



iOS 7 FAQ

a user's guide

by Sharon Zardetto

TEKSERVE



Apple Specialist

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119 West 23rd Street

212-929-3645

(between 6th & 7th Avenues)

Fax 212-463-9280

New York, NY 10011

Toll-free sales 888-929-3645

tekserve.com

help@tekserve.com

tekserve.com/business (*Business Team*)

sales@tekserve.com

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Written by: **Sharon Zardetto**

Tech edit and general nitpicking: **David Lerner, Michael Truskowski, August S. Guyot**

Cover design: **Ben Goodman**; photography by **Squire Fox**

Layout design: **Sharon Zardetto**

Graphics for tables and notes/warnings: **Jerry Szubin**

Layout: **Jerry Szubin, Sharon Zardetto**

Reading this PDF on your iDevice

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* Want to know lots more about reading PDFs—and other books—in iBooks on your iDevice or your Mac? Check out Sharon Zardetto's [Take Control of iBooks](#).

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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 depth, an abundance of features, and some quirks that just aren't obvious. We get asked a lot of questions, and want to share the answers.

We began as a repair shop, and while we still offer that service, we've grown to a staff of over 200 people helping clients—from individuals looking for personal technology advice and solutions to Fortune 100 companies deploying state-of-the-art IT.

Tekserve has a 20,000-square-foot walk-in store in New York's Chelsea neighborhood. We stock virtually every current Apple product, along with thousands of related hardware, software, and accessory items. We offer hands-on experience with excellent, useful, and interesting products vetted for quality, value, and performance.

The Tekserve Business Solutions Team, with its unmatched expertise in scalable iPad deployments and storage workflows for media, can meet technology needs for businesses of all sizes. We can assist 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. We can help configure your devices, your iCloud setup, backups, and more. We can also train you and your staff in the best use of your Apple devices and related software in group classes or individual sessions.

* **About this Book...**

We were able to include some late-breaking iOS 7.1-update items in this volume, but we finally had to let it go. Check for subsequent update information at faq.tekserve.com/updates.

Conventions in this Book

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.

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—mention 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, occasionally shortened to 5-gen. We sometimes refer to specific models as iPod Touch 4 or Touch 5 for brevity.

iPad model names Another instance of Apple's product-naming choices making it a little difficult to write about the products! There's the original iPad (retroactively referred to as iPad 1), the iPad 2, and then something they called "the new iPad," which is, as of this writing, three generations ago. After that came the "iPad with Retina display," even though the previous one also had a Retina display. We call those iPad 3 and iPad 4. The newest iPad at our current spot in space-time at least has a different name: iPad Air. As for the iPad Minis (the original and the Retina-display model): Apple doesn't cap the Mini part, but we do so that we can sometimes say simply "the Mini" instead of its complete name. If we need to differentiate between the two, we call the newer one the Mini Retina. And, when we refer generically to "an iPad," the Mini is included unless we specifically exempt it from the feature we're describing.

Tapping through commands Whenever we describe tapping through a series of items, we use this 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,” as in “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, it’s bracketed: “Tap SHOW MORE > LIST > [TARGET-LIST-NAME] > DONE.”

Turn on a setting iOS 7 doesn’t label On/Off buttons in Settings. Instead, the little sliders are gray when they’re off and have a green background when they’re on. (And you don’t have to slide the slider—a tap will do the trick.)

“Up” Which way is up when we say “the top right” of your iDevice? We assume a vertical orientation with the Home button at the bottom.

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

iTunes There’s an iTunes app on your iDevice that takes you to the iTunes Store. Then there’s the iTunes on your computer that lets you play your music, go to the iTunes or App Store, and sync with your iDevice. 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 will be clear from the context which one we’re talking about.

Web addresses/URLs Most Web addresses (URLs) start with or <https://> and usually continue with [www.\[sitename\].](http://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 usually won’t have to type the [.com](#) part either, if it’s not followed by anything, although we include it in the reference. iOS 7’s Safari has a combined address and Search field with an auto-complete feature. If you type the first part (the domain name) of the address, you’ll get a list of suggested completions, and the first one is usually the [.com](#) variation, so all you have to do is tap Go on the keyboard.

The Visual Guide for the Rest of the Book

Although we generally say “button” when we refer to something you tap to make something happen, very few of them look like the traditional, ported-from-computer-OS buttons. Some are simply bare, unframed words. Others are little labeled icons. Sometimes an icon or symbol’s meaning is obvious (a plus sign for Add, minus for Delete). Others are, if not totally esoteric, certainly somewhat cryptic.

So, we’ve rounded up the standard unlabelled buttons, icons, and symbols that are referred to in this book. Some are in system-wide or cross-app use, while others are specific to certain apps or situations. Some icon/buttons have more than one name; some functions have more than one icon. The pictures in these tables will make things easier when you’re trying to identify the Bluetooth symbol, or wondering if that thing is the Share button, which is AirDrop and which AirPlay, or even what we mean by the “Keyboard key” on the on-screen keyboard.

As a bonus, as long as we had our drawing tools out, we’ve included a guide to the icons that you might see in your device’s status bar.

General Interface

	Info · Details		Close
	Clear · Delete		Remove
	Share		Share · Reply
	Share		Search · Find
	Download		Download · Re-download
	Drag Controls		List
	On/Off		Birthday

Control Center

	Airplane mode		Screen lock
	Wi-Fi		Mute (iPad Side Switch setting)
	Bluetooth		Do Not Disturb
	Timer (Clock app)		Flashlight (iPhone/Touch)
	Camera		Calculator (iPhone/Touch)
	AirDrop		AirPlay

Apple Online Stores

	Download		Updates
	Share		Wish List
	Purchased		Download · Re-download · iCloud

Keyboard

	Letters		Numbers
	Symbols · Punctuation		Shift
	Delete		Keyboard
	Dictation · Microphone		Globe · Language

Camera

	Camera icon		Camera swap
	Filters		

Safari

	Reload (update) page		Cancel page load
	Clear field contents		Close tab
	Reading List		Reader
	More (off-screen tabs on iPad)		iCloud Tabs
	History		Bookmarks
	Pages (iPhone/Touch)		

Icons in the Status Bar

Connections

	EDGE network connection
	GPRS network connection
	Slower-than-3G connection
	3G connection

continued...

Icons in the Status Bar

(continued)

	4G connection
	4G LTE connection
	Connected to network via VPN
	Cellular signal (more filled-in circles = stronger signal)
	Wi-Fi (more dark bars = stronger signal)
	Bluetooth on. Blue or white, Bluetooth on and paired; gray, paired devices unavailable.
	Personal Hotspot active

iPhone

	iPhone set for TTY machine
	Call forwarding set

Battery

	Battery level, battery charging
	Battery level of paired Bluetooth device (if it supports feature)

Other Info

	Network or other activity in progress
	Syncing in progress
	Airplane mode active
	Location Services in use
	Screen orientation locked
	Alarm set
	Device locked
	Do Not Disturb active

iOS 7 & iDevices

- iOS 7 & Your iDevice
 - Basics
 - The Interface
 - About the Battery
 - Care and Feeding
-

iOS 7 & Your iDevice

What is iOS 7?

“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 mobile devices. iOS 7 is its seventh iteration.

How can I check which 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.”

Which iDevices can run iOS 7, and how can I tell what model I have?

Early models of iDevices don’t have enough processing power to run iOS 7. You must have *at least* an iPhone 4, iPad 2, iPad Mini, or iPod Touch 5. Here’s how to tell if you have one of them:

- **iPhone:** The iPhone 5, 5c, and 5s are tall enough to accommodate five rows of icons (not counting the Dock) on the screen. The iPhone 4 and 4s have four rows of icons on the screen; they are easily differentiated from earlier models by the metal bands wrapped around their squared-off sides.

- **iPad:** Only the iPad 1 is unable to run iOS 7; it's the only one with no camera lens on the back.
- **iPod Touch:** Only the Touch 5 can run iOS 7; it accommodates five rows of icons (plus the Dock).

Will my old(ish) device—which can run iOS 7—be able to use all its features?

Nope, sorry. Some major(ish) features are device-dependent; some just can't run on the iPhone 4 or the iPad 2, for instance. These are the ones that *won't* work on the noted, otherwise iO7-capable, devices:

- **Siri:** iPhone 4; iPad 2
- **Air Drop:** iPhone 4, 4s; iPad 2, 3
- **FaceTime on cellular:** iPhone 4; iPad 2
- **Panoramic photos:** iPhone 4; iPads
- **Square photos:** iPad 2
- **“Live” camera filters:** iPhone 4, 4s
- **Filters in Photos app:** iPad 2
- **Passbook:** iPhone 4
- **Maps flyover:** iPhone 4; iPad 2

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 6 to iOS 7), while an update is a decimal point change (iOS 7 to iOS 7.1, or iOS 7.1 to iOS 7.1.1).

On your iDevice, a badge (a number in red circle) appears on the Settings icon 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 a cable or wirelessly—iTunes usually prompts you to do the update/upgrade. You can also check manually in iTunes: select the device in the

sidebar or from the Devices button and go to the Summary tab. There may already be a note in the topmost section that there's a newer version available; or, you can click Check for Update.

How do I upgrade or update iOS 7?

Upgrade your iOS directly on your iDevice or through iTunes. An upgrade, or even an update (one of those decimal-point versions, like 7.1.2), 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. (Lately, we've seen some dialogs that say the update just won't be done on a device with a low charge—under 60% or so.)

Unless you enjoy living carelessly, make a full backup of your device before you do a major upgrade; see *Backups & Restores*, [page 135](#) 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; if there's an update available, tap INSTALL NOW. Upgrades may have a DOWNLOAD AND INSTALL option instead.

A 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 there's no prompt, you can check for one: 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, in the top section, 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 edge of iPhones and Touches; a single, long rocker switch on the upper-right edge of older full-size iPads, but two separate buttons on the iPad Air and the Minis.

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 be set for either rotation control or instant muting: go to SETTINGS > GENERAL and, under Use Side Switch To, tap LOCK ROTATION or MUTE.

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 go with that.)

- * The Home button's versatility also depends on whether you have the latest-and-greatest devices from Apple that use Touch ID fingerprint-recognition technology (*Is there a way to lock my device without using a passcode?, page 56*).

If your iDevice is asleep, a press of the button wakes it to the Lock screen (unless your fingerprint has also unlocked it). Once the device is unlocked, the button's an overachiever.

Many of the items in the following table, as well as other uses of the Home button, are covered in more detail later.

Home Button Functions*

If you're on/in	Do this	To...
Asleep	Press	Go to the Lock screen
An app	Press	Go to the Home screen you started from
Any Home screen	Press	Go to the main Home screen
An app or a Home screen	Double-click	Display the multitasking screen
A folder	Press	Close the folder
Jiggle mode	Press	Cancel jiggle mode
Anywhere	Press-and-hold	Use Siri or Voice Control
Anywhere	Triple-click	Trigger the shortcut defined in SETTINGS > GENERAL > ACCESSIBILITY > ACCESSIBILITY SHORTCUT

* If you have Touch ID, the Home button can also scan your fingerprint to unlock your device.

How do I use my iDevice for the first time?

An iDevice pretty much holds your hand when you're new to each other, 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 a new one 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 5c 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 on your Mac, use that to avoid having 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 iCloud and the iTunes, App, and iBooks Stores. You won’t get far into using any iDevice (or a Mac) 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 and everything else, 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 (details are in *Backups & Restores*, [page 135](#)):

1. Back up your old iDevice. If you’re backing up to your computer through iTunes, *please* do an encrypted backup—if not for security, then for the convenience of having all your app and iOS settings passwords restored.
2. Start up your new iDevice, as described previously.
3. Restore your backup to the new iDevice.

After you're up and running on the new iDevice, you can wipe the old one (see faq.tekserve.com for information about that).

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.

In iTunes: Click the device's name in the sidebar and edit it. Or, if you're on the Summary screen for the device, click its name in the topmost section (next to its picture) and edit it there.

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 list of definitions coming up.

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 turn MULTITASKING GESTURES on or off. When these are turned on, you can use four or five fingers to:

- Pinch to go from an app to the last Home screen you used.
- Swipe left or right to move between open apps.
- Swipe vertically for the multitasking screen: up to show it, down to hide it.

What are the iDevice terms I should know?

button Sometimes a button is a button-looking thing, but in iOS 7 it's often just blue text with no frame around it at all. In this book, we seldom say “Tap the Back button” when it's just text, opting for “Tap Back” instead. However, you should know this loose definition of “button” because you'll run into it sooner or later.

connecting cable/USB cable The cable that comes with your iDevice to connect it to your computer (on the USB end); the other end goes into either the iDevice or its charging dock. Newer devices have a tiny connector on the device end—the

“Lightning” connector; older devices use a wider one, referred to as a “30-pin” connector.

dock: 1: The band at the bottom of a Home screen that holds four quick-access icons on the iPhone/Touch and six 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 as two single presses, with different results. (There’s a triple-click, too.)

flick See [swipe](#).

folder These don’t look anything like folders on a computer (which are shaped like folders) but function in the same way, consolidating a group of icons in one place to cut down on clutter.

Home button The physical button in the bezel at the bottom of your iDevice.

Home screens The screens that display your app icons are all called Home screens; 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 smaller connector introduced on iPhone 5, Touch 5, iPad 4, and iPad Mini.

locked “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 instantly at a touch of the Sleep/Wake or Home button, at which point you unlock it with a swipe, and a passcode, if you set one. (With Touch ID, the button press is enough.)

Lock screen The screen you see when you wake your device; it displays a Slide to Unlock prompt.

multitasking screen The iOS 7 replacement for the multitasking bar; it shows your recently used apps so you can return to them quickly.

pane A screen, or column on the screen, that shows a category of information as you tap through Settings options.

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 a finger, so you have to watch the context.) The spread is also called an “open pinch” or “reverse pinch.”

popover An interface element that offers options when you tap. Sometimes it serves as a menu with commands or buttons, and other times as a dialog with, for instance, a definition in it.

Share sheet The popover that opens when you tap the Share button, providing various routes to share (and sometimes save) the information on the screen.

swipe/flick The basic, sliding touchscreen gesture. You can swipe with a single finger or with multiple fingers (“Use a three-finger upward swipe”), sometimes with different results. 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 A thin horizontal area along the top of the iDevice’s screen that displays all sorts of information, such as the state of your battery charge. (Want to know what all those icons are in your status bar? Check the Icons in the Status Bar table on [page 10](#).)

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 in the Getting Started category, including: where you can find iDevice manuals and where you can recycle your older devices. Go to faq.tekserve.com and use appropriate search terms.

On, Off, Lock, and Sleep

How do I turn my iDevice on and off?

To turn on your iDevice, briefly press the Sleep/Wake button on its top edge; the Apple logo appears while you’re pressing, or shortly thereafter. When it disappears (that could take up to a minute or more), flick the screen to the right to unlock it.

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

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

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, flick the screen to the right (you don’t have to slide on the Slide to Unlock text) to unlock the device, and provide a passcode if you’ve set one (*How do I secure my iDevice with a passcode?, page 55*)—unless you get to skip that step because your device recognizes your fingerprint. Swiping a notification that pops up on a Lock screen also unlocks your device.

If you have an Apple Smart Cover or a 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.

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

The feature needs to be turned on: go to SETTINGS > GENERAL and turn on LOCK/UNLOCK.

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; but when you open the cover, it wakes up unlocked (without the Slide to Unlock notice). *Unless* you've set a passcode, in which case the Smart Cover is extra-smart, and the device stays locked until you provide it.

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 a pretty long time. Most of us prefer trading a tiny bit of 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 unlock your iDevice to access the audio controls to stop or change the music; just click the Home button to see them.

Your iDevice Environment

How do I change my background picture (wallpaper)?

You can use any image from Apple's offerings, your Camera Roll, or a Photo Stream, and you can choose different backgrounds for the Lock screen and for the Home screens.

1. Go to SETTINGS > WALLPAPERS & BRIGHTNESS and tap the thumbnails of your current Lock and Home screens (they're one big, combined button).
2. For one of Apple's regular backgrounds, tap Stills; for a dynamic background, tap Dynamic. To use one of your own images, tap a category (such as Camera Roll).
3. Tap the picture you want.
4. Pinch or spread to resize the picture; move it to re-center it if necessary.
5. On the iPhone/Touch, tap the Preview screen, tap Set, and then tap Set Lock Screen, Set Home Screen, or Set Both. On an iPad, there's no initial Set button.
* A dynamic background has motion in it, beyond the slight parallax effect of a still background behind icons. Some dynamics, such as those included in iOS, respond to the motion or tilt of your iDevice.

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

1. Tap the photo you want to use as wallpaper, and then tap the Share button.
2. Scroll through the bottom row of icons if necessary and tap Use as Wallpaper.
3. Pinch or spread to resize the photo, and move it around to re-center it if you've enlarged it. Tap Set and then tap Set Lock Screen, Set Home Screen, or Set Both. On an iPad, there's no initial Set button.

Where's the brightness control?

There's a quick-access brightness control in Control Center. Swipe up from the bottom of the screen at any time—even when the device is locked—to open it, and use the slider control.

How do I lock the screen orientation?

On the iPhone/Touch: Open Control Center and tap the Portrait Orientation Lock icon. (The smaller iDevices can lock only in this “tall” orientation.)

On the iPad: Orient it the way you want it locked, and then either flip the Side Switch if it’s set to control rotation, or open Control Center and tap the Orientation Lock icon.

You can assign either muting or orientation-locking to the Side Switch: go to SETTINGS > GENERAL and, under Use Side Switch To, tap LOCK ROTATION or MUTE. Whatever your choice for the Side Switch, the alternate shows up in Control Center.

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. Hold 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 (for voice, not the ringer). To change the volume:

- Use the volume button on the side of the iDevice when the media is playing.

- Use the volume slider that's displayed when an app such as Music is open.
- Use the volume slider in Control Center at any time, including when your device is otherwise asleep but playing music.

To set an upper limit for the general volume, go to SETTINGS > MUSIC > VOLUME LIMIT and adjust the slider.

Ringers and alerts: This includes alarms, alerts for various notifications, 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, the volume button can control ringers and alerts: go to SETTINGS > SOUNDS and turn on CHANGE WITH BUTTONS.
- Disable alert sounds for some individual apps in SETTINGS > SOUNDS: tap an app's name to see its alert choices, and tap None.

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

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

- **On the iPhone:** Flip the Ring/Silent switch. This affects only phone calls; alarms and notifications will still sound their clarion calls.
- **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, you can quickly mute the iPad through Control Center.
- **On the iPad again:** There's a shortcut for muting general volume. Hold down the lower part of the volume rocker switch (or the lower button on models with separate volume buttons); 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 67*.

* None of these changes affects Siri's volume; see *Sometimes Siri's too loud..., page 63*.

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

iDevices use Apple's Spotlight searching technology. You can search for anything from an app lost in some folder on some Home screen to a contact (by entering any item of information included on the contact's page), a song, something in Notes... almost anything on your device except books in iBooks (*I have a zillion ebooks..., page 130*).

Go into Search mode: On any Home screen, drag or swipe downwards from any spot below the status bar (hitting the status bar means you'll open Notification Center instead).

Enter the search term: Type your text and tap Search on the keyboard. The search starts as soon as you type anything, so you don't always have to hit Search—but it dismisses the keyboard so you can see more of the hit list. Tap the Clear button to empty the field and start afresh.

You don't have to type a whole name, or even start from the beginning. Spotlight looks at the beginning of each word in an app, song, or whatever, so typing *sto* finds *App Store*, *iTunes Store*, and *Stop in the Name of Love*. But it thinks a “word” is anything that starts with a capital letter, so typing *tu* finds *iTunes*.

Open a found item: Tap it in the list of results.

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

- ⓘ+ 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 faq.tekserve.com and search with appropriate keywords.

The Interface

General Interface Items

What happened to the slider on the Lock screen?

It went the way of all outdated interface widgets. But we're glad you asked, because it gives us an ideal chance to point out that you don't have to swipe on the Slide to Unlock text. Swipe rightward anywhere on the Lock screen to unlock it.

Something always seems to slide onto the screen when I swipe starting near one of its edges.

Yes, that's pretty much what happens. This approach provides immediate information of various types. It's incredibly convenient, but confusing at first. Here's what those swipes and "somethings" are:

- **Top-down swipe:** Notification Center (*Notification Center, page 30*).
- **Downward swipe on a Home screen:** This isn't a "from-the-edge" swipe, but it's worth including here. Swipe down anywhere within a Home screen to access the Search field (*Is there a search function...?, page 26*).
- **Bottom-up swipe:** Control Center (*Control Center, page 29*)
- **Swipe from the side:** Side-swipes let you move from one screen to another, usually in some sort of hierarchical manner, as when you start drilling down through SETTINGS > GENERAL > USAGE, OR, IN MAIL, MAILBOXES > INBOX > [MESSAGE]. You can start near the left or right edge of the screen and slide the current view out of the way to move back "up" or "down" in the hierarchy. In many cases, it's a substitute for a Back button; in Safari, it substitutes for both Previous and Next when you're looking at a series of pages you've viewed within a single tab. But be careful when swiping in lists, because...

- **Swipe in a list:** If you swipe leftward on an item within a list of deletable items (such as messages in Mail, or playlists or songs in Music), you'll reveal a Delete button that you can tap. This doesn't have to be done from the edge of the screen—anywhere within the listed item usually does the trick.

When I tap a Share button, I get all sorts of different options.

Yes, you do. And that wasn't a question. But perhaps you'd like to know a few things about the situation:

- The popover is called the Share sheet.
- While many of the options are definitely sharing the information on your screen (AirDrop, Message, Mail, Twitter, Facebook), others are just things that you can do with it besides look at it on the screen—print it, for example.
- Sometimes there's not enough room in the popover to show all the options. Swipe a row horizontally to scroll it.
- Available options often depend on the app. Safari's Share sheet, for instance, includes buttons for bookmarking the current Web page, adding it to Reading List, and putting it on a Home screen.

Some of my On/Off buttons in Settings are green, but I can't turn them off. And they don't seem to be on, anyway.

Yes, the buttons usually turn green when you've set them to On. Dimmed green buttons, however, are "ready to go" but need an overriding setting turned on. For instance, you may have turned on restrictions for individual apps, but if you disable SETTINGS > GENERAL > RESTRICTIONS, all the apps' bright green On buttons go dim because they've been turned off by the master setting. When you turn on vRestrictions again, those settings are turned back on.

I don't like those "buttons" that are just blue text.

You can provide a little more substance and make them look like buttons by turning on BUTTON SHAPES in SETTINGS > GENERAL > ACCESSIBILITY.

Control Center

 Check the Visual Guide that starts on page 8 if you don't know the buttons or icons we refer to in this section.

What's Control Center, and where is it?

Control Center, introduced in iOS 7, gives you quick access—even when your device is locked—to some of the most-used general iOS functions, in many cases saving you a trip to Settings. There are some minor differences between iPhone/Touch and iPad controls, noted in this list; asterisked items are features new in iOS 7.

- Airplane Mode
- Bluetooth
- Wi-Fi
- Do Not Disturb mode
- Brightness
- General volume controls
- Orientation Lock (on iPad, can be Mute control)
- Music controls
- AirDrop*
- AirPlay*
- Flashlight* (iPhone/Touch)
- Clock
- Calculator (iPhone/Touch)
- Camera

Access Control Center by dragging or flicking its invisible handle upward. We're only half-joking: there's nothing to indicate anything's there except when you're on the Lock screen. But if you swipe or flick upward from the bottom of any screen, Control Center opens. To avoid accidentally scrolling the screen contents, start with your finger just off the screen, on the bezel.

To close it, you can drag or flick it down from the top edge, tap anywhere along its top edge, or tap elsewhere on the screen.

I don't like the idea of someone accessing Control Center when my device is locked.

Go to SETTINGS > GENERAL > CONTROL CENTER and turn off ACCESS ON LOCK SCREEN. You can also choose to enable or disable access from within apps on the same Settings screen.

I can't get at the music controls on my sleeping iDevice anymore by double-clicking the Home button.

How about a single click instead? If music's playing on your sleeping device, click the Home button to see the controls. If it's not playing, click the button to wake up the device and, instead of swiping sideways to unlock, flick upwards to open Control Center, which provides music controls so you can start the music.

Notification Center

What—and where—is Notification Center?

Notification Center rounds up all your pending notifications (such as alerts, calendar events, and incoming Mail) in an always-available list.

It's hidden at the top of your iDevice screen, with a "handle" that shows only on the Lock screen; you won't see it at other times, but a downward flick from the top of the screen (try starting on the bezel to avoid triggering something else) always opens Notification Center. Dismiss it with a flick from the bottom of the screen.

- * See *Notifications*, [page 66](#) for more details on notifications in general, including all those little messages that pop up on your screen about Calendar events or other reminders.

How do I use Notification Center?

Filter the notification list: Tap Today, All, or Missed (which shows alerts from the last 24 hours) to filter your list. Or, swipe the screen to switch views.

Get details for an item: Tap the item to go to its parent app (Calendar or Reminders, for instance).

Erase items from the list: You can erase a full category of alerts once you've reviewed them by tapping the Clear button to the right of the category's name, and then tapping the Clear confirmation.

Can Notification Center be personalized?

Yes, and iOS 7 provides more options than its predecessor in SETTINGS > NOTIFICATION CENTER, where you can set options such as the Today and Tomorrow views, which include: conversational summaries for those days (“Your day starts early tomorrow. There is one event scheduled for 3:58 am.”); sorting by time or manually; and whether you can get at Notification Center from your Lock screen.

What happened to Notification Center’s weather report and stock ticker?

Stock and weather information are on only the iPhone/Touch. Turn the stock info on or off in SETTINGS > NOTIFICATION CENTER.

To get the weather, you must have SETTINGS > PRIVACY > LOCATION SERVICES > WEATHER turned on. If it doesn’t show in Notification Center (especially after an iOS 7 update), find and open the Weather app, and then restart your iPhone/Touch: hold down the On/Off button and use the Slide to Power Off slider, then turn on the device again. With the weather listed in Notification Center, tap on the day’s weather report to open the Weather app for more details.

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.

- * If you want a percentage readout in the status bar in addition to the filled-battery icon, go to SETTINGS > GENERAL > USAGE and turn on BATTERY PERCENTAGE.

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

It depends. A USB port doesn't always provide a charge if the computer is off or sleeping, so you might 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 to plug it into an outlet using the power adapter and cable. This can recharge an iPhone/Touch in just a couple of hours, and an iPad in 6–7 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. Adapter power varies from 5 watts for the iPhone, Touch, and Minis to 10 watts for iPads through the iPad 3 to 12 watts for later iPads.

Can I use my iDevice while it's charging?

Usually. If you've just about depleted the battery, it may need to charge for up to twenty minutes before you can even turn on the device. It also 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?). Using up power while you're charging will slow down the process—usually imperceptibly, but your mileage may vary.

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!

If you've enabled Automatic iCloud backups (*iCloud*, [page 58](#)) they occur once a day when your device is locked, 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 100](#).

How do I get more out of a battery charge?

The background processes that use the most power are the device's being on and awake, the screen brightness, location-tracking, Wi-Fi, Bluetooth, push notifications, auto-checking of multiple mail accounts, and the built-in speakers. So: turn off Wi-Fi when you're not using it (use Control Center); turn on Auto-Brightness so the level reacts to ambient light (in SETTINGS > WALLPAPERS & BRIGHTNESS); and set a short Auto-Sleep interval (in SETTINGS > GENERAL > AUTO-LOCK). And watch out for the Flashlight option (in Control Center) for newer devices; using it for a long period of time can drain the battery quickly—and it doesn't go off by itself, people!

These things let you squeeze more time out of a battery charge, but don't address the overall lifetime of the battery.

How can I extend the lifetime of my battery?

You'll find lots of tips at [faq.tekserve.com](#) (use *battery* as a search term) and at [apple.com/batteries/ipad.html](#), [apple.com/batteries/ipods.html](#), and [apple.com/batteries/iphone.html](#).

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. (I don't know about this book's tech editors, but your occasionally intrepid author just doesn't remember to do this, and so has her devices remind her; you can use a repeating event in Calendar or—*duh*—Reminders.)

- ①+ 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 faq.tekserve.com and use appropriate search terms.

Care & 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 it won’t show 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 albeit 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? Or AppleCare+? Or neither?

Well, here at Tekserve, we usually buy one or the other for our personal hardware—and we don't get much of a discount. For an iDevice, AppleCare+ is the only option; it provides two years of coverage. For the legal nitty-gritty, check apple.com/legal/applecare.

You generally must purchase AppleCare+ when you buy your iDevice, but we can provide it within 30 days of purchase, even if you bought it elsewhere—but we must *thoroughly* inspect and test the unit first. In addition to free phone support and doubling the hardware warranty, AppleCare+ adds *two* incidents of accidental damage coverage at low cost. 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 the fee, 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 you damage the device? Well, let's just say it's *not* the charm.

The current costs for these special incidents are: \$29 for an iPod Touch or Classic; \$49 for an iPad; and \$79 for an iPhone.

- ⓘ+ For more information about AppleCare, warranty, and other repairs, check *Problems and Troubleshooting*, [page 140](#).

The Big Topics

- Apple's Online Stores
- Apps
- Connections
- Security & Passcodes
- iCloud
- Siri

Apple's Online Stores

 Check the Visual Guide that starts on page 8 if you don't know the buttons or icons we refer to in this section.

There's more than one online Apple store?

Apple's virtual mall has three venues:

- **App Store:** Use the App Store app.
- **iTunes Store:** The app is named simply iTunes, and the store includes movies and TV shows.
- **iBooks Store:** From within iBooks, go there by tapping the Store button at the top of the Library screen.

In iTunes on your computer, start with Store > Home, and choose a category from the bar at the top of the window.

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's icon to get details. Tap the price button and it changes to Buy; tap that, provide your password, and the button changes to Install. Once the app is installed (downloaded to your device)—or if you're looking at one that

you downloaded previously—the button is labeled Open so you can just get on with it. Tapping a Free button changes it to Install and then triggers the password request—it's a way for the store to keep track of what you've downloaded, making it easy for you to re-download anytime, including to your other devices.

If you change your mind after you read the details about the app, you can dismiss the information window by tapping anywhere outside 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. Usually.
- **On your computer:** In iTunes, choose Store > Home, and click App Store in the bar at the top of the window (or select from its menu). 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 can be installed on the device automatically: in the Apps tab that's available when your iDevice is selected in the sidebar or from the Devices button, keep Automatically Sync New Apps checked.

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

Go to SETTINGS > GENERAL > RESTRICTIONS, tap ENABLE RESTRICTIONS and create a passcode. Scroll to find, and tap, REQUIRE PASSWORD, and then tap IMMEDIATELY.

There's a Wish List now?

You probably always had a wish list, but now there's an official Wish List (you can tell it's official because it's capitalized).

Add something to your Wish List: Tap the Share button, and tap Add to Wish List. You can list only for-purchase items, not freebies, because wishes for the latter can be instantly gratified.

View your Wish List: Tap the List icon and then tap an item to see its details.

Delete something from the Wish List: Tap the List icon and then tap Edit. Tap items to select them and tap Delete.

If I buy something 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 on all your devices in several ways; the “best” way is in the eye of the user. You can:

- Sync your iDevices through iCloud or with iTunes (*Syncing, page 96*).
- Have all your purchases, no matter where you made them, automatically download to your iDevice (*What's an automatic download...? just ahead*).
- Re-download it from an Apple online store directly to your iDevice (*How do I re-download something?, page 40*). You can also re-download music from within the Music app.
- If you purchase an app on your iDevice, you can also download it to your computer, and from there sync to your other devices.

Can I download purchases to more than one device?

Yes, through automatic downloads or re-downloads to your iDevice(s) and/or your computer. For multiple devices (up to 10 of them) or computers (up to 5), each must be authorized and linked to your Apple ID. See this Apple support page for details: support.apple.com/kb/PH1730.

I mistakenly downloaded some purchases on cellular, and 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 turning off USE CELLULAR DATA.

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 from one of Apple's stores, you can have it automatically downloaded to your other devices. It's important to note:

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

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.

A Avoid cellular charges for automatic downloads by turning off USE CELLULAR DATA in this same pane so that auto downloads happen only when you're on a Wi-Fi network. (An item over 100MB downloads *only* when you're on Wi-Fi regardless of this setting.)

- **On your Mac:** To automatically download the 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 136](#).)
* If you're not currently signed into the App Store, the Store icon is dimmed in this dialog. Close the Preferences window and use the Sign In button in the tab bar near the top of the iTunes window.

How do I re-download something?

If you don't use automatic downloading, or for items purchased prior to activating it, you can re-download from any of Apple's online stores onto any of your devices or to iTunes on your computer.

On your iDevice:

1. Got to the store with the App Store or iTunes app, or through iBooks for the iBooks Store.
2. On the iPad, tap Purchased. On the iPhone/Touch, tap Updates in the App store or More in the iTunes store, and then Purchased.

If you're in the iTunes Store, tap Music, Movies, or TV Shows.

3. Winnow the list with a tap on Not On This iDevice.
4. Tap the items you want to download to your device.

You don't have to wait for one item to download before tapping the next, nor do you have to wait around in the Store until the downloads are finished; they'll continue in the background while you go about your iOS business.

- * Re-downloading always gets the latest version of an app or book. See *Updating and Deleting Apps*, [page 45](#) about updating items already on your iDevice.
- * If an item has been removed from the Store, you won't be able to re-download it; you'll be out of luck unless you've backed up your device to iTunes.

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.
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 a category in the left pane.
5. Click the Download button for individual items or use the Download All button.

Is automatic downloading the same as automatic updating?

Not at all. See the vice-versa question *Is automatic updating the same as automatic downloading?*, [page 45](#).

What's that number in the circle on the App Store icon?

It's a *badge* (*What are notifications?*, [page 66](#)) that tells you how many of your apps have updates waiting (*Updating and Deleting Apps*, [page 45](#)).

How do I redeem a gift card?

When you redeem a gift card—it's an *iTunes* gift card even if it's for an app—the amount is credited to your *iTunes* account to be spent either in the App or *iTunes* Store. If you have a physical card, scratch off the silver coating to get the redemption code; or, get the code from your printed gift certificate or from an emailed gift. Redeem it in the App or *iTunes* Store on your iDevice or through *iTunes* on your computer:

In the App Store on your iDevice: Tap Featured at the bottom of the screen, scroll down, tap Redeem, and enter the code.

In the iTunes Store on your iDevice: On any of the category screens, scroll to the bottom, tap Redeem, and enter the code.

In iTunes on your computer: Click *iTunes* Store in the sidebar and then the Home icon in the bar at the top of the window; or, choose *Store > Home*. At the right of the window, under Quick Links, click *Redeem* and enter your code on the next screen.

* Or, do it the easy way: Following the directions on the gift card, you can let your Mac's or iDevice's camera read the code and take care this for you.

I have a redemption code for a free app, but there's just a Buy button for the app.

Don't start by finding the app for which you have the code; the app is identified within the code itself. Enter the code the way

you would a gift-card code, and it will be applied towards the specific app.

Can I buy something in an online store as a gift for someone?

You can gift apps or music directly. Some troglodyte decided you can't give a book as a gift; for that, you can give an iTunes Gift Card, which is good in any of Apple's online stores.

From your iDevice: Open the App Store or iTunes Store app and find the item. Tap the Share button, and tap Gift; fill in the giftee information.

From your computer: In iTunes, choose Store > Home and go to Music or the App Store. Find the item, choose Gift This Item from the menu attached to the Buy button, and fill in the giftee information.

You can choose to email a redemption code to your friend or print out a gift certificate with the code and redemption instructions on it.

- ①+ We have more info on this topic, including: finding the best apps; browsing in the App Store; using gift cards; and preventing your kids from buying 100 more goldfish for their aquarium game. Go to faq.tekserv.com and use appropriate search terms.

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 screen (see the next question).

- Launch it when it's been found by a search (*Is there a search function...?, page 26*).
- On an iPad, switch to another open app with a four- or five-finger horizontal swipe if you've turned on that option (*Do I have to set up gestures...?, page 18*).
- Tell Siri to open it for you (*Will Siri open apps for me?, page 63*).

What's the multitasking screen?

It's the iOS 7 replacement for the multitasking bar.

Oh... you probably want more details. It's a quick way to get at apps you've used recently. Double-click the Home button to see a where-you-left-off screenshot and the icon of each of the apps still hanging around, and tap either the screen thumbnail or the icon to get back to one. To return to your starting point, click the Home button.

On the iPad, you can show and hide the multitasking screen with a four- or five-finger vertical swipe—up to show it, down to hide it—if you've turned on multitasking gestures (*Do I have to set up gestures...?, page 18*).

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 version) and the 1x button to return it to the original size.

Some apps, marked in the App store with a white-on-gray plus sign, are “universal.” Optimized for both platforms, these apps have two versions bundled into one file; wherever you launch it, the correct version springs to life.

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.

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 multitasking screen, or ask Siri to open a different app. But the app lurks in the background so that it will be instantly available from the multitasking screen.

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 143*).

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 usually any clue that such preferences exist.

So, open Settings, scroll past the iOS settings, and tap any listed app to see its options.

Updating and Deleting Apps

How do I know when an app has an update?

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

Is automatic updating the same as automatic downloading?

No! Automatic downloading lets items you purchase on one device be automatically downloaded to your other devices (*What's*

an automatic download?, page 39). The most recent version of the app will be downloaded, even if that's not the one on the originating device.

With automatic updating—which works only on items already on a device—you don't have to specifically update your apps; it's done automatically, in the background.

How do I set up automatic updates?

Go to SETTINGS > ITUNES & APP STORE. Under Automatic Downloads, turn on UPDATES. This sounds convenient, but think carefully before enabling this feature; you may not want to automatically update major apps until you're sure they're free of bugs or other issues.

- * Avoid cellular charges for automatic downloads by turning off USE CELLULAR DATA in this same pane so that auto downloads happen only when you're on a Wi-Fi network. (An item over 100MB downloads *only* when you're on Wi-Fi regardless of this setting.)

How do I manually update an app?

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: You can update apps from within iTunes; the next time you sync your device, the updated apps go to your device. This is easiest if you work from the sidebar, so open it with View > Show Sidebar if necessary. In the sidebar, a number next to Apps (under Library) indicates how many updates are waiting. Note that you're *not* selecting the device in the sidebar; if you have multiple devices, updating the apps in iTunes in

this more generic fashion means all your devices will eventually sync to the latest app versions.

Click Apps in the sidebar and select Updates in the tab bar. Update an individual app by clicking its icon and then clicking Update in the popover that opens. Update all of them by clicking Update All Apps at the bottom of the window.

How can I delete an app?

On the device: Touch-and-hold the app's icon until all the icons on the Home screen go into jiggle mode; tap the icon's 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.

In iTunes: To remove an app from your iDevice during 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. The button changes to Will Remove until the sync, and to Install afterward. (If you change your mind before the sync, click the Will Remove button to change it back to Remove.)

I'm not getting the 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 (*How do I create and use folders..., page 48*).

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 something?, page 40*) 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 to your device.

Organizing Icons and Home Screens

How many Home screens can I have?

You can have up to 15 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 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, or its background?

Touch any icon for jiggle mode, and then drag icons on and off the Dock. Press the Home button to stop the jiggle.

Change the transparent Dock background to something more solid with SETTINGS > GENERAL > ACCESSIBILITY > INCREASE CONTRAST.

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 the way you do on a computer, 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, different 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.

Open or close a folder: Tap a folder to open it; tap outside an opened folder, or press the Home button, to close it. Dragging something out of the folder also closes it.

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

Remove an item: Tap to open the folder, touch-and-hold an icon for jiggle mode, and drag it (or a different icon) out.

Rename a folder: Tap to open the folder and touch-and-hold the folder name to enter jiggle mode; an Erase button appears to the right. For a minor edit to the folder's name, touch-and-hold again to place the text cursor where you want it; this also opens the keyboard. For a wholesale rename, tap the Erase button to blank it out and open the keyboard.

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

Darken the folder background: Turn on INCREASE CONTRAST in SETTINGS > GENERAL > ACCESSIBILITY.

How much can I put in a folder?

A lot. Maybe you thought—because of previous iOS folder limitations and the fact that you see only nine micro-icons in a folder icon—that nine is the limit, but iOS 7 lets you have multiple “pages” of icons in a folder. How many? We don’t know; nobody around here has hit a limit yet.

Navigating the pages is the same as navigating Home screens; there are dots at the bottom of the folder page indicating how many pages are in the folder, and you can move between them with a swipe or with a tap on either side of the row of dots.

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

If you want only to launch an app, you don’t have to find the icon first. Use the Search feature (*Is there a search function?, page 26*) and tap on the name of the found app to open it. If you do this often, you should make Apps the first category for Spotlight search results, as described in that answer.

- ⓘ We have more info on this topic, including: 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 faq.tekserve.com and search with appropriate keywords.
-

Connections

Wi-Fi

How do I connect to a Wi-Fi network?

If you're not automatically asked if you want to join a specific local network when Wi-Fi is turned on (through Control Center or SETTINGS > WI-FI):

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

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.

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 them individually.

Tap Airplane mode on and off in Control Center, and then tap the Wi-Fi icon to turn Wi-Fi back on if it's allowed on your flight.

When you turn off Airplane mode, your Wi-Fi, Bluetooth, and cellular connection are returned to their pre-Airplane mode states; so, if any were on previously, they'll be turned back on automatically.

Are Wi-Fi networks secure?

It depends on the network; you could be sending 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 [faq.tekserve.com](#) and use appropriate search terms.

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 turn on BLUETOOTH. You can turn on Bluetooth in Control Center, but you need to be in Settings for the next step anyway.
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 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 click 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?

Yes, you can. Go to SETTINGS > BLUETOOTH. Turn Bluetooth on if necessary, tap the On/Off 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 (if you don’t have that setting on your iPad, it’s not cellular-capable). 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. (Or ask us about adding it to your Verizon Share Everything plan.)

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

You can check both your cellular data usage and call times in SETTINGS > CELLULAR, under Cellular Data Usage.

AirDrop

What’s AirDrop?

It’s a quick way to transfer information from one iDevice to another when they’re near each other—no email, or bumping, required. You can send photos, videos, contacts, URLs, stations in iTunes Radio, and more. And even *more* when app developers jump on this new bandwagon.

What's needed for AirDrop to work?

- At least an iPhone 5, iPad 4, a Mini, or a Touch 5.
- Turn on Bluetooth (use Control Center); AirDrop searches for other AirDroppers through Bluetooth.
- Turn on Wi-Fi (use Control Center); AirDrop uses Wi-Fi for the file transfer.
- Both parties must be on the same Wi-Fi network.
- Both parties must be within about 30 feet of each other (that's Bluetooth range).
- AirDrop restrictions must be off (as they are by default) in SETTINGS > GENERAL > RESTRICTIONS.

★ If you turn on AirDrop restrictions in Settings, they override the controls in Control Center.

How do I use AirDrop?

Send something:

1. Tap the Share button in your app.
2. Tap AirDrop in the Share sheet. If there's no AirDrop icon, the app doesn't support AirDrop sharing—or your iDevice doesn't.
3. Turned-on iDevices in the area with AirDrop enabled show up in the Share sheet. Tap the person's name and wait for a response—either “Declined” or “Sent.”

Receive something: If you've allowed yourself to be seen in AirDrop, you'll get a notice on your screen identifying who is trying to send you something, along with a preview of what she's trying share. Tap Decline or Accept. If you accept, the file goes directly to, and opens, the appropriate app; so, a URL opens Safari, and a photo opens Photos.

I don't want just anyone seeing me in AirDrop!

Of course you don't. To control who sees you in their AirDrop list, open Control Center, tap AirDrop, and then tap: Off to be invisible to everyone; Contacts Only so just persons in your Contacts app can see you; or Everyone for... everyone.

For Contacts Only to work, you must be logged in to your iCloud account (SETTINGS > ICLOUD), and you and the sender must have each other's Apple ID email address in Contacts.

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?

Any iOS 7-capable device, *except the iPad 2*, is able to handle the Personal Hotspot feature. But 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.

How do I use my iDevice as a Personal Hotspot?

Turn it on: Go to SETTINGS > PERSONAL HOTSPOT. If you get "Set Up Personal Hotspot," contact your wireless carrier for configura-

tion information. (If the setting is grayed out, you either don't have cellular data enabled or your carrier doesn't support Personal Hotspot.)

Create a password: Setting up a password for your Personal Hotspot is not optional! Go to SETTINGS > 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, pair the devices (*How do I pair my iDevice with a Bluetooth headset or keyboard?*, [page 51](#)).

Disconnect a device: Turn off Bluetooth, unplug a cabled device, or turn off Personal Hotspot in SETTINGS > PERSONAL HOTSPOT.

Security & Passcodes

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

Your iDevice goes to sleep if you've ignored it awhile so it can save battery power; this is also known as being "locked." It goes to sleep—locks itself—automatically based on the interval you set for its nap time: go to SETTINGS > GENERAL > AUTO-LOCK and tap the time you want. (If you choose NEVER, you'll eventually regret it.)

- ✿ There are many things you can do with your iDevice without unlocking it, even if a passcode is set, such as play music, access Control Center, take pictures and video, use Siri and Passbook, and receive calls or use Reply With Message on your iPhone.
- ✿ If you're on a corporate Exchange account, you might not see a "Never" option if it's been disallowed by your administration.

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 (a longer combination of numbers, letters, and symbols). For the simple version, turn on SIMPLE PASSCODE.
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.

▲ If you forget your passcode, it's a real pain in the nether regions to get your iDevice working again. Write down your passcode—or, better, an obvious-to-you-but-cryptic-to-everyone-else clue regarding the passcode—and keep it in at least one safe place. A very safe place.

Is there a way to lock my device without using a passcode? When it comes to typing, I'm all thumbs.

All thumbs? Perfect! Because the iPhone 5s offers Touch ID fingerprint security: fingerprint detection embedded in the Home button so it knows who's poking it. Other benefits: you'll probably always have your fingerprint with you, and it's *really* hard for someone to guess. We recommend you read this Apple support article for details: support.apple.com/kb/HT5949.

This doesn't mean you can forgo a passcode. You'll need one just to open SETTINGS > TOUCH ID & PASSCODE, and at times such as when you go more than 48 hours without using your device, or after updating or restarting it.

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 or installing or deleting apps. (This is mostly for a shared-with-children iDevice.) The list of passcode-eligible options are in SETTINGS > GENERAL > RESTRICTIONS. Tap ENABLE RESTRICTIONS and then turn specific items 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"; the wait time increases with subsequent mistakes. 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.

After you've set a passcode, you can instruct 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, turn on ERASE DATA, and tap Enable in the confirming dialog.

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 iPhone (available for all iDevices, but must it be activated while you still have your device). Details are at faq.tekserve.com.

What if I forget my passcode?

Perhaps we shouldn't have skipped the "easy to remember" part of the lecture after all. And you shouldn't have skipped

our warning about saving it somewhere safe. 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 144](#)).

If my iDevice can be wiped clean when I forget my password, doesn't that mean a thief could do that, too?

iOS 7 introduced a new layer of security for just that scenario; it's called Activation Lock. You can't wipe the device or disable Find My iPhone (or other device) unless your Apple ID and password are entered. A talented hacker may find a way around that, but common thieves won't.

I keep forgetting other passwords—mostly for websites. Can I just put them in Notes or some document?

Yeah, sure. And when some miscreant manages to get at your unlocked phone, he can find all your passwords, too. Don't forget to put your credit card info in, too. Sarcasm aside: see *I can't remember all my website passwords*, [page 127](#) for details about storing passwords and credit card information for Safari's (and other apps') use.

- ⓘ+ 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 [faq.tekserve.com](#) and search with appropriate keywords.

iCloud

What is iCloud?

Apple's Web-based iCloud offers many features:

- **Email:** A free @icloud.com address. Go to SETTINGS > ICLOUD, and enter your Apple ID (or create one if you haven't yet).

- **Syncing:** Keep certain information synced among all your iDevices and your computer, and even access that information through any Web browser (*Syncing*, [page 96](#)).
- **Backups:** Back up photos and videos in the Camera Roll, text-message history, and crucial iDevice setup information (*What does an iCloud backup store?*, [page 136](#)).
- **Storage:** Store documents for apps like Pages, Numbers, and GarageBand, as well as app data.
- **Photo Stream:** See all your recent photos on all your devices (*Photo Stream*, [page 122](#)).
- **iCloud Keychain:** Sync your passwords and credit card information among devices.
- **Find My iDevice:** A way to track the location, and even remotely lock or erase, a lost or stolen device. (For details, go to faq.tekserve.com and search with appropriate keywords.)

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 \$20 for 10GB, \$40 for 20GB and \$100 for 50GB. Oddly enough, Apple has made it extremely easy to buy space: go to SETTINGS > ICLOUD and tap ACCOUNT. Under Storage Plan, tap your current storage and then tap the plan you want.

* You get 5GB free for your account (your AppleID), not for your device. 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. The media (music, movies, TV shows, and books) you buy in Apple's online stores isn't actually backed up; its your

purchase history that's recorded, and used to reinstate those items with new downloads if you restore from a backup. (Media you purchase from elsewhere is not included in the backup.)

Nothing in your Photo Stream is counted against your total, either, so the initial storage space is more generous than it first seems.

On the other hand, if you're going to use iCloud for backups and a ton of email and a ginormous Camera Roll, 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*, or an iTunes Store account at another email address, that's considered your iCloud account. If not, go to SETTINGS > ICLOUD, tap ACCOUNT, and fill in the info.

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; if you need details or have problems with it, check apple.com/icloud/setup/pc.html.

How does iCloud syncing work?

Very well. If that's not what you meant by that question, check the Syncing topic, which starts on, [page 96](#).

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 and—new in iOS 7—change certain settings, such as Bluetooth and brightness, with a voice command. You need an active Wi-Fi or cellular 4G connection so that what you say can be analyzed and replied to by Apple's data centers.

Turn on Siri in SETTINGS > GENERAL > SIRI.

- * Siri is not a "she"; nor, with iOS 7's gender option, is Siri a "he." Apple uses "it" when referring to Siri. We're tempted to blame the default 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* an iPhone 4s, iPad 3, any Mini, or iPod Touch 5.

Siri sounds different since I upgraded to iOS 7.

Yes, it does—the default female voice has changed a little. But now you can also do gender reassignment for Siri's voice: go to SETTINGS > GENERAL > SIRI > VOICE GENDER and tap MALE OR FEMALE. Also new in iOS 7 is the audio-wave visual feedback you can get when talking to Siri. Very old-school science fiction-y. In a good way.

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.

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, in SETTINGS > GENERAL > PASSCODE LOCK, turn on Siri (under Allow Access When Locked). Then:

- Press and hold the Home button until you hear a double *brp*. For an iPhone, just bring it up to your ear to get the double beep if you've turned on RAISE TO SPEAK in SETTINGS > GENERAL > SIRI.
- If Siri's microphone icon is on the screen, tap it.
- 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.

A 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 and settings. 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 husband I'll be an hour late · Message my boss*
- *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 little question-mark button when Siri’s open to get a list of examples.

Can Siri do anything with iOS settings?

Yes! Starting in iOS 7, it can accommodate not only requests like *Open Settings*, but more targeted commands like *Open Siri Settings* or *Open iCloud Settings*. Even better, you can control some things directly, such as *Turn on Airplane Mode · Turn off Wi-Fi · Turn Bluetooth on*.

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 77](#). For other apps, such as Mail, Messages, Calendar, Reminders, Music, and Clock (for alarms), go to faq.tekserve.com and start with the search term *Siri*.

Sometimes Siri’s too loud... other times, not loud enough.

Here’s a favorite factoid: you can change Siri’s volume—both the *brp-brps* and its voice—by adjusting the iDevice 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?

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 when—do I identify people in Contacts for Siri?

You can use just the first or last name, but using the full name that's 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, for email or messages, or to ask things like *When is my brother's birthday?*

How do I assign a nickname?

1. In Contacts, go to the person's entry and tap Edit.
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?

You can do it yourself or have Siri take care of it.

To define a relationship, start with an entry in Contacts for the person, and refer to him/her 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 the relationship: *Oedipus is my son · Cain is my older son · Vito is my godfather*. Siri will ask *Do you want me to remember that Oedipus is your son?* If you agree, Oedipus will be listed on your personal card as your son.

Some Smaller Topics

- Notifications
 - Peripheral Issues... Literally
-

Notifications

What are notifications?

Notifications bring important things to your attention no matter what you're doing on your iDevice:

- An alert pops up in the middle of the screen and stays until you deal with it, either by dismissing it or tapping it for details.
- A banner is a more discreet note across the top of the screen that goes away by itself after a few seconds.

When the immediate notification disappears from the screen, it's still available not only in its parent application (the Calendar app, for instance) but also in Notification Center.

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 notifications should be displayed when your screen is locked, and how many should be listed in Notification Center.

The third type of notification is handy—even important—but doesn't come as a message and is not included in Notification Center:

- A badge is a circled number attached to the corner of a home screen icon. The number indicates how many items are clamoring for your attention—emails or messages, or app updates. An exclamation point indicates a problem; Messages, for instance, may not have been able to send your last text.

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

Go to SETTINGS > NOTIFICATION CENTER and tap the name of the app in the Include section. You'll find the options just described—and more. Sometimes notification options are offered within an app.

I'm getting some notifications on my iPhone, others on my iPad, and sometimes they're on both.

It's all in the timing. iOS 7 has a welcome "dismiss it once" policy: dismiss a notification on one device, and it drops out of the Notification Center list on other devices.

It's also possible that you have customized your devices differently in Settings, allowing, for instance, ten reminders to be listed on your iPad and only five on your iPhone.

When I get a notification alert on my Lock screen, I unlock the screen and then lose the notification.

It's not lost—it's still in 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.

I need to silence notifications for a while.

Open Control Center and tap the Do Not Disturb icon.

Define parameters in SETTINGS > DO NOT DISTURB. You can: set specific times for it to be active; set the silencing to work all the time or only when your device is locked; and allow those on your Favorites list to ring through with FaceTime or phone calls during your quiet time.

What's all the 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 7 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 on Location Services, and then set it on or off for each app 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?

It doesn't. It only knows where *it* is. It figures that out based on which communication channels the it's capable of using, and which 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 7.

ⓘ+ 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 faq.tekserve.com and search with appropriate keywords.

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 51](#)) 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 even some 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 (because you don’t 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, iPad Air, and the Minis don’t use the 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?

Yes, but you need a printer that supports AirPrint technology, and it must be on the same Wi-Fi network as your iDevice. (Check [tekserve.com/airprinters](#) for your options.)

In apps that support printing, tap the Share button and tap Print. Use the Plus and Minus buttons to set the number of copies, and tap Printer; on the next screen, tap the name of the printer you want to use.

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 (any iOS 7-capable device) all on the same Wi-Fi network. Once you're set up, start the mirroring from Control Center: tap the AirPlay button, select your Apple TV, and set Turn on Mirroring.

Wired: Use either a VGA or Digital AV (HDMI) adapter that's compatible with your device (30-pin or 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
 - FaceTime
-

iPhone Calls

Volume, Ringtones, and Vibrations

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 24](#), and *Can't I just mute...?*, [page 25](#), for details, including the interactions among sound settings, alarms, and alerts.

What's “Vibrate on Ring” and “Vibrate on Silent”?

These two options, under VIBRATE in SETTINGS > SOUNDS, each have On/Off settings. Vibrate on Ring means your iPhone will vibrate as well as ring when the ringer 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.

Where can I change the basic ringtone?

In SETTINGS > SOUNDS > RINGTONES.

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.

If there's no Ringtone field, tap Edit, tap Ringtones, and select one from the list. Tap Done, and tap Done again in the Edit pane. (This adds a Vibration field to the contact card, too.)

There aren't 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 37*) or check tekserve.com/best-apps.

- * You can create ringtones in GarageBand, which comes with every new Mac, and in iTunes.

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 > RINGTONES > VIBRATION and pick one.

Assign a vibration to an individual: In the Contacts app, find the person, tap the Vibration field, and choose from the list. If there's no Vibration field, tap Edit, tap the Vibration field, and select one from the list. Tap Done, and then tap Done again in the Edit pane. (This also adds a Ringtone field to the contact card.)

How do I create a custom vibration?

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.

A 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?)

Juggling Calls

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.

* Some Bluetooth headphones let you double-tap the call button to redial; an Apple headphone, however, forwards a track with a double-tap.

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 it

for the multitasking screen—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" notice that's looking for attention at the top of the screen.

How do I handle a second incoming call?

When Call Waiting is on, as it is by default, you get three options on the screen (the exact wording varies with the carrier):

- Answer, End Current Call
- Answer, Hold Current Call
- Decline Incoming Call

Can I do conference calling?

This capability depends on your carrier, but you may be able to conference up to five people. Note that most buttons (such as Add Call and Merge Calls) take several seconds to become available.

* Not only does the basic conference-calling capability vary with your carrier, the methods and button labels might differ from the description here, too, so, YMMV (your mileage may vary). We also recommend you look into Skype regarding conference calling—Google it for details.

1. Make the first call.
2. Tap Add Call and make another call (the first is put on hold automatically).
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. (Good luck keeping track of *that*.)

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, try the second. (Also see if you have a Settings path such as SETTINGS > PHONE > VERIZON SERVICES > CALL FORWARDING DISABLE).

Call forwarding:

- Turn on CALL FORWARDING in SETTINGS > PHONE.
- 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.

- Turn off CALL WAITING in SETTINGS > PHONE.
- 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:

- Turn on SHOW MY CALLER ID in SETTINGS > PHONE.
- 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.

Other Items

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 to 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.

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..., page 55*). 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.

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

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 assign a nickname?*, [page 64](#); *How do I define a relationship?*, [page 64](#).)

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 faq.tekserve.com and search with appropriate keywords.

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.

Go to SETTINGS > CELLULAR > ROAMING, and turn off roaming for voice and/or data.

- ✿ When roaming is off, you won’t get text messages, which may vanish if not delivered in a few days.
- ⓘ+ 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 Abroad with Your iPhone at tekserve.com/travel-outside.

Email

What's "fetch" and "push," and why should I care?

Fetch means an app reaches out to get data; frequent fetching (checking multiple mail accounts every two minutes, 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 Fetch 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 > MAIL, CONTACTS, CALENDARS for an iCloud, mac.com, or me.com listing under Accounts. If there isn't one, you have an iCloud mail account waiting for you as long as you have an Apple ID, although you'll have to set up your *@icloud.com* address. Go to SETTINGS > ICLOUD and turn on Mail; 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; enter the basic information about the account. Tap the Next button so the address and password can be verified; enter the information for incoming and outgoing mail servers if asked. In the next pane, if Mail is not yet turned on, turn it on. Tap Save.

If your account type doesn't appear in the list, tap Other and fill in the appropriate information.

How do I change my email signature, or get rid of it?

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

- * 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*, when I've set it to check only every hour?

Swipe downward on an Inbox in the Mailboxes list. Start too high, and you'll get the Notification Center; not high enough (in the Mailboxes or Inbox header), and nothing will happen. Start within the list, as if you were scrolling it.

This procedure works for either a specific account or all accounts, depending on the list you're in when you trigger it.

Sometimes a horizontal swipe changes the screen, and other times it lets me delete something.

Yes, it depends where you are and where you swipe from. For the most part, swiping rightward moves you “up” in the hierarchy: from a message to its inbox to the list of mailboxes, for instance. Swiping to the left in a list usually reveals More and Trash (or Delete) buttons for the item you swiped across.

What's the 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. Emails from your VIPs appear in both the VIP list and your regular inbox for a specific email address, and are marked with a star. Add a name to the VIP list:

From the Mailbox list: Tap the VIP Info button and select the VIPerson from your Contacts list. (There's no Info button if no one's in the list; just tap VIP.)

From an email: Tap a name/address in a From/To/CC/BCC field and tap Add to VIP.

- * You can set your Mail app icon badge so its number represents only VIP messages that are waiting. Go to Settings > Notification Center > Mail > VIP and turn on Badge App Icon.

Can I stop work 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 save an attached photo or document?

Touch-and-hold the item, and choose from the Share sheet. Choosing Save Image sends an image to your Camera Roll, where it's accessible from the Photos app. A document must be opened in an accommodating app and saved from there (a Word document, for instance, can be opened in Pages).

What about Google's Gmail 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 79*). But you might prefer using the Gmail 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 better than Apple's Mail app. Another bonus: while the Gmail app supports Push, the Mail app handles only Fetch when it comes to your Gmail emails.

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.

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 (you have one, right?) if you are unsure. Exchange will let you sync email, contacts, and calendars.

Messages

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 for free when you're on a Wi-Fi network. Its features include: group text conversations; starting a text chat on

one iDevice and continuing it on another that uses the same account; and switching to FaceTime for video chats.

What's my Messages “phone number”?

You can use a phone number or 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 a default under START NEW CONVERSATIONS FROM.

How do I message someone?

Tap the New Message button. Type the name or Messages number/email of the person; or, tap the Add button and select from the Contacts 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. And then there's the bike lanes... it's a jungle out there!

- ⓘ We have more info on this topic, including how to: start a group conversation, delete a conversation, share pictures and video, and even start a FaceTime video chat from inside Messages. Go to faq.tekserve.com and search with appropriate keywords.

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: 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 (although the Touch 4 can't run iOS 7). 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 apple.com/support/mac/facetime/getstarted/.

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

I'm not so sure I always want my face seen.

We're going to assume that you just haven't combed your hair yet, not that you're on the lam. iOS 7 introduced audio-only FaceTime calls, currently available only over Wi-Fi. (That's right, a voice call. Otherwise known as a phone call. Without the phone part. Or the phone-company part.)

The person you're calling must have an audio-only-capable iDevice; any device that can run iOS 7 can do audio-only.

How do I use voice-only FaceTime?

- **Enable it:** Turn it on in SETTINGS > FACETIME.
- **Set up as the receiving end:** In SETTINGS > FACETIME, enter your Apple ID and then select an email address or your iPhone number as your FaceTime "number"; you can select multiple contact numbers. If you have an iPhone and another FaceTime-capable device (or two), you can use your phone number on all of them. With the same Apple ID on all devices, your phone number is automatically detected and added to the non-iPhone devices.
- **Make a call:** In FaceTime's Contact list or the Contacts app, choose your "target"; in a field that has a usable contact number, tap the video icon for a standard FaceTime call, or the

phone for a voice-only call. FaceTime's Favorites and Recents lists show the number you last used for FaceTiming those contacts.

Can I use Skype instead?

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



Check the Visual Guide that starts on page 8 if you don't know the buttons or icons we refer to in this section.

The Keyboard

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

The keyboard usually goes away appropriately—when you tap Go after entering a Web address, for instance—but sometimes it doesn't know you're finished typing. Sometimes you can tap on the screen outside the keyboard area to close it. Alternatively, on the iPhone/Touch, tap DONE or CANCEL at the top of the screen; on the iPad, tap the Keyboard key.

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

If the split feature is on (go to SETTINGS > GENERAL > KEYBOARD and turn on SPLIT KEYBOARD), 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.

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. (If your keyboard is split, you'll get a Dock and Merge command.)

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!

I'm a very slow thumb-typer.

As are so many of us. If you have a Siri-capable device, you can use the iOS Dictation feature in any app that supports it (such as Mail, Messages, and Notes). Dictation is available when the Dictation key (the microphone) is on the keyboard:

- **Enable it:** Turn on Siri in SETTINGS > GENERAL > SIRI. (You must have a Wi-Fi or cellular connection to use it.)
- **Use it:** Tap the Dictation key on the keyboard, and start talking, for up to about 30 seconds at a time. When you're finished speaking, tap Done. As with typing, if you select text first and then dictate, the selection is replaced.

Selections & Cut, Copy, Paste

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 text places the insertion point 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.

How do I select text?

Some selection techniques depend on the app you're using, and there are significant differences between working with editable text versus read-only (but able-to-be-copied) text, as on a Web page:

- **In editable text:** Double-tap to select a word, or touch-and-hold to get a Select>Select All/Paste pop-up and use Select to select the nearest word.
- **In read-only text:** This differs depending on the app. In iBooks, for instance, a double-tap or a touch-and-hold selects the word you touch. In Safari, a double-tap zooms the text, but a touch-and-hold usually selects a word.

To change a selection, drag one of the grab points (the ball-end lines at either side of the selection) horizontally or vertically.

Can I cut, copy, and paste?

Yes, you can. When you select editable text, the popover menu includes Cut, Copy, and Paste commands if they can be used (there's no Paste, for instance if you haven't previously cut or copied something or if you're in non-editable text). Pasting replaces selected text, as it has since time immemorial.

Don't forget you can copy and paste between apps; so, you can grab a sentence from a Web page and paste it in an email, or a phrase from an email and paste it into a Pages document.

Typing

I wish there were a Caps Lock key.

Granted! Turn on the feature: go to SETTINGS > GENERAL > KEYBOARD and turn on ENABLE CAPS LOCK. Double-tapping the Shift key turns it into Caps Lock; the arrow on the key turns white to show it's locked.

Where are all the numbers and punctuation?

They're on different layouts of the keyboard. Tap the Numbers key on the main keyboard to get numbers and basic punctuation. From the Numbers keyboard, tap the Symbols key 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, and capitalized versions are available when you work with the Shift key down. (That's eighteen characters available through the A key.)

What are some basic typing shortcuts?

There are two you can turn on in Settings, and two courtesy of autocorrect:

- **Capitalize sentences:** Turn on AUTO-CAPITALIZATION in SETTINGS > GENERAL > KEYBOARD and you'll automatically get capitals for sentences and new lines/paragraphs.
- **Quick periods:** Turn on what's labeled the “.” SHORTCUT in SETTINGS > GENERAL > KEYBOARD to turn two spaces into a period and a space—an easy way to end a sentence.
- **Skip apostrophes:** Turn on AUTO-CORRECTION in SETTINGS > GENERAL > KEYBOARD and it will enter apostrophes for common words: type *shes*, *youd*, and *dont*, for instance, to get *she's*, *you'll*, *don't* and *he'd*.
- **Skip apostrophes a different way:** When skipping an apostrophe would spell a word (such as *shell*, *hell*, and *well*), auto-correct can help you out when you add another letter to the word. 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 single capital letter? Touch Shift and, keeping your finger down, slide to the letter, and then release.
- **The whoops move:** If you tap the wrong key and realize it immediately, you don't have to tap Delete and then the right key. If your finger is still on the wrong key, slide to the correct one, because nothing registers until you lift your finger.
- **? ! ‘ ’ “ ” () and other single characters from another keyboard:** You can grab a single character from a keyboard further "down"—Numbers when you're on Letters, or Symbols when you're on Numbers—with a touch-and-slide. Just touch the keyboard key, keeping your finger down until the keyboard changes, and slide to the character you want; when you lift your finger, you get the typed character, and the keyboard returns to its original state. You can even touch-and-slide to a pop-up on another keyboard. For example:
 - **On any device:** Get a euro sign when on the Numbers keyboard by touching the Symbols key and sliding to €.
 - **On the iPhone/Touch:** If you want a question mark or exclamation point while on the Letters keyboard, start on the Numbers key and slide to the punctuation. You can also get curly quotes and apostrophes by sliding from the Numbers key; only the close quotes show on the key, but the open quotes (and other variations) are in a pop-up from the close-curly-quote key.
 - **On the iPad:** The iPad's roomier keyboard lets you get a question mark or exclamation point without changing keyboards: touch-and-slide from Shift to the period or comma key. Straight apostrophes and quotes are pop-ups from the period and comma keys. Get the curly ones with a touch-and-slide starting from the Numbers key; the open curly quotes are on a pop-up from the close-curly-quote 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 pop-up. 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. Not so logically, the •bullet• character is also there. (Need a degree° symbol? Check the pop-up from the zero key.)

You can use a touch-and-slide to get to the pop-up characters. For instance, when you're on the Letters keyboard, touch-and-hold the Numbers key, slide to the hyphen key and stay there for a second to get its pop-up. Select something from the pop-up and you're returned to the Letters keyboard.

How do I undo something I typed?

Shaking your device triggers the undo function in most situations, but it's not always just typing that can be undone.

A good, short shake gives you a dialog with at least Undo and Cancel buttons. But if you're in a situation where something else can be undone—the addition of an email recipient, for instance—you'll get three buttons: Undo Address Addition, Undo, and Cancel. In this case, the plain Undo would apply to the typing. At other times, the explicit first choice might be Undo Typing, with the generic Undo in the middle.

This is easy on the smaller devices, but awkward and somewhat attention-getting on an iPad. iPads offer an alternative: tap the Numbers key and use the Undo key on that keyboard. (Unfortunately, tap-and-slide doesn't seem to work for the Undo key.) Undo sometimes changes to Redo in case you have second thoughts—or would it be third thoughts at that point?

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

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

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, identified either by the language or the “name” of the first six letters of the top row: QWERTY (English), AZERTY (mostly for French) or QWERZ (Central European). You can choose one layout for the on-screen keyboard and another for an external keyboard if you want. Go to SETTINGS > GENERAL > INTERNATIONAL > KEYBOARDS and tap the language you’ve enabled; in the next pane, choose layouts for software (on-screen) and hardware keyboards. When you switch languages, your device politely switches its spell-checking to the correct language, too.

Switch to a keyboard: Tap the Globe key on the keyboard to cycle through available keyboards (the first tap switches you to the last-used keyboard), or touch-and-hold the 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.

- * When you’ve added an RTL-language keyboard, a touch-and-hold near a word (of any language in a multilingual mix) provides an extra choice in the Select>Select All pop-up. It’s two arrows, one pointing left, the other right; tap it to switch the typing direction.

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 pop-up Globe menu as well as the cycling order when you tap the Globe key.

Remove a keyboard: Go to SETTINGS > GENERAL > INTERNATIONAL > KEYBOARDS. Tap Edit and then the Remove button next to the keyboard; tap DELETE.

How can I type smilies and other emoticons?

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 for other foreign languages (although there's no layout choice), 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 (the clock icon), categories of “emoticons,” or numbers and symbols. Swipe left or right to see more characters in the current category.

Shortcuts, Auto-correct & Spell-checking

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 7*, saving you two taps of Shift as well as a trip to the numeric keyboard.

Create a shortcut: Go to SETTINGS > GENERAL > KEYBOARD and tap ADD NEW SHORTCUT. Type the full word or phrase in the Phrase field, type the shortcut in the Shortcut field, and tap SAVE (or RETURN on the keyboard).

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

Delete a shortcut: In SETTINGS > GENERAL > KEYBOARD, swipe left on 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 by dismissing the pop-up 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 will. Unless it comes up with another suggestion.

Can I make auto-correct leave me alone?

- **Turn it off:** Go to SETTINGS > GENERAL > KEYBOARD and 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 and tap ADD NEW SHORTCUT. Type the word in the Phrase field; don't type anything in the Shortcut field. Tap Save 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 > KEYBOARD and turn CHECK SPELLING 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 > KEYBOARD. 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 129](#)) and PDFs.
 - ✿ eBooks designed for one app can't be read in another.
- **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.
- **Nook app:** All your Barnes & Noble 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.

- **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 133](#), and at faq.tekserve.com.
- **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 book”) readers:** Apps, such as Comics by ComiXology, PanelFly, DC Comics, Marvel Comics, and Dark Horse Comics are downloadable from the App Store. You buy the comics separately. (It’s the old give-away-the-hot-dog-rolls trick.)
- **Read the Web:** Safari’s Reading List (*Then what’s the Reading List?*, [page 126](#)) stores pages for later, offline reading. Other apps—such as Instapaper, Pocket, and Readability—provide similar capability with more features.

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. In the otherwise bare pane, turn on SPEAK SELECTION—and the pane is suddenly less bare.
2. Set the speed for the speaking voice (tortoise or hare!); you’ll hear a sample when you change the setting. Turn HIGHLIGHT WORDS (as they’re spoken) on or off.

3. Tap VOICES and then tap the language you'll be listening to. Choose the language variant you want (*pip, pip, old chap; top o' the morning to ye; g'day, mate...*).
4. Still in the dialect pane, turn ENHANCED QUALITY on or off (it uses memory when on). The speed setting here is merely a repeat of the one in the SPEAK SELECTION pane.
5. Tap VOICES at the top of the screen, and then SPEAK SELECTION and ACCESSIBILITY—and then GENERAL and SETTINGS—to move back up through the panes.

To use Speak Selection, select text (in Safari, in iBooks, in Notes... anywhere text is selectable) and tap SPEAK in the pop-up; it changes to PAUSE so you can interrupt a long passage.

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 screen changes orientation.

For an iPad, start by turning it to the orientation you want. If the Side Switch is set to Lock Rotation (*How do I lock the screen orientation?, page 24*), just flip the switch. Otherwise, swipe open Control Center and tap the Lock Orientation icon.

The iPhone/Touch locks from Control Center, too, but only in portrait position.

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, as well as 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 iBooks Store), you can download purchased items to all of your devices, so this won't be such an issue (*How do I re-download something?, page 40*). And iTunes Match—*What's iTunes Match?, page 112*—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 with iCloud—and how?

Go to SETTINGS > ICLOUD to turn on syncing for any of these items except the last two (Keychain and iBooks):

- Contacts
- Calendars
- Reminders
- Safari (bookmarks, Reading List, and open tabs—see *Syncing Safari Info, page 127*)
- Notes
- Photos (Photo Stream and Photo Sharing)
- Documents and data for certain apps
- Passbook
- Keychain, in SETTINGS > SAFARI > PASSWORDS & AUTOFILL

- iBooks, in SETTINGS > IBOOKS. Use SYNC BOOKMARKS for notes and highlights, and SYNC COLLECTIONS for collection names and which books are in them, but not the books themselves.

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

Yes. To sync the info from iDevice apps with their computer cousins, enable iCloud on the devices as just described, and then, on the Mac, choose System Preferences from the Apple menu, go to the iCloud pane, and check the items you want synced.

In OS X 10.9 Mavericks, Calendars and Reminders are individual choices in the pane. In earlier Mac systems, Calendars & Reminders is a single item that turns syncing on or off for both apps, so separate control over them is strictly on the iDevice end.

* See *Syncing Safari Info*, [page 127](#) for information on... well, on that.

Can I access synced information on the Web?

Yes. Go to [icloud.com](#), sign in with your ID and password, and click the icon for the app you want to access. (Since your Photo Stream is not synced, you won't see your photos there.)

How do I sync my iDevice with iTunes?

With your device connected to your computer either with its USB cable or wirelessly (*see Can I sync my device ... through WiFi?*, [page 99](#)):

1. Select it in the iTunes sidebar, under Devices. (Open the sidebar with Command-Option-S if necessary.)
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 you want synced—except Apps—check the Sync [Category] checkbox. To omit the category from an

upcoming sync, uncheck it; you'll be asked if you want previously synced items removed from the iDevice during the upcoming sync. (App syncing is controlled by the Install/Remove choices for individual apps.)

4. Make further choices in each pane as to which specific items, or groups, you want synced.
5. Choose File > Devices > Sync [iDevice].
 - * If you've created multiple iTunes libraries, 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 (which replaces the Sync button on any screen where you've made changes).

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

Yes, although you need a wired connection for the initial setup:

1. Connect your iDevice to your computer with the USB cable.
2. In iTunes, select the device in the sidebar or with the Devices button at the top right of the window. (If iTunes can see more than one device, the Devices button is a menu from which you can select the target.)
3. Click Summary at the top of the window.
4. In the Options section, check Sync With This iDevice Over Wi-Fi.
5. Click the Apply button in the lower right.
6. Remove the iDevice from iTunes by clicking the Eject button next to its name in either the sidebar or the Devices button.

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.
- The Prevent iPods, iPhones, and iPads From Syncing Automatically option must be unchecked in iTunes preferences.

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

With Wi-Fi syncing 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 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.

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 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 for only 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 Internet Explorer, Chrome, or Firefox.
- 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?

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, FaceTiming, mailing, or messaging one of your contacts.

Can I import my existing contacts?

Yes, by syncing with a variety of sources using a few different techniques—most of which assume you're using iCloud (*How do I get going with iCloud?, page 60*).

Among iDevices: On both devices, go to SETTINGS > ICLOUD and turn on Contacts.

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

- **With iCloud:** See *Can I sync this information with the same apps on my Mac?, page 98*.

- **With iTunes:** See *How do I sync ... with iTunes?*, [page 98](#). In Step 2 of those directions, click the Info tab to access Contacts and check it.
 - * Syncing among devices and with your computer with iCloud keeps all the devices up-to-date as you make new entries anywhere.

From an Exchange global address list: Go to SETTINGS > MAIL, CONTACTS, CALENDARS, tap the Exchange account, and turn on Contacts.

From a CardDAV or LDAP account: Go to SETTINGS > MAIL, CONTACTS, CALENDARS. Tap ADD CARDDAV ACCOUNT or ADD LDAP ACCOUNT and enter the information.

How do I add a new contact?

- **In Contacts:** Tap the Add button, enter the info, and tap Done.
- **From a vCard:** Tap the vCard (.vcf) attachment in an email, in Messages, or even on a Web page, and then tap Create New Contact.
- **In the Phone app:** Add a recent caller to Contacts by tapping Recents, then the Info button next to the name/number, and then Create New Contact.
- **From Maps:** 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, scroll to the bottom, tap Delete Contact, and tap it again in the confirmation pop-up.

How do I define relationships for use with Siri?

See *How do I define a relationship?, page 64.*

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.

What are the Calendar basics?

Creating and deleting calendars, and editing their names or colors (events are tagged with a calendar’s color), all start with tapping Calendars at the bottom of your Calendar screen to get to the Calendars pane, and then tapping Edit. (On the iPhone/Touch, you’ll get an Edit screen; on the iPad, you get an Edit pop-over. We’ll just use “screen” here for both devices.) And then:

Create a calendar: On the Edit screen, scroll if necessary to get to the bottom of a list of calendars, and tap Add Calendar. Name the calendar, assign it a color, tap Done, and tap Done again and again (literally—*twice* more, on the next two screens).

Edit a calendar’s name or color: Tap the Info button next to the calendar’s name. On the next screen, tap the calendar’s name to edit it and/or tap the color you want to assign to it. Tap Done, and tap Done again on the next screen.

Delete a calendar: Tap the Info button next to the calendar’s name. On the next screen, scroll to the bottom, tap Delete

Calendar, and tap it again to confirm your intentions. Tap Done on the current and next screens.

A When you delete a calendar, you also delete all its events.

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

Tap Calendars at the bottom of the screen, tap a calendar in the list to alternately show (it gets a check mark) or hide it, and tap Done.

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 Add button at the top of the screen to add an event to the currently selected date; it defaults to "Today" if you're not viewing a specific date.

In some views, you can touch-and-hold a day, or a time slot, to create a new event, with that day or time already entered as info. Enter information using the "scroll wheels" (officially, they're "pickers," but they work like scroll wheels) and tap Done.

- **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.

- **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.

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—for every year, of course.

- * 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 birthday-present icon.

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

In the Calendar app, tap Calendars, 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 > ICLOUD, and turn on CALENDARS. (If you don't have an iCloud account, see *How do I get going with iCloud?*, [page 60](#).)
- **On your Mac:** Choose  > System Preferences. In the iCloud pane, check Calendars if you're using OS 10.9 (Mavericks) or Calendars & Reminders in an earlier OS.

How do I share a calendar?

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

Share an editable calendar:

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

The recipient gets an email with a link; if she clicks the Join Calendar link, you'll get an alert to confirm it.

Change someone's sharing status:

1. Tap Calendars, a calendar's Info button, and then the person's name under Shared With.
2. Prevent editing by turning off Allow Editing. Or, remove the person's viewing privileges entirely by tapping Stop Sharing, then Remove, and then Done.

Share a read-only calendar:

1. Tap Calendars, a calendar's Info button, and turn on Public Calendar. (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, turn on CALENDARS, 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, using assigned ringtones or even music. Alarms are “attached” to days of the week, but not to specific dates.

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 finished) today; and, 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, turn off SET AUTOMATICALLY, and tap SET DATE & TIME.

How do I set, change, or delete alarms?

Work in the Alarm screen 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, tap Back, and 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 iDevice to sing me to sleep? What about waking me up with a song?

Yes to both. They both use the Clock app, although one uses the timer, and the other the alarm.

Go-to-sleep music:

1. Open the Clock app and tap Timer. Set the hours/minutes you want the music to last.
2. Tap When Timer Ends, scroll to the bottom and tap Stop Playing.
3. Tap Set at the top of the screen, and then the big Start button.

Wait! Where's the music? If you didn't already have it playing in the background, open the Music app and play your favorite soporific album or playlist; or, use Control Center to start the music.

Put your iDevice 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: These directions assume you already have an alarm set:

1. Open the Clock app and tap Alarm.
2. Tap Edit at the top of the screen, and tap the alarm you want.
3. Tap Sound, 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 searching for them.)

4. Tap Back, and then Save.

- ⓘ 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 faq.tekserve.com and enter appropriate search terms.

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 66](#)).

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

How do I create and use reminders?

Create a list: Tap New List (iPhone/Touch) or Add List (iPad). Name it, select a color, and tap Done. Swipe downward on a displayed list to move back to the list “tabs.”

To rename a list or change its color, tap it, tap Edit, and tap the name. On the iPhone/Touch, swipe downward to “scroll” the list of lists if you can’t see the New List option.

Add items: Open the list, tap on an empty line, type, and tap Done (unless you want to set details first). To add multiple items, tap Return on the keyboard to start a new item.

Set or change item details: You can set details when you create an item or add them later. Open the list and tap the item, and then its Info button; or swipe leftward on the item and tap More. Set an alarm for a specific date, assign a priority, make notes, or even move it to a different list. Tap Done when you’re... you know, *done*.

Delete an item: Open its list, swipe leftward on the item, and tap Delete.

Delete a list: On the iPhone/Touch, tap the list to open it, tap Edit, tap Delete List, and tap Delete to confirm. On the iPad, swipe leftward on the list in the left pane, tap Delete, and tap Delete again to confirm.

I can't always scroll the Reminders list on my iPhone/Touch—sometimes the names just stretch and bounce on the screen.

That's just the iOS 7 interface. Items in the list stretch when you're at the top, and they bounce back when you let them go, as if you're rifling through a pile of papers. (When you tap any list to open it, you can see a pile of the other lists at the bottom of the screen. Get back to rifling by either tapping on the pages at the bottom or flicking the currently open list downward.)

Can I reorder my lists?

Yes, although it's not always easy on an iPhone/Touch: touch-and-hold a list until it expands a bit in response, and then drag it up or down. On an iPad, tap Edit at the bottom of the List pane, and then drag lists up or down by their drag controls.

Can I sync my reminders with the ones on my other devices, and on my Mac?

Yes on both counts. For syncing with other devices, see *What can I sync among my iDevices...?, page 97*.

For syncing with your Mac, check *Can I sync this information with the same apps on my Mac?, page 98*.

- ⓘ+ We have more info on this topic, including: using Siri with reminders, viewing reminders for the current day, and moving reminders from one list to another. Go to faq.tekserve.com and search with appropriate keywords.

Music

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 something?*, [page 40](#)).
- 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 the 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, however, because if a song is in Apple's library it doesn't need to be uploaded. But it can be downloaded from the library to your iDevice, 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. Or, start from your iDevice; 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 didn't work when this was written.

Turn it on: On your iDevice, go to SETTINGS > MUSIC and turn on ITUNES MATCH.

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

That's by design—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 get to my music if the Music app isn't open?

Whether your device is in use or locked (with SLIDE TO UNLOCK showing), swipe up from the bottom of the screen to open Control Center. If it's asleep, press the Home button to wake it and then swipe Control Center open. If the Music app was open when the device went to sleep, a click of the Home button displays the Music app's controls.

- * Tap the name of the currently playing song in Control Center, and the Music app opens.

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 99](#).

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, and wired and wireless. Check tekserve.com/music-ears.

- i+ We have more info on this topic, 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. Go to [faq](#). tekserve.com and search with appropriate keywords.

Music App

How do I create and edit playlists on my iDevice?

We can tell from the way you phrased the question that you already know how to create playlists on your computer in iTunes, and that you can sync them to your device.

To work with playlists in the Music app, start by tapping Playlists at the bottom of the screen and then:

Create a new playlist: Tap Playlists and then New Playlist; name the new playlist. Tap the songs you want—the red Add buttons turn gray to mark selected items—and tap Done.

Edit a playlist: Select the playlist and tap Edit. To add songs, tap the Add button (+) at the top of the screen, the song(s), and Done. To delete a song, tap Edit, the song's round Remove button, the big Remove button, and Done. Change a song's position by dragging it to a new spot.

Delete a playlist: Tap the playlist, tap Delete, and then Delete Playlist.

Can I control playback by voice?

Yes, with Siri or with Voice Control. 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 faq.tekserve.com 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.

iTunes Radio

iTunes Radio??

It's not access to radio stations, if that's what you were thinking. No NPR for you!!

iTunes Radio provides different “stations” that stream music to your device. Each station offers a different kind of music, such

as the Top 100, or country, or jazz. You can create your own stations, too, which is especially convenient if your musical taste is specialized or just eclectic.

Why such a generous feature? It's a revenue stream due to ads and purchases. But, so what? The ads are brief and infrequent. And if you don't want to buy a song that's playing, don't. If you're an iTunes Match subscriber, you don't get any ads at all.

- * Your personal stations are stored in iCloud, and so are available on all your devices, including your Mac. You don't have to set up iCloud syncing for this; it's automatic. So automatic that you can stop in the middle of a song on one device and listen to the rest of it on another.

How do I use iTunes Radio?

Start in the Music app, and tap the Radio button at the bottom of the screen. Built-in stations scroll horizontally at the top of the screen, while user-defined stations scroll vertically in the lower section.

- **Play a station:** Tap it.
- **Create a station:** Tap the New Station block at the end of the My Stations list.
- **Add or delete artists:** Tap Edit to the left of the My Stations heading, and tap a station in the list. Tap Add Artist, Song, or Genre, type the name of your addition, and tap it in the list of suggestions. When you've finished with the additions, tap the Back button (<) and tap Done on the next screen.
- **Buy a song:** We don't think you'll have any trouble finding the red button with the price in it.

Photos (& Video Recordings)



Check the Visual Guide that starts on page 8 if you don't know the buttons or icons we refer to in this section.

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 from the Lock screen and from Control Center.
- **Photos app:** This is the workhorse of the bunch. Use it to: view and organize your pictures and videos; delete items; do basic photo-editing ("Out, damned red-eye!"); save items from the Photo Stream (which may be coming from other devices); share through Mail, Message, Twitter, and Facebook; assign a picture to someone in Contacts; set an image as wallpaper; print a photo if you have an AirPrint printer; and create a slideshow complete with transition effects.
- **Photo Booth:** A fun little app that uses the FaceTime camera and special effects, available only on iPads.
- **Camera Roll:** This is 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 120](#)).
- **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 122](#)).
- **Panorama:** A good eye and a steady hand—and the on-screen grid—can result in a sweeping masterpiece. Or not. (This isn't available on iPads.)

What's an HDR photo?

When HDR capability is turned on, your device 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 iPod Touch 5, have an LED flash on the back that kicks in when needed. Control its behavior in the Camera app by tapping the Flash icon (the lightning bolt) and then tapping Auto, On, or Off.

Can my iDevice do panoramic pictures? Video? HDR photos? Face Detection?

Here's which iOS 7-capable iDevices can do what:

- **Panorama photos:** iPhone 4s and later, Touch 5 and later.
- **Video:** All iOS 7-capable devices, although the quality varies from model to model, and even within a model regarding the front (FaceTime) and back (iSight) cameras.
- **HDR photos:** All iOS 7-capable devices (yes, even iPads—a new feature for them in iOS 7).
- **Live photo filters:** iPhone 5 and later and Touch 5 and later. (After-the-fact filters are available in photo-editing mode for all devices.)
- **Face detection:** The iPhone 4s and later, Touch 5 and later, iPad 3 and later. Automatic face detection balances the exposure across up to ten faces; each detected face is marked by a rectangle.

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 then took 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 table of iOS 7-capable iDevices and their photo and video capabilities. (For comparison purposes, VGA is approximately .3 megapixels for photo resolution, and equivalent to 480p for video.)

Camera Specs		Camera (megapixels)		Video	
		iSight	FaceTime	iSight	FaceTime
iPhone 5s	8	1.2		1080p 720p slo-mo	720p
iPhone 5, 5c	8	1.2		1080p	720p
iPhone 4s	8	VGA		1080p	VGA
iPhone 4	5	VGA		720p	VGA
iPad Air	5	1.2		1080p	720p
iPad 4	5	1.2		1080p	720p
iPad 3	5	VGA		1080p	VGA
iPad 2	.7	VGA		720p	VGA
iPad Minis	5	1.2		1080p	720p
iPod Touch 5	5	1.2		1080p	720p

Taking and Viewing 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 (which, for the most part, are whatever you last used). After you snap a picture, you'll find it in your Camera Roll in the Camera app.

1. Open the Camera app. You can tap the app's icon—which almost nobody does because it's faster to open it from Control Center or with a tap on the icon on the Lock Screen.
2. **Choose the camera.** Use the Camera Swap icon to switch between the FaceTime (front) and iSight (back) cameras.
3. **Select Video, Photo, Square, or Pano(ramic).** Slide the words so the one you want aligns with the dot (yes, an interface feature that's as awkward as it sounds).
4. **Choose a filter.** On the iPhone/Touch, tap the Filters icon, and tap the one you want.
5. **Turn HDR on or off.** Tap HDR On or HDR Off to reverse the setting.
6. **Zoom.** Use pinch/spread gestures or the Zoom slider that appears with the first gesture. Note that zooming doesn't pack additional pixels in the zoomed area; the area is enlarged, but the final resolution is lower.
7. **Set the exposure and focus.** Tap the spot on the screen you want exposed properly (perhaps letting the lighter or darker areas suffer as a result) and as the focal point. To lock the focus and exposure for the current and subsequent pictures, touch-and-hold a spot until the yellow exposure frame pulses. Unlock it with another touch-and-hold.
8. **Take the picture.** Tap the big round button, which is also used to start and stop a video; you can also start and stop video recordings with the video button.

* The grid used to be available with a tap on an Options button, but in iOS 7 it's turned on in SETTINGS > PHOTO & CAMERA.

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 with 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 the small iDevices: iPhone 4s and later, and iPod Touch 5 and later.

1. When you're in the Camera app, slide the options (Video, Photo, and so on) until Pano is at the yellow dot.
2. Point the iPhone where you want to start, and tap the Camera button; a large arrow is 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 guideline. (This feature doubles as the world's most boring video game.)
5. Tap Done when you are. If you take too much time, the device automatically stops taking the picture.

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 122](#). 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 99](#)).

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 text messages, emails, or Web pages; and screenshots. Access the Camera Roll in the Photos app by tapping Albums, and then tapping the Camera Roll album.

How do I view my photos and videos?

In the Photos app, open the Camera Roll or any album you've created. Tap a thumbnail to view a larger version of a picture. Once you have a single picture on the screen, you can swipe to view other pictures.

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.

- * On an iPad, you can use pinch/spread gestures instead of tapping in many places, such as: 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.

How do I delete those accidental shots of my feet?

- **Right after you've taken it:** Tap its thumbnail at the bottom of the screen, tap the trash can and then tap Delete Photo.
- **A photo in full-screen view:** 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 Select, and tap the photos you want to delete (tap a photo again to uncheck it); tap the trash can and then tap Delete 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. Hold down either button by itself too long, and you'll have a little problem: the Home button will trigger Siri, while the Sleep/Wake button will turn off the device.

The screenshot is added to the Camera Roll album.

- ⓘ There's more info on this and related topics, including organizing, sharing, and editing photos and videos, at faq.tekserve.com. Use appropriate keywords for searching.

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 1,000 (yes, *a thousand*) of your most recent photos for up to 30 days in iCloud, combining photos from all your enabled devices, and pushes them to all the devices.

Video recordings aren't 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 Web page, email, or text message, or taken as a screenshot.

To turn on Photo Stream, go to SETTINGS > ICLOUD > PHOTOS and turn on MY PHOTO STREAM.

What else do I need to know about Photo Stream?

- 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 over only a Wi-Fi connection—and only when you exit the Camera app.
- Photo Stream contents don't count towards your iCloud storage total (*What does it cost?*, [page 59](#)).
- 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 actually stored on that iPad. When something is bumped out of the Stream because it's older than 30 days, or you've gone over 1,000 items (which kicks out the oldest ones), it's still in the Camera Roll on the originating device, but you won't see it 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.

How do I turn on Photo Stream for iPhoto or Aperture?

Start by checking Photo Stream in the iCloud pane of System Preferences. Then, in iPhoto, choose iPhoto > Preferences, go to the iCloud pane and check My Photo Stream. This lets you see your Stream in iPhoto and grab the pictures you want, but it doesn't keep the images there. To store all the Photo Stream pictures in iPhoto, check Automatic Import. To push images *from* iPhoto to the Stream (such as photos imported from a camera card), check Automatic Upload. Similar commands are in Aperture's preferences.

How do I view my Photo Stream?

On an iDevice, go to the Photos app; tap Albums, and then My Photo Stream.

In iPhoto on your Mac, click iCloud in the sidebar. If you don't see it, point to the heading Shared in the sidebar and click on the Show command that appears next to Shared. On a PC, look for the My Photo Stream (Download) folder at *C:\Users\[username]\Pictures\Photo Stream\My Photo Stream*.

Where did all those teeny-tiny photos come from?

You must have tapped the Photos icon in the Photos app. Your photos are clumped into years, which are divided into "Collections" defined by a place or a date range, depending on your photo-taking habits. These are further divided into "Moments" representing a specific place or time span.

A tap on any part of a group opens its subdivisions; move back up through the hierarchy by tapping the "Back" button, which is named for the parent group.

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

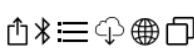
If you created the image on the device, it's in your Camera Roll unless you specifically delete it, so you don't have to save it. If it's in your Photo Stream from elsewhere, tap the photo to select it; to save multiple pictures, tap Select and tap each picture. Tap the Share button, and then Save To Camera Roll.

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

You can't share *your* Photo Stream, but you can create separate Photo Streams to share; they can even include video.

- ⓘ We have more info, including how to delete items from your Stream, how to clear it out completely, and how to create a shared Photo Stream. Go to faq.tekserve.com and search with appropriate keywords.

Safari

 Check the Visual Guide that starts on page 8 if you don't know the buttons or icons we refer to in this section.

Safari Features

What happened to the Search field?

It finally went the way of the Search field in the Mac's Safari: it's conveniently combined with the address field.

Can I have multiple Web 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, page 127*).

Create a new blank tab: On the iPhone/Touch, tap the Pages icon and then the big Add (+) button. On the iPad, tap the Add button at the top of the screen.

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

Go to a different tab: On the iPhone/Touch, tap the Pages icon, swipe through the pages if necessary, and tap the page you want. Close a page from this lineup by tapping its Close button; reorder them by dragging. On the iPad, tap a visible tab; if you have so many that some are off the screen, tap the More Tabs button (...) for a list. Close a tab by tapping its Close button.

Can I block pop-ups?

Go to SETTINGS > SAFARI turn on BLOCK POP-UPS.

The text on some sites is really tiny.

Here's three quick ways to remedy that situation:

- 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.
- 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?, page 126*).

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, tap it again if the Reader tab is active, tap History in the list, and then tap the page you visited previously.

Clear the History list: If you're viewing the list of visited sites, tap Clear and then Clear History. Or, tap CLEAR HISTORY in SETTINGS > SAFARI.

How do I make and use bookmarks?

Use bookmarks to quickly go to Web pages 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 faq.tekserve.com 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.
4. Tap the Save button or tap Done on the keyboard.

Use a bookmark: Tap the Bookmarks button, tap it again if the Reader tab is active, tap a bookmark folder if necessary, and then tap the bookmark. (To move back up out of a folder, tap the enclosing folder's name at the top 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 turn on Always Show Bookmarks Bar.

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 Web pages, requiring you to repeatedly tap Next. It works only for pages that use “articles”—text coded as a single entity no matter how it might be split up across pages. 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.

Then what's the Reading List?

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

it. But you can use it just to store a list of things you don't have time to read *right now*, and get to them when you can, regardless of your Internet connection. Make a bookmark if you're going to repeatedly go back to a site, and use the Reading List for things you won't need marked once you've read them.

I can't remember all my website passwords.

Who can, when it gets so complicated? Sounds like a job for a computer!

iOS 7 and OS X Mavericks introduced iCloud Keychain, which lets you store your usernames and passwords for websites so they'll be automatically filled in when you go to the page. The cloud part of it is that you can enter the information on one device and access it from your other(s). You can even have a more secure password generated automatically—more secure than, say, *password123*. In addition, you can store your credit card information (minus the security code) for easy retrieval.

Turn it on for your iDevice: Go to SETTINGS > SAFARI > PASSWORDS AND AUTOFILL and turn on NAMES AND PASSWORDS and/or CREDIT CARDS. To input credit card info, tap SAVED CREDIT CARDS, tap ADD CREDIT CARD and fill in the information.

Turn it on for your Mac in Mavericks: Go to the iCloud pane in System Preferences (accessible from the Apple menu), check Keychain, and follow the prompts in the dialogs.

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 your devices individually so that each will play well with the others.

On your iDevice: Go to SETTINGS > ICLOUD and turn on SAFARI.

On your Mac: choose Apple > System Preferences, go to the iCloud pane, and check Safari.

A 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 99). 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 faq.tekserve.com for more info including how to change the default search engine, add a website icon to a Home screen, fill in Web forms automatically, 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 the interactive “Multi-Touch” books.

How do I get a book into iBooks?

- Buy it from the iBooks Store on your iDevice.
- Use the auto-download feature to get a previously purchased iBooks Store item onto your other devices, or re-download it to them (*What's an automatic download...?*, [page 39](#); *How do I re-download something?*, [page 40](#)).
- 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 iBooks Store 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 iBooks Store?

On your iDevice, open iBooks and tap the Store button at the top of the Library screen. Use the icons at the bottom and the buttons at the top to narrow the scope of your browsing, or the search function to do shopping targeted to book titles, authors, or categories. Leave the Store by tapping the Library button.

I'm trying to just read in iBooks, but when I open it, I wind up in the iBooks Store.

The iBooks app and the iBooks Store are inextricably intertwined. You must explicitly leave the iBooks Store to get back to iBooks; if you left off at the iBooks Store and did something else on your iDevice, opening iBooks puts you back where you left off. (This won't always be as big of a surprise as it used to be if you return to iBooks from the multitasking screen, since the thumbnail will show the Store instead of a book's page.) Tap the Library button at the top of the screen to leave the Store.

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 within the bookcase to reveal the Search field. (Yeah, that's where they hid it—just like the search feature on Home screens.) Or, tap the status bar at the top of the screen to reveal it.

* Drag from within the bookcase or the list; if you start too high on the screen, you'll drag open 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 even have to be at the beginning of a word. So, typing green finds Stephen King's *The 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).
4. Books meeting your criterion are displayed on a Search Results screen; tap one to open it.

Did you just want to know where the book is in your library? Open it from the Results shelf, and then close it by tapping the Library button in the upper left; you'll wind up on the screen where the book lives.

Can I rearrange books on the screen?

Yes, in the icon view. Touch-and-hold any book icon until it 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 rows above or below what's displayed if you have a lot of rows, but you can't go to the left or right edge of the screen to get to another collection. And you'll find that you can't put a book in an empty row until the one before it is filled.

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 and turn on BOTH MARGINS ADVANCE. 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 the Appearance button (the two A's) at the top of the screen, and tap Scrolling View to turn it on (or off).

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 there on a different device or on a Mac running Mavericks (OS X 10.9): turn on SYNC BOOKMARKS in SETTINGS > IBOOKS.

- * This is different from syncing the ebooks themselves between devices or with your computer. It's also different from syncing Safari bookmarks (*Syncing Safari Info, page 127*).

But you can mark other places in the book, too, not just where you left off reading. Set a bookmark by first tapping anywhere in the text of the page to get the controls at the top of the screen, and tap the Bookmark icon to turn it into a red ribbon. To go to a bookmarked page, tap the Contents button (the bullet list) at the top of the screen, tap Bookmarks on the Contents screen, and tap the page.

- ⓘ+ We have more info about iBooks, including where to find free ebooks, how to look up words you run across in a book, and how to use bookmarks, highlights, and notes. Go to faq.tekserve.com and search with appropriate keywords.

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.

Then 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 (all iOS 7-capable devices except the iPad 2 can handle Siri).

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 stand-alone 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 on your multitasking screen if you've read an issue recently.

What about Maps?

The iOS 6 Maps app was much maligned, and often deservedly so. It's unfairly early, at this writing, to say if the new one will be better behaved overall, but some of our experiences already call that into doubt. We can tell, however, that it has a new, cleaner interface and several nifty new features, such as turn-by-turn walking directions. It's integrated with many other iOS features so, for instance, you can get map previews of locations mentioned in Mail and Calendar, or find a store or other business and add it to Contacts..

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 take yourself are viewed in the Photos app, and video podcasts in the Podcasts app.)

What's Passbook?

It's convenient and cool, but could be great if 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 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 awhile, as a subset of iTunes on the Mac, and initially of the Music app on iDevices. Now iTunes U content is in the iTunes U app which, like iBooks, is free but must be downloaded from the App Store. When you install it, any existing iTunes U content moves to it automatically.

 For more details on any of these apps, go to faq.tekserve.com and search with appropriate keywords.

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 that your pants stay up. In addition, if you have to restore your data, you'll be able to do a quick, immediate restore from almost anywhere with iCloud to get up and running—if, for instance, you've just had your iPhone swapped under AppleCare+ at Tekserve. Or, you can do a fuller restore, at much faster speeds, through iTunes.

The initial backup can take a *looong* 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 in the upper right.
5. Choose File > Devices > Transfer Purchases From [iDevice].

You can also download individual purchases to your computer through iTunes (*How do I re-download something?*, [page 40](#)) and/or automatically download new iDevice purchases to your computer (*What’s an automatic download...?*, [page 39](#)).

What does an iCloud backup store?

It stores iOS and account settings (info in the Settings app); your Home screen arrangements—a great time-saver compared to starting from scratch with 15 disordered Home screens; Mail, Calendar, and Contacts info; your Camera Roll and albums you’ve created on the device; ringtones; your Messages history; and your voicemail list. 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.

- * If apps are not longer available in the app store, they can’t be re-downloaded to your device. If you’ve backed up to iTunes, you can restore discontinued apps from there.

Those are the items iCloud *can* back up for you, but you must fine-tune backup options for individual apps in SETTINGS > ICLOUD, where you can turn backups on or off for individual apps.

Do iTunes backups store the same things as iCloud backups?

No. They store much, much more, including: voice memos; your keychain information (which includes website and email account passwords); Mail accounts (but not their messages); Calendar accounts.... Check out the full list at support.apple.com/kb/ht4946.

Can I delete specific items from my iCloud backup when it gets crowded?

No, but if you have a backup from an older device still sitting in the cloud, you can delete that. Go to SETTINGS > ICLOUD > STORAGE AND BACKUP > MANAGE STORAGE. Under Backups, tap the backup you want to erase, and tap Delete Backup on the next screen.

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 or the other can be set to occur automatically. (Those of us who back up to both places set iCloud as the automatic one—it's available almost anywhere and takes less time—and do the more complete iTunes back up manually.)

- **iCloud:** If you don't use iTunes at all, setting up an iCloud backup (see the next question) includes automatic backups.
- **iTunes:** If you also 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 99*); and iTunes is open (in the background is fine).

How do I back up to iCloud?

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

Go to SETTINGS > ICLOUD > STORAGE AND BACKUP and turn on ICLOUD BACKUP. Tap BACK UP NOW to initiate the 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?

It's so easy, there's no excuse not to do it frequently. Connect your iDevice to your computer by cable or Wi-Fi *Can I sync my iDevice ... through Wi-Fi?, page 99*, select it in the iTunes sidebar or with the Devices button, and choose File > Devices > Back Up.

If you haven't specified an encrypted backup as your default, take the time to do it. Now.

- * If you sync your iDevice to your computer, (*How do I sync ... with iTunes?, page 98*), your iDevice is automatically 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 your Mail accounts, Newsstand subscriptions, and most apps that require a login); this saves you from having to enter each one when you restore your iDevice (if you even remember them all).

Turn on the encryption option in iTunes when your iDevice is connected to your computer and selected in the sidebar or from the Devices button. In the Backups section, under Automatically Back up, check Encrypt iDevice Backup.

- * 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 144](#)).

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.
- i+ Go to faq.tekserve.com and use appropriate keywords for more info on backups and restoring them, including ways to keep within your free 5GB limit.

Problems & Troubleshooting

In General

- * For details about AppleCare+, see *Should I get AppleCare...?*, [page 35](#), and the questions following it.

How can I get technical support for my iDevice?

If the basic troubleshooting advice in this book doesn't help, try 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. Some other nerd-free languages are also available on request; call ahead to check.

How do I check my warranty status?

It's easy: go to selfsolve.apple.com/agreementWarrantyDynamic.do and enter your iDevice serial number.

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 iDevice: Look on its back for the engraved number (not all devices have the serial there).

"In" the iDevice: 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 or other specialist 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 but no AppleCare+, an iPhone repair/swap costs \$149 (iPhone 3G) to \$269 (iPhone 5 models). iPads are usually \$219–249, depending on the model.

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).

If you have no backup, we often can recover at least some of your data from the damaged device, 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 135](#)).

There are seven R's??

That's right—and there would've been more, had we been able to think of synonyms beginning with R for "quit," "update," and "emergency shutdown." 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 45](#).)

Remove and re-download an app.

Delete the app and then replace it with a new copy through a re-download (*How can I delete an app?*, [page 47](#); *How do I re-download something?*, [page 40](#)). 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, and the app stays open in the background. Quitting an app on an iDevice 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 the app has frozen on the screen so you can't get to the multitasking screen, use the second method.

- Double-click the Home button to get the multitasking screen. Find the culprit and flick its thumbnail upward into oblivion.
- 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 screen for immediate re-access.

Update iOS.

Updates are not only for new features: they also address performance issues. See *How will I know if there's an iOS upgrade or update...?* and *How do I ... update iOS 7?*, starting on [page 13](#).

Update iTunes.

If problems crop up while working with iTunes on your computer, make sure you have the latest version: in iTunes, choose iTunes > Check For Updates.

Recharge your iDevice.

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 iDevice.

Restarting is turning off the iDevice (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 iDevice. 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. The screen goes blank, and then the Apple logo appears; wait for the logo 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. (When you see the phrase “restore your iDevice” in general, 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.

Erase everything from the iDevice: go to SETTINGS > GENERAL > RESET > ERASE ALL CONTENT AND SETTINGS.

When the iDevice restarts for a new setup, tap Restore from iCloud Backup.

- * The restoration includes an update to the latest version of the iOS that your device can handle. So, it might change your iOS 6 setup to iOS 7. And, someday, your iOS 7 device to iOS 8.

Restore your iDevice from iTunes.

This is the same double-barreled approach as above (restore factory settings and then your content), but uses 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. (Do yourself a favor and make it an encrypted backup so your passwords and Mail account settings will be preserved.)
- * 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 really don't have a choice).
3. In the iDevice section at the top of the window, click Restore iDevice.
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 something?*, [page 40](#)).
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; 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. 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" (iPhone, iPad or iPod Touch instead of whatever you may have named it) in the sidebar and displays a Summary screen; there are no other tabs. (You can open the Sidebar with Command-Option-S.)
7. Click the Restore button (sometimes it's Restore and Update) on the iTunes screen, and agree in the confirmation 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.
- * If for some reason the backup can't be restored, your iDevice is still ready to go, as if fresh from the factory. You can try a different device's backup (putting your iPhone backup onto your iPad, for instance) while you're still connected to iTunes, or you can work on your iDevice and start re-downloading your apps and music.

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 when disaster looms.
- * Repair and replacement prices mentioned in this section were current at the time we published this book, but they are not guaranteed.

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 45*).
- Delete the app and replace it with a new copy through a re-download (*How can I delete an app?, page 47*; *How do I re-download something?, page 40*). This deletes all your local app data, like high scores and preferences, 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 in general, or iOS itself—and try *Restart your iDevice* and *Reset your iDevice*, starting on [page 144](#).
- If an app freezes on your screen, you can “force quit” it instead of restarting the device (*Quit an app*, [page 143](#)).

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 146](#)), 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 144](#)) while it's 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.
- 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 for more than a half-hour...* on the previous page.
- Still no joy? Try connecting it to your computer. If iTunes can see it, do a restore (*Restore your iDevice from iTunes*, [page 145](#)).

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 a 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 the 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 146](#). Otherwise, you'll have to do the recovery without an up-to-the-minute backup.

Did you get a dialog on your iDevice when you connected it to your computer asking if the computer should be trusted? If you neglected to reassure it about its big brother, disconnect the device and reconnect it to get the dialog again. (If it doesn't appear, try quitting and relaunching iTunes.)

How do I replace a bad battery, since the thing is sealed?

For some devices, we can replace the battery in our shop, but must order one from Apple; we get them in 24–48 hours. Out-of-warranty replacements for iPhones cost \$149, \$199, or \$269 depending on the model; iPad battery replacement is \$99.

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" (*Should I get AppleCare...?, page 35*), bring in your device—or, if you're away from NYC, go to any Apple store—and swap it for a replacement for \$49 (iPad) or \$79 (iPhone).

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 (iPhone 4 and earlier), \$199 (iPhone 4s), or \$269 (iPhone 5 models) 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–\$299 depending on the model.

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 mode 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, bring that in, too.

- ⓘ Go to faq.tekserve.com and use keywords to search for more Problems & Prevention info, including what to do if you're running out of space on your device.

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