Connect Through Tech

Tech Coaching
Quick Start Guide

Using a Smartphone to Communicate
with Family, Friends and Others

The Phone App
IOS 12

updated 4/7/2020
v 1.0

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Benefits

Knowing how to use all the functions of your Phone app makes it as easy as possible for you to communicate with your family, friends and others. You can call people with a single tap or a voice command, identify who is calling you, and receive and listen to messages like you can on an answering machine. There are even fun features like having multiple people on a single call. This guide will show you how.

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Prerequisites

- iPhone smart phone, operating system 12.x or later
- Active mobile provider (e.g. Verizon, Sprint, AT&T)
- Have completed session on *Contacts* OR already have at least 3 contacts entered on phone

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Introduction

The word "app" is short for application. An application tells your phone how to do a related set of tasks. In this guide, you will learn how to use your phone app.

A cell phone can do much more than a landline. This coaching session will describe different ways to initiate and receive phone calls, features to be aware of while on a phone call, and how to setup and manage voicemail. Your coach will support you as you use this guide to best set up your phone for the Phone app and practice the functions. You can refer to this guide anytime you want to do any of these steps independently. Please write or draw on the pages in any way that will help your independent use of the guide.

Different people like to communicate in different ways. When adding someone to your contacts, ask them if they prefer calls, text or email. Using their preferred method when you contact them will help you to get a quicker response.

There are different ways to make a call. Skip to the one(s) that suit you best. Be adventurous and maybe try something new!

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Make a Call by Voice
Person in Contacts

Step 1. **Click** (tap) home button on bottom of phone (on left below) to **open** (start) **Siri** (iPhone program that responds to your voice). If you have an iPhone X, **click** (tap) button on right side of phone (on right below).
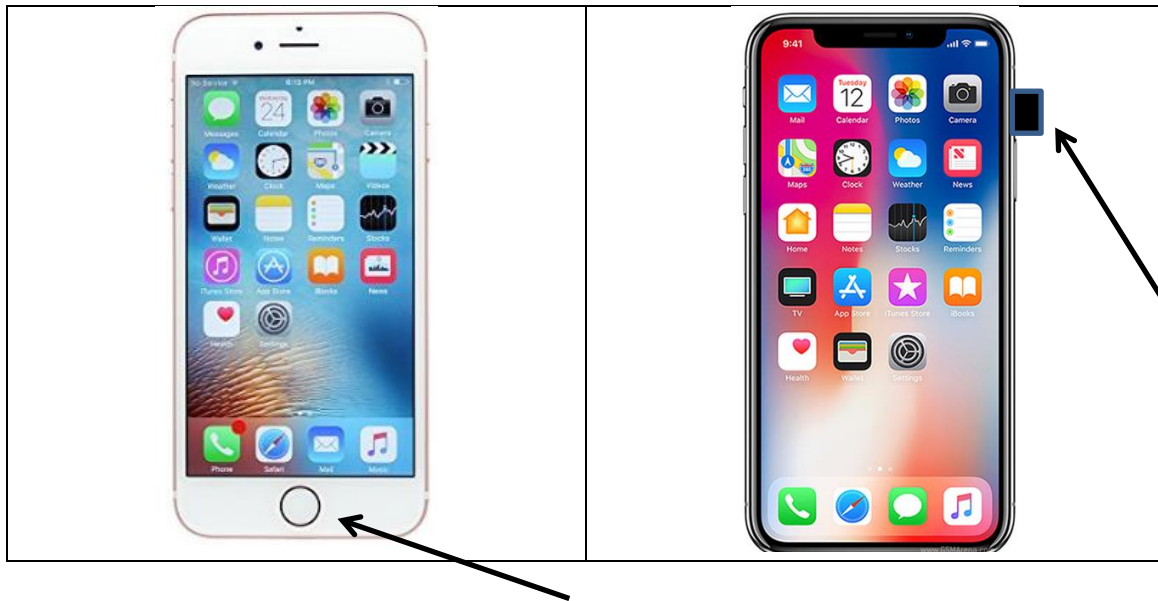
Step 2. Say, "Call" _____ (name of person).

If contact has more than one phone number listed for this contact, *Siri* (iPhone program that responds to your voice) will ask you which number to dial.

> **Siri** will respond, "Calling xxx-xxx-xxxx" (number you provided). Call will be placed.

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Make a Call by Voice
Person Not in Contacts

Step 1. **Click** (tap) home button on bottom of phone (on left below) to **open** (start) **Siri** (iPhone program that responds to your voice). If you have an iPhone X, **click** (tap) button on right side of phone (on right below).

Step 2. Say "Call xxx-xxx-xxxx" (number you want to call).

> **Siri** (iPhone program that responds to your voice) will respond, "Calling xxx-xxx-xxxx" (number you provided)

Call will be placed.

Make a Call by Dialing

Step 1. **Open** (start) the Phone app.

NOTE: This **icon** (picture) may be in a different location on your screen. As long as the **icon** (picture) is the same, it doesn't matter where it appears.

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Make a Call by Dialing
(continued)

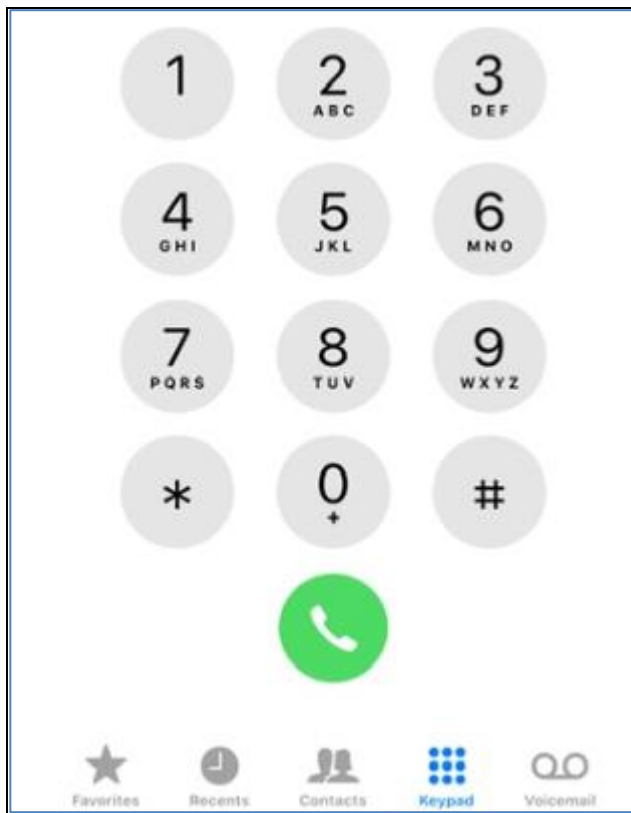Step 2. If you don't see keypad displayed, **click** (tap) *Keypad* to bring it up.
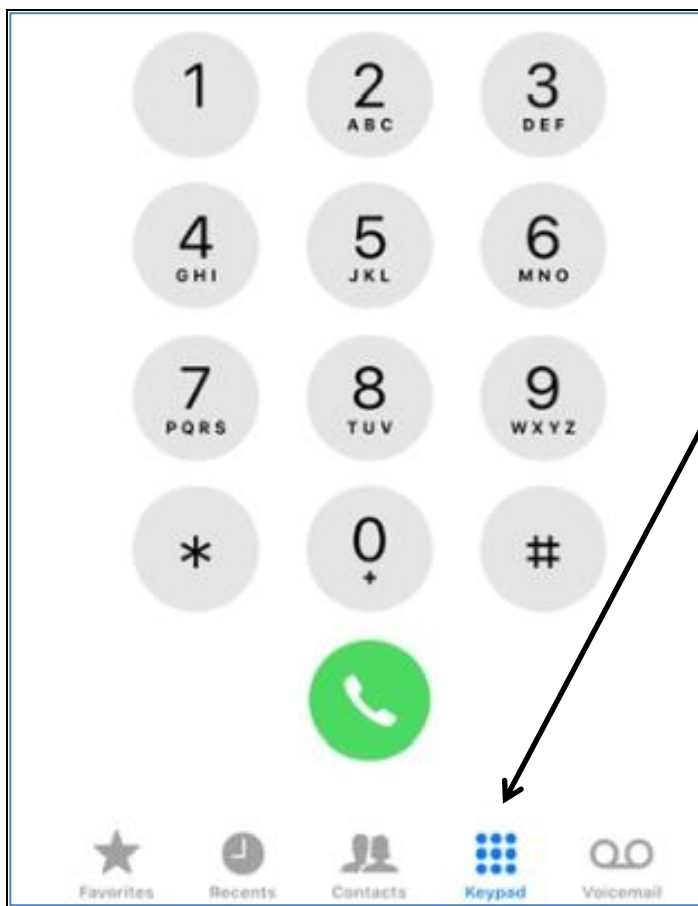
Make a Call by Dialing
(continued)

Step 3. Use the dial pad to **enter** (type) a phone number on keypad.

Connect Through Tech

Make a Call by Dialing
(continued)

Step 4. If you make an error, **click** (tap) ⊗ to correct.
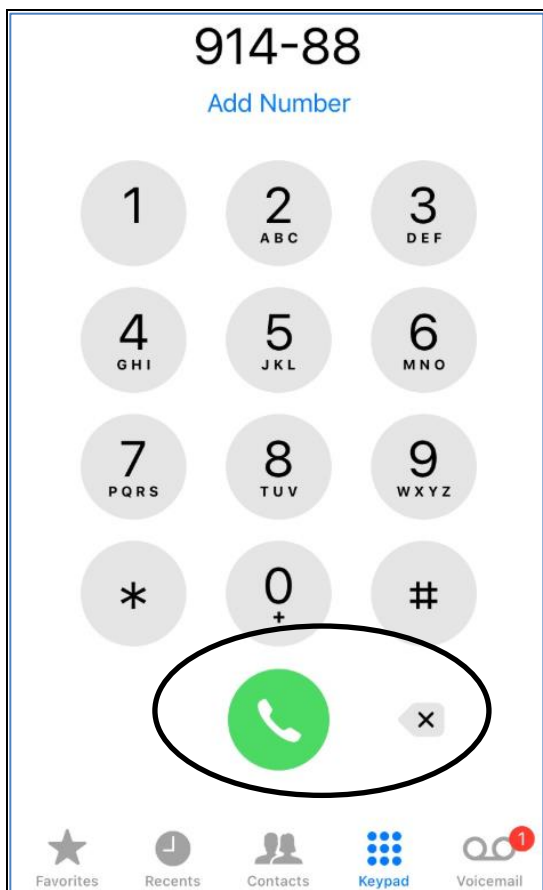
Step 5. To connect the call, **click** (tap) 📞 on the bottom of screen.

Call will be placed.

Connect Through Tech

Make a Call from Contacts List

Step 1. **Open** (start) Phone app.

NOTE: This **icon** (picture) may be in a different location on your screen. As long as the **icon** (picture) is the same, it doesn't matter where it appears.

Make a Call from Contacts List (continued)

Step 2. **Click** (tap) *Contacts.*
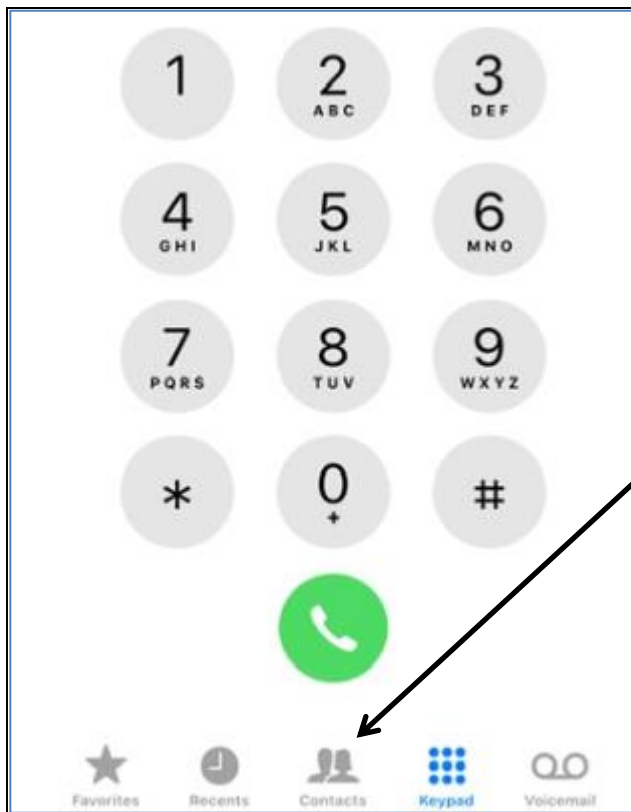
Connect Through Tech

Make a Call from Contacts List
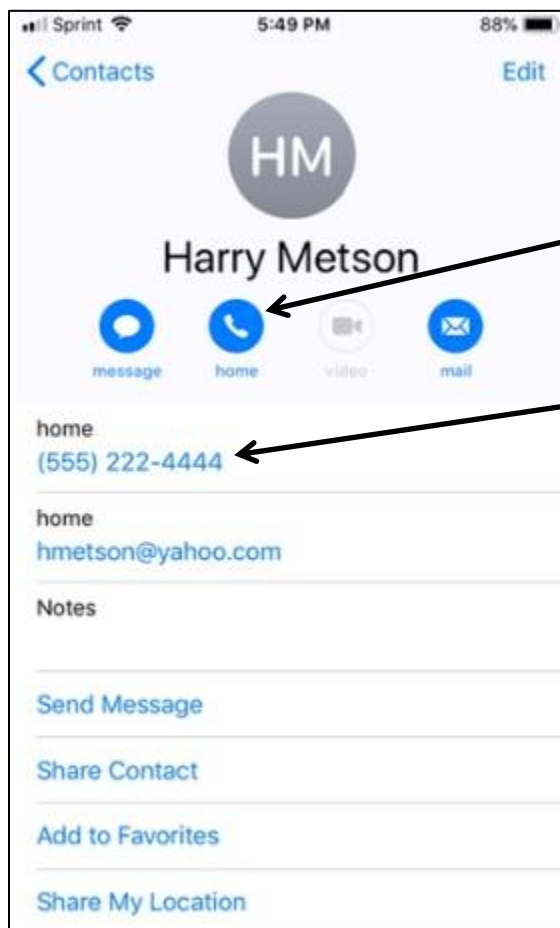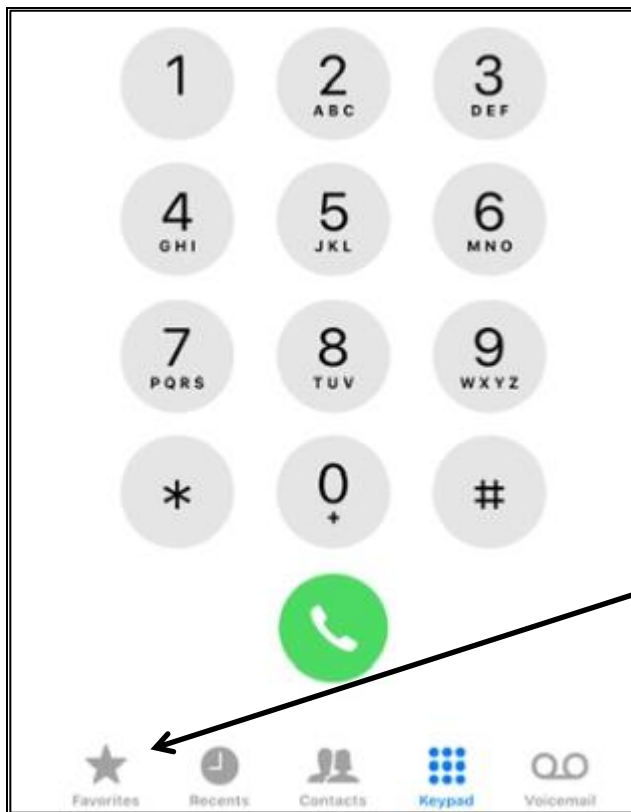## (continued)

Step 3. **Click** (tap) name of person you wish to call.

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Make a Call from Contacts List
(continued)

Step 4. To call the person, **click** (tap) [home icon] **icon** (picture) or phone number. Call will be placed.
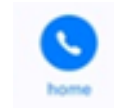
Make a Call from Favorites

Step 1. **Open** (start) Phone app.

NOTE: This **icon** (picture) may be in a different location on your screen. As long as the **icon** (picture) is the same, it doesn't matter where it appears.

Make a Call from Favorites
(continued)

Step 2. **Click** (tap) on *Favorites* on bottom left of screen.

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Make a Call from Favorites
(continued)

Step 3. **Click** (tap) on a person from *Favorites* (i.e. people that you call frequently).

Call will be placed.
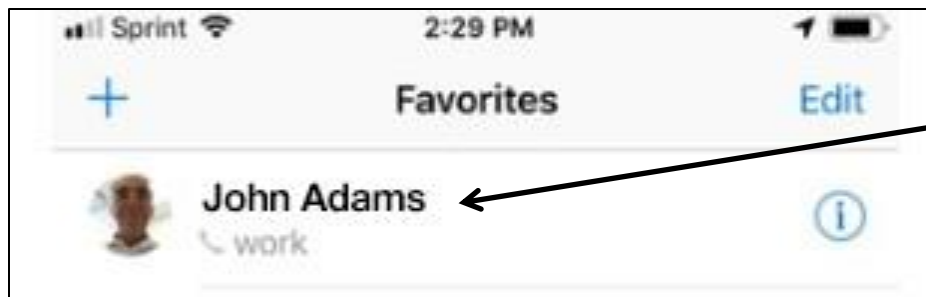
Make a Call from Recents

Step 1. **Open** (start) Phone app.

NOTE: This **icon** (picture) may be in a different location on your screen. As long as the **icon** (picture) is the same, it doesn't matter where it appears.

Connect Through Tech

Make a Call from Recents
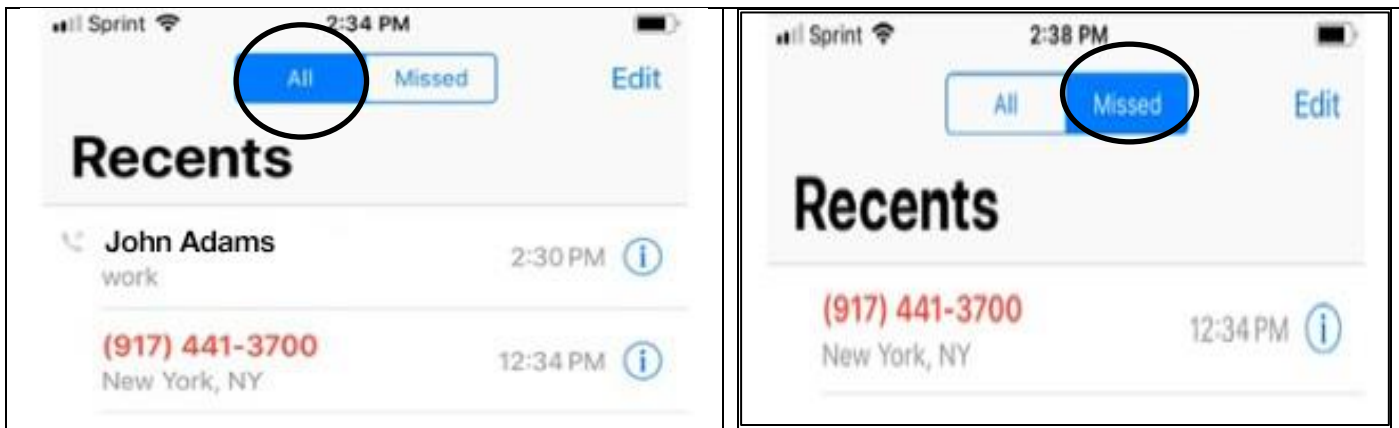## (continued)

Step 2 - **Click** (tap) *Recents.*
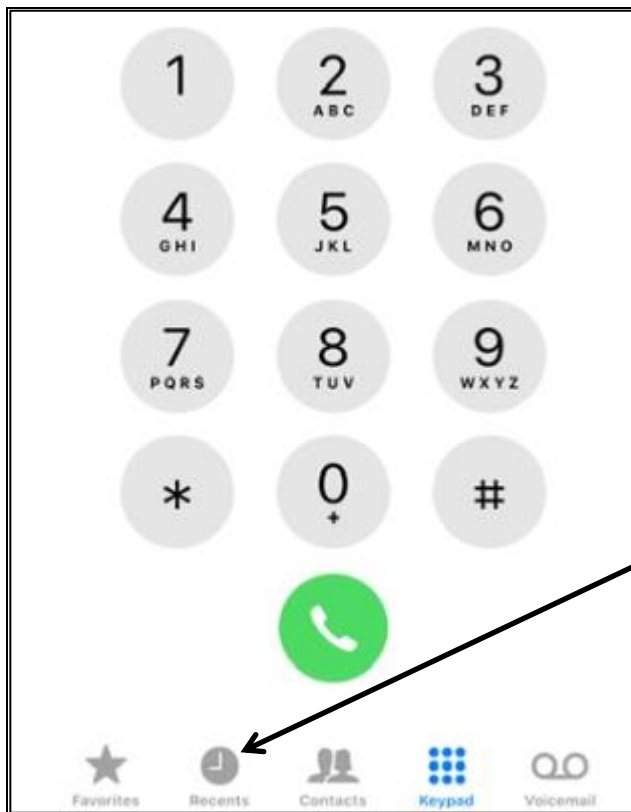
Connect Through Tech

Make a Call from Recents
(continued)

Step 3. Select from either *All Calls* (on left below) which shows any call you recently made, received or missed or *Missed Calls* (on right below) which shows calls which were not answered.

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Make a Call from Recents
(continued)

Step 4. **Click** (tap) person or phone number you wish to call.

Call will be placed.

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Block a Call

If you find that you are receiving phone calls from someone who you do not want to communicate with, you can block that person from contacting you in the future. When a call is blocked, your phone will not ring when that person calls. It goes straight to voicemail. When you view your voicemail list, blocked calls show up in their own folder, so you can ignore them. The blocked caller will not know that you have blocked them.

Step 1. **Open** (start) Phone app.

Block a Call
(continued)

Step 2 - **Click** (tap) *Recents.*
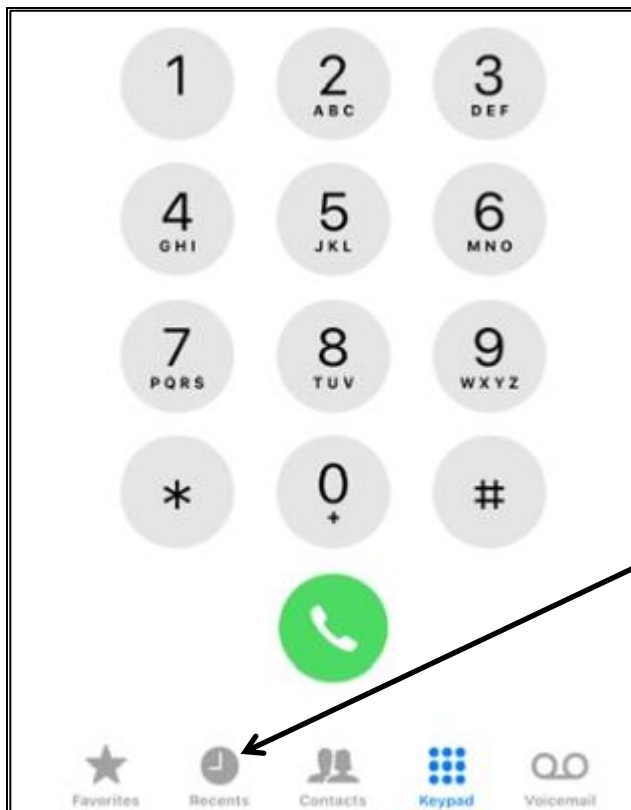
Block a Call
(continued)

Step 3. **Click** (tap) on 'i' symbol next to the number you wish to block.
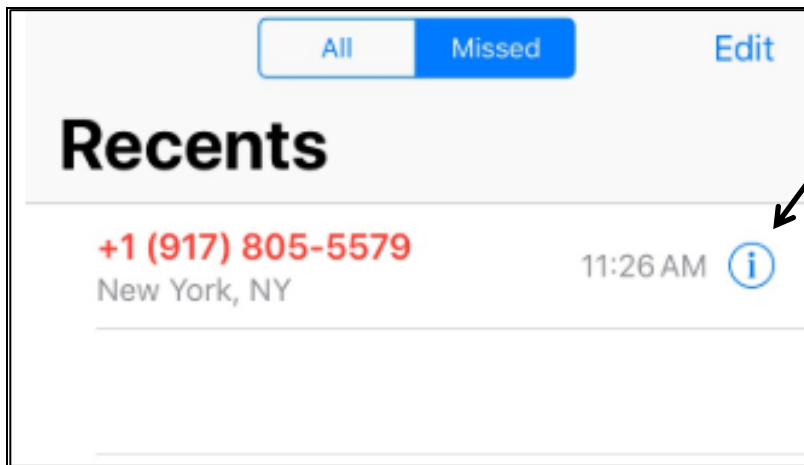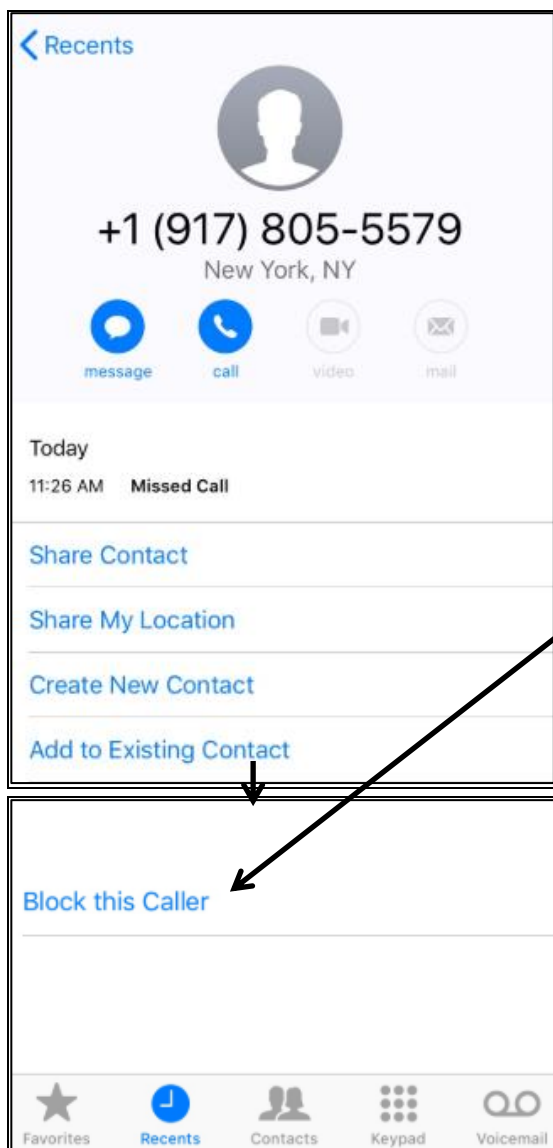
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Block a Call
(continued)

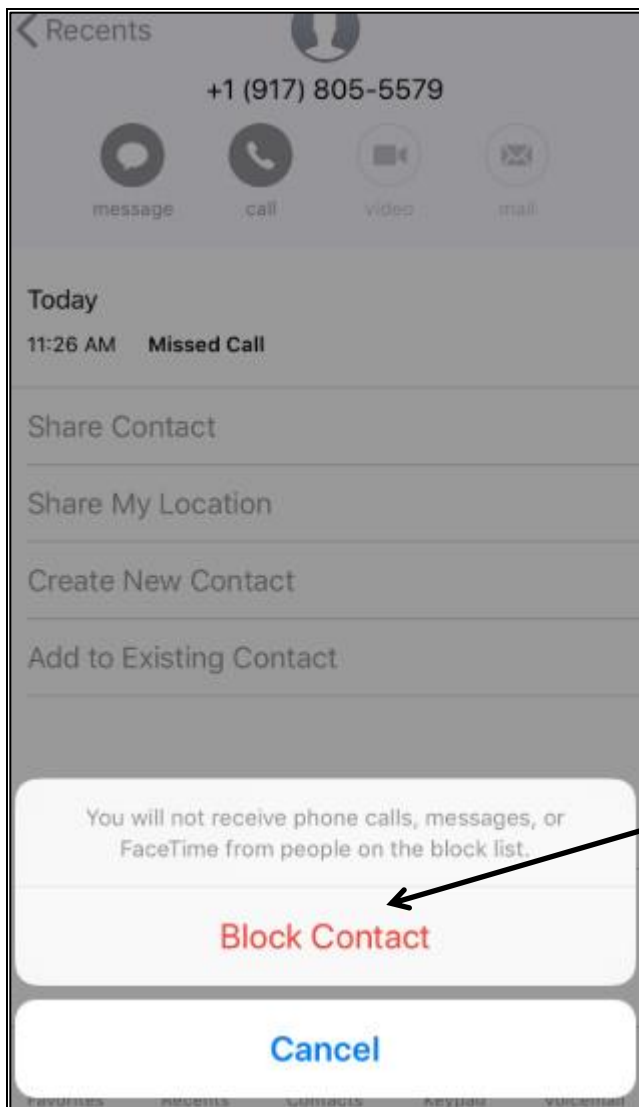Step 4. On next screen, scroll down, then **click** (tap) on
Block this Caller.

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Block a Call
(continued)

Step 5. On next screen, **click** (tap) *Block Contact* which will prevent this number from reaching you with calls, text messages or on FaceTime.
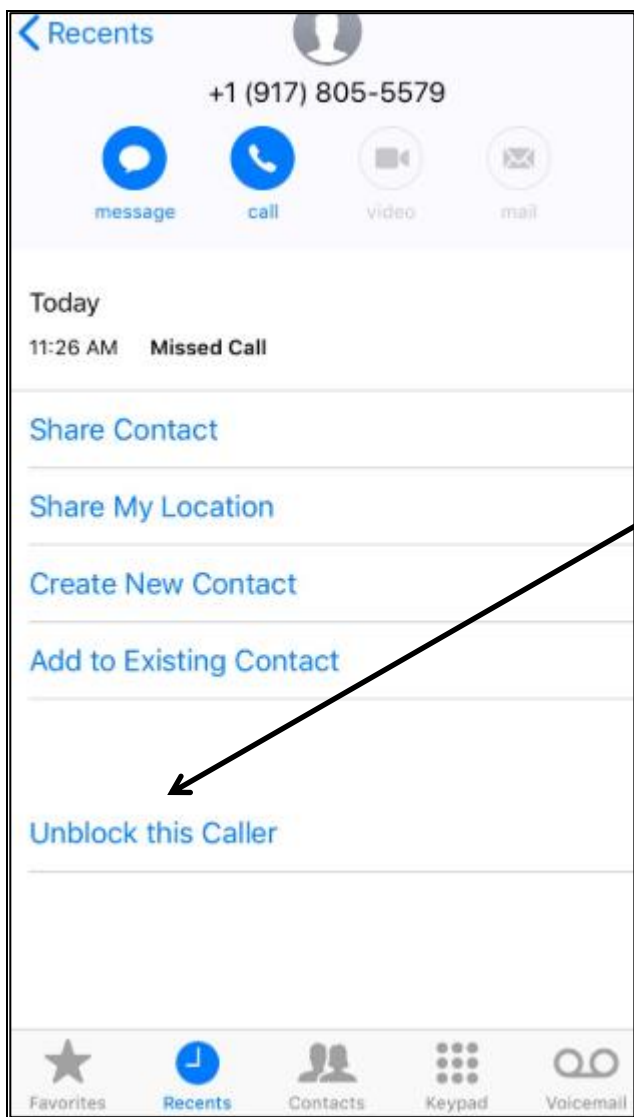
Block a Call
(continued)

Step 6.If you change your mind later, you can follow the steps as above and **click** (tap) *Unblock this Caller*.

Make a Group Call
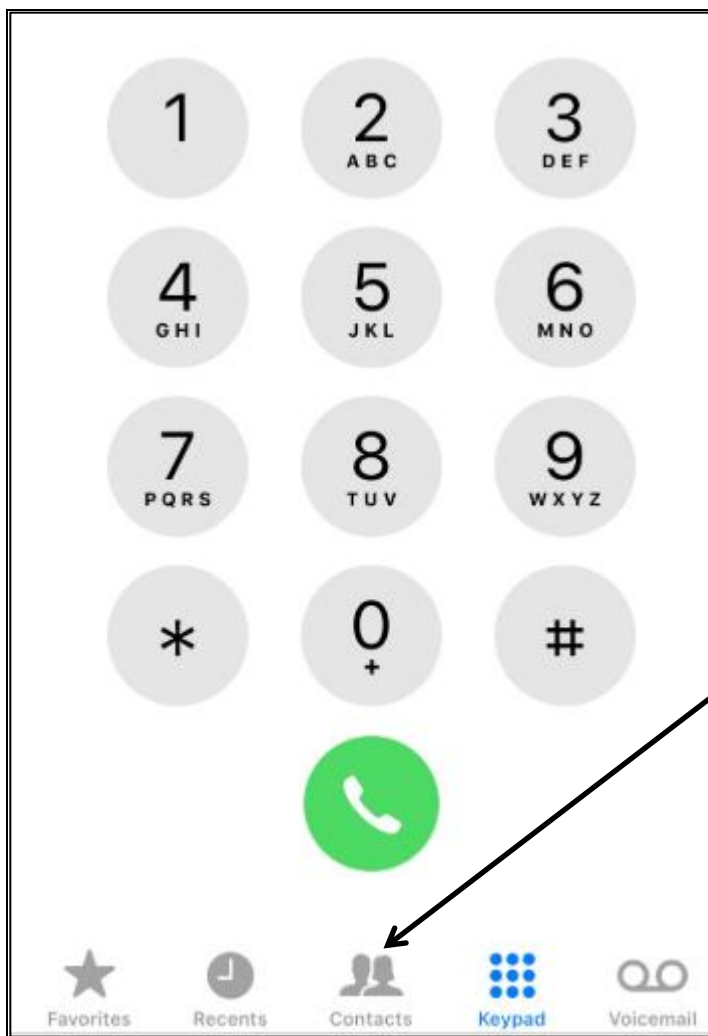**Person in Contacts**

Step 1 - **Open** (start) Phone app.

NOTE: This **icon** (picture) may be in a different location on your screen. As long as the **icon** (picture) is the same, it doesn't matter where it appears.

Make a Group Call
Person in Contacts
(continued)

Step 2. If Contacts are not visible, **click** (tap) Contacts on bottom part of screen

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**Make a Group Call
Person in Contacts
(continued)**
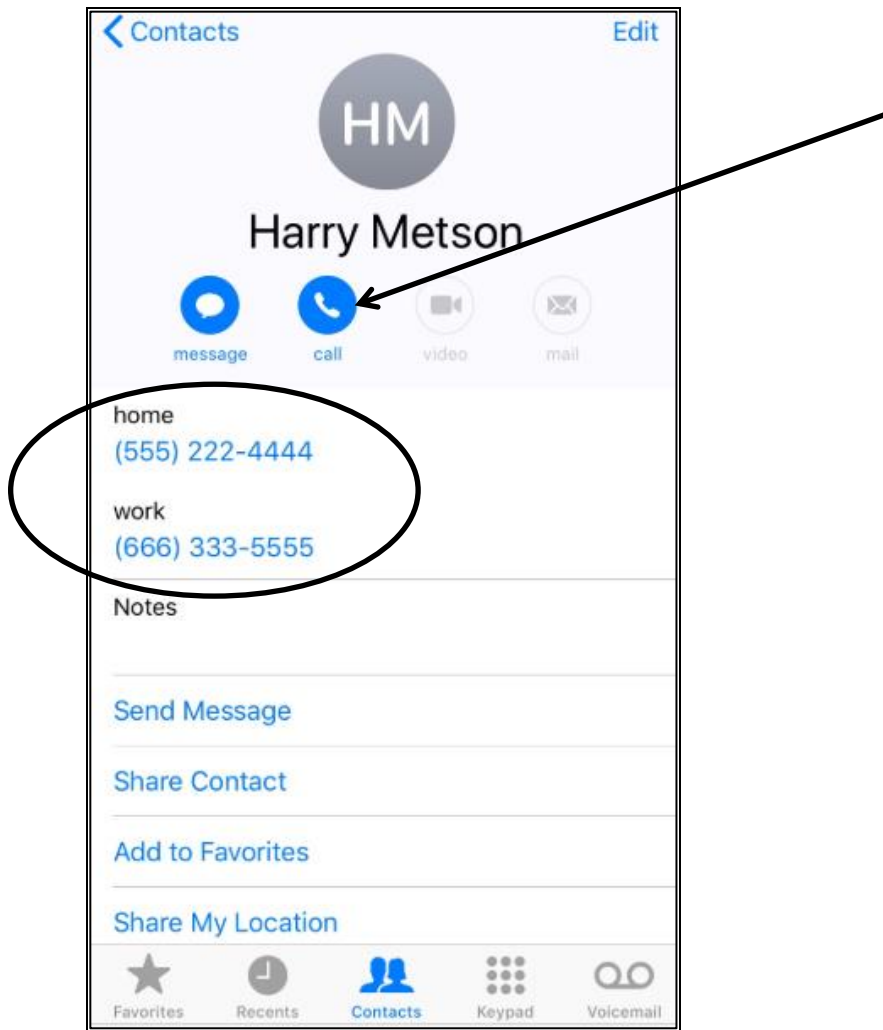
Step 3. Select Contact you wish to call

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Make a Group Call
Person in Contacts
(continued)

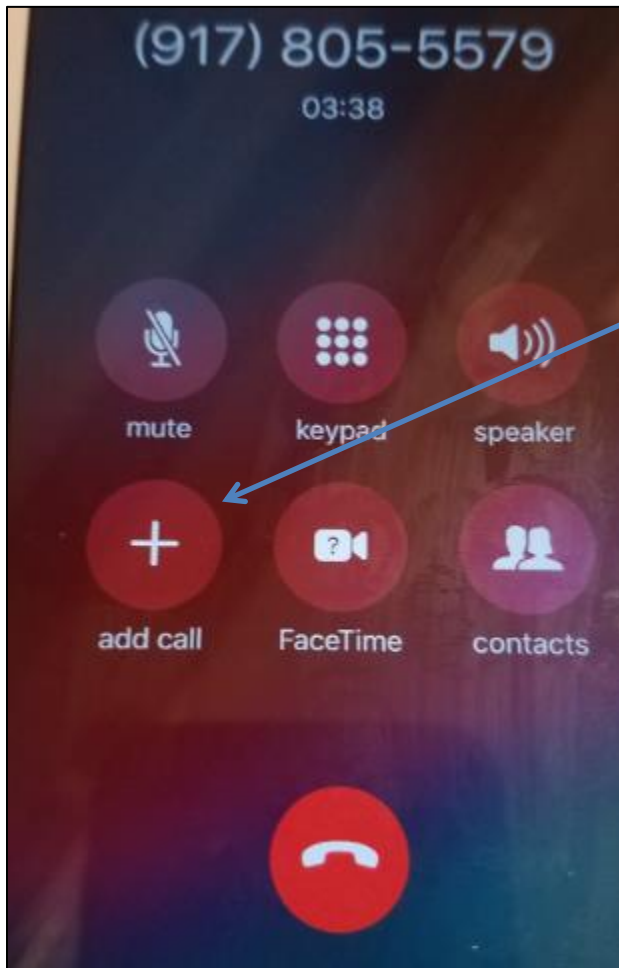Step 4. To call the person, **click** (tap) [call icon] icon or *Home* or *Work* number (in example below). Call will be placed.

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Make a Group Call
Person in Contacts
(continued)
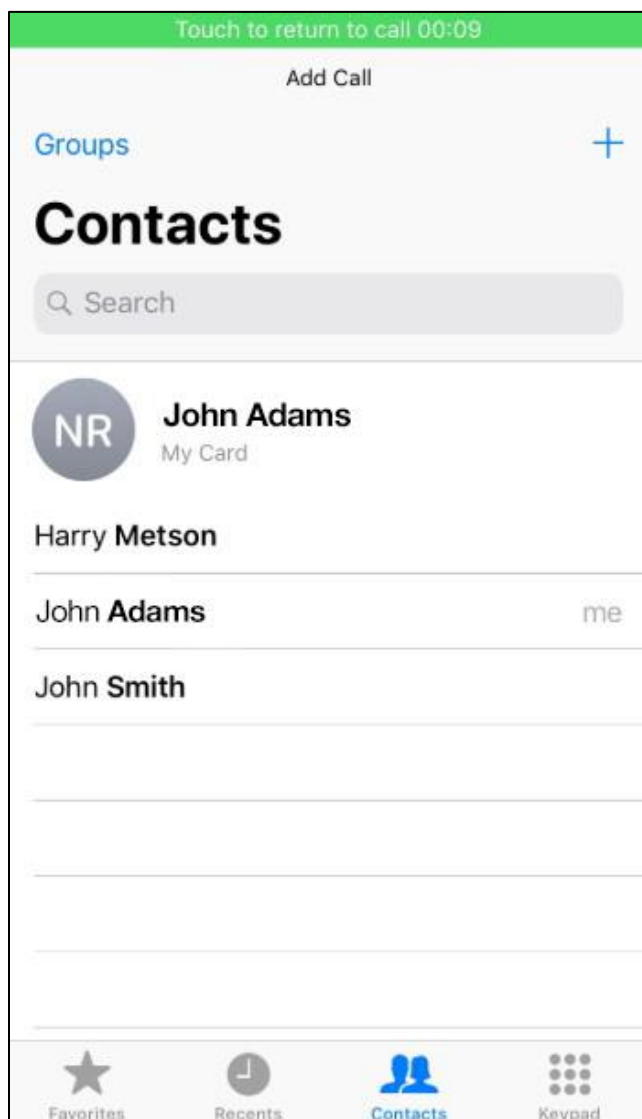
Step 5. While on the call, **click** (tap) *Add Call.*

Make a Group Call
Person in Contacts
(continued)
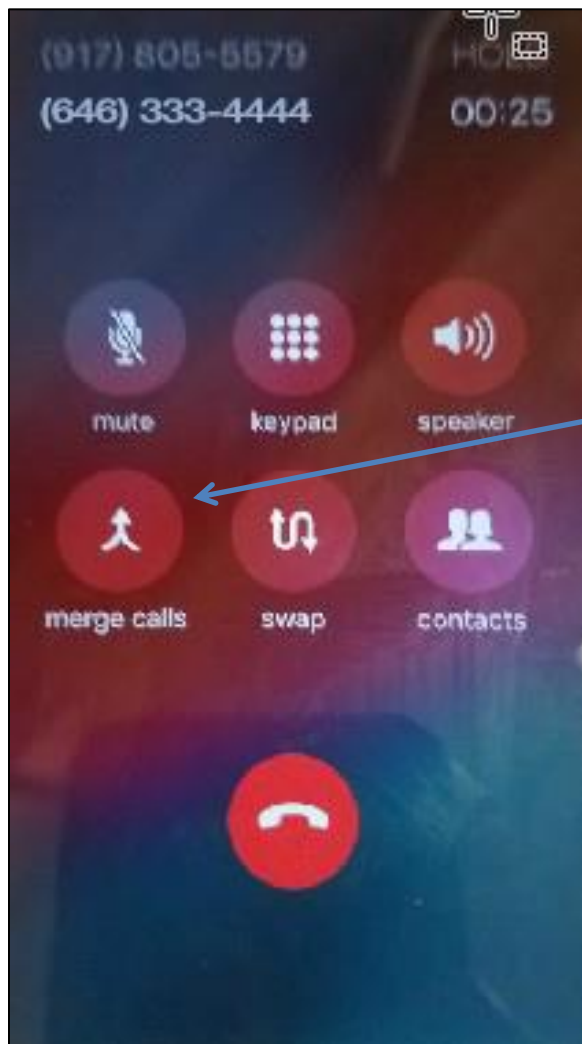
Step 6. Pick a person from your contact list.

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Make a Group Call
Person in Contacts
(continued)

Step 7. After other person answers, **click** (tap) *Merge Calls* to speak to both people at the same time.
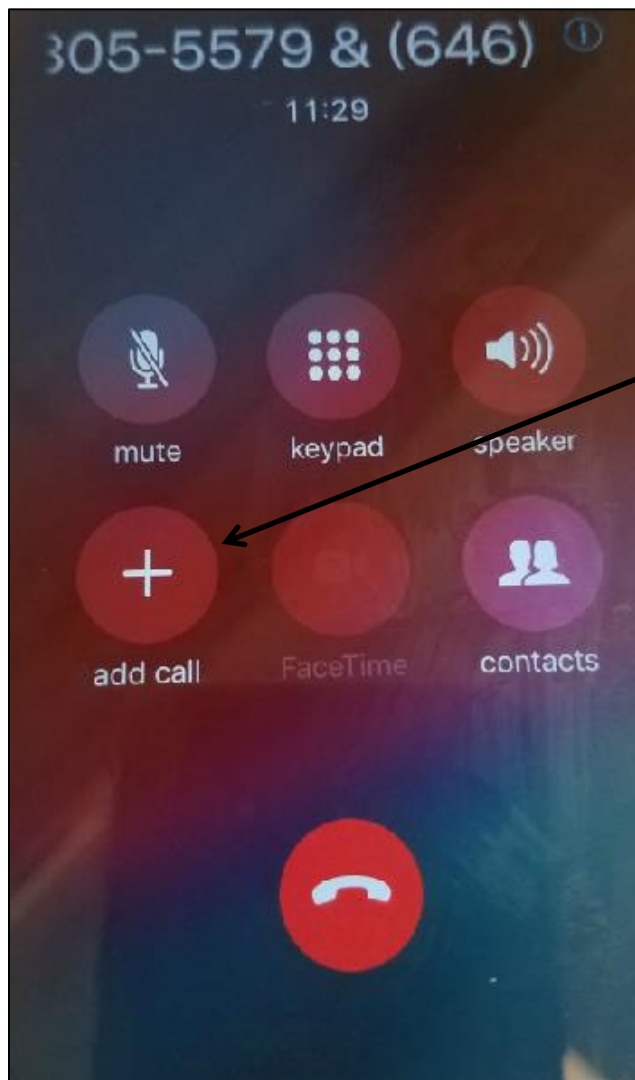
Make a Group Call
Person in Contacts
(continued)

Step 8. You can now add other calls if desired by repeating the above steps.

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Make a Group Call
Person Not in Contacts

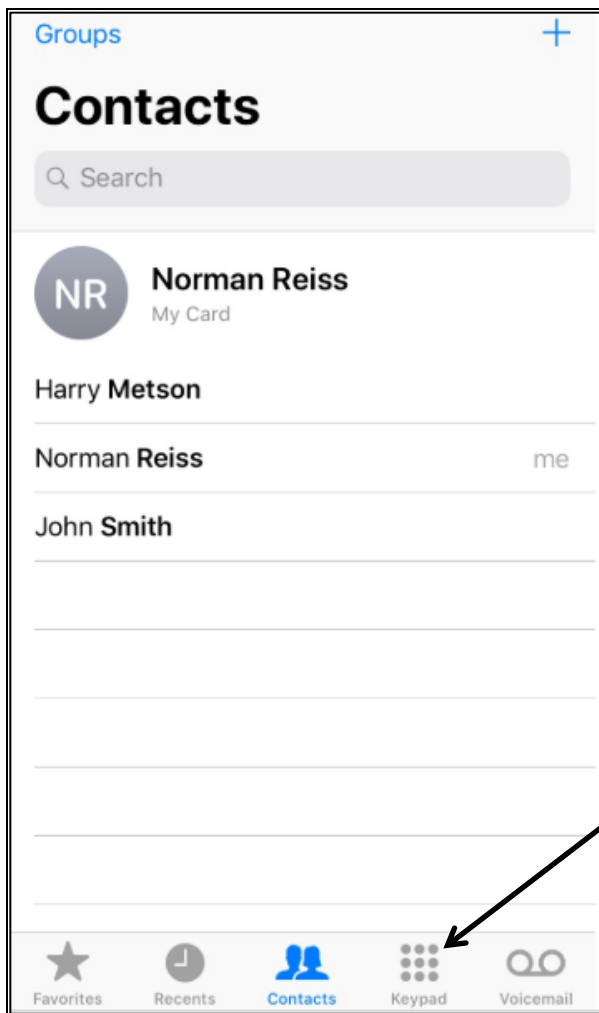Step 1 - **Open** (start) Phone app.

NOTE: This **icon** (picture) may be in a different location on your screen. As long as the **icon** (picture) is the same, it doesn't matter where it appears.

Connect Through Tech

Make a Group Call
Person Not in Contacts
(continued)

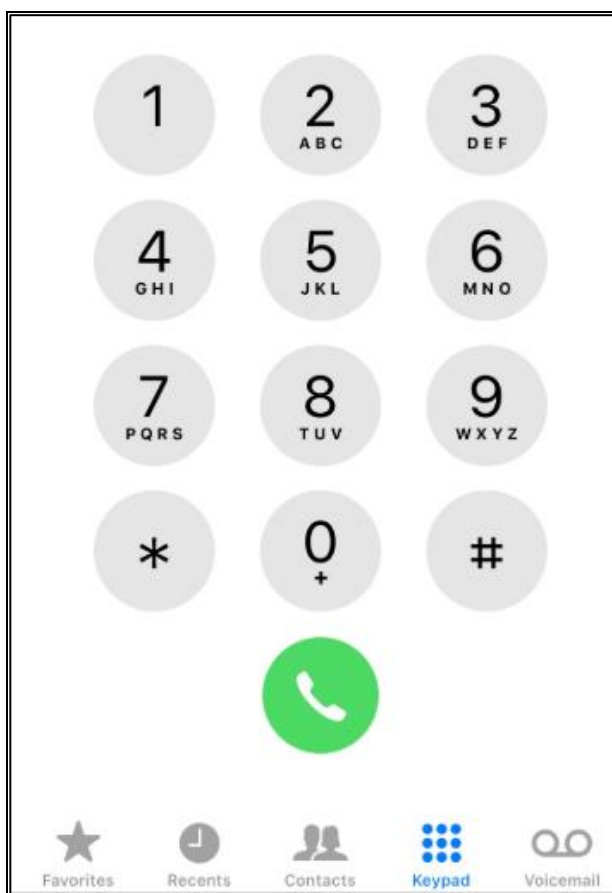Step 2. If *Keypad* is not visible, **click** (tap) *Keypad* on bottom part of screen

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Make a Group Call
Person Not in Contacts
(continued)
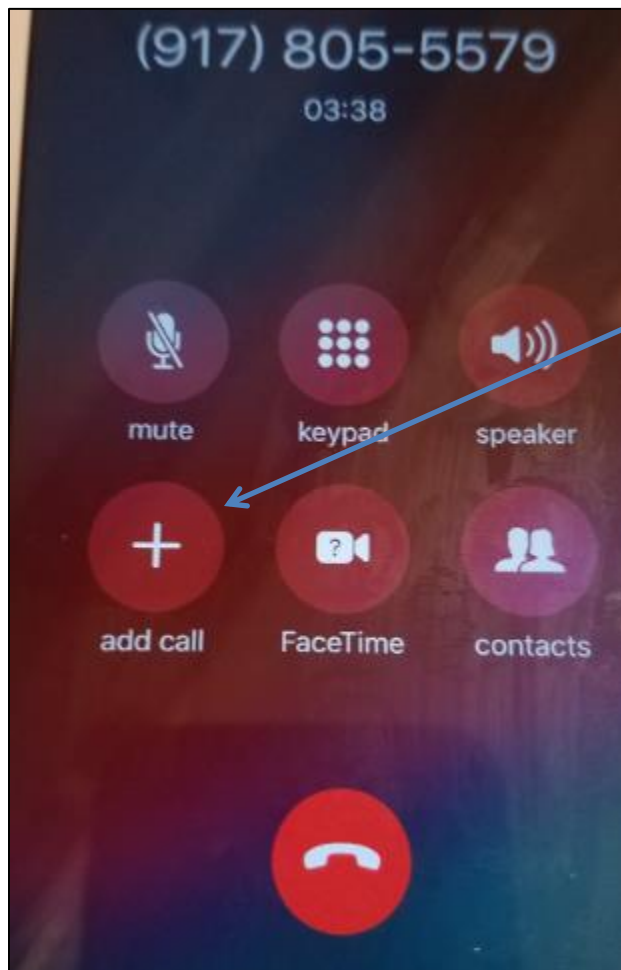
Step 3. Dial # of first person you wish to call.

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Make a Group Call
Person Not in Contacts
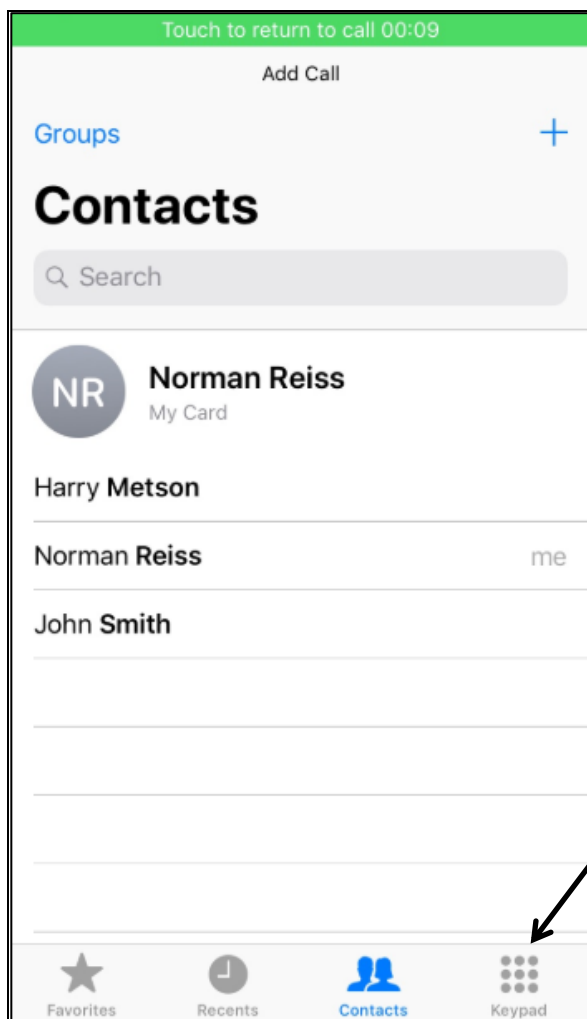**(continued)**

Step 4. While on the call, **click** (tap) *Add Call.*

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Make a Group Call
Person Not in Contacts
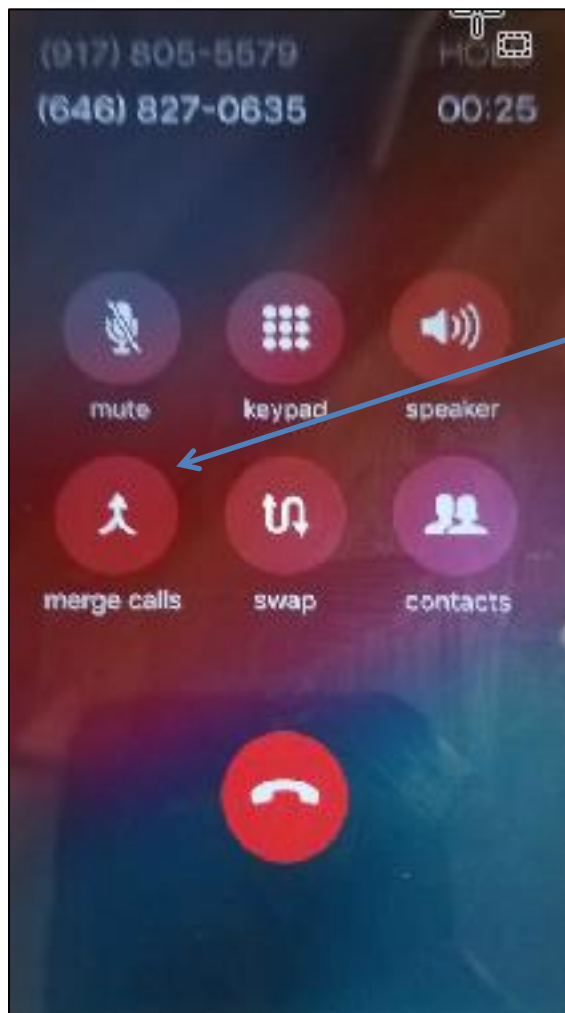## (continued)

Step 5. **Click** (tap) *Keypad* to enter phone number.

Make a Group Call
Person Not in Contacts
(continued)

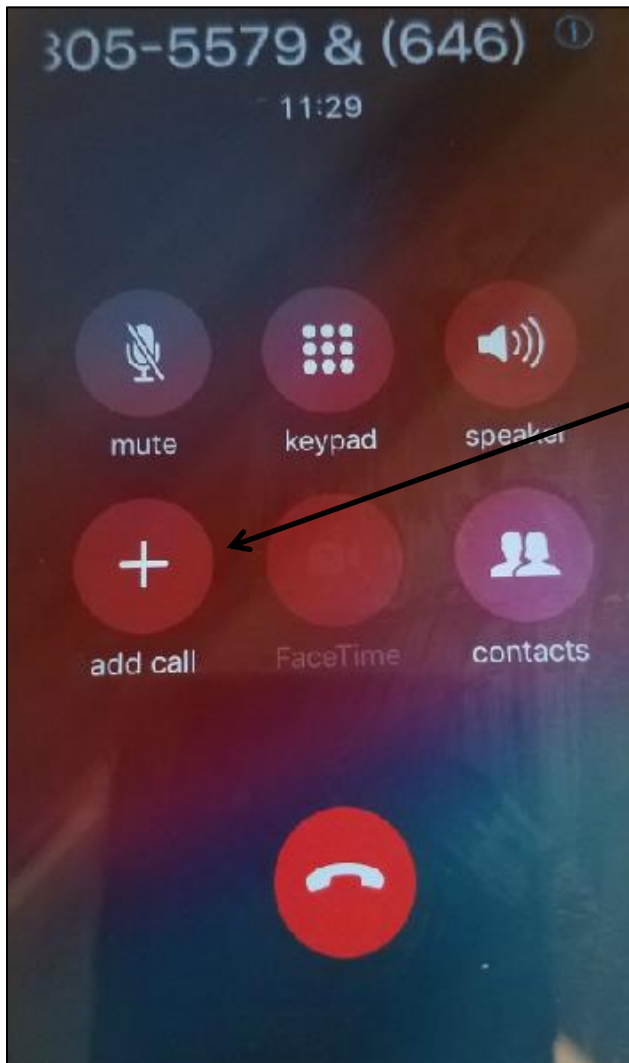Step 6. After other person answers, **click** (tap) *Merge Calls* to speak to both people at the same time.

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Make a Group Call
Person Not in Contacts
(continued)

Step 7. You can now add other calls if desired by repeating the above steps.

How to Setup a Voicemail Greeting

Step 1. **Open** (start) Phone app.

NOTE: This **icon** (picture) may be in a different location on your screen. As long as the **icon** (picture) is the same, it doesn't matter where it appears.

How to Setup a Voicemail Greeting
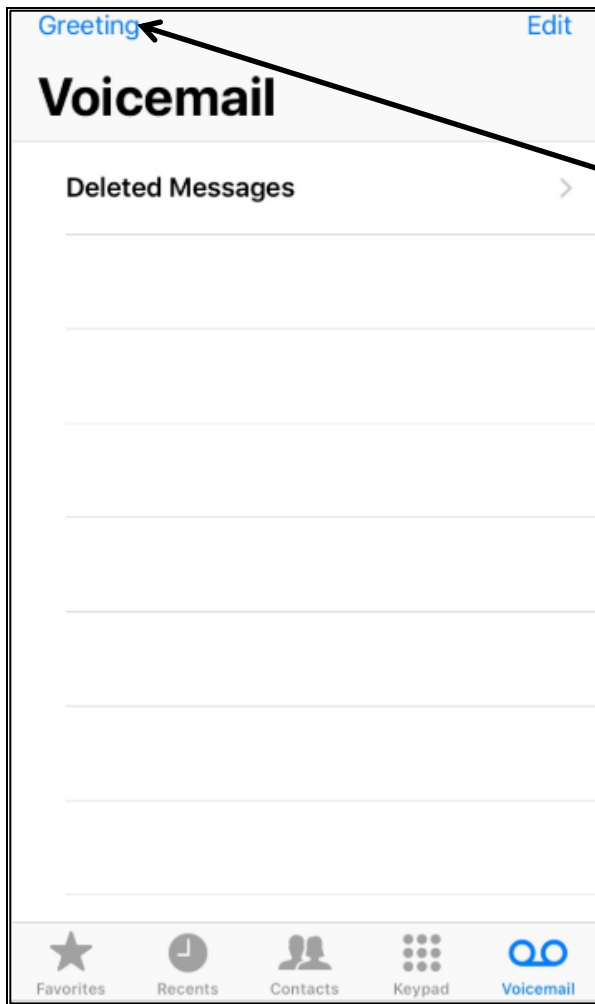## (continued)

Step 2. **Click** (tap) *Voicemail.*

How to Setup a Voicemail Greeting (continued)

Step 3. **Click** (tap) on *Greeting.*

How to Setup a Voicemail Greeting
(continued)

Step 4. Your phone comes with a pre-recorded message: "You have reached the voice mailbox of xxx-xxx-xxxx." To record a message in your own voice and to customize your message, **click** (tap) on *Custom.*
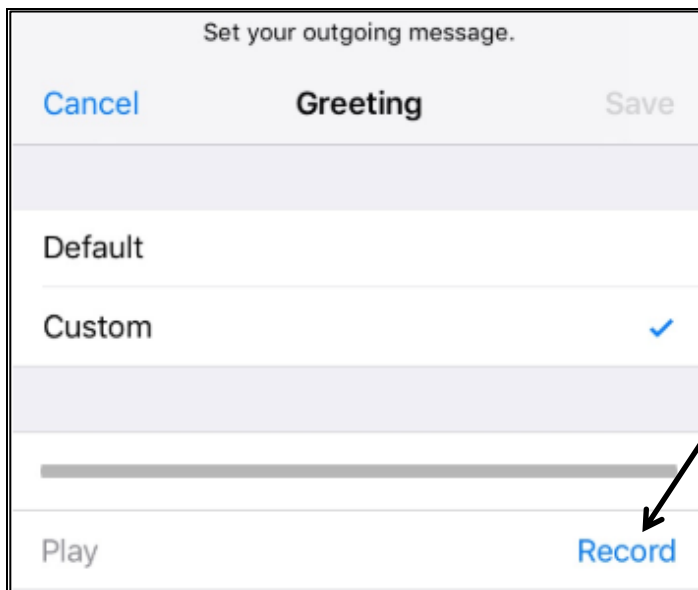
How to Setup a Voicemail Greeting
(continued)

Step 5. **Click** (tap) on *Record* to record a new message. If you have ever recorded a message for your home answering machine, you can say the same thing. Or try something new! We recommend you include your first name, so your caller can at least be sure they reached the correct person. Remember that you might get a call from a doctor's office or store, rather than a friend or family member who calls you regularly or would recognize the sound of your voice on your message.
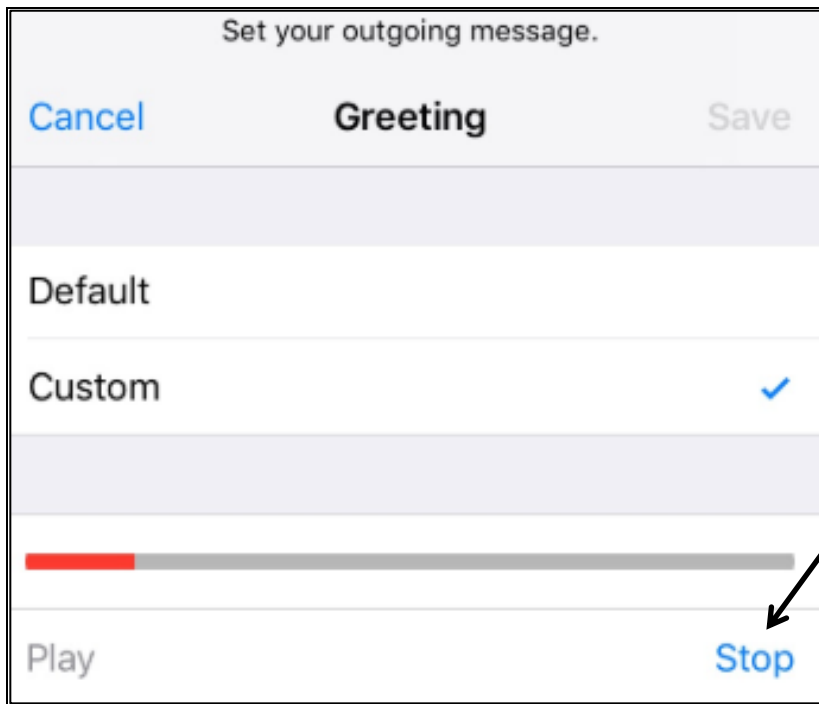
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How to Setup a Voicemail Greeting (continued)

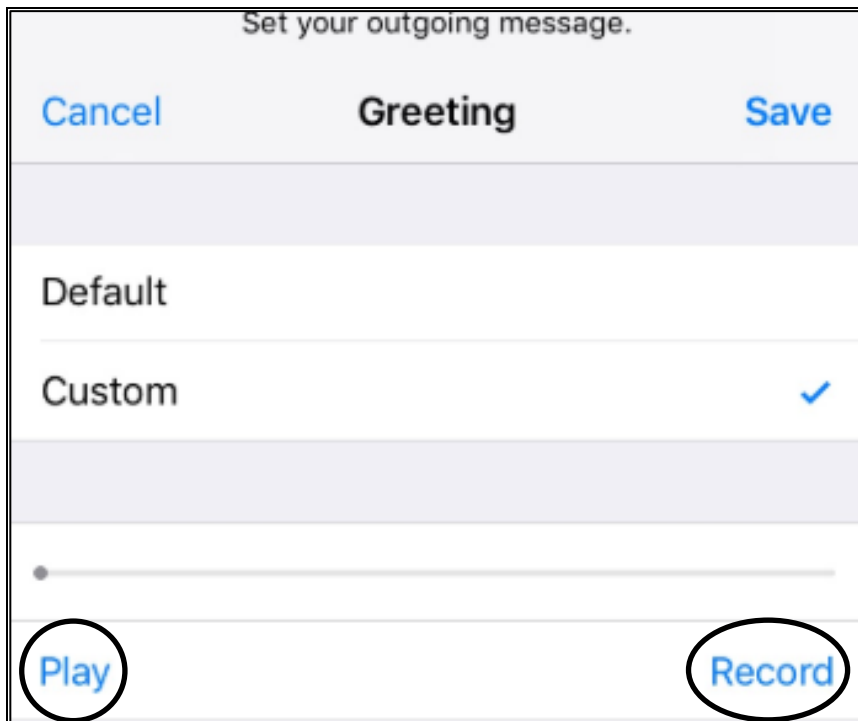Step 6. **Click** (tap) *Stop* when you are done recording.

How to Setup a Voicemail Greeting
(continued)

Step 7. **Click** (tap) *Play* on the left side of your screen to hear your message and make sure you would like to use it. If you don't like it, **click** (tap) *Record* on the right side of your screen to record a new message.
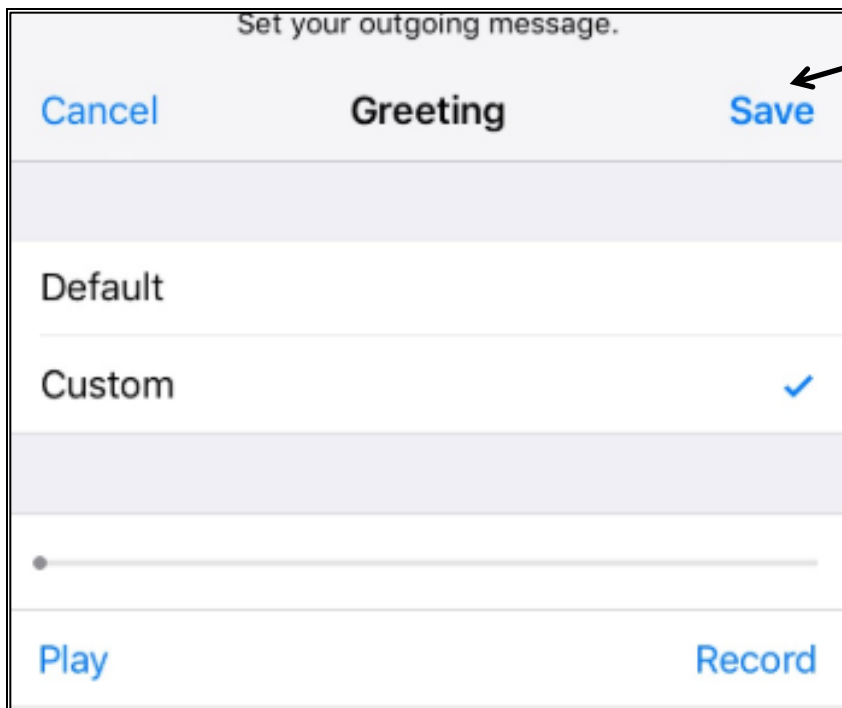
Set your outgoing message.

Cancel	**Greeting**	Save

Default

Custom   ✓

Play   Record

How to Setup a Voicemail Greeting (continued)

Step 8. If you are satisfied with your recording, **Click** (tap) *Save* to use it instead of your phone's default message.

Checking Voicemail

Step 1. **Open** (start) Phone app.

NOTE: This **icon** (picture) may be in a different location on your screen. As long as the **icon** (picture) is the same, it doesn't matter where it appears.

Checking Voicemail
(continued)

Step 2. If you don't see a screen titled 'Voicemail,' **click** (tap) on Voicemail icon on bottom right of screen. If you have received new voicemail messages, you will see a number appearing next to the Voicemail icon.
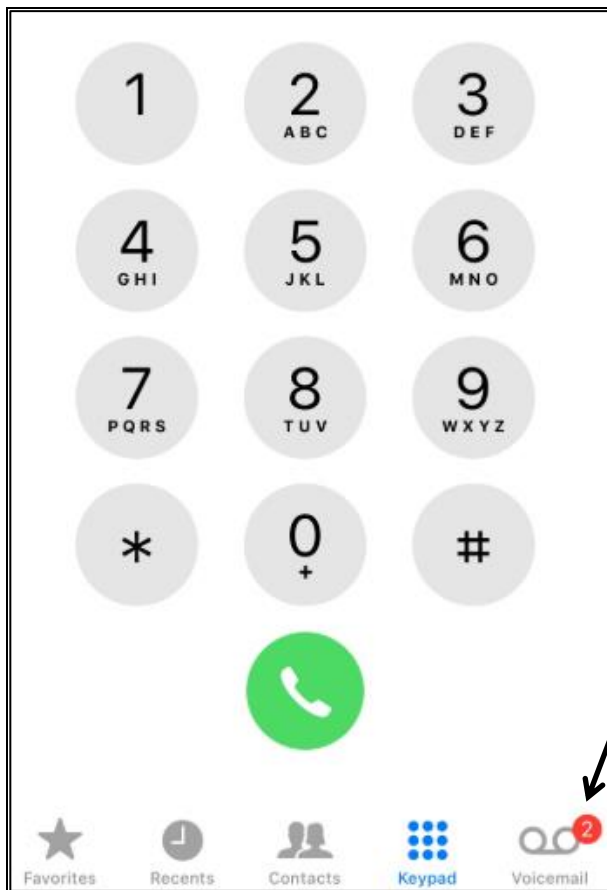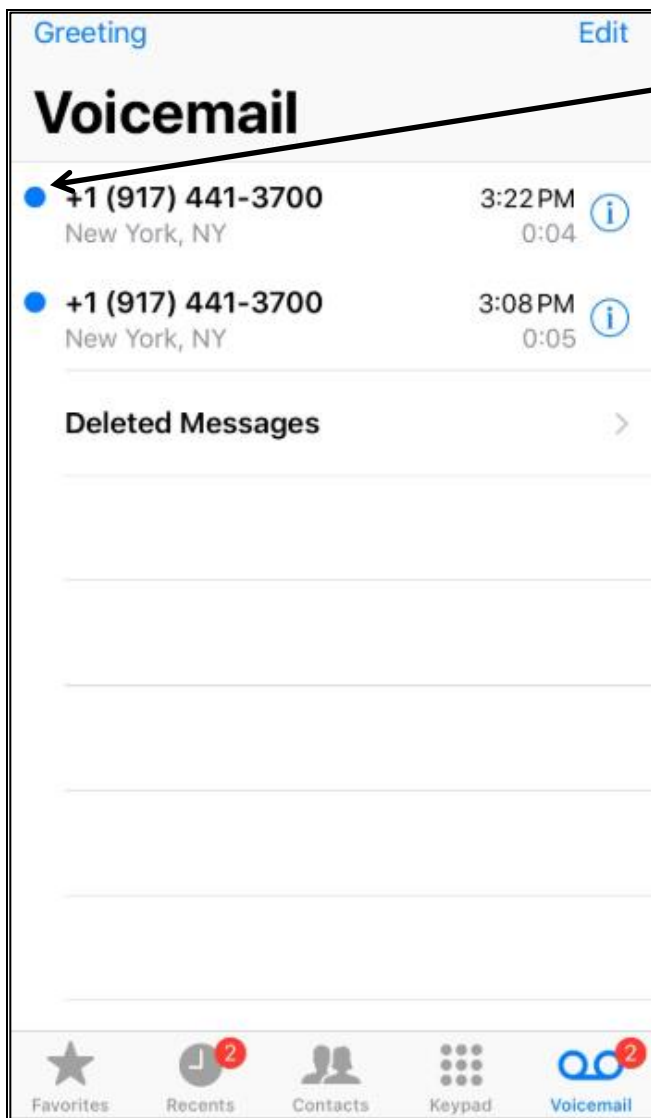
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Checking Voicemail
(continued)

Step 3. The blue indicator on the left of each voicemail indicates that these are new messages that you haven't yet listened to.
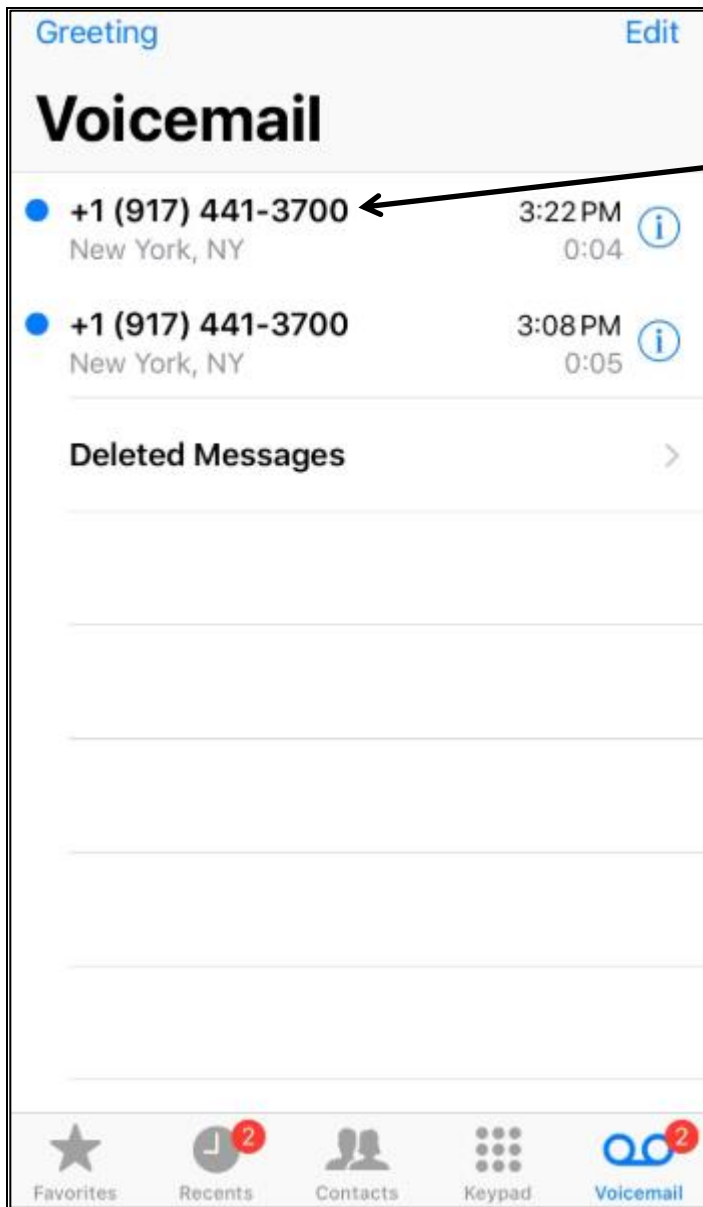
Checking Voicemail
(continued)

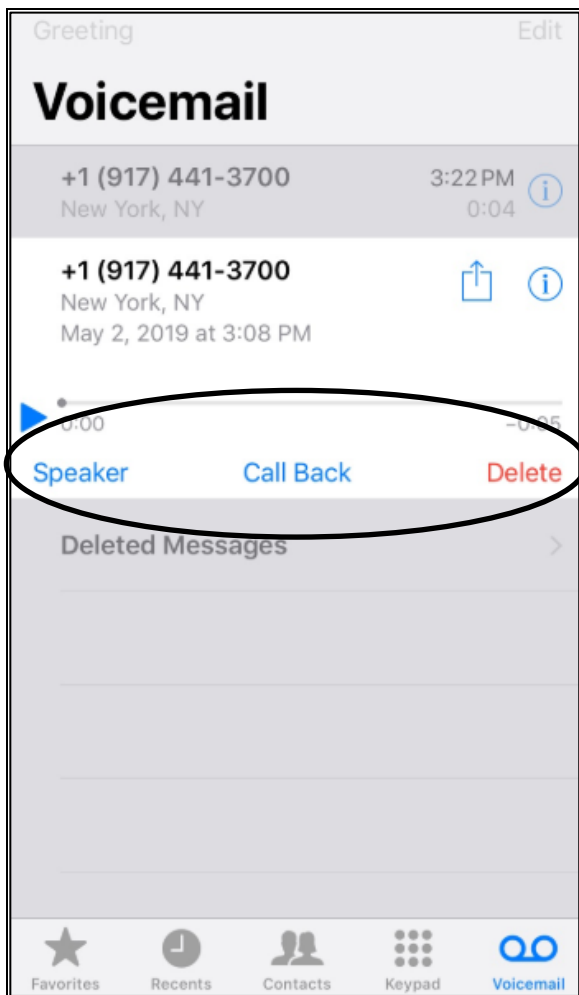Step 4. **Click** (tap) on one message at a time to listen.

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Checking Voicemail
(continued)

Step 5. Once you have clicked on the message, you can turn on the *Speaker* (phone) to make it easier to hear. Make sure the volume is turned up enough for you to hear the message. You can also *Call Back* the person or *Delete* the message before or after you listen to it.

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DOROT hopes that you have found this guide useful and that it has made technology easily more accessible.

We would love to hear from you. Please share your comments through technologyhelp@dorotusa.org.