



Common iphone problems, tips and tricks



Common iphone & itunes problems solved and information

Page 2 of 9

- **Randomly losing contacts;**

iphone does this for some strange reason. The reason why numbers disappear unlike other phones, is because numbers are not stored on the phone itself, but just on the SIM card. So you can import contacts again from the SIM by following this;

Settings > Mail, Contacts, Calendars > Import SIM Contacts.

- **Siri doesn't know my name;**

Because he/she probably hasn't been told it!
You have to create a contact in your phone book.

Phone > Contacts > + > create a contact using your name and number.

Now tell Siri what it is; Settings > General > Siri > My Info > choose the entry you've just created.

- **People are receiving my new number when called, but receiving my old number when text;**

Have you recently changed contracts and kept your old number? Then this problem may occur. First of all, wait for the service provider to swop over your number. Once this is done, change your number in your phone by following this;

Settings > Phone > My Number (and change it to your old one).

Go to imessage and sign out, and then turn it off. Go to Facetime , sign out and then turn it off.

Turn the phone off via main button at top.

Wait five minutes. Turn phone back on, go to imessage and Facetime and sign in. Your new number old number should now be the same for both calls and texts.

- **imessage is being sent as email address and not phone number;**

Email for imessage is generally not needed, so a simple fix would be to go to Messages via Settings, check your number is in 'Send & Receive' and then simply sign out of imessage by clicking on Apple ID: ***** at the top.

An Email address is required for Facetime.

- **Facetime: they can hear me, but I can't hear them (or vice versa);**

First check your volume is turned up, or phone is not on mute (both on left hand side of the iphone)
If these are ok, then check the very small hole at the top of the phone on the left (4 and 4S models)
for 5s models it is on the rear next to the flash. This is the mic for Facetime. If it is blocked, then this is the problem. Use a small pin very carefully to hook out any dirt. DO NOT push the pin inside or you may permanently damage the mic.

Common iphone & itunes problems solved and information

Page 3 of 9

- **Both my partner and I are receiving same text messages;**

A simple fix for this would be to both sign out of imessage and use your numbers only. But the solution is to check first of all that you both have separate email address in message settings.

Settings > Messages > Send & Receive > check email addresses are different.

If not, click on the 'i' on the right of partners email address and then select Remove This Email. Go back and click on Apple ID: ***** and sign out. ReBoot your phone. Go back to Messages via Settings (as above) and sign back into apple with your own separate account. Do this on both yours and your partners phone.

Note: a new iOS8 feature (see further on) should stop this happening and you now have to pair.

- **itunes problem: everytime I open itunes, it starts downloading old apps etc I don't want;**

You need to delete these files from your PC.

My Documents > My Music > itunes > itunes Media > Downloads. Delete the downloads file, or open and select the ones you no longer want to download.

- **Itunes problem: synced music from itunes and some songs have not completed (icloud symbol next to the song);**

This is due to songs being purchased on itunes and not on iphone or vice versa, or purchased using a different Apple ID.

Note: you can still play songs with the icloud symbol but it will download the song from itunes every time you play it and will thus use you internet allowance.

In itunes;

To download all songs purchased, launch itunes on PC, and open itunes store. In the 'Quick Links' section on the right, click on purchased. In next window all the songs with an icloud symbol will be displayed, these are the ones that are stored on icloud and not in itunes or on your iphone. You can either download the ones you want individually, or click on 'Download all' on the bottom right. Remember to sync your phone afterwards to download completed songs to your iphone.

On iphone;

Each song stored on icloud and not physically on your iphone will have the icloud symbol next to each song. You can either download each song individually or go into each album and click the single icloud symbol at the top to download all songs in that album.

The best method is to use download all button on itunes as mentioned above as this is quicker and no need to keep selecting songs/albums to complete as you would have to on the iphone.

If you don't want to download all the songs, you can turn off the songs that are on icloud, this will make them disappear from your music list. To do this; Settings > itunes & App Store > SHOW ALL (deselect Music).

Common iphone & itunes problems solved and information

Page 4 of 9

- **Messages will not send by imessage or SMS;**

If messages will not send by imessage, then check if it's actually turned on and activated and also that you have 4G/wifi etc.

To send messages via SMS, this has to be turned on too AND you have a good signal.

Settings > Messages > Send as SMS (turn on).

If still no joy, then try a Network Reset; Settings > General > Reset > Reset Network Settings > Enter password to reset. Retry messages.

- **When I go to purchase an app or music, the wrong Apple ID comes up;**

Someone has signed in before to purchase something and itunes has remembered the ID.

You need to sign out in settings;

Settings > itunes & App Store > Apple ID: ***** > sign out by clicking on it and sign in with your details.

- **iphone unresponsive and/or slow;**

This is a common problem that can be sorted easily. First of all, there may be too many apps open. To close these, double click the home button (main circular button). The apps that are running will come up. Simply swipe the apps up to close.

Try iphone now, if it is no better, you will need to do a hard reset (this will only restart your phone, nothing will be deleted).

To do this; hold the power button and home button together until the phone goes off. Wait a few minutes and turn back on normally.

Your phone should now operate normally.

- **Multiple imessage set up on two phones (from iOS8)**

If you have a personal phone and work phone and want/had imessage set up both to enable messages to be received or sent via either phone then it needs setting up.

This was added with the new update as a security feature to stop imessages being received by other phones that were signed into same Apple account.

If you want to set up your phone to receive and send on two (or more) phones, then follow these steps; Settings > General > Messages > Text Message Forwarding. This will show up all the other phones signed into your Apple account. Select the one you want and it will then ask you to enter the code that has been sent to the other phone you want to 'pair'. Note that the phone name will be shown as it is on the other iphone unless you have named it. To see what it is called go to Settings > General > About.

In 'About' you can change the name of the phone, but it is advisable to do this before you pair or it could mess up the pairing.

Common iphone & itunes problems solved and information

Page 5 of 9

- **Setting iphone restrictions to stop children accessing adult content;**

Your network will have a content lock also to stop certain things, but the most effective is actually built into the phone. You should note however that some sites that show both child and adult content such as Youtube, will be blocked too.

You can choose content rating at the following settings;

Don't allow,

U

12

PG

12

15

18

Allow all.

To set the restrictions;

Settings > Restrictions > enter passcode (this will be set by you if used for the first time) make sure you change it to something memorable and obviously your child does not know.

You cannot get a reminder, and the phone will have to be completely wiped if you have forgotten it, so make a note somewhere.

Once in, you can set up content rating in each section of apps, music, films etc.

Just click on General at the top to store settings.

If your child wants to view something in your presence which is blocked, a message will appear saying website is restricted with the option to enter the restriction passcode. Entering that passcode will let your child enter that restricted site once, it will not turn off the restriction permanently.

- **Music from itunes doesn't match iphone or deleted music not removing itself;**

This can be very annoying, but there is a way around it. Unfortunately it means deleting all of the music from your iphone and replacing with the music you want using itunes.

To delete all the music; Settings > General > Usage > Music > Edit > Click on 'No Entry sign' and then select delete. This should remove all music and say there is zero mb. If it doesn't work, try again. If still it doesn't work disable restrictions and try again.

Then select required music on itunes and sync iphone.

Common iphone & itunes problems solved and information

Page 6 of 9

- **Hands free “Hey Siri” function;**

You can now ask Siri things hands free with the phone at the other side of the room!

The phone needs to be on charge and the function needs turning on by the following:

Settings > General > Siri > and turn on “Hey Siri”. Now when the phone is on charge and you shout “Hey Siri” he (or she) will answer remotely.

- **Things the iphone does you may not have realised (shortcuts or new features);**
- The volume buttons on the side can also be used to take a picture instead of using the circle button on the screen.
- Can't talk right now if someone rings? Press the power button on the top, this will allow the call to ring off, and not cut it off completely (to show your not being ignorant!).
- Pressing the home button and power button together quickly, will take a screenshot of whatever is showing on your screen at that time.
- Sliding your finger up the screen from the bottom brings up shortcuts.
- And also sliding it down brings up notifications.
- A blue circle next to an app icon means that app has just been updated.
- Hold an app down until it starts shaking means you can either delete it, or put it into another app and grouping them together to make folders, such as Weather, Sport etc.
- Whilst viewing web pages, swipe your finger to left to go back to previous page, or to the right to go forward.
- Click on the two square boxes on the bottom right whilst viewing web pages to close windows and speed up the internet.
- In messages, swipe your finger to the left whilst keeping your finger on the screen to view the time it was sent/received as not all messages have a time stamp that shows automatically.

Common iphone & itunes problems solved and information

Page 7 of 9

- Group messages. You can send a message to multiple people at once by adding their name to the start of the message by clicking on the plus sign on the right, or entering their name in the box at the top and selecting them.
- To stop receiving group messages, iOS8 provided a feature to opt out. Click on 'Details' in top right corner, scroll to bottom and select Leave Conversation.
- The Do Not Disturb setting is great when you only want your phone to receive ring or text sounds.
To set this up, you first need to set the names of people you want to hear from;
Phone > Favourites > click on the plus at top right to add names to favourites.
Then set up Do Not Disturb:
Settings > Do Not Disturb > Allow Calls From > select your preference (favourites has just been set up as above).
Go back and set other preferences.
To turn on Do Not Disturb quickly, go back to main home screen and swipe your finger up from bottom. The Do Not Disturb on/off button is the half moon icon. When on that icon will be displayed next to your battery sign.
- Do not disturb is now on imessages (by clicking on 'Details' in top corner), this will stop alert sounds from group messages.
- When typing on keyboard, double tap the space bar. This will insert a full stop and start next sentence with a space.
- Want to see exactly how much battery you have left?
Settings > General > Usage > Battery Percentage (and set to on).
Note: you can also see in the Usage section how much your iphone memory is storing, how much its got left, and what each app is using.
- Want to send little smiley faces with your texts?
Settings > General > Keyboard > Keyboards > Add New Keyboard > select Emoji from list.
In messages, there will now be a 'World' icon next to the 123 icon. Click the World icon to bring up an array of smiley faces or other little picture to attach to your message.
- See what things are killing your battery;
Settings > General > Usage > Battery Usage. Also shows how much battery in terms of talk time you have left.

Common iphone & itunes problems solved and information

Page 8 of 9

- Photos now show where they were taken (called Geotagging);
On the top of photos, the location is displayed where you had taken that photo. If no location is available, today or yesterday etc will be displayed instead.
To turn off; Settings > Privacy > Location Services > Camera > choose 'Never'.
- Turn on predictive text;
When in imessage, hold the smiley face icon, and the predictive text button shows. Turn it on to enable predictive text. When you type, the iphone will bring up suggested sentences below the typing window. To turn off, hold smiley icon again.
- Hidden special text symbols;
When typing, try holding down a letter or symbol to bring up special symbols, for example holding down the pound £ sign, this will show up different signs for different World currencies.
- Camera now has auto-focus;
Open camera, tap anywhere on the screen and a new yellow box will appear with a sun icon. The camera will re-focus on where that box is. You can also drag your finger up or down the screen to adjust the brightness (the sun icon will move accordingly).
- New hide photo feature;
To stop embarrassing photos popping up in your camera roll, you can now 'hide' them. Bring up a photo in camera roll, touch and hold the screen and choose hide. The photo will then be put into a new 'hidden' folder within the Albums. To put photo back into the camera roll, touch and hold it and select 'unhide'.
- Quick swipe down to reply to messages;
When you get a notification at the top for a new message (if set up as a banner notification in settings), you can quick reply by pulling the notification down.
- Send your location before battery dies;
In messages, choose the person in your messages you want to send your location to. In the top right choose Details, and then 'Send My Current Location' to send it. If that same person is on 'Find My Friends' app, their location will be displayed above. Also any attachments you sent will all be displayed below too, even the ones that are no longer in messages.
- New search engine to replace Google;
DuckDuckGo or DDG, is a new search engine that doesn't track you and also emphasises on getting results from the best sources rather than the most sourced. To activate it: Settings > safari > Search Engine > choose DuckDuckGo.

Common iphone & itunes problems solved and information

Page 9 of 9

Had a problem that's not listed here and sorted it? Please let me know and I'll add it to the list.

Compiled by F. M. Spowart