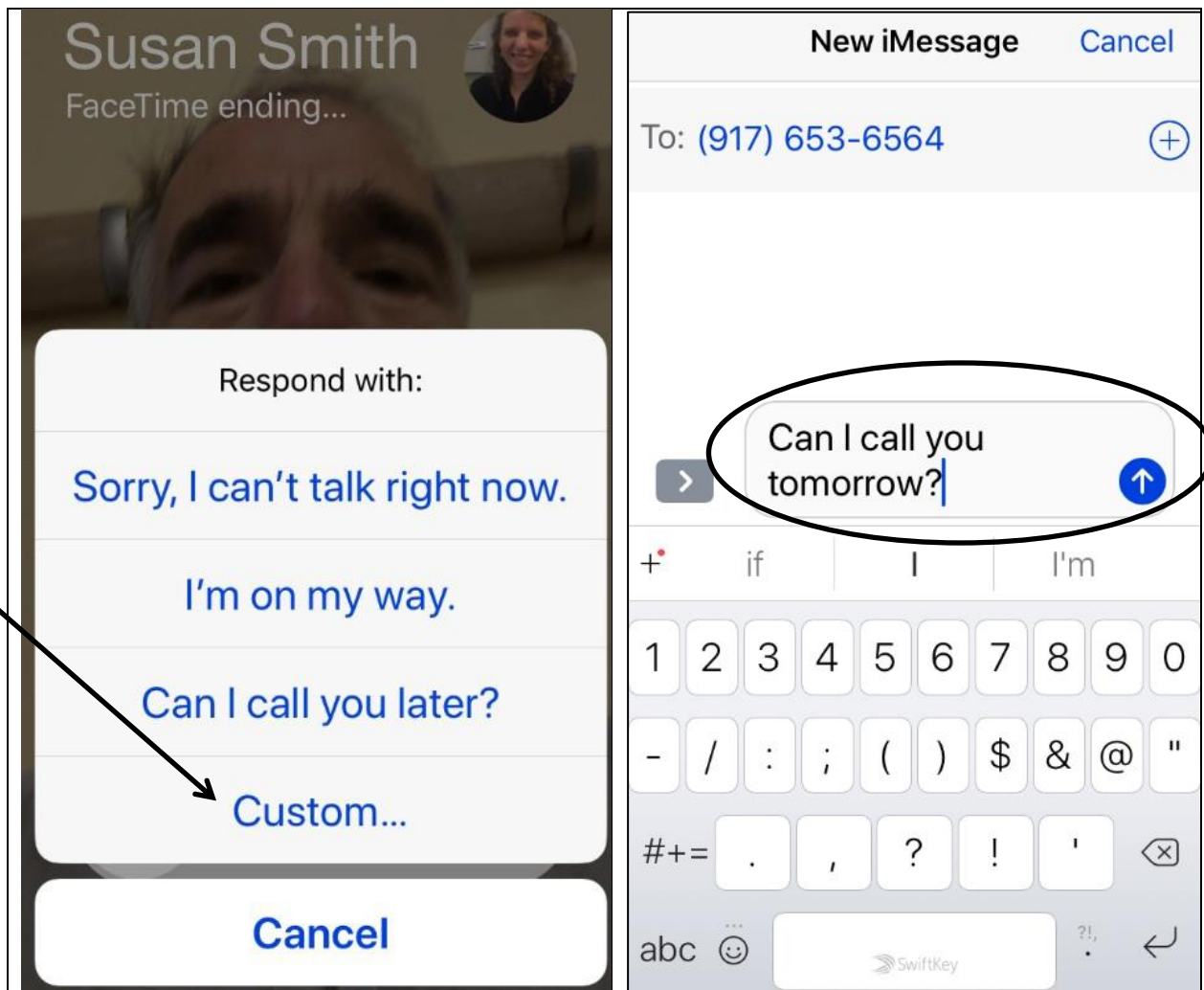




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Declining a FaceTime Call (continued)

Step 2c. **Click** (tap) *Custom* to write your own message (shown on left). A screen will open (shown on right) where you can type your message. Then **click** (tap) blue arrow to send. Custom messages are not saved for future use.





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DOROT hopes that you have found this guide useful and that it has made technology easily more accessible.

We would love to hear from you. Please share your comments through technologyhelp@dorotusa.org