BILL'S HOME TECH

Home & Small Business Tech Solutions

AN EXTENDED GUIDE · NO. 2248

Updated November 2026

Record Your Screen to Show Someone the Problem

Capture exactly what's happening so you don't have to describe it

Plain-English tech help 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

Screenshot or Screen Recording? 4

Turn On the Recording Button First (iPhone) 4

Record the Screen on an iPhone or iPad 5

Record the Screen on an Android Phone 5

Add Your Voice to Explain 6

Find and Watch Your Recording 6

Send It to Family or to Bill 7

Trim It Down to Just the Important Part 7

Where Recordings Are Saved — and Keeping Space Free 8

What You Can and Can't Record 9

Record the Screen on a Computer, Too 9

Tips for a Clear, Short Clip 10

When to Call Bill 10

Everyday Cheat Sheet 12

A Note From Bill 13

Your Visit — and My Promise 14

SUMMARY

The 60-Second Version

When something goes wrong on your phone, record the screen and show it instead of trying to describe it. On iPhone, add “Screen Recording” to Control Center once (Settings, Control Center), then swipe in and tap the record circle; do the thing that goes wrong, and tap the red bar to stop. On Android, open Quick Settings and tap “Screen Record.”

The video saves to your Photos, and you share it like any photo — by text or email. Turn on the microphone first if you want to narrate. For something that stays still, like an error message, a plain screenshot may be all you need.

1 The Short Version

Screen recording captures a short video of whatever is happening on your screen — your taps, the error message, the app that freezes — so you can show someone instead of describing it. When you call family or Bill for help, a ten-second clip is worth a hundred words. It is already built into your phone and tablet; you just turn it on, do the thing that goes wrong, and stop. Then you send the video like any photo.

- It records the screen as a video you can play back and share.
- Perfect for showing an error or a step that is not working.
- Built in and free on iPhone, iPad, and most Android phones.
- A still screenshot works too, when a single picture tells the story.

> **TIP**
>
> Before recording, it helps to know whether you want sound. For showing a problem, the picture alone is usually enough — but you can narrate out loud if you like, by turning on the microphone (covered below).

2 Screenshot or Screen Recording?

Two tools, for two jobs. Knowing which to reach for saves time.

- A screenshot is a single still picture of the screen — best for an error message, a confirmation, or anything that stays put.
- A screen recording is a moving video — best for showing something that happens as you tap, or a problem that comes and goes.
- If one still picture would tell the whole story, take a screenshot; if you need to show it happening, record.

> **GOOD TO KNOW**
>
> For a quick screenshot: on most iPhones, press the side button and the volume-up button together; on most Android phones, press the power and volume-down buttons together. The screen flashes and the picture is saved to your photos.

3 Turn On the Recording Button First (iPhone)

On an iPhone or iPad, the screen-record button lives in Control Center, and it may need adding there once before you can use it.

1. Open Settings and tap Control Center.
2. Find "Screen Recording" in the list of controls and tap the green plus to add it.
3. Now it will appear in Control Center whenever you need it.
4. You only have to do this setup once.

> **GOOD TO KNOW**
>
> Control Center is the panel you reach by swiping down from the top-right corner of the screen. It holds quick buttons like the flashlight, brightness, and now your screen-record button.

4 Record the Screen on an iPhone or iPad

With the button added, recording is a two-tap affair — start, do the thing, stop.

1. Swipe down from the top-right corner to open Control Center.
2. Tap the screen-record button (a circle inside a circle); a three-second countdown begins.
3. Do the thing you want to show — open the app, tap the button, trigger the error.
4. To stop, tap the red clock or red bar at the top of the screen, then tap Stop. The video saves to your Photos.

TIP

Once you start, the recording captures everything on screen, so finish anything private first. Go straight to the app or step you want to show, do it, then stop — keeping the clip short and to the point.

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.

5 Record the Screen on an Android Phone

Most Android phones have a screen recorder tucked in the Quick Settings panel at the top.

1. Swipe down from the top of the screen — twice if needed — to open the full Quick Settings.
2. Look for "Screen Record" or "Screen Recorder" (you may need to tap the pencil/edit icon to add it to the panel once).
3. Tap it, choose whether to record sound, and tap Start; a countdown begins.
4. Do the thing you want to show, then swipe down and tap Stop. The video saves to your Photos/Gallery.

GOOD TO KNOW

The exact name and spot vary by phone maker, but “Screen Record” in Quick Settings is the place to look. If it is not shown, tapping the edit (pencil) icon lets you add it to the panel.

6 Add Your Voice to Explain

Sometimes it helps to talk through what is happening as you record — "I tap here, and then this message appears." You can turn on the microphone so your narration is captured too.

1. iPhone: before starting, press and HOLD the screen-record button in Control Center, then tap "Microphone" to turn it on (it glows red).
2. Android: when you start a recording, choose the option to record audio or the microphone.
3. Now talk normally as you record; your voice is saved with the video.
4. Turn the microphone back off afterward if you do not want it on by default.

TIP

A few calm words — “watch, when I tap this it does nothing” — make the clip far easier for whoever is helping you to understand. It is like pointing at the screen over their shoulder.

7 Find and Watch Your Recording

Your recording is saved just like a photo, so it is easy to find and play back to check you caught the problem.

- Open the Photos app (iPhone/iPad) or Photos/Gallery (Android).
- Your newest recording is at the top or in a “Recents” or “Screen recordings” album.
- Tap it to play; the little triangle is Play.
- Watch it once to be sure the problem shows up clearly — if not, record again.

GOOD TO KNOW

Screen recordings can be longer than photos, so they take a bit more room on your phone. Once you have shared one and no longer need it, you can delete it to free the space.

8 Send It to Family or to Bill

The whole point is sharing it, and that works exactly like sending a photo — by text, email, or message.

1. Open the recording in Photos/Gallery.
2. Tap the Share button (a box with an arrow, or three dots).
3. Choose how to send it — Messages, email, or your messaging app.
4. Pick the person and send; they can tap to watch what you saw.

WATCH OUT

Longer videos can be large to send. If it will not go through by text, email usually handles it, or your phone may offer to send it as a smaller “compressed” version — that is fine for showing a problem.

9 Trim It Down to Just the Important Part

If your clip is longer than it needs to be, you can trim off the start and end so you send only the moment that matters — no special app required.

1. Open the recording and tap Edit.
2. Drag the handles at the start and end of the little filmstrip inward, to the part you want to keep.
3. Play it back to check, then tap Done or Save (choose “Save as new clip” to keep the original too).
4. Now share the shorter version.

WATCH OUT

A short, trimmed clip — just the ten seconds where it goes wrong — is kinder to whoever is helping and quicker to send. You do not need to show the whole hunt, just the moment.

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.

10

Where Recordings Are Saved — and Keeping Space Free

Screen recordings are saved right alongside your photos, which makes them easy to find — but because they are videos, they take more room than a still picture, so a little tidying keeps your phone comfortable.

- Recordings land in your Photos (iPhone) or Photos/Gallery (Android), often in a “Screen recordings” or “Recents” album.
- A long recording can be a sizable file; once you have shared it, you usually do not need to keep it.
- Delete a recording the same way as a photo — open it and tap the trash can.
- On iPhone, deleted items wait in “Recently Deleted” for a while, so you can recover one by mistake.

TIP

Make a habit of deleting a screen recording once you have sent it and the problem is solved. They are useful in the moment but rarely worth keeping, and clearing them frees up space.

11 What You Can and Can't Record

Screen recording captures almost everything you see, but there are a few sensible limits worth knowing so nothing surprises you.

- You can record apps, settings, errors, websites, and your own taps — the everyday things you need to show.
- Some streaming apps (like certain movie services) deliberately show a black screen in a recording to protect their video — that is normal, not a fault.
- A recording captures whatever is on screen, so finish anything private before you start.
- Recording a phone or video call has limits and rules; for simply showing a problem, you rarely need to.

> **WATCH OUT**
> Because a recording captures everything on screen, take a moment to close private things — your banking, personal messages — before you start, especially if you plan to send the clip to someone.

12 Record the Screen on a Computer, Too

The same idea works on a computer if the problem you want to show is happening there rather than on your phone.

- Windows: the built-in “Snipping Tool” can record the screen, or press the Windows key with Shift and S for a screenshot; the Xbox Game Bar (Windows key + G) also records.
- Mac: press Shift, Command, and 5 together to bring up the screen-recording controls, then choose record.
- The recording saves as a video file you can attach to an email.
- As on a phone, a still screenshot is often enough — Windows key + Shift + S, or Shift + Command + 4 on a Mac.

GOOD TO KNOW

If you are not sure whether the problem is “on the phone” or “on the computer,” record wherever you are seeing it. Showing the exact screen where it goes wrong is what helps most.

13 Tips for a Clear, Short Clip

A good clip is short and shows the problem plainly. A few habits make yours easy for family or Bill to understand at a glance.

- Keep it short — go straight to the problem, show it, and stop. Ten to twenty seconds is plenty.
- Do the troublesome step slowly and deliberately so it is clear what you tapped.
- Narrate if it helps: “I tap here, and nothing happens.”
- Watch it back once before sending to be sure the problem actually shows up.

TIP

If the first recording missed the moment, just record again — there is no limit and no harm. A clear ten-second clip saves everyone the back-and-forth of “can you describe what it did?”

14 When to Call Bill

None of this is a test, and there is no prize for struggling through it alone. Most of these tricks take a minute once you know where to look, and this guide gets you there. But if a setting has moved on your version of the phone, or you would simply rather have someone set it up beside you and show you once, that is exactly the kind of visit I make.

I come to you here in Portage County, sit down beside you, and set these up on your own phone or tablet so they work the way you like. I show you each step slowly, write down the few that matter, and make sure you can do it yourself afterward. No

rush, no jargon, and no question is too small.

- You cannot find the screen-record button or add it to Control Center / Quick Settings.
- You recorded something but cannot work out how to send it.
- You would rather show me a problem than describe it, and want to know the quickest way.
- You want screen recording (and screenshots) set up and practiced so they are there when you need them.
- You would simply rather have it set up correctly the first time, with someone showing you how. Call Bill at (330) 200-8042.

CHEAT SHEET

Everyday Cheat Sheet

Keep this handy. Show the problem instead of describing it.

I want to...	Do this...
Take a still screenshot	iPhone: side + volume-up. Android: power + volume-down
Set up recording (iPhone)	Settings Control Center add Screen Recording
Record (iPhone)	Control Center tap the record circle do it tap red bar to stop
Record (Android)	Quick Settings Screen Record Start do it Stop
Add my voice	Turn on the Microphone before you start recording
Send it	Photos/Gallery open it Share Messages or email
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.