



Getting the best out of your Smartphone -iPhone!

**Stay In Touch
Training Module 6**



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A. Making the Call

Entering a phone number using the Keypad

1. Tap the green 'Phone' icon
 2. Tap the 'Keypad' icon at the bottom of the screen
 3. **Dial the number** by Taping the number you wish to call
- Note: If you make a mistake, tap the back arrow with the cross in it to delete what you have typed in.*
4. Press the green 'Phone' icon. This will place your call.

Using your Contact List

1. Tap the 'Phone' icon at the bottom of the screen
 2. Tap the 'Contacts' icon at the bottom of the screen
 3. Flick the screen up and down to find your contact
(or tap in the search box and type in your contacts name)
 4. Tap the contact name that you want to call
- Note: if all contacts aren't displayed, and you are just in one contact, tap the 'All Contacts' back button at top left of screen to go back to your All Contacts list*
5. Tap the **number** you wish to call in that contact's details. This will place your call.

Using your Recents List

1. Tap the green 'Phone' icon
2. Tap the 'Recents' icon at the bottom of the screen
3. Tap 'All' at the top of the screen
4. Flick the screen up and down to find your contact
5. Tap the **name** of the person in the list that you wish to call. This will place your call.

Using your Favourites List

1. Tap the 'Phone' icon
2. Tap the 'Favourites' icon at the bottom of the screen
3. Tap the **contact name** you wish to call. This will place your call.

Calling 101 to retrieve your messages:

1. Tap the green 'Phone' icon
2. Tap the 'voicemail' icon at bottom right of screen
3. This dials the voicemail immediately
4. Follow the prompts to listen, save and delete your messages.



B. Receiving Calls

1. If your phone is awake – tap either **Decline** or **Accept** to accept the call
2. If your phone is asleep – **slide the Slide to answer button** to answer the call

C. What you can do whilst on the Call

You can tap the word hide to hide the keypad to see other options:

1. Tap the **Speaker** icon to put the call on loud speaker.
Tap it again to take off loud speaker.
2. Tap the **Mute** icon to mute the call so you can hear them but they cannot hear you.
Tap it again to remove Mute.
3. Tap the **Keypad** icon to go back to the keypad.
Tap Hide to go back to the options.
4. Tap **Add Call** icon to make a **conference call**
 - a. This will put your existing call on hold and bring up your contact list.
 - b. Browse through the list and tap the name you want to add to the call.
Or choose to use the keypad
 - c. When the next person you are calling has answered, tap **Merge Calls** button to conference all lines together.
Note – if you are already on the call and another participant calls, tap the **Hold and Answer** button that pops up on the screen and then tap **Merge Calls** to join the calls together into a conference
5. Tap the **Movie Camera** to convert the call to a Facetime call with video if this is an option
6. Tap the **Red Receiver** to end the call.

D. Editing the Favourites Lists

Adding a contact to the favourites list

1. Tap the green ‘**Phone**’ icon
2. Tap the ‘**favourites**’ icon at bottom right of screen
3. To add a favourite to this list
 - a. Tap the **plus** top right.
 - b. Your contact list will appear, tap on a **contact**.
 - c. Tap the **number** that you would like used in your favourites list.



Removing a contact to the favourites list

1. Tap the green '**Phone**' icon
2. Tap the '**favourites**' icon at bottom right of screen
3. To remove a favourite contact,
 - a. Tap **Edit** top left
 - b. Tap the **red circle** to the left of the contact name
 - c. Tap the **red Delete** to the right of the contact name to remove the contact
 - d. Tap **Done** top left

E. Editing the Recents Lists

Removing a single record from the Recents list

1. Tap the green '**Phone**' icon
2. Tap the '**recents**' icon at bottom right of screen
3. To remove a single entry from the recents list, either slide the entry from right to left, then tap delete, or
 - a. Tap **Edit** top right
 - b. Tap the **red circle** to the left of the contact name
 - c. Tap the **red Delete** to the right of the contact to remove the record
 - d. Tap **Done** top left

Clearing all records in the Recents list

1. Tap the green '**Phone**' icon
2. Tap the '**recents**' icon at bottom right of screen
3. To remove all records
 - a. Tap **Edit** top right
 - b. Tap **Clear** top left
 - c. A prompt will appear, tap the red **Clear All Records**
 - d. Tap **Done** top right

F. Adding a contact to your list from the recent list

1. Tap the green '**Phone**' icon
2. Tap the '**recents**' icon at bottom right of screen
3. Find the number that you would like to add to your list
4. Tap the Information icon to the right of the number
5. In the next screen, tap on **Create New Contact**
6. Tap in the first name text box and type in the first name
7. Tap in the last name text box and type in the last name
8. Optional – complete any other fields you would like
9. Tap **Done** in the top right



G. Texting

To send a new text message:

1. On the home screen, Tap the green '**Messages**' icon
Note: if you see the text messages relating to one contact only, press the 'Messages' back button on the top left had to go back to the main text message history list
2. Tap the **create text message** button at the top right side of the screen (the square with a pencil)
3. In the 'To' field, start typing the name of the contact you wish to send the text message to, then tap on the name of the person when you see it (be sure it is the name with the mobile number)
OR type the mobile number of the person you wish to send the message to
4. Tap in the text message/iMessage blank field.
5. Type your text message OR tap on the microphone and dictate your message!
6. Tap the **send** button

Replying to a text message

1. On the home screen, Tap the green '**Messages**' icon
2. Tap the **contact** with message.
3. Flick up and down to read the message.
4. Tap in the text message/iMessage text box
5. Type your message OR tap on the microphone and dictate your message!
6. Tap **Send**
Note: You can see a running commentary of all text messages sent between yourself and that person

Deleting a text message

1. On the home screen, Tap the green '**Messages**' icon
2. Tap **Edit** in the top left of the screen
3. Tap in the **circle** next to the messages you would like to delete
4. Tap **Delete** in the bottom right



H. Managing Your Contacts

To add a contact:

1. On the home screen, Tap the '**Contacts**' icon
2. Tap the '+' button at the top right corner of screen

Note: If you are in a contact, Tap the All Contacts back arrow at the top right of the screen, then tap the '+' button at the top right corner.

3. Tap in the Last name text box and Type in the last name
4. Tap in the First name text box and Type in the first name
5. Tap in the Add phone text box and Type in the phone number.
6. Optional – add more phone numbers if necessary
7. Optional - Flick the screen down and tap in the email text box and type the email address
8. Tap '**Done**' in the top right corner to save the contact

Editing a contact:

1. Tap the '**contacts**' icon on the home screen
2. Tap the contact you wish to edit
3. Tap the **Edit** button on the top right of the screen
4. Tap the field you wish to edit
5. Tap the cross that appears in the right had side of that field
6. Make the changes you wish to make
7. Press '**Done**' at the top right had side of the screen

To add a contact to your Favourites List

1. Tap the '**contacts**' icon on the home screen
2. Tap the contact you wish to add to your favourites
3. Tap the '**Add to Favourites**' command
4. Tap the number to be added to the favourites list
5. Tap the **Voice Call** (or the option you prefer)
6. Tap the **All contacts** in the top left to go back to all contacts