An iPhone is easy to
maintain and isn't
likely to give you
much trouble

16

Maintaining and Protecting Your iPhone and Solving Problems

You probably noticed that this is a short chapter, and there is a good reason for that: An iPhone works very well, and you are unlikely to have problems with it, especially if you keep its software current. When problems do occur, don't worry about it because you can usually solve them with a few simple steps as you see in this chapter. If you aren't able to solve a problem yourself, there's lots of help available for you on the Internet and at an Apple Store.

Getting Started

The software that makes the iPhone work is called the iOS, and is currently on version 9. This software runs very reliably so you won't have to spend a lot of time fixing problems. There are three important things to know from this chapter. One is how to keep your iPhone's software current (covered in the next task) because that minimizes the problems you have. Another is how to restart your iPhone (see "Restarting Your iPhone") because that

solves many problems in the unlikely event that you experience one. The third is how to get help (see "Getting Help with iPhone Problems"); your best resource is an Apple Genius at an Apple Store because they can help you solve any hardware or software problem you might experience.

Maintaining an iPhone's Software

Like software on computers, the software on your iPhone gets updated periodically to fix bugs, solve issues, and introduce new features. For best results, you should ensure the software you use is current to the latest releases.

There are two types of software you need to maintain: the iOS software that runs your iPhone and the apps you have installed on it. Fortunately, maintaining both types is simple.

Maintaining the iOS Software with the Settings App

You can check for updates to the iOS using the Settings app. If an update is found, you can download and install it directly on the iPhone. Here's how:

Update Notification

You may receive a notification on the iPhone when an update to iOS is available; you also see a badge on the Settings app's icon. You can tap Update in the notification to move to the Update screen (and so won't need to perform steps 1–3).

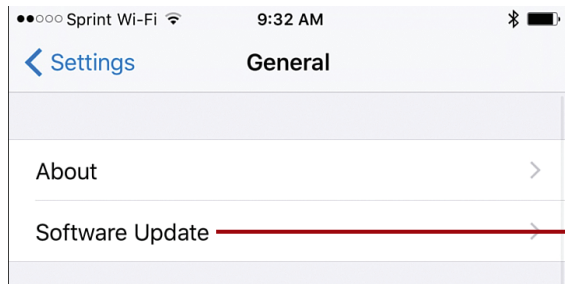**1** On the Home screen, tap Settings.

2 Tap General.
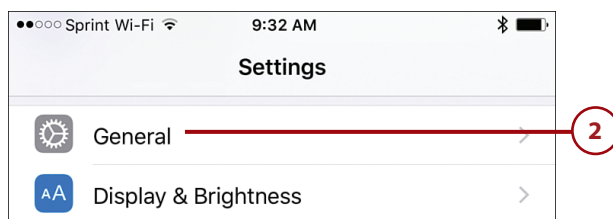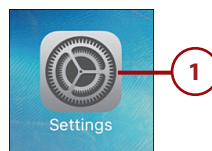
Wi-Fi Required
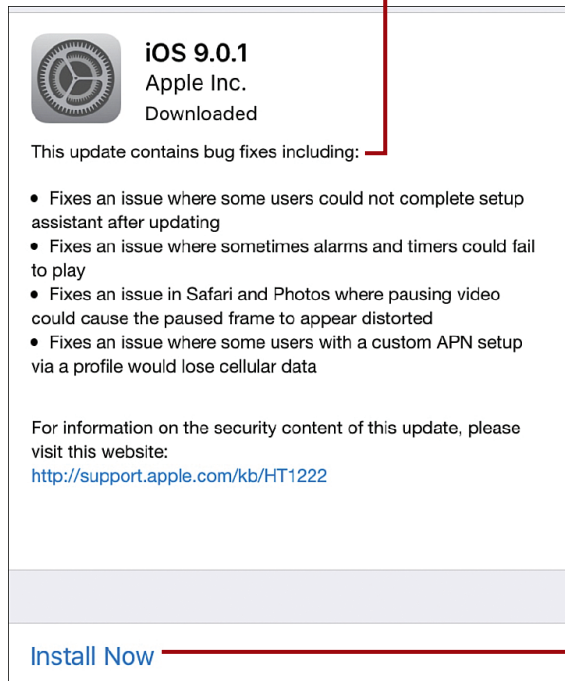Your iPhone needs to be connected to a Wi-Fi network to update its iOS software.

3 Tap Software Update. The app checks for an update. If one is available, you see information about it and should proceed to step 4. If no update is needed, you see a message saying so and you can skip the rest of these steps.

4 If automatic update downloads are enabled, tap Install Now; if not, tap Download & Install. The update is downloaded if it hasn't been already and the installation process begins. Depending on your iPhone's status, you might see different warnings, such as if you aren't connected to a power supply.
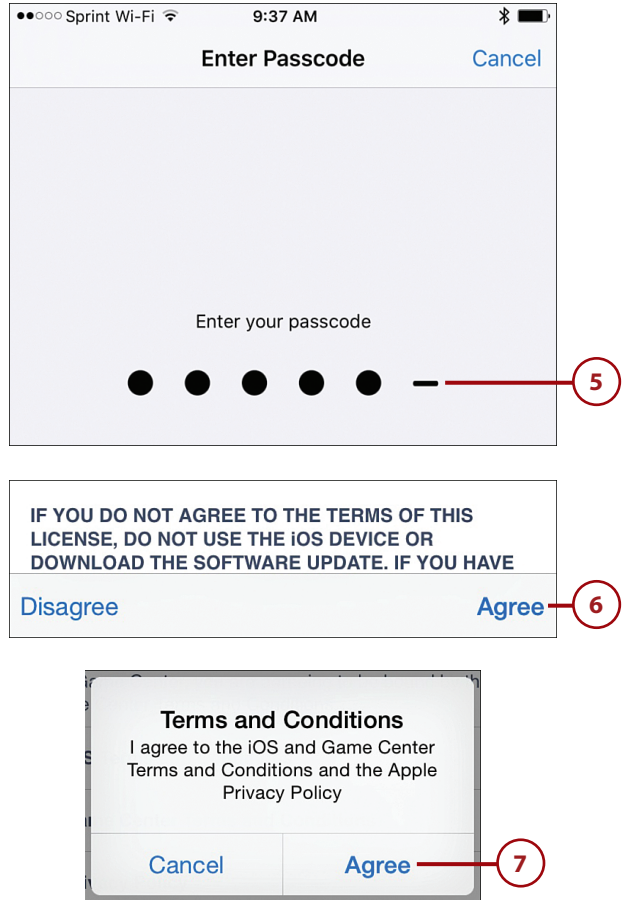
●●○○○ Sprint Wi-Fi 🗢 9:32 AM ❋ ◼️

❮ Settings **General**

About ❯

Software Update ❯ **3**

●●○○○ Sprint Wi-Fi 🗢 9:32 AM ❋ ◼️

❮ General **Software Update**

iOS 9.0
Your software is up to date.

The iOS software is current; no update needed

An update to the iOS software is available

iOS 9.0.1
Apple Inc.
Downloaded

This update contains bug fixes including:

• Fixes an issue where some users could not complete setup assistant after updating
• Fixes an issue where sometimes alarms and timers could fail to play
• Fixes an issue in Safari and Photos where pausing video could cause the paused frame to appear distorted
• Fixes an issue where some users with a custom APN setup via a profile would lose cellular data

For information on the security content of this update, please visit this website:
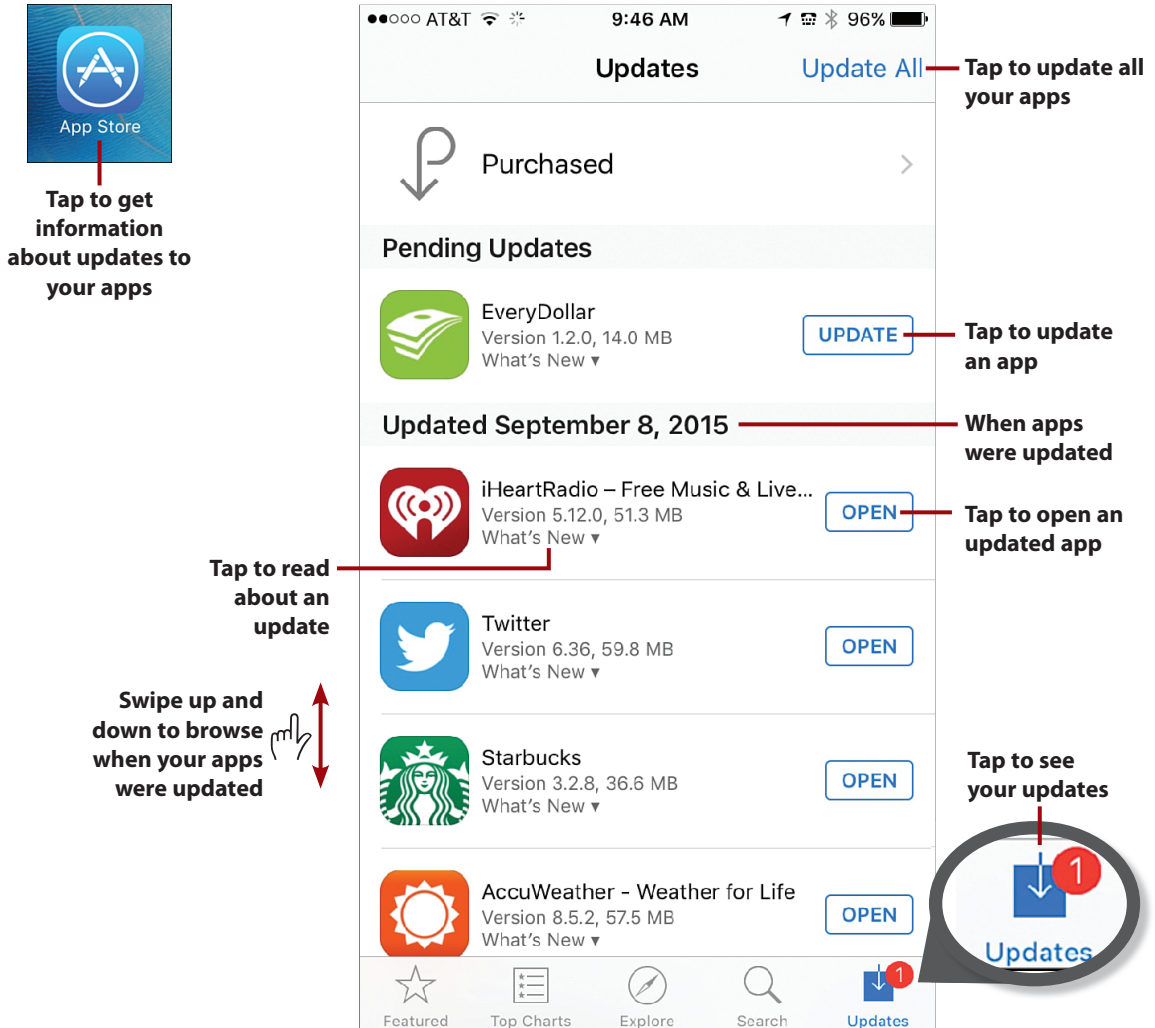http://support.apple.com/kb/HT1222

Install Now **4**

⑤ Enter your iPhone's passcode.

⑥ Tap Agree.

⑦ Tap Agree at the prompt. The software update downloads and then installs on your iPhone. As part of the update process, the iPhone restarts. When it does, the updated software is ready for you to use.

●●○○○ Sprint Wi-Fi 📶   9:37 AM   ✳ 🔋

Enter Passcode   Cancel

Enter your passcode

● ● ● ● ● ─ ⑤

IF YOU DO NOT AGREE TO THE TERMS OF THIS
LICENSE, DO NOT USE THE iOS DEVICE OR
DOWNLOAD THE SOFTWARE UPDATE. IF YOU HAVE

Disagree   Agree ⑥

Terms and Conditions
I agree to the iOS and Game Center
Terms and Conditions and the Apple
Privacy Policy

Cancel   Agree ⑦

Maintaining iPhone Apps

iPhone apps are regularly updated to fix bugs or add features and enhancements. If you enabled the Automatic Downloads setting for Apps in the App Store Settings (refer to Chapter 6, "Downloading Apps, Music, Movies, TV Shows, and More onto Your iPhone," for details), you don't need to worry about keeping your apps current because the iOS does that for you automatically whenever your iPhone is connected to a Wi-Fi network. (Updates to the iOS software are also downloaded automatically, but you have to start the installation process as described in the previous task.) If you enabled the App Store app to use cellular data (refer to Chapter 2, "Connecting Your iPhone to the Internet, Bluetooth Devices, and iPhones/iPods/iPads"), the updates occur at any time your iPhone is

connected to the cellular network, too (except for very large updates, which are only downloaded when your phone is connected to a Wi-Fi network).

Tap to get information about updates to your apps

Tap to update all your apps

Tap to update an app

When apps were updated

Tap to read about an update

Tap to open an updated app

Swipe up and down to browse when your apps were updated

Tap to see your updates

To see how your apps have been updated, tap the App Store app on the Home screen to open it. Tap the Updates button, and then swipe up and down to see the apps that have been updated. The updates are grouped by when the updates occurred. To see details about an update, tap its What's New link. You can open the current version of the app by tapping OPEN. If an app's update is pending, tap UPDATE to update it, or you can tap Update All to update all your apps.

>>>*Go Further*

MANUALLY KEEPING APPS CURRENT

If you don't want your apps to be updated automatically, turn the AUTOMATIC DOWNLOADS setting for Apps in the iTunes & App Store Settings (refer to Chapter 6 for details) to off (white). When updates are available, you see a badge on the App Store app icon showing how many updates are available. Tap the App Store app to open it, and then tap Updates. You see the available updates. Tap UPDATE for the individual updates you want to download and install, or tap UPDATE ALL to download and install all available updates.

Backing Up Your iPhone

Like all things data related, it's important to back up your iPhone's data. If you ever need to restore your iPhone to solve a problem or replace your phone with a new one, having a current backup can get you back to where you want to be as quickly and easily as possible.

There are two places where you can back up your iPhone. You can back up to your iCloud account or to your computer. In fact, you can back up to both places for maximum protection.

Ideally, you'll configure your iPhone to back up to iCloud so you can back up whenever your iPhone is connected to a Wi-Fi network that provides an Internet connection. Periodically, you can back up to your computer using the iTunes app.

To learn how to configure your iPhone to back up to your iCloud account, see "Configuring iCloud Back Up" in Chapter 3, "Setting Up and Using iCloud and Other Online Accounts." With this enabled, your iPhone is backed up automatically. You can manually back up at any time as described in the following task.

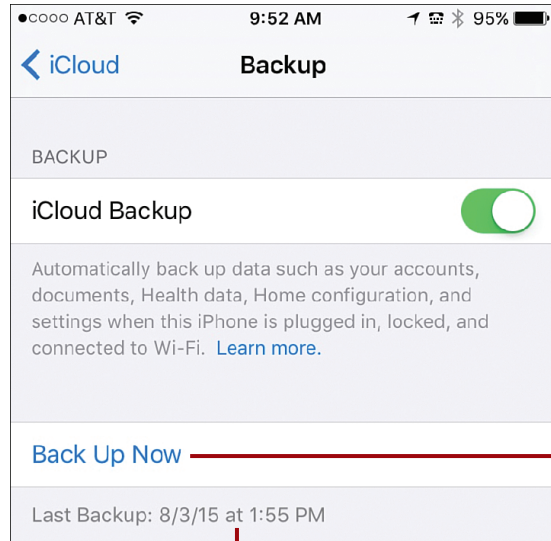## Manually Backing Up Your iPhone to iCloud

To manually back up your iPhone to your iCloud account, do the following:

1 Tap Settings.

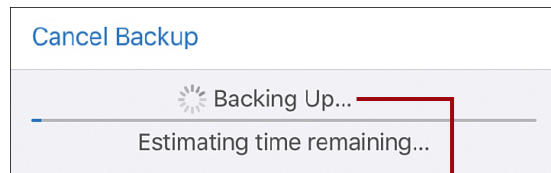**2** Tap iCloud.

3 Swipe up the screen.

4 Tap Backup.
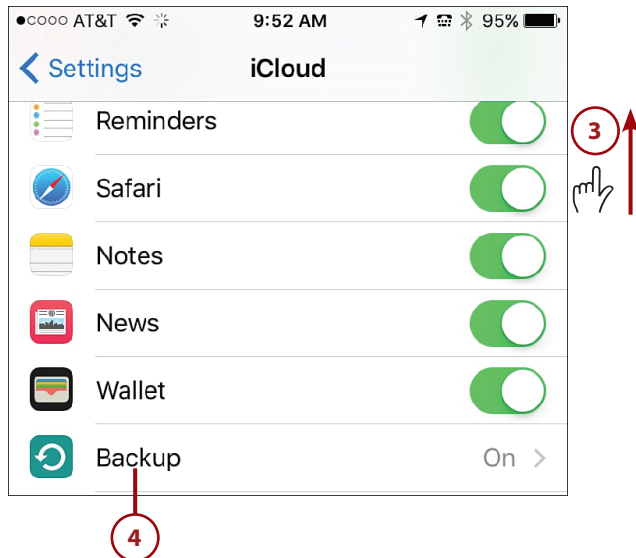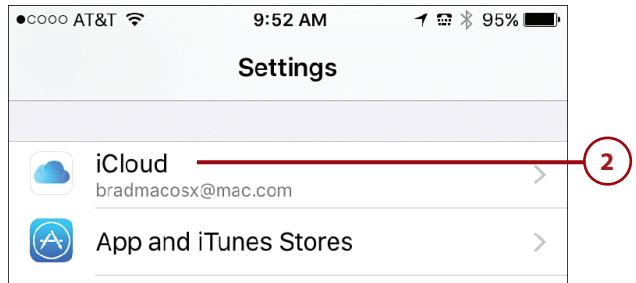
⑤ Tap Back Up Now. Your iPhone's data is backed up to iCloud. You can see the progress on the screen; however, you can continue using your iPhone because the process works in the background. You just need to start the manual back-up process, and then do whatever you want while it completes.

●COOO AT&T 🔊   9:52 AM   ⬈ ⌧ ✳ 95% ▮▮▮)

‹ iCloud   **Backup**

BACKUP

iCloud Backup   ⬤▬▬

Automatically back up data such as your accounts, documents, Health data, Home configuration, and settings when this iPhone is plugged in, locked, and connected to Wi-Fi. Learn more.

Back Up Now ─────────────────────────────── ⑤

Last Backup: 8/3/15 at 1:55 PM

**When your iPhone
was last backed up**

Cancel Backup

🔅 Backing Up... ───────

Estimating time remaining...

A backup is underway

Finding and Securing Your iPhone with Find My iPhone

If you lose your iPhone, you can use iCloud's Find My iPhone feature to locate your iPhone and to secure it by locking it or, in the worst case, erasing its data. Hopefully, you'll never need to use this capability, but it's good to know how just in case.

Keep It Secure

For better security, you should configure a passcode, as described in Chapter 4, "Configuring an iPhone to Suit Your Preferences. " When a passcode is required, it must be entered to unlock and use an iPhone. If you don't have a passcode, anyone who picks up your iPhone can use it. This section assumes you have a passcode set. If not, go back to Chapter 4 and set one before continuing—unless you've already lost control of your iPhone. If you don't have a passcode set and lose your iPhone, you're prompted to create a passcode when you put it in Lost Mode.

After you configure Find My iPhone and use it to locate your iPhone, you can perform the following actions on it:

- **Play Sound**—This does just what it sounds like. A sound is played on the iPhone and an alert appears on its screen. This provides information to whoever has the device—such as if you've loaned the device to someone and want it back. The sound can help you locate the device, if it is in the same general vicinity as you.

- **Lost Mode**—This locks the iPhone so it can't be used without entering the passcode. This can protect your iPhone without changing its data. You can also display contact information on the iPhone's screen to enable someone to get in touch with you.

- **Erase Your iPhone**—This erases the iPhone's memory as the "last chance" to protect your data. You should only do this in the worst-case scenario because when you erase the iPhone, you lose the ability to find it again using Find My iPhone.

Keeping You Informed

Whenever you use one of the Find My iPhone actions, such as playing a sound or using the Lost Mode, you receive emails to your iCloud email address showing the action taken along with the device, date, and time on which it was performed.

To use Find My iPhone, it must be enabled on your iPhone using the iCloud Settings as explained in Chapter 3 (it is enabled by default, so unless you have disabled it, it should be ready for you to use when needed).
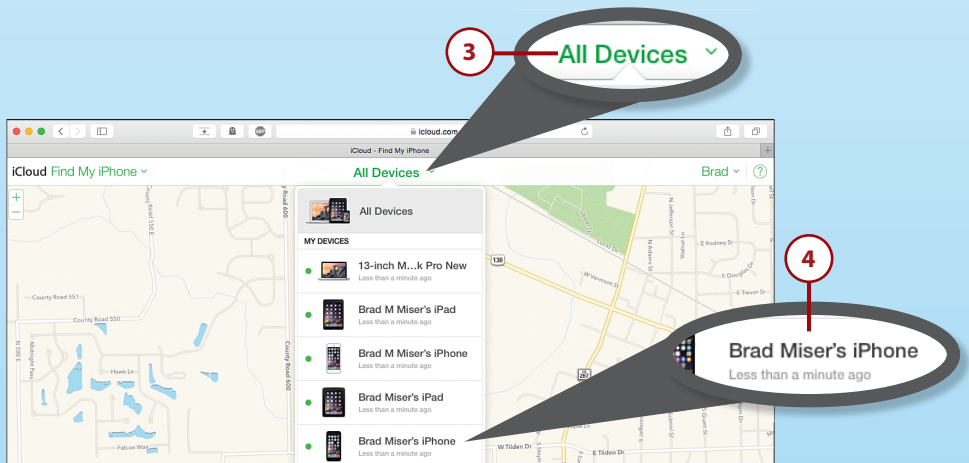
Using Find My iPhone to Locate Your iPhone
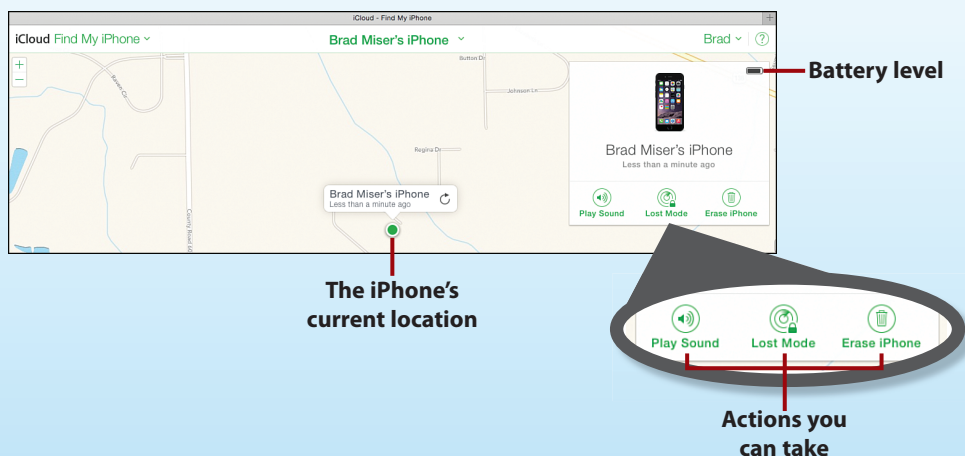
To use Find My iPhone, perform the following tasks:

1 Use a web browser to move to and log in to your iCloud website located at icloud.com.

2 Click Find My iPhone. All the devices associated with your Apple ID and on which Find My iPhone is active are located.

Battery level

The iPhone's current location

Actions you can take

3. Click the All Devices menu. All your devices are shown on the My Devices list.

4. Click the device you want to locate. If the device can be located, you see it on a map. You can use the map's controls to zoom into the iPhone's location so you get the best idea of where it currently is. You also see a dialog box that enables you to perform the three actions described earlier. The details for each are provided in the following tasks.

Using Find My iPhone to Play a Sound on Your iPhone

Here's how to send a sound or message to an iOS device:

1. Locate your iPhone, as described in the previous task.

2. Click Play Sound.
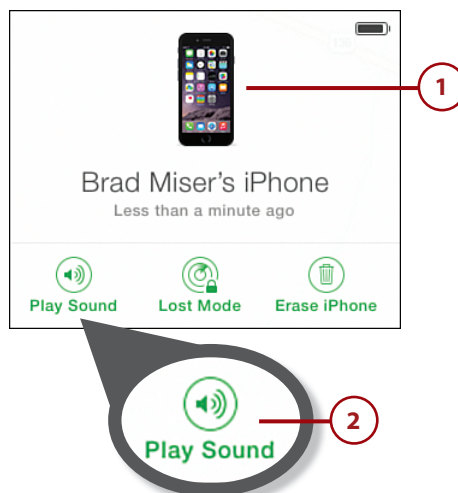
3 To stop the sound from playing on the iPhone, unlock it and tap OK on the message prompt. (If you don't require a passcode, anyone who has the phone can do this, which is another reason requiring a passcode is more secure.)

The Sound Remains the Same

When you send a sound to an iPhone, it plays even if the iPhone is muted.

The sound plays and the alert message appears on the iPhone

Using Find My iPhone to Put Your iPhone in Lost Mode

You can put your iPhone into Lost Mode by doing the following:
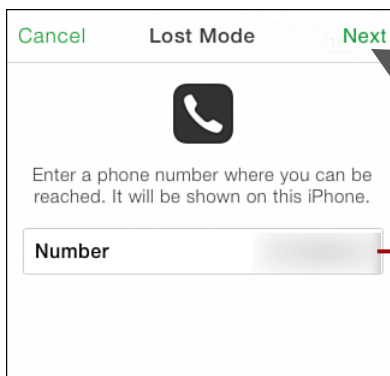
1 Locate the device using the steps in the previous task.

2 Click Lost Mode. (If you haven't entered a passcode, you're prompted to create one by entering and verifying it.)
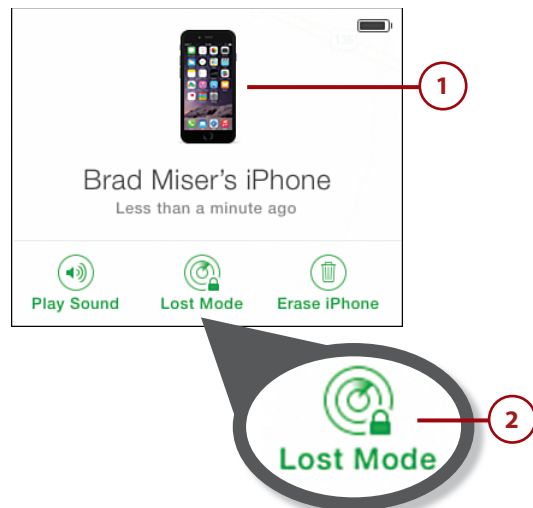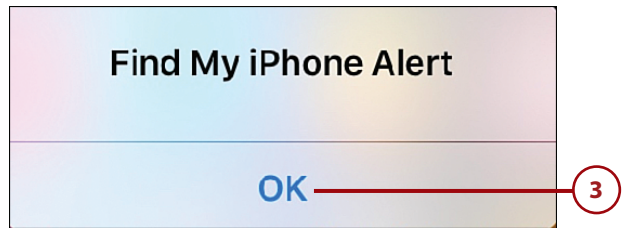
3 If you want to send a phone number to the device, so that someone can call you about it, enter it at the prompt.

4 Click Next.

5 Enter the message you want to appear on the iPhone. This can be your request that whoever has the device call you, instructions for returning the device, and so on.

6 Tap Done. The iPhone is locked and the message you entered displays on the screen. While the iPhone is in Lost Mode, the Lost Mode icon on the Find My iPhone screen rotates and you see the Lost Mode indicator.
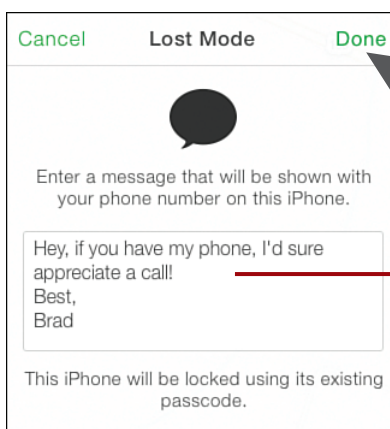
Cancel	Lost Mode	Next

4

Enter a phone number where you can be reached. It will be shown on this iPhone.

Number **3**

Cancel	Lost Mode	Done

6

Enter a message that will be shown with your phone number on this iPhone.

Hey, if you have my phone, I'd sure appreciate a call!
Best,
Brad

5

This iPhone will be locked using its existing passcode.

When the device enters Lost Mode, it is locked and protected with the existing passcode. The phone number and message you entered appear on the iPhone's screen. The person finding your phone can tap Call to call the number you entered.

The iPhone remains in Lost Mode until it is unlocked. You see the current status in the iPhone's window on the iCloud Find My iPhone website.

This iPhone is locked

10:11

Wednesday, September 9

Hey, if you have my phone, I'd sure appreciate a call! Best, Brad

Call

The person who finds the phone can tap to call the number you entered

The message and phone number you entered

Using Find My iPhone to Erase Your iPhone

If you decide you've lost control of your device and want to protect the information it contains, take the following steps to erase it:

1 Locate the device using the steps in the task "Using Find My iPhone to Locate Your iPhone."

2 Click Erase iPhone.

Brad Miser's iPhone
Less than a minute ago

Play Sound   Lost Mode   Erase iPhone
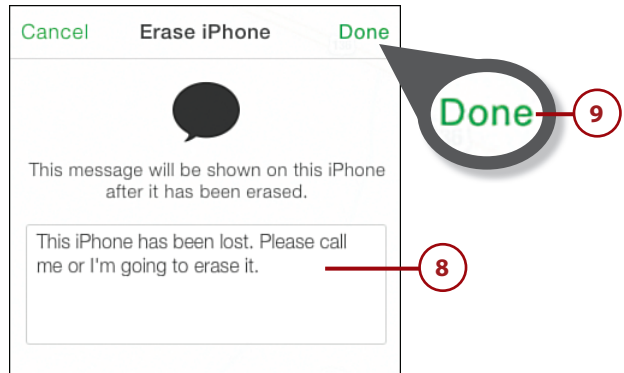
1

Erase iPhone

2
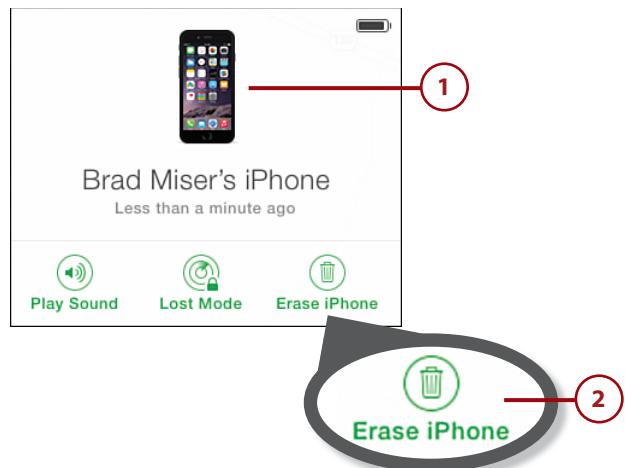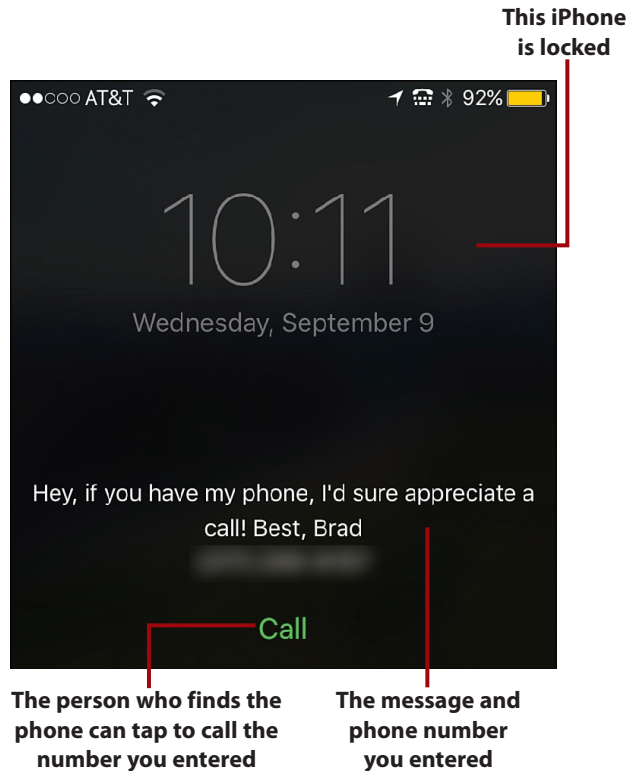
Erase a Device

When you erase an iPhone, all its data is deleted and it is reset to factory conditions. This means you are no longer able to use Find My iPhone to locate it. Only do this when you're pretty sure the iPhone is out of your control or that you won't be getting it back any time soon.

3 Click Erase.

4 Enter your Apple ID password.

5 Click Next.

6 If you want to send a phone number to the device so that someone can call you about it, enter it at the prompt.

7 Click Next.
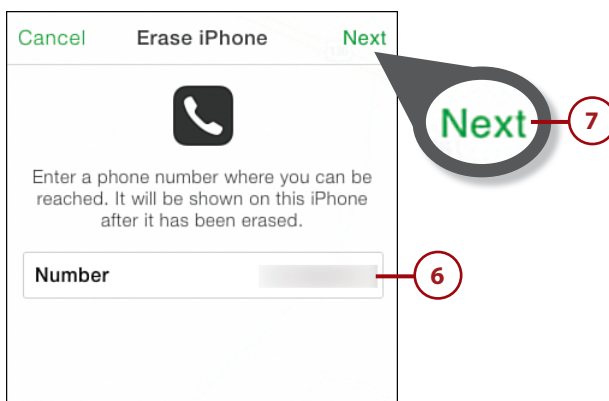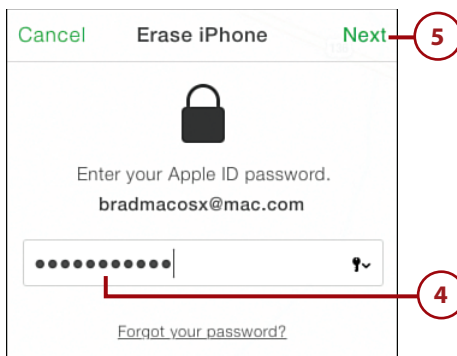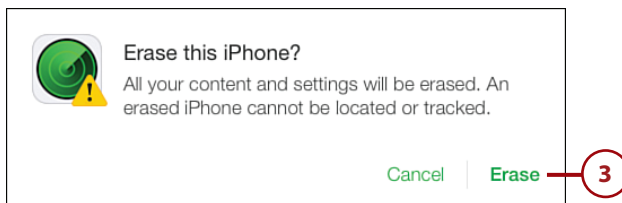
8 Enter the message you want to appear on the iPhone. This can be your request that whoever has the device call you, instructions for returning the device, and so on.

9 Tap Done. The iPhone is erased and the message you entered displays on the screen. The person who finds it can tap Call to call the number you entered in step 6, hopefully to return your iPhone. If it does get returned, you have to restore the iPhone using a backup from iCloud or iTunes on your computer (the steps to do this are later in this chapter).

Cancel   Erase iPhone   Done

This message will be shown on this iPhone after it has been erased.

This iPhone has been lost. Please call me or I'm going to erase it.

## >>>*Go Further*
USING FIND MY iPHONE

Here are some more tips on using Find My iPhone:

• To update the locations of your devices, refresh the web page and reopen the All Devices list.

• When you send a message to an iPhone that is in Lost Mode or when you erase it, you might want to include additional contact information in the message, such as your name and where you are currently located. You could also offer a reward for the return of the iPhone. Include enough information so that if someone wants to return the device to you, she has what she needs to be able to do so.

• If you lose your iPhone, use an escalation of steps to try to regain control. Look at the iPhone's location on the map. If the iPhone appears to be near your current location, play the sound because it might help you find it again. If the iPhone doesn't appear to be near your current location or it appears to be but you can't find it, put it in Lost Mode.

This hopefully prevents someone else from using it while you locate it and allows someone who finds it to contact you. If you lose all hope of finding it again, you can erase the iPhone to delete the data it contains. When you do this, you lose the ability to track your iPhone and have to rely on someone finding it and contacting you. This is a severe action, so you don't want to do it prematurely. If your iPhone doesn't have a passcode, you might want to erase it sooner to prevent someone from accessing your content.

- Erasing an iPhone is a bit of a double-edged sword. It protects your data by erasing your device, but it also means you can't use Find My iPhone to locate it anymore. You should use this only if you're pretty sure someone has your device. After you erase it, there's no way to track the iPhone's location.

- As you use Find My iPhone, you receive email notifications about various events, such as when a device is locked, when a message you sent is displayed, and so on. These are good ways to know something about what is happening with your iPhone, even though you might not be able to see the iPhone for yourself.

- If Find My iPhone can't currently find your iPhone, you can still initiate the same actions as when the iPhone is found, although they won't actually happen until the iPhone becomes visible again. To be notified when this happens, check the Email me when this iPhone is found check box. When the iPhone becomes visible to Find My iPhone, you receive an email and then can take appropriate action to locate and secure it.

Maintaining an iPhone's Power
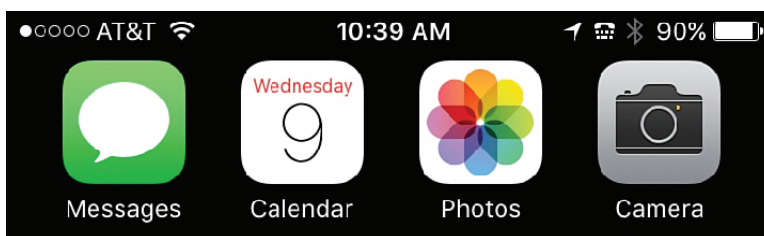
Keep your eye on the battery icon so you don't run out of power

Obviously, an iPhone with a dead battery isn't good for much. As you use your iPhone, you should keep an eye on its battery status. As long as the battery icon is at least partially filled, you're okay. As the iPhone gets low on power, the battery status icon becomes almost empty. Two separate warnings alert you when the battery lowers to 20% and then again at 10%.

This iPhone is in Low Power Mode
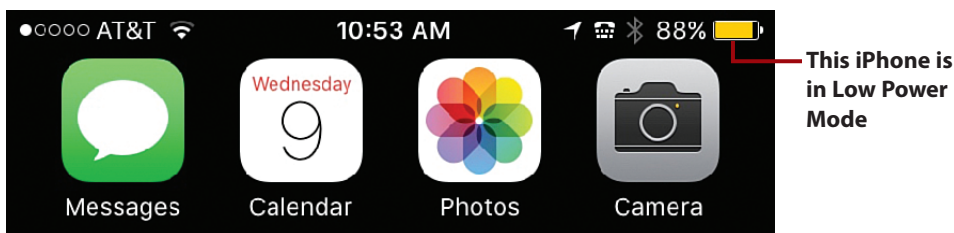
New! When you see the low power warnings, you can tap Low Power Mode to have your iPhone run in this mode that reduces power use to extend the life of your battery. It does this by slowing down the phone's processor, stops automatic downloads, stops email push, and any other automatic processes. While this reduces the performance of your phone, it can greatly extend the time until your iPhone runs out of power. While in Low Power Mode, the battery status icon is yellow.

If you keep going whether you choose to run in Low Power Mode or not, the iPhone eventually runs out of power and shuts down. Once it shuts down because of a low battery, you won't be able to unlock or use it until you connect it to a charger and the battery has recharged enough for the phone to operate, which can take a few minutes. If you try to use it before it has enough power, you see the red battery icon on the screen.

This iPhone is being charged
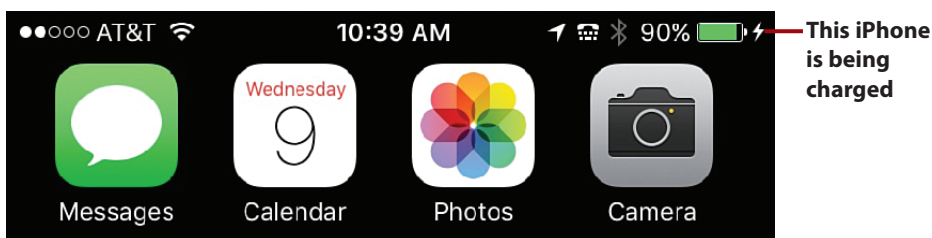
Fortunately, it's easy to avoid running out of power by keeping your iPhone charged. Connect the phone to the charger or a computer using the USB cable, and it charges automatically. While this is occurring, you see the charging icon in the upper-right corner of the screen, and if you wake the iPhone, a large battery icon showing the relative state of the battery appears on its screen. When charging is complete, the battery status icon replaces the charging icon in the upper-right corner of the screen, the large battery icon disappears, and you see the iPhone's wallpaper if it's locked, or you see whatever screen you happen to be using if it isn't locked.

Topping Off

It's a good idea to keep your iPhone's battery topped off; this type of battery actually does better if you keep it charged rather than letting it run down all the way before recharging. Periodically, say every month or two, you might want to let your iPhone run completely out of power and then recharge it to maximize its life. The key point is, as Apple puts it, to "keep the electrons moving." So, don't let your iPhone sit with no activity for long periods of time.

Setting Low Power Mode and Viewing Battery Use

New! You can configure and get information about your iPhone's battery by doing the following:

1 Open the Settings app and tap Battery.

2 To manually activate Low Power Mode, set its switch to on (green); to leave it in automatic mode, skip to step 5.

3 Tap Continue; you have to do this only the first time you manually set Low Power Mode or after you reset your iPhone's warnings. The iPhone goes into Low Power Mode indicated by the yellow battery icon.
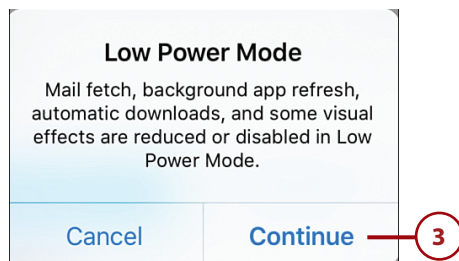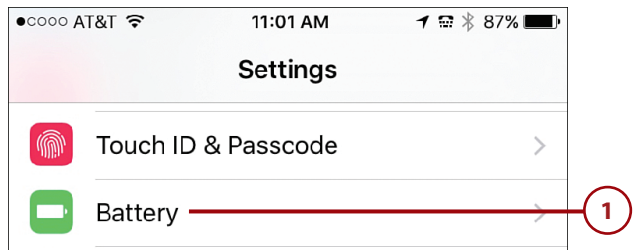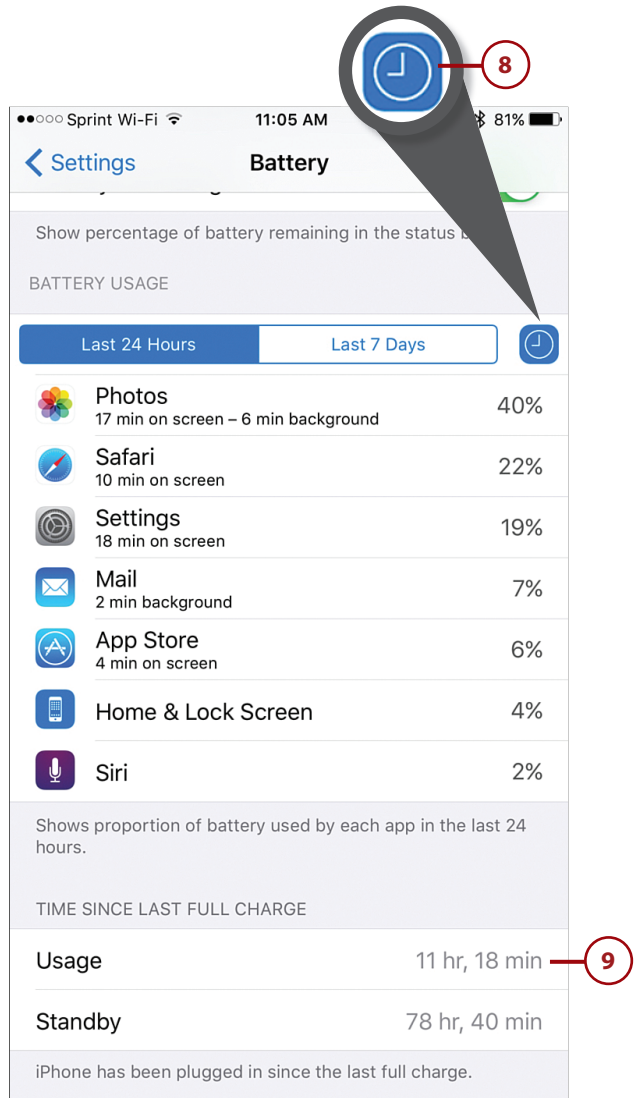
4 To return your phone to normal operation, set the Low Power Mode switch to off (white).

5 To see the percentage of charge remaining along with the battery icon, slide the Battery Percentage switch to on (green). The percentage of charge remaining appears to the left of the battery status icon at the top of the screen.

6 Swipe up the screen to see the BATTERY USAGE section. This provides information about how much power apps are using, which can come in handy when you want to make your battery last longer (see the next task for details).

7 Tap Last 24 Hours to see the power use over that time period, or tap Last 7 Days to view the power use over a seven-day timeframe. You see the percentage of total power being used by each of the apps on the list. You also see if the power is being used by background activity.
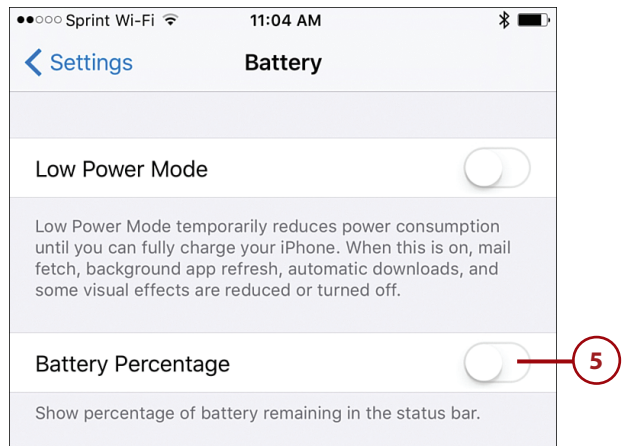
8 Tap the Clock icon to see the amount of time the app has been running to use the power it has consumed. You see this both for on screen or background activity.

9 View information about the time since the last charge that your iPhone has been in use or has been in standby.

8

●●○○○ Sprint Wi-Fi 🛜   11:05 AM   ∗ 81% 🔋

❮ Settings   **Battery**

Show percentage of battery remaining in the status

BATTERY USAGE

Last 24 Hours	Last 7 Days	🕐

🌸	Photos 17 min on screen – 6 min background	40%
🧭	Safari 10 min on screen	22%
⚙️	Settings 18 min on screen	19%
✉️	Mail 2 min background	7%
Ⓐ	App Store 4 min on screen	6%
📱	Home & Lock Screen	4%
🎤	Siri	2%

Shows proportion of battery used by each app in the last 24 hours.

TIME SINCE LAST FULL CHARGE

Usage   11 hr, 18 min   **9**

Standby   78 hr, 40 min

iPhone has been plugged in since the last full charge.

Making the Battery Last Longer

If your iPhone's battery doesn't seem to last very long, the issue is likely that a service is very active and is requiring near-constant activity. Common causes of this problem are Push being turned on for an account that has a lot of activity, an application using GPS capabilities, and so on. Try these steps to find and stop the source of the power drain:

1 Use steps 6 through 8 in the previous task to identify apps using a large amount of power.

2 If you identify a power-hungry app that you don't want to use any more, press the Touch ID/ Home button twice to open the App Switcher.

3 Swipe to the left or right on the App Switcher until the power-hog's screen is front and center.

4 Swipe up on the app's screen to shut it down.

5 Open the Settings app, tap Mail, Contacts, Calendars, and then tap Fetch New Data.
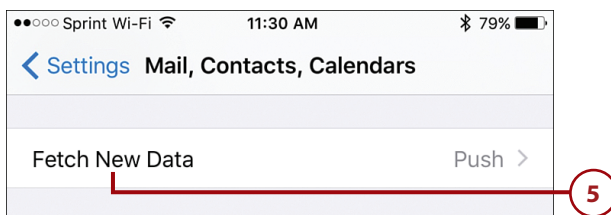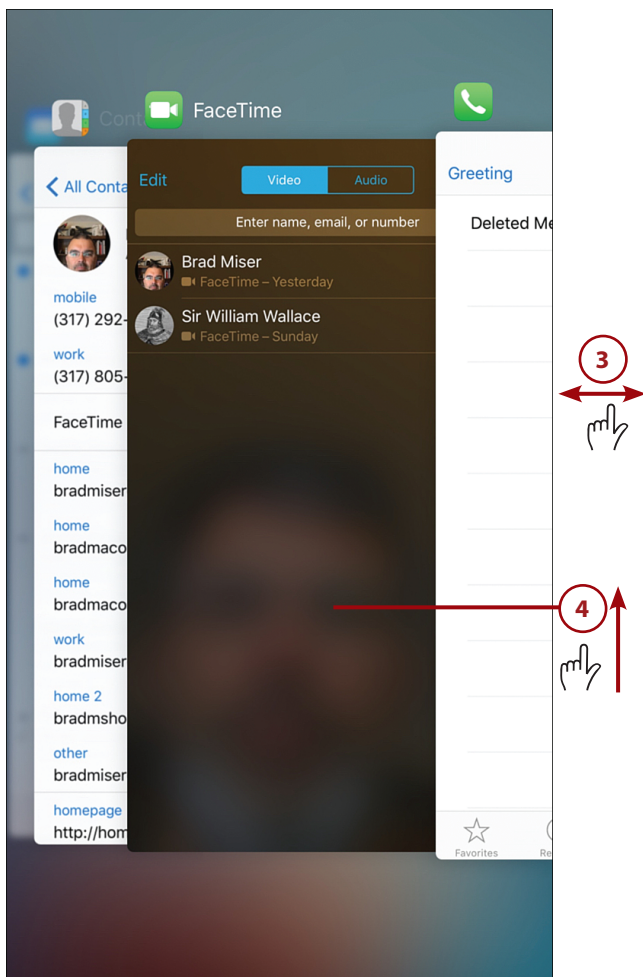
6 Slide the status switch for Push to off (white). This disables Push functionality. To update your information, set a Fetch schedule using the controls on the bottom of the Fetch New Data screen or just open an app, such as Mail.

7 Turn off any transmitting and receiving functions that you aren't using, such as Bluetooth. Using the Control Center is a handy way to do this quickly.

8 Use your iPhone to see if the battery lasts longer. If it does, you know one of the changes you made was the reason; you can either leave the offending source of power drain shut down or just be aware when you are using it. If the battery still doesn't last very long, it may have a problem and you should contact Apple for assistance.
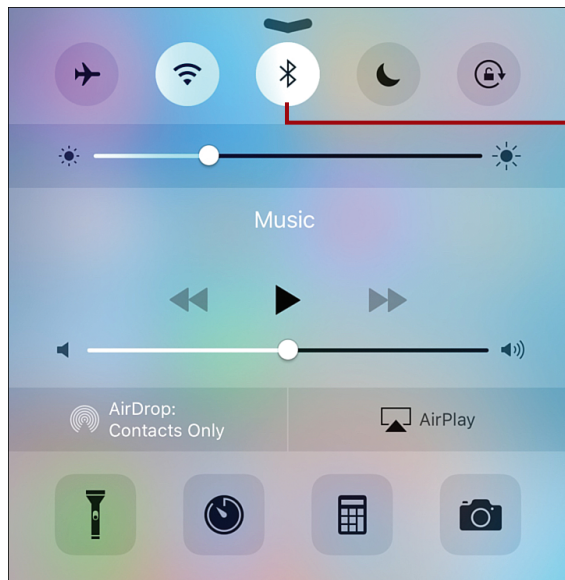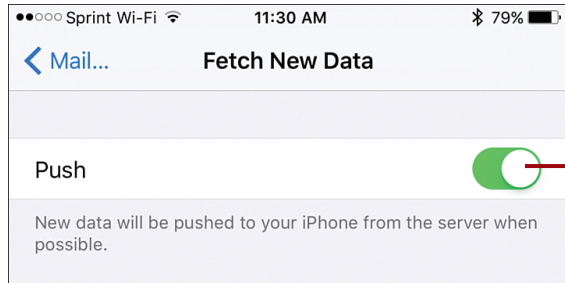
Solving iPhone Problems

Even a device as reliable as your iPhone can sometimes run into problems. Fortunately, the solutions to most problems you encounter are simple. If a simple solution doesn't work, a great deal of detailed help is available from Apple, and even more is available from the community of iPhone users.

The problems that you can address with the simple steps described in this section vary and range from such issues as the iPhone hanging (won't respond to commands) to apps not working as they should. Use the following tasks to address problems you encounter.

Restarting an App

If an app you are using locks up, displays an error, or isn't working the way it should, try shutting it down and restarting it.

1 Press the Touch ID/Home button twice. The App Switcher opens.

2 Swipe to the left or right until you see the app that has frozen.

3 Swipe up on the app to shut it down.

4 Press the Touch ID/Home button to move back to the Home screen.

5 Open the app again. If it works normally, you're done. (It's generally a good idea to restart your iPhone when you've had to force an app to quit.)
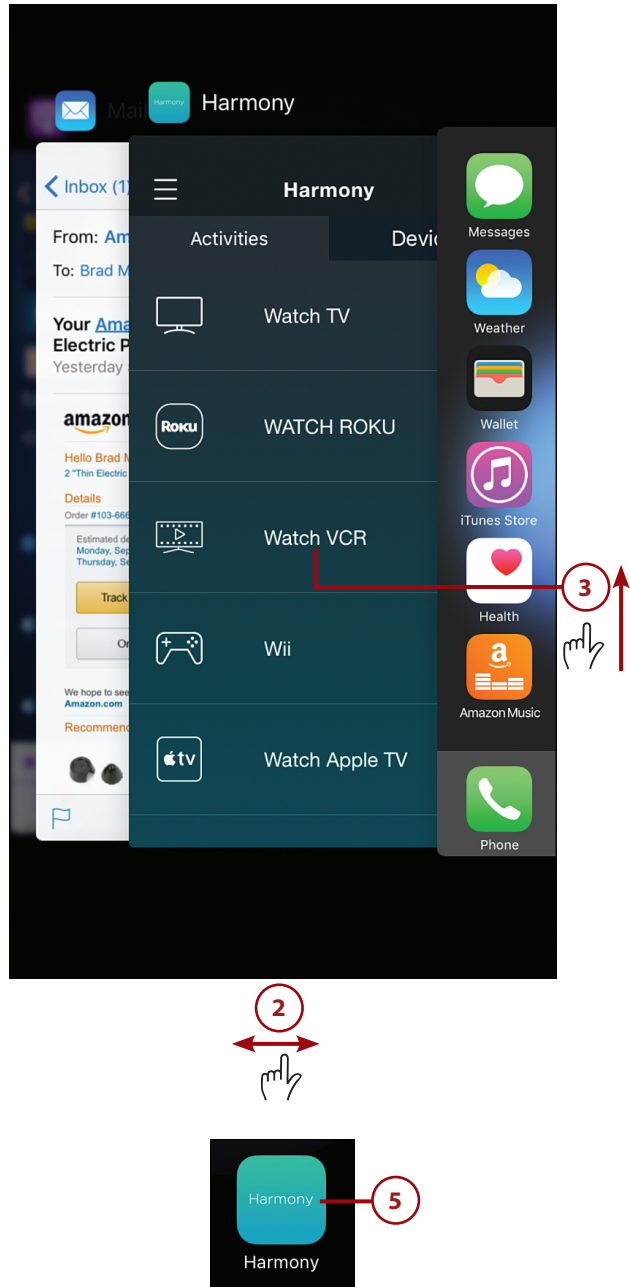
Restarting Your iPhone

Whenever your iPhone starts acting oddly, restarting it should be the first thing you try. It's easy to do and cures an amazing number of problems. To restart your iPhone, do the following:

1 Press and hold the Sleep/Wake button until the slider appears on the screen.

2 Drag the slider to the right. The iPhone powers down.

3 Press and hold the Sleep/Wake button until you see the Apple logo on the screen. The iPhone restarts. When the Home screen appears, try using the iPhone again. If the problem is solved, you're done.

1

2

slide to power off

Cancel
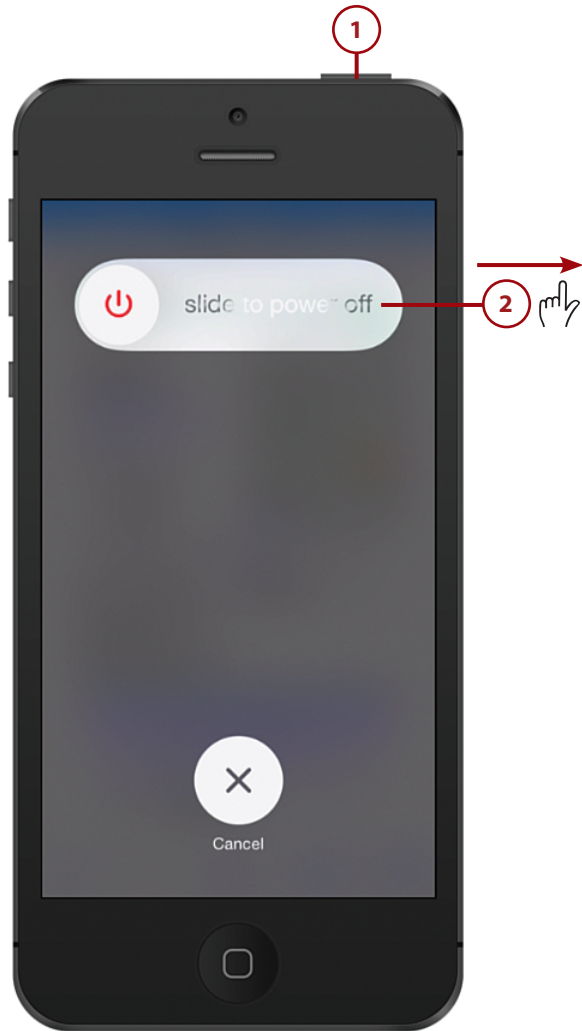
Can't Restart?

If your iPhone won't restart normally, press and hold the Sleep/Wake and Touch ID/Home buttons at the same time until the iPhone shuts off (about 10 seconds) and the screen goes completely dark. Then, press the Sleep/Wake button to restart it.
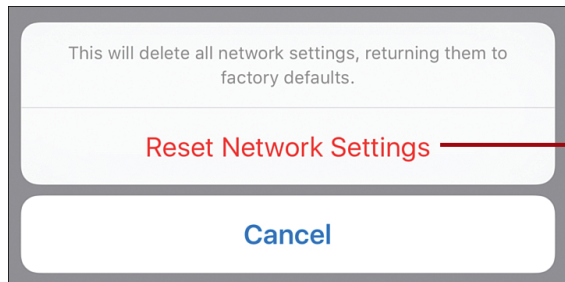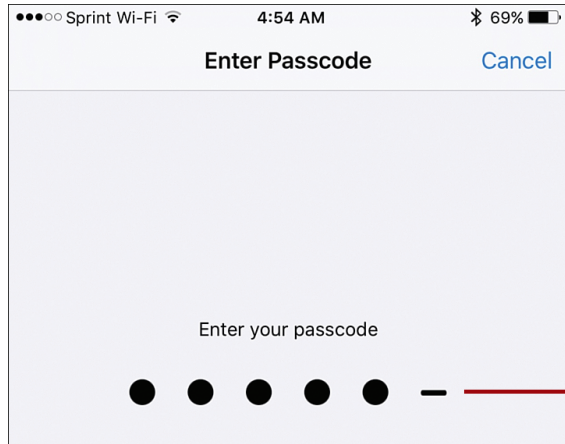
Resetting Your iPhone

If restarting your iPhone doesn't help, try resetting your iPhone using the following steps.

1 On the Home screen, tap Settings.

2 Tap General.

3 Swipe up the screen until you see the Reset command.

4 Tap Reset.

5 Tap the Reset command for the area in which you are having problems. For example, if you are having trouble with Wi-Fi or other networking areas, tap Reset Network Settings, or if you decide your Home screens are a mess and you want to go back to the default layout, tap Reset Home Screen Layout. If you are having lots of issues in multiple areas, tap Reset All Settings or Erase All Content and Settings (be careful because this erases everything on your iPhone).
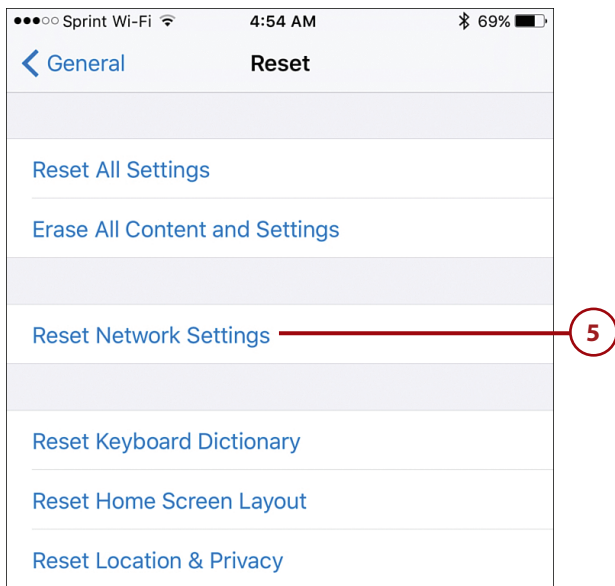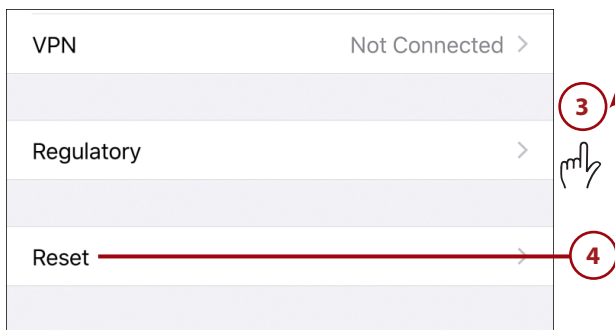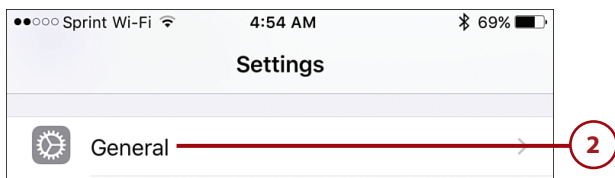
6 If prompted to do so, enter your passcode; if you don't see a passcode prompt, skip to the next step.

7 Tap the confirmation of the reset you are doing. The reset is complete and that area of the iPhone is reset to factory conditions.

8 Reconfigure the area that you reset. For example, if you reset your network settings, you need to reconnect to the networks you want to use. If you did a Reset All Settings or Erase All Content and Settings, you'll basically start from the beginning as if your iPhone was just taken out of its box.

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Enter Passcode Cancel

Enter your passcode

● ● ● ● ● ▬   **6**

This will delete all network settings, returning them to factory defaults.

Reset Network Settings ——— **7**

Cancel

Restoring Your iPhone

The most severe action you can take on your iPhone is to restore it. When this happens, the iPhone is erased, so you lose all its contents and its current iOS software is overwritten with the latest version. If you have added information to your iPhone since it was last backed up (when you last connected it to the computer or it backed up to your iCloud account), that information is lost when you restore your iPhone—so be careful before doing this. If none of the other tasks corrected the problem, restoring the iPhone should.

To restore your iPhone, use the iTunes app on a computer and perform the following steps:

Installing iTunes

If iTunes isn't installed on your computer, go to www.apple.com/itunes to download and install it.
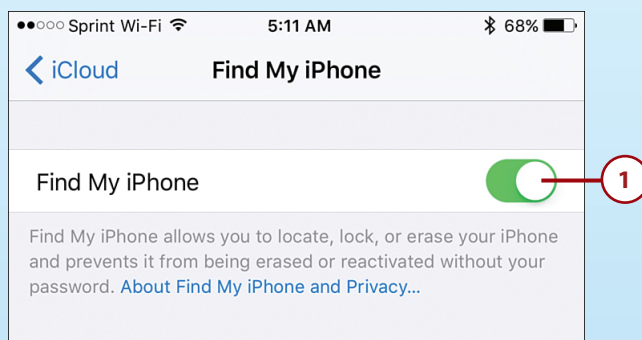

1. On the iPhone, turn off Find My iPhone by opening the iCloud Settings screen, tapping Find My iPhone, setting the Find My iPhone switch to off (white), entering your Apple ID password, and tapping Turn Off.

2. Connect the iPhone to your computer.

Where's the Trust?

The first time you connect an iPhone to your computer, you're prompted to trust the computer or not. Tap Trust to be able to connect it to iTunes. You also see a trust prompt in iTunes on the computer; click Continue to connect the iPhone to iTunes on the computer.

3. If iTunes didn't open automatically, launch the application.
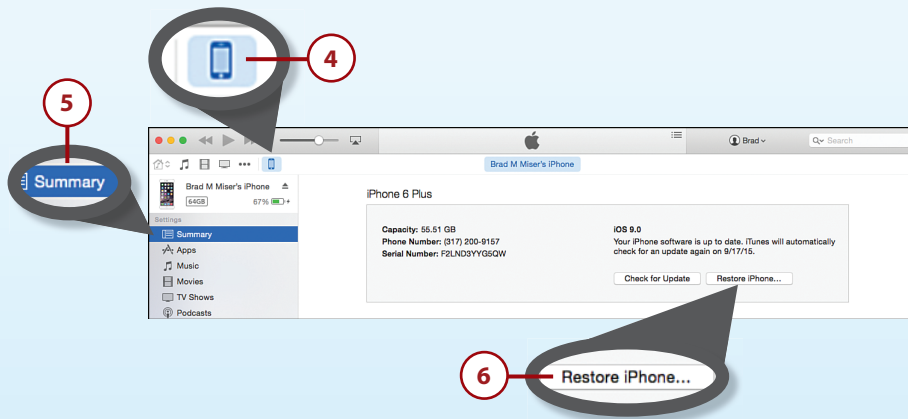
4 Click the iPhone button. (If you have more than one device connected to iTunes, this is the Devices button; click it and select your iPhone on the list of devices.)

5 Click Summary.

6 Click Restore iPhone. Remember that you lose everything on your iPhone when you restore it, so make sure that you have all its data stored elsewhere, such as backed up on iCloud, before you do this.
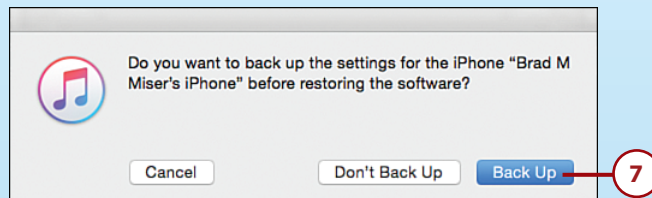

7 Click Back Up. This backs up your iPhone's contents to your computer. This is a critical step because it enables you to recover the data and settings on your iPhone. If you don't do this, some of your data and settings can be lost.

Backing Up Isn't Hard to Do

iCloud is the most convenient way to back up your iPhone because it happens automatically. You can also manually back up your iPhone to your computer at any time by using these steps to access the iPhone in iTunes and then clicking the Back Up Now button. If you use iTunes regularly, it's a good idea to use it to keep your iPhone backed up on your computer too.
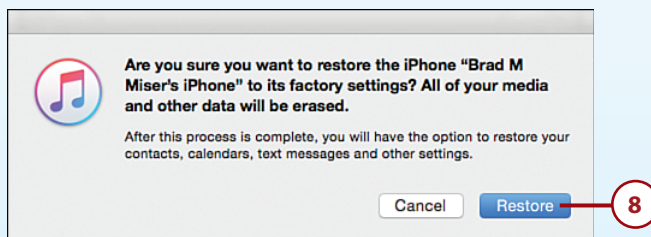
8 Click Restore in the dialog box. The Restore process begins and iTunes extracts the software and prepares to install it.

9 Read the information about the current version of the iPhone's software, and click Next. (This step is not shown in the figures.)

10 Click Agree. (This step is not shown in the figures.) The current version of the iPhone's software is downloaded to your computer, and iTunes reinstalls it on your iPhone. When the process is complete, you see a message explaining what has happened.

11 Click OK. (This step is not shown in the figures.) The iPhone is restarted, and you see the Welcome to Your New Phone screen.
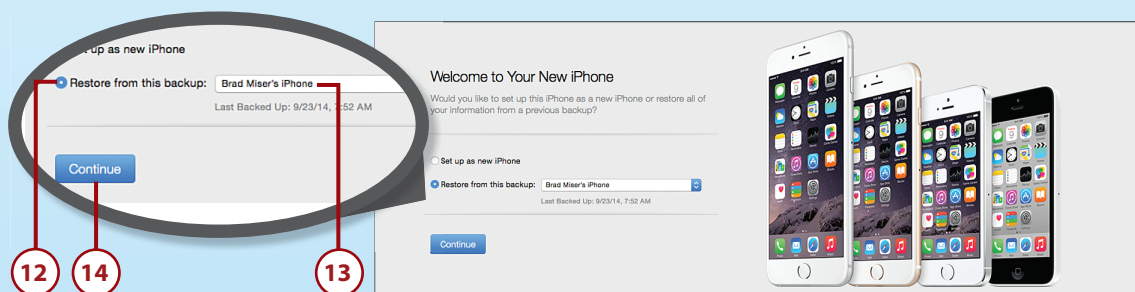
12 Click the Restore from this backup: radio button.

13 On the pop-up menu, ensure that your iPhone's name appears on the menu with no date and time. This indicates it is the most recent backup. If you don't see this or you want to choose to restore the phone from an earlier backup, open the menu and choose the backup you want to use to restore the phone.

14 Click Continue. iTunes restores the iPhone from the backup.

15 Click OK in the completion dialog box. The iPhone is synced according to the settings stored in the backup. When the sync process is complete, the iPhone should be back in working condition with all your content restored to it. If you have a lot of content,

this process can take a while because the sync is performed starting with the iPhone's memory being "empty." You'll need to re-download any content from the iTunes Store that you've purchased to restore it, such as movies or TV shows.

Starting Over

If you want to start from the beginning, select the Set up as new iPhone radio button in step 12 instead. Follow the onscreen prompts. When that process is complete, you're prompted to name and reconfigure the iPhone as you did when you first started using it.

Restoring an iPhone Without iTunes

You can also restore an iPhone without using iTunes. Open the Settings app, tap General, tap Reset, and tap Erase All Content and Settings. After you enter your passcode and confirm the action, the data and settings on your iPhone are erased. You can then restore your iPhone from your iCloud backup as you had the option to do when you turned on your iPhone for the first time.

Finding a Missing App

I've had more than a few emails from people on whose phones an app icon seems to have disappeared. In most cases, these were core iPhone apps that can't be removed from the iPhone, such as Settings or Photos. In almost all of these cases, the app's icon had inadvertently been moved into a folder and so was not visible in its expected location. If this happens to you, perform the following steps to restore the app to where it should be:

1. Move to the Home screen.

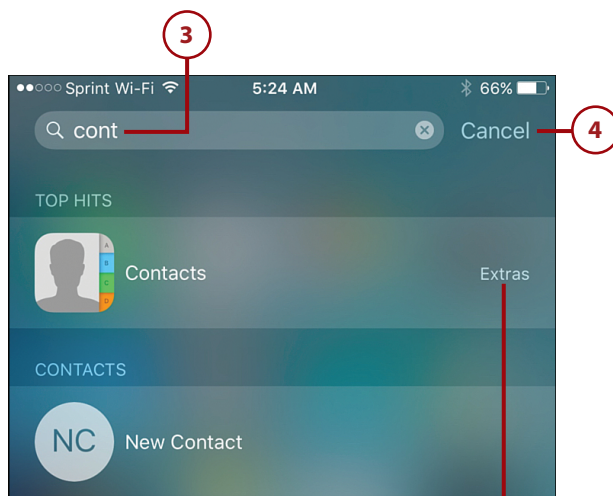2. Swipe down from the center top area of the screen. The Search tool opens.
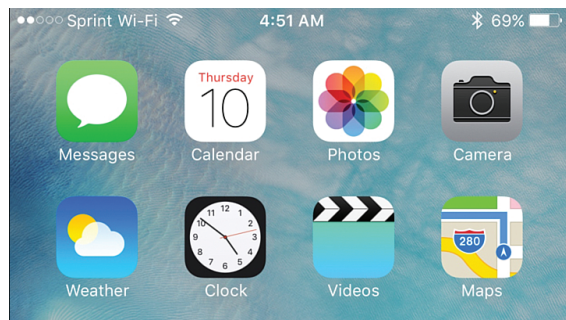
3 Tap in the Search bar and enter the name of the app that is missing. As you search, you see a list of items that match your search. If the app is found, you know it is still on the iPhone and its icon was just accidentally misplaced; you can continue with these steps to find it. Note the current location of the app, which is shown on the right side of the screen.

If the app you are looking for isn't found, it has been deleted from the iPhone and you need to reinstall it. Download and install it again using the App Store app (don't worry, if it has a license fee, you won't need to pay for it again). (Installing apps is covered in Chapter 6.)

4 Tap Cancel. You move back to the Home screen.

5 Open the folder where the app is currently located.

6 Tap and hold on the app icon until the icons start jiggling.

3

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🔍 cont ⊗ Cancel **4**

TOP HITS

Contacts Extras

CONTACTS

NC New Contact

Current location of the missing app

Extras **5**

Compass Tips Voice Memos

Find Friends Find iPhone Contacts **6**

7 Drag the app's icon out of the folder.

8 Place the icon back where you want it to be (refer to Chapter 5, "Customizing How Your iPhone Looks and Sounds," for details of moving apps on the Home screens).

**9** Press the Touch ID/Home button to lock the icons in their current positions.
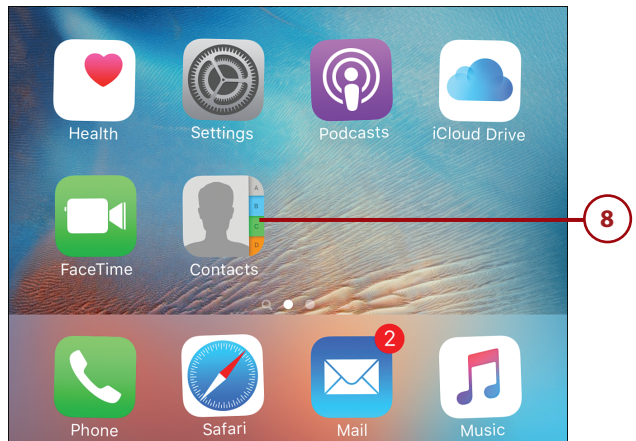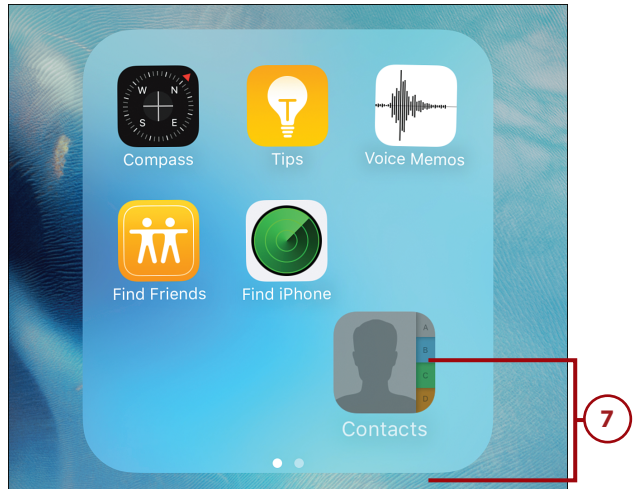
Making an iPhone's Screen Rotate Again

If your iPhone stops changing from horizontal to vertical orientation when you rotate the phone, you probably have inadvertently enabled the orientation lock. Unlock it again by doing the following:

1 Look at the top of the screen. If you see the Orientation Lock icon, the iPhone's orientation is locked.

2 Swipe up from the bottom of the Home screen to open the Control Center.

The orientation of this iPhone is locked
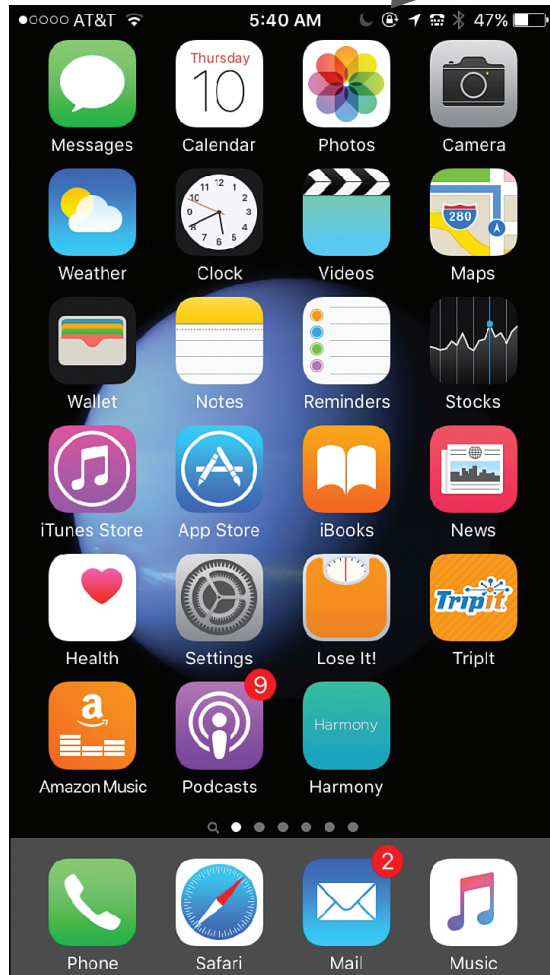
3 Tap the Orientation Lock button. Note that when Orientation Lock is on, the button is white. When it is off, the button is black.

4 Confirm that the Orientation Lock icon at the top of the screen has disappeared. The iPhone now changes orientation when you rotate it.
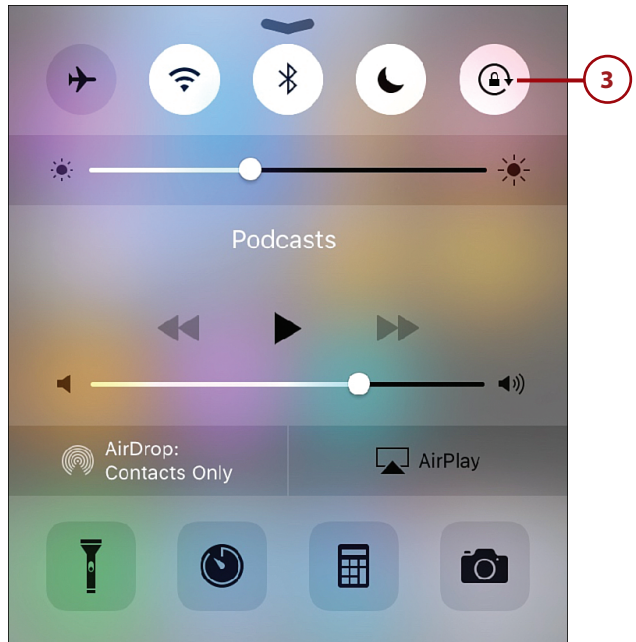
Blocking Unwanted Calls, Messages, or FaceTime Requests

If you want to block calls, messages, or FaceTime requests from someone, do the following:

1 Create a contact for the phone number or email address used to send messages that you want to block. (Creating contacts is described in Chapter 7, "Managing Contacts.")

2 On the Home screen, tap Settings.

**3** Tap Phone. When you block someone in the Phone app, they are blocked in the Messages and FaceTime apps, too.
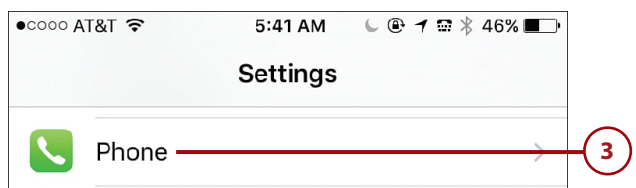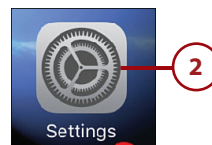
④ Tap Blocked. If you have previously blocked anyone, you see them on the Blocked list.

⑤ Tap Add New.

⑥ Find and tap the contact you want to block. You return to the Blocked screen and see the person whose calls, messages, or FaceTime requests are blocked. You see each email address and phone number for that contact. Blocked phone numbers and email addresses are prevented from reaching you via the Phone, Messages, and FaceTime apps.

Unblock

To remove the block on a contact, move to the Blocked screen, tap Edit, tap the Unlock button for the email address or phone number you want to unblock, and tap Unblock. You will be available to the addresses or phone numbers that you unblock again.
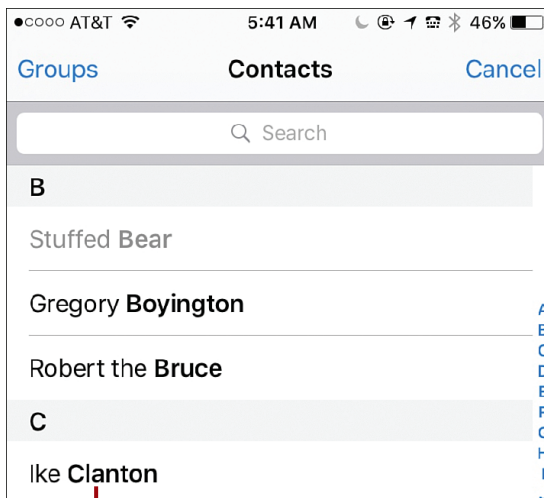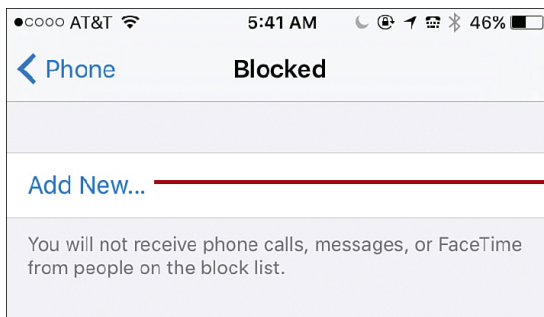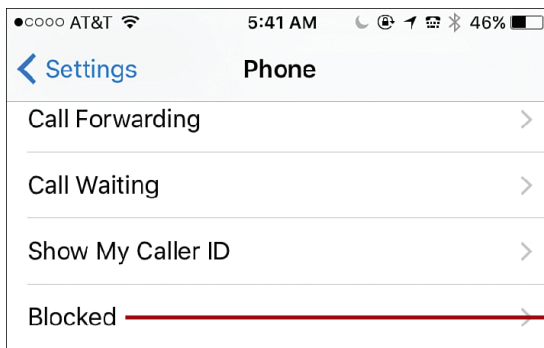
Solving the Quiet iPhone Problem

If your iPhone stops ringing or making other sounds you believe it should, perform the following steps:

(1) Make sure the iPhone isn't muted. The Mute switch on the left side of the iPhone should be in the position toward the front of the phone.

(2) With the iPhone unlocked, press the upper volume switch on the left side of the iPhone to make sure that the volume isn't set to the lowest level. As you press the button, a visual indicator of the current volume level appears on the screen. As long as you see a few "dots" on this indicator, you should be able to hear sounds the iPhone makes.

(3) Make sure that the iPhone is not in Do Not Disturb mode by opening the Control Center and ensuring that the Do Not Disturb button is off (black); if it is turned on (white), tap it to turn it off. In Do Not Disturb mode, sounds are not made, such as a ring when you receive a phone call.
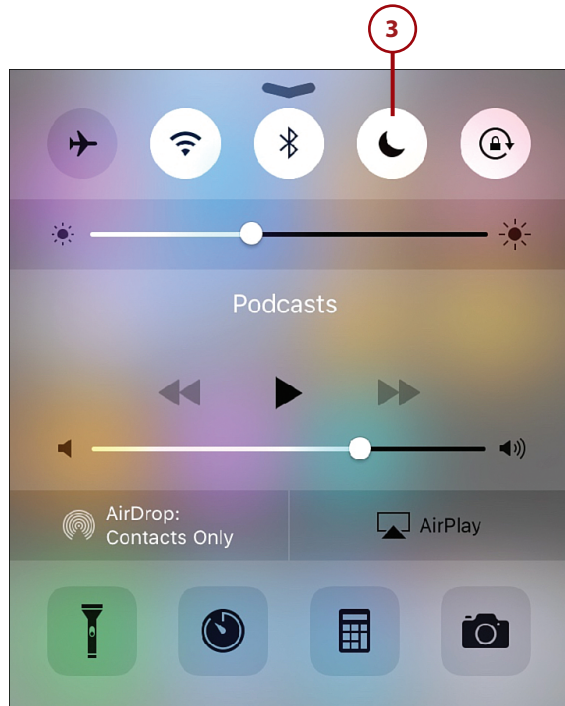

Do Disturb!

If Do Not Disturb was on, but you hadn't intended it to be, open the Settings app and tap Do Not Disturb to view its settings. Check to see if an automatic schedule has been set. If the Scheduled button is on (green) then a schedule for starting and stopping Do Not Disturb has been active on the phone. Slide the Scheduled switch off (white) to prevent it from automatically turning on Do Not Disturb.

(4) Try a different app or task. If you aren't hearing sound from only one app and everything else sounds normal, you know there is a problem with that app. Try deleting and reinstalling it. If you still don't hear sound from any app, you know the problem is more general.

(5) Move to Sounds in the Settings app.

(6) Make sure the volume slider is set to at least the middle position.

(7) Tap Ringtone.

(8) Tap one of the default ringtones. You should hear it. If you do, you know the problem is solved. If not, continue.

(9) If you aren't hearing sounds when the EarPods aren't plugged in, connect the EarPods and repeat the sound you should be hearing. If you hear the sound only when the EarPods are plugged in, try removing the EarPods and plugging them back in a few times to see if that solves the problem. If not, your iPhone needs to be serviced by an Apple authorized repair center or you can take it to the Genius bar in an Apple Store.
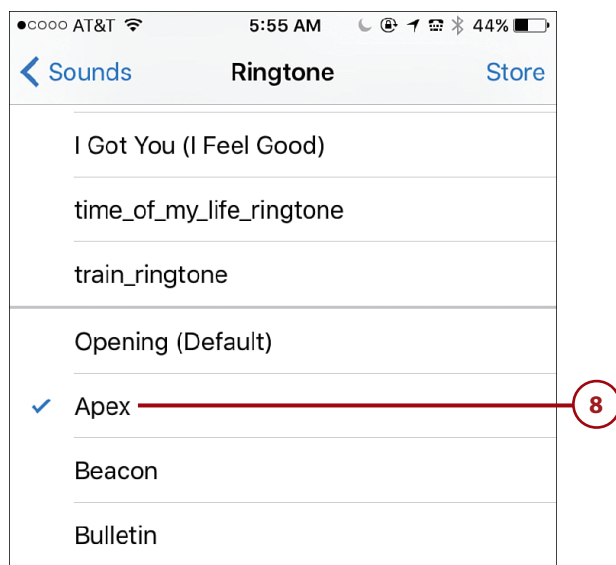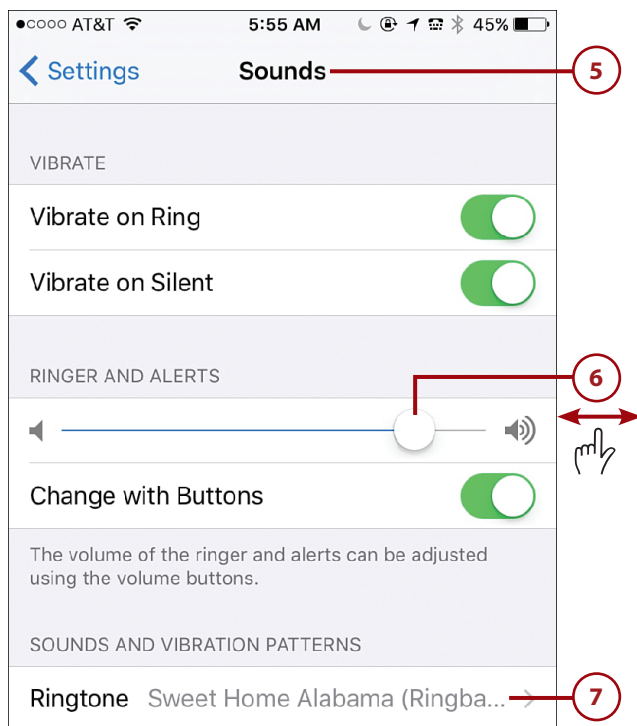
Getting Help with iPhone Problems

If none of the previous steps solves your problem, you can get help in a number of ways:

- **Apple's website**—Go to www.apple.com/support/. On this page, you can access all kinds of information about iPhones, iTunes, and other Apple products. You can browse for help, and you can search for answers to specific problems. Many of the resulting articles have detailed, step-by-step instructions to help you solve problems and link to more information.

- **Web searches**—One of the most useful ways to get help is to do a web search for the specific problem you're having. Just open your favorite search tool, such as Google, and search for the problem. You are likely to find many resources to help you, including websites, forums, and such. If you encounter a problem, it's likely someone else has too, and has probably put the solution on the Web.

- **Genius bar at an Apple Store**—All Apple Stores have a Genius bar staffed with people who will try to help you with problems. If you can't resolve a problem on your own, going to an Apple Store is often a great solution because the Apple geniuses can help you with any problem, whether it's software or hardware. In many cases, the help they provide is free, too (though you might be charged for some hardware problems). You can register for an appointment at a Genius bar by going to www.apple.com/retail/geniusbar/.

- **Me**—You're welcome to send an email to me for problems you're having with your iPhone. My address is bradmiser@icloud.com. I'll do my best to help you as quickly as I can. (I do respond to every email I receive, though at times, it might take me a few days to get back to you. I am not able to respond to FaceTime or Messages requests so please use email to reach me.)