

IPHONE USER GUIDE



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INTRODUCTION

This guide is intended to show the basics of the phone and applications. Please raise a support request if you wish to explore any advanced options.

This document is in addition to any Internet or device policies that may be issued by HR or be available on Gateway and does not replace or supersede those documents in any way.

If you have any questions, please raise a new request by emailing <u>mobiletech.support@canalrivertrust.org.uk</u>

LOCK SCREEN

Unlock your iPhone with the code **56257**. An easy way to remember this is **LOCKS**. Change your passcode to something more memorable to you by tapping Settings>Touch ID & Passcode. Enter **56257** and tap Change Passcode.

LOST OR STOLEN

If your phone is lost or stolen you should report this to the Digital Technology Team on 0113 284 5281 or <u>mobiletech.support@canalrivertrust.org.uk</u> as soon as possible. If it is outside office hours report it to the SCC Service Desk on 0845 351 5152.

BATTERY LIFE

Your iPhone should last a full working day on one charge, for example, leaving for work at 7am and returning at 7pm. Every person will see differences in battery life depending on how much the phone is used for calls, GPS etc.

LOW POWER MODE

If your phone battery falls below 20% it will enter Low Power mode. Low Power Mode reduces or turns off these features:

- Email fetch
- Hey Siri
- Background app refresh
- Automatic downloads
- Some visual effects

When Low Power Mode is on, the battery in the status bar will be yellow. You'll see and the percent charge.

After you charge your iPhone to 80% or higher, Low Power Mode automatically turns off.

GETTING STARTED

THE BASICS

Your phone has already been configured to synchronise your Canal and River Trust emails, calendar and contacts.

Your mobile phone number has been transferred to the iPhone for you.

To better understand the terminology in this guide, it is recommended that you take a few minutes to go through the following image and familiarise yourself with the phone's various buttons:



BUTTONS

A few simple buttons make it easy to turn your iPhone on or off, adjust the volume, and switch between ring and silent modes.

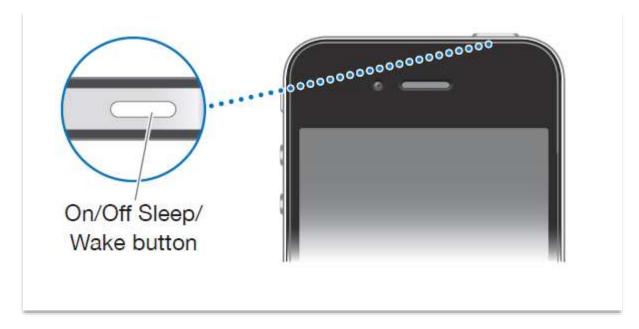
ON/OFF SLEEP/WAKE BUTTON

When you're not actively using your iPhone, you can lock it to turn off the display and save the battery.

When your iPhone is locked, nothing happens if you touch the screen. The iPhone can still receive calls, text messages, and other updates. You can also:

- adjust the volume using the buttons on the side of iPhone (or on the iPhone earphones) while you're on a phone call
- use the centre button on iPhone earphones to answer or end a call

By default, iPhone locks if you don't touch the screen for one minute.

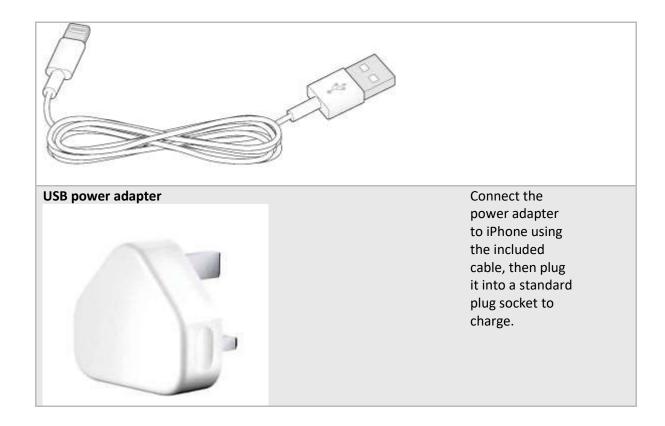


Lock iPhone	Press the On/Off Sleep/Wake button.
Unlock iPhone	Press the Home button or the On/Off Sleep/Wake button, and then drag the slider.
Turn iPhone completely off	Press and hold the On/Off Sleep/Wake button for a few seconds until the red slider appears, then drag the slider. When iPhone is off, incoming calls go straight to voicemail.
Turn iPhone on	Press and hold the On/Off Sleep/Wake button until the Apple logo appears.

ACCESSORIES

The following accessories are supplied with your iPhone:

Item	What you can do with it
Apple Earphones with Remote and Mic	Listen to phone calls. Use the built-in microphone to talk. Press the centre button to answer or end a call. Use the + and – buttons to adjust the volume. Press and hold the centre button to use Siri.
Lightning Connector to USB Cable	Use this cable to charge your iPhone.



CHARGING YOUR IPHONE

Your iPhone should only be charged with the power adaptor and cable provided.

It will also charge when connected to a Canal and River Trust laptop or computer. If you connect your iPhone to a personal computer with iTunes installed it will charge but you will not be able to sync the device to add apps, music etc.

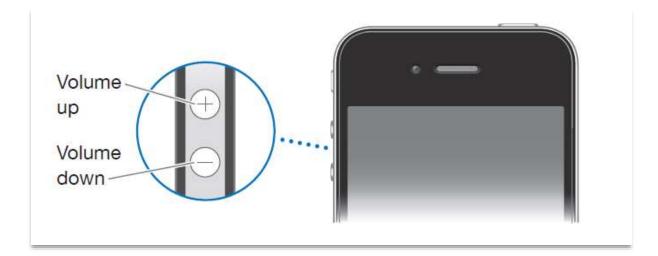
HOME BUTTON

Press the Home button at any time to go to the Home screen, which contains your iPhone apps. Tap any app icon to get started. To see apps you've recently used double-click the Home button.

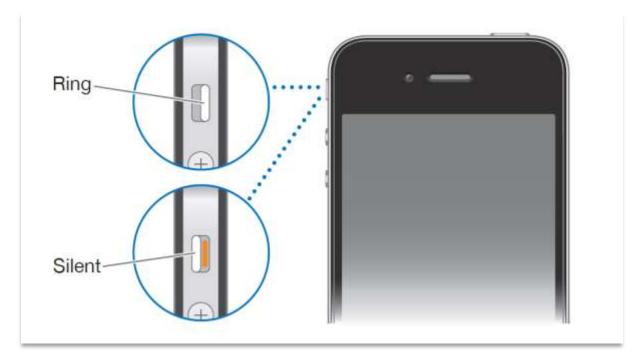
Hold down the Home button to use Siri.

VOLUME BUTTONS

When you're on the phone or listening to other media, the buttons on the side of iPhone adjust the audio volume. Otherwise, the buttons control the volume for the ringer, alerts, and other sound effects.



RING/SILENT SWITCH



In ring mode, iPhone plays all sounds. In silent mode, iPhone doesn't ring or play alerts and other sound effects.

Important: Clock alarms, audio apps and many other services play sounds through the built-in speaker when iPhone is in silent mode.

By default, when you get a call, iPhone vibrates whether it's in ring mode or silent mode. If iPhone is in ring mode, you can silence a call by pressing the On/Off Sleep/Wake button or one of the volume buttons. Press a second time to send the call to voicemail.

STATUS ICONS

The icons in the status bar at the top of the screen give information about iPhone:

••••	Cell signal	You're in range of the cellular network and can make and receive calls. If there's no signal, "No service" appears.
≁	Airplane mode	Airplane mode is on—you can't make phone calls, and other wireless functions may be disabled.
LTE	LTE	Your carrier's LTE network is available, and iPhone can connect to the Internet over that network.
4G	UMTS	Your carrier's 4G UMTS (GSM) or LTE network (depending on carrier) is available, and iPhone can connect to the Internet over that network.
3G	UMTS/EV-DO	3G UMTS network is available, and iPhone can connect to the Internet over that network.
Е	EDGE	EDGE (GSM) network is available, and iPhone can connect to the Internet over that network.
GPRS	GPRS/1xRTT	GPRS (GSM) network is available, and iPhone can connect to the Internet over that network.
Wi-Fi	Wi-Fi call	iPhone is set up for Wi-Fi calling. iPhone also displays a carrier name next to the icon.
Ŷ	Wi-Fi	iPhone is connected to the Internet over a Wi-Fi network.
C	Do Not Disturb	"Do Not Disturb" is turned on.
0	Personal Hotspot	iPhone is providing a Personal Hotspot for another device.
\mathcal{C}	Syncing	iPhone is syncing with iTunes.
	Network activity	Shows that there's network activity. Some third- party apps may also use it to show an active process.
(→	Call Forwarding	Call Forwarding is set up.
VPN	VPN	You're connected to a network using VPN

Ξ

orientation lock

Alarm An alarm is set.

7	Location Services	An item is using Location Services.
*	Bluetooth®	Blue or white icon: Bluetooth is on and paired with a device.
		Gray icon: Bluetooth is on. If iPhone is paired with a device, the device may be out of range or turned off.
		No icon: Bluetooth is turned off.
Î	Bluetooth battery	Shows the battery level of a paired Bluetooth device.
 ,	Battery	Gray icon: Shows the iPhone battery level or charging status.
		Yellow icon: Low Power Mode is on.

BASIC USE

HOME SCREEN

From the home screen you can quickly access features that you use the most, and see at a glance any missed calls or new messages. The home screen consists of the following:



Status bar. View signal strength, 4G, WiFi battery and more. Refer to the previous section for icon meanings.

Main app screen. Tap an app to open it. Press the Home button to return to this screen.

Dock. The most commonly uses apps have already been arranged here for you.

Swipe to the right or left to view other homescreens.

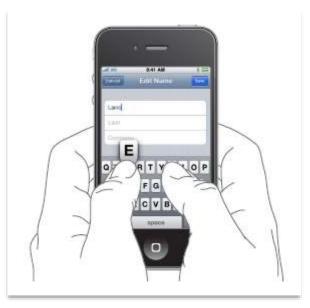
TYPING

The onscreen keyboard appears anytime you need to type.

Use the keyboard to enter text, such as contact information, email, text messages, and web addresses. The keyboard corrects misspellings, predicts what you're typing, and learns as you use it.

Depending on the app you're using, the intelligent keyboard may suggest corrections as you type, to help prevent mistyped words.

As you type, each letter appears above your thumb or finger. If you touch the wrong key, you can slide your finger to the correct key. The letter isn't entered until you release your finger from the key.



Tap the Shift key to capitalise words



Press the numbers, or 123, key to enter a number



Once in Number mode press the Symbol key to access symbols



DICTIONARY SUGGESTIONS

iPhone uses a dictionary to suggest corrections or complete the word you're typing. You don't need to interrupt your typing to accept the suggested word.

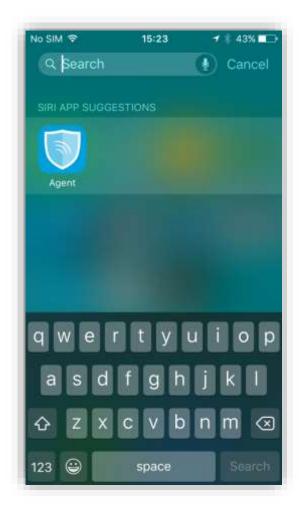


- 1. To reject the suggested word, finish typing the word as you want it, then tap the "x" to dismiss the suggestion before typing anything else. Each time you reject a suggestion for the same word, iPhone becomes more likely to accept your word.
- 2. To use the suggested word, type a space, punctuation mark, or return character.
- 3. iPhone also underlines words you've already typed that might be misspelled. Tap the misspelled word then tap a corrected suggestion.

SEARCH

Many apps include a search field where you can type to find something that the app knows about. You can search all the apps at once from the Home screen. To do this drag down the middle of any Home screen to reveal the search field. Results occur as you type; to hide the keyboard and see more results on the screen, tap Search. Tap an item in the list to open it.

You can also use this method to search within individual apps, for example, Email or Contacts.



CONTROL CENTRE

Control Centre gives you instant access to the camera, torch, timer, and many other handy features. You can adjust the brightness, lock the screen in portrait orientation or turn WiFi on or off.

Open Control Centre. Swipe up from the bottom edge of any screen.

Close Control Centre. Swipe down, tap the top of the screen, or press the Home button.



ALERTS

Alerts let you know about important events. They can appear briefly at the top of the screen, or remain in the centre of the screen until you acknowledge them.

Some apps may include a badge on their Home screen icon, to let you know how many new items await—for example, the number of new email messages. If there's a problem—such as a message that couldn't be sent—an exclamation mark appears on the badge.



Alerts can also appear on the Lock screen.

To respond to an alert when iPhone is locked swipe the alert from left to right.

NOTIFICATION CENTRE

Notification Centre collects your notifications in one place, so you can review them whenever you're ready. Review all your alerts, or just the ones you missed. Or tap the Today tab for a summary of the day's events—such as the weather forecast, appointments, birthdays, and even a quick summary of what's coming up tomorrow.



Open Notification Centre. Swipe down from the top edge of the screen.

Set notification options. Go to Settings > Notification Centre. Tap an app to set its notification options.

SOUNDS

You can change or turn off the sounds iPhone plays when you get a call, text, voicemail, email, reminder, or other event.

Set sound options. Go to Settings > Sounds for options such as ringtones and alert tones, vibration settings and patterns, and ringer and alert volumes.

DO NOT DISTURB

Do Not Disturb is an easy way to silence iPhone, whether you're going to dinner or to sleep. It keeps calls and alerts from making any sounds or lighting up the screen.

Turn on Do Not Disturb. Swipe up from the bottom edge of the screen to open Control Centre, then

tap 🔪 . When Do Not Disturb is on, 🕒 appears in the status bar.

Note: Alarms still sound, even when Do Not Disturb is on. To make sure iPhone stays silent, turn it off.

Configure Do Not Disturb. Go to Settings > Do Not Disturb.

You can schedule quiet hours, allow calls from your Favourites or groups of contacts, and allow repeated calls to ring through for emergency situations.

PERSONAL HOTSPOT

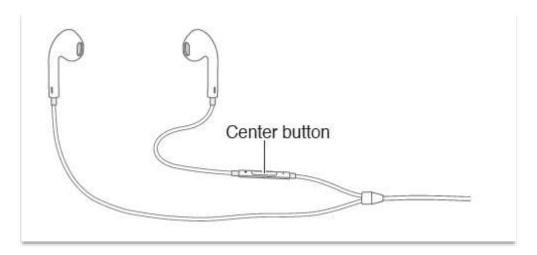
Use Personal Hotspot to share your iPhone Internet connection. Your laptop can share your Internet connection using Wi-Fi or Bluetooth.

Share an Internet connection. Go to Settings >Personal Hotspot and change the switch to On. On your Canal and River Trust laptop search for a new Wifi hotspot. Your iPhone will show as the name of your phone, for example, C39RLCDWH2XJ. Enter the password from the Wifi Password section of Personal Hotspot.

- 1. You must have a strong 3G/4G signal to use this feature.
- 2. You should only share your iPhone Internet connection with your Canal and River Trust laptop and use the feature when you have no WiFi (either Canal and River Trust or public Wifi such as BT WiFi or Starbucks)
- 3. Do not use your iPhone with Canal and River Trust colleagues. Each individual should use their own phone.
- 4. Don't forget to turn the Personal Hotspot off after use

USING HEADPHONES

The Apple Earphones with Remote and Mic feature a microphone, volume buttons, and the centre button, which lets you answer and end calls, even when iPhone is locked.



Use the centre button to answer or make phone calls.

- Answer an incoming call: Press the centre button.
- End the current call: Press the centre button.
- **Decline an incoming call**: Press and hold the centre button for about two seconds, then let go. Two low beeps confirm you declined the call.
- Switch to an incoming or on-hold call, and put the current call on hold: Press the centre button. Press again to switch back to the first call.
- Switch to an incoming or on-hold call, and end the current call: Press and hold the centre button for about two seconds, then let go. Two low beeps confirm you ended the first call.

You are able to add a personal Bluetooth headset if you wish to do so. Follow the manufacturer instructions for pairing your headset with your iPhone.

PHONE & CONTACTS

CALLING A PHONE NUMBER

- 1. Tap the Phone app
- 2. Tap Keypad
- 3. Enter the number to dial
- 4. Tape the Green Dial icon
- 5. Tap the Red Hang-Up icon when finished

PHONE SHORTCUTS

Silence a call. Press the Sleep/Wake button or either volume button. You can still answer the call after silencing it, until it goes to voicemail.

Decline a call and send it directly to voicemail. Do one of the following:

- Press the Sleep/Wake button twice quickly.
- Press and hold the centre button on your headset for about two seconds. Two low beeps confirm that the call was declined.
- Tap Decline (if iPhone is awake when the call comes in).

Respond with a text message instead of answering. Tap Message and choose a reply or tap Custom. To create your own default replies, go to Settings > Phone > Respond with Text, then tap any of the default messages and replace it with your own text.

Remind yourself to return the call. Tap Remind Me and indicate when you want to be reminded.

VOICEMAIL

When you receive a voicemail you can dial 1571 or tap the Voicemail button in the Phone app.

CONTACTS

SEARCHING FOR CONTACTS

Contacts are synchronised from Outlook on your laptop or computer.

You can access your Contacts by:

- 1. Open the Phone App and tap Contacts
- 2. Open the Contacts app from the Home screen

You can scroll through the list of names or use the search facility as explained earlier in this guide

Tap the contact's name then tap the phone number you wish to call, for example, office or mobile.

Note: You can also use Siri to call a contact (see the Siri section in this guide)

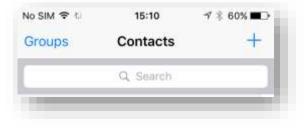
You can add a phone number to Favourites by opening a Contact, scrolling to the bottom of the contact card and tapping Add to Favourites. You can then choose the phone number to add.

All Contacts Edit Vodafone Managed Services Vodafone Managed Services work
Services Vodafone Managed Services
work
0870 072 5886
Notes
Send Message Share Contact
Add to Favorites.
work 0870 072 5886
Cancel

Note: To add a person's mobile and office numbers you should add them to Favourites for each number. iPhone will display which number is which.

SEARCHING THE GLOBAL ADDRESS LIST

If you need to find the details of a Canal and River Trust colleague that you don't have in your personal you can search the Global Address List. To do this open Contacts and tap Groups in the top left corner:



No SIM Ҿ	15:10 Groups	1 \$ 60% ■□ Done
	8	
Hide All Co	ontacts	
CRT EXCHAN	IGE ACTIVESYNC	
All CRT Ex	change ActiveSy	/nc 🖌
Contacts		1
Skype for	Business Contac	ts 🗸
CRT Excha	ange ActiveSync	Global A
IPHONE		
All iPhone		1

In the Search field enter the name of the person you want to find and tap their name to view their details

No SIM	\$			15:10	2	4	# 60	96
QJ	onath	ian				0	Ca	ancel
Jon	athai	n Ell	is					
Jon	atha	n Gil	ber	6				
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q١	N	e	r I I	t y	/ 1	i L	C	p
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123		Q		spa	ace		Se	arch

From here you can call them or send a message. You also have the option to add the person to your own Contacts list to save you searching in the future.

CALL HISTORY

To make a call using your call history, open the Phone app and tap Recents. This will show calls made and received as well as missed calls.

Tap a number to call it

Tip: To adjust the volume of an active call, use the volume keys on the side of the phone while the call is in progress.

CREATE A CONTACT

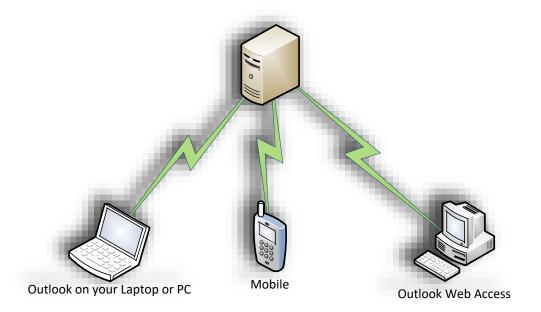
Open the contacts app and press + at the top left

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Groups	All Contacts	+
	Q Search	
A		
Martin Ab	bott	A
Emma Ait	ken	CDF
Ingrid Ald	ridae	F
Nick Atkin	9903 5 03	H 1 J
B	ison	K L M
Roger Bai	nos	NO
		P
Simon Bar	nford	S T U
Lee Bates	Ř	v w
Neil Besle	у	X Y Z
Paul Bird		Ŧ

Alternatively add the contract to Outlook on a computer and it will appear on your phone within 15 minutes. This can be very useful for when you have a lot of contacts to add or update/edit.

OUTLOOK AND YOUR PHONE

By default your phone is shipped to you configured for synchronisation with Outlook. This means it connects to the same server as your laptop or computer and allows you to see the same information as Outlook does.



Mail, Contacts and Calendar entries that are present in your Outlook, will also be present on your mobile phone. Any changes you make to an email, contact or calendar entry will be synchronised between your phone and Outlook within minutes of them taking place.

It is advised that you use your Outlook Contacts to store all the names, emails and numbers that you require so that they show on your phone.

EMAIL

READING AN EMAIL

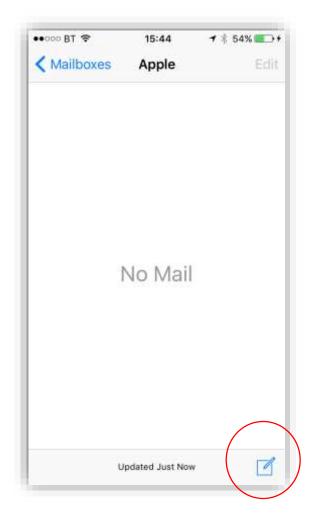
To read an email tap Mail then tap the item you want to read.

You can pinch-to-zoom to zoom in and out of the email or double tap the text to make it fit the screen.

You can also go directly to an email from the lock screen or Notification Centre just by tapping the email

CREATING A NEW EMAIL

Open Mail and tap the Compose button to bring up a new, blank email

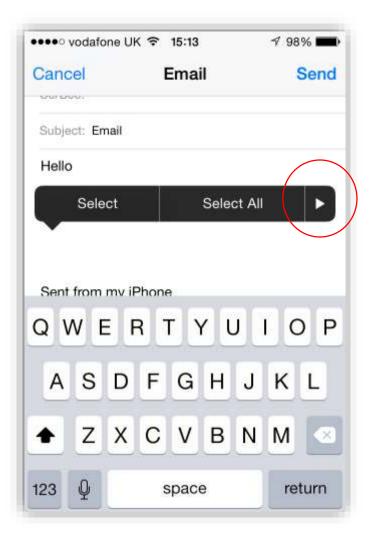


Type the name of the person you want to email. If the person is in your Outlook Contacts or the Canal and River Trust address book the name will auto-complete after a few seconds.

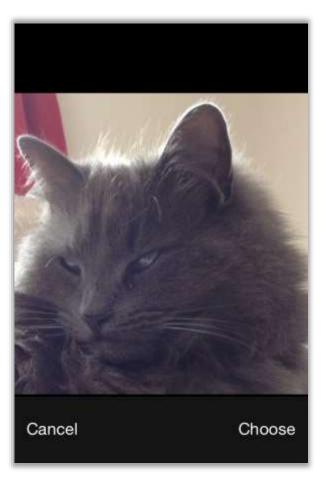
•••• vodafo	ne UK 🗢 15:05	7 98% 🗪
Cancel	New Message	e Send
To:		
Cc/Bcc:		
Subject:		
Sent from	my iPhone	

Add a subject and message.

You can add a photo or video to your email as an attachment. Tap and hold a blank area of the email until you get the Select tool then tap the arrow to the right.



Tap Insert Photo or Video. Tap Camera Roll, tap the photo you want then tap Choose



Send your email as normal.

WORKING WITH EMAIL

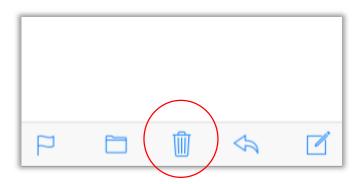
When you're reading an email you have various options to choose.

You can reply or forward the email

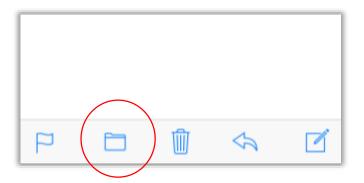


Tip: If you wish to send the email to more than one person, separate the email addresses with a semicolon.

You can delete the email



You can move the email to another folder. Press the Folder button to display the sub-folders you have in your mailbox...



... then tap the folder you want to move the email into

	Inbox
	Sub-Folder
	Sent
X	Junk
⑩	Trash
	Outbox
	RSS Feeds

You will be automatically returned back to your email list.

Finally, you can flag an email to return to later, mark it as unread or move it to junk by tapping the flag button...



... and choosing the appropriate option



READING ATTACHMENTS

If the email you have received has an attachment you can open it by tapping the name of the attachment (if the file is large it will not download automatically. Tap the name of the attachment to start downloading then when finished, tap again to open the attachment).

iPhone can open all Microsoft Office files to read but you cannot edit files on your phone.

Tip: double tap the text of the document to fit to screen or pinch-to-zoom to zoom in.

TEXT MESSAGING

To send a text message open the Messages app



If the person you want to text is on your Contacts and has a mobile number simply start typing their name and iPhone will auto-complete the contact.

If it is a new person you want to text use the keyboard to enter their number manually.

CALENDAR

Open Calendar from the dock



By default you will see your diary in Day view

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18	т	w	т	F	5	5
10	19	20	21	22	23	24
	Weo	Inesd	ay 20	July 2	016	
all-day	Leeds	į				
10:00	Confin	mation		e Roads 1 4DL	show Bo	oking
11:00						
12:00	Pull o	ut surv	ey re	reque	ested io	s (ipa
13:00						
14:00	airwat	tch				
15:00						
Today			alenda		14 - A	ox (1)

Change day: swipe from side-to-side to change days. **Add new appointment**: tap + at the top right **Change month**: tap the month at the top left

You can also see a list of your next few days calendar entries by tapping List View at the top right of the screen

••000 BT 🗢	15:54	-7 🕴 63% 💶⊃ 1			
< Septen	nber 📔	a +			
Mon 12 S	Sep				
all-day	Leeds				
Tue 13 S	ер				
all-day	Leeds				
14:00 15:00	27.00 (200 EV 20 CV 220) (201 EV 20 CV				
Wed 14 \$	Sep				
all-day	Leeds				
Thu 15 S	ер				
all-day	Leeds				
Fri 16 Se	p				
all-day	Leeds				
Today	Calendars Inbox (1				

You can scroll up and down this list to quickly see your upcoming appointments.

You can invite a colleague to a meeting by creating a new appointment (click the + at the top right) then scrolling down to tap Invitees.

15:57	1 66% 💶 🕫
New Event	Add
	0
20 Jul 2	016 15:00
	16:00
	Never >
e	None >
	Calendar >
	New Event

Enter the person's name you wish to invite then fill the rest of the meeting details in. You can also scroll to the bottom of the meeting request to add any notes you want to send.

MEETING REQUESTS

If you receive a meeting request you will see a red badge on the Calendar app



Open Calendar and tap Inbox at the bottom of the scree



This will take you to the meeting request where you can accept or decline it as normal

UPDATING YOUR PASSWORD

You need to change your logon password every 90 calendar days (the password you use to login to your laptop). Once you have changed your password you'll need to update this on your iPhone. A few minutes after setting your new password on your laptop you will receive the pop-up screen shown below



Enter your new password and tap OK.

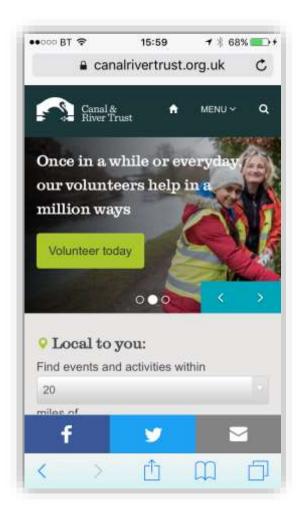
Your phone will now use your new logon password.

USING THE INTERNET

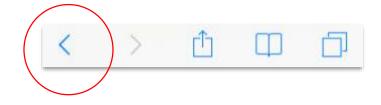
Use Safari to browse the Internet on your phone

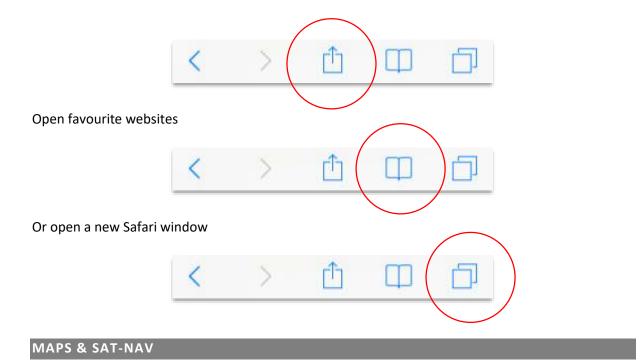


Type a website address in the bar at the top of the screen, eg, canalrivertrust.org.uk

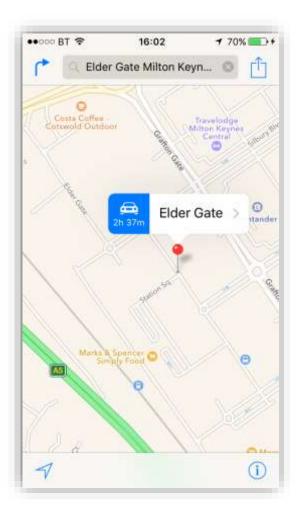


Use the toolbar at the bottom to go back a page





Use Maps to find a route, new place to visit or get driving directions. Enter the name of the place you want to go into the address bar and Maps will automatically search. Tap the car icon to get driving directions from your current location



You will get spoken directions to your destination. You can turn the phone screen off and still get directions – they will show on screen when needed plus speak the directions to you.

You can also use Siri to get direction (see Siri in this guide). For example say "Take me home" to get directions from your current location to home, or "find a hotel within 30 miles" to search for hotels.

Using Maps will drain your phone battery very quickly. You should only ever use Maps in the car if the phone is on charge. As a general rule of thumb a fully charged battery will discharge in 60 - 90 minutes of Maps use.

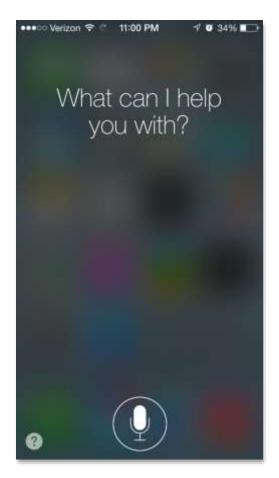
SIRI

Siri is voice command on your iPhone.

Ask Siri anything, from "set the timer for 3 minutes" to "wake me up at 6am tomorrow" Open apps, and turn features on or off, like Airplane Mode, Bluetooth, Do Not Disturb, and Accessibility. Siri understands natural speech, so you don't have to learn special commands or keywords.

Siri works with locations so you can say, for example, "Remind me to book annual leave when I arrive at work"

Summon Siri. Press and hold the Home button, until Siri beeps. If you're not sure what to say tap the question mark for hints and tips



If you let Siri know who you are, you can get personalised service—like, "remind me when I get home to call my wife."

Tell Siri who you are. Fill out your info card in Contacts, then go to Settings > General > Siri > My Info and tap your name.

Be sure to include your home and work addresses, and your relationships. If you have the person in Contacts you can tell Siri who they are. For example, the first time you say "Call my wife" Siri will ask who your wife is. Answer with the name in Contacts and Siri will use this from now on.

Tip: Tell Siri "call me..." to have it greet you with a name you prefer.

You can Siri hands-free by Saying "Hey Siri". To turn this feature on tap Settings>General>Siri and turn Allow "Hey Siri" on. iPhone will walk you through the setup process.

TOUCH ID

Use Touch ID to unlock your iPhone using your fingerprint. To turn this feature on tap Settings>Touch ID & Passcode and enter your passcode.

Turn on iPhone Unlock and follow the prompts to register your fingerprint. You can store up to five fingerprints so it's a good idea to do two forefingers and two thumbs.

FACETIME

Use FaceTime to make video calls with colleagues. The front FaceTime camera lets you talk face-to-face over a Wifi connection.



To start a FaceTime call open FaceTime and choose the person from the Contacts list.

An easier way to start a call is to ask Siri. Simply say "FaceTime Laura"; or "FaceTime my boss"

If you're already in a call with a colleague you can choose to convert it to a FaceTime Call. Just tap FaceTime in the options.



CANAL AND RIVER TRUST APP STORE

The CRT App store is a collection apps the Trust has made available to you but apps that you may not need every day, for example, paying for a car park.

To install an app, open the CRT App store and tap **Install** next to the app you want. The app will download and install automatically and you won't need to enter a username or password.

BT WIFI APP

The BT WiFi app automatically connects to BT WiFi hotspots when you're out and about

The app will save your username and password so you don't have to enter them every time you want to get online, and what's more, the app will automatically connect you when in range of a hotspot.

To register, open the BT WiFi app



Enter your mobile phone number as the username and the password **blue1234**. Tap to allow the app to use your location.

You can search for a Wifi hotspot using a location or postcode or simply leave the app to automatically connect.

PERSONALISE YOUR PHONE

To change any personal options tap Settings on the second home screen. From here you can change your ringtone, alert sounds and more.

If you need to change the text size or other accessibility options tap General> Accessibility. You can set many options here from text size, contrast or bold text. Experiment to find what options are best for you.

USE

Mobile phones issued to an individual must not be passed to any other employee or person without the authorisation of the IT Department. The phone you have been issued with is for Canal and River Trust use only and should not be used by anyone who is not an employee. You are responsible for the phone at all times.

FOREIGN TRAVEL

When travelling abroad on business, employees should be mindful that roaming charges vary considerably and are generally expensive. Every effort should be made to minimise costs during that time. You should contact the Service Desk a minimum of 72 hours before any foreign travel to discuss options for calling/data bundles and charges.

AIRWATCH AGENT

The AirWatch agent application should be active at all times. If accidentally dismissed via the multitasking option the agent should be launched immediately.

Compliance policies may trigger and alert an end-user by way of on-screen messages, SMS messages or email. These should be paid prompt attention and their requests carried out as soon as possible. This ensures the phone is kept up-to-date, secure and working to the highest standards.

SOFTWARE INSTALLATIONS & UPDATES

All applications are centrally managed. You are able to install applications from the iTunes App Store using the password **Passwordcrt1**.

If Apple release an update to iOS (the software on the phone) this may generate a pop-up message inviting you to install it. No updates should be installed until the IT Department confirm this via Gateway or other communication methods. If an unauthorised update is installed your phone may be automatically blocked and wiped and will need to be returned to the IT department.

APP INSTALLATIONS

You are able to access the Apple App Store and install public apps. You are able to install applications from the iTunes App Store using the password **Passwordcrt1**. However, the apps below have been prohibited and you will receive an automatic email notification requesting their removal if the following apps are installed:

- Microsoft OneDrive
- Google Drive
- Box
- WhatsApp
- Trainline
- Amazon Photos
- Amazon Cloud Drive
- MEGA
- All Connect

If you have a business case to use a blacklisted app please email <u>mobiletech.support@canalrivertrust.org.uk</u>.

PRIVACY

Your iPhone is issued to you as a corporate device which means that the Trust is able to view and change your phone and its contents. A summary of what can be collected from your device is as follows:

- Location
- Installed apps
- Data usage
- Telephone usage
- Troubleshooting logs

The phone can be remotely wiped in case of being lost or stolen.

If you have any questions regarding privacy please contact the Digital Technology Team.

Mobile phones issued to employees are deemed to be fully owned by the Trust.