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Kerno.biz LLC Newsletter

March 2020

## Video and International Calling



Wow, what a crazy time we are all living in. I hope everyone is safe and staying home as much as possible. It looks like we will all be hunkering down for a month or more. I was thinking that now might be a good time to learn a new tech skill that can help you stay in touch with family, friends and business associates. Also, in the future, at times, doctors and nurses may want to see their patients via a video call, so it would be prudent to learn how to do it now, just in case. Many of you have been using *Apple's FaceTime* and *Microsoft's Skype* for years, but others may have never used them. So, in this newsletter I will go over how to get started using these video calling apps, and give you a few tips, to help you stay in touch while you are "self-isolating".



**Built-in and External Webcams for Computers**

- Note: Most people will just use their smartphone or tablet, but if you want to use your computer instead, you will need a webcam. Almost all laptops (*Mac* and *Windows*) and *Apple* all-in-one desktop computers have a built-in camera at the top of the screen (left picture). But almost all *Windows* desktops do not so you would need to buy an external webcam (right picture) if you will want to make video calls with your computer. As of this writing, *Amazon* is mostly out of stock (or the prices have shot up), but [Dell still has a number of different webcams in stock](#). If you need help finding or installing one, let me know.

laptop screen when you want to make a video call, then you don't need an external webcam. But if you would rather stay sitting in front of your external screen, then you might want to purchase a webcam for the top of your external monitor.

- [Techradar-Best webcams for 2020](#)



### Apple FaceTime (Apple Devices Only)

*FaceTime* is *Apple's* video calling app. (Note: When you start it for the first time, if you need to sign in, use your *Apple ID* email address and password.) If you use an *iPhone*, *iPad* or *Mac* and the person you want to call is also using an *Apple* device, it is very easy to make a video call. (Note: The one major limitation with *FaceTime* is that you and the person you are calling must both be using an *Apple* device, *Windows* and *Android* users must use something else.)

To start a call, open one of your contacts and look to see if the *FaceTime* button is blue or gray. You can do this in Contacts on your [iPhone](#), [iPad](#) or [Mac computer](#). If the *FaceTime* button is blue, then you can touch it to start a video call.

I made up two contact records for myself as an example:

&lt; Search

Edit



Claude



message



call



FaceTime



mail



pay

mobile



FaceTime



Notes

FaceTime buttons are blue because this person uses an iPhone or other Apple device.

[Send Message](#)[Share Contact](#)[Add to Favorites](#)

Favorites



Recents



Contacts



Keypad



Voicemail

This contact does not use an *iPhone* or other *Apple* device so you cannot *FaceTime* them.

&lt; Search

Edit



Claude Kerno

"Claude"  
Personal

message



mobile



video



mail



pay

mobile

(719) 650-9916

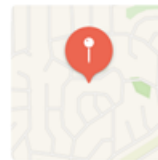
home



home



work

323 Catalina Dr  
Colorado Spgs CO 80906  
United States

Favorites



Recents



Contacts



Keypad



Voicemail

FaceTime button is  
gray because this  
person does not use  
an iPhone or other  
Apple device.

Once you have started a *FaceTime* call wait for the other person to answer. Once they do, you will both see each other on the call.

When a *FaceTime* call comes in (someone calls you), [tap any of the following](#):

- *Accept*: Take the call.
- *Decline*: Decline the call.
- *Remind Me*: Set a reminder to call them back.
- *Message*: Send a text message to the caller.

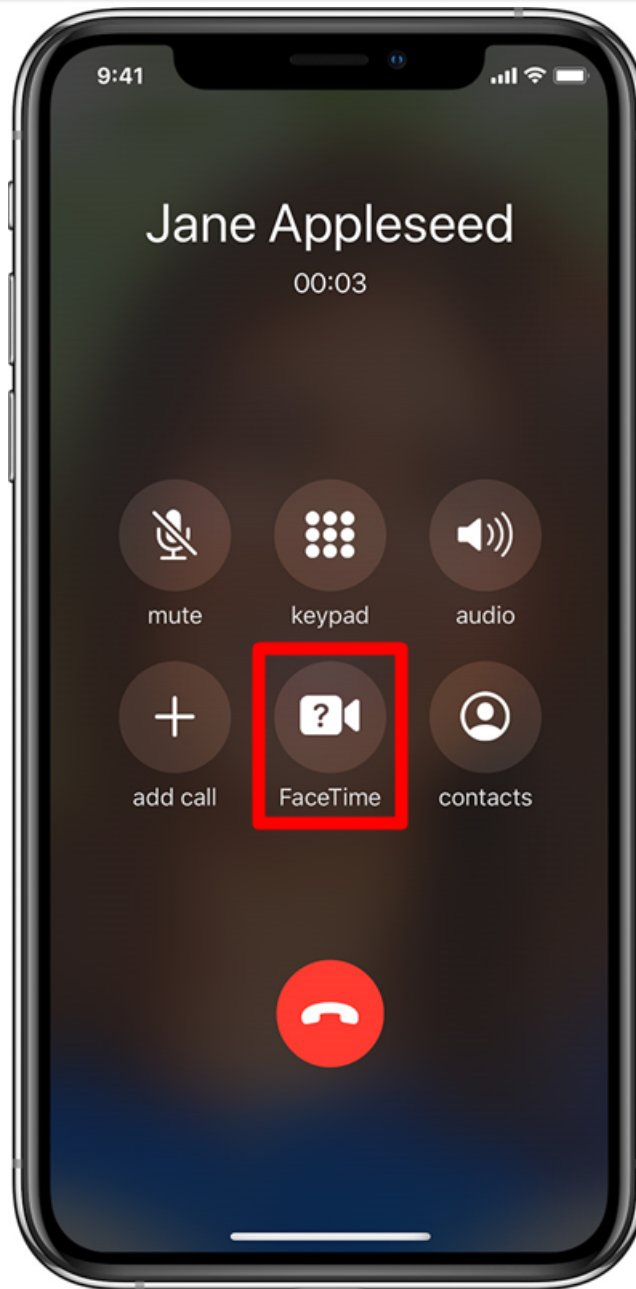


Set up a reminder to return the call later.

Send the caller a text message.

**Incoming *FaceTime* Call**

- Tip: On an *iPhone* you can also start a *FaceTime* call after you have already started a regular call if the other person uses an *iPhone*. Once the call connects, touch the *FaceTime* button.

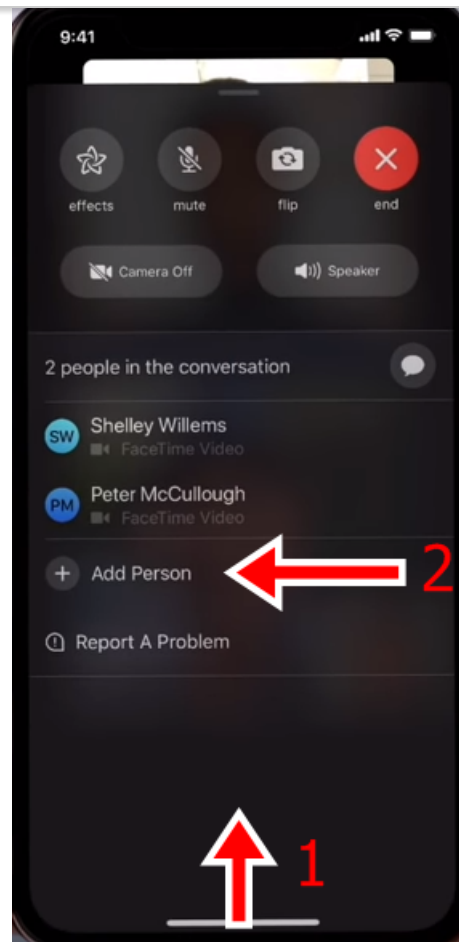


Start FaceTime Call From A Normal Call

### Group Calling in FaceTime

If you would like to add another person to the *FaceTime* call, you can add up to 32 people:

1. Start a *FaceTime* call with the first person
2. Slide your finger up from the bottom of the screen
3. Touch "Add Person"
4. Search for the person and touch them
5. Touch "Add Person to FaceTime"



**Tip: In a group call, the person in the largest square is the person talking.**

### Start FaceTime In Text Messages

You can also start a *FaceTime* call from your text messages.

On *iPhone* and *iPad*:

1. Open Messages
2. Touch the person you want to *FaceTime*
3. On *iPhone* or *iPad*, touch the top of the screen where their photo and name are
4. Touch *FaceTime*

On *Mac*:

1. Open *Messages*
2. Click the Person you want to *FaceTime*
3. Click "Details" top right
4. Click the movie camera icon

To end *FaceTime* calls, touch the red circle.



### Skype (All Devices)

*Microsoft's Skype*, unlike *FaceTime*, is available on all devices so it is more universal.

(Note: Unless you had a *Skype* account before *Microsoft* purchased *Skype* in 2011, use your *Microsoft ID* email and password to sign in.) You can install *Skype* on your [iPhone or iPad](#), [Mac or Windows 7/8](#) computer, [Android cell phone or tablet](#). *Windows 10* even has its own *Skype* app in the *Microsoft Store*. If you are using an *iPhone* or *Mac* and the other person does not use an *Apple* device, then install *Skype* and ask the other person to do the same.

When you install the app, you must allow access to:

- your contacts (the *Skype* app will be able to show you which of your contacts have *Skype*)
- the microphone
- the camera
- and send notifications (so you will know when someone is trying to *Skype* you)

You must "allow all" or *Skype* will not work properly.

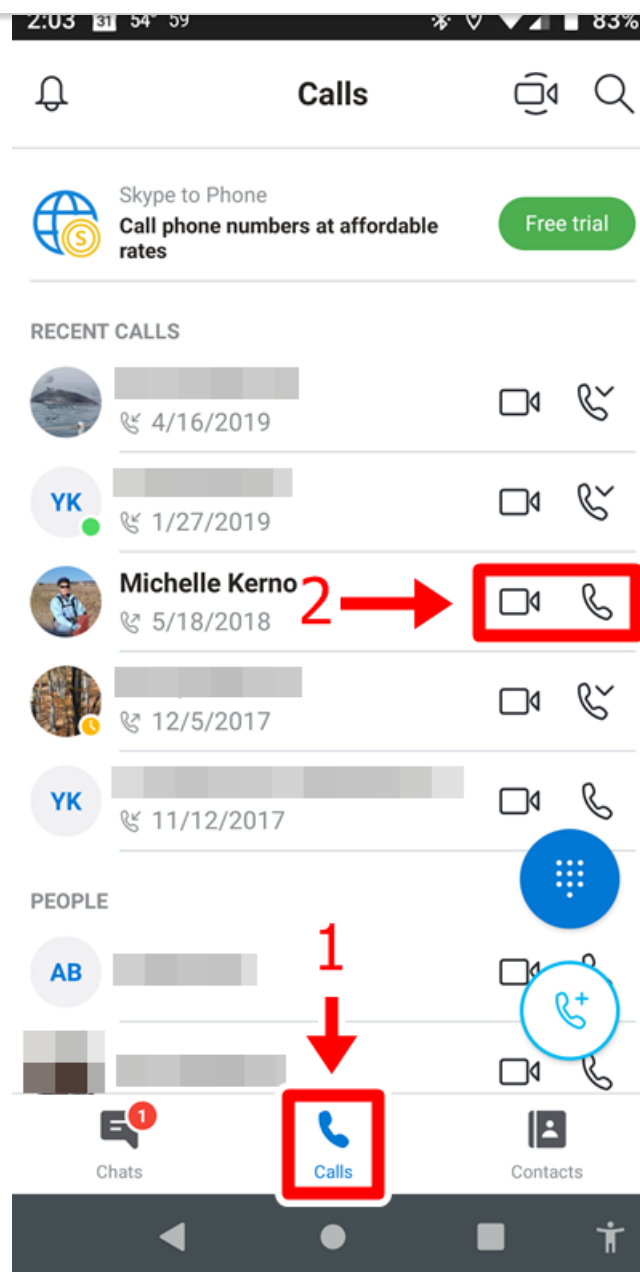
- Tip: If *Skype* is not working on your *iPhone* or *iPad*, double check these settings by going to the Settings icon, then scroll down to *Skype*.





Once installed, to start a *Skype* video call on *iPhone* or *Android*:

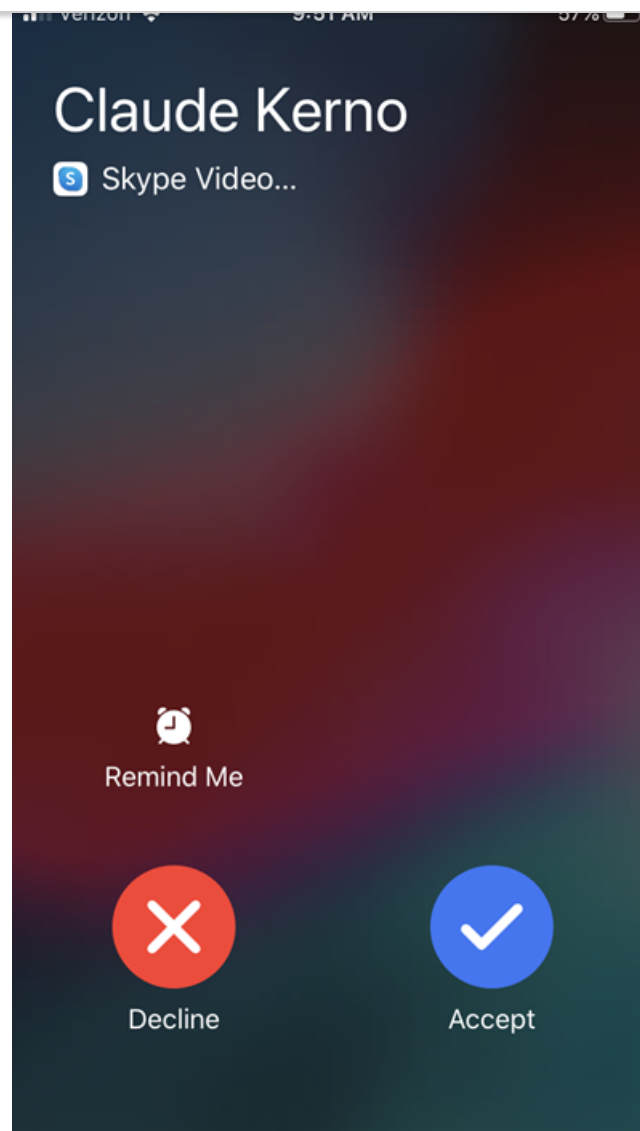
1. Open the *Skype* app
2. Touch "Calls" at bottom
3. Search for the person you want to *Skype* with
4. Touch the movie camera icon to the right of the person's name
5. If they are not in your address book, use the search icon (magnifying glass icon top right) to search by name, phone number or email.



Once you place the call wait for the other person to answer the call. Once they do you will see each other on the screen. To end the call, touch the red circle.

**iPhone & iPad:** To answer a *Skype* call on *iPhone* or *iPad*, touch the blue "Accept" button. Other choices:

- Touch the red "Decline" button to decline the call.
- Touch "Remind Me" to decline the call and setup a reminder to call the person back.



**Incoming *Skype* Call on *iPhone***

**Android:** To answer a *Skype* call on an *Android* cell phone or tablet, touch the green "Video" button. Other choices:

- Touch the red "Decline" button to decline the call.
- Touch the "Audio" button if you want to answer without video, just an audio call.
- Touch the "Message" button to decline the call and send back a text message.

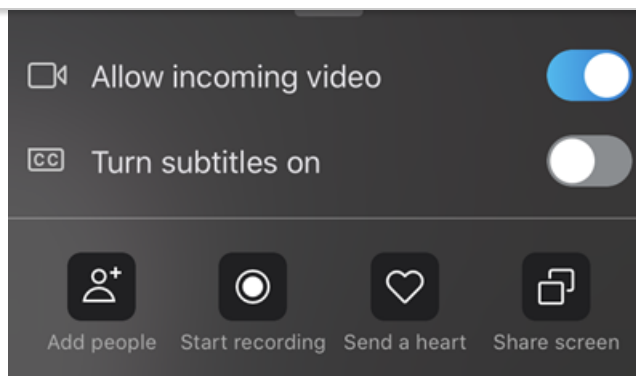


**Incoming *Skype* Call on *Android***

### **Group Calling in Skype**

If you would like to add another person to the *Skype* call, you can add up to 50 people:

1. Start a *Skype* call with the first person
2. Touch three dots in the lower right-hand corner
3. Touch "Add people"



### How To Add People To Skype Call

## Video vs. Audio Calls

- Tip: When you see a movie camera icon and a telephone icon, this means you can make (or answer) a video call or a voice only (audio) call. You might ask yourself, why would I make a voice only call in *Skype* or *FaceTime*? Isn't that the same as just making a regular telephone call? The answer is that sometimes with your cell phone you will have WiFi but no cell service. You might be in a foreign country without a cell phone plan that works in that country or you know that making cell calls overseas are expensive and *FaceTime* and *Skype* calls are free. As long as you can connect to WiFi, and you are both using the same app, then making calls with *Skype* and *FaceTime* (and the other apps listed below) are free.



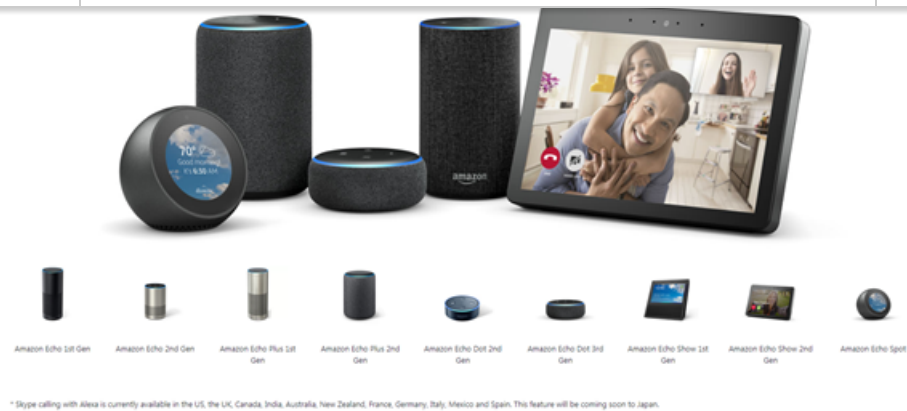
### FaceTime and Skype, Video vs. Audio Calls

- Tip: Also, sometimes making an audio call is preferable to making a video call because you might have a slow connection. If you try to make a *FaceTime* or *Skype* video call and it does not go through or stay connected, then try making an audio call with these apps instead.

## Free International Calls

Keep in mind that video and audio calls from one device to another device anywhere in the world with either *FaceTime* or *Skype* are free (Note: [Skype calls to regular \(landline\) phone numbers will cost you](#). To be free, you both must use the *Skype* app.) This is a great way to stay in touch with friends and family and conduct business internationally.

- Tip: *Skype* is even available on [Amazon Alexa](#) devices. Even if your *Alexa* device does not have a screen, you can still make calls, and remember, international calls are free.



## Other Video Calling Apps

BTW, there are many other apps that do the same thing as *FaceTime* and *Skype*, such as:

- [WhatsApp](#)
- [Google Duo](#)
- [Facebook Messenger](#)
- [Viber](#)
- [and more...](#)

If your contact prefers using one of these services, go ahead and install the app. They are very similar to *FaceTime* and *Skype*. Links to articles comparing these services are below.

## Other Video Calling Devices

BTW, there are also new devices coming to market every day which can also make video calls. Two of the most popular standalone devices are:

- [Amazon Echo Show with Alexa](#)
- [Facebook Portal](#)

I hope that everyone will remain safe during this difficult time. Now you have some tools for staying in touch. Just remember that both you and the other person must use the same system. *FaceTime* to *FaceTime* or *Skype* to *Skype*, no mixing it up. If you need any help setting up or using *FaceTime*, *Skype* or any other app, or just want to practice with someone, please let me know.

## More Information

### FaceTime

[FaceTime with your iPhone, iPad, or iPod touch](#)

[Apple-How to make and receive FaceTime calls on iPhone](#)

[Apple-Use FaceTime on your Mac](#)

[Apple Video-How to use Group FaceTime on your iPhone, iPad, or iPod Touch](#)

[Lifewire-How to video chat with friends and family on your Windows PC](#)

[Lifewire-Nine great alternatives to FaceTime for Android devices](#)

### Skype

[Skype YouTube Channel](#)

[Skype Video-How to make a group video call on Skype for iPhone](#)

## **Other Apps and Devices**

[Cloudpro-Skype vs Facetime vs Google Hangouts vs Google Duo](#)

[Tom's Guide-What Is WhatsApp and How to Use It](#)

[Facebook-How do I video chat with someone or a group in Messenger?](#)

[Google-Make calls with Google Duo](#)

[Viber-Get Started Viber Setup](#)

[Techradar-Best webcams for 2020](#)

[Portal from Facebook](#)

[Amazon Echo Show with Alexa](#)



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