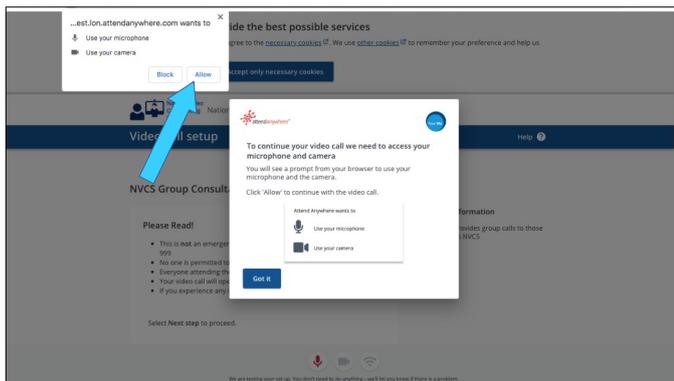
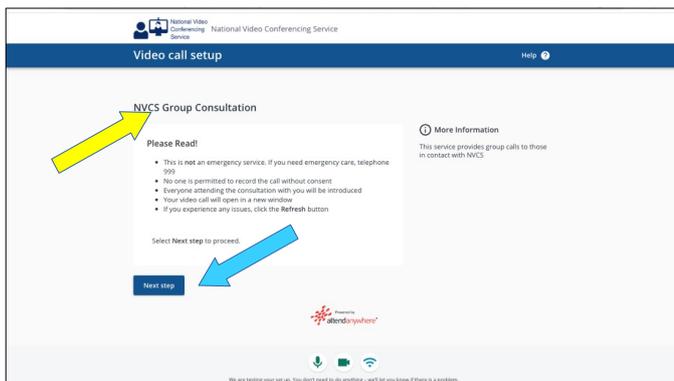


## Near Me: Group Calls – Caller Basics v.2.2



As you start your first Near Me call, you will see a pop-up message asking for use of your camera and microphone (blue arrow). Some Android devices ask for permission to record your video and audio. Please accept to continue.

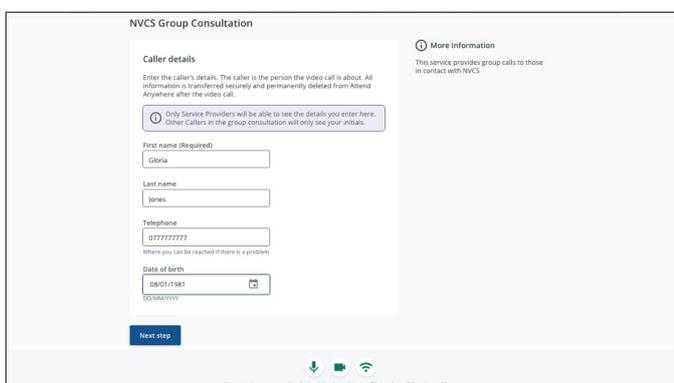
Near Me calls automatically test your camera, microphone and network speed. If there are problems, you'll see an on-screen notification.



Once camera and microphone are detected, you'll see the group's name (yellow arrow), information your Near Me provider wants you to read before joining and more information on their service.

If the name or information looks like it is for a different group, please phone your provider, asking them to text or email a link for your group.

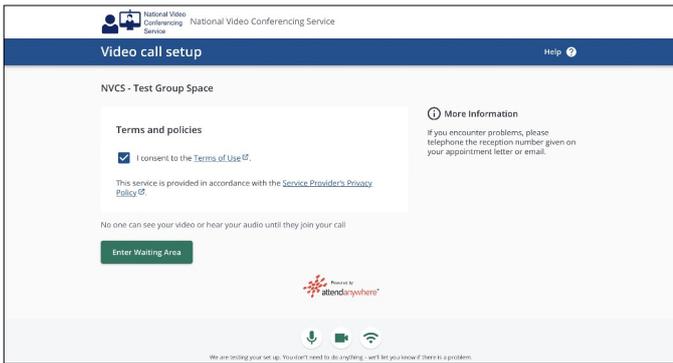
Use the blue Next Step button to continue (blue arrow). You may have to scroll down to locate it.



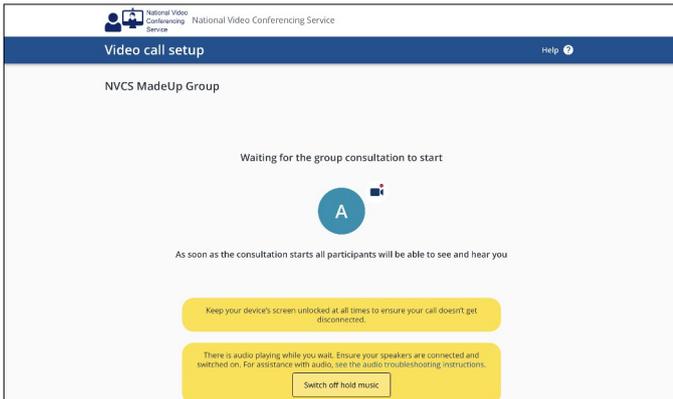
You will have to fill in some details. These identify you to your provider. You may have to scroll down to see all the fields. The details are only kept by the platform until the end of your call.

No other caller will see your date of birth or phone number. Other callers only see your initials unless your provider thinks names are appropriate.

Use the blue Next Step button to continue.



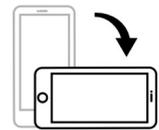
If you agree to the Terms of Use and tick the box to indicate, you can use the Enter Waiting Area button to join the group call.



While you wait to be admitted, you'll see a screen like the one on the left. You may hear music and other messages too, depending on how your Near Me provider has set up the call.

Once admitted, you'll see all the others in the call along with a self-view, which can be hidden.

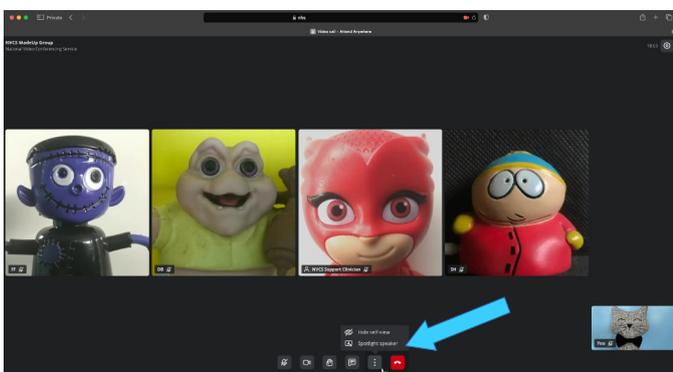
If using a mobile phone or tablet, please prop it up along its longest edge. It will give you and your providers a better picture.



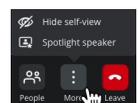
Your microphone will be off on entry.

Your provider may ask you to raise your hand for their attention. That button is in the middle of your controls (yellow arrow).

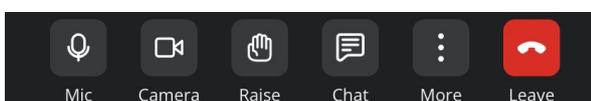
When you wish to be heard, click the microphone icon at the left of the call-control bar (blue arrow). Muting again afterwards is recommended as, that can reduce audio feedback for you or others.



If you want to make whoever is talking full-screen use the Spotlight Speaker control. It's found using the More button.



Should you encounter problems with your call, please telephone your Near Me provider for assistance or to reschedule. If you would like to attempt problem solving yourself, [this link](#) is a good place to start.



You can end your call at any time, using the red Leave call button at the right of the call control tab.