

# Facebook Portal Quick Guide (including Set Up)

## Find the right place for your Portal

- Make sure the Portal is on a stable flat surface, such as a tabletop or counter
- Plug the power cord into the back of the Portal, and then plug into an outlet

## Select your language and connect to the Wi-Fi

- After the Portal turns on, leave English as English US/Canada to enable 'hey portal' commands to work), then tap **Next**
- Connect to Wi-Fi by selecting a network, enter your password and tap **Next**
- After the Portal connects to your network, it will automatically download and install the latest update.
- During this time, you can do a virtual tour of your Portal by tapping **Start Tour**
- Once the download is complete you may have to restart your Portal

## Name your Portal and log-in with WhatsApp or Facebook

WhatsApp accounts are preferable for this pilot because they are highly secure, but they do require a mobile device to create an account. One workaround for care settings is for a care manager to link a WhatsApp account to their work mobile number, and then link that account to the Portal unit.

- Give your Portal a name. Tap an option from the menu or tap to create a Custom name, and then tap **Next**.
- Follow the on-screen instructions to link your WhatsApp and/or Facebook account.
- To set up **WhatsApp**:

Tap the box next to WhatsApp, then tap **Next**, and follow the on-screen instructions.

From the Home, tap **Settings**, then **Accounts**. Tap **[your name]**

Tap **Connect WhatsApp**. You may be asked to confirm your login to make changes.

Tap the **box** next to "By ticking, you agree to receive messages on WhatsApp", then tap **Continue** and follow the on screen instructions.

Please note: you can only contact your WhatsApp contacts on WhatsApp, and shouldn't try to use Facebook to contact your WhatsApp contacts. The same applies with Facebook contacts for WhatsApp.

Your Portal should be all set-up now and will present you with various on-screen instructions to set-up other features.

## Accessibility Settings

- Increase the volume - this can be done using the buttons on the side of your device.
- Increase the text size - this can be done by selecting **Settings**, then **Accessibility** then **Font Size** to the Largest setting.
- While in the Accessibility menu, **High Contrast Text** and **Closed Captions** can be turned on, too.

## Favourite Contacts

- To add a favourite from your contact list, touch the screen and select **Add Favourites** (it looks like a **plus symbol**). Then, swipe the screen up or down to find the person you'd like to add
- Touch the screen on a name and you'll see a **blue check mark**. You can even select multiple people at once to add as favourites
- Select the **blue Add button** to add them as favourites
- Now you'll see them on the home screen under **Favourites**.

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## Making and Receiving Calls

Once you've linked your WhatsApp and/or Facebook account you're ready to make calls. (Refer to the detailed set-up guide if you haven't done this).

### Making calls:

- Touch your Portal device to wake it up and select **All Contacts**
- Swipe up and down on the screen to scroll and find the person you'd like to call
- Once you've found the correct contact, select the **video camera button** to call them

### Receiving calls:

- When someone attempts to video call you, the Portal will ring with their information. All you need to do is select the **Answer** button to connect!

### During the Call:

- Once on a video call, the Portal camera zooms on you as a person, even if you move around the room.
- When you're ready to hang up, touch the screen, then select the **button with a red X** to end the call.

## Turning off your camera and microphone when the Portal is not in use (Privacy Mode)

- With the Portal Plus, place the included camera cover over the top of the device to enable Privacy Mode.
- With all other models, slide the button on the top of the device to the left to turn off the camera and microphone. If you see a red light, it means the Portal is in Privacy Mode.

## Internet Browser

The Portal has a built-in standard internet browser allowing users to navigate the web and use any web sites (e.g. BBC etc). Bookmarks can be set and made to appear as icons in the application pages on the Portal.

## Transferring Portal to a new user

If the Portal is being given to a new user or site location a factory or hard reset should be carried out. Note this removes all user account information.

To factory reset the Portal, for another user, the instructions are below:

- From the Portal home screen, swipe left and select **Settings**
- Scroll down and tap **Factory Reset**. (If you have a linked Facebook or WhatsApp account, it will send a confirmation code to that account.)
- Confirm the code, and your Portal will begin to reset. The process should take only a few minutes.
- Alternatively, ensure the device is not plugged in, and **hold both volume controls down** at the same time and **plug the device in**.

Once the Portal has been reset, follow the instruction from the beginning of this guide to set-up the device again.

Further details on setup can be found in the **"Communications Material & User Setup guide"** or using the following link: <https://portal.facebook.com/gb/help/setting-up-portal/>

*Please ensure all those who are facilitating the use of the Portal wipe it down with sanitizer, both before and after use.*