Take Control *of* Your iPhone

Get the most out of your iPhone! Avoid trouble, solve problems, and use your iPhone like a pro.

by Ted Landau

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Read Me First

Welcome to *Take Control of Your iPhone,* version 1.0.

If something goes wrong with your iPhone, if anything unexpected happens while using your iPhone, or if you can't figure out how to make an iPhone feature work, turn to this book to find help. This book was written by Ted Landau, edited by Adam and Tonya Engst, and published by TidBITS Publishing Inc.

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In reading this book, you may get stuck if you don't know Take Control syntax for things like working with menus or locating items on your iPhone or on your computer. Please note the following:

- **Path syntax:** I occasionally use a *path* to show the location of a file or folder in your computer's file system. Path text is formatted in bold type. For example, Mac OS X stores most utilities in the Utilities folder. The path to the inside of the Utilities folder is: **`/Applications/Utilities/`**.

  The slash at the start of the path tells you to start from the root level of the disk. You will also encounter paths that begin with **`~`** (tilde), which is a shortcut for any user's home directory. For example, on the Macintosh, if a person with the user name **`ted`** wants to install fonts that only he can access, he would install the fonts in his **`~/Library/Fonts`** folder, which is just another way of writing **`/Users/ted/Library/Fonts`**.

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- **Menus:** When I describe choosing a command from a menu in the menu bar of your computer (Mac OS X or Windows), I use an abbreviated description. For example, the abbreviated description for the menu command that creates a new playlist in iTunes is "iTunes > New Playlist."

- **iPhone navigation:** When I describe how to get to a particular location in the iPhone's interface, I use a similar abbreviated description. Unless otherwise specified, I assume you are starting from your iPhone's Home screen. For example, the abbreviated description of how to reach the iPhone's About screen is Settings > General > About. Generally, you tap on the name of an item to make its screen appear.

- **Working with your iPhone in iTunes:** When you connect an iPhone to a computer and launch iTunes, the iPhone's icon should appear in the Devices category of the iTunes Source list, located at the left of the iTunes window. If you select the iPhone icon, iTunes shows what I call a "Summary tab" for that iPhone at the right. iTunes also shows a selection of tabs that you can click to change from the Summary tab for that iPhone to other screens, such as Info and Video for further configuration.

  So, if I tell you to check something "on your iPhone's Summary tab in iTunes," I mean that you should connect your iPhone and select it in the iTunes Source list in order to view that tab.

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Introduction

This is a Take Control book, so it needs to be concise. I believe I have succeeded in this regard, although the page count does not exactly support this view. Because the iPhone is an entirely new platform, it needs more explanation in order to cover it properly.

I am confident that anyone who has used an iPhone for even a couple of weeks will have no trouble with the technical level of this text. My emphasis is to provide you with a deeper understanding of how the iPhone works, with an ultimate goal of putting you in control of your iPhone. In particular, if any aspect of the iPhone leaves you scratching your head, this book should provide the answer.

Most especially, I've included troubleshooting information, focusing on what to do when things go wrong or don't work the way you expect. In that regard, I pick up where other books typically leave off. For example, rather than be content to merely explain the basics of making a phone call, I delve into why you may be unable to make calls at times, and what to do to fix it.

Troubleshooting can also refer to figuring out how to do a task more effectively, even if nothing is "wrong." That's why I explain the details of several iPhone features (such as network settings and Mail accounts) that, if not understood, can become a source of problems.

Beyond that, Apple provides a wealth of troubleshooting information at http://www.apple.com/support/iphone/. It would be impossible for me to write this book without sometimes overlapping Apple's support documentation. When I believe that my efforts provide added value, I have no hesitation about covering similar ground. However, Apple's documentation is sometimes so complete that there is little to add. In such cases, in the interest of brevity, I typically provide a link to Apple's documentation for further insight.

Tip Basic iPhone Guidance

If you want a basic guide to using an iPhone, perhaps your best choice is the free *iPhone User's Guide* from Apple. (it *truly* is the manual that should have been in the box). Find it at http://manuals.info.apple.com/en/iPhone_User_Guide.pdf.

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The iPhone is for Mac OS X, Windows XP, and Windows Vista users. What about this book? I estimate that roughly 90 percent of the material is appropriate for both platforms. This is obviously so when covering the iPhone's features. Even when an iPhone is connected to a computer, differences are slight. Still, when it comes to trouble-shooting, differences exist, such as when describing where iPhone information is stored on a computer's hard drive. In this case, the book has more information for Mac users, since I am a die-hard Mac user and Mac troubleshooting is in my blood. Still, I firmly believe this book is valuable for users of either platform.

However, when referring to Windows, I am careful to say "computers running Windows" (or something similar) rather than simply refer to "PCs." This is because Intel-based Macs can also run Windows, such as via Apple's Boot Camp software. When running Windows, a Mac follows the rules for Windows, not Mac OS X.

One more thing. I am truly excited about writing this book. I have not had such an enthusiastic reaction to a new product since I got my first Mac in 1984. I look forward to a long and happy relationship with my iPhone. Let's get started.

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Quick Start to Taking Control of an iPhone

You needn't read this book from cover to cover. If you have a specific problem or question, you can go immediately to the section where the answer is likely to be found. You might especially like to try 8 Quick Troubleshooting Steps, two pages ahead. However, reading the entire book does have its benefits—you'll learn a lot about operating your iPhone, and not only will you pick up useful tips but you'll also learn techniques for avoiding and solving problems before you get a chance to encounter them unexpectedly.

Start on the right foot:

- If your iPhone doesn't show up in iTunes, learn how to Get iTunes to Recognize Your iPhone (p. 9).
- Solve iPhone Activation Problems (p. 11).

Avoid navigation and typing hassles:

- Avoid tapping when you mean to flick. Read Understand iPhone Gestures (p. 18).
- See how to Make Text More Readable (p. 20), and Master the Onscreen Keyboard (p. 21).

Manage iPhone syncing:

- Avoid general problems with iPhone syncing by making sure you Understand Sync Basics (p. 28).
- Learn the special rules to Import photos from your iPhone (p. 34), and find out why you should Choose Manual over Automatic Syncing (p. 35).
- Fix various iPhone sync problems that can occur: Solve "Not enough free space" Errors (p. 40), Resolve Sync Failures (p. 42), and Resolve Sync Conflicts (p. 50).
- Find out how to Create and Sync Custom Ringtones (p. 54).

Learn troubleshooting basics:

- Know what to do when the iPhone freezes (stops working) or crashes. See Handle Freezes (p. 62) and Handle Crashes (p. 63). To avoid these errors in the first place, see Prevent Freezes and Crashes (p. 65).

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- Discover how to Reset or Restore Your iPhone (p. 69), and read background about the iPhone's backup files and recovery mode.
- Worried that your iPhone may fall into enemy hands? See Manage Your Passwords (p. 81).
- Want to solve your problem as quickly as possible, without learning the basics? See 8 Quick Troubleshooting Steps (p. 8).

Handle iPhone networking:

- Learn how to set up and troubleshoot iPhone Networking (p. 85).
- If you have trouble connecting to a Wi-Fi network or getting EDGE to work, read Solve Network Connection Problems (p. 94).
- If you have a Bluetooth headset, check out Use Bluetooth (p. 103).

Work smarter, and solve application-specific problems:

- For help with making or receiving phone calls, see Phone (p. 107).
- In Mail, you may have problems sending or receiving email, coordinating email between the iPhone and your computer, and avoiding spam. To solve these and other problems, see Mail (p. 114).
- In Safari, Web pages may refuse to load or may load unusually slowly. To fix these issues and much more, see Safari (p. 134).
- If you have trouble importing or playing back iPod content on the iPhone, see iPod (p. 143). To learn how to download music directly to your iPhone, read Use the iTunes Wi-Fi Music Store (p. 151).
- For help with widgets, such as Maps or Notes, see Widgets (p. 154).
- In Appendix A: Hack Your iPhone (p. 183), find out why you might want to hack your iPhone and how to do it.

Understand the hardware, and solve hardware problems:

- Learn how get the most out of your iPhone's battery, how to make sure that peripherals work with your iPhone, and when it's time to take your iPhone in for a repair. See Handle the Hardware (p. 166).
- Most of the topics in this book apply to the iPod touch as well. Get help using this ebook for an iPod touch in The iPod touch (p.181).

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8 Quick Troubleshooting Steps

If you want a quick fix for an iPhone problem, and you don't want to read more than absolutely necessary, you may prefer the simple shotgun approach of trying a series of common fixes and hoping that one works. If that describes you, here's the list you want.

Try each solution in order until one (hopefully) works:

1. Hold down the Home button for 6 seconds (described in Handle Freezes, p. 62).
2. Restart the iPhone (p. 63).
3. Force Restart the iPhone (p. 63).
4. Update your iPhone (p. 65) to be sure you have the latest version of the iPhone's software.
5. Resync the iPhone. If you get an error, run through the tests suggested in Resolve Sync Failures (p. 42).
6. Reset the settings that you've made on the iPhone: Consult How to Proceed (p. 70), and continue with Reset All Settings (p. 71).
7. Erase All Content and Settings (p. 72) on the iPhone.
8. Restore the iPhone (see Restore the iPhone from iTunes, p. 72).

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Avoid Trouble from the Start

Out of the box, you can't use your iPhone to make phone calls or even to access non-phone features. First, you must activate the phone with AT&T. (The sidebar Two iPhone Activation Hacks, a few pages ahead, discusses minor hacks that can circumvent this, but they are certainly not supported by Apple.)

After activating your iPhone, the next step is to sync data, such as Address Book contacts or iTunes music, between your computer and your iPhone, using Apple's iTunes software as a conduit. In this section, I focus on solving any problems that might come up with activation and syncing.

Get iTunes to Recognize Your iPhone

When you connect your iPhone to your computer (via the included USB-Dock Connector cable) and launch iTunes, the iPhone should automatically appear in the iTunes Source list, in the Devices category (**Figure 1**). This happens 99 percent of the time. No problem.

Figure 1

The iPhone's "Welcome" message in iTunes appears when the iPhone is first connected to the computer. Note the blue selection highlight on the iPhone in the Devices list on the left.

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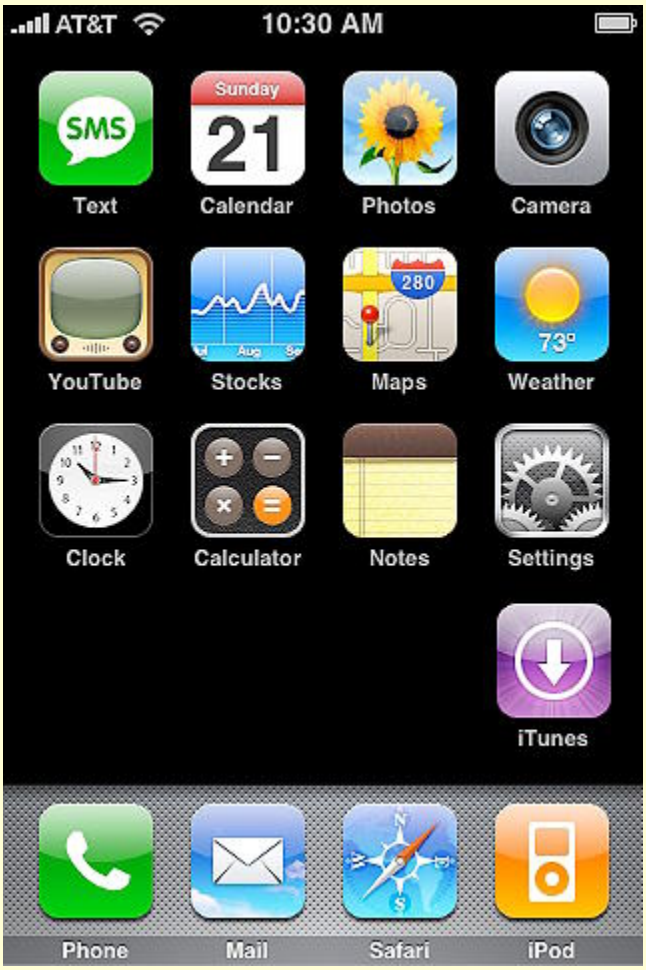
Use Home and Settings

Before you delve into the details of troubleshooting or generally exploring your iPhone, make sure you are familiar with two of the most important iPhone locations: Home and Settings.

Home

The starting point for almost all iPhone activities is the Home screen (**Figure 2**). Tap any button on this screen to open the corresponding application (or *widget*—as the items above the four major ones at the bottom are often called).

Figure 2



The iPhone's Home screen shows buttons for widgets and applications.

The iPhone's physical Home button is below this screen.

To return to the Home screen, from wherever else you may be, press the physical Home button that is located below the screen.

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Avoid Navigation and Typing Hassles

Have you ever tried to scroll down in a Web page and selected a link instead—with the result that you now have to tap the Back icon and wait for the page to reload? If you have experienced this, or any similar annoyance, then this section is for you.

Understand iPhone Gestures

The main way you interact with your iPhone is by touching the screen. The exact ways in which you touch the screen, called *gestures,* determine which action is taken.

Here are the basics that you should know:

- **Tap:** Tap any active area of the touchscreen and the relevant action is taken. For example, tap any application icon on the Home screen to open that application.
- **Double-tap:** A *double-tap* (tapping twice quickly) has a special effect in many applications. Typically, a double-tap enlarges (zooms in on) the view. In some applications (such as Maps), a second double-tap enlarges the image further. In other applications (such as Photos), a second double-tap makes the display smaller again (zooms out).

  One special case occurs in Maps. After zooming in on a map, if you double-tap with two fingers, the display zooms out again. Double-tapping with one finger causes the display to zoom in further. In all other applications, the number of fingers used for a double-tap makes no difference.
- **Drag:** Drag your finger slowly across the screen to scroll in the direction of your drag, vertically or horizontally.
- **Flick:** A *flick* is similar to a drag except that you move your finger faster and typically lift it off the screen at the end of the movement. This should result in faster vertical scrolling.
- **Swipe and slide:** A *swipe* is the same as a flick except it goes horizontally instead of vertically. You would use this, for example, to get the Delete button to appear for an email message in Mail's Inbox listings.

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Manage iPhone Syncing

Syncing (or synchronization) refers to the act of transferring data on your iPhone to your computer, or from your computer to your iPhone, so that the two data sets match. Most of the time, this goes as smoothly as you would expect for a well-designed product from Apple (which is what the iPhone is!). But, problems do occur.

In this section, I first cover the sync basics that are especially important for troubleshooting. Then, I explain how to deal with problems that can occur even if you know and follow all the basics.

I don't cover all the different options for determining which data is synced, such as choosing a group from Address Book to sync in Contacts or limiting which events get synced in Calendars. See http://docs.info.apple.com/article.html?artnum=305741 for a brief background on how to set up iPhone syncing. For more general information about syncing between a Mac and any device (including an iPhone), I recommend Michael E. Cohen's *Take Control of Syncing in Tiger* (or the upcoming *Take Control of Syncing in Leopard)*.

Understand Sync Basics

You control which data sync between your computer and your iPhone with choices you make in iTunes. To do so, first connect your iPhone to your computer and in iTunes, select it from the Devices category in the Source column. Then, set up syncing in these iTunes tabs: Summary, Info, Ringtones, Music, Photos, Podcasts, and Video (**Figure 7**).

Depending on the type of data and the option selected, data are either merged (that is, synced bidirectionally, combining changes made on the iPhone with changes made on your computer, so that both devices wind up with all the changes) or synced in one direction only (with the data on your computer completely replacing the matching data on your iPhone, or vice versa).

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Create and Sync Custom Ringtones

Starting with iTunes 7.4 (released in September 2007), Apple officially added custom ringtone support to the iPhone. This much-desired feature means that you can create ringtones from the songs in your iTunes Library. There are some irritating limits to how this works, however. Happily, you can work around these limits.

Install iTunes Store ringtones

Here is how to get an iTunes Store ringtone on your iPhone:

1. Update to the latest version of iTunes.

   Only the absolute latest version is guaranteed to work with ringtones. For example, iTunes 7.4.1 was released within days of 7.4. After version 7.4.1 was released, you could no longer use 7.4 to download or create ringtones. This rule has not been consistently enforced in subsequent updates, but it's best to play it safe.

2. When iTunes launches for the first time after you've installed a ringtone-supported update, a message should appear asking if you want to "check with the iTunes Store to see which songs the music labels have cleared for use as ringtones?" Click the Check Songs button to initiate this check.

3. In the iTunes Store, when you view song lists, a Ringtones column now appears, indicated by a bell icon ( ). Any song with a in that column is eligible as a ringtone. Before you can create a ringtone from the eligible song, however, you must have it in your iTunes Library, so buy the song if you haven't already done so.

   No bell icon? *If you can't see a Ringtones column, consult* *Solve problems with ringtones, a few pages ahead.*

4. In the Source list at the left, from the Library category, click Music to access your iTunes Library.

5. Locate the song you wish to use as a ringtone—all songs in your iTunes Library that can be used for a ringtone have a bell icon in the Ringtone column. Click the for the desired song.

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Fix and Prevent Freezes and Crashes

Freezes and crashes are generic iPhone problems that can occur in any iPhone software, from Safari to Maps. In this section, I cover iPhone freezes and crashes, explaining what's going on, how to recover from them, and how to avoid them.

Note **Applications vs. Widgets**

Each program on an iPhone falls into one of two categories: *applications* (Phone, Mail, Safari, and iPod) and *widgets* (the collection of items, from Text to Settings, that appear above the main four application icons on the Home screen). Apple refers to the latter category as both widgets and applications in its various documents. The main difference is that widgets tend to be smaller, single function programs (akin to Dashboard widgets in Mac OS X) while applications are more full featured (akin to programs in the Applications folder of Mac OS X).

A quasi-third option is currently the only option available for third-party developers to create software for iPhone: Web-based applications. These are run from Safari and are often referred to simply as *Web applications.*

Handle Freezes

While running any of iPhone's applications or widgets, your iPhone may suddenly stop responding to your touchscreen gestures. Even pressing the Home button produces no effect. Typically, any display activity, such as a Web page that is loading or a video that is playing, halts as well. When this occurs, the iPhone software has "frozen."

Another symptom of a freeze is that the iPhone screen remains black, as if it is not turned on (although this symptom may also be caused by a "dead" battery).

To unfreeze an iPhone press and *hold down* the Home key for about 6 seconds. If this works, you are returned to the Home screen, with (hopefully) everything working again. If a force-quit fails to unfreeze the application, try further actions as described ahead in this section (begin with Restart, next page).

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Reset or Restore Your iPhone

Sadly, a time may come when your iPhone starts behaving so badly that even the fixes and preventative tips in the previous section fail to have a sufficient positive effect.

Such serious symptoms include:

- Frequent and repeated crashes or freezes that are not remedied by restarting your iPhone.
- An unaccountably large Other section in the graph depicting the iPhone's hard drive usage, as seen at the bottom of the iPhone's Summary tab in iTunes.
- Failure of an iPhone restart. Instead of going to the Home screen, it halts at the Apple logo or restarts itself again (and again, ad infinitum).
- The Mac OS X single user mode screen appears at startup. It's a black screen with white text, and it is closely related to the screen you can access on a Mac by holding down Command-S at startup.
- The iPhone screen stays black, failing to respond to any input even after allowing sufficient time for the battery to recharge.
- You can't use your iPhone, and you see a graphical error message, indicating that you should connect the iPhone to iTunes.

If any of this happens, don't despair. These symptoms don't necessarily mean your iPhone is broken. They do, however, mean that you will likely need to delete some of the information on your iPhone and start over with fresh copies (either factory defaults or from backups on your computer). This section describes how to proceed.

Tip If Other... Is Too Large, Delete Mail Messages

If the "Other..." section of your iPhone's storage, as seen in iTunes, is unusually large, it could be due to messages stored in the folders of your Mail accounts. Before resorting to resets and restores, first try deleting items from these folders. See also Edit Mail accounts from the iPhone (in the Advanced bullet item) for how to prevent a build-up from recurring.

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Manage Your Passwords

By default, the iPhone doesn't enable any security that would prevent someone else from using it, should it be lost or stolen. What can you do to protect yourself? The iPhone provides two options:

- **Passcode Lock:** After you enable this feature, a passcode must be entered before you can successfully unlock the iPhone (such as when waking it up). This prevents anyone who doesn't know the passcode from using the iPhone at all. If you forget your passcode, you must restore your iPhone. This removes the passcode so you can access your iPhone again.
- **SIM PIN:** Enabling this feature prevents calls from being made—until the correct SIM PIN is entered—but allows access to all other iPhone features. If you forget your code—or enter it incorrectly three times—you must call AT&T to get instructions on how to remove the SIM PIN.

  The SIM PIN number is recorded to the SIM card, not to the iPhone's drive. Thus, even if the SIM card is removed from your iPhone, it can't be used with another phone until its correct SIM PIN number is entered.

SIM PIN and Passcode Lock are two entirely separate features. You can have neither, either, or both enabled.

Personally, I don't bother with either of these options, because it's not worth the inconvenience should I forget the codes. If my iPhone turns up missing, my overriding concern would be to get a new one. There are no data on my iPhone so confidential that I would be concerned about someone else seeing them. However, I would want to change my email accounts' passwords, so as to prevent their unauthorized access. Further, as with any mobile phone, as long as I report the missing phone in a timely manner, I am not held responsible for any unauthorized calls.

Your situation may be different. Keeping your iPhone secure could be critical. In any case, I look at both options in this section.

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iPhone Networking

The iPhone is an Internet device. You can use it to surf the Web, check email, map directions, and get stock and weather updates. For these Internet features to work, you must have a network connection, and ideally a fast one. That's what this section is about: how the network settings work, how to set them optimally, and, of course, what to do when they don't work as expected.

Network Icons in the Status Bar

The status bar at the top of your iPhone provides important cues as to the current state of your network connection.

Typically, you'll see either an EDGE icon ( ) or a Wi-Fi icon ( ) near the left, showing whether you are currently using AT&T's EDGE network or a Wi-Fi network. In the latter case, the number of black bars indicates the strength of your Wi-Fi connection (more bars mean a stronger, faster connection).

A solid rectangle ( ) means that the iPhone has accessed a GSM network using GPRS technology. YouTube and the iTunes Wi-Fi Music Store will be unavailable. However, other Internet services (such as Safari) should work.

To the left of these icons is the signal strength icon for your mobile phone, typically followed by AT&T (

). Once again, the more bars, the better your signal strength. The number of bars relates directly to your ability to make phone calls successfully and to the quality of an EDGE network connection. Fewer bars can translate to a slower Internet connection.

If Bluetooth is enabled, you'll see a Bluetooth icon to the left of the Battery icon ( ), on the right of the status bar. The icon is gray if Bluetooth is on, but no paired device is currently connected. It changes to blue or white when a device *is* connected. If you have the Apple iPhone Bluetooth Headset, you will also see a separate battery icon for the headset battery.

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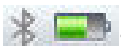
Use Bluetooth

In addition to Wi-Fi and EDGE, the iPhone supports one other type of wireless connection: Bluetooth. To enable Bluetooth, go to the Settings > General > Bluetooth screen and move the slider to On. After doing this, the Bluetooth icon appears in the status bar by the batter icon, like this:  .

Turning on Bluetooth makes your iPhone *discoverable* by other Bluetooth devices (which is not currently of much value, as I explain in a moment). It also initiates a search by the iPhone for other discoverable Bluetooth devices to which it can connect.

For general background on using Bluetooth headsets with an iPhone see these two Apple documents:

- Third-party headsets: http://docs.info.apple.com/article.html?artnum=306275
- The Apple iPhone Bluetooth Headset: http://docs.info.apple.com/article.html?artnum=306274

Understand the iPhone's Bluetooth's Limits

At present, the only Bluetooth devices to which an iPhone can connect are headsets and car kits. Such devices allow you to talk on the iPhone hands-free, a feature that is becoming increasingly important as states pass laws requiring hands-free mobile phone use while driving.

Beyond that, Apple has blocked virtually all other uses of Bluetooth, even though such uses are common with other mobile phones. For example, you can't use a stereo Bluetooth headset to listen to music from your iPhone. You can't even use voice dialing via any Bluetooth headset, as this feature is not yet implemented on the iPhone. However, you may be able to use a button on the Bluetooth headset to redial your most recently called number.

You also can't connect your iPhone to your computer via Bluetooth to do any sort of file exchange. This means there is no point in trying to use the Mac's Bluetooth System Preferences pane or status menu (as described in http://docs.info.apple.com/article.html?artnum=34744 and http://docs.info.apple.com/article.html?artnum=303591) to connect with your iPhone.

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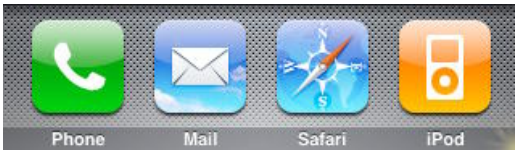
Applications



In this section, I cover each of the four major applications that you can access from buttons on bottom of the iPhone's Home screen: Phone, Mail, Safari, and iPod. I also look at selected Widgets, including Maps, Text, Camera, Photos, Calendar, Stocks, Weather, and Notes.

What you'll find here isn't a complete how-to guide to getting around in these programs; instead, I share my favorite advice and tips for using each item, helping you avoid trouble and work more fluidly. And, I discuss problems that might arise, helping your solve them with a minimum of fuss.

More info: *To find basic information about these programs, start with Apple's iPhone User's Guide, found at http://manuals.info.apple.com/en/iPhone_User_Guide.pdf*

Tip iPod touch Info

Applications on the iPod touch are somewhat different. I cover differences specific to playing music and video in iPod. Further information can be found in The iPod touch.

Phone

Phone is for making and receiving phone calls—as well as accessing related functions such as voicemail and the Contacts database. At the bottom of its main screen, Phone has five buttons: Favorites, Recents, Contacts, Keypad, and Voicemail. These buttons help you access many of Phone's features.

Make and receive calls

To make a phone call, select an item in the Favorites, Recents or Contacts lists—or tap the Keypad button and dial the number. To receive a phone call, simply tap the Answer button when you hear the phone ring.

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Handle the Hardware

In this section, I focus on hardware issues: potential problems with peripheral devices that attach to your iPhone and potential problems with the iPhone hardware itself.

Docks and Dock Cables

An iPhone comes with a dock cable and an iPhone dock. The dock cable has a USB connector on one end and a dock connector on the other:

- The dock-connector end connects directly to the dock connector "outlet" on the iPhone.
- The USB connector end attaches to a USB port on either a computer or a power adapter.

Whether connected to an outlet or a computer, the connection can be used to recharge the iPhone's battery. To sync the iPhone with iTunes, you obviously need to connect it to a computer.

Instead of connecting the dock cable directly to an iPhone, you can connect the cable to a dock. The iPhone dock is a cradle in which you insert your iPhone. It is simply a convenience. You can perform exactly the same actions whether you connect your iPhone to a dock-connector cable or a dock.

Match dock and dock cables to the iPhone

Docks and dock cables are also used by iPods. Indeed, the iPhone uses the exact same dock connector and dock cable that recent generations of iPods use, and any USB, iPod dock cables you currently own should work fine with the iPhone.

As for docks, each different iPod and iPhone may have a model-specific dock, sized exactly for that model. However, the iPhone is very similar in size to full size iPods. As it turns out, docks for my fifth-generation iPod also accommodate my iPhone. The iPhone is a bit smaller so the fit is not quite as snug, but it works.

Apple makes a Universal Dock, available as an optional purchase. To use it, you insert a removable adapter (a small piece of plastic that fits into the dock-connector slot). There is a separate adapter for each iPod or iPhone model. For an iPhone, you would use (no surprise

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The iPod touch

This book is about the iPhone. However, Apple makes another device, fundamentally similar to the iPhone, called the iPod touch. It is similar in appearance to the iPhone and shares the same touchscreen interface. It also runs a special "mobile" version of Mac OS X, and even includes Wi-Fi support.

There are differences, of course. The major difference is that the iPod touch does not include phone capabilities. In fact, the iPod touch has been described as a "phone-less iPhone." However, there are numerous other differences that trickle down from this primary one, including:

- No support for EDGE or text messaging.
- No Bluetooth.
- Safari, YouTube, and the iTunes Wi-Fi Music Store are the only included Internet applications. Missing are Mail, Maps, Stocks, and Weather.

  See the tip Using iPod Software on the iPod touch (p. 144) for more on the differing Home screen layouts between the iPhone and the iPod touch.
- The iPod touch's speakers cannot play audio for iPod media. They are used only for alert sounds.
- There is no external volume button. You adjust volume via onscreen controls.
- No camera.
- The iPod touch and the iPhone can have different firmware versions, which can affect how hacks work (or do not work). One implication of this is that you should *not* restore an iPhone backup to an iPod touch—or vice versa.

Still, from a troubleshooting perspective, the two devices are more noteworthy for their similarities than their differences:

- Resetting, restarting, and restoring work the same way.
- Syncing works through the same basic iTunes interface.

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Appendix A: Hack Your iPhone

Warning *To fully understand what it means to hack your iPhone or iPod touch, and what risks you may be taking by doing so, be sure to read "Read Me First!" below.*

Read Me First!

My use of the word "hack" refers to changes made by the owner of an iPhone to improve how it works. I am not referring to obviously illegal security hacks—such as when an unscrupulous user attempts to gain access to another person's iPhone over a network.

The ease with which you can hack your iPhone or whether you can even hack it at all depends on the version of the iPhone software you are using (as explained below). To determine what version you are running, go to Settings > General > About > Version.

Before even thinking about hacking your iPhone, know this:

- Do *not* attempt any hack that unlocks your iPhone (that is, make it accessible via a carrier other than AT&T). If you do, and you subsequently attempt to update your iPhone's software, say from version 1.0.2 to 1.1.1 or later, there is a serious risk that you will *brick* your iPhone (that is, the iPhone will no longer function at all!).

  If you've already tried to update an unlocked iPhone, you probably wound up with a message that said: "The SIM card inserted in this iPhone doesn't appear to be a supported AT&T SIM card" If this happens, replacing the SIM card with a new one (obtained from an AT&T Store) may get things working again. If that fails, try restoring the iPhone with the SIM card removed. If that works, reinsert the SIM card and proceed as normal. If none of this works, you have a *bricked* iPhone.

  There are reports on the Web describing how to resuscitate a bricked iPhone. However, they are not guaranteed to work and they are not easy to do. Again, my best advice is: do not attempt to unlock your iPhone. Period.

  As for Apple's advice at this point: buy a new iPhone. Really. I'm not kidding.

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Learn More

Although the iPhone is still a youngster, there is already a wealth of resources available.

Ebooks

The following three manuals are free from the Apple Web site. They provide the basics of how each device works. As such, they are useful supplements to this book:

- *iPhone User's Guide*
- *iPhone Bluetooth Headset User's Guide*
- *iPod touch Features Guide*

Printed Books

Many well-known authors of Mac books have jumped on the iPhone book bandwagon, including David Pogue, Chris Breen, Andy Ihnatko, Bob Levitus, and Scott Kelby. *Macworld* also offers the *Macworld iPhone SuperGuide*, where I have a chapter on troubleshooting. (You can also buy a print copy of the ebook you are now reading, spiral bound and printed on two-sided pages in book-like dimensions, by clicking Print on the cover.)

None of these other books emphasizes troubleshooting in the same way that this book does. But, they may provide information that goes beyond Apple's manuals. To decide which one you want, if any, search on **`iPhone`** at Amazon.com, read the reviews, and take your pick.

Web Sites

Several Web sites focus on the iPhone or have significant iPhone coverage. Here are my favorites:

- **Apple – Support** (http://www.apple.com/support): This the official support page for all Apple products, including the iPhone and iPod touch. Check the Knowledge Base for troubleshooting articles (many of which are cited in this book). Check the Discussions section for user reports of problems and solutions.
- **iPhone Atlas** (http://www.iphoneatlas.com/): Okay, I'm biased (this is a sister site to MacFixIt, the site I founded), but I believe it

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About This Book

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About the Author

Ted Landau has been writing about the Macintosh since the 1980s, starting as a contributing editor for *MACazine* and *MacUser*. He is currently a Senior Contributor for *Macworld*, penning the monthly Bugs & Fixes column as well as numerous other articles. He also writes monthly online columns for *MacFixIt* and the *Mac Observer*.

In addition to penning this iPhone book, Ted is the author of two well-known books on Mac troubleshooting: *Mac OS X Help Line* and *Sad Macs, Bombs and Other Disasters*, both from Peachpit Press. The latter title was a #1 bestselling Mac book.

In 1996, Ted founded the *MacFixIt* Web site, where he continued as editor for the next 6 years (http://www.macfixit.com/). The site remains the top troubleshooting site for the Mac, having received dozens of awards and citations over the years, including being listed in *PC Magazine's* Top 100 Web Sites. It is now owned by CNET.

Ted is also a member of the MacNotables podcast group and a regular speaker at Macworld Expos.

If you want to know even more about what Ted has done, is doing, or will be doing—check out http://www.tedlandau.com/.

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Author's Acknowledgments

I could not have completed this book without the apparently limitless support of my wife, Naomi. How she tolerates me when I get into "book mode," I will never know. But I am thankful that she does.

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My thanks also go to Adam and Tonya, who first approached me about doing a "Take Control" book several years ago. They did not abandon hope even though I long ago passed whatever reasonable deadline they might have had in mind for me actually doing a book.

Finally, I dedicate this book to my dog, Bailey, who died this year. He was my near constant work companion for 16 years. I miss him.

Shameless Plugs

I encourage you to check out my blog and monthly columns:

- **Ted Landau's User Friendly View:** http://www.macobserver.com/columns/userfriendly/index.shtml
- **mac.column.ted:** http://www.macfixit.com/staticpages/index.php?page=20031209115330712

  On months where you do not see a column here, I was probably writing a tutorial, as listed here (together with tutorials by other authors): http://www.macfixit.com/staticpages/index.php?page=20031209121115375.
- **Bugs & Fixes:** This column appears in the Mac 911 section of *Macworld* (http://www.macworld.com/) each month.
- In addition, I (along with almost every one else on the planet) have a blog. It's called **Slanted Viewpoint** and I use it to write about any subject that interests me (including the iPhone sometimes). You'll find it here: http://www.tedmac.com/slantedviewpoint.

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About the Publisher

Publishers Adam and Tonya Engst have been publishing Mac-related content since they first created their online newsletter, *TidBITS,* about Macintosh- and Internet-related topics in 1990. *TidBITS* has been in continuous, weekly production since then. At the TidBITS Web site you can subscribe to *TidBITS* for free, join in TidBITS Talk discussions, or search many years of news, reviews, and editorial analysis (http://www.tidbits.com/).

Adam and Tonya are known in the Mac world as writers, editors, and speakers. They are also parents to Tristan, who thinks ebooks about clipper ships and castles would be cool.

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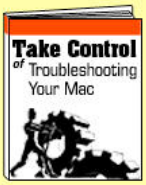

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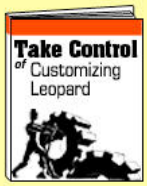

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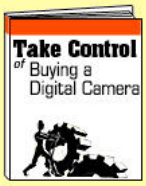

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