



How-to Guide

Android Edition



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Who are the Tech Team?



The Tech Team was set up to help you master the basics of all things tech. In these guides, we'll cover a range of ways you can stay in touch with the people you love the most.

We've designed them so you can easily print out the pages you need at home – that way you've always got them as a handy reference. If it's easier for you to watch a video, we've also recorded our guides and put them on our YouTube channel and the Tech Team homepage.

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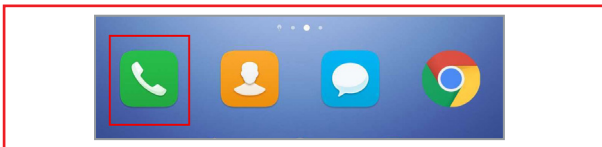
How to make a phone call on your Android phone



Let's start with the most important function of your phone – making calls.

You can make a call from your Android phone in four easy steps:

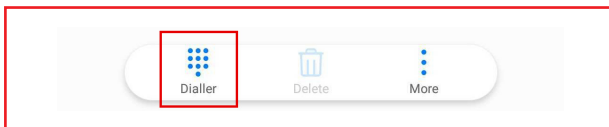
- ① Open your device's **Phone app**. It'll be the icon that has a little phone symbol in it



- ② Pick who to call:

- To enter a number

1. Tap the **keypad** icon



2. Type your number using the keyboard – you can use the backspace icon to correct any mistakes
3. Press the green icon to place the call



- To pick a saved contact, tap **Contacts**

1. Scroll through your list of contacts until you find the contact you want to talk to

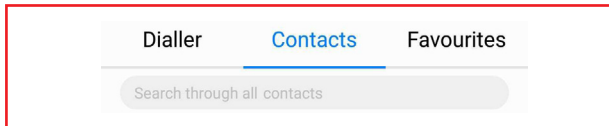
Or

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How to make a phone call on your Android phone

2. Use the search bar and type the name of the contact you want to talk to

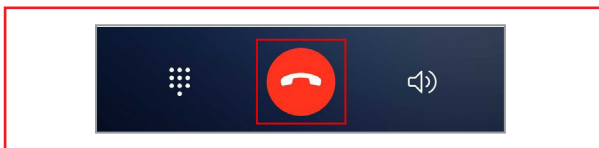


- To pick from numbers that you've recently called, tap **Recents**
- To pick from contacts saved to speed dial, tap **Speed dial**

- 3 Select the green **Call** icon to make a call



- 4 When you've finished with the call, select the **End call** icon to hang up – a red icon with a phone facing down inside it



And that's it.

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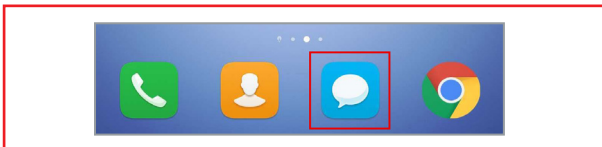


How to send a text from your Android phone

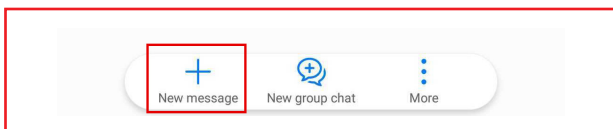


Text messages (also known as SMS) are a quick and easy way to stay in touch. You can send text messages from your Android phone in six easy steps:

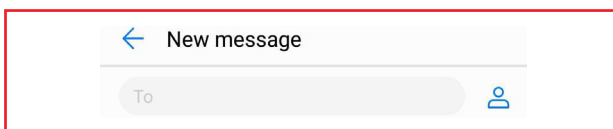
- ① Open the **Messages** app – the app icon looks like a little speech bubble



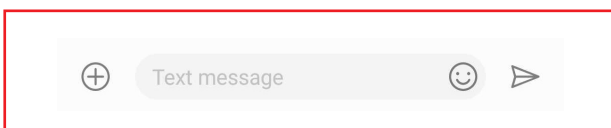
- ② Tap the **New Message** icon. This could have a “+” symbol and say something like “**New Message**”, “**Compose**” or “**Start Chat**”



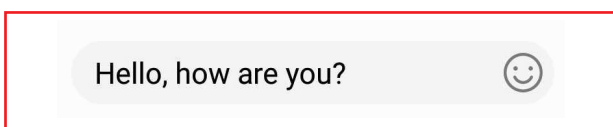
- ③ In the “**To**” field, type the phone number of the person you’d like to message, or type in their name if they are in your **Contacts** list



- ④ Tap the **text box**



- ⑤ A keyboard will pop up – use it to type in your message

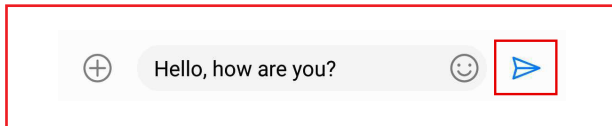


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How to send a text from your Android phone

- ⑥ When you've finished, tap the **Send button**



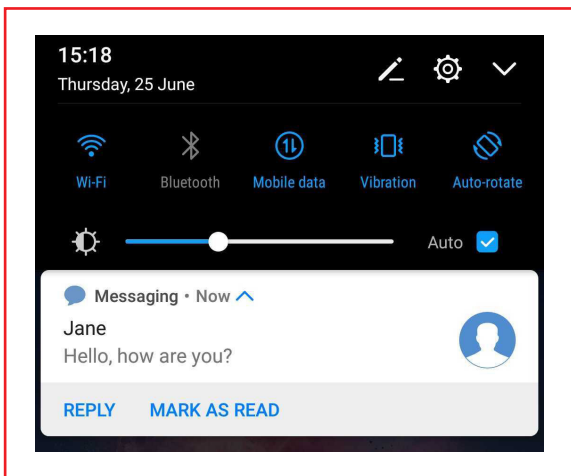
You have now begun a conversation.



Text messages (also known as SMS) are a quick and easy way to stay in touch. Here are two ways you can read the texts you receive:

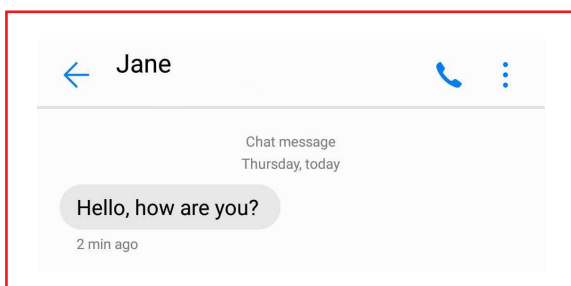
From your **Notifications**:

- 1 Swipe down from the top of your screen to open your notifications bar



- 2 Tap the notification of the message you want to read

- This will open the Messages app



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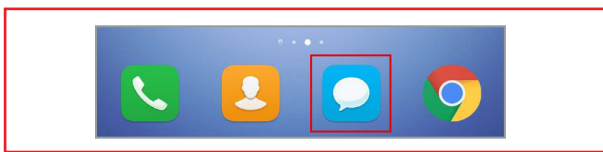


How to read a text from your Android phone

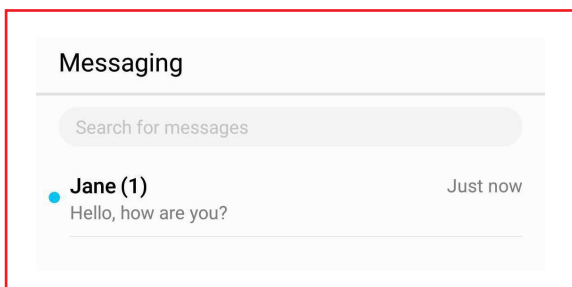
OR

From the **Messages** app

- ① Go to the **Messages** app on your phone (the icon that looks like a speech bubble)



- ② Choose the message you want to read from your list of conversations



- Conversations that have a new message will have an icon, or dot, next to them

It's as easy as that.

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How to create a new contact on your Android phone

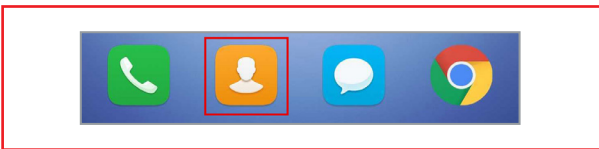


The Contacts app is your phone's address book. You can find it by looking for the icon that looks like the outline of a person.

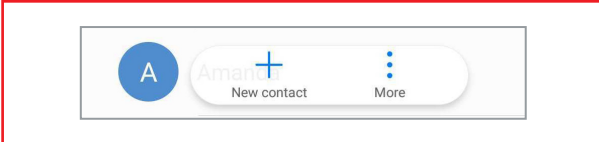
It contains the phone numbers (and email addresses if you choose) of all your regular contacts.

To add a new number to your Contacts list, follow these simple steps:

- ① Open the **Contacts** app - the little icon of a person's head and shoulders



- ② At the bottom right, tap the **plus sign**



- ③ Type the contact's name and phone number into the fields provided

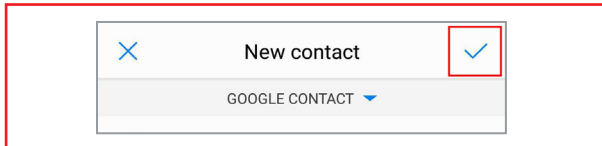
- You can also add an email address if you have it

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How to create a new contact on your Android phone

- ④ When you're finished, tap **Save** or the **Tick** icon



You'll now be able to find your contact sorted alphabetically in your Contacts list.

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How to download an app to your Android phone



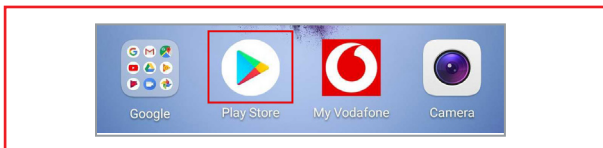
You can download free and paid apps from the Google Play store to your Android phone.

There are apps for all kinds of things – reading the news, playing games, writing to-do lists, watching videos, and more. You name it – someone has probably made an app for it.

The steps in this guide are the same for all apps in the **Google Play Store**.

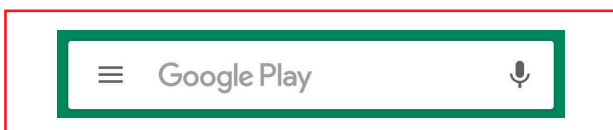
To install a new app to your phone, follow these simple steps:

- ① Open the **Google Play** app on your phone – it's the one that looks like a multi-coloured play button



- ② To find the app that you want to download, either:

- Use the **Search** function to find the app you want



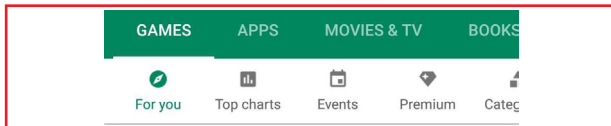
1. Tap the **Search** bar at the top of your screen
2. Type the name of the app you want to download
3. Tap the icon of the app you want to download

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How to download an app to your Android phone

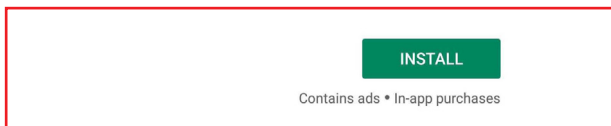
- Browse the Google Play Store for apps you might be interested in



1. You'll see a few different categories across the top. You can swipe across to discover the different categories: **For you, Top charts, Categories, Editor's Choice, Family, and Early Access.**
2. Tap the icon of the app you want to download

③ Here you'll see one of two things:

- If the app is free:



1. Tap the button with **"Install"** written in it to download the app
2. Click **"Open"** when the download is finished
 - Download progress is marked by a green circle around the app's icon in the top left-hand corner

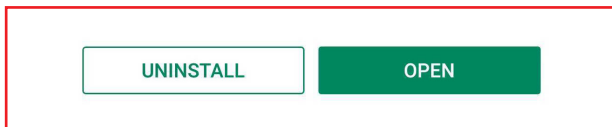
- If it is a paid-for app:





1. Tap the button with the price inside it
2. Verify your chosen payment method
 - If this is the first time you've tried to pay for an app, your phone will prompt you to go through some steps to add a payment method
 - If you've already added a card to your Google account, you can just verify the payment method, and click **Buy**

4. When the app has installed, tap **Open** to access it



A shortcut to your new app will be added to your phone's home screen so you can easily find it again.

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How to install WhatsApp on your Android phone

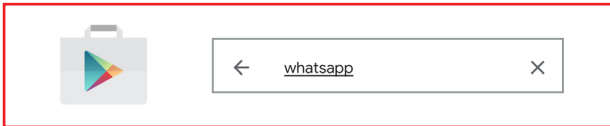


WhatsApp is a free app that lets you send messages and make calls that works on both Android and iOS.

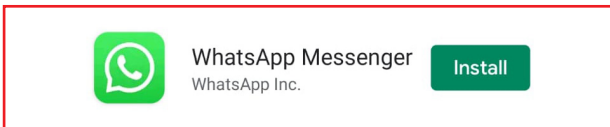
It sends messages over the internet, which use your data allowance, not your text allowance. It also makes phone and video calls over the internet, which won't use your minutes.

You can download it to your Android device in 7 easy steps:

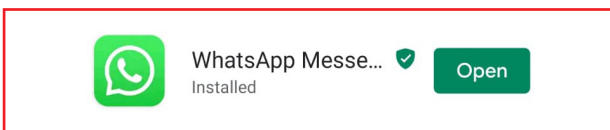
- 1 Go to the **“Google Play Store”** and search for **“WhatsApp”**.



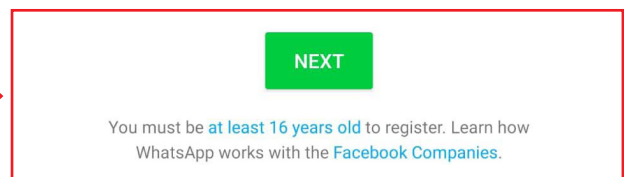
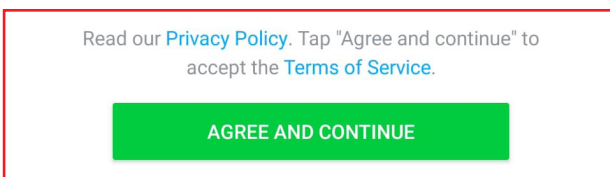
- 2 Click **“Install”** under **“WhatsApp Messenger”**.



- 3 Once it's installed, the button that said **“Install”** will now say **“Open”**. Go ahead and tap that button.



- 4 To agree to WhatsApp's Terms of Service, tap **“Agree and Continue”**. Tap **“Next”** and you'll move onto the next screen.

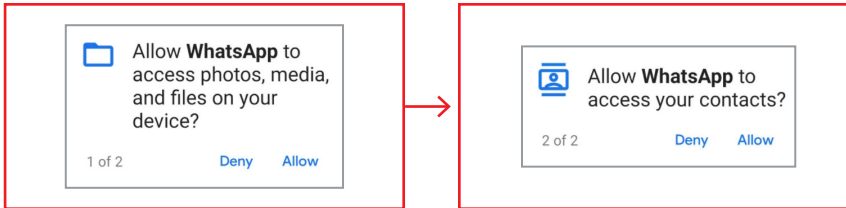


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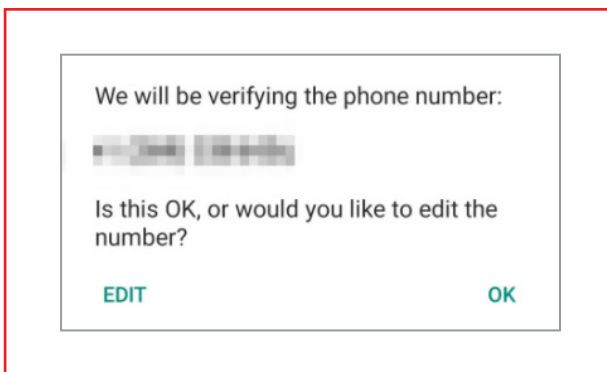


How to install WhatsApp on your Android phone

- ⑤ WhatsApp will ask for some permissions. It needs to access your contacts, to send you notifications, and access your images. Don't worry – these are all normal requests to use the full range of features. Click “**Allow**” to approve these.



- ⑥ Verify your phone number by entering it and clicking “**OK**”. You'll get a text message to your phone with a 6-digit code. Enter it, and you're ready to go.



- ⑦ Enter your name and choose a profile photo.



Once that's done – you're all set.

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How to send a message on WhatsApp for Android

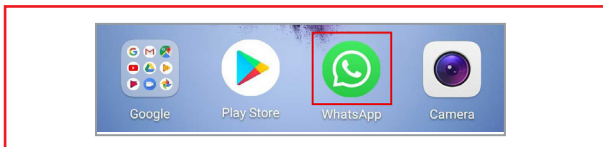


WhatsApp is a free app that lets you send messages and make calls. It works on both Android and iOS.

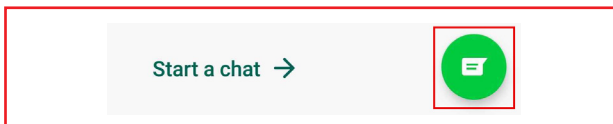
It sends messages over the internet which use your data allowance, not your text allowance. It also makes phone and video calls over the internet, which won't use your minutes.

To send a message using WhatsApp, follow these simple steps:

- 1 Find **WhatsApp** from your home screen or in the app folder – the app icon looks like a white telephone inside a green speech bubble



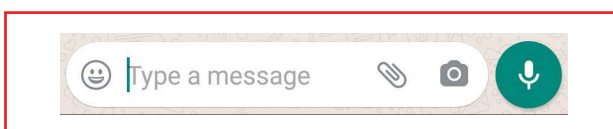
- 2 Tap the **New Chat** icon – it's the one that looks like a speech bubble



- 3 Select the contact you want to send a message to

- To do that, either scroll through your contacts list, or tap the little magnifying glass to search for a specific contact – especially if their name starts with a Z!

- 4 Type your message into the text field

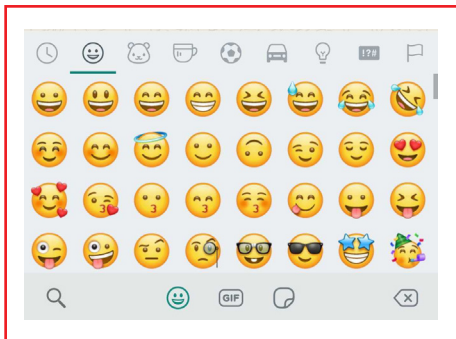


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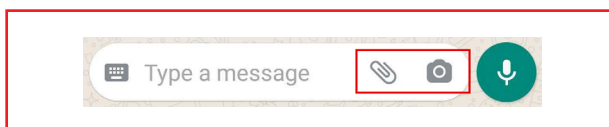
How to send a message on WhatsApp for Android

- If you want to add an **Emoji** to your message:
 1. Click the smiley face to the left of the message field
 2. Pick the one that you'd like to send. There are 6 categories – so you won't run out of creative ways to say what you want to say!



- If you want to add a **photo** or **video** to your message:

1. Click the **Photo** icon – the one that looks like a camera, then either:



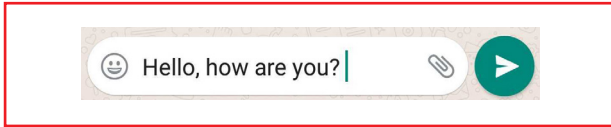
- Take a new photo or video.
- Tap the **Gallery** icon – this one looks like a landscape photo – and select the images or videos you'd like to send.
- Add a caption
- Tap the send icon

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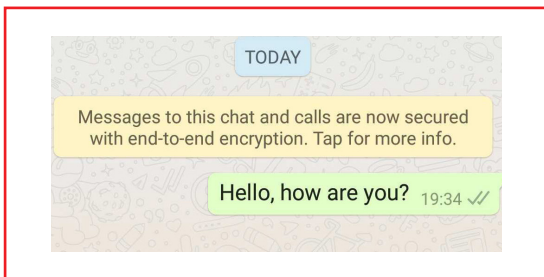
How to send a message on WhatsApp for Android

- 4 Select the **Send** icon (the white paper plane in a green bubble, to the right of the text field)



And your message is on its way.

When it's been delivered, you'll see two **grey ticks** in the bottom-right corner of the message.



How-to guide



How to start a group chat on WhatsApp for Android

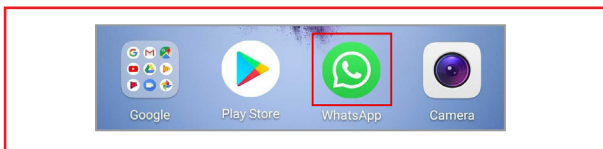


WhatsApp is a free app that lets you send messages and make calls. It works on both Android and iOS.

It sends messages over the internet which use your data allowance, not your text allowance. It also makes phone and video calls over the internet, which won't use your minutes.

To start a group chat on Whatsapp, follow these simple steps:

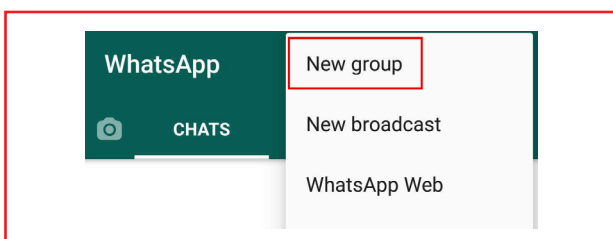
- 1 Launch **WhatsApp** from your home screen or from the app folder



- 2 Select the **Menu** icon on the top-right of the screen – the three vertical dots



- 3 Select **New group**



- 4 Add contacts to the group by doing the following:

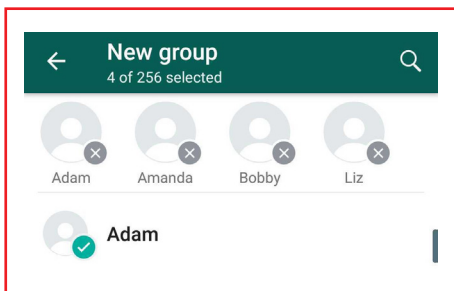
- Select the **Search** icon and type a contact's name into the field
- Select a contact to add them to the group

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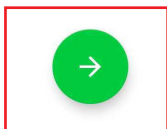


How to start a group chat on WhatsApp for Android

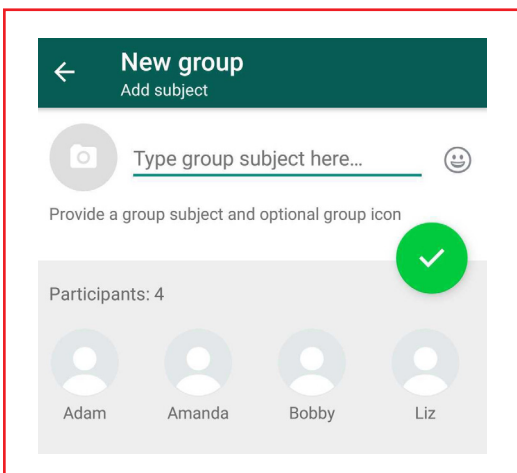
- Repeat steps 1 and 2 to add more contacts



- Select the **Next** icon on the bottom-right of your screen to go to the next step



- 5 Type a group subject in the “Type group subject here...” field



- 6 Select the **Next** icon on the top-right of the screen to create your group chat

Now you can start chatting to the group in the same way you would in a regular WhatsApp conversation.

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How to make a video call on WhatsApp for Android

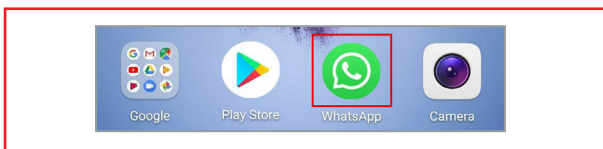


WhatsApp isn't just great for sending messages – you can also use it to make video calls.

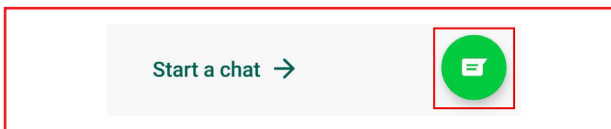
Because WhatsApp works over the internet, you'll need to be connected to the internet – either by using your data allowance or by connecting to a WiFi network.

To start a video call using WhatsApp, follow these simple steps:

- 1 Launch **WhatsApp** from your home screen or the app folder - the icon looks like a white telephone inside a green speech bubble

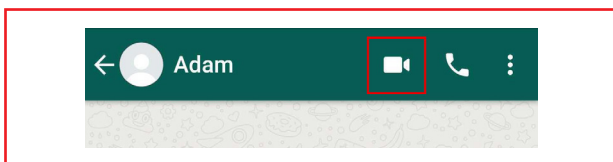


- 2 Tap **Contacts** or **Chats**



- 3 Tap the contact you'd like to start a video call with

- 4 Tap the **Video call** icon – the white video camera at the top of your screen



- 5 You're now connecting to your contact – when they answer, their face will appear on the screen

- 6 Once you're done, hang up by pressing the **End call** icon – the red bubble with the white phone inside

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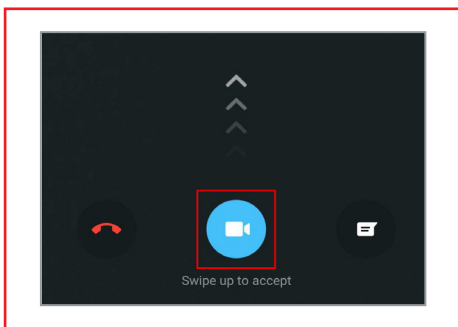
How to make a video call on WhatsApp for Android

Great – you’ve now successfully made your first WhatsApp video call.

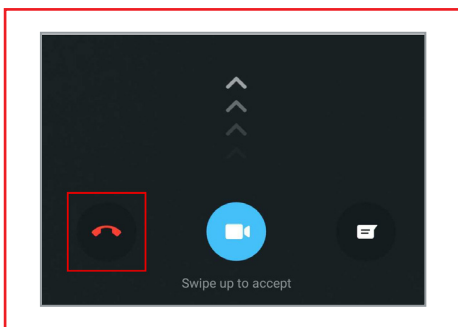
Here’s what to do if someone calls you.

If someone is making a video call to you when your phone is locked:

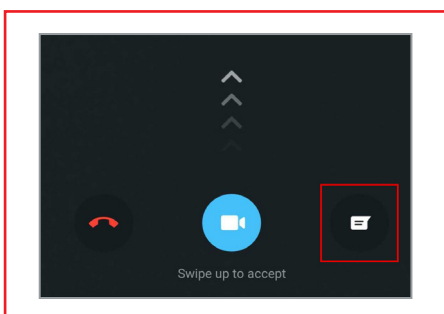
- ① You can accept the call by swiping the **Video call** icon up the screen



- ② You can reject the call by swiping the **End call** icon up the screen



- ③ You can send a message by swiping the **message** icon up the screen





If your phone is unlocked when you receive a video call, you'll see a slightly different notification.

Here you can choose to:

- ① Answer the call by tapping **Answer**, or
- ② Reject the call by tapping **Decline**



Phishing emails are dangerous emails that are designed to trick users into giving sensitive information or money to scammers.

Luckily, there are some tell-tale signals that will let you know whether an email is real or fake. We've set out 10 questions you can ask yourself when you receive an email that doesn't look quite right.

1. Who was the email addressed to?

Real companies will always call you by your name.

If you receive an email which starts with: "Dear account holder", or "Dear customer", or something generic, then it's probably fake. This is because companies that you have an account with have your name on their system and will always add it to an email.

Beware: some scammers will get past this by not including your name whatsoever in the email.

2. Who sent the email?

Check the sender's email address.

Companies have their own domains – the part of the address after the @ symbol. That's how emails you get from us always end in "@email-vodafone.co.uk".

Domains cost a lot of money. That's why legitimate companies will never send an email from a free public domain, like "@gmail.com", or "@outlook.co.uk".

Scammers might try to trick you by including the name of an organisation in the email address. For example, the email address could be: info-vodafone@gmail.com.

Beware: sophisticated scammers might be able to get the name of a real company in the domain name, for example: "accountsinformation@vodafone.trustedaccounts.com". Just because "Vodafone" appears in the domain name, doesn't mean it's real –



the scammer has created a “child” domain, a domain that belongs to another one. That means that the email has come from “trustedaccounts.com”, not Vodafone.

3. Does the email contain any links? What do they look like?

A link won't necessarily send you to the place it says it will.

Links in an email work a bit like domains. Legitimate companies spend a lot of time building a website that's easy for you to use. They'll likely want to send you to somewhere on their website. It's also likely that the context of the email matches the link in the email.

If you hover your mouse over the URL, you should see the destination address. A link in a Vodafone email address will always send you to an address that begins with “vodafone.co.uk”. Scammers might hide the real URL destination behind a real-looking link. If the destination URL doesn't match the link in the email, don't click it.

Beware: you can't check a link by hovering your mouse over it on your phone like you can on a computer. If you're unsure, check an email again on your computer.

4. Are they asking for sensitive information?

Real companies will never ask for sensitive information over email.

Companies are required by law to be very careful with your sensitive information – information like account information, bank details, credit or debit card number, and so on. They have a responsibility to keep it safe and take lots of steps to do so.

Because real companies already know your personal information, it doesn't make sense for them to ask for it. Your bank will never ask you to confirm your account details over email. No company will ask for your card details over email to complete a purchase.



Beware: when a legitimate company needs to discuss something important with your account, they will do so over the phone, with a real customer agent.

5. Does the email contain any unexpected attachments?

Real companies won't send unexpected attachments.

If a company wants you to send something to them, it won't be out of the blue, in the first email you have with them. They might call you or ask you for your password on a secure phone line.

All scam emails contain either a link the scammer wants you to visit, or an attachment they want you to open. Attachments in scam emails may contain harmful malware that could damage your PC – or worse – steal your files or personal information.

Beware: never open an attachment from an email that you didn't expect. If you have any doubts, call the organisation that the email claims to represent – on their official number – to ask for confirmation.

6. Is the email badly written?

Spelling mistakes aren't the only sign that you might have received a scam email.

Legitimate businesses spend a lot of time writing the emails they send to you and are careful to avoid spelling mistakes.

Bad grammar is as much of a giveaway as spelling errors. Businesses have professionals who check their emails – scammers probably won't. Similarly, they might come from a non-English-speaking country and have used a translating tool to translate the email.



Ask yourself:

- Does it look like the kind of email I normally receive from this company?
- Are there mistakes that a native speaker wouldn't make?
- Does the grammar read correctly?
- Are there missing words?
- Are there any typos?

Beware: if an email doesn't look like the kind of email you're used to seeing from a legitimate company, you might have received a scam email.

7. Does the email want you to do something straight away?

Scammers send emails because they need you to do something.

If a legitimate company wants you to do something, they'll likely ask you to confirm some personal details over the phone first. Legitimate companies will never ask you to confirm your sensitive information over email before doing something.

Scammers might try to trick you by telling you that it's important to do something straight away to avoid charges, or fines.

Beware: real companies may get in touch with you about security, or a purchase you've made. It's better to call the company to make sure that the email is real and go through the process over the phone.



8. Do you remember signing up for this?

If you don't remember signing up for the service you've received an email about, you probably didn't.

If you receive an email telling you that you won a competition, but you didn't enter it, it's probably a scam. If what's written in the email seems too good to be true, it probably is.

Beware:

9. Are they asking you to send money?

Scam emails often ask for a small sum of money to progress to another step in the process.

If a company you don't have an account with claims that you're due a refund, it's a scam. Similarly, if a company you don't have an account with tells you that you must pay money towards an account, it's a scam. No legitimate company will pop up out of the blue to tell you that you owe them something.

Beware: if you do lose money through a scam, it's important to keep all the communications you've had with the scammers. This is because the first place you were contacted is where the police will start their investigation.

10. Does everything feel right?

If an email looks suspicious, there's probably a good reason.

If your instincts tell you that something's wrong, you can always get in touch with the company the email claims to represent. The real company will probably even be grateful for your help!

Beware: never share your personal information online, no matter who the email claims to represent.



11. What should I do if I think I've received a phishing email?

Here's what to do if you've received an email that doesn't look right:

- Get in touch with the company the email claims to represent over the phone.
- Show the message to the police, so they can investigate it.
- If you've clicked on a link, contact your bank to make them aware that you've been scammed.
- Don't reply to any emails that look suspicious.



Social media is a great way to stay in touch with your loved ones online.

Sites like Facebook, Instagram, Snapchat, and Twitter let you connect with your friends and family, and share pictures, videos, and funny images – known as memes.

Not all social media platforms are the same. Each platform works slightly differently and lets you connect to people in different ways.

Facebook

Facebook lets you connect with friends, family, and other people you know. You can share photos and videos, send messages, and get updates. Facebook is free to use.

- Connect with friends and family by adding them as “Friends”
- See updates from your friends and family through statuses (written updates, which appear on the Newsfeed, your personalised homepage), photos, and video
- Join local and global groups on subjects you’re interested in, and have conversations

Facebook Messenger

Facebook Messenger is part of Facebook. You can use it to chat to people you know for free – it works just like sending a text, but instead of using your text allowance, it uses your data plan.

- Have conversations and share text messages, pictures, videos, and more with people you’re connected to
- Make audio and video calls



Twitter

Twitter lets you interact with people with small messages known as “tweets”. You can also tweet pictures and videos and follow your favourite people.

- Follow people all over the world – including friends, celebrities, MPs, members of the royal family, sports teams, news outlets, and much more
- Send “tweets” that are limited to 280 characters – including spaces
- See what’s “Trending” – what most people are talking about – and get involved in the conversation using hashtags (#)
- Connect with people directly through direct messages

Instagram

Instagram is all about pictures. Take, edit, and share photos, videos, and messages with friends and family.

- Follow friends, family, celebrities, sports teams, and even political parties, and more
- Post pictures and videos that you can edit before you post
- See what’s popular on Instagram through hashtags (#)

YouTube

YouTube is somewhere you can watch videos on anything and everything.

- Watch videos uploaded by friends, family, other users, celebrities, companies, and more
- Videos are both short- and long-form – meaning they can be just a few minutes or several hours long!
- Videos can be on any subject
- Watch music videos from your favourite musicians



Snapchat

Snapchat is an app you can use to stay in touch with people you know mainly through sharing pictures and video.

- Send and receive pictures and videos with a set timer
- Watch Live Stories from people you've connected with
- Make video calls

Pinterest

Share pictures, videos, and moving pictures (called gifs) on subjects you're interested in.

- Create "boards" to keep all your ideas together
- Discover recipes, home ideas, gardening, fashion, décor, style inspiration, and more

TikTok

TikTok is all about video. You can create short, funny videos, and post them on your profile to share with the people you've connected to.

- Share videos of you lip-syncing or dancing along to popular songs, making short comedy skits, or showcasing your talent

WhatsApp

WhatsApp works like Facebook Messenger, except you don't need to be connected to someone on Facebook to send them a message. You can send messages to anyone in your phonebook who has WhatsApp using their phone number.

- WhatsApp uses your data allowance, not your text or call allowance.
- Send and receive texts, videos, and audio messages
- Start conversations with one other people, or groups of people



Privacy

It's important to think about privacy when using social media.

Each platform has a range of different privacy options, but there are two words you'll see commonly used across the platforms: **public** and **private**.

- When something you post is **public**, it generally means that anyone can see what you've posted
- When something you post is **private**, it generally means that only people you allow to see (likely people you've connected with) will see it

If you're not sure, look on the platform's privacy settings. You'll find explanations about who can and can't see what you've shared.

Beware: don't say anything on social media that you wouldn't be comfortable are saying in public. Even private conversations between you and someone else can be saved and shared publicly.