

# **Apple iPhone with VoiceOver**

## **Lesson 4 - Creating & Managing Contacts**

This lesson has been designed for users of iPhone models which have a Home Button, in conjunction with the VoiceOver screen reader and iOS 18.2. For reference, models of iPhone with a Home Button which are compatible with iOS 18.2 are: SE 2020 and SE 2022.

iOS 18.2 has brought some amazing new features, including Apple Intelligence. It has also brought some cosmetic changes to the Operating System. Depending on how your iPhone has been configured, you may find some minor differences when working through the information provided in this lesson. However, it isn't anticipated that they will cause you much of a problem!

### **1. Introduction**

This lesson covers basic and intermediate contact management. Contacts are used by many apps, including email, FaceTime and text messaging to name but a few. When you receive an incoming FaceTime call or Text Message, your iPhone can tell you who it is from, and if you have that number or Email address in your contacts. When you send Email messages, you can quickly insert an Email address from your contacts rather than typing it letter by letter. In this lesson you will learn:

- About important security concerns for working with contacts.
- What Contacts are and how to add, update and delete them.
- How to customize the order in which contacts are listed and how they are displayed.

### **2. An Important Note About Security**

As you build your contacts list, you will be accumulating a substantial amount of Information about people which could be used by criminals if your iPhone falls into the wrong hands. This information is referred to as PII (Personal Identifiable Information).

PII is any data that can be used to clearly identify an individual. Some examples that have traditionally been considered as PII include, National Insurance numbers, your mailing address, email address and phone numbers. As technology has improved, the scope of PII has grown considerably to now include IP addresses, login ID details, social media posts and digital images, as well as geolocation, behavioural and biometric data.

Let's simplify this language a little. Birth dates, home and work addresses, gender and employer names are all types of PII. As you build your contacts you store these pieces of information about the people in your contacts list. This information could be used for identity theft. For example, how many times have you called your bank or credit card company and they have requested your birth date and home address to verify your identity?

As time goes by, you will also accumulate phone numbers, email addresses, Facebook pages, personal websites, X (formerly twitter) profiles, instant messaging IDs and others. This information could be used for electronic stalking; and targeting children, the elderly, or those who live alone.

## **2.1 What You Can Do to Protect This Information**

One of the best ways to protect this information is to protect your iPhone with a passcode that is difficult to guess, and by setting it to lock after a certain amount of time of inactivity. This will be discussed in a future lesson along with other safeguards.

## **2.2 Biometric Data**

Biometric data includes fingerprints, voiceprints, retina scans and the like. This PII used to belong primarily to the realm of science fiction, but now devices from the iPhone 7 all the way up to the iPhone 16 range have the ability to store biometric data. You unlock them with a fingerprint or with a scan of your face. It is important to safeguard this data as well.

### **3. Locating the Contacts App**

The Contacts app can normally be found on the first page of your Home Screen. If you are not sure where it is, you can use any of these techniques to locate it.

- Use the Explore gesture until you find the icon and VoiceOver says "Contacts".
- Use the Explore gesture to go to the first item on the Home Screen, and then use a combination of the Next and Previous Item gestures to find the icon.
- Use the Read All from Top gesture, and when VoiceOver says "Contacts", use the Pause/Resume gesture to stop VoiceOver and make the Contacts icon the current item. You have got to be quick! If VoiceOver passes the icon before you pause it, you can use the Previous Item gesture to go back to it.
- Activate the item Chooser and find "Contacts" in the alphabetical list. Double tap the item in the list to return to the home Screen and make it the Current Item.

Locate the icon using whichever method works best for you, or mix them up a little to get practice with each. However, you should try to learn the location of this icon so you can go right to it. You will probably be using it often.

#### **3.1 Launching the Contacts App**

Once the Contacts icon is the Current Item, use an Activate gesture to launch the Contacts application. The app has three screens; the Lists Screen, the Contacts List screen and the Contact Card Screen. By default, the app opens to the Contacts List screen.

### **4. The Contacts List Screen**

The Contacts List Screen displays a list of all the contacts you have in the currently selected list. The contacts are displayed in alphabetical order, either by first name or last name, depending on how your settings are configured. You will learn more about this later, in Section 8 of this lesson. The Contacts List Screen has the following items in order from left to right and top to bottom:

## **4.1 The Lists Back Button**

Your iPhone has the ability to manage contacts from several sources at the same time. For example, you could have your personal contacts list that you manage at iCloud, a contacts list for work managed on the servers at your office and a contacts list managed by an organization you belong to, such as the Lions club. The "Lists, Back" button appears at the upper left corner of the screen if you are managing multiple lists. These contacts can be displayed together in one combined list, or you can display them separately. Activating this button results in a screen being displayed in which you can specify which contacts are displayed in the Contacts List screen.

To select the desired list of contacts to display, first make the desired list the current item and then perform an Activate gesture. Upon doing this, the Contacts List screen will be displayed, with the heading at the top showing the name of the list you chose in the Lists screen.

## **4.2 The Contacts List Heading**

To the right of the Lists Back button, situated at the centre of the screen, you will find a heading, which displays the name of the currently selected list. Headings are informational only, however, they do relay important information! In this case, the heading is telling you which list, or combination of lists, you are looking at. This is likely to be your iCloud contacts, your office contacts and/or your Lions club contacts all in a combined list.

## **4.3 The "Add" button**

The Add button is situated to the right of the heading, at the upper right corner of the screen. You activate it to add a new contact to your list! Upon doing this, you will be taken to the Contact Card Screen in Edit mode. We will cover creating a new contact in detail, in section 5 of this lesson.

## **4.4 The Search Field**

The Search field is situated immediately below the heading at the top of the screen. If you have scrolled past the first screen of the contacts list, you won't be able to locate the field with the Explore gesture. To correct this, use the Scroll Down gesture until you get back to the top of the list. Better yet, try the Jump to Top gesture. It will get you to the top of the Contacts List with one gesture. Remember, to perform the Jump to Top gesture, first make any item in the Status Bar the Current Item and then perform a One Finger Double Tap.

A search field is a Text Field you can use to filter a list of items so that only those that match what is entered into the search field are visible. This is different than "sorting" a list, which rearranges all the members of the list into alphabetical or numerical order without removing any. This search field will filter your contacts on some key word or part of a telephone number. For example, you can see only contacts whose name is "Steve" or from "Trenton", or from a given company. You can filter by Post Code, Address, County, Partial Email Address or just about anything. When you want to stop filtering, activate the Cancel button, situated to the right of the search field.

## **4.5 The Dictate Button**

Situated at the end of the Search field, you will find the Dictate button. When the Search field is activated for editing, the Dictate button can be used to dictate the name of the contact you are looking for. Upon doing this, it will be entered into the Search field.

## **4.6 The Section Index**

The Section Index is a very narrow bar that runs down the right side of the Contacts List Screen. To locate it, simply use the Explore gesture beginning on any contact in the Contact List and move slowly to the right until VoiceOver says "Section Index". Once you have found it, try moving your finger slowly to the left and right until VoiceOver says something else. Keep Exploring to get a feel for the boundaries of the Section Index bar.

**NOTE 1:** With the Section Index as the current item, you can use the Move Forward or Move Backward gestures anywhere on the Contacts List Screen to move through the contacts lists one heading at a time. A One Finger Swipe Down will take you from contacts starting with "A" to those that start with "B", from "B" to "C" and so on. Performing a One Finger Swipe Up will move you backwards one letter at a time. The swipes don't have to be directly on the Section Index bar, they can be performed anywhere on the screen!

**NOTE 2:** You could do the same thing by using the Dial gesture to set the rotor to the "Headings" function, and then use the Move Forward and Backward gestures to move through the list.

Suppose you needed to get to a contact whose name starts with the letter "z", and you are positioned right at the top of the list. You could use the Section Index bar and then swipe down 25 times until you get to the letter "Z", but this would take a long time and you could end up with a tired finger. You could use the Search Field to filter, but this too is time consuming. Fear not! There is a faster way!

## **4.7 The Double Tap and Hold Gesture**

The Double Tap and Hold gesture is accomplished by performing a One Finger Double Tap and holding your finger on the screen after the second tap. If you perform it correctly, your iPhone will make a chirp sound. This gesture does different things at different times depending on the context of what you were doing before you performed it. This is called a Context Sensitive gesture.

If you perform this gesture whilst the Section Index is the current item, VoiceOver will announce the first letter of the alphabet that has a contact listed. Without lifting your finger, Explore slowly down. VoiceOver will announce other letters.

When you get to the letter you want, lift your finger and the contact list will jump to the first entry that starts with that letter. This takes a little practice, so try it a few times. Remember to set the Section Index bar as the Current Item each time before you attempt it.

Let's go through it step by step:

1. Explore to the right side of the Contacts List screen. When VoiceOver says, "Section Index", lift your finger. Upon doing this, the Section Index becomes the Current Item.
2. Perform the Double Tap and Hold gesture anywhere near the top of the screen. You don't have to do it on a contact or letter heading. Don't wait for VoiceOver to say anything between the first tap and the hold. Upon doing this, your iPhone will chirp and VoiceOver will say, "A".
3. Slowly Explore down the screen without lifting your finger. VoiceOver will announce "A, B, C, D" and so on.
4. Keep Exploring without lifting your finger until you hear the letter you want. If you go too far, just Explore upwards to go back through the letters.
5. Lift your finger. The Contacts list will jump to the first contact beginning with that letter. If you lift your finger at the wrong time, you must start the procedure all over again.

Section Index bars can be found in many applications that contain long lists. From now on when you use the Double Tap and Hold gesture to move through a Section Index this way, it will be referred to as the "Zip to" gesture.

## **4.8 The contacts List**

You can move through the list of contacts in several ways:

- Use the Explore gesture to locate a contact on the currently displayed portion of the list.
- Use a combination of the Next Item and Previous Item gestures to move through the list one entry at a time.
- Use a combination of the Scroll Down and Scroll Up gestures to get close to the contact you want. Then, use the Explore gesture until you have located the entry you want.
- Use the Section Index bar and the Zip To gesture. Then use the Explore gesture to find the specific entry you are looking for.

When you have located the contact you want, use an Activate gesture to display the contact card screen. The Contact Card screen contains all the information about a single contact, just like a page does in an address book. The Contact Card screen has two modes – "View" and "Edit".

When you first display an existing contact card, the Contact Card Screen is in View mode. In this mode, only the fields that contain information are visible.

## **5. Adding a Contact**

To add a new contact to your list, activate the "Add" button, situated at the upper right corner of the Contacts List Screen. Upon doing this, you will be transferred to the Contact Card Screen in Edit mode in a blank Card. All fields will be available for you to edit. When you save your work, any field you added information to will appear in View mode.

There is no requirement to fill in all the fields. In fact, in most cases you won't have enough information to fill in every field. The fields are arranged in order from the most commonly used to the least commonly used. To move around the fields in the contact card screen you can use either the Explore gesture, or a combination of the Next Item and Previous Item gestures, a One Finger Swipe Right and Left respectively. When you have located the button or field you want, use an Activate gesture, a One Finger Double Tap, or a Split Tap, to begin entering data.

When you first display the Contact Card screen, VoiceOver will say "Text field, is editing, first name". This indicates that the Current Item is the First Name Text field and it has been activated, ready for editing.

Situated at the upper left corner of the Contact Card screen, you will find the Cancel button. You can activate this button at any time to discard your changes. Explore until you find this button. Then move your finger slowly to the right. VoiceOver will read the heading, "New Contact" to indicate you are adding a new contact.

### **5.1 The Done Button**

The Done button is situated at the upper right corner of the Contact Card screen. Activating this button will result in your work being saved and the new contact being created. For now let's leave it alone.



## 5.2 The Add Photo Button

Explore the screen until you find the New Contact heading again. Now explore downwards, until you have located a large button which VoiceOver announces as the "Add Photo" button.

If you activate the Add Photo button, you will be prompted to take a picture or choose one from your photo gallery. Usually, a picture that includes the contact's face is inserted here. When that person contacts you, his or her picture will be displayed in addition to their name. Adding photos won't be covered in this lesson.

## 5.3 The First Name Fields

Just below the Add Photo button, you will find the "First Name" Text Field. Let's put the first name of Jim in this field. Before you can enter data in the field, you need to activate it. By default, this Text Field should already be activated, but just in case it isn't, follow the steps outlined below:

1. Ensure that the "First Name" Text Field is the Current Item. Upon doing this, VoiceOver will say "First name, text field, double tap to edit".
2. Perform an Activate gesture. Upon doing this, VoiceOver will say, "Is editing, first name, insertion point at start". A Virtual keyboard will now be displayed at the bottom of the screen.
3. Using the Virtual keyboard, type the letters J, i and m. Notice that the "J" is automatically capitalized for you!
4. When you have finished typing, explore until you have located the First Name field again. Check to see that what you have typed is correct. Make any corrections that are necessary using the techniques you learned in Lesson 3, Editing Text.
5. Now use the Next Item gesture to make the "Last Name" Text Field the Current Item. Upon doing this, VoiceOver will say, "Last name, Text Field".
6. Perform an Activate gesture. Otherwise what you type next will be added to the First Name Field. Upon doing this, VoiceOver will say "Last name, is editing, insertion point at start".

7. Type this last name: N, as in November. A, as in Alpha. S, as in Sierra. I, as in India. U, as in Uniform. M, as in Mike.
8. When you have finished typing, use the Next Item gesture to make the "Company" Text Field the Current Item. Upon doing this, VoiceOver will say, "Company, Text Field".

## **5.4 The Company Field**

If you need to keep track of the company that your contact works for, then by all means enter it here. However, if most of your contacts are personal, you can use this field for something else. Imagine that you had 100 or more contacts in your list. You know some of them from work, some from church, some from a service club such as the Lions and some are family. You can enter one or more of these associations separated by commas in this field.

Let's imagine that our new contact, Jim Nasium, is someone you know from church. He's also a member of the Lions club, and he's your personal trainer. Enter the words Church, Lion and Trainer in the company field separated by commas. You can add as many associations as you want. As you do this for more contacts, you can search for all the contacts from a particular group, such as all the people from Church or all those from the Lions club. Maybe you want to filter your contacts list to show only family members. It is easy. Type "Family" in the company field for each of your family members. Then type "Family" into the search field in the Contacts List Screen.

## **5.5 Adding Phone Numbers**

Below the Company Text Field, you will find the Add Phone button. When this button is activated, a Text Field is displayed and becomes the Current Item. To the left of the Text Field, you will find a labelled button which denotes the phone number type. By default this will be Home. The name of this button can be changed by activating it. When you do this, the Label screen will be displayed. In this screen, you can choose an alternative label for the button, for example Mobile or Work. Situated at the upper right corner of this screen, you will find the "Done" button. Activate this button to save the changes and return to the New Contact screen.

Let's add Jim's telephone number at work to the Contact Card. To add a phone number, follow these steps:

1. Locate the "Company" Text Field and then perform the Next Item gesture until you have located the "Add Phone" button.
2. Perform an Activate gesture. Upon doing this, a Text Field will be displayed. It will become the Current Item and will be activated for editing. VoiceOver will say, Text Field, is editing, Phone". To the left of this Text Field, you will find a button labelled "Home".

A Virtual telephone keypad will now appear at the bottom of the screen. If you make a mistake whilst typing, there is a delete key to the right of the zero. The number will automatically format itself, so don't type dashes, parenthesis or any other format characters.

3. Use the Virtual telephone keypad to enter the phone number, 01379 345678.
4. When you have finished typing, use the Explore gesture to find the field and check your work. VoiceOver will read the contents of the field when you touch it.
5. Make any corrections that are necessary using the techniques you learned in Lesson 3, Editing Text.
6. Now explore to the left of the Text Field until you find the button. It will probably say "Home", but we need "Work", to be the label for this number.
7. If the label for this phone number is incorrect, activate the button. In the resulting screen, locate the button labelled "Work" and perform a One Finger Double Tap to select it. Then activate the "Done" button, situated at the upper right corner of the screen, to save the change and return to the New Contact screen.

## **Automatically Dialling Extensions and Telephonic Menu Options**

Suppose that when you dial Jim at work, you need to dial an extension, such as 283. You can program the extension to be dialled automatically by adding either a comma followed by the extension number, or a semi-colon. The difference between the two is that the comma will pause for

two seconds for each comma in the sequence then dial the digits that come after. The semi-colon will pause until you activate the "dial" button. The "Dial" button will appear after you initiate the call.

You can access the Comma and Semi-Colon characters, along with others, from the telephone keypad by activating the Shift key in the lower left corner. When you do this, the numbers 1, 2, 3, 5 and 8 become dimmed. The Comma character replaces the number 4, the Semi-Colon character replaces the number 6, the Star symbol replaces the number 7, the Hash symbol replaces the number 9 and the Plus sign replaces the number 0. When you want to go back to the regular keypad, activate the Shift key again.

So if Jim's extension at work is 283, and you need to wait about six seconds between when the call connects and you can dial the extension, then do the following:

1. Explore back to the work telephone number field and activate it.
2. Use the Start/End of Field gesture until VoiceOver tells you that you are at the end of the field.
3. Enter three commas followed by the digits 2, 8 and 3.

Now, when you dial Jim's work phone, the call will complete. There will be a six second pause to allow the company's menu system to start, and Jim's extension will be dialled.

## **Adding a Second Telephone Number**

To add another telephone number, follow these steps:

1. Use the Explore gesture to locate the "Work" phone number Text Field. VoiceOver will announce the number inside this field.
2. Now use the Next Item gesture to make the "Add Phone" button the Current Item.
3. Perform an Activate gesture. Upon doing this, a Text Field will be displayed. It will become the Current Item and will be activated for editing. The Virtual telephone keypad will now be displayed at the bottom of the screen.

4. Using the Virtual telephone keypad, type the required information into the Text Field. For this example, let's add the mobile number of 07770 987654.
5. Now explore to the left of the Text Field until you find the button. It will probably say, "Home", but we need "Mobile", to be the label for this number. Activate this button!
6. In the resulting screen, locate the button labelled "Mobile" and perform a One Finger Double Tap to select it. Then, activate the "Done" button, situated at the upper right corner of the screen, to save the change and return to the New Contact screen.

You should now have two numbers listed for Jim, a Work number and a Mobile number!

**NOTE 3:** Each time you add a phone number, another Add Phone button will appear below the last phone number you entered. This allows you to add as many numbers for a contact as you need. This also holds true for email addresses, street addresses and just about all the other information types.

## 5.6 Adding Email Addresses

Let's add Jim's Email address at work to the Contact Card. To add an Email address, follow these steps:

1. Locate the "Add Phone" button.
2. Use the Next Item gesture, until VoiceOver announces, "Add Email Button".
3. Perform an Activate gesture. Upon doing this, a Text Field will be displayed. It will become the Current Item and will be activated for editing. VoiceOver will say, Text Field, Email, is editing, insertion point at start". To the left of this Text Field, you will find a button labelled "Home".

The Virtual keyboard will now appear at the bottom of the screen. If you make a mistake whilst typing, you can delete the incorrect characters, one at a time, by activating the Delete key, situated towards the bottom right corner of the keyboard.

4. Use the Virtual keyboard to enter the Email address, [jnasium@musclemen.com](mailto:jnasium@musclemen.com). Email addresses are not case sensitive. That means they don't care whether they are entered with capital or lower case letters. However, capitalization often makes them easier to understand when they are being read by a screen reader such as VoiceOver.

It is recommended that when you have an address such as "MuscleMen.com", you capitalize the M of the word "muscle" and the M of the word "men" to increase intelligibility when you read them later.

**NOTE 4:** Because you are entering an email address, the Virtual keyboard at the bottom of the screen will be slightly modified. The at sign and full stop character will be added to the right of the spacebar. This means that you don't have to activate the "More Numbers" key to access them.

5. When you have finished typing, use the Explore gesture to locate the Email field and check your work. VoiceOver will announce the contents of the field when you touch it.
6. Make any corrections that are necessary using the techniques you learned in Lesson 3, Editing Text.
7. Now explore to the left of the Text Field until you find the button. It will probably say, "Home", but we need "Work", to be the label for this email address. Activate this button!
8. In the resulting screen, locate the button labelled "Work" and perform a One Finger Double Tap to select it. Then, activate the "Done" button, situated at the upper right corner of the screen to save the change and return to the New Contact screen.

## **Adding another Email Address**

Let's add Jim Nasium's home email address, [JimNasium@Yahoo.com](mailto:JimNasium@Yahoo.com). To do this, follow these steps:

1. Use the Explore gesture to locate the Email address you just added.
2. Use the Next Item gesture until VoiceOver announces, "Add Email Button".

3. Perform an Activate gesture. Upon doing this, a Text Field will be displayed. It will become the Current Item and will be activated for editing. VoiceOver will say, "Text Field, Email, is editing, insertion point at start".
4. Type the required information, [jimnasium@yahoo.com](mailto:jimnasium@yahoo.com). You may want to capitalize the "J" and the "N" so VoiceOver reads the address more clearly in the future.
5. Use the Explore gesture to find the field you were editing, and explore to the left until you find the label button.
6. If necessary, activate the button and set the label to the correct type. In this case we're entering Jim's home email address. Remember to activate the "Done" button, situated at the upper right corner of the Label screen if you made a change to the label.

## **5.7 Setting Special Tones and Vibrations for a contact**

Below the email address fields, you will find a button labelled "Add Pronouns" and beneath this button, 2 more buttons. These are "Ringtone" and "Text Tone". These buttons are used to control the sounds your iPhone makes when you receive a call or text message from a particular contact. When you activate either of these buttons, the Sounds Selection screen will be displayed!

### **The Sound Selection Screen**

The Sound Selection screen has an Action Row at the top. When this screen is displayed, VoiceOver should say, "Cancel, Button", to indicate the Current Item. This is the first button on the left in the Action Row. You activate this button to discard your changes and return to the "New Contact" screen.

Use the Next Item gesture to move to the right of the Cancel Button. You will find a heading labelled, "Ringtone", or "Text Tone", depending on the type of sound you are selecting. At the end of the Action Row, situated at the upper right corner of the screen, you will find the "Done" button. You activate this button to save your changes and return to the New Contact screen.

Below the Action Row, you will find the "Emergency Bypass" button. This allows sounds and vibrations from a specific contact even when the ringtone has been set to "Silent" or when a Focus has been turned on. The Emergency Bypass button can be toggled on or Off using an Activate gesture.

## **Good Vibrations!**

Your iPhone can be set to vibrate on an incoming call /message, even if the ringer is set to silent. This is a great way to be silently alerted to an incoming call /message without disturbing those around you.

Below the Emergency Bypass button, you will find the "Haptics" button, which also contains the name of the currently selected vibration pattern. If you want your iPhone to vibrate as well as play a sound, you can activate this button. Upon doing this, a screen will be displayed which consists of several vibration patterns. Activate each button until you find the vibration pattern you want. If you don't want your iPhone to vibrate, select the "None" option. When you are finished, activate the "Ringtone, Back" button, or "Text Tone, Back" button, depending on which sound type you are selecting. For reference, this is situated at the upper left corner of the screen.

Below the Haptics button, you will find a heading labelled "Store" and below this, two buttons, labelled Tone Store and Download All Purchased Tones. You can activate the "Tone Store" button to open the iTunes store, where you can purchase additional sounds for your iPhone. Purchasing and downloading Ringtones/Text Tones, won't be discussed in this lesson.

Explore a little further down the screen and you will find the "Default" text label. Below this, you will find a button which contains the name of the sound that is played by default for an incoming call /message. You can perform an Activate gesture on this button to find out what the selected sound is like. To stop the sound, perform an Activate gesture again.

## **The Ringtones/Text Tones List**

The list of available sounds begins immediately after the Default Ringtone/Text Tone button. You can set any sound as a Ringtone/Text Tone sound as follows:

1. Make one of the sound buttons the Current Item.



2. Use the Select gesture, a One Finger Double Tap, to select the sound and play it.

At the bottom of the list, there is a "Classic" button. Activating this button opens other screens with even more sounds. There's some good stuff here, so don't forget to check it out.

When you have chosen a sound for the Ringtone, activate the "Done" button, situated at the upper right corner of the screen, to return to the Contact Card screen of the Contacts application.

## 5.8 Adding a URL or Web Address for a Contact

URL stands for Universal resource Locator. It is internet jargon for a web address. If Jim has a personal homepage, you can use the "Add URL" button to enter it here. In Jim's case it might be something like <http://www.JimTheTrainer.com>. This is done in the same manner as when entering phone numbers and Email addresses.

1. Locate the Text Tone button and then perform the Next Item gesture. Upon doing this, VoiceOver will say "Add URL Button".
2. Perform an Activate gesture. Upon doing this, a Text Field will be displayed. It will become the Current Item and will be activated for editing. VoiceOver will say, Text Field, is editing, URL, insertion point at start". To the left of this Text Field, you will find a button labelled "Home Page".
3. Use the Virtual keyboard at the bottom of the screen to enter the web address, <http://www.JimTheTrainer.com>.

**NOTE 5:** when typing web addresses, capitalization is not important. However, when web addresses are composed of several words run together, capitalizing the first letter of each word will make VoiceOver pronounce the address more clearly.

**NOTE 6:** Because you are typing a web address, and because spaces are never allowed in web addresses, your iPhone replaces the spacebar with the full stop, slash and .co.uk keys for your convenience.

4. When you have finished typing, use the Explore gesture to find the URL field and check your work. VoiceOver will announce the contents of the field when you touch it.

5. Make any corrections that are necessary using the techniques you learned in Lesson 3 - Editing Text.
6. Now explore to the left until you find the label button. It will probably say "Home Page", and in this case, that is OK.
7. If the label for this item is incorrect, activate the button and in the resulting screen, use the Select gesture, a One Finger Double Tap, on the appropriate option for the label, then activate the "Done" button in the upper right corner of the Screen, to save the change and return to the New Contact screen.

## **Adding another URL**

To add another URL, follow these steps:

1. Use the Explore gesture to find the URL you just added.
2. Use the Next Item gesture, until VoiceOver announces, "Add URL Button".
3. Perform an Activate gesture. Upon doing this, a Text Field will be displayed. It will become the Current Item and will be activated for editing. VoiceOver will say, "Text Field, URL, is editing, insertion point at start".
4. Using the Virtual keyboard, type the required information in the Text Field.
5. Now explore to the left of the Text Field until you find the label button. It will probably say "Home".
6. If necessary, activate the button and in the resulting screen, set the label to the appropriate type.

## **5.9 Adding Addresses**

You add addresses in much the same way as you add email addresses. However, there's one important difference. An address is made up of multiple fields. The names of the fields vary slightly depending on which country the address is in. When you activate the "Add address" button, several new fields will appear. The instructions below are for addresses in the United Kingdom.

**NOTE 7:** It is important to put each part of the address into its separate field. If you don't do this, the Maps application may not be able to provide directions to a contact's address.

The following fields can be found in the Add Address section:

### **Street**

This field holds the address number and street name. For example, 1313 Mockingbird Lane.

### **Street**

This is not a duplicate! This is a second field with the same label where you can enter a House Name, Flat Number, Suite Name or anything else which is usually put on the second line of a street address. The field is optional and can be left blank.

### **Town/City**

This field holds the city or town name, such as London, Guildford or Epsom.

### **County**

This field holds the name of the county. There is no list to choose from. You must type the county name using the Virtual keyboard.

### **Post Code**

This field holds the 6 or 7 digit post code of the address you are adding.

### **Country or Region**

This field displays the country name followed by the words "text field", but it is really a button that brings up a list of countries. The default was United Kingdom when this lesson was created.

**NOTE 8:** Even though Country or Region is the last field, if you are entering an address for another country, change this field first. This way the other fields will be in the proper format for that country.

Let's suppose 100 Healthy Drive, Suite 15, Sportswood, Surrey, KT23 9BN is Jim Nasium's work address. To add it to the contact card, locate the "Add URL" button and then do the following:

1. Use the Next Item gesture, until VoiceOver announces, "Add Address Button".
2. Perform an Activate gesture. Upon doing this, a series of Text Fields will be displayed. The first of these, labelled Street, will become the Current Item and will be activated for editing. VoiceOver will say, "Text Field, is editing, Street, insertion point at start".

### **The First Street Address**

3. Use the Virtual keyboard, situated at the bottom of the screen, to enter the first line of the street address, 100 Healthy Drive.
4. When you have finished typing, use the Explore gesture to find the field and check your work. VoiceOver will read the contents of the field when you touch it.
5. Make any corrections that are necessary using the techniques you learned in Lesson 3 - Editing Text.

### **The Second Street Address**

6. Use the Next Item gesture, until you have located the second "Street" Field.
7. Activate the field for editing. This is the optional second line of the street address, but VoiceOver doesn't differentiate between the two lines. It is usually used for house names, flat numbers, suite numbers and the like.
8. Using the Virtual keyboard, Type "Suite 15" and verify the data before moving on to the next field.

### **Town/City**

9. Use the Next Item gesture, until you have located the "Town/City field".
10. Activate the field for editing. Then, using the Virtual keyboard, enter the name of the town or city. In this case, type "Sportswood".

11. Verify your entry is correct.

## **County**

12. Use the Next Item gesture, until you have located the "County" field.
13. Activate the Field for editing. Then, using the Virtual keyboard, type the name of the county. In this case, this is "Surrey".
14. Once you have verified your entry, use the Next Item gesture until you have located the "Post Code" field.

## **Post Code**

15. Activate the field for editing. Then, using the Virtual keyboard, type the post code. In this case, this is "KT23 6KM". Be sure to add a space between the first and second part of the post code.
16. When you are finished, verify your entry.

## **Country or Region**

17. Use the Next Item gesture, until you have located the "Country" field. VoiceOver will say, "United Kingdom, Text field", but this is really a button. You can activate it to change the address fields to match the standard format of another country.
18. If the country is incorrect, activate the button. Upon doing this, the Country List screen will be displayed. Locate the correct country in the list and perform a One Finger Double Tap to select it. Then activate the "Done" button, situated at the upper right corner of the Screen, to save the change and return to the New Contact screen.

The list of countries is very long. Therefore, it is recommended to use the Section Index bar on the right side of the screen to locate the country you want. Activate the Section Index and use the "Zip To" gesture described in Section 4 of this lesson, to navigate quickly to the first letter of the country you are looking for. Then, use a combination of the Next Item and Previous Item gestures to locate the desired country!

## The Address Label

19. Now locate the first Street Text Field and explore to the left until you find the label button. It will probably say "Home", but we need "work" to be the label for this address.
20. If the label for this address is incorrect, activate the button.
21. In the resulting screen, use the Select gesture, a One Finger Double Tap, on the appropriate label to change it.
22. Activate the "Done" button, situated at the upper right corner of the Screen, to save the change and return to the New Contact screen.

## Adding another Address

Try adding a home address for Jim now. Let's make it 45 Exercise Lane, Strong Body, Surrey, KT22 9JX.

To add another address, follow these steps:

1. Locate the Country button for the address you just added.
2. Use the Next Item gesture, until you have located the "Add Address" button.
3. Follow the numbered steps in section 5.9 above until the address fields are complete.

## 5.10 Adding Birthdays and Other Important Dates

Below the Street address is the "Add Birthday" button. It works just like the other "Add" buttons we have seen so far, except that instead of bringing up a Virtual keyboard to enter text, it brings up three Picker Items, one for the birth day, one for the month and one for the year. Let's make Jim's birthday the 1st of April.

**NOTE 9:** Most people put birthdays in their contacts lists so that they can be reminded of that date. However, it is not necessary to include the year for this to work. Remember the discussion about Personally Identifiable Information from section 2. The full Birth Date is a very

valuable piece of information to those looking to steal identities. As a safeguard to protect those in your contacts list if your iPhone is stolen or misplaced, consider leaving the year blank.

Birthday alerts are Off by default. To turn them on, do the following:

1. Launch the Settings App from the Home Screen.
2. Locate and activate the "Apps" button.
3. In the resulting Apps screen, locate and activate the "Calendar" button.
4. In the Calendar screen, locate and activate the "Default Alert Times" button.
5. In the Default Alert Times screen, locate and activate the "Birthdays" button. You will observe that the current setting is "None".
6. In the resulting Birthdays screen, locate and activate the desired option. For example, "1 week before".
7. Activate the "Default Alert Time, Back" button at the top left of the screen.
8. Close the Settings App.
9. Display the App Switcher.
10. Make Contacts the current item and perform an activate gesture. You will now be back in the Contacts application, at the same place you were before going into Settings.

To add a Birthday to a Contact Card, follow these steps:

1. Activate the "Add Birthday" button. Upon doing this, 3 Picker Items will be displayed. VoiceOver will say "Text field, X (where X is the current day of the month), picker item, adjustable". The currently selected Picker Item will be the one for the day.

2. Use a combination of the Increment and Decrement gestures, a One Finger Swipe Up or One Finger Swipe Down respectively, to set the day to be the 1<sup>st</sup>.
3. Use the Next Item gesture, a One Finger Swipe Right, to move to the next Picker Item. VoiceOver will say the current month of the year and then "Picker Item, Adjustable".
4. Use a combination of the Increment and Decrement gestures, to set the month to April.
5. Use the Next Item gesture to move to the next Picker Item. VoiceOver will say, "four hyphens, picker item, adjustable".
6. You could use the Decrement gesture to set the year, but let's leave it blank for security reasons.
7. Explore the screen upwards until you have located the birth date. It should now be set to the 1<sup>st</sup> of April without a year.

Below the "Birthday" Text Field is a button for adding another birthday. Below this, is a button to add other dates that are significant for that contact. For example, you may want to enter the contacts anniversary or perhaps a spouse's Birthday. You use the same process you used for the Birthday, but add the following steps:

1. Locate the label button to the left of the date you just added.
2. Activate the button and select one of the available labels, or use the Customize Label button to create a label of your own.
3. When you are finished, activate the "Done" button, situated at the upper right corner of the Screen, to save the change and return to the New Contact screen.

## **5.11 Adding Related Names**

Let's suppose Jim has a sister named Mary, and you don't want to forget her name. Use the Related Names section to help. You can simply type in a name and define its relationship to Jim. Let's give it a try.

1. Locate the "Add Date" button.



2. Use the Next Item gesture, until you have located the "Add Related Name" button.
3. Perform an Activate gesture. Upon doing this, VoiceOver will say, "Is editing, related name, insertion point at start". The Virtual keyboard will now be displayed at the bottom of the screen.
4. Using the Virtual keyboard, type the name "Mary".
5. Locate the Text Field you just edited and Explore to the left until you find the label button.
6. Activate the button and in the resulting screen, select the "Sister" label and then activate the "Done" button, to save the change and return to the New Contact screen.

Congratulations, you have successfully added Jim's sister's name to Jim's contact card.

## **5.12 Adding Social Profile Aliases**

The Social Profile is the alias used by each person on various networking sites, such as X (formerly Twitter), Facebook, LinkedIn and so on.

1. Locate the "Add Related Name" button and explore slowly down the Screen until VoiceOver announces "Add Social Profile, Button".
2. Perform an Activate gesture. Upon doing this, a Text Field will be displayed. It will become the Current Item and will be activated for editing. VoiceOver will say, "Text Field, is editing, Social Profile, insertion point at start".
3. Use the Virtual keyboard situated at the bottom of the screen to enter the alias this contact uses for one of the networking services.
4. When you have finished typing, use the Explore gesture to find the Social Profile field and check your work.
5. Now explore to the left until you have located the label button. It will probably say "Twitter" or "Facebook".

6. If the label for this item is incorrect, activate the button and in the resulting screen, select the appropriate option for the label. If you can't find the network you want, such as LinkedIn, Pinterest, MySpace or others, choose the "Add Custom Service" button and enter the name of the social network service. When you have finished, activate the "Done" button, situated at the upper right corner of the Label Options Screen.

## **Adding another Social Profile**

To add another Social Profile, follow these steps:

1. Locate the Social Profile you just added.
2. Use the Next Item gesture, until you have located the "Social Profile" button.
3. Perform an Activate gesture. Upon doing this, VoiceOver will say, "Is editing, related name, insertion point at start".
4. Using the Virtual keyboard, type the alias the contact uses in the Text Field.
5. Use the Explore gesture to locate the field you are editing, and explore to the left until you have located the label button.
6. If necessary, activate the button and in the resulting screen, set the label to the correct type.

## **5.13 Adding Instant Message Aliases**

You add instant message aliases in the same way you add social network aliases.

**NOTE 10:** You may have noticed a pattern for adding phone numbers, email addresses, URL/web sites, street addresses, Social Profiles and instant message aliases. They all have a button labelled "Add". When this button is pressed, a Text Field is displayed and activated for editing. To the left of this Text Field, is an associated label button. The "Add" button moves down to a new row. This means you can store any number of phone numbers, email addresses and so on for a contact.

1. The "Add" button becomes a label button identifying the type of item such as a home phone number verses a mobile number.
2. A text field appears to the right that you fill in using the keyboard or Picker Items which appear at the bottom of the screen.
3. If the label button is showing the wrong label, such as Work phone instead of Home phone, you activate the button and in the resulting screen, adjust the label accordingly.

Try adding an alias without any further instructions.

## **5.14 The Notes Field**

This is a text field where you can make any other comments about the contact you want. For example, you might include something about the person's likes or dislikes, what magazines he or she reads, or just about anything else you think is important. You can also use this field to store Associations, like we did in the company field above, but when you want to change the associations here, you need to work your way down through all the other fields first.

### **The Typing Predictor**

When the Notes Text Field is activated for editing, you may find the Typing Predictor Centred below it. On devices with smaller screens, the Typing Predictor stretches all the way across the screen. On devices with larger screens, there is some space to either side. If you are looking for the Typing Predictor, it is best to explore downward from the horizontal Centre of the field you are editing.

The typing Predictor will try to anticipate the word you are about to type, or suggest completions for the word you are in the middle of typing. You can choose one of these selections and the entire word will be typed for you.

## **5.15 The Add Field Button**

There are some other commonly used fields in contact cards. You might want to store nicknames for one or more contacts, or whether or not the contact should be addressed as Mr, Mrs, Doctor, sergeant and so on. You can use the add field button to make these fields available to you when creating and editing contact cards.

## **5.16 Saving the New Contact Card**

When you have finished filling in the information, activate the "Done" button, situated at the upper right corner of the Contact Card Screen, to save the information you entered for Jim Nasium.

If Jim is the only person in your Contacts list, take some time now to add a few more. You can add family members, colleagues, best friends, or you can just make them up for now.

Having multiple contacts in your list will make the steps in future lessons that involve contacts easier to follow and understand.

## **6. The Contact Card in View Mode**

When the Contact Card Screen is in View mode, it's important to remember that if you activate an item, your iPhone will; call the number, open a new email message, go to a web site or if you tap a street address, the Maps application will open and give you directions to get there from your current location. These features are very convenient, until you forget you are in View mode and Activate something to edit it. If you do, you will suddenly find yourself in another application or talking with someone you called by mistake.

### **The Notes Field in View Mode**

The one exception to the Activation rule above is the notes Text Field. You can activate this text field for editing from View Mode to write a quick note on the contact card.

### **6.1 Reaching Out to a Contact from View Mode**

The contact card displays all of the phone numbers, email addresses and URLs you have added. Activating any of the phone numbers will result in a call being placed. If you activate an email address, a new email message will be created in the Mail application. The "To:" field will contain the email address of the contact. If you activate a URL, a web page will be opened in the Safari application.

Below the Notes field you will find a "Send Message" button. This button gives you the option of sending a text message to any of the mobile phone numbers for the contact, or sending an email to any email addresses you have listed.

## 6.2 Sharing a Contact Card with Others

You can share the card for a contact with others by using the "Share Contact" button, situated just below the "Send Message" button. You can send the contact card as an attachment to a text or an email message. If the recipient's device can understand the format of the attachment, they can import the card into their own address system.

You can also use Apple's Air drop system to share the contact with another iPhone user who is within 10 meters and has a direct line of sight to you.

**NOTE 11:** You shouldn't share someone's contact information with another person unless you have been granted permission to do so. Remember that the information you hold about the contact can be easily abused.

## 6.3 The Edit Button

In View mode, the "Edit" button is situated at the upper right corner of the Contact Card screen. Be sure to activate it first before attempting to edit information on the contact card.

## 6.4 Favourites

Below the "Share" button, you will find the "Add to Favourites" button. When you make a contact a favourite, their calls will bypass the "Do not disturb" block. For example, you can program the "Do Not Disturb" feature not to put calls through between 11:00pm and 7:00am. However, if you have children and you want their calls to come through no matter when, you can simply add them to your favourites list.

When you add to favourites, you are not adding the contact, but each individual number he or she has. For example, if you want to add Jim Nasium to your favourites, and you want his calls to come through whether he calls from his mobile phone or his work phone, you must add both numbers to favourites individually.

To add Jim Nasium's number to Favourites, follow these steps:

1. Launch the Contacts App and open the contact card for Jim Nasium in View mode.

2. Scroll down to the bottom of the Contact Card and Activate the "Add to Favourites" button. Upon doing this, VoiceOver will say, "Add to Favourites", and a popup window will appear.
3. Perform the Next item gesture. VoiceOver will read the current item. This will be "Message. VoiceOver will then say, ""Collapsed, double tap to expand". Now perform a One Finger Double Tap to activate this option and expand it. Upon doing this, all of the available contact methods for Jim will be displayed.
4. Use the Next Item gesture to select the telephone number you want to add to Favourites, and then perform a One Finger Double Tap to activate it.
5. You will be returned to the Contact Card in View mode, and the number will be added to favourites.
6. Repeat steps 2, 3, 4 and 5 for each number the contact has that you want added to Favourites.

To remove a number from the Favourites List, you must go to the Favourites Tab of the phone application. See Lesson 5 -Making and Receiving Phone Calls, Working with Favourites.

## **7. Editing and Deleting Contacts**

### **7.1 Editing a Contact**

From time to time, you will need to amend the details for a contact. For example, their telephone number or email address may change.

To edit an existing contact, do the following:

1. Display the Contact List Screen.
2. Locate the contact you want to edit and perform an Activate gesture. Upon doing this, the contact card will open in View mode.

3. Activate the Edit button, situated at the upper right corner of the screen. Upon doing this, the same screen you used when you created the contact will be displayed.
4. Amend the details and then activate the "Done" button at the upper right corner of the Contact Card to save your changes. Alternatively, activate the "Cancel" button at the upper left corner to discard them. In either case you will be returned to the Contact Card screen in View mode.

You will use Mr. Nasium's contact information in later lessons. So let's try these things to put in some safeguards to ensure you don't accidentally dial his number or send him an email. Use the techniques you learned in Section 5 above to make these changes.

1. Add a semi-colon at the beginning of each of his phone numbers to help prevent inadvertently dialling them. The semi-colon will cause your iPhone to pause when you try to dial, until you press the "dial" button.
2. Change Jim's email addresses so that they point to sightforsurrey.org.uk instead of musclemen.com and yahoo.com. Messages sent to these addresses won't be delivered, they are just for practice purposes!

## 7.2 Deleting a contact

In order to delete a contact, you must be in Edit mode on the contact card you wish to delete. Otherwise the option is unavailable. To delete a contact, do the following:

1. Display the Contact List Screen.
2. Locate the contact card you want to delete and use an Activate gesture to open it. Upon doing this, the contact card will be displayed in View mode.
3. Activate the Edit button, situated at the upper right corner of the screen to enter Edit mode.
4. Scroll to the bottom of the contact card and activate the "Delete" button. Upon doing this, a popup window will be displayed. The current Item will be "Delete Contact".

5. Perform an Activate gesture. Upon doing this, the contact card will be deleted and you will be returned to the Contact List Screen.

### **7.3 Adding Yourself to Your Contacts List**

There are several reasons why you might want to add yourself to your contacts list. First, someone may want your contact information at some point. You could verbally provide them with the information, or you could even hand them a business card. However, if you have your contact information as a contact card, you can simply attach it to an email message and send it to them. This saves a lot of time and eliminates potential errors when the other person keys in your information. Another reason, is that it helps to personalize Siri's responses.

If you don't already have a contact card for yourself, use the techniques you learned in Section 5, to add one now.

## **8. The Contacts Setup Options**

Now that you are familiar with the Contacts application and screens, let's discuss some ways to change the order in which contacts are displayed, and the way they appear. You can find these options in the Settings app.

1. Go to the Home Screen.
2. Locate and Activate the Settings icon. Upon doing this, the Settings screen will be displayed.
3. Locate and activate the Apps button. Upon doing this, a screen which contains buttons for all of the apps installed on your iPhone will be displayed.

Now you need to locate the "Contacts" button. There are several ways to do this. You can use a combination of the Next and Previous Item gestures, or you can use the Scroll Down gesture followed by the Explore gesture until you have located it. Use whichever method works best for you!

4. Once you have located the Contacts button, perform a One Finger Double Tap to activate it. Upon doing this, the Contacts screen will be displayed.



## 8.1 Changing the Sort and Display Order

With the Contacts heading as the Current Item, use the Next Item gesture until you have located the "Sort Order" button. You will find that part of the button's name contains the sort order your contacts are currently appearing in. You can sort by first name then last name, or last name then first name.

Use one of the Select gestures, a One Finger Double Tap, or a Split Tap, to activate the button and display the Sort Order screen. Choose the way the contacts should be sorted, by activating the appropriate option. Then, activate the "Contacts, Back" button, situated at the upper left corner of the screen, to return to the "Contacts" Screen.

Below the Sort Order button, you will find the "Display Order" button. VoiceOver will announce the current display order as part of the button's name. You use the same technique to change it than you did for the sort order. When contacts are displayed in first name then last name format, Jim's card will display in the list as "Jim Nasium", but in Last name then first name order, he will be displayed as "Nasium, Jim".

The display and sort order are independent. If you have the sort order set to Last name then first name, and the display order set to first name then last name, all your contacts whose last name starts with the same letter will be listed together, but you will hear them in a more natural sounding way as you move through them in the list.

## 8.2 The Short Name Button

This button is situated just below the "Display Order" button. When it is activated, the Short Name screen is displayed. This contains options for specifying how contacts are displayed when they appear in some lists. An example would be a list of your contacts in an email address field. The contact names can be shortened so that more of them appear on screen at one time.

At the top of the Short Name screen, you will find a button for toggling short names on/off. By default this should be "On". If you turn this button off, then contact names will never be shortened in lists. If you leave it on, you can use a Select gesture to choose an option from the options below.

We will use our new contact's name, Jim Nasium, to show the effect on displayed names.

First name and last initial: Jim N

First initial and last name: J Nasium.

First name only: Jim.

Last name only: Nasium.

Below these options is the "Prefer Nicknames" button. It will cause nicknames to be displayed in lists for each contact you have added a nickname to. Activate the button to toggle between the on and off state. In order to add a Nickname to a contact card, you need to use the "Add Field" button near the bottom of the Edit Screen. See Section 5.16 for more details.

When you have selected the desired option, activate the "Contacts, Back" button, to save your changes and return to the "Contacts" screen.

### **8.3 The My Info Button**

The My Info button brings up the Contact List Screen. Find the contact card with your information and use a Select gesture to indicate this card is about you.

### **8.4 The Default Account Button**

Below the My Info button, you will find the "Default Account" button. Part of this button's name contains the name of the account your contacts are currently synchronised with. Use one of the Select gestures, a One Finger Double Tap, or a Split Tap, to activate the button and display the Default Account screen.

If you only have the one account, iCloud will be the only option. If you have more than one account, activate the button associated with the account you want your contacts to be synchronised with. When you have done this, activate the "Back" button to save the changes and return to the "Contacts" screen.

**Note 12:** It is recommended that you set the default account to iCloud.

## **8.5 The Import SIM Contacts Button**

Activating this button results in all contacts from your SIM Card being imported into the Contacts app.

## **9. Review**

### **9.1 New Item Review**

#### **Search Field**

Search Fields are Text Fields used to filter lists by finding items that match the text entered. Search fields can filter a list of contacts to show only those who live in a particular County, for example Surrey. They can filter a list of email messages to show only those from a particular person, or within a particular month. They can filter playlists to play only songs from a particular artist and so on.

#### **Section Index Bar**

The Section Index bar is used to quickly move through a list of items by displaying items on the screen beginning with a particular letter. Once the Section Index Bar is the Current Item, you can perform a One Finger Swipe Down to advance to the next letter, or a One Finger Swipe Up to rewind to the previous letter. Each time you swipe, the screen changes to display the items starting with the letter you selected.

### **9.2 New Gesture Review**

#### **Zip to**

One Finger Double tap and hold. Moves quickly through the headings in a table index.

## **10. Exercises**

1. What can you do BEFORE your iPhone is lost or stolen to help prevent anyone from accessing the information in your contacts list?

2. What are the three main screens of the Contacts App?
3. What happens if you perform a One Finger Double Tap on a telephone number on a Contact Card in View mode? What happens if you do the same thing when the contact card is in Edit mode?
4. How can you filter your contacts list only to show people in one County? For example, Surrey.
5. Where is the Table Index Bar? Once you make it the Current Item, what are the two ways to quickly move through the contacts list?
6. Once the Contacts List Screen is displayed, what are the steps to use the "Zip To" gesture to jump to a particular letter?
7. What three fields are directly after the "Add Photo" button near the top of the Contact Card?
8. How do you allow phone calls from a contact to bypass the "Do Not Disturb" block?
9. How can you electronically share a contact with another person?
10. What are the steps to delete a contact?
11. How can you access the setup options for Contacts?
12. If you set up a contact card with your own information, how do you tell your iPhone which card has information about its owner? What are some advantages of doing this?

The answers to these questions can be found on page 37.

Congratulations! You have completed the lesson on creating and managing contacts. This is an essential step to making efficient use of your iPhone and email. Hang on to Jim Nasium's contact card for a while. Depending on what other lessons you do, you may need him again.

## Answers to Section 10 Exercises

1. What can you do BEFORE your iPhone is lost or stolen to help prevent anyone from accessing the information in your contacts list?

Your contacts list will have a great deal of Personally Identifiable Information which can be used by criminals for identity theft, targeting children and the elderly, or electronic stalking. The best way to protect this information is to use a passcode on your iPhone which is difficult to guess, and to set the autolock timeout to as short an interval as you can manage. More about this in the lesson on Security, coming soon.

2. What are the three main screens of the Contacts App?

The three main screens are the Lists screen, Contacts List Screen and the Contact Card Screen. The contact Card screen has two modes; View mode and Edit mode.

3. What happens if you perform a One Finger Double Tap on a telephone number on a Contact Card in View mode? What happens if you do the same thing when the contact card is in Edit mode?

The One Finger Double Tap is the Activate gesture. If you activate a phone number whilst the Contact Card Screen is in View mode, you will dial it. You must be in Edit mode if you want to edit the number instead of dialling it. You enter edit mode for the contact card using the "Edit" button, situated at the upper right corner of the Contact Card Screen.

4. How can you filter your contacts list only to show people in one County? For example, Surrey.

First launch the Contacts app from the Home Screen and activate the search text field above the Contacts list. When the Virtual keyboard appears at the bottom of the screen, type the name of the desired County. In this case, Surrey. Upon doing this, your contacts list should now display only contacts from the County of Surrey.

5. Where is the Table Index Bar? Once you make it the Current Item, what are the two ways to quickly move through the contacts list?

The table Index Bar is a narrow band on the right side of the contacts list. You make it the current item by exploring to the right from any point in the contact list. When VoiceOver announces, "Table Index Bar", you have made it the Current Item. Now you can use one of two techniques to navigate quickly through the contacts list.

Use the Move Forward/Backward gesture, a One Finger Swipe Up/Down respectively, to move through the list one letter at a time.

Use the Zip To gesture, a One Finger Double Tap and hold, until your iPhone chirps. Then without lifting your finger, move slowly up and down until you hear the letter you are looking for.

Remember once the Table Index Bar is the Current Item, you don't have to perform the Move forward, Move Backward, or Zip To gestures on the bar. You can perform them anywhere on the Contact List Screen.

6. Once the Contacts List Screen is displayed, what are the steps to use the "Zip To" gesture to jump to a particular letter?

First, launch the contacts app and explore until you find an item in the contacts list. Any item will do. Second, explore slowly to the right. When VoiceOver says "Table Index Bar", you can lift your finger. The table Index Bar is now the current Item. Now use the Move Forward, Move Backward or Zip To gestures to find the starting letter you are looking for.

7. What three fields are directly after the "Add Photo" button near the top of the Contact Card?

The First Name, Last Name and Company fields are directly after the "Add Photo" button. They form the top section of the contact card. Below them each field of the card takes up a full row. As you add other fields, the number of rows in the contact card increases, and each row has three items; a delete button on the left, a label button in the middle, and a text field on the right.

8. How do you allow phone calls from a contact to bypass the "Do Not Disturb" block?

First, activate the contact card for the contact. The card will be in View mode. Second scroll down to the bottom of the card. Third, press the "Add to Favourites" button. Adding a contact to favourites allows their calls to bypass "Do Not Disturb", when your iPhone is in that mode.

9. How can you electronically share a contact with another person?

When the contact card you want to share is in View mode, scroll down to the bottom and activate the "Share" button. Then choose how you want to share the card.

10. What are the steps to delete a contact card?

First display the contact card in View mode. Then Activate the "Edit" button, situated at the upper right corner of the Contact Card Screen. Next, scroll down to the bottom of the card and activate the "Delete" button. When the card is deleted, you will be returned to the Contact List Screen.

11. How can you access the setup options for Contacts?

Launch the Settings App, and then locate and activate the "Apps" button. Next locate the "Contacts" button. Activate the button and find the "Contacts" heading. Then, use the Next Item gesture to explore the available options.

12. If you set up a contact card with your own information, how do you tell your iPhone which card has information about its owner? What are some advantages of doing this?

Under the setup options for contacts you will find a "My Info" button. If you press this button, the contacts list will appear. Select the contact card with your information on it. This will help personalize Siri's responses, and allow you to quickly share your contact card with others.