



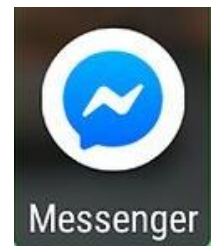
HEI WHAKAPIKI  
M A U R I

## How to use Facebook Messenger to make phone and video calls

You can use the Facebook Messenger mobile app or website to make free phone or video calls over the internet.

### Download the Messenger app to your tablet/iPad or phone

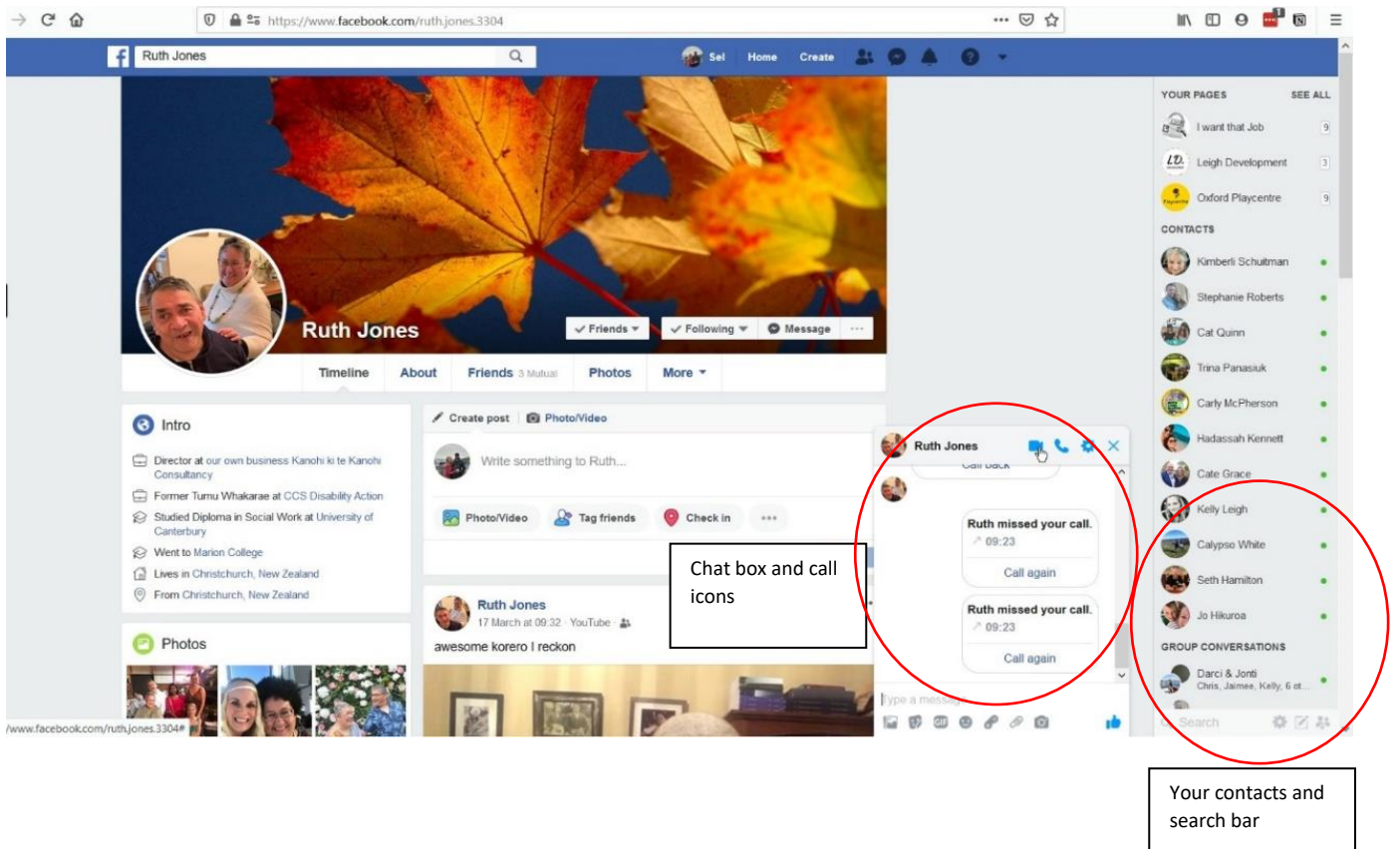
1. Open the App Store or Play Store
2. Type Facebook Messenger into the search bar
3. Messenger is the app with a blue-and-white speech bubble icon containing a lightning bolt. The developer is listed as "Facebook"
4. Tap the icon and follow the instructions on your device to download and install. The Messenger icon will now appear on your device home screen
5. Tap to open the app
6. Follow the instructions to log in or create an account (you don't need to have a Facebook account to use Messenger).



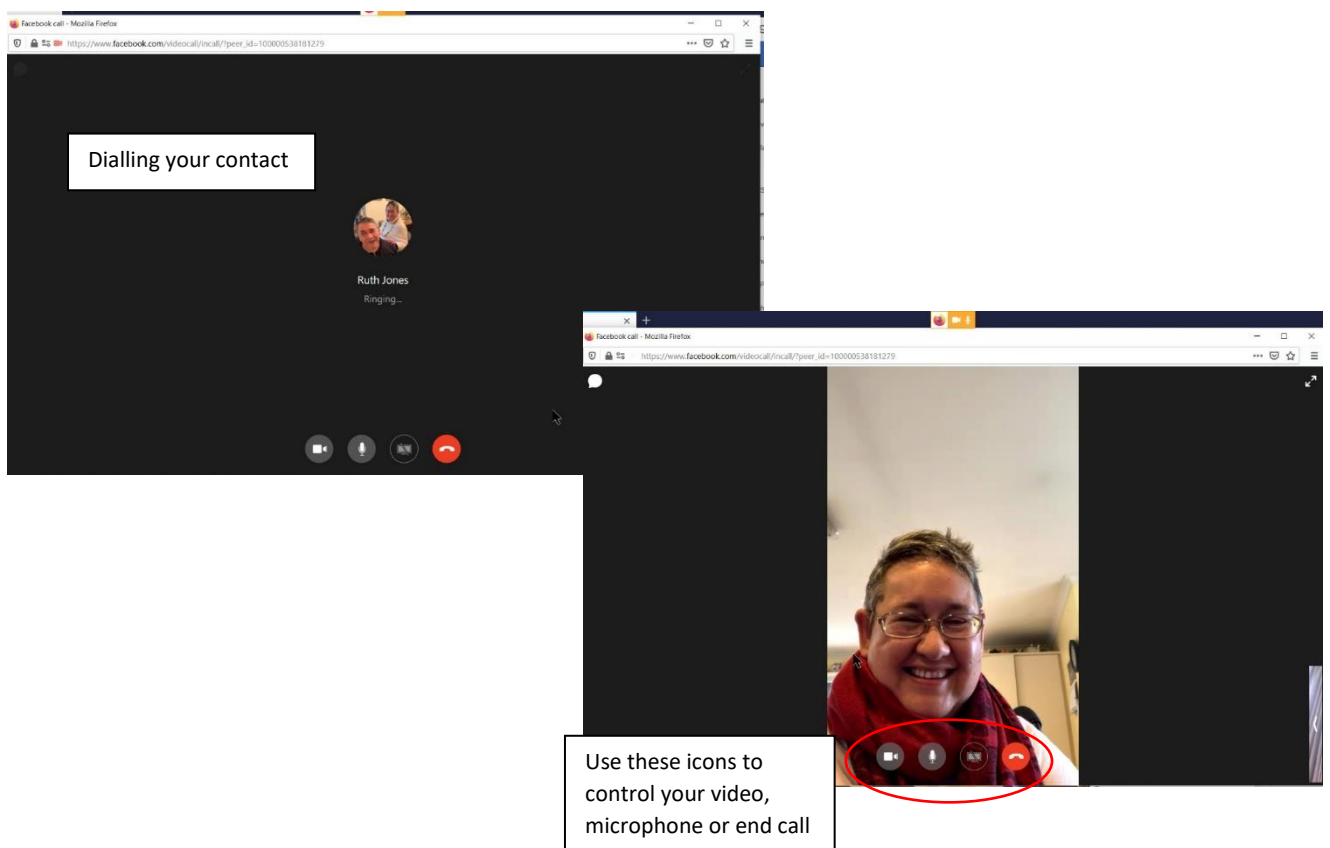
You can now make free phone or video calls with anyone that also uses the Messenger app.

### Make a phone or video call on Messenger

1. If you're using a phone or tablet, tap to open the app
2. If you're using a computer, in your web browser type [www.messenger.com](http://www.messenger.com).
3. If you're logged onto Facebook, go to the Messages tab by clicking the Messenger icon
4. Scroll through your list of contacts or use the search bar to find the person you want to call
5. Tap or click the person's name to open the chat box

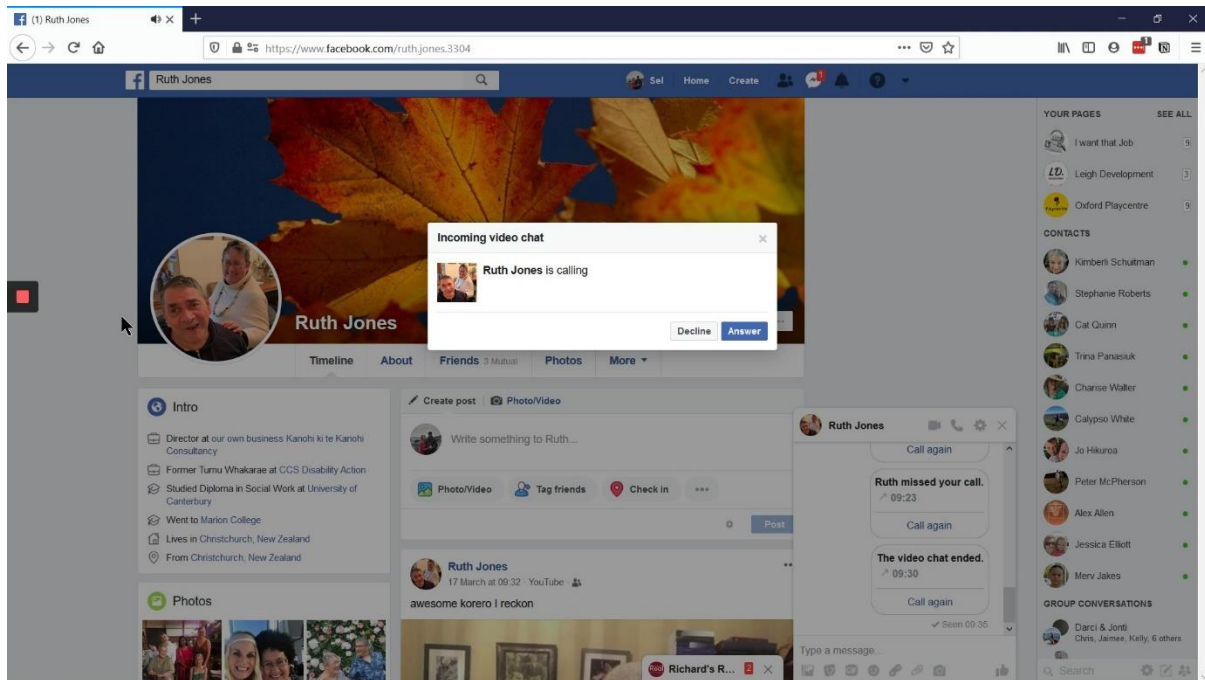


6. Click the phone icon to make a phone call
7. Click the camera icon to make a face-to-face video call
8. Follow the on-screen instructions to give Messenger access to your camera and/or microphone
9. Your camera and microphone will automatically turn on when the call starts. Click the camera icon to turn your video off or on. Click the microphone icon to mute your sound.



## Answer an incoming call

1. On your mobile device, an incoming call will ring like a normal phone call. You can choose to answer with audio or video.
2. On your computer using Facebook, you will see a box like the one below.

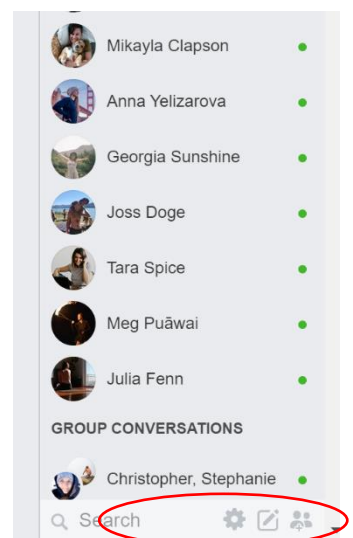


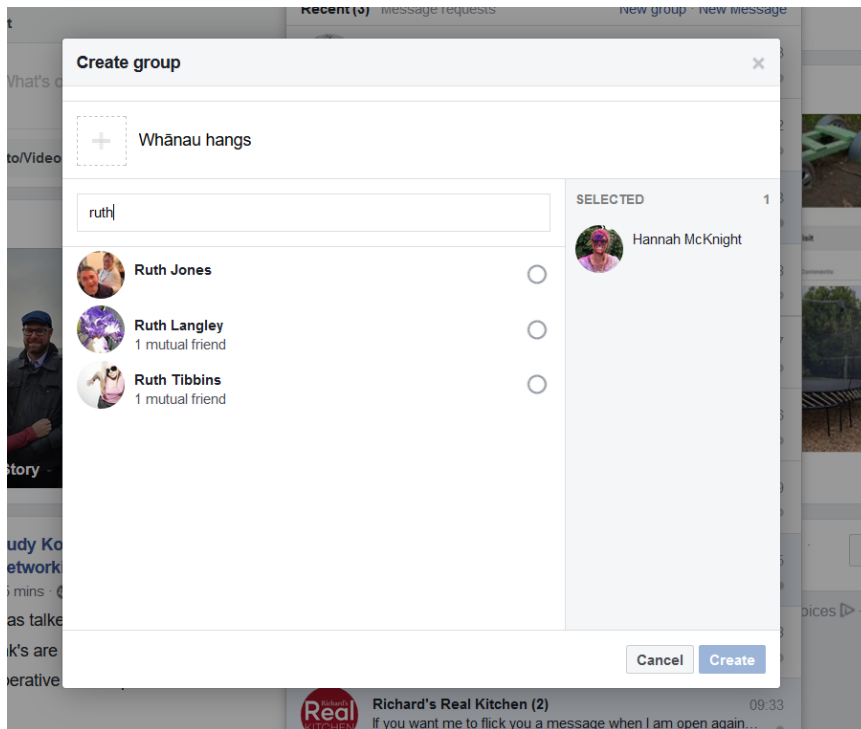
## Create a group chat

You can video or voice chat with just one person, or a group. First you need to create a group in Messenger, then you can start a group call.

## Create a group

1. Open Facebook Messenger
2. Next to the search bar, click the people icon
3. Tap New Group
4. Select people from your friends list to add them to the group
5. Give the group a name (you can change it later)
6. Tap Create.





## Edit your group chat

At any time, you can add or remove people from the group chat.

1. Open the group in the Messenger app
2. Tap the group name at the top
3. Tap Members
4. Click the dots or X next to a member's name to remove them
5. To add a member, tap Members then Add People
6. Search from your friends list again to add a person. They will be added instantly and will be able to see the chat history.

## Top tips for calling using Messenger

- There is no fee to make a call with Messenger, but you will use your mobile data if you are not connected to Wi-Fi. A video chat can eat up mobile data quickly, so try to limit video chats to when you're connected to Wi-Fi.
- Make sure your volume is turned up, either on your mobile device or your computer speakers. Consider using headphones for better sound quality.
- Try to speak clearly and close to your device.
- If the video is fuzzy or it keeps freezing, your internet connection may be too slow. Turn off your video to switch to a voice chat instead.