

# FaceTime



## 1. Creating an Account (iPhone):

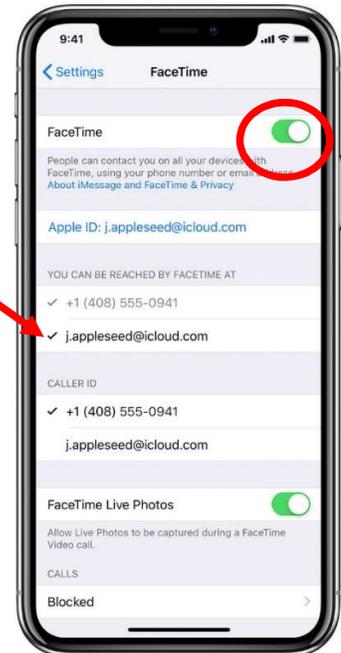
- Open the FaceTime app
- Sign in using Apple ID
- Phone number is automatically registered
- To register an email address go to Settings > FaceTime > Use your Apple ID for FaceTime

## 2. Creating an Account (iPad or iPod):

- Register email address using Settings > FaceTime > Use your Apple ID for FaceTime
- Open the FaceTime app and sign in using their Apple ID

## 3. Answering a Call:

- Tap Accept to answer, or decline to end the call
- If iPad is locked, slide the green arrow button to the right to answer
- To flip the screen



## 4. Tips:

- If you want to trial a FaceTime call with the patient, ensure that you call the patient from a separate room, or have someone back at the hospice call on your behalf. By doing this you will prevent significant background noise.

# FaceTime troubleshooting



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## 1. Can't make or receive calls:

- Ensure that the device is connected to the internet
- If using Cellular Data, make sure that 'Use Cellular Data' is on for FaceTime; go to settings and tap 'Cellular' or tap 'Mobile Data', then turn on FaceTime
- Go to settings > FaceTime and make sure that FaceTime is on
  - If you see "waiting for activation", turn FaceTime off and then on again
  - If you don't see the FaceTime setting, make sure that Camera and FaceTime aren't off in Settings > Screen Time > Content & Privacy Restrictions > Allowed Apps
  - Make sure you have the correct phone number and email address listed

## 2. Connection or sound quality issues with FaceTime:

- Issues such as: connection alerts, choppy calls, black screen, dropped calls
- Make sure that both you and the person you are calling are using a fast Wi-Fi or cellular connection
- Try turning Wi-Fi/data on and off again
- Ensure that any headphones, microphones, speakers etc. being used are plugged in

## 3. Blocked Contact:

- To unblock a contact:
  - Open Settings
  - Tap FaceTime
  - Tap Blocked
  - Tap Edit
  - Tap the red  button next to the contact you want to unblock