BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

FaceTime

Video calls, family calls and calls with anyone — explained in plain English, one step at a time

A plain-English guide for every iPhone, iPad and Mac owner

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

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What's Inside

This is your FaceTime manual. Read it in any order and at your own pace. Part 1 gets you set up, Part 2 covers everyday calls, and the later parts cover family calls, the fun extras, captions, your other Apple devices, staying safe, and fixing problems.

Part 1 — Getting to Know FaceTime

1 A Note from Bill
2 What FaceTime Is and Who You Can Call
3 What You Need and Turning FaceTime On
4 A Tour of the FaceTime App Today

Part 2 — Everyday Calls

5 Making a Video Call
6 Voice-Only FaceTime Calls
7 Answering and Declining Calls
8 The Buttons You See During a Call
9 When Nobody Answers: Video and Audio Messages

Part 3 — Family Calls and Calling Anyone

10 Group FaceTime: The Whole Family at Once
11 FaceTime Links for Android and Windows Family
12 Planning a Family Call Ahead

Part 4 — The Fun Extras and Doing Things Together

13 Portrait, Reactions and Looking Your Best
14 SharePlay: Watching and Listening Together
15 Sharing Your Screen So Family Can Help

Part 5 — Hearing, Seeing and Understanding

16 Live Captions: See What People Are Saying
17 Live Translation: Talking Across Languages
18 Clearer Sound: Mic Modes and Hearing Help

Part 6 — FaceTime on Your Other Apple Devices

19 FaceTime on iPad
20 FaceTime on the Mac
21 FaceTime on the TV with Apple TV
22 Moving a Call Between Devices

Part 7 — Staying Safe on FaceTime

23 Unknown Callers, Spam and Blocking

24 FaceTime Scams to Know About

Part 8 — Fixing Problems and Getting Help

25 When FaceTime Won't Work
26 Frozen Picture, Echoes and No Sound
27 Your FaceTime Cheat-Sheet
28 When to Call Bill

PART 1

Getting to Know FaceTime

What FaceTime is, who you can call, what you need, how to switch it on, and a calm tour of the FaceTime app as it looks today. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is reading this — this is for **you**. Maybe a grandchild keeps saying "just FaceTime me," and you'd like to know what that really means. Maybe you've made a few calls but the screen changed after an update and now nothing is where it used to be. Or maybe you'd simply like to see the faces of the people you love more often. Wherever you're starting from, you're in the right place.

I'm Bill. With 30+ years of professional experience, I've helped folks here in Portage County and beyond feel at home with their technology. I wrote this guide the way I'd explain FaceTime sitting beside you at the kitchen table: slowly, in plain English, one tap at a time. If I use a word you don't know, I'll stop and explain it right there.

What FaceTime does, in one sentence

FaceTime lets you see and talk to someone, face to face, through the screen of your iPhone, iPad, Mac or even your TV — over the internet, at no extra cost. It's the closest thing to being in the same room when you can't be.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll make and answer video calls, gather the whole family on one screen, include the relatives who don't have an iPhone, leave a video message when nobody picks up, turn on captions if hearing is a struggle, and watch a show together from different towns. You'll also know how to spot a scam call and how to fix the common hiccups yourself.

The big promise: you can't break it

Here is the most important thing in the whole guide. **You cannot break FaceTime, or your iPhone, by tapping buttons during a call.** The worst that happens is your camera turns off for a moment, or you hang up by accident. If that happens, you simply call back. Everyone has done it, and the person on the other end will just be glad to hear from you again.

And you're never stuck alone. If you'd like a hand, call me at **(330) 200-8042** and we'll sort it out together, with no judgment. There's no such thing as a silly question.

— Bill

CHAPTER 2

What FaceTime Is and Who You Can Call

FaceTime is Apple's own calling app. It comes already installed on every iPhone, iPad and Mac, so there's nothing to buy and nothing to download. You'll know it by its icon: a **white video camera on a green background**.

Two kinds of FaceTime call

Kind of call	What it means
FaceTime video	You see each other and hear each other. This is what most people mean when they say "FaceTime me."
FaceTime audio	Voice only, no picture — like a regular phone call, but it travels over the internet instead of the phone network. Often the sound is crisper than an ordinary call.

Who you can call

- **Anyone with an iPhone, iPad or Mac.** You can call them straight from FaceTime using their phone number or email address.
- **Anyone with an Android phone or a Windows computer** — but in a slightly different way. You send them a **FaceTime link**, and they join from their web browser. Chapter 11 walks you through it.
- **Several people at once.** A Group FaceTime call can hold up to 32 people — the whole family on one screen (Chapter 10).

What it costs

FaceTime itself is free. It travels over the internet, so it uses either your home **Wi-Fi** (no extra cost) or your phone plan's **cellular data** when you're away from Wi-Fi. A video call uses quite a bit of data, so if your phone plan has a small data allowance, make your long video calls at home on Wi-Fi.

GOOD TO KNOW

FaceTime and your Apple Account

FaceTime uses your **Apple Account** — the free account every Apple device signs in with. (Apple used to call it an Apple ID; it was renamed, but it's the same account.) Most people signed in when the iPhone was new, so FaceTime is usually already switched on and ready.

WHAT THIS DOES FOR YOU

Why families love it

A phone call carries a voice. FaceTime carries a smile, a wave, a new haircut, a baby's first steps, and the look on someone's face when they open your birthday card. For families spread across the country, it turns "I miss you" into "I see you."

CHAPTER 3

What You Need and Turning FaceTime On

Most people can skip straight to making a call, because FaceTime is already on. But if it isn't working, or you've just got a new device, this short chapter checks the basics.

What you need

- **An iPhone, iPad or Mac.** For the newest features in this guide, an iPhone needs iOS 26 or iOS 27, which run on the iPhone 11 and newer and the iPhone SE (2nd generation and newer). Older iPhones still make FaceTime calls; they just don't get the latest extras.
- **An internet connection** — home Wi-Fi, or cellular data on your phone plan.
- **Your Apple Account**, signed in on the device.
- **The person's phone number or email** saved in your Contacts. It's the easiest way to call.

Check that FaceTime is switched on (iPhone or iPad)

1. Open **Settings** (the gray gear icon).
2. Scroll down and tap **Apps**, then tap **FaceTime**.
3. Make sure the **FaceTime** switch at the top is **on** (green).
4. Below it, under **You can be reached by FaceTime at**, you'll see your phone number and email. A check mark means people can reach you that way.
5. Under **Caller ID**, pick the phone number or email you'd like people to see when you call them. Your phone number is usually the friendliest choice — family will recognize it.

> TIP
> **Older iPhones put it in a different spot**
> If you don't see **Apps** in Settings, your iPhone is on older software. Scroll down Settings until you find **FaceTime** listed by itself and tap that instead. The switches inside are the same.

When FaceTime asks for the camera and microphone

The very first time you make a call, your iPhone may ask whether FaceTime can use the camera and microphone. Tap **Allow**. FaceTime can't show your face or carry your voice without them, and the permission only applies to FaceTime.

HEADS UP

"Waiting for Activation"

Right after setting up a new iPhone, FaceTime may say **Waiting for Activation** for a while. That's normal and usually clears on its own within a day. If it doesn't, Chapter 25 has the steps Apple recommends.

CHAPTER 4

A Tour of the FaceTime App Today

Apple redesigned the FaceTime app with iOS 26, and it looks quite different from older pictures you may have seen. If your screen doesn't match a friend's or an old how-to video, that's why. Here's what you'll find when you open it.

The main screen

What you see	What it's for
Large cards (tiles)	Your recent calls and the people you talk to most appear as big picture cards in two columns, often showing their Contact Poster (the full-screen photo or design they've chosen to show when they call). Tap a card to call that person again.
New Call (green button)	Near the bottom of the screen. Tap it to start a call with anyone — this is the button you'll use most.
Filter button (top right)	A small button with stacked lines. It lets you look at just your missed calls, video messages, voicemails and more.
Create Link	Found after you tap New Call. It makes a link for a call you can send to anyone — including people without an Apple device (Chapter 11).

The Filter button, explained

Tap the Filter button in the upper-right corner and you can choose to see:

- **Calls** — your recent FaceTime video and audio calls.
- **Missed** — calls nobody answered.
- **Video** — video messages people left you when you couldn't pick up.
- **Voicemail** — voicemails from FaceTime audio callers.
- **Unknown Callers** — calls from people who aren't in your Contacts.
- **Spam** — calls identified as spam or fraud.
- **Manage Filtering** — a shortcut to the settings for screening and silencing calls (Chapter 23).

GOOD TO KNOW

There's no going back to the old look

Some people miss the old list of calls. FaceTime doesn't offer a "classic" option the way the Phone app does, so the cards are here to stay. The good news: everything you used before is still there — your history lives behind the Filter button.

TIP

Can't find the FaceTime app?

Swipe down from the middle of your Home Screen to open Search, type **FaceTime**, and tap the green icon when it appears. FaceTime can't be lost; it can only be tucked away in a folder or the App Library.

PART 2

Everyday Calls

Making a video call, making a voice-only call, answering, the buttons you see during a call, and what to do when nobody picks up. This is the heart of FaceTime.

CHAPTER 5

Making a Video Call

Let's make your first call. Pick a patient family member for practice — someone who won't mind if you hang up by accident. We'll go one calm step at a time.

The main way: from the FaceTime app

1. Open the **FaceTime** app (the green camera icon).
2. Tap the green **New Call** button.
3. In the **To** box, start typing the person's name. When their name appears in the list, tap it. (You can also type a full phone number or email address.)
4. Tap the green **FaceTime** button to start a **video** call.
5. Hold the phone up so the camera at the top can see your face. When they answer, their picture fills the screen and yours shows in a small box. Say hello!

> **TIP**
> **The quickest way to call someone again**
> Once you've called someone, a big card for them appears on the FaceTime main screen. Next time, just tap their card. FaceTime calls them the same way you last talked — video or audio.

Other easy ways to start a call

- **From a text conversation.** In **Messages**, open your conversation with the person and tap the **FaceTime** button at the top right.
- **From your Contacts.** Open the person's contact card and tap the **FaceTime** button.
- **By voice.** Say "Siri, FaceTime Sarah" (using a name saved in your Contacts), and Siri places the call.

> **HEADS UP**
> **Make sure the contact is right**
> When you tap a name, FaceTime tries the phone numbers and emails saved on that person's contact card. If an old number on the card now belongs to someone else, you could reach a stranger. Every so often, tidy up the cards of the people you call most.

Holding the phone

Prop the phone against something steady, or rest your elbow on the arm of your chair, so the picture doesn't wobble. Hold it at about eye level and an arm's length away. And keep a lamp or a window *in front* of you, not behind you — a bright window behind turns your face into a dark shadow.

WHAT THIS DOES FOR YOU

Why it's worth practicing once

The first call is the hardest. After one short practice call with someone you trust, the buttons stop being mysterious and FaceTime becomes as easy as picking up the phone. Most people are surprised how quickly it feels natural.

CHAPTER 6

Voice-Only FaceTime Calls

Sometimes you want to talk, not be seen — before your morning coffee, say, or when the connection is weak. That's what **FaceTime audio** is for.

Making an audio call

1. Open **FaceTime** and tap **New Call**.
2. Type and tap the person's name.
3. Tap the **Audio** button (a small phone shape) instead of the green FaceTime button.

Why choose audio over a regular phone call

- **Clearer sound** on a good connection — voices often come through crisper and fuller.
- **Works over Wi-Fi**, which helps in a house where your cell signal is weak.
- **Uses far less data than video**, so it's kinder to a small phone plan.
- **Handy for people abroad** who use Apple devices, since it travels over the internet rather than the phone network.

GOOD TO KNOW

You can't switch a call partway through

A FaceTime call can't be switched into a regular phone call, or from video to a FaceTime audio call, in the middle. If you want to change, just hang up and call back the other way. During a video call you can always turn your own camera off, though (Chapter 8).

TIP

If the voice is hard to make out

Turn up the volume with the buttons on the side of the phone, tap the speaker button to put the call on speaker, or try headphones or AirPods. Chapter 18 covers Voice Isolation, which quiets the background noise around *you*.

CHAPTER 7

Answering and Declining Calls

When someone FaceTimes you, your iPhone rings and shows their name or Contact Poster. Here's what each choice does.

Answering

- **If you're using the phone,** a banner appears at the top. Tap the green **Accept** button.
- **If the phone was locked,** the call fills the screen. Tap **Accept** (or slide the slider, if you see one).
- Then hold the phone up and say hello.

When you can't talk right now

Button	What it does
Decline	Stops the ringing. The caller simply sees you weren't available.
Message (video calls)	Sends the caller a quick text, like "Can't talk right now."
Remind Me (video calls)	Sets a reminder for you to call them back later.
Voicemail (audio calls)	Sends a FaceTime audio caller to voicemail so they can leave a message.

If you don't see Message or Remind Me, tap the incoming-call banner first; the extra choices appear on the bigger screen.

When a second call comes in

If you're already on a FaceTime call and another one arrives, you'll see three choices:

- **End & Accept** — hangs up on the first person and answers the new one.
- **Hold & Accept** — puts the first person on hold and answers the new one.
- **Decline** — ignores the new call and carries on with the first.

TIP

Missed it? No harm done

A missed call just becomes a card on the FaceTime main screen (and appears under **Missed** in the Filter menu). Tap it to call back whenever it suits you. Nothing breaks, and nobody is offended — everyone misses calls.

STAY SAFE

A call from a name you don't know

If a FaceTime call arrives from a number or email you don't recognize, you don't have to answer. Let it go. A real friend or company will leave a message or try another way. Chapter 23 shows how to silence unknown callers altogether.

CHAPTER 8

The Buttons You See During a Call

Once a call connects, a row of controls appears. In the current design they fade away after a few seconds so they don't cover anyone's face. **Tap the screen once** and they come right back. None of them can hurt anything.

The main controls

Button	What it does
Red End button	Hangs up. Always safe to press when you're done.
Microphone (Mute)	Turns your microphone off so they can't hear you; tap again to talk. A line through the icon means you're muted.
Camera	Turns your camera off so they can't see you, while you still see them.
Speaker	Switches the sound between the earpiece, the speaker, and any headphones.
More (three dots)	Opens the extra choices listed below.

Your own little picture (your tile)

The small box showing your face is called your **tile**. Tap it and it grows, with a few handy buttons on it:

- **Flip camera** — switches to the camera on the back of the phone, so you can show the garden, a new quilt, or a strange noise the furnace is making. Tap again to come back to your face.
- **Camera Effects** — Portrait (a softly blurred background) and Studio Light (Chapter 13).
- **Reactions** — hearts, balloons and fireworks (Chapter 13).

You can also press and hold your tile and drag it to another corner if it's covering something.

The More menu

Tap the **More** button (three dots) during a call for these choices:

Choice	What it does
Add People	Brings another person into the call (Chapter 10).
Contact Card	Opens the other person's contact card.
Live Captions	Shows the conversation as words on the screen (Chapter 16).

Choice	What it does
Live Translation	Translates between languages as you talk, on newer iPhones (Chapter 17).
Hold Assist	If you're on hold with a company, lets you put the phone down and get an alert when a person comes on the line.
Screen Sharing	Shows the other person what's on your screen (Chapter 15).
SharePlay	Watch or listen to something together (Chapter 14).

WHAT THIS DOES FOR YOU

The flip camera turns a chat into a visit

With one tap, "I wish you could see this" becomes "look!" — the first tomatoes, the new puppy, a recipe card in Grandma's handwriting. Walk slowly and hold the phone steady, and the picture stays clear.

TIP

Using other apps during a call

You can swipe up to go to your Home Screen and check a calendar or find a photo while the call keeps going. Your video pauses while you're away; tap the small FaceTime window or the green bubble at the top to come back.

CHAPTER 9

When Nobody Answers: Video and Audio Messages

In the old days, an unanswered FaceTime call just rang out. Now, if the person doesn't pick up, you can leave them a message — a short video they can watch later, a bit like a video postcard.

Leaving a video message

1. Make a FaceTime **video** call as usual.
2. If nobody answers, you'll see **Record Video** on the screen. Tap it.
3. A short countdown appears, then the recording starts. Smile and say what you'd like to say.
4. Tap the **Stop** button when you're done.
5. Tap **Send** to send it. Not happy with it? Tap **Retake** to try again. You can also tap **Save** to keep a copy in your Photos.

For audio calls

When a FaceTime **audio** call goes unanswered, the person can be sent to FaceTime voicemail, and you can leave a spoken message, just like a regular phone voicemail. Their voicemails show up for them under **Voicemail** in the Filter menu.

Watching a message someone left you

1. You'll get a notification that someone left a video message. Tap it to watch.
2. Or open **FaceTime**: a little picture from the video appears in your call history. Tap it.
3. To see all your video messages together, tap the **Filter** button (top right) and choose **Video**.

GOOD TO KNOW

Who can leave you a video message

To keep strangers out, FaceTime only lets **saved contacts**, people you've called, and people Siri suggests leave you video messages. If a relative's messages never arrive, make sure they're saved in your Contacts with the number or email they use for FaceTime.

WHAT THIS DOES FOR YOU

Little messages, big smiles

A thirty-second "Happy birthday, sweetheart!" waiting on a grandchild's phone after school can mean as much as a long call. And a message saved to Photos is a keepsake you can watch again.

PART 3

Family Calls and Calling Anyone

Group FaceTime with the whole family, FaceTime links that bring in relatives on Android phones and Windows computers, and planning a family call ahead of time.

CHAPTER 10

Group FaceTime: The Whole Family at Once

A **Group FaceTime** call puts several people on the screen together — Sunday dinner with the kids in three different states, or everyone singing "Happy Birthday" at once. A single call can hold up to 32 people besides you, far more than most families will ever need.

Starting a group call

1. Open **FaceTime** and tap **New Call**.
2. Type the first person's name and tap it. Then type the next name, and the next. Each name joins the **To** box.
3. When everyone is listed, tap the green **FaceTime** button (or **Audio** for a voice-only group call).
4. Everyone's device rings. As each person answers, their tile joins the screen.

Starting from a family group text

If your family already has a group conversation in **Messages**, open it and tap the **FaceTime** button at the top. Everyone in the conversation is invited at once. For many families this is the easiest way of all.

Adding someone who's running late

1. During the call, tap the screen to show the controls.
2. Tap the **More** button (three dots), then **Add People**.
3. Type their name, tap it, and tap **Add People**. Their device rings and they join the call.

How the group screen behaves

FaceTime makes the person who's talking a little bigger, so your eye goes to them automatically. On a busy call the tiles shift around; that's normal, and after a call or two you'll stop noticing. If someone just joined late and you see a **Join** button, tap it to join a call that's already going.

TIP

Keep a big family call happy

With lots of people, everyone tends to talk at once. It helps to have one person loosely act as host — "Okay, Ella, tell Grandpa about the play" — and for people who aren't talking to tap **Mute** when the dog barks or the TV is on.

GOOD TO KNOW

Does everyone need a new iPhone?

No. Group calls work across a wide range of iPhones, iPads and Macs. Very old devices may join with audio only, and anyone without an Apple device can join through a link (next chapter).

CHAPTER 11

FaceTime Links for Android and Windows Family

Not everyone in the family has an iPhone. A son-in-law with an Android phone, a granddaughter with a Windows laptop — they can all join a FaceTime call. You create a **FaceTime link** (a web address for your call), send it to them, and they tap it to join from their web browser. They don't need an Apple device, an Apple Account, or any app.

Part 1 — You create and send the link

1. Open **FaceTime** and tap **New Call**.
2. Tap **Create Link**.
3. A sharing menu appears. Choose how to send it: **Messages** to text it, **Mail** to email it, or **Copy** to paste it somewhere else.
4. Pick the people and send. The link also appears in your FaceTime screen so you can find it again.

Part 2 — What your Android or Windows relative does

Share these steps with them (or read them over the phone):

1. Use the latest version of **Google Chrome** or **Microsoft Edge**, on a strong Wi-Fi or cellular connection.
2. Open the FaceTime link you were sent.
3. Type your name, then select **Continue**. If asked, allow the browser to use your microphone and camera.
4. Select **Join**, then wait for the host to let you in.
5. When you're finished, select **Leave**.

Part 3 — You let them in

1. In FaceTime, tap the link's card (or the link in your message) and tap **Join** to start the call.
2. When someone opens the link, you'll see a request with the name they typed.
3. Tap the green check to let them in, or the red X to turn them away.

WHAT THIS DOES FOR YOU

Nobody gets left out

A FaceTime link is the great equalizer. The cousins on Android and the uncle on a work laptop can all be on the same call as the iPhone family — and you stay in charge of who comes in.

What works on the web, and what doesn't

People joining from a browser can mute and unmute, turn their camera on and off, switch to full screen, flip their camera if their device has one, see a group in a grid, and share the link with someone else. Two things **don't** work for them: **SharePlay** (watching together) and **screen sharing**.

STAY SAFE

Treat a link like a house key

Anyone who has your link can ask to join, so send it only to people you want on the call and never post it publicly. Because you approve each person, a stranger can't just walk in — but if a name you don't expect asks to join, tap the red X.

TIP

Who can create a link

Any iPhone or iPad on iOS 15 or later, or a Mac on macOS Monterey or later, can create a link. Android and Windows users can join a link but can't create one.

CHAPTER 12

Planning a Family Call Ahead

A FaceTime link doesn't have to be used right away. You can make one today for a call on Sunday, and everyone uses the same link when the time comes. It's the simplest way to set up a regular family call.

Setting up a regular call

1. Create a link (Chapter 11) and send it to the family in a group text: "Here's our link for Sunday at 2 o'clock."
2. Ask everyone to keep that message. On Sunday at 2, they tap the same link.
3. You open FaceTime at 2, tap the link's card, tap **Join**, and let people in as they arrive.
4. Next week, use the same link again — there's no need to make a new one each time.

TIP

Add it to a calendar

Paste the link into a calendar invitation or a reminder so it pops up a few minutes before the call. Then nobody has to hunt for an old text.

Little things that make family calls lovely

- **Pick a regular time.** "Sunday after church" becomes something everyone looks forward to.
- **Charge up first.** Plug the iPhone or iPad in, or start with a full battery; video calls use power quickly.
- **Sit somewhere quiet and bright,** with the light in front of you.
- **Have something to show** — a photo album, the garden, a new recipe. With young grandchildren, a book to read aloud or a simple game keeps their attention.
- **Keep it short with little ones.** Ten happy minutes beat forty restless ones.

FROM BILL

A pairing worth reading

If staying close to grandchildren is your main reason for FaceTime, Bill's *Staying in Touch with Grandkids* manual has lots of ideas for calls that keep young ones engaged, plus photos, texts and other ways to stay close between calls.

WHAT THIS DOES FOR YOU

A habit that holds a family together

A standing call turns "we should talk more" into something that actually happens. Over months and years, those Sunday faces add up to a real sense of being part of each other's lives.

PART 4

The Fun Extras and Doing Things Together

Looking your best, reactions like hearts and fireworks, watching a show together with SharePlay, and sharing your screen so family can help. All optional, all harmless to try.

CHAPTER 13

Portrait, Reactions and Looking Your Best

FaceTime has a few touches that make you look a little better on camera and make calls more playful. You never need any of them — but they're fun, especially with grandchildren.

Portrait: a softly blurred background

Portrait keeps your face sharp and gently blurs everything behind you — handy when the kitchen behind you is less than tidy. **Studio Light** brightens your face and dims the background a little, like a soft lamp.

1. During a video call, tap **your tile** (the small picture of you).
2. Tap **Camera Effects**.
3. Choose **Portrait** or **Studio Light**. Tap it again to turn it off.
4. To adjust how strong the effect is, open **Control Center** (swipe down from the top-right corner), tap the FaceTime video-effects control, tap Portrait or Studio Light, and move the slider.

Reactions: hearts, balloons and fireworks

Reactions fill the screen with a little animation — hearts floating up, balloons, confetti, fireworks. Children adore them. There are two ways to send one:

- **Tap.** Touch and hold your tile, then tap one of the little reaction icons that appear.
- **Use your hands.** On an iPhone 12 or newer, make a gesture in front of the front camera, hold your hands away from your face, and pause for a moment.

Gesture	What appears
Two hands in a heart shape	Hearts
One thumbs-up	A thumbs-up
Two thumbs-up	Fireworks
Two thumbs-down	Rain
One peace sign	Balloons
Two peace signs	Confetti

HEADS UP

Fireworks by accident?

If hearts or fireworks keep popping up while you're just talking with your hands, turn the gestures off: tap your tile and make sure **Reactions** is off. (Turning off Reactions in Control Center stops the hand gestures, though you can still tap the icons.)

Center Stage on newer iPhones

On the iPhone 17 models and iPhone Air, a feature called **Center Stage** is on by default. It keeps you nicely framed as you move, and widens the view when someone else leans in. You can turn it off under **Camera Effects** on your tile.

New in iOS 27: show your face and the view at the same time

With iOS 27, iPhone 17 models and iPhone Air can use the front and back cameras at once, called **Dual Capture**. You stay on screen while also showing what's in front of you — you and the birthday cake, both at once. Tap the **flip camera** button to turn it on. Anyone on iOS 27 can *see* a Dual Capture picture, whatever iPhone they have.

GOOD TO KNOW

Looking for the old stickers and filters?

Older versions of FaceTime had an Effects button with Memoji masks, stickers and filters. Apple removed that Effects menu in iOS 26, so if a how-to video shows it, it's out of date. Portrait, Studio Light and Reactions are what remain.

TIP

The best effect is free

No setting beats good light in front of you and the camera at eye level. Prop the phone on a few books, face a window or a lamp, and you'll look your best without touching a button.

CHAPTER 14

SharePlay: Watching and Listening Together

SharePlay lets you and the people on your FaceTime call watch the same show, listen to the same song, or play the same game — in step with each other, from different houses. When you press pause, it pauses for everyone. It's like sitting on the same couch.

Starting SharePlay during a call

1. Start a FaceTime call with the person or family.
2. Tap the screen, tap the **More** button (three dots), then tap **SharePlay** and pick an app. Or simply swipe up to your Home Screen and open a video or music app that supports SharePlay.
3. Choose the show, movie or song and tap **Play**.
4. If a choice appears, pick **SharePlay** so it plays for everyone, not just you.
5. Everyone on the call sees the same thing at the same moment. Anyone can pause, rewind or skip.

What it costs

SharePlay itself is free, but **everyone needs their own access** to what you're watching or listening to. If you're watching a show on Apple TV (Apple's streaming service, which used to be called Apple TV+), each person needs their own subscription or purchase. Anyone who doesn't have it is asked to get it. Many apps support SharePlay, but not all of them.

HEADS UP

Not from a web browser

Relatives who joined from Android or Windows through a link (Chapter 11) can't use SharePlay. It only works for people on Apple devices.

WHAT THIS DOES FOR YOU

Movie night across the miles

A grandparent and grandchild can watch the same cartoon on a Saturday morning, or two sisters in different states can share a favorite old film and talk through it. It turns a call into time spent together, not just time spent talking.

TIP

Start simple

Music is the easiest way to try SharePlay. If you both have Apple Music, start a call, open Music, play a favorite song, and choose SharePlay. Once that works, try a show.

CHAPTER 15

Sharing Your Screen So Family Can Help

This may be the most useful FaceTime feature for anyone who sometimes gets stuck on their iPhone. During a call, you can **share your screen** so a trusted family member sees exactly what you see — and on iOS 18 or later, they can even ask to **control** your screen and tap the right button for you.

Sharing your screen

1. Start a FaceTime call with the person who's helping you.
2. Tap the screen, tap the **More** button (three dots), then tap **Screen Sharing**.
3. After a short countdown, they see your screen. Go to the app or setting you need help with.
4. To stop, tap the **Screen Sharing** button again.

Letting a trusted person take control

On a one-to-one call, the helper can ask to control your shared screen. You both need iOS 18 or later, and the helper must be saved in your Contacts.

1. While you're sharing your screen, the helper taps your shared screen, then taps the **Remote Control** button.
2. A request appears on your iPhone. Tap **Allow** only if you know and trust them; otherwise tap **Don't Allow** (your screen stays shared either way).
3. They can now tap, swipe and type on your screen from their own device. Your own touches always win if you both tap at once.
4. To end it, tap **Stop** at the bottom of the sharing window.

GOOD TO KNOW

Built-in limits that protect you

While someone controls your screen, Face ID and Touch ID are switched off, and Apple blocks some of the most sensitive actions — like changing your Apple Account, making payments, or erasing your iPhone. Still, a controller can open apps, change settings and send messages, so only allow it for someone you'd trust with your phone in their hands.

SCAM ALERT

Never share your screen with a stranger

Scammers love screen sharing. A caller pretending to be your bank, Apple, or "tech support" may ask you to share your screen so they can "fix" something — and then watch you type passwords or bank details. Real banks and Apple will never ask you to do this on a FaceTime call. If anyone you didn't call asks, hang up.

WHAT THIS DOES FOR YOU

Help without a drive across town

A son or daughter in another city can walk you through a tricky setting in two minutes, seeing exactly what you see. No more "which button? the blue one?" — they can point it out, or tap it for you.

PART 5

Hearing, Seeing and Understanding

Live Captions that turn speech into words on the screen, Live Translation for family who speak another language, and settings that make voices clearer.

CHAPTER 16

Live Captions: See What People Are Saying

If voices on calls have become hard to follow, **Live Captions** can help a great deal. During a FaceTime video call, your iPhone listens to the conversation and shows it as words near the top of the screen, along with who is speaking. It's like subtitles for your family.

Turning on captions during a call

1. During a FaceTime video call, tap the screen to show the controls.
2. Tap the **More** button (three dots).
3. Tap **Live Captions**. A captions window appears and starts showing the conversation as words.
4. To turn captions off, open **More** again and tap **Stop** next to Live Captions.

Live Captions everywhere, not just FaceTime

Your iPhone also has a general Live Captions feature for any sound it plays — videos, phone calls, even people talking in the room. To find it, open **Settings**, tap **Accessibility**, then **Live Captions**, and turn it on. From there you can choose how the captions look and which apps show them.

HEADS UP

Helpful, but not perfect

Captions are made automatically, so they sometimes get a word wrong — especially names, or when several people talk at once. Apple says not to rely on them in high-risk or emergency situations. They also use a little extra battery.

GOOD TO KNOW

Which languages

Live Captions work in English and a growing list of other languages. iOS 27 added Traditional Chinese. If you don't see the option, check that your iPhone is up to date (Chapter 25).

WHAT THIS DOES FOR YOU

Stay in the conversation

Many people with hearing loss quietly stop enjoying calls because they miss half of what's said. With captions on, you can follow along, laugh at the right moment, and catch the grandchildren's quick little voices. It's one of the kindest features Apple has made.

TIP

Combine captions with good sound

Captions work best alongside the volume turned up and the call on speaker or in headphones. If you wear hearing aids that connect to your iPhone, FaceTime sound can go straight to them.

CHAPTER 17

Live Translation: Talking Across Languages

Some families span languages — a daughter-in-law whose parents speak Spanish, cousins in Germany, grandparents who speak Korean. On newer iPhones, **Live Translation** in FaceTime shows translated captions as each person speaks, so you can understand each other.

What you need

- An iPhone that supports **Apple Intelligence** — the iPhone 15 Pro, iPhone 15 Pro Max, or any iPhone 16 or newer.
- A **one-to-one** call (it doesn't work on group calls).
- Supported languages, downloaded to your iPhone. Apple lists English (US and UK), French, German, Italian, Portuguese (Brazil), Spanish (Spain), Chinese (Simplified and Traditional), Japanese and Korean.

Using Live Translation

1. During a one-to-one FaceTime call, tap the screen, then tap the **More** button.
2. Tap **Live Translation**.
3. Choose the language the other person speaks. Download it if your iPhone asks.
4. Tap **Start Translation**. As each of you speaks, translated captions appear on the screen.

GOOD TO KNOW

Private by design

Apple says Live Translation runs on your iPhone itself rather than sending your conversation off to be translated somewhere else.

HEADS UP

A helper, not a professional interpreter

Automatic translation is wonderful for family chat, but it can miss meaning, jokes and tone. For a doctor's appointment, legal matter or anything important, use a qualified interpreter.

WHAT THIS DOES FOR YOU

Closer to the in-laws

For grandparents who have never quite been able to chat with the "other side" of the family, Live Translation can open a door that was closed for years.

CHAPTER 18

Clearer Sound: Mic Modes and Hearing Help

Good sound matters as much as a good picture. FaceTime has a couple of settings that change how your microphone picks up sound, and a few simple habits help the other person hear you.

Mic modes

Mode	When to use it
Voice Isolation	Focuses on your voice and filters out background noise — the dishwasher, a TV in the next room, traffic. Great when the house is noisy.
Wide Spectrum	Picks up your voice *and* everything around you. Lovely when you want them to hear the grandkids playing piano or the whole room singing.
Standard or Automatic	The everyday setting. Newer iPhones can pick a mode for you.

Changing the mic mode during a call

1. While on a FaceTime call, open **Control Center** by swiping down from the top-right corner of the screen.
2. Tap the **Mic Mode** control at the top (it may be labeled with the name of the call app).
3. Choose **Voice Isolation**, **Wide Spectrum** or another mode, then swipe up to go back to your call.

> GOOD TO KNOW
>
> **It only changes your end**
>
> A mic mode changes how *your* microphone sounds to the other person. If *they* are hard to hear because of noise at their end, they need to switch on Voice Isolation on their device.

Hearing them better

- **Turn it up** with the volume buttons on the side during the call.
- **Use the speaker** button if you've been holding the phone to your ear.
- **Try headphones or AirPods.** Sound right in your ears is easier to follow than a small speaker across the table.
- **Turn on Live Captions** (Chapter 16) for a backup you can read.
- **Ask them to sit closer to their device** and turn off a TV in the background.

FROM BILL

Hearing setups are worth getting right

If you use hearing aids or have trouble with calls in general, it's worth a little time to get the iPhone's hearing settings, captions and headphones working together. Bill's *iPhone* manual has a full chapter on hearing help, and I'm happy to set it up with you.

PART 6

FaceTime on Your Other Apple Devices

The iPad's big screen, FaceTime on a Mac, FaceTime on the living-room TV with Apple TV and your iPhone as the camera, and moving a call from one device to another.

CHAPTER 19

FaceTime on iPad

Many people find the iPad the most comfortable way to FaceTime. The screen is big, faces are easy to see, and you can stand it up on a table and sit back. The FaceTime app on iPad works almost exactly like the iPhone's, so everything in Parts 2 to 5 applies.

Getting ready

1. Open **Settings**, tap **Apps**, then **FaceTime**, and make sure FaceTime is on.
2. Under **You can be reached by FaceTime at**, check which addresses are ticked. Many iPads don't have their own phone number, so people reach your iPad through your **email address** (or your iPhone's number, if the iPad is signed in to the same Apple Account).
3. Open **FaceTime** and make a test call, just as on an iPhone: **New Call**, a name, then the **FaceTime** button.

Tips for a great iPad call

- **Stand it up.** A case that folds into a stand, or an inexpensive tablet stand, keeps the picture steady and frees your hands.
- **Mind the camera.** On many newer iPads the front camera is on the long edge, so turning the iPad sideways (landscape) puts you right in the middle of the picture. On others it's on the short edge. If people see your forehead or your ear, try turning the iPad.
- **Center Stage** on iPads that have it keeps you in the frame as you move around, and widens the view when others join you on the couch.
- **Plug it in** for long calls — video calls use the battery quickly.

GOOD TO KNOW

iPad with Wi-Fi only

An iPad without cellular service needs Wi-Fi for FaceTime. At home that's no problem. Away from home, it works on a hotel or library Wi-Fi network, or by sharing your iPhone's connection with a Personal Hotspot.

WHAT THIS DOES FOR YOU

The best seat for grandparents

An iPad on a stand at the kitchen table can be the "family window" — big enough for two people to sit side by side and both be seen, and easy to leave set up for the Sunday call.

CHAPTER 20

FaceTime on the Mac

Every Mac comes with FaceTime. A Mac's larger screen and steady camera make it a fine way to call, especially for longer conversations.

Signing in the first time

1. Open **FaceTime** from the Dock, or press Command and Space, type FaceTime, and press Return.
2. If asked, sign in with your **Apple Account** — the same one your iPhone uses.
3. To check the settings, choose **FaceTime > Settings** from the menu bar at the top of the screen. Make sure the right email and phone number are ticked.

Making a call on the Mac

1. In FaceTime, click **New** (on some versions it reads **New Call** or **New FaceTime**).
2. Type the person's name, phone number or email and press Return.
3. Click the **Video** button for a video call. For voice only, click the small arrow beside it and choose **FaceTime Audio**.

Using your iPhone as the Mac's camera

With **Continuity Camera**, a Mac can use your iPhone's excellent camera as its webcam. Mount the iPhone near the top of the Mac's screen (a small clip-on mount helps), with the phone held steady and its back camera facing you. When the iPhone is nearby, signed in to the same Apple Account, the Mac can switch to it automatically or offer it as a camera choice.

> **TIP**
>
> **Making a Mac link for Android and Windows relatives**
>
> The Mac can create FaceTime links too: click **New** (or New Call), then **Create Link**, and choose how to share it. Your relatives join just as described in Chapter 11.

FROM BILL

Mac-specific help

Bill's *Mac & macOS* manual covers the Mac itself — the menu bar, the Dock, and keeping it healthy. If the Mac's camera or microphone won't work in FaceTime, Chapter 26 here has the quick checks.

CHAPTER 21

FaceTime on the TV with Apple TV

Imagine the grandchildren filling your television screen instead of a little phone, with the whole family on the couch. If you have a recent **Apple TV** box, you can do exactly that. The Apple TV has no camera of its own, so it uses your **iPhone or iPad as the camera** — Apple calls this Continuity Camera.

What you need

Item	Details
Apple TV box	Apple TV 4K (2nd generation) or newer, with up-to-date software.
iPhone or iPad	An iPhone XR or newer (the iPhone SE 2nd generation also works), or a supported iPad, with FaceTime turned on and signed in to your Apple Account.
Something to hold it	A small stand or mount so the iPhone or iPad sits near the TV, sideways (landscape), facing the couch.

Connecting the iPhone as the camera

1. On the Apple TV, open the **FaceTime** app.
2. If your profile appears, select it, then confirm the request that pops up on your iPhone or iPad.
3. If your profile doesn't appear, select **Other** to show a QR code on the TV. Open the **Camera** app on your iPhone, point it at the code, tap **Connect to Apple TV**, and confirm.
4. Stand the iPhone sideways near the TV. On an iPhone, the **back** camera faces you; on an iPad, the **front** camera does.

Making and answering calls on the TV

- **To call:** pick someone from the list of recent calls, or select **New**, choose one or more contacts, then select **FaceTime Video** or **FaceTime Audio**.
- **To answer:** when a call notification appears on the TV, press the **TV** button on the remote, then select **Accept** or **Decline**.
- **During the call:** buttons on screen let you turn on **Center Stage** (keeps everyone in the frame as they move), **Portrait**, and **Reactions**, plus mute, camera on or off, and end.
- **Captions on the TV:** select the **More** button, then **Live Captions**.

TIP

Watch TV and talk at the same time

During a call, press the **Back** button on the remote to go to the Home Screen; the call shrinks to a small window. Start a game or a show and you can see both. Press the **TV** button to change the layout or hide the call window.

GOOD TO KNOW

A dedicated camera iPhone

Some families set up a spare iPhone as the TV's permanent camera (on the Apple TV, under **Settings > Remotes and Devices**). If you do, the Apple TV can only call people marked as **Favorites** on that iPhone, which actually makes a simple, safe setup for a grandparent.

FROM BILL

Get it working before the big day

TV FaceTime has a few moving parts. If you'd like it ready for a holiday or birthday call, set it up a week ahead and make a test call. Bill's *Apple TV* manual covers the box itself — and I'm glad to set the whole thing up with you.

CHAPTER 22

Moving a Call Between Devices

Started a call on your iPhone but want the bigger iPad screen? You can move a FaceTime call from one Apple device to another without hanging up. Apple calls this **handing off** a call.

What you need

- Both devices signed in to the **same Apple Account**.
- iOS 16, iPadOS 16, macOS Ventura (13) or later.
- The same phone number and email ticked in FaceTime settings on both devices.

Moving the call

1. While you're on the call on your iPhone, pick up the iPad (or go to the Mac).
2. Look for a notification that says **Move call to this iPad** (or Mac) and tap it — or tap the FaceTime button at the top of the screen.
3. Tap **Switch**, then tap **Switch** again to confirm.
4. The call carries on on the new device. To move it back, tap **Switch** on the iPhone's banner.

TIP

From the Mac

On a Mac, click **Move Call to This Mac**, or click the FaceTime button in the menu bar, then click **Switch**.

GOOD TO KNOW

Apple TV too

You can also move a FaceTime call between Apple TV and your iPhone or iPad — handy when you start a call in the kitchen and want to finish it on the big screen.

PART 7

Staying Safe on FaceTime

Silencing and filtering calls from strangers, blocking and reporting spam, and the FaceTime scams to know about so you can hang up with confidence.

CHAPTER 23

Unknown Callers, Spam and Blocking

Just like the regular phone, FaceTime can get calls from strangers and spammers. You're in charge of who can reach you, and the settings are simple.

First: save the people who matter

Every setting in this chapter works by telling the difference between people in your **Contacts** and everyone else. So first, make sure family, friends, your doctor's office and anyone else important are saved in Contacts. Then they'll always ring through.

Silence unknown callers

1. Open **Settings**, tap **Apps**, then tap **FaceTime**.
2. Turn on **Silence Unknown Callers**.

Now FaceTime calls from numbers that aren't in your Contacts don't ring. They're silenced and sent to voicemail instead, and you can look at them later. People in your Contacts, people you've recently called, and Siri suggestions still ring as usual.

Filter unknown callers and spam

1. In **Settings > Apps > FaceTime**, scroll down to **Call Filtering**.
2. Turn on **Unknown Callers**. Missed calls and voicemails from unknown numbers move to their own Unknown Callers list.
3. Turn on the **spam** filter as well, so calls identified as spam are kept out of the way.
4. To look at those lists in FaceTime, tap the **Filter** button (top right) and choose **Unknown Callers** or **Spam**.

> GOOD TO KNOW
>
> **Screening FaceTime audio calls**
>
> With iOS 26, iPhone can also screen unknown callers before your phone rings, asking them who they are and why they're calling. Apple's screening options live mostly in the Phone app (**Settings > Apps > Phone > Screen Unknown Callers**), and FaceTime audio calls from unknown numbers can be screened too. Bill's *iPhone* manual covers screening in detail.

Blocking someone

1. In **FaceTime**, tap the call from the person you want to block (or tap the **Info** button next to it).
2. Scroll down and tap **Block Caller**, then confirm.

A blocked person can't reach you by FaceTime, phone or Messages, and they aren't told they've been blocked. To see or undo your blocks on iOS 26 or later, open **Settings**, tap **Privacy & Security**, then **Blocked Contacts**. Tap **Edit** to remove someone.

Reporting a spam call

If an unwanted FaceTime call arrives from someone you don't know, you can report it to Apple. In your FaceTime call history, touch and hold the call's card, then tap **Report Spam**. The same works for an unwanted group call from strangers.

> **TIP**
>
> **Stop strangers reaching you by phone number**
>
> If unwanted FaceTime calls keep coming to your phone number, you can stop FaceTime using it. In **Settings > Apps > FaceTime**, under **You can be reached by FaceTime at**, untick your phone number. Family can still reach you through your Apple Account email. Talk to the family first, though — they may be used to calling your number.

CHAPTER 24

FaceTime Scams to Know About

Most FaceTime calls are just family and friends. But scammers have learned that a video call feels trustworthy, and they use it. Knowing their few favorite tricks is the best protection there is.

SCAM ALERT

The "bank" that moves you to FaceTime

A caller says they're from your bank or Apple and there's a problem with your account. They may ask you to call a number they give you, then say they need to "verify" you on FaceTime. Once on video they ask you to read out codes, share your screen, or move money to a "safe" account. Your real bank will never do this. Hang up and call the number on the back of your card.

SCAM ALERT

"Share your screen so I can fix it"

Anyone you didn't call yourself who asks you to share your screen — or to tap Allow so they can control it — is almost certainly a scammer. They want to watch you type passwords and bank details. Screen sharing is for family helping family (Chapter 15).

SCAM ALERT

A link from a stranger

A text or email with a FaceTime link from someone you don't know, often with an urgent message, is a lure. Don't open it. Real FaceTime links come from people you know and expect to talk to.

SCAM ALERT

The video-call romance or "grandchild in trouble"

Scammers sometimes use video calls to build trust over weeks, then ask for money, gift cards or cryptocurrency. Others claim to be a grandchild in trouble and keep the camera "broken." If a call makes you feel rushed, frightened or secretive, stop and check with family using a number you already know.

Four habits that keep you safe

1. **Don't answer FaceTime calls from strangers.** Let them go; turn on Silence Unknown Callers.
2. **Never read out a code** that was texted to you. Those codes are the keys to your accounts.
3. **Never share your screen** with someone you didn't call.
4. **When in doubt, hang up and call back** on a number you look up yourself.

Reporting a FaceTime scam

- **To Apple:** take a screenshot that shows the caller's phone number or email (in FaceTime, tap the Info button next to the call), and email it to **reportfacetimefraud@apple.com**. For a suspicious link, screenshot the link and who sent it.
- **To the government:** report fraud to the Federal Trade Commission at **ReportFraud.ftc.gov**.
- **If you've lost money** or shared bank details, call your bank right away using the number on your card or statement.

STAY SAFE

Apple doesn't call you

Apple won't ring you out of the blue on FaceTime to warn you about your account, and it will never ask for your password or a verification code. Anyone who does is not Apple.

FROM BILL

It's never silly to check

If a call or message gives you that uneasy feeling, stop and call me at **(330) 200-8042** or a family member before you do anything. I'd far rather hear about ten false alarms than one real loss. Bill's *Spotting and Avoiding Scams* manual covers every common scam in more depth.

GOOD TO KNOW

Protection for children's devices

On a child's iPhone set up through Family Sharing, Apple's **Communication Safety** can step in if FaceTime detects nudity, warning the child and pausing the video. iOS 27 extended it to cover violent content too. Parents manage it through **Screen Time**.

PART 8

Fixing Problems and Getting Help

What to do when FaceTime won't connect, when the picture freezes or the sound is wrong, a one-page cheat-sheet, and an honest word about when to call Bill.

CHAPTER 25

When FaceTime Won't Work

If calls won't go through, or nobody can reach you, work through these checks in order. They're the same ones Apple recommends, and the first few fix most problems.

Quick checks first

- **Is the internet working?** Open Safari and load a web page. If it won't load, the problem is your Wi-Fi or cellular connection, not FaceTime.
- **Is the other person able to take FaceTime?** They need FaceTime turned on too — or, if they don't have an Apple device, send them a link (Chapter 11).
- **Is FaceTime down for everyone?** Rarely, Apple's service has an outage. Apple's System Status page (apple.com/support/systemstatus) shows whether FaceTime is working.

Apple's step-by-step fix (iPhone or iPad)

1. **Update your software.** Open **Settings > General > Software Update** and install anything waiting.
2. **Check your phone line** (iPhone). In **Settings > Cellular**, make sure your line is turned on. If you have more than one SIM or line, make sure the number you want is selected.
3. **Turn FaceTime off and on.** In **Settings > Apps > FaceTime**, switch FaceTime off, wait a moment, and switch it back on. Then tap the phone number you want to use with FaceTime.
4. **Check Screen Time.** If the FaceTime setting is missing altogether, look in **Settings > Screen Time > Content & Privacy Restrictions > Allowed Apps & Features** and make sure **Camera** and **FaceTime** are both turned on.
5. **Check the date and time.** In **Settings > General > Date & Time**, turn on **Set Automatically**.
6. **Restart the device.** Turn it off and back on. It's surprising how often this is the cure.

HEADS UP

"Waiting for Activation" that won't go away

If FaceTime still says Waiting for Activation after a day, check that the date and time are set automatically, you're on a working internet connection, and your software is up to date. Then turn FaceTime off and on once more. If it's still stuck, contact Apple Support or your carrier — or give me a call.

GOOD TO KNOW

Things FaceTime simply doesn't do

FaceTime doesn't support call forwarding, and a call can't be changed into a regular phone call or from video into a FaceTime audio call partway through — hang up and call again instead. FaceTime also isn't offered in every country or by every carrier.

CHAPTER 26

Frozen Picture, Echoes and No Sound

Most call troubles — a frozen face, a blocky picture, a dropped call — come down to a slow internet connection at one end or the other.

Choppy video, a black screen or dropped calls

- **Both people need a good connection.** If the call is bad, the trouble may be at *their* end. Ask whether others in their house are streaming movies at the same moment.
- **Move closer to your Wi-Fi router,** or out of the far bedroom or basement where the signal is weak.
- **Switch to Wi-Fi** if you're on cellular with a weak signal, or try cellular if your Wi-Fi is struggling.
- **Pause the downloads** — a big update or photo backup running at the same time can slow a call.
- **Try an audio call** if video keeps freezing; it needs far less internet.
- **Restart your router** if everything on the internet is slow. Bill's *Home Wi-Fi* manual walks you through it.

They can't see you, or can't hear you

- **Check the buttons.** A muted microphone or a camera that's switched off are the most common causes. Tap the screen and look for a line through the microphone or camera icon.
- **Check your fingers.** It's easy to cover the camera or the microphone with a thumb or a case.
- **Check the camera and microphone permissions** on a Mac: open **System Settings > Privacy & Security**, then **Camera** and **Microphone**, and make sure FaceTime is allowed.
- **Check Bluetooth headphones.** If sound is going to earbuds in a drawer, tap the speaker or audio button during the call and choose your iPhone instead.

Echo or feedback

An echo usually happens when one person's speaker is loud and their microphone picks it back up. Turning the volume down a little, using headphones, or making sure two devices in the same room aren't both on the same call usually cures it.

TIP

The two-minute reset

When nothing else works: hang up, close FaceTime, restart your iPhone, and call again. Many stubborn glitches disappear with a fresh start, and you lose nothing by trying.

GOOD TO KNOW

Better on iOS 27

iOS 27 improved FaceTime call quality on poor connections and made iPhones better at moving between Wi-Fi and cellular without dropping the call. Keeping your iPhone updated helps.

CHAPTER 27

Your FaceTime Cheat-Sheet

Keep this page handy. It's the whole guide, boiled down.

The everyday moves

To do this	Do this
Video call	FaceTime > **New Call** > type a name > green **FaceTime** button.
Voice-only call	Same, but tap the **Audio** button.
Call someone again	Tap their card on the FaceTime main screen.
Group call	Add several names before you tap FaceTime, or start from a group text.
Invite Android or Windows family	**New Call** > **Create Link** > send it. Let them in when they ask to join.
Nobody answered	Tap **Record Video**, then Stop and Send.
Show what's behind you	Tap your tile, then the **flip camera** button.
Captions on	Tap the screen > **More** > **Live Captions**.
Let family see your screen	**More** > **Screen Sharing**.
Hang up	The red **End** button.

Write it down once

Keep handy	
My Apple Account email	_____
Who I call most (and how)	_____
Our family call time and link	_____
Who to ask for help	_____

When something's wrong, in order

1. Check the internet: does a web page load?
2. Tap the screen: are you muted, or is your camera off?
3. Turn FaceTime off and on in Settings > Apps > FaceTime.
4. Update your software, then restart the device.
5. Call Bill at (330) 200-8042.

Safety in one breath

- Don't answer FaceTime calls from strangers; turn on **Silence Unknown Callers**.
- Never share your screen, or read out a code, for someone you didn't call.
- Your bank and Apple won't ask you to verify anything on FaceTime. Hang up and call them back.

CHAPTER 28

When to Call Bill

I've written this guide so you can handle FaceTime on your own. But part of being truly helpful is being honest about when a hand saves you time and worry — so here's my straight advice.

Times it's well worth a call

- **Setting up a new iPhone or iPad** and getting FaceTime, your Apple Account and Contacts working properly.
- **FaceTime on the TV** — getting Apple TV and your iPhone camera ready before a holiday call.
- **Hearing and vision help** — captions, hearing aids, bigger text and headphones, tuned to you.
- **A family call system** — a standing link, favorites, and a stand for the iPad, so calling the grandkids is one tap.
- **A call or message that worried you**, or if you think you may have been scammed.
- **You'd simply rather have a patient person show you.** That's always a good enough reason.

What it costs

This guide is free. When you'd like my help, it's **$49 remote · $99 in your home**. Remote help works over the phone and the internet; in-home visits are for folks here in Portage County.

FROM BILL

How to reach me

Call **(330) 200-8042**, or book at **billshometech.com/book**. If I'm with another customer, my AI receptionist, **Sophie**, answers the phone. She can answer questions and book a time that suits you.

What working with me is like

I work at your pace — no rushing, no talking down, no leaving you with something you're afraid to touch. I explain what I'm doing in plain words, and I'll always tell you honestly if a gadget or subscription isn't worth your money. That's how I've worked through 30+ years of

professional experience.

Thank you for letting me help you see the faces of the people you love. Take your time, tap without fear, and remember I'm only a phone call away.

— Bill