BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Apple Maps & Waze

Directions, CarPlay, traffic alerts and sharing your arrival time — explained in plain English, one step at a time

A plain-English guide for drivers and their families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

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For Apple Maps on iOS 26 and Waze on iPhone & Android · facts current November 2026

What's Inside

This is your guide to the two navigation apps people ask about most after Google Maps: Apple Maps, which comes free on every iPhone, and Waze, the free app known for its traffic and road reports from other drivers. Read it in any order and at your own pace — there is no test, and you can't fall behind. Set things up at the kitchen table, not behind the wheel, and both apps will be ready when you are.

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PART 1

Getting Started

What Apple Maps and Waze are, how they differ from each other and from Google Maps, and the safety habits that make any navigation app work for you. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you've ever tapped an address on your iPhone and found yourself in Apple Maps without meaning to — or if a grandchild told you "just use Waze, it knows where the police are" — this guide is for **you**.

I'm Bill. I've spent more than 30 years working with technology, and these days I help folks here in Portage County feel at home with theirs. I wrote this guide the way I'd explain it sitting in your driveway with the car parked: slowly, in plain English, and with no rush. When I use a word like "ETA" or "CarPlay," I'll stop and explain it right then.

What this guide will do for you

- Explain the difference between Apple Maps, Waze and Google Maps, so you know which one is speaking to you.
- Walk you through getting directions, hearing them clearly, and avoiding tolls or highways.
- Show you how to save home, work and favorite places so trips start with one tap.
- Teach you how to share your arrival time with family, so nobody has to call while you're driving.
- Cover CarPlay and Android Auto — the car's own screen — for both apps.
- Explain traffic alerts, speed limit warnings and reports from other drivers.
- Help you keep your location history private, and choose the app that suits you best.

The big promise: you can't break it by learning

Nothing you do in a map app can harm your phone or your car. If you pick the wrong route, the app simply finds a new one. If you change a setting you don't like, you can change it back. The only real rule in this whole guide is the one in Chapter 3: **set things up before you drive**, not while the car is moving.

WHAT THIS DOES FOR YOU

Why this matters

A navigation app you trust takes the worry out of a drive to a new doctor's office, a grandchild's game or an airport pickup. You watch the road; the app watches the turns, the traffic, and the time you'll arrive.

I'm only a phone call away

If anything in this guide leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question about getting where you're going.

Let's start by sorting out who's who among the map apps.

— Bill

CHAPTER 2

Three Navigation Apps, One Job

A **navigation app** is a map on your phone that can also talk you through a drive, turn by turn. There are three that most people in the United States use. They all do the basic job well, and all three are free. What differs is who makes them, which phones they run on, and what extras they offer.

Who's who

App	In a nutshell
Apple Maps	Made by Apple. Comes already installed on every iPhone, iPad and Mac, and it's what opens when you tap an address in Mail, Messages or Calendar on an iPhone. Not available for Android phones.
Waze	Owned by Google, but a separate app with its own look. Free to download for iPhone and Android. Known for reports shared by other drivers: crashes, hazards, police and slowdowns.
Google Maps	Made by Google. Comes with most Android phones and is a free download for iPhone. It has its own guide in this series.

Words you'll see in this guide

Word	Means
ETA	Estimated time of arrival — when the app thinks you'll get there.
Turn-by-turn	Spoken and on-screen directions for each turn, as you drive.
Location Services	The iPhone setting that lets apps know where you are. Map apps need it on.
CarPlay	Apple's way of showing iPhone apps on the car's own screen (Chapter 15 and Chapter 22).
Android Auto	Google's version of the same idea for Android phones (Chapter 22).
Place card	The panel that slides up when you tap a place: address, hours, phone, and buttons.

GOOD TO KNOW

What these apps cost

Apple Maps, Waze and Google Maps are all free. They use your phone's cellular data when you're away from Wi-Fi, but ordinary navigation uses only a modest amount. Chapter 11 shows how to download an Apple Maps area ahead of time for places with weak signal.

WHAT THIS DOES FOR YOU

What this does for you

Knowing which app is which means you can follow the right instructions — and you can tell a family member exactly what you're using when you call for help.

CHAPTER 3

Before You Drive: Safety and the Law

Every navigation app is safest when you treat it like a co-pilot you brief *before* the trip. Type the address, check the route, and set the volume while you're parked. Then put the phone down and drive.

Ohio's hands-free law, in plain words

Since April 4, 2023, Ohio law says drivers generally may not hold or use a phone in their hand, lap or other part of the body while driving. Navigation is allowed if you start it before you drive, or with a single touch or swipe, and the phone is in a mount or the car's screen shows the map. Typing an address while moving is not allowed. Drivers under 18 may not use a phone at all, even hands-free.

A five-step routine before every trip

1. Put your phone in a **mount** on the dashboard or vent, or connect it to the car for CarPlay or Android Auto.
2. Open your map app and **enter the destination** while parked. Use your saved Home or Favorites when you can (Chapter 9 and Chapter 16).
3. Look over the route. Change it now if you want to avoid tolls or highways (Chapter 5 and Chapter 17).
4. Check the **voice volume** so you can hear the turns (Chapter 6 and Chapter 18).
5. If someone is expecting you, **share your ETA** now (Chapter 14 and Chapter 21). Then tap Go and drive.

Let the iPhone quiet itself: Driving Focus

An iPhone has a **Driving Focus** that silences most notifications while you drive and can send an automatic reply to people who text. You can set it to turn on by itself when the iPhone connects to your car's Bluetooth.

1. Open **Settings** > **Focus**. If you don't see **Driving**, tap the **+** button and choose **Driving**.
2. Tap **Driving**, then under **Turn on Automatically** tap **While Driving**.
3. Choose **When Connected to Car Bluetooth**.
4. Under allowed notifications, add the people you always want to hear from.

STAY SAFE

If you need to change something mid-trip

Use your voice — "Hey Siri" in Apple Maps, or the voice options in Waze (Chapter 20) — or ask a passenger. If it needs your fingers, pull into a parking lot first. A missed turn costs a minute; a crash costs far more.

HEADS UP

The app is not the law

Map apps sometimes suggest a turn onto a closed road or show an out-of-date speed limit. Road signs and police directions always come first.

WHAT THIS DOES FOR YOU

What this does for you

A one-minute routine in the driveway means you spend the whole trip looking at the road, not the phone — and you stay on the right side of Ohio law.

PART 2

Apple Maps: Getting Around

Finding a place, getting driving directions, hearing them clearly, and the walking, cycling, transit and street-level views that come built into every iPhone.

CHAPTER 4

Apple Maps at a Glance

Apple Maps is the app with the white map icon and a blue arrow, already on your iPhone. This guide describes it as it looks on **iOS 26**, the iPhone software current in November 2026. If your screen looks a little different, check for an update in **Settings** > **General** > **Software Update**.

What you see when it opens

On screen	What it is
The map	Your spot is the **blue dot**. Pinch with two fingers to zoom; drag with one to move.
Search field	At the bottom. Type an address, a business name, or a word like "pharmacy."
Your picture or initials	Beside the search field. Opens your account menu: offline maps, reports, preferences and more.
Places	Your saved places — Home, Work, favorites, guides and, if you turn it on, Visited Places. Older versions of iOS called this **Library**.
Recents	Places you've searched for or driven to lately. Chapter 23 shows how to clear them.

Finding a place

1. Tap the **search field** and type what you're looking for. You can also tap the microphone and say it.
2. Tap the right result in the list. Its **place card** slides up with the address, hours, phone number and photos.
3. Tap the phone number to call, the website to visit it, or the directions button to go there (Chapter 5).
4. To close the place card, swipe it down or tap the **X**.

Apple Maps needs to know where you are

For directions from where you're standing, **Location Services** must be on. Check it in **Settings** > **Privacy & Security** > **Location Services**, then tap **Maps** and choose **While Using the App**. Chapter 23 explains what each choice means for your privacy.

TIP

Ask Siri instead of typing

Say "Hey Siri, directions to the nearest gas station" or "Hey Siri, take me home." Apple Maps opens with the route ready. It's the easiest way to start a trip, and it keeps your hands free.

WHAT THIS DOES FOR YOU

What this does for you

Once you know the search field, the place card and the blue dot, you can find any business, call ahead to check its hours, and be on your way in under a minute.

CHAPTER 5

Driving Directions, Step by Step

Getting directions in Apple Maps takes three taps. Choosing the route that suits you — no tolls, no highways, a stop on the way — takes only a few more.

Start a drive

1. Search for the place and open its place card (Chapter 4), or tap a saved place such as Home.
2. Tap the **directions** button. Apple Maps shows one or more routes, with the drive time for each.
3. Make sure **Drive** is the travel mode (the car icon) if it shows walking or transit instead.
4. Tap the route you want. The suggested one is usually highlighted.
5. Tap **Go**. The voice begins with your first turn.

Avoid tolls or highways

Before you tap Go, you can tell Apple Maps what to stay off of. This is handy if you'd rather take back roads, or skip the Ohio Turnpike's tolls.

1. With your route choices showing, tap the **travel mode** button near the top of the routes (it shows a car and may say **Drive**). On some versions this is labeled **Options**.
2. Under **Avoid**, turn on **Tolls**, **Highways**, or both.
3. Close the menu. The routes redraw to follow your choices.

Ending, or changing your mind

- **To end directions:** tap the route card at the bottom of the screen, then **End Route**. Or say "Hey Siri, stop navigation."
- **To add a stop** such as gas or coffee: say "Hey Siri, find a gas station" during the drive, or pull over and use the route card to add a stop.
- **Missed a turn?** Keep driving safely. Apple Maps notices and reroutes on its own.

TIP

Look at the whole route first

Before tapping Go, zoom out on the map to see the full trip. If it takes you somewhere unexpected — a ferry, a closed bridge, a busy interstate — pick another route or use Options while you're still parked.

HEADS UP

Your route may still cross a toll road

Sometimes there's no reasonable way around a toll or a highway. The app does its best, but always check the route preview if avoiding a road really matters to you.

WHAT THIS DOES FOR YOU

What this does for you

You get to the appointment the way you're comfortable driving — not just the fastest way a computer picked.

CHAPTER 6

Hearing Directions: Voice and Volume

If you can't hear the voice, you'll end up glancing at the screen — exactly what we're trying to avoid. Apple Maps lets you set the voice louder or softer, and decide what happens to a podcast or audiobook when it speaks.

Change the volume during a drive

1. While directions are running (ideally while stopped), tap the **Audio Control** button on the map. It looks like a small speaker.
2. Choose **Louder**, **Normal** or **Softer**. You can also turn spoken directions off here and keep only the on-screen ones.

Set the volume for every trip

1. Open **Settings** > **Apps** > **Maps**.
2. Tap **Spoken Directions**.
3. Under **Voice Volume**, choose the level you like.

Other choices on the same screen

Setting	What it does
Pause spoken audio	Pauses a podcast or audiobook while the voice speaks, so you don't miss either.
Directions on the radio	In cars that support it, plays directions through the car speakers.
Wake device	Lights up the screen for each turn.

GOOD TO KNOW

Changing the voice itself

The voice Apple Maps uses comes from Siri. To change its accent or voice, look in **Settings** > **Siri** (on some iPhones, **Apple Intelligence & Siri**).

TIP

Still too quiet in the car?

With CarPlay or Bluetooth, directions play through the car's speakers. Turn up the car's volume knob while the voice is speaking — many cars keep a separate volume level for navigation.

WHAT THIS DOES FOR YOU

What this does for you

A clear, comfortable voice means your eyes stay on the road and you hear every turn the first time.

CHAPTER 7

Walking, Cycling and Transit

Apple Maps isn't only for the car. The same directions button gives walking, cycling and public transit directions — useful on a trip to a city, a park, or a big hospital campus.

Choosing how you're traveling

1. Open the place card and tap the directions button.
2. Tap the travel mode you want: **Drive**, **Walk**, **Transit** or **Cycle**.
3. Look over the routes, then tap **Go**.

Mode	What it offers
Walking	Can show the elevation of the walk and choose a route that avoids **hills**, **stairs** or **busy roads**. Spoken directions include things like walking up stairs.
Cycling	Uses bike paths, bike lanes and bike-friendly roads where Apple has them, shows elevation, and can avoid hills and busy roads.
Transit	Shows departure times, connections and fares in areas Apple covers. Tap **Options** to plan for **Leave at** or **Arrive by** a time.

GOOD TO KNOW

Not everywhere

Cycling and transit directions aren't available in every area. In rural parts of Portage County you may see little or no transit information; in larger cities you'll usually see much more.

TIP

Arrows through the camera

For walking, Apple Maps can show arrows on top of the camera view in some cities. Look for **Raise to View** under **Walking** in **Settings** > **Apps** > **Maps**. Stand still and watch where you step when you use it.

WHAT THIS DOES FOR YOU

What this does for you

Walking directions that avoid stairs and hills can make a city visit or a long parking-lot walk much easier on the knees.

CHAPTER 8

Look Around: See a Place Before You Go

Look Around is Apple's street-level photo view. It lets you "stand" on a street and look in every direction, so you'll recognize the building, the entrance and the parking lot before you arrive.

Using Look Around

1. Find the place on the map, or open its place card.
2. Tap the **Look Around** button near the bottom of the map. If you don't see it, Look Around isn't available for that spot.
3. Drag a finger left or right to turn and look around. Pinch to zoom in or out.
4. Tap farther down the street to move along it.
5. Tap **Done** or the **X** to go back to the map.

GOOD TO KNOW

Select cities only

Apple says Look Around is available in select cities, so smaller towns and country roads may not be covered. Like any street photo, the pictures were taken on some earlier day and may not show recent changes.

TIP

Great before a new appointment

Use Look Around the night before a visit to a new doctor or a hospital. Spotting the right entrance and where to park takes a lot of stress out of arriving.

WHAT THIS DOES FOR YOU

What this does for you

Recognizing the building when you pull up means no circling the block and no squinting at signs while you drive.

PART 3

Apple Maps: Your Places

Saving home, work and favorite places, keeping guides and pins, downloading maps for dead zones, and the newer Visited Places and preferred routes in iOS 26.

CHAPTER 9

Home, Work and Favorites

The fastest trip is the one you don't have to type. Once Apple Maps knows your home, your work (or school), and the places you go most, starting a drive is one tap or one sentence: "Hey Siri, take me home."

Set your home or work address

1. Open Maps and swipe the search card up so you can see **Places**.
2. Tap **Add** (you may need to swipe left along the row of places to find it).
3. Type the address and tap the right result.
4. Choose the type: **Home**, **Work** or **School**.

To fix one later, touch and hold it in Places and tap **Edit Details**. You can rename it, change its type, or use **Refine Location on the Map** to move the pin to your exact driveway.

GOOD TO KNOW

Your Contacts card counts too

If your own card in the **Contacts** app (called **My Card**) lists your home and work addresses, Apple Maps shows them automatically. If Maps keeps suggesting an old address, check My Card.

Add a favorite

1. Search for the place — your pharmacy, a son's house, the church — and open its place card.
2. Tap the **More** button (three dots) beside the directions button.
3. Tap **Add to Favorites**.

Favorites appear near the top of the search card, and on CarPlay (Chapter 15), so a trip there is a single tap.

TIP

Name favorites the way you'd say them

Rename a favorite to "Mom's" or "Dr. Smith" and you can ask Siri for directions using that name.

WHAT THIS DOES FOR YOU

What this does for you

No more typing long addresses on a small keyboard. The places that matter are always one tap away, on the phone and on the car's screen.

CHAPTER 10

Guides, Pins and Notes

Beyond favorites, Apple Maps has a few ways to keep places organized: **pins** for a single spot, **guides** for a list of places, and private **notes** on saved places.

Drop a pin

1. Touch and hold a spot on the map until a pin marker appears. Handy for a field entrance, a trailhead or a back door that has no address.
2. The place card for that spot slides up. You can get directions to it, share it, or save it.

Guides: your own lists of places

A **guide** is a list you name yourself — "Doctors," "Restaurants we like," "Florida trip." You can open a guide and get directions to anything in it, and you can share a guide with family.

1. Open the place card for a place you'd like to keep.
2. Tap the **More** button and look for the choice to add it to a guide. Pick an existing guide, or start a new one and give it a name.
3. Find your guides later under **Places**.

Private notes

When you save a place, you can add a personal note — a gate code, "park in the back," "check in at the second floor desk." Apple says these notes are visible only to you.

TIP

A doctors guide for the whole family

Make a guide of every doctor, the hospital and the pharmacy, with a note for each about parking. Share it with the family member who drives you, and everyone has the same list.

WHAT THIS DOES FOR YOU

What this does for you

Your favorite places stay organized in one spot, with the little details you'd otherwise have to remember.

CHAPTER 11

Offline Maps for Dead Zones

Some country roads, state parks and stretches of highway have weak or no cell signal. Apple Maps lets you **download** an area to your iPhone ahead of time, so directions keep working when the signal drops.

Download an area

1. Connect to your home Wi-Fi.
2. In Maps, tap your **picture or initials** beside the search field.
3. Tap **Offline Maps**, then **Add Offline Map**.
4. Type a place, or tap **Current Location**.
5. Drag the edges of the highlighted box to cover the area you need. Maps shows the file size; a smaller box takes less storage.
6. Tap **Download**.

You can also start from a place card: tap **Download** if you see it, or tap **More** > **Download Map**. Or touch and hold an empty spot on the map to drop a pin, then tap **Download**.

Settings worth a look

In Offline Maps	What it does
Downloads	Choose **Wi-Fi** only (the usual choice, to save cellular data) or **Wi-Fi + Cellular**.
Automatic Updates	Keeps downloaded maps current.
Optimize Storage	Deletes offline maps you haven't used for a while, to free up space.
Only Use Offline Maps	Makes Maps use your downloaded maps even when you do have a signal.

GOOD TO KNOW

Good to know

Offline maps don't copy to your other Apple devices; download on each one. They're available only in select areas, and they take up storage space, so remove ones you're done with.

TIP

Before a long trip

Download the route area the night before a trip to the Hocking Hills, the Allegheny National Forest or any long rural drive. It takes a minute on Wi-Fi.

WHAT THIS DOES FOR YOU

What this does for you

The voice keeps guiding you through the dead spots, instead of going silent just when you need it most.

CHAPTER 12

Visited Places and Your Usual Routes (iOS 26)

iOS 26 added two features that use where you've been to help you later. Both are optional, and both store their information privately. You decide whether to turn them on.

Visited Places: a diary of where you've been

Visited Places keeps a list of the restaurants, shops and other places you've visited, so you can find "that diner we ate at on the trip last spring" without remembering its name. It's off until you turn it on, and it isn't available in every country.

1. Open **Settings** > **Apps** > **Maps** > **Location**.
2. Turn on **Precise Location** and **Visited Places**.
3. Also make sure **Significant Locations & Routes** is on, under **Settings** > **Privacy & Security** > **Location Services** > **System Services**.
4. Later, open Maps, tap your **picture or initials**, then **Places** > **Visited Places**.

To remove one visit, or clear the whole list, use the same Visited Places screen. Chapter 23 covers clearing your location history in more detail.

Preferred routes: Maps learns your usual way

If you drive the same route regularly — to work, to a standing appointment, to a grandchild's school — Apple Maps can learn it, and warn you about delays on it. The setting is called **Preferred Routes & Predicted Destinations**, in **Settings** > **Apps** > **Maps** > **Location**, and it needs Significant Locations & Routes on too.

HEADS UP

Think about who else uses your phone

Visited Places is a record of where you've been. If you share your phone, or worry about someone seeing your movements, leave it off. Apple says Significant Locations are end-to-end encrypted and can't be read by Apple.

WHAT THIS DOES FOR YOU

What this does for you

Finding a place you loved but can't name becomes a quick scroll, and your regular drives come with an early warning when traffic is bad.

PART 4

Apple Maps: Traffic, Sharing and CarPlay

Seeing traffic and reporting what's on the road, letting family know when you'll arrive, and using Apple Maps on your car's own screen.

CHAPTER 13

Traffic Alerts and Reporting Incidents

Apple Maps watches traffic as you drive and will offer a faster route if a slowdown builds ahead. It also shows markers for crashes, hazards and road work, some of them reported by other Apple Maps drivers. You can report what you see, too — safely, by voice.

Reading the map

- Colored lines on the roads show how traffic is moving; slower traffic shows in warmer colors.
- Small markers show **accidents**, **hazards** and **road work**. Tap one (when parked) for details.
- During directions, Apple Maps tells you about delays ahead and may offer a faster route.

Report something by voice (the safe way while driving)

Say "**Hey Siri, report an accident**," "**Hey Siri, report a hazard**," or "**Hey Siri, there's something in the road**." Siri files the report from your current location.

Report something by touch (passengers, or when stopped)

1. During directions, tap the **route card** at the bottom of the screen, then tap **Report an Incident**.
2. Choose what you saw — for example **Accident**, **Hazard** or **Speed Check**. The choices vary by country and region.

When you're not navigating, you can also tap your **picture or initials** > **Reports** and start a new report. On CarPlay, use the **Report** button on the car's screen.

Is it still there?

When you pass a reported hazard or accident, Apple Maps may ask whether it's still there. You can answer **Cleared** or **Still Here** — or just say it out loud if Siri asks.

GOOD TO KNOW

Speed checks work differently

A **speed check** is where police or a camera may be checking speeds. Apple Maps doesn't show speed checks as markers; it gives a notification as you approach one during turn-by-turn directions. Apple reviews reports and shows markers to others only when it has high confidence in them.

STAY SAFE

Never tap while the car is moving

If you're driving alone, report by voice or not at all. A report helps the drivers behind you only if you get home safely to make it.

WHAT THIS DOES FOR YOU

What this does for you

Early warnings about a crash or a stalled car let you slow down, change lanes or take another way before you're stuck in it.

CHAPTER 14

Sharing Your ETA from Apple Maps

Share ETA sends someone your estimated arrival time — and updates it if you're running late. It's the simplest way to stop worried phone calls: "Are you there yet?"

Share your arrival time for this trip

1. Start directions and tap **Go** (Chapter 5). If you're driving, do this before you pull out.
2. Tap the **route card** at the bottom of the screen.
3. Tap **Share ETA**.
4. Tap a suggested contact, or tap **Contacts** to choose someone.

You can also just say "**Hey Siri, share my ETA**" or "Hey Siri, share my ETA with Susan."

What the other person sees

- People with a recent iPhone get a Maps notification with your ETA and can follow your progress in Maps.
- People with an Android phone or another kind of phone get a text message.
- Sharing an ETA also shares your **live location** during the trip, including any stops along the way.

Stop sharing

1. Tap the route card for the trip in progress.
2. Tap **Sharing with**.
3. Tap **Stop Sharing ETA** under the person's name.

Share automatically every time

You can attach contacts to a place you've pinned — say, your daughter to "Home" — so they get your ETA each time you navigate there. Stopping it for one trip doesn't turn it off; it starts again the next time you head there.

TIP

Don't see Share ETA?

Make sure it's turned on in **Settings** > **Apps** > **Maps**. That's also where you turn it off completely. Standard text messaging rates may apply for people who receive it as a text.

HEADS UP

Check who gets automatic ETAs

Automatic sharing keeps going until you remove the person from that pinned place. If a relationship changes, or you simply don't want someone seeing your trips, review those settings.

WHAT THIS DOES FOR YOU

What this does for you

Family knows you're on your way and when to expect you — without you touching the phone again once the trip starts.

CHAPTER 15

Apple Maps on CarPlay

CarPlay shows a simplified version of your iPhone on the car's built-in screen. Apple Maps on CarPlay uses big buttons, the car's speakers, and Siri through the car's voice button. Our **CarPlay & Android Auto** guide covers connecting the phone; this chapter is about Maps once you're connected.

Getting a destination on the car's screen

- **Suggested destinations.** CarPlay offers likely places from your email, text messages, contacts, calendar and the places you go often. If your 2 p.m. appointment is in your calendar, it may already be there.
- **Favorites.** With Maps open on CarPlay, select a favorite (Chapter 9).
- **Destinations.** Select a recent destination, or one saved in a guide.
- **Siri.** Press and hold the car's voice button and say "Find a gas station," "Give me directions home," or "Find coffee near me."

During the drive

- To find gas or food on the way, ask Siri, or select the **ETA** display and choose **Search**.
- To report an accident or hazard, ask Siri or select the **Report** button (Chapter 13).

CarPlay needs your iPhone to have an internet connection and Location Services turned on to get directions.

Put Maps where you can find it

1. On the iPhone, open **Settings** > **General** > **CarPlay**.
2. Tap your car, then **Customize**.
3. Drag Maps (or Waze) to the first page of the car's screen.

> **TIP**
>
> **Set it up before you leave**
>
> Start the directions on your iPhone in the driveway, then plug in or connect. The route moves to the car's screen on its own.

WHAT THIS DOES FOR YOU

What this does for you

A bigger map, louder directions through the car's speakers, and a steering-wheel button for Siri — far easier than squinting at a phone on the dashboard.

PART 5

Waze: Getting Around

Installing Waze, saving your places, choosing routes without tolls, hearing the voice clearly, and the alerts and road reports Waze is known for.

CHAPTER 16

Getting Started with Waze

Waze is a free navigation app for iPhone and Android, owned by Google. Its map looks a bit like a cartoon, and it leans on reports from other drivers — crashes, stalled cars, slowdowns — shared as they happen. If a family member uses it and loves it, this part of the guide gets you to the same place.

Install Waze

1. On an iPhone, open the **App Store**. On an Android phone, open the **Google Play Store**.
2. Search for **Waze**. The right one is **Waze Navigation & Live Traffic**, made by Waze or Google. It is free; you never need to pay for it.
3. Tap **Get** (iPhone) or **Install** (Android), then **Open**.
4. When Waze asks to use your location, allow it. **While Using the App** is enough for navigation (Chapter 23 explains the choices).
5. Follow the welcome screens. Waze may ask you to sign in or connect an email address. That's worth doing — it's how your saved places follow you to a new phone.

SCAM ALERT

Waze never charges, and never calls

Waze is free. If a website, ad or caller asks you to pay for Waze, a "Waze subscription" or "map updates," it's a scam. Download only from the App Store or Google Play, and hang up on anyone who calls claiming to be from Waze, Google or Apple.

Find your way around the screen

On screen	What it is
The map	Your car is the arrow in the middle. Other Waze drivers and reports appear as small icons.
Search bar	Type or say where you want to go. Your **Home** and **Work** buttons sit just under it.
Menu	Your picture or the menu button opens **Settings**, your saved places and your account.
Report button	A round button on the map for telling Waze about traffic, crashes or hazards (Chapter 19).

Set Home and Work

1. Tap the search bar. Under it you'll see **Home** and **Work**.
2. Tap **Home**. If no address is saved yet, Waze asks for one.
3. Type your address and tap the right result. Do the same for Work if you like.
4. From now on, tap **Home** under the search bar to head home.

Save your other places

1. Tap the search bar, then tap **Saved**.
2. Tap **Add a place**.
3. Search for the address or business, choose it, and give it a name you'll recognize — "Pharmacy," "Dr. Patel," "Karen's house."

You can also save a spot you've just driven to: touch and hold its address in your recent places, tap **Info**, then **Save**, and give it a name.

GOOD TO KNOW

Fixing a saved place

Waze lets you change the **name** of a saved place, but not its address. If an address is wrong, delete the saved place and add it again with the right address.

TIP

Connect an email once

Waze says saved places move to a new phone only if you've connected an email address to your Waze account and verified it. Do it now, and a new phone later won't mean starting over.

WHAT THIS DOES FOR YOU

What this does for you

Home, the doctor and the grandchildren's house become one tap each. You type an address once, at the kitchen table, and never again.

CHAPTER 17

Driving with Waze: Routes, Tolls and Highways

Starting a drive in Waze works much like Apple Maps: choose the place, look at the routes, tap Go. What's different is how hard Waze works to get you around traffic — sometimes onto side streets you didn't expect. You can rein that in.

Start a drive

1. Tap the search bar and type or say the destination, or tap a saved place or **Home**.
2. Waze shows your route and the arrival time. Tap **Routes** (if you see it) to compare other ways to go.
3. Tap **Go** (sometimes labeled **Go now**). The voice begins.

Avoid tolls, ferries or freeways for every trip

1. Open the menu and tap **Settings**.
2. Tap **Navigation**.
3. Turn on the things you'd rather skip — for example **toll roads**, **ferries** or **freeways**. You may also see choices for HOV lanes and unpaved roads.

Avoid them for just this trip

1. After you choose a destination, and before you tap Go, look for **Avoid**.
2. Turn on what you want to skip. For more choices, tap **View all navigation settings**.

HEADS UP

"Avoid" means "try to avoid"

Waze's own help says it may still route you on a toll road, freeway or ferry when there isn't a reasonable way around it. Look at the route before you go if it really matters — for example, if you don't have an E-ZPass transponder for the Ohio Turnpike.

TIP

If Waze keeps sending you down side streets

That's Waze trying to save a minute or two. If you'd rather stay on main roads, pick a different route on the Routes screen before you go, or simply keep driving the way you know — Waze will adjust.

WHAT THIS DOES FOR YOU

What this does for you

You drive the roads you're comfortable on, without surprise tolls, and still get Waze's warnings about what's ahead.

CHAPTER 18

Waze Sound and Voice

Waze can be chatty: turns, alerts, reports, little chimes. You decide how much of that you hear, and how loud.

Choose how much Waze says

1. Open the menu and tap **Settings**.
2. Tap **Voice & sound**.
3. Choose a sound level.

Sound level	What you hear
Normal	All spoken directions and alerts.
Less chatty	Only the essential directions and alerts.
Only alerts	Alerts about the road, but no turn-by-turn voice.
Off	No sounds at all. Not recommended while driving alone.

Make the voice louder or softer

On the same **Voice & sound** screen, slide **Guidance volume** up or down. There's also a switch to **Mute Waze during calls**, so directions don't talk over the person you're speaking with.

TIP

Can't hear Waze at all?

Check that sound isn't set to **Off** on the Voice & sound screen, that your phone's volume is up, and — on an iPhone — that the phone isn't set to silent. In the car, turn up the car's volume while Waze is speaking.

GOOD TO KNOW

On Android Auto

Waze's help says that if the volume is wrong on Android Auto, change it on the phone itself; the change carries over to the car.

WHAT THIS DOES FOR YOU

What this does for you

"Less chatty" keeps the turns and the important warnings but drops the extra noise — many drivers find that calmer.

CHAPTER 19

Waze Alerts, Road Reports and Your Speed

Waze's best-known feature is its **reports**: other drivers tap a button to say there's a crash, a stalled car, an object in the road, a slowdown or a police car ahead. Waze passes that along to everyone coming up behind. It also shows your speed next to the speed limit.

Reading the alerts

- Small icons on the map show reports ahead — a crash, a hazard, a traffic jam, police.
- As you approach one, Waze shows a pop-up and may say it out loud.
- Waze may ask "Still there?" as you pass. A passenger can tap the answer; if you're alone, ignore it.

Choose which alerts you get

In **Settings**, look for **Alerts & reports**. Each kind of report can be shown on the map, announced while driving, or both. Menu names change a little from version to version, so look for words like "alerts" or "reports" if yours differs.

GOOD TO KNOW

Not everywhere

Police reports are not offered in every country, because some governments have asked Waze to turn them off. In the United States they're available.

Report something yourself

Passengers, or drivers who are safely stopped, can tap the **Report** button and choose a type such as traffic, police, crash or hazard. Waze is also rolling out **Conversational Reporting**: you describe what you see out loud — "there's a stalled car on the right shoulder" — and Waze picks the report type for you. Depending on your version, you start it from the report button or the microphone.

HEADS UP

Voice reports aren't perfect yet

Reviewers have noticed that Conversational Reporting doesn't always choose the right type. If you're stopped later, you can check your report.

Show your speed and the speed limit

1. Open **Settings** and tap **Speedometer**.
2. Turn on **Show speedometer**.
3. Tap **Show speed limit** and choose when you want to see it.
4. Choose when Waze should alert you — for example at the limit or a few miles an hour over.

STAY SAFE

Watch the road, not the screen

Reports are only as good as the drivers who send them, and speed limits in an app can be out of date. Road signs and police directions always come first. Never tap a report while you're driving alone.

WHAT THIS DOES FOR YOU

What this does for you

A gentle chime when you creep over the limit, and a heads-up about a stalled car around the next bend — two small helpers that make a drive calmer.

CHAPTER 20

Talking to Waze Hands-Free

The safest way to change anything during a drive is with your voice. How that works in Waze depends on your phone, and Google has been changing it during 2026, so here is the plain picture.

On an iPhone

- Waze's help says you can give Waze voice commands through **Siri**. Try "Hey Siri, navigate home with Waze" or "Hey Siri, drive to the pharmacy with Waze." The first time, Siri may ask permission to use Waze.
- Inside Waze, tap the **microphone** in the search bar to say a destination instead of typing it.

On an Android phone

- Tap the microphone in Waze's search bar to say a destination.
- Your phone's assistant — **Gemini** or Google Assistant — can also start a drive: "Hey Google, navigate home with Waze."

What's new in 2026

In July 2026 Google announced Gemini-powered voice search in Waze — asking for a place in everyday words, such as "a diner on the way with parking" — starting with Waze beta testers. Conversational Reporting (Chapter 19) uses the same idea for road reports. If you don't see these yet, you haven't missed a setting; they're still rolling out.

TIP

Practice in the driveway

Try each voice command once while parked, with the engine off. It's much easier to learn the words when you're not also watching traffic.

STAY SAFE

If your voice isn't understood

Don't reach for the phone. Keep driving, try once more later, or wait until you can pull over. Your current route keeps working in the meantime.

WHAT THIS DOES FOR YOU

What this does for you

Change your destination, find gas or head home without ever taking your hands off the wheel.

PART 6

Waze: Sharing and the Car Screen

Letting family follow your drive from Waze, and using Waze — or Apple Maps — on the car's own screen with CarPlay or Android Auto.

CHAPTER 21

Sharing Your Drive from Waze

Waze calls it **Share drive**. The person you share with gets a link that shows where you are on a map and when you'll arrive, updating as you go. They don't need Waze to see it — a web browser on any phone or computer works.

Share a drive

1. Start navigation (Chapter 17). Do this while you're still parked.
2. Tap your **ETA** — the arrival time at the bottom of the screen.
3. Tap **Share drive**.
4. Choose how to send it — Messages, WhatsApp, email or another app — and pick the person.

Stop sharing

1. Tap your **ETA** again.
2. Tap **Drive shared**.
3. Tap **Stop sharing**.

GOOD TO KNOW

What the other person sees

A secure web link that shows your progress on the map and your updated arrival time. Waze says shared drives appear as green lines on the map.

TIP

Choose the app before the trip

Since you pick the app and the contact by hand, have everything ready before you pull out. If you share with the same person often, a family member can help you find the fastest way in your phone.

HEADS UP

A link can be forwarded

Anyone who has the link can follow the drive until you stop sharing or arrive. Send it only to people you trust, and don't post it publicly.

WHAT THIS DOES FOR YOU

What this does for you

Whoever is waiting knows exactly when to put the kettle on or step outside — and doesn't need to call you while you're driving.

CHAPTER 22

CarPlay and Android Auto: Waze and Apple Maps on the Car Screen

Many cars from the last several years can show your phone's map on the dashboard screen. **CarPlay** is Apple's version, for iPhones. **Android Auto** is Google's version, for Android phones. Chapter 15 covered Apple Maps on CarPlay; this chapter covers Waze on both, and which app works where.

Which app works where

App	CarPlay (iPhone)	Android Auto (Android)
Apple Maps	Yes, built in	No
Waze	Yes, if installed on the iPhone	Yes, if installed on the phone
Google Maps	Yes (see its own guide)	Yes

Waze on CarPlay

1. Install Waze on your iPhone and open it once on the phone, so it can ask its questions.
2. Connect the iPhone to the car by cable, or wirelessly if your car supports it.
3. On the car's screen, select the **Waze** icon. If you don't see it, swipe to the next page of icons.

To move Waze to the first page, open **Settings** > **General** > **CarPlay** on the iPhone, tap your car, tap **Customize**, and drag Waze up.

Waze on Android Auto

1. Install Waze on your Android phone and open it once.
2. Connect the phone to the car by USB cable, or wirelessly if your car supports it.
3. On the car's screen, open Android Auto if it doesn't open by itself, then select **Waze**.

GOOD TO KNOW

Typing may be blocked while moving

For safety, the car screen may not let you type a destination unless the car is in park. Use your voice, or set the trip up on the phone before you leave.

GOOD TO KNOW

Newer Android needed

Google now asks for Android 11 or newer, with an active data plan, for Android Auto. Very old Android phones may no longer connect.

Settings and reports from the car screen

On CarPlay and Android Auto, Waze's route options (such as avoiding tolls, Chapter 17) are under the settings icon or the current route. To report something, select the report icon and choose a type — but only when the car is stopped, or ask a passenger.

TIP

Only one map app at a time

If both Apple Maps and Waze are giving directions, you'll hear two voices. End the route in one app before starting it in the other.

WHAT THIS DOES FOR YOU

What this does for you

A bigger map at eye level, directions through the car's speakers, and the steering-wheel voice button — no phone in your hand at all.

PART 7

Privacy, Safety and Getting Help

Keeping your location history private, spotting map-listing scams, choosing the app that suits you, fixing common problems, and knowing when to call.

CHAPTER 23

Your Location History: Privacy in Both Apps

A map app has to know where you are to guide you. It can also keep a record of where you've been. You're in charge of both. This chapter shows where those records live and how to clear them.

Location permission: the four choices on an iPhone

In **Settings** > **Privacy & Security** > **Location Services**, tap an app (Maps or Waze) to see its choices.

Choice	What it means
Never	The app can't see your location. Directions from where you are won't work.
Ask Next Time Or When I Share	The iPhone asks again the next time the app wants your location.
While Using the App	The app sees your location only while it's open or guiding you. The sensible choice for most people.
Always	The app can check your location even when you're not using it. Rarely needed for navigation.

On an Android phone, the similar choices are under **Settings** > **Location** > **App location permissions** (names vary a little by phone maker).

Apple Maps: clear what you've searched for

1. Open Maps and swipe the search card up until you see **Recents**.
2. To remove one item, swipe left on it and tap to remove it.
3. To remove them all, tap **More** or **See All** beside Recents and choose **Clear**.

Apple Maps: clear Visited Places

If you turned on Visited Places (Chapter 12), you can clear the history, or turn the feature off and then tap **Clear History**. Apple notes that if the feature stays on, new visits will still be recorded.

iPhone: clear Significant Locations

1. Open **Settings** > **Privacy & Security** > **Location Services**.
2. Scroll down and tap **System Services**, then **Significant Locations & Routes**.
3. Tap **Clear History**. Apple says this clears it on every device signed in to the same Apple Account.

Waze: delete your drives

1. Open the menu and tap **Settings**.
2. Scroll down and tap **Privacy**, then **Navigation history**.
3. Delete a single drive, or tap **Delete all**.

GOOD TO KNOW

Recent places in Waze

Waze's help says removing a place from your **recent locations** only removes it from your phone. To remove it from Waze's servers too, delete that drive from Navigation history.

GOOD TO KNOW

Deleting your Waze account

Waze says deleting your account removes your saved places and navigation history. Reports and map edits you contributed stay, but are no longer linked to you.

HEADS UP

If you're worried someone is tracking you

Check who receives your ETA automatically (Chapter 14), whether you're sharing a drive (Chapter 21), and who can see your location in the iPhone's Find My app. Apple's Personal Safety guide and Safety Check (in **Settings** > **Privacy & Security**) can help. If you're in danger, call 911.

WHAT THIS DOES FOR YOU

What this does for you

Your trips stay your business. You get the help of a map app without leaving a diary you didn't ask for.

CHAPTER 24

Map Scams: Fake Phone Numbers and Listings

Map apps show phone numbers for businesses, and most are right. But scammers have learned to plant fake "customer service" numbers in search results and listings. You call what looks like your bank, an airline or a computer company, and reach a scammer instead.

How it works

- Someone adds or edits a listing so it shows **their** phone number for a real business, or pays for an ad that appears above the real result.
- The person who answers says "customer service" or "help line" but may never say the company's name.
- They ask for a card number, bank login, a gift card, a payment app transfer, or remote access to your computer.

SCAM ALERT

Big company? Don't use a map's phone number

For your bank, credit card, Medicare, an airline, Apple, Amazon or any account with money in it, call the number on your card, your statement or the company's own website — never one from a map listing or a search result. A real company won't ask you to pay with gift cards.

Local businesses

For the corner pharmacy or a restaurant, the number on the place card is usually fine. Still, if anyone on the line asks for payment in an unusual way or for personal details that don't fit the call, hang up and call back using a number from a receipt, a bill or the business's sign.

If a listing looks wrong

Both apps let you suggest corrections. In Apple Maps, open the place card and look for **Report an Issue**. In Waze, map problems can be reported from the app. You don't have to — but it helps the next person.

If you already called, or already paid

1. Hang up. Don't call the number back.
2. Call your bank or card company at the number on your card, and tell them what happened.
3. If you let someone onto your computer, turn it off and get help before using it for banking.
4. Report it to the Federal Trade Commission at **reportfraud.ftc.gov**.

SCAM ALERT

"We're calling from Apple Maps" or "from Waze"

Neither app calls you, sends you a bill, or needs your card to "keep your maps working." Hang up.

WHAT THIS DOES FOR YOU

What this does for you

One simple habit — important numbers come from your card or the company's own website — closes the door on one of the most common phone scams.

CHAPTER 25

Which App Should I Use?

There's no wrong answer. All three free apps get you there. Pick the one whose habits suit you, and stick with it long enough to learn it well.

If you...	Try
Have an iPhone and want what's already there, with the simplest setup	Apple Maps
Want family to see your ETA with almost no effort, and use iPhones	Apple Maps (Chapter 14)
Often drive through dead zones	Apple Maps with offline maps (Chapter 11)
Want lots of warnings about crashes, hazards and police ahead	Waze (Chapter 19)
Want a speedometer with a speed-limit chime	Waze (Chapter 19)
Have an Android phone and want something other than Google Maps	Waze
Want the broadest business details, reviews and Street View	Google Maps (its own guide)

TIP

One app, one voice

Having more than one installed is fine. Just use one at a time, so you don't get two sets of directions.

GOOD TO KNOW

Waze and signal

Waze's live reports and traffic need a data connection. Start the route while you have signal. For long stretches with no coverage, a downloaded Apple Maps area (Chapter 11) is the more dependable choice on an iPhone.

WHAT THIS DOES FOR YOU

What this does for you

Choosing on purpose — instead of whatever opened last — means fewer surprises and a quicker, calmer start to every trip.

CHAPTER 26

When Something Goes Wrong

Most map problems have a quick fix. Try these in order, while parked. If one doesn't help, move to the next.

The blue dot (or Waze arrow) is in the wrong place

1. Check that Location Services is on, and the app is set to **While Using the App** (Chapter 23).
2. On an iPhone, tap the app in Location Services and make sure **Precise Location** is on.
3. Step outside or away from tall buildings for a minute. GPS works best with a clear view of the sky.
4. Close the app and open it again, or restart the phone.

I can't hear the directions

1. Turn up the phone's volume, and check the iPhone isn't on silent.
2. Check the app's own setting: Apple Maps (Chapter 6) or Waze (Chapter 18).
3. In the car, turn up the car's volume while the voice is speaking.
4. If you're on Bluetooth or CarPlay, unplug or disconnect and reconnect.

It keeps suggesting my old address

In Apple Maps, check your own card in the **Contacts** app (Chapter 9) and your Home place. In Waze, delete the old Home and add the new address (Chapter 16).

The map isn't showing on the car's screen

- Unplug and replug the cable, or try another cable — worn cables are a common cause.
- Restart the phone and turn the car off and on again.
- Check that the app is installed on the phone and has been opened once (Chapter 22).

Directions stopped in a dead zone

Keep driving the road you're on; the app usually catches up once the signal returns. Next time, download the area in Apple Maps first (Chapter 11), or start the Waze route while you still have signal.

My battery drains quickly

Navigation uses the screen, GPS and data all at once. On longer drives, plug the phone into the car's USB port or a car charger. CarPlay and Android Auto by cable charge the phone as you drive.

TIP

Update first

Many odd problems go away after updating the phone (**Settings** > **General** > **Software Update** on an iPhone) and updating Waze from the App Store or Google Play.

WHAT THIS DOES FOR YOU

What this does for you

A short checklist means a hiccup is a two-minute fix in a parking lot, not a ruined trip.

CHAPTER 27

When to Call Bill

This guide is free to read and keep. Most people can do everything in it on their own, at their own pace. But sometimes it's simply easier to have someone sit beside you and set things up.

When a hand is worth it

- You'd like Home, Work, the doctors and the family all saved, in both apps, in one sitting.
- You want ETA sharing set up so a son or daughter knows when you're on the road.
- CarPlay or Android Auto won't connect, or the map won't show on the car's screen.
- You're worried your location is being shared with someone, and want it checked.
- You called a number from a map listing and think it may have been a scam.
- You'd like a calm practice session in the driveway before a big trip.

What working with me is like

I'm a local, one-person business serving Portage County, with more than 30 years of professional experience in technology. We go at your pace, I explain as we go, and I write down what we did so you have it later. I can help over the phone and a screen share, or come to your home — and we can do the car part right in your driveway.

FROM BILL

Book a time with Bill

$49 remote · $99 in your home. Call **(330) 200-8042** or book online at **billshometech.com/book**.

GOOD TO KNOW

Meet Sophie

When you call or visit the website, you may be greeted by Sophie, my AI receptionist. She can answer simple questions and book a time for you.

WHAT THIS DOES FOR YOU

What this does for you

An hour of help, and your phone is ready for every drive — with notes you can keep.

CHAPTER 28

Your Apple Maps & Waze Cheat-Sheet

The essentials in one place. Keep it with your car papers or on the refrigerator.

The essentials

To...	Do this
Before every drive	Phone in a mount or connected, destination entered, volume checked, ETA shared — all while parked (Chapter 3).
Apple Maps: avoid tolls	Directions > travel mode button > **Avoid** (Chapter 5).
Apple Maps: louder voice	**Settings** > **Apps** > **Maps** > **Spoken Directions** (Chapter 6).
Apple Maps: offline area	Your picture > **Offline Maps** > **Add Offline Map** (Chapter 11).
Apple Maps: share ETA	Route card > **Share ETA**, or "Hey Siri, share my ETA" (Chapter 14).
Report a hazard	"Hey Siri, report a hazard" in Apple Maps; Report button in Waze, only when stopped (Chapters 13 and 19).
Waze: avoid tolls	**Settings** > **Navigation** (Chapter 17).
Waze: voice level	**Settings** > **Voice & sound** (Chapter 18).
Waze: share drive	Tap your ETA > **Share drive** (Chapter 21).
Waze: delete history	**Settings** > **Privacy** > **Navigation history** (Chapter 23).
Important phone numbers	From your card, statement or the company's own website — not a map listing (Chapter 24).

Write it down once

Item	Mine
App I use most	_____
Home address saved?	Apple Maps ____ Waze ____
People who get my ETA	_____
Doctor / pharmacy saved as	_____
Areas I've downloaded	_____
Waze account email	_____
Family member who helps	_____

When something's wrong, in order

1. Pull over somewhere safe first. Never troubleshoot while driving.
2. Check volume, Location Services, and the app's own sound setting.
3. Close the app and open it again; then restart the phone.
4. Unplug and reconnect the car, or try another cable.
5. Update the phone and the app.
6. Still stuck? Call Bill at **(330) 200-8042** or book at **billshometech.com/book** — **$49 remote · $99 in your home**.

Safe travels — and enjoy the drive.

— Bill