

Tekserve's iOS 6 FAQ

by Sharon Zardetto

*This graphic is amusing
in the print version of
this book, but it might
be confusing on your
screen!*



slide to unlock

Tekserve: Make Stuff Happen

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Tekserve iOS FAQ

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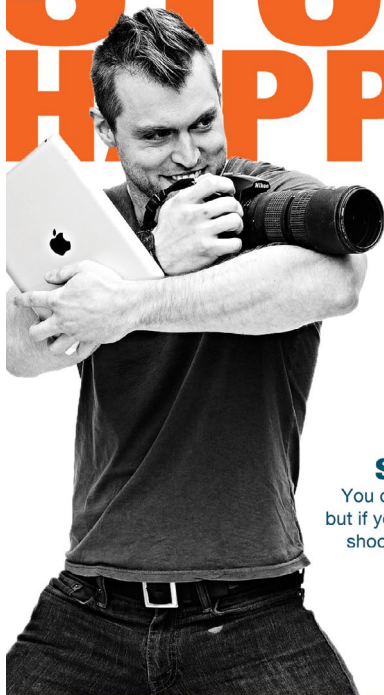
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MAKE STUFF HAPPEN



SHOOT ME NOW

You can buy an iPad anywhere,
but if you want to use it while you
shoot, Rob can show you how.

And you'll find Rob only
at Tekserve.

*Rob: filmmaker,
photographer, Tekserver.*

TEKSERVE

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Introduction

About Tekserve...

We started using Apple's Macintosh computer in 1984, and we still think that Apple makes great tools. For the most part, they "just work." But they have a lot of depth, an abundance of features, and some quirks that aren't obvious at first. We get asked a lot of questions, and decided to share the answers.

Tekserve started out as a repair shop, and we still offer service, but we've grown to a staff of over 200 people helping clients—from individuals to Fortune 100 companies—to make technology serve their needs.

Tekserve has a 25,000-square-foot walk-in store and warehouse in New York's Chelsea neighborhood. We stock virtually every current Apple product, as well as thousands of related hardware, software, and accessory items. We also work with Verizon Wireless and can equip you or your business with iPhones, iPads, and cellular hotspots, and help you manage and reduce cell phone costs. We don't sell everything: We sell products that we're comfortable recommending to meet your specific needs.

We can train you and your staff in the best use of your Apple devices and related software, in group classes or individual sessions. We can help you configure your devices, iCloud, backups, and more. When you're ready to purchase a Mac, you can sit down with one of our systems consultants for no-nonsense advice.

The Tekserve Business Solutions Team fulfills technology needs for businesses of all sizes. With unmatched expertise in scalable iPad deployments and storage workflows for media, we serve clients like CBS, NHL, Ann Taylor, Showtime Networks, American Express, SiriusXM Radio, Emerson College, and the Institute of Culinary Education. We can assist you in the configuration, provision, and deployment of ten—or ten thousand—iPads or Macs in your organization, and then help you manage and use them.


David Lerner

Navigating this PDF

Jump around in this book with a tap on any page-number reference:

- In the Table of Contents, you can tap anywhere on a line for any item, even topic names that don't have page numbers.
- For cross-references in the text, tap on the page number.
- URLs (website references like tekserve.com) are “live”; we put them in blue to stand out. Tap one and you'll be taken directly to the page in Safari.

You can also move around in the book by dragging your finger along the page icons at the bottom of the screen; tap anywhere on the page to make the icons appear.

 You can not only read this PDF on any iDevice, but also on your Mac, where it will open in Preview.


Conventions

iDevice If you’ve scanned through this book before reading this section, you may be wondering what we mean by “iDevice.” We mean that it’s easier than saying “Your iPhone, iPad, or iPod touch” every time we want to refer to all the devices in general.

iTunes There’s an iTunes app on your iDevice that is actually just a wormhole to the iTunes Store. Then there’s the iTunes on your Mac that lets you manage and play your music, go to the iTunes or App Stores, and also sync your iDevice to your computer. Most of our unspecified references to iTunes is to the one on your computer (version 11 as of this writing). This is just a heads-up, because it should be clear from the context which we’re talking about at any point.

The “Touch” Apple’s insistence on keeping the touch in “iPod touch” lowercased makes for awkward writing and reading. Most people drop the “iPod” reference and just say “touch”; but, do that in writing—mentioning the touch without capitalizing it—well, see how awkward that is? So, with any required apologies to Apple, we’re referring to it as the Touch. The models through the years are referred to in “generations”; the latest, tall-as-the-iPhone 5 model is the 5th generation, sometimes shortened to 5-gen. We sometimes refer to specific models as iPod Touch 4 or Touch 5 for brevity.

iPad models Another instance of Apple’s product-naming choices making it a little difficult to write about the products! There’s the original iPad (retroactively named iPad 1), the iPad 2, the “new” or “third-generation iPad,” and the even newer, fourth-generation “iPad with Retina display” (even though the third one also had a Retina display). We call the latter two iPad 3 and iPad 4. As for the iPad Mini: Apple doesn’t cap the Mini part, but we do so we can even sometimes refer to it as “the Mini” instead of by its complete name. And, when we refer generically to “an iPad,” the Mini is included unless we specifically exempt it from the feature we’re describing.

“Up” Which way is up when we say something like “the top right” of your iDevice? We’re assuming a vertical orientation with the clickable Home button  at the bottom.

Tapping through commands Whenever we describe tapping through a series of items, we use a shorthand approach: GENERAL ▸ SIRI ▸ MY INFO. And, because the Settings app is so much a part of using your iDevice, we usually just make it part of the “tap path”: Go to SETTINGS ▸ GENERAL ▸ KEYBOARD. In that case, after you tap to open Settings, you’d tap the GENERAL setting, and then the KEYBOARD choice. If there’s a variable somewhere in the series (such as the name of a Reminders list), it’s bracketed: “Tap SHOW MORE ▸ LIST ▸ [TARGET-LIST-NAME] ▸ DONE.”

Menu commands on your computer When we refer to menu commands on your computer—in iTunes or System Preferences—we say “Choose iTunes ▸ Preferences.”

Web addresses/URLs Most Web addresses, or URLs (Universal Resource Locator) start with *http://* or *https://* and usually continue with *www.[sitename]*. But whether on your computer or an iDevice, you don’t have to type in all the leading information—your browser knows what you mean. So, addresses in this book appear in shortened form: *tekserve.com* instead of *http://www.tekserve.com*. On your iDevice, you don’t have to type the “.com” part either, if it’s not followed by anything, but we include it in the reference. (In Safari on your computer, however, because of its combined address and search field, leaving out the .com results in a Web search whose top hit will usually be the .com website that you can click on; typing the .com is often quicker.)

iOS 6 & iDevices

- **iOS 6 & Your iDevice**
- **Basics**
- **About the Battery**
- **Care and Feeding**

iOS 6 & Your iDevice

What *is* iOS 6?

“OS” is for *operating system*, the software that runs a computer—whether it’s a desktop, laptop, or handheld device. The *i* started as product branding on the 1997 iMac, where it stood for “Internet,” but now it stands for... well, for Apple branding: iPhone, iBooks, iWhatever. Along with OS, however, it differentiates the operating system that runs a Mac (OS X) from the one that runs the iPhone, iPod Touch, and iPad. iOS 6 is its sixth iteration.

Which iDevices can run iOS 6?

Early models of iDevices don’t have enough processing power to run iOS 6. You must have *at least* an iPhone 3GS, iPad 2, or iPod Touch 4.

How can I check what version of iOS I’m running?

Tap **SETTINGS** ▸ **GENERAL** ▸ **ABOUT**. The iOS version is listed next to **Version**; the parenthetical after it is the “build number.”

Will my older device—which can run iOS 6—be able to use all its features?

Nope, sorry. The table on the next page rounds up the major features that are device-dependent.

Feature	Needs at least...
Siri / Dictation	iPhone 4S · iPad 3 · iPod Touch 5
FaceTime on cellular	iPhone 4S · iPad 3
Panoramic camera	iPhone 4S · Touch 5
VIP list for Mail app	iPhone 3GS · iPad 2 · iPod Touch 4
Safari: Full-screen view	iPhone 3GS · iPod Touch 4
Safari: Offline Reading List	iPhone 4 · iPad 2 · iPod Touch 5
Maps: Flyover	iPhone 4S · iPad 3 · iPod Touch 5
Maps: Turn-by-turn	iPhone 4S · iPad 2 with cellular
Passbook	iPhone 4S · iPod 4

Which iPhone model do I have?

Except for the iPhone 5, check the model number engraved on the back. The asterisked models can run iOS 6.

Model	Identifier
iPhone 5*	Taller than previous models; ¼-inch Lightning connector on bottom.
iPhone 4S*	Model numbers A1387, A1431
iPhone 4*	Model numbers A1349, A1332
iPhone 3GS*	Model numbers A1325, A1303
iPhone 3G	Model numbers A1324, A1241
Original	Model numbers A1203

Which iPad do I have?

The model number on the back is not a sufficient identifier. Asterisked models can run iOS 6.

Model	Identifier
iPad 4*	¼-inch Lightning connector on bottom
iPad 3*	Hi-res screen and Siri availability (Look in SETTINGS ▸ GENERAL to see if there's a Siri setting)
iPad 2*	No Siri (check for a setting)
iPad 1	No lens on the back for a camera

Which iPod Touch model do I have?

For the iPod Touch generations, the model number on the back is not always the best or easiest identifier, but there are other easy-to-see physical differences. The asterisked models can run iOS 6.

Model	Identifier
iPod Touch 5*	Taller than previous models; ¼-inch Lightning connector on bottom.
iPod Touch 4*	Has front-facing camera; look for the small lens on the top, front. Also, a white Touch is 4-gen.
iPod Touch 3	Model # A1318
iPod Touch 2	Model # A1288
iPod Touch 1	No volume buttons on the side

How will I know if there's an iOS upgrade or update available? (And is there a difference?)

The difference is a matter of degree—lots of new features versus a few tweaks, additions, and perhaps bug fixes. An upgrade is usually a whole version number (iOS 5 to iOS 6), while an update is a decimal point change (iOS 6 to iOS 6.1).

On your iDevice, a badge (a number in red circle) appears on your Settings app when there's an update/upgrade available for iOS; you can also check in **SETTINGS > GENERAL > SOFTWARE UPDATE**. If the device is connected to your computer—with the cable or wirelessly—iTunes usually prompts you to do the update/upgrade, but you can check manually: Select the device in the sidebar or from the Devices button, go to the Summary tab, and click Check for Update.


How do I upgrade to, or update, iOS 6?

Upgrade your iOS directly on your iDevice or through iTunes. An upgrade, or even an update, can take a few minutes, or an hour, so if you're doing it from your device, make sure you have enough time, a good (solid and fast) connection, and a reasonably well-charged (or plugged-in) device before you start.

Unless you enjoy living carelessly, make a full backup of your device before you do a major upgrade; see *Backups & Restores*, page 108 for both general and specific information. (If you're upgrading through iTunes,

the backup can be part of the upgrade process described here, but you should still read the Backups topic).

From the iDevice: Go to **SETTINGS** ▸ **GENERAL** ▸ **SOFTWARE UPDATE** and tap **DOWNLOAD AND INSTALL**.

 Avoid doing an upgrade through a cellular network, since you can really rack up charges that way; wait for a Wi-Fi connection.

From iTunes: When you open iTunes with your iDevice connected, you'll be prompted to do an iOS update/upgrade if one's available. If that doesn't happen, select the device in the sidebar or from the Devices button and click the Summary tab. If you haven't already backed up, choose iCloud or your computer under Backups, and then, under Version, click the Update button.

Basics

Getting Started

What are all the little switches and buttons on the edges of my iDevice?


Sleep/Wake button: On the top edge.

Volume buttons: Two buttons on the upper left of iPhones and Touches; a single, long rocker switch on the upper right edge of iPads.

Ring/Silent switch: On the iPhone's upper left edge.

Side Switch: You thought the other buttons had obvious names? Unique to the iPad, this little switch was originally known as the Rotation Lock, but can now be set for either rotation control or instant muting.

Does that button on the bottom do anything besides wake up my iDevice?

It's the Home button , and it does much, much more, depending on what you're doing when you press it, and how many times you press it.

(Or “click” it: Apple refers to a single press as a “press,” and multiple presses as “double-click” and “triple-click” so, we’ll fall in line on that.)

Many of the items in this table, and other uses of the Home button, are covered in more detail later.

When your iDevice is awake and unlocked		
If you’re on/in	Do this:	To:
The main Home screen	Press	Go to the Search screen
The Search screen	Press	Go to the main Home screen
An app or any Home screen	Press	Go to the main Home screen
An app or any Home screen	Double-click	Open multitasking bar to see recently used, still-open apps Access audio controls (swipe to left end of multitasking bar)
A folder	Press	Close the folder
Jiggle mode	Press	Cancel jiggle mode
Anywhere	Press-and-hold	Use Siri or voice control
Anywhere	Triple-click	Turn accessibility features on or off
When your iDevice is asleep or locked		
If device is asleep	Press	Wake it up (to Lock screen)
If device is asleep or on Lock screen	Double-click	Show audio controls

How do I use my iDevice for the first time?

An iDevice pretty much holds your hand for the first stages of using it, with a Setup Assistant that guides you through the procedure. The Assistant needs to talk to *someone* (besides you) during the setup, so you need either a network/cellular connection to the Internet, or a connection to a computer that has iTunes on it.

Turn on the device with the Sleep/Wake button and then follow the very thorough on-screen directions. The setup starts out the same whether this is your first iDevice experience or an upgrade that needs your old information transferred to it.

You'll be asked to choose a language, a country/region, and a network or cellular connection; whether to enable Location Services (you can change your mind later); and if you're setting up a new device or restoring it from an iTunes or iCloud backup.

- ✱ You can “restore” a new device from the backup of a previous one. So, your new iPhone 5 can use your iPhone 4's backup. You might even be able to “restore” one device from another, different one—set up an iPhone from your iPad backup, for instance. Items not compatible with the device being set up (iPad-only games, for example) won't be copied to it.

You'll need an Apple ID. You can create one during the setup process, but if you already have one that you've been using from your Mac, make sure you use it to avoid multiple IDs.

What's an Apple ID, and how do I get one?

An Apple ID is the login that you use for accessing Apple services such as the iTunes and App stores, iBookstore, and iCloud. You won't get far into using any iDevice without being asked for an Apple ID; if you don't already have one, you'll be asked to register when you try to access any of the services. If you want to get a bit ahead of the game, go to appleid.apple.com and tap the Create an Apple ID button.

I think I have more than one Apple ID. Can I merge them?

No, you can't. You should consider using just one of them, or one for iTunes purchases and another for iCloud services, to make your life easier. Check Apple's FAQ on this issue: support.apple.com/kb/HE37.

How do I move my information from my old iDevice to my new one?

In general, it's a three-step process, but the devil's in the details. Here's the overview, with pointers to the details:

1. Back up your old iDevice (*Backups & Restores*, page 108).
2. Start up your new iDevice, as described previously.
3. Restore your backup to the new iDevice (*Backups & Restores*).

After you're up and running on the new iDevice, you can wipe the old one (see tekserve.com/iosfaq for directions).

How can I rename my iDevice from the default “iDevice”?

From the device: Go to SETTINGS ▸ GENERAL ▸ ABOUT, tap NAME, type the new name, and tap DONE.

Through iTunes: Double-click the device's name in the sidebar and edit it. If you're not using the sidebar, select the device from the Devices button and click the Summary tab; click on the name in the topmost section (to the right of its picture) and edit it there.

Do I have to set up gestures for my iDevice?

They're built-in and automatic, except for three on the iPad that, while built-in, get turned on or off together: Go to SETTINGS ▸ GENERAL and set MULTITASKING GESTURES to ON (or OFF). When these are turned on, you can use four or five fingers to:

- Pinch to go to a Home screen (the last one you used) from an app
- Swipe vertically to show or hide the multitasking bar
- Swipe left or right to move between apps

What are the basic touch-screen gestures I need to know?

Tap and touch, swipe and flick, pinch and spread (pinch open). The details are in the answer to the next question.


What are the iDevice terms I should know?

Auto-lock See *Lock*.

Connecting cable/USB cable The cable that comes with your iDevice to connect it to your computer (the USB end). The other end goes into either the iDevice or its charging dock. The iPhone 5, Touch 5, and iPad Mini came with a new connector, called Lightning, on their end, so you'll probably be hearing “Lightning connector” to differentiate it


from the 30-pin cable design that all prior (and some later) devices use.

Dock 1: The “shelf” at the bottom of a Home screen that holds 4 icons on the iPhone/Touch and 6 on the iPad. **2:** A small iDevice holder that acts as a charging station.


Double-click Two presses of the Home button  in quick succession—do it too slowly, and it counts only as two single presses, with different results. (There’s a triple-click, too.)

Flick See *swipe*.


Folder These don’t look anything like a folder on a computer (which actually looks like a folder), but functions in the same way, consolidating a group of icons in one place to cut down on clutter.

Home button The button  at the bottom of your iDevice.


Home screens The screens that show your app icons are all Home screens, but the first one is sometimes referred to as *the* Home screen.

Jiggle/wiggle mode When you touch-and-hold an icon on a Home screen, keeping your finger in place, all the icons start shaking. Apple refers to this as *jiggling*, but most users say *wiggle*; they’re interchangeable terms. Pressing the Home button  stops the jiggling.

Lightning The new, thinner, connector introduced on iPhone 5, Touch 5, and iPad Mini.

Lock, auto-lock “Locked” is the same as “asleep”—the iDevice’s screen turns off to save power. It looks like it’s turned off, but is ready to wake up instantly at a touch of the Sleep/Wake or Home button , at which point you unlock it with a slider (and a passcode, if you set one).

Lock screen The screen you see when you wake your device; it displays a SLIDE TO UNLOCK control.

Multitasking bar It appears at the bottom of the screen when you double-click the Home button . It shows apps you’ve recently used, providing a quick way to switch to a different app.

Pinch/Spread A multi-finger gesture. The pinch is—well, it’s pinching your thumb and another finger (or any two fingers, really) towards each other. Some pinches take more than two fingers: a “two-finger

pinch is two fingers moving toward your thumb. (In some cases, it refers to the basic pinch, counting your thumb as finger, so you have to watch the context.) The spread is also called an “open pinch” or “reverse pinch” since the motion is outward instead of inward.

Popover An interface element that offers options when you tap. Sometimes it serves as a menu with commands or buttons, and sometimes as a dialog with, for instance, a word’s definition in it.

Swipe/flick The basic, sliding touchscreen gesture. You can swipe with a single finger to move a control or multiple fingers (“use a three-finger upward swipe”). When you’re pushing something off the screen to get it out of the way—such as when you’re moving from one Home screen to another—you “flick” it away, although the term is generally interchangeable with “swipe.”

Status bar The thin band along the top of the iDevice’s screen. It displays all sorts of information, including the state of your battery charge.

Tap vs. Touch Tapping something on the screen—well you know what that is. But *touching* something means keeping your finger on the surface, usually until something happens (see the jiggle/wiggle entry). In this book, we usually say “touch-and-hold” just to make it clear.



We have more info on this topic, including: where you can find iDevice manuals, what all the icons in the status bar are, and where you can recycle your older devices. Go to tekserve.com/iosfaq and check the topic **Getting Started**.


On, Off, Lock, and Sleep

How do I turn my iDevice on and off?

To turn on your iDevice, hold down the Sleep/Wake button on the top edge until the Apple logo appears. When it disappears (that could take up to a minute or more), slide the on-screen Unlock control.

Turn it off by holding down the Sleep/Wake button until you see the Slide To Power Off control, and use it.

How do I put my iDevice to sleep and wake it up?

Briefly press the cleverly named Sleep/Wake button on the top edge of the device to sleep your device; press it again or press the Home button  to wake it. On wake-up, use the slide control on the screen to unlock the device, providing a passcode if you've set one (*How do I secure my iDevice with a passcode?*, page 40).

If you have a Smart Cover (Apple's) or other Smart-Cover-like case for your iPad, closing and opening the cover locks and unlocks it. Check our website for cover options: tekserve.com/ipad-covers.

What's the difference between "locked" and "asleep"?

Nothing. Unless you use an iPad Smart Cover. When you close it, the iPad goes into what seems to be sleep/locked mode—except, when you open it, it wakes up without the Slide to Unlock slider. *Unless* you've set a passcode, in which case the Smart Cover is extra-smart and stays locked until you provide it.

My iPad Smart Cover isn't putting my iPad to sleep!

You have to turn on the feature: Go to SETTINGS ▸ GENERAL ▸ IPAD COVER LOCK/UNLOCK and set it to ON.


My iDevice goes to sleep too quickly; when I pause what I'm doing, it nods off.

Delay the nap time! Go to SETTINGS ▸ GENERAL ▸ AUTO-LOCK and tap the sleep-delay time you want.

Why should I turn off the device when waking it up is so much faster than turning it on?

We're not saying you should, always. Even asleep, your iDevice uses a little power, so the battery can eventually drain... but "eventually" is longer than you think. Most of us prefer trading a little battery power for instant-on convenience, and don't turn off a device unless it will go unused for a few days.

I put my iDevice to sleep but it's still playing music!

It's supposed to work that way—you don't want the screen on when you're just listening to music. But you don't have to wake or unlock your iDevice to access audio controls—just double-click the Home button .


Your iDevice Environment

How do I change my background picture (wallpaper)?

You can use any image from Apple's offerings or from your photo collection, and you can choose different backgrounds for the Lock screen and for the Home screens.


1. Go to **SETTINGS** ▸ **BRIGHTNESS & WALLPAPER**.
2. Tap the thumbnails of your Lock and Home screens (it's one big, combined button).
3. Tap one of the category choices and choose an image from it.
4. On the iPhone/Touch, tap **SET** and then tap **SET LOCK SCREEN**, **SET HOME SCREEN**, or **SET BOTH**. On the iPad, there's no initial **SET** button.

If you're in the Photos app, you can make instant wallpaper:

1. Tap the photo you want to use as wallpaper.
2. Tap the Share button .
3. Tap **USE AS WALLPAPER**, tap **SET**, and then tap **SET LOCK SCREEN**, **SET HOME SCREEN**, or **SET BOTH**.

Where's the brightness control?


Go to **SETTINGS** ▸ **BRIGHTNESS & WALLPAPER** and use the slider. While you're there, consider turning on Auto-Brightness, which automatically changes the brightness of the screen in response to the amount of ambient light. (The backlight eats up battery power.) You can set the brightness for iBook reading separately, in iBooks.


On the iPad, you can use a shortcut: double-click the Home button  to get the multitasking bar, and flick to its left end for a brightness slider.

How do I lock the screen orientation?

Start by orienting the device the way you want it locked, and then:

iPad: Use the Side Switch on the upper right edge of your iPad to lock and unlock the automatic orientation—if the switch is set to control the orientation. (Go to **SETTINGS** ▸ **GENERAL** and, under **Use Side Switch To**, tap **LOCK ROTATION** or **MUTE** to define the switch's function.)

If the switch is set to **MUTE**, lock the orientation through the multitasking bar. Display the bar with a double-click of the Home button  or a four-finger swipe upward; flick it to its far left, and tap the **Rotation Lock** button.

iPhone or Touch: Open the multitasking bar with a double-click of the Home button  and flick it until you see the volume controls at its left end; tap the **Rotation Lock** button.

My orientation isn't locked, but the display doesn't always adjust when I rotate my iDevice.



- Your iDevice must be at least slightly vertical, not flat on your lap or a table, to rotate the display—it must know which way is “up.”
- Some apps are designed to stay in portrait (vertical) or landscape (horizontal) mode. Test your orientation setting with something like Safari.
- If neither of the above is an issue, restart the device by holding down the On/Off button until you see the Slide to Power Off control; slide it, and then turn the device back on.

How do I adjust the volume?

That's a trick question, because there are different categories of sound, different ways to adjust their volumes, and several settings that can affect or override adjustments.

General volume: This includes music and other media (video with sound, game sound effects), and phone volume (voice, not the ringer). To change the volume:

- Use the volume button on the side of the iDevice while you're listening to the media.
- Use the volume slider that's displayed when the Music app is open.

- When your iPhone is asleep but playing music, double-click the Home button  to access volume controls.
- When you're in an app with music playing in the background, double-click the Home button  for the multitasking bar, and swipe to the far left for the volume controls.


To set an upper limit for the general volume, go to **SETTINGS ▸ MUSIC ▸ VOLUME LIMIT**. Adjust the slider, and set a passcode to lock the setting if you wish.

Ringers and alerts: This includes alarms, alerts for various notifications, and app sound effects such as those for Mail's "Sent Mail" and the iPhone's ring tones.

- If you're not on a phone call or listening to media as described above, the volume button affects ringers and alerts when you turn on that capability: Go to **SETTINGS ▸ SOUNDS** and set **CHANGE WITH BUTTONS** to **ON**.
- Disable alert sounds for some individual apps, such as Mail, in **SETTINGS ▸ SOUNDS**. Tap the app in the list and see if it has an **ON/OFF** or **NONE** setting.

Can't I just mute the da thing?**

The answer depends which darn/dang thing you're talking about:


- On the iPhone, flip the Ring/Silent switch. (This affects only phone calls; alarms will still ring.)
- On an iPad, the Side Switch can be set to mute ringers and alerts: Go to **SETTINGS ▸ GENERAL** and tap **MUTE** under **Use Side Switch To**. If you leave this set to **Lock Rotation**, there's still a mute shortcut: Open the multitasking bar with a double-click of the Home button  or a four-finger upward swipe, flick to the far left, and tap the Mute/Unmute icon on the left end. (It's a Lock Rotation icon if the Side Switch is set to Mute.)
- Again on the iPad, there's a shortcut for muting general volume. Hold down the lower part of the volume rocker switch; it will go through one or two steps of lowering the volume, and then jump to "off."


Also check out *I need to silence notifications...*, page 50.

✱ None of these changes affects Siri's volume; see *Sometimes Siri's too loud...*, page 45.

Is there a search function? I lose track of where things are.


iDevices use Apple's Spotlight searching technology. You can search for everything from an app lost in some folder on some Home screen to a contact, a song, or something in Wikipedia or on the wider Web.

Go to the Search page: Press the Home button  when you're on the main Home screen. If you're on a different Home screen, press the button once to return to the main screen and then again to go to the Search page (but don't do it too quickly or you'll open the multitasking bar). Or, swipe your way to the Search screen from the Home page.

Enter the search term: Type your text and tap Search on the keyboard, although the search starts as soon as you type. Tap the Clear button  to clear the field and start fresh.

Open a found item: Tap it in the list of results. To search the Web or Wikipedia for the term, tap either one in the found list (you don't have to dismiss the keyboard first).

Define which kinds of items are included in searches: Go to SETTINGS ▸ GENERAL ▸ SPOTLIGHT SEARCH and check and uncheck the items (such as Contacts, Applications, or Notes) you want included in a search. Control the order of listed found items by dragging them up and down in this list.

 This won't find ebooks; see *I have a zillion ebooks...*, page 103.



We have more info on this topic, including: how to make text bigger in apps like Notes, Messages, and Mail, and how to zoom everything on the screen temporarily. Go to tekserve.com/iosfaq and check the topic Basics.

About the Battery

How do I charge the battery?

Use a power outlet: Use the power adapter and the cable that came with your iDevice. You can connect the dock end of the cable to a dock or directly to the device.

Use a computer: Use the cable and connect your iDevice to a USB 2.0 or 3.0 port. The ports on older computers, most keyboards, and USB hubs (unless they're separately powered) don't provide enough juice to charge your iDevice.

Can I charge my iDevice overnight by leaving it attached to my computer?

It depends. USB ports don't provide a charge if the computer is off or sleeping, so you'd have to leave it on. A port in a standalone display that's left on (even if it's sleeping) will likely work, as would a powered USB hub. Check by connecting your iDevice and seeing if the battery icon in the status bar shows it's charging.

How long does it take to charge my iDevice?

There are so many variables, there's no set answer. The fastest way to charge your iDevice is by turning it off—or at least putting it to sleep—and plugging it into an outlet using the power adapter and cable. This can recharge an iPad in 6-7 hours, and an iPhone/Touch in just a couple of hours. Using the iDevice while it's charging, or charging it through a computer connection, adds to the charge time.

- * The adapter you use affects the charging time. If you have multiple devices and adapters, using a higher-wattage adapter (the “bricks” are interchangeable) shortens charging time somewhat. The iPad 4 has a 12-watt adapter; earlier iPads, 10 and 12 watts; iPhone/Touch and iPad Mini, 5 watts.

Can I use my iDevice while it's charging?

That depends. First, if you've just about depleted the battery, it may need to charge for up to twenty minutes before you can even turn it on. Next, it depends on how much usage you're talking about (a quick look at something, accessing a network, full-screen brightness web browsing?) and how much charging you're doing (low- or high-wattage adapter, USB port on your computer?).

iPad: The iPad's larger battery, and greater power consumption when in use, means that the things that generally drain an iDevice's battery (*How do I make my battery last longer?*, page 9) can slurp out almost as much juice as you're putting in—sometimes, even *more*—if you're charging from a computer. This is especially true of the iPad 3 and 4, whose retina screens are power-hungry. If you must use your iPad but you also need to charge it from your computer, keep the brightness down, and network usage to a minimum.

iPhone/Touch: The iPhone/Touch is much less demanding when it comes to power, so you'll be able to charge it and use it at the same time, although heavy use can add to the charge time.

Why doesn't the “charging” icon appear when I plug in my iDevice?

If you've drained the battery *wayyy* down, it could take several minutes before the icon appears. Be patient.

Hey! I plugged in my iDevice to charge it, and it started doing a backup!

Automatic iCloud backups—if you've enabled that feature (*iCloud*, page 42)—occur once a day when your device is locked (asleep), connected to a power source, and can find a Wi-Fi signal.

When I connect my iDevice to my computer just to charge, it starts backing up and syncing.

See *Can I stop iTunes from starting a sync...?*, page 77.

How do I make my battery last longer?

The background processes that use the most power are the device's being on and being awake, the screen brightness, location-tracking,

Wi-Fi, Bluetooth, push notifications, auto-checking of many mail accounts, and the built-in speakers. So: Turn off Wi-Fi when you're not using it, turn on Auto-Brightness so the level reacts to ambient light, and set a short Auto-Sleep interval. (They're all in Settings.)

- * These things let you squeeze more time out of a battery charge. Optimizing the overall lifetime of the battery is something else, and you'll find details at the links below. But the most important one is: Run the battery through a complete charge cycle once a month—use it until it's drained, and then recharge it completely.

Check our further advice at our website, and more details at apple.com/batteries/ipad.html, apple.com/batteries/ipods.html, and apple.com/batteries/iphone.html.



We have more info on this topic, including: solutions for those too-short USB cables; adapters for the “old” 30-pin iDevice connectors and the new Lightning ones; how you can find out just where all your battery power is being spent; and more power-saving tips. Go to tekserve.com/iosfaq and check the topic **About the Battery**.

Care and Feeding

I have fingerprints and smudges all over my screen. I thought it had a special coating so that wouldn't happen?

The iPhone 3GS, all later iPhones, and all iPads have an *oleophobic* screen coating—literally “oil fearing,” more colloquially “oil-hating,” and, strictly speaking, “lacking an affinity for oils.” That doesn't mean you won't leave any fingerprints, but that they're easily wiped off.

How do I clean the screen?

A quick wipe with a soft cloth takes care of most fingerprints, and other types of schmutz. We don't *recommend* a shirt tail or soft sleeve

cuff—watch out for buttons!—or a clean but linty tissue, but let's face it: They're usually the first line of defense, and won't do any harm. In general, however, the cleaning rules are:

DO:

- Unplug cables.
- Put the device to sleep or turn it off (so you don't trigger apps while you're wiping the screen).
- Use a soft, lint-free cloth. Dry works most of the time; slightly damp—from plain water—works when dry doesn't cut through the sticky residue of your morning doughnut or bagel schmear.
- Avoid getting moisture in any openings.

DON'T:

- Use any general cleaning product *at all*. Abrasive/non-abrasive; spray-on/wipe-on; household cleaner, window cleaner, baby-bottom cleaner.... (Check tekserve.com/screen-clean for correct cleaning products and supplies.)

Should I get a case for my iDevice?

Only if you want to protect it from the slings and arrows of outrageous fortune, which can scratch the front and back of your iDevice. Check tekserve.com/covers-cases for suggestions.

What about a screen protector?

A screen protector can go beyond protecting the screen—some provide anti-glare viewing. Check tekserve.com/screen-protect for some product suggestions and tekserve.com/apply-protector for practically foolproof application directions.

Should I get AppleCare for my iDevice?

Well, here at Tekserve, we usually buy AppleCare for our own devices—and we don't get much of a discount.

Any Apple newbie should definitely consider AppleCare just for the free phone support. But with the cost of iDevices, there's a good case to be

made for the AppleCare hardware coverage, too. iDevice AppleCare covers a year, so you should consider using a credit card that doubles the manufacturer's warranty. But, wait: Check out AppleCare+.

What's AppleCare+, and should I get it for my iDevice?

For the legal nitty-gritty, check www.apple.com/legal/applecare. But here's the scoop in English:

AppleCare for iPhones and iPads is now AppleCare+. You generally must purchase it when you buy your iDevice. In addition to free phone support and doubling the hardware warranty, AppleCare+ adds *two* incidents of accidental damage coverage, at a \$50 repair cost for each. So if you drop your phone and crack the screen—or even drop it in the toilet—come to Tekserve (or go to Apple), pay \$50, and we swap your cracked or water-logged device for a like-new model. At Tekserve, it takes about 10–15 minutes.

The third time? Well, let's just say it's *not* the charm.

- * For more information about AppleCare, warranty, and other repairs, check *Problems and Troubleshooting*, starting on page 108.

The Big Topics

- **Apps**
- **Connections**
- **Security and Passcodes**
- **iCloud**
- **Siri**

Apps

Apps and the App Store

How do I buy and install apps?

You can purchase apps (or download freebies) with the App Store app on your iDevice or through iTunes on your computer. When you find a potential purchase:

On your iDevice: Tap the app icon to get details. Tap the price button and it changes to BUY APP; tap that and you'll be asked for your password. (Tapping a FREE button also triggers the password request—it's a way for the store to keep track of what you've downloaded). Supply your password, and the button changes to INSTALL APP. Once the app is installed—or if you're looking at one that you installed previously, the button is labeled OPEN so you can just get on with it.

- * Once you enter your password, the store remembers it for about 15 minutes, so if you tap another Buy Now button, you won't be asked for it.

On your computer: In iTunes, choose Store ▸ Home, and click the App Store button in the bar at the top of the window. To download an app, tap any price or Free button, and supply your password. The next time you sync your iDevice to iTunes, the app will be installed on the device if you keep the default Automatically Sync New Apps choice checked in the

Apps tab that's available when your iDevice is selected in the sidebar or from the Devices button.

I don't want my kids to take advantage of that 15-minute no-passcode window.

With a passcode set (*How do I secure my iDevice...?*, page 40), go to SETTINGS ▸ GENERAL ▸ RESTRICTIONS, tap ENABLE RESTRICTIONS and create a passcode. Tap REQUIRE PASSWORD and tap IMMEDIATELY.

If I purchase an app on my computer, what's the best way to get it onto my iDevice? Can I install it on more than one iDevice?

You can put your purchases (or freebies) on your computer and all your devices in several ways; “best” is in the eye of the user. You can:


- Sync your iDevices through iCloud or with iTunes (*Syncing*, page 73).
- Have all your purchases, no matter where you made them, automatically download to your iDevice (*What's an automatic download...?*, page 30).
- Re-download it from the App Store directly to your iDevice (*How do I re-download items?*, page 31).

* If you purchase an app from your iDevice, you can also download it to your computer, and from there sync to your other devices.

* Re-downloading is also available from the iTunes Store for music and video content. You can also re-download music from within the Music app.

Can I run an iPhone/Touch app on the iPad, and vice versa?

Yes and no, respectively. You can run iPhone/Touch apps on the iPad, but not vice versa. On the iPad, you can keep the iPhone/Touch version in its original size or tap the 2x button to enlarge it (usually to a chunky/blurry version) and the 1x button to return it to the original size.

Some apps are created as “universal” apps, optimized (at least to some degree) to scale properly for different-sized screens. In the App Store, these applications are marked with a  near the price button.

Can I download purchases to more than one device?

Yes, with automatic downloads or re-downloads to your iDevice(s) and/or your computer.


What's an automatic download, and how do I enable it?

It's one of iCloud's little miracles. When you download an app—or music or books—to any of your iDevices or to your computer, you can have it automatically downloaded to your other devices. It's important to note:

- You must turn on automatic downloads on each device where you want it to work (including your computer), and for each type of media (apps, music, books), separately.
 - * There's no auto-download for purchased movies or TV shows, but you can manually re-download those items to other devices (*How do I re-download items?*, next).
- It works only for items you purchase *after* you turn on the feature, not retroactively for previous purchases.
- It applies only to purchases from Apple's stores: the App Store, iTunes Store, and iBookstore.

To enable automatic downloads:

On iDevices: Go to **SETTINGS** ▸ **ITUNES & APP STORES**. Under **Automatic Downloads**, switch on the items you want: **MUSIC**, **APPS**, and/or **BOOKS**.



 **Avoid cellular charges for automatic downloads by setting USE CELLULAR DATA to OFF in this same pane so that auto downloads happen only when you're on a Wi-Fi network. (An item over 50MB downloads *only* when you're on Wi-Fi.)**


On your Mac: To automatically download items you've purchased on your iDevice into iTunes, choose **iTunes** ▸ **Preferences** and click the **Store** icon. Under **Automatic Downloads**, check **Music**, **Apps**, and/or **Books**. (And see *Can I back up my iDevice purchases to my computer?*, page 108.)

How do I re-download items?


For items purchased prior to activating auto-downloading, you can re-download from Apple's online stores directly to any of your devices or to iTunes on your computer.

On iDevices:

1. Start with the App Store app, the iTunes app (for music, movies, or TV shows), or the iBooks app. In iBooks, tap the Store button at the top of the “bookcase.”
2. Tap the Purchased tab or button  (if you don't see it in the iTunes app, tap More first). In iTunes, tap Music, Movies, or TV Shows.
3. Winnow the list by tapping Not On This iDevice. On the iPad, you can sort items by name or “recent-ness” using the menu in the upper right of the screen.
4. Tap a category (such as Recent Purchases) if a list is available, and then the Download button  next to the item you want.

 You can also re-download items when you're shopping around in Apple's online stores; you'll see a Purchased or Download button (instead of Buy) next to items you've downloaded before.

On your Mac: If you usually buy from Apple's stores on your iDevice and want to do a wholesale download of those purchases to your computer:

1. In iTunes, choose Store ▸ Home (your iDevice doesn't need to be connected).
2. At the far right of the window, in the first section, click Purchased; it doesn't matter what kind of media you're currently viewing.
3. In the Purchased pane, click on a category (Music, Apps, Whatever) and click the Not On This Computer tab.
4. Click the Download button  for individual items or the Download All button. Repeat as necessary for each category.

What's Game Center?

It's Apple's social-gaming network where you can play with (read: “compete against”) friends and like-minded strangers, and participate

in multiplayer games. All you need to get started is your Apple ID and a game app.

Not all games integrate with Game center; the ones that do are marked with the Game Center icon in the App Store or the iTunes Store.



We have more info on this topic, including: finding the best apps; browsing in the App Store; using redemption codes and gift cards; and preventing your kids from buying 100 more goldfish for their aquarium game. Go to tekserve.com/iosfaq and check the topic **Apps**.

Using Apps


How do I open an app?

With apologies to Elizabeth Barrett Browning, let us count the ways:

- Tap the icon on a Home screen.
- Use the multitasking bar.
- On the iPad, switch to another open app with a four- or five-finger horizontal swipe if you've turned on that option (*What are the basic touch-screen gestures...?*, page 15).
- Launch it from the Search screen (*Is there a search function ...?*, page 22).
- Tell Siri to open it for you (*Will Siri open apps for me?*, page 47).


What's the multitasking bar?

It's a quick way to get at apps you've used recently.

Double-click the Home button  to see the multitasking bar at the bottom of the screen. Swipe the bar to see all its contents, and tap the app you want.

On the iPad, you can show and hide the multitasking bar with a four- or five-finger vertical swipe—up to show it, down to hide it—if you've turned on this special option (*What are the basic touch-screen gestures...?*, page 15).

How do I quit an app?

Well, actually, you don't; there's no Quit command. You just do something else: Press the Home button  to go to a Home screen, use the multi-tasking bar, or ask Siri to open a different app. On the iPad, use a four- or five-finger pinch to go to the Home screen if you've turned on that option.

- * You can force-quit an app when it freezes, or if you want to prevent it from using location services in the background (*Quit an app*, page 115).

Anything special I should know about using apps?

Yes—so glad you asked. Many apps have preference settings that control things as varied as the information Safari uses for auto-filling web forms, the font the Notes app uses, and all sorts of settings for games. Some of these preferences aren't available within the app—nor is there even a clue that such preferences exist.

So, open the Settings app, and if your app is listed there, tap it to see your choices.

Updating and Deleting Apps

How do I know when an app has an update?

Your App Store app will display a numbered badge indicating how many of your downloaded items have updates available.

How do I update apps?

From the iDevice: When there are updates waiting, open the App Store app and tap the Updates button at the bottom of the screen. Then, either update individual items in the list (you don't have to wait for one download to finish before tapping another one) or tap Update All at the top of the screen.



- * Wait until you have a Wi-Fi connection, to avoid cellular charges for downloading updates.

From iTunes: Your iDevice doesn't have to be connected until you're ready to sync the updates. If the sidebar is open, a number next to Apps indicates how many have updates waiting; click Apps if you need

updates. If the sidebar is closed, click the Library button at the far right of the bar near the top of the window to open its menu (it lists categories in your library, such as Music, Movies, and TV); if there's a number next to Apps, select it.

With the apps showing in the window, click the Check for Updates button (sometimes it's "Updates Available") at the bottom of the window. With the to-be-updated apps showing, click individual Get Update buttons or the Download All Free Updates button at the top of the screen.

How do I delete an app?

Touch-and-hold the app's icon until all the icons go into jiggle mode, tap the Delete button  and confirm the delete. Press the Home button  to stop the jiggle. All the app's data, such as your all-time high score, (and, say, your spreadsheets, so make sure you have backups) is also deleted.

To remove an app from your iDevice on an upcoming sync with iTunes, select the device in the sidebar or with the Devices button, click the Apps tab, and click the Remove button next to the app's name. It changes to Will Remove until the sync, and to Install afterward.

I'm not getting the red Delete button on all my apps in jiggle mode.

Apple's default apps, such as App Store, Notes, Safari, and so on, can't be deleted, so they don't get Delete buttons. (If there are default apps you don't use, put them into a folder to get them out of your way.)

I deleted an app by mistake. Do I have to buy it again?

No. You can re-download it for free (*How do I re-download items?*, page 31) at any time, as long as it's still available in the App Store; if you have it stored in iTunes, you can re-sync it.

Organizing Icons and Home Screens

How many Home screens can I have?


You can have up to 11 Home screens. New ones are automatically created if a screen overflows as you add apps to your device. A line of dots just above the Dock shows you how many Home screens you have; the white one indicates which one you're on.

Move from one screen to another by flicking through the screens, or by tapping on either side of the row of dots to move in that direction.


How do I rearrange my app icons?

Touch-and-hold any icon on the screen until they all start jiggling. The one you're touching swells with pride; as you drag it to a new position, the others scramble out of the way. To move an icon to a different Home screen, drag it to the left or right edge of the current screen, and hold it there until the target screen slides into view. Keep dragging an icon to the right until all the current screens slide by, and you create a new Home screen.

How do I change what's on the Dock?

The iPhone/Touch accommodates four icons on the Dock, and the iPad six. Make room on the Dock by removing an icon currently there: Touch any icon to go into jiggle mode, and then drag icons on and off the Dock. Press the Home button  to stop the jiggle.

How do I create and use folders for my apps?

Create a folder: You can't create an empty folder and then move stuff into it, but you can make one by starting with two apps you want in the same folder. Touch-and-hold an icon until your icons start jiggling, and then drag one icon on top of another; they'll combine into a single icon. To accept the suggested name for the folder, tap anywhere on the screen to close the folder; to edit the name, tap in the name field and type. To stop the jiggling, press the Home button .

Put something in a folder: Enter jiggle mode and drag items into the folder.


Remove an item: Tap to open folder, touch-and-hold an icon for jiggle mode, and drag out the icon.

Rename a folder: Tap to open the folder, touch-and-hold any icon for jiggle mode, tap in the name field, and type.

Delete a folder: Drag out all its items, one at a time, and the folder disappears.

I lose track of where my gazillion app icons are. How can I find one quickly?

If you only want to launch an app, you don't have to find the icon first:

1. Go to the Search screen: From the main Home screen, flick to the right or press the Home button .
2. On the Search screen, type enough of the app's name for it to be included in the results list. You don't have to type the beginning of its name: *friends* finds *Words with Friends* (which will be listed as *Words!*). But you do have to use the beginning of words in the name (*ends* won't find *friends*) unless there's a capital in the middle of the name (*tunes* finds *iTunes*). The hit list includes the name of the folder a found item is in.
3. Tap the app in the list.

* If you use this procedure often, you should make Apps the first category for Spotlight search results. See *Is there a search function?*, page 22.



We have more info on this topic, including: a shortcut to the Search screen; tricks for reorganizing your icons more easily; and how to use iTunes to reorganize your Home screens or find a specific app icon. Go to tekserve.com/iosfaq and click on **Apps**.

Connections

Wi-Fi

What's Airplane mode and how does it work?

Airplane mode turns off Bluetooth, Internet, Wi-Fi, and phone connections, saving you the trouble of doing that individually. You can turn Wi-Fi back on separately when it's allowed on your flight.

Go to **SETTINGS** ▸ **AIRPLANE MODE** and tap it on or off. Turning off Airplane mode turns all your connections back on. To switch just Wi-Fi back on, go to **SETTINGS** ▸ **WI-FI**.

How do I connect to a Wi-Fi network?

Turn on Wi-Fi in **SETTINGS ▸ WI-FI**. Then, if you're not automatically asked if you want to join a specific local network:

1. Go to **SETTINGS ▸ WI-FI** and wait a bit for any local networks appear in the list.
2. Tap the network you want.
3. Enter the password, and tap the **Join** key on the keyboard.

What do I need for a Wi-Fi network at home?

Apple makes three Wi-Fi base stations for your home network: Airport Express, Airport Extreme, and Time Capsule. Check the specs at tekserve.com/wifi-base.

Are Wi-Fi networks secure?

Not entirely—you're sending usually unencrypted information out into the ether. Check the details at tekserve.com/wifi-secure.



We have more info on this topic, including how to: prevent being nagged to join every Wi-Fi network around; stop your iDevice from trying to connect to a network that no longer works; and use your iDevice with a VPN connection. Go to tekserve.com/iosfaq and check the topic **Connections**.

Bluetooth

How do I pair my iDevice with a Bluetooth headset or keyboard?

1. Put the Bluetooth device in “discover” mode. This usually requires holding down a special button for a while. (Try any button that doesn't have an obvious function; if all else fails, check the device's instructions).
2. On your iDevice, go to **SETTINGS ▸ GENERAL** and set **BLUETOOTH** to **ON**.
3. In the Bluetooth pane, tap the device in the list, where all currently discoverable devices show up.
4. If you're asked to type a passkey code, enter it. If you don't know what the code is, try the general-purpose, four-zero 0000. Or, you may get

a simpler “Pairing Request” dialog on the discoverable device (a computer, for instance) asking if a code number matches the one showing on the iDevice, and you can choose Yes or No.

5. Wait (sometimes up to two minutes) for the devices to establish their friendship through Bluetooth communication.

Can I “unpair” a device?

Go to **SETTINGS** ▸ **BLUETOOTH**. Turn Bluetooth on if necessary, tap the Details button ⓘ next to the device, and tap **FORGET THIS DEVICE**.

Why “Bluetooth”?!

Harald “Bluetooth” Gormsson, king of Denmark from about 935 to 985, was supposedly known for getting warring factions to communicate—and also, apparently, for his less-than-royal dental hygiene. The Bluetooth logo ⚓ is a combination of the Nordic runes for H and B.

Cellular

How do I connect to a cellular 3G/4G network?

Go to **SETTINGS** ▸ **CELLULAR DATA** ▸ **VIEW ACCOUNT**. Fill in all the information you’re asked for—and make sure you know what you’re signing up for! It could take a minute or two before you get a confirming dialog saying that your plan has been initiated or updated.

How do I tell how much cellular data I’ve used?

You can check both your cellular data usage and call times in **SETTINGS** ▸ **GENERAL** ▸ **USAGE** ▸ **CELLULAR USAGE**.

How can I avoid unplanned roaming charges when I’m travelling abroad?

Check our website tekserve.com/travel-outside for advice.

Personal Hotspot (Tethering)

What’s a “hotspot”?

A hotspot is a place you can access the Internet through a Wi-Fi connection—whether for free or a fee.

What's "tethering"?

Tethering is a connection (with a USB cable, Wi-Fi, or Bluetooth) between devices so that the one with a cellular Internet connection (perhaps an iPhone) can share it with a device that doesn't (a Wi-Fi-only iPad, for instance).

In iOS, the providing-the-connection end of tethering is called Personal Hotspot.

Can my iDevice handle personal hotspot? What type of connections can it use?

No matter your iDevice, you must have a hotspot tethering plan from your cellular carrier. Some let you use your existing data allowance for tethering at no extra charge (unless you exceed your data plan); others charge a monthly fee. Check with your carrier.

These are the devices that can do personal hotspot, and their connection options:

	USB	Bluetooth	Wi-Fi
iPhone 3G, 3GS	✓	✓	
iPhone 4 or later	✓	✓	✓
iPad 3 or later, Wi-Fi + Cellular	✓	✓	✓

How do I use my iDevice as a personal hotspot?

Turn it on: Go to **SETTINGS ▸ GENERAL ▸ NETWORK** and tap **PERSONAL HOTSPOT**. If you get "Set Up Personal Hotspot," contact your wireless carrier for configuration information.

Set up a password: Setting up a password for your Personal Hotspot is not optional! Go to **SETTINGS ▸ PERSONAL HOTSPOT** or **SETTINGS ▸ GENERAL ▸ NETWORK ▸ PERSONAL HOTSPOT** and tap **WI-FI PASSWORD**.

Connect a device: A cabled connection is obvious, and a Wi-Fi connection should be automatic. For a Bluetooth connection, go to **SETTINGS ▸ GENERAL ▸ BLUETOOTH** and pair the devices.

Disconnect a device: Turn off Bluetooth, unplug a cabled device, or turn off Personal Hotspot in **SETTINGS ▸ GENERAL ▸ NETWORK**.

Security & Passcodes

How do I use auto-lock? Wait! What *is* auto-lock?

Your iDevice goes to sleep if you've ignored it for a while so it can save battery power. Since you must slide the Unlock control when you wake it up, this is also referred to as being “locked,” and because it happens automatically...

You can set the interval for your device's nap time: Go to **SETTINGS ▸ GENERAL ▸ AUTO-LOCK** and tap the time you want. (If you choose NEVER, you'll eventually regret it.)

- * If you're on a corporate Exchange account, you may not see a “Never” option if it's been disallowed by your administration.

There are several things you can do with your iDevice without unlocking it, even if a passcode is set, such as play music, take pictures and video, use Siri and Passbook, and receive calls and use Reply With Message on your iPhone.

How do I secure my iDevice with a passcode?

If you use a passcode on your iDevice—and we *strongly* urge that you do!—you'll be asked to enter it every time you slide to unlock your device. You can skip using a passcode entirely, or turn it on or off for any period of time. To set a passcode:

1. Tap **SETTINGS ▸ GENERAL ▸ PASSCODE LOCK**.
2. Decide if you want a Simple Passcode (a 4-digit number) or a more complicated one. For the simple version, move the **SIMPLE PASSCODE** slider to ON.
3. Tap **TURN PASSCODE ON**.

4. Enter a your passcode and re-enter to confirm it. It will take a few seconds for the numeric keypad or keyboard to disappear.
5. Tap REQUIRE PASSCODE to define how long the device can sleep before it requires a passcode on awakening. (You're sure to hate "Immediately" and "1 minute.") Tap the PASSCODE LOCK button at the top of the screen to return to the main pane.

Is the passcode only for unlocking the iDevice?

You can set options so that a passcode is necessary in a variety of situations, such as browsing with Safari and installing or deleting apps. The list of passcode-eligible options are in SETTINGS ▸ GENERAL ▸ RESTRICTIONS. Tap ENABLE RESTRICTIONS and then turn specific ones on or off.

What if someone gets my iDevice and tries to guess my passcode?

We'll skip the standard lecture on making your passcode easy to remember but hard to guess. When an incorrect passcode is entered, the iDevice displays the message "Wrong passcode, try again." After a few failed attempts, it says "iDevice is disabled, try again in 1 minute"; then it changes to longer wait times. After several more tries, the iDevice won't let that poor excuse for a human being even attempt another guess unless the device is connected to the computer where it was last synced. You can set your iDevice to automatically erase itself after ten failed attempts by enabling the self-destruct sequence (sans Majel Barrett-Roddenberry's countdown): Go to SETTINGS ▸ GENERAL ▸ PASSCODE LOCK and tap ERASE DATA.

What if I forget my passcode?

Perhaps we shouldn't have skipped the "easy to remember" part of the lecture after all. If you forget your passcode, you have to wipe out your iDevice so you can start out with no password enabled, and reinstall everything (*Restore Your iDevice*, page 116).

What if someone gets my iDevice and I didn't put a passcode on it?

You can set a passcode remotely if the device is on and connected to the Internet or a cellular network by using Find My iDevice; details are on our website.



We have more info on this topic, including: how to use Find My iDevice for a lost or stolen device, and how to securely erase a device before selling or donating it. Go to tekserve.com/iosfaq and check the topic **Security and Passcodes**.

iCloud

What is iCloud?

Apple's web-based iCloud offers many features:

- **Syncing:** Keep information synced among all your iDevices and your computer, and even access that information through any Web browser.
- **Backups:** Back up your purchased content, photos and videos in the Camera Roll, text-message history, and crucial iDevice setup information.
- **Photo Stream:** See all your recent photos on all your devices.
- **Email:** Get a free @icloud.com address.
- **Find my iDevice:** A way to track the location, and even remotely lock or erase, a lost or stolen device. (The how-to is at tekserve.com/faq in the topic Security & Passcodes.)

iCloud also cut the apron strings that originally tied an iDevice to a computer, allowing everything from the initial setup to full backups to be done directly through wireless communication with iCloud.

What does it cost?

You get 5 gigabytes of space on iCloud for free. Additional space comes at an annual fee; at the time of this writing, that's \$40 for 20GB or \$100 for 50GB.

- * You get 5GB free for your *account* (your AppleID), not for your *iDevice*. The 5GB is shared if you have multiple devices.

5GB isn't much these days, is it?

No, it's not, but much of your data is not counted against the 5GB limit. Apps, books, music, movies, and TV shows that you purchase through Apple's online stores don't count toward the total, nor does anything in your Photo Stream. And, if you use iTunes Match (*What's iTunes Match?*, page 88), any of your personal music that also exists in Apple's iTunes library is grabbed from the library and so doesn't count towards the limit.

On the other hand, if you're going to use iCloud for backups and you have lots to back up, 5GB disappears about as quickly as you can say "iCloud."

How do I get going with iCloud?

Sign up: You probably signed up for an iCloud account when you set up your iDevice. If you have an email address at *icloud.com*, *me.com*, or *mac.com*, that's your iCloud account. If not, go to **SETTINGS ▸ GENERAL ▸ ICLOUD** and tap **ACCOUNT**.

Turn it on: Go to **SETTINGS ▸ ICLOUD** and turn on the services—which apps you want synced, Find My iDevice, and so on. On your Mac, open System Preferences, go to the iCloud pane, and check the items you want to activate. For a PC, download the iCloud control panel from support.apple.com/kb/DL1455, run *iCloudSetup.exe* if it doesn't open automatically, and check the desired services.

How does iCloud syncing work?

That's covered in the Syncing topic, which starts on page 73.

Siri

What (*who?*) is Siri?

It's your digital "personal assistant." Siri lets you do many things with your iDevice just by speaking—ask general questions, respond to emails, send text messages, check the weather, look up something on the Web, create a Reminder or a Calendar event... the list goes on and on. You can even use Siri to open apps on your iDevice with a voice command.

You need a Wi-Fi or 3G connection so that what you say can be analyzed and replied to by Apple's data centers.

- * Siri is not a “she”; Apple uses “it” when referring to Siri. We're tempted to blame the female-voice approach—for English and many other languages—on a half-century of secretarial sexism, but suspect the real culprit is Star Trek in all its incarnations (including the reboot).

Which iDevices have Siri?


Siri needs, *at least*: iPhone 4S, iPad 3, or iPod Touch 5. (The iPad Mini has it, too.)

Is Voice Control the same as Siri?

No. Voice Control is built into iPhone 3GS and later and the iPod Touch and later (and not on iPads at all). It's chiefly to control your music playback, and can also be used to make FaceTime calls, and phone calls when Siri's not available. It has a limited but serviceable repertoire of commands for those purposes. See tekserve.com/iosfaq for more details.

How do I talk to Siri?

Make sure Siri is turned on, in **SETTINGS ▸ GENERAL ▸ SIRI**. Decide if you want Siri available when your iDevice is locked with a passcode, and set your preference in **SETTINGS ▸ GENERAL ▸ PASSCODE LOCK**, under **Allow Access When Locked**. Then:

- Press and hold the Home button  until you hear a double *brp*.
- Bring an iPhone up to your ear to get the double beep if you've turned on **Raise to Speak** in **SETTINGS ▸ GENERAL ▸ SIRI**.
- If the Siri popover is open, tap the microphone icon.
- If you're using a headset, press and hold the call button (for Bluetooth) or the center button each time it's your turn to talk.

Pause, or tap the microphone icon to bypass that wait, to let Siri know you've finished speaking so it can process what you said. If it's processing your speech too long, tapping the microphone cancels it.

What if Siri doesn't understand me?

In general: Try, try again. And again. (And sometimes again. And again.) Siri learns how to interpret your speaking style over a period of time. (If you turn off Siri at any point, it will forget what it has learned about your voice.)

For specific instances of misunderstandings, correct Siri by voice: I meant Doctor Rudman · Change it to 10 at night. In some cases, you can tap Siri's speech bubble and edit its text.

What kinds of things can I ask Siri?

There are so many things you can ask Siri, it's not even remotely possible to list them all in a book this size. You can ask for general or specific information, or interact with some of your apps. So, for instance:

- Is it going to rain today? · Do I need an umbrella tomorrow?
- Remind me to get yogurt when I'm at the store · Where's the closest Starbucks?
- Check email · Read my new messages · Tell my sister I'll be an hour late
- Make an appointment with Destiny tomorrow at noon

✱ You can even ask Siri what you can ask Siri! Ask "What can you do?" or tap the Info button when Siri opens and you'll get a list of examples.

Sometimes Siri's too loud... and other times, not loud enough.

This might be our favorite factoid in this book: You can change Siri's volume—both the *brp-brps* and its voice—by adjusting your iDevice's volume when Siri's on the screen! This doesn't affect the overall volume setting.

How will Siri know who I am, and where I live and work?

You have to tell it. Go to **SETTINGS** ▸ **GENERAL** ▸ **SIRI** ▸ **MY INFO** and tap your name in the Contacts list. (Not there? Go to the Contacts app and put yourself in it.) Make sure your home and work addresses and phone numbers are filled in on your Contacts card.

How—and why—do I identify people in Contacts for Siri?

You can use just the first or last name, but using the full name you put in Contacts makes it more likely you'll get the correct contact the first time without being asked *Which David do you want?* For your convenience, set up nicknames and/or relationships for people you refer to often.

Identifying people isn't just for phone call convenience: It can also be used, for instance, to make appointments or reminders, or for email or messages, or to ask things like "When is my brother's birthday?"

How do I define a nickname?

1. In Contacts, go to the person's entry and tap the Edit button.
2. Scroll to the bottom and tap ADD FIELD.
3. Scroll if necessary to find, and then tap, NICKNAME.
4. Type in the nickname and tap DONE.

The nickname appears at the top of the contact entry—without a label like other fields—directly beneath the person's name.

How do I define a relationship using Siri?

To define a relationship, start with an entry in Contacts for the person, and refer to the person with the full name (or nickname). Then, let Siri set up the relationship for you:

- **Start with a command:** For common relationships, say something like *Call my brother*. If Siri doesn't know who that is, it asks *Who is your brother?* and looks up the name you give. Confirm it's correct, and you'll get *Do you want me to remember that Esau is your brother?* When you agree, the name is added to your Contacts card with the relationship label.

If you go beyond common relationships, with something like "Call my best friend," Siri will be very confused and will look for a contact whose name sounds like "best."
- **Start with a statement:** Simply tell Siri about a common relationship: *Oedipus is my son*. Siri asks, *Do you want me to remember that Oedipus is your son?* If you say Yes, Oedipus will be listed on your

personal card as your son. This works only with the common relationships that Siri already understands.

- **Define a non-standard relationship:** Tell Siri about any relationship you want to define, using the *So-and-so is my whatever* approach: Ron Weasley is my best friend · Cain is my older son · Vito is my godfather.

Will Siri open apps for me?

Yes, and not just Apple's apps. Just say something like *Open Reminders* or *Open Contacts*. The keywords *launch* and *start* also work. If there's any ambiguity, Siri asks you to resolve it: *Which of these would you like? Auditorium or Auditorium Lite?* You can tell Siri the answer or tap it in the list provided.

What can Siri do with phone calls and individual apps?

So much! For phone calls, see *How do I use Siri or Voice Control to make calls?*, page 58. For other apps, such as Mail, Messages, Calendar, Reminders, Music, and Clock (for alarms), go to tekserve.com/iosfaq and check the Siri topic.

But, since we have some extra room on this page, here are some examples of what you can ask and say about your music:

- Play · Play music · Pause · Pause music · Next song · Previous song · Shuffle · Stop music
- Play album [name] · Play artist [name] · Play [song name] · Play playlist [name]
- What's playing? · What song is this? · Who sings this song? · Who's singing this song? Who is this song by?
- Genius · Play more like this · Play more songs like this

Some Smaller Topics

- **Location Services**
- **Notifications**
- **Peripheral Issues... Literally**

Location Services

What's all this fuss about Location Services?

For some apps, the three most important things are location, location, and location. If your iDevice doesn't know where it is, it can't, among other things: place you on a map; give directions to somewhere starting from your current location or vice versa; provide a local weather or traffic report; tag photos and videos with location data; let other iDevices track it through Find My Friends; or let you know where it is if you've lost it.

In addition, many Siri services rely on knowing your location: finding the nearest cup of coffee, for instance, or triggering reminders when you "get home" or "leave work."

Any device that runs iOS 6 can use Location Services. Turn it on or off in **SETTINGS ▸ PRIVACY ▸ LOCATION SERVICES**.

Can I use Location Services for some apps, but not for others?

Yes. **SETTINGS ▸ PRIVACY ▸ LOCATION SERVICES** lists all the apps that want to use your location; turn it on or off for each individually. If you use an app for which you've not turned on the service, it may ask you for permission to use your current location when it opens.

How does my iDevice know where I am?

Well, first, it only knows where you are if it's with you. It figures out where *it* is based on what communication channels are available to the device and are available at the time:

- GPS (Global Positioning System) and cellular location data is available for iPhones and for iPads with cellular capability.
- Wi-Fi location data is available to any iPhone, iPod Touch, or iPad running iOS 6.



We have more info on this topic, including: how your iDevice figures out where it is; what you can do to make GPS more accurate; and concerns about Apple's being able to track your location. Go to tekserve.com/iosfaq and check the topic **Location Services**.

Notifications

What are notifications?

Notifications, sometimes also referred to generally as alerts, bring important things to your attention no matter what you're doing on your iDevice. Notifications come in three different forms:

- An *alert* pops up in the middle of the screen and stays until you deal with it, either by dismissing it or asking for details.
- A *banner* is a more discreet note across the top of the screen which goes away by itself after a few seconds.
- A *badge* is a hard-to-miss circle affixed to the corner of an app icon. There's usually a number in it indicating how many items are clamoring for your attention—emails or messages, for instance. An exclamation point indicates a problem; Messages, for instance, may not have been able to send your last text.

You can allow or deny apps the privilege of notifying you, choose what method they should use, and assign a sound to each. You can decide whether they should be displayed when your screen is locked and how many should be listed in Notification Center.

When I get a notification alert on my lock screen, I unlock the screen but lose the notification.

It's not lost—it's still in the Notification Center. But you can go directly to a notifying app from the lock screen: Slide the app icon in the notification to the right, the same way you use the unlock slider.

Where do I set the options for an app's notifications?

Go to **SETTINGS** ▸ **NOTIFICATIONS** and tap the name of the app. You'll find the options just described—and a few more. Some apps also offer notification options within the app itself.

Where's the Notification Center? How does it work?

The Notification Center rounds up all the pending notifications in an always-available list. It's hidden at the top of your iDevice screen—bring it into view by dragging the invisible handle downward. (We're only half-joking; there's nothing to indicate anything's there, but if you swipe down—or use a quick flick—starting just above the screen or at its top edge, the Notification Center opens.) Dismiss it with a flick from the bottom of the screen.

I have weather and stocks showing in Notification Center on my iPod/Touch, but not on the iPad.

At this point, those apps, and their Notifications “widgets” are available only on the iPhone/Touch. Turn them off on your smaller device in **SETTINGS** ▸ **NOTIFICATIONS**; tap the widget name and set it to **OFF**.

I need to silence notifications for a while.

Go to **SETTINGS** ▸ **GENERAL** and set **DO NOT DISTURB** to **ON**; set the Do Not time to recur if you want to be left in peace every night. (The moon sliver in your status bar indicates Do Not Disturb is active.) *When your iDevice is locked*, notifications are not accompanied by sound, although alarms still ring.

Peripheral Issues... Literally

How do I use a real keyboard with my iPad?

Keyboards made for the iPad are generally Bluetooth, so you simply “pair” one with the iPad (*How do I pair my iDevice...?*, page 37) and start typing.

Can I use a stylus with my iDevice?



Yes, and there’s a wide variety to choose from: different colors, sizes, and some even with lanyards that attach to your iDevice’s earphone jack. They’re good not only for sketching, but for long subway rides on cold days when you don’t want to take off your gloves just to turn a page in your ebook—unless you have special gloves with conductive fingertips. Check out both on our site: tekserve.com/stylus and tekserve.com/gloves.

How do I connect my camera to my iPad?

For iPads prior to iPad 4, Apple’s iPad Connection Kit provides both USB and card-reader adapters that plug into your iPad so you can connect a camera that has a USB connector, or insert a camera’s SD card. The iPad 4 doesn’t use a connection kit; you can get a USB connector, an SD adapter, or both.

With a connection or adapter, the Photos app will let you see what’s available and save items onto your iPad. Check tekserve.com/connectkit for details on the kit.



Can I print from my iDevice?

In apps that support printing, use the Share button  or the seemingly nameless “do this” button  and tap print. Oh—you need a printer that supports AirPrint technology, too, and your iDevice and the printer must be on the same Wi-Fi network.

Check tekserve.com/airprinters to see what’s available.

How do I show what's on my iDevice on a TV or with a projector?

There are two ways: wirelessly with AirPlay Mirroring (we always prefer the wireless route) or with an adapter that lets you connect to standard AV cables. Check tekserve.com/tv-project for the hardware and cables mentioned here.

AirPlay: You'll need an Apple TV, a TV or projector with an HDMI input, and a mirroring-capable iDevice—iPhone 4S or later, iPad 2 or later (including the Mini), or iPod Touch 5 or later—all on the same Wi-Fi network. Once you're set up, you start the mirroring with a double-click of the Home button ; swipe to the far left of the multitasking bar, tap the AirPlay button , select your Apple TV, and set Mirroring to ON.

Wired: Use either a VGA or Digital AV (HDMI) adapter that's compatible with your device (iPad Mini and iPad 4 need Lightning adapters).

- * VGA is analog; HDMI is digital and, unlike VGA, carries audio over the same cable. Some purchased videos (such as movies from the iTunes Store) won't work with VGA due to copy protection that requires a digital signal. Use HDMI if you can.

Will the TV/projection screen show exactly what's on the iDevice?

Some apps don't allow their content to be mirrored at all. On the other end of the spectrum, Apple's Keynote shows only the presentation on the screen, while the device displays controls, the time, and speaker notes.

Communications

- **iPhone Calls**
- **Email**
- **Messages & iMessage**
- **FaceTime**

iPhone Calls

How can I avoid unplanned roaming charges when I'm travelling abroad?

General advice first: Always, always, *always* check with your carrier for information about the availability of international roaming, and its fees. Keep in mind that your iPhone or cellular-capable iPad can be hitting the cell network when you think it's using Wi-Fi for Internet access.

Turn off roaming for voice: Turn it off in **SETTINGS ▸ GENERAL ▸ NETWORK**. There were some early reports of this setting not “sticking,” so it wouldn't hurt to check it occasionally—or frequently—until you're sure of it.

Turn off roaming for data: Turn it off in **SETTINGS ▸ GENERAL ▸ NETWORK**.

Remove the SIM card: If your cellular-capable device uses a SIM card (the iPad 3, and some iPhones) and you don't intend to use it for calls because you'll be getting a temporary local phone, take out the card. You'll still have Bluetooth and Wi-Fi capability.

- * Cellular hookups—for calls or Internet access—are a great convenience when you're travelling outside the country, but can be very expensive unless you plan ahead. See our special [Traveling Outside the USA](http://tekserve.com/travel-outside) page at tekserve.com/travel-outside for information.

Where can I change the basic ringtone?

In **SETTINGS ▸ SOUNDS ▸ RINGTONE**.

How do I assign a ringtone to special incoming calls?

In the Contacts app, go to the special person, tap the Ringtone field, and choose from the list.

There's not a lot of good choices for ringtones.

But, to coin a phrase, there's an app for that. There are, in fact, several. Peruse the App Store (*How do I buy and install apps?*, page 28) or check tekserve.com/best-apps.

✱ You can create ringtones in GarageBand, which comes with every new Mac.

How do I adjust or mute the ringer volume?

The obvious approach: use the Ring/Silent switch and the Volume buttons. But check *How do I adjust the volume?*, page 20, and *Can't I just mute...*, page 21, for details, including the interactions among sound settings, alarms, and alerts.

What's "Vibrate on Ring" and "Vibrate on Silent"?

These two options, in SETTINGS ▸ SOUNDS, under Vibrate, each have ON/OFF settings. Vibrate on Ring means your iPhone will vibrate as well as ring when the ring is on (with the Ring/Silent switch); that's handy when you're in a noisy environment and the phone is in your pocket. Vibrate on Silent means it vibrates when the ringer is off—a necessity in most cases.

Can I change the vibration? And maybe assign different vibrations to different people?

Yes and yes. *And* you can go even further, by creating your own good, good, good vibrations!

Choose a different default vibration: Go to SETTINGS ▸ SOUNDS ▸ VIBRATION and pick one.

Assign a vibration to an individual:

1. Enable custom vibrations: Go to SETTINGS ▸ GENERAL ▸ ACCESSIBILITY and turn on CUSTOM VIBRATIONS.

2. In Contacts, select the person, tap EDIT, then find and tap VIBRATION.
3. Select the vibration pattern you want and tap DONE.
4. Tap DONE on the Info screen.

If you turn off Custom Vibrations in Accessibility, the Vibration field disappears from everyone's contact information (and, of course, the feature is no longer available). But if you turn Custom Vibrations back on, the information reappears for each contact.

How do I create custom vibrations?

1. Enable custom vibrations: Go to SETTINGS ▸ GENERAL ▸ ACCESSIBILITY and turn on CUSTOM VIBRATIONS.
2. Go to SETTINGS ▸ SOUNDS ▸ VIBRATION and tap CREATE NEW VIBRATION.
3. Tap out a pattern (really—is that cool, or what?!) and tap STOP.
4. Tap PLAY to check it. If you don't want to save it, tap RECORD to try again or tap CANCEL at the top of the screen. To keep it, tap SAVE, give it a name, and tap SAVE in the dialog or DONE on the keyboard.

Be careful: There's no difference between the patterns for the song phrases "Happy birthday to you" and "O-oh, say, can you see?" (Did you just tap them out to check?)

How do I redial a number?

Redialing the last number you called is not as direct as most users would like it to be, and even then works only under certain circumstances.

If you're in the Phone app, with the keypad displayed, tap Call twice: first to recall the number, and then to dial it. If the keypad isn't displayed, tap Keypad at the bottom of the screen and then tap Call twice. If you're not in the Phone app, open it, tap Keypad.... (See what's happening?)

And, redialing like this works only if you dialed (okay, *tapped*) the last number: If Siri made the call for you, it won't come up on the keypad. If Siri made the last call, use Recents at the bottom of the Phone app screen and select the number you want.

In fact, unless you are immediately redialing a number you just entered yourself, it's easier, and less error-prone, if you just go to Recents to try again.

How do I handle a second incoming call?

When Call Waiting is on, as it is by default, you can:

- **Ignore the incoming call:** Tap Ignore.
- **Hold the current call and answer the second:** Tap Hold Call + Answer.
- **End the current call and answer the second:** With some carriers, tap End Call + Answer; for others, tap End Call, wait for the ring, and then tap Answer or drag the slider.

Can I somehow grab a phone number that's in an email, or on a website, or in another document?

Your iPhone recognizes phone numbers in lots of places; tap a phone number, and place the call. Touch-and-hold a phone number, and you'll be given the chance copy it.


No matter where you might copy a phone number from, you can easily paste it into the Phone app: touch-and-hold the phone-number area above the keypad, and choose Paste from the popover.

Can I do conference calling?

This capability depends on your carrier, but you may be able to conference up to five people:

1. Make the first call.
2. Tap ADD CALL and make another call (the first is automatically put on hold).
3. Tap MERGE CALLS.
4. Repeat the previous two steps as necessary.

During the conference, you can:


- **Cancel one person:** Tap CONFERENCE, tap the Phone button  next to the number, and tap END CALL.
- **Speak privately to someone:** Tap CONFERENCE and then tap PRIVATE next to the number. Tap MERGE CALLS to go back to the communal call.
- **Add another person:** Tap HOLD CALL + ANSWER, and then tap MERGE CALLS.

- * The conference call uses only one line when your carrier provides conference calling; you still have another, separate line available for incoming and outgoing calls. (And good luck with *that!*)

Can I look up info while I'm on a call?

First, let us point out that it's *really* hard to look at the screen if the phone is against your ear. Second, it depends on where you're looking up the information.

Using the Internet: Simultaneous voice and data capability depends on your carrier.

Using apps: You can open an app—press the Home button  to go back to your Home screen to open it, or double-click for the multitasking bar—and look up something in, say, Contacts. (Or play a game during a boring conversation.)

To get back to the Phone app after you've done something else, tap the “Touch to return to call” bar at the top of the screen.

How do I turn on special features, like call forwarding?

The way you activate Call Forwarding, Call Waiting, and Caller ID depends on your carrier. Here are two methods for each; if you can't use the first one because there's no such option in **SETTINGS ▸ PHONE**, use the second one.

Call forwarding:


- Go to **SETTINGS ▸ PHONE ▸ CALL FORWARDING** and turn it on.
- On the phone keypad, enter *72 and the number you want your calls forwarded to, and tap Call. Wait for the confirming beeps; the call ends automatically. To turn off call forwarding, enter *73 and tap Call.

Call waiting: When Call Waiting is off, a second incoming call goes directly to voicemail.

- Go to **SETTINGS ▸ PHONE ▸ CALL WAITING** and turn it on or off.
- If you have no Call Waiting setting, it's on by default. Turn it off for a single call by entering *70 followed by the number you're calling.

Caller ID:


- Go to **SETTINGS ▸ PHONE ▸ SHOW MY CALLER ID** and turn it on.
- If you have no Caller ID setting, it's on by default. Turn it off for a single call by entering *67 followed by the number you're calling. The other end sees "Blocked Call" instead of your number.


 Your number is always displayed on a FaceTime call, no matter the Caller ID setting.

I don't use a passcode on my iPhone because I'm afraid that, in an emergency, it would take too long to enter, or that I'd forget it entirely.

We really, really, really urge you to set a passcode on your iPhone (*How do I secure my iDevice with a passcode?*, page 40). Neither of the two reasons you mention are deal-breakers when it comes to that.

If your iPhone is locked—or it's somebody else's iPhone and you need to make an emergency call—you can tap the Emergency Call button on the lock screen, enter the number (such as 911), and tap the green button.

With some carriers, the iPhone then goes into Emergency Call Mode, allowing a call back from the emergency service. To exit this mode, tap the Back button, press the Home button , or use the keypad to dial a standard number.

 Actor @NathanFillion took a lot of flak on Twitter when a plot point on a *Castle* episode centered on his not being able to make an emergency call because an iPhone was locked. Not one of the writers, cast, or crew knew about this? *Seriously?*

How do I use Siri or Voice Control to make calls?

Basically, say **call** or **dial** and then the number or the name (or relationship or nickname if you're using Siri), and, if needed, specify **home**, **mobile**, or **work**. (*How do I define a nickname?*, page 46; *How do I define a relationship using Siri?*, page 46.)

You can just say the phone number, too, as separate digits (with the exception of the 800 area code, for which you can say **eight hundred**).

For instance: Call Penelope at home · Call my brother, mobile · Call Philip Morris at work · Dial home · Dial nine seven three...

- * If you change your mind about making a call after you've told Siri to make it, you can cancel it by pressing the Home button before the Phone app opens.



We have more info on this topic, including how to use Do Not Disturb to block all but specified calls and how to remember to return declined calls. Go to tekserve.com/iosfaq and check the topic **iPhone Calls**.

Email

What's “fetch” and “push”?

Fetch means an app reaches out to get data; frequent fetching (checking multiple mail accounts every two minutes to no avail, for instance) can eat up battery power. *Push* means the data is sent to an app on your iDevice without a specific request for it (although with prior permission). Any app, not just Mail, might deal with fetched or pushed data—for upgrade information or the status of an online game, for instance.

Turn push on or off, and define the fetching interval for when it's off, in **SETTINGS ▸ MAIL, CONTACTS, CALENDARS ▸ FETCH NEW DATA**.


How do I set up an iCloud mail account?

You probably already did, when you set up your iDevice. Check **SETTINGS ▸ GENERAL ▸ MAIL, CONTACTS, CALENDARS** for an iCloud, mac.com, or me.com listing under Accounts. If there isn't, as long as you have an Apple ID, you have an iCloud mail account waiting for you, although you'll have to set up your @icloud.com address. Go to **SETTINGS ▸ ICLOUD** and set Mail to ON; tap Create in the Turn On Mail dialog and type the name you want to use.

- * Your iCloud mail account shares your 5GB of free iCloud storage.

Can I access my iCloud mail only from my iDevice?

You can also get it on your Mac, from any computer using iCloud Mail's Web interface, or from any IMAP client—even on a PC or an Android.

On your Mac: Access your icloud.com email in the Mail app (if you're running OS X 10.7.2 or later), where it gets its own inbox. To set up the inbox, choose  > System Preferences, go to the iCloud pane, and click the Mail checkbox.

From the Web: Go to icloud.com, sign in with your ID and password, and click the Mail icon.

How do I set up the Mail app with my existing email account(s)?

Go to SETTINGS > MAIL, CONTACTS, CALENDARS. Tap ADD ACCOUNT, and then the kind of account you have; if you're setting up one that you use in Mail on your Mac, continue by tapping OTHER > ADD MAIL ACCOUNT.

Tap the Next button so the address and password can be verified; in the next pane, if Mail is not yet turned on, set it to ON. Tap Save.

How do I change my email signature?

Go to SETTINGS > MAIL, CONTACTS, CALENDARS > SIGNATURE. Leave ALL ACCOUNTS checked and enter a new global tag line, or tap PER ACCOUNT and create different ones.

- * If you must use a lengthy disclaimer in your signature (as required by some businesses), you don't have to tap it all in—copy it from somewhere else and paste it into the field.

How do I set the default account email will be sent from?

Go to SETTINGS > MAIL, CONTACTS, CALENDARS > DEFAULT ACCOUNT and tap the account you want as the default From for new messages. (This is only for new messages; a reply uses the account to which the email was sent.)

How do I get Mail to check for new messages *right now*?

Swipe down on an Inbox list or the Mailboxes list. Do it slowly to appreciate the stretchy-glob animation that finally pulls away as the refresh begins with the spinning progress gear. It's like pulling your

shoe away from the glob of chewing gum you stepped on. (Except for the refresh part.)

This “pull to refresh” function works for either a specific account or all accounts, depending on the list you’re working with when you trigger it.

What’s the new VIP list for email?

It’s a way to separate the wheat from the chaff so you can get to the wheat in a hurry. Add a name to the VIP list by tapping Mailboxes, and then the Details button ⓘ on the VIP inbox; if there are no VIPs yet, just tap the inbox. Tap Add VIP, and select the VIPerson from your Contacts list. Or, when viewing a message, tap a name/address in a From/To/CC/BCC field and tap Add To VIP.

Emails from your VIPs appear in both the VIP list and your regular inbox for a specific email address.

How do I add an event that was emailed to my calendar?

This is complicated, so pay close attention: In the email message, tap the calendar file.

Can I stop mail from appearing on my iDevice while I’m on vacation?

Yes, you can “hold” all mail from any account: Go to SETTINGS ▸ MAIL, CONTACTS, CALENDARS, and tap the account name. In the account’s pane, turn Mail to OFF and then tap Done. (But we don’t believe you’re really going to do that.)

How do I remove an email account?

Go to SETTINGS ▸ MAIL, CONTACTS, CALENDARS; tap the account you want to dump, and then tap Delete Account.

How do I save an attached photo or document?

Touch-and-hold the item, and choose from the pop-up list. Sending an image to your Camera Roll saves it and makes it accessible from the Photos app. Documents must be opened in an accommodating app and saved from there (a Word document, for instance, can be opened in Pages).

What about Google Mail on my iDevice?

Since it's a Web-based service, you could access it through Safari; you can also pick up your gmail in the Mail app (*How do I set up the Mail app...?*, page 60). But you might prefer using the Google Mail app instead if it's your only email account; search for "gmail" in the App Store.

- * If you use Gmail and tend to search your mail often, you'll find the Gmail app does searching far better than Apple's Mail app.

Can I use my iDevice with Microsoft Exchange?

Yes—it's the same as setting up any other mail account. You'll just have to know the server address for your Exchange server if auto discovery is not turned on. Ask your IT department if you are unsure (you have one, right?). Exchange will let you sync email, contacts, and calendars.

Messages & iMessage

What's the difference between Messages and iMessage?

In a word (or thirteen): Messages is the app that lets you use Apple's instant-messaging service, iMessage.

Messages lets you do standard text-messaging—both SMS (text) and MMS (attaching pictures or audio)—through a cellular network with users of any other SMS/MMS service.



iMessage lets you send messages, and even files, to other iOS (and Mac) users on a Wi-Fi network for free, and also with cellular service. Some of iMessage's special features let you: have group text conversations; start a text chat on one iDevice and continue it on another that uses the same account; and switch to FaceTime for video chats.

What's my iMessage "phone number"?

You can use a phone number or an email address as your Messages contact number. Go to **SETTINGS** ▸ **MESSAGES** ▸ **SEND & RECEIVE** ▸ **ADD**

ANOTHER EMAIL, and enter one or more items. If you add multiple contact choices, set the default one under START NEW CONVERSATION FROM.

How do I iMessage someone?

Tap the New Conversation button  and type the name or iMessage number/email of the person; or, tap the Add Contact button  and then select from the list. Type your message and tap Send.

Anything extra-special I should know about messaging on my iDevice?

Yes. Don't be an idiot: Don't text (outgoing *or* incoming) while you're driving. And probably not while you're crossing the street, either.



We have more info on this topic, including how to: start a group conversation, delete a conversation, share pictures and video, and start a FaceTime video chat from inside Messages. Go to tekserve.com/iosfaq and check the topic **Messages & iMessage**.

FaceTime

What's FaceTime—and can my iDevice do it?

Does Flushing Meadows in 1964 ring a bell? How about the Jetsons in that same decade? The video phone!

FaceTime calls are made chiefly over Wi-Fi; cellular availability and charges vary, so check with your carrier. (Start by checking this chart from Apple: <http://support.apple.com/kb/ht1937>.)

The iDevices that can do FaceTime are: iPhone 4 and later; iPad 2 or later; and Touch 4 or later. Macs running OS X Snow Leopard (10.6.x) or later can also do FaceTime calls; details for downloading any necessary software for your Mac, and setup and use, are available at <https://www.apple.com/support/mac/facetime/getstarted/>.

How do I use it?

- **Enable it:** Go to SETTINGS ▸ FACETIME and turn it on.

- **Set up as the receiving end:** In SETTINGS ▸ FACETIME, enter your Apple ID and then select an email address or your iPhone phone number as your FaceTime “number”; you can select multiple FaceTime contact numbers. If you have an iPhone and another FaceTime-capable device (or two), you can use your phone number on all of them. Use the same Apple ID on each, and your phone number is automatically detected and added to the non-iPhone devices.
- **Make a call:** Choose a name in Contacts, tap FaceTime and then the contact number or email the person uses for FaceTime.



Your number is displayed when you make a FaceTime call even if you have Caller ID blocked for a cellular call.

How do I use Skype?

The Skype app—a version for the iPhone/Touch and one for the iPad—is available at the App Store. It works for voice and video calls, and texting over Wi-Fi or cellular; Skype-to-Skype calls are free. You’ll find detailed information at skype.com.


Important Skills

- **Typing**
- **Reading on Your iDevice**
- **Syncing**

Typing

The Keyboard

How do I split the iPad's keyboard for typing with my thumbs?

First, turn on the feature: Go to **SETTINGS** ▸ **GENERAL** ▸ **KEYBOARD** and set **SPLIT KEYBOARD** to **ON**. Then, touch-and-hold the Keyboard key  for a menu, and tap or slide to **SPLIT**. To make it whole again, choose **MERGE** from the menu. Or, use spread and pinch gestures within the keyboard to split and merge it.


Are there really invisible keys on the iPad's keyboard? I don't see any.

That's because they're *invisible*.


When the keyboard is split, and you're typing on one half of the keyboard, you don't have to switch hands to type a character on the near edge of the other half. So, for instance, if you're typing on the left half of the keyboard but need a Y, H, or B from the right half, just *tap the empty space* between the keyboards where the key would be if the keyboard were whole! This isn't available (or needed as much) on iPad Minis.

How can I make the keyboard go away when I'm done typing?

The keyboard usually goes away appropriately—when, for instance, you tap **GO** after entering a Web address—but sometimes it doesn't know you're finished typing. You can usually tap on the screen outside the keyboard area to close it. Alternatively, on the iPhone/Touch, tap the **Done**

or Cancel button in the top right of the screen; on the iPad, tap the Keyboard key .

Sometimes the iPad's keyboard covers what I'm trying to read at the bottom of the screen.

Move it: Touch-and-hold the Keyboard key  for a menu and choose UNDOCK; the keyboard slides halfway up the screen. Return the keyboard to the bottom with the DOCK command.


Typing

How do I get, or move, the text cursor/insertion point?



If there's no *text cursor* or *insertion point* (the blinking vertical line indicating where typing will appear), a tap in editable or selectable text puts the insertion point there, and opens the keyboard if necessary. To move it, tap someplace else. If you need more precise control, touch-and-hold somewhere in the text until the magnifying glass appears and then drag to the spot you want.

I wish there were a Caps Lock key.

Granted! Turn on the feature: Go to SETTINGS ▸ GENERAL ▸ KEYBOARD and set ENABLE CAPS LOCK to ON.

When you tap the Shift key , the arrow is filled in to show it's active for a single capital letter. When you double-tap it, the key turns blue to show it's locked; another double-tap unlocks it.

Where are all the numbers and punctuation?

They're on different layouts of the keyboard. Tap the Numbers key  (on iPads it includes some punctuation) on the main keyboard to get numbers and basic punctuation. (Would it *kill* them to add shifted numbers on the top row of the iPad alphabetic keyboard?) Tap the Symbol key  that's on the Number keyboard to get symbols and more punctuation.

Can I type accented characters?

Touch-and-hold a key for a popover of related characters; slide to select the one you want. The A key alone provides seven different accented a's (å, á, and so on) as well as æ.


What are some basic typing shortcuts?


There are two you can turn on in Settings, and two courtesy of auto-correct:


- **Capitalize sentences:** Turn on Auto-Capitalization in SETTINGS ▸ GENERAL ▸ KEYBOARD and you'll get automatic capitals for sentences and new lines/paragraphs.
- **Quick periods:** Type two spaces to get a period and a space at the end of a sentence by going to SETTINGS ▸ GENERAL ▸ KEYBOARD and turning on what's labeled the "." Shortcut.
- **Skip apostrophes:** Let auto-correct enter them for you when you type the space after the word: Type *shes*, *youd*, and *dont*, for instance, to get *she's*, *you'll*, *don't* and *he'd*.
- **Skip apostrophes a different way:** Let auto-correct enter them when skipping the apostrophe would spell a word (such as *shell*, *hell*, and *well*) by adding another letter. Triple l's, in particular, are handy: *shelll*, and *welll* turn into *she'll*, and *we'll* (although *helll* turns into *hello*).

Any cool typing shortcuts I should know about?

Our favorite is the touch-and-slide technique, to use within and between keyboards instead of multiple taps. For instance:

- **Want a capital D?** Touch SHIFT and, keeping your finger down, slide to D, and release.
- **The whoops move:** If you tap the wrong key and realize it immediately, you don't have to tap Delete  and then the correct key. If your finger is still on the wrong key, slide to the correct one, because nothing registers until you lift your finger.
- **? ! ' ""**

iPhone/Touch: Start on the Numbers key  and slide to the question mark or exclamation point. Access the apostrophe and quotes with the same Numbers key starting point.

Full-size iPad: Get a question mark or exclamation point by sliding from SHIFT to the period or comma key. Straight apostrophes and quotes are pop-ups from the period and comma keys, but you can get the curly ones with a touch-and-slide starting from the Numbers key .

I can't find my most-used symbols—em dashes and bullets!

They're accessed like accented characters, by touch-and-holding a key and selecting from its popover menu. Both the em dash—these long ones—and the en dash (the shorter-than-em but longer-than-hyphen for things like “9–5 job”) are, logically, on the hyphen key that's on the Number keyboard (tap **123** on the main keyboard). Not so logically, the •bullet• character is also there.

How do I select text?

Some selection techniques depend on the app you're using. The most common basic is to touch-and-hold in selectable text; when you lift your finger, you'll get a blinking insertion point and a pop-up menu. Tap Select in the pop-up to select the nearest word, and then drag the grab points (the ball-end lines) to encompass the text you want selected.

Can I cut, copy, and paste?

Yes, you can. When you select text, the popover menu includes Cut, Copy, and Paste commands if they can be used—there's no Paste if you haven't previously cut or copied something to be pasted, and there's no Cut for non-editable text.

How do I undo something I typed?


Shaking your device triggers the undo function in most situations—you'll get a popover with Undo and Cancel buttons. This is pretty easy on the smaller devices, but awkward and somewhat attention-getting on an iPad. The iPad offers an alternative: Tap the Numbers key **123** and use the Undo key on that keyboard.


How do I use a foreign language keyboard?

Add a keyboard: Go to **SETTINGS ▸ GENERAL ▸ INTERNATIONAL ▸ KEYBOARDS ▸ ADD NEW KEYBOARD** and choose one from the list.

Choose a layout: Many foreign language keyboards have at least two choices for the key layout—the one that's standard in that country, and a QWERTY-style layout with the foreign-language letters substituted as logically as possible. Choose either style for the on-screen keyboard and an external keyboard. Go to **SETTINGS ▸ GENERAL ▸ INTERNATIONAL ▸**


KEYBOARDS and tap the language you've already enabled; in the next pane, choose layouts for software (on-screen) and hardware keyboards.

Switch to a keyboard: When your keyboard is onscreen, tap the Globe key  to cycle through available keyboards, or touch-and-hold the Globe key and select your keyboard from the pop-up. If you choose an RTL (right-to-left) language, such as Hebrew, most apps will switch to right-to-left input.

Change the order of keyboard access: Go to SETTINGS ▸ GENERAL ▸ INTERNATIONAL ▸ KEYBOARDS. Tap EDIT, drag the keyboards into the order you want using the drag controls , and tap DONE. This affects the cycling order when you tap the Globe key, and the list in the pop-up keyboard menu.

Remove a keyboard: Go to SETTINGS ▸ GENERAL ▸ INTERNATIONAL ▸ KEYBOARDS. Drag your finger across the keyboard you want to delete, and tap the red Delete button that appears.

How can I type smilies and other icons?

The Emoji font is basically another foreign language keyboard, with characters that are just too cute for words (get it?). Enable its keyboard as you do other foreign languages, and choose it with the Globe key  on your keyboard. Entering an “emoticon” is not the same as standard typing. Use the icons at the bottom of the keyboard to see recently used characters, categories of “emoticons,” or numbers and symbols. Flick the keyboard to the left or right to see more characters in the current category.

Can't I “tab” from one field to another on, say, a Web form?

When there are multiple fields on something like a webpage, the keyboard provides Previous and Next buttons in its upper left so you don't have to tap around on the screen. In some apps, using the Return key moves you from one field to another.

What are “shortcuts”?

A shortcut lets you type a few letters and have iOS substitute a complete word or phrase. So, you can type *ioss* and, when you follow that with a space or punctuation, it's expanded into *iOS 6*, saving you two taps of Shift as well as a trip to the numeric keyboard.

Create a shortcut: Go to SETTINGS ▸ GENERAL ▸ KEYBOARD. Tap ADD NEW SHORTCUT. Type the full word or phrase in the Phrase field, type the shortcut in the Shortcut field, and tap Save.

Use a shortcut: Just type it followed by a space, punctuation, or Return.


Delete a shortcut: Go to SETTINGS ▸ GENERAL ▸ KEYBOARD. Swipe across the shortcut in the list to reveal the Delete button, and tap it.

How do I use auto-correct?

Start typing, and when auto-correct thinks you've misspelled something, a little pop-up suggests a substitution. Keep typing if it has jumped the gun (offering, for instance, *who's* when you're four letters into *whose*) and the pop-up goes away—although you'll have to force the issue if what you're typing isn't in the dictionary.

Use the suggestion: Type a space, punctuation, or Return to use the suggested word.

Dismiss the suggestion: Auto-correct can be auto-annoy when you're using non-standard words, because when you type a space, punctuation, or Return to complete *your* word, that triggers the auto-correct substitution. Dismiss the suggestion by tapping anywhere in the auto-correct pop-up (you don't have to hit the X).

Fat-fingered? Fumble-fingered? If you just can't comfortably tap in the pop-up, override auto-correct from the keyboard: Tap Delete  to erase the last letter (the one that triggered the pop-up), and then type it again, and continue on; auto-correct will have bowed to your superior knowledge.

Can I make auto-correct leave me alone?

- **Turn it off:** In SETTINGS ▸ GENERAL ▸ KEYBOARD, turn off Auto-Correction.
- **Teach it:** Type your word three or four times and tap the auto-correct pop-up to dismiss it each time it suggests the change. You will have taught it who's the boss, and it won't suggest changing that word again.
- **Add the word to your personal dictionary:** Go to SETTINGS ▸ GENERAL ▸ KEYBOARD. Tap ADD NEW SHORTCUT. Type the word in the Phrase field;

don't type anything in the Shortcut field. Tap the Save button at the top of the screen. The word in the Phrase field is henceforth recognized as a genuine word.

What about general spell-checking?

Words not in the iDevice's dictionary or your personal dictionary are marked with a squiggly red underline, even if you've purposely entered them by overriding an auto-correct suggestion.

Turn the feature on or off: Go to **SETTINGS** ▸ **GENERAL** and set **CHECK SPELLING** to **ON** or **OFF**.

Make corrections: Tap an underlined word and choose a suggestion from the pop-up.

I use a lot of specialized words. Can I turn off the red underlining and still use spell-checking?

Turn off **CHECK SPELLING** in **SETTINGS** ▸ **GENERAL**. This actually turns off only the underlining; the suggestion feature is still active. Tap any word you think is misspelled and you'll still get a pop-up with suggested corrections.

Reading on Your iDevice

What ebook formats are compatible with my iDevice?

Ask not what your iDevice can read, but what an app can use. Apple's devices are the only eReaders that can handle all the popular formats from Apple, Barnes & Noble, and Amazon. You just need the right (free) app for each.

What apps can I use for reading?

- **iBooks:** The basic Apple app for reading ebooks (*iBooks*, page 102).
- **Nook app:** All your Barnes & Nobles purchases can be downloaded and read through this app; it synchronizes where you left off reading if you're using a Nook and an iDevice.

* You don't need a Nook or Kindle to be able to use the Nook and Kindle apps and books—you can go iDevice all the way, including making purchases from Barnes & Noble and Amazon.

- **Kindle app:** This can download and display all the books you've purchased from Amazon, and it will even synchronize where you left off reading between your iDevice and your Kindle device.
- **Great literature and authors:** There are specialized apps for Christian or Jewish bibles, each with many different translations, and for Shakespeare, Dante, and other important authors with very useful cross-references, glossaries, and other features
- **Newsstand:** The iOS Newsstand app is sort of iBooks for periodicals, letting you organize, update, and read magazines and newspapers you've subscribed to. Read more about it (get it?), in *What's Newsstand?*, page 106, and at tekserve.com/iosfaq (under the topic More Apple Apps, in the Newsstand subtopic).
- **Individual magazine/newspaper apps:** Some publications, whether electronic-only or electronic versions of the paper version, provide their own, non-Newsstand apps for reading (the excellent Slate comes to mind—search for Slate.com in the App Store).
- **Graphic novel (and by that, we mean “comic books”) readers:** Apps such as Panelfly, DC Comics, and Marvel Comics are downloadable from the App Store. (You buy the comics separately).
- **Read the Web:** Safari's Reading List (*Then what's the Reading List?*, page 100) stores pages for later, offline reading on the iPhone 4 and later, iPad 2 and later, and iPod Touch 5. Other apps—such as Instapaper, Pocket, and Readability—provide similar capability with more features.

* eBooks formatted for one app can't be read in another.

Can my iDevice read to me?



Yes, and while it's nowhere near as good as getting an audiobook, Speak Selection reads anything, anywhere:



1. Go to **SETTINGS ▸ GENERAL ▸ ACCESSIBILITY ▸ SPEAK SELECTION**.
2. Tap **DIALECTS** to choose a variant on the language you'll be listening to (pip, pip, old chap; g'day, mate; top o' the morning to ye...) and tap **SPEAK SELECTION** at the top of the panel to go back to the main Speak Selection options.
3. Set the speed for the speaking voice.
4. Turn **Highlight Words** on or off.

To use **Speak Selection**, select text (in Safari, in iBooks, in Notes... anywhere text is selectable) and tap **SPEAK** in the pop-up.

Any general advice about reading books on my iDevice?

Yes: Don't let inadvertent changes of position spin your reading material around as the iDevice changes orientation.

iPad: Lock the current screen orientation: If the Side Switch is set to Lock Rotation, just flip the switch. If it's set to the Mute function, then double-click the Home button  for the multitasking bar, flick to the far left end, and tap the Orientation Lock icon . To set the function of the Side Switch, go to **SETTINGS ▸ GENERAL** and choose **LOCK ROTATION** under **Use Side Switch To**.

iPhone/Touch: The orientation lock works for only the portrait (tall) screen orientation: Double-click the Home button  for the multitasking bar, flick to the far left end, and tap the Orientation Lock button .

Syncing

What's "syncing"?

Syncing is *synchronizing* the information among your iDevices, or between your iDevice and your computer, so you can input it in one place and access it from everywhere else, or have your music, books, and other content available everywhere.

What's the difference between iCloud and iTunes syncing?

Nothing beats iCloud's automatic, background syncing for instant updating of information across iDevices and/or with your computer. Enter a contact or an appointment anywhere, and access it everywhere: no muss, no fuss. While it won't sync content such as apps, music, videos, and books, if most of your content comes from Apple's stores (App Store, iTunes Store, and iBookstore), you can download purchased items to all of your devices, so this won't be such an issue. (And iTunes Match—*What's iTunes Match?*, page 88—may have all your music covered.)

While an iTunes sync requires a connection to your computer and must be triggered manually, it can sync items that iCloud doesn't, including Apple-purchased apps, music, videos, and books as well as content you purchase from places other than Apple stores.

These syncing methods are not mutually exclusive: You can do both kinds, either for different types of content or with some overlap.

What can I sync among my iDevices through iCloud—and how?

You can sync:

- Mail account information
- Contacts
- Calendars
- Reminders
- Safari
- Notes
- Passbook
- Documents for certain apps

To sync any of these items, go to **SETTINGS ▸ ICLOUD** and set them to **ON**.

Can I sync this information with the same apps on my Mac?

Yes. To sync the info from iDevice apps with their computer-based brethren, enable iCloud syncing as just described, and on the Mac: Choose **Apple ▸ System Preferences**, go to the iCloud pane, and check the items you want synced. Calendars and Reminders are special, though: On the Mac, you check or uncheck **Calendars & Reminders**, which turns syncing on or off for both apps, so separate control over them is strictly on the iDevice end.

What gets synced if I turn on Safari syncing?

Bookmarks, the Reading List, and even open tabs! The Syncing Safari Info section starts on page 101.

How do I access synced information on the Web?

Go to icloud.com, sign in with your ID and password, and click the icon for the app you want to access.

How do I sync my iDevice with iTunes?

1. Select your connected iDevice in the iTunes sidebar or with the Devices button.
2. Use the tabs along the top of the window to choose a category: Apps (which includes their documents), Music, Books, and so on. (Note that Info includes Contacts, Calendars, Mail accounts, and Safari bookmarks).
3. For each category, check the first item in the tab's pane, Sync [Category]. To omit the category from the upcoming sync, uncheck it; you'll be asked if you want previously synced items removed from the iDevice during the upcoming sync.
4. Make further choices in each pane as to which specific items, or groups, you want synced.
5. Click the Sync button; this syncs all the checked categories.




If you've created multiple iTunes libraries, keep in mind that you can sync with only one of them at any given time.

Can I sync a single category—Music, for instance—in iTunes?

Yes. Go to its tab in iTunes, make changes, and click Apply.

Can I sync my iDevice with iTunes on my computer through Wi-Fi?

1. Yes, although you need a wired connection for the initial setup. On your computer: Connect your iDevice to your computer with its USB cable.
2. In iTunes, select the device in the sidebar or with the Devices button near the top of the window, and click the Summary tab.
3. In the Options section, check Sync With This iDevice Over Wi-Fi.

4. Click the Apply button in the lower right.
5. Remove the iDevice from iTunes by clicking the Unmount button  next to its name.

There's nothing magic about this, other than standard Wi-Fi magic, so there are some conditions for an *automatic* Wi-Fi sync after this setup:

- Your computer must be on, awake, and have iTunes open (in the background is fine).
- The iDevice must be on the same Wi-Fi network as the computer.
- You should not have the Prevent ... From Syncing Automatically option checked (*Can I stop iTunes from starting a sync...?*, page 77).

When all these conditions are met, your iDevice will automatically sync once every twenty-four hours.

Once Wi-Fi syncing is set up, however, your iDevice shows up in iTunes whenever it's on the same Wi-Fi network—even if it's not attached to a power source, and even if it backed up in within the last 24 hours. So, you can initiate a full sync or a minor one for a specific category, delete some apps, or rearrange your Home pages without searching for a connecting cable.

You can initiate a manual sync from iTunes or from the iDevice.

From iTunes:

1. Select the device in the sidebar or with the Devices button.
2. Click the Sync button on any screen.

On the iDevice:

1. Go to SETTINGS ▸ GENERAL ▸ ITUNES WI-FI SYNC.
2. If you have multiple computers set to sync with an iDevice, select the target computer's name.
3. Tap Sync Now.

Can I stop iTunes from starting a sync as soon as I attach my iDevice to my computer?

Yes—and you might want to because it lets you make some decisions about just what you want to sync instead of waiting while *everything* is synced, perhaps unnecessarily, when you're in a hurry.

Before you connect your iDevice to your computer, launch iTunes and choose iTunes ▸ Preferences. Click the Devices icon at the top of the Preferences window and check Prevent iPads, iPhones, And iPads From Syncing Automatically. (This assumes an iDevice has been connected to your computer previously, otherwise the checkbox won't be available.)

If you want to override the automatic syncing only for the immediate hookup, hold down Command and Option (on a Mac) or Shift and Control (on a PC) as soon as you connect your device, and keep the keys pressed until the device shows up in the sidebar or the Devices button.

Can I sync with a Windows PC?

Seriously? You want help with it-that-must-not-be-named?

Actually, iDevices play nicely with Windows; there's a PC version of iTunes, and even some iCloud functions are supported. Some notable differences:

- Microsoft Outlook is required to sync contacts and calendars.
- Windows Media Audio files (.wma) won't sync to your iDevice, although iTunes will try to convert them when added to the library.
- Bookmarks can be synced from only Internet Explorer or Safari.
- Documents and Data sync is not supported under Windows.
- Photo Stream goes to a folder in your "My Pictures" folder. Syncing photos through iTunes is either by folder or through Adobe Photoshop Elements.

Apple Apps

- **Contacts**
- **Calendar**
- **Alarms & Reminders**
- **Music**
- **Photos (and Video Recordings)**
- **Safari**
- **iBooks**
- **More Apple Apps**

Contacts

Isn't Contacts just an electronic address book?

No. It's much more than that. In a way, it's the hub of your mobile electronic life. For instance, it identifies you and your home, workplace, and relationships for Siri or Voice Control to make phone calls, appointments, or reminders. It can also be the starting point for calling, FaceTime-ing, mailing, or messaging one of your contacts.

Can I import my existing contacts?

Yes, by syncing with variety of sources, with a few different techniques—most of which assume you're using iCloud (*How do I get going with iCloud?*, page 43).

Among iDevices: On both devices, go to **SETTINGS** ▸ **ICLOUD** and set **Contacts** to **ON**.

From your Mac: Sync with **Contacts** (OS X 10.8 Mountain Lion) or, in earlier systems, with **Address Book**:

- **With iCloud:** See *Can I sync this information with the same apps on my Mac?*, page 74.

- **With iTunes:** See *How do I sync ... with iTunes?*, page 75. In Step 2 of those directions, click the Info tab to access Contacts and check it.

From an Exchange global address list: Go to SETTINGS ▸ MAIL, CONTACTS, CALENDARS, tap the Exchange account, and set Contacts to ON.

From a CardDAV or LDAP account: Go to SETTINGS ▸ MAIL, CONTACTS, CALENDARS. Tap Add CardDav Account or Add LDAP Account and enter the information.

✳ Syncing among devices and with your computer with iCloud keeps all the devices up-to-date as you make new entries anywhere.

How do I add a new contact?

- Tap the Add button +, enter the info, and tap Done.
- Tap a vCard (.vcf) attachment in an email, in Messages, or even on a webpage.
- On an iPhone, add a recent caller to Contacts through the Phone app: tap Recents, tap the More button ⓘ next to the name/number, and tap Create New Contact.
- In the Maps app, tap a location to get its Info button ⓘ, and tap Add To Contacts.

Do I need a contact card for myself?

Absolutely! Especially if you're using Siri or Voice Control. Create a contact card for yourself if you don't already have one, then go to SETTINGS ▸ GENERAL ▸ SIRI ▸ MY INFO and tap your name in the Contacts list.

I don't see a Delete button for a contact.

Tap Edit and then scroll to the bottom for the Delete Contact button.

Calendar

My friends refer to “calendars”—plural—but I have only one Calendar app.

The app is Calendar, but within it you can create multiple calendars: one for business appointments and one for your personal life, for instance. Or go for more granularity, and have several business calendars—for appointments, for tracking project dates, and for travel. They’ll all show up on your Calendar, color-coded for convenience, and you’ll be able to display, search, or share them individually.

How do I create or edit a Calendar event?

It varies with the view (Day, Week, or Month) and the device (because of the iPad’s generous screen), but basically:

Create an event: Tap the date and then the Add button **+**, enter the information (using the scroll wheels for the date and time), and tap Done.

This just in: touch-and-hold a date or time slot in any view to jump right to the information entry!

Edit an event: Tap the day (if you can’t see the event), tap the event, tap Edit if necessary—in some views the event tap opens the Edit screen—and change the particulars.

To change the time of an event, go to the Day view, touch-and-hold the event, and drag it to the new time slot; you can also drag its round “drag points” to expand or shrink the time span. This also works in Week view on devices with more screen real estate: iPads and 5-gen iPhones and Touches.

Delete an event: Getting to the Delete button takes more steps in some views, and on some devices, than in others. At the most, you’ll need to tap the event, tap Edit, and tap Delete (scroll down if you don’t see it). You may not need to tap an Edit button.

Scroll wheels? *Really?*

Yes, they're awkward and slow, but a necessary evil unless you know these shortcuts:

- **Auto-enter the date:** Touch-and-hold a date in the Month view, a day (at the top of the column) in Week view, or a time slot in Day view to create an event for that date. When you lift your finger, the Add Event popover shows up. Alternatively, tap the date in Month view or the day in Week view, and then tap the Add button; although the first tap won't select anything on the screen, that date is used for the new event.
- **Auto-enter the time:** In Day or Week view, touch-and-hold a time slot; lift your finger to get the Add Event popover.

How do I filter my Calendar view to show only certain calendars?

Tap the Calendars button at the top left of the screen and tap a calendar to check or uncheck it.

I can't edit a birthday that's on my Calendar. I didn't even put it there!

Birthdays are special (in so many ways!). Unless you entered it as an event in your calendar, it's coming from the Contacts app, and that's where you must edit it. Filling in the Birthday field in Contacts automatically enters the occasion on your calendar. Every year.


- * If you enter a birthday directly in Calendar and set it as an annual event, that works, too—but it won't show up on the Birthdays calendar or get that cute little icon 🎂.

Birthdays that I've entered in Contacts aren't showing up in Calendar.

In Calendar, tap the Calendars button, scroll to the bottom of the list, and tap Birthdays to check it.

How do I get my calendars to sync among my iDevices?



On each device: Go to **SETTINGS** ▸ **MAIL, CONTACTS, CALENDARS**. Tap **iCLOUD** under **Accounts**, set **Calendars** to **ON**, and tap **DONE**. (If you don't have an iCloud account, see *How do I get going with iCloud?*, page 43.)

On your Mac: Choose  ▸ System Preferences. In the iCloud pane, check Calendars & Reminders.


How do I share a calendar?

With iCloud turned on for the Calendars app (as for syncing), you can share a calendar as read-only or let others change or add events.


Share an editable calendar:

1. Tap Calendars, a calendar's Details button , and then Add Person.
2. Type an email address, or tap the Add button  to select someone from Contacts, and tap Add.

Change someone's sharing status:

1. Tap Calendars, a calendar's Details button , and then the person's name under Shared With.
2. Prevent editing by setting Allow Editing to OFF. Or, remove the person's viewing privileges entirely by tapping Remove from Calendar, the confirming Remove button, and Done.

Share a read-only calendar:

1. Tap Calendars, a calendar's Details button , and turn Public Calendar to ON. (This publishes the calendar at iCloud.com.)
2. Invite someone to view the calendar by tapping Share Link in the Edit Calendar pane. You'll be given the choice to use Mail or Messages, or to copy the link to paste it somewhere else.

Can I view my Google calendar? And what about other calendars, like Facebook, CalDAV, Exchange...?

Add a calendar account in SETTINGS ▸ MAIL, CONTACTS, CALENDARS ▸ ADD ACCOUNT. Basic options include iCloud, Exchange, Gmail, Yahoo, AOL, and Hotmail. For other calendars, including CalDAV, tap OTHER at the bottom of the list. When your mail accounts are listed in the main MAIL, CONTACTS, CALENDARS pane, tap each in turn, set CALENDARS to ON, and tap DONE. (Note that CalDAV is automatically set up if you use Gmail's defaults when setting up your email.)

For Facebook, go to SETTINGS ▸ FACEBOOK, sign in to your account, and turn on your calendar access.

Alarms & Reminders

Alarms

What's the difference between an alarm and a reminder?

Alarms are part of the Clock app (which also lets you keep track of what time it is elsewhere in the world, and provides a stopwatch—just in case). Alarms ring at preset times, repeating across days if you want, and using assigned ringtones or even music.

The Reminders app provides very handy, smart, to-do lists. One can pop up when you get to the store; you can see an aggregate of items you need done (or have done) today; and, yes, they can be tagged with a time or date and set to repeat.

Another difference: If your iPhone's ringer switch is on, alarms and reminders will sound even if Do Not Disturb is active; if the switch is off, reminders stay silent, but alarms will sound.

How do I set the time—or the date?


It's usually done automatically when you've got a network connection, including updates as you change time zones. Go to **SETTINGS** ▸ **GENERAL** ▸ **DATE & TIME** and turn on **SET AUTOMATICALLY**. For manual input, change **SET AUTOMATICALLY** to **OFF**, and tap **SET DATE & TIME**.

How do I set, change, or delete alarms?

Work in the Alarm tab of the Clock app:

- **Create an alarm:** Tap the Add button **+** and set the alarm time and other options. To set a repeating alarm, tap **REPEAT**, tap the days you want it to ring, and tap **Back**. Tap **Save**.
- **Turn an alarm off or on:** On the iPhone/Touch, find the alarm in the list and tap its On/Off switch. On the iPad, tap the alarm in the grid to select it, and tap the On/Off switch next to the digital readout.
- **Edit an alarm:** Tap the Edit button at top of the screen, tap an alarm, choose new options, and tap the **Save** button. On the iPad, if you want


to change just the time of the alarm, touch-and-hold it on the grid and drag it to the new spot.

- **Delete an alarm:** Tap the Edit button at the top of the screen, tap the alarm's red Remove button , and tap the Delete button. On the iPhone/Touch, tap Done; on the iPad, tap outside the Alarms popover to close it.

Can I get my iPhone to sing me to sleep? What about waking me up with a song?

Yes to both.

Go-to-sleep music: Use the Timer.

1. Open the Clock app and tap the Timer tab. Set the hours/minutes you want the music to last.
2. On the iPhone/Touch, tap WHEN TIMER ENDS; on the iPad, tap the Sounds button at the top of the screen.
3. Scroll to the bottom of the list, tap STOP PLAYING, and tap the blue Set button.
4. Tap the Start button.
5. If you don't already have music playing in the background, open the Music app and play your favorite soporific album or playlist; or, use the multitasking bar (double-click the Home button ) to access the music controls.

Put your iPhone to sleep (which seems only fair, considering), let it go to sleep at its normal interval, or let it conk out when it's done singing you to sleep.

Wake-up-music: You can be awakened to the sound of music. (These directions assume you already have an alarm set.)

1. Open the Clock app and tap the Alarm tab.
2. Tap the Edit button at the top of the screen, and tap the alarm you want.
3. Tap SOUND, scroll to and tap PICK A SONG, and then... well, pick a song. It starts playing, so you can verify it's the one you want; tap it again

to stop it. (As you add songs, they remain in the list so you can select them again without going to find them.)

4. Tap the Back button, and then the Save button.

Can I use Siri with the Clock app?

Yes, for alarms and the timer. See the Siri topic at tekserve.com/iosfaq.



We have more info on this topic, including: using 24-hour time; turning your iPad into a bedside digital clock; and using the Timer and the Stopwatch. Go to tekserve.com/iosfaq and check the topic **Alarms & Reminders**.

Reminders

Is a reminder the same thing as a notification?

No. Notifications let you know what's going on with all sorts of things—an upcoming appointment, a missed email, and yes, even a timely reminder (*Notifications*, page 49).

The Reminders app lets you create multiple to-do lists, with items that can be triggered by date and time, and even by location, and checked off for a sense of satisfaction when they're taken care of.

How do I create and manage reminders?

Create a reminder: If you have multiple lists, start by selecting the list. On the iPhone/Touch, first tap the List button to see your lists (yes, that's the list of lists). Tap the Add button or the blank line beneath the last item, and type a word or short phrase; tap the Done button. To add multiple reminders, tap Return on the keyboard for a new reminder line instead of tapping Done.

Delete a reminder: The quickest way is to drag your finger across its name and tap the Delete button that appears.

Search for a reminder: On the iPhone/Touch first tap the List button to see the search field. The search looks only at reminder titles and list names, and not at any notes you've entered for an item.

I can't edit the name of my reminder.


It's not difficult—but it's not obvious, either. Tap the reminder for the Details pane, then tap the name of the reminder there to edit it.

A word or phrase can be a pretty paltry reminder.

So true! You can beef up a reminder in several ways; the extra info appears in tiny type in your list. You can do such things as: set a date and time; make it a repeating reminder; give it a priority rating; add notes; or make it location-dependent.

Start by tapping a reminder to get its Details pane, and set your options. (If you need a step-by-step for this, the details are at tekserve.com/iosfaq in the topic Alarms & Reminders.)

How do I create and manage lists?

On the iPhone/Touch, always start by tapping the List button . On the iPad, work in the List column on the left.

Create a new list: Tap Create New List and name it.

Edit a list's name: Tap the Edit button (on the iPad, make sure it's the one for lists, not the one for reminders), edit the name, and tap Done.

Delete a list: Slide your finger across the name of the list and tap the Delete button that appears.

Can I sync my reminders with the ones on my computer? And on my other iDevices?

Yes on both counts. For syncing with other devices, see *What can I sync among my iDevices...?*, page 74. For syncing with your Mac, check *How do I sync my iDevice with iTunes?*, page 75.

Can Siri help me with Reminders?

Absolutely! See the Siri topic at tekserve.com/iosfaq for details.



Go to tekserve.com/iosfaq and check the topic **Alarms & Reminders** for more info on this topic, including: setting options for reminders, viewing reminders for the current day, and moving reminders from one list to another.

Music

iTunes App (iTunes Store)

Every time I open the iTunes app, it sends me to the iTunes Store.

That's because it's the iTunes Store app, in an unfortunately confusing mix of app names and functions on the Mac and iDevices. The Music app plays and organizes your music and audiobooks.

I mistakenly downloaded some purchases on cellular—it cost about ten times what the apps did.

We feel your pain. Spare us both next time by going to **SETTINGS ▸ ITUNES & APP STORES** and setting **USE CELLULAR DATA** to **OFF**.



There's more info on this topic, including how to change the iTunes Store buttons at the bottom of the screen on an iPhone/Touch and how to get and use Gift Cards, at tekserve.com/iosfaq in the iTunes App topic.

Music on Your iDevice

How do I put music on my iDevice?

- Purchase it from the iTunes Store, from your device.
- Download it from the iTunes Store after you've purchased it from another iDevice or from your computer (*How do I re-download items?*, page 31).
- Sync it from iTunes on your computer whether you've purchased it through iTunes or imported it there from another source (from a CD, for instance).
- Use iTunes Match.

What's iTunes Match?

iTunes Match is a *paid* service, currently \$24.99 a year, from Apple that stores your music in iCloud so you can download it to any of your devices. It includes all music you've purchased from the iTunes Store as well as up to 25,000 songs you've stored in iTunes on your computer—from, say, CDs.

The actual music files are seldom uploaded, because if it's in Apple's library it doesn't need to be uploaded. But it can be downloaded from the library, with the possible added benefit of your getting what might be a higher-quality file than your original. iTunes Match also stores your playlists and Genius Mixes.


Subscribe: Use iTunes on your computer: choose Store ▸ Turn On iTunes Match, and click Subscribe. Apple says you can subscribe by starting in SETTINGS ▸ MUSIC and tapping the Learn More link beneath iTunes Match; this takes you to the iTunes Match info on Apple's website, which has a subscribe button... which doesn't work on an iDevice as of this writing.

Turn it on: On your iDevice, go to SETTINGS ▸ MUSIC and set ITUNES MATCH to ON.

Help! My music isn't turning off when I put the iDevice to sleep!

That's by design—it's so you can play audio files in the background while you're in another application, or when the iDevice is otherwise asleep, saving some battery power.

What's the quickest way to my music controls?

If your device is asleep (with the screen blank) or locked (with Slide to Unlock showing), a double-click of the Home button  puts the music controls at the top of the screen.

If it's awake, whether you're on a Home screen or in an app, a Home button double-click opens the multitasking bar. Flick the bar:

- To the leftmost segment for volume control.
- To the second-from-left segment for Play, Pause, Next, and Previous controls, a shortcut to the Music app, and, on the roomier iPad, a volume slider.

What kind of headphones can I use with my iDevice?

There's a wide variety of (choose your term) headphones/headsets/earphones/earbuds you can use with your iDevice, including in-ear and on-ear, wired and wireless. Check tekserve.com/music-ears.

Can I sync just my music between my computer and my iDevice when I'm in a hurry?

Yes. See *Can I sync a single category...?*, page 75.



Check the **Music** topic at tekserve.com/iosfaq for more info, including: what kind of audio file formats work with iDevices; how to find your previously purchased music in the iTunes Store; and how to play your music through speakers in your house or car.

Music App

How do I create and edit playlists on my iDevice?

Create a new playlist: Tap the Playlists tab. On iPhone/Touch, tap ADD PLAYLIST; on the iPad, tap New. Type a name and tap Save. In the Add Songs pane, tap the songs you want to add to the playlist, and tap Done.

Add a song: Tap the Playlists tab, and then the name of the playlist.

Edit a playlist: Select the playlist and tap Edit. Add a song by tapping the Add button **+** at the top of the screen; delete it by tapping its Delete button **⊖**; change a song's position by dragging the drag control **≡**.

Delete a playlist: On the iPhone/Touch, tap the Playlists tab and then the playlist; tap Delete and then Delete Playlist. On the iPad, tap the Playlists tab; touch-and-hold the playlist and then tap its Delete button **⊗**.

Can I control playback by voice?

Yes, with Siri if you have it; or with Voice Control on an iPhone 3GS or later, or an iPod Touch 3 or later.

You can say just about anything you need to control your music playing, such as Play · Pause · Next song · Previous song · Shuffle · Stop

music. (See the Siri topic at tekserve.com/iosfaq for more music-related commands.) Voice Control can do almost as much as Siri for music; you just can't name a specific song or playlist.

Where did my podcasts and iTunes U stuff go?

iOS 6 introduced the Podcasts and iTunes U apps for that stuff (*There's a separate Podcasts app now?*, page 106; *What's iTunes U?*, page 107).



Check the **Music App** topic at tekserve.com/iosfaq for more info, including how to create Genius playlists and what “home sharing” is all about.

Photos (and Video Recordings)

Cameras and Features

Camera, Photos, Photo Booth, Camera Roll, Photo Stream... what else, and what's what?

Yes, there's a surprising number of photo-related apps and features on iDevices.

Camera app: Use it to take pictures and record videos; you can specifically open it from a Home screen, but it also opens whenever you take a shortcut to snapping a photo from a locked device (*How do I use the camera?*, page 93).

Photos app: This is the workhorse app. Use it to: view your pictures and videos, and organize them into albums; delete items; do basic photo-editing (“Out, damned red-eye!”); save items from the Photo Stream (that can come from other devices); share through Mail, Message, Twitter, and Facebook; assign an item to someone in Contacts; assign an image as Wallpaper; print a photo if you have an AirPrint printer; and, create a slideshow, complete with transition affects.

Photo Booth app: A fun little app that uses the FaceTime camera and special effects, available on only the iPad 2 and later.

Camera Roll: This is simply the collection of images and video taken on a specific device—as opposed to the cross-device conglomeration of Photo Stream (*What's the Camera Roll?*, page 94).

Photo Stream: This iCloud-based feature combines images from all your iDevices, as well as your computer, making them all available from everywhere (*Photo Stream*, page 96).

Panorama: Some iDevices have a panorama cameras; a good eye and a steady hand—and the on-screen grid—can result in a sweeping masterpiece. Or not.

Digital Picture Frame: An iPad-only (including the Mini) slideshow, replete with sound and transition effects.

What's an HDR photo?

When HDR capability is turned on, the iPhone takes multiple pictures—one underexposed, one overexposed, and one somewhere in between—and uses the best of each to compose an image that avoids too-bright and too-dark areas.

How about a flashbulb?

None of the iDevices have flashbulb attachments (yet), but the iPhone 4 and later, and the 5-gen Touch, have an LED flash on the back that kicks in when needed. If you don't want to illuminate some scenes: In the Camera app, tap Flash Off (and when we say “flash,” we mean ⚡).

I have two cameras in my iDevice—at least, I think I do. Are they the same?

The whole double-camera thing came about to provide a front-facing camera for FaceTime support, so all current, and most recent, iDevices have two cameras. (Apple used to refer to them as “back” and “front” cameras, but has recently taken to calling them iSight and FaceTime cameras. We'll go with that, even retroactively.) But the camera capabilities aren't equal because the FaceTime camera doesn't need high resolution to provide reasonable video chatting. Here's a chart of iOS 6-capable iDevices and their photo and video capabilities. (For com-

parison purposes, VGA is approximately .3 megapixels for photo resolution, and equivalent to 480p for video.)

	Camera (megapixels)		Video	
	iSight	FaceTime	iSight	FaceTime
iPhone 5	8	1.2	1080p	720p
iPhone 4S	8	VGA	1080p	VGA
iPhone 4	5	VGA	720p	VGA
iPhone 3GS	3	×	VGA	×
iPad 4	5	1.2	1080p	720p
iPad 3	5	VGA	1080p	VGA
iPad 2	.7	VGA	720p	VGA
iPad 1	×	×	×	×
iPad Mini	5	1.2	1080p	720p
iPod Touch 5	5	1.2	1080p	720p
iPod Touch 4	.7	VGA	VGA	720p
iPod Touch 3	.7	×	×	×

Can my iDevice do video? Panoramic pictures? HDR photos? Face Detection? The slide show?

Here's which iDevices can do what:






- **Video:** Models *after* the iPhone 3G, iPod Touch 3, and the iPad 1, although the quality varies from model to model, and even within a model regarding the front (FaceTime) and back (iSight) cameras.
- **Panorama photos:** Only the later models of the smaller iDevices: iPhone 4S and later, and the iPod Touch 5.
- **HDR photos:** iPhone 4 and later.

- **Face Detection:** The iPhone 4S and later, and iPad 3 and later, have automatic face detection to balance the exposure across up to ten faces; each detected face is marked by a rectangle.
- **Slide Show / Picture Frame:** This is an iPad-only (including the Mini) feature, presumably because you can't use the smaller devices on your desk or mantelpiece for display purposes.

Taking Pictures

How do I use the camera?

It's a little more than point-and-shoot, although you can just do that, too, skipping many of the steps here by leaving things at their defaults:

1. Open the Camera app by tapping its icon, or, from a locked iPhone or Touch, by flicking the camera icon  upward.
 - * This locked-device shortcut is not available on the iPad, presumably on the assumption that you can't be too quick with a device that size anyway. But it's missing on the iPad Mini, too.
2. Use the Camera Swap icon  to switch between the FaceTime and iSight cameras.
3. Set the Camera/Video switch  to what you want.
4. Only for the iSight camera: Zoom with pinch/spread gestures or the Zoom slider that appears with the first gesture. (Zooming doesn't pack additional pixels in the zoomed area; the area is enlarged, but the final resolution is lower.)
5. Turn on a grid by tapping Options and setting GRID to ON.
6. Set the exposure: Tap the spot on the screen you want exposed properly (letting the lighter or darker areas perhaps suffer as a result). To lock an exposure for the current and subsequent pictures, touch-and-hold a spot until the blue exposure frame pulses.
7. Take the picture: Tap the camera button  (or start and stop video recordings with the video button .


The picture or video is added to your Camera Roll.

Tapping the camera button to snap the picture is a little awkward sometimes.

And on the iPad, it's *always* awkward, since it's hard to keep it still in only one hand. On any iDevice, you can press a volume button to snap the picture instead of tapping the camera button.

How do I use the Panorama feature?

This feature is available only on iPhone 4S and later.

1. When you're in the Camera app, tap Options at the top of the screen, and then tap Panorama.
2. Point the iPhone where you want to start, and tap the Camera button ; you'll get a large arrow superimposed on your scene.
3. To pan right-to-left instead of the default left-to-right, double-tap on the right side of the Panorama bar.
4. *Slowly* pan across the scene, keeping the arrow on the provided line. (This feature doubles as the world's most boring video game.)
5. Tap Done. If you go too long, the iPhone will stop the picture by itself.

How do I sync photos among my devices and computer?

You may not need to sync them at all after you learn about Photo Stream, just ahead on page 96. True syncing for photos isn't available through iCloud, but if you have a computer, you can do it using iTunes as the central hub for all your devices (*Can I sync a single category...?*, page 75).

What's the Camera Roll?

The Camera Roll is a default "album" that holds all the photos and videos you take on your iDevice; images you've saved from a text message, email, or webpage; and screenshots. Access the Camera Roll in the Photos app by tapping Albums, and then the Camera Roll album.

How do I view my photos and videos?

Open the Camera Roll, or any album you've created. Tap a thumbnail to view a larger version of a picture. Once you're in full-screen mode, you can swipe to view other pictures, or tap anywhere on the screen to expose the Photos controls.

To play a video, tap its thumbnail in the Camera Roll and then the Play button ▶. To pause the playback, tap anywhere on the screen for the controls and then tap the Pause button ⏸. Jump to any part of the video by tapping for the controls and then tapping anywhere in the frame viewer.

- ✳ On an iPad, you can use pinch/spread gestures instead of tapping in many places: spread to open an album, pinch to put the pictures back in a pile; spread to expand a thumbnail to full-screen, pinch to get back to the thumbnails; and so on.

How do I delete those accidental shots of my feet?

- **Right after you've taken it:** Tap its thumbnail in the lower left of the screen, tap the trash can and then tap Delete Photo.
- **A photo in full-screen view:** Tap it for the controls to appear, tap the trash can and then tap Delete Photo.
- **Multiple items from the Camera Roll or an album:** Open the album's contents into thumbnail view, tap Edit, and tap the photos you want to delete (tap a photo again to uncheck it); tap Delete and then Delete Selected Photos.

⚠ You can't undo a deleted picture, so let's be careful out there.

How do I take a screenshot?

Press the Home button ◻ and the Sleep/Wake button at the same time, more or less—the timing isn't super-crucial, and it's easiest if you hold down one and then click the other right away.

The screenshot is added to the Camera Roll album. (On an iDevice without a built-in camera, it goes to the Saved Photos album.)



There's more info on this and related topics—including how to use the iPad as a digital picture frame, and organizing, sharing, and editing photos and videos—at tekserve.com/iosfaq. Go to the **Photos, Albums, and Editing** subtopic in the **Photos (and Video Recordings)** topic.

Photo Stream

What's Photo Stream?

It's one of those special things that you don't realize you need until you have it. Photo Stream keeps up to 1000 (yes, *a thousand*) of your most recent photos for up to 30 days in iCloud—combining the ones you have on any enabled device—and pushes them to your other iDevices.

Video recordings are not included in Photo Stream, but any still image that goes into your iDevice's Camera Roll is added to the Stream, including those saved from a webpage (*Any quick Safari Tips?*, page 98), email, or text message, or taken as a screenshot (*How do I take a screenshot?*, page 95).

To turn on Photo Stream, go to **SETTINGS ▸ ICLOUD ▸ PHOTO STREAM** and set **MY PHOTO STREAM** to **ON**.

What other general info do I need to know?

- Photo Stream is not retroactive: An iDevice can add to the Stream only those photos taken after you've turned the feature on for the device.
- Photo Stream doesn't work over a cellular connection (that could be costly!); pictures are pushed only over a Wi-Fi connection—and only when you exit the Camera app on an iDevice.
- Photo Stream contents don't count towards your iCloud storage total (*What does it cost?*, page 42).
- Just because you can see, on one device (the iPad, say), the pictures you took on another (your iPhone, for instance), that doesn't mean they're on that iPad. When something's bumped out of the Stream because it's older than 30 days or you've gone over 1000 items (which kicks out the oldest items), it's still in the Camera Roll on the originating device, but you won't see them on your other devices.
- You can invite your Mac to the Photo Stream party through iPhoto or Aperture; and, because the Mac is more capacious than your iDevice, it can even save every photo that runs through the Stream.


Start by checking Photo Stream in the iCloud pane of System Preferences. Then, in iPhoto, choose **iPhoto ▸ Preferences**, go to the Photo

Stream pane and check My Photo Stream. Next, to have images in the Stream automatically added to iPhoto, check Automatic Import; to push images added to iPhoto on the Mac—imported from a camera card, for instance—to the Stream, check Automatic Upload. (Similar commands are in Aperture's preferences.)

How do I view my Photo Stream?

On an iDevice, look in the Photos app; tap the Photo Stream tab. In iPhoto on your Mac, click Photo Stream in the sidebar. On a PC, look for the My Photo Stream (Download) folder at *C:\Users\[username]\Pictures\Photo Stream\My Photo Stream*.

How do I save something in the Photo Stream onto an iDevice?

If you created the image on a device, it's already also in your Camera Roll there. On another device, view the Photo Stream in the Photos app, tap the photo, tap the Share button , and then Save To Camera Roll.

To save multiple pictures, tap the Edit button, tap each picture you want included so they have check marks, and tap Save. Next, tap Save To Existing Album or Save To New Album; name a new album and tap Save.

Can I share my Photo Stream with my family and friends?

You can't share your Photo Stream, but you can create separate, shared Photo Streams which you can invite others to view on their iDevices or on the Web.





There's more info, including how to delete items from your Stream, how to clear it out completely, and how to create a shared Photo Stream at tekserve.com/iosfaq in the **Photo Stream** topic.

Safari





Safari Features

Can I have multiple pages open at the same time?

Yes, although while they're referred to as "pages" on the iPhone/Touch, they're called "tabs" on the iPad, which has more room to display actual tabs. Both, however, are synced as iCloud tabs (*Syncing Safari Info*, a few pages ahead). We'll be using the term "tab" here generically, except when referring to button names.

Create a new blank tab: On the iPhone/Touch, tap the Pages button  (a number in it tells you how many are already open) and tap New Page. On the iPad, tap the New Tab button  at the top of the page.

Create a tab from a link: Touch-and-hold the link and select Open in New Window (Tab, on the iPad) from the popover menu.

Go to a different tab: On the iPhone/Touch, tap the Pages button , swipe to view the thumbnails, and tap the page; close a page from the lineup by tapping its red Close button . On the iPad, tap a visible tab—if you can't read the titles, tap the More Tabs button  for a list; close a tab by tapping its Close button .

The text on some sites is really tiny.

- Double-tap on a page to zoom it with the tapped spot centered on your screen. Double-tapping on that spot again zooms you back out, while double-tapping on a different spot re-centers the page on that spot.
- Pinch out and in to zoom in and out(!)
- Use the Reader button when it's available (*What's Reader, and how do I use it?*, a few pages ahead).

Any quick Safari tips?

How about these two? Tap the status bar at the top of the screen to jump to the top of a page. And: To save (almost) any webpage image, touch-



and-hold on the image, and tap **SAVE IMAGE**; you'll find it in your Camera Roll (*What's the Camera Roll?*, page 94).



Can I block pop-ups?

Go to **SETTINGS** ▸ **SAFARI** ▸ **BLOCK POP-UPS** and set it to **ON**.

What's the History list?

The History list shows all the sites you've visited, separated into folders for each day. Unlike bookmarks, this is compiled automatically.



Access a page in the History list: Tap the Bookmarks button , then tap the History folder (iPhone/Touch) or the History button  (iPad). Tap a page you've visited earlier in the day, or one of the folders for previous days. Use the History button to go back to the current-day and folder list.



Clear the History list: Tap the Bookmarks button , tap History ( on the iPad), the Clear button (Clear History on the iPad), and then the Clear History confirmation button. Or, use the **CLEAR HISTORY** button in **SETTINGS** ▸ **SAFARI**.


How do I make and use bookmarks?

Use bookmarks to quickly go to webpages you view often, and put them in folders to stay organized.

Create a bookmark:

1. Go to the target page, tap the Share button  and tap **Bookmark**.
2. Name the bookmark. Start with a tap of the Erase  button to get rid of a long, suggested name.
3. Store the bookmark in a folder (see [tekserve.com/iosfaq](https://www.tekserve.com/iosfaq) for info about creating bookmark folders). Tap the name of the current folder—just beneath the name field—for a list of folders, and tap the folder you want. Every bookmark goes in a folder; the main-level folder is named **Bookmarks**.
4. Tap the **Save** button or tap **Done** on the keyboard.

Use a bookmark: Tap the Bookmarks button , tap the folder in which the bookmark's stored if necessary, and tap the bookmark name. If you don't see the folders, tap the Bookmarks button  on the iPhone/

Touch, or the Bookmarks button  at the bottom of the list in the iPad. To move back up out of a folder, tap the enclosing folder's name at the top left of the list.

Enable the bookmarks bar: On an iPad, an item you put in the Bookmarks Bar folder goes onto a bar beneath the address field if you turn on that feature: Go to SETTINGS ▸ SAFARI and set Always Show Bookmarks Bar to ON.

What's Reader, and how do I use it?


Reader lets you read, in one fell swoop—with no ads!—something that's usually split across several webpages, requiring you to continually tap Next. It works only for pages that use “articles”—text coded as a single entity no matter how it might be split up. If there's an article, a Reader button shows up in the address field; tap it to open the Reader window. Tap it again to close the Reader window on the iPad; on the iPhone/Touch, tap Done.

To change the size of the text in the Reader window, tap the Font Size button AA in its upper left and then tap the appropriate button.



Then what's the Reading List?

The Reading List stores the contents of a webpage so you won't need an Internet connection when you get around to reading it.

✱ Offline reading isn't available on all iDevices (*Will my older device ... be able to use all [iOS] features?*, page 9).

Add a page to the Reading List: Tap the Share button  and then tap Add to Reading List. On the iPad, if the Reading List is open on the side, tap its Add button +.

Add a linked page to the Reading List: Touch-and-hold the link until a popover appears, and choose Add to Reading List.

Access your stored pages: Tap the Bookmarks button . On the iPhone/Touch, if necessary, move back to the Bookmarks folder and then tap Reading List; on the iPad, tap . Tap a page in the list to see it; close the list by tapping DONE on the iPhone/Touch, or outside the popover on the iPad.

Remove a page from the list: In the open Reading List, scroll to the item you want removed and swipe across it for a red Delete button.

Syncing Safari Info

What can I sync between Safari on my iDevice and Safari on my computer or other devices?


With iCloud, you can sync your bookmarks, Reading List, and even your open tabs (it's all or nothing, not separate syncing for those items); with iTunes, you can sync only bookmarks. But you have to choose one sync route or the other: If you have iCloud syncing for Safari turned on, you can't sync from iTunes.

How do I set up iCloud syncing for Safari?

You must set up your computer and each of your devices individually so they'll play well with the others.

On your iDevice(s): Go to **SETTINGS** ▸ **ICLOUD** and set **SAFARI** to **ON**.


On your Mac: Choose **Apple** ▸ **System Preferences**, go to the **iCloud** pane, and check **Safari**.

 If/when you turn off iCloud syncing for Safari on an iDevice, you'll be asked: "What would you like to do with the previously synced iCloud Safari data on your iDevice?" You will be given the opportunity to **Keep** or **Delete** it. If you choose **Delete**, **ALL** of your bookmarks, Reading List pages, and iCloud tabs will be erased, because *all of them will have been synced*—it's not just the items synced *to* the device that are erased. Ask your author how she knows this.

How do I set up iTunes syncing for Safari?

Connect your iDevice to your computer with the connecting cable or wirelessly (*Can I sync my iDevice ... through Wi-Fi?*, page 75). Select it in the iTunes sidebar or with the **Devices** button, and click the **Info** tab; under **Other**, check **Sync Safari Bookmarks**, and click the **Apply** button.

How do I access synced tabs?

In Safari on the iPad or the computer, tap or click the iCloud Tabs button  and select the tab you want; if multiple devices are synced, the list is divided, with headers for each device.

On the iPhone/Touch, tap the Bookmarks button  and then the iCloud Tabs folder to see the tab list.



Check tekserve.com/iosfaq, under the **Safari** topic, for more info, including how to: use full-screen mode on an iPhone/Touch; change the default search engine; add a website icon to a Home screen; save an image from a webpage; fill in Web forms automatically; manage website login information; and make bookmark folders.

iBooks

What's iBooks? Do I have to buy it?


The iBooks app, which runs on all iDevices, lets you purchase, organize, and read your iBooks. It's a free Apple app, but it's not installed automatically, so download it from the App Store.

What ebook formats does iBooks use?

iBooks handles the industry-standard .epub and PDF formats, and the proprietary .ibook format used for interactive, “multi-touch” books.

How do I get a book into iBooks?

- Buy it from the iBookstore on your iDevice.
- Use the auto-download feature to get a previously purchased iBookstore item onto your other devices, or re-download it to them (*What's an automatic download...?*, page 30; *How do I re-download items?*, page 31).
- Download a free or purchased ebook from a website by tapping its download link, and then tapping Open In iBooks on the next screen.

- For an email attachment, tap the Share button , and then tap OPEN IN iBOOKS.
- Buy it from the iBookstore through iTunes on your computer (or download it from the Web and put it in iTunes) and sync it to your device.

How do I get to the iBookstore?

On your iDevice, open iBooks and tap the Store button at the top of the bookcase. (When you're in the iBookstore, the Library button returns you to your bookcase.) Use the icons on the bottom of the screen and the buttons at the top to narrow the scope of your browsing. Use the Search Store field at the top of the iPad screen, or the Search icon at the bottom of the iPhone/Touch screen to look for a book's name or author.

I'm trying to just read in iBooks, but it keeps sending me to the iBookstore.

The iBooks app and the iBookstore are inextricably intertwined. You must explicitly leave the iBookstore to get back to iBooks; if you left off at the iBookstore and did something else on your iDevice, opening iBooks puts you back where you left off. Tap the Library button at the top of the screen to get back to your bookshelf.

I have a zillion ebooks. How can I find one of them in iBooks?

Getting organized is one way to make finding things easier, but even then it can take a lot of tapping to get where you want to be. Use the iBooks search function:

1. In either Bookshelf or List view, swipe downwards to reveal the Search field. (Yeah, that's where they hid it.) Or, just tap the status bar at the top of the screen to reveal the search field.
 - * Drag from within the bookcase or the list; if you start too high on the screen, you'll drag open the Notification Center instead.
2. Tap in the search field and type your search term. iBooks interprets what you type generously, looking at all your books and PDFs—in every collection—for those characters in the title or author's name;

they don't have to even be at the beginning of a word. So, typing *green* finds Stephen King's *Green Mile*, Brian Greene's *The Elegant Universe*, and Belva Plain's *Evergreen*.

3. Tap Search on the keyboard (although the search begins as you start typing).

Can I rearrange books on the bookshelf?

Yes. Just touch-and-hold any book until its icon swells, then drag it to a new position; others scurry out of the way when you drop it in a new spot. You can drag it to the top or bottom of the screen to access shelves above or below what's displayed, but you can't go to the left or right edge of the screen to get to another collection.

The page-turning interface is really nice, but it gets old quickly. Is there a better way?

Yes, just tap anywhere in the right margin of the page to flip the page quickly. You can also set the left margin to flip to the next page instead of the previous page: Go to SETTINGS ▸ IBOOKS ▸ TAP LEFT MARGIN and check NEXT PAGE. You'll still be able to go to the previous page by dragging the left edge of the current page.

Another option is the continuous page scroll: Tap AA ▸ THEMES ▸ SCROLL.

The screen seems pretty cluttered; I just want the text.

Turn off all the controls at the top and the bottom of the page (and turn them back on) with a tap anywhere in the text area of the page. On an iPad, turn off the pretend book cover and page edges: Tap AA ▸ THEMES ▸ FULL SCREEN.

How do I mark my place in the book I'm reading?

You don't have to—it's automatically saved so that when you open the book again, you're returned to the page you last looked at. And, you can pick up reading on a different device: Go to SETTINGS ▸ IBOOKS and turn on SYNC BOOKMARKS.

- * This is different from syncing the ebooks themselves with your computer, which is done through iTunes (and covered in detail on our website). It's also different from syncing Safari bookmarks (*Syncing Safari Info*, page 101).



Check the iBooks topic at tekserve.com/iosfaq for *way* more info, including iBookstore browsing and buying tips, and where to find free ebooks and how to get them into iBooks (and give them nice covers). Also, how to: select and copy text; create and manage collections; get word definitions; search for something in a book; create and use bookmarks, highlights, and notes; handle PDFs in iBooks; and sync your ebooks through iTunes.

More Apple Apps

What's Voice Memos?

It's just what it sounds like (no pun intended): a way to record yourself talking. You can record in the background while you work in another app, attach a memo to an email or message, and sync the memos to your computer.

What's the dictation feature?

Dictation is simply a transcription of what you say when the feature is activated in dictation-capable apps. Your iDevice must be connected to the Internet via Wi-Fi or a cellular connection for it to work (so watch out for cellular data charges). It uses Siri technology, so you need a Siri-capable device (at least iPhone 4S, iPad 3, or iPod Touch 5).

It's important to understand what dictation *isn't*:

- It's not like talking to Siri, where you can ask questions and give commands.
- It's not like using Voice Control, which uses a limited set of commands to control music playback and make phone calls.

- It's not like using full-featured dictation software on your Mac, where you can back up a few words for insertions, or delete something that was typed for you.

What's Newsstand?

Newsstand is somewhat like an iBooks for periodicals—a place where you can access and manage subscriptions to electronic magazines and newspapers. A periodical must be designed to work with the Newsstand interface: You can't just put a standalone periodical app on its shelves. Although, in fact, Newsstand-compatible periodicals *are* apps; you'll see their icons in the Apps section of iTunes on your computer if you use it for syncing, and they'll appear in your multitasking bar if you've read an issue recently.

What about Maps?

iOS 6 introduced the much-maligned revamped Map app. Depending on when you read this, it may have already undergone an overhaul to address its issues. In any case, the initial version wasn't a total loss and has many interesting and helpful features. If you miss the pre-iOS 6 Maps app, try the Google Maps app.

There's a separate Podcasts app now?

Yes. Instead of accessing podcasts in your Music app, there's a (free) Podcasts app, which you should download from the App Store. When you do, podcasts currently in your Music app (left over from the setup under the previous iOS) will be moved into Podcasts. You'll be able to search for, subscribe to, and play podcasts in the new app.

What's the Video app for?

It's where you view TV shows, movies, and music videos—presumably, but not necessarily, purchased or rented from the iTunes Store. (Video recordings you make are viewed in the Photos app, and video podcasts in the Podcasts app.)

What's Passbook?

It's convenient and cool, but will be *great* when more merchants jump on its bandwagon. Load it up with gift cards and/or passes for favorite stores and movie theaters, and “pay” with a scan of the 3D barcode on your iDevice. Ease airport check-ins with electronic boarding passes. And with Location Services on, your iDevice will have the appropriate Pass on top in certain places, such as airports and Starbucks.

What's iTunes U?

It's both a concept and an app. iTunes U provides access to electronic educational resources—“courses”—from kindergarten level through college. Courses may be video-based, audio-only, mostly text, or any combination thereof.

iTunes U has been around for a while, as a subset of iTunes on the Mac and of the Music app on iDevices. With the advent of iOS 6, however, iTunes U content properly belongs in the new iTunes U app which, like iBooks, is free but must be downloaded from the App Store. When you install it, your existing iTunes U content will move to it automatically.



For more details on any of these apps, go to tekserve.com/iosfaq and, under the topic **More Apple Apps**, check the subtopic for the app.

Problems & Prevention

- Backups & Restores
- Problems & Troubleshooting

Backups & Restores

Why should I back up my iDevice?

Because it's a computer, and there are only two kinds of computer users: those who have lost data, and those who are about to.

But if you're used to backing up your "real" computer, you need to understand the qualitative difference between that and an iDevice backup. Most computer backups let you retrieve individual pieces or categories of information, whether it's an important word processor document or all your iPhoto content. With a few exceptions, iDevice backups are all-or-nothing: you wipe all the info from your device, and reinstall everything from a backup. (The exceptions are certain documents, such as those from iWork apps, that can be accessed from icloud.com or a Mac.)

You can back up to iCloud or iTunes, or to both—the belt-and-suspenders approach that doubly ensures your pants stay up.

- * The initial backup can take a *looonng* time, but subsequent ones upload only whatever's been changed since the last backup, so they can be very quick.

Can I back up my iDevice purchases to my computer?

Yes—but only for items purchased from the iTunes Store. It starts with "authorizing" your computer to use your iTunes account if you haven't already done that:

1. *Before* you connect your iDevice to the computer, open iTunes.
2. Choose Store ▸ Authorize Computer.

3. Provide your Apple ID and password and click Authorize.
4. Connect your iDevice and select it in the sidebar or with the Devices button.
5. Choose File ▸ Transfer Purchases From [iDevice].

You can also download individual purchases to your computer through iTunes (*How do I re-download items?*, page 31) and/or automatically download new iDevice purchases to your computer (*What's an automatic download...?*, page 30).

What does an iCloud backup store?

iOS and account settings (info in the Settings app, your Home screen arrangements, and Mail, Calendar, and Contacts info); your Camera Roll and albums you've created on the device; ringtones; your Messages history; and app data and documents. Wondering about all the music, apps, books, and other items you bought from Apple's online stores? They're not backed up because they can be re-downloaded if necessary (*How do I re-download items?*, page 31).

Those are the items iCloud *can* back up for you, but you must fine-tune backup options for individual apps in SETTINGS ▸ ICLOUD ▸ STORAGE AND BACKUP ▸ MANAGE STORAGE.

- * If you turn off data backup for an app after it's been backed up, it affects only subsequent backups; the existing backup remains.

Can I have my iDevice backed up automatically?

Yes, you can. But while you can manually back up to iCloud and/or iTunes whenever you want, only one of them can be set to occur automatically.

- **iCloud:** If you don't use iTunes at all, setting up an iCloud backup includes automatic backups (see the next question).
- **iTunes:** If you use iTunes, you can specify which backup option should occur automatically. In iTunes, select your device in the sidebar or with the Devices button, and click the Summary tab. In the Backups section, under Automatically Back Up, click iCloud or This Computer. If you choose This Computer, automatic backups occur once a day as long

as: the device is connected to power (an outlet or the computer); is on the same Wi-Fi network as the computer; has Wi-Fi syncing enabled (*Can I sync my iDevice ... through Wi-Fi?*, page 75); and iTunes is open (in the background is fine).

How do I back up to iCloud?

First, you must have a Wi-Fi connection—you can't do iCloud backups over cellular.

Go to **SETTINGS ▸ ICLOUD ▸ STORAGE AND BACKUP** and set **ICLOUD BACKUP** to **ON**. Tap **BACK UP NOW** to initiate a manual backup. With iCloud Backup on, your iDevice automatically begins a backup once a day when it's connected to power (an outlet or your computer), has a Wi-Fi connection, and is locked.

How do I back up with iTunes?

1. Connect your iDevice to your computer with a cable or Wi-Fi (*Can I sync my iDevice ... through Wi-Fi?*, page 75).
2. Select the device in the iTunes sidebar or with the **Devices** button, and click the **Summary** tab.
3. In the **Backups** section, under **Automatically Back Up** check **Encrypt Local Backup**. This is not *required*, but is highly recommended (see next question). And it applies to local, manual backups as well as to automatic backups despite its location on the screen.
4. Under **Manually Back Up And Restore**, click **Back Up Now**.

✱ If you sync your iDevice to your computer, (*How do I sync ... with iTunes?*, page 75), your iDevice is backed up to your computer as the first step of the sync.

What's an encrypted backup in iTunes?

An encrypted backup requires a password before it can be used to restore your iDevice. An encrypted backup includes your passwords for various items (such as for your Mail account), which saves you from having to enter them when you restore your iDevice (if you even remember them). Turn on the encryption option in the **Summary** tab, in the **Backups** section.

- * Please! If you're going to back up, turn on encryption. You will be much happier if you ever have to restore from it. Thank you.

How do I do a “restore”—and what exactly is that?

A restore is putting your backed-up information onto your iDevice after you've had a problem and wiped the device, or onto a new device that you're seeding with the backup of your previous device.

- * There's another, completely different, kind of “restore”—for resetting your iDevice back to factory settings (*Restore your iDevice from iCloud* and *Restore your iDevice from iTunes*, starting on page 116).

Restore from iCloud: With your new (or newly wiped) iDevice in its automatic setup mode when you turn it on, and an available Wi-Fi connection to the Internet, tap Restore from iCloud.

Items that you've purchased from Apple are re-downloaded automatically as part of the restore process. (You can re-download iTunes Match items when the restore is finished.)

- * Music, ebooks, or anything else you didn't purchase through Apple will need to be restored through the route you used to install them initially (probably iTunes).

Restore from iTunes: With the device connected to your computer and selected in iTunes, go to the Summary Tab and, in the Backups section under Manually Back Up and Restore, click Restore Backup. You'll be given a choice as to which backup to restore from—the most recent one, a previous one, or even one from a different device.

- * Restoring hundreds of apps, thousands of songs, and loads of pictures can take three or four hours to complete by Wi-Fi. Even restoring with a cabled iTunes connection can take an hour or more if your device is chock-full of stuff. But your device will be usable (sans the missing goodies) while it's happening.



Go to tekserve.com/iosfaq and check the topic **Problems & Prevention** for more info, including how to keep within your free 5GB iCloud allotment.

Problems & Troubleshooting

In General

- * For information about AppleCare and AppleCare+, see *Should I get AppleCare...?*, page 105, and the questions following it.

How can I get technical support for my iPhone?

If the basic troubleshooting advice in this book don't help, try www.apple.com/support. If you have AppleCare, you can also call 1-800-275-2273.

If it's a hardware problem, bring it in—we're open seven days a week. We can help with software issues, too. In fact, if you want someone to, for instance, sit down with you and get iCloud configured on all of your devices, we can do that for an hourly fee—and with an appointment made ahead of time. We have a great staff, and many speak nerd-free English.

How do I check my warranty status?

It's easy: Go to <https://selfsolve.apple.com/GetWarranty.do> and enter your iPhone serial number. (Read *Should I get AppleCare...?* and *What's AppleCare+?* on page 26.)

How do I find my serial number?

You mean you didn't save your original receipt or packaging, both of which note the serial number? Good thing there are other ways to check!

On the iPhone: Look on its back for the engraved number (not all devices have the serial there).

"In" the iPhone: Go to SETTINGS ▸ GENERAL ▸ ABOUT.

From iTunes: With the iDevice connected to your computer, select it and click the Summary tab.

Where can I go to have my iDevice repaired?

Hey, did you notice where this book came from?? We're here for you. If you live far from NYC, we're still here for you, but you'll find it more convenient to go to an Apple Store near you.

What should I do before I bring my iDevice in for repair?

Back up your iDevice if you can, especially if you use iTunes, since you're not going to schlep the computer, too, if you're coming to Tekserve. Then, try the troubleshooting suggestions in the next section. If nothing works, or you know up front it's a hardware problem, come on in.

So, how do iDevice warranty and AppleCare+ repairs work?

For some simple repairs, we replace the part—frequently while you wait. For more complex repairs, we exchange your iPhone or iPad for an Apple “swap unit,” which is guaranteed to work just like a brand new unit. We usually have replacement iPhones in stock for instant service.

If your warranty has expired, or you have accidental damage without AppleCare+, an iPhone repair/swap costs \$149 (iPhone 3G) to \$229 (iPhone 5). iPads are usually \$249.

What happens to my data, settings, and call history in a device swap?

If you back up regularly to iCloud or to iTunes, you can restore everything to the new device (iTunes is faster, by the way). Some of us do both.

If you have no backup, we often can recover at least some of your data from the damaged device; this is for an additional fee—it is NOT covered by AppleCare+.

- * We accept iDevices for *responsible* recycling at any time. Everything is processed locally; nothing is shipped overseas for recycling or disposal. Our recyclers comply with health and safety laws, and don't use prison labor. Hazardous electronic waste is not incinerated or disposed of in solid-waste landfills. We even give you a 10% discount on a new iDevice when we recycle your similar old device that's not physically damaged.

The Seven R's (and three U's, and...) of Troubleshooting

- * Don't forget the supremely important preventive medicine of backing up your iDevice (*Backups & Restores*, page 108).

There are seven R's??

That's right—and there would've been ten, had we been able to think of synonyms beginning with R for “quit,” “update,” and “emergency shut-down.” The R's are: remove and re-download for apps, and recharge, restart, reset, restore, and recovery for the iOS/iDevice. The three (or four) U's are all *update*—your app(s), your iOS, and even iTunes and your Mac OS.

So, hold your questions for the rest of this section; we'll just describe the procedures.

Update an app.





Updating isn't always for new features: it could be bug fixes or changes to go with a new version of iOS. (*How do I know when an app has an update?*, page 33; *How do I update apps?*, page 33.)

Remove and re-download an app.

Delete the app and replace it with a new copy through a re-download (*How do I delete an app?*, page 34; *How do I re-download items?*, page 31). But, watch out: removing an app deletes its associated data—no big deal with game scores, but possibly a big deal if it's, say, a spreadsheet document.

Quit an app.

In the normal course of events, you don't quit apps—you just move on to other things. Quitting an app on an iPhone is the equivalent of a “force quit” on your Mac—you make it stop no matter what it wants to do. There are two methods; the first is easier, but if for some reason you can't get to the multitasking bar, use the second method.

- Double-click the Home button  to get the multitasking bar. Touch-and-hold the culprit icon until jiggle mode starts, and then tap its Remove button . Press the Home button  to cancel jiggle mode.
- Hold down the Sleep/Wake button until you get the Slide to Power Off slider (about five seconds). Release the Sleep/Wake button and hold down the Home button  immediately. After about five seconds, the app will quit. Oddly enough, with this procedure, the app's icon remains in the multitasking bar for immediate access.

Update iOS.

Updates are not only for new features—they also address performance issues. See *How will I know if there's an upgrade or update...?* and *How do I ... update iOS 6?*, page 11.

Update iTunes.

If problems crop up while working with iTunes, make sure you have the latest version: in iTunes, choose iTunes ▸ Check For Updates.


Recharge your iPhone.

Yes, this is analogous to the old TV-repair “Is it plugged in?” query. But, well... have you plugged it in lately? A brief wake-up followed by a blank screen, or no startup at all, could be simply a totally drained battery.

Restart your iPhone.


Restarting is turning off the iPhone (not putting it to sleep) and turning it back on. Hold down the Sleep/Wake button for about 5 seconds; when you see the red slider, use it to turn off your iPhone. Turn it on again by holding down the Sleep/Wake button until the Apple logo appears. (If the red slider doesn't work—yikes!—use the emergency shutdown technique described just ahead.)

Reset your iDevice.

Hold down both the Sleep/Wake button and the Home button  for about ten seconds, until the Apple logo appears (the screen will go blank first), and then wait for it to go away, which could take a minute or more.

If you're doing this to overcome a battery-charging problem, reset the iDevice while it's plugged in.

Emergency shutdown.

This is a variant of the reset; it can be used when you've tried to restart the device but the red slider doesn't work. Start by holding down the Sleep/Wake button and the Home button , but don't wait for the Apple logo: when the screen goes blank, release both buttons.

Restore your iDevice from iCloud.

This is a double-barreled procedure: you restore the iDevice to its factory settings, and then you restore your content and personal data from a backup. (But when you see the phrase “restore your iDevice,” it's referring to the former.)



This procedure *erases all the content and settings from your device*, so if you can, start by making a current backup.

1. Erase everything from the iDevice: Go to SETTINGS ▸ GENERAL ▸ RESET ▸ ERASE ALL CONTENT AND SETTINGS.
2. When the iDevice restarts for a new setup, tap Restore From iCloud Backup.

Restore your iDevice from iTunes.

This is the same double-barreled approach as above (restore factory settings and then your content), but using iTunes, which does both through one command. You need an Internet connection for this procedure, because iTunes checks with the mother ship for the necessary restore files—the most recent appropriate iOS version, for instance.



This procedure *erases all the content and settings from your device*, so if you can, make a backup as described in the steps here.

1. With your iDevice connected to your computer (by a cable—this won't work through Wi-Fi), select it in the iTunes sidebar or with the Devices button, and click the Summary tab.
2. In the Backups section, click Back Up Now.
3. In the iDevice section at the top of the window, click Restore iDevice.

✱ As part of this procedure, you'll be asked if you want to back up your current iDevice settings (you do), and to confirm that it's okay that all your media and data will be wiped out (you don't have a choice, really).

4. When the iDevice restarts after having its iOS and default settings restored, you'll see the startup screen on the device, but you can continue the process using iTunes. In the iTunes window, click Restore Backup.
5. Choose a backup from the menu in the dialog and click Restore.

✱ If you don't have a backup, you'll have to go with the Set Up As New iDevice choice. You should be able to get much of your content back on the iDevice through an iTunes or iCloud sync, and by re-downloading purchases (*How do I re-download items?*, page 31).

6. Click Continue, and enter your password if you're using an encrypted backup.
7. Wait while iTunes does its thing.

Use recovery mode.

Recovery mode uses iTunes as a repair shop. It's needed when you can't get your iDevice up and running to do any troubleshooting on it, and iTunes can't even see it. It's a superset of the restore procedure just described—so when you can't do a restore, but need to, use recovery mode. This *erases all the content on your device*, so, if you get to this point, we hope you've been good about backing up, or at least syncing, your device.

1. Make sure your device is at least minimally charged.
2. Open iTunes on the computer.

3. Attach the iDevice's connector cable to the computer, *but not to the iDevice*.
4. Turn off your iDevice: Hold down the Sleep/Wake button for about five seconds, and when the red slider appears, use it.
5. This takes a little extra coordination: Hold down the Home button ☐ while you plug the USB cable into the device, and keep it down until you get the "Connect to iTunes" screen.
6. On your computer, you should see a dialog that iTunes has detected an iDevice in recovery mode; click OK to dismiss it.

iTunes puts a generically named "iDevice"—instead of whatever you may have named your device—in the sidebar (open the sidebar with Command-Option-S if it's not there) and displays a Summary screen; there are no other tabs.
7. Click the Restore and Update button on the iTunes screen, and agree in the confirming dialog.
8. After the iDevice software is restored, you may be asked if you want to update to the latest iOS version. Of course you do, so click Update.
9. In the Backups section of the current iTunes screen, click Restore Backup; in the dialog that opens, choose a backup from the pop-up menu, and click Restore.

Specific Problems

- * We learned a lot from Superstorm Sandy—including how to keep Tekserve open without electricity. Check out the survival tips at tekserve.com/superstorm to see what you can do about your iDevices the next time disaster looms.

What can I do about an app that keeps crashing, or one that "freezes" on my screen?

- Check if there's an update to the app (*How do I know when an app has an update?*, page 11).
- Delete the app and replace it with a new copy through a re-download (*How do I delete an app?*, page 34; *How do I re-download items?*, page 31). This deletes all your local app data, like high scores and prefer-

ences, but they weren't doing you any good under the circumstances. It can also delete more important things, like spreadsheets and word processing documents associated with a more serious app, so make sure they're backed up—or perhaps even emailed to yourself—before you delete.

- Check reviews for the app in the App Store—it might be an intrinsic problem that you can't fix by replacing your copy.
- Consider the possibility that it's a more endemic problem—your iDevice's problem, or iOS—and consider *Restart your iDevice* and *Reset your iDevice*, starting on page 115.

If an app freezes on your screen, you can “force quit” the app instead of restart the device (*Quit an app*, page 115).

When I turn on my iDevice, it keeps restarting and never gets to the Home screen.

In all probability, this is going to require the nuclear approach (*Use recovery mode*, page 117), as does the similar situation where there's no repeated restarts but you get stuck on the Apple logo screen for 10 minutes or more.

My iDevice won't turn on! It was fine yesterday!

It's likely that the battery is drained so far that the iDevice can't even tell you it's empty. Charge it for at least 20 minutes and see if it turns on.

My iDevice has been plugged in for more than a half-hour, and it still has little or no charge—it's displaying the low-battery icon (the one with the red bar in it).

Turn the iDevice off (hold down the Sleep/Wake button until you get the slider to turn it off) and then turn it on again. Still not charging? Reset it (*Reset your iDevice*, page 116) while it's still plugged in.

My iDevice won't start up unless I keep it plugged in.

Leave it alone, letting it charge for at least 20 minutes. Then:

- If the Home screen appears, charge it the rest of the way. (A full charge is indicated by the full-battery icon—the one with the plug in it—in the corner of the screen.)



If the iDevice then turns off when you unplug it, the battery may need to be replaced.

- If you get the low-battery icon (the one with the red bar) in the middle of the screen, follow the directions above in *My iDevice has been plugged in...*
- Still no joy? Try connecting it to your computer. If iTunes can see it, do a restore (*Restore your iDevice*, page 116).

I'm trying to sync with iTunes, but it doesn't even see my iDevice.

Check the easy things first. Is it charged? If you're trying a Wi-Fi connection to your computer, try using the connection cable instead. If you're connected with a cable, are you sure the cable is in working condition? Swap it for another if you can. Try disconnecting all other USB devices (besides a keyboard and mouse). Is your version of iTunes up-to-date?

If the fault is with your iDevice, you've probably been having a few problems on it. If it's working, and you back up to iCloud, do a backup, and then see *Use recovery mode*, page 117. Otherwise, you'll have to do the recovery without an up-to-the-minute backup.

How do I replace a bad battery, since the thing is sealed?

For some devices, we can replace the battery in our shop; for others, we swap the entire device, just like a repair. We usually have iPhones in stock for an immediate swap for \$79–\$99; iPads may have a turnaround of day or two for the swap, and the fee is \$99. (That's for out-of-warranty replacements.)

OMG! My screen is cracked! OMG, I dropped my iDevice in water! OMG...

If you have AppleCare+ and haven't used up your two "incidents" (*What's AppleCare+...?*, page 27), bring in your device—or, if you're away from NYC, go to any Apple store—and swap it for a replacement for \$50.

If you don't have AppleCare, we can still help, including repairs of corrosion, shattered displays, and other physical damage. We offer only authorized Apple repairs, many of which are swaps of the entire unit. A swapped iPhone, for instance, costs \$149–\$229 depending on the model

and comes with a 90-day warranty covering the entire unit; they're usually in stock for immediate replacements. iPads can take a day or two; there's an out-of-warranty flat fee of \$219 or \$249.

Battery replacement, iPhone vibrators, and some other on-the-spot repairs cost less.

I can't find my problem listed here. What can I do on my own?

The art of troubleshooting nebulous computer problems has always been based on the premise that even if it's not likely to fix the problem, if it's easy, quick, and not likely to *cause* a problem, do that first. So, you start with something relatively simple and keep upping the ante until the problem's cured, or perhaps until the next bet is something that would wipe out all your not-backed-up content and you'd rather check with an expert than take that drastic measure.

Try these troubleshooting techniques, described in the previous section, in this order:

- Recharge your iDevice if needed.
- Restart your iDevice.
- Reset your iDevice.
- Update iOS if needed.
- Update iTunes if needed.
- Restore your iDevice.
- Use recovery mode.

If you want to skip the recovery mode option because you don't have a current backup, or if recovery didn't work, bring the device to Tekserve and we'll give you a free repair quote. If you usually sync or back up with iTunes on a laptop, please bring that in as well.



Go to tekserve.com/iosfaq and check the topic **Problems & Prevention** for more info, including what to do if you're running out of space on your device.

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