

# 4

## Using Your iPhone as a Phone

Your iPhone is an amazing device, almost a notebook computer in your pocket. You can take photos with it, use it with FaceTime to have a video chat, use it as a personal assistant, keep track of your errands and events, check your email, browse the Web, play music, read books, play games, and carry out countless other activities with additional apps.

But don't forget, your iPhone is also a *telephone*. And not just a simple phone, but one that helps you, among other things, keep and organize your contacts, view records of calls you've made, manage numbers you call frequently, conduct calls with speakerphone and mute, and retrieve voicemail.

In this chapter, you'll take some time to discover just how your iPhone functions as a phone.

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# Making Calls

Odds are you bought your iPhone on a multiyear contract with a cellular provider. If this is the case, your phone is likely ready to go.

**TIP** If you don't yet have a carrier, you'll need to find one who supports the iPhone. For the most up-to-date information, visit the Apple support site and view carriers for your region (<http://support.apple.com/kb/HT1937>).

Once your iPhone has been activated with a carrier, you can make calls.

## To make a call:

1. Tap the Phone icon in your dock.
2. If the keypad is not visible, tap the Keypad button on the bottom of the screen **A**.

Dial using the keypad **A**

or

tap and hold in the blue display area above the keypad to paste a number you've previously copied

or

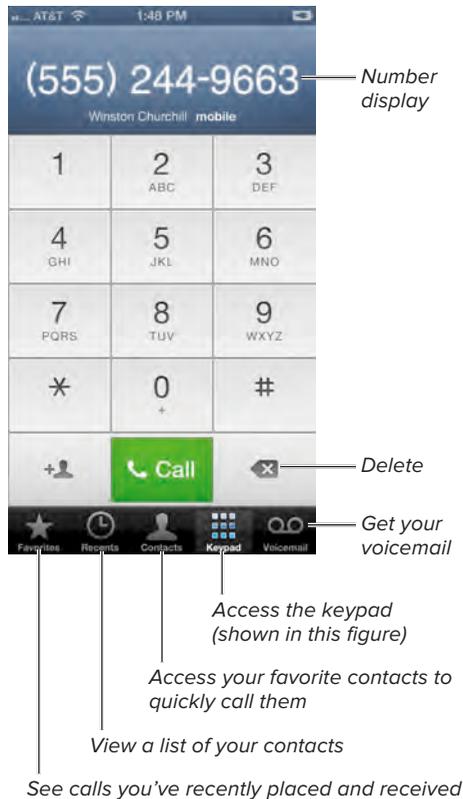
use Siri or Voice Control to dial or call a contact (see Chapter 7, "Talking to Your iPhone").

3. If you make a mistake, tap the delete button to back up.
4. When your number appears in the blue area, tap Call.

## To redial a number you just called:

1. Tap Keypad.
2. Tap Call to display the last number you dialed.
3. Tap Call again to place the call.

**A** The iPhone's keypad



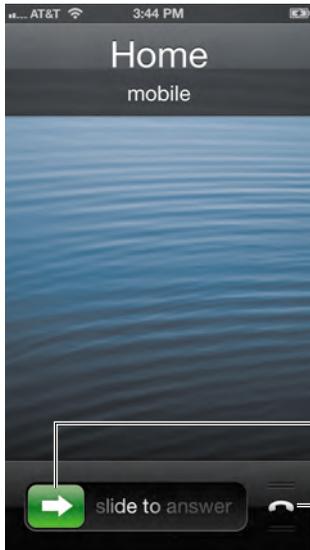
[for future chapters, please provide callout diagrams if possible, thanks! –Prod]

**TIP** If the number you entered is one that is stored in your Contacts app, the screen will display that contact's name and phone info under the number. (See Chapter 13, "Communicating," to learn more about managing your contacts.)

# Getting Calls

You can, of course, answer incoming calls. But you can also send a call to your voicemail, silence a call, reply to a call with a text message, or remind yourself to return the call later. You can also turn on the Do Not Disturb feature, which sends unwanted calls to voicemail (see Chapter 6, “Handling Notifications,” for more on using Do Not Disturb).

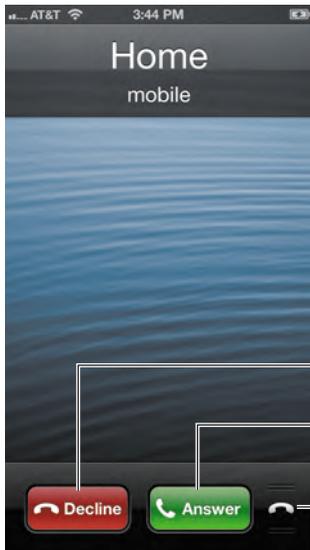
When your phone rings and it's locked, your screen will look like **A**. When it's unlocked, you'll see **B**.



*Slide to answer call*

*Swipe this telephone handset icon up for additional options*

**A** Locked iPhone receiving a call



*Tap to decline call*

*Tap to answer call*

*Swipe this telephone handset icon up for additional options*

**B** Unlocked iPhone receiving a call

## To answer a call:

- If your iPhone is locked **A**, slide the Slide to Answer control.
- If your iPhone is unlocked **B**, tap the Answer button.

## To send a call directly to voicemail:

- Quickly press Sleep/Wake (the button on top of your iPhone) twice.
- If you're using your EarBuds, press and hold the center button on the remote for a couple of seconds until you hear two beeps.
- If your phone is unlocked, tap the Decline button **B**.

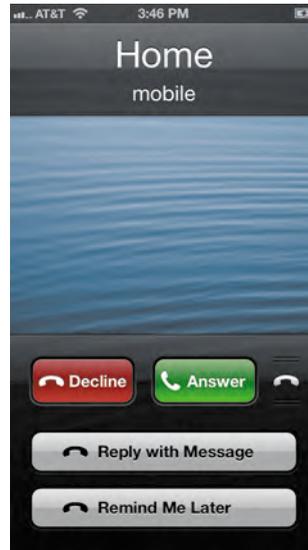
## To silence a call:

- Press Sleep/Wake or either volume button. This silences the ringtone, but you can still answer the call.

## To reply to a call with a text message:

1. Swipe the telephone handset icon upward **A**.
2. Tap Reply with Message **C**.
3. Tap the most appropriate item from the list of responses.

You can choose: "I'll call you later," "I'm on my way," or "What's up?"



**C** Options revealed after you swipe the telephone handset icon upward when you receive a phone call.

## To remind yourself to return a call:

1. Swipe the telephone handset icon upward **A**.
2. Tap Remind Me Later **C**.
3. Tap the most appropriate item from the list of responses: “In 1 hour,” “When I leave,” or “When I get home.”

These options use the Reminders app, and in the case of the last two, you need Location Services enabled (Switch on Settings > Privacy > Locations Services).

## Change the Reply with Message

If you don't like the messages that appear when you choose the Reply with Messages option, you can edit them. Choose Settings > Phone > Reply with Message. Type over **D** any of the fields to replace the existing messages **D**.



**D** Reply with Message settings. Type over these default messages to customize them.

## During a Call

While in the middle of a phone conversation, you can perform a variety of tasks. Sometimes you need to pull up the keyboard to enter numbers in response to an automated system. You can also use a speakerphone during your call, put the other caller on hold, or mute your side of the call.

If the iPhone's screen has faded to black during your call, move it away from your face **A**. You'll end up on a screen with several options.

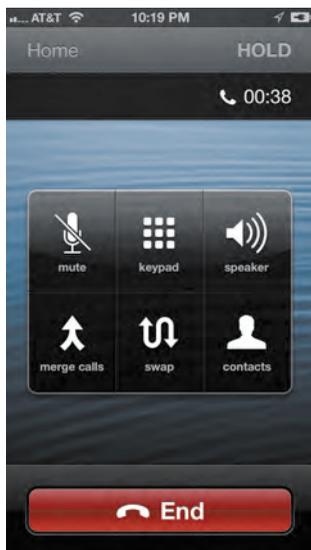
Actions you can take during a call include the following:

- The Mute button allows you to hear your caller while sounds coming from your end will not be broadcast to the person on the other end. The button turns blue when mute is on. Tap again to turn mute off.

- Tap the Keypad button to access the keyboard. Tap Hide Keyboard when you are done with it.
- Use the Speaker button to put the phone in speakerphone mode.
- The Add Call button allows you to add up to three more callers to your call for a total of five people. (See the task “To create a conference call” coming up in a moment.)
- Tap FaceTime to switch to a FaceTime call with the person on the other end, if they're also using a FaceTime-enabled device (see Chapter 13 for more on using FaceTime).
- Tap the Contacts button to view, and perhaps edit, the list of your saved contacts while you are in the call (read more about the Contacts app in Chapter 13).



**A** Options available while you're in the middle of a phone call.



**B** When you use the Add Call button, call a third party, and that person answers, the Add Call button changes to Merge Calls. Tap to begin your conference call.

## To create a conference call:

1. While on a phone call, tap the Add Call button. This puts the person on the other end on hold temporarily.
2. Tap the Keypad button and enter another number  
*or*  
tap the Contacts button and choose a contact to call.
3. When the new caller answers, the Add Call button changes to say Merge Calls **B**. Tap this button. All of you are now on the same call.
4. Repeat the previous steps to add more callers.

**TIP** You can also start a conference call by using the Contacts button while you're talking to someone else. If you tap on a phone number in your contacts list, the first caller is put on hold and the second person is called. When that second person answers, you can press the Merge Calls button.

**TIP** See the Swap button in **B**? This shows up right before you tap Merge to create your conference. It appears whenever you are talking to someone and you have another person on hold. Tap the button to swap between the two callers—that is, put the person you are speaking with on hold while you speak to the caller who is currently on hold.

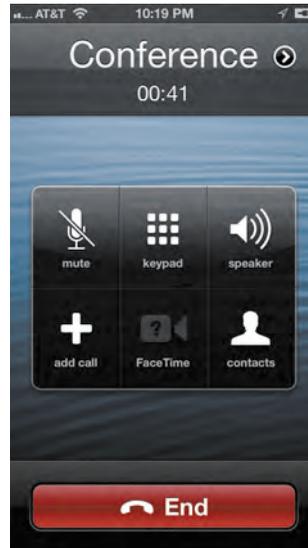
## To remove someone from a conference call:

1. While in a conference call, tap the Conference banner across the top of the screen **C**. This opens a list of people on the conference **D**.
2. Tap the red icon to the left of the participant you wish to drop from the call.
3. The red icon changes to display the word *END*; tap it again.
4. Tap Back to return to the conference call screen.

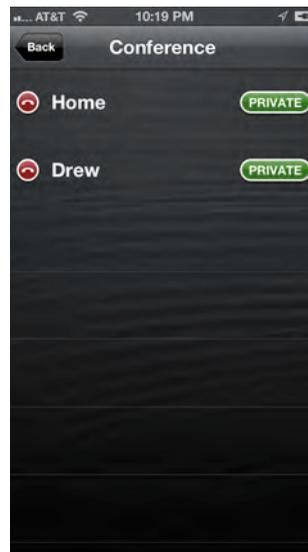
## To speak privately to one member of a conference call:

1. While in a conference call, tap the Conference banner on top of the screen **C**.
2. Tap the green PRIVATE button to the right of the participant you wish to speak with. Other participants will be placed on hold.
3. When you're finished, tap the Merge button to reinstate the conference.

**TIP** To add someone to your conference who is calling in, tap **Hold Call + Answer**, and then the **Merge Calls** button.



**C** Conference call screen.



**D** List of conference call participants.

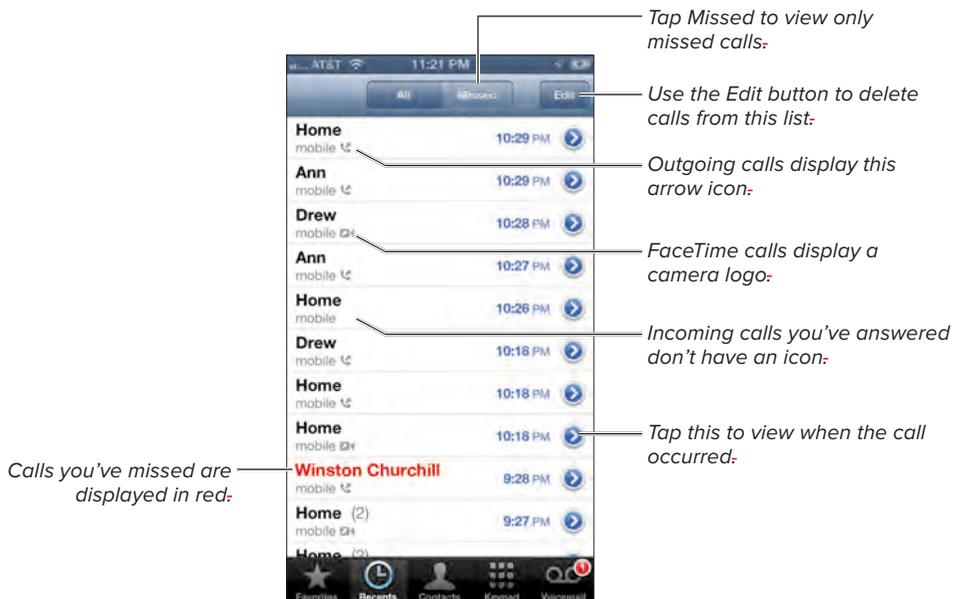
# Viewing Recent Calls

Every call you get is logged by your iPhone. This list can be helpful if you want to review who has called, see when someone called you, or easily save a caller's number in your contacts list. Not only can you see who has called you, you can also view a list of calls you've made and see when you made them.

## To view recent calls:

1. Tap the Phone icon in your dock.
2. Tap the Recents button at the bottom of the screen.

This list shows you all calls you've received, all calls you've made, and all calls you've missed **A**. If the caller is in your contact list, you'll see that person's name. If not, the caller ID or phone number, if available, will be displayed.



**A** List of all calls you've made, received, and missed.

## Recents Info Screen

When you tap the blue arrow to the right of a call in your Recents list, you'll see information about the call and caller, and several buttons to do things with this info **B**. You can:

- Call the number back.
- Send a text message with the Message button.
- Tap FaceTime to initiate a FaceTime call.
- Add to Favorites. Tap this to designate this contact as a favorite so that it will appear in a list when you tap the Favorites button on the main Phone screen.
- If this call was from someone already in your contacts list, you can tap the Edit button and edit the listing (read more about editing contacts in Chapter 13).



**B** Info screen for a call from your Recents list.

# Setting Up Voicemail

The iPhone's voicemail is fairly simple to set up and use. Open it by going to Phone > Voicemail.

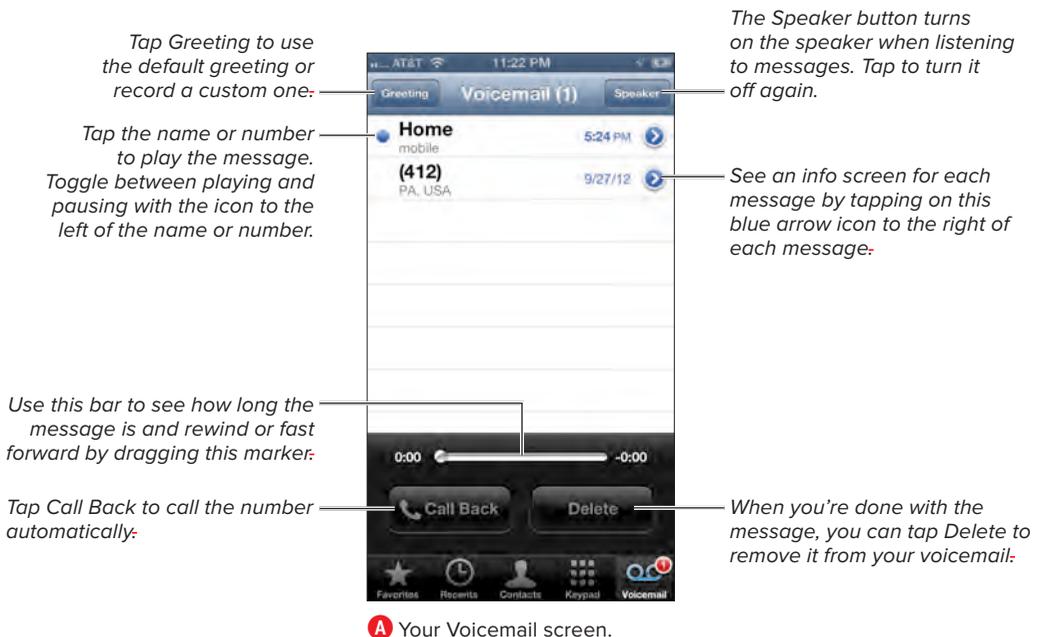
**TIP** If you have unheard voicemails, a badge will appear on the Voicemail icon telling you how many unheard messages you have.

## Using the voicemail controls

Your main voicemail screen, **A**, lets you view all your messages, play your messages, access info on who called and when each message was left, set a greeting message, turn on a speaker while listening to messages, call the number back, and delete the call.

## To set up your voicemail:

- If it's the first time you've opened your voicemail, you'll be prompted to enter a voicemail password and, if desired, record a greeting.
- You can change your password. Go to Settings > Phone > Change Voicemail Password.
- Enter a new greeting by tapping the Greeting button on the voicemail page. Tap Custom to record a new greeting.
- To add an alert sound that plays when you receive a new voicemail, go to Settings > Sounds > New Voicemail. Select a sound from the list.



# Using Phone Settings

When you signed up with your cellular phone carrier, you probably ended up with some nice phone features like call forwarding or call waiting. The settings that work with these features are under Settings > Phone **A**. Here's what these settings are for:

- **My Number.** Your iPhone's number is displayed here. You can change the number here, but changing it doesn't actually change it with your carrier; for the most part it simply changes anywhere on your iPhone where the number is displayed. It's best to leave it unchanged unless the carrier asks you to do so when you are changing numbers associated with the phone.
- **FaceTime.** You can toggle FaceTime capabilities on or off (read more about using FaceTime in Chapter 13).
- **Call Forwarding.** Tap it to see the slider to turn it on or off. If you turn it on, you will be presented with a screen where you can enter the number you wish your calls to be forwarded to.
- **Call Waiting.** Tap it to get to a slider where you can turn it on or off.
- **Show My Caller ID.** You can hide your caller ID by tapping this option and sliding it to off.
- **TTY.** This accessibility option can be used if you need to connect your iPhone to a TTY (a device that facilitates messaging for deaf and hearing-impaired users) with an adapter cable.
- **Change Voicemail Password.** If you need to change your voicemail password, tap this and enter your current code. Tap Done and enter a new password. Tap Done and enter your new password one more time.



**A** Phone settings.

- **Dial Assist.** This option will automatically enter country codes for you when you're traveling in another country.
- **SIM PIN.** You can add a code or PIN number to lock your SIM module. This means that before a call can be made, the correct PIN has to be entered.
- **AT&T Services.** Depending on your location and carrier, you may see this option, which opens a list of shortcut codes you can contact for various services. Tapping on one of these will automatically dial the number, and some will send you a text message with information (with the exception of Directory Assistance). Tapping AT&T MyAccount opens a web page with more information.