

# Apple iPhone with VoiceOver

## Lesson 5 - Making and Receiving Phone Calls



This lesson has been designed for users of iPhone models which don't have a Home Button, in conjunction with the VoiceOver screen reader and iOS 14.8. For reference, models of iPhone without a Home Button are the iPhone X, XR, XS, XS Max, 11, 11 Pro, 11 Pro Max, 12, 12 mini, 12 Pro, 12 Pro Max, 13, 13 Mini, 13 Pro and 13 Pro Max. If you require further information regarding your iPhone and VoiceOver, please contact the author, Gary Eady, using the following email address: [geady@sightforsurrey.org.uk](mailto:geady@sightforsurrey.org.uk).

### 1. Introduction

Communications have come a long way in the last 60 years. We have gone from hard wired rotary phones and party lines to touchtone phones, and from touchtone phones to cordless phones so you could wander around your home or workplace. From cordless phones we moved to mobile phones, and you could be almost anywhere and still receive a phone call. Finally, the mobile phone was combined with a mobile computer, a camera, and a host of other miniaturized devices to become the Smartphone of today. Now we have conference calling, video chats, and internet surfing to name but a few of the available ways to communicate.

By the end of this lesson you should have learnt how to:

- Set Ringtones.
- Answer an incoming call and what other options for handling it are available.
- Have your iPhone remind you to call someone back.
- Dial a call using the keypad or the recent call list.
- Save a number that recently dialled you to your contacts list.
- Find out what calls you missed.
- Block incoming calls, text messages, and FaceTime calls from a number.
- Switch between two calls.

If you have been working through these lessons sequentially, you have probably been wondering when you are actually going to make a call with your iPhone. Why have you been waiting till the fifth lesson to cover this? Well, the answer is that you needed to know how to navigate around your iPhone to find the Phone app in the first place, and you will need most of the other VoiceOver techniques discussed in Lesson 1, 2 and 3 to use it well. Finally, to make the best use of your phone, you need to understand how to add, edit and delete contacts. Now that you know all these things, let's get down to business.

In this lesson you will cover the basics for using your phone except Voicemail. Don't worry! You will cover that in an upcoming lesson.

## 2. Setting Ringtones

Your iPhone is a highly sophisticated portable computer. It has the ability to communicate with telephone networks, understand speech, tell you your position to within 20 meters almost anywhere you would go on the planet, monitor for government and other emergency alerts, assist with financial transactions and monitor news and email services. It is many orders of magnitude more powerful than the technology that took the United States to the moon in 1969. However, the most important capability of your iPhone seems to be its ability to set custom Ringtones. So you are going to discuss setting that special ring before any other telephonic features.

**IMPORTANT!** Don't let yourself become obsessed with finding the one ring. The quest didn't end well for Sauron in the Lord of the Rings. Pace yourself! Do a little each day and don't forget to eat, take a walk, and smell the roses. Besides, taking a break from your quest will give you a chance to finish the lesson.

There are two ways to set a Ringtone. You can set up a special Ringtone for a contact, and you can set a default ring which will ring for any other incoming call. To set up a ring for a contact see Lesson 4 - Creating and Managing Contacts, Section 5.8. To set the default Ringtone for everyone else, follow these steps:

1. Go to the Home Screen and Activate the Settings icon.
2. Make the "Sounds" button the Current Item in the settings main menu and Activate it. Upon doing this, the "Sounds" options screen will be displayed.
3. Find the heading that reads, "Sounds and Vibration Patterns".
4. Below the heading is a series of buttons that allow you to customize the sounds your iPhone plays when a particular event takes place. In this case the event is when a call comes in.
5. Explore down the list until you find the Ringtone button. VoiceOver will announce "Ringtone", followed by the name of the sound that is set as the default Ringtone.
6. Activate this button. Upon doing this, the Ringtone screen will be displayed.

### 2.1 The Ringtones Screen

The screen for selecting ringtones has an Action Row at the top. When the screen is activated, Voiceover will say, "Sounds, Back Button", to indicate the Current Item. This is the first button on the left in the Action Row. You activate this button to save your selected sound, and return to the previous screen.

Use the Next Item gesture to move to the right of the Sounds, Back Button. You will find a heading labelled "Ringtone". This indicates the type of sound you are selecting.

## Good Vibrations!

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

Below the Action Row is a button which Voiceover announces as "Vibration", followed by the current vibration pattern. If you want your iPhone to vibrate as well as play a sound, you can press this button. You will be given a choice of several vibration patterns, or you can choose "None" for no vibration at all. Activate each button until you find the pattern you want. When you are finished, press the "Ringtones, Back" button, situated at the upper left corner of the screen.

Beneath the Vibrations button, you will find a heading labelled "Store" and beneath this heading, you will find a button labelled "Tone Store". You can activate this button to go to the iTunes store to buy additional sounds for your iPhone. Purchasing additional Ringtones will not be discussed in this lesson.

## The Ringtones List

The list of available sounds begins after the "Tone Store" button, under a heading labelled "Ringtones". The list is divided into two sections, Ringtones and Alert Tones. If you dial the rotor to the Headings function, you can move quickly between the two sections with a Set Mode gesture. You can set any sound from either section as a Ringtones sound as follows:

1. Make one of the sound buttons the Current Item.
2. Use the Select gesture to select the sound and play it.

At the end of the Ringtones and the Alert Tones sections there are "Classic" buttons. They open other screens with even more sounds. There is some good stuff here, so don't forget to check it out.

Press the "Sounds, Back" button at the upper left corner to return to the previous Screen.

**NOTE 1:** When you press the "Sounds, Back" button, the last sound you played will be the sound set for the Ringtones sound. If you decide you liked the previous setting best, be sure to select the sound again before exiting the Sound Selection Screen.

## 3. Handling Incoming Calls

### 3.1 The Start/Stop Action Gesture, Two Finger Double Tap

When a call comes in, the easiest way to answer it is to use a two finger double tap anywhere on the display. This gesture is the "Start/Stop Action" gesture. It will answer/start a phone call.

When you are ready to hang up, this gesture ends, or stops the call. As you use your iPhone more, you will come across many other uses for the Start/Stop gesture.

## 3.2 Ending a Call

When you are ready to end the call, you have two options:

- Wait for the other party to hang up, which automatically disconnects the call.
- Use the Start/Stop Action gesture to hang up.

## 3.3 Using the Wake/Sleep Button on an incoming call

It never fails. Calls come in at inconvenient times; when you are meeting with the boss, when you have just got the baby to sleep, when you are in church, or when you are at Ninja practice and you need to be stealthy. Anyway, when this happens, you can use the Wake/Sleep button to silence those rings quickly. If you press the button once, your iPhone will stop ringing, but the call will still be active. Now you can quietly exit the area and answer the call with the Start/Stop Action gesture. Of course, you have to get it before the call goes to Voicemail.

If you want the call to go directly to Voicemail without waiting, press the Wake/Sleep button twice.

## 3.4 Simultaneous Incoming Calls

**NOTE 2:** When a call begins, VoiceOver pipes its audio to the earpiece speaker. If you are using headphones, this is not an issue, but if you are holding the phone to your ear, it is pretty hard to perform VoiceOver gestures. If you were using the speaker phone, you can perform the VoiceOver gestures, but you cannot hear VoiceOver. To have VoiceOver switch to the speaker phone, hold the phone to your ear, and then move it away again after a second or two. Now VoiceOver will use the speaker output. You will be able to hear it again, and you will be able to do the necessary VoiceOver gestures.

It is bad enough when your iPhone rings during ninja practice, but what do you do when you are on the phone and another call comes in? When this happens, you will be presented with two options, but VoiceOver does not read them automatically. You have to explore the screen to find the buttons, or move around with the Next and Previous Item gestures until you find the button you want. Your options are:

### Send to Voicemail

This option will send the incoming call to Voicemail and allow you to continue your conversation with the caller you were speaking to. You can accomplish the same thing simply by ignoring the second call.

### Hold and Accept

This option will put the caller you were speaking with on hold and allow you to converse with the incoming caller. When you disconnect from the new caller, your iPhone will ring to remind you there is still a call on hold. Answer the ring to talk to the original caller again.

**NOTE 3:** There is a technique to switch back and forth between the two callers which will be discussed in Section 6.7 of this lesson.

### 3.5 Other options when a call comes in

If you are already talking with another caller, and an incoming call is ringing, there is an options screen that is displayed, but VoiceOver does not read it by default. You can get VoiceOver to read the screen using one of the two methods below. You might want to press the Wake/Sleep button once to silence the ringer first. This will make it easier to hear VoiceOver without disconnecting the caller or sending them to Voicemail.

- Use the Next and Previous Item gestures to read the options one at a time. Use an Activate gesture to choose the one you want.
- Use the Read from Top gesture to hear all the options at once. Then Explore until the option you want is the current item and Activate it.

### 3.6 The "Remind Me" option

When you press this button the caller is immediately sent to your Voicemail, and you will be given three options:

- Remind me in one hour: Your iPhone will remind you of this call in an hour, and you will be given the option to call back.
- Remind me when I leave: Your iPhone will remind you of the call when you leave your current location.
- Remind me when I am home: Your iPhone will remind you of the call when you get home.

**NOTE 4:** If you have not used the second or third options yet, you will be prompted to allow the Reminders App to use location services. You must Allow it in order for these options to work properly.

### 3.7 The "Message" Button

When you press this button, the caller is sent immediately to Voicemail, but you can quickly send a text message back to the caller. You can choose from one of the short messages provided, or you can choose to customize a message.

**NOTE 5:** If the phone you are being called from is a land line or otherwise cannot receive texts, then the caller will never know you responded via text message.

### 3.8 Declining a Call

Activating the Decline button sends the caller directly to Voicemail. It is the same as pressing the Wake/Sleep button twice.

### 3.9 Accepting the Call

Activating the Accept button answers the call. It is the same as performing the Start/Stop Action gesture, described in Section 3.1.

**NOTE 6:** Eight out of nine people surveyed, disagreed with the grumpy one and recommend, "Hello", as a nice ice breaker.

Handling incoming calls is only a small part of the things you can do with your iPhone. You can do things such as make calls, call contacts, add new numbers to contacts, make three way calls and use voicemail just to name a few. However, to do the majority of these things, you will need to use the phone app.

## **4. Launching the Phone App**

By Default the icon for the phone app is the first icon in the Dock. The Phone app is divided into five screens. You use the "Tabs" at the bottom to move between them.

### **4.1 The "Tab" Item**

Tabs are used to divide an application into several screens that are equal in hierarchy, in much the same way that tabs divide a notebook into sections. Tabs appear at the bottom of the application screen. No matter which tab you select, all the tabs will still remain visible and in the same location. This emulates the behaviour of the Dock on the home screen grid. You Activate a Tab item in the same way as you do a button.

The tabs in the phone application appear at the bottom of the screen. The app remembers which tab was active when you closed it, and it will select that tab again when you start it. The remainder of this section lists the tabs as they appear from left to right, and gives a summary of their function.

### **4.2 The Favourites Tab**

This tab shows a list of the contacts you have designated as favourites. When you make a contact a favourite, calls and messages from that contact will not be blocked when the "Do Not Disturb" mode is on. You can also use this screen to add and remove contacts from your favourites list.

### **4.3 The Recents Tab**

This tab displays a list of all recent calls. This includes calls you missed, calls you answered, and calls you made. You can dial any number from the list by making it the Current item and then using an Activate gesture.

### **4.4 The Contacts Tab**

This tab opens the Contacts List Screen of the Contacts application. You can do any of the things you did in Lesson 4 - Creating and Managing Contacts - from this screen. An additional option is added to the contact card in view mode. You can block the caller! More about this in Section 8.4 of this lesson.

### **4.5 The Keypad Tab**

This tab displays a telephone keypad. Use this tab when you want to dial a phone number. You also use this tab when you need to respond to automated menu systems, or when you want to place a call on hold, mute a call, or make a three way call.

## 4.6 The Voicemail Tab

Use this tab when you want to check your Voicemail or change your voicemail greeting and other settings.

## 5. Making a Phone Call

### 5.1 Calling a contact

First, you must display the Contacts List. You can do this by launching the Contacts application as discussed in Lesson 4 - Creating and Managing Contacts, Section 3, or by using the Select gesture on the Contacts tab at the bottom of the Phone App.

1. Make the contact you want to call the Current Item.
2. Open the Contact Card in View mode using an Activate gesture.
3. Use an Activate gesture on whichever number you want to call.

You can also call a contact From the Recents Tab by following the steps below. The Recents Tab is discussed in more detail in Section 7 of this lesson.

1. Launch the Phone App.
2. Select the "Recents" tab.
3. Locate the contact's name in the list and make it the Current Item.
4. Use an Activate gesture to call the contact back on the same number you were called from.

### Using Siri to Make a Call

Assuming the name of the person you want to call is in your contacts list, you can also use Siri to make a call. Simply invoke Siri and say "Call", followed by the name of the person you want to call. If the person has more than one number, Siri will ask which number you would like to use. Say the one you want and the call will be placed!

### 5.2 Calling a Number that is Not in Your Contacts

There are several ways to do this as well:

- If the number is in the Recent Calls List, you can Select the "Recents" tab and use an Activate gesture on the number to call back.
- You can also call back the number from the Voicemail tab. This will be covered in a future lesson.

You can also use the "Keypad" tab to dial the number by hand. Start by Selecting the Keypad tab at the bottom of the Phone App Screen. Once you do this, take a moment to do a Read from Top gesture, a Two Finger Swipe Up, to find out what is on the screen. VoiceOver will count to 9. Well, you did purchase a "smart" phone. Let

VoiceOver continue. After the number 9 VoiceOver will say "star, zero, hash", which are the bottom three keys on the touch tone keypad. VoiceOver will then say, "call", which is a button under the Zero key. You press this button to dial the call after you have entered the number. This is the equivalent of the old "Send" button on non-smart phones. Finally, VoiceOver will then read the five tabs at the bottom of the Phone App screen. Notice it says, "Selected", before speaking the Keypad tab. This is to tell you which tab is active.

The numbers are arranged with 1, 2 and 3 at the top; 4, 5 and 6 below them; 7,8 and 9 next ; and star, 0 and hash last. The overall effect is to create a virtual keypad that mimics a touch tone telephone, but it has one extra button at the bottom, the "Call" button.

**NOTE 7:** The Typing mode function of the Rotor affects the way you dial. In Standard mode you must use an Activate gesture on each number. In Touch Typing Mode you can Explore the keypad and then lift your finger when you find the number you want to press.

When you start dialling a number, some new items are added at the top and bottom of the screen. Let's start entering a number and take a look. You are going to use the number for the Apple Technical Support hot line. If you ever have a problem with your device, these are the people to call.

1. Press the "0" key. Your iPhone should make the same sound the 0 key makes on a touchtone phone.
2. Use the Read from Top gesture to hear the changes in the display. VoiceOver will say, "Phone number, 0, text field, Add Number", and will then start reading the touchtone keys again.

The "Add Number" button appears above the number 2. You can activate this button after you enter the entire number, but before you activate the call button. This results in a couple of buttons being made available. These are labelled "Create New Contact" and "Add to Existing Contact". Activating the Add New Contact button results in a new contact card being created in edit mode, with focus being in the First Name Text Field. Activating the Add to Existing Contact button results in the Contacts application being displayed in card view mode.

To the right of the Call button and beneath the Hash key, is the delete key. It works the same as the delete key when the typing keyboard is in letter mode.

3. Now enter these numbers; 8, 0, 0, 1, 0, 7, 6, 2, 8 and 5. If you make a mistake you can erase the numbers one at a time with the delete key.

**NOTE 8:** You already entered the number 0 in step 1. So the full number should read 08001076285 (free to call number).

4. Check your work. Explore the top of the screen until VoiceOver reads the entire phone number. Notice VoiceOver reads the number with appropriate pauses and formatting characters like the dash, even though you didn't enter them. Don't go to the next step until the phone number is correct.



### 5.3 Saving a number as a contact

At this point you could Activate the call button to dial the number, but this is a very good number to have in your contacts. So let's save it instead.

Activate the " Add Number" button located above the number 2 on the keypad. Upon doing this, an alert popup appears asking you if you want to create a new contact or add this number to an existing one.

You can use the techniques from Lesson 4 - Creating and Managing Contacts, to complete adding the number to your contacts list. Since there is no specific person you will be calling, it is recommended that you enter "Apple Technical Support" in the first name field, and "Apple" in the company field. You may want to change the label for the phone number to "Work" or create a custom label called "Technical Support". You can leave everything else blank.

OK, Let's suppose you hit the "Call" button and forgot to save the number. Don't panic! You can get the number from the Recent Calls List, discussed in Section 7 of this lesson, and create the contact from there.

### 5.4 Dealing with Automated Menu Systems and VoiceOver

Often you have to place a call to a business which requires you to press numbers on the keypad in order to direct your call to the correct department. When this happens, sometimes it is hard to hear VoiceOver whilst the automated system is speaking. To correct this, do the following:

1. Dial the Rotor to the Volume function. If Volume is not in your rotor, you can follow the steps below to add it.
  - a) Launch the Settings Application.
  - b) Activate the "Accessibility" button.
  - c) Activate the "VoiceOver" button.
  - d) Activate the "Rotor" button.
  - e) Use the Select gesture to locate and add the Volume option to the rotor.
  - f) Close the Settings app.
  - g) Use the App Switcher to return to the Phone App.
2. Use the Increment and Decrement gestures to determine VoiceOver's current volume level.
3. If the VoiceOver volume is already at 100%, you may want to use the volume buttons to raise the overall volume of the iPhone and then bring the VoiceOver volume down to between 50% and 70% using the Decrement gesture.

4. Place your call and wait for the automated system to answer.
5. Whilst the automated system is speaking, use the Increment gesture to raise the VoiceOver volume until you can hear it clearly.
6. Press the keys to respond to the system menus.

This procedure can be a problem for iPhone users, because it is hard to press buttons whilst you are holding the phone by the side of your head. However, there are two ways of resolving this conundrum without getting your finger stuck in your ear:

- If you use a pair of headphones, you can move the phone away from your head and have room to press the numbers on the keypad. VoiceOver will announce each number as your finger passes over it, just like it does when you dial a number.
- Dial the number and then hold the iPhone to your ear. When you hear the phone ringing at the other end, move it away from your ear. The call and the VoiceOver announcements will automatically switch to speaker phone, and the VoiceOver volume should match the volume of the rest of the call.

**NOTE 9:** If you dial a particular automated system often, and you use the same menu options every time, you can create a Contact Card for that number. After the number in the Phone Number Text Field add commas or a semi-colon followed by the menu option numbers. The punctuation marks will add pauses to the number dialling sequence and allow the automated system time to react. This technique is described in Lesson 4 - Creating and Managing Contacts, Section 5.6.

## 6. Options During a Call

When a telephone call is connected, your iPhone displays a Keypad. This is so you can enter any additional numbers that might be required by an automated system.

The keypad looks just like the one on the Keypad tab of the Phone app, but with three differences:

- Beneath the number Zero, the Call button is now an End Call button. You can use this button to hang up, but it is easier to just use the Start/Stop Action gesture.
- There are no tabs beneath the keyboard as there are in the Phone App.
- A small button appears below and to the right of the "End call" button. VoiceOver reads it as the "Hide" button.

The "Hide" button can be tricky to find, but you will have to press it in order to access the Call Options Screen. Of course, the only time you can look for it is during an active phone call. So find one or two patient friends to help you out by spending some quality time on the phone with you. Then, practice, practice, practice!

## 6.1 The Call Options Screen

When you press the "Hide" button, the keypad disappears, and two rows of three buttons each appear at the centre of the screen. The "Mute", "Keypad" and "Speaker" buttons are on the top row from left to right. The "Add Call", "FaceTime" and "Contacts" buttons are on the bottom row.

## 6.2 Putting a Call on Mute

If you press the "Mute" button, your side of the call will be muted. No speech or other sounds can be heard by the person on the other end. You might want to do this if you are dialling into a conference call, or if you want to have a private conversation with someone next to you without hanging up. You will still be able to hear the other caller. Let's go through the steps.

1. Whilst you are on a call, press the "Hide" button in the lower right part of the display. The keypad disappears, and the Call Options Screen is displayed.
2. Find the Mute button and press it. For reference, it is above and to the left of the centre of the screen.
3. You can confirm that you are muted by touching the button again. VoiceOver will say, "selected, Mute", which means that you are muted.
4. Use the Activate gesture on the button again to Unmute the call.
5. You can confirm you are "unmuted" by touching the button again. VoiceOver will say, "Mute" without saying "selected".

## 6.3 Returning to the Keypad

If you want to switch back to the keypad after pressing the "Hide" button, press the "Keypad" button. It is the middle one in the top row of buttons.

## 6.4 Using Speaker Phone

You have probably already figured out the easy way to turn speaker phone off and on. Just take the phone away from your ear, and speaker phone starts automatically. Move it close to your ear again, and speaker phone turns off. However, you can also use the "Speaker" button which is located slightly above and to the right of the centre of the Call Options Screen.

1. Whilst you are on a call, press the "Hide" button in the lower right part of the display. The keypad disappears, and the Call Options Screen is displayed.
2. Find the Speaker button. It is above and to the right of the centre of the screen. Now press it. VoiceOver will tell you that "Speaker is Selected" if you touch the button again.
3. Use the Activate gesture on the button again to toggle Speaker phone.

## 6.5 Switching a Call to FaceTime

Apple calls their video phone calling service FaceTime. Pressing the FaceTime button will switch the call to video mode. More about using FaceTime in a future lesson.

Be careful. Making FaceTime calls over a cellular network will use up your data plan more rapidly. Some service providers may not allow video calls. It is best to be connected to a Wi-Fi network when using FaceTime!

## 6.6 Accessing the Contacts List Whilst on a Call

If you need to access your contacts list whilst you are on a call, press the Contacts button.

## 6.7 Three Way Calling

The "Add Call" button allows you to add additional parties to the call. This works differently depending on what service provider you are with. You will review this in a future lesson.

## 6.8 Switching Between Two Callers

If you are speaking with one caller, and you have another one on hold, the buttons on the Call Options Screen will change. The "Add Call" button, located at the left side of the bottom row, becomes a "Merge" button. This will be discussed in a future lesson on Three way and conference calling. The "FaceTime" button, located at the centre of the bottom row, becomes the "Swap" button. Press the Swap button to switch back and forth between the two callers.

# 7. Working with Favourites

The Favourites Tab is the leftmost tab in the row of five at the bottom of the Phone app screen. If you don't already have the Phone app open, launch it now by Activating its icon at the left side of the Dock. Explore across the bottom of the display. VoiceOver will read each tab name, and then tell you it is tab 1 of 5, 2 of 5, and so on. It will precede one of its announcements with "Selected" to indicate which tab is currently active. If another tab besides "Favourites" is active, then Activate the Favourites tab now.

The Favourites Screen is divided into three parts; the Action Row at the top just below the Status Bar, the Favourites List and the Tab Row at the bottom which was discussed in Section 3.

## 7.1 Adding a Favourite

The "Add" button is located at the left side of the Action Row. When you press it, the contacts screen appears.

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 Nazium, our sample contact created in Lesson 4 - Creating and Managing Contacts, 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 a phone number to your Favourites list, do the following:

1. Display the Contacts List Screen by activating the "Contacts" tab at the bottom left of the screen.
2. Activate the "Add" button, situated at the left side of the Action Row. Upon doing this, a popup window will be displayed. This will be titled "Choose a contact to add to Favourites". All of the contacts you have added to the Contacts application will be listed.
3. Locate the contact you want to add to the Favourites list, and activate it. Upon doing this, VoiceOver will say "Add to Favourites" and another popup window will be displayed. This contains the following options: Message, Call, Video, Mail and Cancel.
4. Locate the button labelled "Call" and then perform a One Finger Swipe Up. Upon doing this, VoiceOver will say "Expand". Perform an activate gesture to choose this option. This will result in the available phone numbers for the contact being displayed.
5. Use the Next item gesture until VoiceOver reads a button that contains a phone number type, such as; home, work, mobile..., and an associated number. Unfortunately, VoiceOver does not inform you that these are buttons, but they most certainly are!
6. Once you have selected the number you want to add to Favourites, activate the button. Upon doing this, the number will be added to your Favourites list and you will be returned to the Favourites tab of the Phone application.
7. Repeat steps 2 through 6 for each number the contact has that you want added to the Favourites list.

If you have not added any numbers to your Favourites List yet, please add a few now. You will need some entries in the list before you can follow the steps in the next section.

## **7.2 The Favourites List**

Below the Action Row you will find a list of names that you have added to Favourites. Each entry is a button that contains the name of the contact and the phone number type. Activating the button for a contact, results in the number being dialled.

If you perform a One Finger Swipe Up when a contact is the Current Item, VoiceOver will say "More Info". Performing an Activate gesture results in the contact card

associated with the number being displayed in view mode, as described in Section 6 of lesson 4 - Creating and Managing Contacts. You have the full functionality of the Contacts app from here.

### **7.3 Removing a Number from the Favourites List**

To remove a number from the Favourites List, do the following:

1. Locate the number associated with the contact and make it the Current Item. Upon doing this, the rotor automatically dialled itself to the Actions function. See Section 5.6 of Lesson 3 - Editing Text for details.
2. Use the Set Mode gesture, a One Finger Swipe Up or Down, until you have found the "Delete" option.
3. Use an Activate gesture to delete the number.

## **8. Reviewing Recent Calls**

In order to access your Recent Calls , you need to Launch the Phone application and Select the "Recents" tab. It is the second from the left along the bottom row. The Recent Calls Screen has three parts just like the Favourites List Screen:

- The Action Row is located at the top. It has three buttons; the "All" button, the "Missed" button and the "Edit" button.
- Below the Action Row is the Recent Calls List. The list is structured just like the Favourites list. Each row in the list consists of just one button.
- The Tab row is at the bottom.

The Recent Calls List shows all calls that you received, made and missed. If the call was to or from a number in your contacts list, then the button in each row displays the contact's name, as well as the phone type; Home, Work, Mobile etc. If the phone number is not in your contacts list, then the full phone number is displayed.

### **8.1 Displaying Missed Calls**

The first two buttons in the Action Row control which calls are displayed. By default the "All" button is selected. You can make it easy to find those calls you missed. Simply activate the "Missed" button to show only missed calls. When you want to see all the calls, activate the "All" button again.

### **8.2 Returning or Redialling a Call in the Recent Calls List**

To call a number in the Recent Calls List, locate the number in the list and make it the Current Item. Then perform an Activate gesture. You can do this because the rotor has secretly dialled itself to the Actions function, and Activate is the default mode.

### 8.3 Removing a number from the Recent Calls List

Removing a number from the Recent Calls List does not remove it from your contacts. Once you make the number the Current Item, use a Set Mode gesture, a One Finger Swipe Up or One Finger Swipe Down, to change the mode to Delete. Then use an Activate gesture to remove it from the list.

You can clear all the calls at once from the recents list as follows:

1. Display the Recents Tab.
2. Activate the "Edit" button, situated at the upper right corner of the screen.
3. Locate and activate the "Clear" button, situated at the upper left corner of the screen. Upon doing this, a popup window will be displayed. This contains 2 buttons, labelled "Clear All Recents" and "Cancel".
4. Confirm that you want to clear all the calls by activating the "Clear All Recents" button.

### 8.4 The More Info Feature

It is possible to find out additional information about a caller. To do this, follow these steps:

1. Make a recently received call the Current Item in the Recents list.
2. Perform a Set Mode gesture, until VoiceOver announces "More Info".
3. Perform an Activate gesture. Upon doing this, the Call Info screen will be displayed.

At the upper left corner of the Call Info screen, you will find the "Recents, Back" button. Activate this button to return to the Recents tab of the Phone application. At the upper right corner of the Call Info screen, you will find the "Edit" button. Activate this button to display the contact card for the contact. If the caller isn't stored in the Contacts app, then the Edit button isn't available.

Just below the "Recents, Back" button, you will find a text label associated with the name of the caller, assuming their details are stored in the Contacts app. If the caller isn't in your Contacts, then the telephone number will be displayed instead, along with the approximate location from where the call was placed.

Below the caller's name/telephone number, you will find a series of 4 buttons. Each button and its purpose is described below:

**NOTE 10:** Not every option shown below will appear with every phone number.

## **Message**

Displays options for sending a message. These may include the email address of the caller, a home number and a mobile number. Note that the number must be capable of receiving it!

## **Call**

Calls the number back. This is the same as Activating the button in the Recent Calls List.

## **Video**

Displays options for making a video call. These may include WhatsApp, FaceTime and any other video calling service.

## **Mail**

Creates an email addressed to the person if their email address is stored in the Contacts app.

Below the series of buttons, you will find some information which specifies the day the call was received, the time and duration of the call, and whether the call was incoming or outgoing. Associated with this information, you will find a button for each telephone number you have stored in your Contacts app for the caller.

A little further down the screen, you will find the following buttons for placing FaceTime calls. Note that these will only be available if the calling device is an Apple device capable of FaceTime calling.

### **FaceTime Video Call**

Places a FaceTime video call to the number. More on FaceTime in a future lesson.

### **FaceTime Audio Call**

Places a FaceTime audio only call to the number.

Below the FaceTime options, you may find a button labelled Email. This will contain the email address of the caller. Activating this button, results in a new email message being created, addressed to the caller. If the caller doesn't have an email address, this button isn't present.

Below the Email button, you will find a Text Field, into which you can enter some notes to do with the caller.

The next two options are only available if the number is not in your Contacts list.

### **Create New Contact**

Opens a new contact card and inserts the number into the first telephone number field. You can then fill in whatever other information on the contact you have available.



### **Add to Existing Contact**

This displays the Contacts List Screen. Activate the list item for the contact that you want to add this phone number to. The Contact Card Screen opens in Edit Mode. The number from the Recent Calls List will be added as the last phone number for that contact. You can reset the label for the phone number if necessary. Press the "Done" button in the upper right corner of the screen to save the change.

The next five options are only displayed if the number is in your Contacts List.

### **Send Message**

Creates a new text message to the caller.

### **Share Contact**

Allows you to share the contact card associated with this number with someone else. See Section 6.2 of Lesson 4 - Creating and Managing Contacts, for more information.

### **Add to Favourites**

**Displays the available options for adding the caller to the Favourites list. See section 7.1 of this lesson for details.**

### **Add to Emergency Contacts**

**Opens your list of emergency contacts. You can then select the desired contact from the list and activate it. Upon doing this, the number will be added to this contact card.**

### **Share My Location**

Shares your location with the caller.

## **8.5 Blocking a Caller**

At the bottom of the Call Info Screen is the "Block this caller" button. When you press it, calls are sent directly to Voicemail, and texts are blocked. The person calling or sending the text is not informed that they have been blocked. A popup appears and you must confirm your decision.

To unblock the number again you must find it in the Recent calls List and select the More Info option from the Rotor. Upon doing this, the "Unblock this caller button will replace the "Block This Caller" button at the bottom of the Call Info Screen.

If you want to unblock a number that is no longer in your Recent Calls list or your Contacts, do the following:

1. Go to the Home Screen and Launch the Settings app.
2. Make the "Phone" button the Current Item and Activate it.

3. Make the "Blocked" button the Current Item and Activate It. Upon doing this, the Blocked Callers list appears, and the rotor automatically dials itself to the "Actions" function.
4. Make the number you want to unblock the Current Item.
5. Use the Set Mode gesture until VoiceOver announces "Unblock".
6. Use an Activate gesture to remove the number from the Blocked Callers list.

## **9. Review**

### **9.1 New Gestures**

#### **Stop/Start Action**

Two finger Double Tap. Starts and stops an action. Example: Answer or hang up a phone call, Start and Stop music playback.

### **9.2 New Items**

#### **Tab**

Tabs are used to divide an application into several screens that are equal in hierarchy, in much the same way that tabs divide a notebook into sections. Tabs appear at the top or at the bottom of the application screen. No matter which tab you select, all the tabs will still remain visible and in the same location. You Activate a Tab item just like you do with a button.

## **10. Exercises**

1. What are the steps to get to the Settings Screen where you can set the default Ringtones?
2. If you want to silence an incoming call, but not send the caller to Voicemail, what can you do?
3. How can you make your iPhone remind you of a call when you get home?
4. What are tabs? How many are there in the Phone App, and where are they located?
5. What Tab lists the recent calls you have received, missed, or made?
6. What tab do you need to go to in order to dial a phone number that is not in your contacts list? What number is it in the tab order?
7. If you have multiple telephone numbers for a contact, and he or she just called you, how can you be sure to dial him or her back at the same number he or she called from?

8. How can you save a number from the Recent Calls list as a new contact? How can you add it to an existing contact?
9. How do you put a call on Mute? What is the difference between Mute and Hold?
10. If you have a caller on the phone, and a second caller dials in, how do you answer the second call without hanging up on the first caller?
11. What are the steps to alternate between two simultaneous callers?
12. Why would you want to add a caller to your Favourites List?
13. How do you remove a number from the Favourites list?
14. How do you Block a caller? What two types of communications are blocked?
15. How do you get a list of the calls you have missed?
16. What happens if you use an Activate gesture on a number in the Recent Calls List?
17. How can you see the exact date, time and duration of a call?

The answers to these questions can be found on page 20.

Congratulations! You have completed the first lesson on using your smart phone like a real phone. You should call some friends and enjoy your new found skills. But depending on your plan, watch those minutes!

## Answers to Section 10 Exercises

1. What are the steps to get to the Settings Screen where you can set the default Ringtones?
  - a) Display the Home Screen and Activate the Settings icon.
  - b) From the Settings Screen make the "Sounds" button the Current Item and Activate it.
  - c) With the "Sounds Screen" displayed make the "Ringtones" button the Current Item and Select it.
2. If you want to silence an incoming call, but not send the caller to Voicemail, what can you do?

To silence the ringer on an incoming call press the Wake/Sleep button once. This will silence your iPhone. The caller will still here the call ringing until it goes to Voicemail. You can still pick up the phone until the caller is transferred to Voicemail.

3. How can you make your iPhone remind you of a call when you get home?

When the phone begins to ring, press the Wake/Sleep button once to silence the ring. This will allow you to hear VoiceOver. Use the Explore gesture or the Next Item gesture to find the "Remind Me" button. Then select the "Remind me when I'm Home" option.

4. What are tabs? How many are there in the Phone App, and where are they located?

Tabs are used to divide an application into several screens that are equal in hierarchy. Tabs can appear at the top or bottom of an application screen. No matter which tab you select, all the tabs will still remain visible and in the same location. There are five tabs in the Phone app located at the bottom of the display. Their order from left to right is, "Favourites", "Recents", "Contacts", "Keypad" and "Voicemail".

5. Which Tab lists the recent calls you have received, missed or made?

The Recents tab lists this information. It is the second tab from the left.

6. Which tab do you need to go to in order to dial a phone number that is not in your contacts list? What number is it in the tab order?

The "Recents" tab will have the number if it is one that you recently called, or one that recently called you. Otherwise, you must use the "Keypad" tab, which is the fourth tab out of five.

7. If you have multiple telephone numbers for a contact, and he or she just called you, how can you be sure to dial him or her back at the same number he or she called from?

Make the most recent call from the contact in the Recent Calls list the Current Item, then Activate it.

8. How can you save a number from the Recent Calls list as a new contact? How can you add it to an existing contact?

Press the "More Info" button that corresponds to the number in the Recent Calls List. If the number is not already in your contacts, you will find two buttons near the bottom of the display. One allows you to create a new contact. The other allows you to add the number to an existing contact. If you choose the "Add to Existing contact" button, the Contacts List appears, and you must open the contact card that you wish to add the number to. Once a contact card is displayed, use the techniques you learned in Lesson 4 - Creating and Managing Contacts, Section 5.6 beginning with step 6.

9. How do you put a call on Mute? What is the difference between Mute and Hold?

When a call is on hold, all communications between the two parties are suspended. Neither party can hear the other. When a call is on mute, the other party cannot hear you, but you can hear the other party. This is helpful when you are on a conference call and the background noise where you are might be distracting to the other participants. To put a call on mute press the button near the bottom right of the screen to hide the keyboard, then press the Mute button. You can confirm you are muted by Exploring until you find the button again. If VoiceOver announces, "Selected, mute", then you are on mute. Don't forget to press the button again when you want to speak.

10. If you have a caller on the phone, and a second caller dials in, how do you answer the second call without hanging up on the first caller?

Explore the screen until you find the "Hold and Accept" button. Pressing this button puts the first caller on hold, and picks up the call from the second caller.

11. What are the steps to alternate between two simultaneous callers?

First, find and press the "Hide" button. This hides the keyboard and displays the Call Options Screen. Second, press the "Swap" button. It is the middle button on the bottom row just below the centre of the screen. Keep pressing the Swap button to alternate between the calls.

12. Why would you want to add a caller to your Favourites List?

Calls from people on your favourites list will not be blocked when "Do Not Disturb" is on. If you are somewhere where you need to know about the call, but don't want the ring to be audible, flip the Ring/Silent switch to silent.

If you have set your phone to vibrate on incoming calls, then you will feel the vibration, but no one else will hear the call.

13. How do you remove a number from the Favourites list?

The easiest way is to display the favourites list and make the number you want to delete the Current Item. Then use a Set Mode gesture, a One Finger Swipe Up or

Down. When VoiceOver announces, "Delete", use the Activate gesture to remove the number. This removes the number from the Favourites list, but does not delete the number from your contacts list. If VoiceOver doesn't say "Delete" after two Set Mode gestures, then dial the rotor to the Actions function and try again.

14. How do you Block a caller? What two types of communications are blocked?

There are two ways to get started. You can select the "More Info" button that corresponds to the number in the Recent Calls or Favourites list. You can also go to the Contacts tab and select the contact you want to block. When you press one of the More Info buttons or activate the contact card, the contact card will display in View mode. See Section 6 of Lesson 4 - Creating and Managing Contacts, for more information. At the bottom of the contact card you will find the "Block" button.

When you block a number, phone calls and Text messages are blocked.

15. How do you get a list of the calls you have missed?

Activate the Recents tab of the Phone App and pressed the "Missed" button above the Recent Calls list.

16. What happens if you use an Activate gesture on a number in the Recent Calls List?

You will call that number.

17. How can you see the exact date, time and duration of a call?

Display the Recents tab, and press the "More Info" button that corresponds to the call in the list you want to check.