

Apple iPhone with VoiceOver

Lesson 5 - Making and Receiving Phone Calls



This lesson has been designed for users of iPhone models which don't have a Home Button, in conjunction with the VoiceOver screen reader and iOS 26. For reference, models of iPhone without a Home Button that are compatible with iOS 26 are: 11, 11 Pro, 11 Pro Max, 12, 12 mini, 12 Pro, 12 Pro Max, 13, 13 Mini, 13 Pro, 13 Pro Max, 14, 14 Plus, 14 Pro, 14 Pro Max, 15, 15 Plus, 15 Pro, 15 Pro Max, 16, 16 Plus, 16 Pro, 16 Pro Max, 16E, 17, 17 Pro, 17 Pro Max, 17 Air and 17E.

iOS26 has brought some amazing new features, including improvements to Apple Intelligence. It has also brought some cosmetic changes to the Operating System, including "Liquid Glass", a new way of displaying text and graphics". Depending on how your iPhone has been configured, you may find some minor differences when working through the information provided in this lesson. However, it isn't anticipated that they will cause you much of a problem!

1. Introduction

Communications have come a long way in the last 70 years. We have gone from hard wired rotary phones and party lines to touchtone phones, and from touchtone phones to cordless phones so you could wander around your home or workplace. From cordless phones we moved to mobile phones, and you could be almost anywhere and still receive a phone call. Finally, the mobile phone was combined with a mobile computer, a camera, and a host of other miniaturized devices to become the Smartphone of today. Now we have conference calling, video chats, and internet surfing to name but a few of the available ways to communicate.

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

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

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

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

2. Setting Ringtones

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

IMPORTANT! Don't let yourself become obsessed with finding the one ring. The quest didn't end well for Sauron in the Lord of the Rings. Pace

yourself! Do a little each day and don't forget to eat, take a walk, and smell the roses. Besides, taking a break from your quest will give you a chance to finish the lesson.

There are two ways to set a Ringtone. You can set up a special Ringtone for a contact, and you can set a default Ringtone which will ring for any other incoming call. To set up a Ringtone for a contact, see Lesson 4 - Creating and Managing Contacts, Section 5.7.

To set the default Ringtone, follow these steps:

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

2.1 The Ringtones Screen

The screen for selecting ringtones has an Action Row at the top. At the upper left corner, you will find the "Sounds & Haptics, Back" Button. You activate this button to save your selected sound, and return to the Sounds and Haptics screen.

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

Good Vibrations!

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

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

Below the Haptics button, you will find a heading labelled "Store" and below this heading, you will find two buttons labelled "Tone Store" and "Download All Purchased Tones". You can activate the Tone Store button to go to the iTunes store to buy additional sounds for your iPhone. Purchasing and downloading additional Ringtones will not be discussed in this lesson.

The Ringtones List

The list of available sounds begins after the "Download All Purchased Tones" button. You can set any sound as a Ringtone as follows:

1. Make one of the sound buttons the Current Item.
2. Use an Activate gesture, a One Finger Double Tap or Split Tap, to select the sound and play it.

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

Activate the "Sounds & Haptics, Back" button at the upper left corner of the screen, to return to the Sounds and Haptics Screen.

NOTE 1: When you activate the "Sounds & Haptics, Back" button, the last sound you played will be the sound set for the Ringtones sound. If you decide you liked the previous setting best, be sure to select the sound again before exiting the Ringtone screen.

3. Handling Incoming Calls

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

When a call comes in, the easiest way to answer it is to perform a Two Finger Double Tap anywhere on the screen. This gesture is the "Start/Stop Action" gesture. It will answer an incoming phone call!

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

3.2 Ending a Call

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

- Wait for the other party to hang up, which automatically disconnects the call.
- Perform the Start/Stop Action gesture anywhere on the screen to hang up.
- Locate and activate the "End Call" button, which is situated towards the bottom centre of the screen.

3.3 Using the Side Button on an incoming call

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

If you want the call to go directly to Voicemail without waiting, press the Side button twice quickly.

3.4 Simultaneous Incoming Calls

NOTE 2: When a call begins, VoiceOver pipes its audio to the earpiece speaker. If you are using headphones, this is not an issue, but if you are holding the phone to your ear, it is pretty hard to perform VoiceOver

gestures. If you were using the speaker phone, you can perform the VoiceOver gestures, but you cannot hear VoiceOver. To have VoiceOver switch to the speaker phone, hold the phone to your ear, and then move it away again after a second or two. Now VoiceOver will use the speaker output. You will be able to hear it again, and you will be able to perform the necessary VoiceOver gestures.

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

Send to Voicemail

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

Hold and Accept

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

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

3.5 Other options when a call comes in

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

- Use the Next and Previous Item gestures to read the options one at a time. Use an Activate gesture to choose the one you want.

- Use the Read All From Top gesture to hear all the options at once. Then Explore until the option you want is the current item and Activate it.

3.6 The "Remind Me" option

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

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

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

3.7 The "Message" Button

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

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

3.8 Declining a Call

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

3.9 Accepting the Call

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

NOTE 6: nine out of ten people surveyed, disagreed with the grumpy one and recommend, "Hello", as a nice ice breaker when answering a call!

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

4. Launching the Phone App

By Default the icon for the phone app is the first icon in the Dock. In previous versions of iOS, the Phone app was divided into five screens, known as the "Classic" view. In iOS 26, the Phone app is divided into four screens, known as the "Unified" view. If you don't like the new Unified view, you can switch back to Classic view very easily (described later). You use the "Tabs" at the bottom of the screen to move between the screens.

4.1 The "Tab" Items

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

The tabs in the phone application appear at the bottom of the screen. From left to right they are Recents, Contacts, Keypad and Search. The app remembers which tab was active when you closed it, and it will select that tab again when you start it.

The next four sections list the tabs as they appear in the Phone app in the Unified view.

4.2 The Recents Tab

This tab displays a list of all recent calls. This includes calls you missed, calls you answered, and calls you made. You can dial any number from

the Recents list by making it the Current item and then performing a One Finger Swipe Down gesture until VoiceOver says "Call" and then performing a One Finger Double Tap. You can't perform an Activate gesture on an entry in the list to make a call, like you could in previous versions of iOS. Doing so results in the More Info screen (described later) being displayed.

4.3 The Contacts Tab

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

4.4 The Keypad Tab

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

4.5 The Search Tab

This tab displays the Search screen. At the bottom of the screen, you will find a Search Text Field. When you activate this field for editing, a Virtual keyboard is displayed and the Search field is repositioned to be directly above it. Use the keyboard to filter the names of contacts, or search for parts of telephone numbers. Activating the Search button at the bottom right of the keyboard results in potential matches being displayed towards the top of the screen.

4.6 Switching Between Unified View and Classic View

As previously mentioned, it is possible to switch between Unified view and Classic view. This gives you flexibility on how you view and activate calls in the Phone app.

If you don't like the Unified view, you can switch back to Classic view by following these steps.

1. Locate and activate the "Recents" tab, situated at the bottom left corner of the screen.
2. Locate and activate the "Filter" button, situated at the upper right corner of the screen. Upon doing this, a popup menu will be displayed.
3. In the popup menu, locate and activate the "Classic" button.

The remainder of this section lists the tabs as they appear in Classic view from left to right, and gives a summary of their function.

4.7 The Favourites Tab

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

4.8 The Recents Tab

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

4.9 The Contacts Tab

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

4.10 The Keypad Tab

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4.11 The Voicemail Tab

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

From now on, the information provided in the remainder of this lesson assumes that you are using the "Classic" view.

5. Making a Phone Call

5.1 Calling a contact

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

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

You can also call a contact From the "Recents" tab in the Phone app, by following the steps below. The Recents tab will be discussed in more detail in Section 8 of this lesson.

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

Using Siri to Make a Call

Assuming the name of the person you want to call is in your contacts list, you can also use Siri to make a call. Simply invoke Siri and say "Call",

followed by the name of the person you want to call. If the person has more than one number, Siri will ask which number you would like to use. Say the one you want and the call will be placed!

5.2 Calling a Number that is Not in Your Contacts List

There are several ways to do this as well:

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

You can also use the "Keypad" tab to dial the number by hand. Start by Activating the Keypad tab at the bottom of the Phone App Screen. Once you do this, take a moment to do a Read All From Top gesture, a Two Finger Swipe Up, to find out what is on the screen. VoiceOver will count to 9. Well, you did purchase a "smart" phone. Let VoiceOver continue. After the number 9 VoiceOver will say "star, zero, hash", which are the bottom three keys on the touch tone keypad. VoiceOver will then say, "call", which is a button under the Zero key. You activate this button to dial the call after you have entered the number. This is the equivalent of the old "Send" button on non-smart phones. Finally, VoiceOver will then read the five tabs at the bottom of the Phone App screen. Notice it says, "Selected", before speaking the Keypad tab. This is to tell you which tab is active.

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

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

When you start dialling a number, some new items are added at the top and bottom of the screen. Let's start entering a number and take a look.

You are going to use the number for the Apple Accessibility Support hot line. If you ever have a problem with your device, these are the people to call!

1. Activate the "0" key. Your iPhone should make the same sound the 0 key makes on a touchtone phone. The number 0 will now be entered into the "Phone number" Text Field at the top of the screen.
2. Use the Read All from Top gesture to hear the changes on the screen. VoiceOver will say, "Phone number, 0, text field". Next, it will announce the name of one of your contacts, along with their number (more about this soon), and a button labelled "X More", where X is the number of contacts whose number starts with a zero. After this, VoiceOver will say "Add Number", and will then start reading the touchtone keys again.

The "Add Number" button appears above the phone number. It is situated at the upper right corner of the screen. You can activate the Add Number button after you enter the entire number, but before you activate the call button. This results in a popup window being displayed which contains three buttons. These are labelled "Create New Contact", "Add to Existing Contact" and "Dismiss context menu". Activating the Add New Contact button results in a new contact card being created in edit mode, with focus being in the First Name Text Field. Activating the Add to Existing Contact button results in the Contacts application being displayed in card view mode. Activating the Dismiss context menu button results in the popup menu being closed.

To the right of the Call button and below the Hash key, you will find the Delete key. It works the same as the Delete key when the typing keyboard is in letter mode.

3. Now enter these numbers: 8, 0, 0, 0, 4, 8, 0, 7, 5 and 4. If you make a mistake you can erase the numbers one at a time with the delete key.

NOTE 8: You already entered the number 0 in step 1. So the full number should read 08000480754 (free to call number).

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

5.3 Saving a number as a contact

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

Activate the "Add Number" button situated at the upper right corner of the screen. Upon doing this, a popup window appears asking you if you want to create a new contact or add this number to an existing one.

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

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

5.4 Using the Keypad to Find Contacts

When you activated the number 0 in the previous section, the name of one of your contacts was displayed below the Phone Number Text Field.

In iOS 18, Apple introduced what is known as "T9 dialling" to the functionality of the keypad. It is T9 dialling that is responsible for showing the contact!

T9 dialling, or Text on 9 keys, is a predictive text technology that emerged in the late 90s to make it easier to type text messages on devices with limited input options, such as traditional mobile phones with numeric keypads. Each number key (two through nine) on a T9 keypad is mapped to a set of letters. For example, the number 2 key corresponds to "A", "B" and "C", the number 3 key corresponds to "D", "E" and "F" and so on. So now you can type a contact's name using the number pad, and matching contacts will appear below the Phone Number Text Field.

When you activate a key, T9 doesn't just consider the individual letters that the key represents, but predicts the most likely word you are trying to type. In the same way, all possible letter combinations are combined

to filter results from your contacts. For example, To bring up your Dad's number, you would activate 3, 2 and then 3 (D-A-D). Or if you have someone called Ben in your contacts, activating 2, 3 and then 6 (B-E-N) should bring up their number. To find out which letters are associated with a number, hold your finger on the number for 2 seconds. Upon doing this, VoiceOver will then announce the number and the associated letters.

The best match appears as a button first above the keypad, and activating this button results in the available telephone numbers for the contact being displayed. Activating one of the numbers initiates a call! If there are several possible matches in your contacts, they can be revealed as a list by activating the "X more" button (where X represents the number of contacts), which is situated below the suggested name. The idea is that using T9 dialling, should increase efficiency when entering numbers using the keypad.

For reference, the letters associated with each number on the keypad are as follows:

Number 2: A, B and C
Number 3: D, E and F
Number 4: G, H and I
Number 5: J, K and L
Number 6: M, N and O
Number 7: P, Q, R and S
Number 8: T, U and V
Number 9: W, X, Y and Z

5.5 Dealing with Automated Menu Systems

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

1. Dial the Rotor to the Volume function. If Volume is not in your rotor, you can follow the steps below to add it.
 - a) Launch the Settings Application.
 - b) Locate and activate the "Accessibility" button.

- c) Locate and activate the "VoiceOver" button.
 - d) Locate and activate the "Rotor" button.
 - e) Use the Next Item gesture to locate the Volume option and perform an Activate gesture to add it to the rotor.
 - f) Close the Settings app.
 - g) Use the App Switcher to return to the Phone App.
2. Use the Increment and Decrement gestures to determine the current volume level of VoiceOver.
 3. If the VoiceOver volume is already at 100%, you may want to use the volume buttons to raise the overall volume of your iPhone and then bring the VoiceOver volume down to between 50% and 70% using the Decrement gesture.
 4. Place your call and wait for the automated system to answer.
 5. Whilst the automated system is speaking, use the Increment gesture to raise the VoiceOver volume until you can hear it clearly.
 6. Type the appropriate numbers to respond to the system menus.

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

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

NOTE 9: If you dial a particular automated system often, and you use the same menu options every time, you can create a Contact Card for that number. After the number in the Phone Number Text Field add

commas or a semi-colon followed by the menu option numbers. The punctuation marks will add pauses to the number dialling sequence and allow the automated system time to react. This technique is described in Lesson 4 - Creating and Managing Contacts, Section 5.6.

6. Options During a Call

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

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

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

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

6.1 The Call Options Screen

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

6.2 Putting a Call on Mute

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

Let's go through the steps.

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

6.3 Returning to the Keypad

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

6.4 Using Speaker Phone

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

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

6.5 Switching a Call to FaceTime

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

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

6.6 Accessing the Contacts List Whilst on a Call

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

6.7 Three Way Calling

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

6.8 Switching Between Two Callers

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

7. Working with Favourites

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

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

7.1 Adding a Favourite

The "Add" button is located at the right side of the Action Row. When you activate it, a screen is displayed which includes more information about the caller.

When you add to favourites, you are not adding the contact, but each individual number he or she has. For example, if you want to add Jim Nazium, (the sample contact created in Lesson 4 - Creating and Managing Contacts) to your favourites, and you want his calls to come through whether he calls from his mobile phone or his work phone, you must add both numbers to favourites individually.

To add a phone number to your Favourites list, do the following:

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

6. Once you have selected the number you want to add to Favourites, activate the button. Upon doing this, the number will be added to your Favourites list and you will be returned to the Favourites tab of the Phone application.
7. Repeat steps 2 through 6 for each number the contact has that you want added to the Favourites list.

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

7.2 The Favourites List

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

If you perform a One Finger Swipe Up when a contact is the Current Item, VoiceOver will say "More Info". Performing an Activate gesture results in the contact card associated with the number being displayed in view mode, as described in Section 6 of lesson 4 - Creating and Managing Contacts. You have the full functionality of the Contacts app from here.

7.3 Removing a Number from the Favourites List

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

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

8. Reviewing Recent Calls

In order to access your recent calls, you need to Launch the Phone application and Select the "Recents" tab. In Classic view, it is the second from the left along the bottom row. The Calls Screen has four parts as follows:

- The Action Row is located at the top. It has four buttons; the "Edit" button, the "All" button, the "Missed" button and the "Filter" button.
- The Search Text Field. Use this to search for recent calls from a specific contact or number. To the right of the Search field, you will find a Dictate button.
- Below the Search Text Field is the Recent Calls List. The list is structured just like the Favourites list. Each row in the list consists of just one button.
- The tab row is at the bottom.

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

8.1 Displaying Missed Calls

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

8.2 Returning or Redialling a Call in the Recent Calls List

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

8.3 Removing a number from the Recent Calls List

Removing a number from the Recent Calls list doesn't remove it from your contacts. Once you make the number the Current Item, use a Set Mode gesture, a One Finger Swipe Up or One Finger Swipe Down, until the "Bin" item is selected. Then perform a One Finger Double Tap. Upon doing this, it will be removed from the list.

Clearing All Calls from the Recent Calls List

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

1. Activate the Recents tab to display the Recent Calls screen.
2. Activate the "Edit" button, situated at the upper left corner of the screen. Upon doing this, a popup window will be displayed.
3. Locate and activate the "Select" button. Upon doing this, you will be in "Edit" mode. In this mode, you can delete individual numbers, or clear the entire list.
4. Activate the "Clear All" button, situated at the upper right corner of the screen, just below the Battery Level indicator. Upon doing this, a popup window will be displayed. This contains just one button labelled "Clear All Recents".
5. Confirm that you want to clear all the calls by activating the "Clear All Recents" button.
6. Finally, activate the "Done" button, situated at the upper left corner of the screen. Upon doing this, you will return to the Recents tab of the Phone application. You should find this is now empty!

NOTE 10: If you decide you don't want to delete the Recent Calls list after all, activate the "Done" button, prior to activating the "Clear All Calls" button. Upon doing this, you will return to the Recents tab and nothing will have changed!

8.4 The More Info Feature

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

1. In the Recent Calls list, make a recently received call the Current Item.
2. Perform a Set Mode gesture, until VoiceOver announces "More Info".
3. Perform a One Finger Double Tap. Upon doing this, the Call Info screen will be displayed.

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

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

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

NOTE 11: The following buttons will only appear if the calling device is an iPhone. For Android devices, the buttons will vary. Not every option shown below will appear with every phone number.

Message

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

Call

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

Video

Displays options for making a video call. These may include WhatsApp, FaceTime and any other video calling service you have installed on your iPhone.

Mail

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

Below the series of buttons, you will find two more buttons labelled "Details" and "Voicemails". When the Details button is activated, you will find some information which specifies the day the call was received, the time and duration of the call, and whether the call was incoming or outgoing. Associated with this information, you will find a "Call History" button. When the Voicemails button is activated, a list of voicemail messages left by the caller is displayed.

A little further down the screen, you may find a list of available telephone numbers and email addresses, which can be activated to place a call or start an email message.

Below the telephone numbers and email addresses, you will find a Text Field, into which you can enter some notes to do with the caller.

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

Share Contact

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

Create New Contact

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

Add to Existing Contact

This button displays the Contacts List Screen. Activate the list item for the contact that you want to add this phone number to. The Contact

Card Screen opens in Edit Mode. The number from the Recent Calls List will be added as the last phone number for that contact. You can reset the label for the phone number if necessary. Activate the "Done" button in the upper right corner of the screen to save the change.

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

Share Contact

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

Add to Favourites

This button displays the available options for adding the caller to the Favourites list. See section 7.1 of this lesson for details.

Add to Emergency Contacts

This button opens your list of emergency contacts. You can then select the desired contact from the list and activate it. Upon doing this, the number will be added to the contact card you selected.

8.5 Blocking a Caller

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

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

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

1. Go to the Home Screen and Launch the Settings app.

2. Make the Apps button the Current Item and activate it.
3. In the resulting Apps screen, locate and activate the Phone button.
4. Make the "Blocked Contacts" button the Current Item and perform an Activate gesture. Upon doing this, the "Blocked Contacts" list appears, and the rotor automatically dials itself to the "Actions" function.
5. Make the number you want to unblock the Current Item.
6. Use the Set Mode gesture, until VoiceOver announces "Unblock".
7. Perform a One Finger Double Tap to remove the number from the Blocked Callers list.

9. Review

9.1 New Gestures

Stop/Start Action

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

9.2 New Items

Tabs

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

10. Exercises

1. What are the steps to get to the Settings Screen where you can set the default Ringtones?
2. If you want to silence an incoming call, but not send the caller to Voicemail, what can you do?

3. How can you make your iPhone remind you of a call when you get home?
4. How do you switch between Unified view and Classic view?
5. What are tabs? How many are there in the Phone App, and where are they situated?
6. Which tab lists the recent calls you have received, missed, or made?
7. Which tab do you need to go to in order to dial a phone number that is not in your contacts list? What number is it in the tab order?
8. If you have multiple telephone numbers for a contact, and he or she just called you, how can you be sure to dial him or her back at the same number he or she called from?
9. How can you save a number from the Recent Calls list as a new contact? How can you add it to an existing contact?
10. How do you put a call on Mute? What is the difference between Mute and Hold?
11. If you have a caller on the phone, and a second caller dials in, how do you answer the second call without hanging up on the first caller?
12. What are the steps to alternate between two simultaneous callers?
13. Why would you want to add a caller to your Favourites List?
14. How do you remove a number from the Favourites list?
15. How do you get a list of the calls you have missed?
16. How do you Block a caller? What two types of communications are blocked?
17. How can you find out the exact date, time and duration of a call?

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

The answers to these questions can be found on page 30.

Congratulations! You have completed the first lesson on using your iPhone like a real phone. You should call some friends and enjoy your new found skills. If your plan doesn't include unlimited calls, watch those calls, you don't want to rack up a large bill unnecessarily.

Answers to Section 10 Exercises

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

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

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

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

4. How do you switch between Unified view and Classic view?

To switch between Unified and Classic view, activate the "Filter" button situated at the upper right corner of the screen. From the resulting popup menu, activate either "Classic" or "Unified".

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

Tabs are used to divide an application into several screens that are equal in hierarchy. Tabs can appear at the top or bottom of an application screen. No matter which tab you select, all the tabs will still remain visible and in the same location. In Unified view, there are four tabs situated at the bottom of the screen. From left to right they are

Recents, Contacts, Keypad and Search. In Classic view, there are five tabs. From left to right they are Favourites, Recents, Contacts, Keypad and Voicemail.

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

The Recents tab lists this information. It is the leftmost tab in Unified view and the second tab from the left in Classic view.

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

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

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

In Classic view, activate the Recents tab. Then, make the most recent call from the contact the Current Item, then perform an Activate gesture. In Unified view, you need to perform the Set Mode gesture, until "Call" is the selected item and then perform a One Finger Double Tap.

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

In the Recents tab, locate the number in the Recent Calls list. Then, Swipe Up with One Finger until VoiceOver says "More Info" and then perform a One Finger Double Tap. If the number is not already in your contacts, you will find two buttons near the bottom of the screen. One allows you to create a new contact. The other allows you to add the number to an existing contact. If you choose the "Add to Existing contact" button, the Contacts List appears, and you must open the contact card that you wish to add the number to. Once a contact card is displayed, use the techniques you learned in Lesson 4 - Creating and Managing Contacts, Section 5.6 beginning with step 6.

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

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

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

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

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

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

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

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

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

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

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

One Finger Swipe Up or One Finger Swipe Down until VoiceOver announces, "Delete". Finally, perform a One Finger Double Tap to remove the number. This removes the number from the Favourites list, but doesn't delete the number from your contacts list. If VoiceOver doesn't say "Delete" after two Set Mode gestures, then dial the rotor to the Actions function and try again.

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

Activate the Recents tab of the Phone App and then activate the "Missed" button above the recent calls list.

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

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

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

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

Display the Recents tab, and then make the contact name or number in the list the Current Item. Then, use a Set Mode gesture, a One Finger Swipe Up or One Finger Swipe Down, until VoiceOver says, "More Info" and then perform a One Finger Double Tap. In the resulting screen, use the Next Item gesture until you come to the "Voicemails" button. Below this button, you will find the date, time and duration of the call.

18. In Classic view, what happens if you use an Activate gesture on a number in the Recents tab?

You will call that number.