iLearn 2:
Empowering people with Sight Loss
Through Technology Education

Meghan Lanegraff
Amanda O'Toole

Supervised by: Bernie Quillinan

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THE BRIEF

Project Aim and Objectives

This is a continuation of an iLearn project which had a goal, "To provide training in the use of accessibility features on iDevices for people with sight loss and help people regain some of their abilities they had before losing vision." In this continuation, we will be furthering the program at NCBI to allow them to become more self -sufficient. Our goal is to mentor a blind individual and show him how to teach future vision participants in the program. Overall, this will allow NCBI to have classes year-round to help individuals with vision loss access their iPhone technology.

Project Objectives

- To allow participants to get more comfortable with iPhone technology and make the features feel more accessible to them

- To teach a participant how to teach others about the iPhone technology, who then will lead future classes at the NCBI

- To begin creating an accessible instruction handbook, so the participants can have it as a reference to look back on and remember how to navigate a certain apps

Project Rationale

Apple creates excellent assistive technology devices for people with vision impairments and blindness. However, much of the blind community has trouble navigating these features on the iPhone. Therefore, they are left with technology that has the potential to aid them in becoming independent, but it sits and collects dust at home. Furthermore, these features become more accessible and less frustrating when you have a group of individuals to rely on around them. Therefore, to continue this iLearn program we will not only be teaching participants how to access certain features on the iPhone, but we will be mentoring an individual with vision loss about how to teach these features to future participants at NCBI.

COMMUNITY PARTNERS

NCBI
Working for People with Sight Loss

"**Our Vision**: For people who are blind and vision-impaired to have the same opportunities, rights and choices as others to fully participate in society.

Our Mission: To enable people who are blind and vision impaired to overcome the barriers that impede their independence and participation in society.

Our Values: NCBI's core values give effect to our vision and permeate our mission and inform all of our actions to ensure that we achieve the highest standards in everything we do.

Choice: NCBI acknowledges and respects the right of people to make choices about their lives. We will do everything in our power to support people who are blind and vision impaired in exercising this right (NCBI:Working for People with Sight Loss)."

David's Biography:

My first experience with NCBI was thirteen years ago and over the course of time I participated in various programs including getting trained in computers. In 2006, I received my first ever voice activated phone and it only took 2-3 weeks to learn how to work because I was familiar with the layout. However, four years ago I got my first iPhone and I felt frustrated and hopeless because I didn't know what was going on and had no clue how to operate it. However, I was persistent and kept on trying to learn how to use it. After 6 months, I finally felt proficient with the iPhone and by 12 months I felt capable. I even began to teach other people how to use the iPhone VoiceOver accessibility features.

I believe the mission at NCBI is to aid people in every shape or form, but they are limited because technology is very expensive. I volunteered to work with this program with NCBI because one day I would love how to teach blind people how to use people to use the iPhone and aid people in learning process. In the future, David doesn't want to follow the usual path of a blind person and desires a more hands-on career like this one. Currently he is starting off as a volunteer and aspires to pursue a career in teaching VoiceOver to others, so they won't have to go through the same frustrations that he experienced.

Colette's Biography:

Colette first got involved with the NCBI 21 years ago. Her background is in social science and she previously worked in the UK with children and adults with mental health issues until 1997. Her role is specifically in relation to assessment of need with assistive technology, children, and issues around employment assessments to provide supports in relation to orientation, mobility, and assistive technology. She hopes that in the future the NCBI will continue their development of services, continue to provide services to those with vision impairments that are relevant to the users' needs, and hopes that eventually a standardized service can spread farther across the country to reach more people with their vision needs.

STUDENTS

Meghan Lanegraff – Gonzaga University, Washington

Meghan is a second-year student from Gonzaga University. She is studying a Bachelors in Special Education with an Elementary Education Certificate. Born near Seattle, Washington, she discovered her love for teaching during her high school program called the Teaching Academy. She was inspired by her volunteer work with disabled children during middle and high school, especially. When not studying, she enjoys running, volunteering, and being outdoors.

Amanda O'Toole – University of Hartford, Connecticut

Amanda is a second-year student at University of Hartford and she chose to spend a semester at University of Limerick to experience a diverse culture. Her major is Elementary and Special Education and she loves to work with students of all ages. She has a passion for teaching since middle school, and it was inspired by her fabulous primary school teachers. Throughout high school, she spent time babysitting and in the summer, she is a camp counsellor. During her free time, she enjoys swimming, photography, painting, reading and exploring new places.

OUTCOMES

Process:

1. Met with our community partner to discuss the expectations and received information on possible participants identified by the NCBI.
2. Met with our other partner and co-teacher, David to understand his desires for the project and personal goals.
3. Conducted interviews with participants to survey their level of comfort with an iPhone, and desires to learn certain skills.
4. Created a list of mutually desired skills and used them as our framework for what to teach.
5. Met with David separately to create a lesson plan format and formulated the "I do, you do" teaching model.
6. Called participants to schedule individual training times at the NCBI.
7. Conducted trainings every week with participants on how to make a phone call, how to make a text, how to use TapTapSee and how to use a Newspaper.
8. Evaluated participants at the end of the program.
9. Delivered a manual to the community partner and participants containing the steps to complete each skill. Discussed the various future possibilities for this program at NCBI.

Struggles:

- Not everyone was able to attend sessions, some missed many sessions which affected how much they learned.
- Difficulty giving everyone individual sessions on top of schoolwork.
- Finding times that fit everyone's busy schedule.
- Different participants had different learning styles
- Not everyone had their own phone to learn or practice on.
- Terms had to be changed to reference what a blind person wouldn't know of, i.e. 'a keyboard'.
- A rare snowstorm prevented lessons for some during March.

Impact:

- Participants gained confidence in skills they previously didn't have and were more comfortable and relaxed using the device.
- The project allowed participants to improve their communication and socialization with family members and friends.
- By learning key skills such as texting and calling, many felt they gained a sense of independence.
- It helped expose participants to the idea of other devices with accessibility features such as computers, Bluetooth for the car, and home devices.
- Participants left still eager to learn and expressed desires for the program to be both replicated and continued

TESTIMONIALS

"I enjoyed the company, the chat and the friendship. I'm much more confident in my ability to do something I wasn't able to do before. I loved going in because there was no pressure. If someone was not sure about participating I would tell them to relax and go into it with an open mind. The one on one time was excellent and I never felt stupid because I didn't know something." – Margaret, Program Participant

"Being a part of this project has been eye-opening in countless ways. I have been able to learn about the challenging aspects of navigating Voice Over and got to experience it first-hand. These participants shed light on a perspective that will forever change my teaching philosophy. The experience allowed me to develop creative problem- solving skills. Usually schools can only provide you situational problems and solutions, but this required immediate outside the box thinking. It provided me with a chance to develop lesson plans and it taught me that it is important to be prepared with a variety of instruction methods. Also, this experience gave me the opportunity to learn and cultivate myself as a leader. I believe that I will take away this experience from University of Limerick and it will inspire me to continue to learn more about the assistive technology that is available for people." -Amanda, UL Engage Student

"When I entered the programme, I was not sure of what to expect. However, I am happy with the progress that I have made and found the training very helpful. Working with enthusiastic, patient people was memorable and I would like to attend again." -**Liam, Program Participant**

"It was a great experiencing working with participants that had a vision impairment. I learned a lot about the ways society is still ill fitting for those with a disability, and also how it is improving, such as with the innovation of VoiceOver. I have had my eyes opened to the difficulties of teaching someone with a disability without firsthand knowledge of it, and learned that there are times where the best treatment is not just providing steps to do a task, but also working on confidence and self-esteem to support them in the task itself." -**Meghan, UL Engage Student**

"The best part of this program was when I could open people's mind to endless possibilities to the iPhone and realizing that they can do it. It is rewarding to see them walk out the door happy with themselves because of what they accomplished. I would like to continue with students at the University of Limerick because it benefits both the students and the participants. One thing that surprised you about the experience was teaching came easily to me. I quickly picked up on people's abilities and was able to modify the pace to meet their needs." -**David, Mentor of VoiceOver Program**

RECOMMENDATIONS

- Teach participants one on one, in a learning style that fits their strengths and preferences.
- Get to know your participants personally, by doing so you will be able to motivate them when they get frustrated.
- Meet for an hour weekly with each participant.
- Be careful not to overexert yourself since you want to enjoy your semester abroad too.
- Encourage participants to practice outside of the sessions and provide notes that someone else can help them follow in case they forget steps.
- Take a copy of your notes so they can be compiled into a big Manual.
- Add more notes to the VoiceOver Manual we created on different apps.
- Learn and experience VoiceOver before teaching it.
- Encourage participants to share their own tips and tricks for managing minor but difficult tasks such as discerning between a can of tomatoes and a can of beans.
- Become an observer and let David do the teaching of VoiceOver. While he does this take notes on things that went well or areas that need improvement.
- Try to go to NCBI in the late morning or early afternoon to avoid rush hour in Limerick
- Be over prepared. Trust us, it is better to have activities planned rather than scrambling to find something for them to do. Usually they achieved the goals before the session time ends
- Don't be scared, it may be intimidating for the first few sessions, but they are all genuine and sweet people
- Be open to change the way you think about things because it is easy to take things for granted

Advice for Future Participants of the Program:

- ❖ "Homework is the key to success and always take time to practice. Also, make sure to stick with it because VoiceOver isn't as difficult as it seems." -David Sheehan
- ❖ "Practice. Practice. Practice. Put time aside every day to practice, even if it is only a half an hour while you have a cup of coffee in the morning." -Neil, Program Participant
- ❖ "I would say relax, go into it open minded because you certainly will learn without any pressure." -Margaret, Program Participant

GALLERY

APPENDICES

Self -Assessment Questions for Participants --Beginning Questionnaire-- Name:
- What previous experience do you have with the iPhone?
- Do you use other technology at home such as a television or radio?
- On a scale of 1-10 (1 being uncomfortable and 10 being exceptionally comfortable) how comfortable are you at using this iPhone?
- What are your goals and expectations for this program?
- What is the best way to contact you?   Phone: Email:
- Do you have any iPhone features that you really want to learn how to use?
- Why were you interested in participating in this program?
- If possible, would you be comfortable with practicing with your device at home after each session?
- Do you prefer individual or group learning?
- What is your availability? What days will work best for working with you?

Beginning Questionnaire for David
- What do you want to gain from this experience?
- What is your availability?
- Is there a good email we can use to send you the information beforehand?
- How comfortable with teaching others are you as of this moment?
- What can we do to increase your confidence/ best support you in teaching?
- What are your current strengths? How do you think they will help you teach the VoiceOver features to other participants?
- Are there any limitations or things you would like us to be aware of?

Self- Assessment Questions for Participants --Exit Evaluation Questionnaire-- Name:
- Do you have any recommendations for this program going forward? Would you recommend any changes?
- If this program was continued, would you be interested in learning more about your iPhone? If yes, what would you be interested in learning next?
- Do you feel accomplished about the progress you have made with your iPhone?
- If you had to sum up this experience within a couple of sentences, what would you say?
- Have we met the goals and expectations that you had walking in?
- On a scale of 1-10, how comfortable do you feel with your iPhone?
- What part of the program was most memorable? What will you take away from this program?
- Do you have any advice for future participants in this program?
- Was there anything that was particularly useful or not useful?

Final Questionnaire for David
- What did you gain from this experience?
- How do you think this experience will impact your future?
- Where do you see this program going from here? Would you be interested in continuing the program at NCBI?
- How do you see this experience impacting your future?
- What was the best part of this program?
- If you could adapt an aspect of the program, what would you change?
- One thing that surprised you about the experience was…
- Do you have any advice for future participants?
- If you could pick one word to sum up the experience, what would it be?
- Did you learn something unexpected? If yes, what did you learn?

iLearn 2: Empowering Those With Vision Impairments

Amanda O'Toole and Meghan Lanegraff | Academic Supervisor: Bernie Quillinan | University of Limerick Engage

NCBI
Working for People with Sight Loss

Issue

VoiceOver is an iPhone accessibility feature that allows vision impaired individuals to navigate and use their iPhone. The NCBI was in need of a program that would teach VoiceOver to participants with vision impairments as identified a year ago. As a new aspect, the NCBI identified their desired to create a self sufficient program that would allow a blind individual to teach VoiceOver to other blind participants. This is what inspired the iLearn project of 2018.

Background

"According to the 2011 census, there are 51,718 people in Ireland who are blind or visually impaired" (NCBI website)

Many accessibility features for vision impaired users are available, but due to a lack of training frustration is easily evoked as the person tries to operate technology using devices such as an iPhone.

Project Overview

This is a continuation of the iLearn project which first aimed "to provide training in the use of accessibility features on iDevices for people with sight loss and help people regain some of their abilities they had before losing vision." Our project narrowed down the focus to teaching iPhone features to people that have vision impairments. Additionally, this time an individual with sight loss was coached to teach future participants in the program. Overall, the goal was to allow the NCBI to offer classes year round to individuals with vision loss so they can access their iPhone technology.

Skills Participants Learned

- How to turn VoiceOver on/off
- How to use a Newspaper
- How to make a phone call
- How to use TapTapSee
- How to send a text

NCBI Mission and Influential Individuals

The overall aim of NCBI services is to enable people with sight loss to live an independent life of their choice.

- **David Sheehan:** Aspires to teach other blind individuals VoiceOver, so that they will not have to experience the same frustrations that he experienced.
- **Colette Quinlivan:** Has worked with the NCBI for 21 years. Her role is specifically in relation to assessment of need with assistive technology, children, and issues around employment assessments to provide supports in relation to orientation, mobility, and assistive technology.

Procedure

Step 1 — Assessed the participants needs and evaluated David's abilities

Step 2 — Created a schedule with mutually desired skills

Step 3 — Facilitated Individual sessions to teach VoiceOver

Step 4 — Conducted exit evaluations to measure participant progress

Recommendations

- Teach participants one on one, in a learning style that fits their strengths and preferences.
- Encourage participants to practice outside of the sessions and provide notes that someone else can help them follow in case they forget steps.
- Involve participants in sharing their own tips and tricks for managing minor but difficult tasks.
- Make a copy of notes that can be given to participants and compiled for others to use.
- Be overprepared and have extra things to teach if the lesson finishes early.

Results and Impact

Confidence Using VoiceOver

(Before / After)
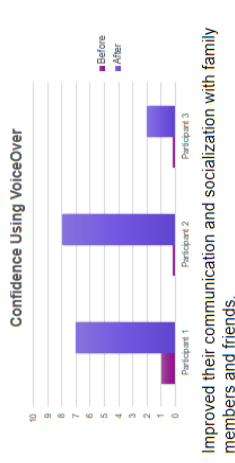
- Improved their communication and socialization with family members and friends.
- Varied levels of confidence emerged due to a variety of factors such as missed sessions and amount of practice the participants put in.
- All participants found this program extremely helpful and would like to continue if this program was conducted in the future.
- Training sessions and practice were determined necessary to enable vision impaired individual to access their iPhones.

Testimonials

- "I enjoyed the company, the chat and the friendship. I'm much more confident in my ability to do something I wasn't able to do before. I loved going in because there was no pressure." -Margaret, Program Participant
- "When I entered the programme, I was not sure of what to expect. However, I am happy with the progress that I have made and found the training very helpful." -Liam, Program Participant
- "The best part of this program was when I could open people's mind to endless possibilities to the iPhone and realizing that they can do it. It is rewarding to see them walk out the door happy with themselves because of what they accomplished. I would like to continue with students at the University of Limerick because it benefits both the students and the participants." -David, Mentor of VoiceOver Program

References

National Council for the Blind Ireland (NCBI)[Internet]– [cited 2018 Apr 06]. Available from: https://www.ncbi.ie

# Voice Over Manual

A HOW TO GUIDE ABOUT IPHONE'S ASSISTIVE TECHNOLOGY

Amanda O'Toole, Meghan Lanegraff, and David Sheehan| iLearn 2 NCBI | 2018

Table Index:

Recommended Layout for the iPhone:

At the beginning any iPhone will look very similar to this image below. The message button will be in the top left corner. The camera button will be in the top right corner. Along the bottom of the iPhone, right above the home button, there are four apps in the dock. From left to right these apps are Phone, Safari, Mail, and Music. To see how the apps are organized on your iPhone begin in the top left corner and tap on the screen. Next swipe from the left to the right to go through the order of your apps. We strongly suggest organizing your phone in the following format. The dock should have the apps which you use most often. These apps will usually be the phone, TapTapSee, messages and either newspapers or music, depending on which apps that you use most often.

iPhone Dock
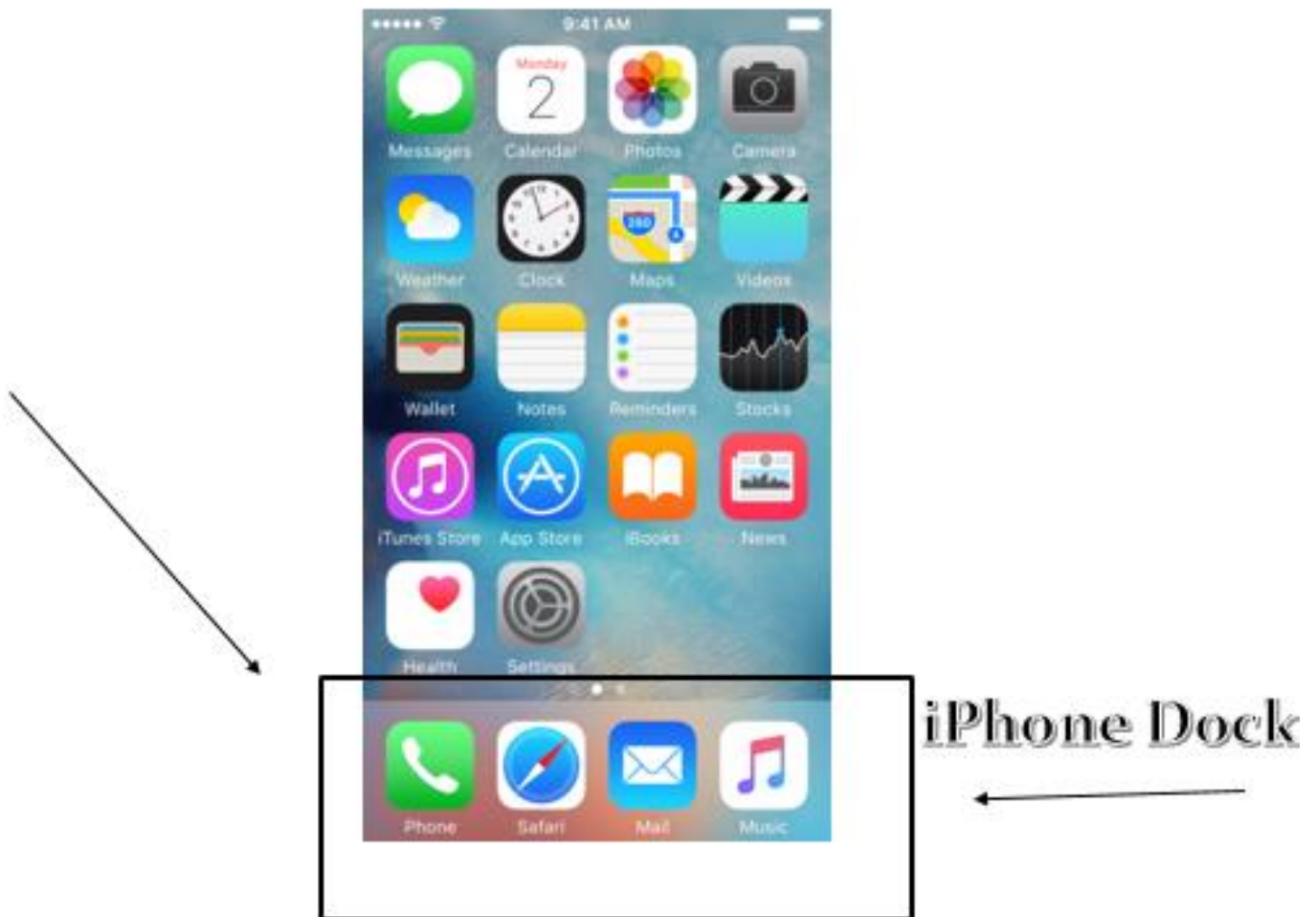
A Quick Check of Your Phone's Settings:

To access your settings:

1. Find the settings app and double tap to open
2. Then swipe left to right until you hear "General"
3. Next double tap on the screen
4. Continue to swipe left to right until you hear "Accessibility"
5. Double tap to open accessibility
6. Swipe left to right until you hear "Voice Over"
7. Double tap to open
8. Swipe left to right until you get to Typing Style
9. Then double tap to open
10. Swipe left to right until you hear Touch typing. Double tap to select because touch typing is the suggested setting

If you need to adjust the speaking rate:

1. Find the settings app and double tap to open
2. Then swipe left to right until you hear "General"
3. Next double tap on the screen
4. Continue to swipe left to right until you hear "Accessibility"
5. Double tap to open accessibility
6. Swipe left to right until you hear "Voice Over"
7. Double tap to open
8. Swipe left to right across the screen until you hear "Speaking rate"
9. Swipe up to increase the speed or swipe down to decrease the speed of the VoiceOver Speech

*** An Important Note***

If your phone has multiple pages of apps then you should locate the page buttons which is above the dock. The dock is where your phone, TapTapeSee, and messages should be located. To switch to a different page of apps swipe up to go to the next page or swipe down to go to the previous page.

How to Unlock iPhone:

1. Press home to turn on iPhone to blank screen with time displayed
2. Press home once more to bring up lock screen
3. Scroll finger over number and bring finger off screen to select number

How to Get to the HOME Screen: {depending iPhone model}

- Press home button twice

Or

- Press home button once

Or

- Scroll up two inches from the bottom middle

How to Turn Voiceover On/Off:

- Triple tap with 3 fingers

Or

- Have someone with sight go the long with through settings

Or

- Ask SIRI to "turn Voiceover on/off"

How to Scroll Up and Down:

1. Place either index finger or thumb in the middle of the phone
2. Swipe right to go down alphabetically OR left to go reverse alphabetical

How to Make a Phone Call Using Contacts:

1. Tap along bottom of iPhone to get to the phone app, wait till you hear "Phone"
2. Double tap to open phone app
3. At bottom of the screen it has options: Favorites, Recent, Contacts, Keypad
4. Run your finger along the bottom of the screen and wait until you hear "contacts"
5. Double tap to open
6. On the right-hand edge of iPhone screen tap till "Table Index" is heard
7. Swipe down lightly on the middle of screen to scroll which allows you to get to a specific letter
8. Once a letter like "D" category is found, tap one of the contacts in that category and swipe right (to go down alphabetically) or left (to go reverse alphabetically) to get to a name such as "Dad"
9. Once desired contact, such as "Dad" is found, double tap to open
10. *If incorrect contact is pressed, tap the top left till "Contact Back Button" is heard. Double tap to press it and go back to the previous screen
11. Press on top part of screen with desired contact, then swipe right as options are read out. When "call" button is heard, double tap to call
12. When finished, double tap with two fingers to end
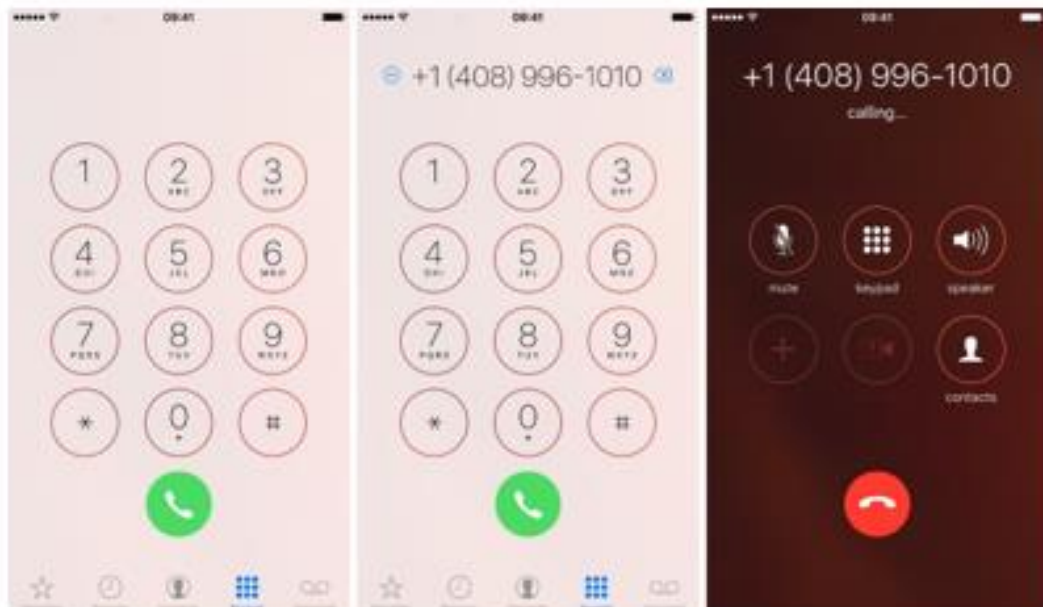
How to Answer or End a Phone Call:

1. Double tap anywhere on the screen with 2 fingers

How to Make a Phone Call Using the Keypad:

1. Tap along bottom of iPhone to get to the phone app, wait till you hear "PHONE"
2. Double tap to open phone app
3. At bottom of the screen it has options: Favorites, Recent, Contacts, Keypad
4. Run your finger across the bottom of the screen and wait till you hear "Keypad"
5. Double tap to open once you hear it
6. Then place your finger on the middle of the screen and slide up, down, left or right without lifting your finger
7. Once you hear the number you'd like to select lift your finger. Continue till you have finished the number you'd like to dial.
8. If you make an incorrect number selection, start with your finger near the home button and then go up a little and to the right. Then press once on the back button to delete the last number
9. To place the call, go a little up from the home button and double tap to call the number.

How to Make a Phone Call using Favorites:

1. Tap along bottom of iPhone to get to the phone app, wait till you hear "PHONE"
2. Double tap to open phone app
3. At bottom of the screen it has options: Favorites, Recent, Contacts, Keypad
4. Run your finger across the bottom of the screen and wait till you hear "Favorites"
5. Double tap to open once you hear It
6. Swipe left to right across the screen lightly and you should be hearing a contact name. Then after the name if you swipe right you should hear more info and this

continues as you swipe right

7. Double tap once you hear the contact in your favorites you'd like to call.

How to Send a Text Message:
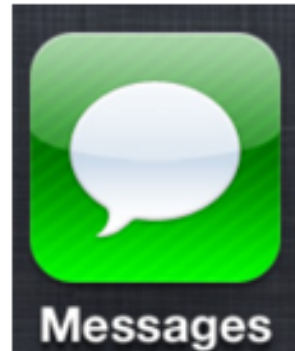
1. Open Message app by double tapping
2. It will open the messages of the person you most recently texted
3. If you don't want to text that person, there is a back button in the top left corner of your screen
4. Double tap once you hear 'back button'
5. This will bring you to the list of people that you have ongoing text messages with, so either work your way down the list by swiping right OR go to the top right corner to the compose button
6. Double tap once you hear the selection you want
7. If you double tapped on the compose it will bring you to a typing field that says, "To text field." This is where you type a name of a contact or a number that you'd like to text
8. When you are typing either the number or the contact name it is important to remember it pulls up the letter keyboard. To find the number keyboard you have to tap in the bottom left corner of your screen. It will say "more numbers"
9. After you finish with who you are sending the text to, then you should swipe right across the screen until you hear "message text field double tap to edit."
10. Double tap and then begin to type your message
11. Once your message is complete swipe left until you hear the "send" and then double tap to send the message

12. At any point if you need to cancel the text you are sending the button is located in the top right-hand corner of your screen

How to Use TapTapSee:

1. Click the TapTapSee app
2. Double tap to open
3. Point camera towards item
4. Above Home button tap screen once
5. When it says "camera" double to take picture
6. Give the app time to process
7. TapTapSee will read out the description of the photo
8. *If you missed hearing the app read it out tap the camera button again and it will repeat
9. Press home button to exit

How to Navigate a Newspaper: {The Independent}

1. Press the "Independent" news app, double tap to open
2. Swipe right across category "table" and go through options including "Top stories, latest, news, etc." until you find the one you want
3. Double tap to select
4. Swipe right to hear titles of stories in the selected category and double tap to open the desired story
5. Swipe down with 2 fingers to have VoiceOver read the entire article
6. *Use a 2-finger single tap to pause/resume the reading of the newspaper

How to Check Your Email:

1. Find the mail icon, and double tap to open
2. When the app opens it should bring up the newest item in your mail box. To ensure you are on this item do a four-finger single tap on the top of the screen. Then swipe left to right **four** times
3. Next double tap to open
4. It will read the first line of text in the email. If you want to hear more than continue to swipe left to right.
5. To exit the email, do a four-finger single tap on the top side of the screen
6. Proceeding the four-finger tap you will want to do a one-finger double tap to return to inbox
7. If you want to check another email continue to do a left to right swipe until you hear the email you want. Then double tap once you hear the one that you want to open.

How to Navigate YouTube:

1. Double tap to open YouTube
2. Swipe left to right twice till you hear the search button
3. It will bring you into the search field where you can type an artist or a song name
4. To type use the keypad which is the same as the texting
5. Then swipe left to right twice and then double tap to search the phrase
6. Next swipe left to right until you hear the desired song or artist that you were looking for. Then double tap to open the specific song or mix.
7. To pause and resume the music do a two-finger double tap.
8. If listening to a mix and you want to go to the next or previous song then go to top hand side of the screen directly across from the volume buttons. Start tapping in that area until you hear next video or previous video. Once you hear the one you'd like double tap on the desired action.

How to Check the Weather:

1. Double tap to open weather it will read the city, temperature, day and the high and the low temperature
2. Swipe left to right if you want to review the hourly forecast, keep swiping to hear the different hourly forecast
3. To hear the weekly forecast, do a four-finger single tap at the bottom of the screen.
4. Next swipe right to left twice to hear the weather for the next week. For example, if today is Wednesday (April 18th), this will be next Thursday's weather (April 26th). Continue to swipe right to left. Each time you swipe it will bring you a day closer to today's weather.

If you need to change the city do a four-finger single tap at the bottom of the screen. Swipe up to change to a different city's weather forecast. Once at the

desired city then tap the top of the screen to hear the city, temperature, day, and high and low temperature. Swipe left to right if you would like to hear the hourly forecast

How to Make a Videocall Using FaceTime:

1. Once you find the FaceTime app, double tap to open facetime
2. Swipe left to right four times till you hear, "enter name, email, or number"
3. Double tap to open the search field
4. Type their name into field if you have the person in your contacts
5. Once you have the name entered then go to the bottom right hand corner of your screen to hit search
6. Double tap once you hear search
7. You should hear "contacts", then swipe left to right to hear the names that appeared from your search
8. Once you hear the name, such as "John" then swipe left to right once to video call or twice for an audio call
9. When you are calling it will notify you about which way your camera is facing
10. To end call double tap with two fingers anywhere on the screen |

Tips and Tricks:

- If you have some vision and you notice there is nothing appearing on your screen. To turn the screen back on do a three-finger triple tap
- If you have difficulty finding the back button do a four-finger single tap on the top of the screen.
- If you are seeking to find an app or button in the bottom right of the screen then do a four-finger double tap on the bottom of the screen.
- To delete a text message, swipe right until you hear the text message you would like to delete. If you hear the message, that means it is selected, then swipe up to delete the text
- If you can't hear VoiceOver at any point turn your iPhone volume up on the left side of the phone. If that does not work do a three-finger double tap on the screen
- If you are trying to add a contact into your phone you can do a two-finger double tap to use speech and say the contacts name. So, it is a two-finger double tap to begin speech recording and another two-finger double tap to end it. The easiest way to add a contact is using the keypad in the Phone App.