

Amaranthine

iOS User Guide



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Disclaimer

The contents within this book are meant to assist users who use different iOS Devices every day. While great care has been taken, by the author, to make sure that the content is accurate & up-to-date, the author does not take responsibility for any damage or loss of data which may occur with the reader of this guide.

Preface

The idea behind this book came from a simple request from students. This book is meant to serve as a guide for setting up & configuring your iOS Devices. In most cases I will be using an iPhone 6 as the iOS Device in question, but most of the steps would apply to an iPad, iPad Mini or an iPod Touch too.

The version of the OS that I will be referring to in this guide is iOS 8.4, which is current as of writing of this guide.

1

Getting Started

Setting up your iPhone



Initial Setup



When you get a new iPhone out of the box make sure you have the following items ready before you begin setup.

1. SIM Card
2. Wireless network with Internet
3. iPhone is charged sufficiently
4. Apple ID (*if you already have one*)

Setting up the phone itself is easy & straight forward. Follow the guide. Pay attention to the following points.

- Make sure your country & language are appropriate
- Enter the Apple ID if you have one or create a new Apple ID.
- If you are moving from an older iOS Device to the new one then make sure you select “*Restore from iTunes*”.
- Otherwise set it up as a new phone.

What will change across the various iOS Devices is the need for a SIM card itself. Nothing else.

NOTE:

- Creation of Apple ID can be put for later
- Please check with your carrier on activation time for SIM cards
- Make sure the iOS Device is bought in the same country as it is going to be used in. **This affects warranty & coverage of the iOS Device.**

Troubleshooting

Here are some things to watch out for:

- Make sure the SIM is activated
- Make sure that there is sufficient range for the cellular network
- Check the cellular settings for 2G & 3G to verify that they are configured correctly.
- Most of the configuration is done in the Settings App. That would be the place to start troubleshooting.
- **A common reason for many things not working is 'configuration profile'. These are files which help configure a user's iOS Device remotely & also allows administrators to impose restrictions. Please check to see if there are any profiles installed on the iOS Device.**

2

Device Settings & Information

General Device configuration.

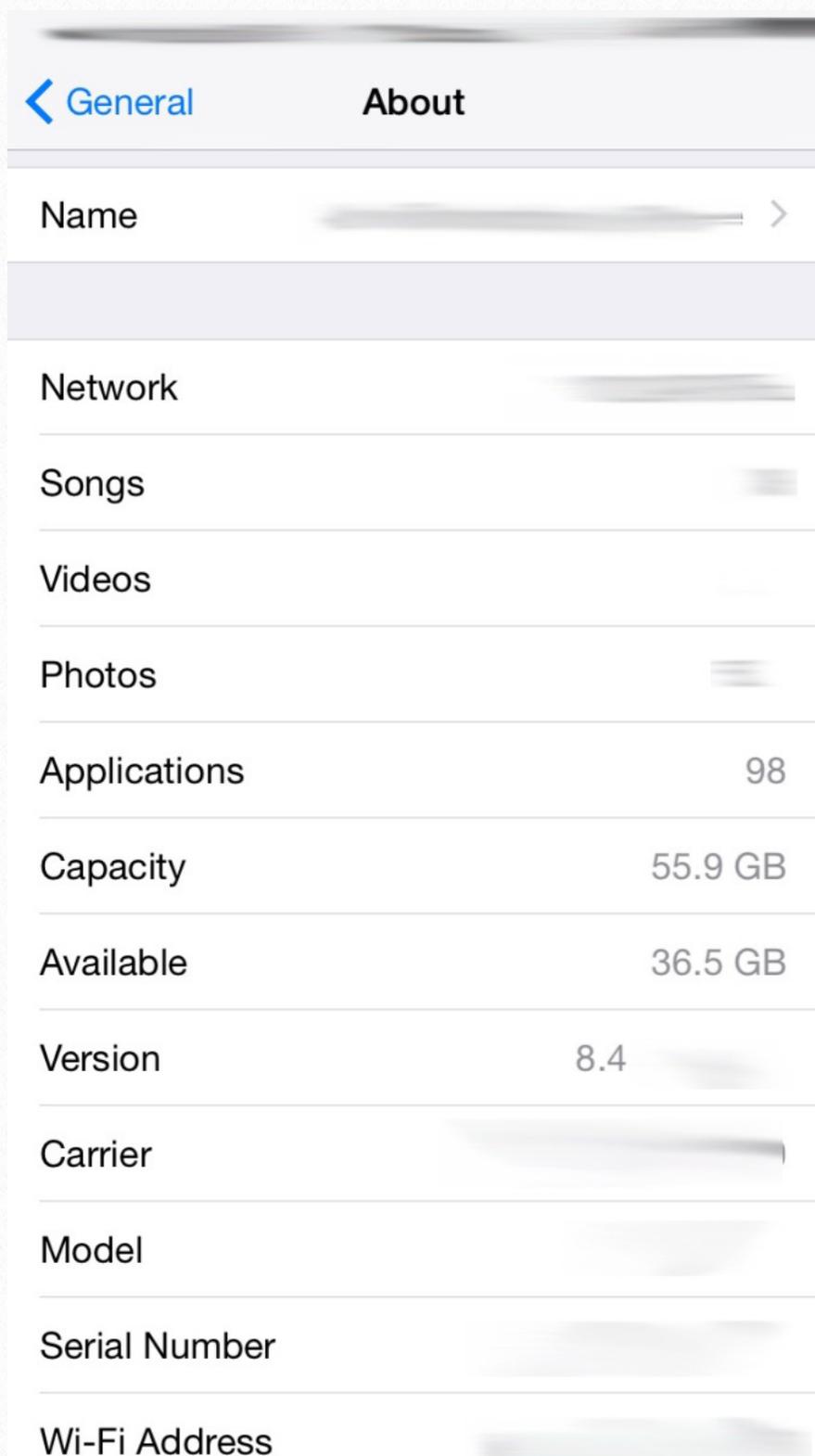


This applies to iPhone, iPad & iPod Touch.

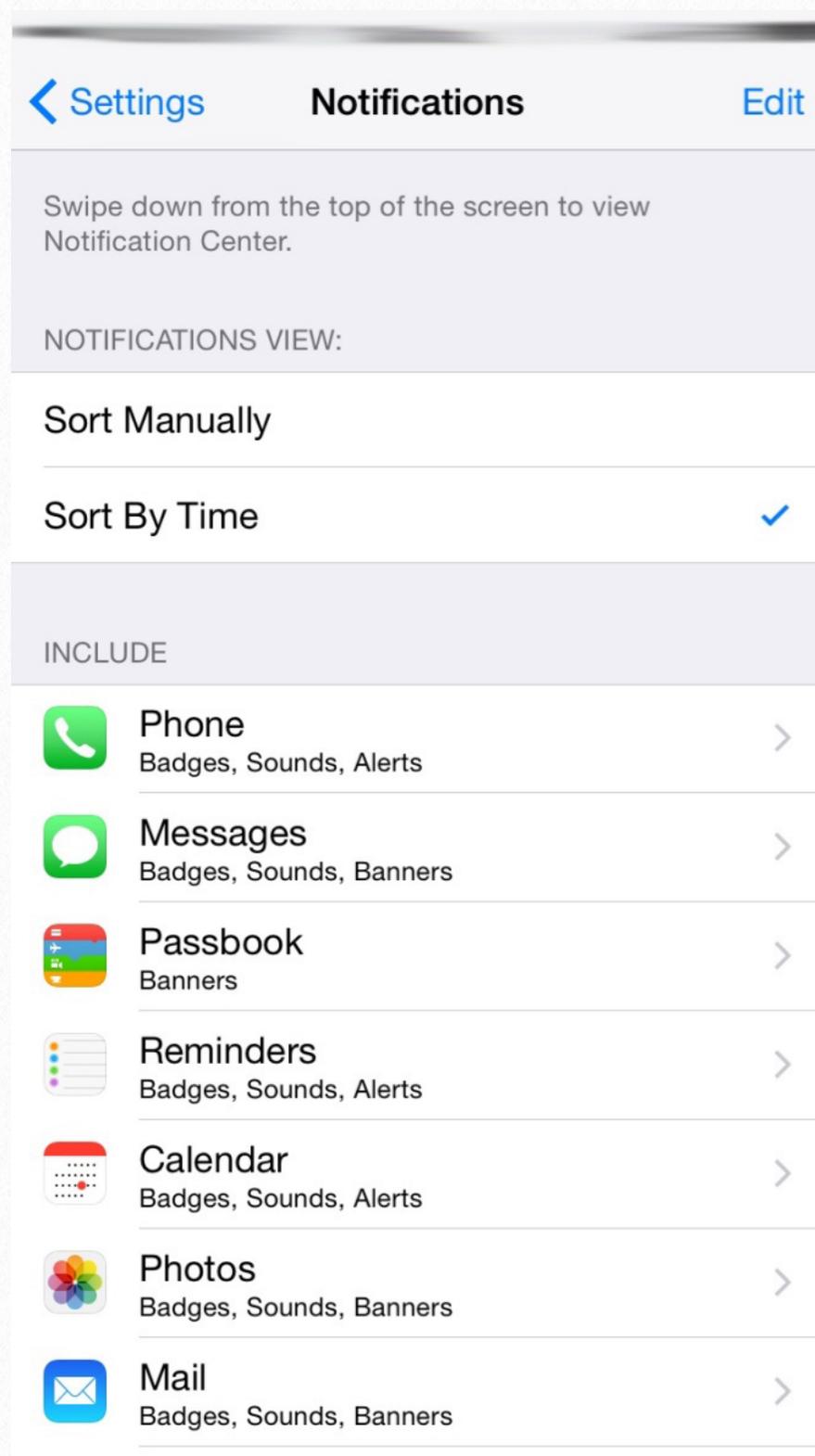
Device Settings & Information



The Settings App is the one stop place to go for all the configuration steps within your iOS Device. This is also where you go to configure settings for specific apps if they have made provisions for the same.

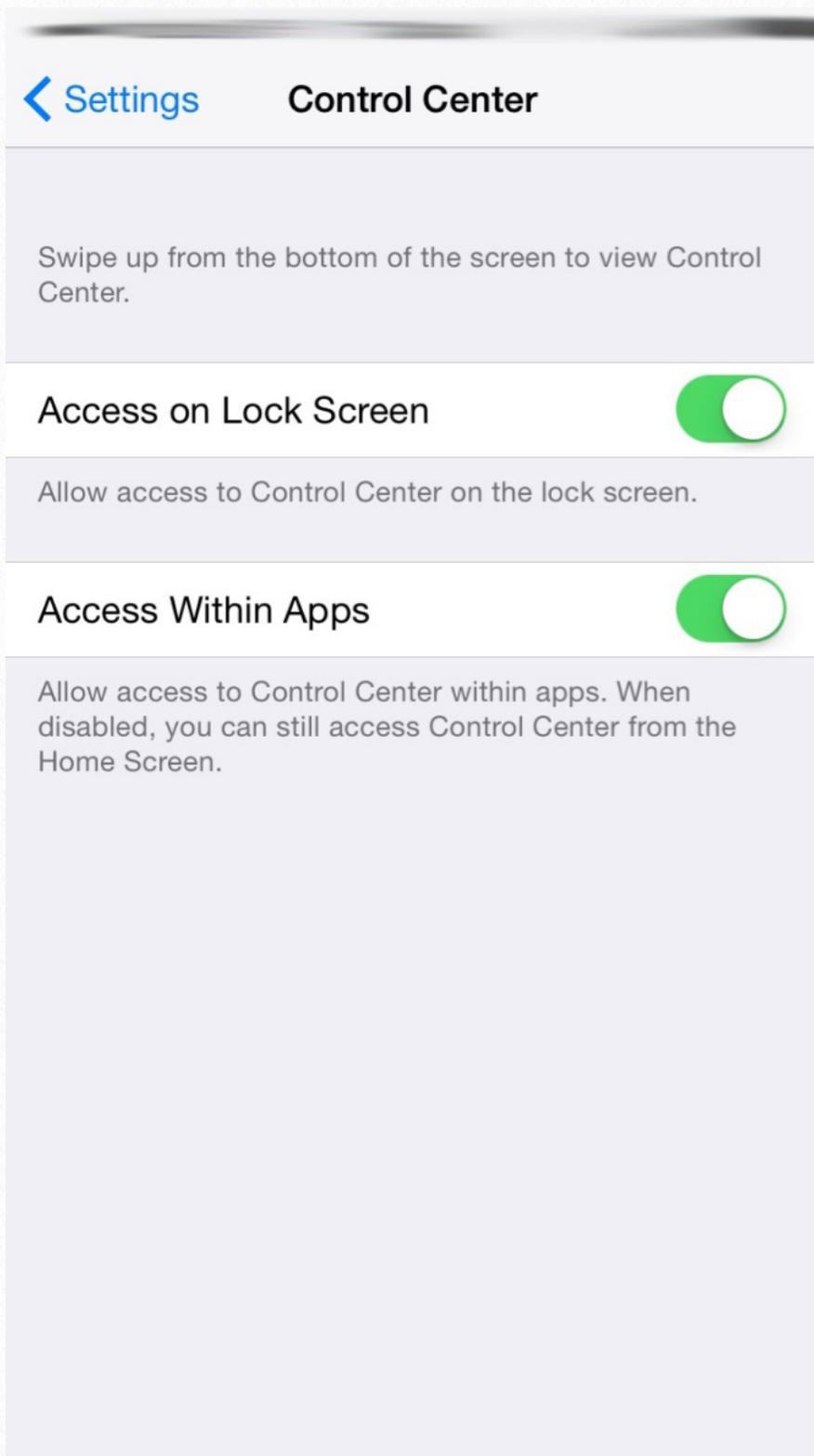


To find out more about your iOS Device including the serial number & model go to the About Pane Under the General Section within the Settings App. This is where you can set the name of your iOS Device.



Notifications can be controlled on your iOS Device from within the Notifications section of the Settings App. Here are some of the things that can be controlled.

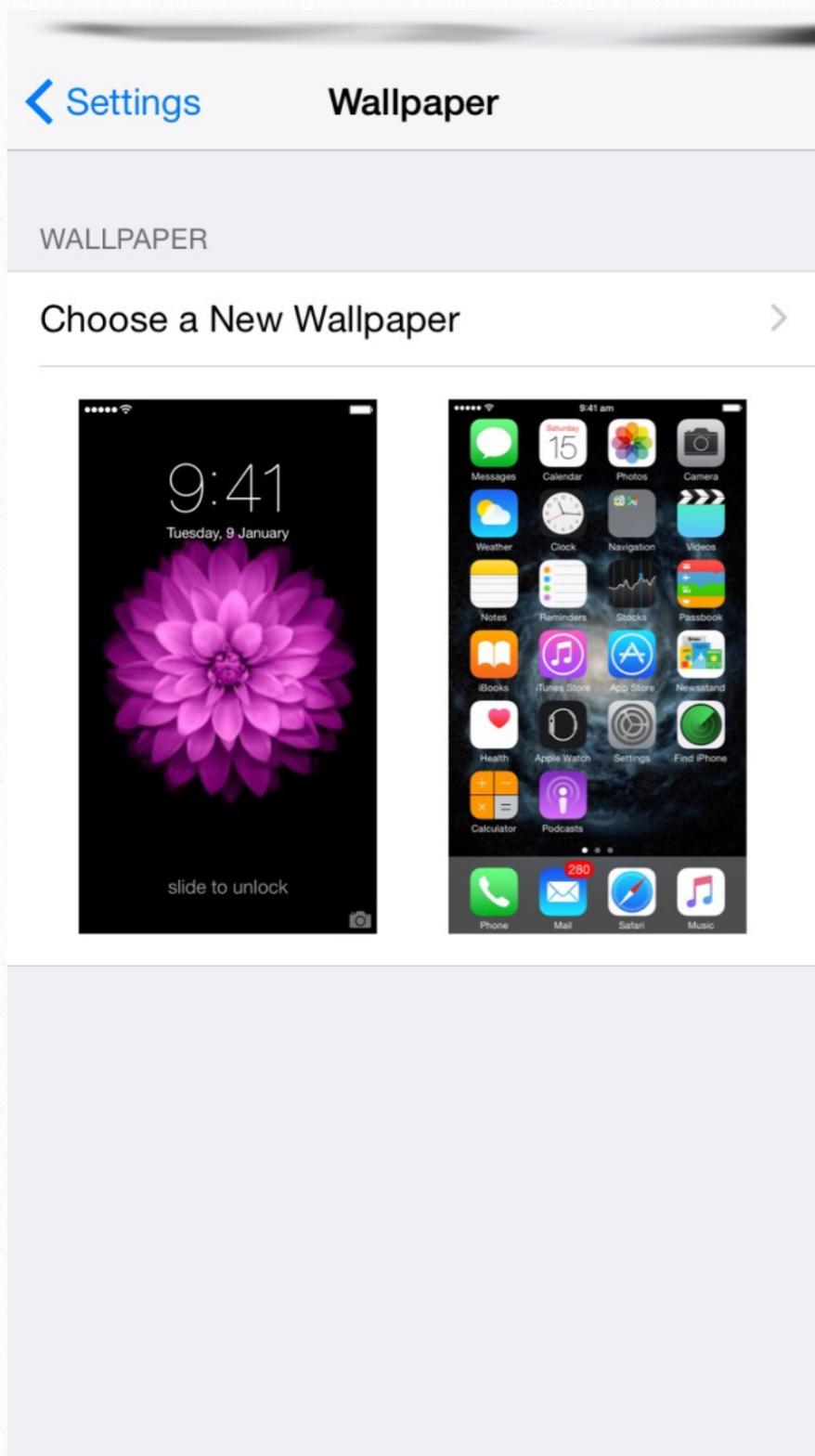
- When notifications appear
- Where the notifications appear
- For which applications they appear.



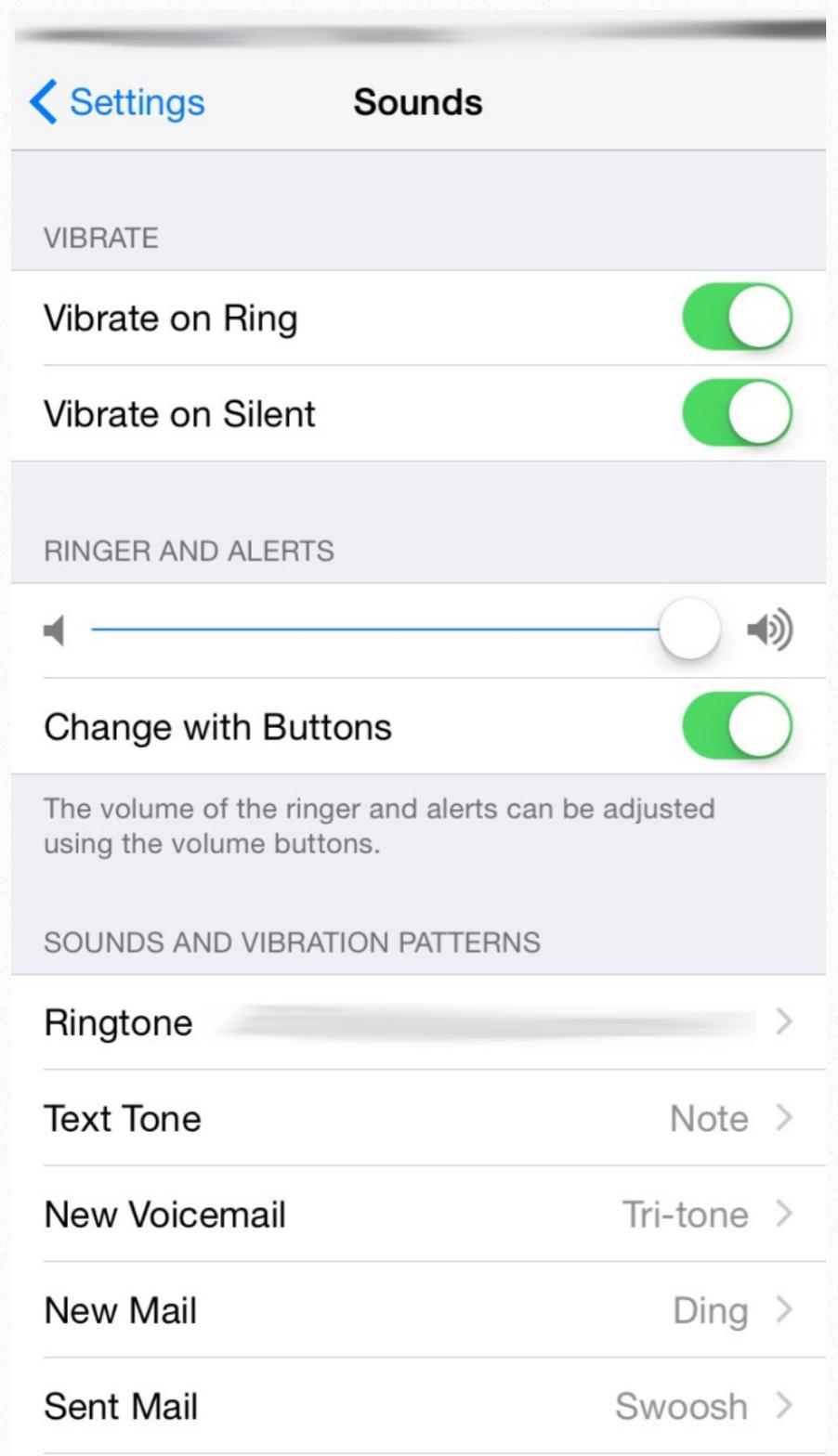
The control center for the iOS Device is configured from the Control Center section within the Settings App. The Control Center can be revealed by simply swiping up.



Under the Display & Brightness section of the Settings App once can control the Brightness, zoom & text appearance.



The Wall paper section is used to apply the Wallpaper for the iOS Device. Users can choose between preconfigured wallpapers or their own photos.

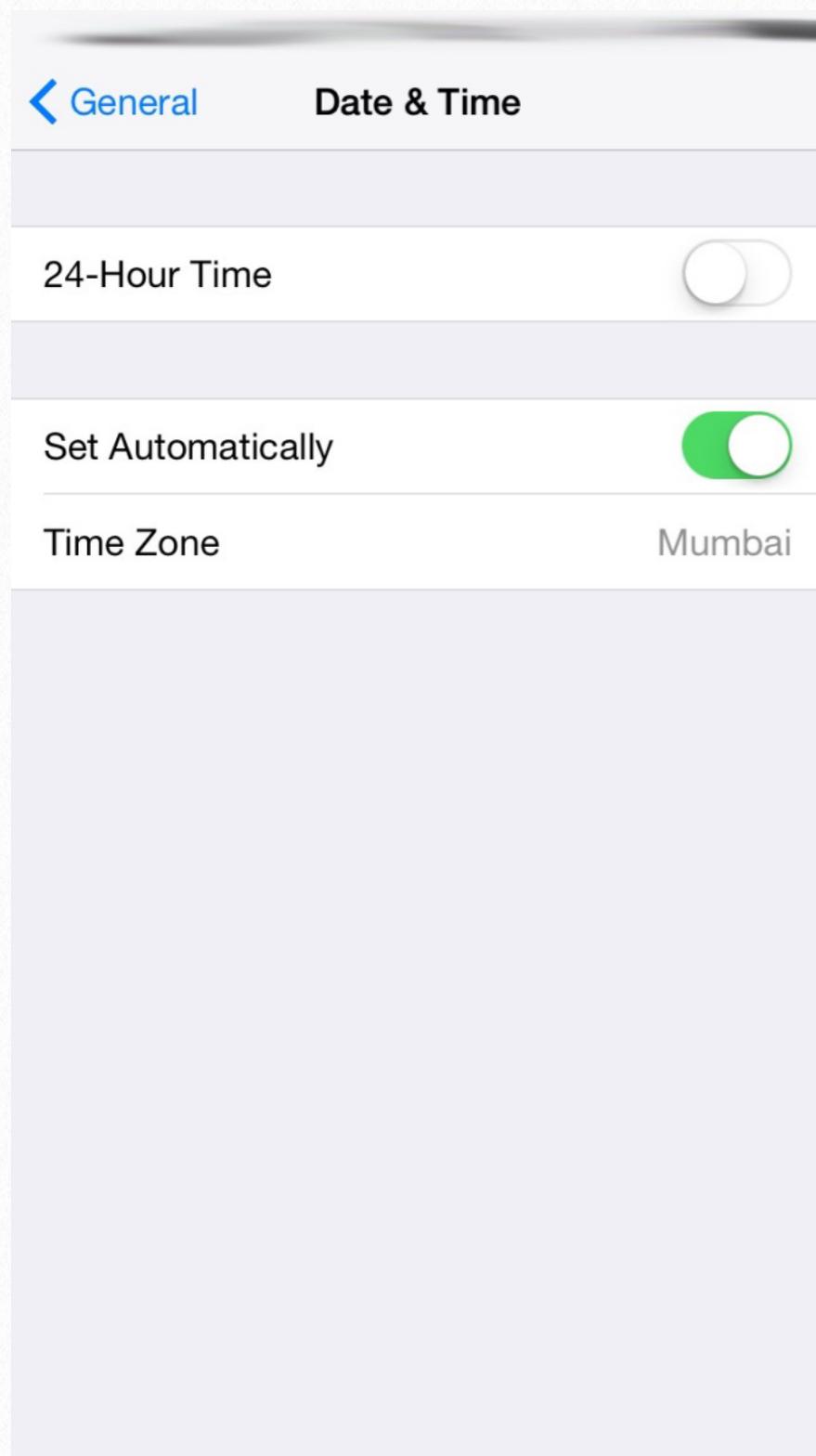


The Audio information can be controlled from the Sounds section within the Settings App. The following settings can be configured from here:

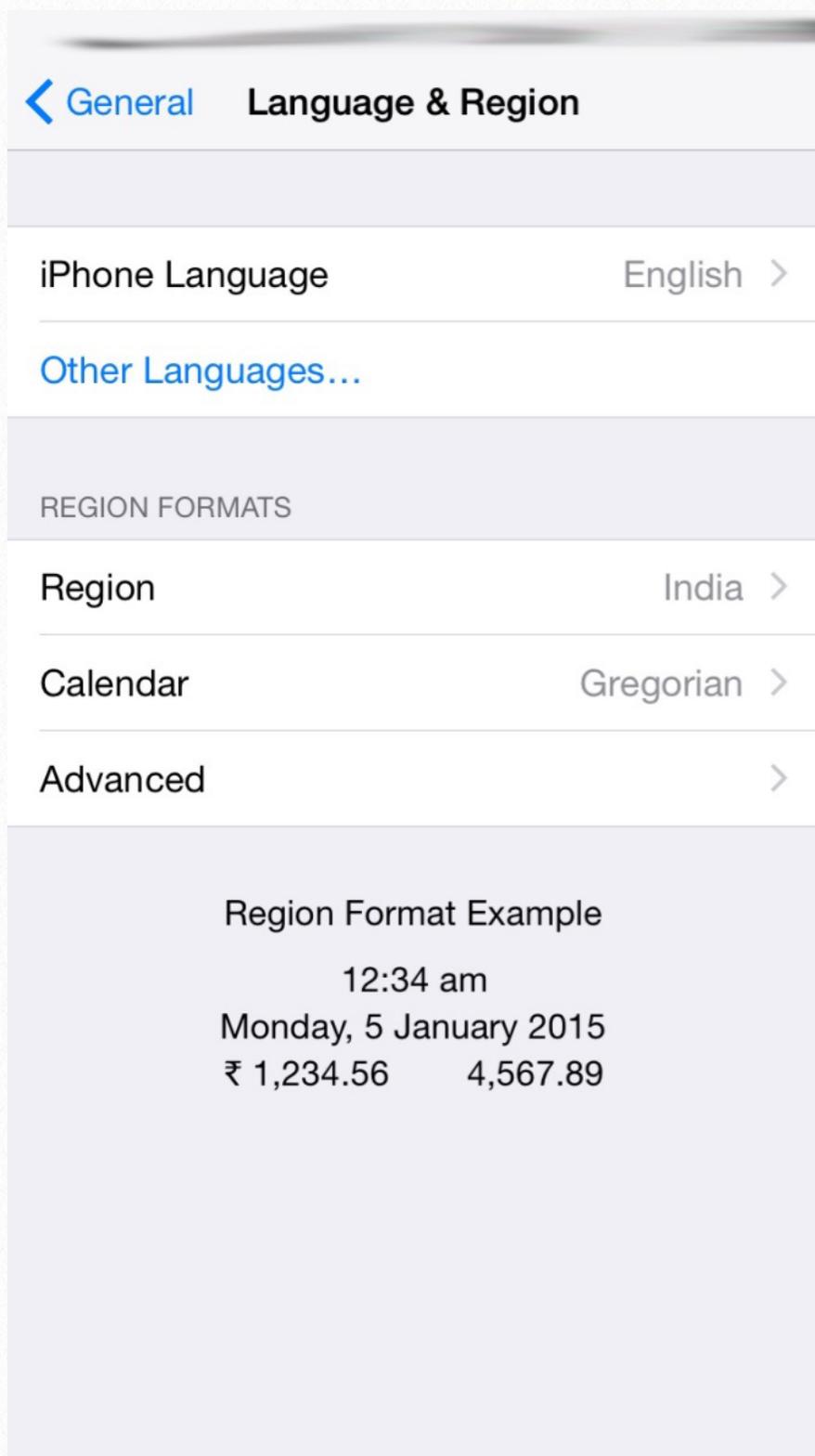
- Custom ringtones
- Audio alerts for specific tasks
- Vibration settings



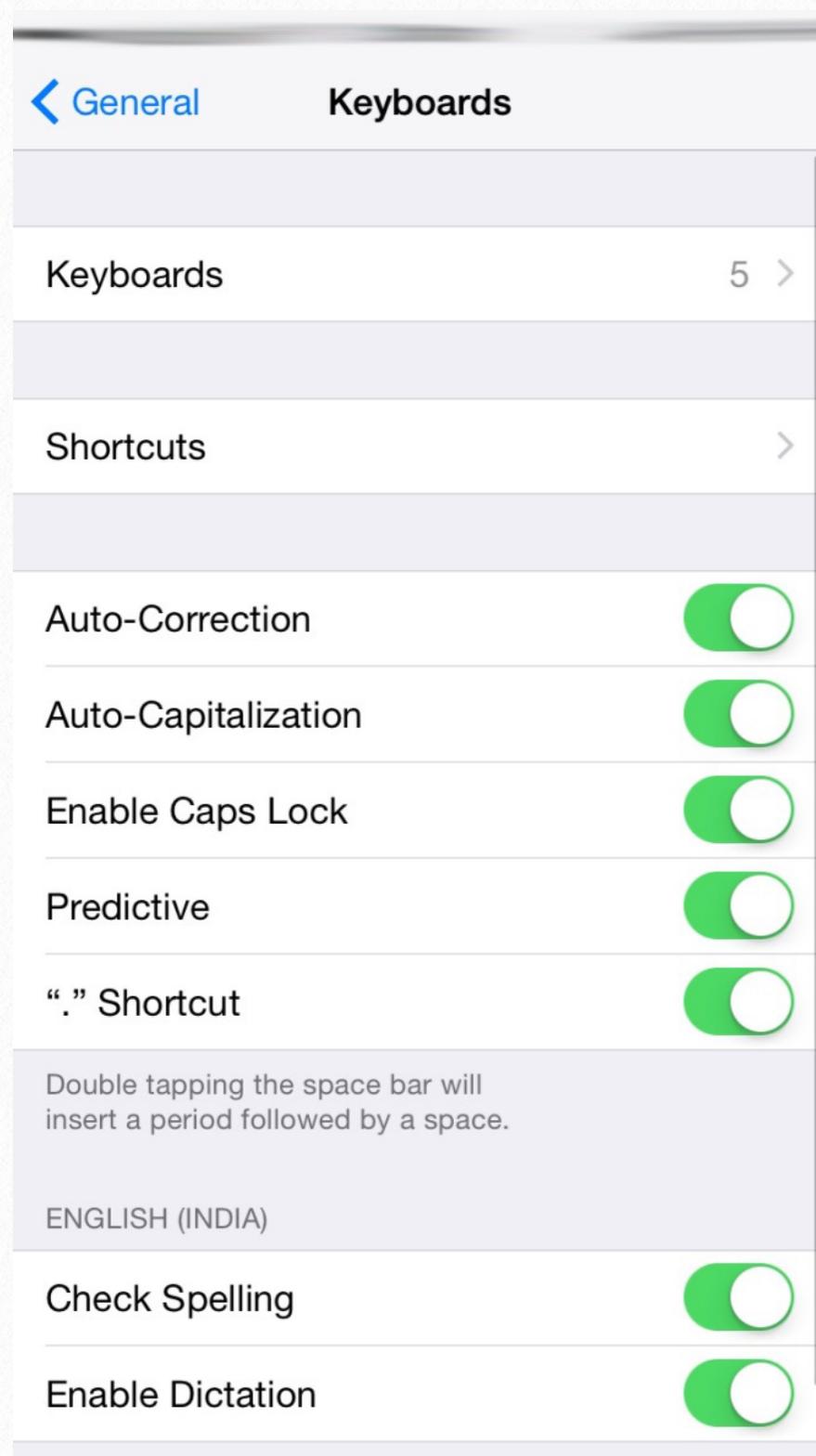
Battery information is configured with the Usage Pane under the General section within the Settings App. This is where we can specify whether the Battery Percentage is displayed. Apart from this, the memory usage for both the iOS Device as well as iCloud can be managed from here.



To control how the time is displayed or modify your time zone go to the Data & Time Pane under the General section within the Settings App.



From here you can control the language used to display information on your device. Note, apps may only display information if the App supports localization. Otherwise it will display the information in English.



To select the type of keyboards that can be used, including third-party keyboards visit the Keyboards pane within the General Section of the Settings App.

3

iTunes

Syncing with iTunes



This applies to iPhone, iPad, iPod Touch,
Mac & PC

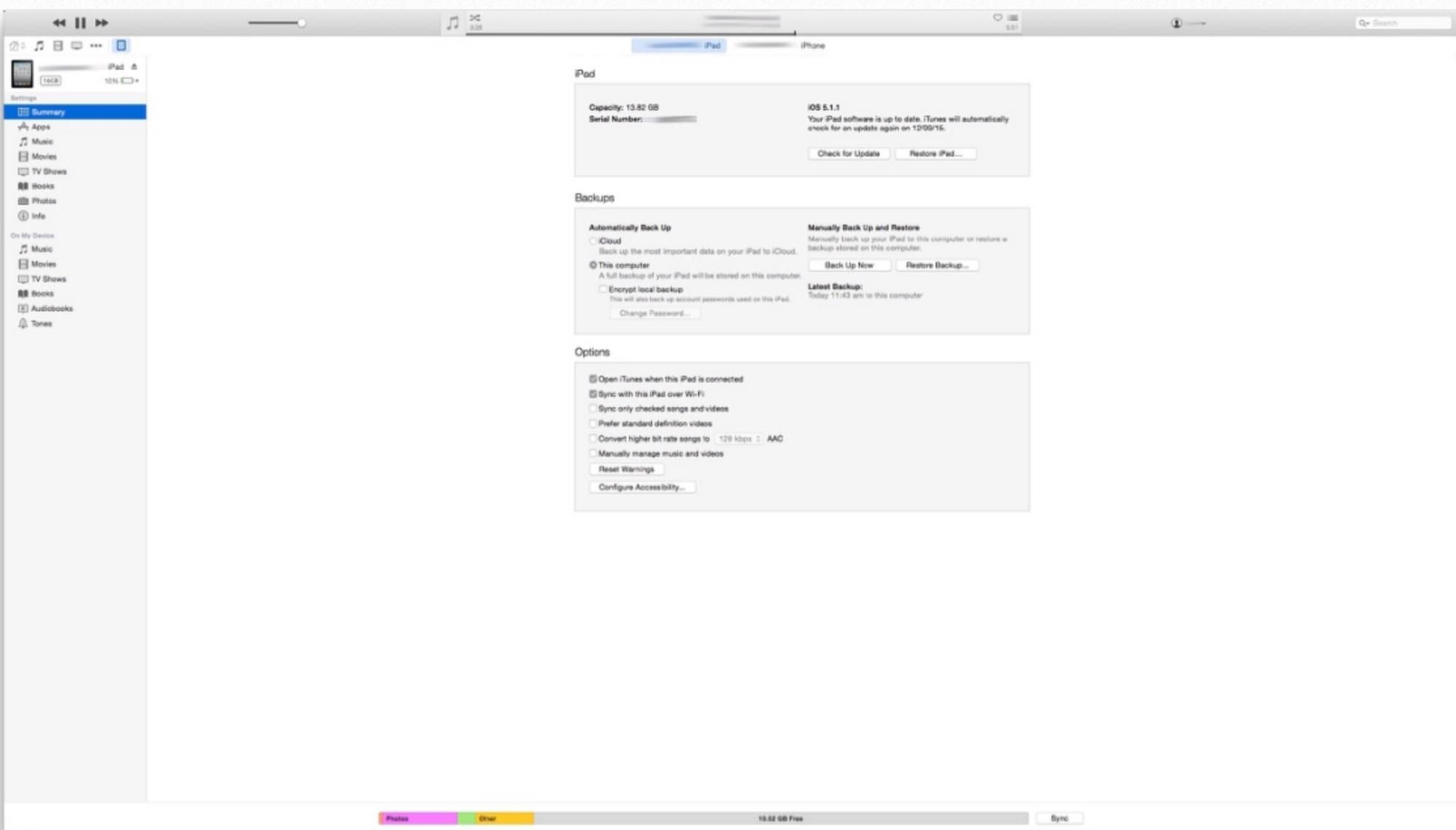
iTunes

iTunes is an application for OS X & Windows which is used to transfer your information from the computer to the iOS Device. It is also used to transfer information to other iPods.

NOTE: iTunes is used to transfer information from your computer to your iOS Device & not the other way around. Improper use of iTunes may result in loss of data.

Typically all your contacts, photos, calendar events are now managed by iCloud. Though you can transfer all of them using iTunes too.

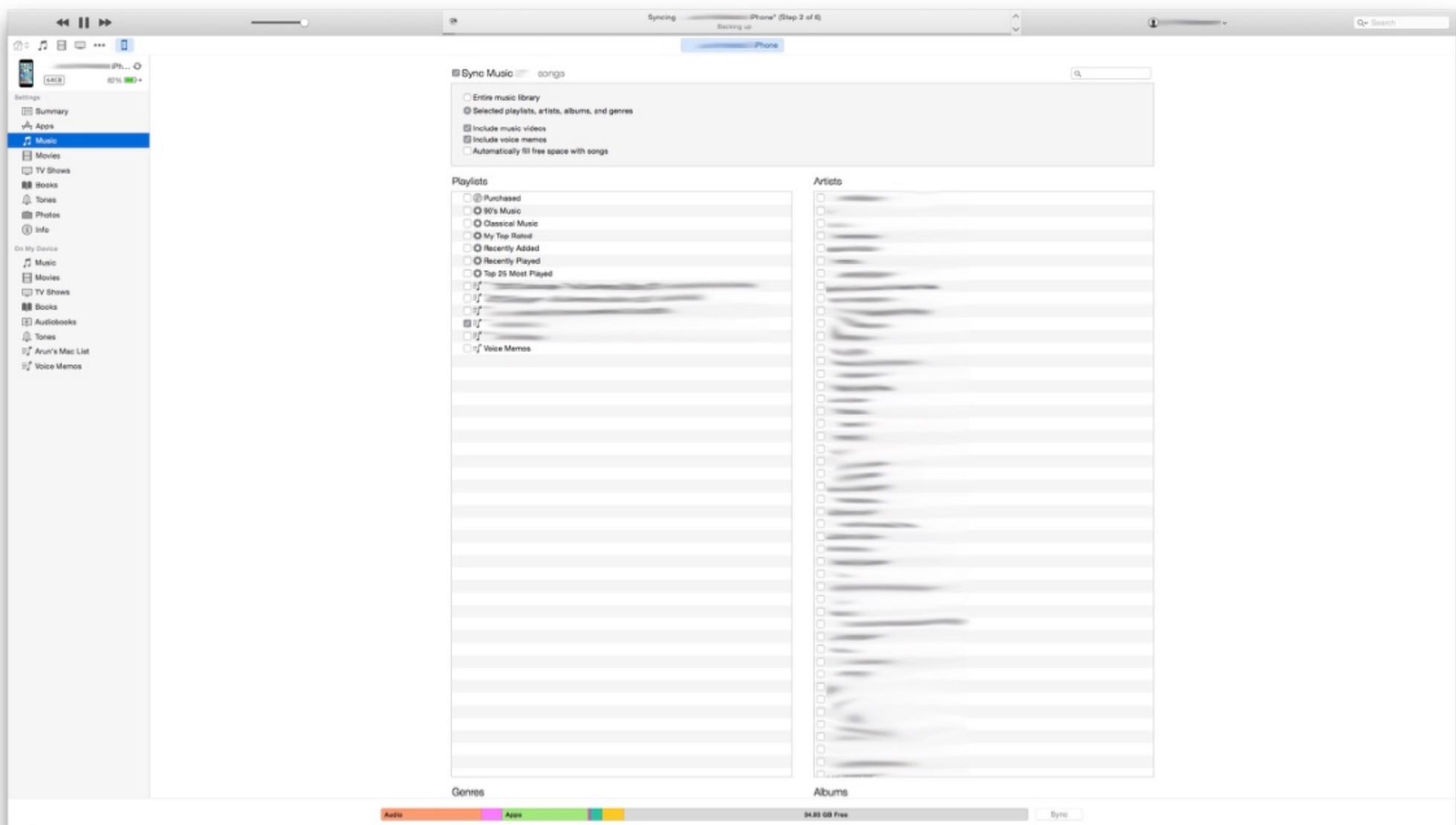
As a thumb rule I let iCloud transfer all the data between my devices. I only use iTunes for transferring songs from my Mac to my iOS Devices.



Most of the configuration in this case has to be done on the Mac or PC itself. One of the first things to ensure is that you sign into your iTunes using your Apple ID.

Here are some of the tasks that you can perform using iTunes.

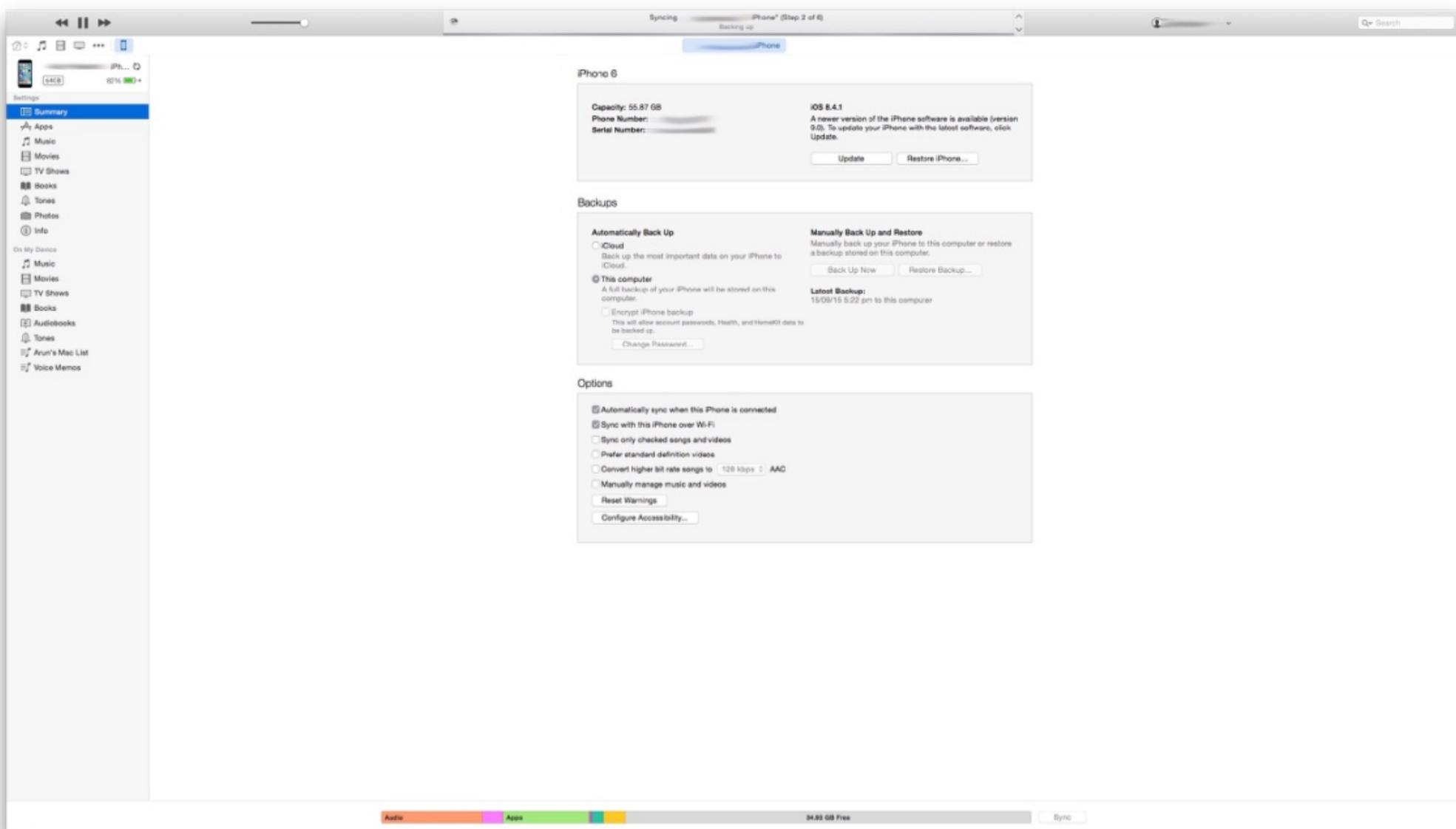
- Sync songs onto your iOS Device.
- Take a backup of your iOS Device.
- Update your iOS Device.
- Transfer books into your iOS Device.
- Enable Wi-Fi syncing for your iOS Device.
- Purchase App/Songs/Podcasts/Movies for your iOS Device.
- Restore your information from an older iOS Device to a new iOS Device.



Items purchased from the iTunes store are also available on your iOS Device without syncing your iOS Device with your Mac or PC. This is through iCloud (*iCloud needs to be enabled using the same Apple ID*).

To sync songs into your device

1. Make sure you are running the latest version of iTunes on your Mac or PC.
2. Connect your iOS Device to your Mac or PC.
3. Select your device.
4. Click on the Music section
5. Select the checkbox to sync Music
6. Select the songs you wish to sync. This can be easily done by creating playlists. Playlists help organize your music & make it easy to sync them to your device.
7. Click on Sync

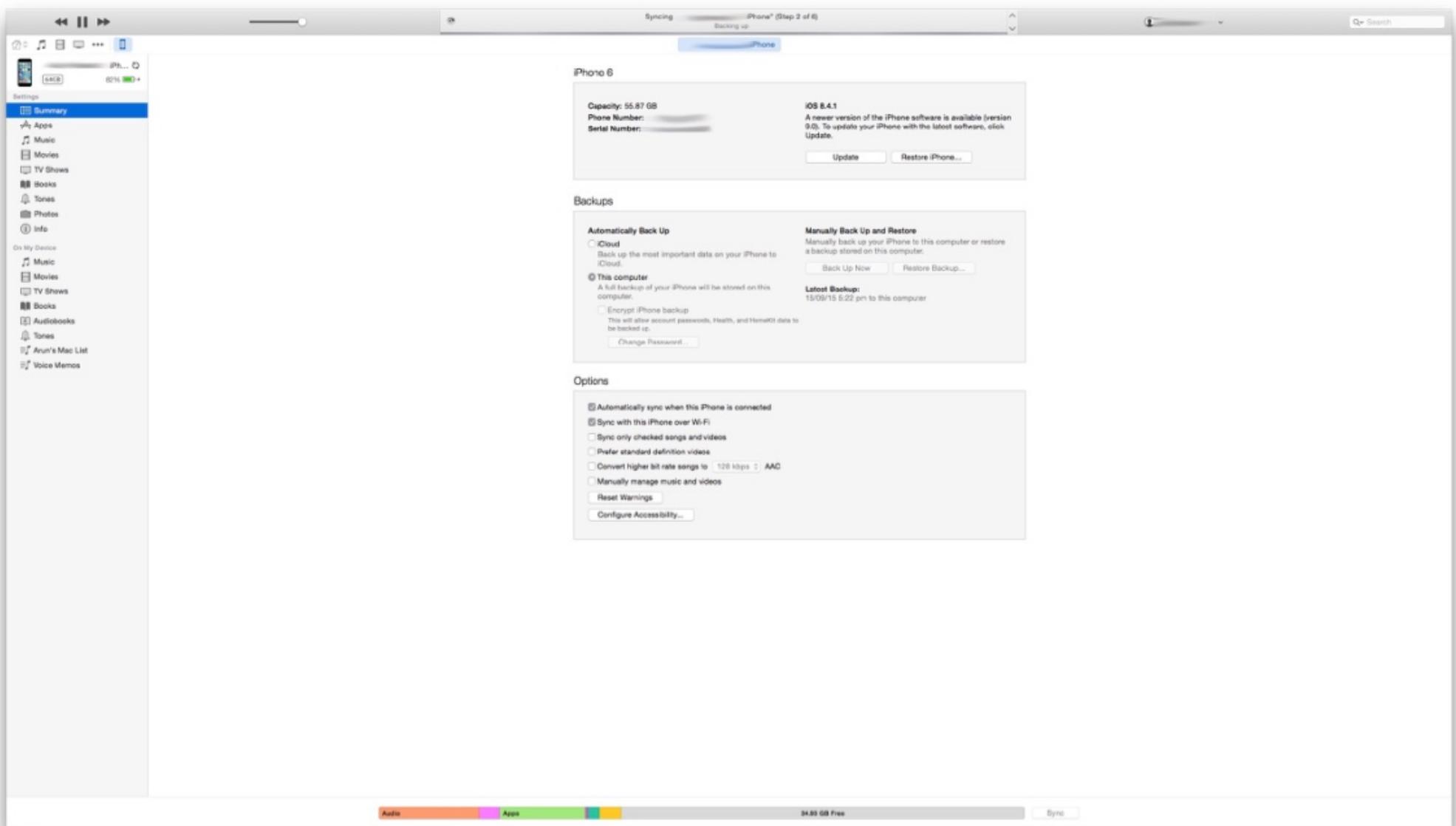


To Sync over Wi-Fi make sure both the devices are on the same wireless network.

To enable syncing over Wi-Fi

1. Make sure you are running the latest version of iTunes on your Mac or PC.
2. Connect your iOS Device to your Mac or PC.
3. Select your device.
4. On the summary screen make sure the checkbox to sync over Wi-Fi is enabled.
5. Click on Sync

To initiate Sync from your iOS Device go to Settings > General > iTunes Wi-Fi sync & click on Sync now.



Mauris pretium aliquet, lectus eget tincidunt. Porttitor mollis et imperdiet libero senectus pulvinar. Etiam molestie mauris.

To backup your iOS Device to the computer

1. Make sure you are running the latest version of iTunes on your Mac or PC.
2. Connect your iOS Device to your Mac or PC.
3. Select your device.
4. On the summary screen make sure the checkbox to backup to this computer is selected, instead of backup to iCloud.
5. Click on Sync

Troubleshooting

In most cases there are no issues while syncing with iTunes. However, the most common issue is that of content being erased when the user tries to sync his/her iOS Device with the computer. ***Remember, iTunes syncs content from your Mac or PC to the iOS Device & not the other way around.***

4

Apple ID

Information related to Apple ID

What's an Apple ID?

An Apple ID is your user name for everything you do with Apple: Shop the iTunes Store, enable iCloud on all your devices, buy from the Apple Online Store, make a reservation at an Apple Retail Store, access the Apple Support website, and more.

[Learn more about Apple ID](#) ▶



This applies to all the devices sold by Apple.

iPhone / iPad / iPod Touch

Mac

Apple TV

Apple Watch

Apple ID

Apple ID

This is probably one of the most important aspects of iOS. An Apple ID uniquely identifies you, as a user of various services provided by Apple.

It is free & there is no potential limit to the number of IDs which an individual can own.

However, there are many things to keep in mind when using the Apple ID.

- Its free.
- Your Apple ID is yours for life. It is meant for a single user only.
- The Apple ID is country specific. All transactions are meant for within that country only.
- All purchases Music, Movies, iOS Apps, OS X Apps, iCloud & any products you may purchase.
- Ownership of all items purchased with the Apple ID rests with the owner of the Apple ID itself.
- Apple ID may be required when calling AppleCare for support.

- There is no separate institutional ID. Apple IDs are meant for individuals only.
- An Apple ID may have a credit card associated with it.

Creating & Managing an Apple ID

Apple IDs can be created from any browser. Simply visit appleid.apple.com. An option to create it also appears at the login window wherever you are asked to enter an Apple ID.

License

All items purchased with an Apple ID belong to the owner of the ID for life. Typically, content purchased using an Apple ID can be used on upto 5 devices. Apple recently announced a new service meant for home use called [Family Sharing](#).

Apple ID in an Enterprise

As mentioned earlier, Apple IDs are meant for individuals, not institutions. An Apple ID created for an institution has the same privileges that an individual enjoys.

An important difference comes when an institution would like to purchase something using the Apple ID. Institutions cannot install apps on more than one device. For such situations they will need to enroll for the [Volume Purchase Program](#).

Apple ID Support

<http://www.apple.com/support/appleid/>
<https://support.apple.com/en-us/HT204161>

Country

A thing to keep in mind is the fact that the Apple ID is country specific. So, many of the services may not be available in all the countries.

Important Note

Most of the features of an Apple ID mentioned above are subject to the “Terms & Conditions” accepted by the user when he/she creates the Apple ID. Apple may change the Terms & Conditions at any point in time. It is important to keep this in mind while dealing with Apple IDs.

Troubleshooting

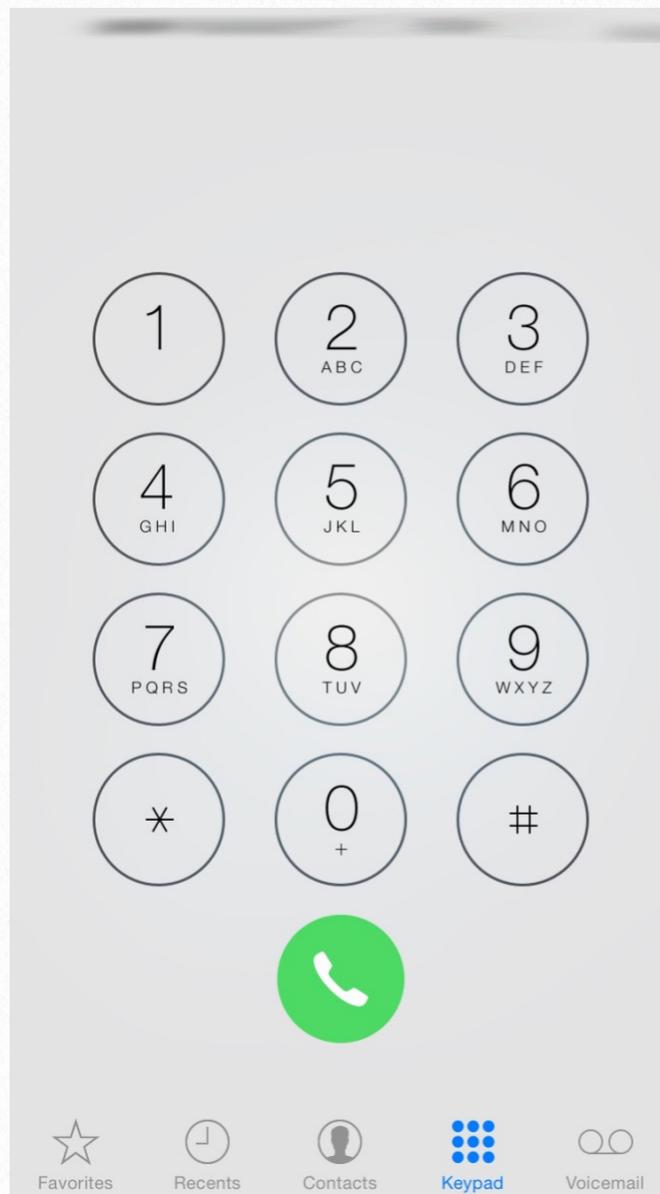
Most problems occur due to internet availability. Here are some other things you can check:

- Check the username & password
- Make sure the country is correct
- Verify credit card information
- Make sure the feature/service/app is available in that country.

5

Phone

Settings related to the Phone



This is applicable to iPhones only.

Phone

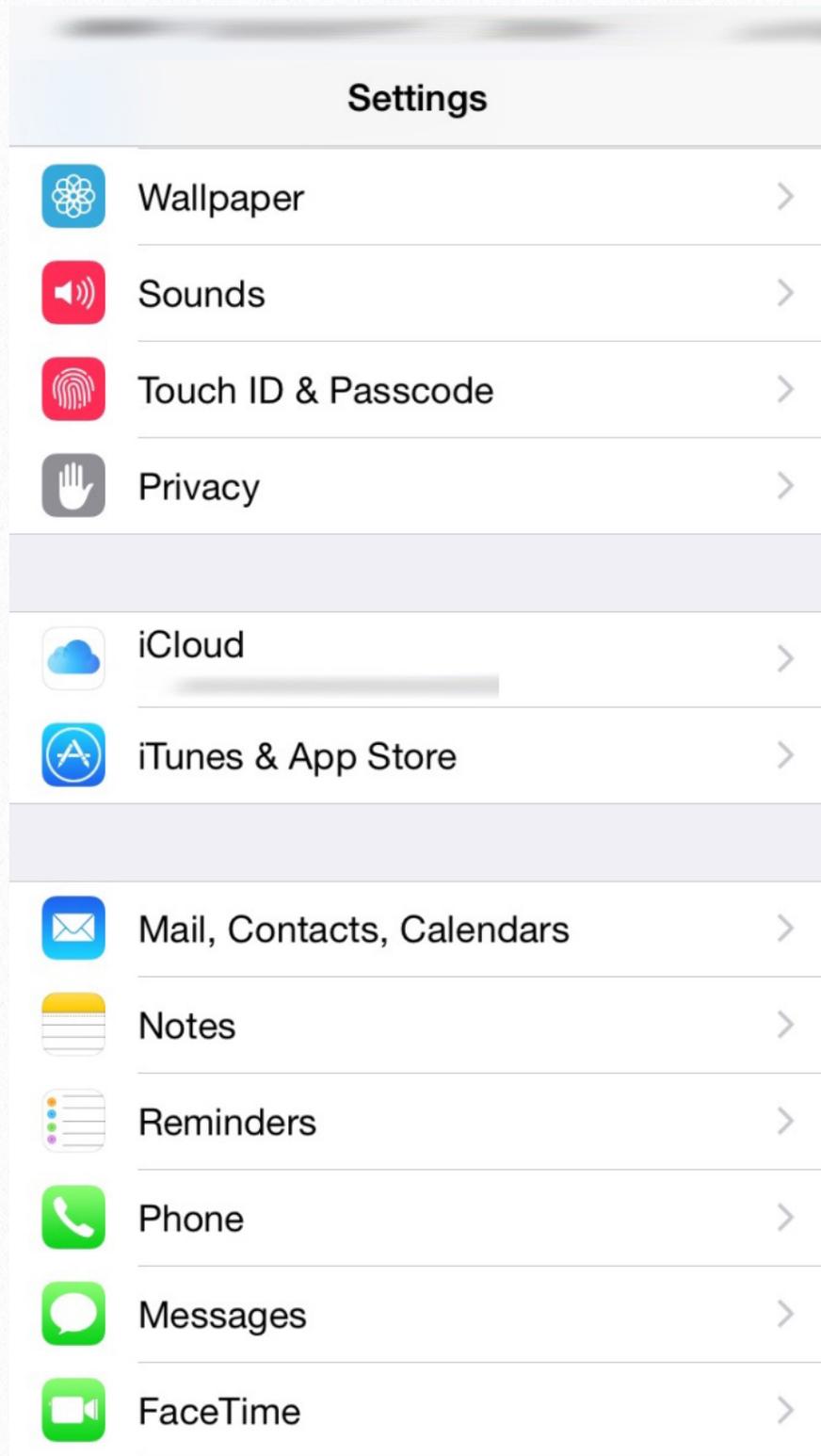


All the Phone related settings are within the Settings App.

Launch the Settings App either by directly tapping on it or by dragging the home screen down & searching via spotlight.

Once you launch the Settings App. Click on the Phone tab. You may have to scroll down for this.

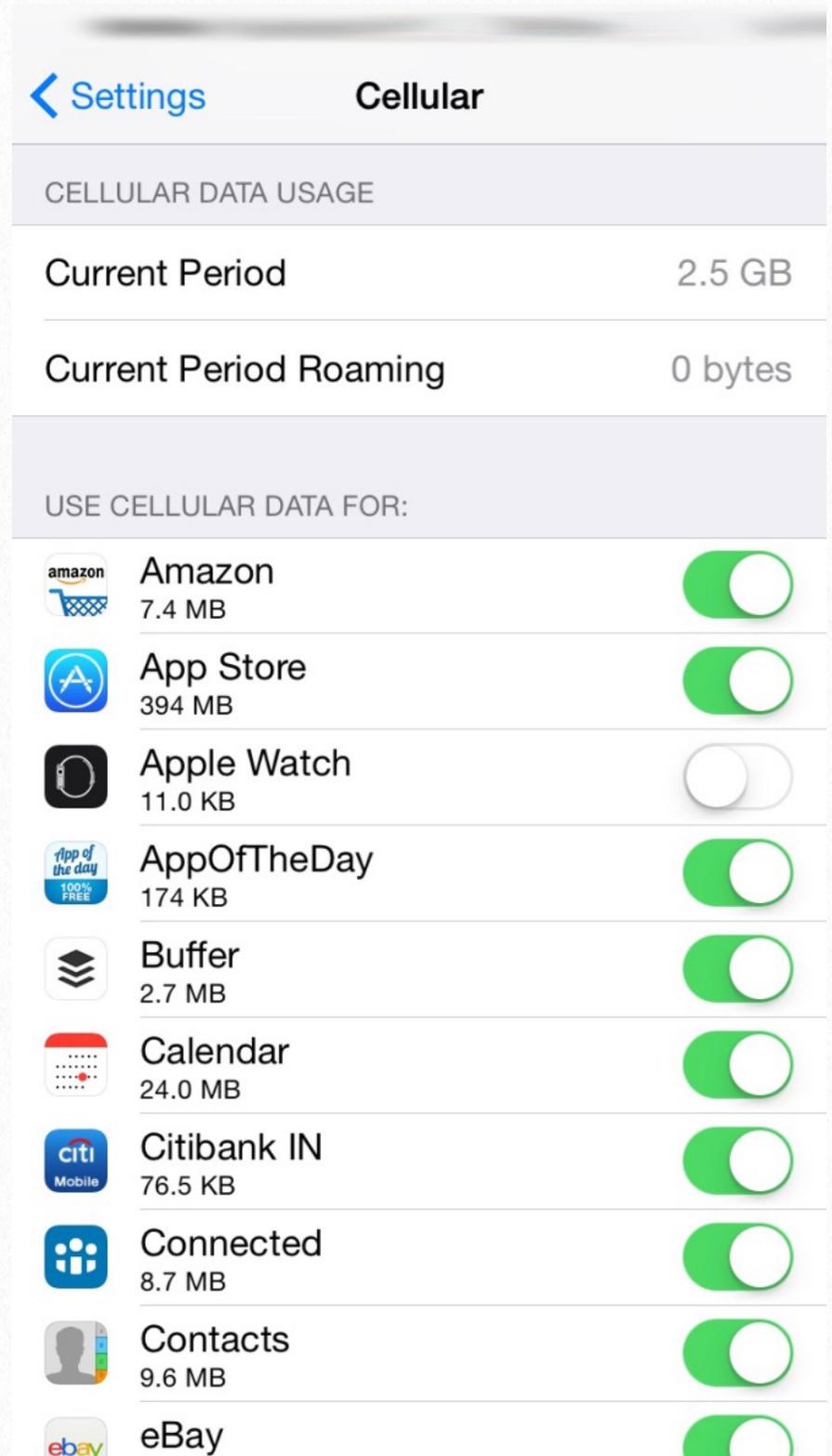
As you can see there are some settings related to the phone itself which are located out here.



Here are some of the settings.

- Call Forwarding
- Blocked Callers
- Options to Respond with Text.
- Whether to show contact photos

There are other settings related to the carrier itself. These are located within the Cellular tab under the Settings App.



This is where one would go to control aspects related to the users data plan. From here the user can also track the data usage for each app.

Troubleshooting

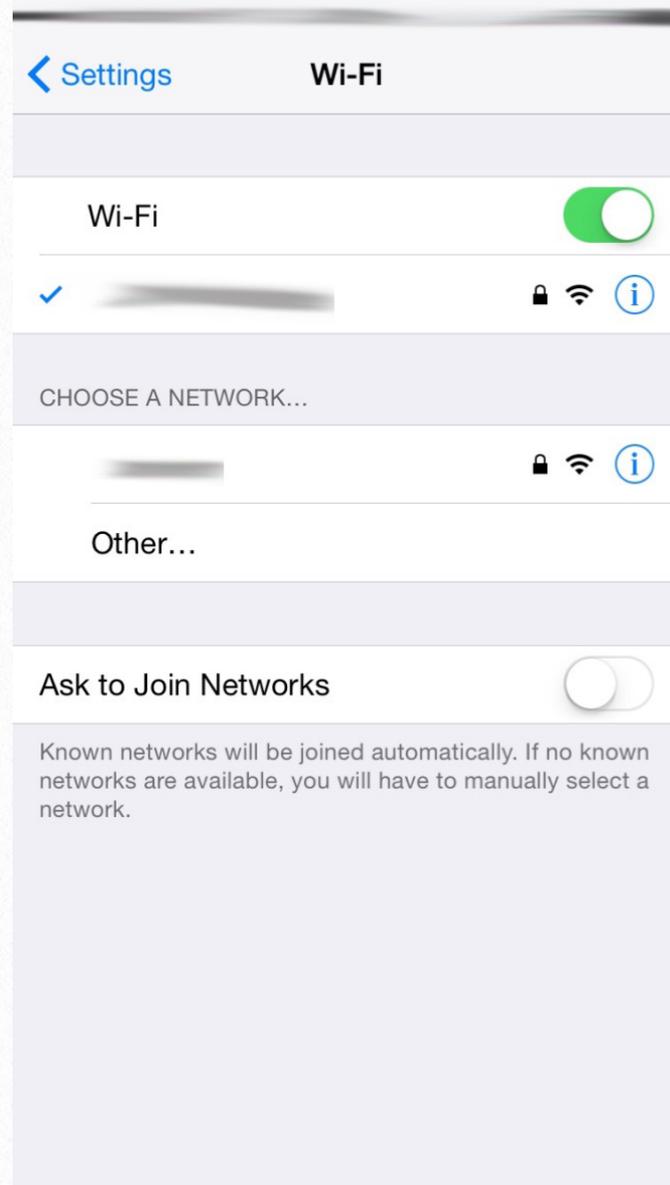
Most issues with the phone are caused by cellular network coverage issues. However, here are some steps you can take.

- Check whether the SIM has been activated
- Make sure that the signal strength is strong enough
- Most calls are missed because the user has placed the phone on silent mode. This is either using the mute button on the left hand side of the phone or by lowering the volume to 0.
- Make sure that DND (Do Not Disturb) is not turned on.

6

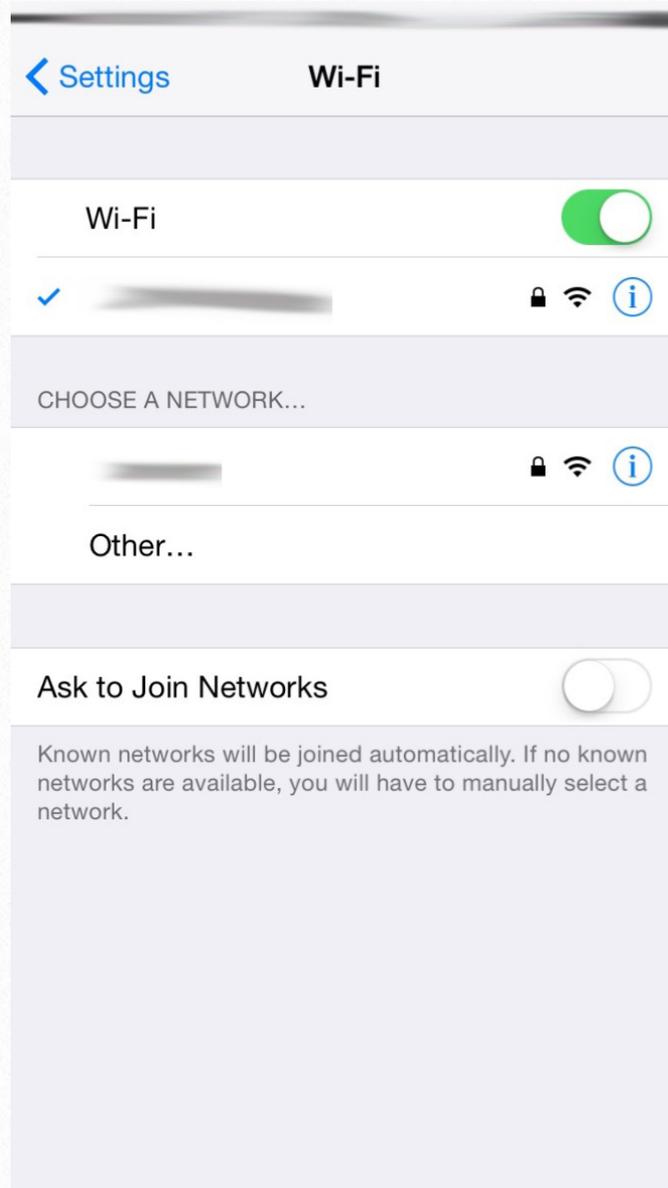
Networking & Internet

Connecting to the Internet



This applies to iPhone, iPad & iPod Touch.

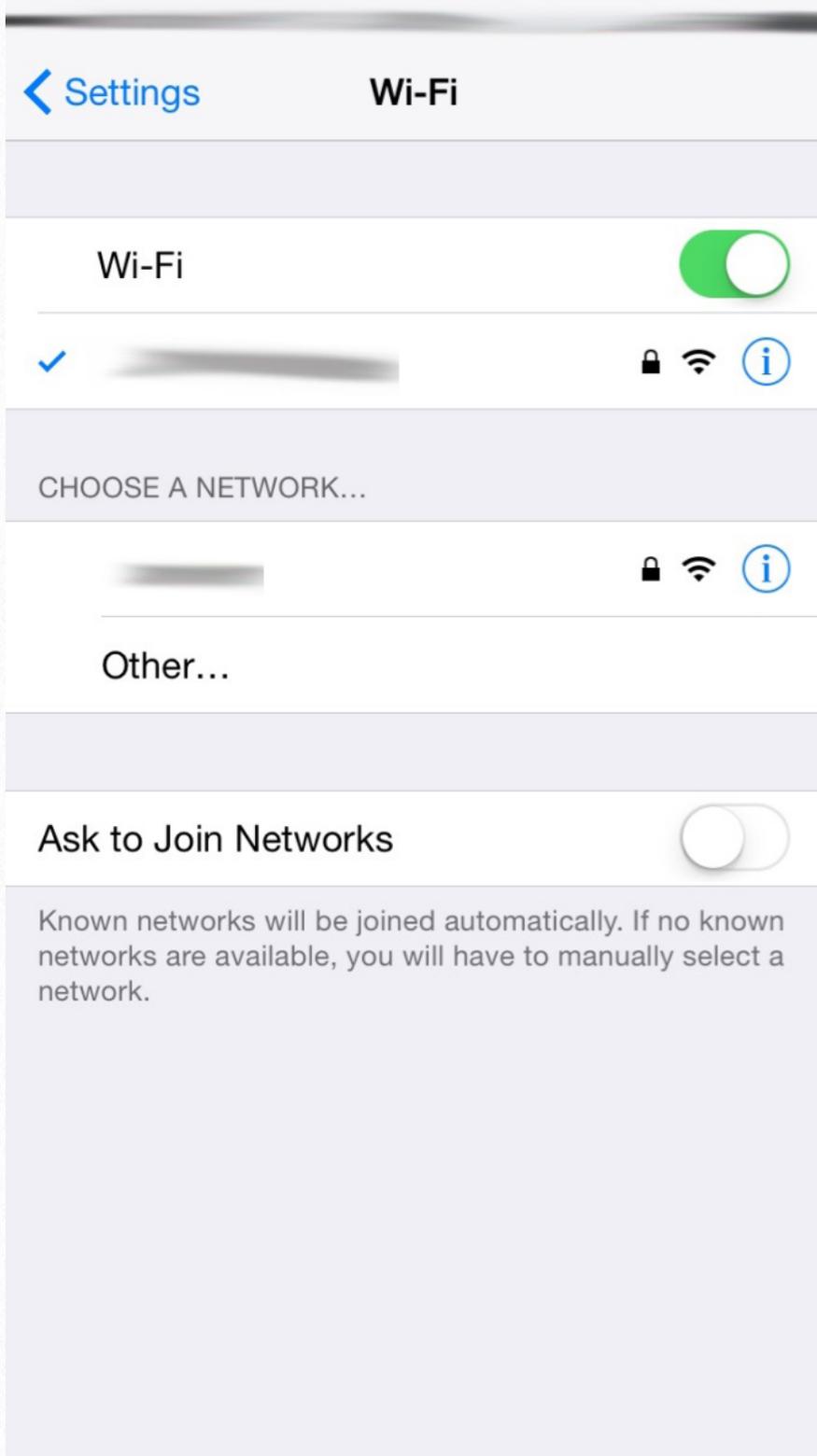
Networking & Internet



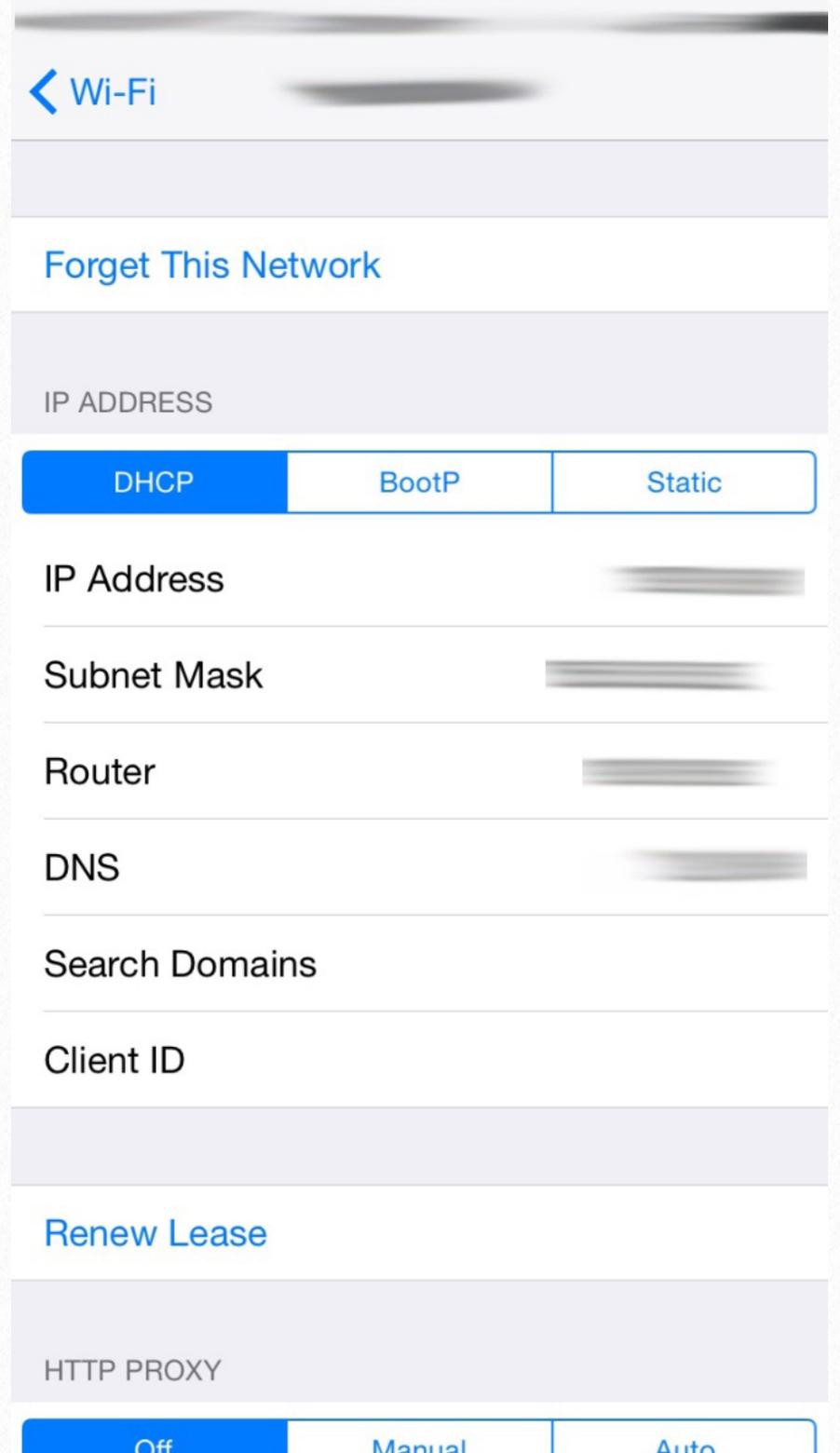
All communication related settings fall under the following sections within the Settings App.

- Wi-Fi
- Bluetooth
- Personal Hotspot
- Do Not Disturb
- Safari
- Twitter
- Facebook
- Flickr

- General > Background App Refresh



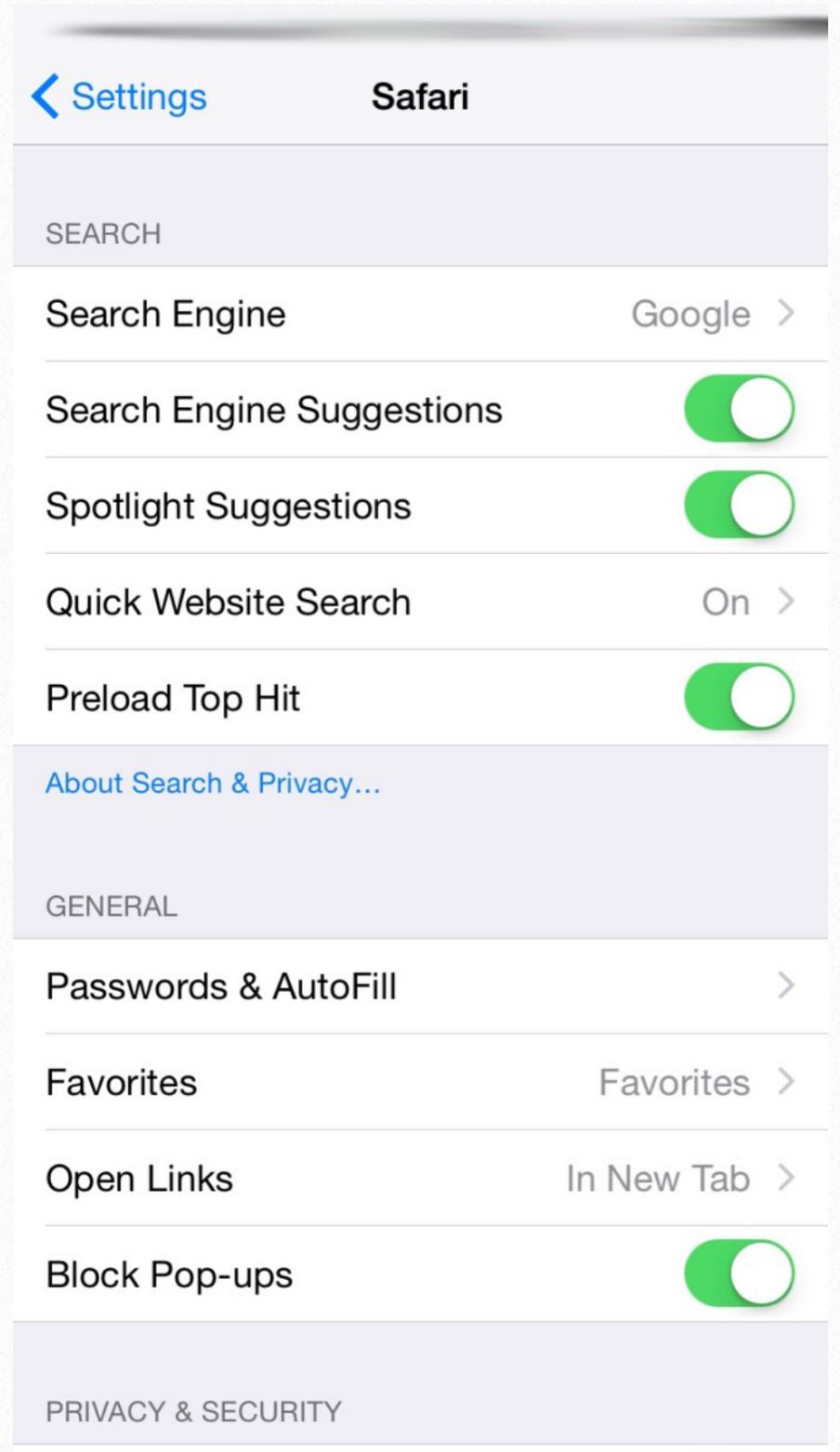
To connect to a wireless network. Go to the Wi-Fi section within the Settings App & select the network you want. Make sure that the Wi-Fi radio is on.



To manually configure the Network settings click on the '(i)' icon next to the Wireless networks name. This should be done within the Wi-Fi screen in the Settings App.

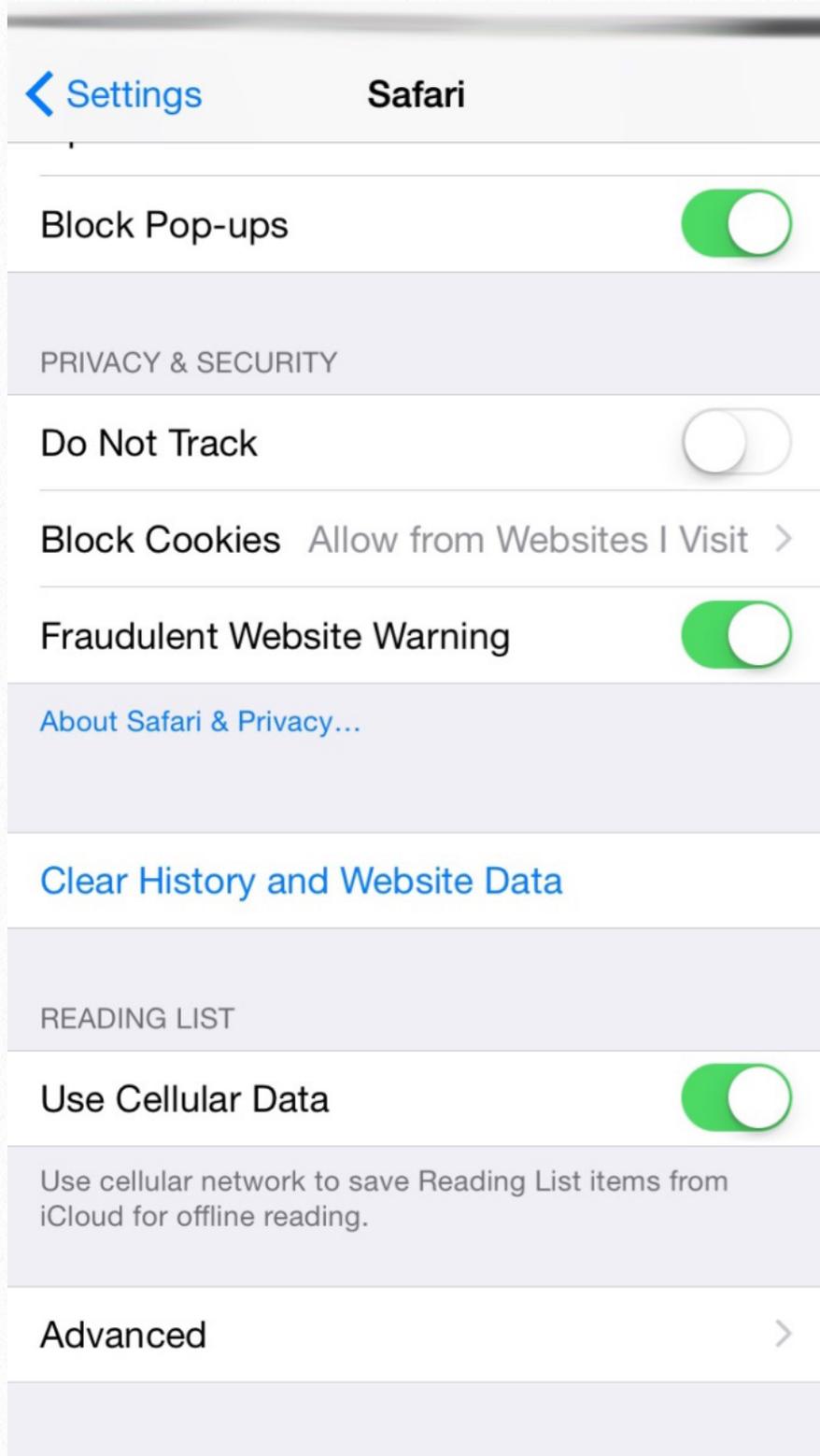


To share your internet with other devices go to the Personal hotspot Section within the Settings App.



Safari's settings are controlled from the Safari section within the Settings App. Here are some of the things that can be configured.

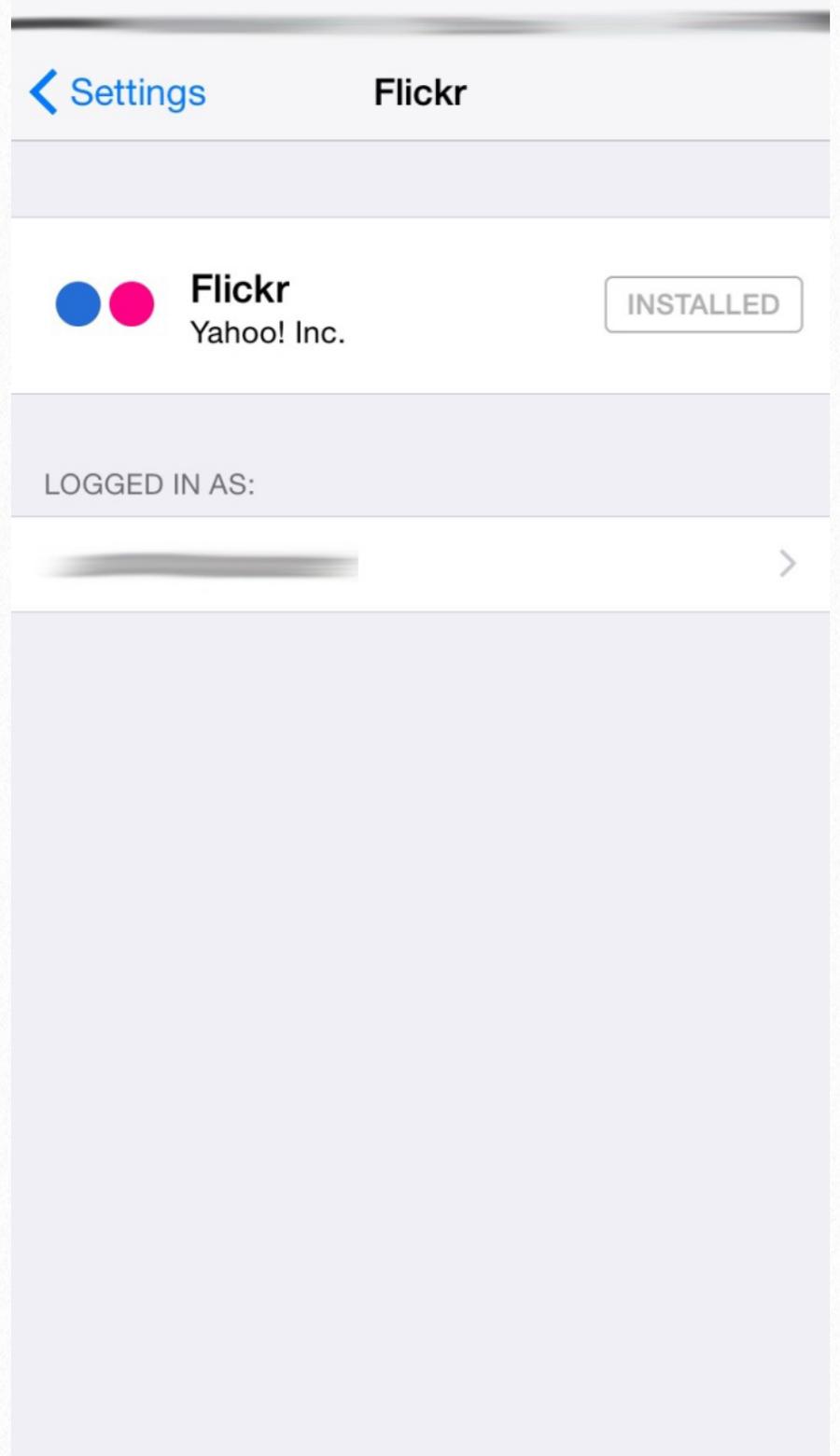
- Search settings including the search engine to be used.
- Password management
- Popup management
- Privacy & Security



- History
- Advanced settings

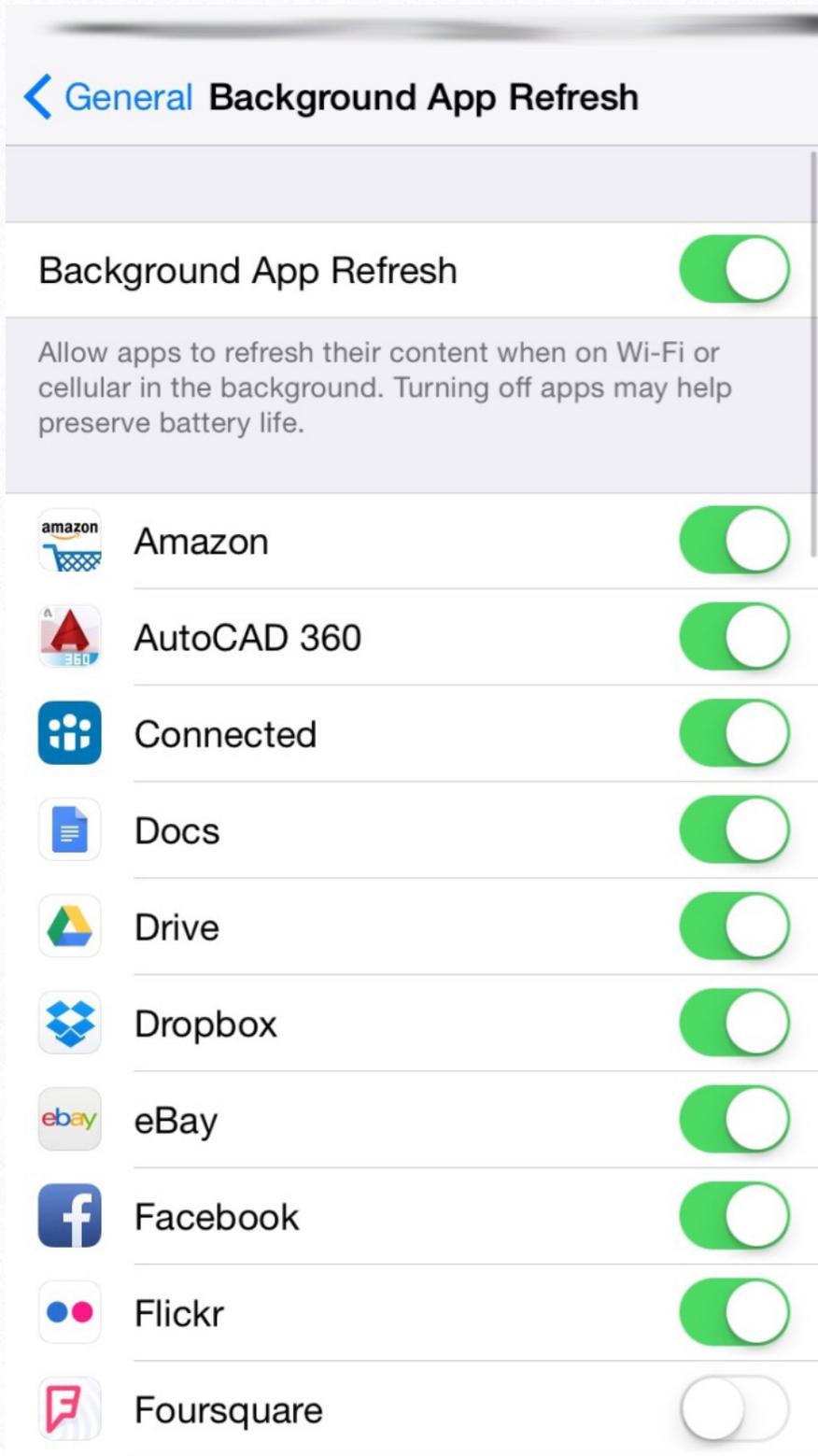


To give apps the opportunity or ability to share content directly onto your Twitter profile, via extensions, the user will have to sign into Twitter using the Twitter section within the Settings App. The user can also update their Contacts with Twitter contact details from this section.

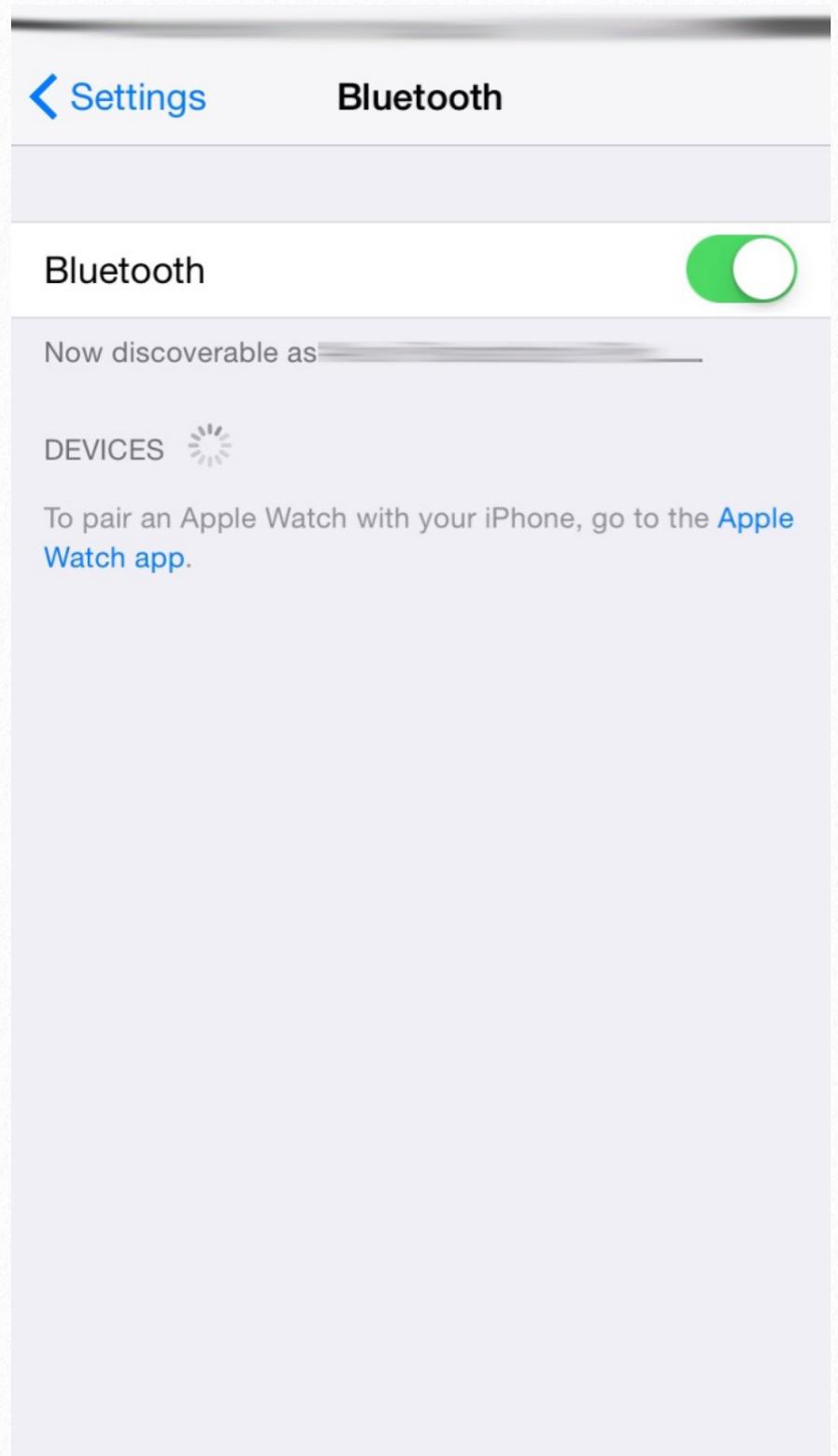


The user can also decide which Apps have access to the Twitter Settings.

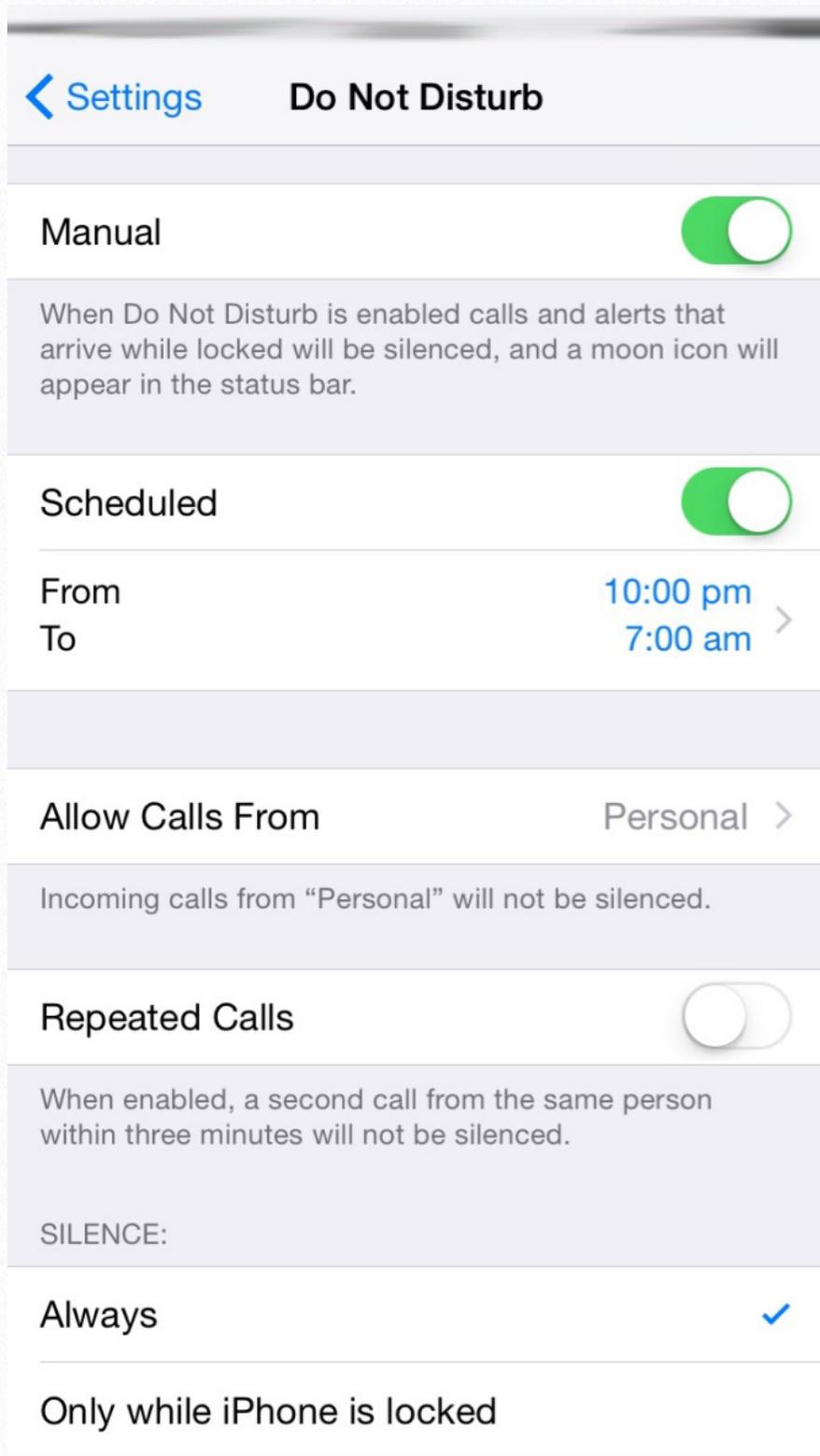
A similar set of settings are also available for Facebook, Flickr & Vimeo.



To control whether Apps can refresh their data while they are in the background the user must go to the Background App Refresh pane under the General Section within the Settings App.



Pairing with Bluetooth is done from the Bluetooth Section within the Settings App.



- Control which group of users are allowed to contact you. You will need to populate that group accordingly in the Contacts App.
- Handle repeat calls from a specific user within a given time interval.

Do Not Disturb or DND settings are managed from the Do Not Disturb section within the Settings App.

Here are some of the settings that can be configured.

- Scheduling DND intervals to turn on DND automatically at that time

Troubleshooting

Almost all issues arise because of Carrier or Wireless network connectivity. However here are some things that you can check for:

- Have you turned on DND? This will block almost all alerts & calls
- Are your network settings appropriate
- Have you turned on bluetooth?
- Do you have cellular signal connectivity?
- Does the network, that you are connected to, have a Firewall?
- Certain internet connections have data limit check to see if you have exceeded that. This applies to both cellular & wireless networks.

7

SMS

Settings related to SMS



This is related to the iPhone only.

SMS



This app offers dual functionality. One of the services it offers is the traditional SMS service which allows a user to send short messages over the cellular network. This is handset / carrier / OS independent.

Within the same app there is another functionality included. That is the iMessage service.

Most of the settings related to SMS are fairly straight-forward.



Here are some of the more useful settings:

- Showing Subject Field
- Enabling MMS Messaging
- Character count
- Audio & Video message settings.

Many of these settings apply to iMessage too.

iMessage



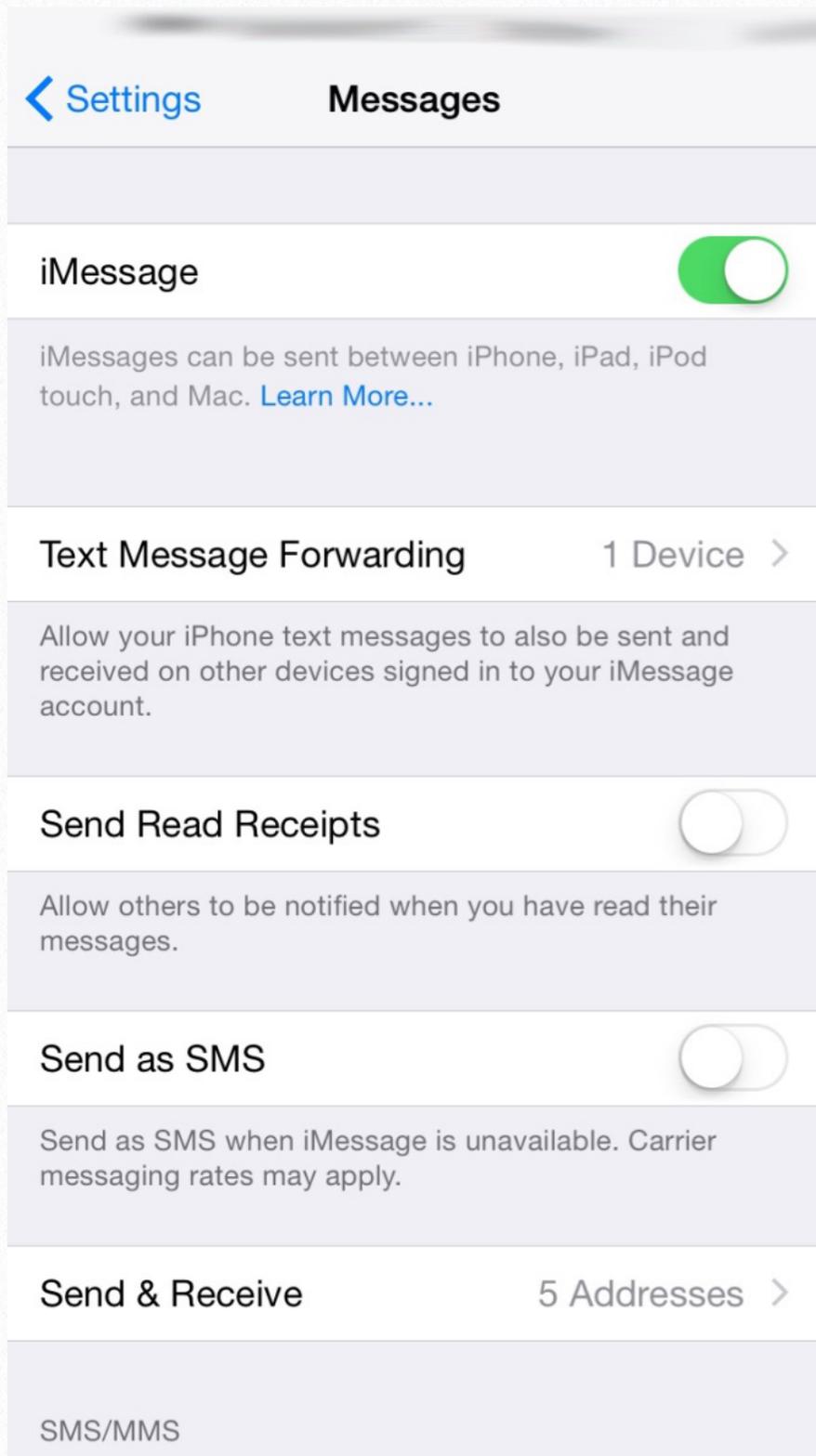
iMessage is located within the same app. The iMessage Service is a messaging service offered by Apple. For iPads, iPod Touches & Macintosh computers this is the only feature available, they don't have the SMS service.

However, there are significant differences between the two.

1. The iMessage service requires access to the internet. It cannot work without internet.
2. The iMessage service is available from one Apple Device to another Apple device. It works in the Apple ecosystem only.
3. This is a free messaging service. So only the carriers data usage may apply depending on your plan.

4. Unlike the SMS service, iMessaging can take place between Apple IDs or between phone numbers (*with the iMessage Service enabled*) or a combination of the 2.

- The option to send 'Read Receipts'.
- The option to send the message as an SMS if there is no internet connection (*carrier SMS rates may apply, works with iPhone only*).
- The flexibility to receive the messages on multiple devices.



There are some useful features available with iMessage.

Troubleshooting

Like Phones, most issues with the SMS app are caused by cellular network coverage issues. However, here are some steps you can take.

- Check whether the SIM has been activated
- Make sure that the signal strength is strong enough
- Make sure your internet plan is active & internet is available. iMessage requires internet & won't work without it.
- Make sure that DND (Do Not Disturb) is not turned on.
- Make sure the iMessage service is turned on for both the sender as well as the receiver. If it is off for either one, then only the SMS service will work.

8

Mail

Settings related to the Native Mail App.



This is related to iPhone/iPad/iPod Touch.

Mail



The Mail service is easy to configure. It provides support for a large number of protocols.

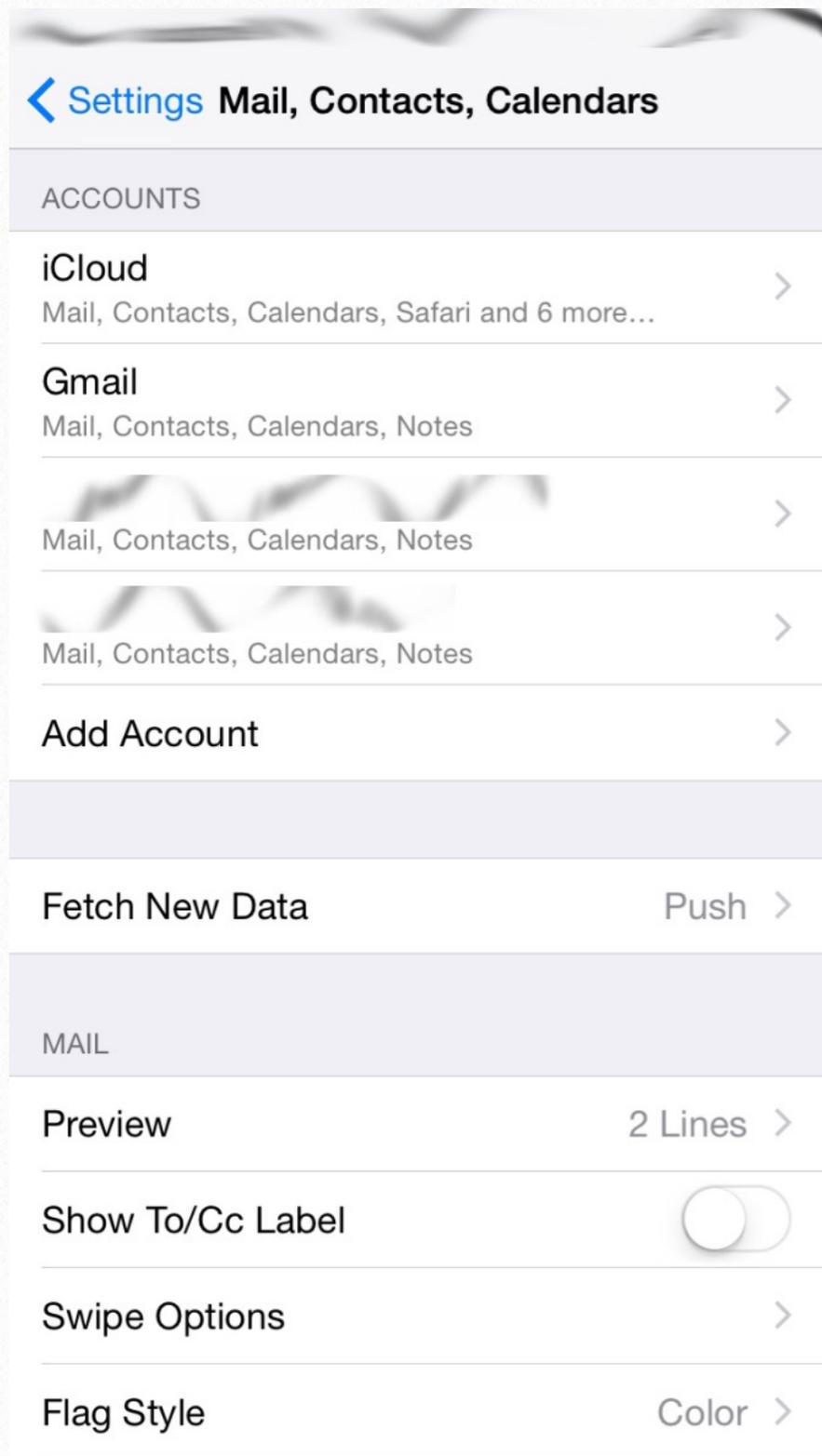
Some of the popular accounts supported by mail include Gmail, Yahoo, Hotmail.

The place to go to to configure emails is the Mail, Contacts & Calendars section within settings.

Some of the features that can be configured from there include:

- New email accounts
- Controlling when mails are fetched
- How emails are presented.
- Compose screen appearances
- Signatures
- Default account details.

Apart from the list above, custom settings for each mail account can also be set by clicking on the individual accounts.



Troubleshooting

The mail service is completely dependent on the internet. That should be the first thing to check before anything else.

- Check whether the user has a valid account with the specific service provider (Google, Microsoft, Yahoo...)
- Make sure the username & password entered are correct.
- For custom settings make sure the user has used appropriate settings for details such as
 - outgoing mail server
 - incoming mail server
 - port numbers
 - authentication mechanism
- Try connecting to the web version of the service from the same iOS Device.

9

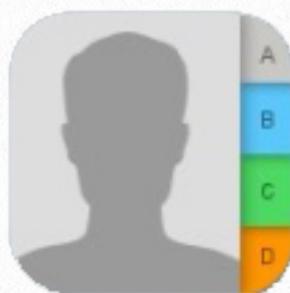
Contacts

Settings related to the native Contacts App.



This is related to iPhone/iPad/iPod Touch.

Contacts



Like the mail service this is also configured from the Mail, Contacts & Calendars section within the Settings App.

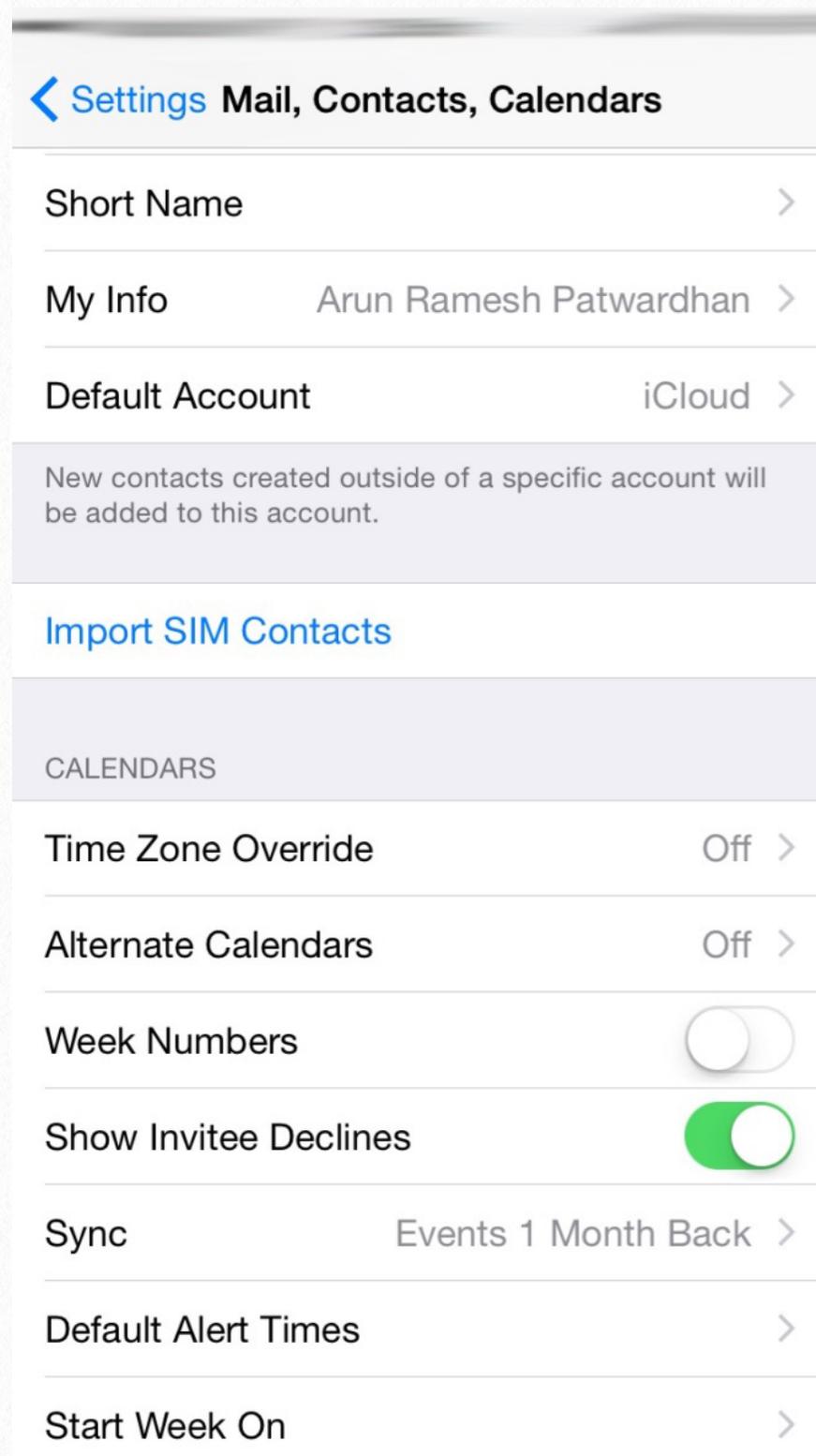
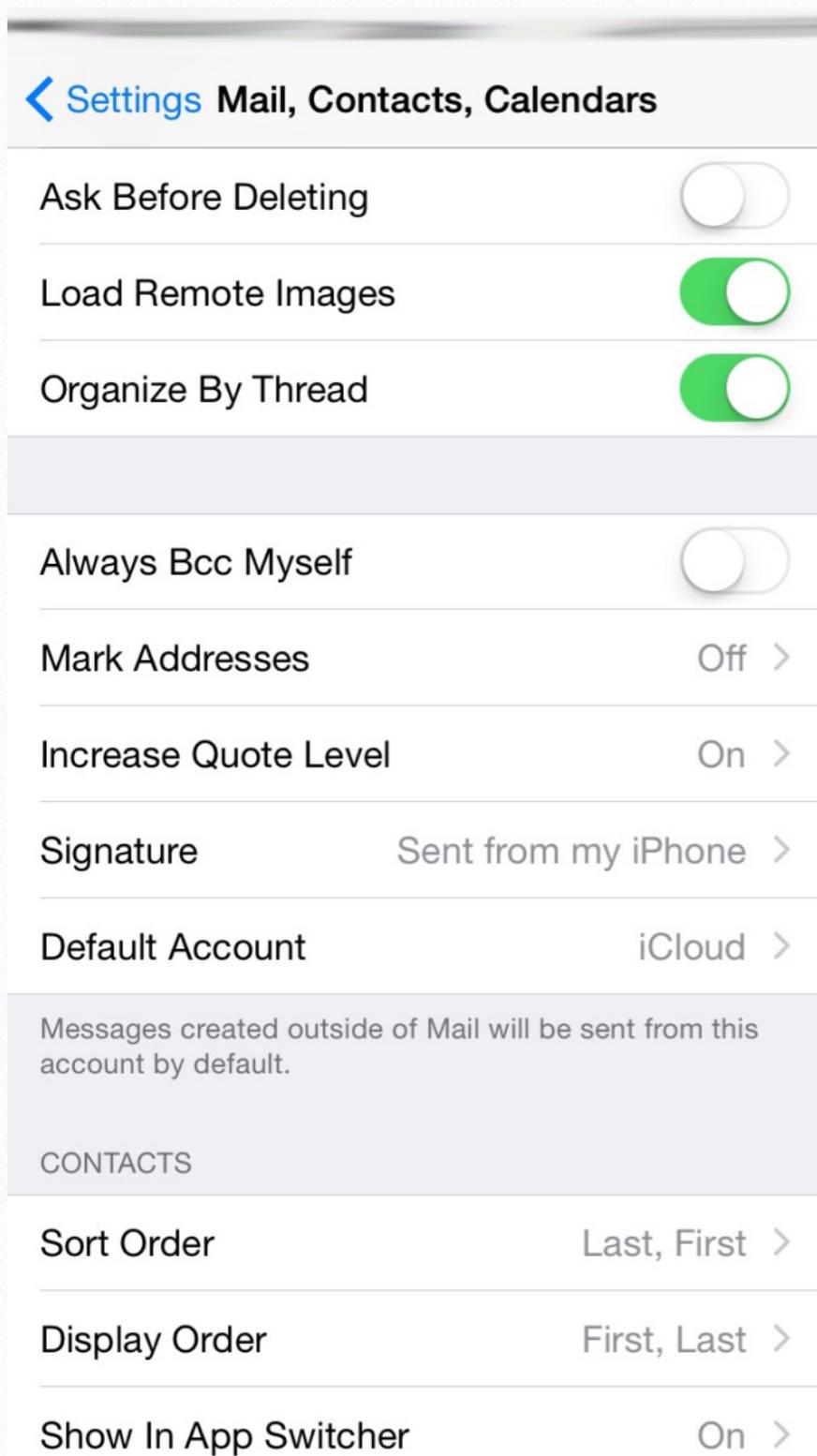
In most cases, users will be using some form of mail service itself to manage all their contacts.

Users could have contacts managed by multiple services & this can get confusing.

Here are some the features that can be configured:

- Sorting Order

- Display Order
- Import Contacts from SIM Card



The last feature is extremely useful. Especially for situations where a users is moving from an older mobile device where contacts are saved on the SIM card rather than any web based service.

Troubleshooting

The Contacts service is completely dependent on the internet. That should be the first thing to check before anything else. This applies to contacts which need to be downloaded, new, from the internet. Existing contacts should still be accessible.

- Check whether the user has a valid account with the specific service provider (Google, Microsoft, Yahoo...)
- Make sure the username & password entered are correct.
- For custom settings make sure the user has used appropriate settings.
- Try connecting to the web version of the service from the same iOS Device.
- Check the default Contacts service provider.
- Ask the user to verify the service in which the contacts are being saved. This is a common problem for situations where the user is saving the contacts into multiple accounts.

10

Calendar

Settings related to the Native Calendar App.



This is related to iPhone/iPad/iPod Touch.

Calendar



Like the mail service this is also configured from the Mail, Contacts & Calendars section within the Settings App.

In most cases, users will be using some form of mail service itself to manage all their Calendars.

Users could have calendars managed by multiple services & this can get confusing.

Here are some the features that can be configured:

- Time zone
- Week Numbers
- Default calendar



Troubleshooting

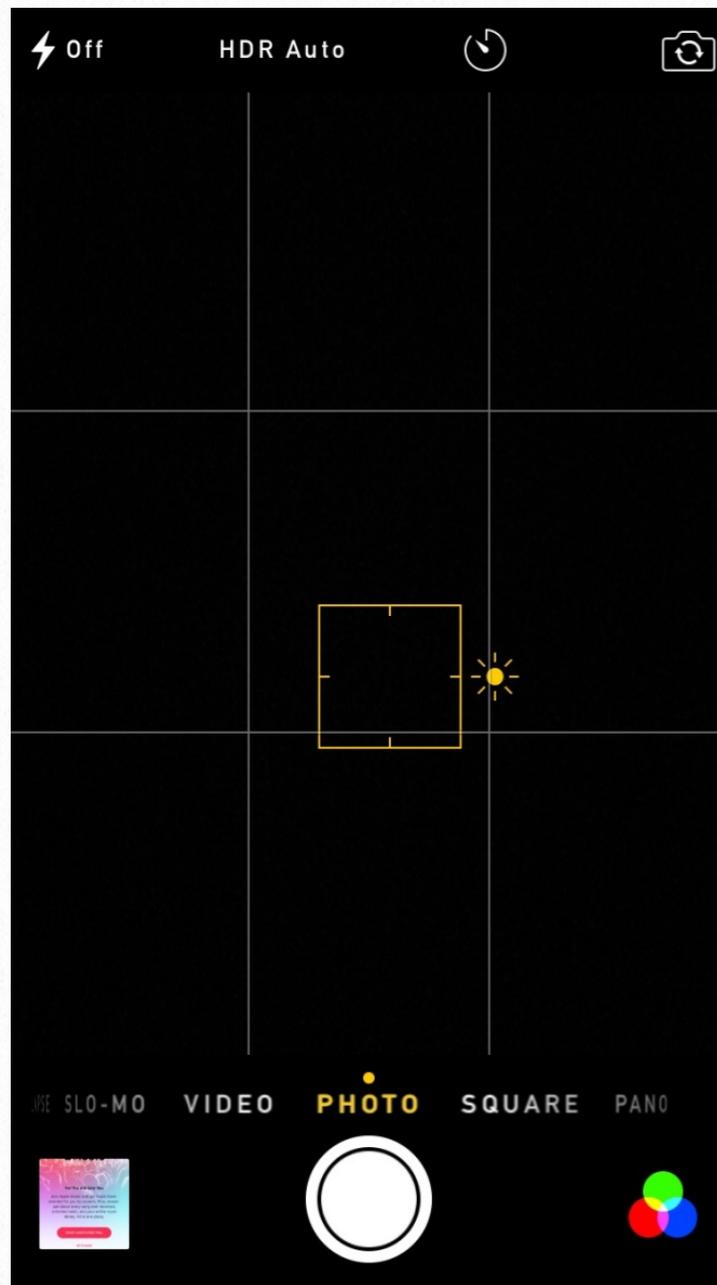
The Calendar service is completely dependent on the internet. That should be the first thing to check before anything else. This applies to Calendar events which need to be downloaded, new, from the internet. Existing events should still be accessible.

- Check whether the user has a valid account with the specific service provider (Google, Microsoft, Yahoo...)
- Make sure the username & password entered are correct.
- For custom settings make sure the user has used appropriate settings.
- Try connecting to the web version of the service from the same iOS Device.
- Check the default Calendar service provider.
- Ask the user to verify the service in which the events are being saved. This is a common problem for situations where the user is saving the events into multiple accounts.

11

Photos & Videos

Settings related to the native Photos App.



This is related to iPhone/iPad/iPod Touch.

Photos

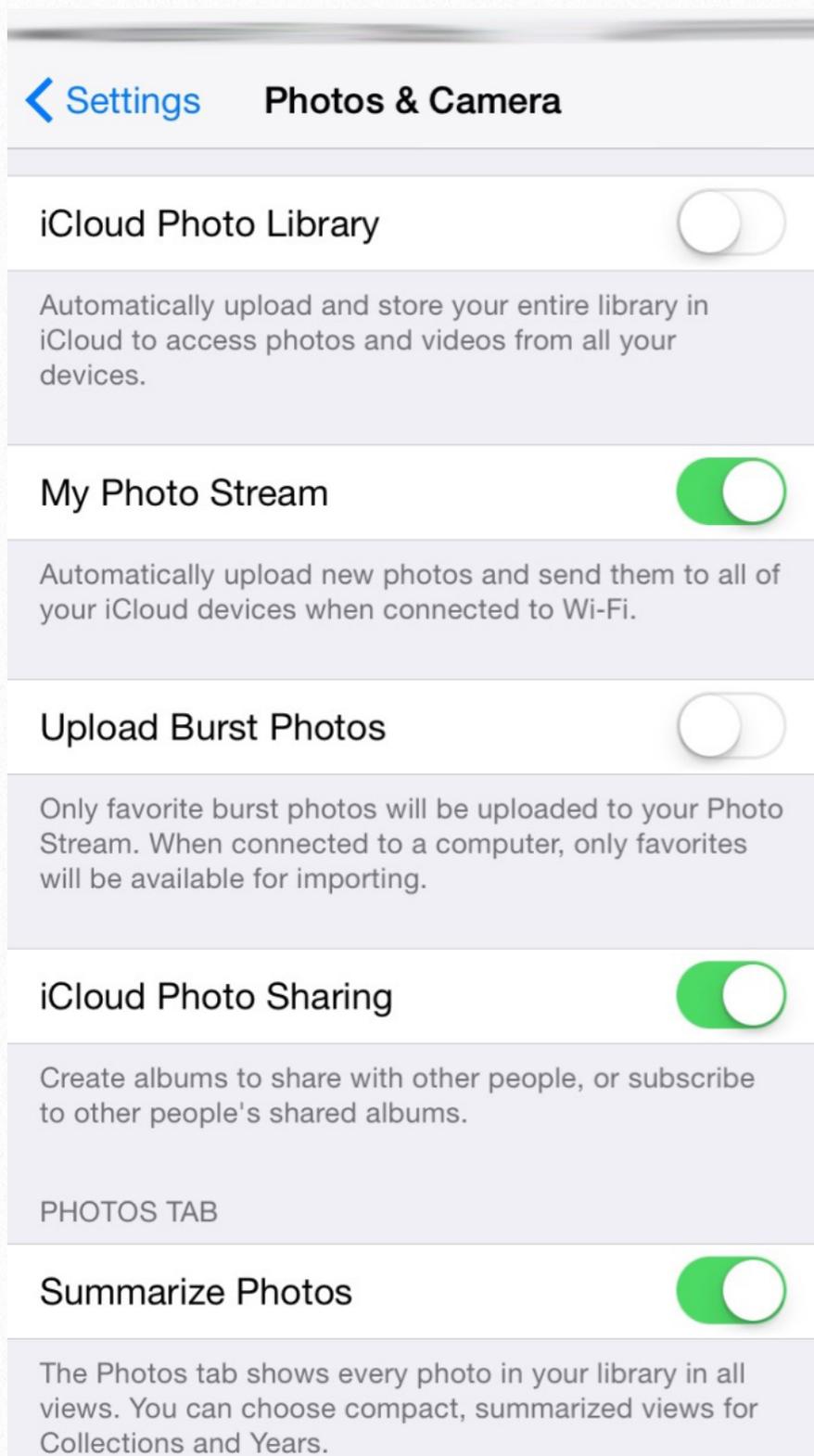


Photos can be taken from the Camera app in your iOS Device. An important point to note that photos can only be taken if your iOS Device has a camera. Certain older iOS Devices do not have a front &/or back camera.

Settings related to the camera can be found under the Photo & Camera section found under settings.

Here are some of the things that can be setup:

- Uploading to iCloud
- Photo Sharing
- Grid



Many of the other controls for the camera can be found in the camera app itself. The same app is used for taking both still photographs as well as videos.

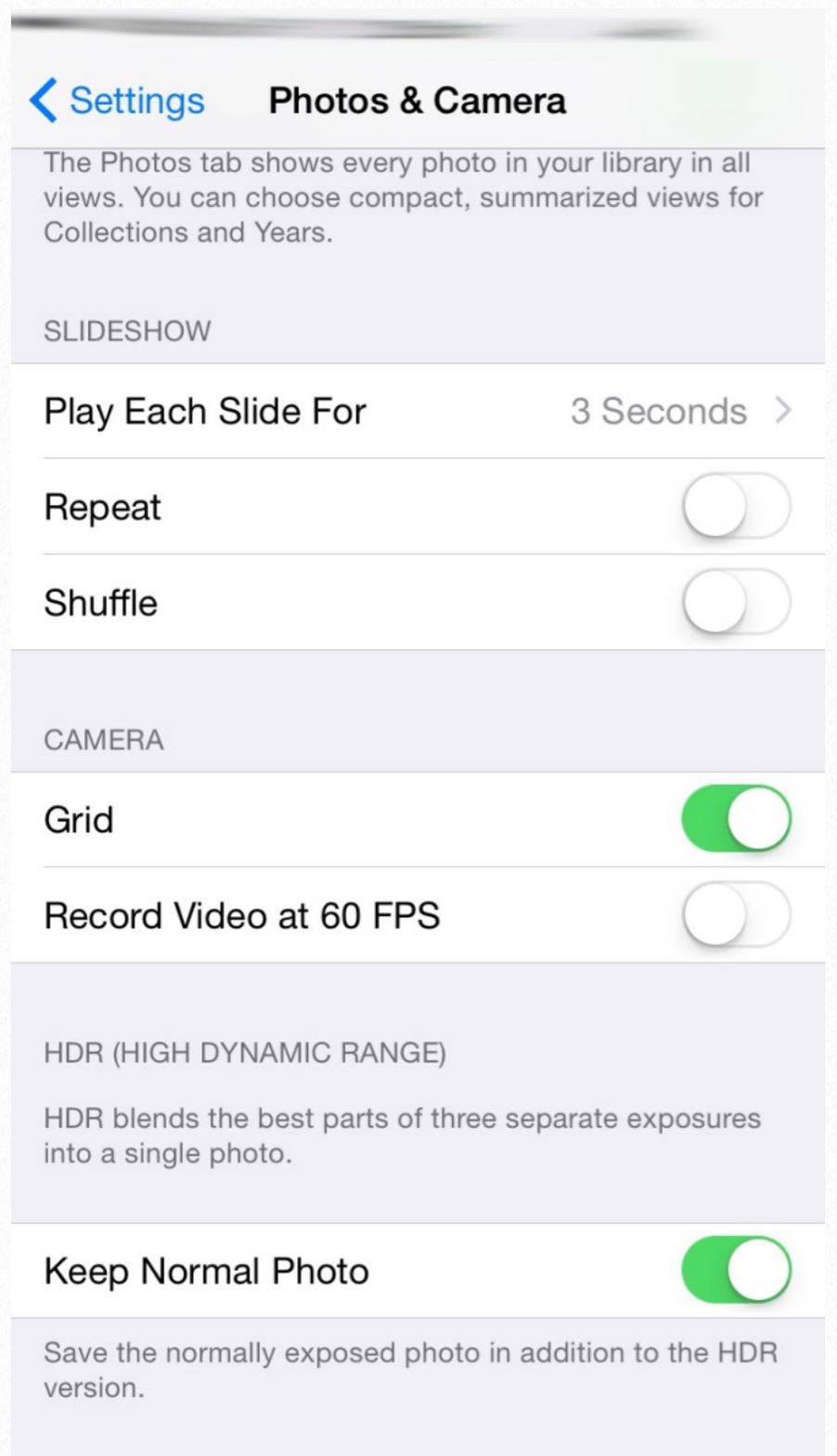


Photo editing & management is done through the new Photos app. Additional effects can be added through app extensions which are made available through various apps.

Troubleshooting

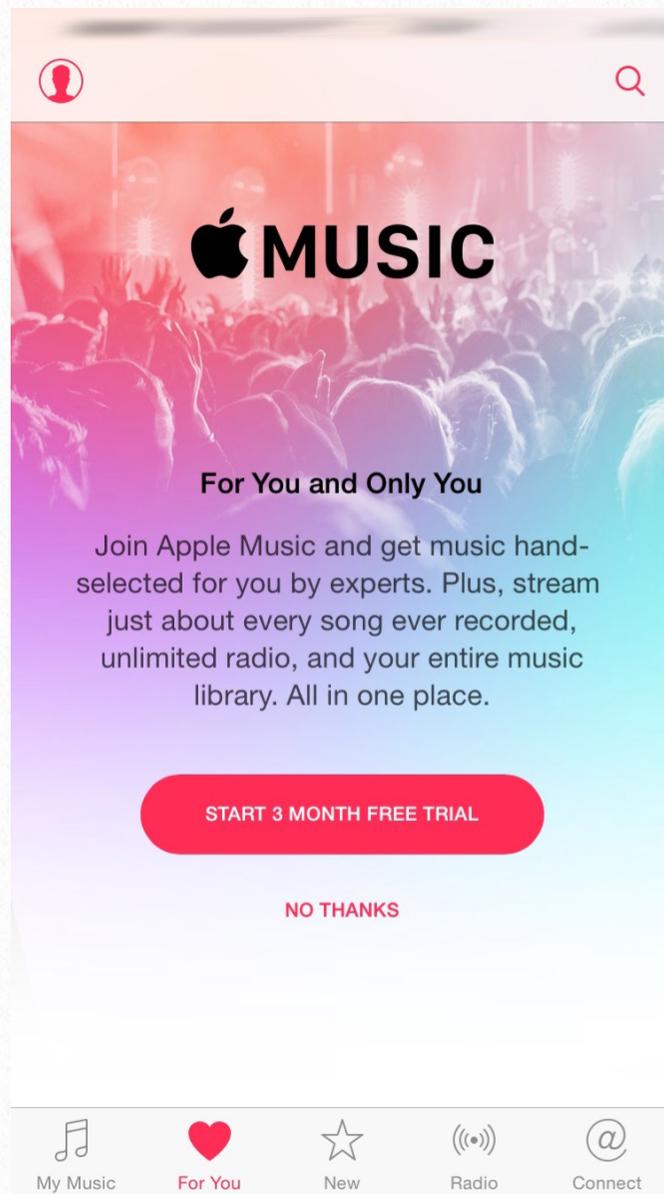
The main thing that can go wrong with the Photos app itself is the upload process of putting Photos on the cloud.

Check the iCloud Photo stream & iCloud Photo Library options to make sure that your Photos are available.

12

Music

Settings related to the native Music app.



This is related to iPhone/iPad/iPod Touch.

Music



Music on your iOS Device is accessible through one App. The Music App. This app allows you to play your song & control it.

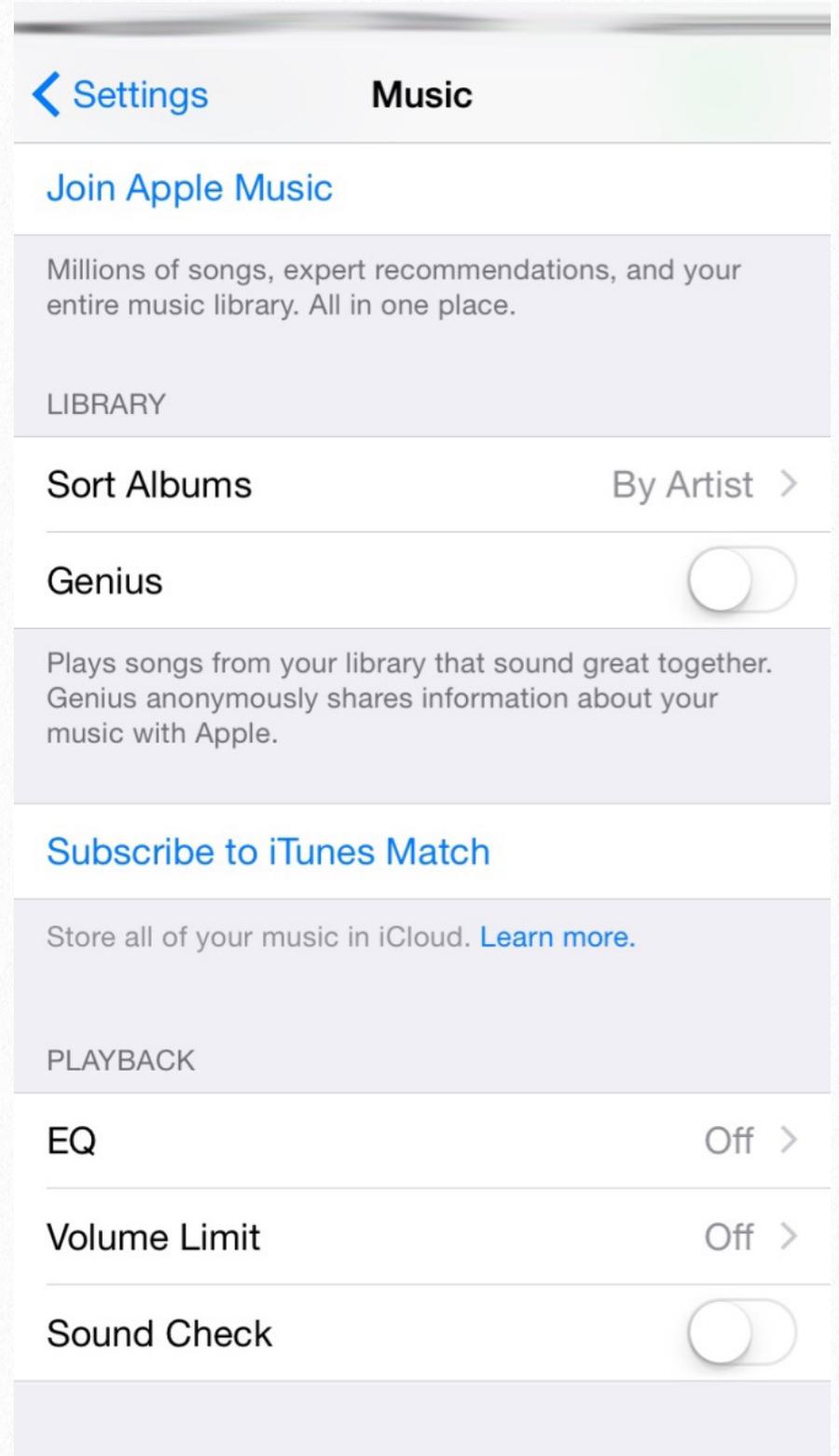
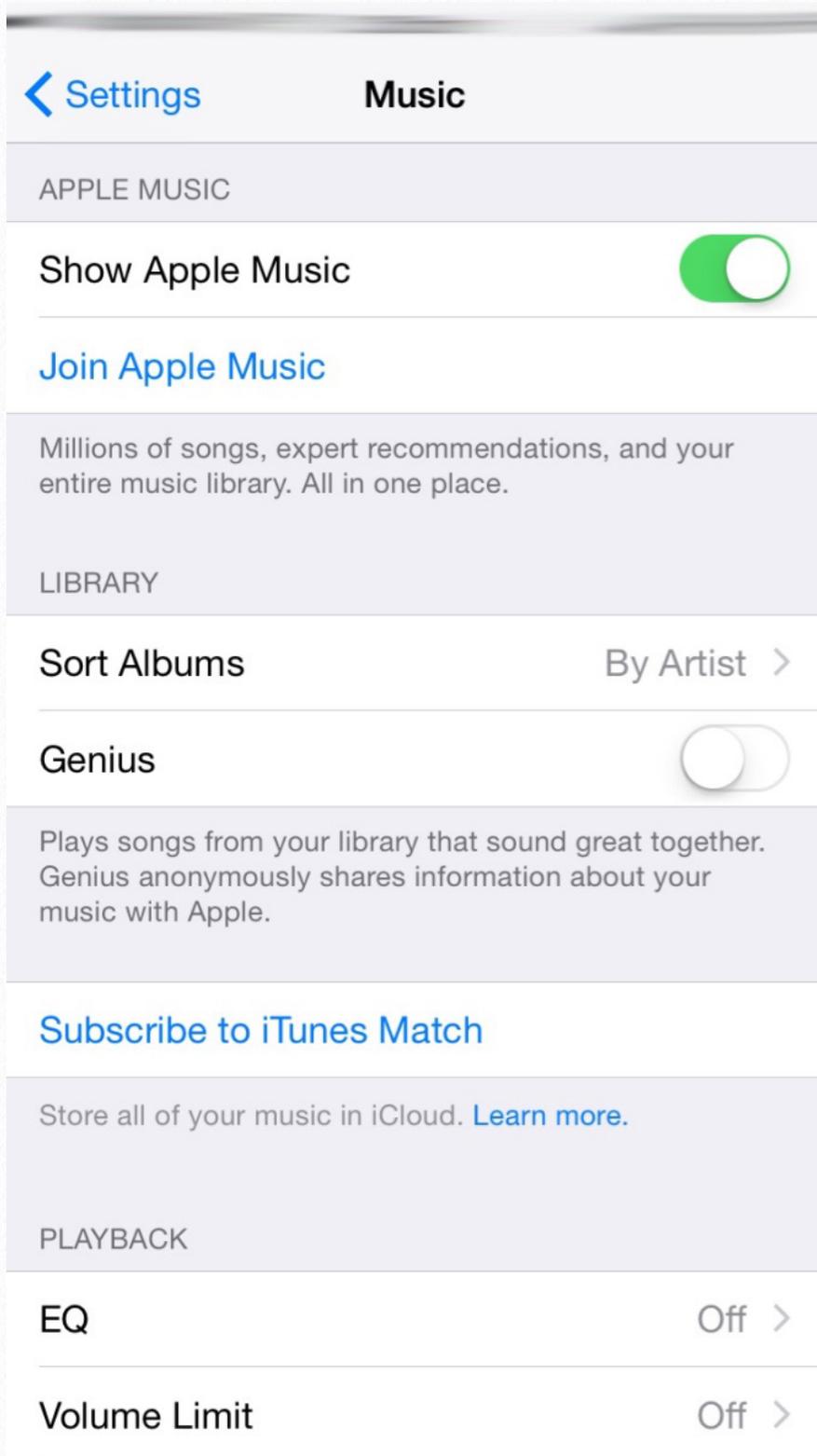
The settings to control it are basic. The following screenshots illustrate what you can configure.

There are 2 types of music that you can have within your App. First type is the songs that you sync from your computer.

These are songs you have purchased from elsewhere.

The second category is a Apple Music. This is an internet radio type service which is provided by Apple. This is a paid subscription service that gives access to a large collection of songs that are available with Apple.

It is possible to have both the types of Music on your iOS Device at the same time.



Troubleshooting

In most cases there is little that can go wrong with the Music app. However, here are a few things that you can check:

- Is there internet access?  Music requires internet access.
- Check the volume & your headphones/speakers
- Make sure the encoding for your songs is correct.

13

iCloud

Settings related to iCloud



This requires an Apple ID. This chapter focuses on setting up & using iCloud. This is related to iPhone/iPad/iPod Touch/Mac/Apple TV/Windows.

iCloud



This is a service introduced by Apple to ensure data synchronization across all your Apple devices. A lot of the information on your iOS Device is made available across other devices & vice versa via iCloud.

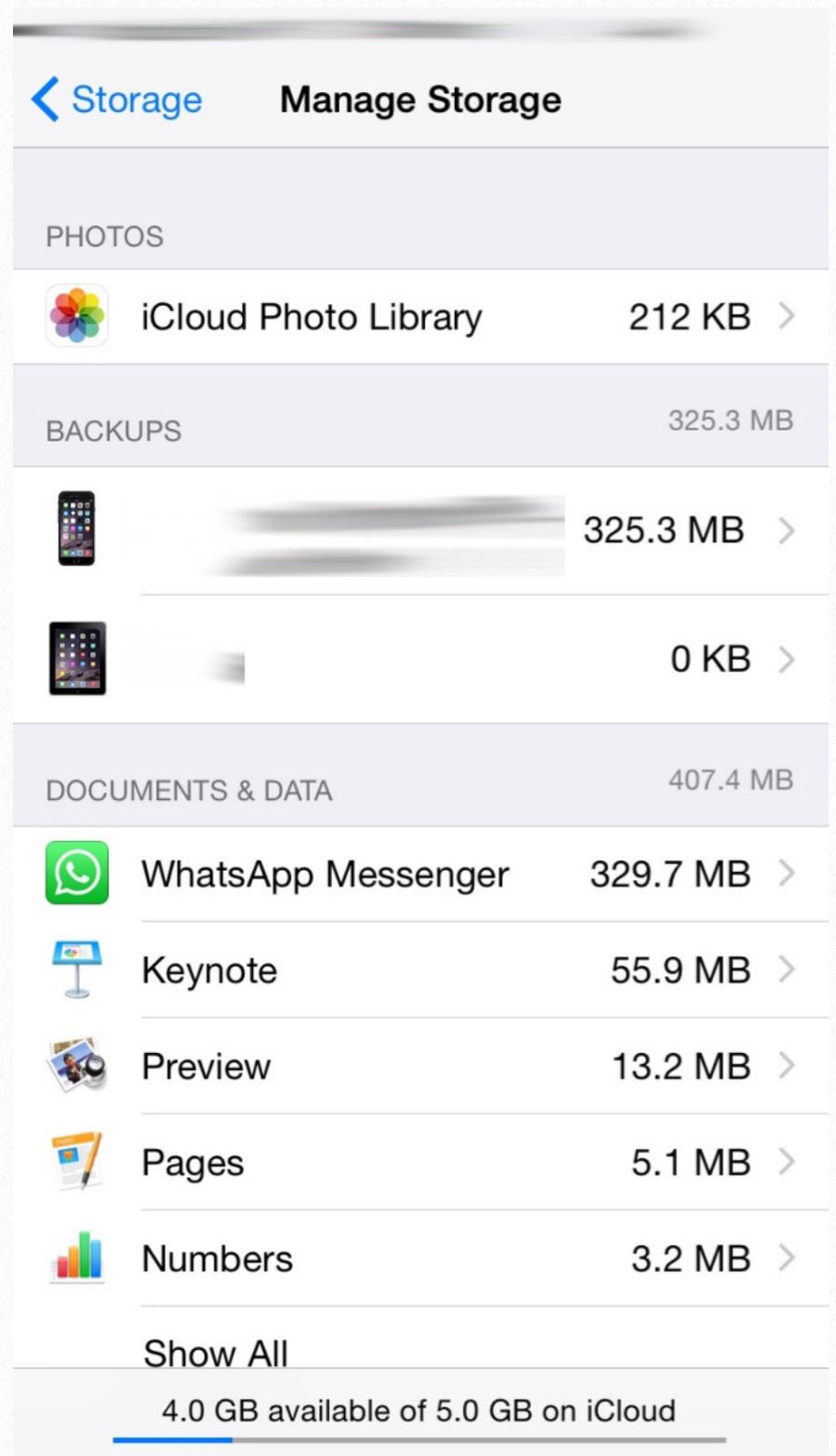
Once can easily control what is made available though. Everything is managed from the iCloud settings within System Preferences.

What is required is an Apple ID. Which can easily be made for free. For [more information](#) about Apple ID view the chapter on Apple ID.

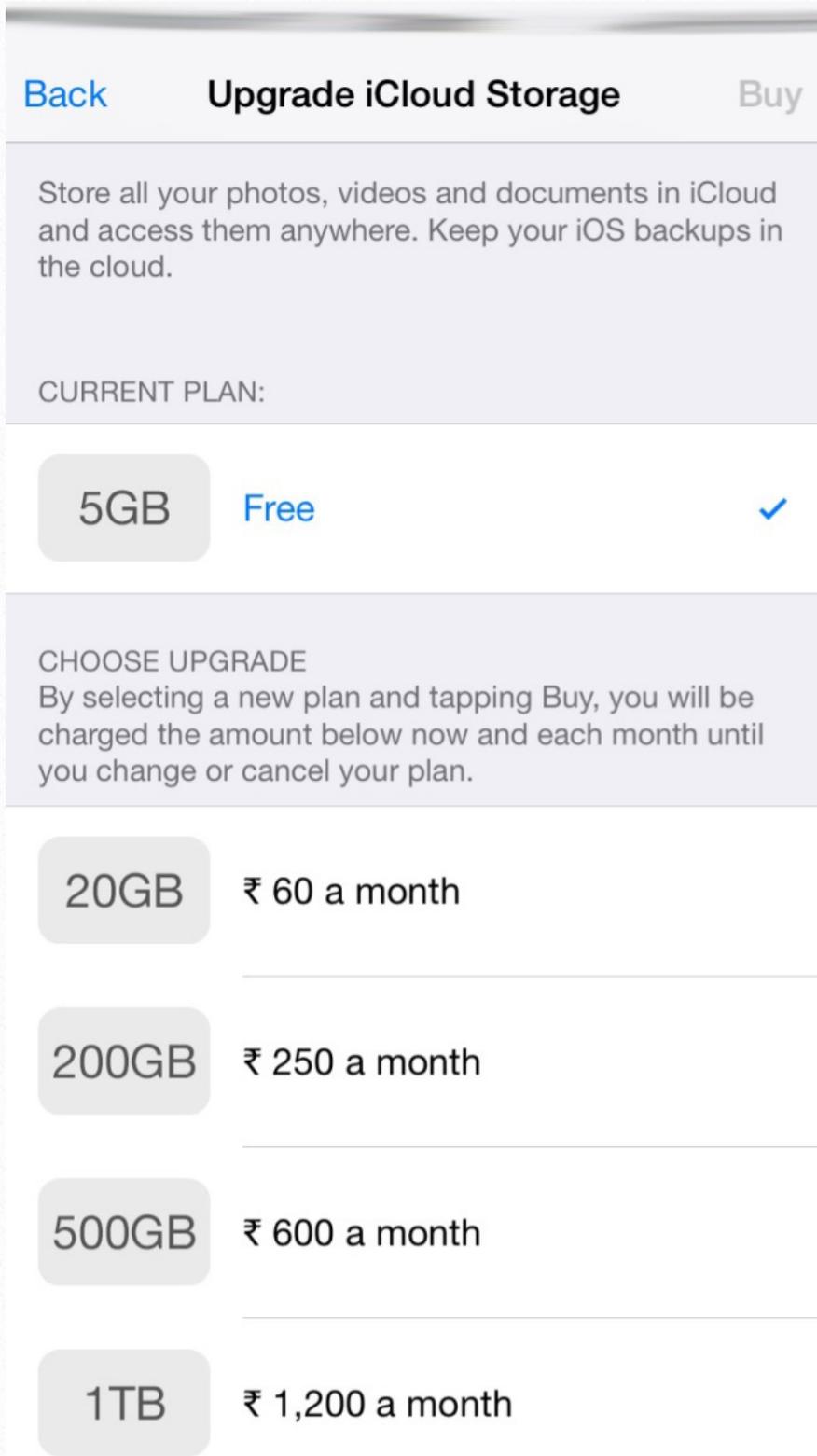


There are some basic settings that can be controlled from here. Once can choose which data should be made available from & to the iCloud service.

It is from here that the storage for an iCloud can be managed.



A free account gets 5GB of storage for free. From the Manage storage section once can also see which apps are using the iCloud storage space & how much.



If a user wants he can even purchase more storage on an annual subscription basis. The rates mentioned in the screenshot above may change over time.

Troubleshooting

Most problems occur due to internet availability. Here are some other things you can check:

- Check the username & password
- Make sure the country is correct
- Verify credit card information
- Make sure the feature/service/app is available in that country.
- Make sure you have turned on iCloud for that particular service
- Some updates take time to get through to or from iCloud. Make sure your internet is fast enough.

14

FaceTime

Settings related to FaceTime



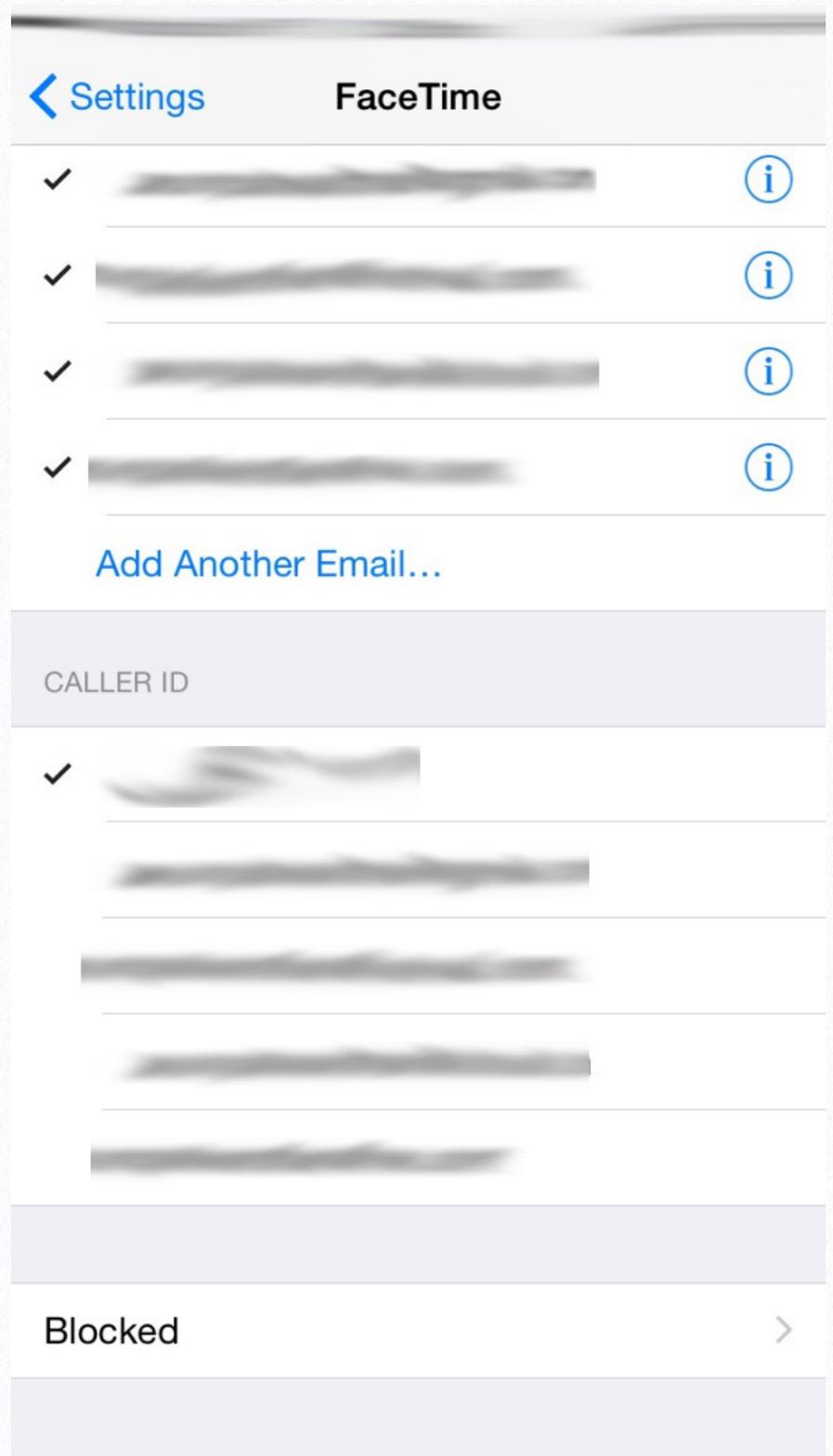
This is related to iPhone/iPad/iPod Touch.

FaceTime



This is a video & audio calling service which uses the internet. It is offered by Apple & works between a wide variety of Apple products. The most important requirement for this is internet. An Apple ID is also required for this. For more information about Apple ID please read up the [chapter](#) on Apple ID.

The most important setting related to FaceTime is the ID on which you can be reached for FaceTime. That and the list of blocked callers.



Troubleshooting

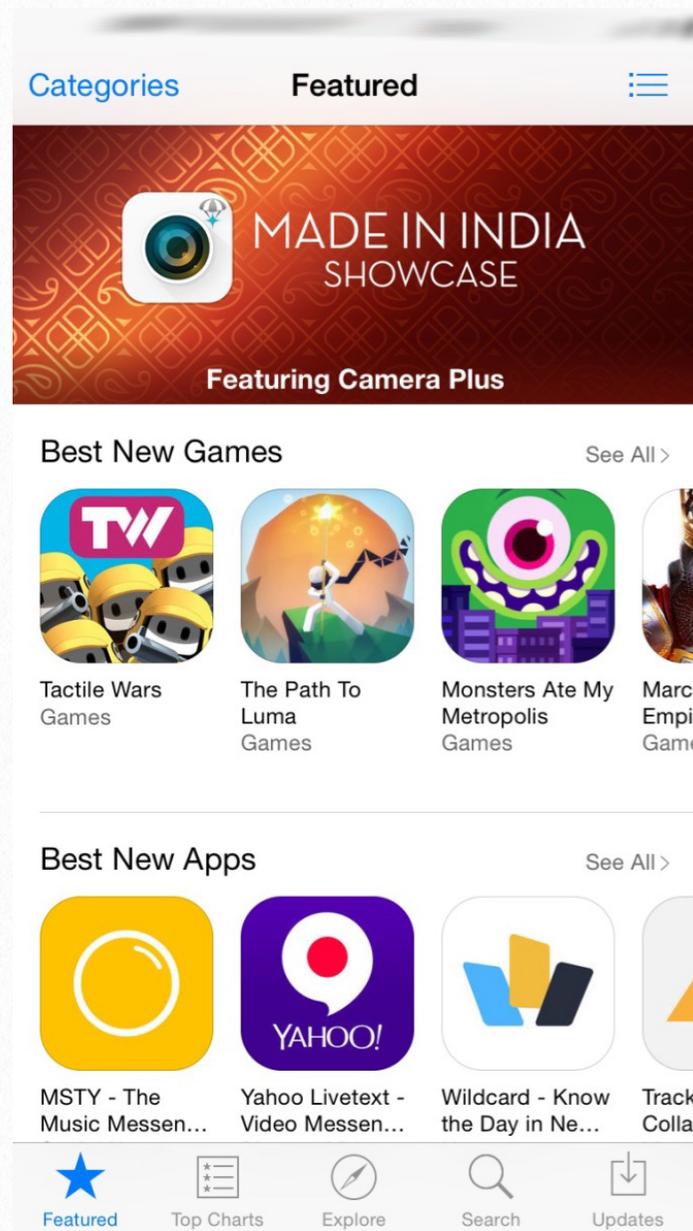
Most problems occur due to internet availability. Here are some other things you can check:

- Check the username & password
- Make sure the feature/service/app is available in that country.
- Verify internet connection, FaceTime requires internet
- If there is an issue with the quality of the connection try audio only calls, especially if video is not a strict requirement

15

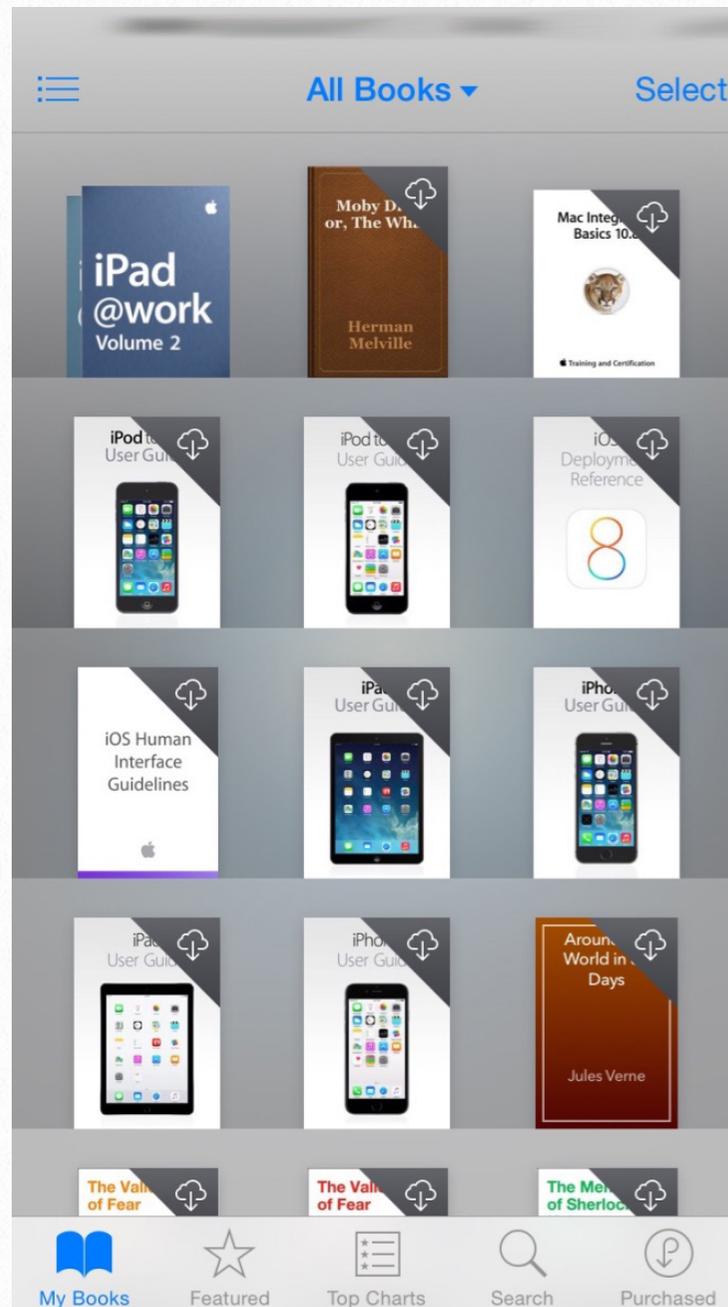
iTunes, Apps & Books

Download apps & books from the store.



This is related to iPhone/iPad/iPod Touch.

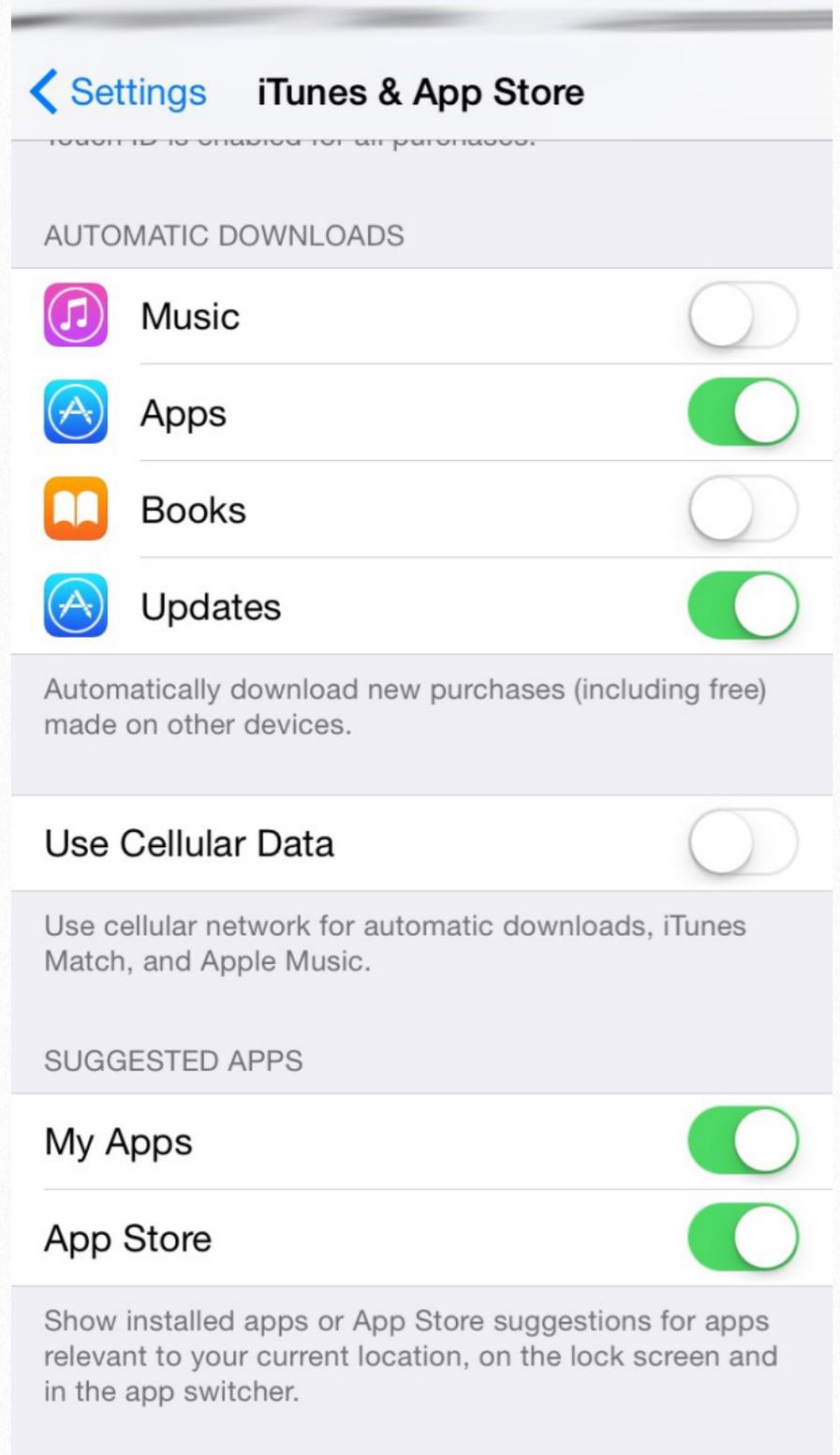
iTunes, Apps & Books



Downloading Apps, Books & other content is very easy. All that is really required is an Apple ID with credit card details associated with it. For more information on Apple ID please read the [chapter](#) on Apple IDs.



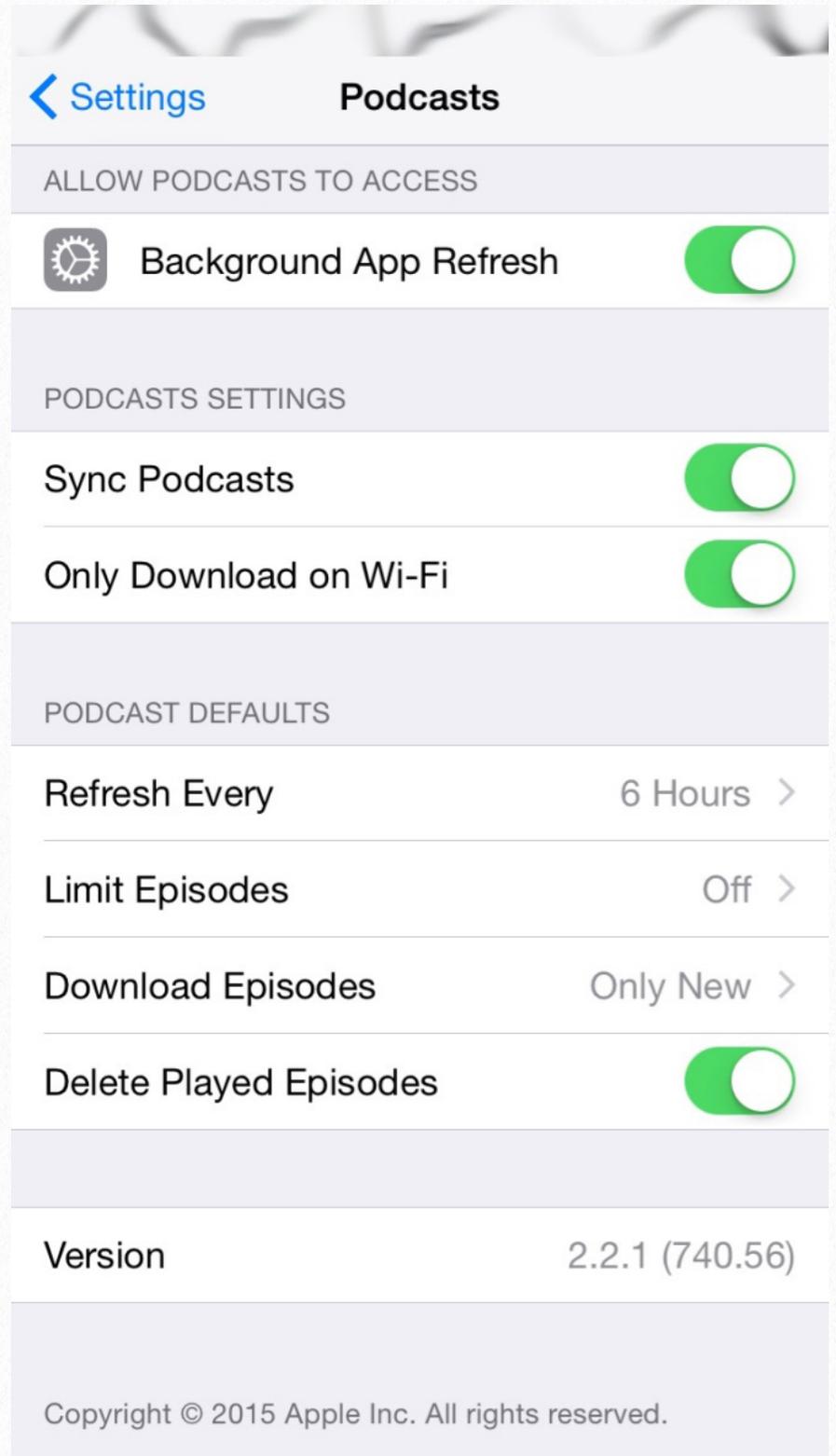
From the iTunes & App store section under setting one can control when & which apps are downloaded. Most importantly one can control the Apple ID against which all these transactions are made.



If cellular data isn't expensive &/or easily available once can configure your iOS Device to download items on the same.



Similarly with iBooks. Usage of cellular data, syncing of book marks can be controlled from here.



Similar options are available from the Podcasts settings too.



Here are the various apps that we can use to procure this content.

iTunes App: Music, Movies, Podcasts, Ringtones

iBooks App: To purchase books

Newsstand App: For subscribing to newspapers & magazines

App Store: For purchasing Apps

Troubleshooting

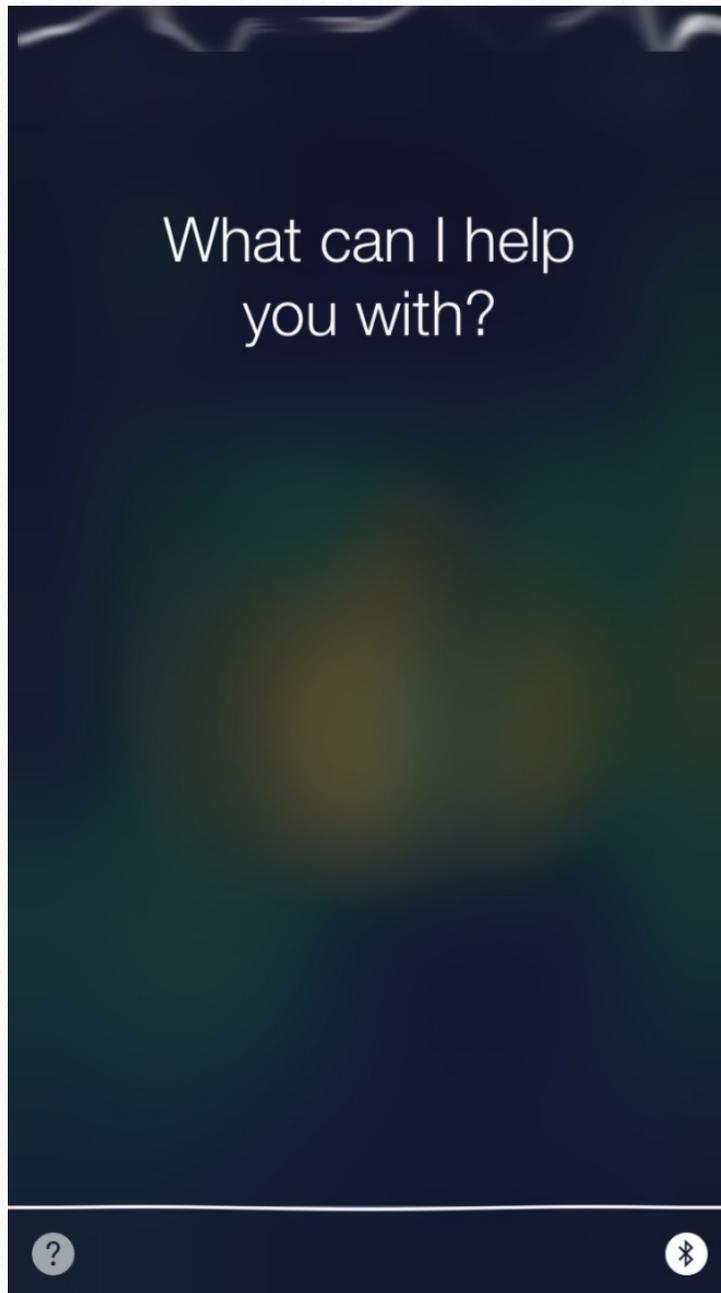
Most problems occur due to internet availability. Here are some other things you can check:

- Check the username & password
- Make sure the country is correct
- Verify credit card information
- Make sure the feature/service/app is available in that country.
- Make sure you have turned on iCloud for that particular service
- Some updates take time to get through to or from iCloud. Make sure your internet is fast enough.
- Check to see if you are downloading content or have enabled the option to download content when on cellular data. A lot of the content is

16

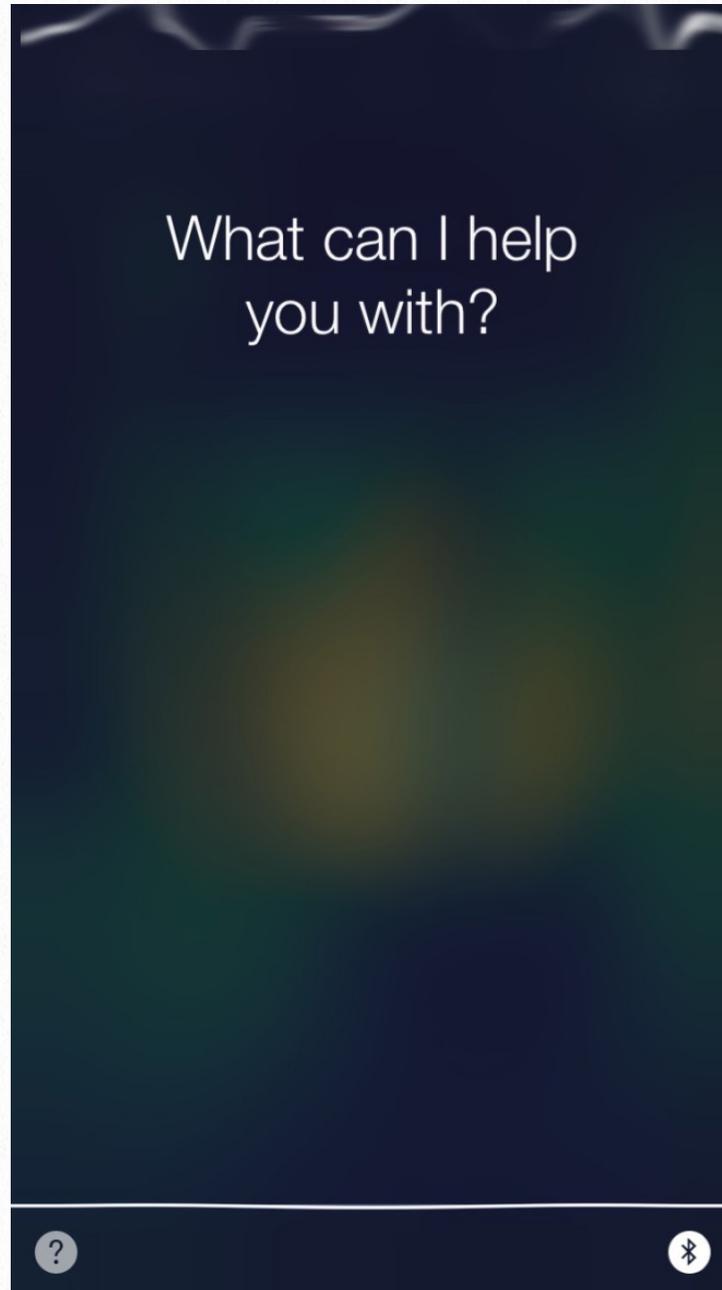
Siri & Accessibility

Using Siri & Accessibility Preferences



This applies to iPhone, iPad & iPod Touch.

Siri & Accessibility

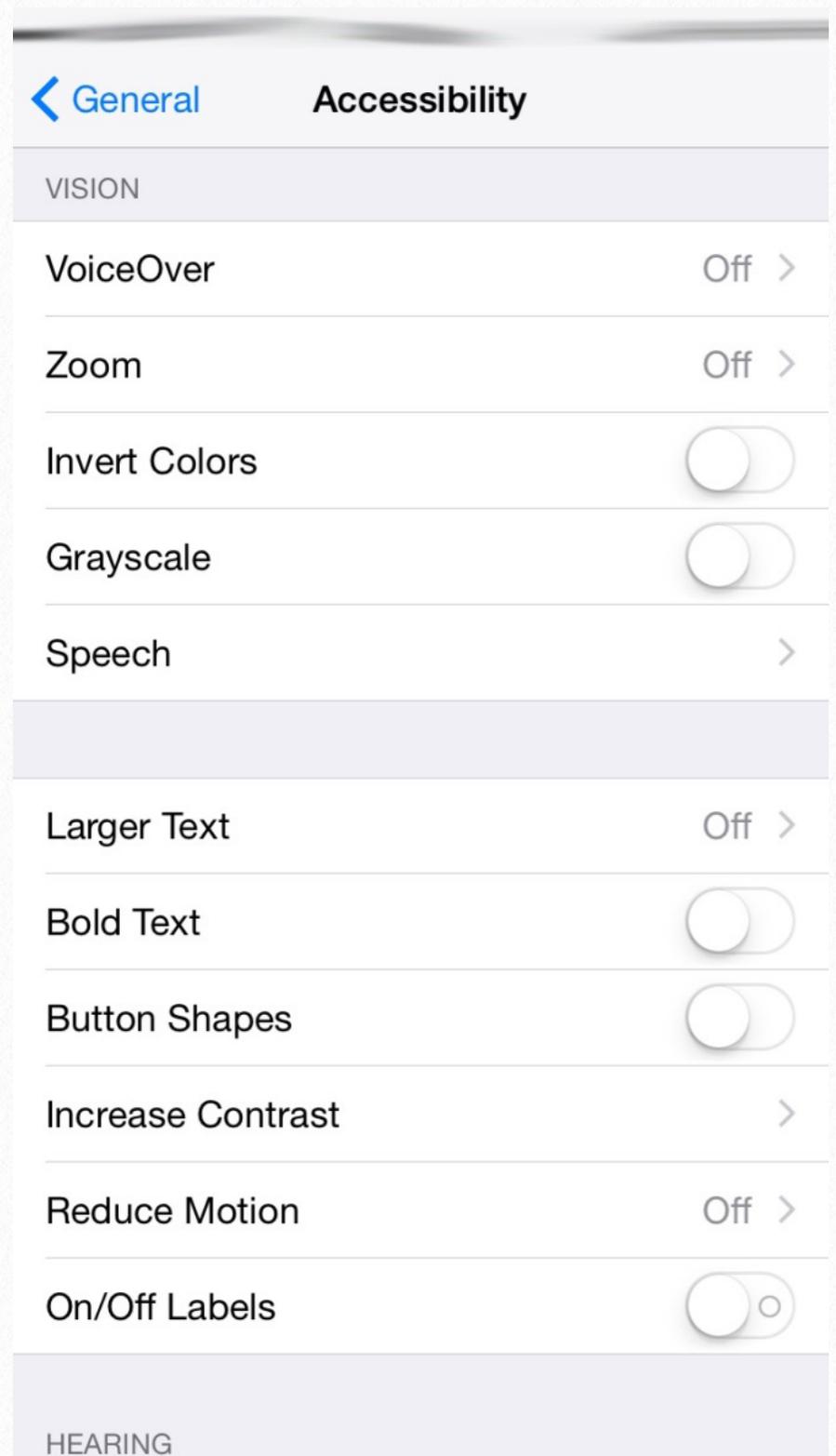


There are some very useful features that are meant to make the iOS Device both more useful to everyone & easily accessible to those who may have certain disabilities.

These settings are configured within the Settings App itself. Both located under the general section.



The most important thing to keep in mind about Siri is that it requires an internet connection. Also for some of the tasks it is necessary to share your contact details with Siri. All this can be configured in the settings for Siri.



As far as Accessibility is concerned there are a lot of settings that are available. They are categorised into the following sections:

- Vision
- Hearing
- Media
- Learning
- Interaction



From the names it is quite clear that it covers some of the basic disabilities out there. Many of the things can be used to help people see or listen to the iOS Device a lot better. Right from having larger text, to zooming in to audio cues there are a lot of options available.

Troubleshooting

A lot of these settings are not commonly used so troubleshooting them might be a little tricky.

- A good thing to do while troubleshooting issues related to Accessibility is to have a reference iOS Device of your own.
- Make sure there is an active internet connection, which is a must for Siri
- Check your contact details, you may need to tune them for Siri to help you better
- Ask Siri for help, this brings up a list of common tasks & phrases that can be used to ask Siri to perform the same.

17

Security, Privacy & Restrictions

Security settings



This applies to iPhone, iPad & iPod Touch.

Security & Privacy



Maintaining the Security of a device is very important.

Here are some of the things that can be done for securing your iOS Device:

- Touch ID & Passcode
- Autolock
- Restrictions
- Privacy

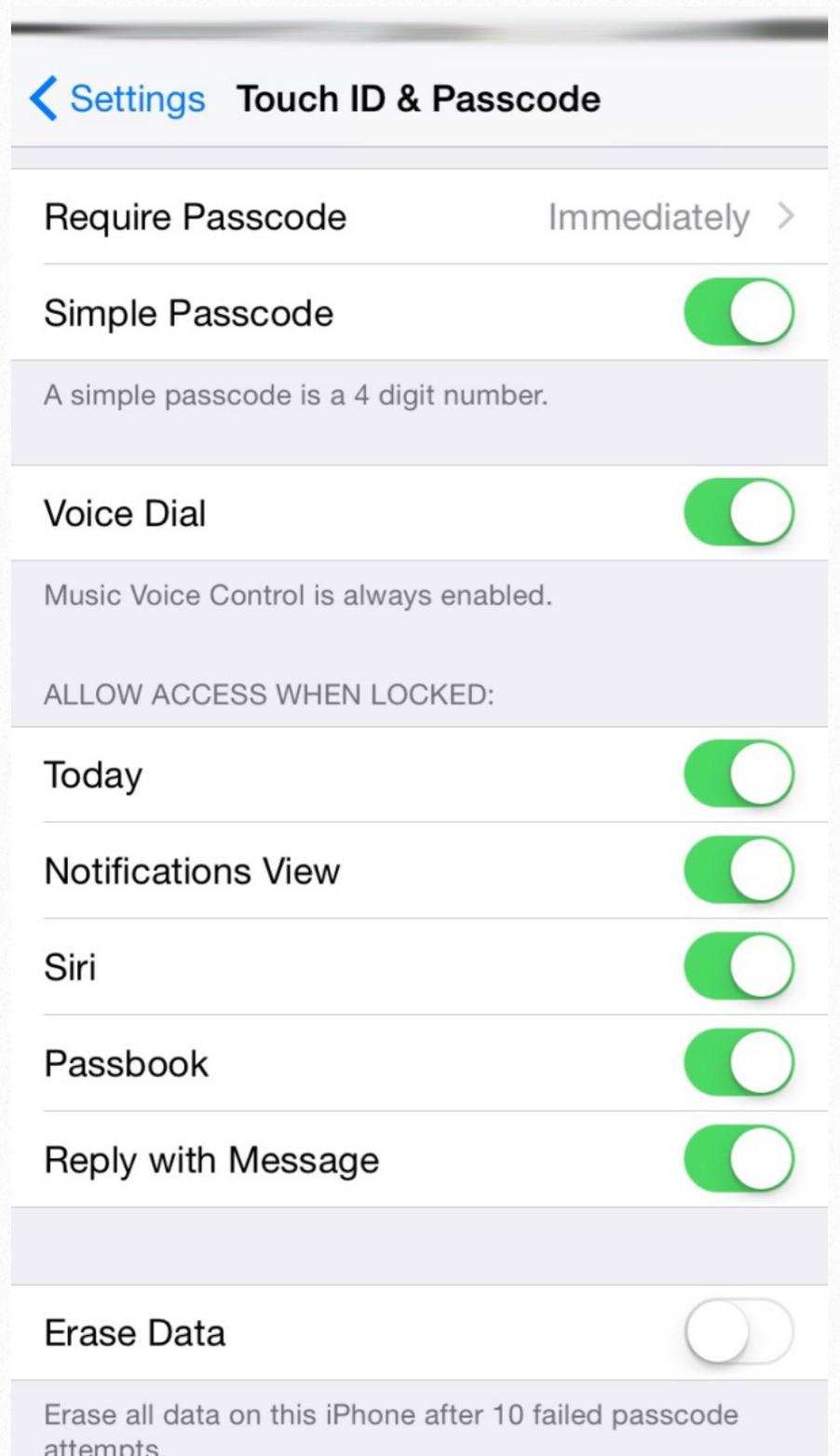
Additionally, do read the article on [“Securing your iOS Devices”](#).



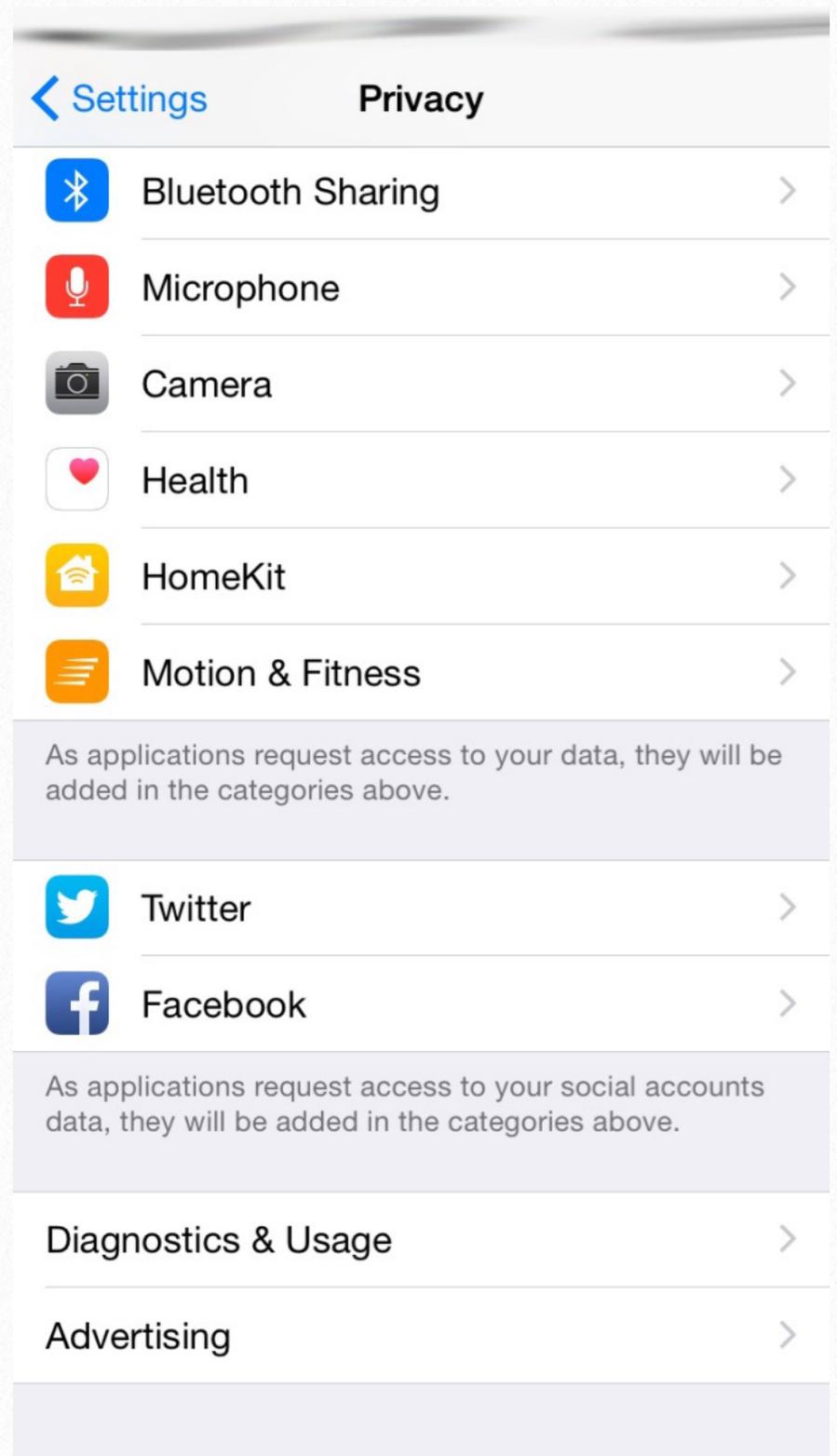
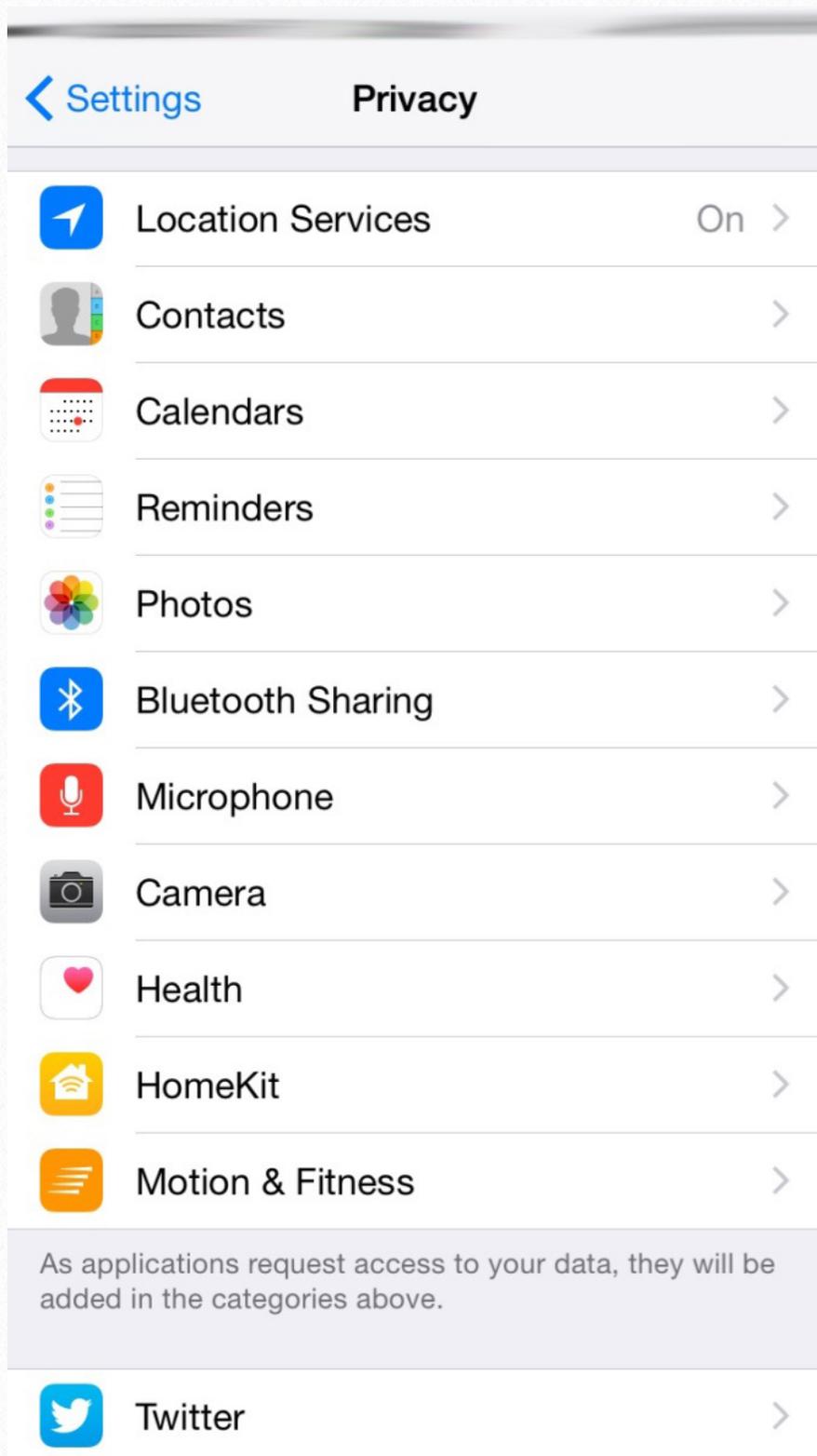
The basic & most important settings related to securing your device are located under the Touch ID & Passcode Section within the Settings App.

From here you can configure the following items:

- Fingerprints



- What to use Touch ID for
- Turning On/Off Passcode
- Changing the Passcode
- What can be accessed when the iOS Device is locked.
- Whether the Phone should be erased after certain attempts.

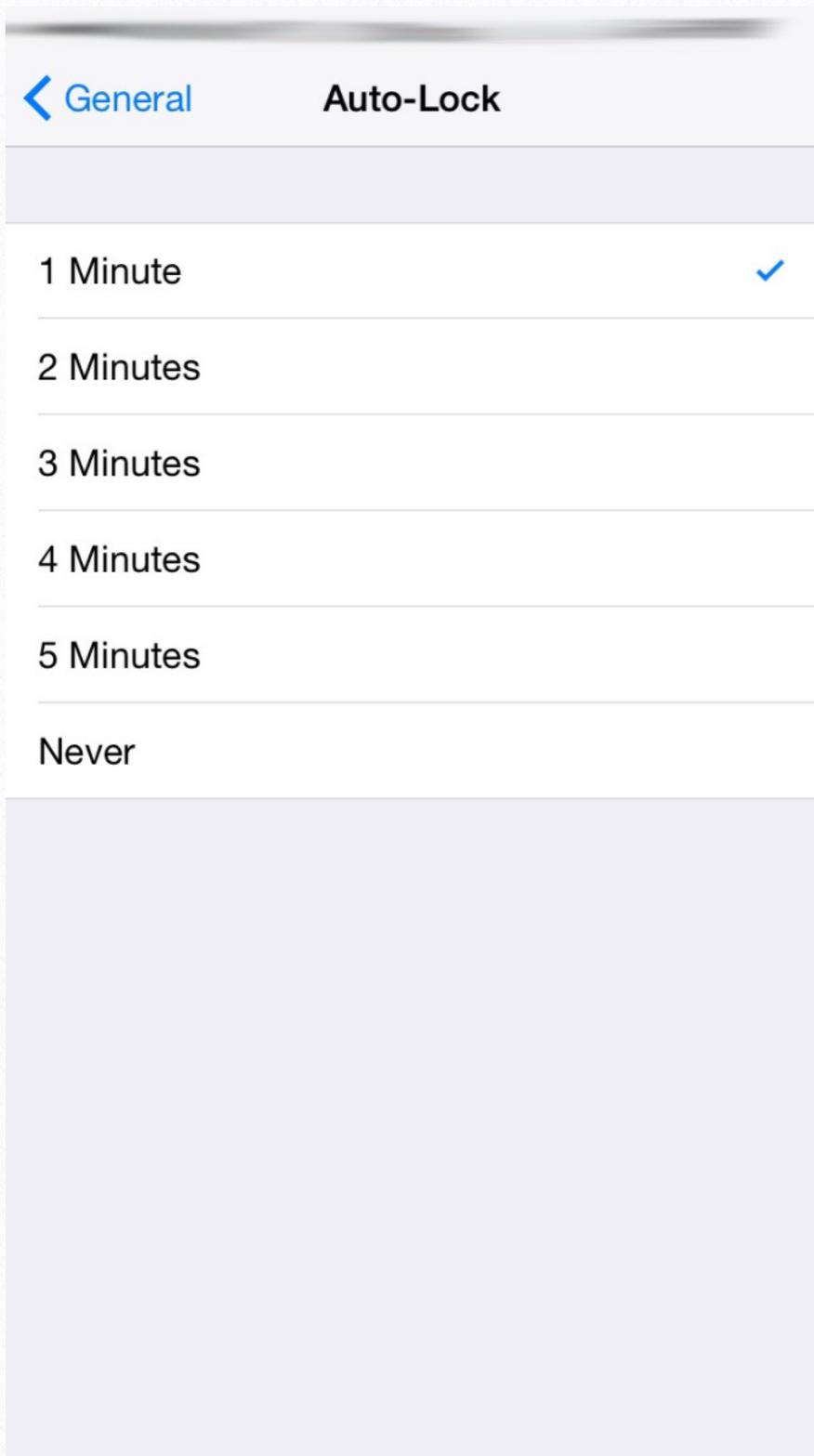


From the Privacy Section within the Settings App one can control access to user data.

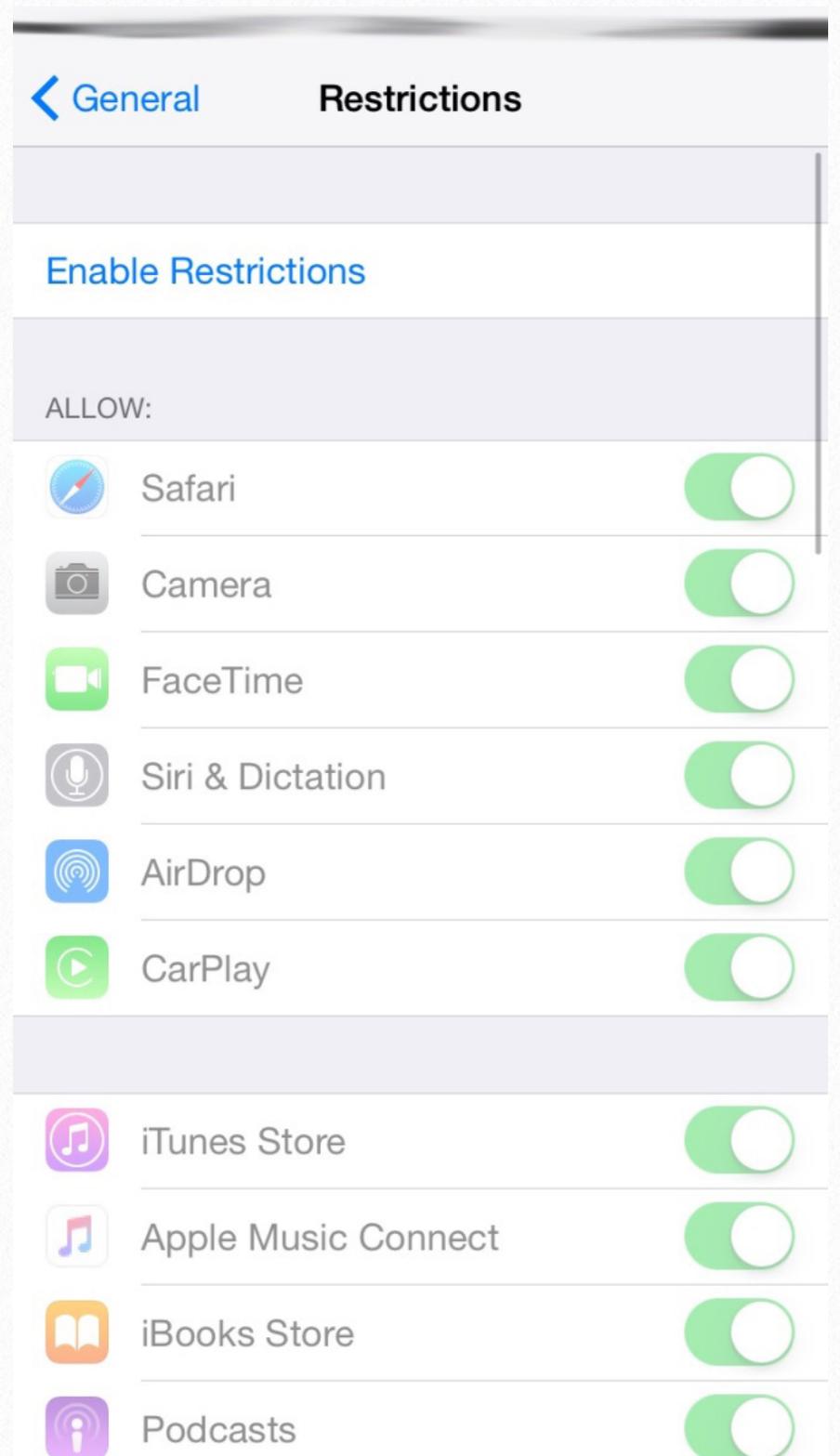
From here we can control whether a particular app can access a particular kind of data. Here are some examples for the data that can be controlled:

- Location

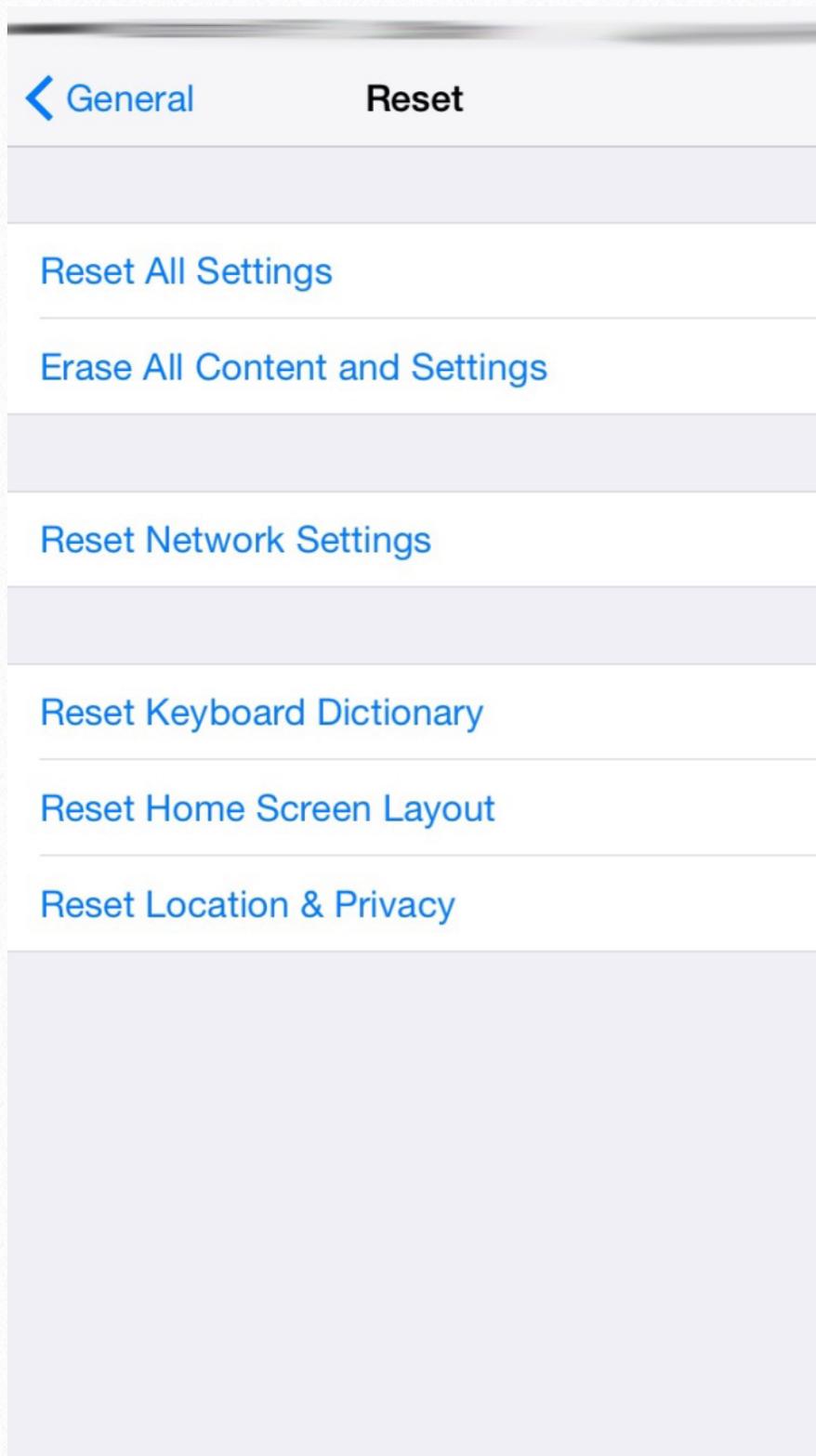
- Contacts
- Calendars
- Reminders
- Photos
- Health App information
- Twitter & Facebook accounts
- Diagnostic



Autolock allows you to make sure that your iOS Device automatically locks itself after a certain time interval. This is the time interval for which the device has been kept it idle.



Restrictions allow you to decide which apps can be used & what kind of content is accessible.



faults. *This would be one thing to do when selling your iOS Device to another person.*

- Reset Network Settings
- Reset Keyboard Dictionary
- Reset Home Screen Layout
- Reset Location & Privacy.

The reset section is where we can reset the iOS Device. Here are some of the things that can be done:

- Reset All Settings: Only the settings are reset to default, all your data remains as is.
- Erase All Content and Settings: All your data & settings are erased back to de-

Troubleshooting

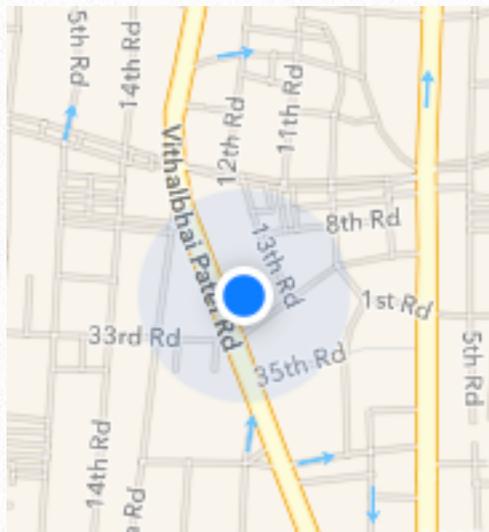
There isn't much to troubleshoot here.

- Only thing to keep in mind is the passcode. Make sure the user remembers his passcode. A good way to ensure access is to make sure that the user has enabled Touch ID.

18

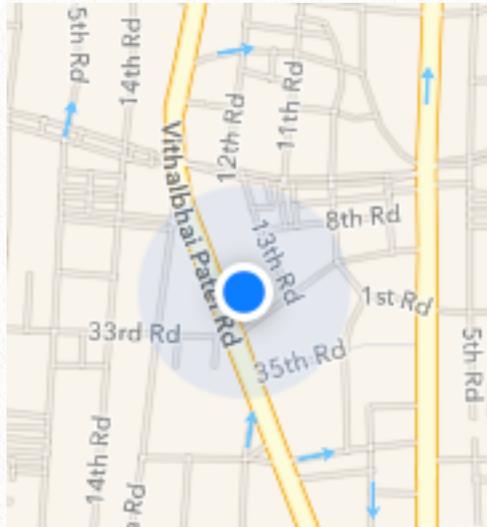
Navigation

Navigation Settings & Apps



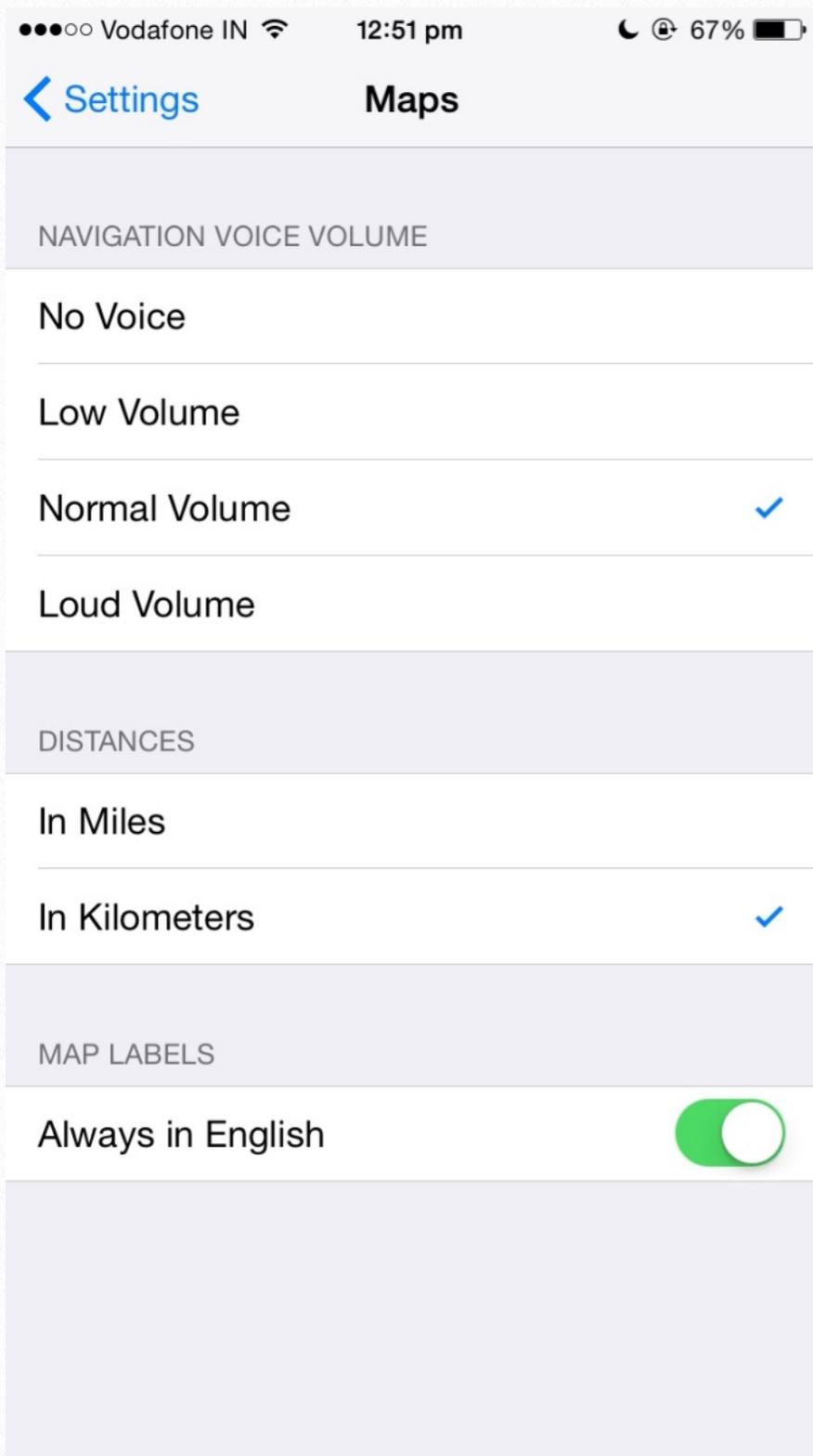
This applies to iPhone, iPad & iPod Touch.

Navigation



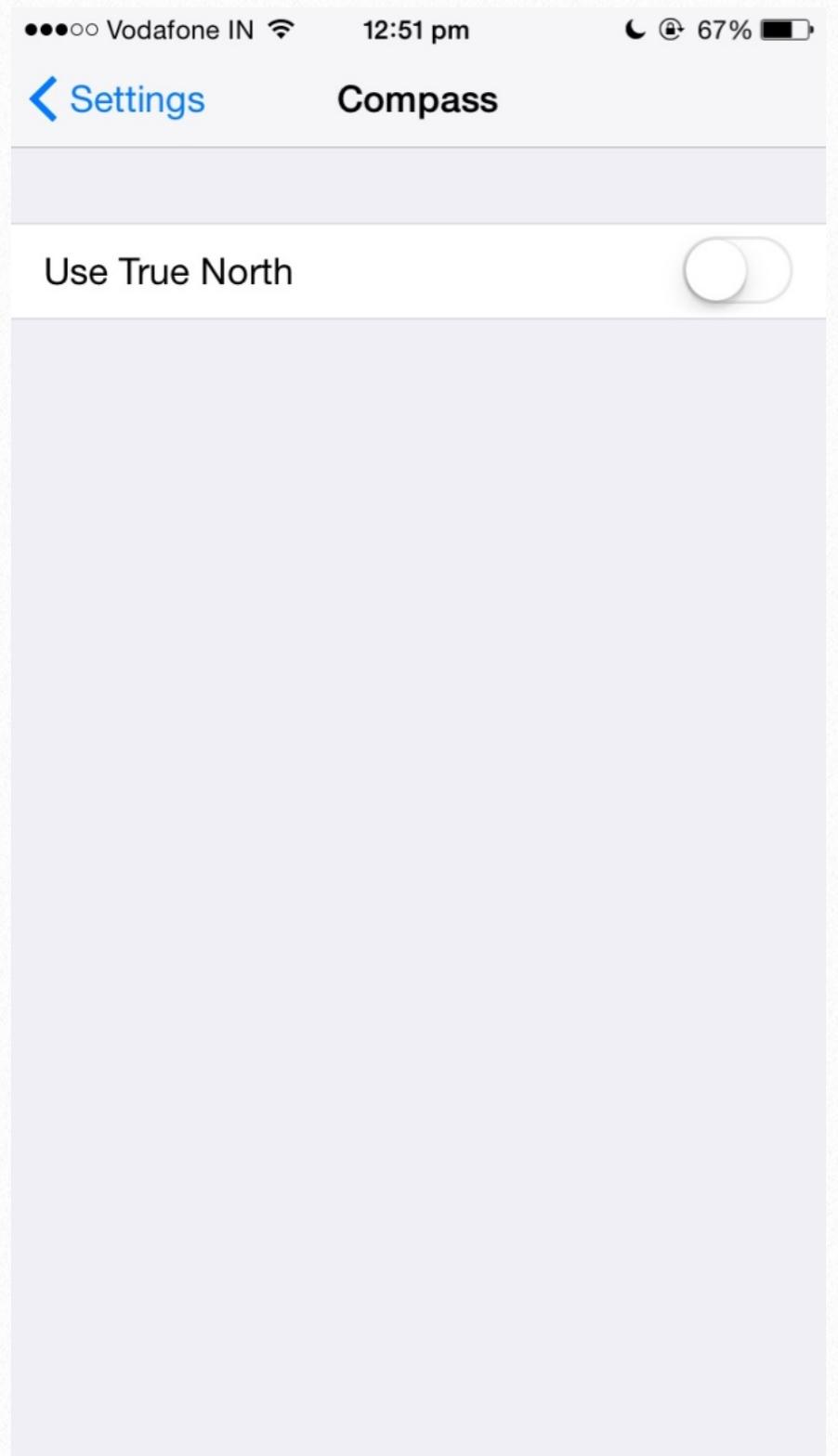
The Navigation Settings cover 2 Apps:

- Maps (Apple Maps)
- Compass



Here are some of the things that can be covered from the Maps settings within the Settings app:

- Navigation Volume
- Units for Distances
- Map Labels



There is only one major setting for Compass & that is whether to use True North or not.

Troubleshooting

The most important requirement for the Maps app is the availability of internet as well as GPS signals.

Maps may suffer from insufficient data. There are options for the user to inform Apple about any errors or inconsistencies.

19

General Troubleshooting



Troubleshooting

While the first 18 chapters have covered many troubleshooting aspects, this chapter will cover some more generic ones & some starting points for troubleshooting.

- All iOS Devices require internet, make sure there is internet connectivity
- A lot of features are Device version & OS version specific, check the version & then the corresponding feature availability before trying anything else.
- A lot of features are only available within certain countries. Please check the same before trying anything else.
- Before erasing the iOS Device, make sure you have a backup. This can be done from iTunes.
- Regularly update your iOS Device
- Be consistent with your usage of the Apple ID. Try to avoid using multiple Apple IDs
- Verify iCloud settings for any data related issue.
- Make sure you erase all your information & sign out of all your accounts before selling or handing over your device to someone else.
- Visit the Apple Support pages, found in [Appendix B](#), for more information
- Manage your storage by keeping only relevant & frequently used Apps. Similarly make sure that you only keep data that you need regularly on your device.
- Try powering off your device & powering it back on to see if it resolves any issues.
- Try removing & reinstalling the app a particular app gives an issue.
- Make sure that you use a single computer for syncing with iTunes.

20

Appendix A

Commonly used third party apps.



This is related to iPhone/iPad/iPod Touch.

NOTE: The following apps are some of the more popular & widely used apps. The following list is not an endorsement of any kind by the author.

Communication



Whatsapp

Link :

<https://itunes.apple.com/in/app/whatsapp-messenger/id310633997?mt=8>

About: This is a Messaging app. With this one can message with users across various mobile platforms.



Telegram Messenger

Link :

<https://itunes.apple.com/in/app/telegram-messenger/id686449807?mt=8>

About: This is a Messaging app. With this one can message with users across various mobile & desktop platforms.



Skype

Link:<https://itunes.apple.com/in/app/skype-for-iphone/id304878510?mt=8>

About: This is a Messaging app. With this one can message with users across various mobile & desktop platforms.

Entertainment



iMovie

Link:<https://itunes.apple.com/in/app/imovie/id377298193?mt=8>

About: This is a video editing app. Using this app users can quickly edit videos on their iOS Device itself.

Productivity



Pages

Link:<https://itunes.apple.com/en/app/pages/id361309726?mt=8>

About: This is a document editing app. This allows users to create documents that are readable & editable across various platforms.



Numbers

Link:<https://itunes.apple.com/in/app/numbers/id361304891?mt=8>

About: This is a spreadsheet editing app. This allows users to create spreadsheets that are readable & editable across various platforms.



Keynote

Link:<https://itunes.apple.com/en/app/keynote/id361285480?mt=8>

About: This is a presentation editing app. This allows users to create presentations that are readable & editable across various platforms.



Microsoft Word

Link:<https://itunes.apple.com/in/app/microsoft-word/id586447913?mt=8>

About: This is a document editing app. This allows users to create documents that are readable & editable across various platforms.



Microsoft Excel

Link:<https://itunes.apple.com/in/app/microsoft-excel/id586683407?mt=8>

About: This is a spreadsheet editing app. This allows users to create spreadsheets that are readable & editable across various platforms.



Microsoft PowerPoint

Link:<https://itunes.apple.com/in/app/microsoft-powerpoint/id586449534?mt=8>

About: This is a presentation editing app. This allows users to create presentations that are readable & editable across various platforms.



Evernote

Link:<https://itunes.apple.com/in/app/evernote/id281796108?mt=8>

About: This is a productivity app that allows you to create & manage notes, events & contacts across various platforms through the cloud..



Camcard Scanner

Link :

<https://itunes.apple.com/en/app/camcard-business-card-scanner/id347803339?mt=8>

About: This is an app that scans a business card & then converts it into a contact on your iOS Device.

Facebook Pages Manager

Link:<https://itunes.apple.com/in/app/facebook-pages-manager/id514643583?mt=8>

About: This app is used to manage a Facebook page that you may own or are an administrator.

Networking



Linked-in Connected

Link:<https://itunes.apple.com/in/app/linked-in-connected/id635424128?mt=8>

About: This app is used to stay in touch with your connections on LinkedIn. You can congratulate or wish your connections on different events or milestones.

Linked-in Slideshare



Link:<https://itunes.apple.com/us/app/linkedin-slideshare-professional/id917418728?mt=8>

About: This app keeps you up to date about the different presentations coming up on Slideshare.

Travel



Uber Taxi

Link:<https://itunes.apple.com/in/app/uber/id368677368?mt=8>

About: This is an app commonly used worldwide to hail taxis.



Google Maps

Link:<https://itunes.apple.com/in/app/google-maps/id585027354?mt=8>

About: This is the navigation app from Google.



ClearTrip

Link:<https://itunes.apple.com/in/app/cleartrip-flights-hotels-indian/id531324961?mt=8>

About: This is an App for booking flights, trips & hotels through ClearTrip.



Expedia

Link:<https://itunes.apple.com/us/app/expedia-hotels-flights-car/id427916203?mt=8>

About: This is an App for booking flights, trips & hotels through Expedia.

21

Appendix B

Links to various Apple Support Documents.



This is related to iPhone/iPad/iPod Touch.

Support Links

iPhone

<http://www.apple.com/in/support/iphone/>

Apple ID

<http://www.apple.com/in/support/appleid/>

iPad

<http://www.apple.com/in/support/ipad/>

iCloud

<http://www.apple.com/in/support/icloud/>

iPod

<http://www.apple.com/in/support/ipod/>

iTunes

<http://www.apple.com/in/support/itunes/>

 Apple Music

<http://www.apple.com/in/support/music/>

 Apple TV

<http://www.apple.com/in/support/appletv/>

AppleCare

<http://www.apple.com/in/support/applecare/>

22

Contact Details

Contact

For more information or suggestions
please contact us at:

Email: arun@amaranthine.co.in

Website: www.amaranthine.in

Do follow us on our Social Media:

Facebook: [Amaranthine @ Facebook](#)

Twitter: [@amaranthineTech](#)

Linkedin: [Amaranthine on LinkedIn](#)

Google+: [Amaranthine on Google+](#)