

### **Adjust advanced settings**

- Choose Mail > Accounts, choose an account, then do one of the following:
  - *To set whether drafts, sent messages, and deleted messages are stored on iPhone or remotely on your email server (IMAP accounts only),* tap Advanced and choose Drafts Mailbox, Sent Mailbox, or Deleted Mailbox.

If you store messages on iPhone, you can see them even when iPhone isn't connected to the Internet.
  - *To set when deleted messages are removed permanently from iPhone,* tap Advanced and tap Remove, then choose a time: Never, or after one day, one week, or one month.
  - *To adjust email server settings,* tap Host Name, User Name, or Password under Incoming Mail Server or Outgoing Mail Server. Ask your network administrator or Internet service provider for the correct settings.
  - *To adjust SSL and password settings,* tap Advanced. Ask your network administrator or Internet service provider for the correct settings.

### **Delete an email account from iPhone**

- Choose Mail, tap an account, then scroll down and tap Delete Account.

Deleting an email account from iPhone doesn't delete it from your computer.

## **Settings for Email Messages**

iPhone checks for and retrieves new email in your accounts whenever you open Mail. You can also set Mail to regularly check for email and download your messages even when you don't have Mail open.

### **Set whether iPhone checks for new messages automatically**

- Choose Mail > Auto-Check, then tap Manual, "Every 15 minutes," "Every 30 minutes," or "Every hour."
- If you have a Yahoo! email account, email is instantly transferred to iPhone as it arrives at the Yahoo! server.

### **Set whether iPhone plays an alert sound when you have new email**

- Choose Sound, then turn New Mail on or off.

### **Set the number of messages shown on iPhone**

- Choose Mail > Show, then choose a setting. You can choose to see the most recent 25, 50, 75, 100, or 200 messages. To download additional messages when you're in Mail, scroll to the bottom of your inbox and tap "Download . . . more."

### **Set how many lines of each message are previewed in the message list**

- Choose Mail > Preview, then choose a setting. You can choose to see anywhere from zero to five lines of each message. That way, you can scan a list of messages in a mailbox and get an idea of what each message is about.

### Set a minimum font size for messages

- Choose Mail > Minimum Font Size, then choose Small, Medium, Large, Extra Large, or Giant.


### Setting whether iPhone shows To and Cc labels in message lists

- Choose Mail, then turn Show To/Cc Label on or off.

If Show To/Cc Label is on, **To** or **Cc** next to each message in a list indicates whether the message was sent directly to you or you were Cc'ed.

### Setting iPhone to confirm that you want to delete a message

- Choose Mail and turn Ask Before Deleting on or off.

If Ask Before Deleting is on, to delete a message you must tap , then confirm by tapping Delete.

## Settings for Sending Email

### Set an alert to sound when you successfully send a message

- Choose Sound, then turn Sent Mail on or off.

### Set whether iPhone sends you a copy of every message you send

- Choose Mail, then turn Always Bcc Myself on or off.

### Add a signature to your messages

You can set iPhone to add a signature—your favorite quote, or your name, title, and phone number, for example—that appears in every message you send.

- Choose Mail > Signature, then type a signature.

### Set the default email account

When you initiate sending a message from another iPhone application, such as sending a photo from Photos or tapping a business' email address in Maps, the message is sent from your default email account.

- Choose Mail > Default Account, then choose an account.

## Phone

Use Phone settings to determine how your contacts are sorted, forward incoming calls, turn call waiting on or off, change your password, and other things.

## Setting How Contacts Are Displayed

### Set how contacts are sorted and displayed

- Choose Phone, then do one of the following:
  - To sort alphabetically by first or last name, tap Sort Order.
  - To display first name first or last name first, tap Display Order.

## Call Forwarding

You can set iPhone to forward incoming calls to another number. You may, for example, be on vacation and want all calls to go somewhere else. If you're going to an area with no cell coverage, you may want to forward calls to a place where you can be reached.

### Set iPhone to forward your calls

- 1 Choose Phone > Call Forwarding and turn Call Forwarding on.
- 2 Tap Forwarding To and enter the phone number you want calls forwarded to.

You must be in range of the cell network when you set iPhone to forward calls, or calls won't be forwarded.

## Call Waiting

### Activate or deactivate call waiting

- Choose Phone > Call Waiting, then turn Call Waiting on or off. If you turn call waiting off and someone calls you when you're already on the phone, the call goes to voicemail.

## Show My Caller ID

### Show or hide your caller ID

- Choose Phone > Show My Caller ID, then turn Show My Caller ID on or off.

If Show My Caller ID is off, people you call can't see your name or phone number on their phone.

## Using iPhone with a Teletype (TTY) Machine

In some regions, Teletype (TTY) machines are used by deaf or hearing-impaired people to communicate by typing and reading text. If you have the iPhone TTY Adapter cable, available at [www.apple.com/store](http://www.apple.com/store), you can use iPhone with a TTY machine.

### Connect iPhone to a TTY machine

- Choose Phone, then turn TTY on. Then connect iPhone to your TTY machine using the adapter cable.

For information about using a TTY machine, see the documentation that came with the machine.

For more information about other accessibility features of iPhone, go to: [www.apple.com/accessibility](http://www.apple.com/accessibility)

## Changing Your Voicemail Password

A voicemail password helps prevent others from access your voicemail. You only need to enter the password when you're calling in to get your messages from another phone. You won't need to enter the password when using voicemail on iPhone.

### Change the voicemail password

- Choose Phone > Change Voicemail Password.

## Locking Your SIM Card

You can lock your SIM card, so it can't be used without a PIN number. You must enter the number each time you turn iPhone off and turn it back on again. Some carriers require a SIM PIN to use iPhone.

**Note:** If you enter the PIN incorrectly three times, you may need to contact your carrier for a Personal Unlocking Key (PUK) to enable your SIM card again. Some cellular networks may not accept an emergency call from iPhone if the SIM is PIN-locked.

### Turn SIM PIN on or off

- 1 Choose Phone > SIM PIN, then turn SIM PIN on or off.
- 2 Enter your SIM PIN number to confirm. Unless you've been assigned a PIN by your carrier, the default PIN is 1111.

### Change the PIN number for your SIM card

- 1 Choose Phone > SIM PIN.
- 2 Turn SIM PIN on, then tap Change PIN.
- 3 Enter your current password, then enter your new password.
- 4 Enter your new password again to confirm, then tap Done.

## Accessing Your Carrier's Services

Depending on your carrier, you may be able to access some of your carrier's services directly from iPhone. For example, you may be able to check your bill balance, call directory assistance, and view how many minutes you have left.

### Access Your Carrier's Services

- Choose Phone. Then scroll down and tap the button for your carrier's services.

When you request information such as your bill balance, your carrier may provide the information in a text message. Contact your carrier to find out if there are any charges for these services.

## Safari

### General Settings

You can use Google or Yahoo! to perform Internet searches.

### Select a search engine

- Choose Safari > Search Engine and select the search engine you want to use.

## Security Settings

By default, Safari is set to show some of the features of the web, like some movies, animation, and web applications. You may wish to turn off some of these features to help protect iPhone from possible security risks on the Internet.

### Change security settings

- Choose Safari, then do one of the following:
  - *To enable or disable JavaScript*, turn JavaScript on or off.  
JavaScript lets web programmers control elements of the page—for example, a page that uses JavaScript might display the current date and time or cause a linked page to appear in a new pop-up page.
  - *To enable or disable plug-ins*, turn Plug-ins on or off. Plug-ins allow Safari to play some types of audio and video files and to display Microsoft Word files and Microsoft Excel documents.
  - *To block or allow pop-ups*, turn Block Pop-ups on or off. Blocking pop-ups stops only pop-ups that appear when you close a page or open a page by typing its address. It doesn't block pop-ups that open when you click a link.
  - *To set whether Safari accepts cookies*, tap Accept Cookies and choose Never, "From visited," or Always.  
A cookie is a piece of information that a website puts on iPhone so the website can remember you when you visit again. That way, webpages can be customized for you based on information you may have provided.  
Some pages won't work correctly unless iPhone is set to accept cookies.
  - *To clear the history of webpages you've visited*, tap Clear History.
  - *To clear all cookies from Safari*, tap Clear Cookies.
  - *To clear the browser cache*, tap Clear Cache.  
The browser cache stores the content of pages so the pages open faster the next time you visit them. If a page you open isn't showing new content, clearing the cache may help.

## Developer Settings

The Debug Console can help you resolve webpage errors. When turned on, the console appears automatically when a webpage error occurs.

### Turn the debug console on or off

Choose Safari > Developer, and turn Debug Console on or off.

## iPod

Use iPod Settings to adjust settings for music and video playback on your iPod.

## Music

The Music settings apply to songs, podcasts, and audiobooks.

### Set iTunes to play songs at the same sound level

iTunes can automatically adjust the volume of songs, so they play at the same relative volume level.

- In iTunes, choose iTunes > Preferences if you're using a Mac, or Edit > Preferences if you're using a PC, then click Playback and select Sound Check.

You can set iPhone to use the iTunes volume settings.

### Set iPhone to use the iTunes volume settings (Sound Check)

- Choose Music and turn Sound Check on.

### Set audiobook play speed

You can set audiobooks to play faster than normal so you can hear them more quickly, or slower so you can hear them more clearly.

- Choose Music > Audiobook Speed, then choose Slower, Normal, or Faster.

### Use the equalizer to change the sound on iPhone to suit a particular sound or style

- Choose Music > EQ and choose a setting.

### Set a volume limit for music and videos

- Choose Music > Volume Limit and drag the slider to adjust the maximum volume. Tap Lock Volume Limit to assign a code to prevent the setting from being changed.

Setting a volume limit only limits the volume of music (including podcasts and audiobooks) and videos (including rented movies), and only when headphones, earphones, or speakers are connected to the headphones port on iPhone.

**WARNING:** For important information about avoiding hearing loss, see the *Important Product Information Guide* at [www.apple.com/support/manuals/iphone](http://www.apple.com/support/manuals/iphone).

## Video

Video settings apply to video content (including rented movies). You can set where to resume playing videos that you previously started, turn closed captioning on or off, and set up iPhone to play videos on your TV.

### Set where to resume playing

- Choose Video > Start Playing, then select whether you want videos that you previously started watching to resume playing from the beginning or where you left off.

### Turn closed captioning on or off

- Choose Video and turn Closed Captioning on or off.

## TV Out Settings

Use these settings to set up how iPhone plays videos on your TV. For more information about using iPhone to play videos on your TV, see page 65.

### Turn widescreen on or off

- Choose Video and turn Widescreen on or off.

### Set TV signal to NTSC or PAL

- Choose Video > TV Signal and select NTSC or PAL.

NTSC and PAL are TV broadcast standards. NTSC displays 480i and PAL displays 576i. Your TV might use either of these, depending on where it was sold. If you're not sure which to use, check the documentation that came with your TV.

## Photos

Use Photos settings to specify how slideshows display your photos.

### Set the length of time each slide is shown

- Choose Photos > Play Each Slide For and select the length of time.

### Set transition effect

- Choose Photos > Transition and select the transition effect.

### Set whether to repeat slideshows

- Choose Photos and turn Repeat on or off.

### Set photos to appear randomly or in order

- Choose Photos and turn Shuffle on or off.

## Restoring or Transferring Your iPhone Settings

When you connect iPhone to your computer, settings on iPhone are automatically backed up to your computer. You can restore this information if you need to—if you get a new iPhone, for example, and want to transfer your previous settings to it. You may also want to reset the information on iPhone if you're having trouble connecting to a Wi-Fi network.

Automatically backed-up information includes text messages, notes, call history, contact favorites, sound settings, certain network settings, and other preferences.

### Restore or transfer settings

Do one of the following:

- Connect a new iPhone to the same computer you used with your other iPhone, open iTunes, and follow the onscreen instructions.
- Reset the information on iPhone. In Settings, choose General > Reset, then choose “Reset All Settings,” “Erase All Content and Settings,” or “Reset Network Settings.” Then connect iPhone to your computer, open iTunes, and follow the onscreen instructions.

When you reset network settings, your list of previously used networks and your VPN settings are removed. Wi-Fi is turned off and then back on, disconnecting you from any network you’re on. The Wi-Fi and “Ask to Join Networks” settings are left turned on.

### Delete a set of backed-up settings

- Open iTunes and choose iTunes > Preferences (on a Mac) or Edit > Preferences (on a PC). Then click Syncing, select an iPhone, and click “Remove Backup.”

iPhone doesn’t need to be connected to your computer.

**Note:** If you use a Bluetooth headset or car kit with iPhone and you restore settings, you must pair the Bluetooth device with iPhone again to use it.



Tap iTunes to purchase songs and albums from the iTunes Wi-Fi Music Store.



You can search for, browse, preview, purchase, and download songs and albums from the iTunes Wi-Fi Music Store directly to iPhone. Your purchased content is automatically copied to your iTunes library the next time you sync iPhone with your computer.

To use the iTunes Wi-Fi Music Store, iPhone must join a Wi-Fi network that is connected to the Internet. For information about joining a Wi-Fi network, see page 25. You'll also need an iTunes Store account to purchase songs over Wi-Fi (available in some countries). If you don't already have an iTunes Store account, open iTunes and choose Store > Account to set one up.

**Note:** You cannot access the iTunes Wi-Fi Music Store over a cellular network. If you attempt to access the iTunes Wi-Fi Music Store without joining a Wi-Fi network, an error message appears.

## Browsing and Searching

You can browse featured selections, top-ten categories, or search the iTunes Wi-Fi Music Store music catalog for the songs and albums you're looking for. Use the featured selections to see new releases and iTunes Wi-Fi Music Store recommendations. Top Tens lets you see the most popular songs and albums in each of several categories. If you're looking for a specific song, album, or artist, use Search.

### Browse featured songs and albums

- Tap **Featured** and select a category at the top of the screen.



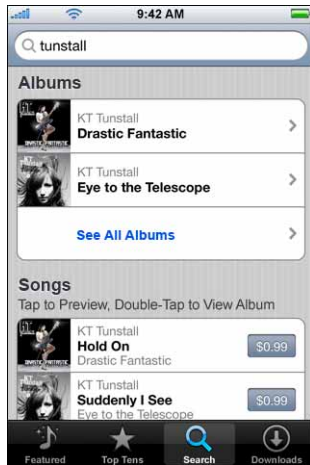
### Browse top ten songs and albums

- Tap **Top Tens**, then choose a category and tap **Top Songs** or **Top Albums**.



### Search for songs and albums

- Tap Search, tap the search field and enter one or more words, then tap Search.



### See the songs on an album

- Tap the album.

### See the album a song is on

- Double-tap the song.

## Browsing Starbucks Selections

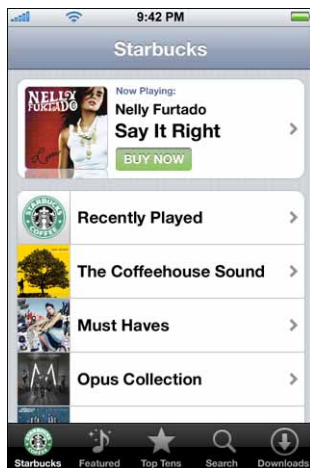
If you're in a select Starbucks location (available in the U.S. only), the Starbucks icon appears at the bottom of the screen next to Featured. Tap the Starbucks icon to find out what song is playing in the café and browse featured Starbucks Collections.

For a list of select Starbucks locations, go to:  
[www.apple.com/itunes/starbucks](http://www.apple.com/itunes/starbucks).

### Find out what song is playing

- Tap Starbucks.

The currently playing song appears at the top of the screen. Tap the song to see the album the song is on and the other songs on the album.



### View Recently Played and other Starbucks playlists

- Tap Starbucks, then choose Recently Played or one of the Starbucks playlists.

## Purchasing Songs and Albums

When you find a song or album you like in the iTunes Wi-Fi Music Store, you can purchase and download it to iPhone. You can preview a song before you purchase it to make sure it's a song you want. In select Starbucks locations (available in the U.S. only), you can also preview and purchase the currently playing and other songs from featured Starbucks Collections.

### Preview a song

- Tap the song.

### Purchase and download a song or album

- 1 Tap the price, then tap Buy Now.

**Note:** To purchase songs on iPhone, you must have been signed in to your iTunes Store account in iTunes the last time you synced iPhone.

- 2 Enter your password and tap OK.

Your purchase is charged to your iTunes Store account. For additional purchases made within the next fifteen minutes, you don't have to enter your password again.

An alert appears if you've previously purchased one or more songs from an album. Tap Buy if you want to purchase the entire album including the songs you've already purchased, or tap Cancel if you want to purchase the remaining songs individually.

**Note:** Some albums include bonus content, which is downloaded to your iTunes library on your computer. Not all bonus content is downloaded directly to iPhone.

### See the status of downloading songs and albums

- Tap Downloads.

To pause a download, tap II.

If you need to turn off iPhone or leave the area of your Wi-Fi connection, don't worry about interrupting the download. iPhone starts the download again the next time iPhone joins a Wi-Fi network with an Internet connection. Or if you open iTunes on your computer, iTunes completes the download to your iTunes library.

Purchased songs are added to a Purchased playlist on iPhone. If you delete the Purchased playlist, iTunes creates a new one when you buy an item from the iTunes Wi-Fi Music Store.

## Syncing Purchased Content

iTunes automatically syncs songs and albums you've purchased on iPhone to your iTunes library when you connect iPhone to your computer. This lets you listen to the purchases on your computer and provides a backup if you delete purchases from iPhone. The songs are synced to the "Purchased on <name of your iPhone>" playlist. iTunes creates the playlist if it doesn't exist.

iTunes also copies your purchases to the Purchased playlist that iTunes uses for purchases you make on your computer, if that playlist exists and is set to sync with iPhone.

## Verifying purchases

You can use iTunes to verify that all the music, videos, and other items you bought from the iTunes Wi-Fi Music Store are in your iTunes library. You might want to do this if a download was interrupted.

### Verify your purchases

- 1 Make sure your computer is connected to the Internet.
- 2 In iTunes, choose Store > Check for Purchases.
- 3 Enter your iTunes Store account ID and password, then click Check.

Purchases not yet on your computer will be downloaded.

The Purchased playlist displays all your purchases. However, because you can add or remove items in this list, it might not be accurate. To see all your purchases, make sure you're signed in to your account, choose Store > View My Account, and click Purchase History.

## Changing Your iTunes Store Account Information

iPhone gets your iTunes Store account information from iTunes. You can view and change your iTunes Store account information using iTunes on your computer.

### View and change your iTunes Store account information

- In iTunes, choose Store > View My Account.

You must be signed in to your iTunes Store account. If “View My Account” doesn’t appear in the Store menu, choose Store > Sign in.

### Purchase music from another iTunes Store account

- Sign in to that account when you connect to iTunes Wi-Fi Music Store.

Most problems with iPhone can be solved quickly by following the advice in this chapter.

## General Suggestions

### If the screen shows a low-battery image

iPhone is low on power and needs to charge for up to ten minutes before you can use it. For information about charging iPhone, see “Charging the Battery” on page 27.



### If iPhone doesn't appear in iTunes or you can't sync iPhone

- The iPhone battery might need to be recharged. For information about charging iPhone, see “Charging the Battery” on page 27.
- Disconnect other USB devices from your computer and connect iPhone to a different USB 2.0 port on your computer (not on your keyboard).
- Turn iPhone off and back on again. Press and hold the Sleep/Wake button on top of iPhone for a few seconds until a red slider appears, then drag the slider. Then press and hold the Sleep/Wake button until the Apple logo appears. Tap Unlock and enter your SIM's PIN if the SIM is locked.

**Note:** If you enter the PIN incorrectly three times, you may need to contact your carrier for a Personal Unlocking Key (PUK) to enable your SIM card again.

- Restart your computer and reconnect iPhone to your computer.

- Download and install (or reinstall) the latest version of iTunes from [www.apple.com/itunes](http://www.apple.com/itunes).

**If you can't make or receive calls, send or receive text messages, or access email or the web**

- Check the cell signal indicator  in the status bar at the top of the screen. If there are no bars, or if it says "No service," try moving to a different location. If you're indoors, try going outdoors or moving closer to a window.
- Check to make sure you're in an area with network coverage. Go to your carrier's website to see network coverage areas.
- Make sure airplane mode isn't on. From the Home screen choose Settings, then turn airplane mode off. If that doesn't work, turn airplane mode on, wait 15 seconds, then turn airplane mode off again.
- Make sure to include an area code for every phone number in your contacts list that you use to send or receive text messages.
- Turn iPhone off and back on again. Press and hold the Sleep/Wake button on top of iPhone for a few seconds until a red slider appears, then drag the slider. Then press and hold the Sleep/Wake button until the Apple logo appears. Tap Unlock and enter your SIM's PIN if the SIM is locked.

**Note:** If you enter the PIN incorrectly three times, you may need to contact your carrier for a Personal Unlocking Key (PUK) to enable your SIM card again.

- There may be a problem with your wireless service. Call your carrier or go to your carrier's website.
- Restore the iPhone software. See "Updating and Restoring iPhone Software" on page 120.

**If iPhone won't turn on, or if the display freezes or doesn't respond**

- Press and hold the Home  button below the screen for at least six seconds, until the application you were using quits.
- If that doesn't work, turn iPhone off and turn it on again. Press and hold the Sleep/Wake button on top of iPhone for a few seconds until a red slider appears, and then drag the slider. Then press and hold the Sleep/Wake button until the Apple logo appears.
- If that doesn't work, reset iPhone. Press and hold both the Sleep/Wake button and the Home  button for at least ten seconds, until the Apple logo appears.



**If iPhone continues to freeze or not respond after you reset it**

- Reset iPhone settings. From the Home screen choose Settings > General > Reset > Reset All Settings. All your preferences are reset, but no data or media is deleted.
- If that doesn't work, erase all content on iPhone. From the Home screen choose Settings > General > Reset > "Erase All Content and Settings." All your preferences and other data are removed from iPhone.
- If that doesn't work, restore the iPhone software. See "Updating and Restoring iPhone Software" on page 120.

**If iPhone isn't playing sound**

- Unplug and reconnect the headset. Make sure the connector is pushed in all the way.
- Make sure the volume isn't turned down all the way.
- Music on iPhone might be paused. Try clicking the mic button on the headset to resume playback. Or from the Home screen tap iPod, tap Now Playing, then tap ►.
- Check to see if a volume limit is set. From the Home screen choose Settings > iPod > Volume Limit. For more information, see page 105.
- Make sure you are using the latest version of iTunes (go to [www.apple.com/itunes](http://www.apple.com/itunes)).
- If you are using the dock's line out port, make sure your external speakers or stereo are turned on and working properly.

**If clicking the mic button on the headset doesn't resume music playback**

iPhone goes to sleep after music has been paused for five minutes. Press the Home  or Sleep/Wake button to wake up iPhone.

**If your headset or headphones don't fit in the iPhone headset jack**

iPhone supports third-party headsets and headphones with a standard 3.5 millimeter stereo miniplug. Some of these may not connect properly to iPhone because the plug body is too large to fit in the jack inset. Third-party adapters may be available.

**If iPhone shows a message saying "This accessory is not made to work with iPhone"**

If you connect iPhone to an accessory not specifically made for it, iPhone may ask if you want to turn on airplane mode. This is to eliminate radio interference from cellular signals coming from iPhone. You may be able to use iPhone with the accessory whether or not you turn on airplane mode. However, the accessory may not charge iPhone.

If you turn on airplane mode, you won't be able to make calls, send or receive text messages, access the Internet, or use Bluetooth devices with iPhone until you disconnect iPhone from the accessory or turn off airplane mode.

**If iPhone shows a message saying "This accessory is not supported by iPhone"**

The accessory you attached will not work with iPhone.

**If iPhone calls your voicemail service when you tap Voicemail in Phone**

If the voice instructions prompt you, enter your voicemail password. Otherwise, wait until you hear any voice instruction, then end the call. After a time, Voicemail should become available again.

**If you can't add or play a song, video, or other item**

The song may have been encoded in a format that iPhone doesn't support.

The following audio file formats are supported by iPhone. These include formats for audiobooks and podcasting:

- AAC (M4A, M4B, M4P, up to 320 Kbps)
- Apple Lossless (a high-quality compressed format)
- MP3 (up to 320 Kbps)
- MP3 Variable Bit Rate (VBR)
- WAV
- AA (audible.com spoken word, formats 2, 3, and 4)
- AAX (audible.com spoken word, AudibleEnhanced format)
- AIFF

The following video file formats are supported by iPhone:

- H.264 (Baseline Profile Level 3.0)
- MPEG-4 (Simple Profile)

A song encoded using Apple Lossless format has full CD-quality sound, but takes up only about half as much space as a song encoded using AIFF or WAV format. The same song encoded in AAC or MP3 format takes up even less space. When you import music from a CD using iTunes, it is converted to AAC format by default.

Using iTunes for Windows, you can convert nonprotected WMA files to AAC or MP3 format. This can be useful if you have a library of music encoded in WMA format.

iPhone does not support WMA, MPEG Layer 1, MPEG Layer 2 audio files, or audible.com format 1.

If you have a song or video in your iTunes library that isn't supported by iPhone, you may be able to convert it to a format iPhone supports. See iTunes Help for more information.

**If you can't open an attachment in an email**

The file type may not be supported. iPhone supports the following email attachment file formats:

- .c, .cpp, .diff, .doc, .docx, .h, .hpp, .htm, .html, .m, .mm, .patch, .pdf, .txt, .xls, .xlsx

### **If email couldn't be delivered because the connection to the server on port 25 timed out**

You may need to change the port setting on an outgoing mail server for one of your email accounts. For information, go to [www.apple.com/support/iphone](http://www.apple.com/support/iphone) and search for "I can receive email on iPhone but can't send it."

### **If you entered information on iPhone that you don't want to sync to your computer**

Replace contacts, calendars, mail accounts, or bookmarks on iPhone with information from your computer.

- 1 Open iTunes.
- 2 As you connect iPhone to your computer, press and hold Command-Option (if you're using a Mac) or Shift-Control (if you're using a PC) until you see iPhone in the iTunes Source pane. This prevents iPhone from syncing automatically.
- 3 Select iPhone in the iTunes Source pane and click the Info tab.
- 4 Under "Replace information on this iPhone," select Contacts, Calendars, Mail Accounts, or Bookmarks. You can select more than one, if you like.
- 5 Click Apply.

Information of the selected type is erased from iPhone and replaced with what's on your computer. The next time you sync, iPhone syncs normally, adding information you've entered on iPhone to your computer, and vice versa.

### **If you can't sync with Yahoo! Address Book**

iTunes may not be able to connect with Yahoo!. Make sure you are connected to the Internet, and that you've entered the correct Yahoo! ID and password in iTunes. Connect iPhone to your computer, click the Info tab in iTunes, click Configure in the Contacts section, then enter your current Yahoo! ID and password.

### **If contacts you deleted on iPhone or your computer are not removed from Yahoo! Address Book after syncing**

Yahoo! Address Book does not allow contacts containing a Messenger ID to be deleted through syncing. To delete a contact containing a Messenger ID, log in to your Yahoo! account online and delete the contact using Yahoo! Address Book.

### **If you can't access the iTunes Wi-Fi Music Store**

To use the iTunes Wi-Fi Music Store, iPhone must join a Wi-Fi network that is connected to the Internet. For information about joining a Wi-Fi network, see page 25. The iTunes Wi-Fi Music Store is not available in all countries.

### If you can't purchase music from the iTunes Wi-Fi Music Store

To purchase songs from the iTunes Wi-Fi Music Store (only available in some countries), you must have an iTunes Store account, and you must have been signed in to that account when you last synced iPhone with iTunes. If you get a message that no account information is found when you try to purchase music, open iTunes on your computer, sign in to your iTunes Store account, then connect and sync iPhone.

### If you can't make a call or send a text message over Wi-Fi

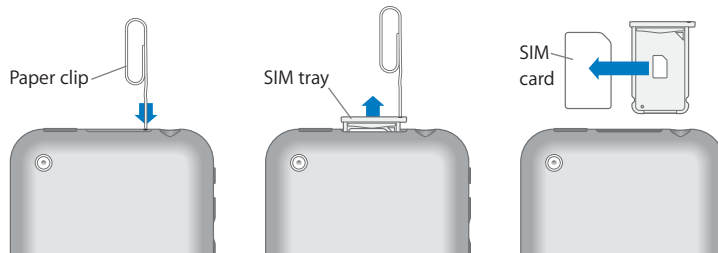
iPhone doesn't support calling or texting over Wi-Fi.

## Removing the SIM Card

If you need to send your iPhone in for service or if you want to loan your iPhone to someone and you still want to be able to make calls, you may be able to use the SIM card inside iPhone with another GSM phone.

### Remove the SIM card

Insert the end of a small paper clip (or the SIM eject tool if it came with your iPhone) into the hole on the SIM tray. Press firmly and push it straight in until the tray pops out.



## Updating and Restoring iPhone Software

You can use iTunes to update or restore iPhone software. You should always update iPhone to use the latest software. You can also restore the software, which returns iPhone to its original state.

- *If you update*, the iPhone software is updated but your settings and songs are not affected.
- *If you restore*, all data is erased from iPhone, including songs, videos, contacts, photos, calendar information, and any other data. All iPhone settings are restored to their original state.

### Update or restore iPhone

- 1 Make sure you have an Internet connection and have installed the latest version of iTunes from [www.apple.com/itunes](http://www.apple.com/itunes).
- 2 Connect iPhone to your computer.
- 3 In iTunes, select iPhone in the Source pane and click the Summary tab.
- 4 Click “Check for Update.” iTunes tells you if there’s a newer version of the iPhone software available.
- 5 Click Update to install the latest version of the software. Or click Restore to restore iPhone to its original settings and erase all data on iPhone. Follow the onscreen instructions to complete the restore process.

## Using iPhone Accessibility Features

The following features may make it easier for you to use iPhone if you have a disability.

### TTY support (available in some areas)

Use iPhone in TTY mode with the iPhone TTY Adapter (available separately) to use a Teletype (TTY) machine. See “Using iPhone with a Teletype (TTY) Machine” on page 102.

### Closed captioning

When available, you can turn on closed captioning for videos. See “Turn closed captioning on or off” on page 105.

### Minimum font size for Mail messages

Set a minimum font size for Mail message text to Large, Extra Large, or Giant to increase readability. See “Set a minimum font size for messages” on page 101.

### Large keypad

Make phone calls simply by tapping entries in your contacts and favorites lists. When you need to dial a number, iPhone’s large numeric keypad makes it easy. See “Dial a call” on page 30.

**Zooming**

Double-tap or pinch webpages, photos, and maps to zoom in. See page 20.

**Visual voicemail**

The play and pause controls in visual voicemail let you control the playback of messages. Drag the playhead on the scrubber bar to repeat a portion of the message that is hard to understand. See “Listen to a new voicemail message” on page 35.

**Universal Access in Mac OS X**

Take advantage of the Universal Access features in Mac OS X when you use iTunes to sync information and content from your iTunes library to iPhone. In the Finder, choose Help > Mac Help, then search for “universal access.”

For more information about iPhone and Mac OS X accessibility features, go to:  
[www.apple.com/accessibility](http://www.apple.com/accessibility)

There’s more information about using iPhone,  
in onscreen help and on the web.

The following table describes where to get more iPhone-related software and service information.

To learn about	Do this
Using iPhone safely	Go to <a href="http://www.apple.com/support/manuals/iphone">www.apple.com/support/manuals/iphone</a> for the latest <i>Important Product Information Guide</i> , including any updates to the safety and regulatory information.
iPhone Service and support, tips, forums, and Apple software downloads	Go to <a href="http://www.apple.com/support/iphone">www.apple.com/support/iphone</a> .
Service and support for your carrier	Contact your carrier or go to your carrier’s website.
The latest information about iPhone	Go to <a href="http://www.apple.com/iphone">www.apple.com/iphone</a> .
Using iTunes	Open iTunes and choose Help > iTunes Help. For an online iTunes tutorial (available in some areas only), go to <a href="http://www.apple.com/support/itunes">www.apple.com/support/itunes</a> .
Using iPhoto on Mac OS X	Open iPhoto and choose Help > iPhoto Help.
Using Address Book on Mac OS X	Open Address Book and choose Help > Address Book Help.
Using iCal on Mac OS X	Open iCal and choose Help > iCal Help.
Microsoft Outlook, Windows Address Book, Adobe Photoshop Album, and Adobe Photoshop Elements	See the documentation that came with those applications.
Finding your iPhone serial number	Look at the back of your iPhone or choose Settings > General > About from the Home screen.
Obtaining warranty service	First follow the advice in this guide and online resources. Then go to <a href="http://www.apple.com/support">www.apple.com/support</a> or see the <i>Important Product Information Guide</i> that comes with iPhone.

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