

Portal, Portal Mini and Portal+

This article applies to Portal



[See Portal TV article](#)



Before setting up your Portal, make sure to review our [health and safety guidelines](#). To set up your Portal, you'll need a Facebook or WhatsApp account. If you're having trouble using your Portal's touchscreen during setup, learn more about [turning off accessibility options](#).

Assemble your Portal:

1. Place your Portal on a stable flat surface, like a tabletop or counter.
 - Do not place your Portal near sinks, showers, pools or other areas where it might get wet.
 - Do not place your Portal near sources of heat, such as stoves, ovens, or radiators.
 - Do not place Portal where it may be tipped over easily.
2. Plug your Portal in with the included power cord.
 - Plug the included power cord into Portal first, then into an appropriate outlet.
 - Make sure the included power cord is fully plugged into your Portal before plugging it into an appropriate outlet.
 - Your Portal works when connected to a rated AC power source with 100V to 240V AC at 50Hz to 60Hz. Please review our [health and safety guidelines](#) for more information.
 - Arrange any cables and cords so that people and pets are not likely to trip over or accidentally pull on them as they move around or walk near the Portal.

Select your language and connect to Wi-Fi:

Once your Portal is plugged in, follow the on-screen instructions to begin setup.

1. Select your language, then tap **Next**.
2. Connect to Wi-Fi.
 1. Select your Wi-Fi network.
 2. Enter your Wi-Fi password and tap **Join**.
 3. Tap **Next**.
 4. Tap **Continue**. Your Portal may need to download the latest software in order to complete setup. Once the download is complete, you may be asked to restart your Portal.

If you have trouble connecting to the Wi-Fi, [learn how to check your signal](#).

Give your Portal a name and log in with Facebook or WhatsApp:

Follow the on-screen instructions to continue setup.

1. Give your Portal a name. Tap an option from the menu or tap to create a **Custom Name**, then tap **Next**.
2. Log in with Facebook or WhatsApp:
 1. Tap the box next to Facebook or WhatsApp, then tap **Next**.
 2. Follow the on-screen instructions.

Once you have finished connecting an account, follow the remaining on-screen instructions to complete setup. You can do things like [connect your Portal to music accounts, set up Amazon Alexa](#), display your photos and learn more about using Portal.

“Hey Portal” and other functionality is affected by language selection. Some features, including Facebook Watch, Facebook Gaming, Facebook Live and display settings aren't available when you set up your Portal with WhatsApp only or when a WhatsApp-only login exists on a shared device. See portal.facebook.com/usage for more information.

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During the initial setup of your Portal, you'll choose and connect to a Wi-Fi network. You can change your Portal's Wi-Fi network at any time.

To change your Portal's Wi-Fi network:

1. From **Home** on your Portal, tap **Settings**.
2. Tap **Wi-Fi**.
3. Select the network you'd like to connect to, enter your Wi-Fi password, and tap **Join**.

Learn more about what you can do if your [Portal can't find your Wi-Fi router](#).

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To mute or unmute the camera and microphone using the touchscreen during a call:

1. Tap the screen to expose the call menu.



2. Tap  or  to mute or unmute your camera or microphone.



To mute or unmute the camera and microphone on Portal and Portal Mini:

To turn off the camera or microphone, slide the switch on top of Portal's frame all the way to the left. A red light lets you know the camera and microphone are both off.

To turn off just the camera, slide the switch on top of Portal's frame into the middle position. You will see a shutter covering the camera's lens when you've turned the camera off.

To mute or unmute the camera and microphone on Portal+ and Portal (Gen 1):

To turn the camera and microphone off on your Portal, press the circle button on top of your device. A red light on the front of your Portal will indicate when the microphone and camera are turned off.

You can also use the included camera cover to block your Portal camera when you're not using the camera.

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You can put your Portal in “sleep” mode, which turns the screen off, but allows your Portal to be woken up by touch, voice commands, motion detection or incoming calls. Your Portal will go to sleep automatically after 15 minutes without use, or you can make your Portal sleep manually.

To make your Portal sleep:

1. Swipe up from the bottom of your Portal screen to view the Quick Controls.
2. Tap .

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Calling Basics

With Portal, you can make and receive calls to and from your Facebook friends and WhatsApp contacts. You can't call Messenger connections that don't have Facebook accounts.

Currently, Portal calls can only be received on Portal devices, on the Messenger app on mobile phones or tablets, on messenger.com or facebook.com, or on WhatsApp on mobile phones. Calling on messenger.com or facebook.com is only available using the browsers Chrome or

Opera. In order to call a WhatsApp contact from your Portal, the contact must have WhatsApp open or in standby mode on their mobile phone.

Using the Touchscreen

To make a call:

1. From **Home**, tap to open the **Contacts** app. You can filter your contacts by **Suggested**, **Recent**, **Messenger** and **WhatsApp**.
2. Tap the contact you'd like to call.
3. Make a selection to start your call.



To answer a call:

When receiving a call, tap **Answer** to join the call.

To end a call:

1. During a call, tap your Portal screen to expose the call menu.



2. Tap to end the call.



Call Features

During a call you can do things like:

- Move and talk freely while Portal's Smart Camera and Smart Sound adjust to keep you audible and in the frame.
- [Add more friends to the call.](#)
- [Use AR effects](#) and [Story Time.](#)
- [Turn your microphone or camera off.](#)

This article applies to Portal  and Portal TV 

Making calls on Portal

On Portal you can call the Facebook friends, Messenger connections and WhatsApp contacts of any accounts linked to your Portal. While Portal is only [sold in select countries](#), you can use your Portal to call friends located in any country where the Messenger app or WhatsApp are supported.

Receiving calls on Portal

Currently, Portal calls can only be received from other Portal devices, from WhatsApp on mobile devices, from the Messenger app on mobile devices or tablets, from [messenger.com](#) or from [facebook.com](#). Portal can't be called from Messenger Kids accounts or the Messenger Lite app.

Your Portal contacts

Your Portal contacts are the Facebook friends, Messenger connections and WhatsApp contacts of all accounts linked to your Portal. If you share a Portal with others, all accounts that have been linked to your Portal will share contacts on Portal. Anyone who shares your Portal will have access to the contacts on the device and will be able to make and answer calls.

Viewing your Portal contacts

From **Home** on your Portal, tap **Contacts**. From there, you can browse by **Suggested** contacts, **Recent** contacts or contacts by account type.

This article applies to Portal 

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During a call you can move around the room and talk freely while Portal's Smart Camera and Smart Sound adjust to keep you audible and in the frame. You can also manually adjust the zoom and focus of your camera using gestures on your Portal's touchscreen.

To enter Manual Mode you can:

- In self view, use a pinch gesture to zoom in or out.
- In self view, use a drag gesture to change the area of focus.



To turn off Manual Mode:

- On the bottom right corner of your Portal screen, tap



To have your camera focus on one individual (Spotlight) during a call:

- Tap the person's face in your self view.
- When you see a yellow frame around their face, tap their face again.

To turn off Spotlight during a call:

- In self view, double-tap the face of the person who is in Spotlight.

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Group calls with Messenger connections:

With Portal, you can add up to 7 Messenger connections to a call for a total of 8 people, including yourself. You or other connections on your call can add any Facebook friends or Messenger connections to your call. You can't have both Messenger and WhatsApp users on the same call.

Group calls with WhatsApp contacts:

With Portal, you can add up to 3 WhatsApp contacts to a call for a total of 4 people, including yourself. You or other contacts on your call can add any WhatsApp contacts to your call. In order to call any WhatsApp contact from your Portal, the contact must have WhatsApp open or in standby mode on their mobile phone.

You can't have both Messenger and WhatsApp users on the same call.

To make a group call on your Portal:

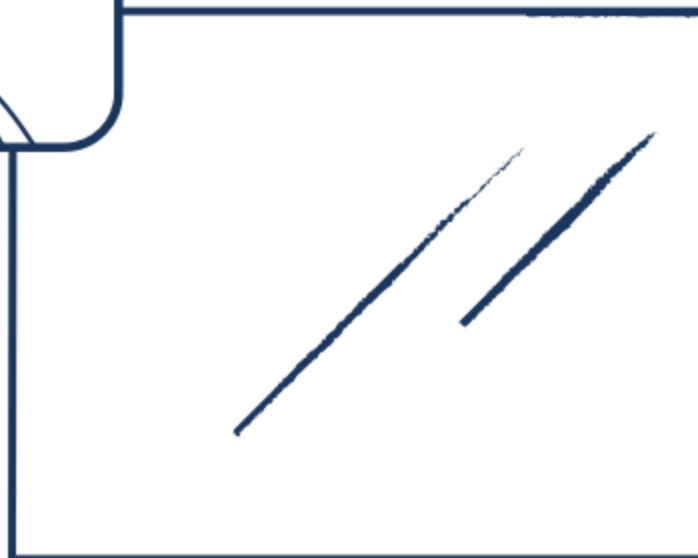
1. [Start a call](#) with one of the contacts you'd like to join the group call.
2. During the call, tap the screen to view the menu.



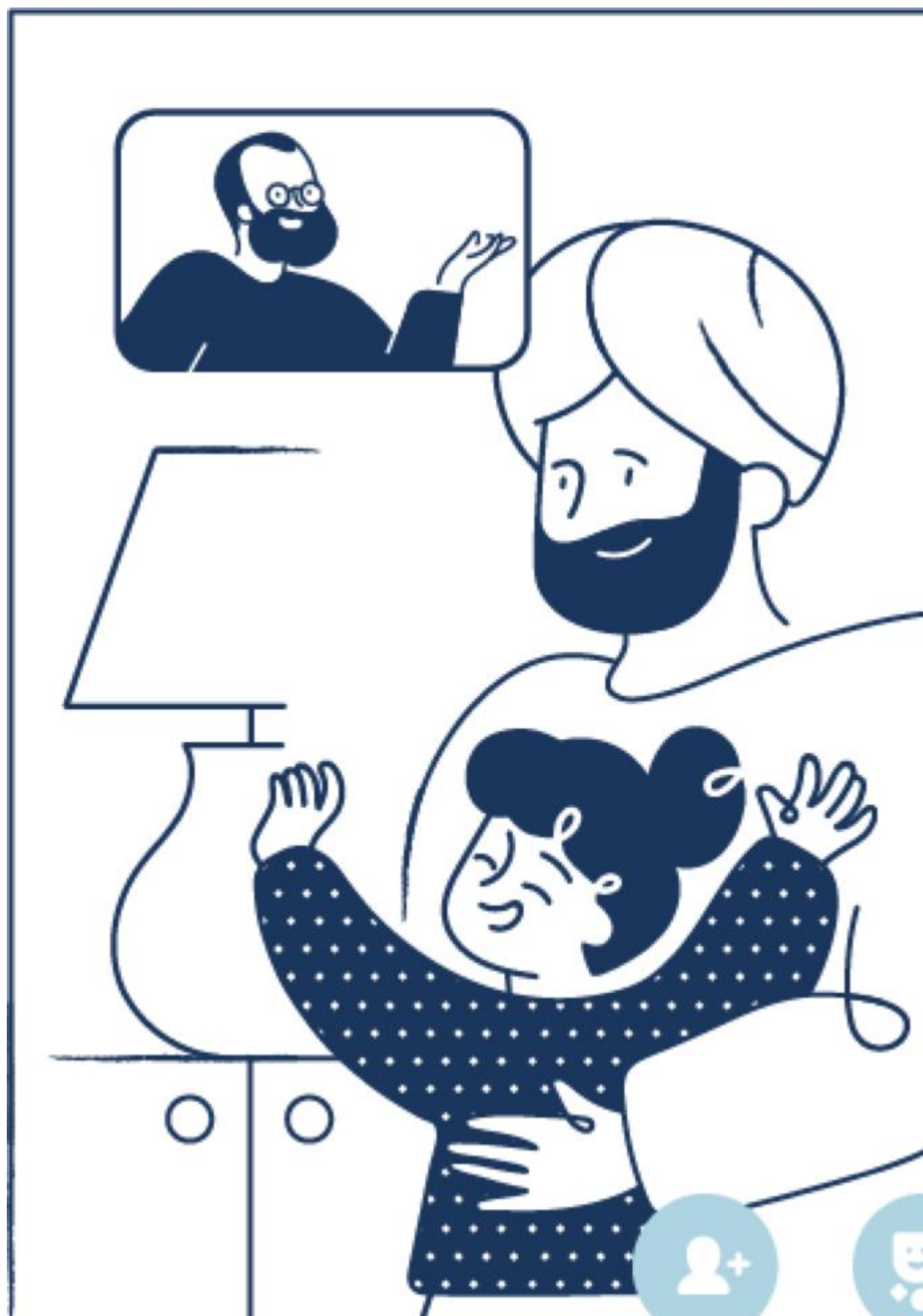
3. Tap



4. Tap the person or people you'd like to add to your call.



5. When the person you're adding to the call answers, they will join the group call.



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On Portal, Story Time allows you to share interactive stories with animations, music and effects during a call or using the Story Time app.

To use Story Time during a call:

1. Tap the screen to expose the call menu.

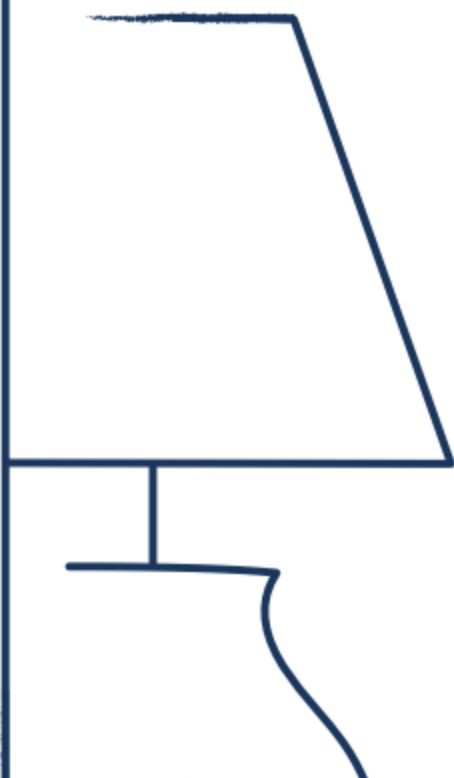


2. Tap .



3. Tap





4. Tap the story you'd like to share.
5. Tap **Play** to start the story, or **Description** to see a brief description of the story.



To use the Story Time app:

1. From **Home**, tap the **Story Time** app.
2. Tap the story you'd like to start.
3. Tap **Play** and follow the on-screen instructions.

Notes:

- Stories can take up to 45 seconds to load.
- To use the Story Time app, enable your microphone and camera.
- If you experience trouble loading a story or see a loading signal in the middle of a story, check your internet connection.

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You can have up to 5 accounts linked to your Portal. Only invite people you trust to add an account to your Portal. When someone adds an account, they'll become another owner of your Portal, and they'll be able to:

- See, hear, and delete all of your Portal's voice interactions in Portal Settings or on their Facebook Activity Log.
- Make changes to voice interaction settings on your Portal, which will apply to your voice interactions.
- Use and change other settings on your Portal, which may apply across your Portal.
- Add accounts to or remove accounts from your Portal, which could include removing your account.
- Add photos or connect to third party services on your Portal.
- View and access any information you use or access on your Portal, including the ability to view and call your contacts.

Also, when someone adds an account on your Portal, their Facebook friends and Messenger connections will become contacts on your Portal, and you will be able to call their contacts.

To add an account to your Portal:

1. From **Home** on your Portal, tap **Settings**.
2. Tap the **Accounts** tab.
3. Tap **Add Account**.
4. Follow the on-screen instructions to confirm your Facebook account.
5. Tap **Next**.
6. Have the person you'd like to add to your Portal select one or both of their accounts, then tap **Next**.

7. Have the person you'd like to add follow the on-screen instruction to log in with their Facebook account.
8. Tap **Next**.

To remove an account from your Portal:

1. From **Home** on your Portal, tap **Settings**.
2. Tap the **Accounts** tab.
3. Tap the account you'd like to remove.
4. Tap **Remove Portal Account** and follow the on-screen instructions.

Notes:

- You can also remove your own account from your Portal from the Security and Login menu in your [Facebook settings](#). If your Facebook account is deleted, deactivated or you change your Facebook password, your account will also be removed from your Portal. [Anyone who uses a Portal](#) not just another owner, can view and call all contacts, manage favorites, see photos added to your Portal, and use third-party services connected to your Portal.
- Removing an account from your Portal will remove the contacts, photos and other data associated with that account, and will remove the account holder from certain connected third party apps.
- Removing all accounts that are connected to a Portal will automatically factory reset that Portal.
- If one of multiple account holders is removed from your Portal, call history on the Portal will remain but it will no longer show that the removed account holder initiated a call.
- Learn more about [adding and removing accounts on Portal TV](#).

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To use Alexa on your Portal, you must connect an Amazon Alexa account to your Portal. You can connect to Alexa during [the setup of your Portal](#), or from **Settings**.

To connect Alexa:

1. From **Home**, tap **Settings**.
2. Tap **Accounts**.
3. Tap **Amazon Alexa** and follow the on-screen instructions to log in with your Amazon account or to disconnect Alexa.

To deregister Alexa:

1. From Home, tap **Settings**.

2. Tap **Accounts**.
3. Tap **Amazon Alexa**.
4. Tap **Device Options**.
5. Tap **Deregister**.
6. Tap **OK**.

Learn more about [using voice interactions](#) on your Portal.

Notes:

- The Alexa account connected to Portal isn't linked to a particular Portal account. If one of multiple Portal accounts is removed from your Portal, the Alexa app will remain connected on the device.
- You can also disconnect Alexa by using the Alexa app. Visit the [Alexa website](#) to learn more.

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To set up your Portal with a WhatsApp account:

Learn how to [set up your Portal using a WhatsApp account](#). Some features, including “Hey Portal,” Facebook Watch, Facebook Gaming and Facebook Live aren't available when you set up your Portal with WhatsApp only or when a WhatsApp-only login exists on a shared device.

To connect your WhatsApp account to your Portal:

1. From **Home**, tap **Settings**.
2. Tap **Accounts**.
3. Tap **[Your name]**.
4. Tap **Connect WhatsApp**. You may be asked to confirm your login to make changes.
5. Tap the box next to **By checking, you agree to receive messages from Portal on WhatsApp**, then tap **Continue**.
6. Tap **Next** and follow the on-screen instructions.
7. Tap **Done**.

Note: Some features, including "Hey Portal," are not available when you log in with WhatsApp or when a WhatsApp login exists on a shared device.