BILL'S HOME TECH

Home & Small Business Tech Solutions

AN EXTENDED GUIDE · NO. 2117

Updated November 2026

Build Your Own One-Page "When Something Breaks" Cheat Sheet

Turn a moment of panic into a calm, numbered list you keep right where the trouble happens

Plain-English first-aid for your tech from:

Bill's Home Tech

Portage County, Ohio

Tech Made Simple. Service Made Personal.

Bill Davis — Bill's Home Tech

(330) 200-8042 · bill@billshometech.com · Atwater, Ohio

Book a visit · billshometech.com/book

What's Inside

Everything in this guide, with page numbers. Skip to whichever chapter answers your question right now.

The 60-Second Version 3
The Short Version 3
Why a Cheat Sheet Beats a Manual 4
What Every Good Cheat Sheet Contains 4
Gather Your Details First 5
The Ready-Made Template 5
The Universal First Move: Restart 6
Record Your Internet Details Safely 7
List Who to Call, In Order 7
The Golden Rule: Scams and Pop-Ups 8
Where to Keep It 8
Keep It Current 9
A Version for the Family Helper 9
Add a Simple Scam-Check Box 10
Make a Photo Backup of the Sheet 10
When to Call Bill 11
Everyday Cheat Sheet 12
A Note From Bill 13
Your Visit — and My Promise 14

SUMMARY

The 60-Second Version

A single page, written in your own words, is more useful in a crisis than any manual. Build one that lists how to restart each device, how to restart the internet box, your Wi-Fi name and password (or where they are kept safely), which light means the internet is working, and who to call in order — family first, then Bill at (330) 200-8042, then the company.

Add one golden rule in large letters: never click a link or call a number from a pop-up, email, or text that tries to frighten you. Keep copies where the trouble happens — by the TV, the computer, the router — and review it once a year. Copy the ready-made template in this guide and just fill in the blanks.

1 The Short Version

When something goes wrong with your technology, the hardest part is often simply remembering what to try first — especially in the moment, when you feel a little rushed or worried. A one-page cheat sheet fixes that. It is a single piece of paper, in your own words, that tells you exactly what to check and who to call, so you never have to hold it all in your head.

This guide walks you through building that page, step by step, and gives you a ready-made version you can copy word for word. You will end up with something taped inside a cupboard door or kept by your chair that turns a moment of panic into a calm, numbered list.

- One page, in plain words, is more useful than any thick manual.
- The best cheat sheet lists your specific devices, logins, and who to call.
- Keep it where the trouble happens — by the TV, the computer, the router.
- You do not have to invent it from scratch; copy the template here and fill in the blanks.

WATCH OUT

Write it by hand if that is easiest. Neat is nice, but a cheat sheet you actually made and understand beats a perfect printed one you never look at.

2 Why a Cheat Sheet Beats a Manual

Manuals are written for every model and every situation, which is exactly why they are useless in a hurry. Your cheat sheet is the opposite: it is written for your house, your devices, and the three or four things that actually go wrong. It skips everything that does not apply to you.

There is a calming effect, too. Trouble feels smaller when the next step is already written down. Instead of "everything is broken," you have "step one: restart the box; step two: check the lights; step three: call Bill." That shift from helpless to handled is the whole point.

GOOD TO KNOW

You are the world's expert on your own home. A cheat sheet simply captures what you already half-know, so you do not have to re-learn it each time something hiccups.

3 What Every Good Cheat Sheet Contains

A strong one-pager has a handful of sections. You do not need all of them — pick the ones that fit your life — but these are the pieces worth considering.

- The universal first move: how to restart each main device, and your internet box.
- Your internet details: the Wi-Fi name and password, written where you can read them.
- A "what the lights mean" line for your router (which light is the Internet one).
- Your key logins, or at least where the real list lives (not loose on this page if others see it).

- Who to call, in order: family first, then Bill, then the device makers or your internet company.
- The one rule: never click a link or call a number from a pop-up or scary message.

> **WATCH OUT**
> Be thoughtful about passwords. If the page will hang in plain view where visitors or workers can see it, keep the actual passwords in a separate, tucked-away spot and just note on the cheat sheet where that is.

4 Gather Your Details First

Before you write anything, spend ten quiet minutes collecting the facts. Having them in front of you makes the writing quick and keeps you from guessing.

1. Find your Wi-Fi name and password (often on a sticker on the router or a card from setup).
2. Note the make of your main devices: the TV, the computer, the phone, the streaming stick.
3. Note your internet company's name and support number (on a bill or their website).
4. List the people you would call for help, with their numbers.
5. Have Bill's number ready: (330) 200-8042.

> **WATCH OUT**
> Take a photo of the sticker on the back of your router with your phone. Even if you never read the small print again, you will have it when someone asks for the model or the Wi-Fi details.

5 The Ready-Made Template

Here is a complete cheat sheet you can copy onto a single page and fill in the blanks. Keep the headings; replace the bracketed parts with your own details.

WHEN SOMETHING BREAKS — MY ONE-PAGE PLAN

- FIRST, ALWAYS: Turn the device off and back on. Wait a full minute. Many problems end here.
- NO INTERNET: Unplug the modem and router, wait 30 seconds, plug the modem back first, wait 3 minutes.
- WI-FI NAME: [_____] WI-FI PASSWORD: [_____]
- INTERNET COMPANY: [name] — support: [phone]. The light to watch is the one marked Internet/Online.
- MY DEVICES: TV [make] · Computer [make] · Phone [make] · Streaming [make].
- CALL FOR HELP, IN ORDER: 1) [family name & number] 2) Bill: (330) 200-8042 3) [company].
- GOLDEN RULE: I never click a link or call a number from a pop-up, email, or text that warns me. I close it and check myself.

GOOD TO KNOW

Notice the order: restart first, check the internet second, then call a human. That order alone solves most home-tech trouble before anyone has to pick up the phone.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

6 The Universal First Move: Restart

The single most useful line on your sheet is how to restart things, because it fixes an astonishing share of problems and never erases your photos, messages, or settings. Writing the exact way to restart each device saves you fumbling later.

1. For a phone or tablet: note whether yours restarts by holding the side button, or a button combination, and write that down.
2. For a computer: choose Restart from the Start menu (Windows) or the Apple menu (Mac).

3. For a TV or streaming stick: unplug it from power for ten seconds, then plug back in.
4. For the internet: unplug the modem and router, wait 30 seconds, modem back first.

> **TIP**
> Add the words "wait a full minute" after every restart on your sheet. The most common mistake is testing again too soon, before the device has finished waking up.

7 Record Your Internet Details Safely

More home-tech trouble traces back to the internet than to anything else, so your sheet should make the internet easy to understand at a glance. Two things matter: how to find your Wi-Fi details, and how to read the box's lights.

- Write the Wi-Fi name exactly as it appears, capital letters and all.
- Write the password carefully; a capital O versus a zero is a classic trip-up.
- Note which light on the box is the Internet or Online one, and what color means good.
- Note where the modem and router are, in case someone has to reach them for you.

> **WATCH OUT**
> If your sheet will be visible to people outside your household, do not write the full Wi-Fi password on it. Instead write "password is on the card in the [drawer]" so only you and trusted family know where to look.

8 List Who to Call, In Order

The calmest line on any cheat sheet is the one that says who to call and in what order, because it takes the decision off your shoulders in a stressful moment.

1. Put a trusted family member or neighbor first for everyday hiccups.
2. Put Bill next for anything that needs a steady hand or a house call: (330) 200-8042.

3. Put your internet company for a line or service outage, with the account name on the bill.
4. Put each device maker last, only for that specific device (TV, printer, phone).

> **GOOD TO KNOW**
> Keeping the list in order means you never sit wondering "who would even know how to fix this." You start at the top and work down until someone helps.

9 The Golden Rule: Scams and Pop-Ups

The most important protective line on your sheet has nothing to do with wires. It is the reminder that real help never arrives as a frightening pop-up, email, or text demanding you click a link or call a number right now.

Scammers rely on panic. Your cheat sheet's job here is to slow you down: when a scary message appears, you read your own line, close the message, and reach someone on your call list instead of obeying the stranger. That one habit prevents the costliest kind of trouble by far.

> **WATCH OUT**
> No real company — not Microsoft, not Apple, not your bank — will ever phone or pop up to say your computer is infected and ask for payment or remote access. That is always a scam. Hang up or close it, and call someone you trust.

10 Where to Keep It

A cheat sheet only helps if it is where the trouble happens. One page, in the right spot, beats a binder on a shelf every time.

- Tape a copy inside the cabinet door nearest the TV and streaming gear.
- Keep one by the computer, and one near the internet box.
- Put a photo of it in your phone so you have it even away from home.

- Give a copy to the family member who helps you most, so you are reading the same page.

> **TIP**
> If you print it, use a large, clear font and leave plenty of white space. A cheat sheet you can read without glasses at arm's length is one you will actually use.

> Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

11 Keep It Current

Technology changes slowly for most of us, but a few things drift: a new router arrives, the Wi-Fi password changes, a family member's number updates. A cheat sheet that is quietly wrong is worse than none, so give it a glance now and then.

1. Once a year, read it through and fix anything that has changed.
2. Update it immediately whenever your internet company swaps your equipment.
3. Cross off any device you no longer own, and add any new one.
4. Re-print or re-copy it if it gets too marked up to read easily.

> **GOOD TO KNOW**
> A good time to review it is when the clocks change, twice a year. Pair it with testing your smoke-alarm batteries and it becomes a simple, memorable habit.

12 A Version for the Family Helper

If a family member is your go-to for tech help, a second version of the cheat sheet written for them is worth its weight in gold. It holds the details they would need to help you over the phone, which you might not think to say in a flustered moment.

- The make and model of your main devices and internet box.
- Your internet company and account name, so they can call on your behalf.
- How they can locate or ring your phone if you misplace it (with your permission).
- A note of any logins they are trusted to help with, kept somewhere private.

> **GOOD TO KNOW**
> Sharing a helper's version does not mean giving away control. It simply means that when you call a daughter or a neighbor for help, they are not starting from scratch — they already know what you have.

13 Add a Simple Scam-Check Box

Because scams are the costliest kind of trouble, it is worth giving them their own small section on the sheet — a short checklist you run through whenever a message or call makes you uneasy.

- Did this arrive out of the blue, trying to frighten or rush me? That is a warning sign.
- Is someone asking for a code, a password, remote access, or payment? Stop.
- Does it want me to click a link or call a number it provides? Do not; find the real one myself.
- When unsure, I close it and call someone on my list before doing anything.

> **WATCH OUT**
> No real bank, company, or government office will ever phone or pop up demanding payment in gift cards, or asking to take over your computer. Writing that one sentence on your sheet has saved people a great deal.

14 Make a Photo Backup of the Sheet

A paper sheet is perfect at home, but a photo of it on your phone means the key details travel with you — useful at a family member's house, at the shop buying a replacement, or anywhere you need to recall your Wi-Fi or a model number.

1. Once your sheet is finished, lay it flat in good light.
2. Take a clear photo of it with your phone, or scan it with the Notes or Drive app.
3. Keep that photo somewhere you can find it, and consider marking it a favorite.
4. Leave the actual passwords off the photo if your phone is ever seen by others.

> **WATCH OUT**
>
> Keeping a photo of the sheet, minus the passwords, means you are never caught out away from home when someone asks "what printer do you have?" or "what's your internet company?"

15 When to Call Bill

Building a cheat sheet is something most people can do in an afternoon with the template here. But if you would like help gathering the right details, or you want it done properly and laminated so it lasts, that is an easy thing to do together.

I am happy to sit down, find all your Wi-Fi and account details, write the page in words that make sense to you, and leave it in the right spots around the house. Many people find that one visit turns a drawer full of confusing paperwork into a single page they actually trust.

- You are not sure where your Wi-Fi name, password, or account details live.
- You would like the page written, printed large, and placed around the house.
- You want to be certain the "who to call" and scam-safety lines are right for you.
- You would simply rather set it up together, once, and be done.

CHEAT SHEET

Everyday Cheat Sheet

This is the template in miniature. Fill in the blanks and keep it where trouble happens.

I want to...	Do this...
Fix almost anything first	Turn the device off and back on, wait a full minute
Fix no internet	Unplug modem and router 30 seconds, modem back first, wait 3 minutes
Find my Wi-Fi details	Write the name and password here (or where the card is kept)
Know who to call	List family first, then Bill, then the company
Stay safe	Never click a link or call a number from a pop-up or scary message
Keep it useful	Tape it where the trouble happens; review it once a year
Get help	Call Bill: (330) 200-8042

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

You don't have to remember all of it — just that a friendly, patient person is one call away, whenever you'd rather have a hand.

KEY SPECS

In your home — $99 flat for the first visit, no contracts and no surprises, with a 30-day come-back-free follow-up. In-home visits cover Portage County, Ohio and nearby communities.
Outside the area? Remotely — $49 for a screen-share session (free for Support Plan members, $39/mo), refundable if I can't fix it — and credited toward a visit if you'd rather have me in person. Book either at billshometech.com/book.

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

Whenever you're ready, I'll come to your home anywhere in Portage County, Ohio and nearby communities, at your pace. Too far for a house call? I also help remotely. Book at billshometech.com/book or call (330) 200-8042. — Bill

Call or text (330) 200-8042 · bill@billshometech.com

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.