

WHATSAPP VIDEO CALL – USER GUIDE

WHAT IS WHATSAPP:

WhatsApp is **free** communication software which allows users to make **free** video and voice calls, over the internet via wifi between mobile phones. It is free and easy to use. WhatsApp can be used on any iPhone, Android Phone or Windows Phone. **Please note that the WhatsApp video calling function does not work on iPads, tablets or Mac or Windows PC's.**

WHAT YOU WILL NEED:

1. An internet / wifi connection;
2. Either an iPhone, Android Phone or smart phone;
3. Your mobile number.

HOW TO DOWNLOAD THE APP:

If you are using an iPhone or smart phone then do the following:


1. Click on your App Store icon on your phone;
2. Click search, type in WhatsApp and search for the WhatsApp application;
3. When you have found the WhatsApp click GET to install it onto your phone.

HOW TO FIND FAMILY & FRIENDS ON WHATSAPP:

The person's phone number will need to already be stored in your phones contact list. Simply enter their name into the search bar of the app to find other friends and family using WhatsApp. You can't search for people who aren't already in your contacts. You can add a new contact if you know their mobile phone number.

HOW TO MAKE A VIDEO CALL ON WHATSAPP:

Making a Video Call:

1. Open the chat with the person you want to video call;
2. Tap the video call icon 


Receiving a Video Call:

When someone video calls you, you will see an incoming WHATSAPP VIDEO CALL screen, where you can:

1. Click the video call icon  to accept the call.

HOW TO CONNECT WITH ANIMAL BEHAVIOUR AUSTRALIA ON WHATSAPP:

In your phones contact list simply enter the name of either [Animal Behaviour Australia](#) or [Dionna Newton](#) and the mobile number [0455 264 625](#) and then hit save. So that these details are saved in your phone.

At the time of your consultation we will call you on WHATSAPP if this was your preferred video calling service. When you answer the incoming call make sure that you click on the video call icon  when you answer our call.

IS MAKING A VIDEO CALL ON WHATSAPP FREE:

WhatsApp itself is a free service, so if the wifi or cellular internet connection you are using is free then WhatsApp video calls will be free. If the internet connection you are using costs you or you are using mobile data then those data charges or mobile data allowance limits will apply depending on your service provider.

Video streaming uses quite a bit of data, so make sure you check your use or use wi-fi where possible.

VIDEO CALL QUALITY:

Make sure you have a strong internet connection when placing or receiving video calls. A poor or improperly configured connection might result in poor video and audio quality. If you're connected to Wi-Fi, your video call quality is dependent on your wireless network signal and network data speed.