



EMERGENCY [SOS] CALLS ON IPHONE → IOS 13

In case of emergency, use iPhone to quickly call for help. With **Emergency SOS**, you can quickly and easily call for help and alert your emergency contacts.

Dial the emergency number when iPhone is locked:

1. On the **Passcode screen**, tap **EMERGENCY**,
2. Dial the emergency number (for example, 911 in the U.S.), then...
3. Tap the green **CALL** button.

→ For users of iPhone 8 and later:

Press and hold the side button and either volume button. Continue to hold the buttons when the **Emergency SOS slider** appears, until iPhone plays a **warning sound** and starts a **countdown**. (To skip the countdown, drag the Emergency SOS slider.)

When the countdown ends, IPHONE CALLS EMERGENCY SERVICES.

Or, you can enable iPhone to start Emergency SOS when you **click the side button FIVE times**. Go to **Settings > Emergency SOS**, then turn on **Call with Side Button**.

→ **Other models:** Click the **side button or Sleep/Wake button** (depending on your model) **FIVE times**, then drag the Emergency SOS slider.

After the emergency call ends, iPhone alerts your emergency contacts that you made a call and sends them your current location (if available).

TO CHANGE YOUR EMERGENCY SOS SETTINGS (do any of the following):

- **Turn Auto Call on or off:** When **Auto Call** is on and you start Emergency SOS, iPhone plays a warning sound, starts a countdown, then calls the emergency services in your region.
- **Turn the Countdown Sound on or off:** When **Countdown Sound** is on, iPhone plays a warning sound **even in silent mode or when Do Not Disturb is turned on**.
- **Manage your emergency contacts:** Tap **Set Up Emergency Contacts** in Health or **Edit Emergency Contacts** in Health.

IMPORTANT INFORMATION ABOUT EMERGENCY CALLS ON IPHONE

→ You can use iPhone to make an emergency call in many locations, provided that cellular service is available, but you should not rely on it for emergencies. Some cellular networks may not accept an emergency call from iPhone if iPhone isn't activated, if iPhone isn't compatible with or configured to operate on a particular cellular network, or (when applicable) if iPhone doesn't have a SIM card or the SIM card is PIN-locked.

→ In certain regions, your location information (if determinable) may be accessed by emergency service providers when you make an emergency call.

→ Review your carrier's emergency calling information to understand the limits of emergency calling over Wi-Fi. With CDMA, when an emergency call ends, iPhone enters emergency call mode for a few minutes to allow a call back from emergency services. During this time, data transmission and text messages are blocked.

→ After making an emergency call, certain call features that block or silence incoming calls may be disabled for a short period of time to allow a callback from emergency services. These include Do Not Disturb, Silence Unknown Callers, and Screen Time.

→ On models with Dual SIM, if you don't turn on Wi-Fi Calling for a line, any incoming phone calls on that line (including calls from emergency services) go directly to voicemail (if available from your carrier) when the other line is in use; you won't receive missed call notifications.