

Olive Tree Bible Software

iPhone User Guide

Read. Study. Anywhere.

The Olive Tree iPhone User Guide can be printed for personal use.

If you can't find a solution in this user guide, help articles can be found at help.olivetree.com. You can also request help by emailing support at support@olivetree.com.

The Bible Study app can be downloaded to your phone, tablet, or PC at OliveTree.com. Additionally, new resources and additional support information can be found on Olivetree.com.

As of February 2016, the Bible Study app is available on the following operating systems:
iOS 8.0 or later | Android 4.0 or later | Mac 10.7 or later | Windows 7 or later

NOTE: This document contains images from version 6.0 of the free Bible+ application for iPhone. It is possible that the images may vary slightly from the current version of the app.

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can be found at <https://www.olivetree.com/press/privacy.php>

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About Olive Tree Bible Software

Olive Tree Company History

Olive Tree Bible Software traces its beginnings to a 1984 student project to produce a searchable Greek New Testament on a monochrome PC. Drew Haninger built some of the earliest Bible programs for the Palm Pilot and the Pocket PC. In 2000, he created Olive Tree Bible Software.

In 2014, HarperCollins Christian Publishing acquired Olive Tree Bible Software from Drew Haninger. This acquisition continues to lead to many opportunities.

The name Olive Tree comes from Romans 11:17: “But if some of the branches were broken off, and you, although a wild olive shoot, were grafted in among the others and now share in the nourishing root of the olive tree.”

Mission Statement

Olive Tree’s mission is to inspire people to connect with God and the Bible via technology using iPad, iPhone, Android, Mac and PC.

Values

At Olive Tree, we passionately believe that lives are changed by the love of God as we study and engage with His Word. We are committed to providing excellent Bible software and resources that enrich and encourage the study of the Bible. We are proud to offer the Bible Study app for daily Bible reading and study.

Software

Olive Tree’s Bible Study software is available across all major platforms. Bible Study was formerly called Bible+ and BibleReader. Download the full app for free on Mac, Windows PC, iPhone, iPod, iPad and Android. We create and design all of our software with beautiful craftsmanship in mind. We want our users and employees to be so proud of our software that they would recommend it to their friends and family.

Content

We are committed to providing excellent Bible resources through our partnerships with publishers, authors and ministries. Our library of available resources is always growing as we acquire more resources that will deepen our customers’ Bible study. Find the resources that are right for you in the Bible Study app store or online at OliveTree.com.

We offer thousands of resources including commentaries, dictionaries, devotionals, eBooks, Strong’s numbering, Greek and Hebrew texts, and over 100 Bible translations. The Bible is offered in various languages, including German, French, Spanish, Chinese and many others.



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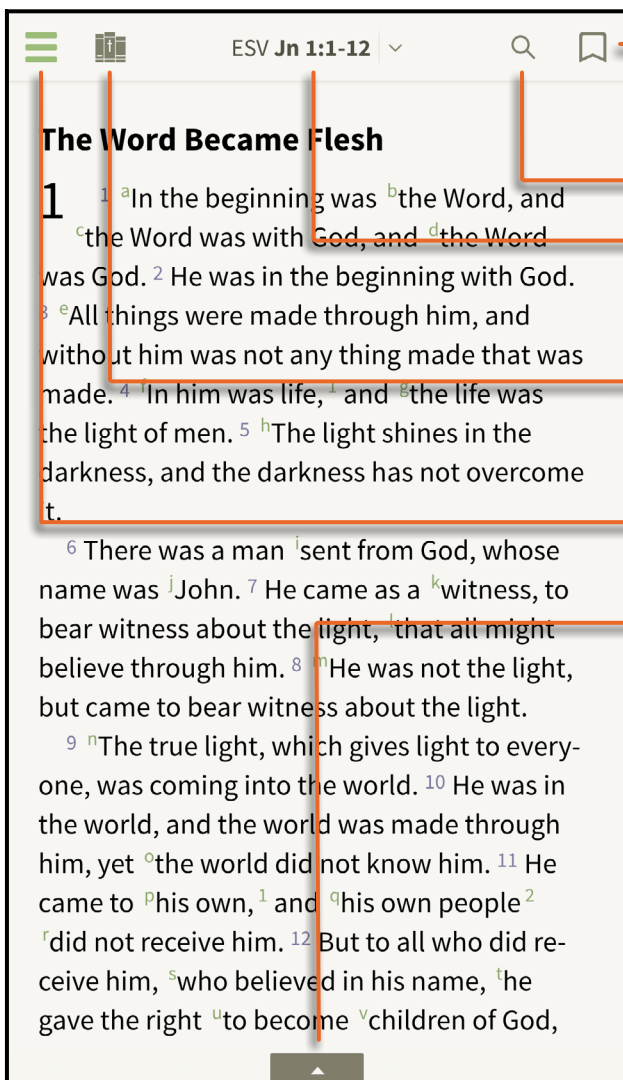
Chapter 1 - Introduction

1.1 What is the Olive Tree Bible Study App?

The Olive Tree Bible Study app is a powerful study tool that allows you to bring hundreds of resources and thousands of annotations with you wherever you go. With this app, studying the Bible is convenient and efficient. The Bible Study app provides you access to a content library of several thousand resources including commentaries, dictionaries, devotionals, eBooks, Strong's numbering, Greek and Hebrew texts, and over 100 Bible translations to enrich your Bible study. With the Bible Study app, you can use your downloaded resources without an Internet connection, sync your annotations to our servers, and share your purchases on up to five compatible devices.

Thank you for downloading and using the Olive Tree Bible Study app. Olive Tree's mission is to inspire people to connect with God and the Bible through technology. We believe that our app does this, and we hope that your experience with our app is enriching and fulfilling.

1.2 The Basic Tools of the Bible Study App.



Book Ribbon - Tap here to create a book ribbon. This is an annotation that allows you to mark a passage to return to later. (Chapter 6.5)

Search - Tap here to search the Bible. (Chapter 11)

Navigation - Tapping the verse reference opens the navigation menu. This allows you to easily navigate through your resources. (Chapter 5)

Library Icon - Tapping on this icon will open your Library. The Library is a list of resources that are available on your device. (Chapter 4)

Menu Icon - Tap this icon to access many of the features and settings in the Bible Study app.

Split Window Handle - Use this handle to open and adjust the size of the split window. (Chapter 9)

Chapter 2 – Your Olive Tree Account

2.1 Understanding Your Olive Tree Account

We highly recommend that every person who uses the Olive Tree Bible Study app sign up for an Olive Tree account. You can sign up for an account here: <https://www.olivetree.com/store/register.php>

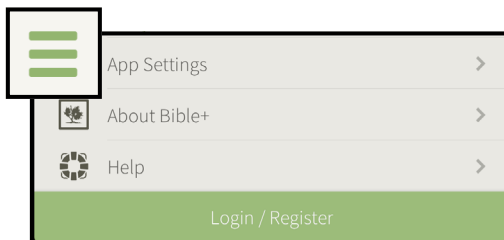
Please note that your Olive Tree account is different from your Google Play login or your Apple ID.

2.2 Benefits of an Olive Tree Account

Here is a brief list of the features of an Olive Tree account:

- **Registering Your Purchases:** Purchases made within the app are processed through iTunes. If you are logged into your Olive Tree account within the app when you make a purchase, it will be registered automatically to your Olive Tree account. Once a purchase is registered to your Olive Tree account, it will be available for download from within the Bible Study app on other devices you own and can be downloaded again within the app on your iPhone by logging into your Olive Tree account.
- **Syncing your Annotations:** Your Olive Tree account has a personalized Study Sync page to which you can sync your annotations (notes, highlights, reading plans, tags, categories, etc.) from your iPhone. You can access the Study Sync page at sync.olivetree.com
- **Sharing Resources and Annotations across Devices:** Through your Olive Tree account, you can share your resources and annotations on up to five devices that you own or operate.
- **Timely Customer Support Assistance:** Having an Olive Tree account gives the Customer Support team member assisting you helpful information if you have trouble with your Bible Study app. Knowing your account log-in information allows the team member to view your purchase history and sync activity log.

2.3 Signing into your Olive Tree Account

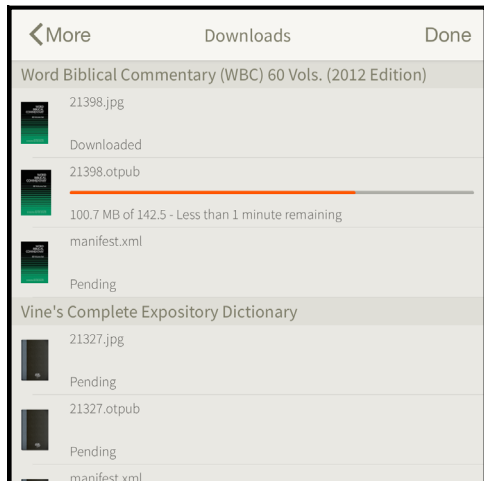
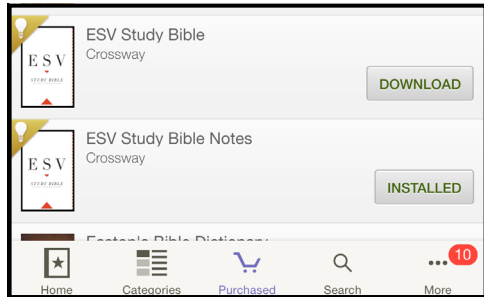
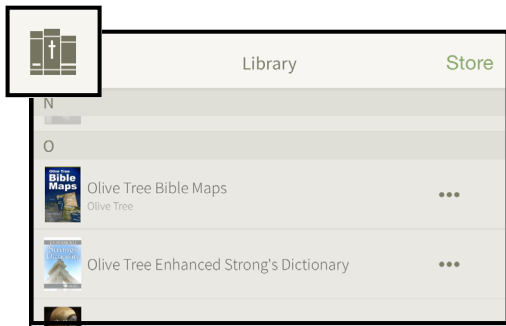


Open your Bible Study app and tap the menu icon in the upper left corner of the top menu bar. Tap on Login/Register or Account at the bottom of the screen, enter in your Olive Tree username and password, and tap 'Login'.

If you don't recall your password you can reset it here: https://olivetree.com/store/secure_login.php

Note: Once you sign in, you may be prompted to restart the app. Tap 'OK' and re-open the app.

There are other times that you may be prompted to sign into your Olive Tree account if you are not already signed in. For example, you may be prompted to log in when registering your purchases or syncing your annotations to your Olive Tree account. We recommend that you stay signed into your Olive Tree account in your app so that you maintain access to your purchased products and your annotations can be synced to our servers.



2.4 Downloading your Olive Tree Purchases

When you purchase resources from OliveTree.com, the purchases will automatically register to your Olive Tree account, but they will not automatically download to your iPhone. To download your purchases, make sure you're signed into your Olive Tree account using the steps in [Section 2.3](#).

From the home screen of your Bible Study app, tap the Library icon in the upper left corner. The Library icon looks like three book spines with a cross on the middle book. Tap 'Store' in the upper right corner of the 'Library' window and then tap the 'Purchased' tab at the bottom. Tap the corresponding button to download the resource to your Library. This button will usually say 'Download', but if the resource has already been downloaded, the button may say 'Installed'. Tapping on the 'Installed' button will start a fresh download of that resource.

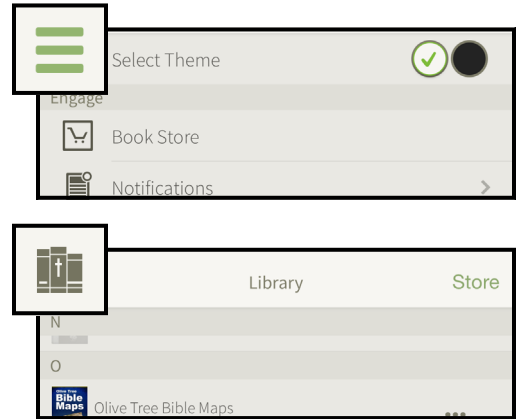
After you select the 'Download' button, you will notice a small, red indicator above the 'More' tab in the lower right corner. This indicator represents how many files are being downloaded. If you tap on 'More' and then 'Downloads', you will be able to view the progress of the download. When the resource has been fully downloaded, it will be accessible in your Library. Tap 'More' in the upper left corner and 'Done' in the upper right to return to the Bible text and thus to the Library.

If you're not seeing purchases that you have made in the app, tap the 'Restore In-app Purchases' button at the bottom of the 'Purchased' tab. This will prompt you for your Apple ID and should register any in-app purchases you've made to your account.

Chapter 3 - Store

3.1 Understanding the In-App Store

The in-app store is where you can find additional resources for the Bible Study app, download your purchases, and check for resource updates. There are over a hundred free resources to choose from and thousands of resources that can be purchased through the iTunes in-app purchasing system. The store is also where you can download previously-purchased resources, including resources purchased from another version of the Bible Study App or the [Olive Tree website](#).



3.2 Opening the Store

There are several ways to open the in-app store. One way is to tap the 'Menu' icon and then choose 'Book Store' from the top of the list. The other way is to tap the 'Library' button on the top toolbar and tap 'Store' in the upper right corner of the Library window.

3.3 Navigating the Store Tabs



Once the Store is open, you will see a screen with five tabs across the bottom. The tabs are Home, Categories, Purchased, Search, and More. The Store opens to the Home tab automatically.



The 'Home' tab has a small sampling of our Store categories and lists the top resources from the current sale. Only a few products from each category are shown, but you can tap the 'See All' link at the bottom of each category to view the full list of products for that category.



The 'Categories' tab shows a complete list of the products Olive Tree offers through the in-app store. If you don't see a resource listed in a category, you can search for it or look online at [OliveTree.com](#).



The 'Purchased' tab shows all the products in your Olive Tree account that are available for download to this device. If you scroll to the bottom of the Purchased tab, you will see a 'Restore In-App Purchases' button. This button registers purchases you've made through the in-app store to your Olive Tree account. Tap the button and enter in your Apple ID password. (This password is likely different from your Olive Tree account password.)



If you are missing any resources from this list, try restoring your in-app purchases first. If you're still missing resources, contact our Customer Support team at support@olivetree.com.

The 'Search' tab allows you to look for specific resources by name or keyword. Searching for a certain phrase will display 'Related Categories' at the top of the screen along with resources that have the word in the title. For example, searching for "Greek" will show links to the "Greek and Hebrew Texts" and "Greek and Hebrew Tools" categories and a list of individual resources like 'Greek Grammar Beyond the Basics'.

The 'More' tab has two parts:

1) The 'Updates' page shows a loading bar while the app checks for updates. Once the app has checked for updates, you will either see a list of products that need to be updated or a message saying that no updates are available. Tap the 'Update' tab on each resource to start the update process.

2) The 'Downloads' tab shows a list of active downloads. The files for each product are shown individually. As each file downloads, a loading bar is displayed along with an estimation of the time remaining for that file. When you first start a download from the Purchased tab, you will notice a small, red circle with a number in it on the 'More' tab in the lower right corner. This number indicates the number of resources that are downloading.

3.4 Navigating the Store Pages

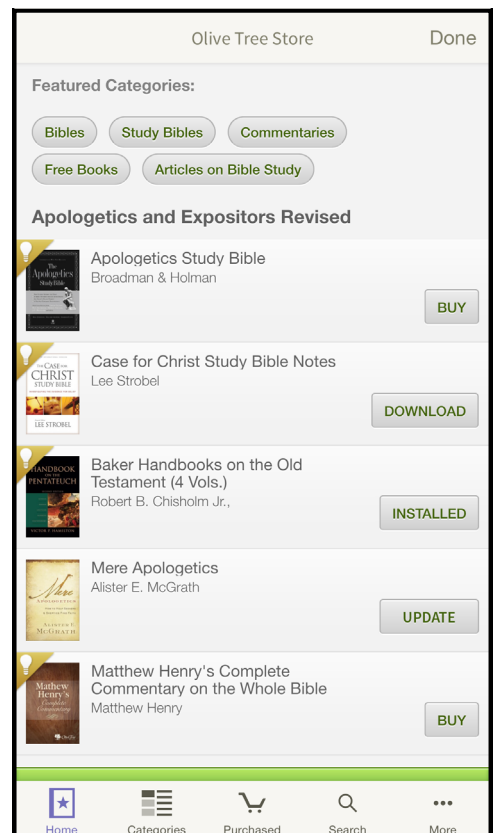
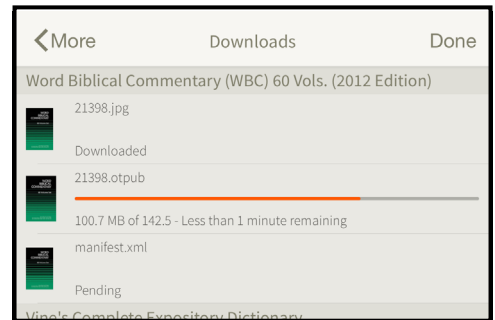
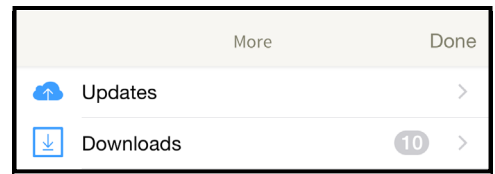
On most pages of the Store, you will see lists of resources. Each item in the list shows a thumbnail of the cover image, the title of the resource, and the author or publisher, if applicable.

If you don't own a resource, there will be a button on the individual item with a price or the word 'Buy'. If you own the resource, you'll see a 'Download', 'Installed', or 'Update' button. Scroll to the bottom of the category list to see page numbers in grey squares. Tap the page numbers to see more lists of resources. If you want to go back to the previous page, tap on the page number at the bottom instead of using the back arrow in the upper left corner.

Tapping on an individual title will open the full product page. The individual product page for a resource shows a larger cover image, the full product description, and a list of related resources. You can go back to the category list by tapping the arrow in the upper left corner.

3.5 Purchasing from Olive Tree.com

Purchasing within the app is only one way to buy new resources. You can also purchase resources from www.olivetree.com. When you buy books from our website, the resources will be automatically registered to your account and available for download through the Purchased tab in the in-app store.



Chapter 4 - Library

4.1 Understanding the Library

Your Library is where all your downloaded resources are stored. It can be accessed from the home screen of your app by tapping the Library icon. The 'Library' icon looks like three book spines; the middle book spine has a cross on it. When you tap this button, a pop-up window will display a list of your resources. You can also get to the Library by tapping the menu button in the upper left corner and tapping 'Library'.

To close the Library, you can either tap the X in the upper left corner or you can tap on a resource to open it in the main window.

To access the in-app store, tap the 'Store' button in the upper right corner. For more information about the in-app store, see [Chapter 3](#).

There are four options at the bottom of the Library window that are used to filter your list of resources:

'View All' displays all your books, including the books that haven't yet been downloaded.

'Recents' shows the books you have recently opened in the main window of your app.

'Favorites' displays only the books you have added to the list as favorites, so you can access your most-used books more quickly. ([See section 4.6 for directions.](#))

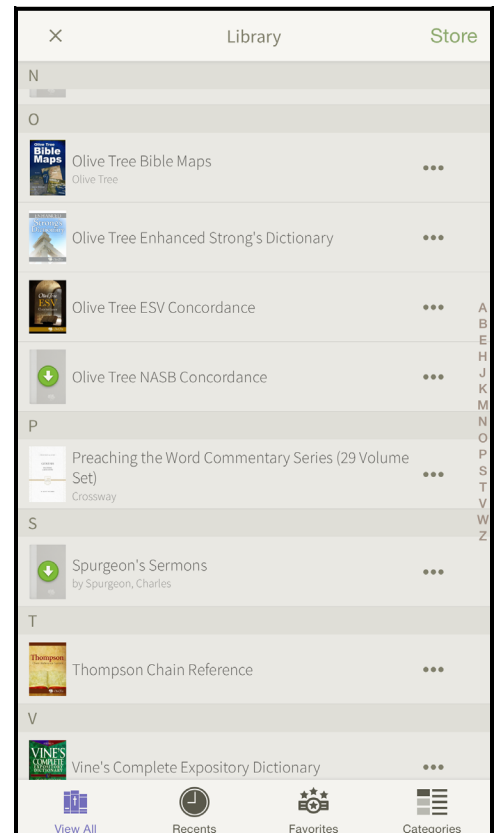
'Categories' organizes your books by genre instead of in alphabetical order like in 'View All'. Tap on a category like 'Bibles' to view all the resources that fit into that category.

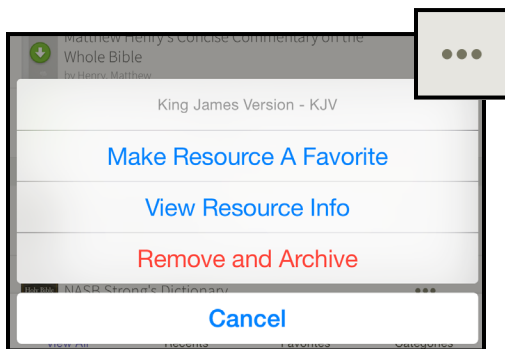
4.2 Choosing a Resource

To open a book from your Library, tap on the resource you want to start reading and it will open in your main window.

4.3 Scrubber Bar

You should see characters —A, B, C, D, E, F, G, etc.—on the far right side of the Library window. These characters indicate the presence of a tool called a scrubber bar. Scrubber bars allow you to scroll through lists quickly and easily. To use the scrubber bar, touch and hold it, and then drag your finger down the screen to scroll quickly through the list.





4.4 Copyright Information

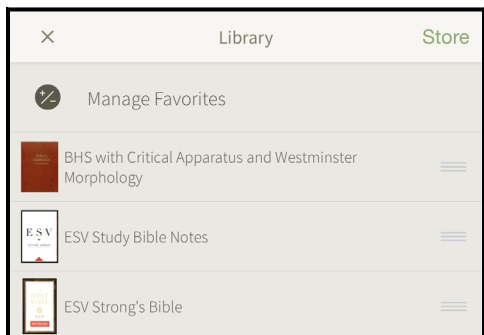
Publisher and copyright information can be accessed by tapping the three-dot button located to the right of each resource and then tapping 'View Resource Info'.

4.5 How to Delete a Resource

Delete resources you no longer want in your library by tapping the three-dot button located to the right of the resource you want to delete. Select the 'Remove and Archive' button for downloaded resources. Select the 'Hide and Archive' button to remove a resource that hasn't yet been downloaded.

When you remove a resource from your library, it can be downloaded again later from the in-app store. See [Section 2.4](#).

4.6 Add Favorite Resources



There are two ways to add a resource to your Favorites list. If you have downloaded the resource already, tap the three-dot button

on the resource and tap 'Make Resource A Favorite'. You can also tap the Favorites tab at the bottom of the screen, tap 'Manage Favorites', and tap the resource you want to favorite to add a check mark next to the title. Tap the X in the upper left corner and the resource should appear in the Favorites list.

To reorder the resources in your library, drag them to the desired placement using the icon to the right of each title. The drag icon looks like three horizontal gray lines.

Chapter 5 - Navigation

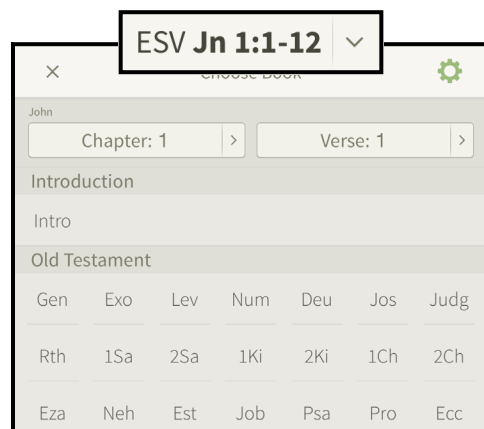
5.1 Understanding Navigating Your Resources

The Navigation Menu allows you to navigate your resources in the Bible Study app. There are several ways to access the Navigation Menu in your app, as well as several different views for the Navigation Menu depending on the type of resource you're using.

5.2 Using the Navigation Menu

To access the Navigation Menu while viewing a resource, tap the drop-down menu on the toolbar that displays your current location (e.g. ESV John 1:1-12). Select the desired book-chapter-verse combination to navigate to that spot. When the toolbar is not up, you can still tap the verse reference at the top of the screen to pull up the Navigation Menu.

To access the Navigation Menu from the menu, tap the menu button in the upper left corner, tap 'Go To Verse,' and the Navigation Menu will appear.



5.3 Different Navigation Menu Views

The Navigation Menu has three different views that enable you to navigate in different types of resources. The three different views are Compact Grid Layout, Full Grid Layout, and List Layout. To switch between views, open the Navigation Menu and tap the settings icon in the upper right corner.

The Compact Grid Layout allows you to view the full grid list without the need to scroll.

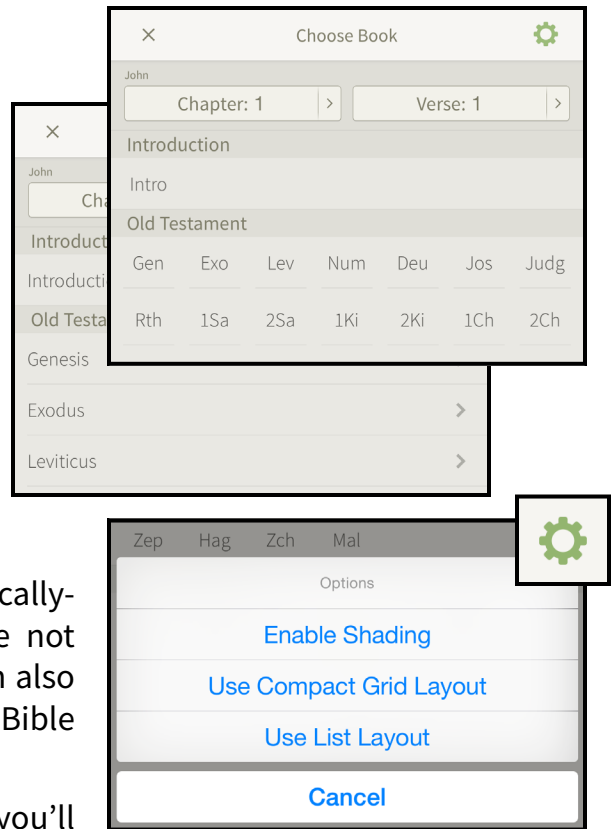
The Full Grid layout option makes the grids bigger so it's easier to tap in each box to choose the book, chapter, and verse.

The List Layout is used as the default view for alphabetically-structured books like dictionaries and in books that are not structured by book-chapter-verse, such as eBooks. You can also choose to use this view for your Bible if you prefer a list of Bible books over the grid view.

When you tap on the settings icon in the Navigation Menu, you'll also notice an option to 'Enable Shading'. This option is part of the grid view. Enabling this feature will shade the grid view to show the different sections of the Bible: Law, History, Poetry, Minor Prophets, Major Prophets, Gospels, History, Pauline Epistles, General Epistles, and Revelation.

5.4 Location Highlighted

Each time the Navigation Menu is opened, it displays the location you last navigated to towards the top of the screen. For example, if you last navigated to John 3:16, the book, chapter, and verse Quick Jump buttons will display these settings: John, Chapter: 3, and Verse: 16. You will also notice these options selected in the navigation menu.



Chapter 6 - Annotations

6.1 Understanding Annotations

The Bible Study app allows you to annotate any text with notes, highlights, saved passages, book ribbons, and tags. Collectively, these items are called 'annotations'. By default, a 'note' is indicated in the text by an icon that looks like a piece of paper with a folded bottom-right corner. A highlight adds a colored highlight or underline to a passage. Saved passages are stored under Study Helpers for easy access later. Book ribbons allow you to add placeholders to the text so you can easily return to a reading position. Annotations can be tagged, so a group of annotations can be linked to a common theme or idea.

6.3 Highlights

You can add a highlight to a word, phrase, single verse, or multiple verses. Highlighted words and phrases will only appear in the Bible or book in which you create them. For example, if you highlight the word 'created' in Genesis 1:1 in the NIV, the highlight will appear in the NIV but not in the same passage in the ESV. We call these highlights word-based highlights.

Text that you highlight by tapping on a verse number will appear in every Bible translation you have installed. We call these highlights verse-based highlights.

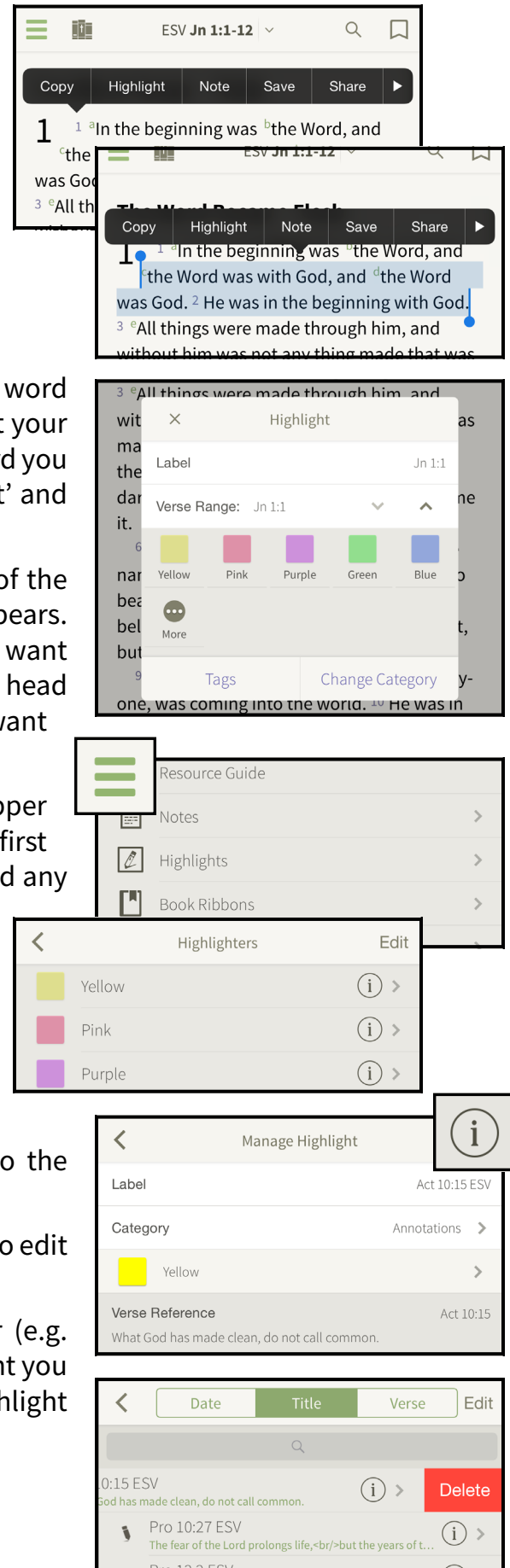
To highlight a word, touch and hold your finger on the word you wish to highlight until the magnifying box pops up. Lift your finger and the selection menu will be displayed and the word you tapped on will be selected. From that menu, tap 'Highlight' and choose the highlight color you want.

To highlight a phrase, touch and hold your finger on one of the words you wish to highlight until the magnifying box appears. Use the blue pins around the word to select the phrase you want to highlight. To move a blue pin, touch and hold the round head of the pin and move it until the pins surround the text you want to highlight. Tap 'Highlight' and choose the highlight color.

To access all your highlights, tap the menu button in the upper left corner and tap 'Highlights' under Study Helpers. The first page you'll see is a list of all the default highlight colors and any custom highlighters you have created. From here, you can either tap on any of the highlight colors or 'All Highlighters' at the bottom of the screen. Tapping a highlight color will allow you to view the individual highlights for that particular color. Tapping 'All Highlighters' allows you to view every highlight you've made with every color, including custom highlighters. When you have a list of highlights open, you can tap on any highlight to open to the location of that highlighted text.

Tapping on the 'i' icon to the right of a highlight allows you to edit the title, category, highlighter and tags.

To delete individual highlights, tap a specific highlighter (e.g. Blue or Pink) and swipe from right to left across the highlight you want to delete. Tap 'Delete' and 'Delete' again and the highlight will disappear.

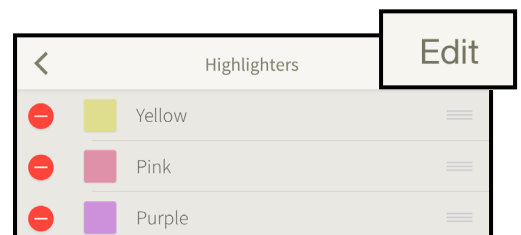
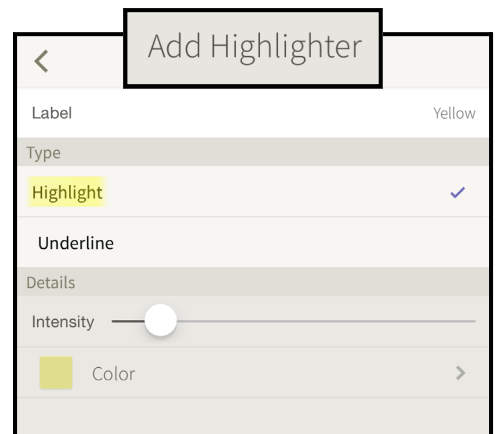
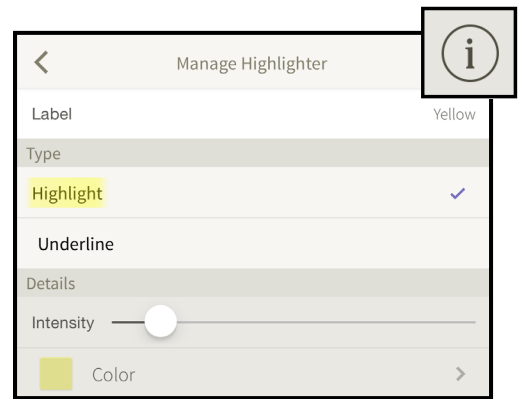


6.4 Creating a Custom Highlighter

The Bible Study app allows you to create custom highlighters. You can create additional colors, styles, and underlines using this tool. First, choose ‘Highlights’ from under Study Helpers in the menu. Tap ‘Edit’ in the upper right corner. Select ‘Add Highlighter’ at the bottom of the screen to create a custom highlighter. The custom highlight creation tool will now be displayed. From this page you can label the custom highlight, choose the type (highlight or underline), adjust the intensity of the highlight, and change the color of the highlight. Once you finish, tap on the back arrow in the upper left corner to automatically save your new custom highlighter. Once saved, the highlighter will be listed as an available highlighter when creating or editing a highlight.

Tapping on the ‘i’ icon on a highlighter allows you to customize that particular highlighter. You can modify the highlighter’s name, color, intensity, and style, including making the highlight an underline. After you are done customizing the highlighter, tap on the arrow in the upper left corner to return to your list of highlighters. Your changes will be saved automatically.

Tapping the ‘Edit’ button in the upper right corner enables you to customize the order of the highlighters and delete highlighters. To customize the order, tap the three small lines to the right of each highlighter and drag the highlighter to the desired spot in the list. To delete a highlighter, tap the red minus sign to the left of the highlighter, tap ‘Delete’, and tap ‘Delete’ again. To exit the ‘Edit Highlighters’ screen, tap ‘Done’ in the upper right corner. Highlighters that are associated with annotations cannot be deleted.



6.5 Book Ribbons

Book ribbons are the electronic equivalent of real ribbons in print Bibles; they allow you to mark locations in the Bible so you can easily return to specific locations. Like real ribbons, these annotations are associated with a general area of text, rather than a with specific verse.



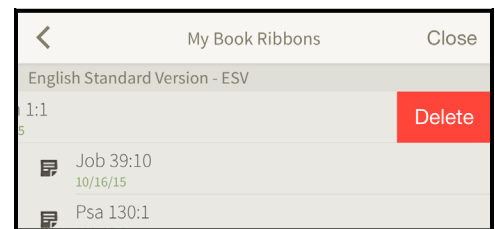
Book ribbons are added by tapping on the book ribbon icon in the upper right corner of the main window. If you do not see the icons across the top of the screen, tap anywhere on the screen to bring them up. When a book ribbon is created, this icon will change to the color red to indicate that a ribbon has been added.



Book ribbons can be viewed by selecting 'Book Ribbons' from the Study Helpers section of the menu. This page will display a list of all the book ribbons you have created in your resources. Tapping on any of the ribbons listed will take you to that place in the resource. If you added a book ribbon in a resource that isn't downloaded to your device, the book ribbon will be listed in the 'Unknown Book' category.

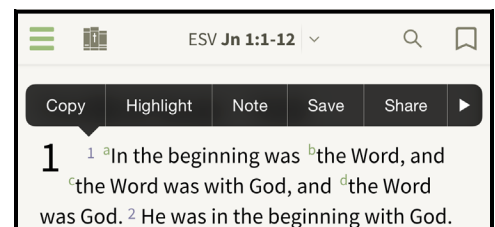
It is important to remember that book ribbons are tied to the resource they were created in. For example, a book ribbon created in the King James Version will not open in the English Standard Version when you tap on it.

Book ribbons can be removed by tapping on the book ribbon icon a second time. The icon will return to its original color and will no longer be red. You can also remove book ribbons on the 'My Book Ribbons' page in the menu by swiping from right to left and tapping 'Delete' and 'Delete' again.



6.6 Saved Passages

The Bible Study app allows you to save passages in resources. To save a passage, tap on any verse number or select a portion of text to display the toolbar. Tap the 'Save' option on the toolbar to display the 'Save Passage' pop-up window. In this pop-up window, you can add a title, tags, and/or add the saved passage to a category. Tap 'Done' to save the passage.



Tap the 'Saved Passages' button from the Study Helpers section of the menu to open a list of all your saved passages. There are options to sort the passages by 'Date', 'Title', or 'Verse' at the top of the screen. To delete a saved passage, swipe from right to left on the particular passage you want to delete. This will expose a red 'Delete' button that you can tap. Tap 'Delete' again to confirm the deletion.



Tapping on the 'i' icon to the right of a category in the menu allows you to edit the title, category and tags of the saved passage.

6.7 Tags

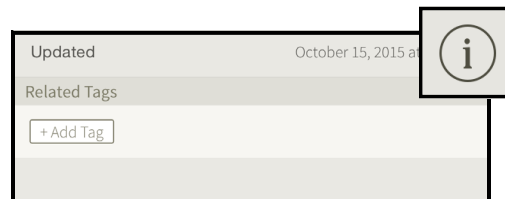
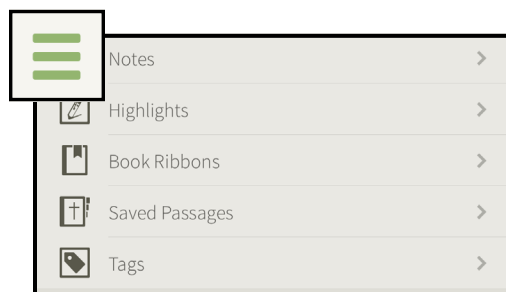
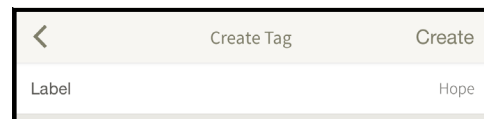
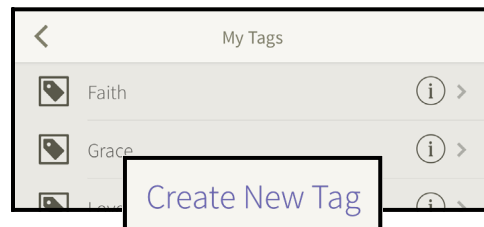
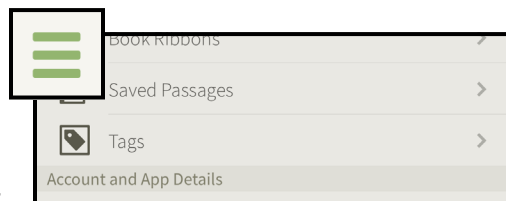
When you create a tag, you can link your notes, saved passages, and highlights to one topic. You can add a tag to any highlight, saved passage, and note so that selecting the tag displays the list of all the annotations that are tied to that tag.

To create a tag, tap the menu icon in the upper left corner. Tap the 'Tags' button under Study Helpers to display the 'My Tags' window. At the bottom of the 'My Tags' window, tap the 'Create New Tag' button to display the 'Create Tag' window. Enter a name for the tag you wish to create in the 'Label' field. Once you are done typing in the name, tap the 'Create' button in the upper right corner to create the tag. This takes you back to the 'My Tags' window where you will see the new tag listed.

Tags can be added to notes, highlights, and saved passages through the Study Helpers section of the menu by tapping on the respective annotation type (e.g. 'Highlights') and then tapping on the 'i' icon for the annotation you want to tag. Tap the 'Add Tag' button under 'Related Tags' and tap the tag you want to add. Tap the arrow in the upper left corner to return to the annotation and you'll see the tag under 'Related Tags'.

Tags can also be created when editing or creating a note or saved passage. With the 'Note Editor' or 'Saved Passage Editor' window open, tap on the 'Add Tag' icon at the bottom of the window. This will open the 'My Tags' window. Tap on the 'Tag with Topic' button to display a list of pre-determined topics that you can use. Tap on 'Create New Tag' to create a new tag. Tap 'Create' in the upper right corner after you have chosen a name for the new tag.

Tags can be accessed and managed through the Study Helpers section of the menu. From the 'My Tags' page, you can tap on each tag to see which annotations are linked to that tag. You can rename tags by tapping on the small 'i' icon to the right of each tag. You can delete tags by swiping from right to left and tapping on the 'Delete' button.

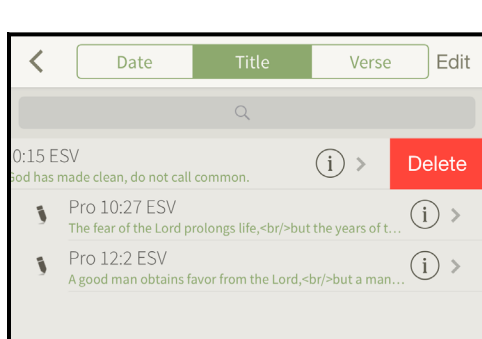
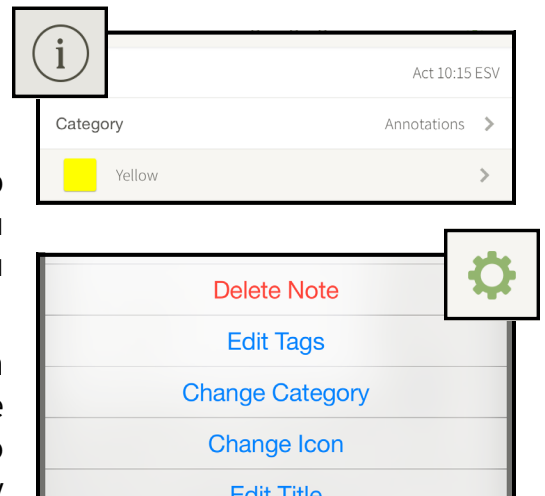


6.8 Categories

Categories provide an additional method for organizing your annotations. Similar to tags, you can add your annotations to categories. Notes, saved passages, and highlights can be assigned to categories from the Study Helpers section of the menu. To assign highlights and saved passages to categories, tap on the 'i' icon to the right of the highlight or saved passage you want to edit. Tap the 'Category' line and choose the category you want to add the annotation to appear in by tapping the option.

To add notes to a category, tap the note in the Bible text to open the 'Edit Note' window, tap the settings icon and select 'Change Category'. Tap the category you want to add the annotation to and tap the back arrow. You can also add a note to a category from under Study Helpers in the menu by following the same steps listed above.

To delete a category, tap the menu icon in the upper left corner. Select a type of annotation from the 'Study Helpers' section. Swipe from right to left across the category you want to delete to reveal a red 'Delete' button. Tap 'Delete' and then 'Delete' again. If a category contains any annotations a message will appear to confirm you would like to delete the category.



6.9 How to Edit and Delete Annotations

Tap the 'i' to the right of an annotation to edit the title, tags, category, or color depending on what type of annotation you are editing.

To remove an annotation, locate it in the Study Helpers section of the menu. Slide the annotation from right to left to reveal the 'Delete' button. Tap 'Delete' and 'Delete' again to permanently delete the annotation.

To tag, move, or delete multiple annotations at once, tap 'Edit' in the upper right corner of the menu for a particular annotation. Select the annotations you wish to edit, move, or delete and choose what you would like to with these annotations at the bottom of the menu. This option works well when you would like to delete or move multiple annotations.

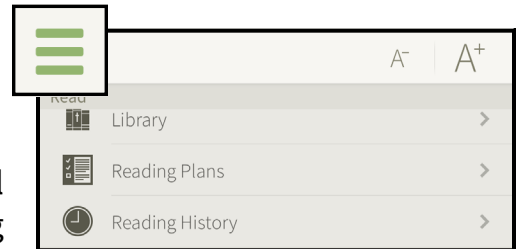
Chapter 7 – Reading Plans

7.1 Understanding Reading Plans

Reading plans integrate with your Bible and provide a set schedule of readings to stay on track with your studying and record your progress. Reading plans help you develop a habit of daily Bible reading with the added bonus of measuring your efforts.

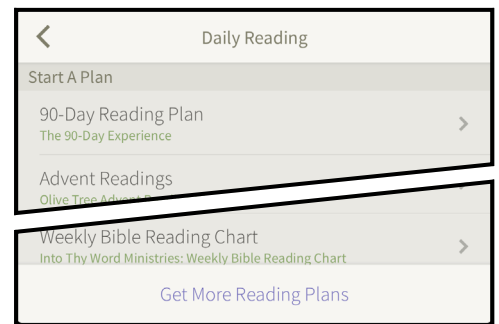
7.2 Accessing Reading Plans

Tap on the menu icon in the upper left corner of the app and tap on ‘Reading Plans’ under ‘Read’. When you select ‘Reading Plans’, you will see a list of some of the reading plans available in the app. Tap ‘Get More Reading Plans’ at the bottom of the screen for more options. Tapping on a reading plan name will display the description of that reading plan. The list of reading plans will update as Olive Tree makes new reading plans available.



7.3 Downloading Reading Plans

Tap on the menu button in the upper left corner and tap ‘Reading Plans’ under ‘Read’. From here, there are two ways to start a reading plan. First, you can tap on a reading plan from the list under ‘Start A Plan’. You can rename the plan in the ‘Label’ box. If you want this to be your primary reading plan, tap the switch to purple by ‘Set as Default Plan’. Tap ‘Start Reading Plan’ and ‘Start Reading’. The app will open up to the first day’s reading.



You can also tap on ‘Get More Reading Plans’ from the bottom of the ‘Daily Reading’ window. Tap the plan you want to start and tap ‘Install Free Reading Plan’. When the plan has installed, tap ‘Done’ in the upper right corner. Navigate back to ‘Reading Plans’ under the menu and you’ll see the plan listed under ‘Start A Plan’. Tap on it. You can rename the plan in the ‘Label’ box. If you want this to be your primary reading plan, tap the switch to purple by ‘Set as Default Plan’. Tap ‘Start Reading Plan’ and ‘Start Reading’. The app will open up to the first day’s reading.

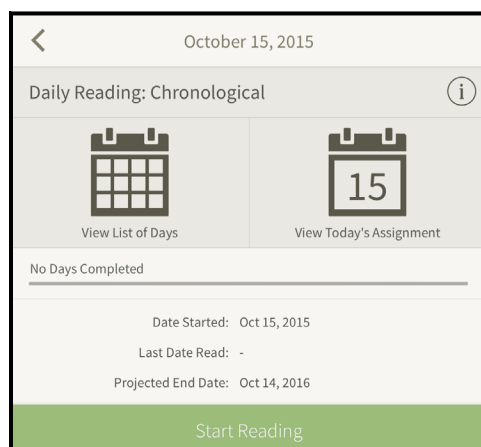
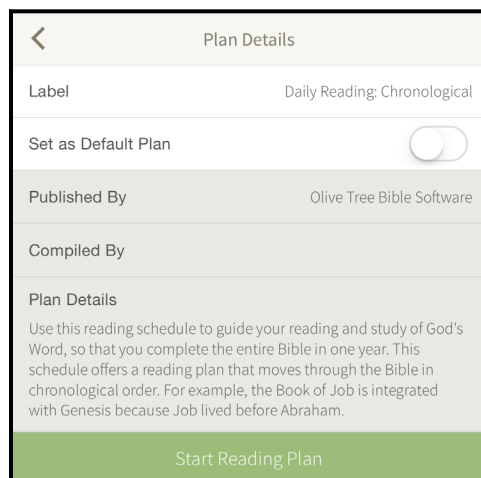
Once you use either method to create a reading plan, the plan will appear under ‘Reading Plans in Progress’ on the ‘Daily Reading’ screen.

7.4 Starting Reading Plans

Once you've downloaded a reading plan using the steps above, you will be directed to the reading plan's progress window with several options. If the reading plan is selected as your default plan, you will be directed to this menu when you select 'Reading Plans' from the main menu. Your default reading plan will appear at the top of the 'Daily Reading' menu under 'Reading Plans in Progress'.

To use your newly created reading plan, tap on it from under 'Reading Plans in Progress'. The reading plan progress window will be displayed with three options. The first option is the green 'Start Reading' button. If you tap on this button, your app will go to the location of the first assigned reading for the day. The next option is 'View List of Days', which lists out all the assignments in the reading plan in order. From this list, you can tap on the day to view multiple assignments or you can tap on the circle icon to mark that day's reading as completed. The third option is 'View Today's Assignment'. You'll pull up the same view as the one you see when you select a day from the 'View List of Days' window.

The small "i" icon in the top right corner of the reading progress window allows you to change the reading plan's name or default status.



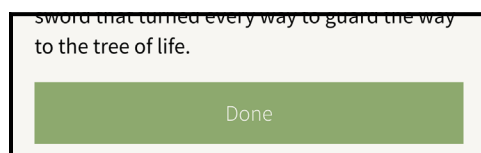
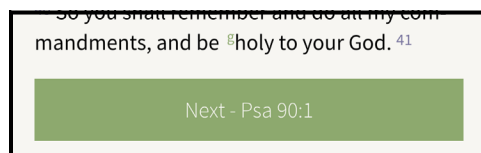
7.5 Using Reading Plans

Once a reading plan is created, you can either select the 'Start Reading' button or tap a specific assignment under 'View List of Days' or 'View Today's Assignment' to complete your reading. Some reading plans will only have a single assignment per day. For these plans, you will notice a 'Done' button at the end of the assigned reading. Tap on this button to complete the assignment. The reading plan will be updated and marked as complete.

Other reading plans have multiple assignments for a single day. When one of the days is started, you will notice a 'Next' button at the end of each assignment. Tapping the 'Next' button will mark that section as complete and open the Bible to the next assigned reading. The last assigned reading of the day will have a 'Done' button.

7.6 Deleting a Reading Plan

To delete a Reading Plan, locate it in the Reading Plan menu. Slide your finger from right to left to reveal the 'Delete' button. Tap 'Delete' and 'Delete' again to permanently delete the reading plan and any progress made.



Chapter 8 – Study Sync

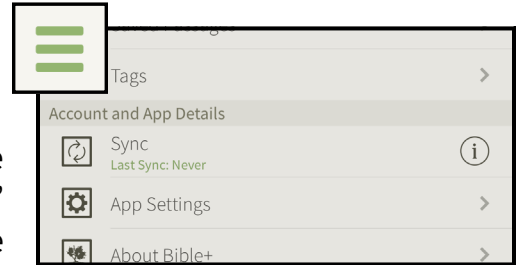
8.1 Understanding Study Sync

The Study Sync process pushes your annotations (notes, highlights, reading plans, saved passages, book ribbons, categories, and tags) from your device to your Study Sync account on OliveTree.com. This allows you to access your annotations on your other devices by syncing. If you get a new device or need to reinstall the Bible Study app, you can perform a sync to access any annotations that were previously synced to your Study Sync account.

8.2 How to Sync

The app will be set to sync automatically by default. See [Section 12.15](#) for more information on this setting.

To manually sync your annotations between your iPhone and your Olive Tree account, tap on the menu icon from the toolbar on your app's home page. Scroll down, and tap the 'Sync' button under 'Account and App Details' toward the bottom of the window. If you are not signed in, you will be prompted to enter your Olive Tree username and password. A status message on the 'Sync' button will show the sync process and will give you a "Last Sync" message when sync has completed. Tap the 'i' icon for more detailed information about sync's performance.



8.3 How to Access Study Sync Online

Once you see that sync has completed, log into your Olive Tree account on Olivetree.com by tapping 'Account' in the upper right corner. Find the 'Olive Tree Study Sync' hyperlink button on your account page to ensure that your notes have been successfully uploaded.

Chapter 9 – Split Window

9.1 Understanding the Split Window

The split window feature in the Bible Study app allows you to utilize two resources side by side.

9.2 Opening and Adjusting the Split Window

To open the split window, locate the grey arrow icon on the screen of your app. When your app is open in landscape (horizontal) mode, the icon will be on the right side of the screen. When your app is open in portrait (vertical) mode, the icon will be on the bottom of the screen. Tap and hold this icon and drag the split window to the middle of the screen to open the split window. You can drag the split window anywhere on the screen depending on whether you want to see more or less of the content in the split window. To quickly open or close the split window, tap on the grey arrow icon.

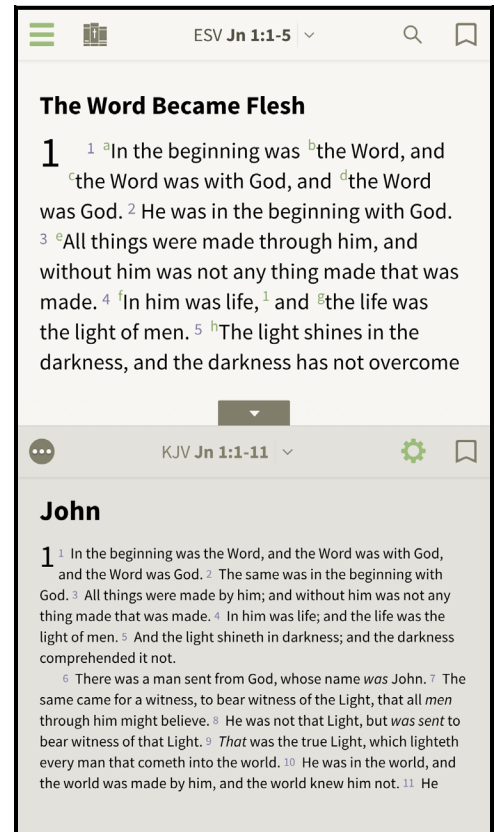
9.3 Split Window Sync Settings

Once the split window is open, you have options for how to sync the split window to the main window. Tap the Settings icon in the upper right corner of the split window and tap ‘Sync Settings’. You can use the switch to turn off syncing between the two windows. If you tap on ‘Sync options’, you can choose from the three listed options for how the main and split windows interact.

9.4 Other Split Window Functions

From the split window, you can access the Resource Guide, recently-opened Library resources, Library favorites, the full Library (‘Open Library’), your notes, and add a note by tapping the three-dot icon in the upper left corner of the split window.

By tapping the Settings icon in the upper right corner of the split window, you can change your sync settings, navigate to another verse using ‘Go To Verse’, view your split window reading history, and search.



Chapter 10 – Resource Guide

10.1 Understanding the Resource Guide

The Resource Guide is one of the Bible Study app's most distinctive, powerful, and useful features. It links all Bibles, study Bibles, commentaries, and dictionaries together to make it easy to find information related to what you're studying. The Resource Guide opens in your split window and links Bibles, commentaries, cross references, articles on people, places, and topics, maps, outlines, introductions, charts, images, sermons, and your notes and tags to the location in the versified resource you are viewing in the main window. A versified resource is any book that is organized using verses, such as Bibles, study Bible notes, and commentaries.

10.2 Opening the Resource Guide

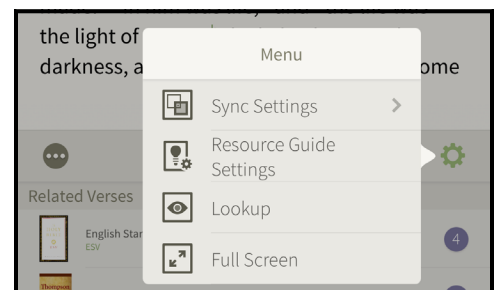
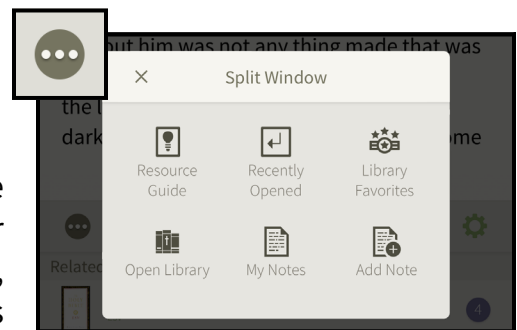
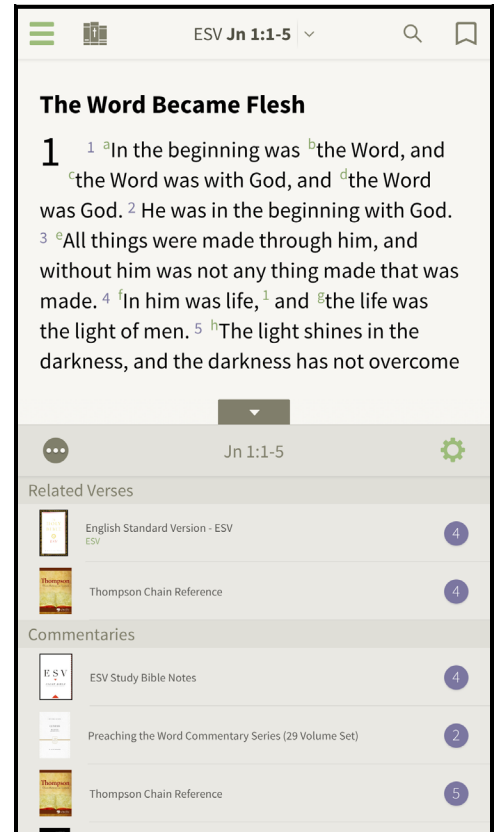
First, open a versified resource, such as a Bible, in the main window using the Library icon (three books with a cross on the middle book) on the top toolbar. Second, open the split window by tapping and holding the grey box with an arrow and dragging the split window to the middle of the screen. Tap the three-dot icon in the upper left corner of the split window and choose 'Resource Guide' to open it in the split window.

10.3 Resource Guide Settings

With the Resource Guide open in the split window, tap the Settings icon in the upper right corner and then tap 'Resource Guide Settings'. You'll see a list of all the sections in the Resource Guide. Tap Edit in the upper right corner. This enables you to order the sections instead of keeping the default order. In Edit mode, you can change the order by tapping and holding the three lines on a particular section and dragging the section to the desired spot in the order. Tap the 'Done' button to exit 'Edit' mode.

Now that you're in 'Resource Guide Settings', tapping on any section (e.g. 'Places') will bring you to a screen with two sections, 'Options' and 'Choose Documents'. Under 'Options' there will be up to two switches. The first switch enables you to hide the whole section by turning the switch off. The second switch enables you to hide results with 0 hits, which helps save space in the Resource Guide.

Under the heading 'Choose Documents', you'll see a list of your downloaded resources that will appear in the section of the Resource Guide you're under now (e.g. Related Verses). If you want to keep any resources from showing in a particular section, tap the switch to off (white). Tapping the 'Get More' option at the bottom of the screen will take you to the in-app store.



To reorder the resources that appear in a section tap 'Edit' in the upper right corner of the popup window and drag the resources to reorder them.

10.4 Using the Resource Guide

In the Resource Guide, you'll be able to access commentaries, topics, maps, charts, outlines, illustrations, and more. To view an entry, tap on it to read more Tap the back arrow in the upper left corner of the split window to return to the Resource Guide.

Chapter 11 – Search

11.1 Understanding Search

The Search function is used to find relevant text related to the term or phrase you're searching for. The Search function is the best way to find a verse you don't know the reference for because you can search for a keyword. You can also use Search to begin a topical word study by viewing all the passages in Scripture with a particular word, e.g. grace.

11.2 How to Access Search

The most common way to access the search window is to tap the magnifying glass icon on the top toolbar. This will open the search pop-up window for the resource in the main window. If you have a second resource open in the split window, you can select the Settings icon on the split window toolbar to search that resource. The final way to use search is by selecting a word in a resource (by tapping and holding your finger on the word), selecting 'More' from the pop-up menu, and then 'Search'.

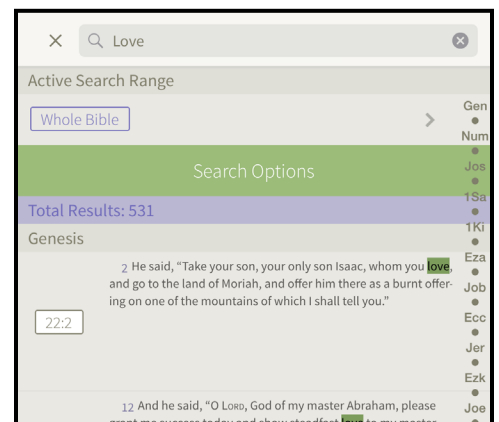
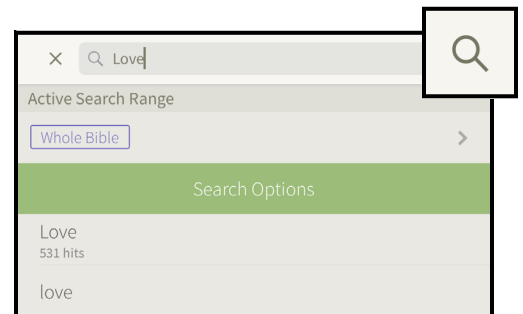
11.3 Using Search

To start a search, tap the magnifying glass icon on the toolbar. If the magnifying glass icon is not visible, tap anywhere on the screen to bring it up.

Once you have the search pop-up window open, you will see the search bar at the top of the screen. Tap inside the search bar and begin typing a word (e.g. grace) or words (e.g. David Solomon). As soon as you start typing, a list of search terms will begin to auto complete. Tap on the desired search term from the list or tap 'Search' on your keyboard.

If you opened the search pop-up window by selecting a word from the Bible text, that word will be in the search box and you should see results almost immediately.

Once you have the list of search results visible, scroll through the results until you find the verse you're looking for and tap the entry to navigate to that passage in your window.



11.4 Autocomplete Suggestions

If you pause a moment while typing in the ‘Search’ field, you will see a list of suggested words based on what you have typed so far. If you select one of these suggestions, the last word in the search box will be replaced with the word you tapped. The first suggestion in the list is the word you have typed, even if it’s just a partial word, e.g. ‘gra’. If you wait another moment, the number of search results for the current word will appear under the top item in the list, e.g. typing in ‘Grace’ returns 129 hits. You can tap on this entry to pull up the search results. If the current search produces no results, the first item in the list will say ‘No Results’.

11.5 Viewing Search Results

After you perform a search by selecting the top ‘suggestion’ item or by hitting the ‘search’ key on your keyboard, you will see the list of search results. If you tried to search for a word or phrase that does not appear in the text, you will see an empty list with a “Total Results: 0” message.

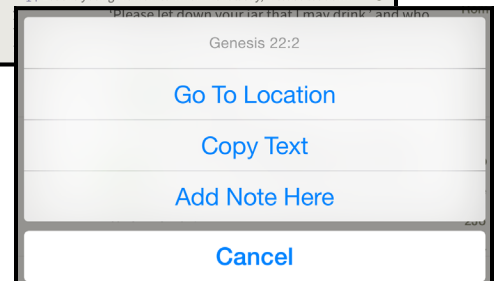
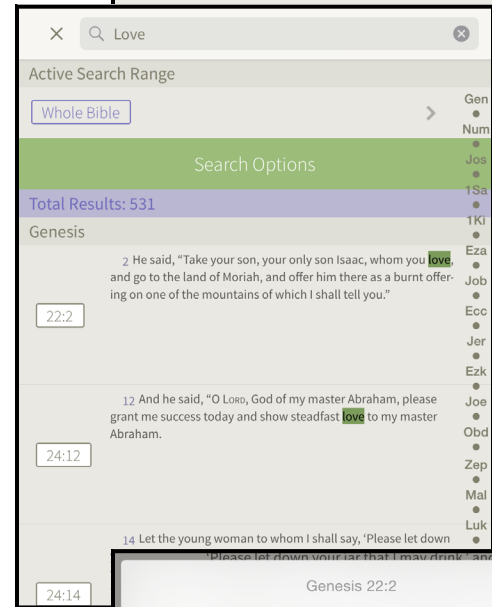
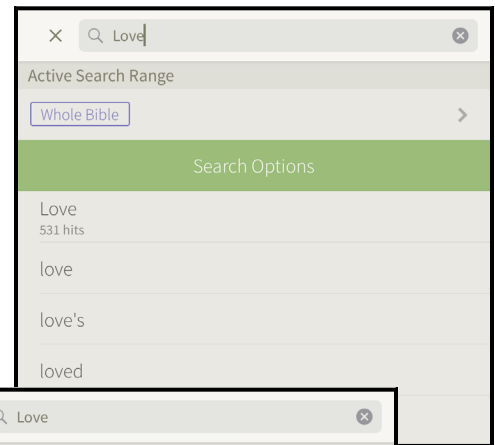
If the search was successful, you will see a list of results. Each search result shows a portion of the text from the passage listed. The word you’re searching for will be highlighted in each entry. If you tap a search result from the list, the resource will jump to this location. The word you’re searching for will also be highlighted in the Bible text, so you can easily find the verse on the screen.

11.6 More Actions for Results

With the list of search results up on the search pop-up window, you’ll see a white box on the left side of each search result with the chapter and verse reference. Tapping this button will give you a list of actions you can do with this location, including ‘Go To Location,’ which is the same as tapping the result from the list. The second option is ‘Copy Text,’ which will copy that verse for you to paste in or outside the Bible Study app. The third option is ‘Add Note Here,’ which will add a note at that search result location. To dismiss this action list and go back to the search results list, tap anywhere outside the action list or ‘Cancel’.

11.7 Navigating Large Search Result Lists

If you search for a common word or phrase, you may have dozens or hundreds of results. In a Bible, search results are grouped by book and you can ‘scrub’ (scroll quickly) through a long list by dragging your finger or tapping in the abbreviated book name list on the right edge of the search result list. This will jump you a book at a time through the list. You can stop scrubbing and scroll normally at any time to view all the results at a regular speed.



11.8 Returning to a Search Result List

If you select a search result and read in the text from that point on, the words from your search will still appear highlighted in the text. To return to the search results list, tap the ‘Search’ icon again. To clear the search result list and turn off the highlighted search terms in the text, tap the ‘x’ icon on the right side of the search bar. You can also delete the text in the search bar by tapping in the search bar and hitting the backspace key on the keyboard.

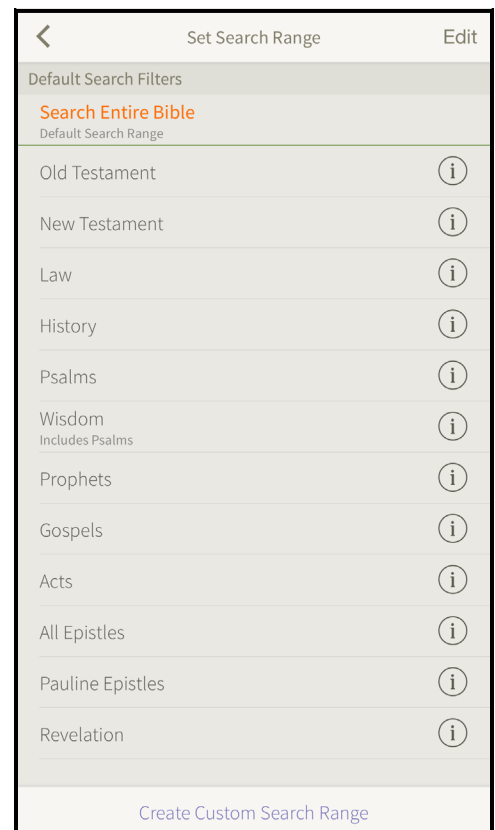
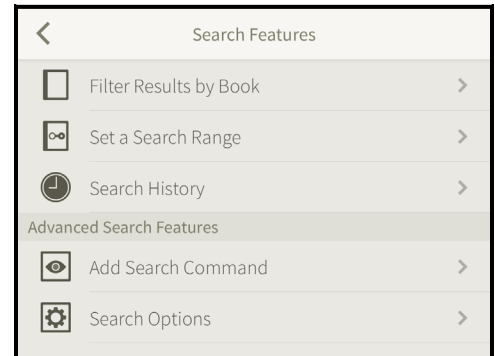
If you want to return to or refine a previous search, select the green ‘Search Options’ button that appears above the result list. Select ‘Search History’ and tap the previous search you want to see again. Selecting a phrase will search the current resource, so it is possible to get “No Results” from a search that worked in a previous resource.

11.9 Biblical Search Ranges

If you are searching for common words, you may want to filter the results to particular books of the Bible. This is where search ranges come in handy. If you are searching a Bible, you will see the ‘Active Search Range’ above the search results list. By default, the search range is set to ‘Whole Bible’. Tapping this range button opens the ‘Set Search Range’ screen where you can choose from preset ranges like ‘Old Testament’ and ‘Gospels’ or create a new range with only the books you want. Select a search range from the list to activate it. Tap ‘Done’ to view the filtered list.

To view the books that are included in the search range, tap the ‘i’ button on the right edge of the range. This will show you a checklist of all the books of the Bible. The books with checkmarks are included in the search range you’ve chosen. One way to create a custom range is to customize one of the default ranges on this screen with the check list of Bible books. Tapping a book name will toggle its checkmark. The first book you change on a default search range will prompt you to create a custom search range filter. Select ‘Save as New Filter’ in the action menu that appears and you can continue customizing your search range. You can even name your new filter by selecting and editing the ‘Range Title’ at the top of the list of books. The other way to create a custom search range is to tap the button at the bottom of the list of search ranges that says ‘Create Custom Search Range’. Unlike copying a default range, this new filter will be blank initially, so you can choose any books to add to the range.

You can delete any custom search range by tapping the ‘Edit’ button, tapping the red circle icon to the left of the range, tapping ‘Delete’ and ‘Delete’ again to confirm the removal. Be sure to tap ‘Done’ in the upper right corner to leave the ‘Edit’ screen.



11.10 Advanced Searching

By default, all words you enter in the search box must appear within a verse (for Bibles) or within 10 words of each other in any other book. The words can appear in any order, but all must be present. You can customize these rules. By selecting 'Add Search Command' in the 'Search Options' menu, you can customize your search. Next to each command is an information icon with more details about how to use that customization in search.

Chapter 12 – Settings

12.1 Understanding In-App Settings

The Bible Study app includes a set of options that allows you to customize the app to enhance your study efforts. This section will walk you through each option under 'App Settings' in the main Menu.

12.2 Locating App Settings

Most settings are found within the 'App Settings' menu. This option is located near the bottom of the main Menu.

12.3 Fonts

There are two ways to adjust the font within the app. To quickly change the font size of the main window, you can press the A+ and A- icons found at the top of the main Menu.

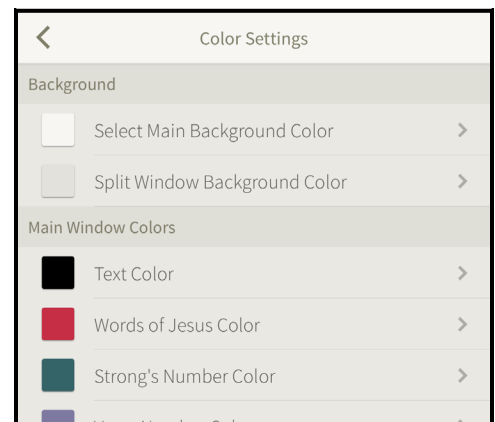
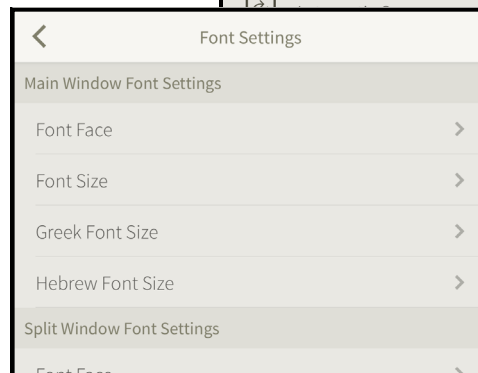
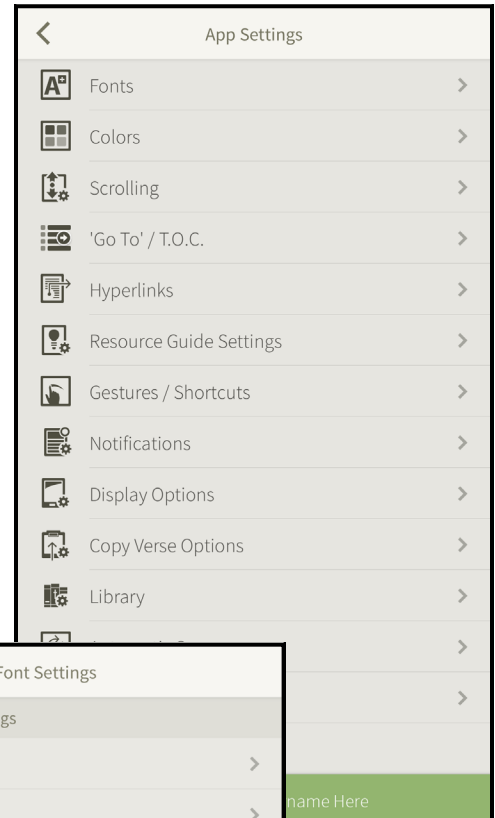


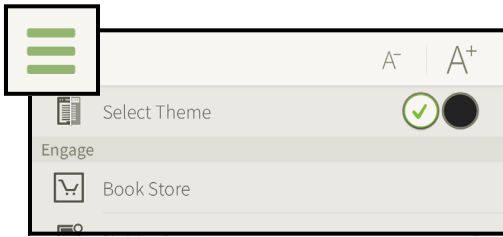
For more options, scroll down and choose 'App Settings' under 'Account and App Details' and choose 'Fonts'. Here, you can choose your desired font face and size for the main window, split window, pop-up window, Resource Guide/Search windows, and notes.

12.4 Colors

Under the 'Colors' option, you can choose colors to use within the app. Select a category you wish to change the color for, e.g. 'Text Color', and tap your desired color option. Select 'Default' to return the setting to its original color.

Color settings will only take effect in the default theme. (The color settings will not work in the low-light reading theme.) You can only use the 'Words of Jesus Color' in Bible versions that support this option.



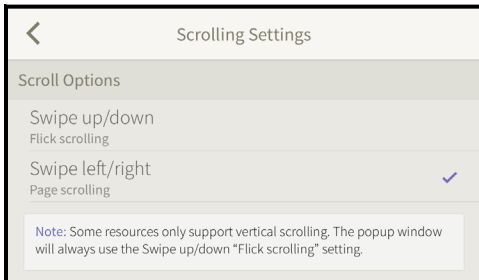


12.5 Low-Light Reading Theme

Near the top of the main Menu, there is a toggle to change the theme between the default and low-light reading. The low-light reading theme is designed to better suit dark environments, like night-time reading, airplanes, etc. Color settings will not work in the low-light reading theme.

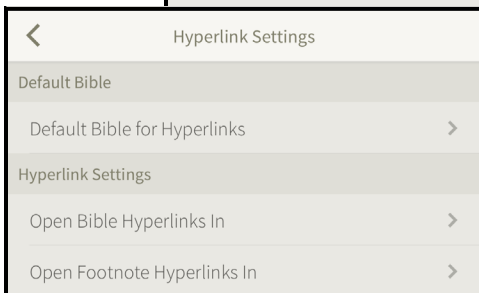
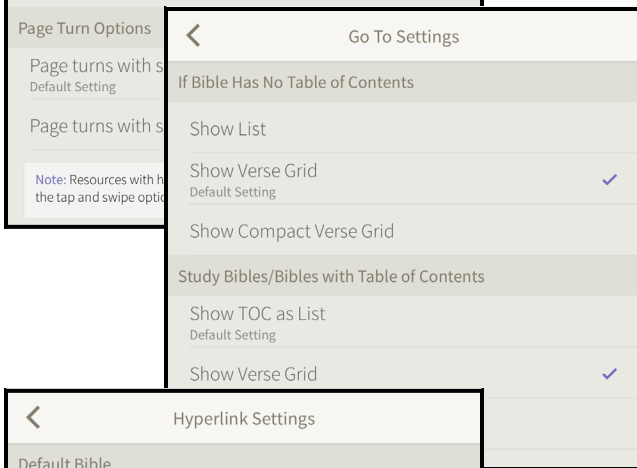
12.6 Scrolling

The 'Scrolling' setting allows you to specify 'Swipe up/down (flick scrolling)' or 'Swipe left/right (page scrolling)'. You can also choose how you would like to turn your pages.



12.7 'Go To' / T.O.C

The 'Go To/T.O.C' window provides options to specify how the books of the Bible will be displayed when using the Navigation Menu.

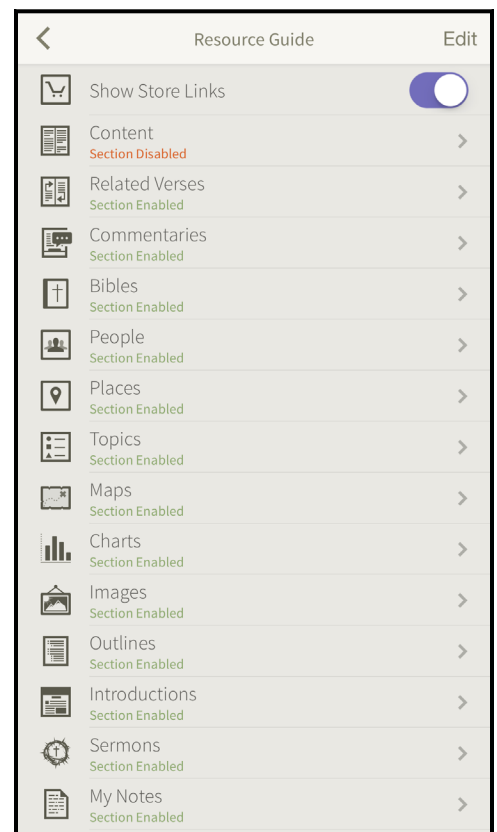


12.8 Hyperlinks

The 'Hyperlinks' setting allows you to control how hyperlinks behave in the app. Tapping the 'Default Bible for Hyperlinks' option allows you to select the Bible that hyperlinks will open in every time. The options below this will dictate which window Bible hyperlinks, footnote hyperlinks, or Strong's & parsing hyperlinks will open in.

12.9 Resource Guide Settings

These are the same options that you can access through the Resource Guide. See [Section 10.3: Resource Guide Settings](#) for more information.



12.10 Gesture / Shortcuts

Gesture settings allow further customization in the app by utilizing the gesture abilities built into your iPhone. There are options for one, two and three-finger gestures that can be customized to fit your study needs.

12.11 Notifications

The 'Notifications' menu enables you to adjust which in-app notifications are displayed. Notifications provide information about sales, app functionality, and other important information.

You can also select different subscriptions to follow such as Verse of the Day and Verse of the Week.

There are more notification options under iOS Settings. See [Section 13.2](#) for more information.

12.12 Display Options

The Display options allow you to determine how the text appears while viewing a resource. This includes hiding notes and highlights to minimize distractions, showing Strong's numbers next to each word, starting each verse on a new line, etc. Please note that Strong's numbers will only show in your Strong's tagged resources.

12.13 Copy Verse Options

You can use the copy verse options to modify how verses are copied from your Bibles. The options are to include verse numbers and/or the translation in your copied text, e.g. John 1:1 (NIV).

12.14 Library

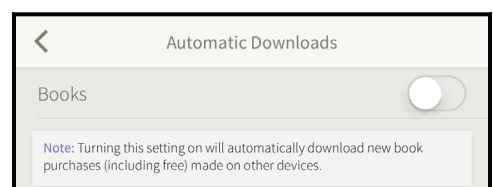
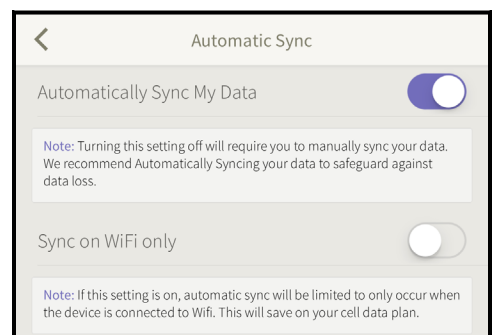
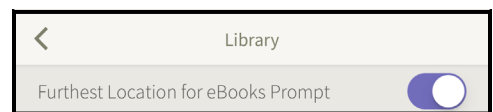
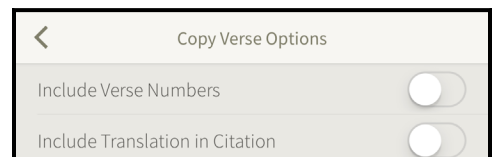
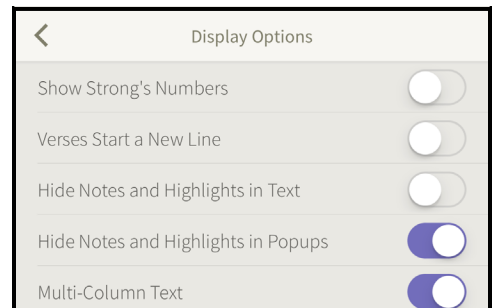
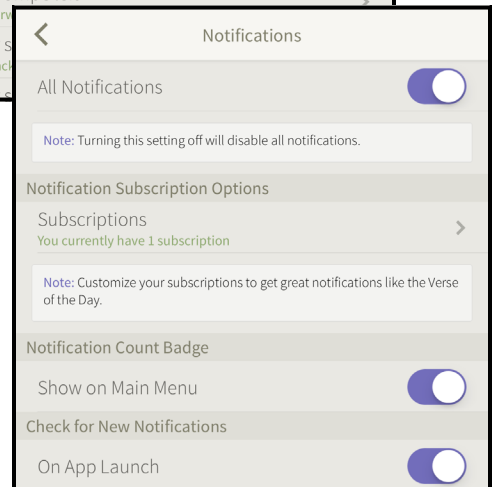
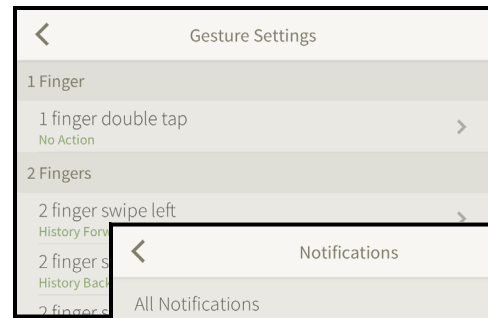
Under the Library setting, you can choose whether you would like the app to prompt you with your furthest location when opening an eBook. This is particularly useful if you have more than one iOS device.

12.15 Automatic Sync

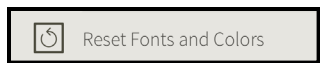
Automatic sync allows the app to automatically sync your annotations to the Olive Tree servers. From this settings option, you can turn 'Automatic Sync' off and on and choose if you want sync to occur only when you're on a WiFi connection.

12.16 Automatic Downloads

Turning on automatic downloads from this option will automatically download new books you've purchased or downloaded for free that are registered to your Olive Tree Account.



12.17 Reset Fonts and Colors



Tapping this button in the App Settings menu will reset all fonts and colors to their default settings. This may be used as a troubleshooting option, too.

Chapter 13 – iOS Settings

13.1 Understanding the iOS Settings

In the iOS Settings app on your iPhone, there is an entry for the Bible Study app. You may be directed by Olive Tree Support to use these options in troubleshooting the app. On the home screen of your iPhone, tap the Settings icon and scroll down until you see the Bible Study app icon. Tap on the app icon, to bring up a list of options, including 'Reset Settings,' 'Rescan Library,' 'Force Annotation Update,' 'Remove All User Data,' and more. Please do not attempt these steps until an Olive Tree Customer Support team member instructs you to do so. These steps could result in data loss if your resources have not been registered to your account or you have unsynced annotations.



Note: For additional information on syncing your annotations, please refer to [Chapter 8](#).

13.2 Notifications

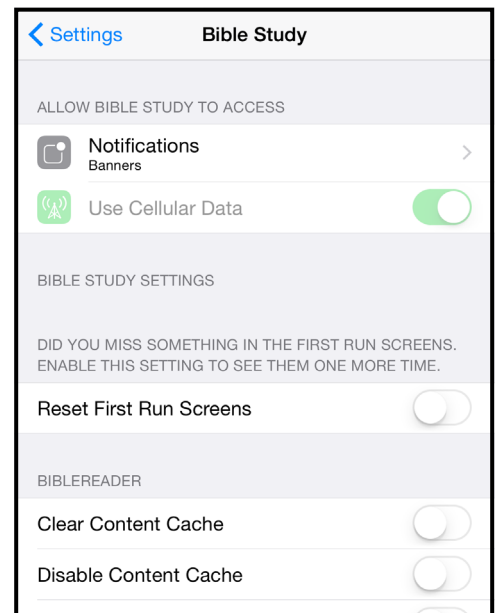
Some settings for notifications are found within the iOS Settings. Here you can choose to allow notifications and choose how they are shown on your device. More options can be found in the settings within the app. See [Section 12.11](#) for more information on these settings.

13.3 Reset First Run Screens

The first time you download and open the app, there will be some information about how to use the app provided on first-run screens. Turning this setting on will cause these screens to re-appear when you start the app if you would like to read the information again.

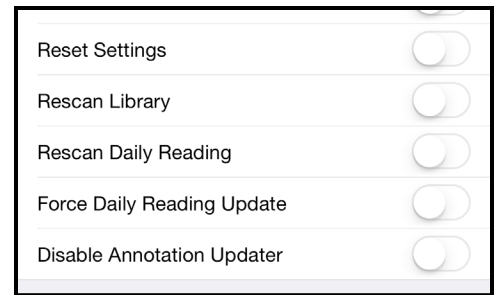
13.4 Clear/Disable Content Cache

As you use the app, it will store some data to allow the app to process more quickly in the future. However, caching the data does increase the storage space of the app. If you are worried about the amount of space the app is using, you can choose to clear or disable the content cache. Please note that this will cause the app to perform more slowly on certain tasks.



13.5 Reset Settings

The 'Reset Settings' option will reset settings which may have been changed in the 'App Settings' menu within the app. These settings include font, color, etc. You will also be signed out of your account when you reset settings. When you are not signed into your Olive Tree account, your library and annotations will not be displayed. Signing back into your Olive Tree account will cause your annotations and library to display correctly.



NOTE: For additional information about the 'App Settings' menu, refer to [Chapter 12](#).

To reset settings, slide the button to 'ON'. After turning the option on, return to your home screen and open the Bible Study app. You may be prompted to restart the app. Tap 'OK' and reopen the app.

Next, re-enter your username and password. To do so, tap the menu icon in the upper left corner, App Settings, and Account. Delete your username and password, re-enter this information, and tap 'Login'. Check to see if your issue is resolved.

13.6 Rescan Library

Rescanning the Library will rebuild the list of books that are displayed in the Library view. If a downloaded book doesn't appear in the Library, a title will not open, or a similar issue is occurring, this option may resolve it.

To rescan your Library, slide the button to 'ON'. After turning the option on, return to your home screen and open the Bible Study app. You will be prompted to restart the app. Tap 'OK' and reopen the app.

13.7 Rescan Daily Reading

Rescanning daily reading rebuilds the reading plan directory the app uses to save your reading plans. If reading plans are not appearing properly or a similar issue is occurring, this may resolve the issue. To rescan daily reading, slide the option to 'ON'. After turning the option on, return to your home screen and open the Bible Study app. You may be prompted to restart the app. Tap 'OK' and reopen the app.

13.8 Force Reading Plan Update

Forcing an update to daily reading will begin the reading plan updater. Any time an update is released for a title, your reading plans may also need to be updated. To force a daily reading update, slide the option to 'ON'. After turning the option on, return to your home screen and open the Bible Study app. You may be prompted to restart the app. Tap 'OK' and reopen the app.

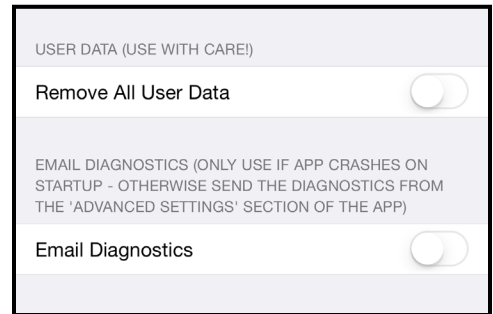
13.9 Disable Annotation Updater

Due to updates to resources or to the app, your annotations may need to be updated. This process occurs in the background, but it can cause the app to run more slowly. This option allows you to turn off annotation updates, allowing you to use the app without the interference of this process.

13.10 Remove User Data

Removing user data will remove all annotations (notes, saved passages, and highlights) and clear the app 'History' tab. This option cannot be undone and should be used with extreme caution. All annotations that have been synced to our sync servers (see [Chapter 8](#) for more information) will be saved, which allows you to sync the annotations back to your device after you have removed user data.

To remove user data, slide the button to 'ON'. After turning the option on, return to your home screen and open the Bible Study app. You may be prompted to restart the app. Tap 'OK' and reopen the app.



13.11 Email Diagnostics

This option provides an alternative way to send in your diagnostic data to our support team. If this option is turned 'ON' when you start the Bible Study app, your phone's e-mail app should open up with a pre-populated e-mail. This e-mail will be set to send to support@olivetree.com with a 'diagnostics.zip' file attached. This is an advanced option and should only be used when prompted by an Olive Tree Customer Support team member.

NOTE: For standard diagnostic retrieval steps, refer to [Section 14.7](#).

13.12 Apple Watch Support

The Apple Watch provides Olive Tree users with a great new study tool. We currently have added Apple Watch support to our free 'Bible+' app. This feature allows you to receive your 'Verse of the Day' and 'Verse of the Week' notifications on your Apple Watch.

In order to receive the notifications on your Apple Watch, you will need to enable notifications on your iPhone.

Tap the Menu icon within the Bible Study app on your phone and tap 'App Settings'.

Tap 'Notifications' to change your notification settings. Make sure that notifications are set to 'On', and that you are subscribed to the 'Verse of the Day' and/or 'Verse of the Week'. See [Section 13.2](#) to make sure notifications are turned on in your iOS settings.

You will then receive your notifications on your Apple Watch. Tap 'Read' to go to the verse of the day.

You can also open the Apple Watch app to view Bible verses without a notification. If you tap on the Olive Tree icon found on the Apple Watch menu, the app will open to the most recent resource and verse viewed on your iPhone. You can then use the arrows to navigate back and forth between verses. This does include the ability to view Greek and Hebrew resources.

NOTE: Apple Watch is currently only supported in the free Olive Tree 'Bible Study' app. If you have a paid version of the app, you can access your resources and annotations within the free app with an Olive Tree account.

Chapter 14 – Support

14.1 Understanding Olive Tree Support

Olive Tree offers comprehensive support for your application and your Olive Tree account. Most support requests are handled via e-mail, but live chat is intermittently available on the [Olive Tree website](#) during business hours. [E-mail](#) is the preferred method of communication because troubleshooting often includes many steps that can be performed without direct contact with a Support team member.

14.2 Olive Tree Help Site

Many frequently asked questions are answered on our help site, help.olivetree.com. If you are unable to find an answer to your question in this user guide, it is possible that there is a Help article that covers the topic. While the user guide receives only occasional updates, our Help site is updated regularly with current information.

14.3 Contacting Support through your iPhone

To contact Support through your Bible Study app, tap the menu icon within the Bible Study app and tap 'Help'. Tapping the 'Email Support' button in this window will bring up an e-mail message with the 'support@olivetree.com' address populated in your 'To' field. Important information about your application will be pasted into the body of the message. This information is helpful for Support, so we request that you leave it in when sending this e-mail. Please include as many details as possible about the issue or question you have so our Support team can easily assist you.

14.4 Retrieving App Information

To retrieve information about the app, tap the 'Menu' icon in the upper left corner in the Bible Study app and tap 'About Bible+ (TM)'. Scroll to the bottom of the pop-up window to see basic information about the app, including the product version, reader version, engine version, build ID, and more. You may be requested to send this information to a Support team member.

14.5 Locating the iOS Version

On the home screen of your iPhone, tap the 'Settings' icon, tap 'General', and tap 'About'. This will give you a list of information about your iPhone, including the version number. This information may be requested by a Support team member.

14.6 iOS Settings Changes

If you experience a bug or other issue with the app, you may be prompted to access your iOS Settings by a Customer Support team member. To access these settings, tap the 'Settings' icon on the home screen of your iPhone and scroll down until you see the Bible Study app icon. Tap on the app icon to bring up a list of options, including 'Reset Settings', 'Rescan Library', 'Force Annotation Update', 'Remove All User Data,' and more.

NOTE: Please don't attempt these steps until you are instructed to by an Olive Tree Support team member. These steps could result in data loss if your resources and annotations are not backed up properly. (See [Chapter 13](#))

14.7 Sending Diagnostic Information

Tap on the 'Menu' icon in the upper left corner in the Bible Study app and tap 'Help'. Select 'Bible+ Diagnostics' and 'Email Diagnostic Info'. Please include the name of the Customer Support team member you're working with in the subject line. If you already have an open support ticket, include the ticket ID as well.

14.8 Closing the App

To manually close the app, double tap the home button to reveal your open apps. This is the 'Fast App' menu. Slide the Bible Study app icon up to force close the app. When the Bible Study app has disappeared, close the 'Fast App' menu by pressing the home button. Tap the Bible Study app on the main screen to open the application again.