



**iPhone iOS 15**





# Phone Usage

A mobile phone is provided for all staff Team Managers/ Leaders and above. This is a WORK mobile phone and should be used for business purposes only.

Primarily the use of messaging, making calls, checking work email and taking part in video conferencing using Microsoft Teams. Remember messages are not guaranteed to be delivered/read. If your matter is urgent/time critical think about using a different form of communication.

## **Can I alter the settings?**

NO settings should be altered. The ring tone can be changed, to one of the many installed.

## **Can I use the camera?**

The camera should be used for business purposes only. Remember GDPR applies to images as well as text. Delete the images when they are no longer required.

## **Can I download apps from the iTunes Store?**

An Apple Store account has been created. This uses your usual key email/password combination. Only corporate approved apps can be downloaded to ensure all apps in use comply with GDPR.

## **Can I remove the passcode lock?**

Each time you use your phone you will need to enter your passcode. This should not be removed or changed. Do not store a note of your passcode with the phone. If you lose your phone and it has no passcode or a note of it is stored with the phone, information on it can be accessed by anyone. The ICO would have to be notified of this possible data breach. Fingerprint recognition can be used as an alternative to the PIN code.

## **Can I change the notifications on the lock screen?**

On your lock screen you will be shown email and text notifications but the full message will not be displayed. Should you lose your phone and the full notification be displayed, sensitive/personal information may be displayed. Depending on the information displayed, this could be considered a data breach and have to be reported to the ICO. Unlock your phone to view the message.

## **Do I need to use the case supplied?**

You must keep your mobile phone in a case. When you receive your phone a case will have been provided. You can change this if you wish, but you should not remove the case. You may be charged for damage to the equipment if a case is not used.



# iPhone Setup

## How do I setup my iPhone?

### Step 1: SIM Card

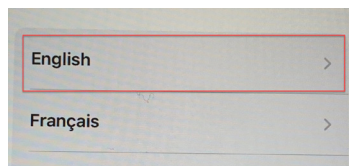
1. If this is a replacement phone, switch your SIM from the old phone to the new one.

### Step 2: Switch On:

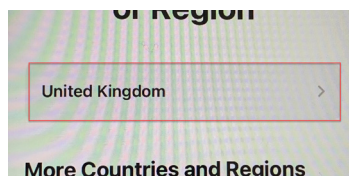
1. Press the right hand side button to switch it on.
2. Press the 'Home' button. (The button at the middle bottom of the screen).

### Step 3: Language/Region

1. Select 'English' on the Language screen.

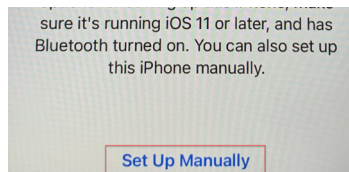


2. Select 'United Kingdom' on the Country selection screen.

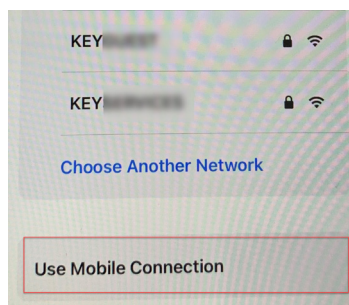


### Step 4: WiFi

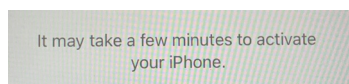
1. Click 'Setup Manually'.



2. Choose your WiFi network and enter the password or click 'Use Mobile Connection' to continue the process using your mobile data connection. (When the setup is complete, you will automatically connect to the WiFi in the office).

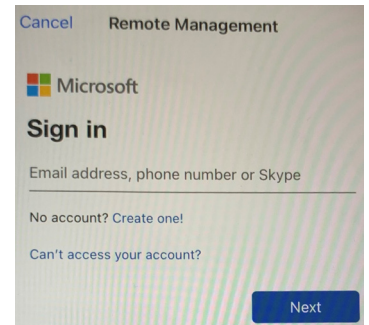


3. Once connected to a WiFi network click 'Next'.

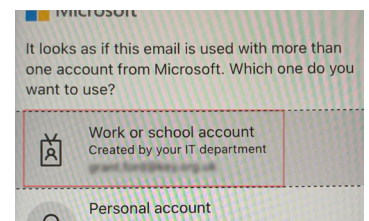


### Step 5: Sign-In

1. Wait while your phone activates, then, on the Remote Management Screen, click 'Next'
2. Sign in using your Key/Lifestyles/TAG email address.

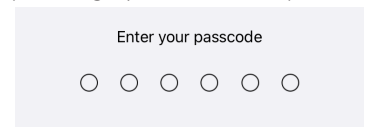


3. Click 'Work or School' account.
4. Enter your password.



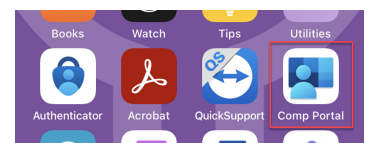
### Step 6: Touch ID, Passcode and App Store

1. Click 'Continue' and follow the instructions on screen to setup Touch ID (using your fingerprint to unlock your phone).
2. Create a six-digit passcode and then confirm it.
3. Sign into the App Store using your Key/Lifestyles/TAG email address
4. Click 'Work or School' account.
5. Type in your password.



### Step 7: Company Portal

1. Open the 'Company Portal' App.
2. Sign in using your usual Email/Password combination.
3. Click 'Begin'.
4. If required, allow Company Portal to access your location.
5. Choose 'User Affinity iPhones' from the drop down menu.
6. Click 'Done'.
7. Wait while the apps and settings are downloaded to your iPhone. This may take a while.







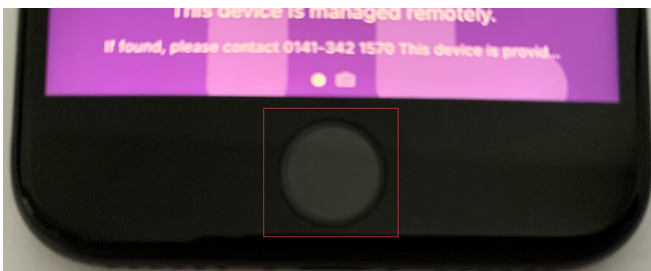
# Getting Started

## What are the buttons on the side of the phone?



- 1 - Silent Mode On/Off Switch
- 2 - Volume Up button.
- 3 - Volume Down button.
- 4 - Power/Lock button.

## What is the 'Home' button?



The 'Home' button is found at the bottom middle of your phone and has many uses; it can close an app, take you back to your home screen and wake your phone. It also contains the fingerprint scanner for unlocking your phone.

## How do I switch on my mobile phone?

1. Press and hold the 'Power/Lock' button on the side of your phone.

Remember your iPhone is like a mini computer, so allow it time to 'boot up'.

## How do I lock my phone?

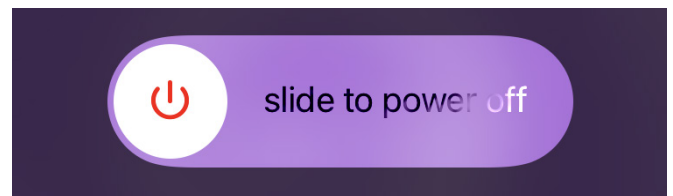
1. Press the 'Power/Lock' button on the side of your phone.

## How do I unlock my phone?

1. Press the 'Power/Lock' or 'Home' button to wake the phone up.
2. Press the 'Home' button at the bottom of the phone.
3. Enter your PIN code. The phone should auto unlock without the PIN if you are using fingerprint recognition.

## How do I switch off my mobile phone?

1. Press and hold in the 'Power/Lock' button for 5 seconds.

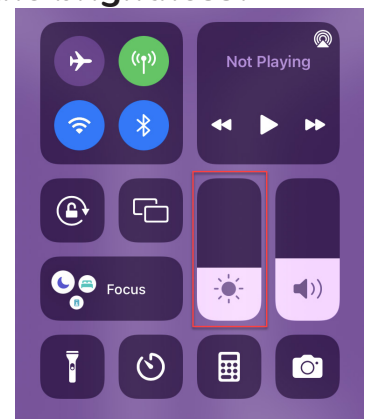


2. Swipe the bar at the top of the screen to complete the 'Shut Down' process.

## How do I adjust the brightness?

1. Swipe up from the bottom of your screen to display the control centre.
2. Drag the brightness bar up and down.

NOTE: The brighter your screen, the quicker your battery will drain.



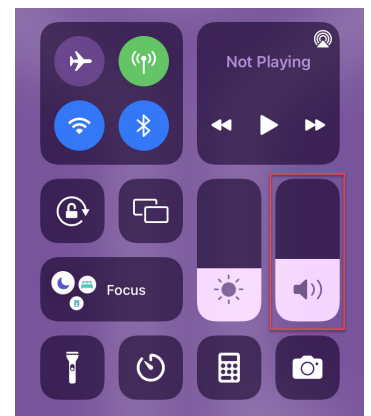
## How do I adjust the volume?

### Method One:

1. Swipe up from the bottom of your screen to display the control centre.
2. Drag the volume bar up and down.

### Method Two:

1. Use the volume control buttons at the left hand side of the phone.

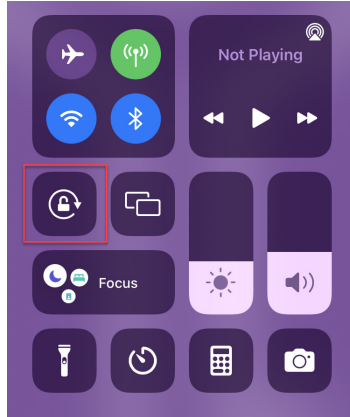




# Getting Started

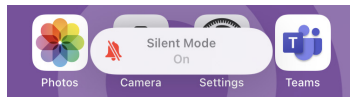
## How do I stop my screen rotating?

1. Swipe up from the bottom of your screen to display the control centre.
2. Click the 'Orientation lock' button.



## How do I put my phone on "silent mode"?

1. Flick the switch UP at the left hand side of the screen to switch on 'silent mode'.
2. Flick the switch DOWN to switch it off.

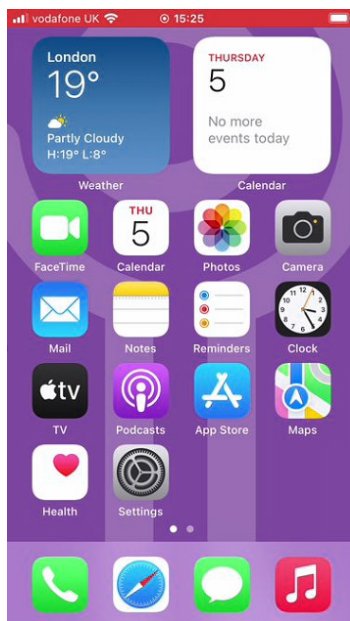


## What is the home screen?

This is the main screen which is displayed when you switch on and unlock your iPhone.

Press the 'Home' button at the bottom of the phone to return to the home screen at any time.

It is possible to have more than one screen of apps. Swipe to go between them. The dots near the bottom of the screen, show the total number of screens and the bold shows where the current one is located in relation to the rest. In the example opposite, there are two dots, therefore 2 screens of app icons. The bold dot is at the left, swipe left to see the other screen.



The app icons along the bottom are 'pinned'. No matter what screen you are viewing, these will always be on display. Use this for frequently used apps.

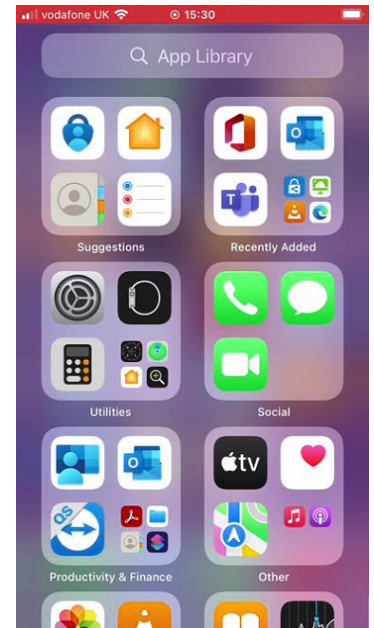
## How do I find an app?

### Method One:

1. Swipe through your screens until you find the app you require.

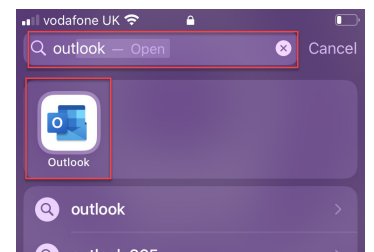
OR

Keep swiping from right to left to show the App Library. This contains all apps installed on your device, automatically categorised by Apple.



### Method Two:

1. Swipe from the top of the screen down.
2. Type the name of the app you are looking for in the 'Search' bar.
3. Click on the app when it is listed.

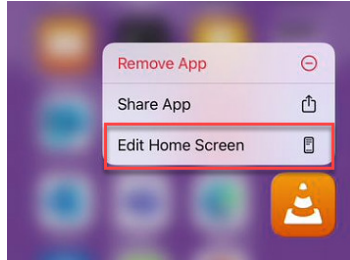




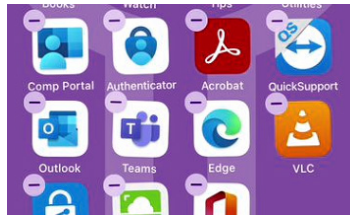
# Getting Started

## How do I move icons about the screen?

1. Locate the icon you wish to move.
2. Click and keep your finger pressed on it.
3. Click 'Edit Home Screen'.



4. Drag the icon around the screen until its in the desired position. Drag to the left or right hand side of the phone to move between screens.
5. Release your finger.

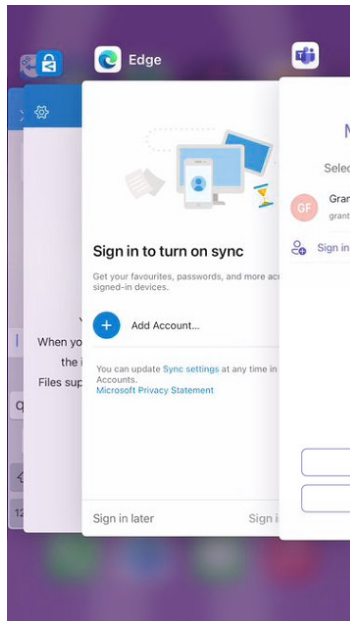


## How do I update Apps and the iOS software?

1. Your phone will automatically download and install both app and software updates automatically while connected to a WiFi network.

## How do I close open Apps?

1. Double click the 'Home' button to show the running apps then:
  - a. Flick from left to right to show each open app.
  - b. Flick up on an app to close it.





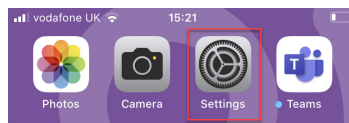
# Fingerprint Recognition

When you are setting up your phone for the first time you can setup fingerprint recognition during this process. If you skipped this and now want to set it up, or you want to add another fingerprint follow the instructions below.

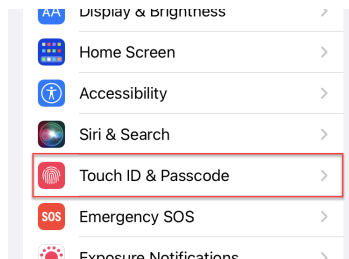
NOTE: If you switch off your phone you will need to use the PIN code for the first unlock, rather than fingerprint.

## How do I set up fingerprint recognition?

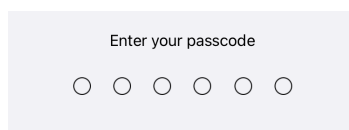
1. Click to open the 'Settings' app.



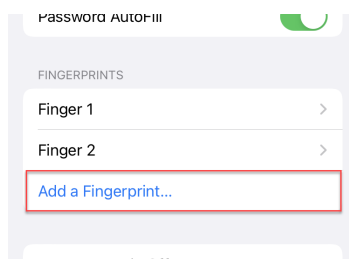
2. Click Touch ID & Passcode.



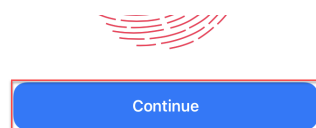
3. Enter your passcode.



4. Click 'Add a Fingerprint...'.  
5. Follow the instructions on screen to register your fingerprint.



6. Click 'Continue' when complete.





# WiFi and Mobile Data

## How do I know if I'm connected to a WiFi network?

If you are connected to a WiFi network you should see the 'WiFi' icon at the top of your phone screen. If the icon is not displayed, it is likely that you are not connected to a WiFi network.

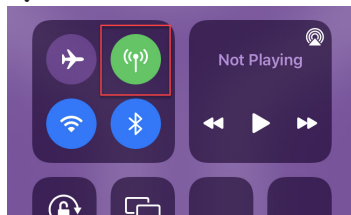


If your device has no WiFi connection and is using a data connection the data connection icon will show at the top of the screen.



## How do I enable my data connection?

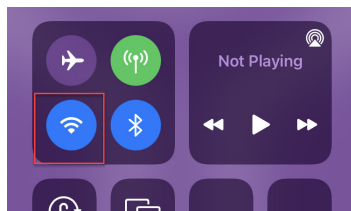
1. Swipe up from the bottom of your screen to display the control centre.
2. If its displayed as a grey icon, its off. Click to enable it.



You should be automatically connected to the Vodafone network.

## How do I enable WiFi?

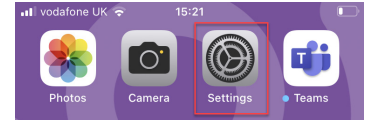
1. Swipe up from the bottom of your screen to display the control centre.
2. If its displayed as a grey icon, its off. Click to enable it.



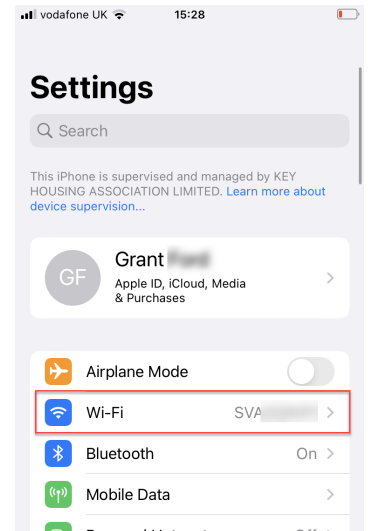
If you are in range of a known network, one you have already used in the past, your phone will automatically connect. If not, you may need to manually connect.

## How do I check what WiFi network I'm connected to?

1. Open the 'Settings' app.



'WiFi' should be listed near the top of the screen. It will show the name of the WiFi network if it is connected to one. Otherwise, it will show 'Not Connected'.

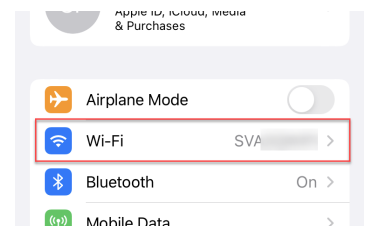


## How do I connect to WiFi?

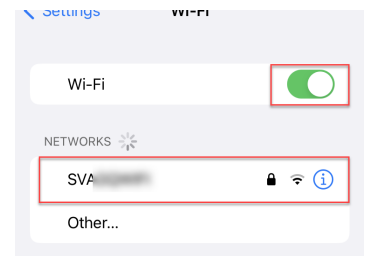
1. Open the 'Settings' app.



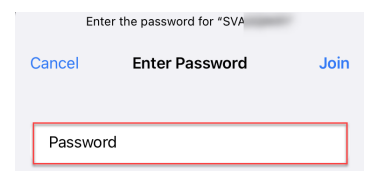
2. Click 'WiFi'.



3. Click the name of the network in the list.



4. If you have not previously used the network, enter the password.





# WiFi and Mobile Data - Fixes

## How can I check my data connection is working?

There are many things which would make it seem like you don't have a data connection. The easiest and quickest way to check if you have a connection to start the Safari or Edge app and go to any web page. If the web page displays, you have an active connection.

## Why is my data connection not functioning?

If your data connection is not working there are various things you should check.

### Method One:

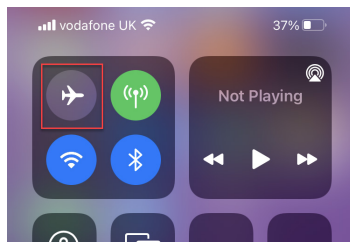
1. Restart your phone.

### Method Two:

2. Check your data/WiFi connections are enabled following the instructions on the previous page.

### Method Three: Airplane mode

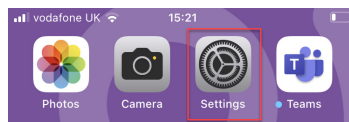
1. Swipe up from the bottom of your screen to display the control centre.
2. Click to switch on 'Airplane' mode.
3. Wait a few seconds, your data connections should disconnect.
4. Switch off 'Airplane' mode.
5. Your phone should automatically connect to the mobile/WiFi networks.



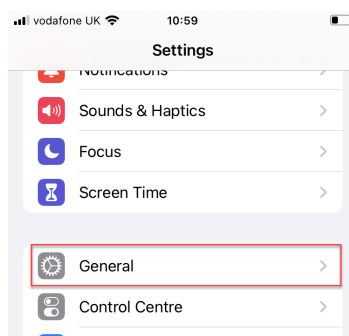
## How do I reset my network settings?

If you are having issues with your data or WiFi connections you can reset the network settings. Only follow these instructions if instructed by a member of the ICT department.

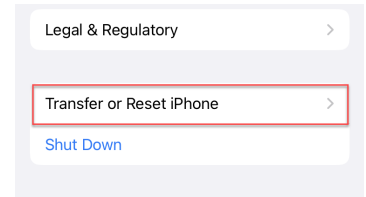
1. Open the 'Settings' app.



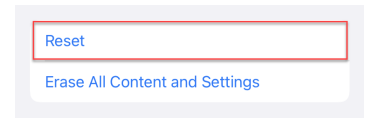
2. Click 'General'.



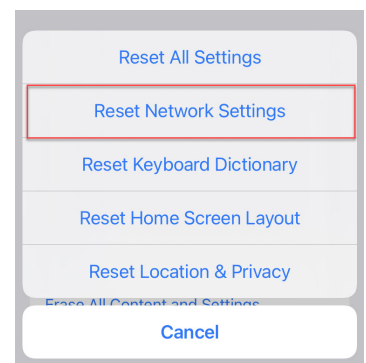
3. Click 'Transfer or Reset iPhone'.



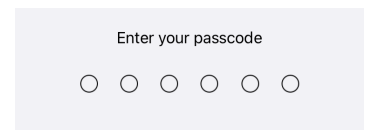
4. Click 'Reset'.



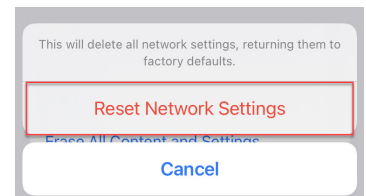
5. Click 'Reset Network Settings'.



6. Enter your passcode.



7. Click 'Reset Network Settings'.
8. Wait while your phone restarts.



You will need to reconnect to any previous WiFi networks by re-entering the password. Key WiFi networks will automatically connect while in range.





# Personal Hotspot

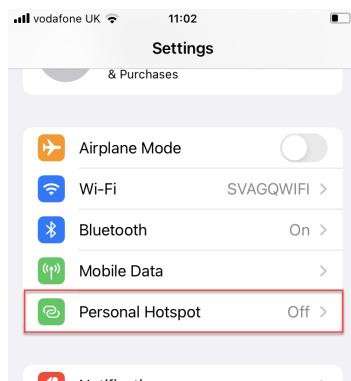
Tethering should only be used when a broadband internet connection is unavailable and only for BUSINESS use. You may be held accountable for any non-work data use on your phone. You need to have a WiFi enabled PC/laptop.

## How do I setup my phone as a WiFi hotspot?

1. Open the 'Settings' App.

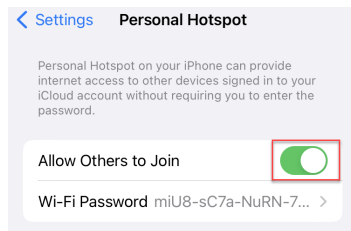


2. Click 'Personal Hotspot'.



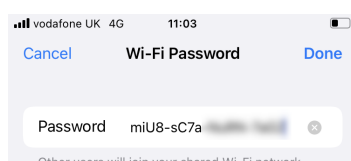
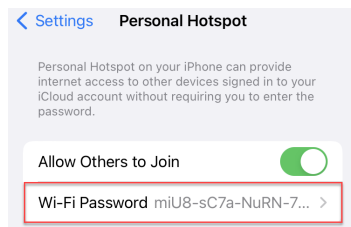
3. Switch on the 'Allow Others to Join' option.

**Remember to switch tethering off when finished to prevent incurring further, accidental data charges.**



## What is the hotspot name and password?

1. Follow steps 1&2 above.
2. Click 'WiFi Password'.

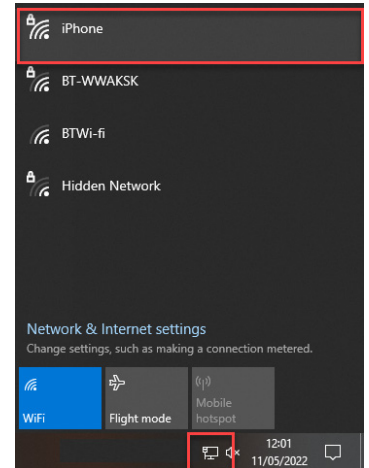


The WiFi Password will be displayed, this will be a random mix of letters and numbers. Its good practice NOT to change this.

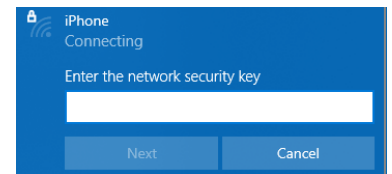
## How do I connect a PC to my phone?

### On your laptop:

1. Click the network icon.
2. Locate and click on the network name of your phone in the list of wireless networks.



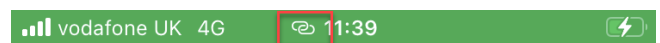
3. Type in the WiFi password displayed on your phone.
4. Click 'Next'.



## How do I disconnect a PC from my phone?

Always disconnect from the hotspot and switch it off when you are finished using it to prevent further data charges.

When you are using your phone as a hotspot it will show a green bar along the top of the screen.

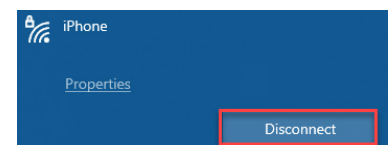
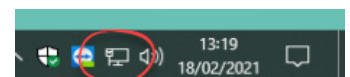


### Method 1: Phone

1. Switch off the personal hotspot.

### Method 2: PC

1. Click the network icon.
2. Click the 'Disconnect' button.





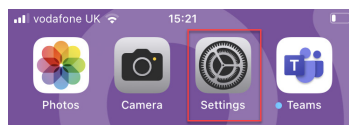
## Why does my phone take so long to charge?

It is always best to plug your phone directly into a wall socket rather than charge via USB on a PC. This provides more power and will charge your device quicker than plugging directly into a laptop/PC USB slot.

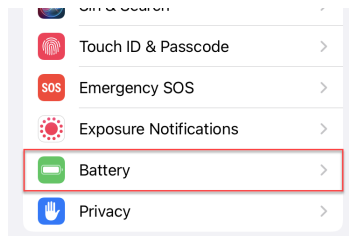
## What is using my battery power?

If you think your phone battery is draining faster than it should you can check which apps are using the most power.

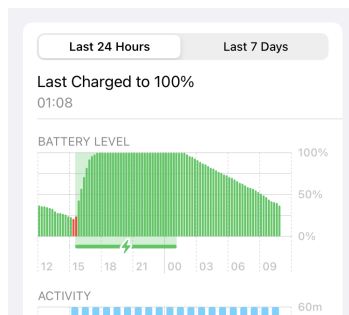
1. Click the 'Settings' app.



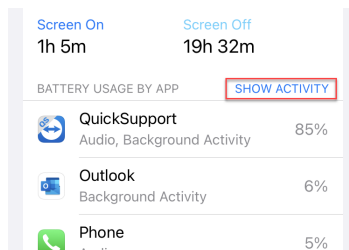
2. Click 'Battery'.



A graph will be displayed showing battery charge over the last 24 hours. Click 'Last 7 days' to see details of the last week.

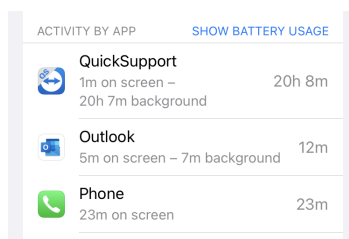


3. Scroll up to see what apps are draining your battery. The example opposite shows 'Quick Support' has used the most battery power and for the most, it was running in the background and not in use. Close these apps to save battery life.



4. Click 'Show Activity'.

This will display how long you have used each app.







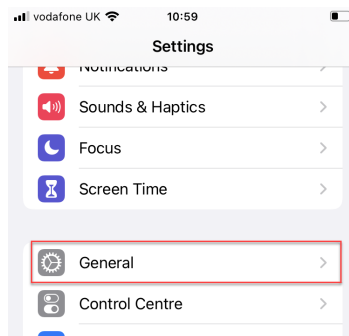
You can easily check your phone to find out what is taking up storage space on the device. It could be files you have saved, photos you've taken etc.

## How do I view storage usage?

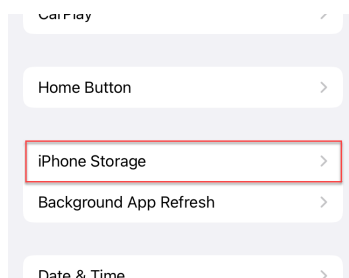
1. Click the 'Settings' app.



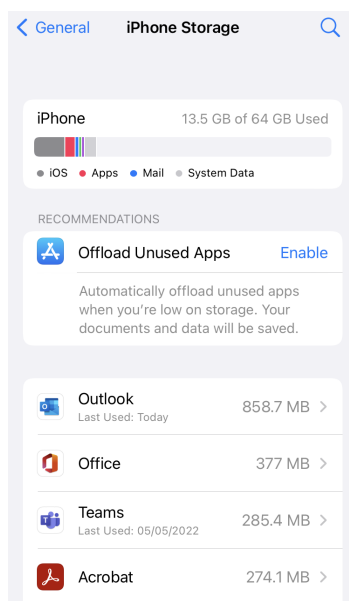
2. Click 'General'.



3. Click 'iPhone Storage'.



A list of your apps, will be displayed showing how much storage space each app is using. They will be listed in descending order, the app using the most storage will be displayed at the top.



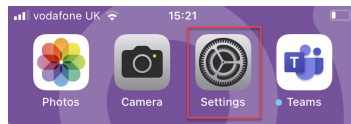


# Notifications

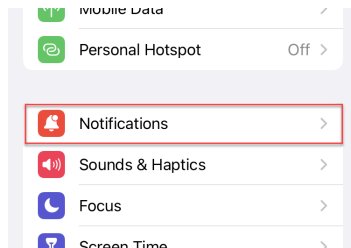
## How do I enable/disable notification?

If you find you are not receiving notifications from certain apps, or too many from others, switch on/off the notification in settings.

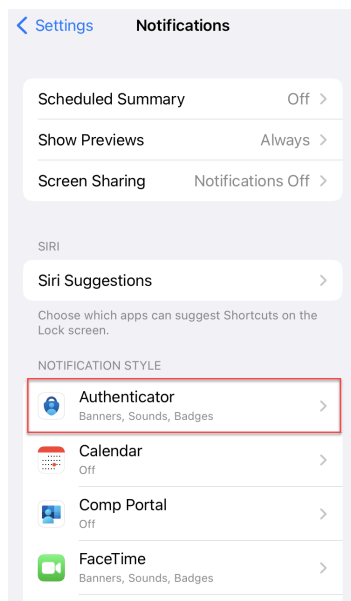
1. Open the 'Settings' app.



2. Click 'Notifications'.

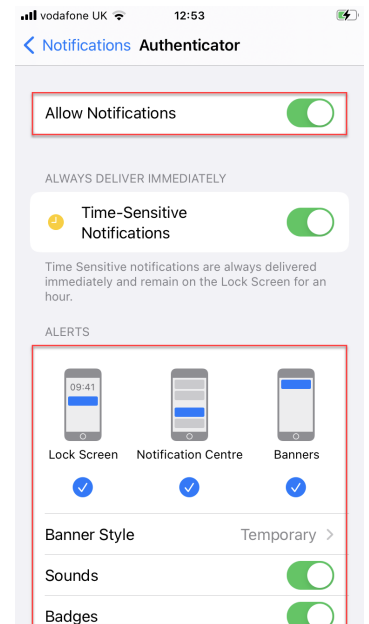


3. Locate and click on the appropriate app from those listed.



4. Ensure 'Allow Notifications' is selected and choose how you want these notifications displayed from the 'Alerts' option.

5. Switch off the 'Allow Notifications' to disable.

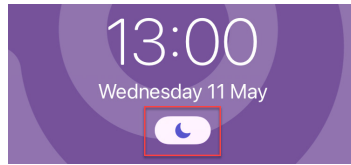




# Do Not Disturb (DND)

## How do I know if Do Not Disturb (DND) is on?

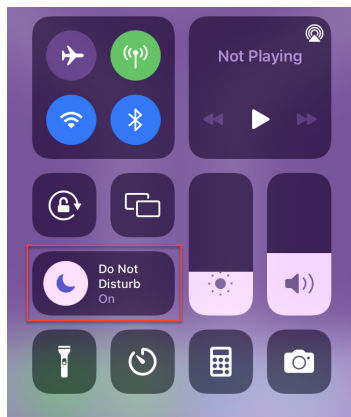
On your lock screen you should see the 'Do Not Disturb' icon.



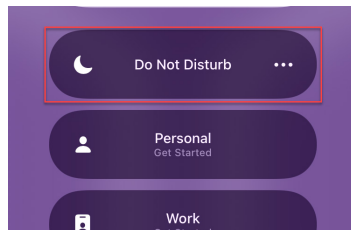
## How do I view the DND settings?

### Method One:

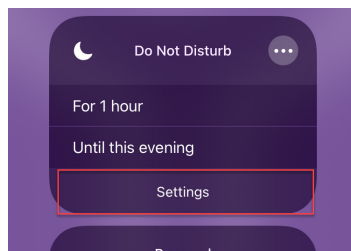
1. Swipe up from the bottom of your screen to display the control centre.
2. Click on the DND button in the control centre. If DND is off this will show 'Focus'.



3. Click the menu bar (three dots) at 'Do Not Disturb'.

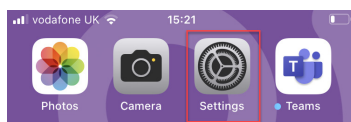


4. Click 'Settings'.

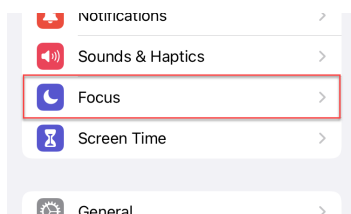


### Method Two:

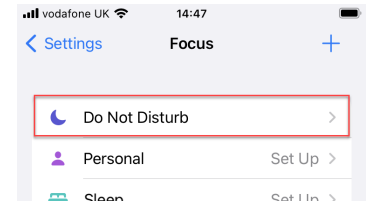
1. Open the Settings app.



2. Click 'Focus'.



3. Click 'Do Not Disturb'.



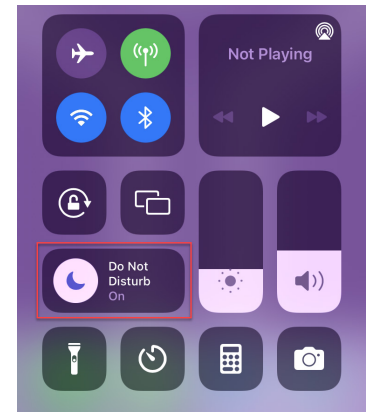
## How do I switch off Do Not Disturb?

### Method One:

1. Swipe up from the bottom of your screen to display the control centre.

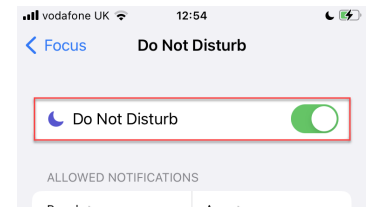
The 'Focus' section of the control centre should tell you if DND is switched on.

2. Click the 'Moon' icon to switch it off/on.



### Method Two:

1. Follow the instructions in the 'How do I view the DND settings' section opposite to display the 'DND' settings screen.
2. Switch off 'Do Not Disturb'.





# Do Not Disturb (DND)

## Why does my phone ring for some calls and not others?

If you find that the phone rings for some contacts, not others or during a specific time, you may have some exceptions to 'Do Not Disturb' switched on.

Switch off 'Do Not Disturb' or check for exceptions:

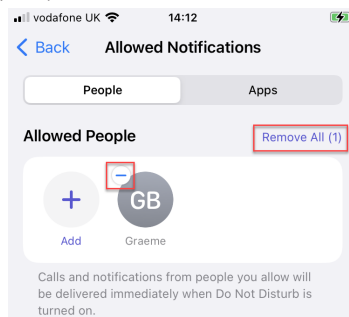
1. Follow the instructions in the 'How do I view the DND settings' section on the previous page to display the 'DND' settings screen.
2. Check the 'People and 'Apps' sections, If anything other than 'None' is shown, you have exceptions.

In the example opposite, calls from the two contacts shown will cause the phone to ring even with DND switched on.



### To remove these contacts or apps:

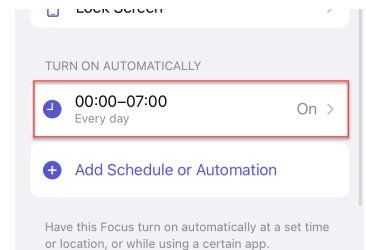
3. Click the appropriate box either 'People' or 'Apps'.
4. Remove the contacts/Apps by either:
  - a. Clicking 'Remove all' or
  - b. Clicking the '-' next to each name to remove some of the contacts.



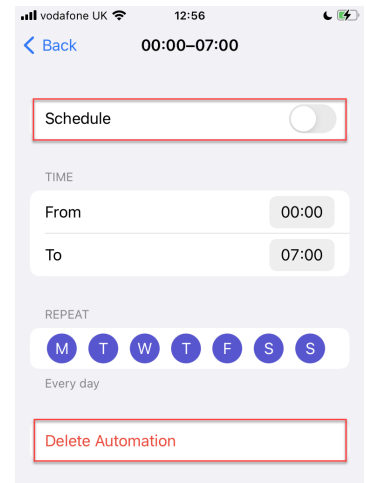
## Why does it my phone not ring during certain time periods?

It is possible to have your phone automatically switch to DND during certain time periods.

1. Follow the instructions in the 'How do I view the DND settings' section on the previous page to display the 'DND' settings screen.
2. Scroll to the 'Turn on Automatically' section and click on the exception time.



3. Click to switch the 'Schedule' off, or click the 'Delete Automation' to remove the exception completely.





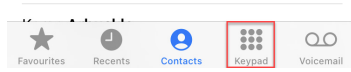
# Phone App

## How do I make a call?

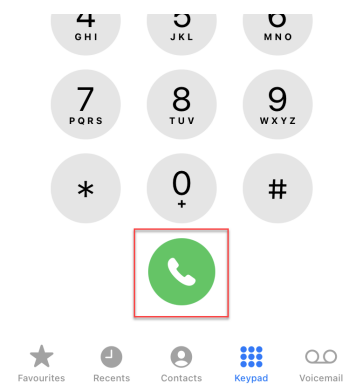
1. Click the 'Phone' app.



2. Click the 'Keypad' icon.

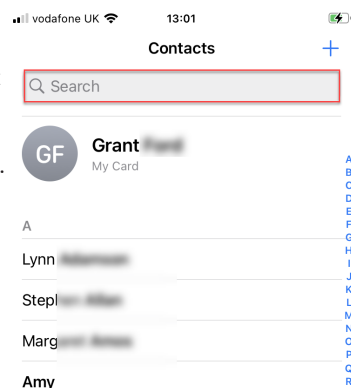
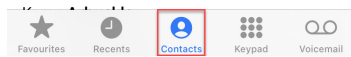


3. Type the phone number.
4. Press the 'Call' icon.



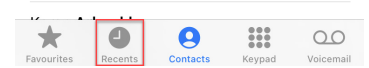
## How do I call using 'Contacts'?

1. Click the 'Phone' app.
2. Click 'Contacts'. (You can also just open the 'Contacts' app)
3. Type the start of the name in the 'Search box' or scroll through your list of contacts.
4. Click on the appropriate contact from those listed.
5. Click the 'call' icon to initiate a call.

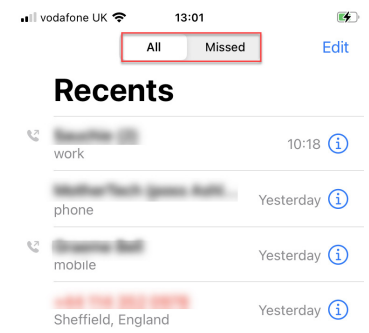


## How do I use the 'recent' call list?

1. Click the 'Phone' app.
2. Click 'Recents'.

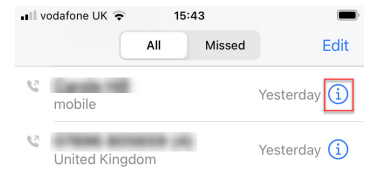


- All calls will be shown by default. Missed calls will be highlighted in red text.
3. Swipe up and down to scroll through the list
  4. Click the on the name to call the person.

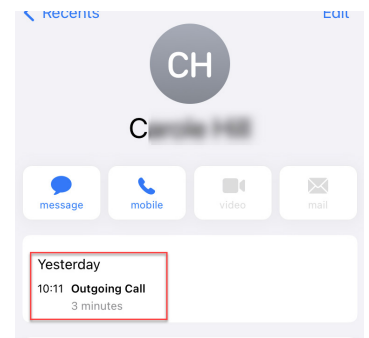


## How do I see more details in my recent call list?

1. Click the 'Phone' app.
2. Click 'Recents'.
3. Locate the call in the list and click the 'i' at the right hand side of the name.



Details of call time and duration will be displayed.

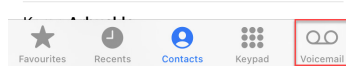




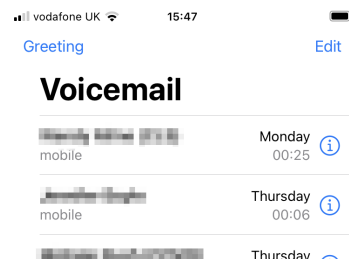
# Phone App - Voicemail

## How do I listen to voicemail?

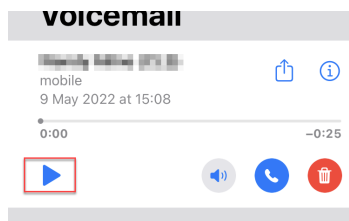
1. Click the 'Phone' app.
2. Click 'Voicemail'.



3. Click on the message you want to listen to.

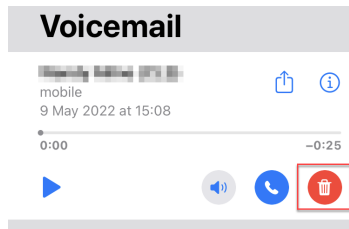


4. Click the 'Play' button.



## How do I delete a voicemail?

1. Click the 'Phone' app.
2. Click 'Voicemail'.
3. Click on the message you want to delete.
4. Click the 'Delete' icon.

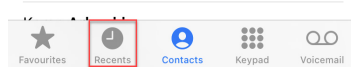




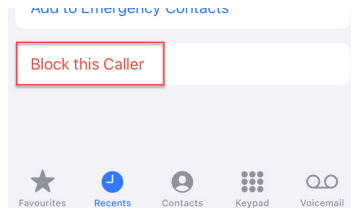
# Phone App - Call Blocking

## How do I block a number?

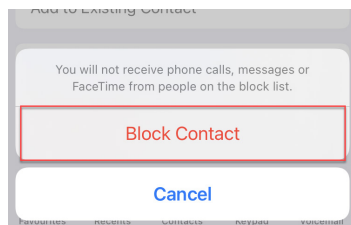
1. Click the 'Phone' app.
2. Click 'Recents'.



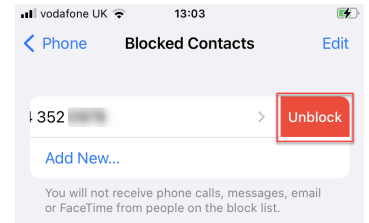
3. Click on the number in your recent list you want to block.
4. Scroll to the bottom of the screen.
5. Click 'Block this Caller'.



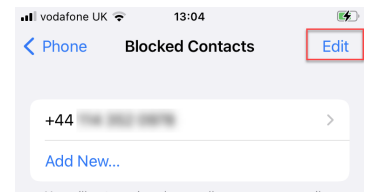
6. Click 'Block Contact' to confirm you wish to block the number.



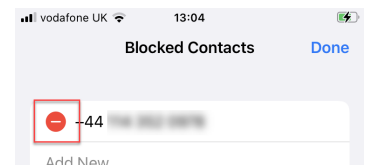
4. Locate the number to be unblocked.
  - a. Swipe from right to left.
  - b. Click 'Unblock'.OR



- a. Click 'Edit'.



- b. Click the '-' next to the phone number.
- c. Click 'Unblock'.

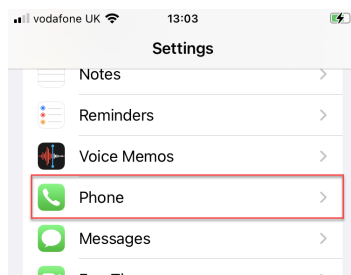


## How do I unblock a number?

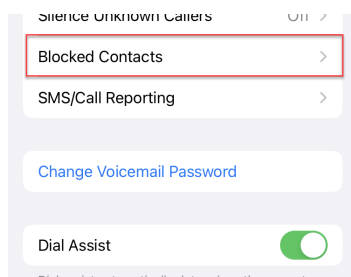
1. Click the 'Settings' app.



2. Click 'Phone'.



3. Click 'Blocked Contacts'.



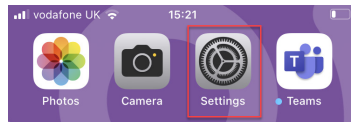


# Phone App - WiFi Calling

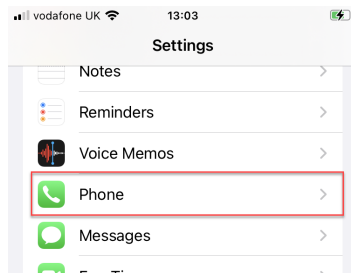
## How do I switch on WiFi calling?

Follow these instructions if instructed by IT. To use this function you must have a strong connection to a WiFi network.

1. Open the 'Settings' app.



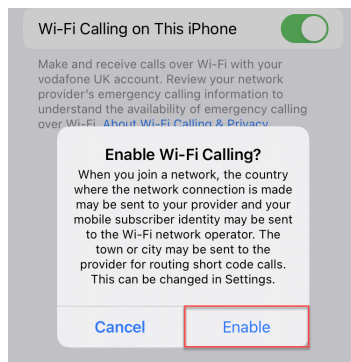
2. Click on 'Phone'.



3. Click 'Wi-Fi calling'.



4. Click 'Enable'.



5. Click the toggle to switch it on.







## Where are my contacts stored?

Contacts are created on your phone as part of your Apple profile. You can also pull down a copy of any contacts you have stored in outlook on your computer to your iPhone. See the 'Outlook App - Configuration' section of this guide for more information.

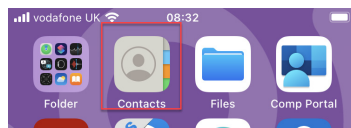
## Are my contacts backed up?

You will need to enable iCloud to backup your contacts to ensure that you never lose any if you have to reset your iPhone or if you receive a replacement. See the 'iCloud' section of this guide for more information.

## How do I view my contacts?

### Method One:

1. Click the 'Contacts' app.

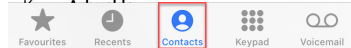


### Method Two:

1. Click the 'Phone' app.

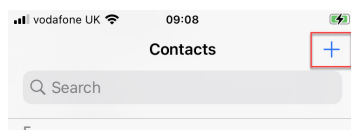


2. Click 'Contacts'.

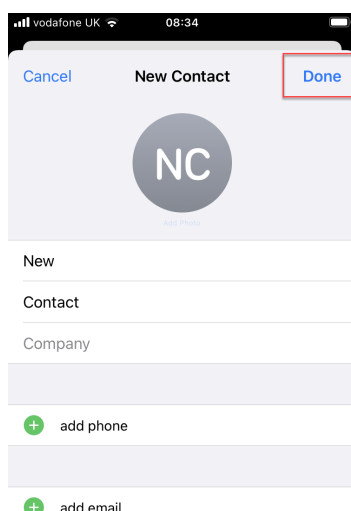


## How do I create a contact?

1. Open the 'Contacts' app or click 'Contacts' in the 'Phone' app.
2. Click the 'Plus' icon.

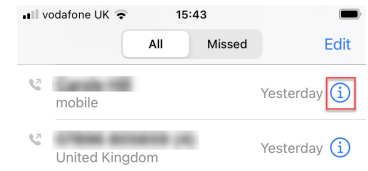


3. Complete the details required (Name, phone number etc).
4. Click 'Done'.



## How do I create a contact from my call history?

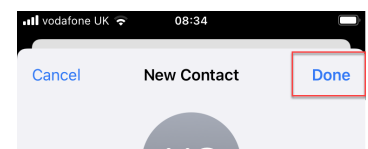
1. In the 'Phone' app open your recent call list.
2. Click the 'i' at the right hand side of the phone number.



3. Click 'Create New Contact'.

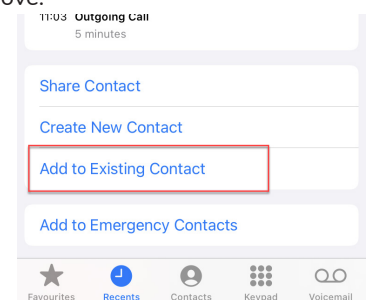


4. Enter the details for the contact.
5. Click 'Done'.

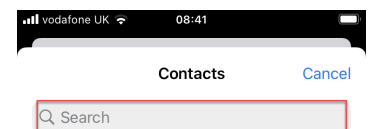


## How do I add a number to an existing contact?

1. Follow steps 1 and 2 above.
2. Click 'Add to Existing Contact'.



3. Type the name of the contact in the 'Search' box at the top of the screen or scroll through the list to find them. Click the name when displayed.



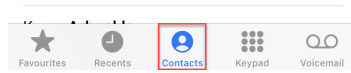
4. Click 'Update' to confirm the change.





## How do I amend a contact?

1. Open the 'Contacts' app or click 'Contacts' in the 'Phone' app.
2. Locate the contact to amend.



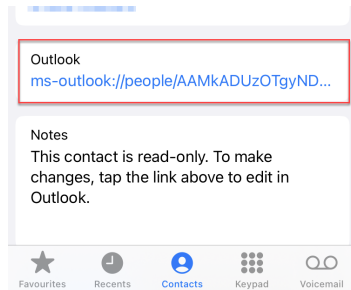
### If the contact is stored on your phone:

3. Click 'Edit'.
4. Amend the details as necessary.
5. Click 'Done'.



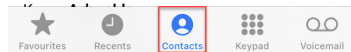
### If the contact is stored in Outlook:

3. Click the 'Outlook' link.
4. Click 'Edit Contact'.
5. Amend the details as necessary.
6. Click 'Done'.



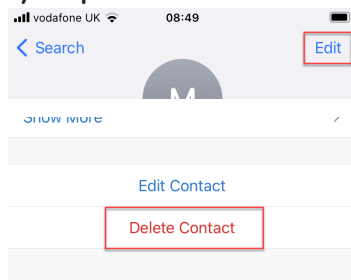
## How do I delete a contact?

1. Open the 'Contacts' app or click 'Contacts' in the 'Phone' app.
2. Locate the contact to delete.



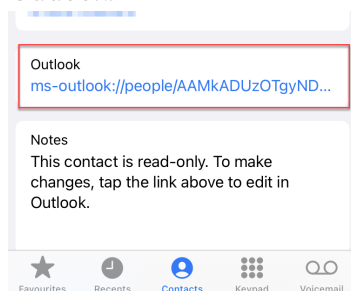
### If the contact is stored on your phone:

3. Click 'Edit'.
4. Scroll to the very bottom of the list.
5. Click 'Delete Contact'.
6. Click 'Delete' to confirm.



### If the contact is stored in Outlook:

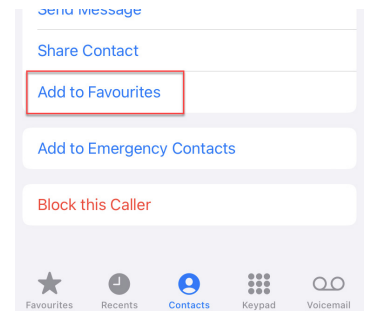
3. Click the 'Outlook' link.
4. Click 'Delete Contact'.
5. Click 'Delete' to confirm.



## How do I set a contact as a favourite?

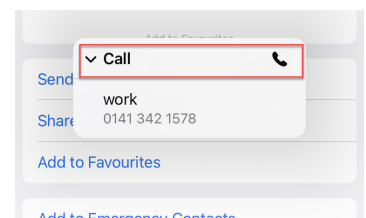
You may wish to set contacts you use frequently as 'favourites'.

1. Locate and click on the contact.
2. Click 'Add to Favourites'.



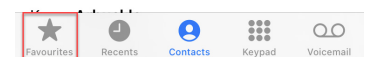
3. If you have a mobile number listed, choose whether to add this as:

- 'Call' - your contact will be called when you click it.
- 'Message' - clicking the contact will take you to the messages app to create a new message. This option will not be available for landline numbers.



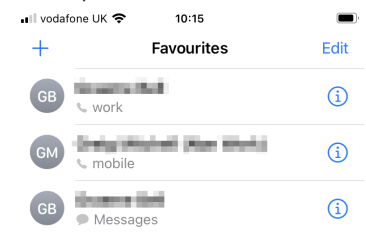
## How do I view my favourite contacts?

1. Click the 'Phone' app.
2. Click 'Favourites'.



## How do I use my favourites?

1. Click the name of the person in your favourites list.
2. If you've set up the favourite as a call, the number will automatically be dialled. If you've set the favourite as a message, you will be taken to the messages app where you can type your message and send.

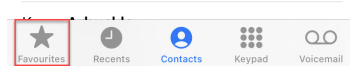




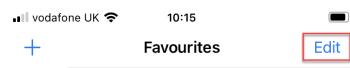
## How do I remove a contact from the favourite list?

### Method One:

1. Click the 'Phone' app.
2. Click 'Favourites'.



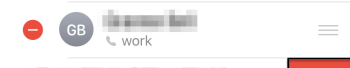
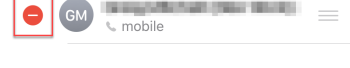
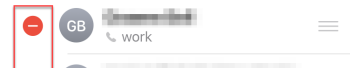
3. Click 'Edit'.



4. Click the '-' next to the name of the favourite to be removed.



5. Click Delete.



### Method Two:

1. Click the 'Phone' app.
2. Click 'Favourites'.
3. Swipe from right to left on the favourite to be removed.
4. Click 'Delete'.

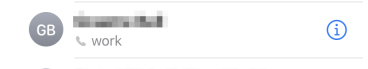


## How do I reorganise my favourites?

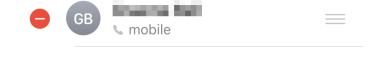
1. Click the 'Phone' app.
2. Click 'Favourites'.
3. Click 'Edit'.



4. Press and hold on the menu bar at the left hand side of the favourite to reorganise.



5. Drag the contact up or down until it is in the desired position.



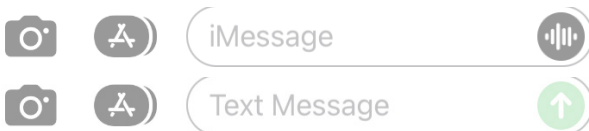


# Messages App

Messages may be a quick and simple method of communication, but there is no guarantee of delivery 100% of the time. There is also no guarantee that the recipient has read the message. Consider using a different means of communication when the message is urgent or the outcome is time restricted.

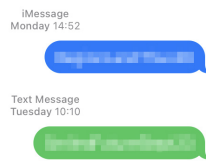
It may look like these messages are being sent as text messages. However, when both sides of the conversation have iPhones and a data connection they are sent as iMessages.

When you open a chat conversation, the text bar at the bottom of the screen (where you type your message) will show either iMessage or text message.

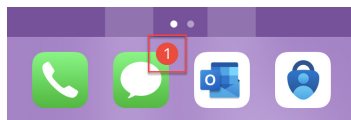


Once sent:

- iMessages will appear in blue speech bubble.
- Text messages will appear in green speech bubble.



If you have any unread messages waiting the 'Messages' app icon will indicate the number in the top right hand corner of the icon.



## Why can't I see messages when my phone is locked?

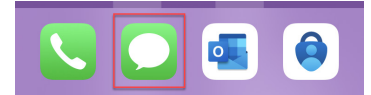
All corporate iPhones are set up to hide potentially sensitive information on the lock screen.

1. Unlock your phone and open the 'Messages' app to view them.

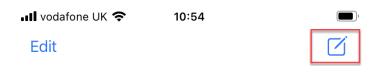
If you have fingerprint recognition setup, press the fingerprint sensor to see a preview of the message.

## How do I send a message?

1. Click the 'Messages' app.

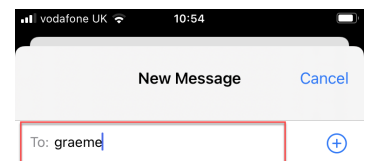


2. Click the 'Start Chat' button.

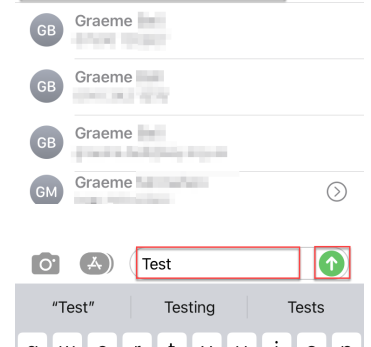


3. Type a phone number or begin typing a name to display a list of matches from your contacts.

### Messages

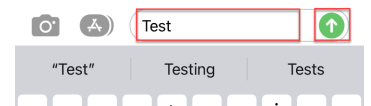


4. Click and type your message in the 'Text/Chat Message' box.
5. Click the 'Send' icon.



## How do I reply to a message?

1. Click the 'Messages' app.
2. Click on the message you want to reply to.
3. Click in the 'Text message'/'iMessage' box and type your message.
4. Click the 'Send' icon.

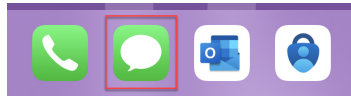




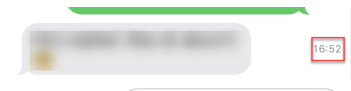
## How do I find out when a message was sent/received?

The date/time each conversation began will be displayed at the top of the first message of the day, to find out the times for further messages:

1. Click the 'Messages' app.



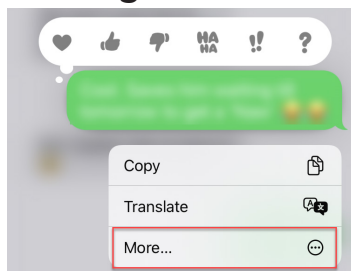
2. Locate and open the message conversation.



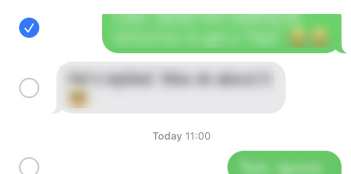
3. Press on the screen and drag your finger to the right. The times each message was sent/received will be displayed.

## How do I delete a message?

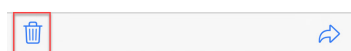
1. Press on the text to be deleted and hold your finger down for 1-2 seconds.
2. Click 'More...'.



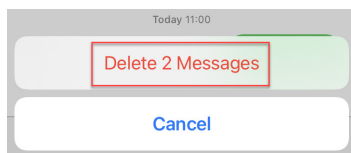
3. The message selected in step one will have a tick at the left hand side. Select any other message for deletion by clicking the circle next to them.



4. Click the 'Trash' icon to delete.



5. Click 'Delete Message' to confirm.



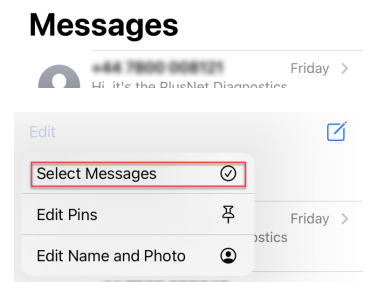
## How do I delete a conversation?

### Method One:

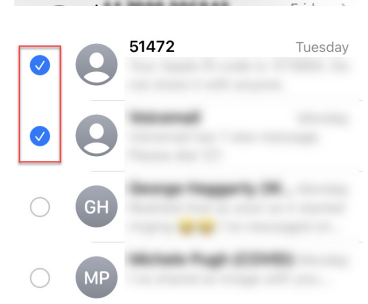
1. Click the 'Messages' app.
2. Click 'Edit'.



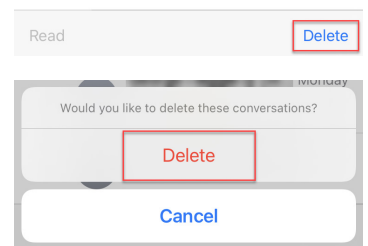
3. Click 'Select Messages'.



4. Click the circle next to the conversation(s) to be deleted.
5. Click 'Delete'.

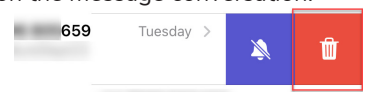


6. Click 'Delete' to confirm.

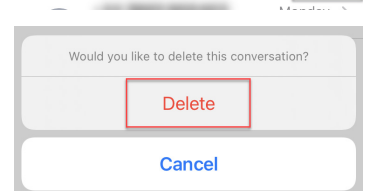


### Method Two:

1. Swipe from right to left on the message conversation.
2. Click the 'Trash' icon.



3. Confirm the deletion by clicking the 'Delete' button.



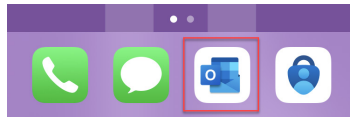


# Outlook App - Setup

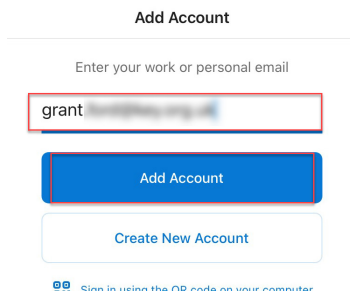
## How do I set up email using the Outlook app?

The 'Outlook app should automatically download to your Key and Lifestyles provided mobile phone.

1. Click the 'Outlook' icon.



2. Type your email address.



3. Type your password and then click 'Sign In'.

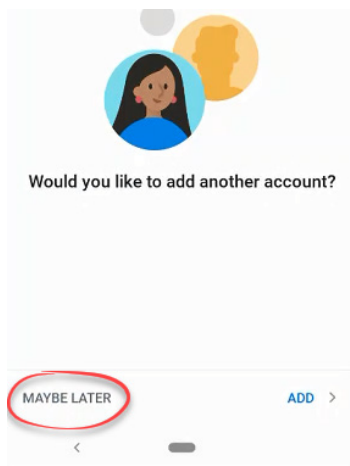


4. Click 'Maybe later' to continue without adding any other email accounts.

Outlook will restart.

Your email will download and be displayed.

Consider following the instructions in the 'Outlook App - Configuration' section of this guide for further setup information including transferring the contacts stored in your Outlook profile.





# Outlook App - Configuration

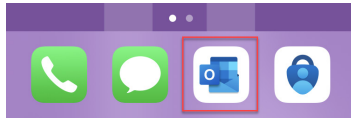
## What is 'conversation mode'?

Most people prefer to have their emails displayed in date order, usually with the newest message first.

However, the default display in Outlook is 'conversation mode'. All emails with the same subject line in the same thread, a conversation, will be grouped and shown together.

## How do I disable 'conversation mode'?

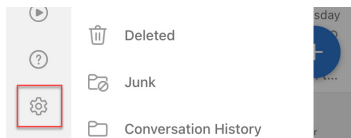
1. Click the 'Outlook' app.



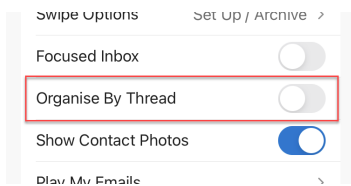
2. Click the icon in the top left of the screen.



3. Click the Settings icon (the cog, at the bottom).



4. Scroll up and switch off 'Organise by Thread'.

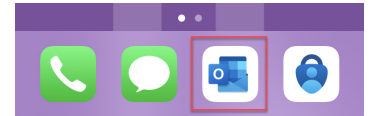


## What is a 'focused inbox'?

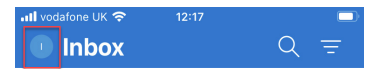
The default view for your inbox is using the 'focused inbox'. Outlook then places what it considers your important emails in the 'focused' area and everything else in the 'other' area.

## How do I switch off 'focused inbox'?

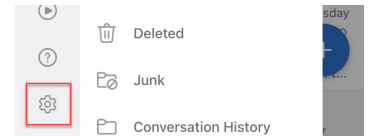
1. Click the 'Outlook' app.



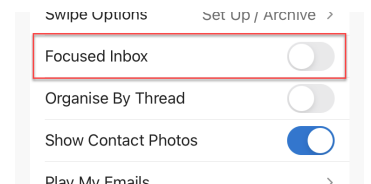
2. Click the icon in the top left of the screen.



3. Click the Settings icon (the cog, at the bottom).



4. Switch off 'Focused Inbox'.



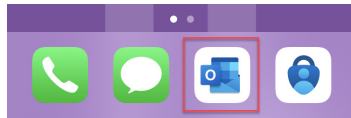


# Outlook App - Sync Contacts/Calendar

## How do I transfer my Outlook contacts to the app?

If you have contact numbers stored in your Outlook profile on your computer, these can be transferred to your phone.

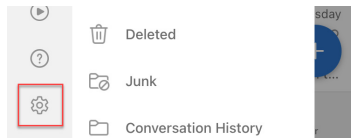
1. Click the 'Outlook' app.



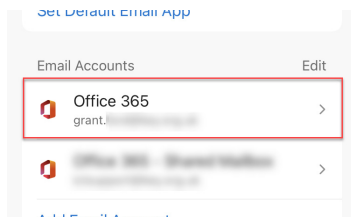
2. Click the icon in the top left of the screen.



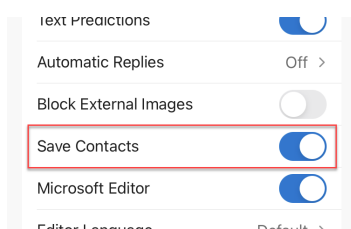
3. Click the Settings icon (the cog, at the bottom).



4. Click on your email account. Ensure that it is your 'Office 365' account.



5. Click on the slider to turn on the 'Save contacts' option.



## How do I transfer my Outlook calendar to the app?

Your calendar in Outlook on the computer will automatically sync with the Outlook app on your phone.



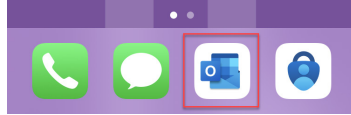


# Outlook App - Swipe Options

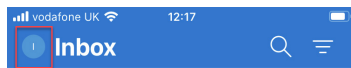
## How do I set the 'swipe' options?

When you swipe from the right to the left on an email it automatically puts it in your archive folder. Swiping left to right has no default value. These can be changed.

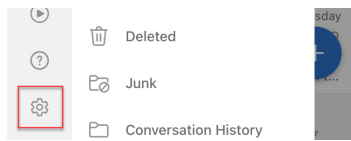
1. Click the 'Outlook' app.



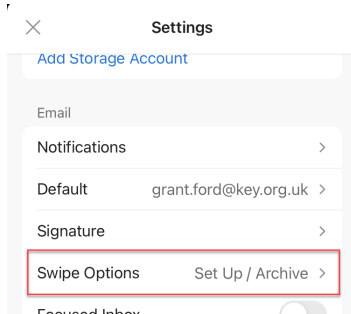
2. Click the icon in the top left of the screen.



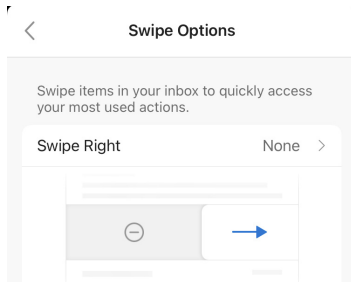
3. Click the Settings icon (the cog, at the bottom).



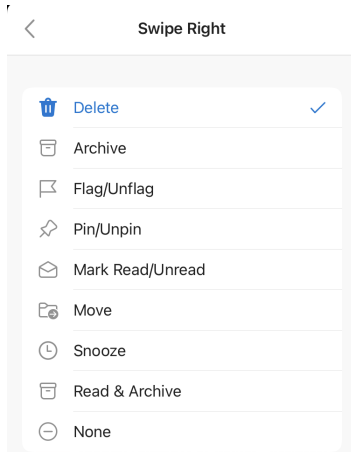
4. Click 'Swipe options'.



5. Click 'Change' next to 'Swipe right'.



6. Click on an action to select it from the options provided.



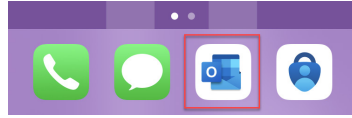
Repeat the process if you want to set an action when you 'swipe left'.



# Outlook App - Email

## How do I view my email?

1. Click the 'Outlook' app.

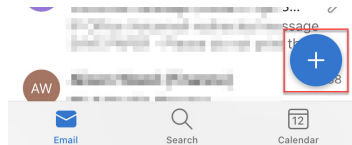


2. If the search or calendar functions are on display, click the 'Mail' icon in the bottom left to show your email.
3. Click on a message to open and read it.

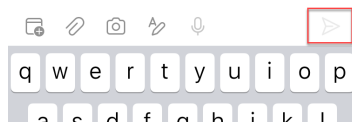
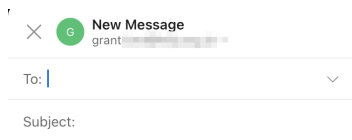
## How do I create an email?

With your email on display:

1. Click the 'New Mail' icon in the bottom right of the screen.



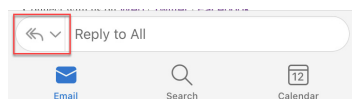
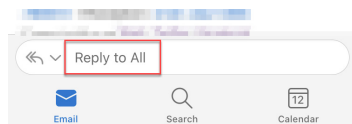
2. Enter the recipient(s) address(es).
3. Enter a subject for the message.
4. Type a message in the box under the subject line.
5. Click the 'Send' icon.



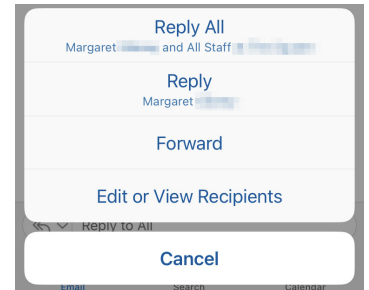
## How do I reply or forward an email?

Be careful when replying to emails on your phone. If the email has been sent to more than one person, the default reply option will be 'reply to all' - Everyone in the original email chain will receive your reply.

1. Open the email.
2. Click the 'Reply' icon (bottom left).



3. Choose to:
  - 'Reply All' - reply to ALL recipients of the original email. (This option will only show if the original message had more than one recipient).
  - 'Reply' to only the original sender.
  - 'Forward' send this email to another recipient.
  - 'Edit or View Recipients' choose who to send the message to.



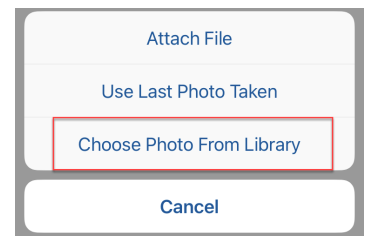
4. Amend the recipients as necessary, if you are forwarding the email you will need to add the recipients.
5. Type your reply.
6. Click the 'send' icon.

## How do I attach a photo?

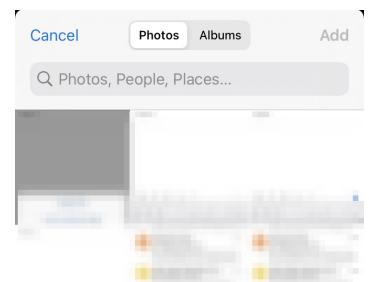
1. Create the email as normal.
2. Click the 'Attach' icon.



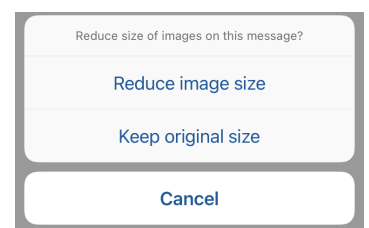
3. Click 'Choose from photo library'.



4. Locate and click on your image to select it.



5. You may be asked if you want to keep the original file size or to reduce the image size. Click the appropriate option. Reducing the file size will reduce the quality of the image.



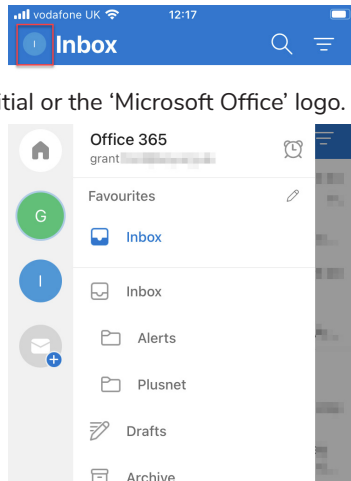
6. Click the 'Send' icon (paper plane icon).



# Outlook App - Email

## How do I view my other mail folders?

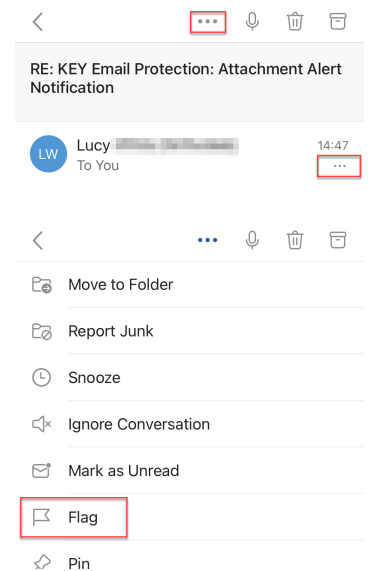
1. With your mail on display, click the icon in the top left. This is likely to be either your initial or the 'Microsoft Office' logo.
2. Click on the folder you want to view.



## How do I flag a message?

Flags can be used to remind you to follow up an email at a later date.

1. Open the email to be flagged.
2. Click the menu bar at the top right of the screen or at the side of the 'To'/'From' fields.

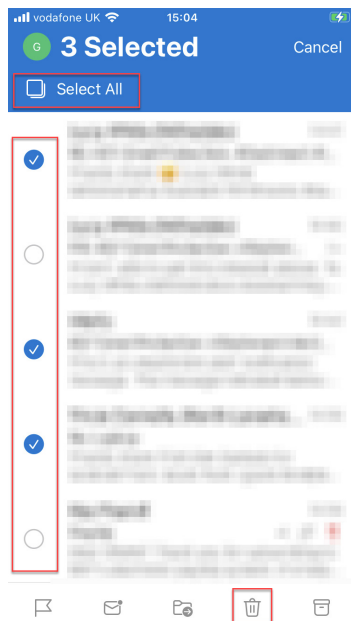


3. Click 'Flag'.

## How do I delete an email?

### In the mail list:

1. Click and press on the first message to be deleted.
2. Select other messages by clicking on them. Click 'Select All' to select all messages in the current folder.
3. Click the 'Bin' icon in the bottom right.

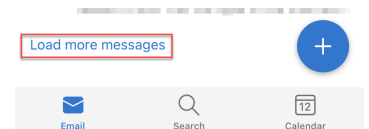


## How do I remove a flag?

Follow the instructions above, choosing 'Unflag' in step 3.

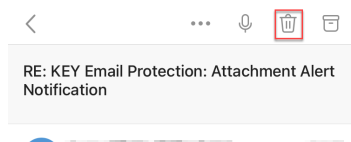
## How do I access older emails?

1. Scroll to the last message.
2. Click 'Load more messages'.



### With the message on view:

1. Click the 'Bin' icon.

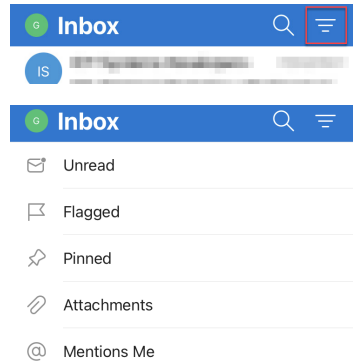




# Outlook App - Email

## How do I filter messages?

1. Click the 'filter' icon in the top right hand corner.
2. Choose how you want to filter your messages.



## How do I remove the filter?

1. Click the 'unfilter' icon.



The look of this item will have changed and will vary depending on how you've filtered your messages.

## How do I update my password?

When you change your login password, your phone needs updating too.

When you open Outlook you will be prompted to sign into your account.

1. Click 'Sign in'.
2. Type your password.
3. Click 'Sign in'.



# Outlook App - Email Signatures

## How do I edit my signature?

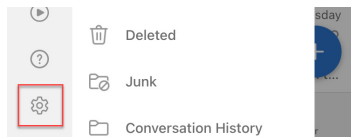
1. Click the 'Outlook' app.



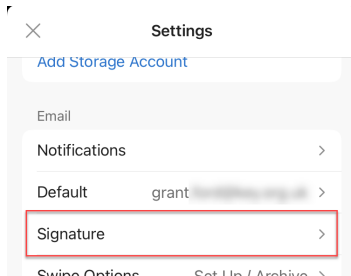
2. Click the icon in the top left of the screen.



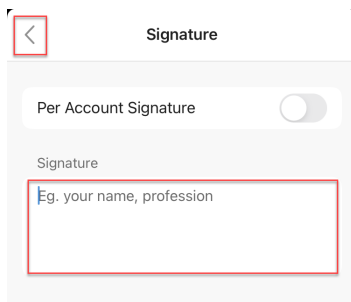
3. Click the Settings icon (the cog, at the bottom).



4. Scroll down to and click on 'Signature'.

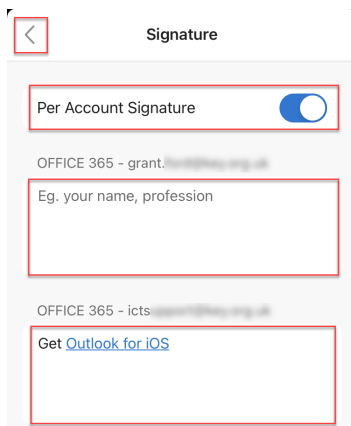


5. Type your new signature.
6. Click the 'back' arrow at the top left of the screen to save the changes.



## If you have more than one account you can set a 'Per Account' signature.

1. Follow steps 1-4 above.
2. Switch on 'Per Account Signature'.
3. Type a signature into each of the boxes.
4. Click the 'back' arrow at the top left of the screen to save the changes.

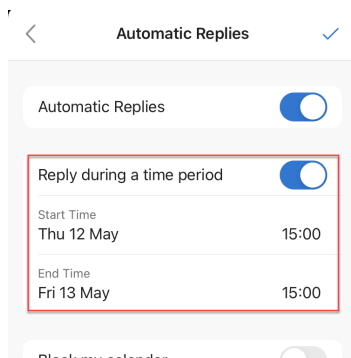
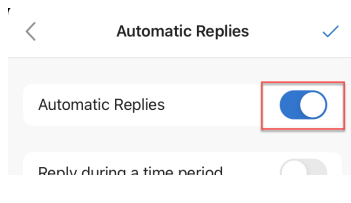
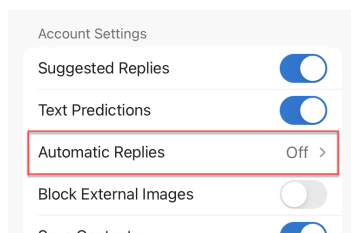
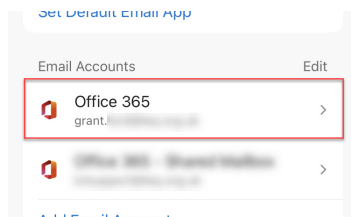
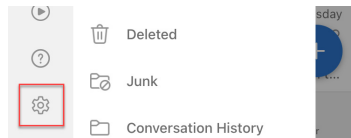
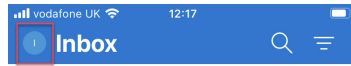




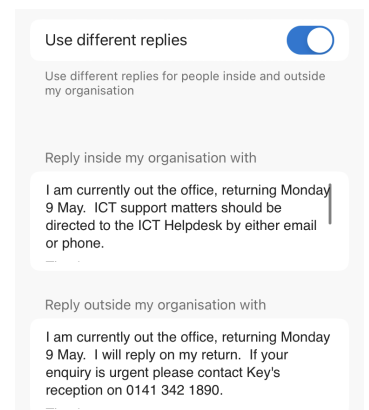
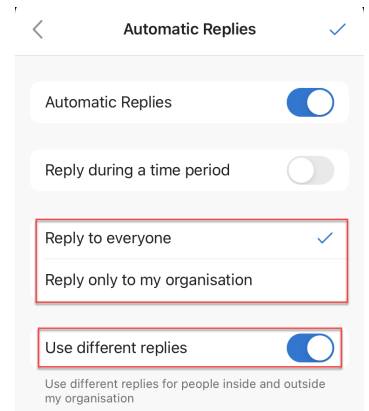
# Outlook App - Automatic Replies

## How do I set my Automatic Reply?

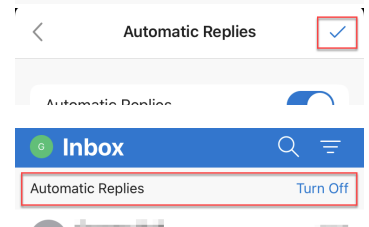
1. With your mail on view, click the icon in the top left of the screen.
2. Click the 'Settings' icon (the cog, at the bottom).
3. Click <your email address>. Ensure that it is your 'Office 365' account.
4. In the 'Account Settings' section, click 'Automatic Replies'.
5. Switch on the replies!
6. Use the 'Reply during a time period' if you wish to set the reply to come on at a certain date/time in the future.



7. Ensure the 'Reply to everyone' option is selected.
8. Decide whether to send the same or a different message to internal and external recipients.
9. Type your message(s). Scroll down to see the external recipients reply.



10. Click the 'tick' icon to save the changes.
11. The 'Automatic Replies' bar will show at the top of your emails if its currently switched on.



## How do I switch of my Automatic Reply?

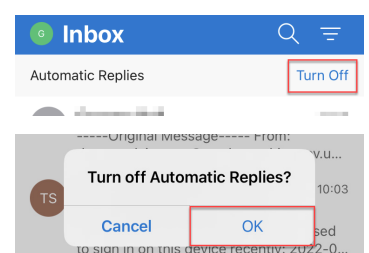
If you've used the 'Reply during a time period' option they will switch off automatically at the specified time. To manually switch it off follow one of the two methods below.

### Method One:

1. Follow steps 1-4 opposite.
2. Click the switch to turn off the reply.

### Method Two:

1. With your emails on display, click 'Turn off' in the bar at the top of the screen.
2. Confirm you wish to switch them off.



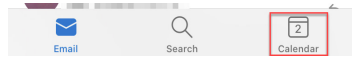


# Outlook App - Calendar

If you are using the Outlook app for email use the calendar within this app to ensure appointment sync between your phone and computer accounts. Follow the instructions in the 'Outlook - Configuration' section of this guide to ensure the calendar on your phone syncs with Outlook on your PC.

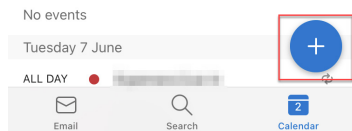
## How do I view my calendar?

1. Open Outlook.
2. Click the calendar icon in the bottom right of the screen.

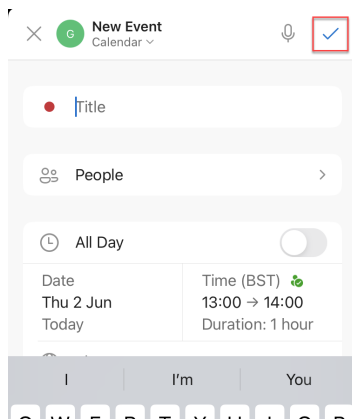


## How do I add an appointment?

1. Click on your calendar.
2. Click the '+' icon.

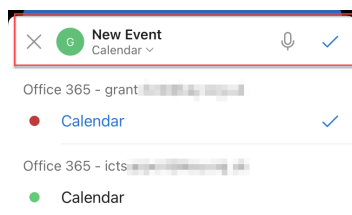


3. Enter a subject in the 'Title' box.
4. Click 'People' to invite others to the meeting.
5. Alter the time for the meeting and any other details as required.
6. Click the 'tick' to save the appointment.



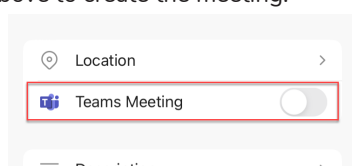
If you have added more than one account to your phone ensure you are adding the event to the correct calendar to prevent missed/overlapping meetings.

1. Click 'New Event, Calendar' at the top of the screen.
2. Ensure the correct account is selected.



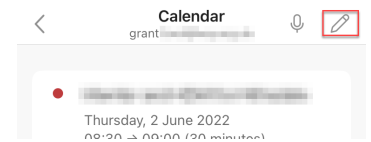
## How do I create a 'Teams' meeting?

1. Follow the instructions above to create the meeting.
2. Select the 'Teams meeting' option before saving.



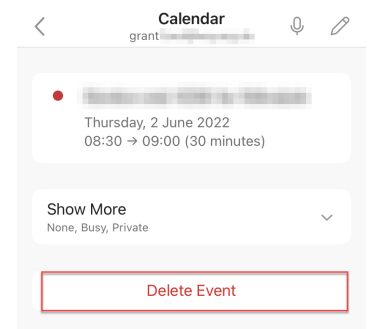
## How do I amend an appointment?

1. Click on the appointment to open it.
2. Click the 'Edit' icon.
3. Amend any details as appropriate.
4. Click the 'tick' icon to save the changes.



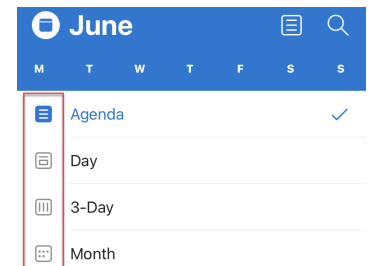
## How do I delete an appointment?

1. Click on the appointment to open it.
2. Click 'Delete Event'.
3. Confirm the deletion.



## How do I change the calendar view?

1. With your calendar on view, click the menu option in the top right of the screen.
2. Choose the desired view from the options provided.





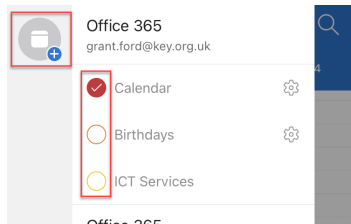
# Outlook App - Calendar

## How do I view another user's calendar?

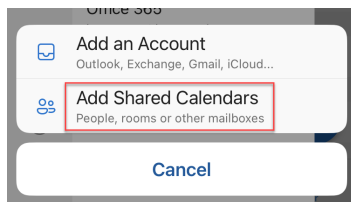
1. With your calendar on view, click the folder icon in the top left of the screen.



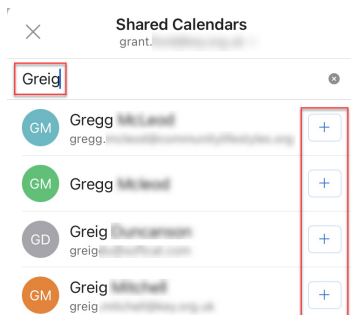
2. If you have already viewed the calendar, tick or untick to show/hide it. Otherwise click the plus icon in the top left hand corner.



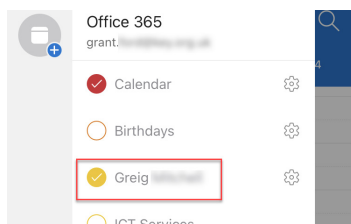
3. Click 'Add a shared calendar'.



4. Type the name of the person whose calendar you wish to view.



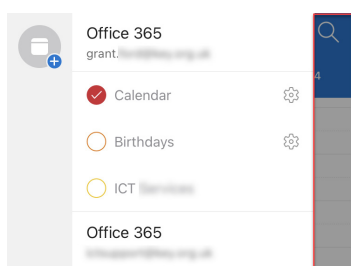
5. Select their name from those available by clicking the '+' icon.



The calendar will be added to your list and should automatically be selected. The colour of the box indicates the colour of their appointments in your diary view.

This helps differentiate between your calendar and others.

6. Click outside of the menu at the right hand side to close.

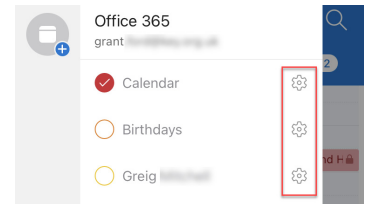


## How do I change the colour of the calendar?

1. With your calendar on view, click the folder icon in the top left of the screen.

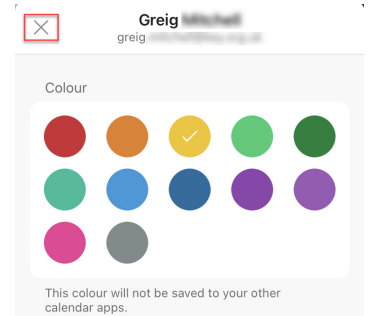


2. Click on the 'settings' icon at the side of the name of the person you wish to change.



3. Choose a colour from those provided.

4. Click the 'cross' arrow to return to your calendar list.

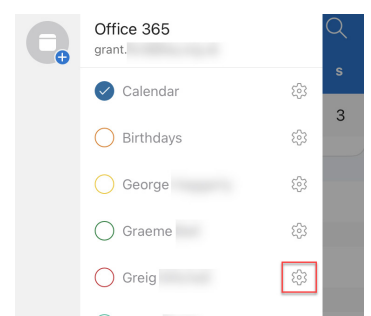


## How do I delete a calendar from my list?

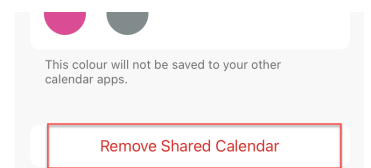
1. With your calendar on view, click the folder icon in the top left of the screen.



2. Click on the 'settings' icon at the side of the name of the person you wish to change.



3. Click 'Remove Shared Calendar'.



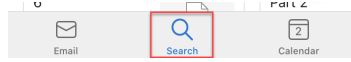




# Outlook App - Searching

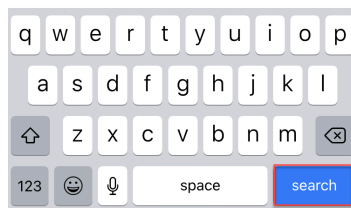
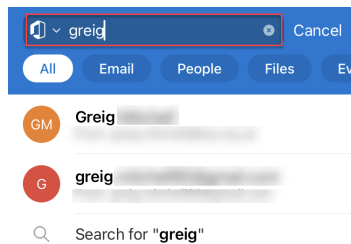
## How do I search my mail folders?

1. Click the 'Search' icon at the bottom of the screen.

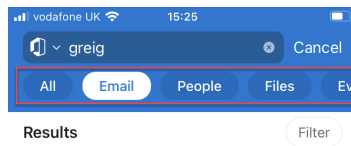


2. In the 'Search' box type your search term.

3. Click 'Search'.



Everything containing that term will be displayed including calendar items and contacts. Use the buttons along the top to limit the search to a specific type of item.





# Outlook App - Shared Mailboxes

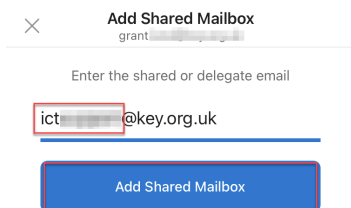
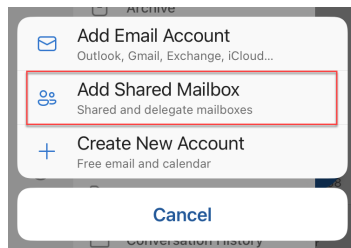
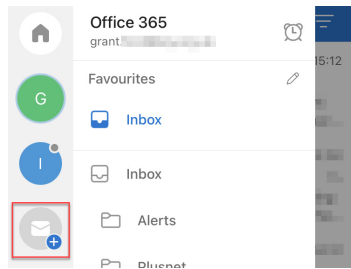
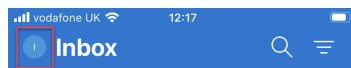
## What are shared mailboxes?

Shared mailboxes are set up to allow access to a generic account by multiple people in an organisation. They cannot be accessed in the normal manner as they do not have a username or password attached.

The ICTHelpdesk@key.org.uk address is a shared mailbox to allowing all members of the ICT support team access. ICT staff with the correct permissions, can read and reply to messages sent to the mailbox.

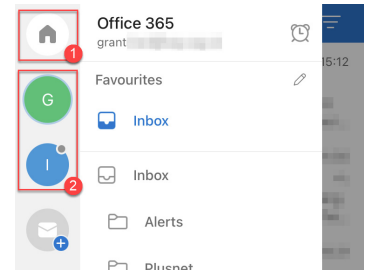
## How do I add a shared mailbox?

1. With your mail on view, click the icon in the top left of the screen.
2. Click the 'Add Mailbox' button.
3. Click 'Add a shared mailbox'.
4. Type the email address of the mailbox.
5. Click 'Add Shared Mailbox'.



## How do I view the shared mailbox?

1. With your mail on view, click the icon in the top left of the screen.
2. Click the 'Office' icon to view mail in all mailboxes in one list (1)  
OR  
Click the initial of the account you wish to view (2).





# Outlook App - Fixes

## Why won't the Outlook app accept my password?

After changing your login password, you will be prompted to confirm the new password on your phone. If you find that on typing it, you are returned to the start of the process or the icon 'spins' on screen and goes no further. It is likely you haven't successfully registered for the password reset portal or Multi-Factor Authentication.

Instructions on how to register can be found in the 'Introduction to PCs' guide.

## Why isn't the Outlook app working properly?

There are a few things you can try if you find that Outlook no longer functions as it should.

### A: Check for App and iOS updates:

If you haven't updated the Outlook app for a while, it may be an out of date version no longer supported. You may also have the updated app but outdated operating system software.

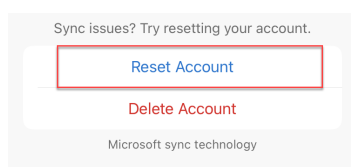
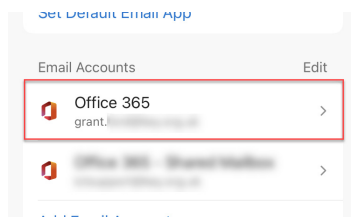
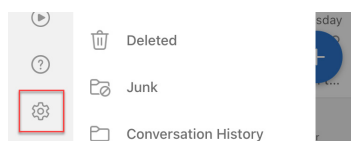
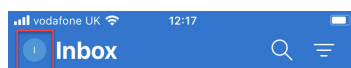
Instructions on how to update the app and the iOS (operating system) can be found in the 'Updates - Apps' section of this guide.

### B: Check your data connection:

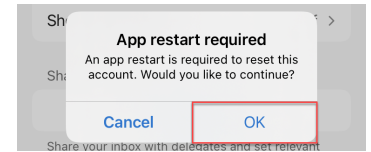
Instructions on how to check your data connection/WiFi is active can be found in the 'WiFi and mobile data' section of this guide.

### C: Reset the Account:

1. With your mail on view, click the icon in the top left of the screen.
2. Click the settings icon (the cog).
3. Click on your email account under 'Mail Accounts'.
4. Scroll to the bottom of the list and click 'Reset Account'.

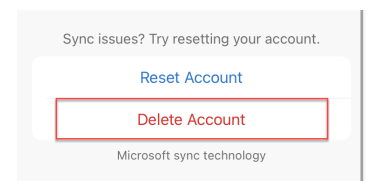
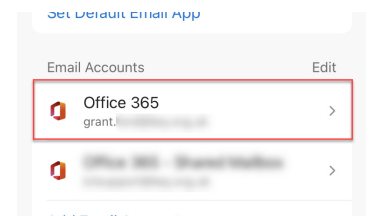
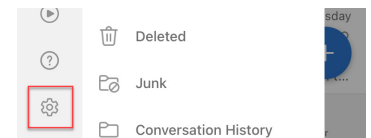


5. Click 'OK' to restart the app.



### D: Remove the account and re-add it.

1. With your mail on view, click the icon in the top left of the screen.
2. Click the settings icon (the cog).
3. Click on your email account under 'Mail Accounts'.
4. Scroll to the bottom of the list and click 'Delete Account'.
5. Add the account again. Follow the Instructions in the 'Outlook App - Setup' section of this guide if you are unsure how to do this.



### E: Use Outlook Web Access

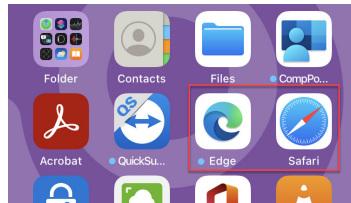
If none of these solutions work contact the ICT Helpdesk. Remember you can use Outlook Web Access on your phone until the Outlook app is fixed. Refer to the 'Outlook Web Access' section of this guide for more information.



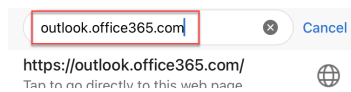
# Outlook Web Access

## How do I access the Outlook Web App on my phone?

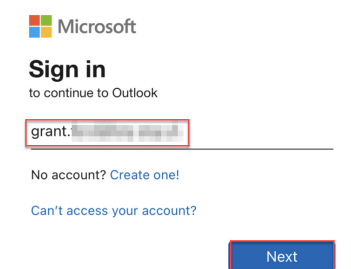
1. The 'Safari' browser is installed by default on Apple devices. 'Microsoft Edge' has also been installed. Open either of these apps.



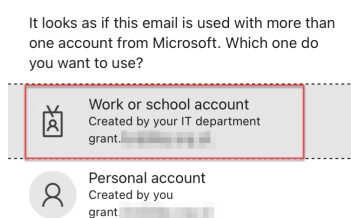
2. At the top of the screen, in the address bar type `https://outlook.office365.com`



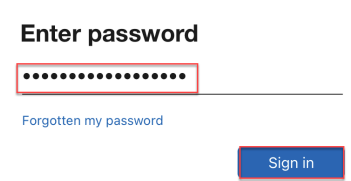
3. Enter your email address and click 'Next'.



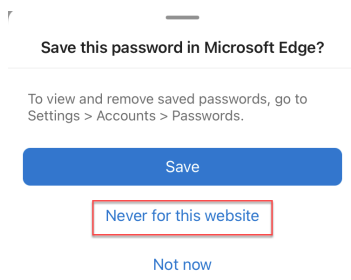
4. When prompted choose 'Work or school account'.



5. Enter your password.

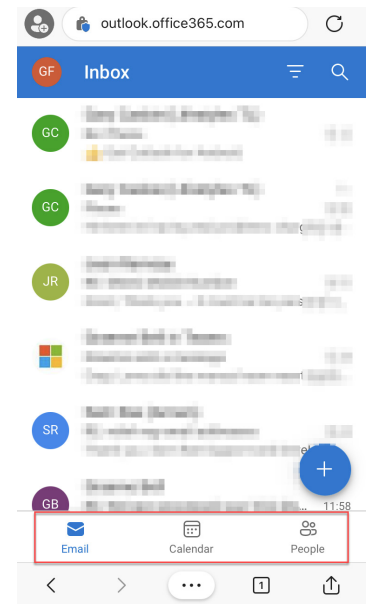


6. For security, click 'No' if you are asked if you'd like to remember these details for the future.



Your inbox will be displayed.

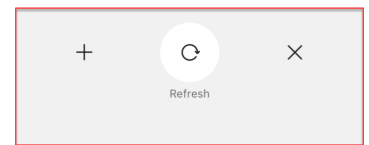
Click 'Calendar' or 'People' to view your calendar and contacts.



## How do I update my folders?

New mail should be displayed automatically as its received. However, if you want to check for new items:

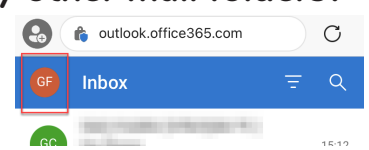
1. Pull down from the top of the screen.



A circular arrow will spin as the folder updates with any new mail displayed when the process finishes.

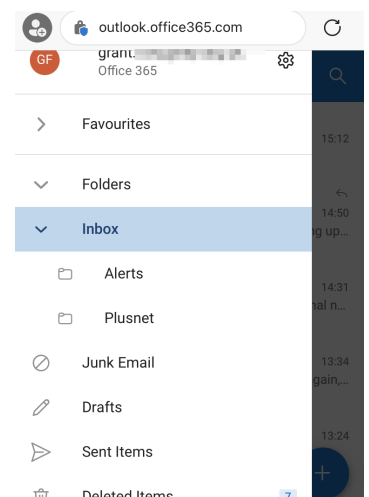
## How do I view my other mail folders?

1. Click the menu icon in the left hand corner of the screen.



2. Click the folder you wish to view. (The currently displayed folder is highlighted by a solid coloured bar).

3. Wait while Outlook downloads messages to your phone.





# Teams App - Getting Started

## How much data does a 'Teams meeting' use?

Microsoft provide data usage in "general terms". To help this data make more sense we've done some calculations for you. Source Microsoft Docs (<https://docs.microsoft.com/en-us/microsoftteams/prepare-network#bandwidth-requirements>)

One-to-one audio calling	72h 21m
One-to-one audio calling and screen sharing	16h 42m
One-to-one quality video calling 360p at 30fps	4h 20m
One-to-one HD quality video calling with resolution of HD 720p at 30fps	1h 46m
One-to-one HD quality video calling with resolution of HD 1080p at 30fps	1h 25m
Group Video calling with 4 participants	1h 05m
HD Group video calling with 4 participants	32m

## Can I use a data connection with the Teams app?

Where possible, it is best to use a WiFi connection when joining meetings in Teams. As you can see from the data above, video calls can use a lot of data. The majority of Key/Lifestyles phone contracts have 1GB of data per month.

## How can I save data?

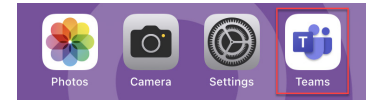
- Use a WiFi connection rather than mobile data.
- Turn off incoming video.
- If you are in a meeting where someone is sharing their screen, ask everyone to turn off their cameras for that part of the meeting.

## How do I install the 'Teams' app?

On Key and Lifestyles provided phones the 'Teams' app should be pre-installed.

## How do I open the Teams app?

1. Click on the 'Teams' icon.

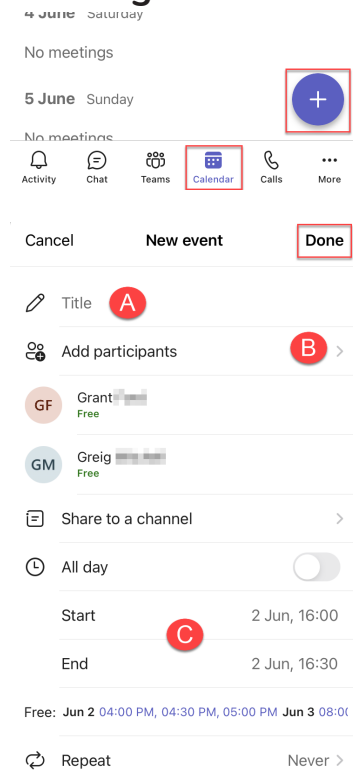




# Teams App - Meetings

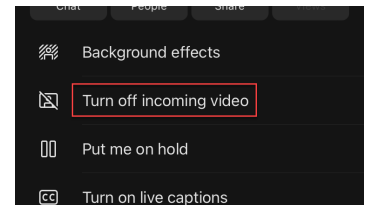
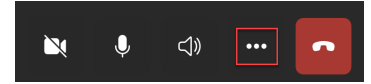
## How do I create a meeting?

1. With the Teams app open click 'Calendar' at the bottom of the screen.
2. Click the '+' button to create a new meeting.
3. Complete the details of the meeting:
  - a. Enter a title for the meeting.
  - b. Click 'Add Participants' and search for the appropriate people from the address book or type their email address.
  - c. Alter the start/end date/times for the meeting.
4. Click 'Done' to save the changes and create the meeting.



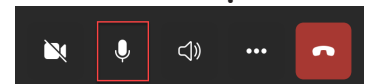
## How do I turn off incoming video?

1. During a teams meeting, click the menu option (three dots).
2. Click 'Turn off incoming video'. This will not affect your ability to see any screens that others share with you.



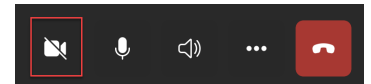
## How do I turn on/off the microphone?

1. Click the 'Microphone' icon. When a line is shown through the icon the microphone is muted.



## How do I turn on/off the camera?

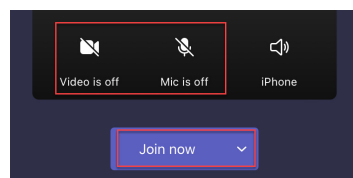
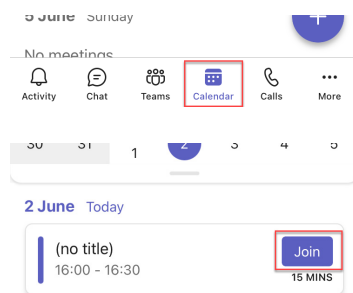
1. Click the 'Camera' icon. When a line is shown through the icon the camera is not broadcasting.



## How do I join a meeting?

If you've been invited to a meeting it should appear in your calendar.

1. With the Teams app open click 'Calendar' at the bottom of the screen.
2. Locate the appointment in your diary. It may take a few minutes to update your calendar events.
3. Click 'Join'.
4. Ensure your video/ audio is on/off as appropriate and click 'Join now'.



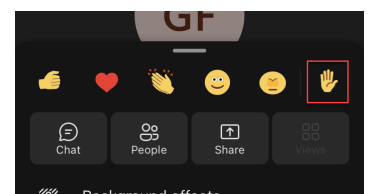
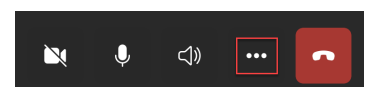
## How do I turn up/down the volume?

1. Use the volume controls on the side of your phone.

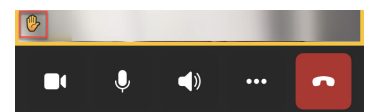
## How do I put my hand up?

In larger meetings it is polite to 'put your hand up' to ask a question.

1. Click the menu option (three dots).
2. Click the 'hand' icon.



A small icon will appear near the bottom left corner of your screen. If you are 'chairing' a meeting, watch out for this icon appearing in the person's video window.

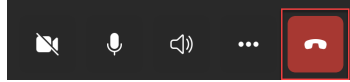


3. Follow the instructions again, to turn it back off.



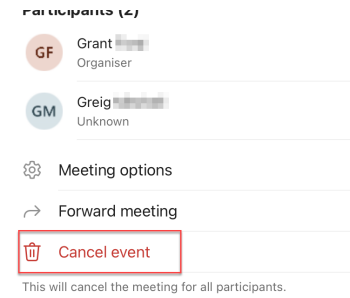
## How do I leave a meeting?

1. Click the 'Hang up' icon in the toolbar.

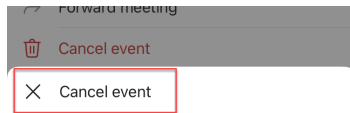


## How do I cancel a meeting?

1. Click on the event to open it.
2. Scroll to the bottom and click on 'Cancel event'.



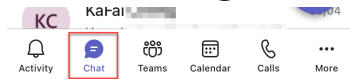
3. Confirm the cancellation.





## How do I view my chat messages?

1. Click the 'Chat' button at the bottom of the screen.

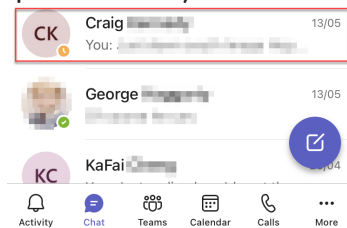


## How do I send a message in chat?

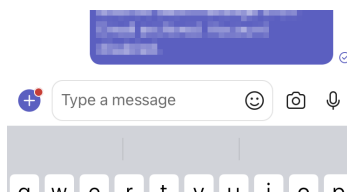
1. Click the 'Chat' button at the bottom of the screen.

If you have messaged the person already:

- a. Locate them in the list and click on their name.



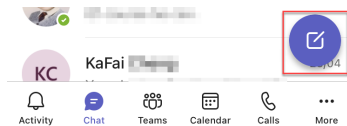
- b. Click in the box at the bottom of the screen to display the keyboard.



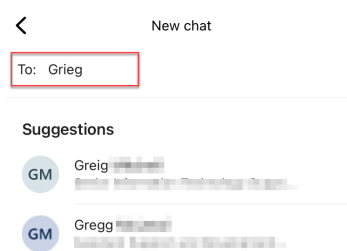
- c. Type the message in this box and click the 'Send' button when finished.

If you want to message someone new:

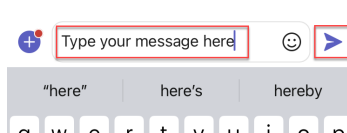
- a. Click the 'New Message' button in the bottom right.



- b. In the 'To' box at the top type the person's name and select them from the list of matches or type their email address.



- c. Type a message in the box.
- d. Click the 'Send' icon.



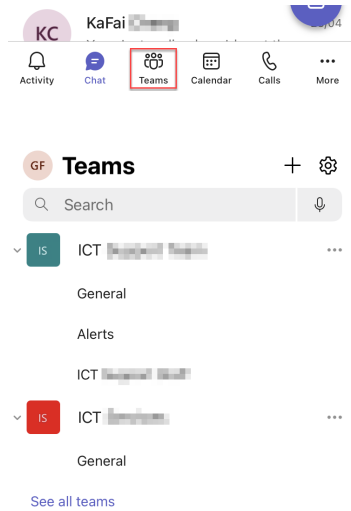




# Teams App - 'Teams'

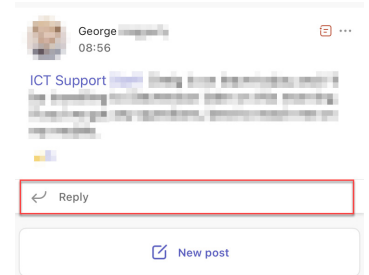
## How do I view my 'Teams'?

1. If you are a member of any 'Teams' click the 'Teams' button at the bottom of the screen.
2. Click the name of the Team you wish to view, should you have more than one option.

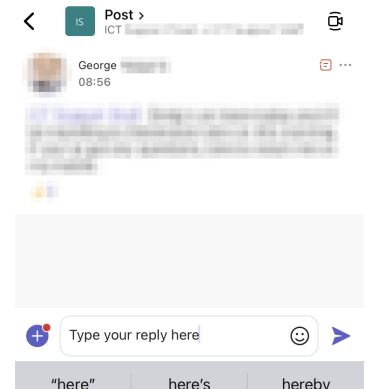


## How do I reply to my 'Team'?

1. Click the 'Teams' button at the bottom of the screen.
2. Click the name of the Team you wish to message, should you have more than one option.
3. Locate the message to which you wish to reply.
4. Click 'Reply'.

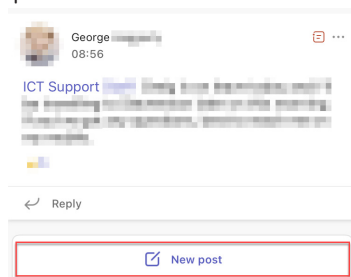


5. Type your message.
6. Click the 'Send' icon.

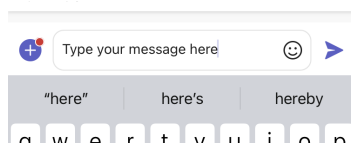


## How do I message my 'Team'?

1. Click the 'Teams' button at the bottom of the screen.
2. Click the name of the Team you wish to message, should you have more than one option.
3. Click the 'New Post' button.



4. Type your message.
5. Click the 'Send' icon.





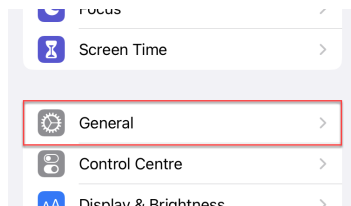
# Reset to Factory Settings

Only follow these instructions if instructed to do so by ICT Staff. This process will wipe the device and the data on it.

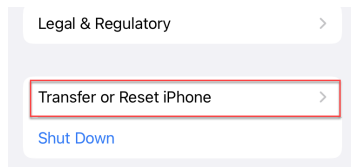
1. Open the 'Settings' app.



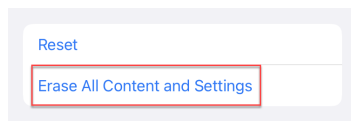
2. Click 'General'.



3. Click 'Transfer or Reset iPhone'.



4. Click 'Erase All Content and Settings'.

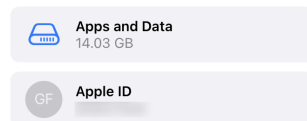


5. Click 'Continue'.

## Erase This iPhone

Erasing will sign out of your Apple ID and remove your personal data, so this iPhone can be safely traded in or given away.

The following items will be safely removed from this iPhone:



Not Now

6. Enter your passcode.
7. Click 'Erase iPhone' to confirm you wish to reset your phone.

## Passcode for This iPhone

Enter the passcode used to unlock this iPhone.

