

FACEBOOK MESSENGER VIDEO CALL – USER GUIDE

WHAT IS FACEBOOK MESSENGER:

Facebook lets you make **free** video and voice calls, over the internet from their website or Messenger App. Facebook Messenger App is free and easy to use. This means that you can make free internet calls with people who you are friends with on Facebook. Please note the Facebook mobile app and mobile website do not support audio and video calls. You will need the Facebook messaging app called Messenger.

WHAT YOU WILL NEED:

1. An internet / wifi connection;
2. Either a smart phone, tablet, iPad, laptop or computer that has a webcam, microphone and speakers;
3. Your Facebook login details;
4. Facebook Messenger App on your device.

HOW TO DOWNLOAD THE SOFTWARE OR APP:

If you are using either an iPhone, smart phone, iPad or tablet then do the following:

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





If you are using a laptop or computer then do the following:

1. Simply go to www.messenger.com to download the software and follow the on screen instructions.


HOW TO FIND FAMILY & FRIENDS ON FACEBOOK MESSENGER:

You will need to be friends with the person that you want to video call on Facebook Messenger. Simply enter either their name into the search bar of the app to find other friends and family using Messenger. When you find the person that you are looking for select "Add in Messenger".

HOW TO MAKE A VIDEO CALL ON FACEBOOK MESSENGER USING YOUR PHONE OR TABLET:


1. Launch the Facebook Messenger app on your device: Select your contact to chat with.
2. Tap the video camera icon : You should see the video camera icon  in the upper right-hand corner of your screen; tap on the icon to start your video call.
3. Start chatting;
4. Remember if you are the one receiving the video call you must answer the call by clicking the video camera icon  and not the audio  icon. Otherwise you will not see the video you will only hear the audio.

HOW TO MAKE A VIDEO CALL ON FACEBOOK MESSENGER USING A LAPTOP OR COMPUTER:

1. Log into your Facebook page: Click on the Messenger icon at the top of the page. A drop-down list of your recent messages will appear. Click 'See all in Messenger', at the bottom which will open up Messenger to full screen.
2. Find who you want to chat with: On the left-hand side of the page there's a box labelled 'Search Messenger'. Type in the name of the friend you want to make a video call with. A new message pane will open up in the centre of the page.
3. Start a video call: In the top right-hand corner, you'll see an icon that looks like a video camera . Tap this. You may have to go through a relatively quick setup screen or two to make sure your computer / laptop is ready. Then you are ready to go.

HOW TO CONNECT WITH ANIMAL BEHAVIOUR AUSTRALIA ON FACEBOOK MESSENGER:

Simply enter [Dionna Newton](#) into the search bar of the app to connect with Animal Behaviour Australia.

At the time of your consultation we will call you on FACEBOOK MESSENGER 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 FACEBOOK MESSENGER FREE:

Facebook Messenger itself is a free service, so if the wifi or cellular internet connection you are using is free then Facebook Messenger 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.