



FaceTime Guide

Your Account

FaceTime is installed on all iPhones and iPads by default, and automatically registers the phone number and/or apple ID email address associated with your device and uses that to accept incoming calls.

Launching FaceTime

1. Locate the FaceTime icon on the home screen or a neighbouring screen and tap it to launch the app.



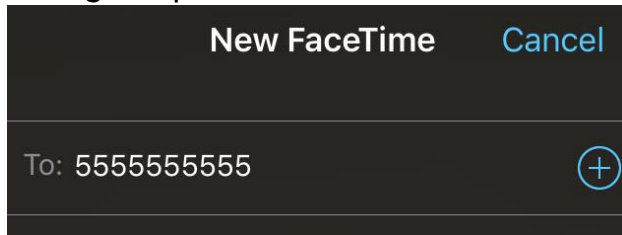
Placing a Call

In order to call using FaceTime you must have the phone number or the Apple ID email address of the person you're calling.

1. Tap the + at the top of the screen next to FaceTime



2. Enter the phone number or the Apple ID email address of the person you're calling and press the Return button on the keyboard

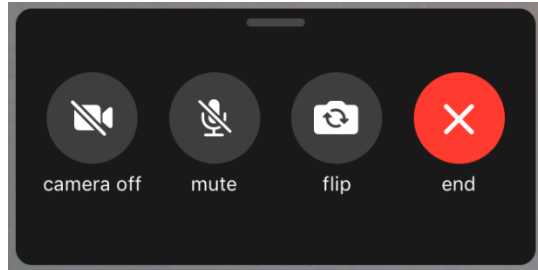


3. Press the Video button to initiate a video call



4. Use the buttons on the call screen to control the call

- Camera off/camera on to turn the camera off and on
- Mute/unmute to mute and unmute the microphone
- Flip to switch between the front and rear cameras
- End to end the phone call



Receiving a Call

When another FaceTime user calls you, your device will show an incoming call with options to answer or decline.



Use the call controls (shown in **Placing a Call**) to control your cameras, microphone, and end the call.

Troubleshooting

Grey Call Button

If after entering a phone number or Apple ID email address the Video button is grey, double check the information you entered. If it remains grey, verify the contact information.

Failed Call

If a call fails while dialing or disconnects during a conversation start the call again in the same manner as the previous time. If it continues to do this, a weak WiFi connection is the most likely cause.