BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS · NO. 1

The iPhone

Everything your iPhone can do — and how it helps you — explained in plain English, one step at a time

A plain-English guide for every iPhone owner

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For iPhone (iOS 26 & iOS 27) · facts current November 2026

What's Inside

This is your iPhone manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Keep it nearby and reach for whatever you need. Every feature comes with what it actually does *for you*, and slow step-by-step directions anyone can follow. It's written for recent iPhones running iOS 26 or iOS 27; if a screen looks a little different on yours, the idea is still the same.

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PART 1

Getting to Know Your iPhone

What it is, the buttons, charging, unlocking, the Home Screen, and the handful of finger gestures that run everything. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is holding this book right now — this is for **you**. Maybe you just unwrapped a brand-new iPhone, or maybe you've had one in your pocket for a while and have always felt there was more it could do if only someone would slow down and explain it. Either way, you've come to the right place, and I'm glad you're here.

I'm Bill. Helping folks feel at home with their technology is what I do every day, and I wrote this book the same way I'd sit down next to you at your kitchen table: patiently, in plain English, with no rushing and no fancy words. If I ever use a term you don't know, I'll stop and explain it right then — you won't have to look anything up.

This book is yours — read it any way you like

You do not have to read these pages in order, and there is no test at the end. Start on page one, or flip straight to the chapter that answers today's question and ignore the rest for now. Fold the corners, underline things, scribble in the margins. Keep it in the drawer by your chair and pull it out whenever you need it. It's a reference, not a race — you cannot fall behind.

The big promise: you truly can't break it

Here is the most important thing in this whole book, so I'll say it plainly. **You cannot break your iPhone by tapping on it and exploring.** You can't wear it out by pressing the wrong thing. You can't delete something important just by looking around. Tapping, swiping, and poking at the screen to see what happens is exactly how everyone learns — including me.

And if you ever tap something and suddenly feel lost — the screen changed and you don't recognize it — there is always one simple move that brings you straight back to safety, like a front porch you can always walk back to. You'll learn it in Chapter 7, and I promise it works every single time. So relax your shoulders. Curiosity is rewarded here, and mistakes are undo-able.

WHAT THIS DOES FOR YOU

Why this matters

When you stop worrying about breaking your phone, you start actually using it — and that's when it becomes genuinely useful: staying close to family, keeping yourself safe, and doing the little daily things with a lot less fuss.

And I'm only a phone call away

This book will carry you a long way on your own. But if you ever get truly stuck, you are never stuck alone — that's not how I do things. Call me at **(330) 200-8042** and we'll work it out together, with no judgment and no eye-rolling. There is no such thing as a silly question. The only bad question is the one you talked yourself out of asking.

So take a breath, make yourself a cup of coffee, and let's get to know your iPhone together. You're going to do just fine.

— Bill

CHAPTER 2

What an iPhone Is & Which One You Have

Before we touch a single button, let's answer the simplest question of all: what *is* this thing in your hand?

A tiny computer, a phone, and a camera — all in one

The easiest way to think about your iPhone is this: it's a **small computer** that also happens to be a telephone and a very good camera, all tucked into something the size of a deck of cards. That's really all it is. The same machine that lets you call your daughter also takes photos of the grandkids, shows you the weather, reads you the news, and helps you find the nearest pharmacy. One little slab of glass, many jobs.

Because it's a computer, it runs on **software** — that's just the name for the instructions inside that make everything work. Apple updates that software from time to time to fix problems and add new things, and it has a version number, a bit like the editions of a book. The version this manual is written around is called **iOS** (you can say it "eye-oh-ess") — specifically iOS 26 and iOS 27, the most recent editions.

> **GOOD TO KNOW**
>
> **"iOS" just means the iPhone's software**
>
> You'll see "iOS" a lot. It stands for the operating system — the master set of instructions that runs your phone. When Apple sends out an update, it's simply handing your phone a newer, improved copy of that software. Nothing to be afraid of.

Finding out which iPhone you have

There are many iPhone models, and they've come out over many years. Yours might be brand new or a few years old — both are perfectly fine. Knowing exactly which one you have is genuinely useful, so let's find out. It takes about thirty seconds.

To find your model name

1. Find the **Settings** app — it's the one with a little grey gear-wheel icon. Tap it once.
2. Tap **General**.
3. Tap **About** (it's usually right at the top).
4. Look for the line that says **Model Name**. That's your iPhone — for example, "iPhone 15" or "iPhone SE".

While you're on that same **About** screen, look for a line called **iOS Version** or **Software Version**. The number next to it (such as 26 or 27) tells you which edition of the software your phone is running. Now you know both facts about your phone.

To check for a software update

It's worth keeping your phone's software reasonably up to date — updates patch up security holes and smooth out little problems. Here's how to look:

1. Open **Settings**, then tap **General**.
2. Tap **Software Update**.
3. Wait a moment while it checks. If it says your software is up to date, you're all set. If an update is offered, you can tap to install it — plug the phone in first, and let it do its thing.

WHAT THIS DOES FOR YOU

Knowing your model helps us help you — fast

When you call me and can tell me "it's an iPhone 15 running iOS 27," I know in an instant exactly what your screen looks like and can walk you through anything over the phone. It turns a guessing game into a quick, confident answer. Jot your model and version on the inside cover of this book so it's always handy.

TIP

Screens may look a little different — that's normal

This manual covers iOS 26 and iOS 27 across many iPhone models. If a button sits in a slightly different spot on your screen, or a color looks different, don't worry — the *idea* is always the same, and so are the words you're looking for. I'll always tell you what to look *for*, not just where to poke.

CHAPTER 3

The Buttons & Ports

For all it can do, your iPhone has remarkably few physical buttons — just a handful around the edges. Almost everything else happens by touching the glass screen. Let's walk around the outside and name each one. You don't need to memorize this; just know where to look it up.

The buttons on the edges

- **The side button** (the long button on the right-hand edge) — this is your main power and wake button. A quick press turns the screen on and off. A longer press does a few other things we'll cover in the next chapter.
- **The volume buttons** (the two buttons on the upper-left edge) — the top one turns sound up, the bottom one turns it down. Simple as that.
- **The ring/silent switch** OR **the Action Button** (upper-left edge, above the volume buttons) — older iPhones have a tiny *switch* you flick to silence the ringer. Many newer iPhones replace it with a button called the **Action Button**, which you can set to do a job of your choosing.

The ports and the camera

- **The charging port** (the small opening on the bottom edge) — this is where the charging cable plugs in. On **newer iPhones (iPhone 15 and later)** it's a **USB-C** port, a small oval that the plug fits into either way up. On **older iPhones (iPhone 14 and earlier)** it's the older **Lightning** port, which is a bit narrower. You don't have to know the name — just use the cable that came with your phone and it'll fit.
- **The camera** — one or more small glass circles on the back, plus a smaller camera on the front for video calls and selfies. We give the camera its own chapter later on.

A quick reference: the buttons and what they do

Button or port	What it does
Side button (right edge)	Press once: screen on or off. Press and hold: talk to Siri, or begin to power off.
Volume up / down (left edge)	Make sounds louder or quieter. Also snaps a photo when the camera is open.
Ring / Silent switch (older)	Flick it to silence the ringer. Orange showing = silenced.
Action Button (newer)	A button you choose the job for — flashlight, silent mode, camera, and more.

Button or port	What it does
Charging port (bottom)	Where the charging cable plugs in (USB-C on newer, Lightning on older).
Cameras (back & front)	Take photos and videos; the front one is for video calls and selfies.

GOOD TO KNOW

The Action Button and Camera Control — only on newer models

If your iPhone is recent, you may have two extra features. The **Action Button** replaces the old silent switch and can be set, in Settings, to do one favorite job when pressed and held — turning on the flashlight is a popular choice. Some models also have a **Camera Control** — a slim touch-sensitive button on the right edge that opens the camera and lets you adjust it with a light slide of your finger. If your phone doesn't have either one, you aren't missing anything essential — everything they do can also be done right on the screen.

TIP

When in doubt, the side button is your friend

If the screen ever goes dark and you're not sure the phone is even on, just press that side button once. Nine times out of ten the screen lights right back up. The phone was simply resting its screen to save battery — it was awake the whole time.

CHAPTER 4

Turning On, Charging & Battery Basics

Your iPhone is designed to simply stay on, day and night, for months at a time — you rarely need to turn it fully off. But it's good to know how, and it's good to understand the battery so you're never caught with a dead phone at the worst moment.

Turning the screen on and off (the everyday move)

Most of the time, "turning off" your phone just means putting the *screen* to sleep — the phone itself stays awake and ready.

- **To wake it:** press the side button once, or simply lift the phone up — it often wakes on its own. You can also tap the screen.
- **To rest the screen:** press the side button once. The screen goes dark to save battery. Nothing is lost; it's just napping.

Turning it fully off and back on

Every now and then — say, if the phone is acting sluggish — a full restart fixes things, the same way restarting clears the cobwebs on any computer.

1. **To power off:** press and hold the side button together with either volume button for a moment, until a slider appears that says **slide to power off**. Drag that slider from left to right. The phone shuts down fully.
2. **To power back on:** press and hold the side button by itself until the silver Apple logo appears on screen, then let go. Give it a minute to wake up.

> TIP
>
> **A restart is the gentlest fix there is**
>
> If an app freezes or the phone feels slow, turning it fully off and on again solves a surprising number of problems — and it never deletes any of your photos, contacts, or messages. When you call me, it's often the very first thing I'll have you try.

Charging — and yes, overnight is just fine

Charging is simple: plug the small end of the cable into the port on the bottom of the phone, and the other end into the wall plug. You'll feel a gentle buzz and the battery symbol will show it's filling up.

You may have heard that leaving a phone plugged in overnight "ruins the battery." For today's iPhones, that's an old worry you can set down. **It is perfectly fine to charge overnight.** Your iPhone is smart enough to fill up and then stop, and it even learns your routine so it finishes charging right before you usually wake up. Plug it in on the nightstand and sleep easy.

Reading the battery, and stretching it further

Up in the top-right corner of the screen is a little battery symbol. The more of it that's filled in, the more charge you have. When it turns **red**, it's getting low and it's time to find a charger before long. You can also turn on a feature that shows the exact percentage number next to it, if you prefer seeing "63%" to eyeballing a picture.

Turning on Low Power Mode when you're running low

Low Power Mode is a handy setting that stretches a low battery further by quietly dialing back a few background activities. It's perfect for when you're out and down to your last sliver of charge.

1. Open **Settings**, then tap **Battery**.
2. Find **Low Power Mode** and tap the switch beside it so it turns green.
3. The battery symbol turns yellow to remind you it's on. It switches itself off automatically once you've charged back up — you don't have to remember to turn it off.

WHAT THIS DOES FOR YOU

Never get caught with a dead phone

Knowing how to read the battery and flip on Low Power Mode means your phone is there when you need it most — to make a call, pull up directions, or reach a loved one — instead of going dark at the worst possible moment. That peace of mind is the whole point.

CHAPTER 5

Unlocking: Face ID, Touch ID & Your Passcode

Your iPhone keeps itself locked so that if it's ever lost or left on a bench, a stranger can't get into your photos, messages, and accounts. Unlocking it is the little ritual that proves the phone it's really you. There are three ways, and your phone likely uses one or two of them.

The three ways in

- **Face ID** — the phone recognizes your *face*. You simply look at the screen and it unlocks, almost like magic. Most recent iPhones use this.
- **Touch ID** — the phone recognizes your *fingerprint* when you rest your finger on a button. The iPhone SE and some older models use this.
- **Your passcode** — a short secret number (usually six digits) that you type in. This is the trusty backup that always works, even if Face ID or Touch ID doesn't.

GOOD TO KNOW

Which one do I have?

If your iPhone has no round button below the screen, it almost certainly uses **Face ID** — you unlock by looking at it. If it *does* have a round Home button below the screen (like the iPhone SE), that button reads your fingerprint — that's **Touch ID**. Either way, your passcode is always there as the backup.

Setting up Face ID (or Touch ID)

You were probably offered this when the phone was first set up, but you can set it up or redo it anytime. It only takes a minute, and you can do it sitting in your favorite chair.

To set up Face ID

1. Open **Settings** and tap **Face ID & Passcode**. (It'll ask for your passcode first — that's normal.)
2. Tap **Set Up Face ID**.
3. Hold the phone straight in front of your face, about a foot away, and **slowly circle your nose** so the camera sees your whole face. It'll ask you to do this twice.
4. That's it — from now on, just glancing at the screen unlocks your phone.

Setting up **Touch ID** is much the same: in Settings tap **Touch ID & Passcode**, then **Add a Fingerprint**, and rest your finger on the button over and over as it asks, lifting and setting it down, until it has a full picture of your fingerprint.

WHAT THIS DOES FOR YOU

A glance unlocks it — and strangers stay out

Face ID and Touch ID give you the best of both worlds: your phone opens instantly for *you*, with no fumbling for a password, while staying firmly shut to everyone else. Convenience and safety at the same time, which is a rare and lovely thing.

STAY SAFE

Your passcode is yours alone — never share it

Your passcode is the master key to your whole phone. **Never tell it to anyone** who calls, emails, or texts asking for it — no real company, bank, or "Apple support" will ever ask. Don't write it on a sticky note on the phone itself. Pick something you'll remember but a stranger couldn't guess (not 1-2-3-4-5-6, and not your birth year). If you ever want help choosing or changing it, call me and we'll sort it out safely.

CHAPTER 6

The Home Screen, Apps, the Dock & App Library

Once your phone is unlocked, you land on the **Home Screen** — your phone's front porch and the place you'll always come back to. It's covered in little colored squares, and each one is a doorway to something your phone can do. Let's make sense of it.

What's an "app"?

Each little square is called an **app** — short for "application," which is just a fancy word for a small program that does one job. There's an app for phone calls, an app for photos, an app for the weather, an app for messages to family, and so on. **One tap on an app opens it.** That's the whole trick: see the picture for the thing you want, tap it once, and you're in.

> **GOOD TO KNOW**
>
> **Think of apps like tools in a drawer**
>
> Each app is a single tool for a single job, the way a hammer is for nails and a tape measure is for measuring. You don't need every tool at once — you just reach for the one the job calls for, use it, and set it back down. Your phone works exactly the same way.

Home Screen pages — and swiping between them

You likely have more apps than fit on one screenful, so they spill onto additional **pages**, side by side. To move between pages, rest a finger on the glass and **slide it left or right**, like turning the page of a newspaper. Near the bottom you'll see a row of little **dots** — one for each page — and the bright dot shows which page you're on, so you never lose your place.

The Dock — your favorites, always at the bottom

Along the very bottom of the screen sits a special row of four apps called the **Dock**. The Dock is special because it **stays put on every page** — your most-used apps (usually Phone, Messages, and so on) are always right there at your thumb, no matter which page you've swiped to. Think of it as the handful of tools you keep on the counter instead of in the drawer.

The App Library — where every app lives

What if you can't find an app on any page? There's one more place that holds **every single app** you have, sorted into tidy groups automatically. It's called the **App Library**, and it's just one more swipe away:

1. From the Home Screen, keep **swiping left** (page after page) until you can't go any further.
2. The very last screen is the **App Library** — a search box at the top and your apps gathered into labeled groups below.
3. Tap the search box and type the first few letters of what you want, and the phone finds it for you. Tap it to open.

Opening, closing, and rearranging apps

- **To open an app:** tap it once.
- **To close an app and go back Home:** swipe up from the very bottom edge of the screen (or press the Home button, if your phone has one). The app isn't gone — it's just set aside, ready for next time.
- **To rearrange apps:** press and hold a finger on any app until the icons begin to jiggle. Now drag an app wherever you like with your finger, then lift off. Tap **Done** (or press the side button) when you're happy. Nothing is deleted by moving it.

WHAT THIS DOES FOR YOU

Everything you own is one tap away

Once the Home Screen clicks into place, the whole phone opens up: calling family, checking the weather, reading the news, seeing your photos — each is just a tap on a little picture. No typing, no searching, no stress. You point at what you want, and there it is.

TIP

Lost? One swipe brings you home

Here's that reassurance again, because it's worth repeating: no matter how deep you've wandered into an app, **swiping up from the bottom edge always carries you back to the Home Screen** — your front porch. You can never get stranded. Explore freely.

CHAPTER 7

The Gestures That Run Everything

Here's a secret that makes the whole iPhone suddenly feel easy: there are only about **five finger moves** — called **gestures** — and once they're in your fingers, you can operate anything on the phone. That's it. Five little moves. Let's learn them one at a time, slowly, and I want you to practice each one as we go. You can't do them wrong.

The five everyday moves

- **Tap** — a single, light touch with one fingertip, then lift off. This is how you choose things: open an app, press a button, pick an answer. You don't need to press hard — the screen feels the lightest touch.
- **Double-tap** — two quick taps in the same spot. Used now and then to zoom in on a photo or a page of text.
- **Press and hold** (also called a "long press") — touch and *keep your finger down* for a second or two instead of lifting right off. This brings up extra options, like a little menu of choices. Patience is the whole trick: just hold and wait.
- **Swipe** — touch the glass and *slide* your finger across it before lifting — up, down, left, or right. Swiping is how you scroll through a long list and how you turn between pages.
- **Drag** — press and hold on something, then slide it to a new spot before lifting. This is how you move an app, as you saw in the last chapter.

The important swipes from the edges of the screen

A few swipes are so useful they deserve special attention. These all start from the very **edge** of the screen and swipe *inward* — think of them as pulling something in from just off the edge:

- **Swipe UP from the bottom edge** — go **Home**. This is the big one: it always returns you to the Home Screen from anywhere. (On phones with a round Home button, you press that button instead.)
- **Swipe DOWN from the top-right corner** — opens **Control Center**, your panel of quick switches (we'll meet it in the next chapter).
- **Swipe DOWN from the top-left or middle** — opens your **Notifications**, the list of recent alerts and reminders.
- **Swipe LEFT or RIGHT** across the middle — turns between Home Screen pages.

A friendly cheat-sheet of every gesture

Finger move	What it does
Tap once	Choose or open something — your most-used move
Double-tap	Zoom in (and out) on a photo or page
Press & hold	Bring up a little menu of extra options
Swipe (slide)	Scroll through a list or turn a page
Drag	Move something, like an app, to a new spot
Swipe up from bottom	Go Home — always back to safety
Swipe down, top-right	Open Control Center (quick switches)
Swipe down, top-left	Open Notifications (recent alerts)

WHAT THIS DOES FOR YOU

Five finger moves and you can do anything

Here's the wonderful part: these same few gestures work the *same way in every single app*. Learn them once and you've learned the whole phone. You're not memorizing a thousand things — you're learning five, and the phone takes care of the rest.

TIP

Practice makes it feel like second nature

Don't just read these — *do* them. Tap an app and open it. Swipe up to come back Home. Swipe left and right between pages. Press and hold an app until it jiggles, then press Done. Do each one a few times today and a few tomorrow. Within a week your fingers will know them without your having to think. That's a promise.

CHAPTER 8

Control Center & the Status Icons

Tucked just off the top edge of your screen is one of the handiest panels on the whole phone: **Control Center**. Think of it as the row of light switches by your front door — all your most-used controls gathered in one place, one quick swipe away.

Opening Control Center

1. Put a finger at the very **top-right corner** of the screen, right about where the battery symbol sits.
2. **Swipe down** from there, pulling the panel into view.
3. To put it away again when you're done, swipe back up from the bottom, or just tap any empty space.

> GOOD TO KNOW
>
> **On older iPhones, swipe up instead**
>
> If your iPhone has a round Home button below the screen, Control Center opens by swiping **up** from the *bottom* edge rather than down from the top. Same panel, same switches — just a different doorway in. If one way doesn't work, try the other.

What's in there

Control Center holds the switches and sliders you reach for most. A tap turns each one on or off; a highlighted or colored button means it's switched on. Here are the ones worth knowing:

- **Flashlight** — turns the bright light on the back into a handy torch. Wonderful for reading a menu in a dim restaurant or finding the keyhole at night. Tap again to turn off.
- **Brightness slider** — the tall bar with a sun symbol. Slide your finger up to make the screen brighter, down to dim it. Easier on the eyes in a dark room.
- **Volume slider** — the tall bar beside it; slide up and down to set the sound level.
- **Wi-Fi** and **Bluetooth** — the switches for connecting to your home internet and to wireless gadgets like hearing aids or speakers. (We cover these fully later in the book.)
- **Airplane Mode** (a little airplane) — switches off all signals at once, as asked on a flight. Handy to know, easy to turn back off.
- **Timer** — a quick way to set a countdown, say for the oven or a load of laundry.

The little icons along the top

Across the very top of your screen sits a thin row of small symbols — the **status icons**. They're your phone's dashboard, quietly telling you how things stand. You don't tap these; you just read them at a glance:

Icon at the top	What it's telling you
Signal bars (or dots)	How strong your cell phone signal is. More bars means a clearer call.
Wi-Fi symbol (curved lines)	You're connected to a Wi-Fi internet network. The fuller it is, the stronger.
Battery symbol	How much charge is left. Red means it's getting low; yellow means Low Power Mode is on.
Focus symbol (e.g. a moon)	A "Focus" like Do Not Disturb is on, quieting alerts. A crescent moon is the common one.
Airplane symbol	Airplane Mode is on, so all signals are switched off.

WHAT THIS DOES FOR YOU

Your most-used switches in one swipe

Control Center means you never have to go hunting through menus for the everyday things — the flashlight, the brightness, the volume, Wi-Fi. One swipe, one tap, done. And the little icons up top let you check at a glance whether you're online, how your battery's doing, and whether your phone is set to stay quiet. It's your whole phone's status, readable in a second.

TIP

Poke around in here — you can't hurt a thing

Control Center is a wonderful, safe place to practice. Open it and tap the flashlight on and off. Slide the brightness up and down. Nothing here can harm your phone or delete anything — the worst that happens is you turn something on and turn it right back off. Go ahead and explore; that's exactly how you get comfortable.

PART 2

The Everyday Basics

Calls, texts, contacts, the keyboard, notifications, Settings, getting online, and asking Siri — the things you'll use every single day.

CHAPTER 9

Making & Answering Phone Calls

At the end of the day, this is still a telephone — and it's a wonderful one. This chapter walks you through placing a call, picking one up, and all the little buttons that appear once you're talking: speaker, mute, adding a second person, and the big red button that hangs up. We'll also cover voicemail, so you never miss a message again.

WHAT THIS DOES FOR YOU

The phone part, made simple

You can call anyone three ways — tap out the number, tap a name you recently spoke to, or tap a name in your contacts. Once you're on a call, every button you might need is right there on the screen, spelled out in plain words. No memorizing, no guessing.

Placing a call

Start by tapping the green **Phone** app — the icon that looks like an old telephone handset. Along the bottom you'll see tabs. The three you'll use most are **Keypad**, **Recents**, and **Contacts**.

Dialing a number by hand (Keypad)

1. Tap **Phone**, then tap **Keypad** at the bottom.
2. Tap out the number, area code first. If you make a mistake, tap the small **<x|** backspace button to erase one digit.
3. Tap the big green **Call** button (the handset) to dial.
4. When you're done, tap the red button to hang up.

Calling someone you just spoke to (Recents)

The **Recents** tab is a running list of your recent calls — ones you made, ones you answered, and ones you missed (those show in red). To call someone back, just tap their name or number once. That's it — it dials straight away.

Calling a name from your address book (Contacts)

1. Tap **Phone**, then tap **Contacts**.
2. Scroll to the person, or type a few letters of their name in the search box at the top.
3. Tap their name to open their card, then tap the phone number (or the little phone icon) to call.

GOOD TO KNOW

The Phone screen got tidier

On iOS 26, Apple combined recent calls, missed calls, and voicemails onto one single list, so you're not hopping between tabs to find things. If your Phone app looks a little different from an older iPhone, that's why — everything you need is still there, just in one place.

Answering and declining a call

When a call comes in, what you do depends on whether the phone is locked or awake:

- **If the screen is dark (locked):** swipe the green phone icon to the right to answer.
- **If you're already using the phone:** tap the green **Accept** button to answer, or the red **Decline** button to send it away.
- **To silence the ringing** without declining, press the side button once. The caller keeps ringing on their end, and the call will go to voicemail if you don't pick up.

TIP

Not sure who it is? Let it go to voicemail

You never have to answer. If you don't recognize the number, it's perfectly fine to let it ring through to voicemail — if it's someone real, they'll leave a message, and you can call back when you're ready.

The buttons during a call

Once you're talking, the screen shows a set of round buttons. Here's what each one does:

Button	What it does
Speaker	Plays the call out loud so you can set the phone down and talk hands-free — great for long calls or when you need both hands.
Mute	Turns off your microphone so the other person can't hear you (you can still hear them). Tap it again to un-mute. Handy if there's noise around you.
Keypad	Brings up the number pad — you need this to "press 1 for billing" during automated menus.
Add Call	Lets you dial a second person and talk to both at once (a conference call). Tap it, dial or pick the person, then tap Merge Calls to join everyone together.
FaceTime	Switches the call to video, if the other person also has an iPhone (more on FaceTime later in the manual).

Button	What it does
The red button	Hangs up and ends the call. When in doubt, this is the one that gets you off the phone.

FROM BILL

Speaker is your friend

A lot of the folks I help find it far more comfortable to tap **Speaker** and set the phone on the table than to hold it to their ear for a long chat. Give it a try — you can always tap Speaker again to turn it off.

Voicemail — your answering machine

Voicemail is where messages wait when you can't pick up. The iPhone shows them as a list you can read down, so you don't have to call in and listen to them in order the old way. This is called **Visual Voicemail**.

Listening to a message

1. Tap **Phone**, then tap **Voicemail** (or find the voicemail in your combined call list).
2. Tap the message you want to hear. It will start playing.
3. Many messages show a typed-out transcript right there on screen, so you can read it instead of listening.
4. Use the play, pause, and speaker controls as needed. To erase a message, tap **Delete**.

GOOD TO KNOW

Live Voicemail reads it to you as they talk

On recent iPhones (iOS 26), **Live Voicemail** can show you a live, word-by-word transcript *while* a caller is leaving their message — so you can see it's your doctor's office and tap to pick up mid-message if you want. You can turn it on in **Settings** → **Apps** → **Phone** → **Live Voicemail**. (This depends on your phone carrier and isn't available everywhere.)

TIP

First time? Set up your greeting

If you've never used voicemail on this phone, open Phone → Voicemail and follow the prompt to set a password and record a greeting. You only do this once. If it asks you to "set up" and you'd rather not, you can leave the standard greeting — callers can still leave messages.

CHAPTER 10

Contacts (Your Address Book)

Contacts is your phone's address book. Every person you save here — their name, number, maybe their email or birthday — is remembered for you. Once someone's in there, you never have to know their number again. You just tap their name.

WHAT THIS DOES FOR YOU

Call anyone by name, not a number

Nobody remembers phone numbers anymore, and you don't have to. Save your family, your doctor, your pharmacy, and your neighbors once, and from then on you reach them with a tap on their name. Your phone also uses Contacts to show you *who* is calling instead of a strange number.

Adding a new contact

1. Open the **Contacts** app (or tap Contacts inside the Phone app).
2. Tap the **+** (plus) button in the top corner.
3. Type the person's **First name** and **Last name**.
4. Tap **add phone** and type their number. You can add a label like *mobile* or *home*.
5. Add an email or anything else you like — all of it is optional.
6. Tap **Done** in the top corner to save.

TIP

Save a number straight from a call

After someone calls you, open **Recents**, tap the little **i** (information) circle next to their number, and choose **Create New Contact**. The number fills in for you — you just add the name. This is the easiest way to build your address book over time.

Editing a contact

1. Open **Contacts** and tap the person's name.
2. Tap **Edit** in the top corner.
3. Change whatever you need — fix a number, add an email, correct a spelling.
4. Tap **Done** to save. To remove something, tap the red minus (–) circle next to it while editing.

Favorites — one-tap calling

Favorites are a short list of the people you contact most. Putting someone here means you can reach them without scrolling through your whole address book — perfect for close family or your doctor.

1. Open the person's contact card.
2. Scroll down and tap **Add to Favorites**.
3. Choose what the favorite does — usually **Call**, but you can pick Message or FaceTime.
4. Now open the **Phone** app and tap the **Favorites** tab. Your favorite people are right there — one tap to call.

> **FROM BILL**
>
> **Set up a few favorites on day one**
>
> If you do just one thing with Contacts, make your two or three most important people Favorites — a spouse, a child, your doctor's office. In an urgent moment you don't want to be scrolling. One tap, and it's ringing.

Sharing a contact

If a friend asks for your plumber's number, you can send them the whole contact — name and number together — instead of reading it out.

1. Open the contact you want to share.
2. Scroll down and tap **Share Contact**.
3. Choose how to send it — **Messages** (a text), **Mail** (email), or another app.
4. Pick who to send it to and tap send. They can tap it to save the whole card at once.

CHAPTER 11

Texting with Messages

A text message is a short written note you send to someone's phone — like a quick letter that arrives in seconds. The app that handles them is called **Messages**, and its icon is a green speech bubble. Texting is often the easiest way to reach busy family, confirm an appointment, or send a photo of the grandkids.

WHAT THIS DOES FOR YOU

Quick notes to family and businesses

Not every moment needs a phone call. A text lets you say "Running 10 minutes late" or "Happy birthday!" without interrupting anyone — and they can answer when it suits them. More and more doctors, pharmacies, and delivery companies text you too, so it's worth being comfortable here.

Blue bubbles and green bubbles

When you text, you'll notice messages come in two colors. This confuses a lot of people, so here's the whole story in plain terms:

Blue bubbles (iMessage)	This is when you're texting another **iPhone** (or iPad/Mac). It's Apple's own system, called iMessage. It's **free** over Wi-Fi or data, and it carries photos and videos nicely.
Green bubbles (SMS)	This is a regular text to a **non-Apple** phone, like an Android. It still works perfectly well — it just goes the old-fashioned way through your phone carrier.

You don't have to *choose* — your phone picks the right one automatically. The color is just telling you which path the message took. Both deliver your words to the other person.

Sending a message

1. Open **Messages** (the green bubble).
2. Tap the **compose** button — a little square with a pencil — in the top corner.
3. In the **To:** box, start typing a name (from your Contacts) or a phone number, then tap the right person.
4. Tap the text box at the bottom (it may say *iMessage* or *Text Message*) and type your note.
5. Tap the up-arrow (↑) button to send. Your message appears in a bubble.

TIP

Rather talk than type? Use the microphone

See the little **microphone** on the keyboard? Tap it and simply say your message out loud — the phone types it for you. We cover this fully in the keyboard chapter, but it's a lifesaver for texting.

Adding a photo

1. In a conversation, tap the **+** (plus) button to the left of the text box.
2. Tap **Photos** to pick a picture you already took, or **Camera** to take a new one right then.
3. Tap the photo you want, then tap the up-arrow to send it along.

Group texts

A group text is one conversation with several people at once — handy for family news. Everyone sees the replies. To start one, tap compose and add more than one person in the **To:** box. To leave the noise of a busy group alone for a while, open it, tap the names at the top, and turn on **Hide Alerts** — you'll stop getting pinged but can still read it anytime.

Read receipts

On iMessage (blue bubbles), a small word **Read** may appear under a message once the other person has seen it. That's a **read receipt**. It also means *they* can see when *you've* read theirs. If you'd rather keep that private, go to **Settings** → **Apps** → **Messages** and turn off **Send Read Receipts**.

Deleting a message or conversation

- **To delete one message:** press and hold the bubble, tap **More…**, tap the circle next to it, then tap the trash can.
- **To delete a whole conversation:** from the main Messages list, slide the conversation to the left and tap the red trash can.

SCAM ALERT

Be very wary of texts from numbers you don't know

Scammers love to text. If you get a message from an unknown number saying a package is stuck, your account is locked, or you owe a toll — **do not tap the link**, and don't reply. Real companies don't collect payments or passwords this way. When in doubt, delete it, or call the company using a number you look up yourself. A text link is never worth the risk.

CHAPTER 12

The Keyboard (Typing Made Easier)

Any time you need to write something — a text, an email, a search — the keyboard slides up from the bottom of the screen. It can feel fiddly at first, but there are several features built in to make it far easier, including one that lets you skip typing altogether and just talk.

WHAT THIS DOES FOR YOU

Write without the frustration — or skip typing and talk

You don't have to be a fast typist. The phone fixes most spelling for you, lets you shrink the keys toward one hand if that's easier, and — best of all — will type out loud whatever you say. If typing is hard on your hands or your eyes, dictation changes everything.

The basics

- **Typing a letter:** just tap it. A little preview pops up above your finger so you can see you hit the right key.
- **Space:** the long bar at the bottom. **Delete:** the key with an **x** in the top-right erases the last letter.
- **Capital letters (Shift):** tap the up-arrow (⇧) once, then a letter, for one capital. **Double-tap** it to turn on CAPS LOCK (the arrow fills in) until you tap it again.
- **Numbers & symbols:** tap the **123** key to switch to numbers and punctuation. Tap **#+=** for more symbols, and **ABC** to come back to letters.

Autocorrect — and fixing it

As you type, the phone quietly fixes spelling and sometimes changes a word it thinks you meant. This is **autocorrect**, and it's usually helpful. But when it guesses wrong:

- If it just changed a word, tap the **backspace** once right after — it often offers your original word back; tap it to keep what you meant.
- To fix a word later, tap on it, delete it, and retype. A row of suggestions sits just above the keyboard — tap the one you want.
- If autocorrect drives you up the wall, you can turn it off in **Settings** → **General** → **Keyboard** → **Auto-Correction**.

Dictation — tap the microphone and just talk

WHAT THIS DOES FOR YOU

The single best trick for slow typing

Dictation turns your voice into text. Instead of hunting for each key, you speak a whole sentence and watch it appear. It works in texts, emails, searches, notes — anywhere the keyboard shows up. For many people this becomes the *main* way they write on the phone.

1. Tap wherever you want to write, so the keyboard appears.
2. Tap the **microphone** button (usually in the bottom-right of the keyboard, near the space bar).
3. Speak clearly and naturally — "Hi Susan, I'll be there around noon." The words appear as you talk.
4. To add punctuation, say it: say "comma," "period," or "question mark," and say "new line" to start a fresh line.
5. When you're finished, tap the **keyboard** button to go back to typing, then send or save as usual.

TIP

If dictation won't start

Dictation has to be switched on. If tapping the microphone does nothing, go to **Settings** → **General** → **Keyboard** and make sure **Enable Dictation** is turned on. It needs an internet connection to work well, so make sure you're on Wi-Fi or have signal.

Emoji — the little pictures

Emoji are the small faces and pictures people add to messages. Tap the **smiley face** (or the globe ■ icon) at the bottom-left of the keyboard to switch to the emoji view, scroll or search for the one you want, and tap it to drop it into your message. Tap **ABC** to return to letters.

Making the keyboard bigger or easier to reach

If the keys feel small or you mostly type with one hand, the keyboard can shift to the left or right so your thumb reaches everything:

1. Press and **hold** the globe (■) or emoji key at the bottom-left of the keyboard.
2. A little menu pops up with three keyboard icons — left, normal, and right.
3. Tap the left or right one to slide the keyboard to that side. To undo it, tap the arrow on the empty edge, or hold the globe key and choose the middle (normal) option.

You can also set this permanently in **Settings** → **General** → **Keyboard** → **One-Handed Keyboard**. And remember — turning the phone sideways makes the whole keyboard wider, which gives you bigger keys to aim at.

CHAPTER 13

Notifications (The Alerts That Pop Up)

Notifications are the little messages that appear on your screen to tell you something happened — a new text arrived, a calendar reminder is due, the weather changed. They're the phone tapping you on the shoulder. Used well, they keep you informed; left unchecked, they can feel like a lot. This chapter puts you in charge.

WHAT THIS DOES FOR YOU

Stay informed without being overwhelmed

You decide which apps are allowed to interrupt you and which stay quiet. Let your messages and your calendar through, and hush the games and shopping apps. A few minutes of setup here makes the whole phone feel calmer.

Where you'll see them

- **On the Lock Screen:** when the phone is asleep, new notifications stack up on the first screen you see when you wake it. Tap one to open it (you may need to unlock first).
- **In Notification Center:** from the top-left of the screen, swipe **down** to see all your recent notifications gathered in one place, even after the phone's been awake.
- **As a banner:** while you're using the phone, a notification may slide in briefly at the top. Tap it to act on it, or ignore it and it tucks away.

Clearing notifications

- **Open one:** tap it to jump straight to that message or app.
- **Dismiss one:** slide it to the left and tap **Clear**.
- **Clear them all:** tap the small **x** or **Clear** button (often near the top of the stack) to sweep them away at once.

TIP

A cleared notification isn't lost

Clearing a notification only removes the *alert* — the actual text or email is still safe inside its app. So go ahead and clear them freely to tidy your screen. Nothing is deleted.

Turning an app's notifications on or off

If one app pesters you too much — or you wish it spoke up more — you control it here:

1. Open **Settings** (the gray gear).
2. Tap **Notifications**.
3. Scroll to the app you want and tap it.
4. Turn **Allow Notifications** off to silence it entirely, or adjust how it shows up (on the Lock Screen, as a banner, with a sound).

Focus and Do Not Disturb — quiet time

When you want peace — a nap, dinner, church, the night — **Do Not Disturb** hushes calls and notifications so nothing lights up or buzzes. It's part of a feature Apple calls **Focus**.

1. Swipe **down** from the top-right corner to open **Control Center**.
2. Tap **Focus** (it may show a crescent moon).
3. Tap **Do Not Disturb** to turn it on now. A crescent moon appears at the top of your screen so you know it's on.
4. Tap it again the same way to turn it back off.

> **GOOD TO KNOW**
>
> **You can still let important people through**
>
> Worried about missing a call from family while Do Not Disturb is on? In **Settings** → **Focus** → **Do Not Disturb** you can allow specific people (like your spouse or doctor) to ring through anyway. Quiet for everyone else, open for the ones who matter.

CHAPTER 14

Settings (Where You Change Things)

If the phone is doing something you'd like to change — the ringer's too quiet, the text's too small, you want to join a Wi-Fi network — the answer is almost always in **Settings**. It's the gray app with a gear (cog) on it, and it's the control room for your whole iPhone.

WHAT THIS DOES FOR YOU

One place to make the phone suit you

Everything that controls how your phone looks, sounds, and behaves lives in Settings. You don't have to memorize where each item is, either — there's a search bar right at the top, so you can just type what you're after and jump straight to it.

How Settings is organized

Open Settings and you'll see a long list you scroll through. It's grouped roughly like this, from top to bottom:

- **Your name, at the very top:** this is your **Apple Account** — your photo, your iCloud storage, and your sign-in. Tap it to manage the account tied to your phone.
- **Connection settings:** Wi-Fi, Bluetooth, Cellular, and so on — how the phone talks to the world.
- **Phone-wide settings:** Notifications, Sounds & Haptics, Focus, Screen Time, General, Display & Brightness, Accessibility.
- **Individual apps:** farther down, each app has its own entry where you adjust just that app.

Using the search bar — the shortcut

1. Open **Settings**.
2. At the very top is a **Search** box. If you don't see it, swipe down a little to reveal it.
3. Type a word for what you want — for example *text size*, *wallpaper*, or *ringtone*.
4. Tap the matching result to go straight there. No hunting required.

FROM BILL

When in doubt, search

I don't memorize where every setting lives, and you don't need to either. If a customer asks me how to change something, nine times out of ten I just open Settings and type it in the search box. Let the phone do the finding.

The settings you'll actually use

Setting	What it's for
Wi-Fi	Join your home internet so you're not using up your phone plan's data. (Full steps in the next chapter.)
Notifications	Decide which apps may alert you, covered in Chapter 13.
Sounds & Haptics	Set your ringer and alert volume, pick a ringtone, and turn the little vibrations on or off.
Display & Brightness	Make the screen brighter or dimmer, and turn on Dark Mode if a dark background is easier on your eyes.
Accessibility	A treasure chest for comfort: bigger and bolder text, zoom/magnifier, louder-and-clearer audio, and more. Well worth a browse.
Your Apple Account (top)	Your sign-in, iCloud backup, and storage. If the phone ever asks for your "Apple Account password," this is the account it means.

TIP

Bigger text in two minutes

If the writing on screen is hard to read, open **Settings** → **Display** → **Brightness** → **Text Size** (or Settings → Accessibility → Display & Text Size) and drag the slider until it's comfortable. It changes the text across most of your apps at once.

CHAPTER 15

Getting Online: Wi-Fi, Cellular & Airplane Mode

Almost everything useful on the phone — email, weather, maps, video calls — needs an internet connection. Your iPhone can get online two ways, and understanding the difference will save you money and headaches.

Wi-Fi versus cellular data

Connection	What it is
Wi-Fi	The internet in your home, from your internet company's box (router). It's usually **free to use** once you're connected, doesn't count against your phone plan, and is fast. Use it whenever you can — at home, and at family's homes.
Cellular data	The internet that comes through your phone plan, from cell towers. It works almost **anywhere** you have signal — in the car, at the park — but you pay for it as part of your monthly plan, and heavy use (like lots of video) can run up the bill.

WHAT THIS DOES FOR YOU

Use Wi-Fi at home to save your data plan

The simple rule: connect to your home Wi-Fi and the phone uses *that* instead of your paid cellular data. Do your big stuff — software updates, video, photo backups — on Wi-Fi, and you'll rarely bump into data limits out in the world.

Joining a Wi-Fi network

1. Open **Settings** and tap **Wi-Fi** near the top.
2. Make sure the Wi-Fi switch at the top is **green** (on). A list of nearby networks appears.
3. Tap the name of **your** network — at home, it's the name on the sticker on your internet box, unless you changed it.
4. Type the **password** (also on that sticker, often called the key or passphrase). Capital letters matter.
5. Tap **Join**. A checkmark appears next to the network, and a small fan-shaped Wi-Fi icon shows at the top of your screen.

TIP

You only enter the password once

Your phone remembers each Wi-Fi network you join. The next time you're home, it reconnects on its own — no password needed. You'll only retype it if the password changes or you get a new phone.

What the icons at the top mean

- **The fan shape (curved bars):** you're on **Wi-Fi**. The more bars filled, the stronger the signal.
- **The dots or bars of signal, with 5G or LTE next to them:** you're on **cellular** data from the towers.
- **No Wi-Fi fan and few signal bars:** you may have a weak or no connection — things online won't load until signal improves.

Airplane Mode

Airplane Mode switches off all the phone's connections at once — cellular and Wi-Fi. You turn it on when a flight crew asks, but it's also a handy trick: flipping it on and back off often fixes a phone that's being slow to connect.

1. Swipe **down** from the top-right corner to open **Control Center**.
2. Tap the **airplane** icon. It turns orange — all connections are now off.
3. Tap it again to turn connections back on. (On a plane, you can turn just Wi-Fi back on to use the plane's internet while the rest stays off.)

HEADS UP

Be careful on public Wi-Fi

Free Wi-Fi at a coffee shop, hotel, or airport is fine for reading the news or checking the weather. But **do not do your banking, shopping, or anything with passwords and card numbers** on public Wi-Fi — other people on the same network can sometimes snoop. For anything sensitive, use your cellular data instead, or wait until you're home on your own Wi-Fi.

CHAPTER 16

Siri (Just Ask)

Siri is the voice assistant built right into your iPhone. You talk to it in plain words, and it does things for you — sets a timer, makes a call, sends a text, tells you the weather. There's nothing to download and no special way of talking. You just ask, the way you'd ask a helpful person in the room.

WHAT THIS DOES FOR YOU

Do things hands-free, just by asking

When your hands are full, your eyes are tired, or typing is a struggle, Siri is a gift. "Call my daughter." "Set a timer for the oven." "What's the weather tomorrow?" You say it; it's done. No tapping, no menus, no squinting.

Turning Siri on

1. Open **Settings** and tap **Apple Intelligence & Siri** (on some phones it's just **Siri**).
2. Turn on **Listen for** (the "Hey Siri" / "Siri" option) so you can call it with your voice.
3. Also turn on **Press Side Button for Siri** so you can summon it with a button too.
4. If it's your first time, follow the short prompt to say a few phrases so Siri learns your voice.

How to call Siri

- **Say it:** just speak "**Siri**" (or "**Hey Siri**") out loud, then ask your question. You don't have to touch the phone.
- **Press the button:** press and **hold** the **side button** on the right edge for a second, then speak when Siri appears.
- **On older iPhones** with a Home button, press and hold that **Home button** instead.

When Siri is listening, a glowing light wraps around the edge of your screen. Speak naturally, and Siri answers out loud and on screen. If it didn't quite catch you, just try again — you can't hurt anything.

Handy things to say to Siri

Here are everyday requests to get you started. Say "Siri," then any of these:

Try saying	What happens
Set a timer	"Set a timer for 20 minutes." Perfect for cooking — Siri rings when it's up.

Try saying	What happens
Call someone	"Call my son." (It uses the names and relationships in your Contacts.)
Send a text	"Text Dory I'm on my way." Siri writes it and reads it back before sending.
Check the weather	"What's the weather today?" or "Will it rain tomorrow?"
Do quick math	"What's 18 percent of 64?" — handy for tips and figuring.
Start directions	"Give me directions home," or "Directions to the nearest pharmacy."
Add a reminder	"Remind me to take my pills at 8 o'clock." Siri nudges you when it's time.
Make a call louder	Ask Siri to "turn up the volume" during a call, hands-free.

TIP

Siri works best with the internet

Many of Siri's answers come from online, so Siri is most reliable when you're on Wi-Fi or have a good cellular signal. Simple things like timers and alarms work even without a connection.

FROM BILL

Give Siri a real try — out loud

The folks I help are often shy about talking to their phone at first, and I understand that. But once you try "Siri, set a timer for the pasta" and it just *works*, you'll wonder how you managed without it. Start with timers and calls; you'll find your own favorites from there.

PART 3

Camera & Photos

Taking great pictures and video, finding and fixing them, sharing them with family, and never running out of room — the iPhone's most-loved feature.

CHAPTER 17

Taking a Photo

Of everything your iPhone does, this is the part most people fall in love with. The camera on an iPhone is one of the best cameras ever made, and it is in your pocket every single day. You do not need to understand f-stops or shutter speeds or anything a photographer might talk about. The iPhone handles all of that for you. Your only job is to point it at something you want to remember and press one button.

That's the whole secret: **point it, and press the button.** Everything else in this chapter is a little extra you can learn at your own pace. If you never learn another thing, you'll still take lovely pictures.

WHAT THIS DOES FOR YOU

Capture the moment in about a second

A grandchild laughs, the sun hits the garden just right, your dog does something silly — these moments do not wait. The iPhone camera is built so you can go from phone-in-pocket to picture-taken in about a second. You never have to miss the thing you wanted to keep.

Opening the Camera

There are two easy ways to open the camera. Pick whichever feels natural — you cannot do it wrong.

The fast way — straight from the Lock Screen

When your phone is locked (the screen is showing the time and your wallpaper), you do not even have to unlock it to take a picture:

1. Wake the screen by lifting the phone or tapping it once.
2. Put one finger on the screen and **swipe from right to left** — slide your finger across like turning a page.
3. The camera opens, ready to shoot. No passcode needed.

There is also a small camera button in the bottom-right corner of the Lock Screen on many iPhones. You can press and hold that instead if you prefer a target to aim for.

The everyday way — from the Home Screen

1. Unlock your phone the usual way.
2. Find the **Camera** app. Its icon looks like a little grey camera lens.

3. Tap it once. The camera opens.

> **TIP**
>
> **Your newest iPhone has a dedicated camera button**
>
> If your iPhone has a flat button on the lower-right edge (Apple calls it Camera Control), a single press opens the camera from anywhere, and a press takes the picture. If your phone does not have it, don't worry — the swipe and the app work exactly the same.

Taking the picture — the shutter button

Once the camera is open, you will see what the camera sees filling the screen. That live picture is called the *viewfinder* — it is simply a preview of the photo you are about to take.

At the bottom-center is a large round **white button**. That is the shutter button — the one that actually takes the photo. Here is all you do:

1. Hold the phone steady with both hands if you can — it keeps the picture sharp.
2. Aim so the thing you want is on the screen.
3. Tap the big white button once. You'll hear a little *click* and see a quick flash of the screen.
4. That's it — the photo is saved automatically. You never have to "save" anything.

A tiny version of the photo you just took appears in the bottom-left corner. Tap that little square anytime to look at what you captured.

Tap to focus and set the brightness

Usually the iPhone focuses by itself and gets it right. But if your main subject looks a little blurry or a little dark, you can tell the camera exactly what matters:

1. **Tap once on the screen**, right on the thing you want sharp — a face, a flower, a photo on the wall.
2. A yellow square appears there. The camera now focuses on that spot.
3. Beside the square is a little **sun symbol**. Slide your finger up to make the picture brighter, or down to make it darker.

This is the single most useful trick in this whole chapter. If a picture ever comes out too dark — say someone is standing in front of a bright window — tap their face and slide the sun up. Suddenly you can see them.

Getting closer — zoom

Zoom makes a far-away thing look closer without you moving your feet. There are two ways to do it:

- **The buttons.** Just above the shutter you'll see small numbers like **.5**, **1x**, and **2x** (your phone may show more or fewer). Tap **1x** for the normal view, **2x** to zoom in, or **.5** to fit more into the picture — handy for a big group or a wide landscape.
- **The pinch.** Put your thumb and finger on the screen together and *spread them apart* to zoom in, or *pinch them together* to zoom back out. It's like stretching and shrinking the picture with your fingers.

The flash — light for dark rooms

The flash is a quick burst of light that helps in dim places. By default the iPhone decides for itself whether it's needed, which is fine most of the time. If you want to take charge, look for the small **lightning-bolt symbol**. On newer iPhones you reach it by tapping the little arrow or the controls at the edge of the screen.

- **Auto** — the phone decides (the usual setting).
- **On** — the flash fires every time.
- **Off** — no flash, ever. Good for photos of a TV or computer screen, or anywhere flash isn't allowed.

The grid — straighter, better-balanced photos

The grid puts faint lines on the screen — two across and two down, like a tic-tac-toe board — to help you hold the phone level and place your subject nicely. The lines are only a guide; they never show up in the actual photo. To turn it on:

1. Open the **Settings** app (the grey gear).
2. Scroll down and tap **Camera**.
3. Find **Grid** and tap the switch so it turns green.

Now, when you want a horizon or a doorway to look straight, just line it up with the grid. Your pictures will instantly look more "professional" with almost no effort.

The timer — get yourself into the picture

The timer waits a few seconds after you press the button before it takes the shot — long enough for you to prop the phone up and get into frame yourself, or to hold very still:

1. Open the camera's extra controls (tap the little arrow at the top, or swipe up on the viewfinder).

2. Tap the **timer symbol** (a little clock or stopwatch).
3. Choose **3 seconds** or **10 seconds**.
4. Prop the phone against something steady, press the shutter, and step into the picture. A countdown shows on screen.

Burst — for things that move

Burst mode fires off many photos very fast — about ten a second — so you can catch exactly the right instant when something is moving. It's wonderful for pets, children running, or a bird about to take off. Later you pick the best one and the rest can be deleted. To take a burst:

1. Frame your shot as usual.
2. **Press the white shutter button and slide it quickly to the left**, holding as long as you want to keep shooting.
3. Let go to stop. The phone saves the whole batch as one group.
4. To pick the keepers, open the photo, tap **Select**, and tap the dot under each one you like.

CHAPTER 18

Portrait, Night, Panorama & Video

The plain photo you learned in the last chapter will serve you well forever. But your iPhone also has a handful of special *modes* — different ways of taking a picture, each suited to a particular situation. Learning even one or two of these is where people say, "I didn't know my phone could do that."

WHAT THIS DOES FOR YOU

The right mode makes an ordinary shot look professional

A portrait with a softly blurred background looks like it came from an expensive camera. A night photo turns a dark restaurant into a warm, glowing scene. A panorama captures a whole mountain range in one sweep. Each mode is just a different tool for a different kind of moment — and switching between them takes one second.

How to switch modes

On recent iPhones (iOS 26 and later), Apple tidied up the camera to keep the screen clean. When you first open it, you'll mainly see **PHOTO** and **VIDEO**. The other modes are still there — they're just tucked one swipe away:

1. Open the camera.
2. Put one finger on the viewfinder and **swipe sideways** — left or right — across the mode names near the shutter button.
3. The names scroll past: **Video**, **Photo**, **Portrait**, **Pano**, and more.
4. Whichever word sits in the center (it turns yellow) is the mode you're in. Stop on the one you want.

That's the whole skill. Everything below is just what each mode is for.

TIP

Lost your old modes? They're just hidden, not gone

If you upgraded your iPhone and panicked because Portrait or Pano "disappeared," relax — the newer camera simply shows fewer options at first to look less cluttered. Swipe sideways and they're all right there, exactly as before.

Portrait — a beautifully blurred background

Portrait mode keeps your subject — usually a person, but it works on pets and objects too — crisp and sharp, while gently blurring everything behind them. That soft background is what makes a photo look like a framed portrait rather than a snapshot.

1. Swipe to **Portrait**.
2. Stand a few feet from your subject. The screen will tell you if you're too close — just step back until it's happy.
3. Wait a moment for the background to go soft on screen, then tap the shutter.

Because the iPhone saves the depth information, you can even change *how much* blur there is after the fact, in the Photos app. Nothing is locked in.

Night — photos in the dark

Night mode is the one you don't have to think about — it turns itself on automatically whenever the light gets low. When it's working, you'll see a little **yellow moon symbol** with a number, like 3s. That number is how many seconds it will gather light.

1. In a dim room or outdoors at dusk, just aim and tap the shutter as normal.
2. **Hold the phone as still as you can** until the countdown finishes — resting it on a table or railing is ideal.
3. The photo brightens up far beyond what your eyes could see in the gloom.

If you ever want to switch it off for a particular shot, tap the moon symbol and slide the slider down to Off.

Pano — one very wide picture

"Pano" is short for *panorama* — a single extra-wide photo made by sweeping the phone slowly across a scene. It's perfect for a beach, a canyon, a city skyline, or a big family gathered in a long row.

1. Swipe to **Pano**.
2. Point at the left edge of the scene and tap the shutter.
3. Slowly and steadily move the phone to the right, keeping the arrow lined up with the center line.
4. When you reach the end, tap the shutter again (or just let it finish). The whole sweep becomes one wide photo.

TIP

Slow and steady wins the panorama

The only way to spoil a Pano is to move too fast or jerk the phone. Imagine you're pouring a glass of water you don't want to spill — that same slow, smooth motion makes a perfect panorama every time.

Recording video

Video is just like taking a photo, except it records motion and sound. Use it for a grandchild's first steps, a birthday song, or a message to someone far away. Here's how:

1. Swipe to **Video**.
2. Tap the **red button** once to start recording. A timer at the top counts the seconds.
3. Move the phone slowly to follow the action. Hold it the long way (sideways) for a wider, TV-shaped video.
4. Tap the **red button** again to stop. The video saves automatically, right alongside your photos.

A nice touch: while you are recording video, you can tap the small white shutter button to grab a still photo at the same time, without stopping the video.

Slo-mo — slow motion for fun

Slo-mo records everything and then plays it back dramatically slowed down. Water splashing, a dog catching a ball, a cake's candles being blown out — all look wonderful in slow motion.

1. Swipe to **Slo-Mo**.
2. Tap the **red button** to start, and tap it again to stop.
3. When you play it back, the action glides along slowly. You can even choose where the slow part begins and ends when you edit it.

CHAPTER 19

Selfies & the Front Camera

Your iPhone actually has cameras on *both* sides. The ones on the back (the little circles of glass) are what you've been using so far. There's also a camera on the **front**, next to the screen, pointing back at you. A photo you take of yourself with that front camera is called a **selfie** — because you can see yourself on the screen while you take it.

WHAT THIS DOES FOR YOU

Photos of yourself, and group shots with everyone in them

The front camera means you never have to hand your phone to a stranger again. You can take a picture of yourself to send to family, join your own group photo instead of being the one left out behind the camera, and see exactly how the shot looks before you take it.

Flipping to the front camera

1. Open the camera the usual way.
2. Look for the little button that shows a **camera with two arrows curving around it** — it's usually in a bottom corner.
3. Tap it once. The view flips, and now you see your own face on the screen.
4. Tap it again anytime to flip back to the cameras on the back.

When the front camera is on, the screen is your mirror. Whatever you see is what the photo will capture.

Taking a selfie

1. Flip to the front camera as above.
2. Hold the phone up at about eye level or a touch higher — a slightly higher angle is flattering for everyone.
3. Fit yourself (and anyone with you) into the screen. Stretch your arm out a little to fit more people in.
4. Tap the big **white shutter button** — or press one of the **volume buttons** on the side of the phone, which does the exact same thing and is often easier to reach with your thumb.

TIP

The volume button is a hidden shutter

Whenever the camera is open — selfie or not — either volume button on the side of the phone takes the picture. Many people find this far steadier and more comfortable than reaching for the on-screen button, especially one-handed.

The self-timer for group photos

When you want a photo of a whole group *including yourself*, the self-timer is the answer. You set the phone down, press the button, and it waits while you hurry into place:

1. Prop the phone up somewhere steady and level — against a stack of books, a windowsill, or a little stand.
2. Frame the shot so everyone will fit. You can use the front or the back camera for this.
3. Open the extra controls and tap the **timer symbol**, then choose **10 seconds**.
4. Press the shutter and step into the group. When the countdown ends, the photo is taken — and with the timer, it usually fires off a little burst, so you can pick the one where nobody blinked.

CHAPTER 20

The Photos App (Finding Your Pictures)

Every photo and video you take lands in one place: the **Photos** app. Its icon is a little colorful pinwheel of petals. This is where your whole collection lives — and the wonderful part is that the iPhone quietly organizes all of it for you, so you can find any single picture in seconds, even among thousands.

WHAT THIS DOES FOR YOU

Thousands of photos — and you can find any one in seconds

Think of every shoebox of prints you ever meant to sort. The Photos app does that sorting for you automatically, by date, by place, and even by who and what is *in* the picture. You don't file anything. You just ask, and it finds the photo — the one of the lake house in 2019, or every picture with your granddaughter in it.

Opening Photos and finding your way around

Tap the **Photos** icon to open it. On recent iPhones (iOS 26 and later), Apple brought back a simple layout with **two tabs along the bottom** of the screen. A "tab" is just a button that switches between two views:

- **Library** — every photo and video you have, laid out in a grid, newest at the bottom. Scroll up to travel back in time. Pinch the grid to make the little pictures larger or smaller, or to group them by day, month, or year.
- **Collections** — the same photos, but gathered into tidy groups the phone makes for you: by the people in them, by the places you took them, by trips, and more.

There's also a **Search** button, usually in the bottom corner — we'll come to that in a moment, because it's the real magic.

GOOD TO KNOW

If your Photos app looks different, that's normal

Apple reorganized the Photos app recently. For a while it put everything on one long scrolling page; then, after people asked for the old layout back, it returned to the two-tab design described here. If your phone shows one long page instead of tabs, the same pieces are all there — just scroll down to find Albums, People, Places, and the rest.

Albums — groups you can make yourself

An **album** is simply a named folder of photos you choose — "Grandkids," "Garden," "Trip to Ireland." The phone makes some albums on its own (like Recents, Videos, and Selfies), and you can make your own anytime:

1. In Collections, find **Albums** (scroll if you need to).
2. Tap the **+** (plus) button and choose **New Album**.
3. Give it a name and tap **Save**.
4. Tap the photos you want to add, then tap **Add**. The same photo can live in as many albums as you like.

Putting a photo in an album does not make a second copy and does not use up extra room — think of it as a label, not a duplicate.

Favorites — the little heart

Any time you look at a photo you love, tap the small **heart** at the bottom of the screen. It turns solid, and that photo drops into a special **Favorites** album automatically. This is the easiest way to keep your very best pictures together without building albums at all.

1. Open any photo.
2. Tap the **heart** symbol. (Tap it again to un-favorite.)
3. Find all your hearted photos later in the **Favorites** album.

Search — just ask for what you want

This is the feature that amazes people. The iPhone can actually recognize what's inside your photos. Tap **Search** and type a plain word — you don't need to have labeled anything:

- Type **beach** and it shows every beach photo you've ever taken.
- Type **dog**, or **cake**, or **flowers**, and it finds them.
- Type a **person's name** (once you've told the phone who they are — see below) and it gathers every photo of that person.
- Type a **place** like **Cleveland**, or a **date** like **December 2024**, and it rounds those up too.

You can even combine them. Search **dog beach** and you'll get the photos with both.

TIP

Teach the phone your family's names once

In Collections, open **People**. The phone has already sorted your photos by face. Tap a face, tap **Add Name**, and type who it is. From then on, you can search that person by name and even find them instantly in new photos. It's worth ten minutes to name the handful of people you photograph most.

Memories — slideshows made for you

Now and then the phone surprises you with a **Memory**: a little movie it builds on its own from your photos of a trip, a holiday, or a certain person, set to music. You'll find these gathered together — look for **Memories** in Collections, or they may appear near the top of the app.

1. Open **Memories**.
2. Tap one to play it — it runs like a short film, complete with music and gentle transitions.
3. Tap the screen while it plays to change the music or the length, or tap the Share button to send it to family.

These are pure joy. Many people discover photos they'd forgotten they had, strung together into something lovely they never asked for.

CHAPTER 21

Fixing & Improving a Photo

Not every photo comes out perfect — some are a little dark, a little crooked, or have something distracting off to the side. The good news is that you can fix most of these right on your phone, with a few taps, and **you can never ruin the original.** That last part matters so much that I'll repeat it at the end of the chapter, too.

WHAT THIS DOES FOR YOU

Rescue a dark or crooked photo in a few taps — and always undo

A photo that looked like a throwaway can often become a keeper: brighten a dim face, straighten a tilted horizon, trim out a stranger at the edge. And because the iPhone always keeps your untouched original safe, you can experiment freely. If you don't like what you did, one tap puts it right back.

Getting to the editing tools

1. Open the photo you want to improve in the **Photos** app.
2. Tap **Edit** (it's usually at the bottom, or tap the three-dots / sliders button to find it).
3. A row of tools appears along the edge of the screen. Tap a tool to use it; tap **Done** to keep your changes, or **Cancel** to walk away unchanged.

The tools, one by one

Auto-enhance — the one-tap fix

Look for the **magic-wand symbol**. Tap it once and the iPhone balances the brightness and color for you automatically. For most photos, this single tap is all the improving they need. If you don't like it, tap the wand again to switch it off.

Crop & straighten, rotate

Tap the **crop symbol** (a square made of two corner brackets). Here you can:

- **Crop** — drag the corners inward to cut away edges you don't want and bring your subject front and center.
- **Straighten** — drag the dial beneath the photo to tip a crooked horizon back to level.
- **Rotate** — tap the rotate button to turn a sideways photo the right way up.

Brightness & color

Tap the **dial / sliders symbol** to reach a long list of fine adjustments — Exposure (overall brightness), Brilliance, Shadows, Contrast, Saturation (how vivid the colors are), Warmth, and more. Tap one, then slide your finger along the scale beneath it until the photo looks right. Don't worry about the names; just slide and watch.

Filters

Tap the **three overlapping circles** to try filters — ready-made looks that change the whole mood of a photo with one tap. Swipe through them (Vivid, Dramatic, a warm or cool tone, classic black-and-white) and stop on whichever you like. Slide to make the effect stronger or softer.

Markup — draw or write on the photo

Markup lets you draw, circle, or write directly on a photo — wonderful for pointing something out ("park here!") or signing a note. Open it from the **three-dots** button, then **Markup**:

- Pick a pen and a color at the bottom.
- Drag your finger to draw or circle. Tap the **+** to add typed text or a shape.
- Tap **Done** to save. (On a copy, so your clean original stays clean.)

Undoing your edits — nothing is ever ruined

This is the part that lets you relax completely. Every edit you make can be undone, all the way back to the untouched original, at any time — even weeks later:

1. Open the edited photo.
2. Tap **Edit**.
3. Tap **Revert** (usually in a corner), then confirm **Revert to Original**.
4. The photo springs back to exactly how it looked when you took it. Every change is gone.

> **TIP**
>
> **Revert puts the original back, every time**
>
> Remember this one word: **Revert**. No matter how much you crop, brighten, filter, or scribble on a photo, the iPhone quietly kept your original safe underneath. Revert brings it back good as new. This is exactly why you should feel free to play — you truly cannot break a picture.

CHAPTER 22

Sharing Your Photos

A photo kept to yourself is nice; a photo in your daughter's hands two minutes after you took it is a little bit of magic. Sharing is one of the things the iPhone does most easily, and it all starts with one button you'll use again and again: the **Share button**.

WHAT THIS DOES FOR YOU

Get the grandkids' pictures to family in seconds

No prints to mail, no computer, no cables. You take a photo at a birthday party and, before the cake is cut, it's on the phones of everyone who couldn't be there. Sharing turns your iPhone into the fastest way there has ever been to keep family close.

The Share button — the square with an arrow

Across the whole iPhone, sharing anything starts with the same little symbol: a **square with an arrow pointing up** out of the top. Once you learn to spot it, you'll see it everywhere. In Photos, it sits in a bottom corner when you have a photo open.

1. Open the photo you want to send.
2. Tap the **Share button** (the square with the up-arrow).
3. A panel slides up showing people and apps you can send to. Pick one — the next sections walk through the two you'll use most.

Choosing several photos at once

Most of the time you'll want to send more than one picture. Here's how to grab a handful before you share:

1. In the Library grid, tap **Select** (top corner).
2. Tap each photo you want — a blue checkmark appears on each one. (You can also drag your finger across several at once.)
3. When you've chosen them all, tap the **Share button** and carry on as below.

Sharing by Messages (a text)

This is the everyday way to send photos to one person or a small group — they arrive right in a text message:

1. Select your photo (or photos) and tap the **Share button**.

2. Tap **Messages**.
3. Type the name of the person you're sending to, or pick a recent conversation.
4. Add a word or two if you like ("Look who came to visit!"), then tap the **send arrow**.

Prefer email? It works the same way, and it's handy for someone who doesn't text: tap the **Share button**, choose **Mail**, type the person's email address, add a note, and tap the **send arrow**.

AirDrop — instantly to a nearby Apple device

AirDrop is a lovely trick for when the other person is *right there with you* and also has an iPhone, iPad, or Mac. It beams the photos straight across the air — no texting, no email, no cost, and full quality:

1. Make sure the other person's device is nearby and awake.
2. Select your photo (or photos) and tap the **Share button**.
3. Tap **AirDrop**. After a moment, the other person's name and photo appear as a circle.
4. Tap their circle. On their device, a message pops up asking to **Accept** — they tap Accept, and the photos land in their Photos app at once.

> TIP
> **AirDrop is for Apple devices close by**
> It works only between Apple devices near each other, with Wi-Fi and Bluetooth on. For an Android phone or anyone far away, use Messages or Mail instead.

Printing a photo

You can still hold a photo in your hands. If you have a printer on your Wi-Fi, tap the **Share button**, scroll to **Print**, choose your printer and copies, and tap **Print**. No printer? Many pharmacies let you order prints from your phone through their free app, for pickup or by mail.

> STAY SAFE
> **Share with people, not with the whole world**
> Messages, Mail, and AirDrop go only to the people you pick — that's private. Be more careful with anything that posts a photo publicly (like social media), especially pictures of grandchildren or your home. When in doubt, send directly to the family members you have in mind.

CHAPTER 23

iCloud Photos & Not Running Out of Space

This chapter answers the two questions I hear most about photos: "What happens to my pictures if something happens to my phone?" and "Why does my phone keep saying it's full?" The good news is that one feature — **iCloud Photos** — takes care of both, and it's probably already working quietly in the background.

What iCloud Photos is

"iCloud" (said *eye-cloud*) is Apple's safe storage out on the internet — think of it as a locked vault that belongs only to you. **iCloud Photos** keeps a copy of every photo and video you take in that vault, automatically, the moment you take it.

Two wonderful things follow from that:

- **Your memories are safe.** If your phone is ever lost, stolen, or dropped in the lake, your photos are not lost with it — they're waiting safely in iCloud for your next phone.
- **Your photos appear on all your Apple devices.** A picture you take on your iPhone shows up on your iPad and Mac too, all on its own, kept perfectly in step.

WHAT THIS DOES FOR YOU

Your memories are backed up and safe — even if the phone is lost or broken

This is the single most important thing in this whole part of the manual. With iCloud Photos on, losing your phone means losing a *phone* — an expensive nuisance, but not a tragedy. Every photo of every birthday, every trip, every face you love is safe in the vault, and you can get all of it back on a new phone just by signing in.

Making sure iCloud Photos is turned on

1. Open the **Settings** app (the grey gear).
2. Tap your **name** at the very top of the screen.
3. Tap **iCloud**.
4. Tap **Photos**.
5. Make sure **Sync this iPhone** (it may say "iCloud Photos") is switched **on** — the switch shows green.

If it was already on, wonderful — your photos have been protected all along. If you just turned it on, give it a while (overnight, if you have a lot of photos) to send everything up to

the vault. Keep the phone on Wi-Fi and charging while it works.

"Optimize iPhone Storage" — the trick that saves room

Here is the clever part. In that same Photos screen you'll see two choices:

Optimize iPhone Storage	Keeps smaller, space-saving versions of older photos on the phone itself, while the full-quality originals stay safe in iCloud. The phone fetches the full one the instant you open it. **This is the setting most people want.**
Download and Keep Originals	Keeps the full-size original of every photo on the phone as well. Only pick this if you have plenty of room to spare.

With **Optimize iPhone Storage** chosen, your phone can hold the *memories* of tens of thousands of photos without the full weight of all of them — because the heavy originals live in iCloud. To you it looks and feels exactly the same; the photos are all there when you tap them.

The free 5 GB, and paid iCloud+

Apple gives everyone a small amount of iCloud space for free — **5 gigabytes** ("GB"). That sounds like a lot, but photos and videos fill it quickly, which is why many people run short. If you want more (and for a lifetime of photos, you'll likely want more), Apple offers larger plans called **iCloud+** for a modest monthly fee:

Free	5 GB — enough to get started, usually not enough for all your photos.
50 GB	A small monthly fee — plenty for most people's photos.
200 GB	A bit more each month — good for lots of video, or to share across a family.
2 TB and up	For very large collections. (A "TB" is about 1,000 GB.)

Whatever you choose, it's billed to the same Apple account you already use — there's nothing new to sign up for. Prices change over time, so check the current figures right in that iCloud screen before you decide.

What "Storage Almost Full" means — and the safe fixes

Two different messages sound alike but mean different things. It's worth knowing which is which:

- **"iPhone Storage Almost Full"** — the *phone itself* is getting crowded. Turning on **Optimize iPhone Storage** (above) usually solves this on its own.
- **"iCloud Storage Almost Full"** — the *vault* is getting full. The fix is to free some up or move to a larger iCloud+ plan.

Safe, simple things you can do to make room, in order:

1. Turn on **Optimize iPhone Storage** if it isn't already.
2. Delete obvious junk — accidental screenshots, blurry duplicates, photos of receipts you no longer need. (Deleted photos sit in a **Recently Deleted** album for 30 days before they're truly gone, so you have a grace period.)
3. Review big videos, which take the most room.
4. If you still need space, step up to a larger iCloud+ plan right there in Settings.

SCAM ALERT

Real iCloud messages come through Settings — never a scary text

Scammers love to send texts and emails that say things like "Your iCloud is full — click here" or "Your Apple account is locked — verify now." **These are fake.** Apple does not warn you about storage with a text message or a link. Genuine storage notices appear inside the **Settings** app on your phone, and nowhere else. Never tap a link in a message about your Apple account, iCloud, or storage, and never give your Apple password to anyone. When in doubt, open Settings yourself and look there — or call me.

FROM BILL

This is the chapter I'd protect most

If you do just one thing after reading this part of the manual, let it be this: open Settings and confirm iCloud Photos is on. Phones get lost and broken; it happens to everyone eventually. The difference between a bad day and a heartbreak is whether those pictures were safely in the vault. Set it once, and then simply go on enjoying your camera.

PART 4

The Internet, Email & Apps

Browsing the web, sending email, getting new apps safely, the handy built-in apps, and paying with your phone — the everyday workhorses.

CHAPTER 24

Safari (Browsing the Web)

Everything you'd look up in a library, a phone book, a newspaper, or a store catalog is on the internet — and your iPhone comes with a free app that reaches all of it. That app is called **Safari**. It's your window onto the whole web: recipes, weather, directions, your bank, your church bulletin, old friends, new doctors, and the answer to just about any question you can think to ask.

If you've used a computer, Safari is a *web browser* — the same idea as Chrome or Edge, just Apple's version, built right in. You don't need to install anything. You just open it and go.

WHAT THIS DOES FOR YOU

The whole internet, in your hand — and easy on the eyes

Safari puts every website in the world one tap away. And when a page is cluttered with ads and tiny print, Safari's **Reader** strips all of that away and shows you just the words, in whatever size you like. No more squinting at a wall of distractions.

Finding Safari and knowing what you're looking at

Look for the **compass** icon — a blue circle with a little red-and-white needle inside, like a compass you'd use to find your way. Tap it once to open.

Along the **bottom** of the screen (newer iPhones put Safari's controls down low, where your thumb can reach them) you'll see a long oval box. That's the **address bar**, and it's the heart of Safari. It does two jobs at once, which trips a lot of folks up at first:

- **Go to a website you know.** Type its address — for example **weather.com** or **ssa.gov** — and press the blue **Go** key.
- **Ask a question.** Don't know the address? Just type what you want in plain words — **what time does the pharmacy close** — and Safari searches the web for you.

GOOD TO KNOW

One box, both jobs — you can't get it wrong

You never have to decide "is this an address or a search?" Safari figures it out. If what you typed looks like a website, it goes there; if it looks like a question, it searches. Type whatever's in your head and let the phone sort it out.

Going to a website, step by step

1. Tap the **compass** icon to open Safari.
2. Tap once in the **address bar**. The keyboard slides up.
3. Type the website address or your question. Take your time — if you make a typo, tap the **x** or the backspace key and fix it.
4. Press the blue **Go** key on the keyboard.
5. The page loads. Scroll up and down with your finger to read it.

> **TIP**
>
> **You truly cannot break anything**
>
> Opening a website changes nothing on your phone. If you land somewhere you didn't mean to, just tap the **back arrow** (we'll cover it below) or close the page. Explore freely — curiosity is how you learn your way around.

The back arrow — your undo button for the web

In the bottom-left corner you'll see a **< (back arrow)**. Every time you tap it, Safari takes you back to the page you were just on. Tapped a link by mistake? Back arrow. Ended up somewhere strange? Back arrow. It's the single most useful button in the whole app — think of it as "take me back where I was." Next to it is a **> (forward arrow)** for returning to a page you backed out of.

Tabs — keeping several pages open at once

A **tab** is one open web page. Safari lets you keep several going at the same time — like having two or three newspapers spread open on the table. You might keep a recipe open in one tab and your shopping list in another, and flip between them.

1. Find the **two overlapping squares** icon (the tabs button), usually bottom-right.
2. Tap it. You'll see small pictures of every page you have open.
3. Tap the **+ (plus)** to start a fresh page without closing the others.
4. To switch, tap the picture of the page you want.
5. To close a page you're done with, tap the little **x** in its corner.

TIP

If pages pile up, sweep them away

Tabs are harmless, but they do collect over time. Every so often, open the tabs view and close the ones you no longer need by tapping their little **x**. It tidies things up and nothing is lost — the website is always still out there.

Favorites and Bookmarks — saving the places you visit often

A **bookmark** is a saved shortcut to a website, so you don't have to type its address again. **Favorites** are your most-used bookmarks, shown as big buttons the moment you tap the address bar. Save your bank, your email, and the weather here and they're always one tap away.

1. Go to the website you want to save.
2. Tap the **Share** button — a square with an arrow pointing up out of it.
3. In the list that appears, tap **Add Bookmark** (or **Add to Favorites** for a top spot).
4. Tap **Save**. Done — it's filed away for next time.

GOOD TO KNOW

Where your saved pages live

To find your bookmarks later, tap the **open book** icon in Safari's toolbar. Your Favorites also appear automatically as buttons each time you tap an empty address bar.

Reader — making any article clean and easy to read

Many web pages are a mess — flashing ads, pop-ups, columns of unrelated junk crowding the story you actually want. **Reader** fixes that. It hides all the clutter and shows you just the article: plain text on a plain background, in a comfortable size. It's one of the kindest things Safari does for your eyes.

1. Open the article you want to read.
2. Tap the **page menu** button at the left end of the address bar. (Depending on your iPhone it shows as **AA** or a small lined icon.)
3. Tap **Show Reader**.
4. The page redraws clean and simple. To go back to the normal view, tap the page menu again and choose **Hide Reader**.

Making the text bigger — the AA button

If the print on a page is too small, you don't have to live with it. The same **page menu** (the **AA** button) lets you zoom the text.

1. Tap the **AA** / page-menu button at the left of the address bar.
2. Tap the **big A** to make text larger, or the **small A** to make it smaller.
3. Each tap nudges the size. Stop when it's comfortable.
4. The percentage shown (like 125%) is just the zoom level; tapping it returns the page to 100%.

FROM BILL

This setting sticks — set it once

When you bump the text size up for a website, Safari remembers it for that site and uses the same size every time you come back. Set your favorite pages to a size that feels good and you won't have to fuss with it again.

CHAPTER 25

Searching the Web Safely

The real magic of the internet is that you can **ask it anything**. You don't need to know where the answer lives or what website to visit. You type your question in plain words, and a **search engine** — most commonly **Google** — goes and finds pages that answer it.

WHAT THIS DOES FOR YOU

An answer to almost any question — day or night

What's that actor's name? How do I get a stain out of a shirt? When's the next full moon? Is the bank open on Monday? Searching the web means you're never stuck wondering. The answer is usually seconds away, and it never minds being asked.

How to search — just type a question

1. Open Safari (the **compass** icon).
2. Tap the **address bar** at the bottom.
3. Type your question in everyday words — for example, **what is the weather in Akron tomorrow**.
4. Press the blue **Go** key.
5. A list of results appears. These are web pages that match your question.
6. Tap the one that looks right. To return to the list, tap the **back arrow**.

TIP

Say it like you'd say it to a person

You don't need special words or secret codes. Type the way you'd ask a friend: **how long do you boil an egg**, or **phone number for Portage County library**. Plain and natural works best. If the first results aren't quite right, change a word or two and search again.

Reading the results — and spotting the ads

Here's the one thing worth knowing before you tap: not every result is a plain answer. The first one or two can be **advertisements** — businesses that paid to sit at the top. They aren't necessarily bad, but they're trying to sell you something, so it pays to know which is which.

Look for a small tag near the result. Ads are marked with the word **Ad** or **Sponsored** — usually in small gray or black letters right above or beside the title. The **real** results, the ones

the search engine picked because they best answer your question, sit below and have no such tag.

GOOD TO KNOW

A simple habit: glance for "Ad" first

Before you tap the very first result, take one second to look for the little **Ad** or **Sponsored** label. If it's there and you just want information, scroll down a touch to the plain results instead. This one habit saves you from a lot of sales pages.

A couple of real examples

You want to know...	Type this	What you'll do
Store hours	walmart ravenna ohio hours	Hours often show right at the top
A phone number	phone number for the social security office	Tap the official .gov result
How to do something	how to defrost a turkey	Tap a trusted site; skip the ads

SCAM ALERT

"You won a prize!" / "Your iPhone has a virus!" — these are FAKE

Sometimes a flashy pop-up jumps onto the screen: a spinning prize wheel, a countdown timer, a red warning that screams **YOUR IPHONE IS INFECTED — CALL THIS NUMBER NOW**. It may beep or flash. **None of it is real.** Your phone is perfectly fine. A real virus warning never appears in a web page, and Apple will never ask you to call a number from a pop-up. Do NOT tap the pop-up, do NOT call, do NOT "click here to fix it." Just close the tab (the tabs button, then the **x**) and carry on. When in doubt, call me — never the number on the screen.

STAY SAFE

If a page is pushy, back out

Any website that rushes you, demands money to "unlock" your phone, or insists you act *right now* is up to no good. There's no emergency on the internet that requires you to hand over money or passwords in a hurry. Tap the back arrow, close the tab, and the pressure disappears with it.

CHAPTER 26

Email (Mail & Gmail)

Email — short for "electronic mail" — is a letter sent through the internet instead of the post office. You write it, press send, and it arrives in seconds, anywhere in the world, for free. Your grandchildren use it, your doctor's office uses it, and it's how most receipts, statements, and appointment reminders reach you now.

Your iPhone has a built-in email app simply called **Mail** — a white envelope on a blue background. It can handle an Apple email account, a **Gmail** (Google) account, a **Yahoo** account, and most others, all in one place.

WHAT THIS DOES FOR YOU

Free, instant letters to anyone, anywhere

No stamps, no mailbox, no waiting days. Write a note to a friend across the country and it's there before you set the phone down. You can send photos along too — a picture of the grandkids arrives in the time it takes to tap **Send**.

A quick word on the parts of an email

Term	What it means
Inbox	The pile of mail you've received, newest at the top.
From / To	Who sent it, and who it's going to (an email address).
Subject	The one-line title that says what the email is about.
Body	The main message — the letter itself.
Attachment	An extra file clipped on, like a photo or a document.

Reading your mail

1. Tap the **Mail** icon (the blue envelope).
2. You'll see your **Inbox** — a list of messages. Bold ones are unread.
3. Tap any message to open and read it.
4. To reply or go further, use the arrow buttons at the bottom (see next).
5. To go back to the list, tap **< (back)** or the inbox name in the top-left.

Reply, Reply All, and Forward

When a message is open, look for the **curved arrow** button (it looks like an arrow bending back to the left). Tap it and you'll be offered a few choices:

- **Reply** — write back to the person who sent it. This is what you want almost every time.
- **Reply All** — write back to the sender *and* everyone else who got the message. Use this only when the whole group truly needs your answer.
- **Forward** — pass the message along to someone new who hasn't seen it.

> **TIP**
> **Reply vs. Reply All — the one that saves embarrassment**
> If an email went to a dozen people and you only mean to answer the sender, choose **Reply**, not **Reply All**. "Reply All" sends your note to that whole dozen — handy for a group, but easy to use by accident. When unsure, plain **Reply** is the safe pick.

Writing a brand-new email, step by step

1. In Mail, tap the **compose** button — a square with a pencil, usually bottom-right.
2. In the **To** line, type the person's email address (or the first letters of their name if they're in your contacts, then tap their name).
3. Tap the **Subject** line and type a short title, like **Lunch on Sunday**.
4. Tap in the big **body** area and type your message.
5. When it's ready, tap the blue **up arrow (Send)** in the top-right.
6. That's it — it's on its way. A copy is saved in your Sent folder.

Attachments — sending and opening photos and files

To send a photo along with your email:

1. While writing the email, tap once in the body where you want the photo.
2. Tap the **photo** icon just above the keyboard (or the **< >** arrows, then the photo/camera icon).
3. Choose a picture from your photos. It drops right into the message.
4. Finish your note and tap **Send**.

To open an attachment someone sent you, simply tap it inside the message. A photo or a letter-type document (a PDF) is safe to open. But before you tap, be sure you **know and trust who sent it** — see the warning below.

SCAM ALERT

IMPORTANT: real banks, Apple, and the government NEVER ask this by email

Scammers send emails dressed up to look like your bank, Apple, Amazon, the IRS, or Social Security. They may warn that your "account is locked" or a "payment failed," and push you to tap a link or open a file to "verify" yourself. **It's a trap.** No real bank, no Apple, no government office will ever email you asking for your password, your Social Security number, a card number, or a payment. Rules to live by:

- **Don't tap links** in an email that asks you to log in, verify, or pay. Instead, open Safari yourself and type the company's real address.
- **Don't open attachments** from a sender you don't recognize — an unexpected file can carry trouble.
- **Check the sender's actual address,** not just the display name. "Apple Support" can hide a nonsense address like **apple-verify@odd-name.com**.
- **When in doubt, don't.** Delete it, or call me first. No real message is ever so urgent that you can't pause to check.

Using Gmail, Yahoo, or another email

If your email address ends in **@gmail.com** or **@yahoo.com**, you have two easy choices, and both work fine:

- **Use the built-in Mail app.** Go to **Settings > Apps > Mail > Mail Accounts > Add Account**, pick Google or Yahoo, and sign in once. From then on, that mail shows up right in the Mail app alongside everything else.
- **Use that company's own app.** You can also get the free **Gmail** or **Yahoo Mail** app from the App Store (next chapter). Some folks prefer the look of these. Either way reads the exact same mailbox.

GOOD TO KNOW

It's the same mail either way

Your email lives on the internet, not inside any one app. Whether you read it in Apple's Mail app or Google's Gmail app, you're looking at the very same messages. Use whichever feels friendlier — there's no wrong answer.

CHAPTER 27

The App Store (Getting New Apps Safely)

An **app** (short for "application") is a little program that adds something your phone can do — your bank's app, a crossword, a weather app, a video-calling app to see the grandkids. Your iPhone comes with many built in, but you can add thousands more, and the place to get them is the **App Store**.

The App Store is the **blue** icon with a white **A** made of drawing tools (a pencil, a ruler, a brush). It's the one and only proper place to get new apps for your iPhone.

WHAT THIS DOES FOR YOU

Add anything you need — and it's the SAFE place to do it

Need to deposit a check, track a package, read the paper, or play cards? There's an app for it. Best of all, **every app in the App Store has been reviewed by Apple** before it's allowed in. That checking is exactly why the App Store is safe — you're not downloading mystery programs off the open internet, you're picking from a shelf Apple keeps watch over.

Finding and getting an app, step by step

1. Tap the blue **App Store** icon.
2. Tap **Search** (the magnifying glass, bottom-right).
3. Type what you're after — the app's name if you know it (**Chase**, **Gmail**, **Solitaire**), or a description (**weather**, **pill reminder**).
4. In the results, check it's the one you want. Look at the name, the maker, and the star rating.
5. Tap the blue **Get** button (for free apps) or the **price** button (for paid ones).
6. Confirm when asked — see below. The app downloads and its icon lands on your Home Screen.

Confirming with Face ID or your passcode

To make sure it's really *you* installing something, the phone asks you to confirm. This is a good thing — it stops anyone else (or an accidental tap) from installing apps or spending your money.

1. After you tap **Get** or the price, a box appears asking you to confirm.

2. If your phone uses **Face ID**: glance at the screen — on many iPhones you double-click the **side button** first, then look.
3. If it asks for your **passcode**, type it in.
4. The app installs. Tap **Open**, or find its new icon on your Home Screen later.

Free, paid, and "in-app purchases"

What the button says	What it means for your wallet
Get (free)	No charge at all. Most everyday apps — your bank, Gmail, the news — are free.
A price (like $2.99)	You pay once to buy it. You own it from then on.
In-App Purchases	A free app that can sell extras *inside* it later — a game might sell coins, a news app a subscription. You're never charged without confirming first.

TIP

Look for "In-App Purchases" before you tap Get

Just under a free app's **Get** button, you'll sometimes see the small note **In-App Purchases**. That means the app is free to install but can offer paid extras once you're inside. It's not a trick — just know that "free" app may try to sell you something later. Nothing is ever charged without you confirming with Face ID or your passcode.

Keeping your apps up to date

App makers improve their apps over time and send out **updates** — free fixes and tune-ups. Modern iPhones usually install these automatically overnight, so you rarely have to lift a finger. If you'd like to check or update by hand:

1. Open the **App Store**.
2. Tap your **photo or initials** in the top-right corner.
3. Scroll down to see apps waiting to update.
4. Tap **Update All**, or update one at a time. That's all there is to it.

SCAM ALERT

Only ever install from the App Store

If a website, a text, or an email urges you to "install this app" or "download a security tool" from a link, **stop**. The only safe source of iPhone apps is the App Store itself. And when you open a new app, be a little suspicious if it asks for permissions that make no sense — a flashlight app has no business wanting your contacts or your location. If something feels off, tap **Don't Allow**, and when unsure, ask me.

CHAPTER 28

The Handy Built-In Apps

Your iPhone arrived with a whole toolbox of free apps already on it — no downloading, no cost, no setup. Most people use only two or three and never discover the rest. This is a quick tour of the ones worth knowing, each with what it does for you and how to open it. You don't have to learn them all today; just know they're there when you need them.

To open any of these, find its icon on the Home Screen and tap once. If you can't spot it, swipe down on the middle of the Home Screen and type its name in the search box at the top.

Maps

Turn-by-turn directions to anywhere, spoken aloud. Type where you're going and Maps guides you there by car, on foot, or by bus — and it talks you through every turn so you can keep your eyes on the road. Ask **Siri** "take me home" and it starts hands-free.

Weather

Today's forecast and the week ahead, at a glance. See the temperature right now, whether to grab an umbrella, and how hot or cold tomorrow will be. Tap around for sunrise, wind, and an hour-by-hour look.

Calendar

Keep every appointment in one place — and get reminded. Doctor visits, birthdays, the grandkids' games. Add an event once and your phone will nudge you before it's time, so nothing slips by.

Notes

A notepad that never runs out of paper. Jot a grocery list, save a thought, keep a checklist you can tick off. Notes can even **scan a document** — point the camera at a letter or a receipt and it saves a clean copy you can keep or send.

Reminders

A to-do list that taps you on the shoulder. "Take pills at 8," "call the pharmacy," "pay the water bill Friday." It can even remind you *by place* — nudge you to grab the mail **when you get home**.

Clock

Alarms, timers, a stopwatch, and the time anywhere. Set a morning alarm, a timer for the oven, or check what time it is right now where your family lives in another state.

Calculator

A full calculator in your pocket. Add up the bills, split a restaurant check, or figure a tip. On newer iPhones it can also convert measurements and handle longer sums.

Compass & Measure

Compass shows which way is north — handy on a walk or in an unfamiliar town. **Measure** uses the camera as a tape measure: point it along an object to get a rough length when no real tape is handy.

Translate

Talk with someone who speaks another language. Type or speak a sentence and Translate turns it into another language — and can read it aloud. A quiet helper at the doctor, while traveling, or chatting with a neighbor.

At a glance — the built-in toolbox:

App	What it does for you
Maps	Spoken directions anywhere; hands-free with Siri.
Weather	Right-now and week-ahead forecast.
Calendar	Appointments and events, with reminders.
Notes	Quick notes, checklists, and document scanning.
Reminders	To-do lists that alert you by time or place.
Clock	Alarms, timers, stopwatch, world clock.
Calculator	Everyday math, tips, and conversions.
Compass / Measure	Find north; measure objects with the camera.
Translate	Convert speech or text between languages.

TIP

Try one a week

You don't need all of these at once. Pick one that sounds useful — maybe Reminders for your pills, or Notes for your shopping list — and give it a try this week. Little by little, your phone becomes a handful of helpers you actually reach for.

CHAPTER 29

Apple Pay & Wallet

Apple Pay lets you pay at a store by holding your iPhone near the little card reader — no cash, no plastic card, no swiping. It works anywhere you see the tap-to-pay symbol (it looks like a sideways Wi-Fi fan) or the Apple Pay logo, which by now is most grocery stores, pharmacies, and gas stations.

The place where your cards and passes live is the **Wallet** app — a black icon with colorful cards fanned out, like a real billfold. You add a card once, and it's ready whenever you need it.

WHAT THIS DOES FOR YOU

Leave the wallet home — and pay more safely than with the card itself

Here's the part that surprises people: paying with your phone is *safer* than handing over your actual card. When you tap to pay, the store **never sees your real card number** — your iPhone sends a one-time, scrambled code instead. There's nothing for a crook to copy off a receipt or a hacked store computer. It's quick, it's touchless, and it's more private.

Adding a card to Wallet, step by step

1. Open the **Wallet** app.
2. Tap the **+ (plus)** button, usually in the top-right corner.
3. Choose **Debit or Credit Card**, then tap **Continue**.
4. Hold your card in the camera frame so the phone can read the numbers — or type them in by hand.
5. Your bank confirms it's really you, often by texting you a short code to type in.
6. Once it's verified, the card appears in Wallet, ready to use. A card can sit "pending" for a few minutes until that verification finishes.

GOOD TO KNOW

You can add more than one

Add a credit card, a debit card, and even store or membership cards. When you pay, you can pick which one to use — the first one is your default, and the rest are a swipe away.

Paying in a store, step by step

1. At the register, **double-click the side button** (the long button on the right edge).
2. Your default card appears. To use a different one, tap it and pick another.
3. Confirm it's you: glance at the phone for **Face ID**, or type your **passcode**.
4. Hold the **top of your iPhone** near the card reader.
5. Wait a moment for the **checkmark** and the word **Done** on your screen. That's it — you've paid.

TIP

Double-click the side button — don't press and hold

Two quick clicks of the side button is the signal for "I want to pay." It's a tap-tap, like knocking twice — not one long press (that calls Siri or powers down). If your cards don't pop up, you may just need to click a touch faster.

More than cards: passes, tickets, and boarding passes

Wallet isn't only for paying. It holds other useful things too, so you stop digging through paper and purses:

- **Boarding passes** for a flight — scan your phone at the gate instead of a paper ticket.
- **Event and movie tickets** — show your phone at the door.
- **Store and rewards cards** — the coffee card, the pharmacy rewards card.
- **Some passes pop up on their own** at the right time and place, like your boarding pass appearing when you reach the airport.

STAY SAFE

Lost phone? Your money is still safe

A common worry: "if I lose my phone, can someone go on a shopping spree?" No. Apple Pay will not pay for anything without **your** Face ID or passcode — a stranger holding your phone can't buy a thing. And if it's truly lost, you can mark it lost from any computer or another device, which instantly switches off Apple Pay on it. Safer than a wallet full of cards that anyone could use.

FROM BILL

Set it up with me if you'd like a hand

Adding your first card is the only fiddly part, and it's a five-minute job. If you'd rather not wrestle with the bank's text codes alone, we can do it together on your next visit — and then you'll be tapping to pay with the best of them.

PART 5

Staying Connected & Entertained

FaceTime with the family, richer messaging, social media, and all your music, shows, and books — the parts that make the iPhone a joy.

CHAPTER 30

FaceTime (See Your Family's Faces)

Of everything your iPhone can do, this may be the one that matters most. **FaceTime** lets you **see and hear** the people you love — on the screen, in real time, their faces smiling back at you — and it costs nothing. If you've ever hung up a phone call wishing you could have *seen* the grandchildren instead of just hearing them, FaceTime is the answer.

A quick, honest word first: FaceTime is Apple's own calling app, and a FaceTime **video** call works between Apple devices — iPhone, iPad, and Mac. If your family all have iPhones, you're set. And later I'll show you a trick — a **FaceTime link** — that lets you include someone on an Android phone or a Windows computer, too, so nobody has to be left out.

WHAT THIS DOES FOR YOU

See your grandkids from your armchair, for free

You do not need to drive anywhere, and you do not need to pay for anything beyond the internet you already have. Sit in your favorite chair, tap a button, and there they are — waving, showing you a drawing, blowing out birthday candles. It is the next best thing to being in the room, and for many families who live far apart, it is what makes the distance bearable.

Finding the FaceTime app

FaceTime is already on your iPhone — nothing to buy or install. Look for a **green icon with a little white video camera** inside it. If you can't spot it on your Home Screen, swipe down from the middle of the screen and type **FaceTime** into the search box, then tap it to open it.

The first time you open FaceTime, it may ask you to turn it on with your Apple Account — tap to turn it on and you're done, you only do this once. If it ever asks whether FaceTime may use your camera and microphone, say yes; it cannot show your face or carry your voice without them.

Answering a FaceTime call (the easy part)

When someone FaceTimes you, your phone rings and the caller's name appears on the screen. What you do next depends on whether the phone is locked or you're already using it:

1. If the screen was **off or locked**, you'll see a **slider** at the bottom. Put your finger on it and **slide it to the right** to answer.

2. If you were **already using the phone**, two buttons pop up: a **green Accept** button and a **red Decline** button. Tap the **green** one to answer.
3. Hold the phone up so the camera can see your face, and say hello. That's it — you're on the call.

And if you'd rather not answer right now, tap the red **Decline** button and the call simply stops ringing — the other person is told you're not available, nothing more. You are never trapped, and you can always call them back when it suits you.

Starting a FaceTime call yourself

Making a call is just as simple. The surest way is to start from a person you already have saved:

1. Open the **FaceTime** app.
2. Tap the green **New FaceTime** button near the top.
3. Start typing the person's name. As soon as it appears, tap it. (You can add more than one name here if you want several people on the call — more on that in a moment.)
4. Tap the green **FaceTime** button to place a video call. Your phone will ring on their end.
5. Wait a few seconds for them to answer, and there they are.

You can also start a FaceTime call straight from someone's card in the Contacts or Phone app — just tap the **FaceTime** button next to their name. Same call, one less step. Whatever feels natural to you is the right way.

The buttons on the screen during a call

Once you're on a call, tap the screen once and a small row of buttons appears at the bottom. They fade away while you talk so they don't block the picture, and come right back when you tap. Here is what each one does — nothing here can hurt anything, so feel free to try them:

Button	What it does
Mute (microphone)	Turns your microphone off so the other person can't hear you — handy if the dog is barking or you need to cough. Tap it again to turn your voice back on. The button looks like a little microphone, and shows a line through it when you're muted.
Flip camera	Switches between the camera facing *you* and the camera on the *back* of the phone — so you can show them your garden, or a new recipe, instead of your face. Tap again to flip back.
Camera off (video)	Turns off your picture (they still hear you) if you'd rather not be seen for a moment. Tap again to turn it back on.

Button	What it does
End call (red)	The big **red** button hangs up and ends the call. When you're finished talking, that's the one to tap. Red always means stop or end.

HEADS UP

Hold it steady, and mind the light

Prop your phone against something or rest your elbow on the arm of the chair so the picture doesn't wobble. And try to have the light *in front* of you rather than behind — a bright window behind you turns your face into a shadow. A lamp facing you works wonders.

Group FaceTime — the whole family at once

FaceTime isn't limited to one person. You can have a **group call** with lots of people at once — the whole family, everyone in their own little window on your screen. Apple allows up to 32 people on one call, though a handful is plenty for most of us. To start one, just add several names when you tap **New FaceTime** before you press the green button. Whoever is speaking automatically grows larger on your screen, so you always know who's talking.

A FaceTime link — so nobody is left out

Here's the trick I promised. A **FaceTime link** is like an invitation you can send to *anyone* — even someone on an Android phone or a Windows computer. They don't need an Apple device and they don't need the FaceTime app; they just tap the link in their web browser and join the call. It's the great equalizer.

1. Open **FaceTime** and tap **Create Link** near the top.
2. A sharing menu appears. Choose how to send it — **Messages** or **Mail** are the easiest.
3. Pick the person to send it to, and send. They receive a tappable link.
4. At the agreed time, open FaceTime, tap your link, and let people in as they knock.

FROM BILL

Make a practice call — today

The best way to get comfortable is to try it once with no pressure. Call a grandchild or a patient friend, just to say hello for two minutes. The first call takes the mystery out of it, and after that you'll wonder why you waited. You truly cannot break anything by trying — and I promise the smile on the other end is worth it.

CHAPTER 31

Messages, a Little Deeper

You already know how to send a text message. This chapter is about the small, friendly extras hiding inside the Messages app — the little touches that let you **say more with less typing**. None of them are required, and none are complicated. Learn even one or two and your messages become warmer, faster, and more fun.

WHAT THIS DOES FOR YOU

Say more with less typing

Typing on a phone can be slow, especially if your hands aren't as nimble as they once were. These shortcuts let you react to a message with a single tap, send your voice instead of your thumbs, or share exactly where you are — all without composing a long sentence. Less effort, more connection.

Tapback — react with one tap

A **Tapback** is a quick little reaction you stick onto someone's message — a heart, a thumbs-up, a "ha-ha," and a few others. Instead of typing "That's wonderful!" you can answer a photo of the new baby with a heart in a single tap. The other person sees your reaction appear right on their message.

1. **Press and hold** your finger on the message you want to react to (don't just tap — hold for a half-second).
2. A little row of reactions appears above the message — heart, thumbs-up, thumbs-down, "ha-ha," exclamation points, and a question mark.
3. Tap the one you want. It attaches to their message instantly. To remove it, press and hold again and tap the same one.

TIP

This is the same press-and-hold trick used all over the iPhone

Pressing and holding to reveal hidden options is a pattern you'll meet again and again. Once your fingers learn it here, you'll find it works in lots of other places too.

Send a voice message — your actual voice

If typing is a chore, send your **voice** instead. A voice message records you speaking and sends the little clip to the other person, who taps to hear it. It's personal, it's quick, and it's

perfect for when you have more to say than you feel like typing.

1. Open the conversation. Look for the **microphone** button near the text box (you may first tap the **plus (+)** button to the left of the text box to find it).
2. **Press and hold** the microphone button and speak your message.
3. Lift your finger when you're done. You'll see a little play button so you can listen back first.
4. Tap the **up-arrow** to send it, or the **X** to throw it away and try again.

A voice message doesn't have to be polished. Say it the way you'd say it on the phone. If you fumble a word, it doesn't matter — the people who love you will just be glad to hear your voice.

Reply to one specific message

When a conversation is busy and several things have been said, you can answer one *particular* message so there's no confusion about which you mean. Press and hold the message, tap **Reply**, and type. Your answer appears tucked under the original, like a little quoted note, so everyone can see what you're responding to.

Send several photos at once

You don't have to send pictures one at a time. In a conversation, tap the **plus (+)** button, choose **Photos**, and then tap each photo you want — a little checkmark appears on each one you pick. Choose as many as you like, then send them all together in one go.

Share where you are

If you're meeting family somewhere, or you want a loved one to know you got where you were going, you can **share your location** right inside a message. Tap the person's name or picture at the top of the conversation, then look for **Share My Location**. You choose how long to share — for an hour, until the end of the day, or until you turn it off. It's a gentle, reassuring way to let family know you're safe without a single phone call.

STAY SAFE

You are always in control of your location

Sharing your location is entirely your choice, and you can stop it any time from that same screen. Only share with people you know and trust — never with a stranger, and never because someone you don't know asked you to. Your whereabouts are your business.

Caught a mistake? Undo-send and edit

We've all hit send too soon, or spotted a typo a second later. When you're texting another iPhone (the **blue** bubbles), the iPhone gives you a short grace period to fix things:

- **Undo Send** — for a brief moment after sending (a couple of minutes), you can **press and hold** your own message and tap **Undo Send** to pull it back before they've really taken it in.
- **Edit** — for about fifteen minutes, you can press and hold your message and tap **Edit** to fix a typo or reword it. You can edit a message a few times. The other person sees a small note that it was edited — nothing is hidden — so it's honest as well as handy.

HEADS UP

These only work on blue-bubble (iPhone-to-iPhone) messages

Undo-send and edit need both phones to be iPhones. If you're texting a **green** bubble — usually an Android phone — those messages send the old-fashioned way and can't be unsent or edited. When in doubt, read it twice before you send.

CHAPTER 32

Social Media & the Web (Facebook, YouTube)

Beyond calls and texts, there's a whole world of apps that help you keep up with family and learn just about anything. Two of the most popular, and two of the friendliest for folks new to them, are **Facebook** and **YouTube**. This chapter is a gentle, bird's-eye view — just enough to know what they are, how to get them, and how to use them safely. You can go as deep as you like, or not at all.

WHAT THIS DOES FOR YOU

Keep up with family, and learn anything

Facebook lets you see what your children, grandchildren, and old friends are up to — their photos, their news, their everyday moments — without having to ask. YouTube is an endless, free library of videos: how to fix a leaky faucet, hymns and old songs, cooking lessons, travel, history, you name it. Between them, you've got the family grapevine and a how-to shelf in your pocket.

What is Facebook?

Facebook is a place online where people share bits of their lives — photos, little updates, birthday wishes — with the family and friends they've connected to. When you "add a friend," the two of you can see each other's posts. There are also **groups** you can join — a group for your town, your church, a hobby, or your high-school class — where people with something in common chat and share. Many folks find it's the easiest way to feel close to a far-flung family.

What is YouTube?

YouTube is a huge collection of videos that anyone can watch for free. Think of it as a television with millions of channels, where you type what you'd like to see and up it comes. Want to learn a card game, hear a song from your youth, follow along with a gentle stretching routine, or see how to change a furnace filter? Someone has made a video about it. You just search and watch.

Getting them from the App Store

Neither app usually comes pre-installed, so you'll get them from the **App Store** — the blue icon with a white "A" made of drawing tools. Both Facebook and YouTube are **free**:

1. Open the **App Store**.

2. Tap the **Search** tab (the magnifying glass) at the bottom and type **Facebook** (or **YouTube**).
3. Find the real one in the results (see the safety note below), and tap **Get**.
4. Confirm with your fingerprint, your face, or your passcode. The app downloads to your Home Screen.
5. Open it and follow the prompts to sign in or create an account.

TIP

Watch YouTube without an account

You can watch most YouTube videos without signing in or creating anything — just open the app and search. Facebook, on the other hand, does need a free account to see your family's posts.

Staying safe and comfortable

These are good tools, used by hundreds of millions of ordinary people. A little common sense keeps them pleasant and safe:

- **Don't overshare.** Avoid posting your home address, your daily routine, your phone number, or that you're away on a trip. A good rule: if you wouldn't announce it to a room of strangers, don't post it.
- **Your posts can have an audience setting.** On Facebook you can choose to share with "Friends" only rather than "Public." Friends-only is the comfortable choice for most people.
- **You never have to respond to anyone.** You can ignore, unfriend, or block anyone, any time, no explanation owed.
- **Take it at your own pace.** There's no obligation to post anything at all. Plenty of people just enjoy watching the family photos roll in.

SCAM ALERT

Two Facebook tricks to know by name

Scammers love Facebook Messenger. Two very common ones: (1) A message — even from a friend's hacked account — saying **"Is this you in this video?"** with a link. **Never tap it.** It's a trap to steal your account. (2) A **friend request from someone you're already friends with**, or from a stranger who's suspiciously friendly. These "clone" accounts are fishing for your trust and, eventually, your money. When something feels off, it is off — don't tap, don't reply, and if it claims to be someone you know, phone the real person to check. When in doubt, I'm only a call away.

CHAPTER 33

Music, Podcasts & Audiobooks

Your iPhone is also a radio, a record collection, a stack of talk shows, and a shelf of books read aloud — all in one slim device. The songs you danced to, a lively show to keep you company in the garden, a novel read in a warm voice: it's all right here.

WHAT THIS DOES FOR YOU

Your favorite songs, shows, and books — anywhere

No more hunting for a radio station or carrying CDs. The music you love plays in the kitchen, in the car, on a walk. Talk shows about your interests keep you company. Books read themselves to you while your eyes rest. It all travels with you in your pocket, and much of it costs nothing.

Playing music

The built-in app is called **Music** (a red-and-white icon with a musical note). Apple offers a paid subscription called **Apple Music** that unlocks tens of millions of songs for a monthly fee, but you do **not** have to pay to enjoy music — you can listen to songs you already own, and there are free apps too (see the tip below). Here's the simplest way to play something:

1. Open the **Music** app.
2. Tap **Search** at the bottom and type a song, an artist, or an album you'd like.
3. Tap the result, then tap the song to start it playing.
4. A bar across the bottom shows what's playing. Tap that bar to open the full controls.

The play controls — the same everywhere

Once something is playing, you'll see a familiar set of buttons. The wonderful thing is these **same three controls** appear in nearly every music, podcast, and audiobook app, so learn them once:

Control	What it does
Play / Pause	The big button in the middle. One triangle (play) starts the sound; two bars (pause) stop it. Tap to toggle between them.
Skip forward	The button to the right (an arrow pointing to a line) jumps to the next song or skips ahead.

Control	What it does
Skip back	The button to the left jumps to the start of the song, or back to the previous one if you tap it again.
Volume slider	A bar you drag with your finger — right for louder, left for softer. The volume buttons on the side of the phone do the same thing.

TIP

Free ways to listen

Don't want to pay a monthly fee? You can still enjoy plenty of music for free. Apps like **Spotify**, **Pandora**, and **iHeartRadio** (free from the App Store) let you listen at no cost, with occasional ads. Many local radio stations have free apps too, so you can hear your hometown station anywhere.

Podcasts — free talk shows on any subject

A **podcast** is simply a talk show you listen to whenever you like — like radio, but you pick the subject and the time. There's one for nearly everything: history, gardening, faith, old-time radio mysteries, true stories, your favorite sports team. The vast majority are completely **free**. The built-in **Podcasts** app (a purple icon) is where you find them:

1. Open the **Podcasts** app and tap **Search**.
2. Type a topic you enjoy — say, "World War II" or "country music" — and browse the shows that come up.
3. Tap a show to see its episodes, then tap an episode to play it. The same play/pause/skip controls apply.
4. If you like a show, tap **Follow** and new episodes will arrive automatically.

Audiobooks — books read aloud to you

An **audiobook** is a book read aloud by a narrator — a blessing if your eyes tire, or if you'd simply like a story while you cook or rest. You'll find audiobooks in the **Books** app (covered in Chapter 35), and your local library often lends them for free through an app called **Libby**. You press play and the book reads itself to you; pause any time and it picks up right where you left off.

Control Center and headphones

Two conveniences make listening even easier. **Control Center** — swipe down from the top-right corner of the screen — has a music panel you can tap to play, pause, or skip *without* opening the app, even from the Lock Screen. And **headphones or earbuds** keep

the sound just for you:

- **Wired headphones** plug into the phone (newer iPhones use the USB-C plug on the bottom) and work the instant you connect them.
- **AirPods** and other wireless earbuds connect without any wire. The first time, hold the open case near your unlocked phone and tap **Connect** when it pops up; after that they link up on their own whenever you put them in. They charge in their little case, so pop them back in when you're done.

GOOD TO KNOW

Earbuds are a kindness, both ways

Earbuds let you enjoy a show without disturbing anyone nearby — and let you hear clearly without turning the volume up for the whole house. Just keep the volume moderate to be gentle on your ears.

CHAPTER 34

TV, Movies & Streaming

That bright, sharp screen isn't just for photos and messages — it's a little theater. You can watch movies and TV shows right on the phone, and with one more trick, send them up to your big television so the whole family can watch together.

WHAT THIS DOES FOR YOU

A theater in your pocket — and on the big TV

Waiting at the doctor's office, resting in bed, or settled on the couch — your shows go where you go. And when you'd rather watch on the big screen, you can "throw" the picture from your phone to your television without any cables. Comfortable viewing, your choice of screen.

Streaming — what it means

Streaming just means watching a show over the internet, as it plays, instead of owning a disc or waiting for a broadcast time. You open an app, pick a show, and it starts. Each service is its own app you download from the App Store, and most charge a monthly fee (a few have free, ad-supported options). The best known are:

Service	What it offers
Netflix	Movies and TV series of every kind; a monthly subscription.
Prime Video	Included with an Amazon Prime membership, plus movies to rent or buy.
Disney+	Disney, Pixar, and family favorites — wonderful for grandchildren; a monthly subscription.
Apple TV	Apple's own app and service (covered just below).
YouTube	Endless videos, free — see Chapter 32.

HEADS UP

Each service is a separate subscription

These are not one bill but several — each app you subscribe to charges its own monthly fee. It's easy to end up paying for more than you watch. Pick one or two you'll actually use, and remember you can cancel any you don't. If you'd like a hand sorting out what you're paying for, that's exactly the sort of thing I help folks with.

The Apple TV app

Your iPhone comes with an app simply called **TV** (a black icon with "tv" on it). It's Apple's own front door for watching — it gathers shows you've bought or rented, offers Apple's own programs through a subscription, and helps you find something to watch. You don't have to use it, but it's a tidy place to start.

Playing something — the steps

1. Open the streaming app you want (the **TV** app, or **Netflix**, and so on).
2. Browse the rows of shows, or tap the **search** (magnifying glass) and type a title.
3. Tap the show or movie you want.
4. Tap the big **play** button (the triangle) to start it.
5. Tap the screen once while it plays to show the controls — play/pause, and a bar you can drag to go back or skip ahead. Turn the phone **sideways** for a bigger picture.

AirPlay — sending the picture to your TV

Here's the magic trick. **AirPlay** lets your iPhone send what it's playing — a show, a movie, even your photos — up to a television wirelessly, so everyone can watch on the big screen. It works with an **Apple TV box** or a modern "smart" television that supports AirPlay (most sold in recent years do). Both the phone and the TV need to be on the **same home Wi-Fi**.

1. Make sure your TV is on, and that it and your phone are on the same Wi-Fi network.
2. Start playing the show on your phone.
3. Tap the screen to show the controls and look for the **AirPlay** icon — a little rectangle (a TV screen) with a triangle at the bottom.
4. Tap it, and a list of nearby TVs appears. Tap the name of your television.
5. The picture jumps to the big screen. If a code shows up on the TV, type it into your phone the first time to pair them.
6. To stop, tap the AirPlay icon again and choose your **iPhone** to bring it back to the phone.

> **TIP**
>
> **Your phone becomes the remote**
>
> Once a show is playing on the TV through AirPlay, your phone acts as the remote control — pause, skip, and adjust the volume right from your hand, without hunting for the TV remote in the couch cushions.

GOOD TO KNOW

AirPlay for photos, too

The same AirPlay trick works in the Photos app. Open a picture, tap the **Share** button, choose **AirPlay**, and your vacation snapshots or grandkid photos fill the whole television — a lovely way to share memories when the family's over.

CHAPTER 35

Books & Reading

If you love to read, your iPhone holds a comfort the printed page can't match: you can make the words as **large as you need**, carry a hundred books in one hand, and borrow from your library without leaving the chair. Whether you read with your eyes or prefer to be read to, this chapter sets you up.

WHAT THIS DOES FOR YOU

A whole library you can resize to read comfortably

No more squinting at tiny print or straining under poor light. Set the words to the size that's easy for *your* eyes, read light-on-dark at night without a lamp, and keep a shelf of books, newspapers, and magazines with you always. Reading can be a joy again, exactly on your terms.

The Books app

Your iPhone comes with an app called **Books** (an orange icon with an open white book). It's your bookshelf and your bookstore in one. You can **buy** e-books (books you read on the screen) and **audiobooks** (books read aloud), and read free samples of almost anything before you decide. Everything you get lives on the shelf, ready whenever you are.

1. Open the **Books** app.
2. Tap **Search** at the bottom and type a title or author.
3. Tap a book to see it. Tap **Get** or the price to add it — many classics are free, and you can download a free sample of most books first.
4. Confirm with your face, fingerprint, or passcode if there's a charge.
5. Tap the book on your shelf to open it, and tap the right edge of the screen (or swipe) to turn the page.

Making the text bigger and easier

This is the feature that wins people over. While you're reading, tap the **middle** of the screen once to bring up the controls, then look for the **text options** button — usually shown as a small **A** next to a large **A** (sometimes labeled "Aa"):

- Tap the **large A** to make the words bigger, or the **small A** to make them smaller. Nudge it until it's just right for you — there's no limit on reading it as large as you please.

- You can also change the **typeface** (the style of lettering) if one is easier on your eyes than another.
- Changing the size here only affects your books; it doesn't change anything else on the phone.

TIP

Night reading, easy on the eyes

In the same text-options menu you can switch the page to a **dark background with light letters**, or a soft cream color. For reading in bed with the lamp off, the dark setting is gentle on the eyes and won't keep a sleeping spouse awake.

Borrowing free books from your library — Libby

Here's a wonderful secret: your public library lends e-books and audiobooks for **free**, right to your phone, through an app called **Libby**. All you need is your library card. It's the same library you've always used — just delivered to your pocket, with no late fees and no drive across town.

1. From the **App Store**, search for **Libby** and tap **Get** to install it (it's free).
2. Open Libby and follow the friendly setup — it helps you find your local library.
3. Enter your **library card number** (and PIN, if asked) to sign in.
4. Search for a book, tap **Borrow**, and it downloads to read or listen to right away.
5. When your loan is up, the book simply returns itself — nothing to remember, nothing to pay.

FROM BILL

Don't have a library card? It's worth the trip

If you've let your library card lapse, a quick visit to the local branch to get a new one opens up all of this for free — thousands of books and audiobooks, on your phone, at no cost. It's one of the best bargains going, and the folks at the library are always glad to help you get started.

And remember the audiobooks from Chapter 33 — both the Books app and Libby carry them. If your eyes are tired but you still want a good story, borrow the audiobook version, press play, and settle back; the book reads itself to you, and pauses right where you stop.

PART 6

Make It Easier to See, Hear & Use

The settings that change everything for comfort — bigger text, zoom, read-aloud, kinder colors, hearing help, and controlling the phone by voice or a tap on the back.

Before we start, one thing from me. The settings in this part live in a place called **Accessibility**, and that word scares some people off — they think it's only for folks with a serious disability. It isn't. These aren't "special" settings; they're **comfort settings**. They make the phone bigger, louder, clearer, and friendlier to tired eyes, stiff fingers, and ears that aren't what they used to be. Every one of us can use a little of that.

So here's my rule for this whole part: **use what helps you, and ignore the rest.** You don't have to turn everything on. Try one thing, live with it for a day, and keep it if it makes life easier. And please don't worry about "messing something up" — **every single change in this part is easy to undo.** You go right back to the same switch and flip it the other way. Nothing here is permanent, and nothing here can hurt the phone.

FROM BILL

How to find all of this

Everything in this part starts the same way: open **Settings** (the grey gear), then tap **Accessibility**. Scroll down a little and you'll see it, grouped under **Vision**, **Hearing**, and **Physical & Motor**. When I write "Settings > Accessibility > Larger Text," that just means: open Settings, tap Accessibility, then tap Larger Text. Follow the breadcrumbs and you can't get lost.

CHAPTER 36

Bigger, Bolder Text

If you find yourself holding the phone at arm's length, squinting, or reaching for your reading glasses every time a message comes in — this chapter is the fix, and it's the first thing I turn on for almost everyone I visit. The text on your iPhone does *not* have to stay the size it came out of the box. You can make it noticeably larger, and heavier, in about a minute.

WHAT THIS DOES FOR YOU

What this does for you

Comfortable reading in *every* app at once — your messages, your email, the news, your calendar, the settings themselves. You change it in one place and the whole phone gets easier to read. No more squinting, and no more hunting for your glasses just to see who texted you.

Make the text bigger

The regular text-size setting only goes so far. The one in Accessibility goes **much** bigger — Apple calls the extra range **Larger Accessibility Sizes**. Here's how to reach the generous slider:

1. Open **Settings** and tap **Accessibility**.
2. Tap **Display & Text Size**.
3. Tap **Larger Text**.
4. Turn on the switch at the top for **Larger Accessibility Sizes** — this unlocks the big sizes the ordinary setting won't give you.
5. Drag the **slider** at the bottom to the right. As you drag, the sample sentence above it grows so you can see exactly how big you're making it.
6. When it looks comfortable, just leave the screen — it saves on its own. Open Messages or Mail and see how it feels.

TIP

Don't be shy with the slider

Push it further than feels "normal" at first and live with it for a day. Most people land on a size that would've looked huge to them at the start, and then wonder how they ever read the small one. If a size turns out to be too big, drag it back — it's that easy.

Make the text bolder

Separate from size is **weight** — how thick and dark the letters are. Thin grey text is hard on everyone's eyes. Bold Text makes every letter heavier and darker across the whole phone, and it pairs beautifully with larger text.

1. In **Settings > Accessibility > Display & Text Size**, find **Bold Text** near the top.
2. Tap the switch so it turns green.
3. That's it — the change is instant, and it covers every app.

> **TIP**
> **Bold is easy to undo**
> If you decide you don't care for it, go back to the same switch and tap it off. Like everything in this part, it's a toggle — on, off, on again, no harm done.

The quick size dial, right when you need it

Sometimes you want bigger text in just one app — a long article, say — without changing the whole phone. For that there's a handy **Text Size** control you can keep in **Control Center** (that's the panel you pull down from the top-right corner of the screen).

1. Open **Settings > Control Center**.
2. Scroll down the list of available controls and tap the **+** (or the green plus) next to **Text Size** to add it.
3. Now, whenever you're in an app, swipe down from the top-right corner to open Control Center and tap the **Text Size** button.
4. At the bottom you can choose **just this app** or **all apps**, then slide the bars up or down to taste.

> **GOOD TO KNOW**
> **Big text can look a little different**
> When you make text very large, some apps rearrange things to fit — a row of small buttons might stack into a taller list, for example. That's normal and it's the app being helpful. Nothing is broken; it's just making room for the bigger words.

CHAPTER 37

Zoom & the Magnifier

Bigger text is wonderful, but sometimes you need to enlarge something that *isn't* text — a photo, a button, a map, a tiny label on a pill bottle, the fine print on a bill. Your iPhone has two different magnifiers for exactly this. One blows up whatever is on the screen; the other turns the camera into a magnifying glass for the real world. Let's set up both.

WHAT THIS DOES FOR YOU

What this does for you

The power to enlarge *anything* — on the screen or in your hand. The screen magnifier (Zoom) makes any part of the display huge. The Magnifier makes menus, medicine labels, serial numbers, and newspaper print readable without digging for a magnifying glass in a drawer.

Zoom — a magnifying glass for the screen

Zoom lets you magnify whatever is on your display, using a simple finger tap. Once it's on, you control it with three fingers.

1. Open **Settings > Accessibility > Zoom**.
2. Turn on the **Zoom** switch at the top.
3. Below, you can choose **Full Screen Zoom** (the whole screen gets bigger) or **Window Zoom** (a floating, movable lens that magnifies just one area — handy for leaving the rest of the screen normal size).
4. To zoom in or out any time: **double-tap with three fingers**.
5. To move around while zoomed in: **drag with three fingers**.
6. To change how much it magnifies: double-tap with three fingers and *keep* the fingers down on the second tap, then drag up or down.

TIP

If the screen is suddenly huge and you're stuck

Don't panic — this is the number one "help, my screen is broken!" call I get, and it's not broken at all. Someone (maybe you by accident) turned on Zoom. Just **double-tap with three fingers** to zoom back out. If you want it off for good, go to Settings > Accessibility > Zoom and turn the switch off.

The Magnifier — a magnifying glass for the real world

This one is a little miracle for anyone who keeps a magnifying glass by the chair. The **Magnifier** uses your iPhone's camera to enlarge whatever you point it at — a thermostat, a label, a menu in a dim restaurant, the back of a router. You can brighten it, freeze the picture to study it, and even turn on the light.

1. Swipe down from the middle of your Home Screen and type **Magnifier** in the search bar, then tap it — or ask Siri, "Open Magnifier."
2. Point the camera at what you want to see. Drag the **zoom slider** to make it bigger.
3. Tap the **brightness** and **contrast** controls if the text is faint, and tap the **flashlight** button to light up something dim.
4. Tap the big round **freeze** button to snap a still image you can study at your leisure without a steady hand.

TIP

Put Magnifier where you can grab it

Because it's so useful in the moment, add it to Control Center (Settings > Control Center, then add **Magnifier**) or set the triple-click shortcut to it — I'll show you that in Chapter 43. Then it's always one tap or one click away, right when the waiter hands you the menu.

GOOD TO KNOW

On newer iPhones, it can describe things too

If your iPhone supports Apple Intelligence (Apple's name for its smart helpers), the Magnifier can read labels aloud and describe what the camera sees. If you don't see that, your phone simply doesn't have it — the plain magnifier still works wonderfully.

CHAPTER 38

Have It Read to You

Here's one a lot of people don't know the iPhone can do: it will **read out loud** to you. An email, a news story, a long text from the grandkids, a chapter of a book — the phone will speak it in a clear voice while you rest your eyes, do the dishes, or simply listen because that's easier than reading. You don't need perfect vision for this to be a joy.

WHAT THIS DOES FOR YOU

What this does for you

You get to *rest your eyes* and let the phone do the reading. Catch up on email with your eyes closed, have an article read while you make coffee, or listen to a long message instead of squinting through it. It's like having someone patiently read your mail to you whenever you want.

Speak Screen — the easy one to start with

Speak Screen reads *everything* on the screen, from the top down, when you give it a simple swipe. This is the one I set up first because it's so easy to trigger.

1. Open **Settings > Accessibility**.
2. Tap **Read & Speak**. (On some iPhones this is still labeled **Spoken Content** — same place, same thing. Apple renamed it in iOS 26.)
3. Turn on the **Speak Screen** switch.
4. Now go to any app — Mail, Safari, Messages — and **swipe down with two fingers from the very top of the screen**. The phone starts reading.
5. A little control bar appears so you can **pause**, skip ahead, or slow it down. When you're done, tap the **X** on that bar.

TIP

Two fingers, from the top

The swipe takes a little practice — rest two fingertips at the very top edge of the glass and drag down together. If nothing happens, you probably started too low; aim for the very top. Give it two or three tries and it'll click.

Speak Selection — read just the part you choose

Sometimes you only want one paragraph read, not the whole page. **Speak Selection** adds a **Speak** button whenever you highlight text.

1. In **Settings > Accessibility > Read & Speak**, turn on **Speak Selection**.
2. Anywhere you see text, press and hold a word until it highlights, then drag the blue dots to cover what you want.
3. Tap **Speak** in the little menu that pops up.

TIP

Pick a voice you like and slow it down

In the same Read & Speak screen you can tap **Voices** to choose a voice and accent that's pleasant to your ear, and drag the **Speaking Rate** slider toward the turtle to slow it down. A slower, clearer voice is much easier to follow.

Let Safari read a whole web page

When you're reading a news story or a long article in **Safari** (the web browser), you can have the page read to you like an audiobook:

1. Open the article in Safari.
2. Tap the **page menu** button — the **Aa** letters near the address bar.
3. Tap **Listen to Page**. Safari reads the article aloud, and you can pause or restart from the same menu.

GOOD TO KNOW

VoiceOver — the powerful option

There's also a much bigger tool called **VoiceOver** (Settings > Accessibility > VoiceOver) that reads and describes *everything* on the phone and lets a person who can't see the screen at all use it by touch. It's a complete way of running the iPhone by ear, and it changes how your taps work, so it takes real learning. If your sight is very limited, it's wonderful — and it's exactly the kind of thing I'm glad to come set up and teach you in person, at your pace.

CHAPTER 39

Kinder Colors & a Comfortable Screen

A bright white screen late in the evening can feel like someone shining a flashlight in your eyes. And harsh colors or a jittery, busy screen can tire you out or even bring on a headache. Your iPhone has a whole set of controls to make the screen gentler — warmer at night, dimmer in a dark room, softer on the eyes, and calmer when things slide around. Let's tune it to suit *you*.

WHAT THIS DOES FOR YOU

What this does for you

A screen that's easy on tired eyes, morning or midnight — less glare, warmer evening tones so you sleep better, stronger contrast so text stands out, and less on-screen motion if swooshing animations bother you.

Dark Mode and brightness

Dark Mode flips the phone to light text on a dark background — much easier in a dim room and softer at night. And the **brightness** control simply makes the whole screen lighter or dimmer.

1. For Dark Mode: open **Settings > Display & Brightness** and tap **Dark** at the top. (Or pick **Automatic** to have it switch to dark in the evening on its own.)
2. For brightness: in the same screen, drag the **brightness slider**. Or swipe down from the top-right corner for Control Center and drag the tall sun slider.
3. Leave **Auto-Brightness** on (it's in Settings > Accessibility > Display & Text Size) so the phone adjusts to the light in the room by itself.

TIP

Try Dark Mode for a week

Lots of people resist Dark Mode and then never go back. If it's not for you, switch to **Light** in the same spot — nothing lost.

Warmer at night, truer colors by day

- **Night Shift** gently warms the screen's colors in the evening — less harsh blue light, which is kinder to your eyes and can help you wind down. Turn it on in **Settings > Display & Brightness > Night Shift** and set it to run from sunset to sunrise.

- **True Tone** subtly adjusts the screen's warmth to match the lighting in your room so whites always look natural. Leave it on — it's in the same Display & Brightness screen.

The comfort controls in Accessibility

These all live in **Settings > Accessibility > Display & Text Size**. Each is a simple switch. Try them one at a time and keep what helps:

Setting	What it does
Reduce Transparency	Makes see-through menus and backgrounds solid, so text sits on a clean background instead of a blurry one. Easier to read.
Increase Contrast	Darkens text and sharpens the edges of buttons so they stand out more clearly from the background.
Reduce White Point	Takes the edge off the brightest, most glaring whites without dimming the whole screen. Nice for sensitive eyes.
Color Filters	Adjusts colors to help if you have trouble telling certain colors apart (color blindness). Tap it, turn it on, and choose the filter that makes the sample lines clearest.
Reduce Motion	Calms the sliding, zooming, and swooping animations when you open apps. Good if screen movement makes you dizzy or queasy.

TIP

One change at a time

Don't flip all five switches at once, or you won't know which one helped. Turn on one, use the phone for a day, and decide. Every one of them is a plain on/off switch you can reverse in a second.

CHAPTER 40

Hearing Help

If you've ever missed a phone call because you couldn't hear it ring, strained to catch what someone said in a video, or wished the TV in the other room were louder just for you — your iPhone can help with all of that. It works with hearing aids, it can turn your AirPods into listening helpers, and it can even keep an ear out for the doorbell when you can't. Let's walk through the pieces.

WHAT THIS DOES FOR YOU

What this does for you

You hear more of what matters — your calls, your shows, and the world around you. Make the ringer impossible to miss, balance the sound for your better ear, have the phone listen for the doorbell or smoke alarm, and read live captions of what's being said.

Volume and the ringer

- The buttons on the **left edge** of the phone change the volume of whatever you're listening to — a call, a video, music.
- To make the **ringer and alerts** louder (so you don't miss calls and texts), go to **Settings > Sounds & Haptics** and drag the **Ringtone and Alerts** slider up.
- In that same screen, turn on a strong **vibration** so you feel calls as well as hear them — a big help if the phone's in your pocket or across the room.

Hearing aids and AirPods as listening help

Your iPhone works hand-in-glove with hearing devices, all under **Settings > Accessibility > Hearing Devices**.

- **Made for iPhone hearing aids** pair right to the phone, and you can adjust their volume and settings from the phone itself — no fiddly little remote.
- **Live Listen** turns your iPhone into a tiny microphone: set the phone near a speaker (or the person talking) across a noisy room, and the sound streams straight to your hearing aids or **AirPods**. Wonderful at a restaurant or a lecture.
- On newer **AirPods Pro**, there's even a built-in hearing-assistance feature that can amplify the voices around you. If you have them, it's worth asking me to set up.

Balance the sound for your ears

If one ear hears better than the other — common, and nothing to be shy about — you can shift the sound toward your better ear, or combine both channels so you never miss a word that only plays on one side.

1. Open **Settings > Accessibility > Audio & Visual** (sometimes shown as **Audio/Visual**).
2. Turn on **Mono Audio** to send the *same* full sound to both ears — so nothing is lost if a sound was only meant for the left or right.
3. Just below, drag the **left-right balance** slider toward the ear that hears better.

Let the phone listen for important sounds

Sound Recognition is a quiet helper that watches for sounds you might not catch — a doorbell, a smoke alarm, a knock at the door, running water, even a baby — and taps you on the shoulder with an on-screen alert when it hears one.

1. Open **Settings > Accessibility > Sound Recognition** and turn it on.
2. Tap **Sounds** and switch on the ones you care about (it can recognize around 15 common sounds, and you can even teach it a custom one like your particular doorbell).

STAY SAFE

A helper, not a guardian

Sound Recognition is a lovely convenience, but Apple is clear — and so am I — that you should **not** rely on it for your safety. Keep your real smoke and carbon-monoxide alarms doing their job. Think of this as a friendly backup, never a replacement.

Live Captions — read what's being said

Live Captions shows you words on the screen for audio playing on your phone and even for people talking near you — a bit like the closed captions on your TV, but for life.

1. Open **Settings > Accessibility > Live Captions** and turn it on.
2. A caption box appears on screen; tap it to expand it, or use the microphone button to caption the conversation around you.

GOOD TO KNOW

What it needs, and what to expect

Live Captions works on iPhone 11 and later. The captions are generated on the fly, so they won't be perfect — don't rely on them word-for-word in a doctor's office or an emergency. For your TV shows and movies, you can also just turn on **Subtitles & Captions** in Settings > Accessibility, which are far more accurate.

CHAPTER 41

Use It by Talking: Voice Control & Dictation

Typing on a small glass keyboard is a chore — and if your hands shake, or your fingers are stiff, or your eyes are tired, it can be downright frustrating. Good news: you can simply **talk** to your iPhone. Speak, and your words appear. You can even run the entire phone by voice without touching it at all. This is one of the kindest features on the whole device.

WHAT THIS DOES FOR YOU

What this does for you

You write and control the phone *hands-free*. Dictation lets you talk instead of type — a godsend for shaky hands or tired eyes. Voice Control goes further and lets you run the whole phone out loud: "open Messages," "scroll down," "tap Send."

Dictation — talk instead of type

This is the easy, everyday one, and it's probably already waiting on your keyboard. Anywhere you'd normally type, you can speak instead.

1. Tap where you want to write — a text message, an email, the search bar.
2. On the keyboard, tap the little **microphone** button (usually bottom-right, near the space bar).
3. Speak naturally, at a normal pace. Your words appear as you talk.
4. Say the punctuation out loud where you want it — "*comma*," "*period*," "*question mark*," or "*new line*" to start a fresh line.
5. When you're done, tap the keyboard or the microphone again to stop.

TIP

If you don't see the microphone

Turn it on in **Settings > General > Keyboard** and switch on **Enable Dictation**. And don't worry about getting every word right by voice — you can always tap in afterward to fix a word, just like a quick typo.

Voice Control — run the whole phone by voice

Voice Control is the big brother of Dictation. With it on, you can operate the *entire* phone by speaking — open apps, tap buttons, scroll, go back Home — all without a single touch. It's

remarkable for anyone whose hands make tapping hard.

1. Open **Settings > Accessibility > Voice Control** and tap **Set Up Voice Control**, then follow the short introduction.
2. Turn the **Voice Control** switch on. A small microphone appears at the top of the screen to show it's listening.
3. Now just say what you want: "*Open Messages.*" "*Scroll down.*" "*Tap Send.*" "*Go Home.*"
4. If you're not sure what something's called, say "*Show names*" and the phone labels the things you can tap; then say the label.
5. To pause it, say "*Go to sleep*"; to wake it, say "*Wake up*." To turn it off entirely, go back to the same switch.

GOOD TO KNOW

Two different tools, two different jobs

Dictation is for *putting words on the screen* — quick, and always there on the keyboard. Voice Control is for *running the phone itself* — a bigger feature you switch on deliberately. You can use Dictation every day and never touch Voice Control, and that's perfectly fine.

CHAPTER 42

Easier Touch: AssistiveTouch, Back Tap & Button Shortcuts

Some of the iPhone's gestures ask a lot of your hands — a firm press here, a precise swipe from a corner there, a double-click of a button. If your fingers are stiff, shaky, or just not as nimble as they were, the phone can start to feel like it's fighting you. These settings make it stop fighting. My favorite is a hidden gem called **Back Tap** — I show it to almost everyone.

WHAT THIS DOES FOR YOU

What this does for you

The phone stops fighting shaky or slow hands. Hard gestures become a simple tap, accidental touches get forgiven, and you can do a useful action — like take a screenshot or jump Home — just by tapping the *back* of the phone.

Back Tap — the hidden gem

This one delights people. You can tap the **back** of your iPhone — two or three taps with a finger — and have it do something useful: take a screenshot, jump to the Home Screen, open the Magnifier, turn up the volume, whatever you choose. It's like a secret button on the back of the phone that only you know about.

1. Open **Settings > Accessibility > Touch**.
2. Scroll to the bottom and tap **Back Tap**.
3. Tap **Double Tap** and choose an action from the list — I often set this to **Screenshot** or **Magnifier**.
4. If you'd like a second shortcut, tap **Triple Tap** and pick a different action.
5. Now tap the back of the phone firmly with one finger — two taps (or three) — and watch it happen.

TIP

Give it a confident tap

Tap in the middle of the back, right about where an Apple logo sits, with a steady rhythm — not too fast. If it doesn't catch the first time, it just takes a little practice to find the rhythm. And if you ever want it off, set the tap back to **None**.

AssistiveTouch — hard gestures become one easy button

AssistiveTouch puts a small floating button on your screen. Tap it and a little menu pops up that does the fiddly gestures *for* you — go Home, open Control Center, adjust volume, even "shake" the phone — all without the pinching, pressing, or multi-finger swipes.

1. Open **Settings > Accessibility > Touch > AssistiveTouch**.
2. Turn the switch on. A soft grey button appears on the edge of the screen.
3. Tap it any time to open the menu of shortcuts. Drag the button itself to any corner that's comfy for your thumb.

TIP

A lifesaver if a button is failing

If a physical button on your phone ever gets stuck or stops working, AssistiveTouch can stand in for it from the screen — so you're never locked out while you wait to get it looked at.

Forgive the fumbles: Touch Accommodations & button speed

- **Touch Accommodations** (Settings > Accessibility > Touch > Touch Accommodations) teaches the screen to ignore accidental brushes and repeated taps, and to not mind if your finger lands a little off. A real help for shaky hands.
- **Slow the side-button click** — if double- and triple-clicks happen too fast for you, go to Settings > Accessibility > Side Button (or Home Button on older models) and set the **click speed** to **Slow** or **Slowest**. Now the phone waits patiently for your second click.

GOOD TO KNOW

Everything here is reversible

Turned something on and don't like how it feels? Every one of these is a switch or a setting you go right back to and change. You truly cannot hurt the phone by trying them.

CHAPTER 43

The Accessibility Shortcut & Smart Helpers

We've covered a lot of comfort settings. Now let me give you the one trick that ties them together: a way to turn your *most-needed* feature on or off instantly, no matter where you are on the phone — by clicking the side button three times fast. Then, at the end, a gentle word about the phone's newer "smart helpers."

WHAT THIS DOES FOR YOU

What this does for you

Your single most-needed comfort tool — Magnifier, Zoom, whatever helps you most — is always just one **triple-click** away, from any screen, without hunting through Settings. Set it once and it's there for good.

Set up the Accessibility Shortcut

The **Accessibility Shortcut** lets you pick a favorite feature (or two) and switch it on or off by **triple-clicking the side button** — the long button on the right edge of the phone.

1. Open **Settings > Accessibility** and scroll all the way to the bottom.
2. Tap **Accessibility Shortcut**.
3. Tap to put a checkmark beside the feature you want fastest access to — **Magnifier** and **Zoom** are the two I set up most often.
4. Now, from anywhere, **triple-click the side button** (quickly, three presses) to toggle it on or off.
5. If you checked more than one feature, a little menu pops up so you can choose which to turn on.

TIP

Pick just one to start

Choose the single feature you reach for most and set that. Having one reliable triple-click you can count on beats a menu of choices you have to stop and read. You can always add a second later.

A gentle word on "smart helpers"

Newer iPhones include a set of helpers Apple calls **Apple Intelligence**. If your phone has it, it can do friendly things like **summarize** a long email into a few lines, **read and describe** things for you, and help you **write** or polish a message when you're not sure how to say something. For drafting a note to the family or making sense of a wordy email, it can be genuinely helpful.

Not every iPhone has these features — they need a recent model — so if you don't see them, don't worry; everything else in this manual works just the same without them.

HEADS UP

Helpful, but check its work

These helpers are good assistants, not perfect ones. They sometimes get a fact or a date wrong, or phrase something in a way you wouldn't. So for anything that matters — a medical detail, a dollar amount, an appointment time, a reply to an official letter — **read it over yourself before you send or act on it**. Treat it like a helpful grandchild's first draft: a fine starting point, worth your own second look.

STAY SAFE

Never hand over your secrets

No smart helper, and no app, ever needs your **passwords**, your bank PIN, or the security codes that arrive by text. A real helper never asks for those. If anything on the phone — a pop-up, a message, a voice, a "helper" — asks you to type or read out a password or a code, stop, and call me first. That's always the safe move, and I will never mind the call.

That's the heart of it. Every setting in this part is a comfort setting, every one is easy to turn on, and every one is just as easy to turn back off. Try the ones that sound good, keep what helps, and let the rest be. The phone is supposed to work for you — not the other way around.

PART 7

Staying Safe & Secure

Your passcode and Face ID, protecting your Apple Account, stopping spam, strong passwords, privacy, finding a lost phone — and the big one: spotting and shutting down scams.

CHAPTER 44

Your Passcode, Face ID & Touch ID

Think of your passcode as the front-door key to your whole phone. Your iPhone holds a great deal of your life — photos of your family, your email, your messages, your banking and shopping apps. The passcode keeps all of that yours, and only yours. Without it, a stranger who picks up your phone gets into everything. With it, they get nowhere.

Alongside the passcode, your iPhone can unlock itself by looking at your face (**Face ID**) or reading your fingerprint (**Touch ID**, on the few models with a fingerprint button). These are just faster, friendlier ways to prove it's you — the passcode still sits underneath as the master key.

WHAT THIS DOES FOR YOU

Your whole phone stays private — even if you lose it

Set a passcode and turn on Face ID or Touch ID, and everything on your iPhone — photos, email, bank apps, messages — stays locked to you. If the phone is ever lost or stolen, whoever finds it is holding a sealed box. They can't read a thing without your passcode.

Setting or changing your passcode

Almost every iPhone already has a passcode — you chose one when the phone was new. It's worth knowing how to change it and make sure it's a strong one. It all lives in one place:

1. Open **Settings** (the grey gear icon).
2. Scroll down and tap **Face ID & Passcode** (on a phone with a fingerprint button it reads **Touch ID & Passcode**).
3. Enter your current passcode when asked.
4. To change it, tap **Change Passcode**, type the old one, then type a new one twice.

Use a 6-digit passcode (or longer)

A 6-digit passcode is the standard and a good one — a million combinations, far too many to guess. When setting a new passcode you'll see a small link, **Passcode Options**, with choices: **6-Digit Numeric Code** (the recommended default), **Custom Alphanumeric Code** (letters and numbers — the strongest), or **4-Digit Numeric Code** (the old, shorter style — best left behind). Pick something you'll remember but others can't guess: avoid your birth year, your house number, or *1234*.

STAY SAFE

Never share your passcode — and shield it in public

Your passcode is the one secret that unlocks everything. Don't give it to anyone who phones or texts, whoever they claim to be — no real company or bank will ever ask for it. And when you type it in a store, a bank line, or a restaurant, turn away or cup your hand over the screen so no one nearby can watch your fingers.

Setting up Face ID

Face ID uses the camera at the top of your screen to recognise your face. It works in the dark and with most glasses. To set it up or redo it:

1. Go to **Settings** → **Face ID & Passcode** and enter your passcode.
2. Tap **Set Up Face ID** (or **Reset Face ID** to start fresh).
3. Hold the phone about arm's length in front of your face, straight on.
4. Slowly move your head in a gentle circle so the ring on screen fills all the way around. You'll do this twice.
5. That's it — lift or tap the phone and look at it, and it unlocks.

Setting up Touch ID (fingerprint models)

If your iPhone has a fingerprint button instead of Face ID, the idea is the same — teach it your fingerprint once, then a light touch unlocks the phone.

1. Go to **Settings** → **Touch ID & Passcode** and enter your passcode.
2. Tap **Add a Fingerprint**.
3. Rest your finger on the button and lift it, again and again, as the on-screen print fills in; then do the edges when asked.
4. When it's done you can add a second finger — a thumb and a forefinger is a handy pair.

GOOD TO KNOW

If Face ID or Touch ID doesn't recognise you

No problem — the phone simply asks for your passcode instead. After a restart, or when the phone has been locked a long while, iPhone always asks for the passcode first before trusting your face or finger again. That's normal, and it's a safety feature, not a fault.

CHAPTER 45

Your Apple Account (Protect This Above All)

If the passcode is the key to your phone, your **Apple Account** is the key to your whole Apple life. It is the single most important thing to protect in this entire book. Guard it well and everything else falls into place.

What the Apple Account is

Your Apple Account is simply an **email address plus a password** that Apple uses to know who you are. You may still hear it called an **Apple ID** — that was its old name; Apple renamed it to "Apple Account" a couple of years back, and you'll now see "Apple Account" throughout Settings. It's the very same thing; only the name changed. That one account holds a surprising amount:

- **iCloud** — the online locker that stores your photos, contacts, and backups.
- **Your purchases** — every app, song, book, and movie you've ever bought.
- **Find My** — the service that can locate your iPhone if it goes missing (Chapter 50).
- **Your email and messages**, if you use an iCloud email address, plus any payment details you've saved.

Because it ties all of that together, your Apple Account is exactly what a thief would love to get into. The good news is that Apple gives you a very strong lock, and it's probably already switched on.

Two-Factor Authentication — keep it ON

Two-Factor Authentication is a long name for a simple, powerful idea. "Two factors" just means it takes *two* things to sign in on a new device: your password, **and** a short code Apple sends to a device you already own and trust — usually the very iPhone in your hand. So even if a crook learned your password, they still couldn't get in, because they don't have your phone to receive the code. It's the difference between a door with one lock and a door with two.

WHAT THIS DOES FOR YOU

One account, locked down tight

With Two-Factor Authentication on, your Apple Account — and all the photos, purchases, and personal information behind it — is protected by something you know (your password) and something you hold (your trusted phone). A stranger would need both, and they'll never have both. This is the strongest single thing you can do to stay safe.

Check that Two-Factor Authentication is on

1. Open **Settings** and tap **your name** at the very top.
2. Tap **Sign-In & Security**.
3. Look for **Two-Factor Authentication** — it should say **On**.
4. If it isn't, tap it and follow the simple prompts. (On most accounts today it's on and can't be switched off — that's a good thing.)

Recovery contact and recovery key

If you ever forget your password or lose your phone, Apple gives you a safety net so you can still get back into your own account. A **Recovery Contact** is a person you trust — an adult child, a close friend — who can help prove it's really you if you're locked out (they can't see any of your information). A **Recovery Key** is a 28-character code you create and keep written down somewhere very safe at home. Both live under **Settings** → **your name** → **Sign-In & Security**. Setting up a recovery contact is a perfect thing to do together on a visit — give me a call.

SCAM ALERT

Apple will NEVER ask you for your password or a code

Please read this twice. Apple will **never** call, text, or email to ask for your Apple Account password, and **never** ask you to read out a verification code. Those codes are for you to type into your own phone — never to say aloud or send to anyone. Anyone who asks for your password or your code is a thief trying to break into your account, full stop. The right response is to hang up or delete the message. You will never get in trouble for refusing.

CHAPTER 46

Scams on Your iPhone (The Most Important Pages in This Book)

I want to take this chapter slowly and plainly, because it matters more than any other. Scammers deliberately target older adults — not because anyone is foolish, but because they fish for millions of people at once and only need a few to bite. Their whole trick is to rush you, frighten you, and keep you from checking with someone you trust. Once you know their playbook, it loses nearly all its power.

Here's the single thread that ties every scam together: **a real company, bank, or government office never phones you out of the blue demanding secrecy, passwords, codes, gift cards, or remote access to your phone.** When that's the ask, it's a scam — every time, no exceptions.

Fake "Apple Support" calls and pop-ups

What it looks like: Your phone rings and the caller says they're from "Apple Support" or "Apple Security." Or a scary message pops up while you're browsing: *"Your iPhone has been hacked! Call this number now."* They sound official and urgent, and want you to call a number or let them "fix" your phone from afar.

What to do: Nothing they ask. Apple does not call people about hacked phones, and those pop-ups are fake — just a web page built to scare you. Don't call. Don't let anyone connect to your phone remotely. Lock the phone or close the page and walk away. Your iPhone is fine.

SCAM ALERT

Apple does not call you about a "hacked" iPhone

Real Apple support only happens when *you* reach out first. An unexpected call or alarming pop-up claiming to be Apple is always a scam. Never call the number it gives, and never allow anyone to take remote control of your iPhone — no legitimate helper needs that from a surprise call.

Phishing texts and "smishing"

What it looks like: A text (crooks call this "smishing") with a worrying hook and a link to tap. The ones you'll see over and over:

- *"Your package couldn't be delivered. Confirm your address here."*

- *"Your Apple Account has been locked. Verify now."*
- *"Unusual activity on your bank account. Tap to secure it."*
- *"You have an unpaid toll — pay now to avoid a fine,"* or *"The IRS: you owe back taxes."*

What to do: Don't tap the link — that's the whole trap. If you're genuinely unsure a package or bill is real, go to the company **yourself**: open their official app, type their known website by hand, or call the number on a real statement or the back of your card. Never use the link or number in the message.

SCAM ALERT

A link in an unexpected text is a trap

The link leads to a fake copy of a real website, built to capture whatever you type — your password, your card number, your Apple Account. The safe move is always the same: ignore the link, and reach the company through a path you already trust. When in doubt, don't tap.

"Your iCloud or Apple Account has been suspended"

What it looks like: An email or text, often with Apple's logo, saying your iCloud or Apple Account has been *locked, suspended, or disabled*, and you must "verify" or "reactivate" it by clicking a button and signing in. **What to do:** Treat it as fake. If you ever truly need to check your account, don't use the email — open **Settings** and tap your name at the top. That's the real, direct way, and it never involves a link someone sent you.

SCAM ALERT

"Account suspended" messages are bait for your password

This scam is common precisely because losing your account is frightening — and fear makes people click. The button leads to a fake sign-in page that steals your password. Apple sorts out any real account issue inside Settings on your own device, never through a link in a message.

Gift cards, refunds, prizes, romance, and "grandchild in trouble"

These come in different costumes but share one fingerprint: a stranger ends up asking you for **money in a form that can't be traced or taken back** — gift cards, a wire transfer, cryptocurrency — and wants you to keep it quiet. A few you may run into:

- **The refund trick:** "We overcharged you — let us refund you," then they "accidentally" send too much and beg you to repay the difference in gift cards.

- **The prize:** "You've won! Just pay a small fee or tax to release it." Real prizes never cost you money.
- **The romance:** a warm new online friend who, after a while, has an emergency and needs money.
- **The grandchild in trouble:** a panicked call — "Grandma, it's me, I'm in trouble, I need money right now, please don't tell Mom and Dad." The voice may even sound right; crooks can fake voices now.

What to do: Stop. Nobody legitimate is ever paid in gift cards. If a "grandchild" calls in a panic, hang up and call that grandchild (or their parent) back on the number you already have — you'll almost always find them perfectly safe. Secrecy is the scammer's best friend, so break it: tell a family member, every time.

SCAM ALERT

Gift cards, wire, crypto, or secrecy = scam. No exceptions.

Burn this into memory: anyone who asks you to pay with gift cards, a wire transfer, or cryptocurrency, or who insists you keep the matter secret, is a scammer. No real business, charity, agency, or family member will ever ask you to settle something with the PIN off the back of a gift card. If that's the ask, you've found the scam.

Fake virus pop-ups in Safari

What it looks like: While browsing, the screen suddenly flashes *"VIRUS DETECTED! Your iPhone is infected! Tap here to clean it!"* — maybe flashing red or buzzing to rattle you. **What to do:** Breathe — it's just a noisy web page, and your iPhone can't catch a virus from viewing a page. Don't tap it. Close that browser tab (in Safari, tap the two-squares icon at the bottom right, then the **X** on the tab). If it won't go away, close Safari entirely, or restart the phone.

SCAM ALERT

Your iPhone can't get a virus from a web page

These "virus" alerts are pure theatre, designed to scare you into tapping, calling a fake support line, or installing something harmful. A genuine problem never announces itself with a flashing web pop-up. Just close the tab and move on.

The golden rules — your safety net

If you remember nothing else from this book, remember these five. When anything feels off, run through them:

STAY SAFE

When in doubt, slow down — these five will carry you through

1. Slow down. Every scam needs you to hurry; nothing honest is ever that urgent.

2. They never ask. Apple, your bank, and the government never ask for your passwords, verification codes, or payment in gift cards. If someone does, that alone tells you it's a scam.

3. Never give remote access. Don't let a surprise caller connect to or "fix" your phone or computer.

4. Hang up and check. Put the phone down and call someone you trust — a family member, your bank's number from your card, or me. A real caller won't mind you verifying; only a scammer fights it.

5. It's never rude to say no. You can hang up, delete the message, or close the door on anyone, any time, with no explanation. You never owe a stranger your trust.

FROM BILL

You can always call me first

If a message, call, or pop-up ever leaves you uneasy — even if you're pretty sure it's nothing — call me at (330) 200-8042 before you tap, pay, or reply. There's no such thing as a silly question here, and I'd far rather talk it through for two minutes than see anyone get caught. That's exactly what I'm here for.

CHAPTER 47

Stopping Spam Calls & Texts

Junk calls and spam texts are a nuisance, and they're also how a lot of scams arrive. Your iPhone has several quiet, built-in ways to turn down the noise. You can stack them together, and once they're set you rarely have to think about them again.

WHAT THIS DOES FOR YOU

Far fewer junk calls and scam texts getting through

Turn on a couple of these settings and your phone stops ringing for numbers that aren't in your contacts, unknown texts drop quietly into a separate list instead of buzzing you, and repeat offenders get blocked for good. Fewer interruptions — and fewer chances for a scam to reach you in the first place.

Silence Unknown Callers

This is the big one for calls. When it's on, any number that isn't in your contacts (and that you haven't recently called) doesn't make your phone ring. The call goes to voicemail and still shows in **Recents**, so if it was someone real — a new doctor's office, say — you'll see it and can call back.

1. Open **Settings** and scroll down to tap **Phone**.
2. Tap **Silence Unknown Callers**.
3. Turn the switch **on** (it turns green).

GOOD TO KNOW

iPhone can now screen unknown callers for you

On iOS 26 there's also a newer option, **Call Screening**, in the same Phone settings. When an unknown number calls, the phone quietly answers and asks who's calling and why, then shows you that on screen so you can decide whether to pick up. It's a gentle middle ground if you don't want to silence unknown callers completely.

Blocking a specific number

When one particular number keeps pestering you, block it and you'll never hear from it again — no calls, no texts. From a phone call: open the **Phone** app, tap **Recents**, tap the small **i** next to the number, scroll down and tap **Block this Caller**. From a text: open the message, tap the name or number at the top, then **Info** → **Block this Caller**.

TIP

You can always unblock later

Blocking isn't permanent. If you ever block a number by mistake, go to **Settings** → **Phone** → **Blocked Contacts**, tap **Edit**, and remove it. Nothing is lost.

Filtering and reporting junk texts

For texts, your iPhone can tuck messages from people who aren't in your contacts into a separate list, so they don't buzz you or clutter your main conversations.

1. Open **Settings** → **Messages**.
2. Scroll to **Filter Unknown Senders** and turn it **on**.
3. In the Messages app you'll now see an **Unknown Senders** list you can check whenever you like — messages from strangers wait quietly there.

When an obvious junk text arrives, you can also report it: underneath many spam messages there's a small **Report Junk** link — tap it to delete the message and send a report to Apple and your carrier. Beyond the iPhone's settings, your phone company (Verizon, AT&T, T-Mobile, and the rest) offers free spam-blocking of its own through its app — a good second layer. I'm happy to set that up with you on a visit.

STAY SAFE

Silencing and blocking are not the same as answering

These tools keep most junk away, but a clever scam call can still slip through once in a while. So keep the golden rules from Chapter 46 handy: if a call that gets through starts asking for passwords, codes, or money, it doesn't matter how it reached you — hang up. Blocking stops the number; the rules stop the scam.

CHAPTER 48

Passwords & Passkeys

Passwords are a chore — too many to remember, and each should be long, different, and impossible to guess. Here's the happy news: your iPhone will handle all of that. It can invent strong passwords, remember every one, and type them in for you, so you never have to memorise or reuse a single one again.

The Passwords app

Recent iPhones have a dedicated **Passwords** app (a grey icon with a key on it) — the home for every username and password your phone has saved, kept in a secure vault Apple calls **iCloud Keychain**. When you open it, it asks for Face ID, Touch ID, or your passcode first, so only you can see inside. Whenever you sign in to a website or app, your iPhone offers to save the login; say yes, and next time it fills it in for you with a tap. You never have to type it, and you never have to remember it.

WHAT THIS DOES FOR YOU

Strong, unique passwords without memorising a single one

Let your iPhone create and remember your passwords and you get the best of both worlds: every account protected by a long, random, one-of-a-kind password no crook could guess — and none of them to keep in your head. The phone does the remembering; you just look at it or touch the button.

Strong passwords and not reusing them

When you sign up for something new, or change a password, iPhone offers a **strong password** it made up — a jumble of letters and numbers. Accept it. You'll never type it by hand, so it doesn't matter that it's a mouthful; the phone stores and fills it in forever after. This is far safer than the passwords most of us invent, which tend to be short, personal, and reused across many sites.

HEADS UP

Don't reuse the same password everywhere

The single riskiest habit is using one favourite password on many sites. If even one of those sites is ever breached, crooks will try that same password on your email and your bank. Letting the iPhone give each account its own unique password quietly removes that risk — one weak link can't open the rest.

Passkeys — the newer, password-free sign-in

A **passkey** is the newest and simplest way to sign in, and it's slowly replacing passwords. Instead of a secret word you type, a passkey lets you sign in to a website using the same Face ID, Touch ID, or passcode you already use to unlock your phone. There's nothing to remember and nothing to type. Better still, passkeys can't really be phished — there's no password for a fake website to trick out of you. When a website offers to set up a passkey, it's well worth saying yes; your iPhone stores it right alongside your passwords.

Finding a saved password

Sometimes you need to see a password with your own eyes — to sign in on your computer or your television. Here's how to look one up:

1. Open the **Passwords** app (or go to **Settings** and tap **Passwords**).
2. Unlock it with Face ID, Touch ID, or your passcode when asked.
3. In the alphabetical list, tap the account you want — or use the search box at the top.
4. Tap the password to reveal it, or press and hold to **Copy** it so you can paste it elsewhere.

STAY SAFE

Your passcode guards the whole vault

Because the Passwords app opens with your iPhone's passcode, that passcode is now the key to every login you own. This is exactly why Chapter 44 matters so much: keep your passcode private, shield it when you type it in public, and never share it. Protect the passcode and you protect everything behind it.

CHAPTER 49

Privacy: Who Can See What

"Privacy" on your iPhone comes down to one friendly idea: **apps only get what you allow them to have.** An app can't quietly read your location, switch on your camera, or rifle through your photos unless you've said yes — and whatever you said yes to, you can change your mind about at any time. You're in charge.

WHAT THIS DOES FOR YOU

Apps only get what you allow — and you stay in control

You decide which apps can see your location, use the camera or microphone, or reach your photos and contacts. Nothing is shared behind your back, and a single screen in Settings lets you review and change every one of those choices whenever you wish.

App permissions

The first time an app wants something personal it has to ask — you'll see a pop-up like *"Maps would like to use your location."* You can tap **Allow**, **Allow Once**, or **Don't Allow**. There's no wrong answer; if you say no and later find the app really needs it, you can switch it on. The main kinds are:

- **Location** — where you are (a maps or weather app genuinely needs this; a flashlight app does not).
- **Camera** and **Microphone** — to take photos or hear you (a video-call app needs both; most others don't).
- **Photos** — to see your pictures; and **Contacts** — your address book of names and numbers.

A good rule of thumb: allow a permission only when it obviously fits what the app is for. A weather app wanting your location makes sense; a simple game wanting your contacts does not.

Reviewing and changing permissions

To see everything you've allowed, and change your mind about any of it:

1. Open **Settings** and scroll down to **Privacy & Security**.
2. Tap a category — say **Location Services**, **Camera**, or **Photos**.

3. You'll see the apps that asked for it and what each is allowed. Tap any app to change its setting.

You can also look at one app at a time: scroll to the very bottom of the main Settings list, where every app has its own entry, and tap it to see exactly what it's allowed to do.

"Ask App Not to Track"

Some apps would like to follow what you do across *other* companies' apps and websites, mostly to target advertising. Your iPhone lets you shut that off. When an app asks to track you, you can tap **Ask App Not to Track** — or refuse them all at once: go to **Settings** → **Privacy & Security** → **Tracking** and turn **off Allow Apps to Request to Track**. Now no app can even ask.

The little orange and green dots

Your iPhone quietly tells you when an app is actually using your microphone or camera. Look at the very top of the screen: an **orange dot** means an app is using the **microphone** right now; a **green dot** means it's using the **camera**. If you ever see one and you're not knowingly on a call or taking a photo, swipe down from the top-right corner to open Control Centre and it will name the app responsible. Most of the time it's perfectly expected — but it's reassurance that nothing can watch or listen without lighting that dot.

GOOD TO KNOW

Location Services, in plain terms

Location Services is the master switch for anything that uses where you are — maps, weather, Find My, tagging where a photo was taken. You generally want it on, because so many helpful features rely on it, but each app still only gets your location if you've allowed that app specifically. It's control without giving up the conveniences.

CHAPTER 50

Find My iPhone (For a Lost or Stolen Phone)

Few things sink the stomach like realising your phone isn't where you left it. **Find My** turns that moment of panic into a manageable problem. As long as it's switched on — and it very likely already is — you can see your phone on a map, make it chime, lock it so no one can use it, and, if it truly can't be recovered, erase it from afar.

WHAT THIS DOES FOR YOU

A lost phone can be found, locked, or wiped — from anywhere

With Find My on, a misplaced iPhone isn't a catastrophe. From another device or any web browser you can pin it on a map, play a loud sound to find it down the back of the sofa, lock it so a stranger can't get in, and protect everything on it. That's real peace of mind tucked in your pocket.

What Find My can do

Find My can…	What that means for you
See it on a map	Shows your iPhone's location, so you can tell whether it's at home, at the restaurant, or still in the car.
Play a sound	Makes the phone chime loudly even on silent — perfect for the "it's here in the house somewhere" moment.
Mark As Lost	Locks the phone with your passcode, shows a message with a contact number on the screen, and keeps your information sealed.
Erase iPhone	A last resort — wipes everything off the phone from afar so a thief gets nothing. With a backup (Chapter 51), you lose nothing yourself.

Check that Find My is on

1. Open **Settings** and tap **your name** at the top.
2. Tap **Find My**, then **Find My iPhone**, and make sure it's turned **on**.
3. While you're there, also turn on **Find My network** and **Send Last Location** — these help locate the phone even if it's offline or the battery dies.

How to locate a missing phone

1. On another Apple device, open the **Find My** app. Or, on any computer, go to **iCloud.com**, sign in, and choose **Find My**.

2. Sign in with your Apple Account if asked (this is the one time you type it yourself — on Apple's own site).
3. Tap **Devices** and choose your iPhone from the list.
4. From there, tap **Play Sound** to make it chime, **Directions** to navigate to it, **Mark As Lost** to lock it, or **Erase** as a last resort.

Stolen Device Protection

There's one more clever layer worth turning on. **Stolen Device Protection** guards against the dangerous case where a thief has both stolen your phone *and* somehow watched you type your passcode. When it's on and the phone is somewhere unfamiliar, the most sensitive actions — like changing your Apple Account password or turning off Find My — demand your Face ID or Touch ID (which a thief can't fake), and some add a one-hour delay before they'll go through, giving you time to mark the phone as lost.

1. Open **Settings** → **Face ID & Passcode** and enter your passcode.
2. Scroll to **Stolen Device Protection** and tap it.
3. Turn it **on**, and set it to apply **Always** rather than only away from familiar places, for the strongest protection.

STAY SAFE

This is why your passcode privacy matters

Stolen Device Protection exists for exactly the threat Chapter 44 warned about — a thief who saw your passcode over your shoulder. Turn it on and even that thief is stopped cold, because they can't pass your face or fingerprint. It's a small switch that closes a serious door.

CHAPTER 51

Updates & Backups (Keep It Healthy & Recoverable)

We'll finish with the two gentle habits that keep your iPhone safe and worry-free for the long haul: keeping it **up to date**, and keeping a **backup**. Both run almost entirely on their own once set, and between them they close the doors scammers try to use and make sure you can never truly lose what's on your phone.

Software updates

From time to time Apple sends out a free **software update** — a fresh version of the iPhone's system. These aren't just for new features; most importantly, they quietly repair any security weaknesses that have been found, closing gaps before anyone can take advantage of them. Keeping up to date is one of the simplest and most effective ways to stay safe.

1. Open **Settings** → **General** → **Software Update**.
2. If an update is waiting, tap **Update Now** (it's best to be on Wi-Fi and plugged in).
3. Tap **Automatic Updates** and turn it **on**, so your iPhone updates itself overnight while it charges — you wake up to a phone that's already current.

WHAT THIS DOES FOR YOU

Updates close the very doors scammers try to use

Each update patches the little weaknesses crooks look for, so an up-to-date iPhone is a far harder target. Let automatic updates do the work overnight and you get all that protection without lifting a finger.

SCAM ALERT

Real updates come from Settings — never from a pop-up or text

A genuine iPhone update **only** ever appears in **Settings** → **General** → **Software Update**. If you get a text, email, or web pop-up saying "Update your iPhone now — click here," it's a scam dressed up to look official. Ignore it, and check the proper way, in Settings. Apple never delivers an update through a link.

iCloud Backup

A **backup** is a complete, automatic copy of what's on your iPhone — photos, messages, contacts, app settings, the lot — kept safely in iCloud, Apple's online storage. You hardly

know it's happening. But if your phone is ever lost, stolen, dropped in the lake, or simply replaced with a newer one, that backup lets a new or repaired iPhone restore everything, so it comes back looking and working just like your old one.

1. Open **Settings** and tap **your name** at the top.
2. Tap **iCloud**, then **iCloud Backup**.
3. Make sure **Back Up This iPhone** is turned **on**.
4. The date and time of the **Last Backup** near the bottom is your proof it's working. Tap **Back Up Now** anytime you want a fresh copy.

WHAT THIS DOES FOR YOU

You can never truly lose what's on your phone

With iCloud Backup on, your phone backs itself up automatically — usually overnight, charging and on Wi-Fi. So whatever happens to the device, your photos, messages, and memories are safe and ready to come right back onto a new phone. The hardware is replaceable; thanks to the backup, your contents always survive.

GOOD TO KNOW

If iCloud says it's full

A free Apple Account comes with a small amount of iCloud storage, and a phone full of photos can outgrow it. The fix is easy: a little extra storage costs about a dollar a month, well spent to keep everything safe. I can sort the right amount out with you — it takes just a minute.

FROM BILL

Set it and forget it

Turn on automatic updates and iCloud Backup once, and these two habits look after themselves. Your iPhone quietly keeps itself current and safely copied, night after night, with nothing more needed from you. That's the whole aim of this part: a phone that protects you in the background, so you can simply get on with enjoying it. And if you ever want a second pair of eyes on any of it, you know where I am.

PART 8

Tips, Battery, Troubleshooting & Quick Reference

Make the battery last, free up space, handy hidden tricks, moving to a new iPhone, fixing common hiccups, cheat sheets, a glossary, and how to reach Bill.

CHAPTER 52

Battery: Make It Last

Battery is near the top of every question list: why does it die so fast, am I charging it wrong, should I run it all the way down? The good news is your iPhone is smart about its own battery. Understand a few simple things and you'll get more hours per charge and keep the battery healthy for years.

What actually drains the battery

Everything the phone does takes a sip of energy. A few things take big gulps:

- **A bright screen** — the single biggest battery user on any phone; dimmer lasts noticeably longer.
- **Apps working in the background** — checking mail, updating the news, following your location.
- **A weak signal** — with poor cell service the phone works harder trying to stay connected.
- **Heat and cold** — a hot car or a freezing pocket drains it faster and is hard on its long-term health.
- **Lots of video, games, or the camera.** A busy day uses more than a quiet one — normal, not a defect.

Low Power Mode: your instant battery-saver

When the battery is low and you can't charge right away, **Low Power Mode** gently trims the biggest power users — dimming the screen a touch and pausing background activity — so the charge you have left stretches further. Calls, texts, and apps all keep working; the battery symbol turns yellow to show it's on. It can squeeze extra hours out of a low battery — enough to get through an appointment or an evening out without scrambling for a charger.

To turn on Low Power Mode

1. Open **Settings** (the grey gear).
2. Tap **Battery**.
3. Tap the switch next to **Low Power Mode** so it turns green.
4. That's it. When you next charge to a comfortable level, it turns itself back off automatically.

The phone also offers to turn Low Power Mode on by itself when the battery drops to 20% — just tap it when that message appears. You can add a one-tap button for it to Control Center too (see Part 2).

Checking your battery — and its long-term health

To see **what's using your battery**, open **Settings** → **Battery**: you'll find a chart of the last day or two and a list of apps showing the share each used. If an app you rarely open sits near the top, that's a clue you may not need it running all the time.

To check your battery's health

Every rechargeable battery slowly holds a little less as the years pass — true of phones, cars, and hearing aids alike. Your iPhone shows you where yours stands.

1. Open **Settings** and tap **Battery**.
2. Tap **Battery Health & Charging**.
3. Look at **Maximum Capacity**. A new battery is 100%; after a couple of years it might read in the 80s — that's expected and fine. If it has slipped into the 70s or lower and the phone won't last the day, a fresh battery (from an Apple-authorized shop) can make an older iPhone feel new again — far cheaper than a new phone, and something I'm glad to help arrange.

Charging habits: simpler than you've heard

Forget the dozen conflicting "rules." The honest truth for a modern iPhone:

- **Charging overnight is fine** — you can't "overcharge" it; the phone stops drawing power once full.
- **No need to run it to zero** — that was true of old batteries long ago. Top up whenever; it's healthy.
- **Partial charges are fine** — you don't have to reach 100% every time.
- **Use a good cable and plug** — Apple's own or a reputable brand; cheap no-name chargers cause trouble.

Let the phone protect the battery for you

A quiet feature called **Optimized Battery Charging** learns your overnight routine, holds the charge at 80% most of the night, then finishes to 100% right before you wake — sparing the battery the strain of sitting full, while you still wake to a full phone. It's on by default. Newer iPhones (15 and later) also offer an **80% Limit** for the extra-cautious. Both live under **Settings** → **Battery** → **Battery Health & Charging**.

WHAT THIS DOES FOR YOU

A battery that stays healthy for years

Let Optimized Charging do its thing and charge whenever it's handy — you get more hours today and a battery that holds up for years instead of fading early.

CHAPTER 53

Storage: "iPhone Storage Almost Full"

Sooner or later a message pops up: **"iPhone Storage Almost Full."** Don't let it rattle you — nothing is broken. It simply means the phone's "filing cabinet" is getting full, usually of photos and videos, and it's asking you to tidy up. We can do that safely, without throwing away a single memory. Every iPhone has a fixed amount of room inside; videos are the big space-eaters, where a few long ones outweigh hundreds of photos. When it fills up, the phone can't save anything new until you free a little room.

The safe way to free up space

One screen shows you everything and offers safe, reversible fixes. Start there.

1. Open **Settings** and tap **General**.
2. Tap **iPhone Storage**.
3. Wait a moment. You'll see a colored bar showing what's using space, and a list of apps sorted by how much room each takes.
4. Tap any app to see its size and your options.

Offload apps you don't use

On that screen you may see a suggestion to **Offload Unused Apps**. Offloading removes the app itself to free up space but **keeps all its information**. If you ever tap the app again, it simply downloads itself back and everything is just as you left it. It's the safest cleanup there is.

> WHAT THIS DOES FOR YOU
>
> **Room without losing anything**
>
> Offloading is the gentle option: you reclaim space from apps gathering dust, and nothing you care about — your settings, your logins, your data — goes away.

Review large videos and photos

The storage screen can point you to your biggest videos. Watch one, decide if you still want it, and delete only what you're sure about. Deleted photos and videos go to a **Recently Deleted** album and stay there for 30 days, so even a mistake is easy to undo.

Let iCloud hold the full-size photos

The single best fix for a photo-stuffed phone is **iCloud Photos** with **Optimize iPhone Storage** turned on. The full-size original of each photo lives safely up in iCloud (Apple's

locker in the sky) while your phone keeps a smaller, screen-sized copy. Your whole library still shows up exactly as before — you'd never know the difference — but it takes a fraction of the space.

1. Open **Settings** and tap your name at the very top.
2. Tap **iCloud**, then **Photos**.
3. Make sure **Sync this iPhone** (iCloud Photos) is turned on.
4. Choose **Optimize iPhone Storage**.

GOOD TO KNOW

iCloud space may cost a little

Apple gives everyone a small amount of iCloud space free. A large photo library usually needs more, which is a few dollars a month. It's money well spent — it's also your automatic backup. If you'd like, I'll help you pick the right size; there's no need to overbuy.

Clear everyday clutter

- **Messages:** set texts to delete themselves after a year in **Settings** → **Apps** → **Messages** → **Keep Messages**. Old photo texts eat a surprising amount of space.
- **Safari:** clear its leftover browsing files in **Settings** → **Apps** → **Safari** → **Clear History and Website Data** (this just tidies up — it won't delete your saved passwords).
- **Podcasts & downloads:** apps that download episodes or shows can quietly pile up. Delete ones you've finished.

SCAM ALERT

Ignore "Clean your iPhone!" pop-ups

If a web page or ad ever shouts that your iPhone is "full of junk," "infected," or "needs cleaning" and tells you to install a cleaner app or call a number — **it is a scam, every single time.** Your iPhone does not need a cleaner app. Close the page and do your tidying the real way, right here in Settings. More on scams in Part 7.

CHAPTER 54

Handy Hidden Tricks

This is the fun chapter — a grab-bag of small, delightful things most people never discover. None are essential, but each makes you say "well, isn't that handy." Try one or two at a time; cheat-sheet at the end.

Take a screenshot (a picture of your screen)

WHAT THIS DOES FOR YOU

Save or show exactly what's on screen

Capture a confirmation number or error message as a photo — perfect for showing me "here's what I'm seeing."

How: press the **side button** and **volume-up** together, then let go. The screen flashes and the picture lands in Photos. Tap the preview in the corner to crop or draw on it first.

Back Tap — tap the back of the phone

WHAT THIS DOES FOR YOU

A hidden button you can't wear out

A double- or triple-tap on the back can take a screenshot, open the camera, or turn on the flashlight.

How: Settings → **Accessibility** → **Touch** → **Back Tap**, then pick an action for **Double Tap** or **Triple Tap**.

Scan a document with Notes

WHAT THIS DOES FOR YOU

A pocket scanner, free

Turn a paper letter, bill, or form into a clean PDF you can email — no scanner machine needed.

How: in **Notes**, start a note, tap the **camera** icon, choose **Scan Documents**, and hold the phone over the page — it finds the edges and snaps it.

Live Text — copy words out of a photo

WHAT THIS DOES FOR YOU

No more re-typing

Lift a phone number, password, or address straight out of a photo — copy it, call it, or map it with a tap.

How: open any photo with words in it and press and hold on the text — the usual Copy / Call / Look Up options appear, just like text anywhere else.

Translate — understand another language

WHAT THIS DOES FOR YOU

A pocket interpreter

Translate a menu, a sign, or a whole spoken conversation, right on the phone.

How: open the **Translate** app and type or speak; or press and hold any text and choose **Translate**, or point the Camera at foreign text.

Measure — a tape measure in your phone

WHAT THIS DOES FOR YOU

A rough ruler when you're caught without one

Point the camera and the Measure app estimates the length of things — handy for a quick "will it fit?"

How: open the **Measure** app and follow the prompts. It's an estimate, not a carpenter's tape, but remarkably good.

Flashlight and timer from Control Center

WHAT THIS DOES FOR YOU

A light and a kitchen timer, instantly

The two things everyone reaches for are one swipe away — no app to hunt for.

How: swipe down from the top-right corner for **Control Center**, then tap the **flashlight** or the **timer**.

Slide the typing cursor with the spacebar

WHAT THIS DOES FOR YOU

Fix a typo in the middle of a word, easily

Getting the blinking cursor exactly where you want it is fiddly; this makes it simple.

How: while typing, press and hold the **spacebar**. The keyboard becomes a track-pad — slide your finger and the cursor glides wherever you point.

Shake (or three-finger swipe) to undo

WHAT THIS DOES FOR YOU

Take back a mistake

Deleted the wrong word? Undo brings it right back.

How: give the phone a gentle **shake** and tap **Undo** — or swipe **left with three fingers**. Redo = swipe right with three fingers.

Make the Lock Screen and widgets your own

WHAT THIS DOES FOR YOU

A phone that looks like yours

Choose the clock style and add little info panels (widgets) — weather, next appointment, a photo of the grandkids.

How: press and hold the Lock Screen, then tap **Customize**. For Home Screen widgets, hold an empty spot, tap **Edit**, then **Add Widget**.

The Action Button (newer models)

WHAT THIS DOES FOR YOU

One button, your favorite job

Newer iPhones have a side button you set once to do what you do most — flashlight, camera, silence, voice memo.

How: if your phone has it, go to **Settings** → **Action Button** and choose. (No such setting means your model doesn't have it.)

Quick cheat-sheet for the tricks:

Trick	How
Screenshot	Press side button + volume-up together.
Back Tap	Settings → Accessibility → Touch → Back Tap.
Scan a document	Notes → camera icon → Scan Documents.
Copy text from a photo	Press and hold the words in any photo.

Trick	How
Translate	Translate app, or hold text → Translate.
Measure something	Open the Measure app and aim.
Flashlight / timer	Swipe down from top-right → Control Center.
Move the cursor	Hold the spacebar and slide.
Undo	Shake the phone, or three-finger swipe left.
Customize Lock Screen	Hold the Lock Screen → Customize.
Action Button	Settings → Action Button (newer models).

CHAPTER 55

The Smart Helpers (Siri & Apple Intelligence)

Your iPhone has a built-in helper you can simply talk to, and on newer models it has grown a good deal smarter. Here's what it can do in plain terms — and, just as important, where to be careful.

Siri — the voice you ask

Siri is the assistant you talk to out loud — no tapping or typing, you just ask in ordinary words. A few things people ask every day:

- "Call my daughter."
- "Set a timer for 20 minutes."
- "What's the weather tomorrow?"
- "Remind me to take my pills at 8."
- "Text Bill that I'm running late."

How to ask Siri

Say **"Siri"** (or **"Hey Siri"**) out loud, or press and hold the **side button**. A glow around the edge of the screen means Siri is listening — then just talk. Prefer not to speak? You can type to Siri instead.

WHAT THIS DOES FOR YOU

A patient helper, built right in

Siri never sighs, never rushes you, and is happy to be asked the same thing twice. For calls, timers, reminders, and quick facts, speaking is often faster and far easier than tapping — especially if your hands or eyes aren't what they used to be.

Apple Intelligence — the extra-smart helper

Newer iPhones add a set of features Apple calls **Apple Intelligence**. Think of it as a clever assistant living inside the phone that can help with writing and understanding. In plain terms, it can:

- **Help you write or shorten a message** — turn a few rough words into a tidy note, or trim a long one.
- **Summarize a long email or article** — give you the short version so you don't have to wade through it.

- **Tidy up a photo** — remove a stranger or a stray object that wandered into your picture.
- **Make Siri smarter** — understand you better, and let you type your questions.

A nice touch: much of this happens **right on the phone itself**, so your private messages and photos stay private rather than being shipped off somewhere.

GOOD TO KNOW

Which phones have it — an honest word

Apple Intelligence needs a recent, more powerful iPhone — roughly the iPhone 15 Pro models and the iPhone 16 and 17 families and newer. If you have an older iPhone, you still get regular Siri and everything else in this book; you simply won't see the newer writing and summarizing tools. Nothing is wrong with your phone — it's just an older model. To check, look in **Settings** for **Apple Intelligence & Siri**; if the full feature isn't there, your phone doesn't offer it.

HEADS UP

Clever, but not always right

These helpers are wonderful for drafting, explaining, and summarizing — but they can get things wrong or miss a detail. Treat what they produce as a helpful first draft, not gospel. Always read it over before you send it, and double-check anything that matters (a date, a dollar amount, a medical instruction).

STAY SAFE

Never hand an assistant your secrets

No matter how helpful it seems, **never type or speak a password, a bank account number, a Social Security number, or a verification code into Siri, Apple Intelligence, or any chatbot or assistant.** A genuine helper never needs those. If something asks you to "just tell the assistant your code," stop — that's the shape of a scam.

CHAPTER 56

Moving to a New iPhone (or From an Old Phone)

Getting a new phone is exciting, but many folks dread the move — "will I lose my photos, contacts, texts?" Set your mind at ease. Apple has made this remarkably easy: your whole digital life — photos, contacts, messages, apps, settings — comes right along, usually in under an hour, with nothing lost.

iPhone to iPhone: "Quick Start"

Moving from one iPhone to another, a feature called **Quick Start** does almost everything for you. The trick is simply to set the two phones next to each other.

1. Turn on the **new** iPhone and set it beside your **old** one.
2. A card pops up on the old phone offering to set up the new one. Tap **Continue**.
3. Hold the old phone over the new one so its camera sees the little swirl of dots on the new screen. That's how they introduce themselves.
4. Follow the friendly prompts. You'll enter your old passcode and your Apple Account password when asked.
5. Choose to transfer directly from the old phone (or restore from your iCloud backup), then let them sit together while everything copies over.

WHAT THIS DOES FOR YOU

Your whole life, moved in an hour

Quick Start carries over your photos, contacts, messages, apps, and even how your Home Screen is arranged. You pick up the new phone and it feels like your old one — only better. Nothing left behind.

Coming from an Android phone

Switching from an Android phone (a Samsung, Google, or similar) to an iPhone? Apple makes a free app called **Move to iOS** for exactly this.

1. On your Android phone, open the Play Store and install the free **Move to iOS** app.
2. Start setting up your new iPhone; when it asks, choose **Move Data from Android**.
3. A code appears on the iPhone. Type it into the Android phone to link them.
4. Pick what to bring — photos, contacts, messages, and more — and let them transfer.

What comes over

Whichever way you move, the important things arrive on the new phone: your whole **photo and video** library, every **contact**, your **text conversations**, your **apps** (they re-download themselves), and much of how the phone was **set up**.

TIP

Let me do this one with you the first time

A phone switch is the single most common thing I help folks with, and a lovely one to do together — I'll make sure every photo and contact lands safely and send you off with a phone that's ready to go. One tip: don't trade in or erase the old phone the same day. Keep it a few days until you've confirmed the new one has everything, then pass it on.

CHAPTER 57

Troubleshooting (When Something Goes Wrong)

Every so often the phone misbehaves — an app freezes, the screen won't respond, it says "No Service." Take a breath. Almost every one has a simple, safe fix you can do yourself in under a minute, and none will harm your phone or lose your information. Here's my field guide, problem by problem.

WHAT THIS DOES FOR YOU

Most problems have a simple fix you can do

You don't need to be "good with computers." Each fix is a short set of steps — try them in order, and if the first doesn't work, move to the next.

An app is frozen or acting strange

- Swipe up from the very bottom of the screen to leave the app, then tap it again to reopen it. That alone fixes most hiccups.
- If it's still stuck, open the **App Switcher** (swipe up from the bottom and pause in the middle). You'll see your open apps as cards. **Swipe the troublesome one up and off** the top to fully close it, then reopen it fresh.

The whole phone is frozen — nothing responds

If the screen won't react to anything, a **force restart** gives the phone a clean reboot. It will **not** erase anything — it's just like switching it off and on. Do these three steps quickly, one right after another:

1. Press and release the **volume-up** button.
2. Press and release the **volume-down** button.
3. Now press and **hold the side button** — keep holding even when the screen goes dark — until the Apple logo appears, then let go.

TIP

This is the big one to remember

The force-restart sequence (volume-up, volume-down, hold side) is the single most useful trick in this chapter. It cures a surprising number of "my phone is dead/frozen/weird" problems. Jot it on a sticky note if it helps.

It won't charge

- Try a **different cable** and a **different plug or outlet** — a frayed cable is the usual culprit.
- Gently check the charging port on the bottom. Pocket lint packs in and blocks the connection; a light brush with a wooden toothpick (never metal) often does it.
- Give it 10–15 minutes to charge before expecting it to wake — a fully drained battery responds slowly.

"No Service" or no internet

- Turn **Airplane Mode** on (Control Center, the little airplane), wait ten seconds, then off again. This reconnects the phone fresh and fixes it more often than not.
- Still stuck? **Restart** the phone (or force-restart as above).
- No internet at home? Check **Wi-Fi** is on and connected (Settings → Wi-Fi), and give your router a moment if it's been acting up.

You forgot your passcode

Serious but not hopeless. For your security there's no secret back door — too many wrong guesses and the phone locks you out on purpose. Getting back in means erasing and restoring using your **Apple Account**, which is why a recent iCloud backup matters so much (it puts everything back afterward).

> **FROM BILL**
>
> **Don't fight this one alone — call me**
>
> A forgotten passcode is fiddly, and guessing can make it worse. Call me before you do anything — we'll get you back in safely, photos and contacts intact, and set up something you'll remember next time.

An update won't install

- Make sure you're on **Wi-Fi** — updates are large and usually need it.
- Plug the phone in, or make sure the battery is well above half — it won't update on a low battery.
- Free up a little **storage** if it's full (see Chapter 53); an update needs room to unpack.
- Then try again in **Settings** → **General** → **Software Update**.

A scary pop-up or warning

If a web page flashes a dire warning — "Your iPhone is infected!", "Call this number now!" — it is **not** real and your phone is fine. It's a scam built to frighten you into calling or installing something. Don't call, don't tap — just close the page (App Switcher, swipe the browser

away). See the full scam chapter in Part 7. And remember the two cure-alls: **close and reopen the app**, and if that fails, **restart the phone** — they fix the large majority of glitches.

CHAPTER 58

Quick-Reference Cheat Sheets

Here are the pages to dog-ear. When you just need a quick reminder — which swipe does what, how to take a screenshot, what a scammer sounds like — flip here and look it up.

The key gestures

The handful of moves the whole phone runs on. Learn these and you can do almost anything.

Gesture	What it does
Swipe up from the bottom edge	Go back to the Home Screen
Swipe down from the top-right corner	Open Control Center (Wi-Fi, flashlight, brightness)
Swipe down from the top-middle	See your Notifications
Swipe up and pause in the middle	Open the App Switcher (your open apps)
Side button + volume-up	Take a screenshot
Volume-up, volume-down, hold side	Force restart a frozen phone
Say "Siri", or hold the side button	Talk to Siri

"I want to… → do this"

I want to…	Do this
Make a phone call	Open Phone → Keypad or Contacts → tap the green call button. Or say "Siri, call…"
Send a text message	Open Messages → tap the pencil/compose icon → type a name, then your message.
Take a photo	Open Camera → tap the big round button. Or open Camera straight from the Lock Screen.
Video-call someone	Open FaceTime → tap New FaceTime → pick a contact (both of you need an iPhone/Apple device).
Get online	Open Safari → tap the address bar → type what you're looking for.
Make the text bigger	Settings → Display & Brightness → Text Size — drag the slider.
Find a setting	Open Settings → pull down to reveal the Search bar → type what you want.
Take a screenshot	Press the side button and volume-up together.

I want to…	Do this
Get help / ask a question	Say "Siri…", or call Bill at (330) 200-8042.

Scam red-flags card — tear this out

SCAM ALERT

STOP if anyone — by call, text, email, or pop-up — asks for any of these

• **Your Apple Account password, or a verification code.** No real company ever needs these. • **Payment in gift cards** (Apple, Amazon, Google Play). This is *always* a scam — no exceptions. • **Remote access to your phone or computer.** Never let a stranger "connect in to fix it." • **Any pressure to "act now," or a threat** that your account, benefits, or warrant depend on it. Real businesses don't rush you or threaten you. When any of these appear: **stop, hang up or close it, and call me.** You will never be in trouble for asking first.

CHAPTER 59

Plain-English Glossary

The tech world loves its jargon. Here's every term in this book in one plain sentence — keep it handy for whenever a word trips you up.

Term	In plain English
iPhone	Apple's smartphone — a pocket computer that's also your phone, camera, and so much more.
iOS	The software that runs your iPhone; a free update now and then keeps it current and safe.
App	A single-purpose program — Weather, Messages, Camera — shown as a little square icon you tap to open.
Home Screen	The main screen of app icons you return to, like the desktop of your phone.
Dock	The row of up to four apps that stays put at the bottom of every Home Screen page.
App Library	The automatic storage room past your last Home Screen that holds every app in folders.
Gesture	A finger motion the phone understands — a tap, a swipe, a press-and-hold.
Tap / swipe / long-press	Tap = a quick touch; swipe = slide your finger; long-press = hold a second for extra options.
Face ID / Touch ID	Unlocking the phone just by looking at it (Face ID) or with your fingerprint (Touch ID).
Passcode	The numeric code that unlocks your phone and is its ultimate backstop — guard it like a house key.
Apple Account (Apple ID)	Your single login for everything Apple — same email and password across all your devices.
iCloud	Apple's secure storage in the internet that keeps your photos and data backed up and in sync.
iMessage vs. SMS	iMessage = free messages between Apple devices (blue); SMS = standard texts to any phone (green).
FaceTime	Apple's free video and voice calling between Apple devices.
Safari	The app for browsing the internet — your window to the web.
Mail	The app for your email.
App Store	Apple's one safe place to find and install new apps.

Term	In plain English
AirDrop	Sending a photo or file wirelessly to someone's Apple device a few feet away, no email needed.
AirPlay	Sending what's on your phone — a video, music, photos — to a compatible TV or speaker.
Apple Pay / Wallet	Paying securely by tapping your phone at a checkout; Wallet holds your cards, passes, and tickets.
Siri	The voice assistant you talk to — ask it to call, text, set timers, or answer questions.
Apple Intelligence	Newer phones' extra-smart helper for writing, summarizing, and tidying photos.
Control Center	The quick-settings panel (swipe down from the top-right) for Wi-Fi, flashlight, and brightness.
Notification	A little message from an app — a text, a reminder, an alert — that appears to get your attention.
Focus / Do Not Disturb	A quiet mode that silences interruptions at dinner or overnight.
Wi-Fi vs. cellular data	Wi-Fi = your home or a shop's internet (usually free); cellular = internet over the phone network, away from Wi-Fi.
Two-factor authentication	An extra safety step: a one-time code is sent to you, so a password alone can't let a stranger in.
Passkey	A newer, password-free way to sign in using your face or fingerprint — safer and nothing to remember.
Find My	Apple's feature for locating a lost iPhone (and tagged items) on a map.
Backup	A safe copy of everything on your phone, kept in iCloud, so nothing's lost if the phone is.
Software update	A free improvement from Apple that fixes bugs and closes security holes — always worth installing.
Widget	A little information panel on your Home or Lock Screen — weather, calendar, a photo — that updates on its own.
Accessibility	Settings that make the phone easier to see, hear, and use — bigger text, louder alerts, more.
VoiceOver	An accessibility feature that reads the screen aloud for people who can't see it well.
Dictation	Speaking instead of typing — tap the microphone on the keyboard and talk.
Scam / phishing / smishing	A trick to steal your money or logins: phishing by email, smishing by text — all built to fool you into giving something up.

CHAPTER 60

Where to Learn More & When to Call Bill

You've reached the end of the book — well done. You needn't have memorized a word; that's what keeping it on the shelf is for. Here's where to turn when you want to learn more, and a few parting words from me.

Good places to learn more

- **Siri, first** — for a quick "how do I…", just ask out loud. It's the fastest answer there is.
- **The Tips app** — built into your iPhone, short friendly how-tos from Apple (yellow lightbulb icon).
- **support.apple.com** — Apple's own help website, searchable and reliable, with step-by-step articles.
- **The iPhone User Guide** — Apple's free complete manual; search for it in Safari or the Books app.
- **GCFGlobal.org** — free, patient lessons for beginners and seniors; no sign-up, no cost.
- **YouTube how-tos** — search exactly what you want to do. (Stick to well-known channels, and never call a number a video flashes on screen.)
- **And me, anytime** — when you'd rather just ask a real person who'll explain it kindly.

A few parting words

Here's the truth to carry away from all these pages: **there is no such thing as a dumb question.** Not one. The folks I help are smart, capable people — they simply weren't handed a manual that spoke plainly. Now you have one.

Don't feel you have to learn it all at once — you never will, and you don't need to. Pick one small thing this week: practice the gestures, make the text bigger, take a few photos for the fun of it. Before long it feels like second nature. And truly, **you can't break it** — anything you change can be changed back.

And if a call, text, or pop-up ever makes you uneasy, stop and call me *before* you do anything. Those "is this a scam?" calls aren't a bother; they're exactly what I'm here for. No charge, no judgment, ever, for asking.

FROM BILL

My standing offer

If anything in this book — or anything your iPhone does — ever puzzles you, pick up the phone. No question is too small, no problem too silly. I'll come out, or talk you through it, as plainly and as patiently as it takes. That's the whole reason I do this work. Welcome to your iPhone — you're going to do just fine.

— Bill · Bill's Home Tech · (330) 200-8042 · BillsHomeTech.com