



# MAYFIELD VILLAGES DIGITAL GUIDE

# Downloading an app

On Android

# A guide on how to download an app using an Android phone

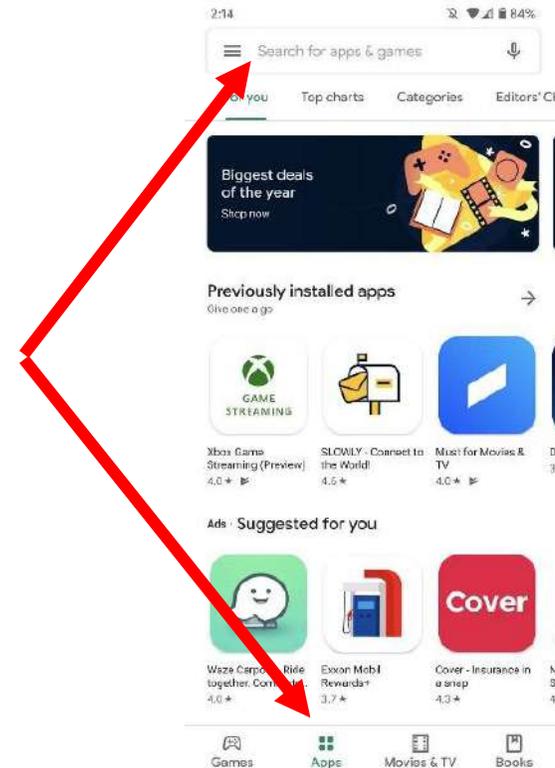


An Android phone is a powerful, high-tech smartphone that runs on the Android operating system (OS) developed by Google and is used by a variety of mobile phone manufacturers including Samsung and Google Pixel.

1. To download an app using an Android phone open the Google Play Store on your phone.

If it's your first time opening the Play Store, you'll have to enter your Google account information.

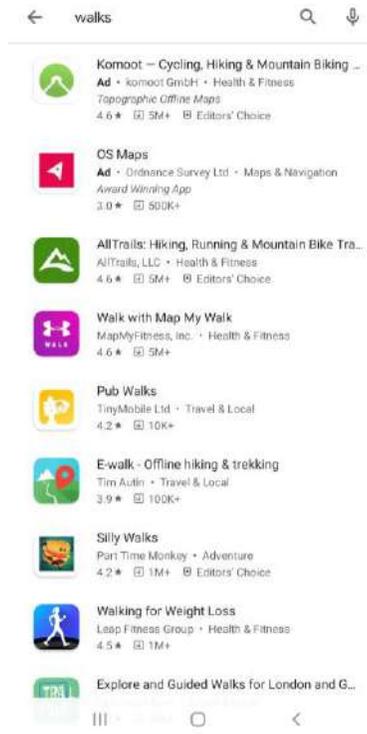
2. Type an app name or keyword into the search box at the top of the screen. For example, you can type "walks" to search for walking guide apps, or photos to browse various photo apps.



# A guide on how to download an app using an Android phone



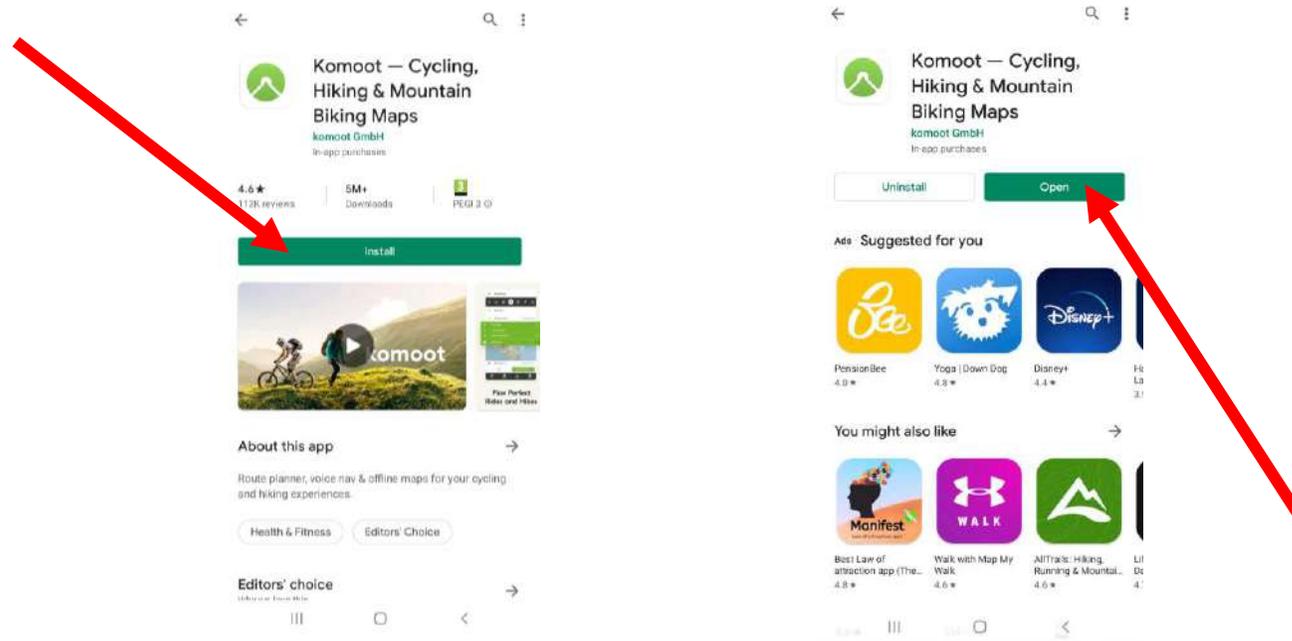
3. Select an app from the search results. This brings you to a selection of apps. Many apps have similar names, so your search may return several results. Apps in the search result appear on their own “tiles,” each displaying the app’s icon, developer, star rating, and price.



# A guide on how to download an app using an Android phone



4. Select an app and click the green button just beneath its name. If the app is not free, the green button will say the app's price instead of "INSTALL". When downloading an app that costs money, you will have to connect a payment method.



5. When the installation is complete, the "INSTALL" (or price) button will change to an "OPEN" button. Tapping it will launch your new app for the first time. To open the new app in the future, tap the Apps icon on your home screen, then tap the new app's icon.

# Downloading an app

On an iPhone

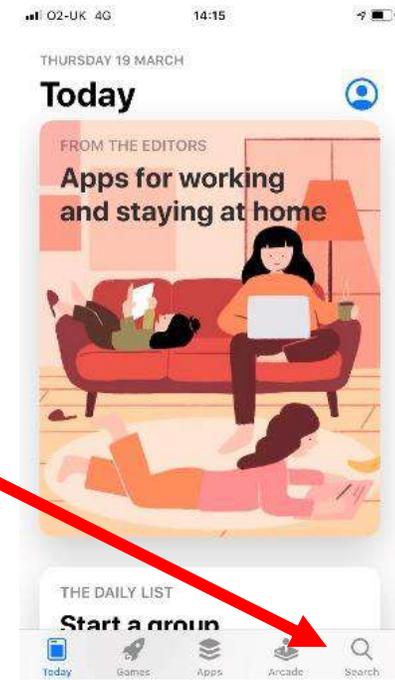
# A guide on how to download an app using an iPhone



1. To download an app using an iPhone open the App store on your phone.



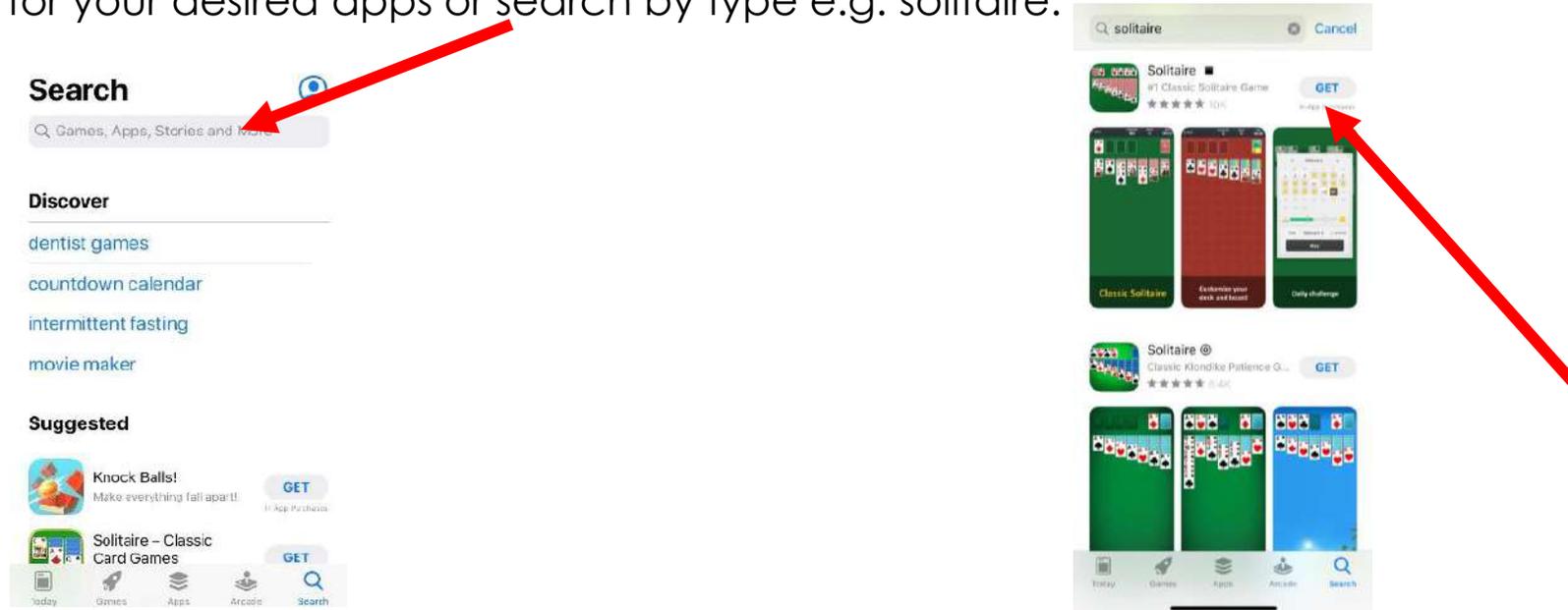
2. You will then be taken to the 'App Store' homepage, here you can browse the apps that are available within the different categories, or if you know the app you would like to download, click on the search button.



# A guide on how to download an app using an iPhone



3. You will then be taken to the search page, if you click into the search field at the top of the page, you can search for your desired apps or search by type e.g. solitaire.



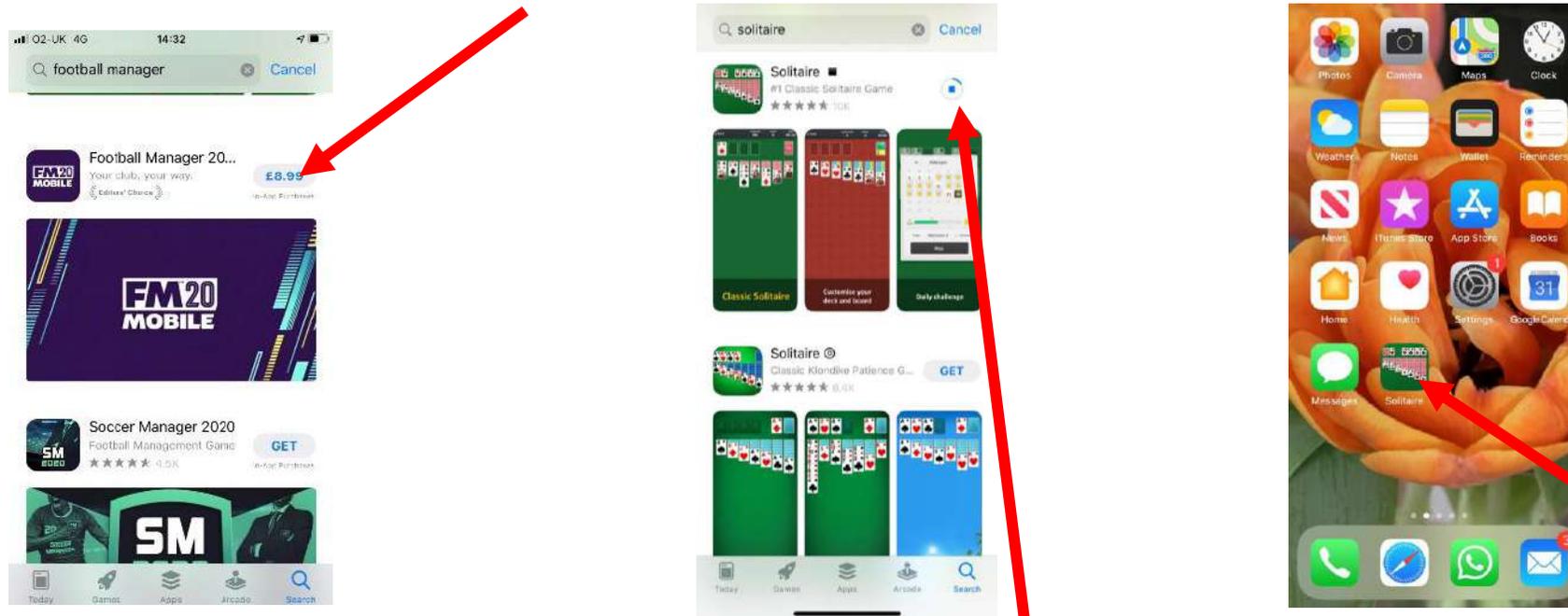
4. When you have searched for your app, you will then be shown a few different options. When you have found your desired app, you will then need to press 'GET' which can be seen to the right of the app. Your app will then be downloaded to your device.

*If this is your first time using the App Store you will need to enter your Apple ID information or set up an account.*

# A guide on how to download an app using an iPhone



Note: Not all apps are free, there will be a price next to the payable apps, as outlined below.



5. You can see the progress of the download, by viewing the download gage, when complete the gage will state 'OPEN', you can press this to access the app.
6. When the download is finished, your app will also be present on your homepage and can be entered at your leisure.

# How to make a video call

# A guide on how to make a video call

Video calling allows you to keep in touch with your family and friends digitally, allowing you to actually see the person you are talking to using your laptop, phone or tablet's camera so you can have a more personal face-to-face talk with them.

There are many different ways you can make a video call from your device. Please find information below on how to make a video call using the following applications:

- Facebook
- WhatsApp
- FaceTime
- Skype
- Microsoft Teams
- Zoom

# Facebook

Video calling



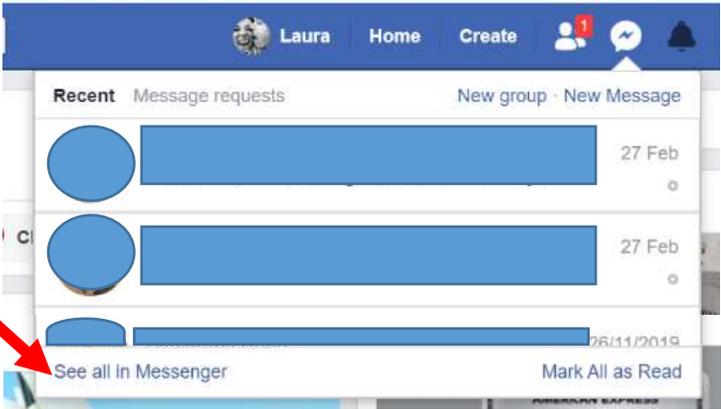
# How to make a video call - Facebook

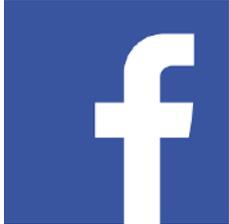
## On your laptop

1. Go to [www.facebook.com](http://www.facebook.com) and click on the messenger button.



2. Click on the name of the person who you would like to video call. If you can't see their name then click 'See all in Messenger' (go to step 7).

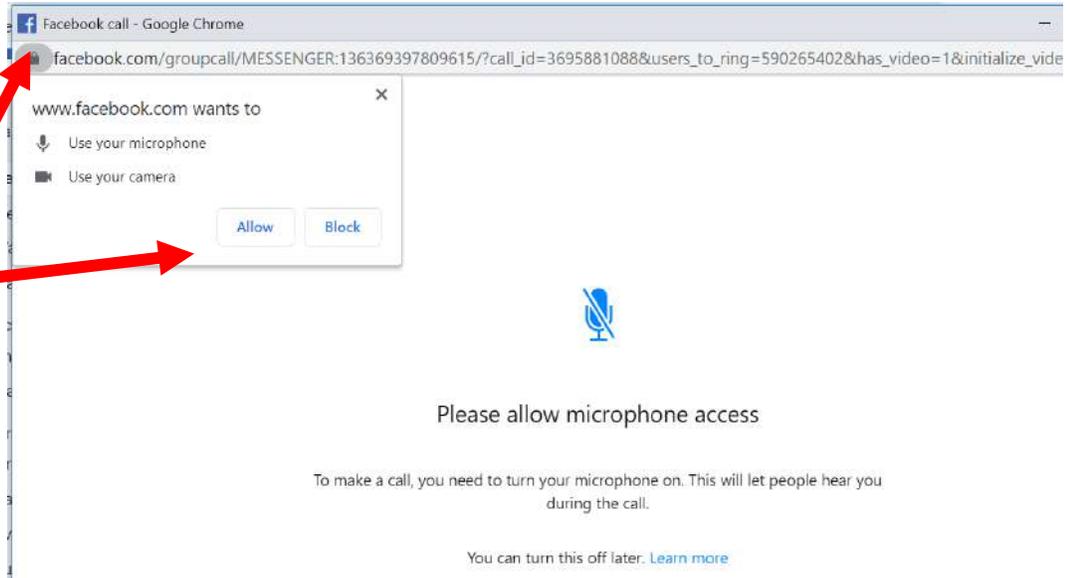
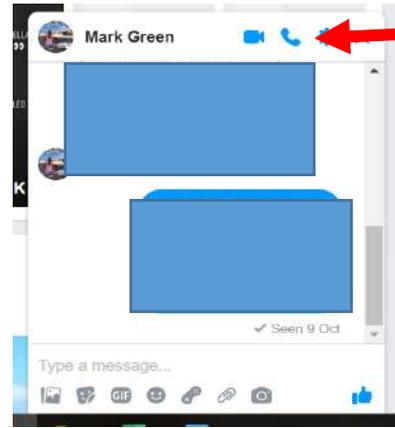




# How to make a video call - Facebook

## On your laptop

3. Next to the person's name in the messenger box there are two calling options, video call  and voice call .



4. You may need to give Facebook permission to access your microphone and webcam. If this doesn't show then please check your pop up blocker.

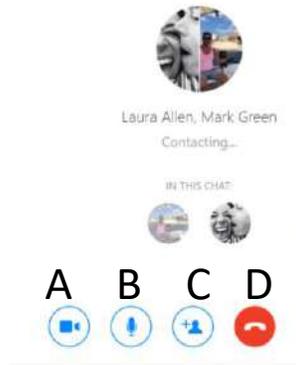
# How to make a video call - Facebook



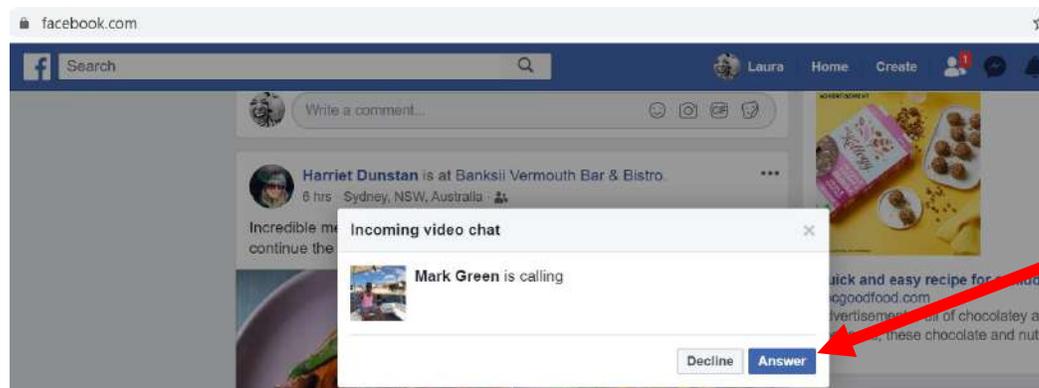
## On your laptop

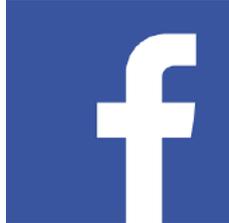
5. Once you press allow then the voice or video call will start to contact the person you would like to speak to. They will need to press 'answer' and the call will connect. During the call you will have different options:

- start the video (A)
- mute your microphone (B)
- add a person to the call (C)
- end the call (D)



6. If someone calls you then a box will flash up on your screen, to connect to the call press 'answer'.

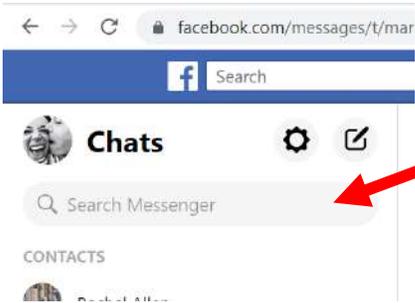




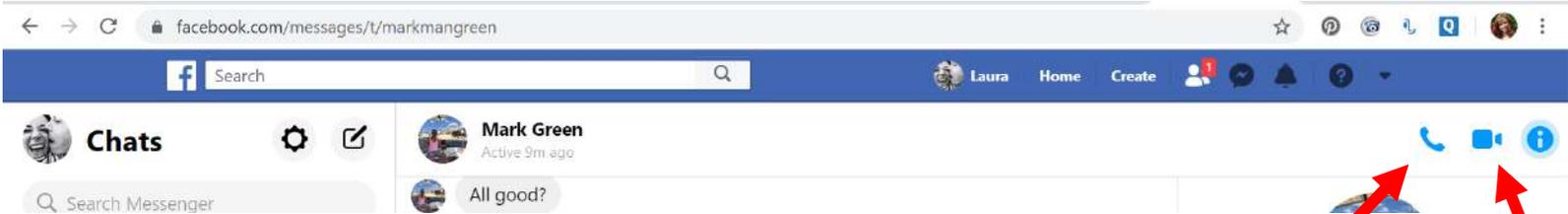
# How to make a video call - Facebook

## On your laptop

7. Search for the name of the person in the 'search messenger' bar on the left side of the screen.



8. Start the video or voice call using the buttons at the top right of the chat conversation. Please go back to step 4 for next steps.



Voice call

Video call

# How to make a video call - Facebook

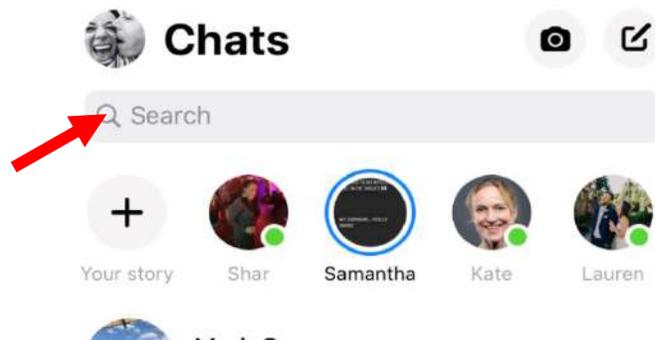


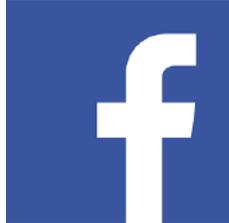
## On your smart phone or tablet

1. Voice and video calls via Facebook only work if you have the Facebook Messenger app, not the main Facebook app. To start a call, please open the app.



2. Click on the person's name in the list or search for them using the search function.

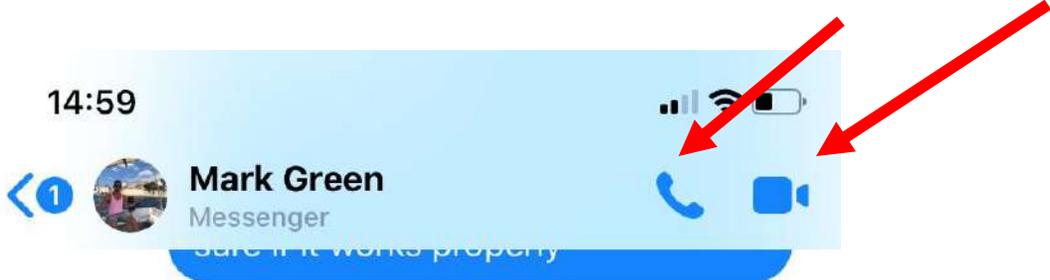




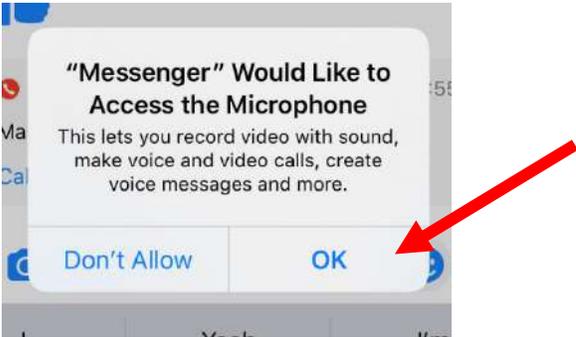
# How to make a video call - Facebook

## On your smart phone or tablet

3. Click on the relevant button to make a voice or video call.



4. You may have to allow Facebook to access your microphone and/or camera. This notification will automatically come up if you need to do this.



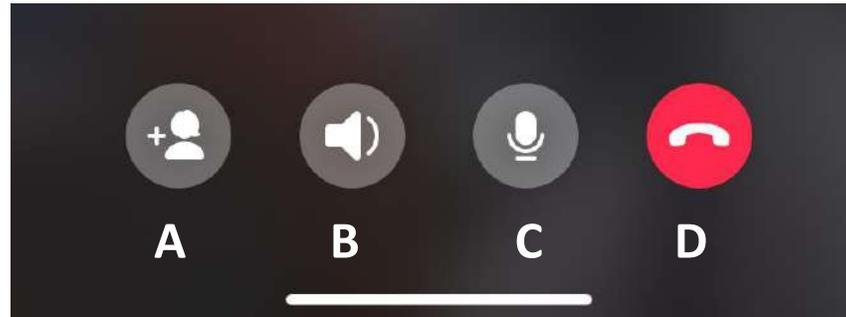
# How to make a video call - Facebook



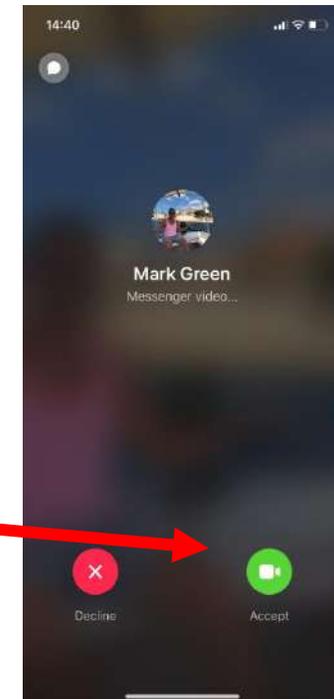
## On your smart phone or tablet

5. The call will then try to connect with the person you are contacting. During your call you will have different options:

- add a person to the call (A)
- silence the call (B)
- mute your microphone (C)
- end the call (D)



6. If someone calls you, and you have the Messenger app open, then the call will fill the screen and you can press the green button to answer. If you do not have the app open then you will get a notification on your screen that someone is trying to call you.



# WhatsApp

Video calling

# How to make a video call - WhatsApp



1. Download the WhatsApp application and / or open WhatsApp from your device. Depending on which device (computer, tablet or phone) you plan to use, you'll download a specific version of WhatsApp. Visit <https://www.whatsapp.com/download> to download.



2. If you are new to WhatsApp, follow the instructions prompted to register your phone number. Once setup, let your family and friends know so they're ready to receive your calls, and can also call you.

3. To make a call, open WhatsApp:

- Press the 'Call' button at the bottom of the screen



- Then, press the following icon  at the top right hand corner



# How to make a video call - WhatsApp



4. A list of names will appear of all the people in your phone book who also have the WhatsApp app. To make a video call, scroll down to the contact you wish to call:
  - Tap the video camera icon beside the name of the contact you wish to call.



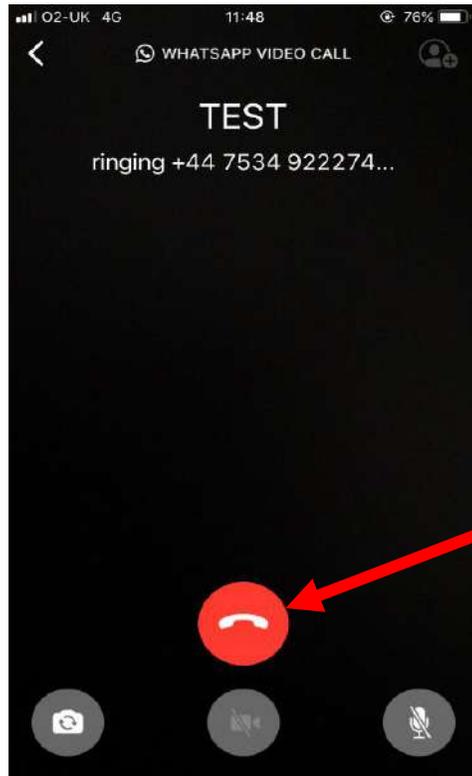
\*Note that not all contacts have video capability

- If prompted, tap **allow** to give WhatsApp access to your devices microphone and camera
5. Once the video camera icon is pressed, this will start calling the contact you have chosen. Look into the front facing camera and when the call is answered speak clearly into the microphone.

# How to make a video call - WhatsApp



6. Once you've finished the call, simply press the red handset icon to end the conversation.



# Face Time

Video calling

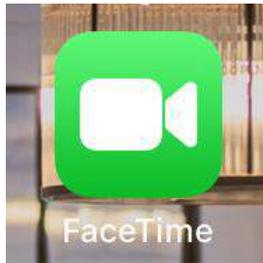
# How to make a video call - FaceTime



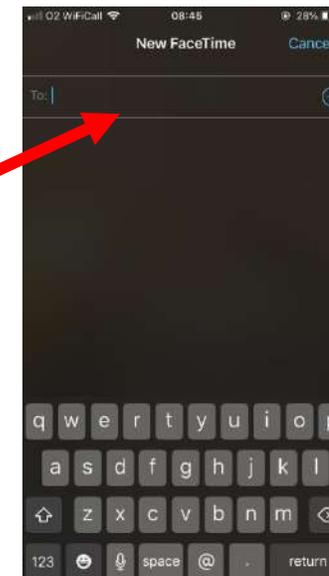
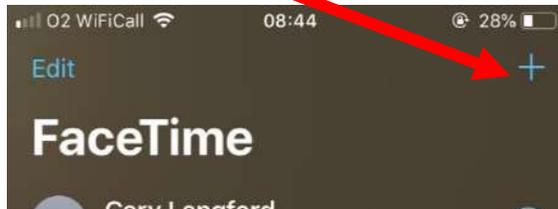
## On your iPhone or Ipad

Please note: FaceTime only works on Apple products so you must have an iPhone or iPad.

1. To start a call, please open the app. This is probably already on your home screen because it's one of Apple's default apps. If it isn't then you will have to download it from the App store.



2. Click on the person's name in the list or search for them using '+' which is how to activate the search function.

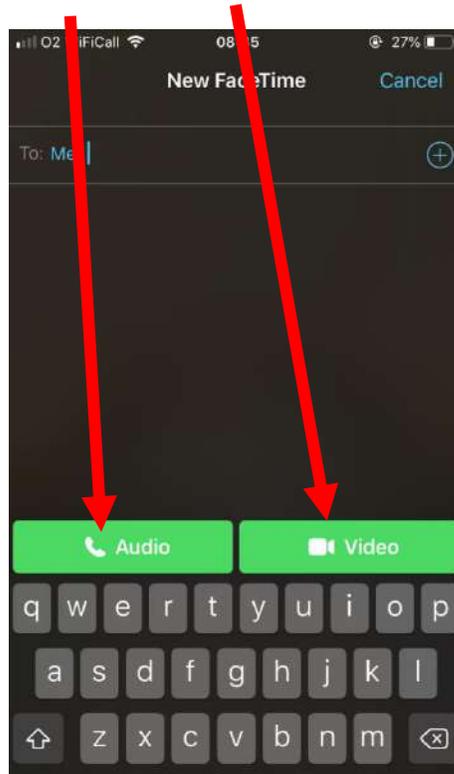


# How to make a video call - FaceTime



## On your iPhone or iPad

3. Once you've clicked on the name of the person you would like to speak to there will be two options audio or video. Click the type of call you would like to make.



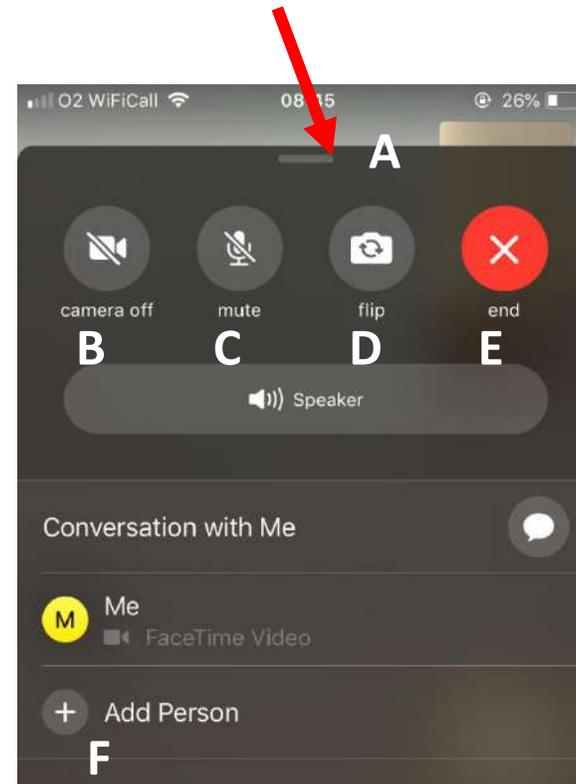
# How to make a video call - FaceTime



## On your iPhone or iPad

4. Once you are in the call if you pull the menu upwards from the bottom using the bar (A) then you will be able to see all the different options available:

- turn the camera on or off (B)
- mute or unmute your microphone (C)
- flip the camera around so that you can show what's in front of you instead of your face (D)
- end the call (E)
- add other people into the conversations (F)



# Skype

Video calling

# How to make a video call - Skype



## On your laptop

1. Depending on which device (computer, tablet or phone) you plan to use, you'll download a specific version of Skype. Visit [www.skype.com/en/get-skype](http://www.skype.com/en/get-skype) to download. You can also use Skype on a web browser without the need to download anything.

## Download Skype

A screenshot of the Skype website's download page. It is divided into two main sections: 'Skype for Desktop' and 'Skype for Mobile'. The 'Skype for Desktop' section includes the text 'Available for Windows, Mac OS X and Linux.' and 'By downloading Skype, you accept Terms Of Use and Privacy &amp; Cookies.' Below this is a blue button that says 'Get Skype for Windows' with a small downward arrow. The 'Skype for Mobile' section features a QR code, a 'Download on the App Store' button, and a 'GET IT ON Google Play' button. Below these is the text 'Available for Android and iPhone.'

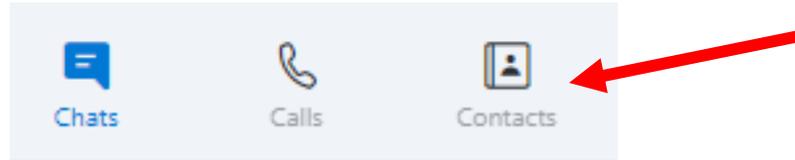
2. Next you'll need to create an account. When prompted, choose a username and password you can easily remember. Once setup, share this username with your family and friends so they're ready to receive your calls, and can also call you.

# How to make a video call - Skype



## On your laptop

3. Once you've given out your Skype username, ask your loved ones for their usernames. You can easily add them after logging on by clicking the 'Contacts' button and then 'New Contact'.



4. After creating your contact list, you'll be ready to make your first Skype call. Select a family member or friend to call by clicking on their name if the other person does not yet have a Skype account, you can click 'invite to Skype' to send them a link. You'll then see a series of buttons and you'll decide which kind of call you'd like to make:
  - video call (A)
  - audio call (B)
  - add another person into the conversation (C).

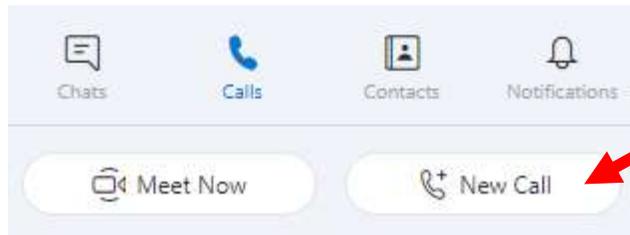


# How to make a video call - Skype



## On your laptop

Alternatively, press the 'Calls' icon and 'New Call' to select your new contact. You will be promoted to start a new audio or video call.



5. As long as you have a good internet connection, you'll have a full screen of his or her picture. There will be a small square showing your own image in one corner.
6. Once you've finished the call, simply press the red handset icon to end the conversation, and close out of the program.

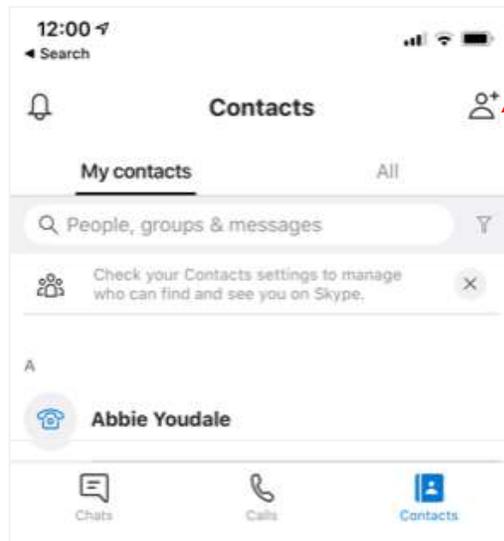
# How to make a video call - Skype



## On your smart phone or tablet

When using Skype on a mobile phone the experience and layout may look different.

1. Open the app and sign in. Once signed in you can add your new contact by clicking 'Contacts' in the bottom corner, then click the '+' icon.

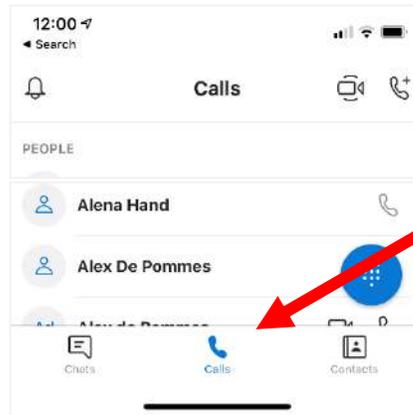


# How to make a video call - Skype



## On your smart phone or tablet

2. To start a new call, simply click the 'Calls' icon at the bottom of the screen and select your new contact.



You will then be asked if you'd like an audio or video call.



# Microsoft Teams

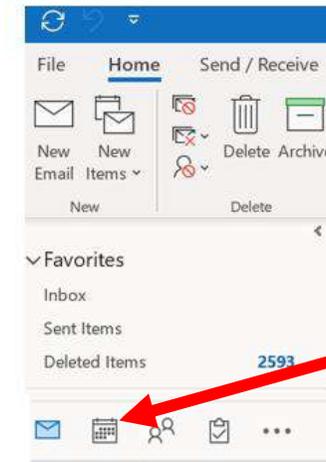
Video calling



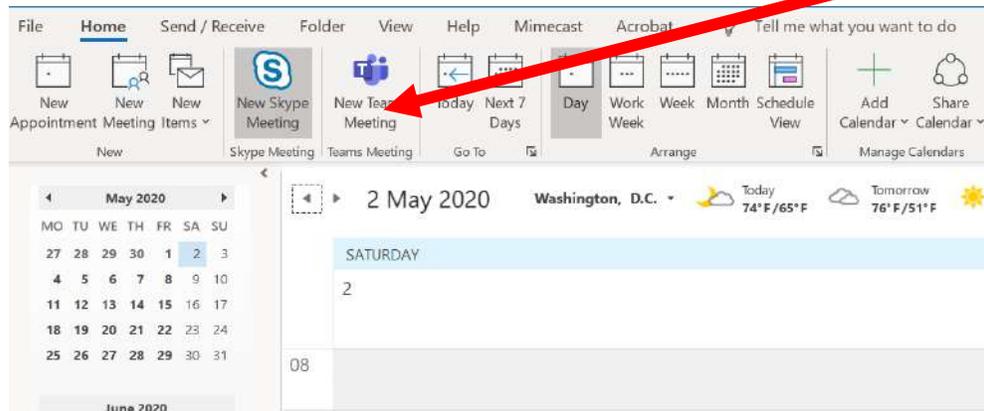
# How to make a video call – Microsoft Teams

## On your laptop

1. Open up Microsoft Outlook and go into your 'calendar' view.  
(If you do not have access to Microsoft Outlook or would prefer to set up a meeting using the Microsoft Teams app, please skip to point 7).



2. Select a date and time slot within the calendar and In the toolbar at the top of your page, select 'New Teams Meeting'.





# How to make a video call – Microsoft Teams

## On your laptop

3. You will then be able to set up your meeting request and invite your friends, family and colleagues to the meeting.

The screenshot shows the Microsoft Teams meeting creation interface. A red arrow points from a callout box to the 'Title' field, which contains 'Catch up meeting'. Another red arrow points from a callout box to the 'Required' button, which is selected. A third red arrow points from a callout box to the 'Start time' field, which is set to 'Wed 18/03/2020' at '11:30'. A fourth red arrow points from a callout box to the 'End time' field, which is set to 'Wed 18/03/2020' at '12:00'. A fifth red arrow points from a callout box to the 'Location' field, which contains 'Microsoft Teams Meeting'. A sixth red arrow points from a callout box to the 'Send' button. A seventh red arrow points from a callout box to the 'Join Microsoft Teams Meeting' link in the meeting content.

Insert a meeting title.

Click on the 'Required' button and type in the desired email addresses.

Click on the date to enter a meeting start time, if the meeting will last longer than a day then you can change the date on the 'End time' date tab.

Click on the time filed to set time for the meeting then go into the field below to enter an end time.

Enter a meeting message if you would like to.

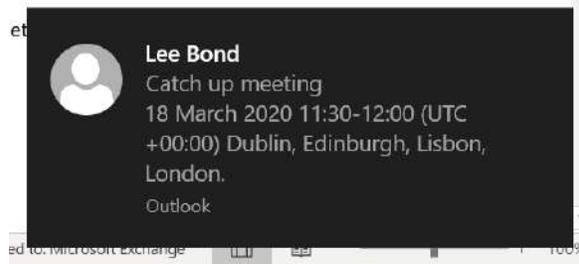
Notice, a link has been created in the meeting contents instructing attendees to '[Join Microsoft Teams meeting](#)'. Click "Send".



# How to make a video call – Microsoft Teams

## On your laptop

4. Your invited contacts will then receive an email advising them of your catch up/meeting.



5. When it is time for your meeting, you can then click on the '[Join Microsoft Teams Meeting](#)' in your calendar.

Catch up meeting



Lee Bond <Lee.Bond@audleygroup.com>  
Required



11:44

As the meeting organizer, you do not need to respond to the meeting.

18 March 2020 12:00-12:30 Microsoft Teams Meeting

Good morning,

Would be great to catch up with you.

Kind regards

[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)

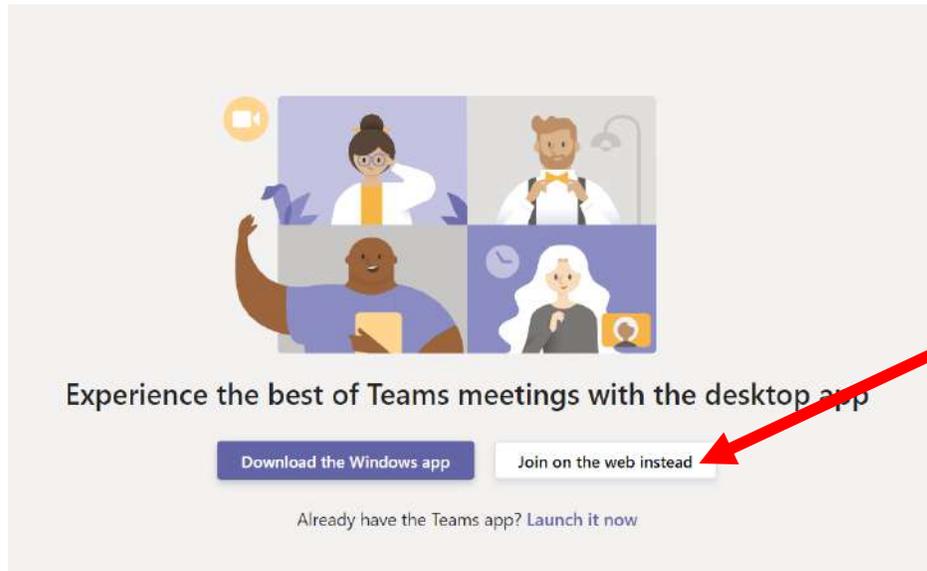




# How to make a video call – Microsoft Teams

## On your laptop

6. When you click the link, you will then be invited to join the meeting room/video call. If you don't want to install the app, you can also use Teams via the Web version. Navigate to <https://teams.microsoft.com/> and log in.



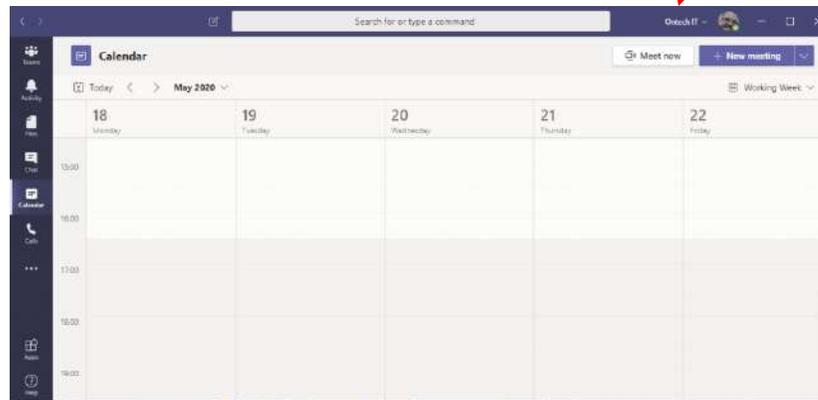
\*NOTE Teams meetings are Not supported in Internet Explorer 11, Firefox and Safari. Currently the only browsers which fully support Teams are Chrome and Edge.



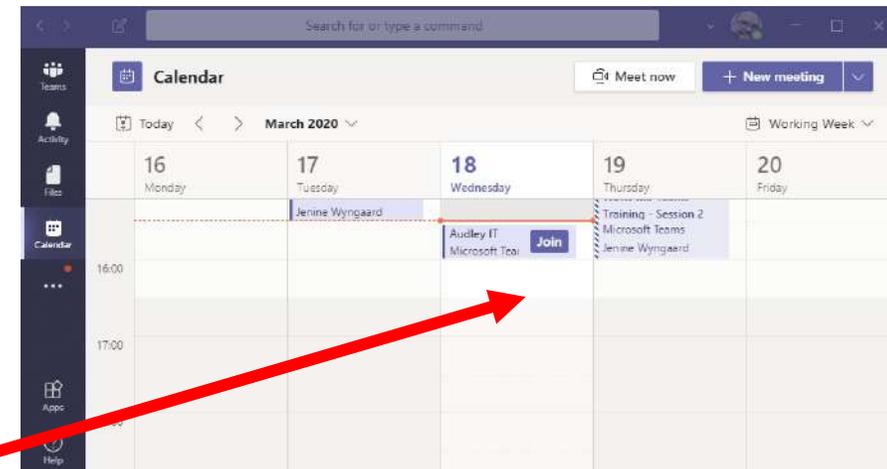
# How to make a video call – Microsoft Teams

## On your laptop

7. Alternatively, you create a meeting directly on the Teams Desktop app or on the web version (<https://teams.microsoft.com/>). Open Teams through your preferred method (see point 6) and open the calendar by clicking the calendar button on the left navigation menu. You can either create a scheduled meeting by clicking “New meeting” or if you would like to start a meeting immediately, click “Meet now”.



You can join a meeting this way too. If the meeting is happening or is about to happen you can select “Join” from here.

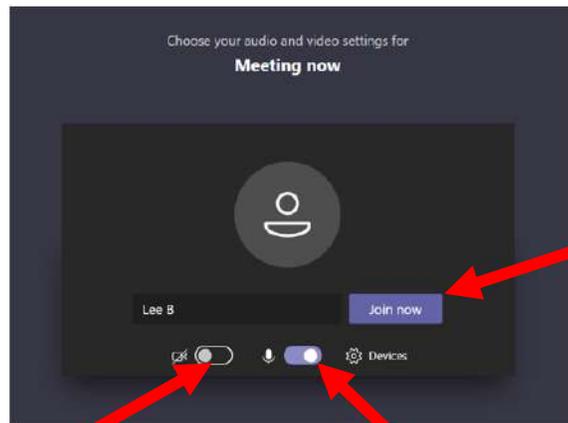




# How to make a video call – Microsoft Teams

## On your laptop

8. You will then be taken to the meeting/video conference call waiting room. you will enter the meeting. It is a good time to check your camera and microphone are correct settings before entering. To access the online meeting room, click on the 'Join now' button, you will enter the meeting.



Click to join the meeting room.

Click on the camera button to turn the camera on or off.

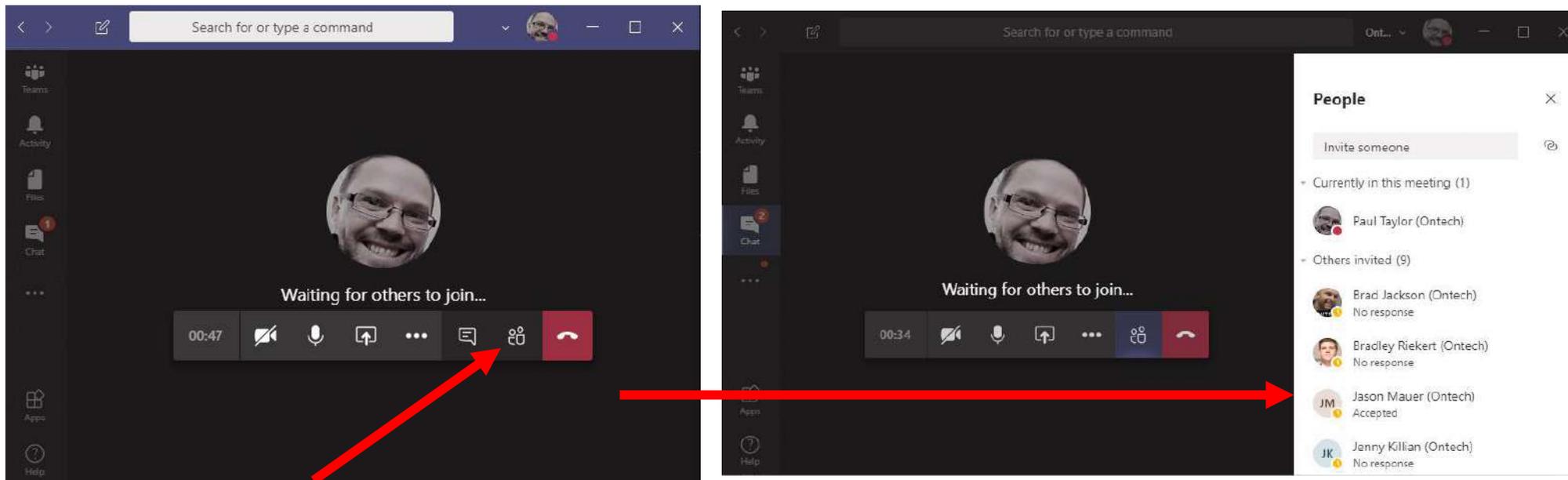
Click on the microphone button to turn the microphone on or off.



# How to make a video call – Microsoft Teams

## On your laptop

9. Once you have joined the meeting you will either see the other attendees who are joined or if you are the first, must wait for them to join.



Click on the participants button to see their current status within the meeting.

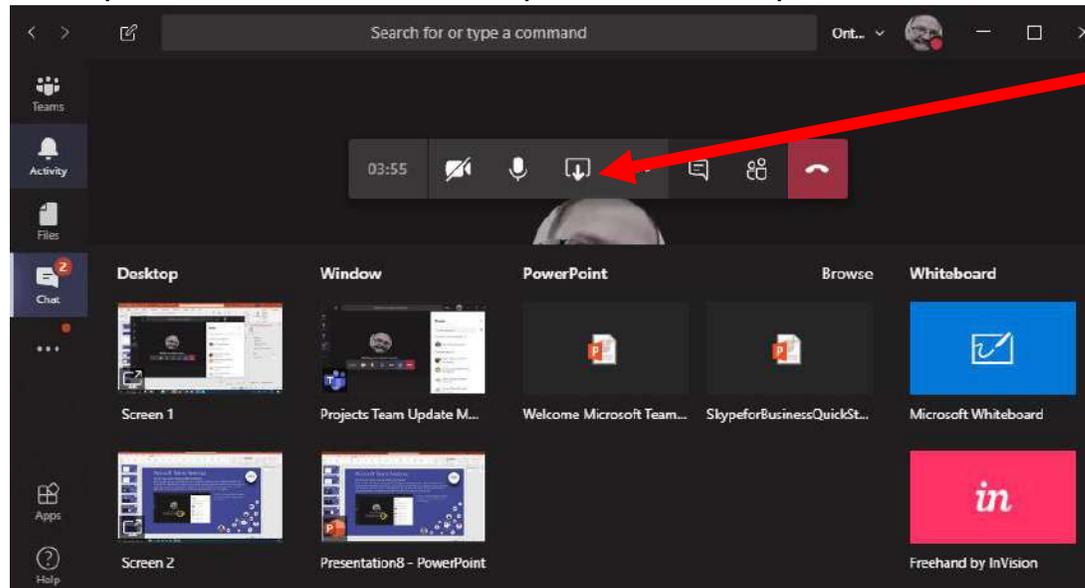


# How to make a video call – Microsoft Teams

## On your laptop

10. To share your screen click on the Share button. You can either share a desktop screen (Under the Desktop header) or an open application (all apps are listed under the Window header).

\* If you don't want everyone to see your notifications and popups, share an application only.



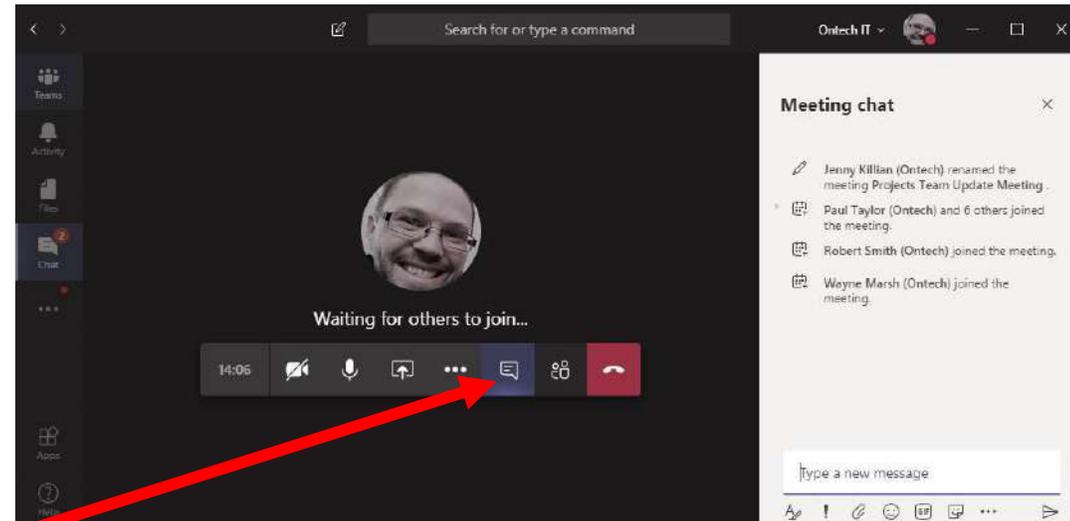
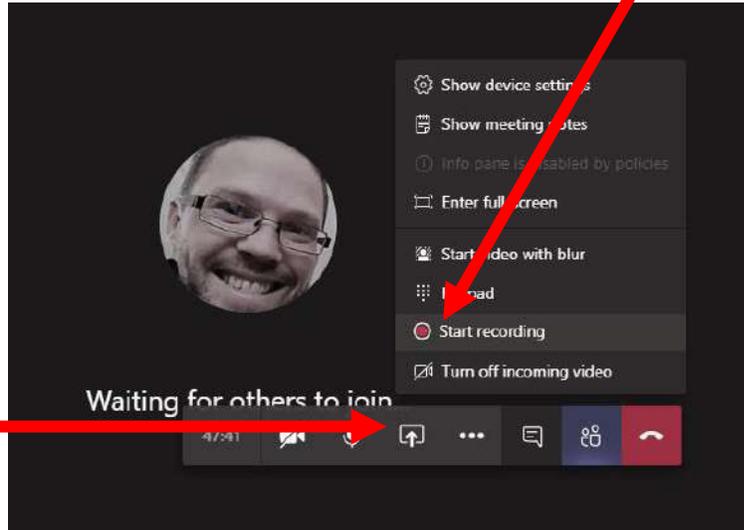
If a screen has been shared with you and you wish to take over, simply follow the same process. Remember to tell people you are now sharing your screen. The attendee who was sharing will be notified that their screen is no longer being shared.

# How to make a video call – Microsoft Teams



## On your laptop

11. You can also record your video call. All recordings will be saved and appear in the meeting chat after its completed.



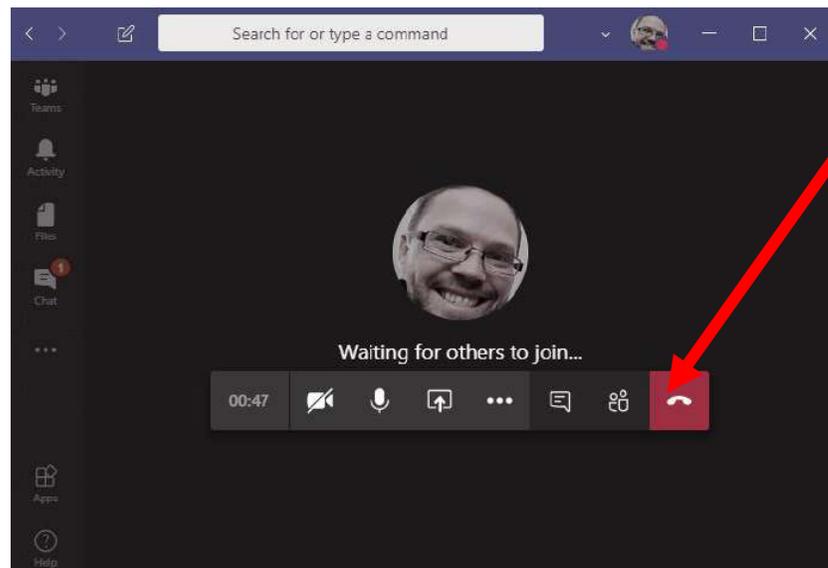
To see the current chat window click the chat button. You can share any file content at this point by attaching it to the chat message. All participants will be able to see the file.



# How to make a video call – Microsoft Teams

## On your laptop

12. To leave the meeting at any time simply click the “Hang up” button.

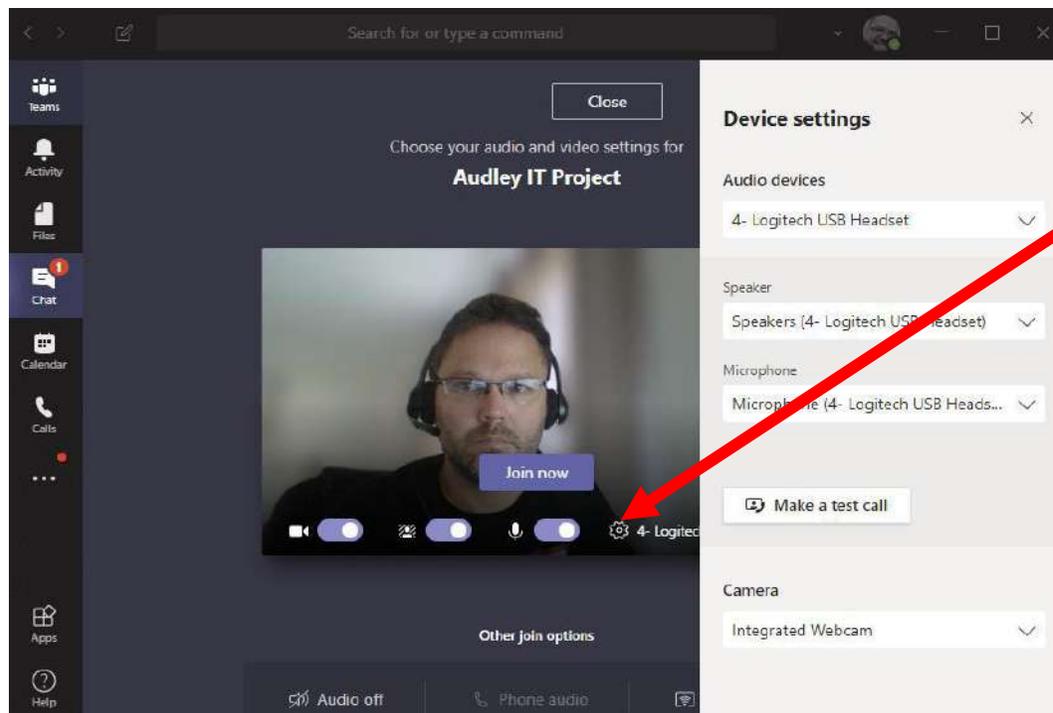




# How to make a video call – Microsoft Teams

## On your laptop

13. If you are fortunate enough to have a laptop with a built-in webcam, microphone and speakers you can configure your settings within the Teams app. When you are about to join a meeting you will be placed in a holding area where these settings can be configured and tested.



Click the cog wheel shown below the “Join now” button to bring up the menu. Here you can choose which devices you want to use.

In this example a Logitech headset and built in web cam are used. If you’re not sure if your setup is working, make a test call to find out and follow the instructions.



# How to make a video call – Microsoft Teams

## On your laptop

14. To participate in a video call you really need a microphone and a speaker as a minimum. All modern laptops if located in a quiet room away from interference should allow for a satisfactory experience. If you plan to be situated with others, then a headset with noise cancellation feature is advised.

Several models can be purchased on Amazon relatively inexpensively around £30 upwards. We recommend Logitech but there are many suitable options available.

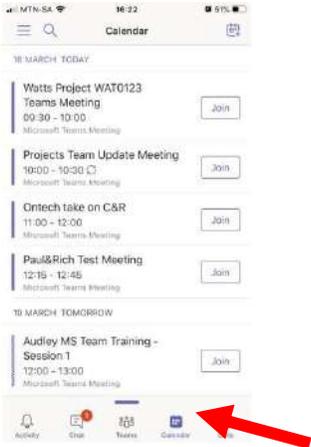




# How to make a video call – Microsoft Teams

## On your smart phone or tablet

15. Microsoft Teams is also available on your smart phone and tablet. Open the app store and download “Microsoft Teams”.



Sign in and enter your username and password. Click on “Calendar” and join a meeting from here.

# Zoom

Video calling

# How to make a video call – Zoom



## On your laptop

1. To use Zoom on your laptop visit, [www.zoom.us/signin](https://www.zoom.us/signin), you will need to login or create an account if this is the first time you are using Zoom. If you want to access Zoom via your app on your mobile phone or tablet, please see point 6.

The screenshot shows the Zoom Sign In page. At the top left is the Zoom logo, followed by navigation links: SOLUTIONS, PLANS & PRICING, CONTACT SALES, and JOIN A MEETING. The main heading is "Sign In". Below this are two input fields: "Email address" and "Password". A red arrow points to the blue "Sign In" button. Below the button are links for "Forgot password?" and a checked "Stay signed in" checkbox. A horizontal line with "or" in the center separates the email/password login from social login options. There are two buttons: "Sign in with Google" and "Sign in with Facebook". At the bottom, a red arrow points to the link "New to Zoom? Sign Up Free".

# How to make a video call – Zoom



## On your laptop

\*If you are setting up an account for the first time, you will receive an email to confirm your email address, ensure you click the link to confirm your email address before proceeding. It will prompt you to run a “Test meeting” or proceed to “My Account”.

### Invite Your Colleagues

Invite your colleagues to create their own free Zoom account today! [Why invite?](#)

name@domain.com

name@domain.com

name@domain.com

[Add another email](#)

I'm not a robot 

reCAPTCHA  
Privacy - Terms

### Start your test meeting.

Excellent! Now it's time to start meeting.

Your personal meeting url:

<https://zoom.us/j/8711595201>

### Welcome to Zoom

Hi, [laura.mills@audleygroup.com](mailto:laura.mills@audleygroup.com). Your account has been successfully created. Please list your name and create a password to continue.

By signing up, I agree to the [Privacy Policy](#) and [Terms of Service](#).



# How to make a video call – Zoom



## On your laptop

2. Once signed into Zoom you will be taken to your profile. Click “Host a meeting with video on” to start your video call.

The screenshot shows the Zoom user profile page for Laura Mills. The 'HOST A MEETING' dropdown menu is open, showing three options: 'With Video Off', 'With Video On' (which is highlighted in blue), and 'Screen Share Only'. A red arrow points to the 'With Video On' option. The profile page includes a navigation sidebar with 'Profile', 'Meetings', 'Webinars', 'Recordings', and 'Settings' under 'PERSONAL', and 'User Management' and 'Room Management' under 'ADMIN'. The main content area displays the user's name, profile picture, and meeting details such as the Personal Meeting ID (871-159-5201) and Sign-In Email (laura.mills@audleygroup.com).



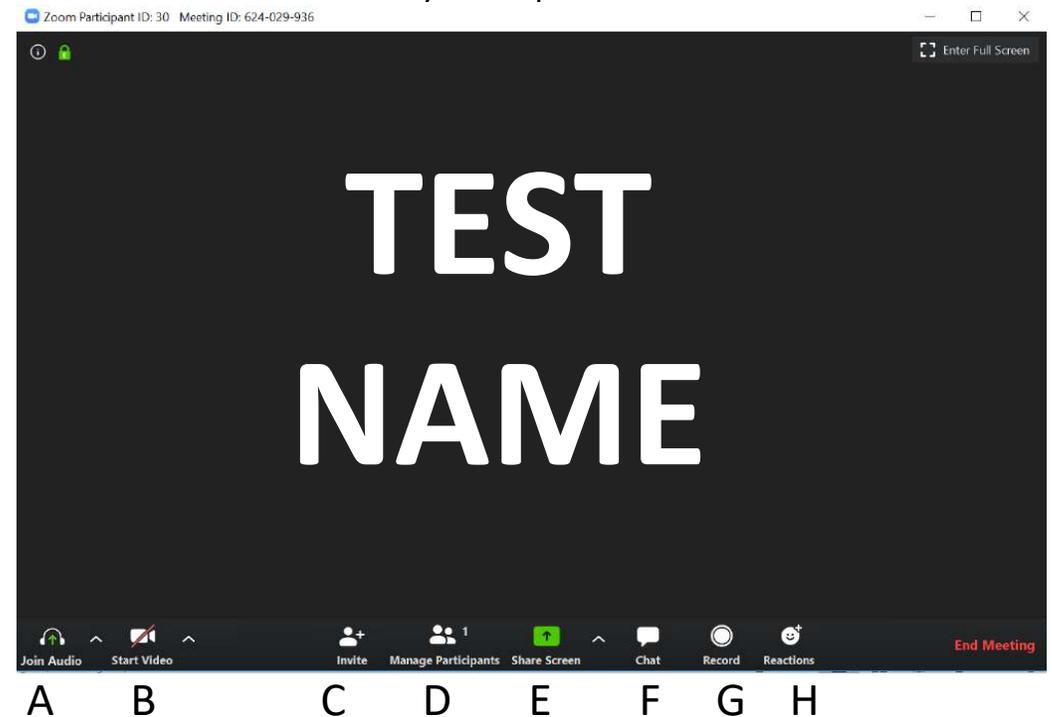
# How to make a video call – Zoom



## On your laptop

3. You will now be on a video call called a “meeting” and will have a variety of options at the bottom of the screen.

- Join Audio/Microphone (A) – audio settings
- Start Video (B) – you will need to turn your camera on so people can see you
- Invite (C) – click to invite others to join your call
- Manage Participants (D) – see who else is on the call
- Share screen (E) – share what's on your screen with other people in the call
- Chat (F) – Write a message to the people in the call
- Record (G) – record video call
- Reactions (H) – share a clapping or thumbs up emoji

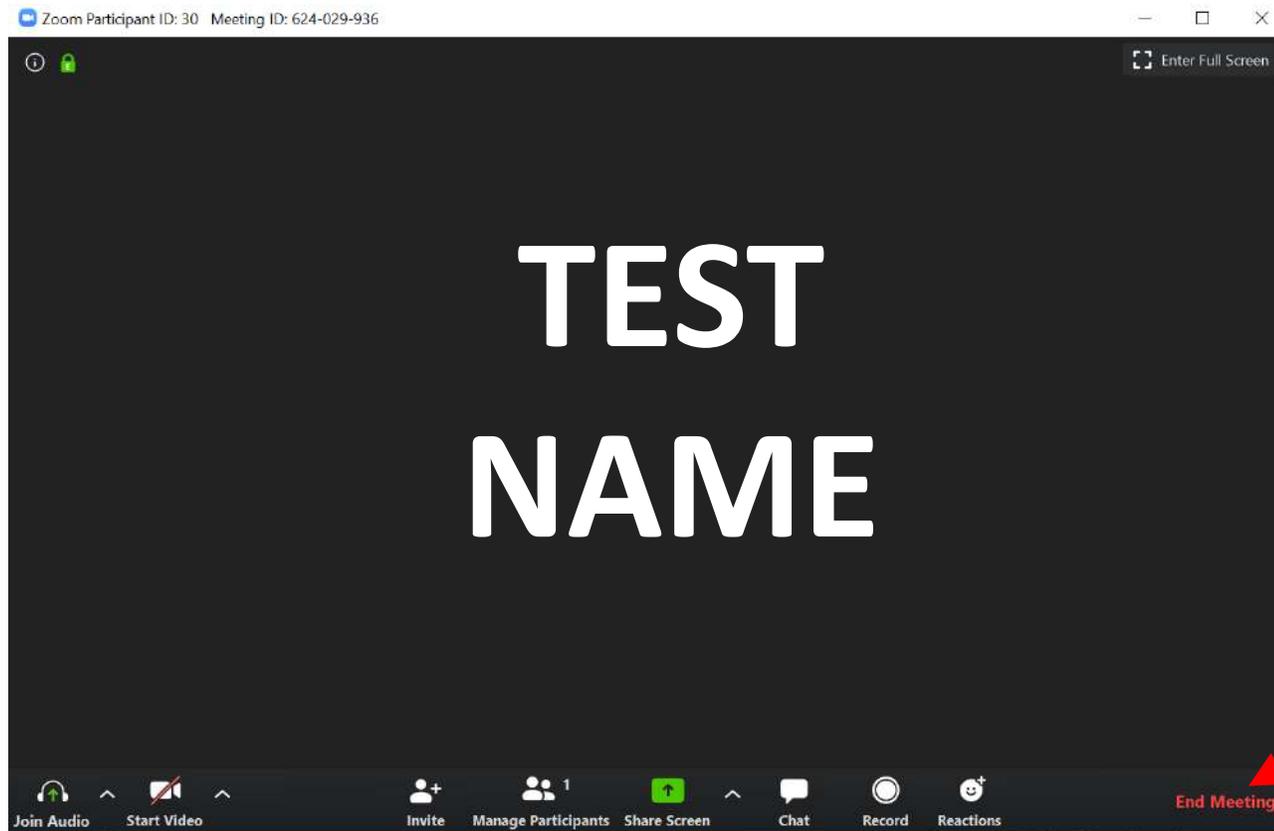


# How to make a video call – Zoom



## On your laptop

4. To end your video call, select “End Meeting” at the bottom right hand side of the screen.



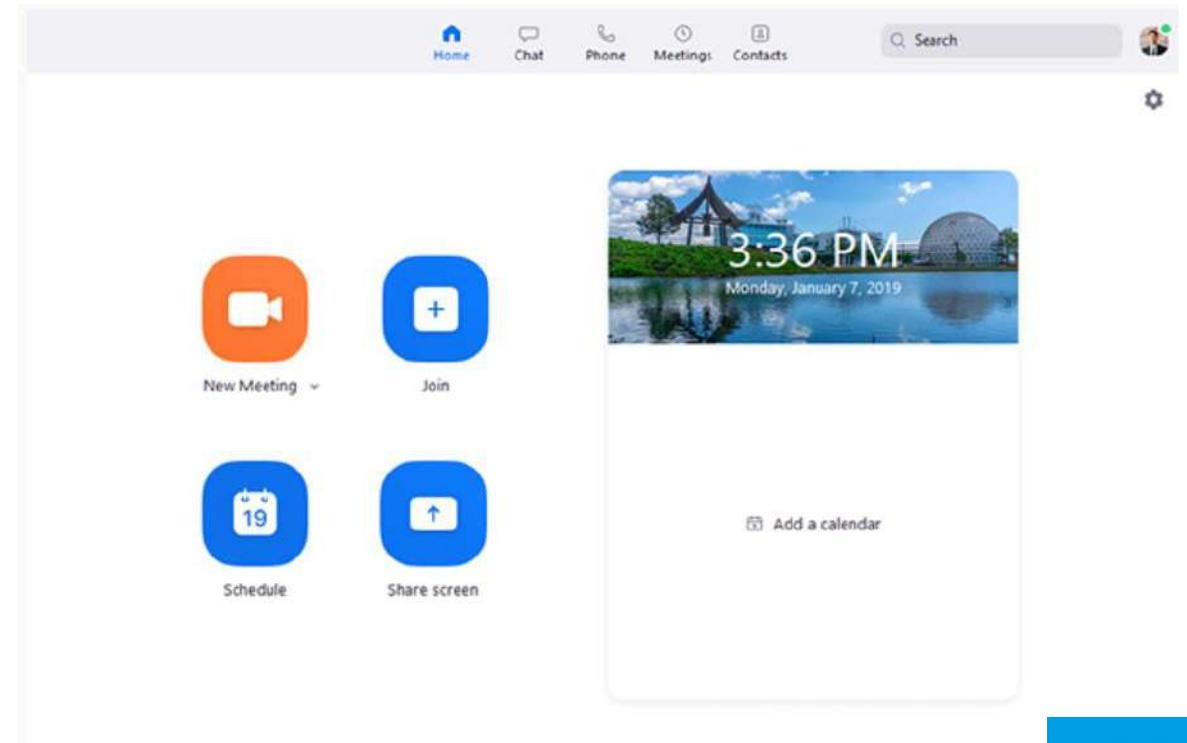
# How to make a video call – Zoom



## On your laptop

5. After ending your meeting in, you will see the **Home** tab, where you can click these options:

- **New Meeting:** Start an instant meeting. Click the downwards arrow to enable video or use your personal meeting ID for instant meetings.
- **Join:** Join a meeting that has already started
- **Schedule:** Set up a future meeting.
- **Share Screen:** Share your screen with others by entering in the sharing key or meeting ID.



# How to make a video call – Zoom

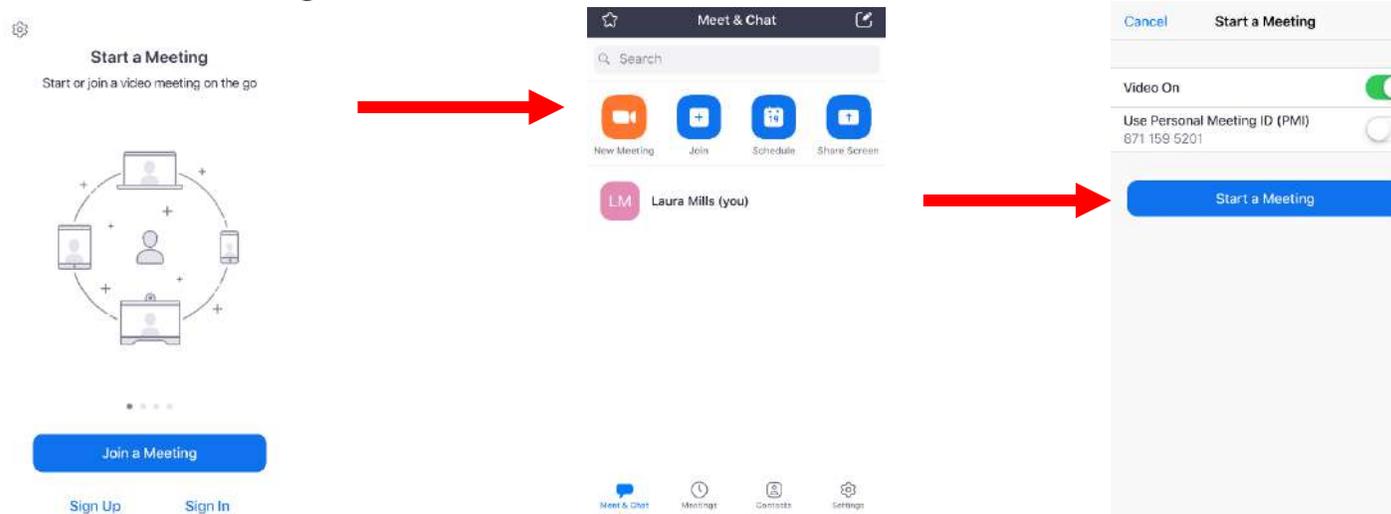


## On your smart phone or tablet

6. Zoom is also available on your smart phone and tablet. Open the app store and download “Zoom”.



You will be asked to Sign up or Sign in. Once logged in, start a video call by click on “New Meeting” and “Start a Meeting”.

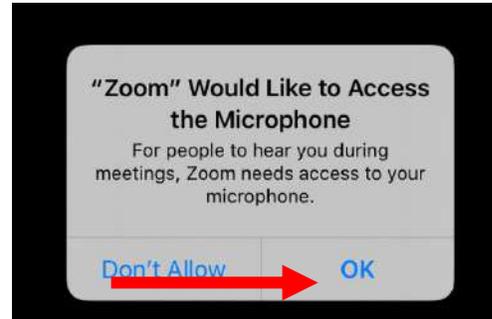
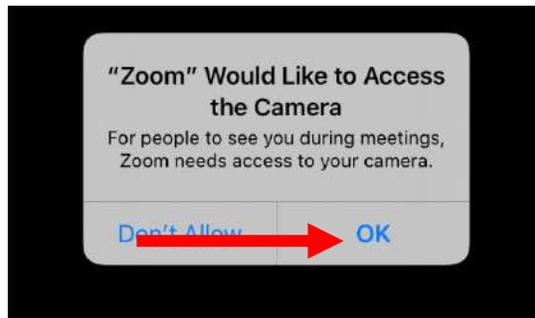


# How to make a video call – Zoom



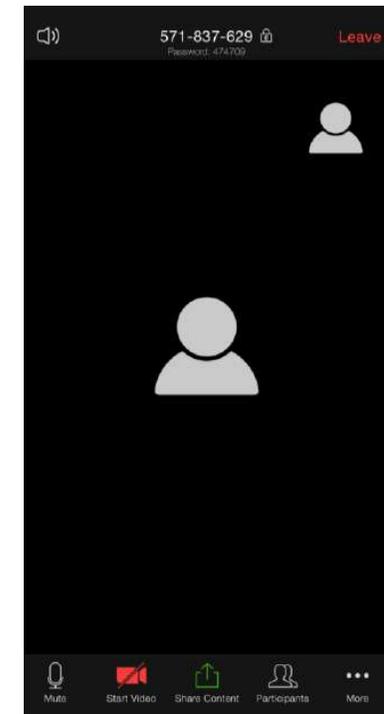
## On your smart phone or tablet

7. A pop up message will appear. Press “OK” to allow Zoom access to your camera and microphone. This will ensure other people on the call can see and hear you.



8. Options on the call will be displayed at the bottom of the screen.

- Join Audio/Microphone (A) – audio settings
- Start Video (B) – you will need to turn your camera on so people can see you
- Share Content (C) – share your screen
- Participants (D) – see who else is in the call – invite people to the call here
- More (E) – Meeting settings, Chat (type messages to people on the call)



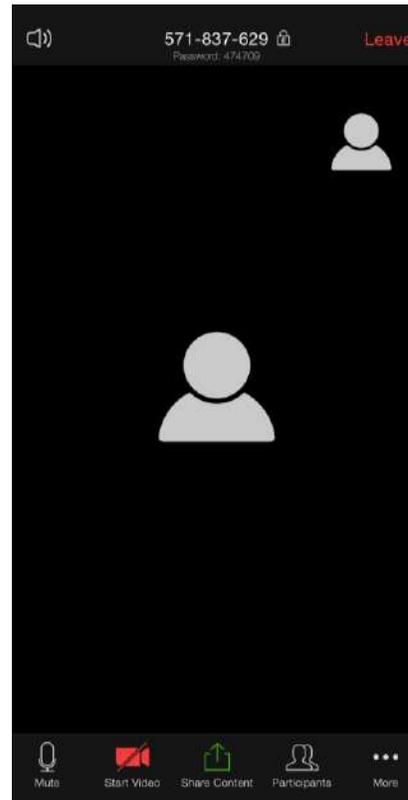
A B C D E

# How to make a video call – Zoom



## On your smart phone or tablet

9. To end the call, press “End” at the top right-hand side of the screen. You can choose to “Leave Meeting” so the others on the call stay connected, or “End the Meeting” so the video call ends for everyone.

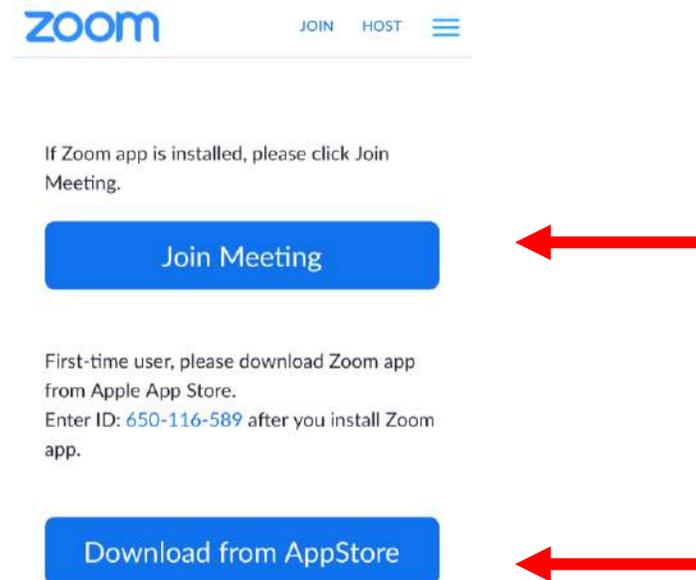


# How to join a video call – Zoom



## Joining a video call on your smart phone or tablet

10. For you to join a video call which has already been set up by your family/friend then you will need to ask them to send you the video call (or “Meeting”) URL. This can be sent via email or text message. Once you receive the URL click the link and either “Join Meeting” or Download the Zoom App from the app Store (see point 6).

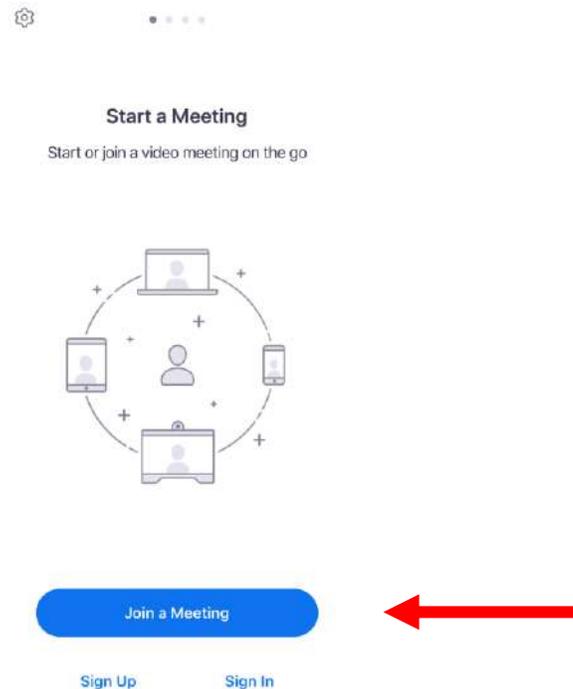


# How to join a video call – Zoom



## Joining a video call on your smart phone or tablet

11. Once the App is downloaded you will be taken to this screen, you can either Sign Up, Sign in or you can access the video call as a guest by pressing the “Join a Meeting” button.

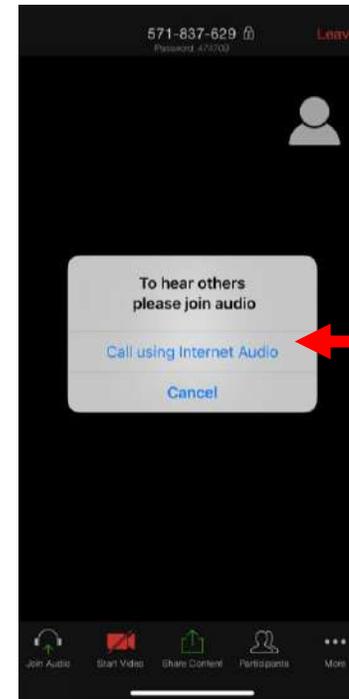
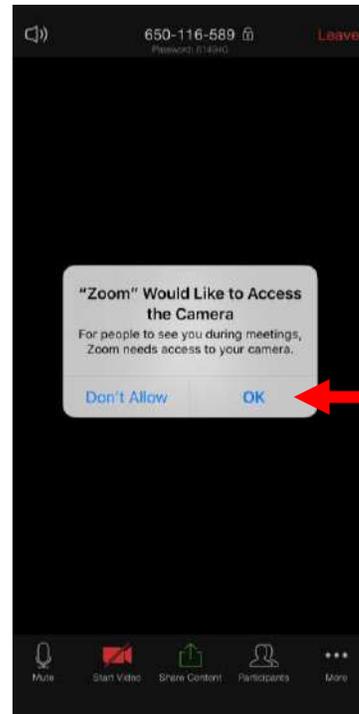


# How to join a video call – Zoom



## Joining a video call on your smart phone or tablet

12. Before you can join the video call, a series of messages will appear asking for permission to access your camera and microphone – press “OK” to continue. You will also be asked to “join audio”, select “Call using Internet Audio” to join the video call.



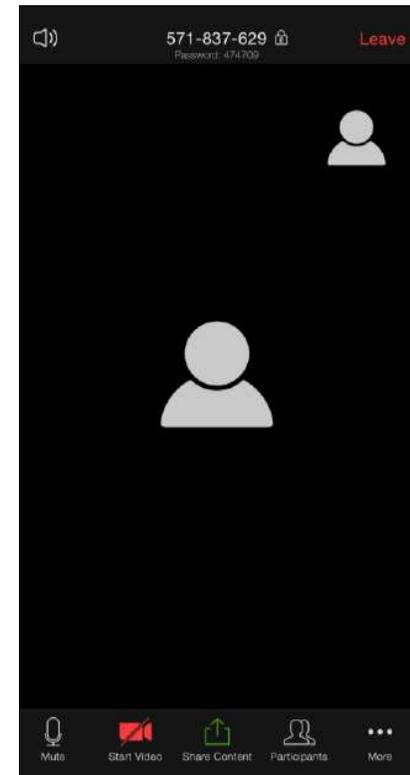
# How to join a video call – Zoom



## Joining a video call on your smart phone or tablet

13. Options on the call will be displayed at the bottom of the screen.

- Join Audio/Microphone (A) – audio settings
- Start Video (B) – you will need to turn your camera on so people can see you
- Share Content (C) – share your screen
- Participants (D) – see who else is in the call – invite people to the call here
- More (E) – Meeting settings, Chat (type messages to people on the call)



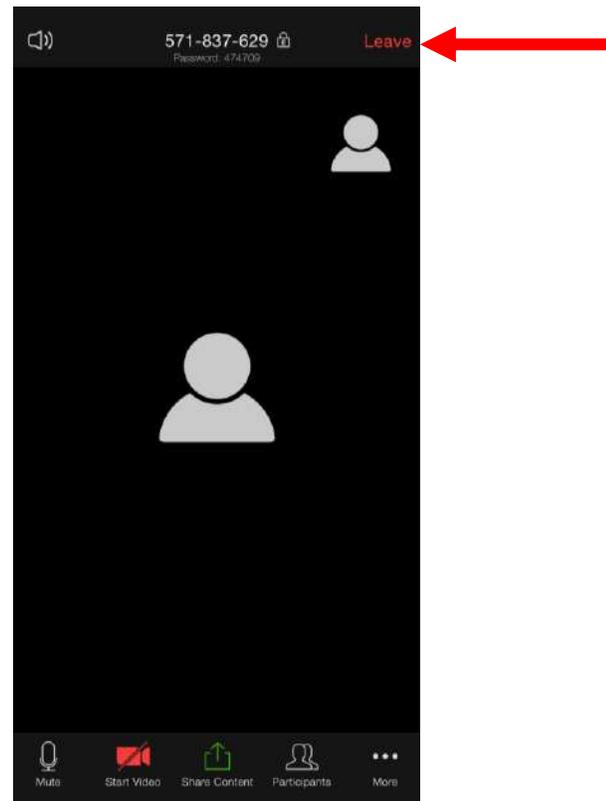
A B C D E

# How to join a video call – Zoom



## Joining a video call on your smart phone or tablet

12. To leave the video call, press “Leave” at the top right-hand side of the screen.



# How to join a video call – Zoom



## **PLEASE NOTE**

Once a video call is set up a unique meeting link is created which can be shared with anyone. This is great if you want to invite multiple friends or family to join, however if this is shared publicly i.e. across social media it can result in unwanted guests joining your conversation.

Please see below some helpful tips to avoid any unwanted guests in your video calls:

- If screensharing change to “Host Only”.
- Disable “Join Before Host” in settings.
- Disable “File Transfer” so there’s no digital virus sharing.
- Disable “Allow Removed Participants to Rejoin” so removed attendees can’t slip back in.
- Do not share your meeting link on social media or anywhere on a public forum.