

## Facebook Messenger User Guide – iPhone

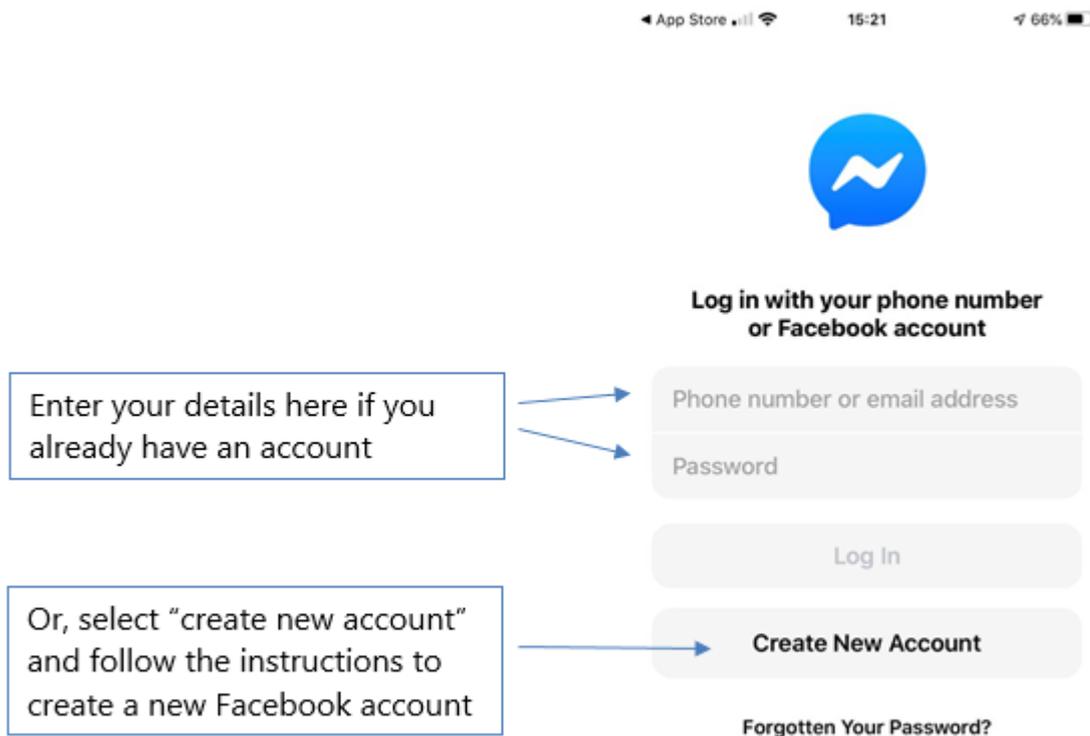
Facebook Messenger is a widely used app that many people access through their Facebook Account on a web browser. However, Facebook Messenger is also available as a standalone App for both Android and Apple devices. Facebook Messenger allows you to use either Wi-Fi or Mobile data to send text, voice or video messages, as well as share images.

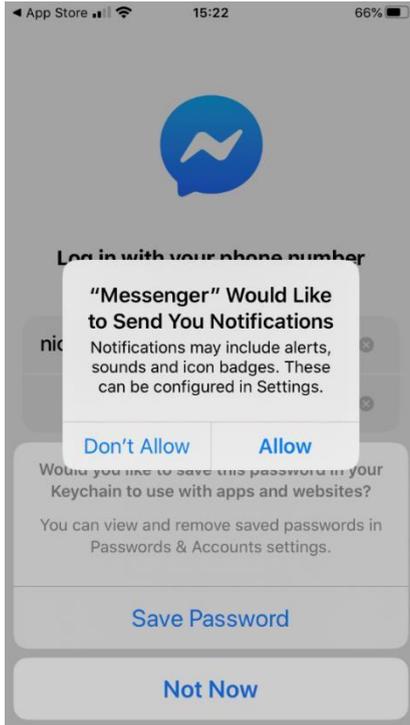
First, ensure you have downloaded the Facebook Messenger app from the App Store.



### Step 1

Touch the Facebook Messenger app icon to open Facebook Messenger. You will be asked to enter your Facebook account log in details or to create a new account. At this point, if you have not yet created a Facebook Account, now will be the time to do so, in order to use the App.

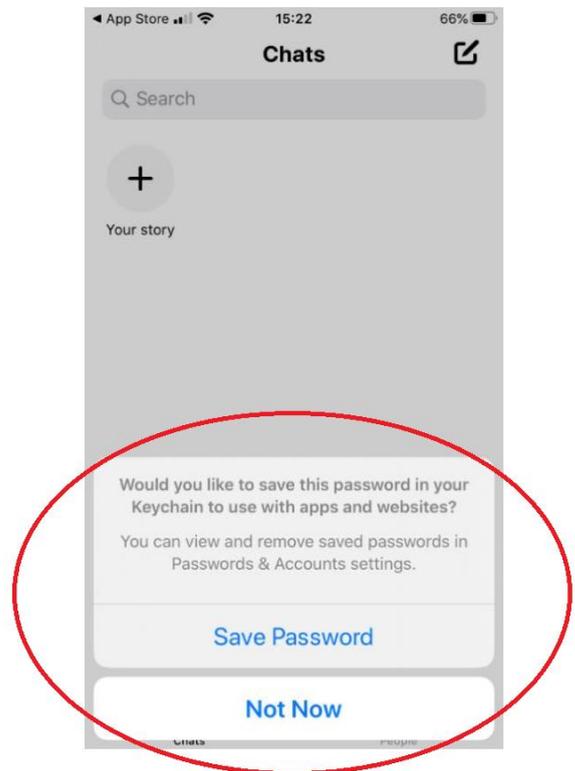




## Step 2

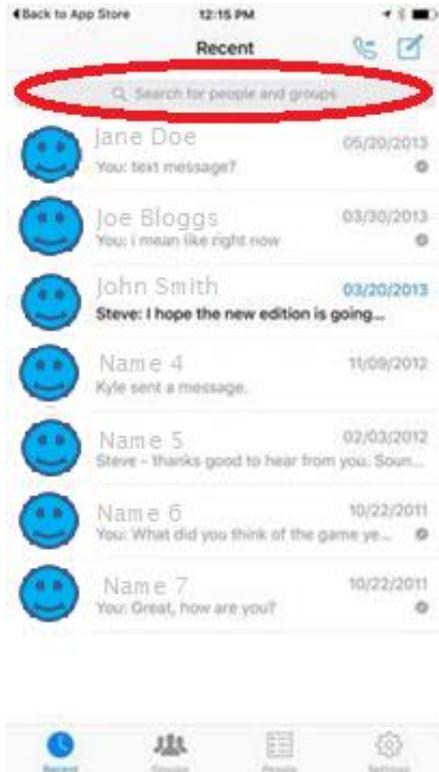
When you have entered your log in details the app will ask you to allow notifications. It is recommended you **allow** these so that messages appear on your phone's lock screen, much like a new text message or call would.

You may also have the option to save your password to the device. Think very carefully prior to saving any passwords on the device.



### Step 3

If you have signed into Facebook Messenger using an existing Facebook Account details (recommended), you will now see your contacts listed as options to talk to. This should replicate any current messenger conversations you may have had using the Facebook Internet page.



If you can't see the person you wish to contact, you can search for their name using the search bar located at the top of the page.

Touch a contact's name to access their chat window, which is the private message area between yourself and that person. From here you will have different options to converse with them.

You may use either the telephone icon to voice call, or the video camera icon to video call.

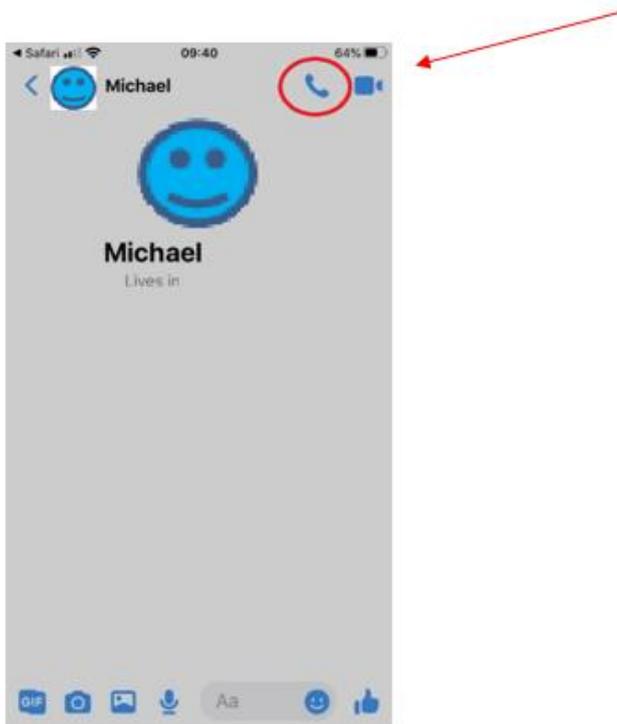
You may also touch the area with the letter 'Aa' to start a written chat.



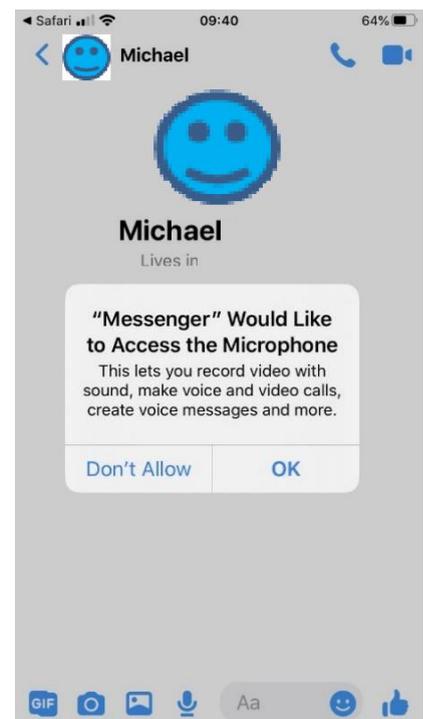
## Step 4 - Making a voice call for the first time

After you have touched a person's name, the private message area between you and that person will open. You may wish to call them and have a voice conversation.

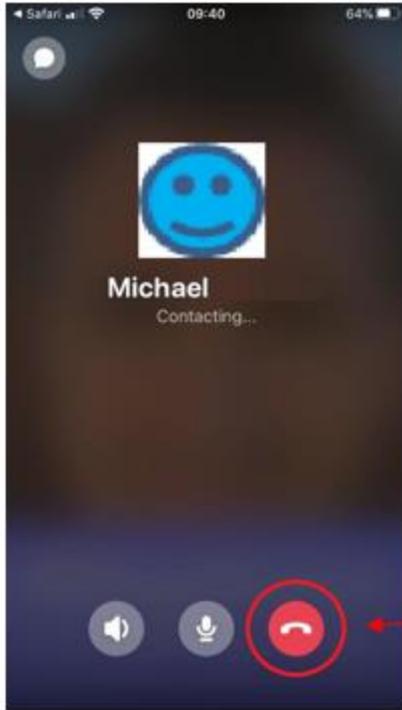
To do so, press on the phone button near the top of the page:



After touching the telephone icon for the first time, the device will ask you to allow it to use the microphone. You must allow in order for your voice calling to work, by clicking "ok".



Your call will then start allowing you to speak to your contact, and hang up when you are finished. Facebook Messenger allows you to use Wi-Fi or Mobile data to make a call using the internet.



Use the red phone signal to hang up and end the call.

If someone else calls you, press the green phone sign to answer.

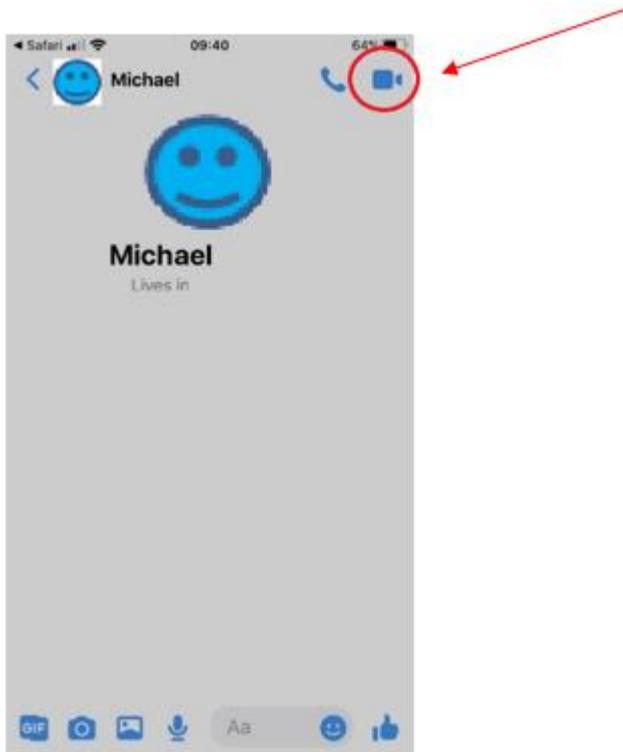
**Please Note:**

Facebook will only provide a list of people who already have a Facebook account. You may need to encourage others to create an account to use this method of communication.

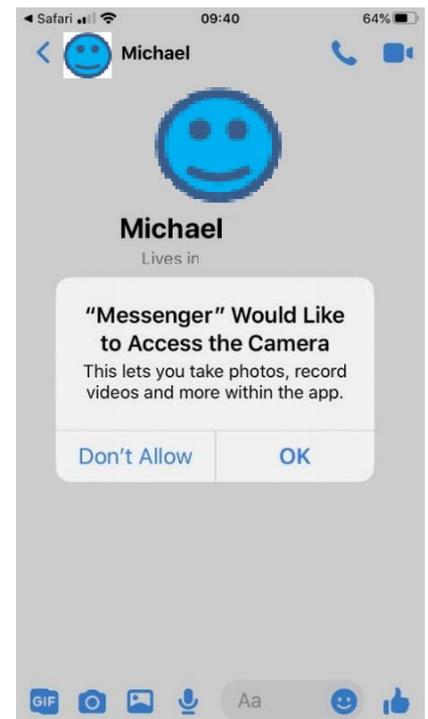
## Step 5 – Making a video call for the first time

After you have touched a person's name, the private message area between you and that person will open. Instead of voice calling, you may wish to video call instead so that you will be able to see and talk to each other.

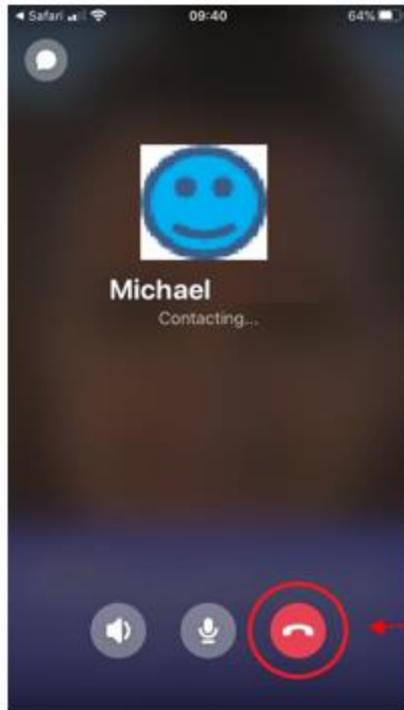
To do so, press on the video icon near the top of the page:



After touching the video icon for the first time, the device will ask you to allow it to use the camera. You must allow in order for your video calling to work, by clicking "ok".



Your call will then start allowing you to video call your contact, and hang up when you are finished. Facebook Messenger allows you to use Wi-Fi or Mobile data, to send text, voice or video messages, as well as share images.

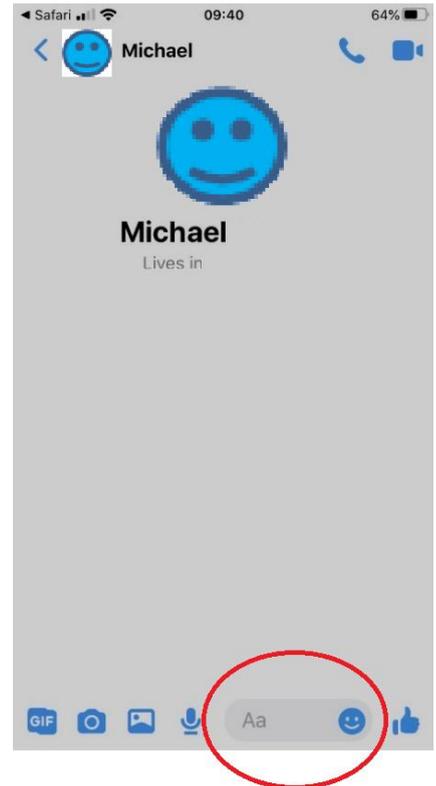


Use the red phone signal to hang up and end the call.

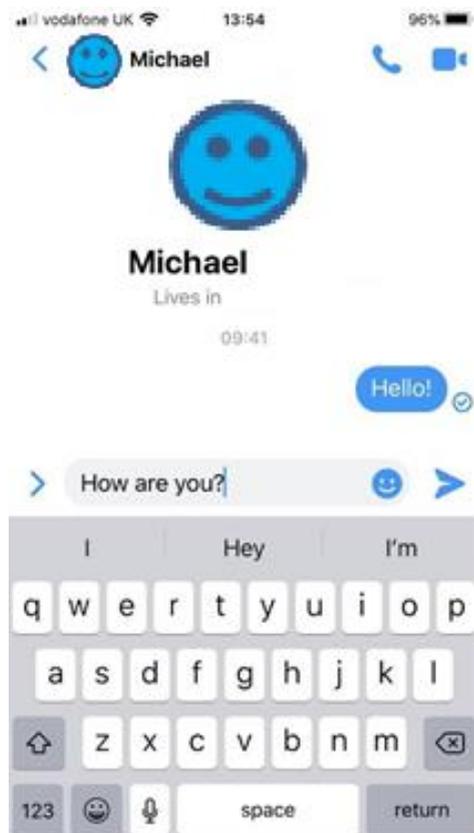
If someone else calls you, press the green phone sign to answer.

## Step 6 – Starting a text conversation

After you have touched a person's name, the private message area between you and that person will open. To start a text conversation, simply touch the 'Aa' box at the bottom of the page:



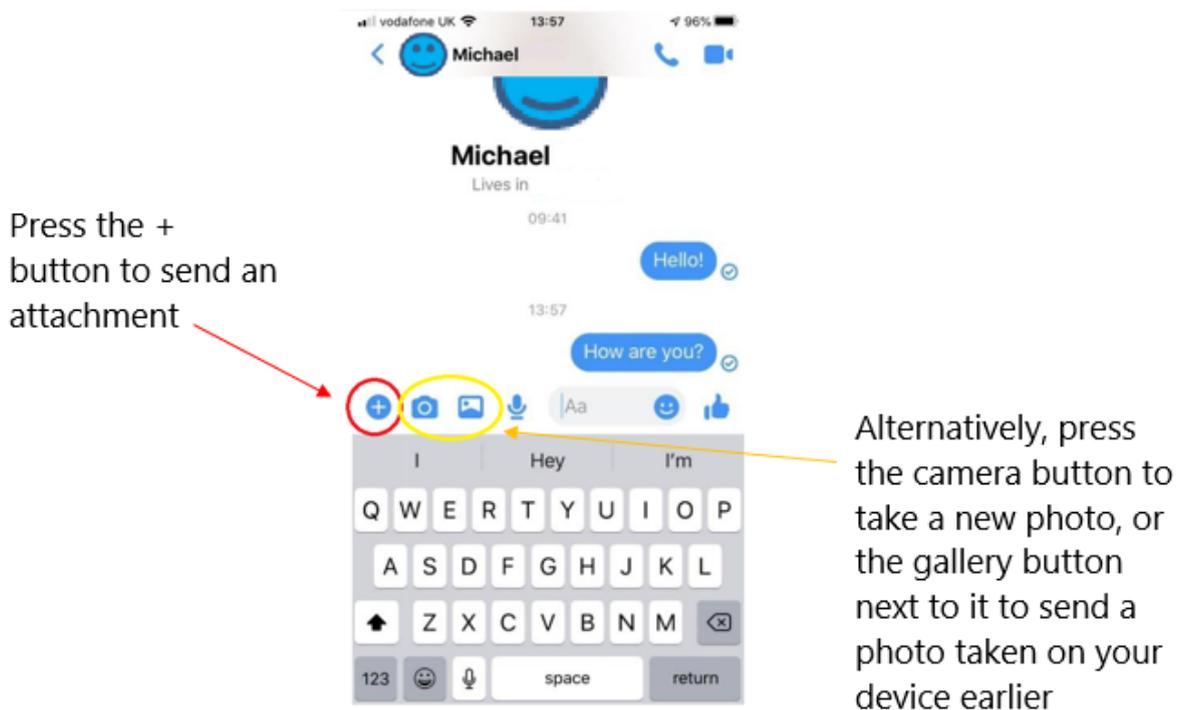
A keyboard will appear, then you can type your message into the chat area.



You must press the blue paper airplane icon to send the message.



You can also send attachments, such as images or videos by tapping the plus sign next to the chat box, before selecting an attachment option.



Collated by the DigiCareHomes Programme Team and based on the information shared by Digital Communities Wales. December 2020

