

iPhone iPad Essential Training

Text Messaging or Texting
E-Mail

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Text Messaging or Texting

It is the act of composing and sending electronic messages between two or more mobile phones, or a fixed or portable device over a phone network

- ♦ SMS or “Short Messaging Service” which allows text messages of up to 160 characters in length
- ♦ MMS or “Multimedia Messaging Service” which when first released allowed 40 seconds of video, one image, a slide show or an audio file

Instant Messaging

Instant Messaging (IM) is a type of online chat which offers real-time text transmission over the Internet.

Instant Messaging AKA Messaging Apps

- ♦ Advantage of IM is once on the provider's network, there is no message charge.
- ♦ It has been around for a long time (1970s)

Messaging Apps

- ♦ The disadvantage is everyone has to belong to the same service
- ♦ Attempts to give cross network service had limited success

Messaging Apps

- ♦ Then, along came social networks
- ♦ WhatsApp got a huge following
- ♦ Facebook Bought WhatsApp and now has Facebook Messenger

Massive Switch to Messaging

- ♦ Carriers dominated texting
- ♦ Text plans were expensive and very profitable
- ♦ WhatsApp and other messaging gained huge customer base

So what about texting on your iPhone?

Messages

Messages

- ◆ Allows Apple devices to IM each other
- ◆ If you are sending to a non-Apple device..
 - ◆ It sends an SMS (or MMS) text

What can be in a Messaging App

- ◆ Chat - one on one
- ◆ Chat - group
- ◆ Smart replies
- ◆ Voice calls
- ◆ Video calls
- ◆ File sharing
- ◆ Games
- ◆ Payments
- ◆ Personal cloud storage
- ◆ Push notifications
- ◆ Stickers

Messaging Apps

- ◆ Facebook Messenger & WhatsApp
 - ◆ 1.3 billion monthly users
- ◆ Google (various)
 - ◆ Unknown but substantial
 - ◆ Want to come out with Rich Communications Services (RCS)
- ◆ Skype
 - ◆ 300 million monthly users
- ◆ WhatsApp
 - ◆ 1.3 Billion monthly users

Messaging Apps

- ◆ Snapchat
 - ◆ 260 million active monthly users
- ◆ Twitter
 - ◆ 330 million active monthly users
- ◆ Telegram.
 - ◆ 823 million monthly users

Messaging Apps

- ◆ Apple Messages
 - ◆ On 700 million phones

Work Group Messaging Apps

- ◆ Google Hangouts Chat
 - ◆ Undergoing lots of change. Future?
- ◆ Hipchat, Stride
 - ◆ Atlassian
- ◆ Microsoft Teams
 - ◆ Microsoft

Work Group Messaging Apps

- ◆ Slack
 - ◆ Slack Technologies
- ◆ Workplace Chat
 - ◆ Facebook

Should I Text (SMS/MMS) or use a Message App

- ◆ To whom you are communicating?
 - ◆ A wide number of people in many networks and on many device type
 - ◆ A social network community
 - ◆ A work/organization group
 - ◆ Small group

Should I Text (SMS/MMS) or use a Message App

- ◆ What you are sending
 - ◆ Photos
 - ◆ Few or many
 - ◆ files and documents
 - ◆ Movies
 - ◆ Stickers

Should I Text (SMS/MMS) or use a Message App

- ◆ Voice over IP (calls)
- ◆ How secure do you want to be?
- ◆ Should I use a combination of them

Texting Etiquette

- ◆ Do not use all caps as this is SHOUTING
- ◆ Respond within 12 hours (at least for business or formal contacts)
- ◆ No spam
- ◆ Casual communication, so grammar, spelling and punctuation rules are relaxed

lynda.com (LinkedIn Learning)
iOS 13 iPhone and iPad Essential Training
Text Messaging

- ◆ Text with iMessage
 - ◆ <https://www.lynda.com/iOS-tutorials/Text-iMessage/>
- ◆ Use iMessage Apps
 - ◆ <https://www.lynda.com/iOS-tutorials/Manage-Messages/>

Messages

Demo

(including Animoji & Memoji)

E-Mail

- ◆ Mail is the app (in iOS 14 other apps may replay Mail)
- ◆ Set up accounts
 - ◆ 1st account can be set up in Mail app. Subsequent accounts:
 - ◆ iOS 10 & earlier
 - ◆ settings>mail>accounts>add accounts
 - ◆ iOS 11 to 13
 - ◆ settings>accounts & passwords>add accounts
 - ◆ iOS 14
 - ◆ back to: settings>mail>accounts>add accounts

E-Mail

- ◆ Can look at email as All inboxes or individual accounts
- ◆ Sidebar organization
 - ◆ iPhone (swipe to the right to see sidebar)
 - ◆ iPad toggles on and off with icon on the top left
 - ◆ All inboxes (important if you have more than one account)
 - ◆ Customize via edit
 - ◆ Unread
 - ◆ All sent
 - ◆ All trash
 - ◆ Flagged
 - ◆ Attachments

E-Mail

- ◆ Folders (can be created by selecting **add mailbox** when editing the sidebar)
- ◆ Archive vs Delete in some services i.e. gmail.
 - ◆ Settings>passwords & accounts >"specific account">account>advanced
- ◆ Default account - unless replying to a received email from a different account
- ◆ Notes is part of email (suggest you only use one account)

E-Mail

- ◆ Access you email while using other apps or browsers
 - ◆ Some only allow you access to one email account
 - ◆ Some are full fledged email apps
 - ◆ allows many account
 - ◆ some more full featured than Mail
 - ◆ Outlook, Spike, Spark, Airmail. Twobird...

Bonus

- ◆ Start a FaceTime audio or video call from Messages
 - ◆ Tap on people icon(s) on the top of the screen and tap FaceTime
 - ◆ Useful way to start a Group FaceTime call