# Make emergency calls on iPhone

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 (if set up). After an emergency call ends, your iPhone alerts your emergency contacts with a text message, unless you choose to cancel. Your iPhone sends your current location, and for a period of time after you enter SOS mode, your emergency contacts receive updates when your location changes.

If you <u>share your Medical ID</u>, iPhone can send your medical information to emergency services when you call or text 911 or use Emergency SOS (U.S. only).

*Note:* For emergency help in the U.S., you can send a text message to 911 (not available in all locations).

### 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 tap  $\bigcirc$ .

### **Use/Call Emergency SOS**

#### Instruction for iPhone 8 or newer:

- 1. Press and hold the side button and one of the volume buttons until the Emergency SOS slider appears.
- 2. Drag the Emergency SOS slider to call emergency services. If you continue to hold down the side button and volume button, instead of dragging the slider, a countdown begins and an alert sounds. If you hold down the buttons until the countdown ends, your iPhone automatically calls emergency services. (To skip the countdown, drag the Emergency SOS slider).



#### Instruction for iPhone 7 or older:

- 1. Rapidly press the side (or top) button five times. The Emergency SOS slider will appear. (In India, you only need to press the button three times, then your iPhone automatically calls emergency services.)
- 2. Drag the Emergency SOS slider to call emergency services.

After the call ends, your iPhone sends your emergency contacts a text message with your current location, unless you choose to cancel. If Location Services is off, it will temporarily turn on. If your location changes, your contacts will get an update, and you'll get a notification about 10 minutes later.

If you use the Emergency SOS shortcut, you need to enter your passcode to re-enable Touch ID, even if you don't complete a call to emergency services.

# **Change your Emergency SOS settings**

- 1. Go to Settings  $\bigotimes$  > Emergency SOS.
- 2. 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. See <u>Create a Medical ID</u>.

# End a call

If you start the countdown by accident, you can cancel. On iPhone 8 or later, release the side button and volume button. On iPhone 7 or earlier, press the Stop button, then tap Stop Calling.

If you accidentally call emergency services, you can end the call. Tap the End Call button  $\bigcirc$ , then confirm that you want to stop calling.

### Add emergency contacts



- 1. Open the Health app and tap your profile picture  $\bigcirc$ .
- 2. Tap Medical ID.
- 3. Tap Edit, then scroll to Emergency Contacts.
- 4. Tap the Add button  $\textcircled{\bullet}$  to add an emergency contact.
- 5. Tap a contact, then add their relationship.
- 6. Tap Done to save your changes.

\*You can't set emergency services as an SOS contact.

## **Remove emergency contacts**

- 1. Open the Health app and tap your profile picture <sup>(2)</sup>.
- 2. Tap Medical ID.

- 3. Tap Edit, then scroll to Emergency Contacts.
- Tap the Delete button next to a contact, then tap Delete.
  Tap Done to save your changes.