



Department of Children and Family Services  
Office of Information Technology Services

**DCFS iPhone overview**

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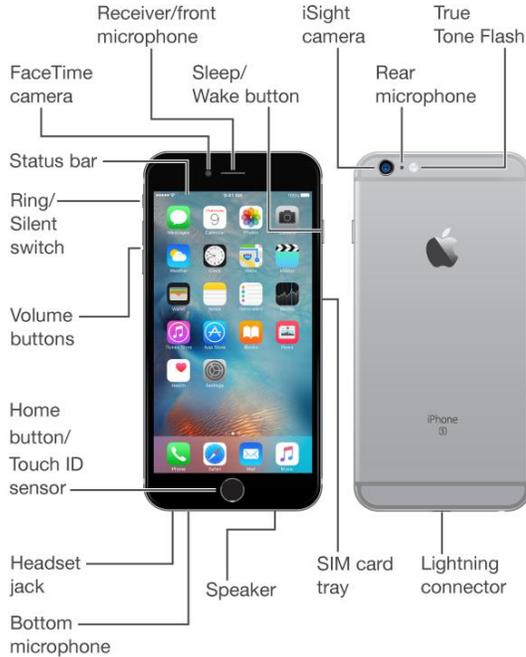
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# iPhone overview

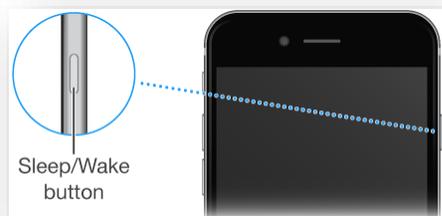
This guide describes iOS 9.1 for:

- iPhone 6s Plus



## Sleep/Wake button

When you're not using iPhone, press the Sleep/Wake button to lock iPhone. Locking iPhone puts the display to sleep, saves the battery, and prevents anything from happening if you touch the screen. You can still get phone calls, FaceTime calls, text messages, alarms, and notifications. You can also listen to music and adjust the volume.



On, iPhone 6 Plus, and later, the Sleep/Wake button is on the right side:

iPhone locks automatically if you don't touch the screen for a minute or so. To adjust the timing, go to Settings > General > Auto-Lock.

**Turn iPhone on.** Press and hold the Sleep/Wake button until the Apple logo

appears.

**Unlock iPhone.** Press either the Sleep/Wake or Home button, then drag the slider.

**Turn iPhone off.** Press and hold the Sleep/Wake button until the slider appears, then drag the slider.

For additional security, you can require a passcode to unlock iPhone. Go to Settings > Touch ID & Passcode (iPhone models with Touch ID) or Settings > Passcode (other models).

## Home button

The Home button takes you to the Home screen and provides other convenient shortcuts. On the Home screen, tap any app to open it.



**See apps you've opened.** Double-click the Home button when iPhone is unlocked.

**Use Siri or Voice Control.** Press and hold the Home button.

On iPhone 5s and later, you can use the sensor in the Home button to read your fingerprint, instead of using your passcode to unlock iPhone.

You can also use the Home button to turn accessibility features on or off.

## Touch ID

On iPhone 6s, you can unlock iPhone by placing a finger on the Home button.

**Set up the Touch ID sensor.** Go to Settings > Touch ID & Passcode. Set whether you want to use a fingerprint to unlock iPhone, and to make purchases. Tap Add a Fingerprint, then follow the onscreen instructions. You can add more than one fingerprint (your thumb and forefinger, for example, or one for your spouse).

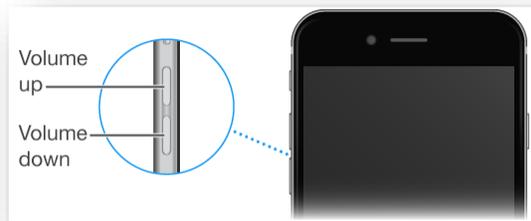
**Note:** If you turn iPhone off after setting up the Touch ID sensor, you'll be asked to confirm your passcode when you turn iPhone back on and unlock it the first time.

**Delete a fingerprint.** Tap the fingerprint, then tap Delete Fingerprint. If you have more than one fingerprint, place a finger on the Home button to find out which fingerprint it is.

**Name a fingerprint.** Tap the fingerprint, then enter a name, such as "Thumb."

# Volume controls

When you're on the phone or listening to songs, movies, or other media, the buttons on the side of iPhone adjust the audio volume. Otherwise, the buttons control the volume for the ringer, alerts, and other sound effects.



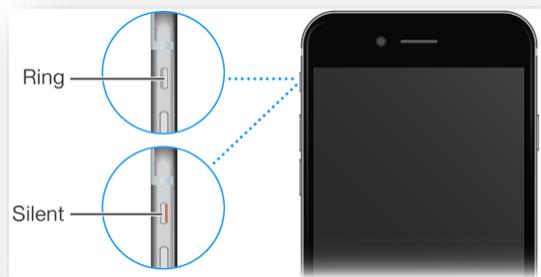
**Lock the ringer and alert volumes.** Go to Settings > Sounds, then turn off Change with Buttons. To limit the volume for music and videos, go to Settings > Music > Volume Limit.

**Use Control Center to adjust the volume.** When iPhone is locked or when you're using another app, swipe

up from the bottom edge of the screen to open Control Center.

You can also use either volume button to take a picture or record a video.

# Ring/Silent switch



Flip the Ring/Silent switch to put iPhone in ring mode  or silent mode .

In ring mode, iPhone plays all sounds. In silent mode, iPhone doesn't ring or play alerts and other sound effects (but iPhone may still vibrate).

**Important:** Clock alarms, audio apps such as Music, and many games play sounds through the built-in speaker, even when iPhone is in silent mode. In some areas, the sound effects for Camera and Voice Memos are played, even if the Ring/Silent switch is set to silent.

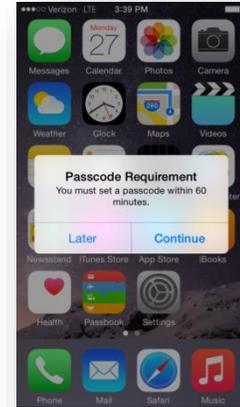
**Use Do Not Disturb.** You can also silence calls, alerts, and notifications using Do Not Disturb. Swipe up from the bottom edge of the screen to open Control Center, then tap



# Set up mail, contacts, and calendar accounts

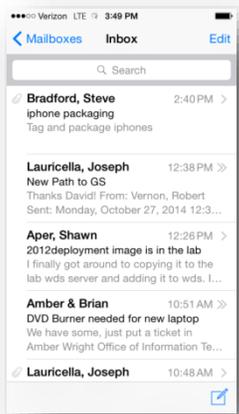
If passcode was not setup during initial phone setup, the user will be prompted to setup a passcode. Click Continue

Enter a passcode that is at least 4 characters, tap continue. Then Re-Enter the passcode to confirm it, tap Save.



Email settings will be pushed to the device. You will have to enter your network (NT account) password to allow the device to sync email, contacts, and calendar. To do

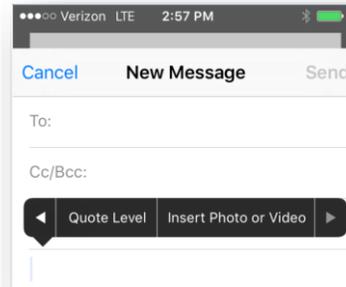
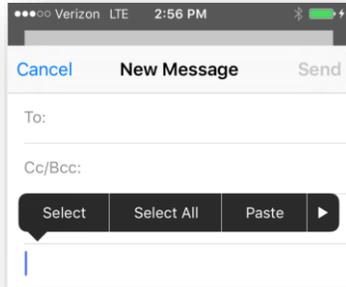
this, open the mail app, you will be prompted for your password. Enter your network password and tap OK.



**NOTE\*\*** If password was incorrectly entered, the prompt will immediately come up again for the password. Entering the password incorrectly TWO times will lock your network account, preventing computer access as well. If your network account is locked out, please contact the Help Desk (800) 610-2089 to have it unlocked. **ALSO:** you're your password is changed, on the computer, the phone will prompt for a new password. If your password expires it will need to be changed on the computer before it will work on the iPhone. There is no way to change your network password from the iPhone.

When password is correctly entered, mail should start to sync. It may take a minute or two for mail to start showing up, depending on connection speed and amount of mail, sync should only take a few minutes to complete.

If you need to send a screenshot of your phone to the OITS helpdesk, tap the new mail button, add [OITS\\_Helpdesk@illinois.gov](mailto:OITS_Helpdesk@illinois.gov) in the TO: field. Then tap and hold in the body of the message to bring up the context menu, swipe right and tap Insert Photo or Video.

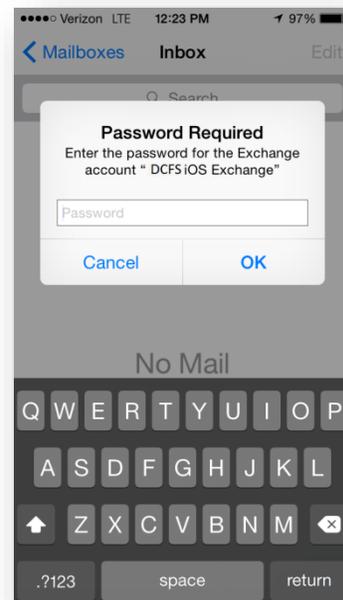


## Email Password Prompt

Email on the iPhones is linked to your DCFS network ID (NT Account). Because of this, when your (NT Account) password expires, is changed, or your account is locked, email, contacts, and calendar will not sync with the device.

If the following prompt is displayed on your phone, please take the following steps:

- If your (NT account) password was recently changed, enter your new password.\*
- If your (NT account) password has expired, change your password on your computer when prompted. Wait 30 minutes, and then enter your new password on your phone.
- If you have entered your password more than two (2) times and the prompt persists, please contact the Help Desk for assistance as your NT Account may be locked out.
- It may take up to 30 minutes once you have changed your password before new email appears.



# Personal Hotspot

Use Personal Hotspot to share your iPhone Internet connection. Computers can share your Internet connection using Wi-Fi, Bluetooth, or a USB cable. Other iOS devices can share the connection using Wi-Fi. Personal Hotspot works only if iPhone is connected to the Internet over the cellular data network.

**Share an Internet connection.** Go to Settings > Cellular, then tap Personal Hotspot—if it appears—to set up the service with your carrier.

After you turn on Personal Hotspot, other devices can connect in the following ways:

- *Wi-Fi:* On the device, choose your iPhone from the list of available Wi-Fi networks.
- *USB:* Connect iPhone to your computer using the cable that came with it. In your computer's Network preferences, choose iPhone and configure the network settings.

**Note:** When a device is connected, a blue band appears at the top of the iPhone screen.

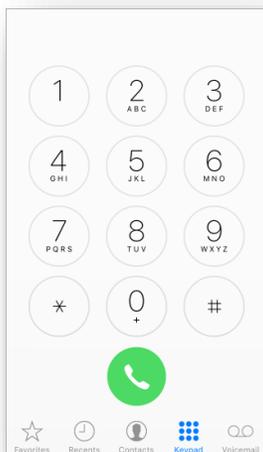
The Personal Hotspot icon  appears in the status bar of iOS devices using Personal Hotspot.

**Change the Wi-Fi password for iPhone.** Go to Settings > Personal Hotspot > Wi-Fi Password, then enter a password of at least 8 characters.

**Change the name of your Personal Hotspot.** You can change the name of your Personal Hotspot by changing the name of your iPhone. Go to Settings > General > About > Name.

# Make a call

Making a call on iPhone is as simple as choosing a number in your contacts, or tapping one of your favorites or recent calls.



**Add favorites.** With Favorites, you can make a call with a single tap. To add someone to your Favorites list, tap . You can also add names to Favorites from Contacts. In Contacts, tap Add to Favorites at the bottom of a card, then tap the number to add.

**Delete a name or rearrange your Favorites list.** Tap Edit.

**Return a recent call.** Tap Recents, then tap the call. Tap  to get more info about the call, or the caller. A red badge indicates the number of missed calls.

You can also reach recent and favorite people you've been in contact with from the multitasking screen—just double-click the Home button.

**Dial manually.** Tap Keypad, enter the number, then tap Call.

- *Paste a number to the keypad:* Tap the screen above the keyboard, then tap Paste.
- *Enter a soft (2-second) pause:* Touch the “\*” key until a comma appears.
- *Enter a hard pause (to pause dialing until you tap the Dial button):* Touch the “#” key until a semicolon appears.
- *Redial the last number:* Tap Keypad, tap Call to display the number, then tap Call again.

**Use Siri or Voice Control.** Press and hold the Home button, say “call” or “dial,” then say the name or number. You can add “at home,” “work,” or “mobile.”

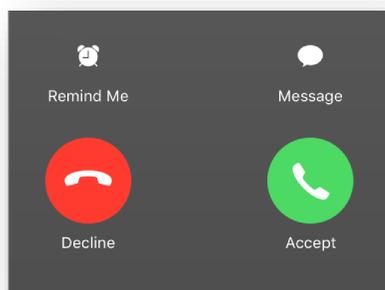
For example:

- “Call Emily’s mobile”
- “Call the fire department”
- “Redial that last number”

When voice dialing a number, speak each digit separately—for example, “four one five, five five five....” For the 800 area code in the U.S., you can say “eight hundred.”

## When someone calls

Tap Accept to answer an incoming call. Or if iPhone is locked, drag the slider. You can also press the center button on your headset.



**Silence a call.** Press the Sleep/Wake button or either volume button. You can still answer the call after silencing it, until it goes to voicemail.

**Decline a call and send it directly to voicemail.** Do one of the following:

- Press the Sleep/Wake button twice quickly.

- Press and hold the center button on your headset for about two seconds. Two low beeps confirm that the call was declined.
- Tap Decline (if iPhone is awake when the call comes in).

**Note:** In some areas, declined calls are disconnected without being sent to voicemail.

**Respond with a text message instead of answering.** Tap Message, then choose a reply or tap Custom. To create your own default replies, go to Settings > Phone > Respond with Text, then tap any of the default messages and replace it with your own text.

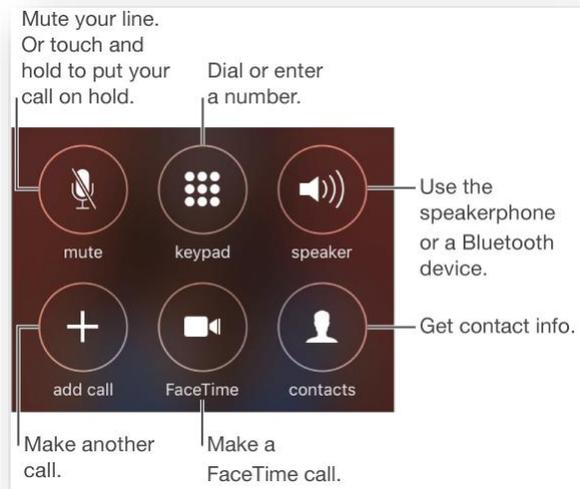
**Remind yourself to return the call.** Tap Remind Me, then indicate when you want to be reminded.

## While on a call

When you're on a call, the screen shows several call options.

**End a call.** Tap  or press the Sleep/Wake button.

**Use another app while on a call.** Press the Home button, then open the app. To return to the call, tap the green bar at the top of the screen.



**Respond to a second call.** You can:

- *Ignore the call and send it to voicemail:* Tap Ignore.
- *Put the first call on hold and answer the new one:* Tap Hold + Accept.
- *End the first call and answer the new one:* When using a GSM network, tap End + Accept. With a CDMA network, tap End and when the second call rings back, tap Accept, or drag the slider if iPhone is locked.

With a call on hold, tap Swap to switch between calls, or tap Merge Calls to talk with both parties at once. See Conference calls.

**Note:** With CDMA, you can't switch between calls if the second call was outgoing, but you can merge the calls. You can't merge calls if the second call was incoming. If you end the second call or the merged call, both calls are terminated.

# Conference calls

With GSM, you can set up a conference call with up to five people (depending on your carrier).

**Note:** Conference calls may not be available if your call is using VoLTE (Voice over LTE).

**Create a conference call.** While on a call, tap Add Call, make another call, then tap Merge Calls. Repeat to add more people to the conference.

- *Drop one person:* Tap  next to a person, then tap End.
- *Talk privately with one person:* Tap , then tap Private next to the person. Tap Merge Calls to resume the conference.
- *Add an incoming caller:* Tap Hold Call + Answer, then tap Merge Calls.

# Phone settings

Go to Settings > Phone to:

- See the phone number for your iPhone
- Change the default text message replies for incoming calls
- Turn call forwarding, call waiting, and caller ID on or off (GSM)
- Turn TTY on or off
- Change your voicemail password (GSM)

Go to Settings > Sounds to:

- Set ringtones and volume
- Set vibration options
- 
- Set the sound for new voicemail

Once you select a network, iPhone uses only that network. If the network is unavailable, “No service” appears on iPhone.

# Set up Call Forwarding

Turn on Call Forwarding from a Verizon phone

1. Dial \*72.

2. Dial the phone number (including area code) where you want your calls to be forwarded to (e.g., \*72-908-123-4567).
3. Press the Call button and wait for confirmation. You should hear a confirmation tone or message.
4. End your call.

Turn off Call Forwarding from a Verizon phone

1. Dial \*73.
2. Press the call button and wait for confirmation. You should hear a confirmation tone or message.
3. End your call.

## Voicemail

If you have received a voicemail you will see a notification. If you do not wish to retrieve the voice mail right then, you can always select the phone icon and touch voicemail.



## Contacts

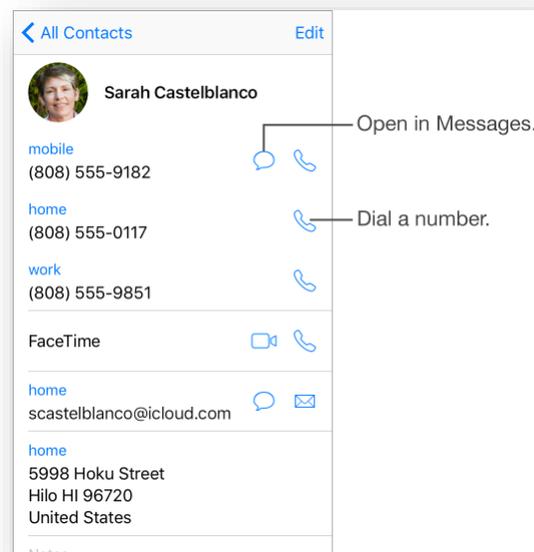
iPhone lets you access and edit your contact lists from personal, business, and other accounts.

**Set your My Info card for Safari, Siri, and other apps.** Go to Settings > Mail, Contacts, Calendars, tap My Info, then select the contact card with your name and information.

**Ask Siri.** Say something like:

- “Sarah Castelblanco is my sister”
- “Send a message to my sister”
- “What’s my brother’s work address?”

**Find a contact.** Tap the search field at the top of the contacts list, then enter your search. You can also search your contacts using Search.



**Share a contact.** Tap a contact, then tap Share Contact. Sharing a contact shares all the info from the contact’s card.

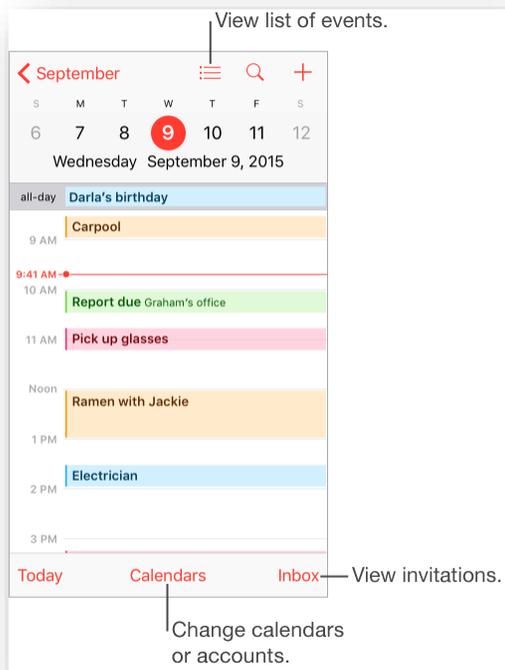
**Change a label.** If a field has the wrong label, such as Home instead of Work, tap Edit. Then tap the label and choose one from the list, or tap Add Custom Label to create one of your own.

**Create a new contact.** Tap . iPhone automatically adds unconfirmed contacts derived from messages you receive. Turn this on or off at Settings > Mail, Contacts, Calendars > Contacts Found in Mail.

**Create a contact from the Home screen.** On iPhone 6s Plus, press Contacts, then select an action.

**Delete a contact.** Go to the contact’s card, then tap Edit. Scroll down, then tap Delete Contact.

## Calendar



**Ask Siri.** Say something like: “Set up a meeting with Barry at 9.”

**Add an event.** In day view, touch and hold a time until a new event appears, then fill in the event details. If you add the address of the event’s location, you’re reminded in time to leave from your current location, based on traffic conditions.

**Add an event from the Home screen.** On iPhone 6s Plus, press Calendar, then select New Event.

**Search for events.** Tap , then enter text in the search field. The titles, invitees, locations, and notes for the calendars you’re viewing are searched.

**Ask Siri.** Say something like: “What’s on my calendar for Friday?”

**View a weekly calendar.** Rotate iPhone sideways.

**Change your view.** Tap a year, month, or day to zoom in or out on your calendar. In week or day view, pinch to zoom in or out.

**Peek at a day's events.** On iPhone 6s Plus, in the monthly calendar, press a date to peek at that day's schedule, then swipe up to see actions. Or, press deeper to pop open the schedule.

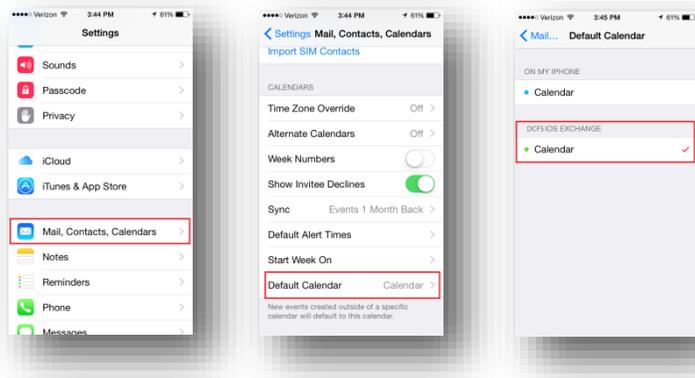
**View a list of events.** In month view, tap  to see a day's events. In day view, tap .

**Change the color of a calendar.** Tap Calendars, tap  next to the calendar, then choose a color from the list. For some calendar accounts, such as Google, the color is set by the server.

**Adjust an event.** Touch and hold the event, then drag it to a new time, or adjust the grab points.

**Ask Siri.** Say something like: "Reschedule my appointment with Barry to next Monday at 9 a.m."

**Set Default Calendar :** Tap Settings and select Mail, Contacts, Calendars



Scroll to the bottom and select Default Calendar

Tap Calendar under DCFS iOS Exchange

Tap the < arrow in the top left to back out and save setting.

# Notes

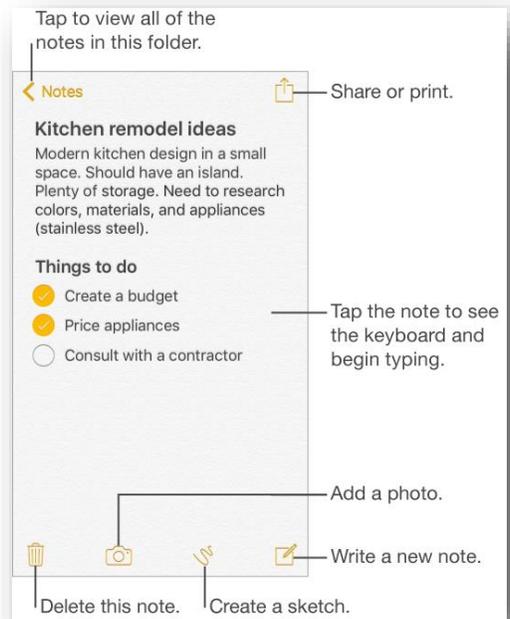
With Notes you can jot down important information, add attachments—like photos, web links, or maps—sketch ideas, and keep things organized.

**Create a new note.** Tap , then tap your note to bring up the keyboard. The first line of the note becomes the note's title.

**Start a new note from the Home screen.** On iPhone 6s Plus, press the Notes icon, then choose an action.

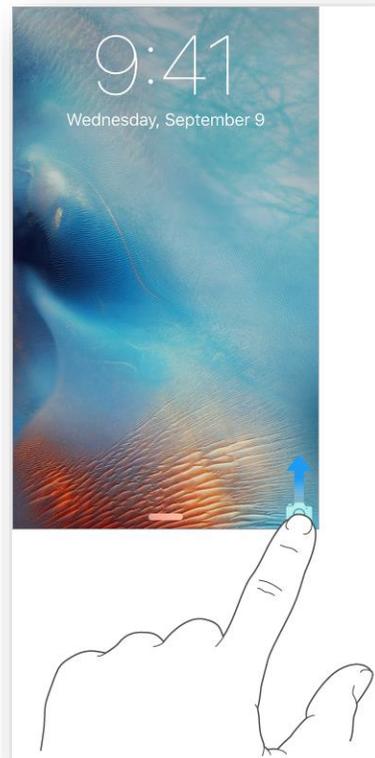
**Ask Siri.** Say something like: “Create a new note.”

**Add a photo or video to your note.** Tap , then tap . Take a new photo or video, or tap Photo Library to select and add existing photos and videos.



# Camera

- From the Lock screen, just swipe  up. Or swipe up from the bottom edge of the screen to open Control Center, then tap .
- With iPhone, you can take still photos, Live Photos, and HD videos. And, there are two cameras—in addition to the iSight camera on the back of iPhone, there's a camera on the front that you can use for FaceTime calls and selfies.
- The LED flash provides extra light when you need it—even as a flashlight, just a swipe away in Control Center.



# Take photos and videos

Camera offers several photo and video modes, which let you shoot stills, square-format photos, panoramas, time-lapse, videos, and slow-motion videos (iPhone 5s and later).

**Choose a mode.** Drag the screen left or right, or tap the camera mode labels to choose Time-Lapse, Slo-Mo, Video, Photo, Square, or Pano.

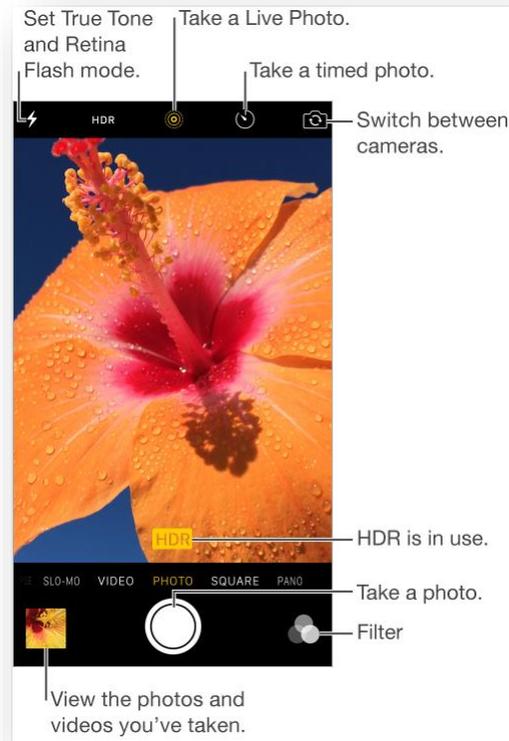
**Take a photo.** Choose Photo, then tap the Shutter button or press either volume button.

**Take Burst shots:** (iPhone 5s and later)  
Touch and hold the Shutter button to take rapid-fire photos in bursts (available while in Square or Photo mode). The shutter sound is different, and the counter shows how many shots you've taken, until you lift your finger. To see the suggested shots and select the photos you want to keep, tap the thumbnail, then tap Select. The gray dot(s) under the thumbnails mark the suggested photos. To copy a photo from the burst as a separate photo in Photos, tap the circle in the lower-right corner of the photo. To delete the burst of photos, tap it, then tap .

**Apply a filter:** Tap  to apply different color effects, such as Mono or Chrome. To turn off a filter, tap , then tap None. You can also apply a filter later, when you edit the photo.

A rectangle briefly appears where the exposure is set. When you photograph people, face detection balances the exposure across up to 10 faces. A rectangle appears for each face detected. On iPhone 6, iPhone 6 Plus, and later, you might not always see an automatic exposure rectangle, but the focus and exposure are being set.

Exposure is automatic, but you can set the exposure manually for the next shot by tapping an object or area on the screen. With an iSight camera, tapping the screen sets the focus and the exposure, and face detection is temporarily turned off. To lock the exposure and focus, touch and hold until the rectangle pulses. The screen indicates when exposure and



focus are locked. Take as many photos as you want. When you tap the screen again, exposure and focus unlock, and the automatic settings and face detection turn back on.

**Start shooting from the Home screen.** On 6s Plus, press the Camera icon, then choose an option.



**Adjust the exposure.** Tap to see  next to the exposure rectangle, then slide up or down to adjust the exposure.

**Take a selfie with Retina Flash.** Use the Retina HD display as a True Tone flash for your selfies (iPhone 6s Plus). Turn the flash on, and switch to the FaceTime camera. Tap the Shutter button (the display flashes upon exposure).

**Take a panorama photo.** (iSight camera) Choose Pano, tap the Shutter button, then pan slowly in the direction of the arrow. To stop the pan, tap the button again. To pan in the other direction, first tap the arrow. To pan vertically, rotate iPhone to landscape orientation. You can reverse the direction of a vertical pan, too.

**Capture an experience with time-lapse.** (iSight camera) Choose Time-Lapse, set up iPhone where you want, then tap the Record button to start capturing a sunset, a flower opening, or other experiences over a period of time. Tap the Record button again to stop recording. The time-lapse photos are compiled into a short video that you can watch and share.

**Note:** With iOS 9, time-lapse videos have video stabilization, which minimizes the effect of camera movement during capture.

If Location Services is turned on, photos and videos are tagged with location data that can be used by apps and photo-sharing websites.

**Use the capture timer to put yourself in the shot.** Avoid “camera shake” or add yourself to a picture by using the capture timer. To include yourself, first stabilize

iPhone, then frame your shot. Tap , tap 3s (seconds) or 10s, then tap the Shutter button.

**Want to capture what’s displayed on your screen?** Simultaneously press and release the Sleep/Wake and Home buttons. The screenshot is added to the Photos tab in Photos and can also be viewed in the Camera Roll album.

# Control Center

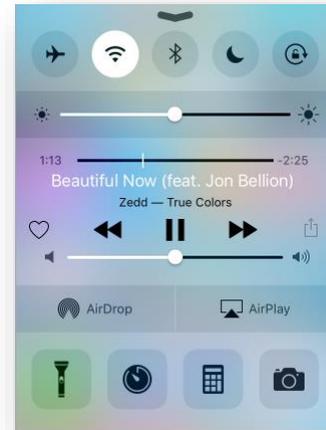
Control Center gives you instant access to the camera, calculator, AirPlay, control and playback of currently playing audio, and other handy features. You can also adjust the brightness, lock the screen in portrait orientation, turn wireless services on or off, and turn on AirDrop.

**Open Control Center.** Swipe up from the bottom edge of any screen (even the Lock screen).

**Open the currently playing audio app.** Tap the song title.

**Close Control Center.** Swipe down, tap the top of the screen, or press the Home button.

**Turn off access to Control Center in apps or on the Lock screen.** Go to Settings > Control Center.



# Unresponsive App or phone

If an App becomes unresponsive, but your phone still responds to button presses, you can force the app to close by pressing the home button twice quickly, swipe left or right to select the app, then swipe up on the app's preview to close it.

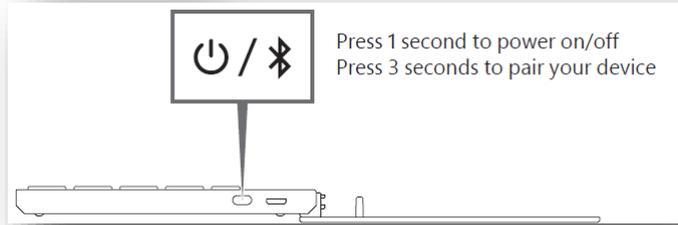
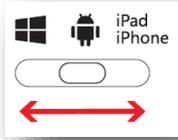
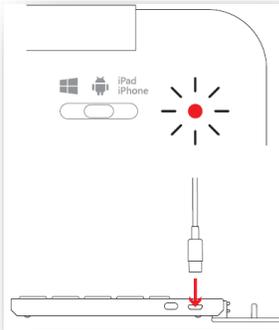
If your iPhone suddenly freezes or is not responsive to button presses, you can do a hard reset by following these simple instructions: Press and hold the Home button (big circle below the screen) and the Sleep/Wake button (on right side of the iPhone) simultaneously for at least 10 seconds. Hold both buttons until the iPhone shuts off and begins to restart.

# Bluetooth Keyboard

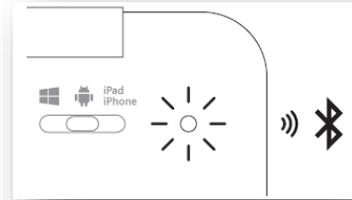
To connect the optional Bluetooth keyboard, Tap Settings, then tap the button turning on Bluetooth.

The iPhone will then begin searching for Bluetooth devices. You will then plug the Bluetooth keyboard into USB power, adjust the sliding button to the iPad/iPhone position and press the power/pairing button for 3 seconds.

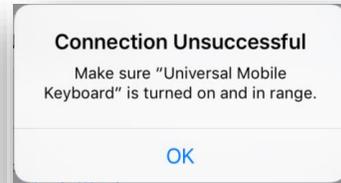
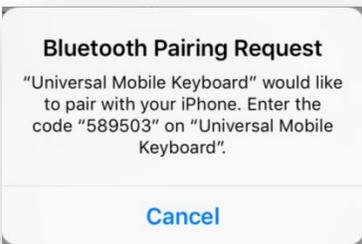




An indicator light will flash on the keyboard and your iPhone will show the device on the Bluetooth screen as Universal Mobile Keyboard.



Tap Universal Mobile Keyboard and you will be presented with a Bluetooth pairing request. Type the numbers indicated on the Bluetooth keyboard. If you enter them correctly, it will show as connected, if you make an error, you will get a notification that the connection was unsuccessful



Once the keyboard is paired, open it to turn it on, close it to turn off.

The stand can be removed if it is not necessary.

There are 2 possible viewing angles on the phone support track.

Charging is indicated by a colored LED.

