



Make and Receive Phone Calls (iOS Device)

Presented by Dallon Au

Part of ***Calling and Messaging Series***

Hi, my name is Dallon, I am an IT trainer at Guide Dogs Singapore. Today, I'll be showing you how to make and receive calls on iOS with VoiceOver enabled.

We will first try to answer and end a call with the use of VoiceOver, followed by using your 'Dialpad' on your 'Phone's app to make a phone call.

Answering and Ending Calls with VoiceOver Enabled

Today, we'll be using the iPhone 13 for demonstration. We'll be looking at how we can pick up and end a call with the use of VoiceOver. We'll be receiving a call shortly.

[Demo: The phone receives an incoming call; VoiceOver announces it accordingly.]

Notice we have received a call. To pick up the call, you'll use a two-finger double-tap gesture.

[Demo: Dallon performs the two-finger double-tap gesture on the screen to answer the phone call.]

So the call has just been picked up. Once you've done with your conversation, to end the call, use the same gesture - two fingers double-tap.

[Demo: Dallon performs a two-fingers double-tap gesture to end the call.]

The call has ended.

Making a Phone Call through 'Dialpad' (Keypad)

So we have just looked at how we can pick up and end a call with the use of VoiceOver. Next, we'll be looking at how we can use the 'Phone's app 'Dialpad' to make a call.

Now let's first look at the 'Phone' app, which can be found on your 'Home' screen at a 'Dock' section.

[Demo: Dallan finds the 'Phone' app in the 'Dock' section, which is located at the bottom part of the phone screen. VoiceOver reads out accordingly.]

To open the app do a double-tap gesture.

[Demo: Dallan performs a double-tap gesture to open the 'Phone' app.]

And now we are in the 'Phone' app. The app is mainly broken up into two different sections. Mainly the navigation tap bar, and the main area. The navigation tap bar consists of 5 different icons, from the left-hand side, we will see 'Favorites'.

[Demo: Dallan browses the navigation tap bar, VoiceOver reads out items accordingly.]

Moving to the right we will see 'Recents'.

[Demo: Dallan continues to browse the navigation tap bar until VoiceOver reads out 'Recents'.]

And so on.

To make a call using the phone's keypad. We have to bring up the 'Keypad', which is the fourth icon on the navigation tap bar.

[Demo: Dallan browses the navigation tap bar until VoiceOver reads out 'Keypad'.]

When we hear that, just do a double-tap gesture to open it.

[Demo: Dallan performs a double-tap gesture to open the 'Keypad'.]

Now we are on the 'Keypad'. The 'Keypad' that's currently present on the screen, is generally the same as your landline telephone's 'Dialpad'. It is layout in a matrix of 3 columns and 4 rows. The first row being 1, 2, 3, and the second row being 4, 5, 6, and so on.

Right above the 'Keypad' you'll find the 'Add Number' button. And right above that you'll find the 'Text Box', where the number will be keyed in. Right below the 'Hash Key', you'll find the 'Delete' button, right below the 'Zero', you'll find a 'Call' button. Do note that the 'Delete' and 'Add

Number' buttons will only appear if a number is being keyed in.

Let's proceed to dial a number. Let's gently place our finger on any part of the phone screen where the keypad is and locate the number '8'.

[Demo: Dallan locates the number '8', and VoiceOver reads out the number accordingly.]

To activate a number, we will do a one-finger double-tap gesture. Let's proceed to continue to type the rest of the other numbers.

[Demo: Dallan continues to key in the rest of the numbers, and VoiceOver reads out the numbers accordingly.]

To check if the number has been entered correctly, we will tap on the 'Edit Box', which is right above the 'Add Number' button.

[Demo: Dallan locates the 'Add Number' button and then moves up to locate 'Edit Box', VoiceOver reads out the numbers that just entered in - 80232952.]

Sounds like the number has been entered in correctly. So to make the call, we will press the 'Call' button, which is right below the 'Zero' key.

We will double-tap with one finger to make the call.

[Demo: Dallon locates the 'Call' button, and VoiceOver reads out the 'Call' button. Then Dallon performs a one-finger double-tap gesture to make a call.]

Notice that our call has gone through, and the person has just picked up my call. Once you're done with the conversation, to end the call, do a two-finger double-tap.

[Demo: Dallon performs a two-finger double-tap gesture to end the call]

And the call has ended.

So we have seen how to make and receive calls with the use of VoiceOver. I hope you found this video to be useful.

There's another popular method to make a phone call, which is through the use of WhatsApp, which we will cover in the next phase. In the meantime, if you have any queries in regarding to use WhatsApp, feel free to contact GDS for support. Once again, I'm Dallon, thanks for listening and I'll see you next time.

If you would like to learn more about operating your phone, you can arrange an appointment with our IT trainers at Guide Dogs Singapore by calling 6339 7900 or email us at IT@guidedogs.org.sg.