Connect Through Tech

Tech Coaching
Quick Start Guide

Using a Smartphone to Communicate with Family, Friends and Others

WhatsApp
iPhone
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## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits</td>
<td>3</td>
</tr>
<tr>
<td>Prerequisites</td>
<td>5</td>
</tr>
<tr>
<td>Introduction</td>
<td>6</td>
</tr>
<tr>
<td>First Time Running WhatsApp</td>
<td>7</td>
</tr>
<tr>
<td><strong>Calls</strong></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>17</td>
</tr>
<tr>
<td>Switching from Phone to Video</td>
<td>23</td>
</tr>
<tr>
<td>Video</td>
<td>27</td>
</tr>
<tr>
<td>Flipping Camera</td>
<td>34</td>
</tr>
<tr>
<td><strong>Chats (Texts)</strong></td>
<td></td>
</tr>
<tr>
<td>Individual</td>
<td>39</td>
</tr>
<tr>
<td>Group</td>
<td>44</td>
</tr>
<tr>
<td>Camera</td>
<td>50</td>
</tr>
<tr>
<td><strong>Status Messages</strong></td>
<td></td>
</tr>
<tr>
<td>Setting Your Status - Text</td>
<td>57</td>
</tr>
<tr>
<td>Setting Your Status - Text and Photo</td>
<td>63</td>
</tr>
</tbody>
</table>
Benefits

WhatsApp is a multipurpose tool that lets you easily connect to family, friends and others all around the world. You can make calls, text, video chat, send pictures and so much more!

If you are new to video chat, you will be amazed at how much more connected you feel than on a regular phone call. With video chat on your mobile phone, you can see more than one another’s faces. People use video chat 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 on the other side of the world. People using video chat can show each other places they are visiting or live, introduce new family members, show off the special craft they just made and so much more. The possibilities are endless.

There are several reasons WhatsApp is so popular. One is it doesn’t use your voice minutes or text plan and when you use Wi-Fi, it also won’t use any of your data. That means calling, texting and video chats are free! Another benefit is that anyone can use it. Unlike FaceTime, where
Connect Through Tech

Benefits (continued)

both the caller and the recipient must have an Apple device, WhatsApp is available to users with many kinds of devices from many different brands. Third, it is used all over the world so you can connect with whoever you want no matter where they are.

With your DOROT user guide, you have everything you need to begin!
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Prerequisites

- iPhone smartphone with IOS 9 or later
- Wi-Fi coverage
- Apple ID
- At least 2-3 persons in contacts to communicate with who have WhatsApp installed on their device and have a WhatsApp account.
Introduction

WhatsApp, owned by Facebook, is used by more than 1 billion people in more than 180 countries. An app, short for application, is a software program that allows you to perform a specific task or set of tasks. In addition to its ability to connect people internationally and often for free, WhatsApp is so popular because it combines all the tasks that are generally covered by individual apps for texting, calling, video chatting and sharing pictures and documents. This guide will show you how.
First Time Running WhatsApp

Step 1. **Open** (start) *WhatsApp*. If WhatsApp is not yet installed, see Guide on *Select, Download and Install Apps*.

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.
First Time Running WhatsApp

Step 2. You must agree to be able to set up your account. “Terms and Conditions of Service” are part of every online account setup and can be a lengthy and technical read. It is an individual choice to read thoroughly or simply agree. **Click (tap) Agree & Continue** to accept Terms of Service.
Step 3. Notifications let you know you have received calls, texts or status alerts. Notifications include:

- alerts/banners – visual messages
- sounds – audible alerts
- icon badges – image or numbers that are added to the app icon on your phone screen

To receive notifications, click (tap) Allow. If you prefer to check the app manually for calls, texts, and status updates, click (tap) Don’t Allow.
Step 4. Unlike many other applications you may use, WhatsApp uses only your phone number for access – no user name or password is needed. Enter (type) your phone number, then click (tap) Done.
Step 5. Click (tap) Yes to confirm that your phone number is correct. Check your number carefully before doing so. Use Edit to make corrections if needed (Edit will return you to Step 4).
Step 6. To make sure you entered your phone number correctly, WhatsApp will send a text message with a 6-digit code. After opening your texting app to retrieve the code, return to WhatsApp to enter (type) the code number to complete setup of WhatsApp.

![WhatsApp code entry screen]

If you don’t receive a text message within a few minutes, click (tap) Edit number on upper left of screen to confirm that you’ve entered your phone number correctly.
First Time Running WhatsApp (continued)

Step 7. If you have not used WhatsApp or used it with a different phone number, click (tap) Skip Restore (shown on left). If you’ve previously used WhatsApp on this phone or another phone using the same cell phone number, you will be given an option to restore your chat history – a list of previous messages (shown on right).

Demonstrated below is Skip Restore.
First Time Running WhatsApp (continued)

Step 8. **Enter** (type) name (and an optional photo). If you prefer, you can give yourself a nickname for your profile. Anyone contacting you through WhatsApp will only see your name as they have listed it in their contacts.
Step 9. Giving WhatsApp permission to access contacts already on your iPhone will make it easier to communicate through WhatsApp (recommended). If you choose Don’t Allow, when you want to communicate with someone for the first time, you will need to enter (type) their phone number or full name. Click (tap) OK to select this option.
Step 10. You are ready to use WhatsApp!

**Chats**

Tap on 📩 in the top right corner to start a new chat.

You can chat with contacts who have WhatsApp installed on their phone.

**Tell a Friend about WhatsApp**

**Start Messaging**

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Page 16
Calls – Phone

Calls are for audio or video calls. When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, Chat is current function).

Step 1. If not already in Calls, click (tap) on Calls to move there.
Step 2. If this is your first WhatsApp call, **click** (tap) on phone icon on upper right of screen to select a contact to call (shown on left). Then go to Step 3.

If you are calling someone who you’ve previously spoken to with WhatsApp, you can call by **clicking** (tapping) on their name from the list under the word *Calls* to call again (shown on right) and skip to Step 4.

To place a WhatsApp voice or video call, tap ✆ at the top and select a contact.
Connect Through Tech

Calls – Phone (continued)

Step 3. After clicking (tapping) the phone icon, it will display all people in your contact list who use WhatsApp. Click (tap) on the phone icon (picture) next to their name to make your call. If you don’t see a person from your contacts list, that means they don’t have WhatsApp.

NOTE - You may only call people who are in your contact list, not by directly entering a phone number.
Connect Through Tech

Calls – Phone (continued)

Step 4. Their name and phone number will appear at the top of your screen while you wait for the person to answer the call.
Step 5. Enjoy your conversation. Screen icons (pictures) will display for:

- **Speaker** to activate speakerphone
- **Video call** to switch to video call (see page 23)
- **Mute** to silence your microphone
Step 6. **Click** (tap) red button to end call.
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Switching from Phone to Video

Step 1. While on a phone call, **click** (tap) on *video call*.
Step 2. **Click** (tap) on *Switch* (shown on left) to confirm that you wish to add video to your call, then wait for other person to accept your invitation to switch your call to video (shown on right).
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Switching from Phone to Video (continued)

Step 3. Once they have accepted, their image will appear on your screen and your image will appear in a small window in the upper corner of your screen. Enjoy your video call! **Click** (tap) red button when done. Screen icons are explained on next page.
Connect Through Tech

Switching from Phone to Video (continued)

Screen **icons** (pictures) can be used to:

- switch to out facing camera
- turn off your camera
- mute your microphone

If the icons (pictures) disappear, simply **click** (tap) anywhere on screen to restore them.

**NOTE:** It is not possible to switch from a video call to an audio call. What you can do is to turn off your camera and continue the call without being visible.
Calls – Video

*Calls* are for audio or video calls. When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, *Chat* is current function).

Step 1. If not already in *Calls*, **click** (tap) on *Calls* to move there.
Step 2. If this is your first WhatsApp call, click (tap) on phone icon on upper right of screen to select a contact to call (shown on left). Then go to Step 3.

If you are calling someone who you’ve previously spoken to with WhatsApp, you can call by clicking (tapping) on their name from the list under the word Calls to call again (shown on right) and skip to Step 4.
Connect Through Tech

Calls – Video (continued)

Step 3. After **clicking** (tapping) the phone icon, it will display all people in your contact list who use WhatsApp. **Click** (tap) on the video **icon** (picture) next to their name to make your call. If you don’t see a person from your contacts list, that means they don’t have WhatsApp.

NOTE - You may only call people who are in your contact list, not by directly entering a phone number.
Connect Through Tech

Calls – Video (continued)

Step 4. While waiting for person to pick up call, their name and number will appear.
Connect Through Tech

Calls – Video (continued)

Step 5. When they pick up, you will see their face on the screen. Enjoy your video call! Screen icons (pictures) are explained on next page.
Calls – Video (continued)

Screen **icons** (pictures) can be used:

- switch to outward facing camera
- turn off your camera**
- mute your microphone

If the **icons** (pictures) disappear, simply **click** (tap) anywhere on screen to restore them.

**It is not possible to switch from a video call to an audio call. What you can do is to turn off your camera and continue the call without being visible.
Connect Through Tech

Calls – Video (continued)

Step 6. **Click** (tap) red button to end call.
Flipping Camera

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 WhatsApp call, you can choose to flip your camera in opposite directions – facing towards you or away from you. By default, the camera 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.
Connect Through Tech

Flipping Camera (continued)

Step 1. While on a video call, tap screen to display screen icons, then **click** (tap) on **icon** (picture).
Connect Through Tech

Flipping Camera (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.
Connect Through Tech

Flipping Camera (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.
Step 3. **Click** (tap) on 📷 to return to self-image (shown on right).
Chats (Texts) - Individual

Chats (texts) are used to send text messages to individuals or to a group. (see page 44). When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, Calls is current function).

Step 1. If not already in Chats, click (tap) on Chats on bottom menu.

To place a WhatsApp voice or video call, tap ✆ at the top and select a contact.
Chats (Texts) – Individual (continued)

Step 2. If this is your first WhatsApp chat, click (tap) on paper-pencil icon (picture) on upper right of screen to select a contact to send a message to (shown on left). Then go to Step 3.

To reach someone you’ve recently chatted with on WhatsApp, click (tap) on their name in the list of recent chats to re-connect (shown on right) and skip to Step 4.
Step 3. If they are not in your list of recent chats, select the person to chat with by one of the options below:

- **a. Enter** (type) name in search box to find desired person OR
- **b. Create new contact by entering phone number for person not in contacts OR**
- **c. Find person in Frequently Contacted list OR**
- **d. Scroll down to find person**
- **e. Use alphabetical list to quickly locate desired person**

Then **click** (tap) on person’s name.
Chats (Texts) – Individual (continued)

Step 4. Compose your message in the box above the keyboard. **Click** (tap) blue arrow to send.
Step 5. Your chat message is sent. It will appear with a check mark next to it.
Chats (texts) are used to send text messages to individuals (see page 39) or to groups. WhatsApp can be used for many things. When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, Calls is current function).

Step 1. If not already in Chats, click (tap) on Chats on bottom menu.
Step 2. If you want to send a message to more than one person and have everyone respond to all those in the group, click (tap) on *New Group* (demonstrated below).

NOTE – *Broadcast Lists* are used if you want recipients to respond only to you, not to all group members. Process is similar but is not covered in this guide.
Step 3. A list of your contacts who have WhatsApp accounts will appear. **Click** (tap) the circles next to the names of those to include in your group. You may have to scroll down to see your entire list.
Step 4. Enter a group name and, if desired, a group icon. Group icons can be fun if it is a group you will chat with regularly. Below, the name *Connect through Tech* is chosen. Click (tap) on *Create* to continue.
Step 5. Compose your message in the box above the keyboard. **Click** (tap) blue arrow to send.
Step 6. Message is sent to your group. If recipients respond, their responses will be sent to all group members. Two blue check marks will appear when all group members have read your message.
Camera

Camera can be used to take and send new pictures or send ones already on your phone.

When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, Chats is current function.)

Step 1. If not already in Camera, click (tap) on Camera on bottom menu (see arrow).

![Chats screenshot](image)
Step 2. Your options are to:

a. *Swipe* left or right on *carousel* (strip of pictures on your camera) to select photo already on camera (demonstrated below) OR *click* (tap) on 📷 *icon* (picture) to view all available photos

b. *Click* (tap) on camera *icon* (picture) on bottom right to use selfie camera
Connect Through Tech

Camera (continued)

c. **Click** (tap) on circle to take a new photo
d. **Press and hold** circle to take a new video
Step 3. Compose a caption to accompany your photo (shown on left), then **click** (tap) blue arrow to choose who to send to (shown on right).
Connect Through Tech

Camera (continued)

Step 4. First, search for contact to send photo to by **entering** (typing) their name (a). Next, after name of desired person appears (b), **click** (tap) circle next to name to select (c). Then check mark appears when person is selected (d).

![Illustration showing steps a to d]
Step 5. **Click** (tap) *Send* to send photo via chat (shown on left). Sent message will display with the time sent and check mark(s) (shown on right):

- Single check mark – message sent
- Two check marks – message received but not read
- Three check marks – message received and read
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Status Messages

Status messages are brief statements, pictures or videos that provide an update to your contacts on what you are doing or how you feel at the moment. To send and receive status updates, you and your contacts must be in each other’s Contacts and must both be users of WhatsApp. Status updates will only appear for 24 hours.

For those who rely on WhatsApp as a daily and primary mode of communication, status updates can be a fun or useful feature. NOTE - Many WhatsApp users do not regularly update their status.

If you don’t create one, your default status message will be ‘Hey there! I am using WhatsApp.’

Status messages can be created with text (see page 57) or with text and a photo (see page 63).
Step 1. When entering WhatsApp, you will start with the most recent function you used. Check heading on top of screen or blue highlight at bottom to see where you are (in example below, Chats is current function). If not in Status, click (tap) on Status on bottom menu.
Step 2. Click (tap) on pencil icon to create a new text status message.
Setting Your Status – Text (continued)

Step 3. To customize the look of your message, **click** (tap) on the “T” font icon on upper right of screen to choose desired font. Your screen will show one at a time. Keep clicking until you get a font you like. Examples of some fonts are shown below.

```
Type a status
```

```
Type a status
```

```
Type a status
```

```
Type a status
```
Step 4. To choose background color, **click** (tap) on palette **icon** (picture) on upper right of screen. Keep clicking until you get a color you like. Examples of some colors are shown below.
Step 5. Use keyboard to compose a status message, then **click** (tap) blue arrow to update status.
Step 6. New status message is saved with the background color and font type you chose.
Step 1. When entering WhatsApp, you will start with the most recent function you used. Check heading on top of screen or blue highlight at bottom to see where you are (in example below, Calls is current function). If not in Status, click (tap) on Status on bottom menu. If not already in Status, click (tap) on Status on left side of bottom menu.
Step 2. **Click** (tap) on camera icon to create a new picture status message.
Setting Your Status – Text and Photo (continued)

Step 3. Your four options are to:

a. **choose a picture on your phone** - *Swipe* left or right on **carousel** (strip of pictures on your camera) to select photo already on camera (demonstrated below) OR **click** (tap) on **icon** (picture) to view all available photos.

b. **take a picture of yourself** - **click** (tap) on camera icon in bottom right corner of screen to switch to selfie camera, then take photo.
c. *take a new photo* - **click** (tap) on circle in bottom middle of screen, then **click** (tap) again to take photo.

d. *take a new video* - **press and hold** circle in bottom middle of screen, then release when done.
Demonstrated below is option 3a which chooses a picture already on your phone – click (tap) on desired photo.
Step 4. To add text to appear with your photo or video, click (tap) on Add a caption (shown on left) to display keyboard. Type your desired caption, then click (tap) blue arrow to update your status.
Step 5. New status message is saved with the picture and caption you selected. NOTE: The caption doesn’t appear on your phone, only the picture. When others view your status, they will see the picture and your caption.
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.