BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Your First Smartphone

Everything a brand-new phone can do — and how it helps you — explained in plain English, one step at a time

A gentle beginner's guide for your very first phone

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For any new iPhone or Android phone · facts current November 2026

What's Inside

This is your first-smartphone manual, written for someone holding a smartphone for the very first time. Read it in any order and at your own pace — there is no test, and you can't fall behind. Every feature comes with what it actually does *for you*, and slow step-by-step directions anyone can follow. It covers both kinds of phone — iPhone and Android — and tells you which is which whenever they differ.

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PART 1

Meet Your Phone

What a smartphone is, the two main kinds, the buttons around the edge, charging it, and the handful of finger taps and swipes that run everything. The gentlest possible start.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is holding this book — this is for **you**. Perhaps a kind family member just handed you a new phone, or perhaps you bought one yourself and it's been sitting there, a little intimidating, waiting for you to feel ready. Either way, you've come to exactly the right place, and I'm so glad you're here.

I'm Bill. Helping folks feel at home with their technology is what I do every day, and I wrote this book the way I'd sit beside you at your kitchen table: slowly, in plain English, with no rushing and no fancy words. The moment I use a term you don't know, I'll stop and explain it — you will never have to look anything up.

This is written for the complete beginner

If you have never used a smartphone in your life, this book is written for *you* especially. We start from the very beginning — what the thing even is — and move one small step at a time. There's no test and no race. You cannot fall behind, because there's nowhere you have to be.

The big promise: you can't break it

Here is the most important thing in the whole book. **You cannot break your phone by tapping on it and exploring.** You can't wear it out. You can't delete something important just by looking around. Tapping and poking at the screen to see what happens is exactly how everyone learns — children, grandchildren, and me. If you ever feel lost, there's always a simple way back, and you'll learn it soon.

WHAT THIS DOES FOR YOU

Why bother learning this at all?

Because once it clicks, this little phone keeps you close to family who live far away, lets you see their faces, keeps you safe when you're out, carries a camera and a map and a photo album in your pocket, and brings the whole world to your chair. It's worth the gentle effort — and you're more capable than you think.

Two kinds of phone, one friendly book

There are two main families of smartphone, and you likely have one or the other: an **iPhone** (made by Apple) or an **Android** phone (made by Samsung, Google, Motorola, and others). They do all the same things in slightly different ways. This book covers both — and

whenever they differ, I'll tell you plainly which is which, so you're never confused about what applies to you.

And remember — you're never stuck alone. If you get truly stuck, call me at **(330) 200-8042** and we'll work it out together, with no judgment and no hurry. There is no such thing as a silly question.

— Bill

CHAPTER 2

What a Smartphone Is

Let's start with the simplest question: what *is* this thing? Knowing what you're holding takes away a lot of the mystery.

A tiny computer that's also a phone

A **smartphone** is a small computer that happens to also be a telephone, a camera, and a great deal more, all in something the size of a deck of cards. The same little slab of glass that calls your daughter also takes photos of the grandkids, shows the weather, reads the news, gives directions, and video-calls family across the country. One device, many jobs.

The word **"smart"** just means it can do far more than the old telephones — it connects to the internet (the worldwide network that carries email, the web, and video calls), so it can fetch information and reach people anywhere. That's the whole idea behind the name.

iPhone or Android: which do you have?

It helps to know your phone's family. Here's how to tell, and what each means:

If it's a…	…here's what that means
iPhone	Made only by Apple. If there's an apple-with-a-bite logo on the back, or the box said "iPhone," that's yours. Its software is called iOS.
Android	Made by many companies — Samsung (the most common), Google (called Pixel), Motorola, and others. If it's not an iPhone, it's almost certainly an Android. Its software is called Android.

GOOD TO KNOW

Why there are two kinds — and why it doesn't much matter

iPhone and Android are a bit like Ford and Chevy: two makes of the same kind of thing, each with loyal fans, both getting you where you're going. Whichever you have is a fine choice. The *ideas* in this book — tapping, calling, texting, taking photos — work the same on both. Only the small details of *where* a button sits differ, and I'll always point those out.

TIP

Find out exactly which phone you have

It's worth knowing your phone's exact name, so you can tell me or anyone helping you. On an **iPhone**: open **Settings** → **General** → **About** and read the Model Name. On most **Android** phones: open **Settings**, scroll to **About phone**, and read the model. Jot it on the inside cover of this book.

CHAPTER 3

The Buttons & the Screen

For all it does, a smartphone has remarkably few physical buttons — just a handful around the edges. Nearly everything else happens by touching the glass. Let's walk around the outside.

The buttons on the edges

- **The power / side button** (a longer button on the right edge, or sometimes the top) — a quick press turns the screen on and off; a longer press does a few other things we'll come to.
- **The volume buttons** (two buttons, usually on the left edge or the upper-right) — the top one turns sound up, the bottom one down.
- **On some iPhones, a small switch or button** above the volume buttons silences the ringer (older iPhones) or does a job you choose (newer ones).

The screen, the camera, and the charging port

- **The screen** — the big glass front, where everything appears. Unlike a computer, you touch it directly with your finger. We'll learn how next.
- **The cameras** — one or more small glass circles on the back, plus a smaller one on the front (above the screen) for video calls and selfies.
- **The charging port** — a small slot on the bottom edge where the charging cable plugs in.
- **The speaker and microphone** — small grilles, usually along the bottom edge, for sound and for your voice on calls.

TIP

When in doubt, the side button is your friend

If the screen is dark and you're not sure the phone is even on, press that side (power) button once. Nine times in ten, the screen lights right up — it was simply resting to save battery. That one button is your way back whenever things seem "off."

GOOD TO KNOW

Charging cables: just use the one that came with it

Phones use one of two cable types on the bottom: a small oval **USB-C** (newer phones, including recent iPhones and most Androids) or, on older iPhones, a **Lightning** plug. You don't need to memorize this — the cable that came with your phone fits it. If you ever need another, I'll tell you exactly which to buy.

CHAPTER 4

Turning On, Charging & the Battery

Your phone is built to stay on day and night — you'll rarely turn it fully off. But let's cover the essentials so you're never caught with a dark, silent phone at a bad moment.

Waking and resting the screen

Most of the time, "turning off" the phone just means putting the *screen* to sleep — the phone stays on and ready.

- **To wake it:** press the side button once, or simply lift the phone (it often wakes on its own), or tap the screen.
- **To rest the screen:** press the side button once. It goes dark to save battery. Nothing is lost.

Turning it fully off and on (now and then)

Every so often — if the phone seems sluggish — a full restart tidies things up, the way restarting fixes any computer. The exact button-press varies, so here's both:

Phone	How to power off / on
iPhone (most)	Hold the side button AND a volume button together until "slide to power off" appears; drag it. To turn on, hold the side button until the apple logo appears.
Android (most)	Hold the power button (sometimes with volume up) until a menu appears, then tap Power off or Restart. To turn on, hold the power button until it lights up.

TIP

A restart is the gentlest fix there is

If anything acts up — an app freezes, the phone feels slow — turning it fully off and on again solves a surprising number of problems, and it never deletes your photos, contacts, or messages. When you call me, it's often the very first thing I'll suggest.

Charging — and yes, overnight is fine

Plug the small end of the cable into the bottom of the phone and the other end into the wall. A battery symbol shows it filling up. You may have heard that charging overnight "ruins the battery" — for today's phones, that's an old worry you can set down. It's perfectly fine to charge overnight; the phone is smart enough to stop when full. Keep it on the nightstand and

sleep easy.

Reading the battery

A little battery symbol sits at the top of the screen. The more it's filled, the more charge you have. When it turns **red**, it's getting low — time to find a charger before long. Both kinds of phone also offer a **Low Power** or **Battery Saver** mode that stretches a low battery further; it's in Settings under Battery, and it's handy when you're out and running low.

WHAT THIS DOES FOR YOU

Never caught with a dead phone

Knowing how to read the battery and plug in means your phone is there when you need it most — to make a call, pull up directions, or reach a loved one — rather than going dark at the worst moment. That reliability is the whole point of carrying one.

CHAPTER 5

The Finger Moves That Run Everything

Here's the secret that makes the whole phone suddenly feel easy: there are only about **five finger moves** — called **gestures** — and once they're in your fingers, you can operate anything. Five little moves. Let's learn them slowly, and please practice each one as we go. You truly can't do them wrong.

The five everyday moves

- **Tap** — a single light touch with one fingertip, then lift. This is how you choose things: open an app, press a button, pick an answer. You don't need to press hard; the screen feels the lightest touch.
- **Double-tap** — two quick taps in the same spot. Used now and then to zoom in on a photo or a page.
- **Press and hold** (a "long press") — touch and *keep your finger down* for a second or two. This brings up extra options, like a little menu. Patience is the whole trick: hold and wait.
- **Swipe** — touch the glass and *slide* your finger before lifting — up, down, left, or right. This is how you scroll through a list and turn between pages.
- **Drag** — press and hold on something, then slide it to a new spot before lifting. This is how you move an app icon, for instance.

A friendly cheat-sheet of the gestures

Finger move	What it does
Tap once	Choose or open something — your most-used move
Double-tap	Zoom in (and out) on a photo or page
Press & hold	Bring up a little menu of extra options
Swipe (slide)	Scroll a list, or turn between pages
Drag	Move something, like an app icon, to a new spot

WHAT THIS DOES FOR YOU

Five moves, and you can do anything

Here's the wonderful part: these same gestures work the *same way in every app*. Learn them once and you've learned the whole phone. You're not memorizing a thousand things — you're learning five, and the phone takes care of the rest.

TIP

Practice makes it second nature

Don't just read these — *do* them. Tap an app to open it. Swipe up and down a list. Press and hold an app until a little menu appears, then tap an empty space to dismiss it. A few minutes today and a few tomorrow, and within a week your fingers will know them without a thought. That's a promise.

CHAPTER 6

Unlocking Your Phone

Your phone keeps itself **locked** so that if it's ever lost or left on a bench, a stranger can't get into your photos, messages, and accounts. Unlocking is the little ritual that proves to the phone it's really you. There are a few ways, and your phone uses one or two of them.

The ways in

- **Your face** — many phones recognize your face: you simply look at the screen and it unlocks. (On iPhone this is called Face ID.)
- **Your fingerprint** — some phones read your fingerprint when you rest a finger on a button or a spot on the screen. (On iPhone this is Touch ID.)
- **A passcode or PIN** — a short secret number you type. This is the trusty backup that always works, even if face or fingerprint don't.
- **A pattern** (some Androids) — tracing a shape between dots.

Waking and unlocking, step by step

1. Press the side button once (or lift the phone) to wake the screen.
2. If it uses your face, just look at it — it unlocks and you may need to swipe up.
3. If it uses a fingerprint, rest your finger on the sensor.
4. If it asks for your passcode, type it in. You're in.

STAY SAFE

Your passcode is yours alone — never share it

Your passcode is the master key to your whole phone. **Never tell it to anyone** who calls, emails, or texts asking — no real company, bank, or "support" line will ever ask for it. Don't tape it to the phone. Pick something you'll remember but a stranger couldn't guess (not 1-2-3-4, not your birth year). If you'd like help choosing or setting it up, that's a perfect thing to call me about.

WHAT THIS DOES FOR YOU

A glance unlocks it — and strangers stay out

Face or fingerprint unlocking gives you the best of both worlds: the phone opens instantly for *you*, with no fumbling, while staying firmly shut to everyone else. Convenience and safety at once — which is a rare and lovely thing.

CHAPTER 7

Protecting & Caring for Your Phone

Your phone is sturdier than it looks, but it's also glass, and a little care keeps it working beautifully for years. A few simple protections save a lot of heartache (and expense).

A case and a screen protector

- **A case** — a snug cover, usually rubber or plastic, that cushions the phone if you drop it. Well worth having; a good drop onto tile can crack an unprotected phone. Choose one with a bit of grip and a raised lip around the screen.
- **A screen protector** — a thin, clear sheet of glass or film that sticks over the screen and takes the scratches so your real screen doesn't. Inexpensive, and it can save a costly repair.

Keeping it clean

Phones get smudged and, frankly, a bit grubby — they spend the day in hands and pockets. To clean yours safely:

- Wipe the screen with a **soft, slightly damp cloth** (the kind for eyeglasses is perfect). Avoid paper towels, which can scratch.
- Don't spray cleaner directly on it, and avoid harsh chemicals — a little water on the cloth is plenty.
- Keep it out of extreme heat (a hot car dashboard) and away from being fully dunked in water, though most modern phones shrug off a splash or rain.

TIP

A pop-socket or grip can prevent drops

If the phone feels slippery or hard to hold — especially if your hands aren't as steady as they were — a stick-on grip or ring on the back (often called a "PopSocket") gives your fingers something to hold. Small, cheap, and it prevents the drops that cause cracks in the first place.

WHAT THIS DOES FOR YOU

A small investment that pays for itself

A case and screen protector together cost a fraction of a repair, and they turn an inevitable bump or drop into a non-event. Protect your phone once, and you can relax and use it freely — which, after all, is the whole point of owning one.

PART 2

The Basics Everyone Needs

The Home Screen, what apps are, moving around, the little icons at the top, and the handful of settings that make the phone comfortable for your eyes, ears, and hands.

CHAPTER 8

The Home Screen & Apps

Once your phone is unlocked, you land on the **Home Screen** — your phone's front porch, the place you always come back to. It's covered in little colored squares, and each one is a doorway to something the phone can do. Let's make sense of it.

What's an "app"?

Each little square is an **app** — short for "application," which is just a fancy word for a small program that does one job. There's an app for phone calls, an app for the camera, an app for the weather, an app for messages, and so on. **One tap on an app opens it.** That's the whole trick: find the picture for what you want, tap it once, and you're in.

> **GOOD TO KNOW**
>
> **Think of apps like tools in a drawer**
>
> Each app is one tool for one job, the way a hammer is for nails and a tape measure is for measuring. You don't need them all at once — you reach for the one the job calls for, use it, and set it back down. Your phone works exactly the same way, and a beginner needs only a handful to start.

Home Screen pages, and the row at the bottom

- **Pages:** you likely have more apps than fit on one screen, so they spill onto more **pages** side by side. Swipe left or right to move between them. Little dots near the bottom show which page you're on.
- **The bottom row** (called the Dock) holds your most-used apps — usually Phone, Messages, and the web browser — and it stays put on every page, always at your thumb.

Opening and closing apps

- **To open an app:** tap it once.
- **To go back Home:** swipe up from the very bottom edge of the screen (or, on phones with a round Home button or a row of on-screen buttons, press the Home/circle button). The app isn't gone — it's set aside, ready for next time.

TIP

Lost? One move brings you home

This is worth repeating because it removes all fear of exploring: no matter how deep you've wandered into an app, **swiping up from the bottom edge (or pressing the Home button) always carries you back to the Home Screen** — your front porch. You can never get stranded. So tap around freely.

WHAT THIS DOES FOR YOU

Everything you own, one tap away

Once the Home Screen makes sense, the whole phone opens up: calling family, checking the weather, the camera, your photos — each is a tap on a little picture. You point at what you want, and there it is.

CHAPTER 9

The Little Icons at the Top

Across the very top of the screen sits a thin row of small symbols — the **status icons**. They're your phone's dashboard, quietly telling you how things stand. You don't tap these; you just read them at a glance.

Icon at the top	What it's telling you
Signal bars (or dots)	How strong your cell phone signal is. More bars means clearer calls. "No signal" or "SOS" means you can't make normal calls right there.
Wi-Fi symbol (curved lines)	You're connected to a Wi-Fi internet network (your home or a shop's). The fuller it looks, the stronger.
Battery symbol	How much charge is left. Red means low; a little bolt means it's charging.
Bell or moon	A "Do Not Disturb" or quiet mode is on, silencing interruptions.
Airplane	Airplane Mode is on — all signals are switched off.
Little arrows / location dot	Something is using your location (like Maps). Normal when you're navigating.

GOOD TO KNOW

You don't have to memorize these

Nobody expects you to know every symbol. The two worth a glance are the **battery** (am I running low?) and the **signal/Wi-Fi** (am I connected?). The rest you'll come to recognize naturally. If a mysterious symbol ever worries you, snap a photo or note it and ask me — it's almost always harmless.

CHAPTER 10

The Quick-Settings Panel

Tucked just off the top edge of your screen is one of the handiest panels on the whole phone — a row of quick switches for the things you change most: Wi-Fi, flashlight, brightness, and more. Think of it as the light switches by your front door, one swipe away.

Opening it

Phone	How to open the quick panel
iPhone	Swipe DOWN from the top-RIGHT corner (near the battery). This opens "Control Center."
Android	Swipe DOWN from the very top of the screen — once for a peek, twice (or a longer swipe) for the full panel of switches ("Quick Settings").

The switches worth knowing

- **Flashlight** — turns the bright light on the back into a torch. Wonderful for a dim restaurant menu or finding the keyhole at night. Tap again to turn off.
- **Brightness slider** — a bar with a sun; slide up for brighter, down to dim.
- **Wi-Fi** and **Bluetooth** — switches for connecting to internet and to wireless gadgets (we cover these soon).
- **Airplane Mode** (an airplane) — switches off all signals at once, as asked on a flight.
- **Do Not Disturb** (a moon or bell) — silences interruptions for a while.

TIP

A safe place to practice

This panel is a lovely, harmless place to get comfortable. Open it and tap the flashlight on and off. Slide the brightness up and down. Nothing here can hurt the phone — the worst that happens is you turn something on and turn it right back off. Go ahead and explore.

WHAT THIS DOES FOR YOU

Your most-used switches, one swipe away

No hunting through menus for the everyday things. One swipe and a tap gives you the flashlight, brightness, or Wi-Fi. It's a small convenience you'll reach for many times a day once it's familiar.

CHAPTER 11

Settings: Where You Adjust Things

Settings is the app where you change how your phone behaves — the sound, the text size, your Wi-Fi, and hundreds of other things. Its icon is a grey **gear-wheel**. Don't let the long list frighten you; you'll only ever use a handful, and you can't hurt anything by looking.

Opening Settings and finding what you need

1. Find the **Settings** app (the grey gear) on your Home Screen and tap it.
2. You'll see a long list of categories.
3. Rather than scrolling forever, use the **search box** at the very top: tap it and type a word like "brightness" or "sound" or "text," and it jumps you straight there.

The three kinds of control you'll meet

Almost every setting is one of three simple things. Once you recognize these, every settings screen makes sense:

- **A switch** — slides left (off) or right (on, and turns green or blue). Tap it to flip.
- **A slider** — a dot you drag along a line, for things like volume or brightness.
- **A list** — tap a row to open more choices, then tap the one you want.

> **TIP**
>
> **You truly can't break anything in Settings**
>
> People tiptoe around Settings as if one wrong tap will ruin the phone. It won't. Nearly every setting is a switch or slider you can move right back. If you change something and don't like it, just change it back. Explore calmly — curiosity is how you learn where things live.

CHAPTER 12

Making It Easy on Your Eyes, Ears & Hands

There is no reason to squint, strain, or struggle with your phone. Both iPhone and Android have generous tools to make everything bigger, louder, and easier to handle. This may be the most useful chapter in the whole book — let's make the phone comfortable for *you*.

Making text and everything bigger

This is the big one. You can make the words on screen noticeably larger:

Phone	How to enlarge the text
iPhone	Settings → Display & Brightness → Text Size, and drag the slider. For even bigger, Settings → Accessibility → Display & Text Size → Larger Text.
Android	Settings → Display (or Accessibility) → Font size and Display size — drag the sliders to taste.

Louder and clearer sound

- **Volume:** press the volume-up button on the side while on a call or playing something.
- **Ringer volume:** set how loud it rings in Settings → Sounds (iPhone) or Settings → Sound (Android). Turn it up so you never miss a call.
- **Hearing aids:** many modern hearing aids connect straight to the phone so sound plays into them; look under Accessibility → Hearing Devices.

Easier to see and handle

- **Bold text** and **higher contrast** make everything crisper (in Accessibility).
- **Zoom / Magnification** lets you magnify part of the screen like a strong reading glass.
- **Speak Screen / Select to Speak** can read text aloud to you — a gift for tired eyes (in Accessibility).

WHAT THIS DOES FOR YOU

A phone that fits you, not the other way around

Bigger text, louder sound, a magnifier, a voice to read aloud — these aren't "special needs," they're simply comfort. A phone you can read and hear without strain is a phone you'll actually enjoy using. Take a few minutes in Accessibility and set it up to suit you; that's exactly what it's there for.

FROM BILL

Let's set up comfort together

Getting the text size, brightness, and ringer just right is one of the first things I do when I help someone with a new phone — it makes everything afterward easier. If you'd like a hand getting it dialed in for your eyes and ears, give me a call. It takes just a few minutes and makes a world of difference. (330) 200-8042.

CHAPTER 13

Typing Made Easy

The on-screen keyboard is the one part of a phone that beginners often find fiddly at first. That's completely normal — those little keys take a bit of getting used to. A few tricks make it much easier, and remember, you can always speak instead of type.

The keyboard basics

Whenever you tap a box where you can type — a text, a search, an email — the keyboard slides up from the bottom. Here's what the main keys do:

Key	What it does
Letter keys	Tap to type. You don't need to press hard — a light tap is enough.
Space bar	The long key at the bottom — makes a space between words.
Up-arrow (shift)	Tap for one capital letter. The letters on the keyboard also show as capitals when it's on.
123 key	Switches to numbers and punctuation. Tap ABC to come back to letters.
Backspace (x in an arrow)	Rubs out the last letter you typed, one tap at a time.
Return / enter	Starts a new line, or sends/submits.
Microphone	Tap it and SPEAK instead of typing — your words appear as text.

The phone helps you as you type

- **Suggestions** appear in a row just above the keyboard — tap a suggested word to drop it in without typing the whole thing.
- **Autocorrect** quietly fixes small typos. It's usually helpful, though now and then it guesses wrong — just backspace and retype if it does.
- **Press and hold** a letter to see extra versions (hold "e" for é, hold a number key for symbols).

TIP

Slow down, and don't fight it

The single best typing advice: go slowly at first, and tap a touch more deliberately than feels natural. Speed comes on its own with practice. And if a word keeps coming out wrong, just tap the microphone and say it — there's no prize for typing, and speaking is often faster anyway.

WHAT THIS DOES FOR YOU

Your words, your way

Whether you peck with one finger, thumb with two, or simply speak, the phone keeps up. Within a few weeks the keyboard stops being a hurdle and becomes second nature — and until then, the microphone key is always there to do the work for you.

CHAPTER 14

Copy, Paste & Fixing Mistakes

Two small skills save endless retyping and frustration: moving the blinking cursor to fix a mistake, and **copying** something to **paste** it somewhere else. They feel awkward the first time and effortless by the tenth.

Fixing a mistake in the middle

To correct a word you already typed, you need to move the blinking line (the **cursor**) to the right spot:

1. Press and hold your finger on the text for a moment — a little magnifier or marker appears.
2. Without lifting, slide left or right to drag the cursor exactly where you want it.
3. Lift your finger, then use backspace to delete, or type to add. Much tidier than deleting the whole line.

Copy and paste

Copying lets you grab some text (an address, a confirmation number, a nice quote) and **paste** a duplicate of it elsewhere — into a message, a search box, a note:

1. Press and hold on the word you want — it highlights, with little handles at each end.
2. Drag the handles to cover exactly the text you want.
3. Tap **Copy** in the little menu that appears.
4. Go where you want it, press and hold, and tap **Paste**. There it is — no retyping.

> TIP
>
> **Copy-paste shines for addresses and codes**
>
> Anytime you'd otherwise squint back and forth retyping a long email address, a tracking number, or a web link, copy-and-paste does it perfectly in two taps — no typos. It's one of those small skills that, once learned, you'll use nearly every day.

WHAT THIS DOES FOR YOU

No more retyping, no more typos

Fixing a single wrong letter without deleting the whole message, and copying an address instead of retyping it — these little moves turn fiddly moments into easy ones. They take the frustration out of typing, which is exactly where beginners feel it most.

PART 3

Getting Connected

Wi-Fi and cellular data explained without the jargon, the one account your phone needs, and how to join your home internet so everything works.

CHAPTER 15

Wi-Fi and Cellular Data, Plainly

Your phone reaches the internet — for email, the web, video calls, and photos — in one of two ways. Understanding the difference clears up a surprising number of little mysteries (and helps you avoid surprise charges).

The two ways online

- **Wi-Fi** — the internet carried through the air from a box in your home (or a shop's, a library's, a family member's). It's usually free to use once you're connected, and it's generally faster. Use it whenever you can.
- **Cellular data** (also "mobile data") — the internet over the phone network, the same signal that carries your calls. It works almost everywhere, even out and about, but it's part of your monthly phone plan and can have limits.

Your phone switches between them automatically: it uses Wi-Fi at home, and cellular data when you're away from Wi-Fi. You rarely have to think about it — but it's good to know which you're on, shown by the Wi-Fi symbol or the signal bars at the top.

GOOD TO KNOW

Why this matters for your bill

Most phone plans these days include plenty of data, but some have limits. The safe habit: do big things — software updates, downloading lots of photos, watching long videos — while on **Wi-Fi** at home, where it's free and fast. Everyday texting, calls, and quick lookups on cellular are nothing to worry about. If you're ever unsure about your plan, I'm glad to help you make sense of it.

TIP

"It's not working" is often just "no internet"

If an app won't load or a page won't open, the usual cause is simply that you've no internet right then — out of Wi-Fi range and with weak signal. Check the top of the screen: do you see Wi-Fi curves or signal bars? Moving to where the signal is better, or onto Wi-Fi, fixes most "it's broken" moments.

CHAPTER 16

Joining Your Home Wi-Fi

Connecting your phone to your home Wi-Fi is a one-time job that makes everything afterward faster and free. Let's do it together.

What you need

Just two things: your **Wi-Fi network name** and its **password**. These are often printed on a sticker on the internet box (the router) in your home, or written on a card your internet company gave you. If you can't find them, your internet provider can tell you, and so can I.

Connecting, step by step

1. Open **Settings** and tap **Wi-Fi** (near the top on both kinds of phone).
2. Make sure the Wi-Fi switch is **on** (green or blue).
3. A list of nearby network names appears. Find and tap **yours**.
4. Type the Wi-Fi **password** exactly as printed — capital and small letters matter — and tap **Join** or **Connect**.
5. A checkmark and the Wi-Fi symbol at the top mean you're on. Your phone remembers this network and rejoins it on its own from now on.

TIP

Type the password carefully — it's the usual snag

Wi-Fi passwords are often a jumble of letters and numbers, and a single wrong character stops it working. Tap the little eye symbol (if there is one) to see what you've typed, and watch for capital "O" versus zero, and small "l" versus the number one. If it won't connect, it's nearly always a typo — try again slowly.

WHAT THIS DOES FOR YOU

Faster, free, and automatic from now on

Once your phone knows your home Wi-Fi, it connects the moment you walk in the door — no charges, faster everything, and nothing to do. It's a two-minute setup that pays off every single day you're home.

CHAPTER 17

The One Account Your Phone Needs

Every smartphone is tied to one main account that keeps your things safe and in step — your photos, contacts, and app purchases. You likely set it up (or someone did) when the phone was new. It's worth understanding, because it quietly underpins a lot.

Which account you have

Phone	The main account
iPhone	An Apple Account (also called Apple ID) — an email and password you use with Apple. It keeps your photos, contacts, and purchases safe and synced.
Android	A Google Account — a Gmail address and password. It does the same job: keeping your photos, contacts, and apps safe and synced.

In both cases it's just an email address and a password. With it, your stuff is backed up safely online, so even if the phone is lost, your photos and contacts aren't. It's also how you get apps, which we'll come to.

STAY SAFE

This account's password is precious — protect it

Because this one account guards your photos, backups, and purchases, its password is among the most important you have. Never share it, and be deeply suspicious of any call, text, or email claiming to be "Apple" or "Google" asking you to "verify" or "confirm" it — they do not do that. If you're unsure whether your account is set up or secure, that's a great thing to sort out with me.

GOOD TO KNOW

Don't worry if you're not sure of the details

Many people aren't certain of their account email or password, especially if family set up the phone. That's very common and fixable. The phone works fine day to day regardless, and we can track down or reset the details together whenever you like — no rush, no worry.

CHAPTER 18

Airplane Mode & Bluetooth

Two more connection switches are worth a quick introduction, because you'll meet them often: **Airplane Mode** and **Bluetooth**. Both live in Settings and in the quick-settings panel.

Airplane Mode

Airplane Mode (an airplane symbol) switches off all the phone's signals at once — cellular, Wi-Fi, and Bluetooth. Flight attendants ask for it on planes, hence the name. Tap it on, and the phone goes quiet to the outside world; tap it off, and everything reconnects.

TIP

Airplane Mode is a handy troubleshooting trick

Here's a bonus use: if your calls or internet are acting up, flipping Airplane Mode on, waiting a few seconds, then off again forces the phone to reconnect fresh — and often clears up the trouble. It's quick, harmless, and worth trying before anything else.

Bluetooth

Bluetooth is a short-range wireless link for gadgets near the phone: headphones, earbuds, a speaker, a car's sound system, many hearing aids. Connecting one is called "pairing":

1. Put the gadget into pairing mode (its instructions say how — often holding a button until a light blinks).
2. On the phone, open **Settings** → **Bluetooth** and make sure it's on.
3. Your gadget appears in the list. Tap it to connect. From now on it reconnects on its own when nearby and switched on.

WHAT THIS DOES FOR YOU

Wireless freedom, when you want it

Bluetooth means headphones with no cord to tangle, your phone's calls and music playing through the car, and sound piped straight to your hearing aids. And Airplane Mode gives you a moment's quiet on a flight or a quick fix when signals misbehave. Small switches, real everyday comfort.

CHAPTER 19

Your Number, Your Plan & the SIM Card

A few words about the "phone" part of your smartphone — your number, the monthly plan that makes it work, and the tiny card inside that ties them together. You don't need to fuss over any of this day to day, but understanding it clears up a common source of confusion.

Your phone number and your plan

Your phone works because you pay a **carrier** — a phone company like Verizon, AT&T, T-Mobile, or a smaller one — a monthly fee for a **plan**. The plan covers your calls, your texts, and your cellular data (the internet away from Wi-Fi). Your **phone number** stays yours; you can even keep it if you switch phones or carriers.

The SIM card

Inside your phone is a tiny card (or, on newer phones, a built-in electronic version called an **eSIM**) that tells the network this is *your* phone and number. You rarely touch it — the store usually sets it up — but it's why a phone "knows" its own number. If you ever get a new phone, moving your number over is really moving (or copying) this card's information, and the store or I can handle that.

TIP

Check your plan fits how you actually use the phone

Plans vary a lot in price and in how much data they include. If you're mostly on Wi-Fi at home and use the phone lightly, you may be paying for far more than you need — or, if you stream a lot away from home, you may want more. It's worth a review now and then. I'm glad to look at your bill with you and make sure you're not overpaying.

GOOD TO KNOW

Wi-Fi calling: better calls at home

If your home has weak cell signal but good Wi-Fi, turn on **Wi-Fi Calling** (in Settings) and your phone will make and take calls over your home internet instead — clear as a bell, no dropped calls. A small switch that solves a common frustration for folks in spots where the cell signal is poor.

WHAT THIS DOES FOR YOU

Understanding the basics saves you money and worry

Knowing that your number is portable, that your plan is something you can review and adjust, and that the little SIM is what ties it together — takes the mystery out of the "phone" part of your smartphone. And a quick look at your plan can often save a few dollars every month.

PART 4

Talking & Texting

The two things most people want first: making and taking phone calls, voicemail, your contacts, and sending text messages — including photos and those little pictures called emoji.

CHAPTER 20

Making & Taking Phone Calls

For all a smartphone does, it's still a telephone — and a very good one. Let's cover the basics of calling, since it's what most people reach for first.

Making a call

1. Tap the **Phone** app — a green icon with a telephone handset, usually in the bottom row.
2. Tap **Keypad** to see the number buttons.
3. Tap out the phone number, then tap the big green **call** button.
4. Hold the phone to your ear, or use the on-screen **speaker** button to hear it out loud without holding it up.
5. To hang up, tap the red **end call** button.

Answering a call

When someone calls, the screen lights up with their name or number. What you do depends on whether the phone is awake:

- **If the screen is on:** tap the green **Accept** button to answer, or the red one to decline.
- **If the phone is locked/asleep:** *slide* the green button across to answer (a tap may not be enough when locked).
- **To silence a ringing call** without answering, press a volume button once.

Handy things during a call

While on a call, buttons appear on screen: **Speaker** (hear it out loud), **Mute** (they can't hear you — good for a cough), and **Keypad** (for typing numbers when a menu says "press 1"). Tap the red button to finish.

> **TIP**
>
> **The speaker button saves your neck — literally**
>
> If holding the phone to your ear is tiring, or you want to jot something down mid-call, tap the **Speaker** button. The call plays out loud so you can set the phone on the table and talk hands-free. Wonderful for longer calls, or for being on hold.

WHAT THIS DOES FOR YOU

A phone that's always with you

The most basic thing your smartphone does is also the most reassuring: it keeps you a call away from family, the doctor, or help, wherever you are. Mastering calls first means you're already getting real value while you learn the rest at your leisure.

CHAPTER 21

Voicemail: Messages People Leave You

When you miss a call, the caller can leave a **voicemail** — a recorded spoken message, like an answering machine. Your phone keeps these for you to listen to whenever you like.

Listening to your voicemail

1. Open the **Phone** app.
2. Tap **Voicemail** (usually a tab along the bottom).
3. You'll see a list of messages. Tap one, then tap the **play** button to hear it.
4. On many phones you'll also see the message written out as text, so you can read it instead of listening — handy in a quiet room or a noisy one.

GOOD TO KNOW

Setting up voicemail the first time

The very first time, your phone may ask you to set up voicemail — to record a short greeting ("You've reached Jane, please leave a message") and choose a simple password. Just follow the prompts; it takes a minute. If it never asks, or you'd like help recording a greeting, that's a quick thing we can do together.

WHAT THIS DOES FOR YOU

Never miss what someone needed to tell you

Voicemail means a missed call is no longer a mystery. The doctor's office, a friend, your pharmacy — whatever they needed is waiting for you, to hear or read at your convenience. You're always in the loop, even when you couldn't pick up.

CHAPTER 22

Contacts: Your Address Book

Contacts is your phone's address book — a place to keep everyone's names and numbers so you call and text by tapping a name, never a long number. Fill it in once, and the whole phone gets easier.

Adding someone to Contacts

1. Open the **Contacts** app (or the **Contacts** tab inside the Phone app).
2. Tap the **+** (plus) button, usually at the top.
3. Type the person's name and phone number. Add their email if you have it; leave the rest blank.
4. Tap **Done** or **Save**. Now their name pops up whenever they call, and you can reach them with a tap.

Saving someone who just called you

An even easier way: after someone calls, open the Phone app's **Recents** list, tap the little **i** (information) beside their number, and choose **Create New Contact** (or "Add to Contacts"). Type their name and save. No need to type the number at all.

TIP

Add your "in case of emergency" people first

The handful of people you'd most want to reach — family, your doctor, a close neighbor — are the ones worth adding to Contacts today. You can also mark a few as "Favorites" so they're one tap away. And it's worth setting up an emergency contact the phone can show even when locked; ask me and we'll do it.

WHAT THIS DOES FOR YOU

Everyone you know, a name away

A filled-in address book means you never hunt for a number again. Want to call your daughter? Tap her name. Text the pharmacy? Tap theirs. Contacts is the quiet backbone that makes calling and texting feel effortless.

CHAPTER 23

Text Messages: Quick Written Notes

A **text message** is a short written note sent from phone to phone — perfect for "running five minutes late," "happy birthday," or "call me when you can." It arrives quietly, and the other person reads and replies when they're free. For many families, texting becomes the easiest way to stay in touch.

Sending a text

1. Tap the **Messages** app (a green or blue speech-bubble icon).
2. Tap the **new message** button (a pencil-and-square, or a **+**).
3. In the **To** box, start typing a name from your Contacts and tap it (or type a phone number).
4. Tap the box at the bottom, type your note using the on-screen keyboard, and tap the **send** button (an arrow).
5. Their reply appears right below yours, and the whole back-and-forth stays together as a "conversation" for next time.

Using the on-screen keyboard

- The keyboard appears whenever you tap a typing box. Tap letters to type; tap the **space bar** for a space.
- Tap the **up-arrow** (shift) for a capital letter.
- Tap the **123** key to reach numbers and punctuation, and **ABC** to come back.
- Made a mistake? Tap the **backspace** key (an x in an arrow) to rub out the last letter.
- Prefer not to type? Tap the little **microphone** and just *speak* — your words become text.

TIP

Let the phone do the typing for you

If the little keys are fiddly, use the **microphone** key on the keyboard and simply talk — "Running late, see you at noon" — and the phone writes it out. It's surprisingly accurate and far easier than thumbing letters. A real gift for longer messages.

WHAT THIS DOES FOR YOU

Little hellos keep people close

A quick "thinking of you," a photo of the garden, "got home safe" — texts weave the small threads of family life between the longer calls and visits. They're easy, unintrusive, and once you're comfortable, you'll wonder how you did without them.

CHAPTER 24

Photos, Emoji & Group Texts

Texting is more than words. You can send a photo, add a cheerful little picture called an **emoji**, or chat with several people at once in a **group**. These turn plain notes into something warmer.

Sending a photo in a text

1. In a conversation, tap the **+** or the little **camera/photo** icon beside the typing box.
2. Choose **Photos** to pick a picture you've taken, or **Camera** to snap a new one.
3. Tap the photo, then tap **send**. Off it goes.

Emoji: little pictures that add a smile

Emoji are the small pictures — a smiley face, a heart, a thumbs-up, a birthday cake — that add warmth or save words. On the keyboard, tap the little **smiley-face** or **globe** key to switch to the emoji picker, scroll to find one you like, and tap it to drop it into your message. Tap **ABC** to return to letters.

Group messages

A **group text** includes several people at once — lovely for family news, planning a get-together, or wishing someone well together. Start a new message and add several names in the **To** box. Everyone sees each reply, like a little round-table conversation. To leave a noisy group in peace, you can mute its alerts without leaving it.

GOOD TO KNOW

Blue bubbles and green bubbles

On an iPhone you'll notice some messages are blue and some green. **Blue** means both people have iPhones (using Apple's iMessage, with the best photo quality). **Green** means the other person has a non-Apple phone. Both work perfectly well — it's nothing to worry about, just a color telling you which road the message took.

WHAT THIS DOES FOR YOU

Share the moment, not just the words

A photo of the sunset, a birthday cake emoji, the whole family chiming in on one happy thread — these little touches make staying in touch feel less like a chore and more like being together. And they're every bit as easy as plain texting once you've tried them once.

CHAPTER 25

Blocking Spam Calls & Junk Texts

Unwanted calls and texts — from robots, telemarketers, and scammers — are a nuisance everyone deals with. Your phone gives you good tools to quiet them down. You'll never stop every one, but you can cut them way back.

Blocking a specific caller or texter

1. Open the **Phone** app's **Recents** list (or the unwanted text in Messages).
2. Tap the **i** (information) button beside the number.
3. Scroll down and tap **Block this Caller** (iPhone) or **Block / Report spam** (Android).
4. That number can no longer call or text you. You can unblock it later the same way if you ever need to.

Silencing unknown callers

A powerful setting sends calls from numbers you don't know straight to voicemail, so your phone only rings for people in your Contacts. Genuine callers can still leave a message:

- **iPhone:** Settings → Apps → Phone → **Silence Unknown Callers**.
- **Android:** in the Phone app, tap the three dots → Settings → **Spam and Call Screen** (wording varies by phone).

SCAM ALERT

A blocked number can't scam you

Many scam calls come from numbers that change constantly, so blocking won't catch them all. The real protection is the rule from earlier: **don't act on urgency, and never give money or information to someone who called you.** If a "spam likely" label shows on an incoming call, you can simply let it go to voicemail — a real caller will leave a message.

WHAT THIS DOES FOR YOU

Peace and quiet, on your terms

Blocking nuisance numbers and silencing strangers means your phone rings mostly for the people you actually want to hear from. Fewer interruptions, fewer scam attempts reaching you, and a lot less irritation — all from a couple of simple settings.

CHAPTER 26

Making Calls Easier to Hear

If calls are ever hard to hear, you are far from alone, and the phone has several ways to help. There's no need to strain or ask people to keep repeating themselves.

Simple ways to hear better

- **Turn up the call volume** — press the volume-up button on the side *while the call is connected* (not before).
- **Use the speaker** — tap the **Speaker** button so the call plays out loud; set the phone on the table and lean in comfortably.
- **Try headphones or earbuds** — sound right in your ear is often much clearer, especially in a noisy room.
- **Connect your hearing aids** — many modern hearing aids pair to the phone over Bluetooth, sending calls straight into them.

Live captions: read what they say

Remarkably, your phone can show you the words a caller is saying, written on the screen as they speak — a wonderful help if hearing is difficult. It's called **Live Captions**, found under Settings → Accessibility. If this would help you, it's a lovely thing to set up together.

WHAT THIS DOES FOR YOU

Never miss a word

Louder sound, the speaker, hearing aids, even captions that let you *read* a call — there's a way to make every conversation clear and comfortable. Your phone should bring you closer to people, never make you strain, and these tools make sure it does.

PART 5

The Internet & Email

Browsing the web, looking anything up, and sending and receiving email — the whole world and all your correspondence, right in your pocket.

CHAPTER 27

Browsing the Web

The **web browser** is the app you use to visit websites — to read the news, look things up, shop, or watch a video. On iPhone it's **Safari** (a blue compass); on most Androids it's **Chrome** (a red, yellow, green and blue circle). They work the same way.

Visiting a website

1. Open the browser (Safari or Chrome).
2. Tap the **address bar** — the long box at the top or bottom.
3. Type either a website's address (like *weather.gov*) *or* just what you're looking for (like "weather in Kent Ohio"). Both work.
4. Tap **Go** or the arrow/magnifier key. The page loads.

Getting around a web page

- **Scroll** by swiping up and down with one finger to read more.
- **Tap a link** — colored or underlined words, or a button — to jump to another page.
- **Go back** with the **<** back arrow to return to where you were.
- **Make text bigger** by spreading two fingers apart on the screen ("pinch to zoom"); pinch them together to shrink it again.

TIP

Pinch to zoom is a lifesaver for small print

When a web page's text is too small, place two fingers on the screen and slowly spread them apart — the page grows larger. Pinch them back together to zoom out. This works on photos too, and it's one of the most useful little moves on the whole phone.

WHAT THIS DOES FOR YOU

The whole world, from your chair

The browser puts the library, the newspaper, the shops, the weather, recipes, and the answer to nearly any question a tap away. Once it feels natural, your phone becomes a window onto everything — and you explore it entirely at your own pace.

CHAPTER 28

Looking Things Up

Most trips to the web start with a **search** — asking the internet a question and getting a list of answers. It's the single handiest thing a phone does, and it's as simple as asking a question out loud.

How to search

1. Tap the address bar in your browser.
2. Type your question in plain words — "how to get a wine stain out of carpet" or "pharmacy near Ravenna Ohio open now."
3. Tap Go. A list of results appears.
4. Tap one that looks right to read it; use the back arrow to return and try another.

Even easier: just ask out loud

You don't even have to type. Tap the little **microphone** in the search box (or use the voice assistant we'll meet soon) and simply *speak* your question. The phone searches and shows you — often reading the answer aloud. Lovely for quick facts while your hands are busy.

SCAM ALERT

The first result isn't always the real one

Sometimes the top result or two is a paid advertisement, marked small with "Sponsored" or "Ad." These aren't necessarily the official site you wanted, and scammers sometimes buy ads imitating a real company's "support" line. For anything important — a company's real phone number, a login page — look for their genuine website rather than tapping the very first thing, and never trust a "support number" from an ad. When unsure, call me.

WHAT THIS DOES FOR YOU

Any question, answered in seconds

A good search turns the whole internet into the world's largest reference desk, always open. Recipes, repair tips, the meaning of a word, store hours, how to get somewhere — you'll rarely wonder about anything for long again. This one skill repays the effort of learning the phone many times over.

CHAPTER 29

Email on Your Phone

Email (electronic mail) lets you send and receive written messages — and photos, forms, and more — to anyone in the world, in seconds, for free. Unlike a text, email suits longer notes and anything you want to keep, like a receipt or a letter.

Your email address

To use email you need an **email address** — something like *yourname@gmail.com* or *yourname@icloud.com*. If you set up a Google account (Android) or Apple account (iPhone), you likely already have one. The **Mail** app (iPhone) or **Gmail** app (Android) is where your email lives.

Reading and replying

1. Open the **Mail** or **Gmail** app.
2. Your **Inbox** — the list of received messages — appears, newest at top. Unread ones stand out (bold or with a dot).
3. Tap a message to read it.
4. To reply, tap the **reply** arrow, type your answer, and tap **send** (an arrow). The person's address fills in for you.

Writing a new email

1. Tap the **compose** button (a pencil, or a pencil-and-square).
2. In **To**, type the person's email address (or start their name if they're in Contacts).
3. Type a short **Subject** ("Lunch Friday"), then your message below.
4. Tap **send**. To attach a photo, tap the paperclip or photo icon while writing.

SCAM ALERT

Email is where scammers do their fishing

Be cautious with email from strangers, and even email that *looks* like a company you know. Warning signs: it rushes you ("act now or lose your account!"), asks for a password or payment, or wants you to tap a link to "verify" something. **Real companies don't do this.** Never tap links or open attachments you weren't expecting. When in doubt, don't — set it aside and call me. It's never a bother.

WHAT THIS DOES FOR YOU

Your whole correspondence, in your pocket

Email keeps you in touch with family near and far, handles business without a stamp or a trip to the mailbox, and keeps a tidy record you can search. Right there in your pocket, ready whenever you have a quiet minute.

CHAPTER 30

Staying Safe While Browsing

The web is a wonderful place and mostly a safe one — but a few sensible habits keep you well clear of trouble. None of this is hard; it's just knowing what to watch for.

The simple rules

- **Check the address before you sign in or pay.** Make sure a website is really the one you meant (your real bank, not a look-alike). A small padlock shows the connection is private, but a padlock alone doesn't prove a site is honest.
- **Reach important sites the right way.** Type the address yourself, or use a bookmark *you* saved — never a link from an email or text. This one habit defeats most scams.
- **Ignore scary pop-ups.** A message shouting that your phone is "infected" or you've "won a prize" is a trick, every time. Don't tap it — just close the tab or the page.
- **Don't install things a website pushes on you.** Get apps only from the official app store (next part), never from a pop-up or a link.

STAY SAFE

When in doubt, stop and call me — for free

If a web page, pop-up, email, or text ever makes you uneasy — about money, a password, your account, anything — **stop and call me before you do a single thing**, at **(330) 200-8042**. I'll never charge you, and never think less of you, for a "is this a scam?" question. Those calls are exactly what I'm here for. Trust the little voice that says something's not right.

WHAT THIS DOES FOR YOU

Confidence, not fear

The goal isn't to make you nervous — it's the opposite. Once you know the handful of tricks to watch for, the worry lifts, because you can see them coming. You get to enjoy everything the web offers, calmly and safely, with a friend on the phone whenever you want a second opinion.

PART 6

The Camera & Your Photos

Taking photos and videos, selfies, finding and enjoying your pictures, and sharing them with family — one of the most beloved things a phone does.

CHAPTER 31

Taking Photos

Your phone has an excellent camera — good enough that many people never carry a separate one again. And it's always in your pocket for the moments that matter. Let's learn to use it, which is delightfully simple.

Taking a picture

1. Tap the **Camera** app (a little camera icon). You'll see live through the lens on the screen.
2. Point the phone at what you want. Hold it reasonably still.
3. Tap the big round **shutter** button at the bottom (or press a volume button — that works too).
4. That's it — the photo is saved automatically. You'll see a tiny preview in the corner.

Getting a better shot

- **Tap to focus:** tap the screen on the thing you want sharp — a face, a flower — and the camera focuses there.
- **Zoom in:** spread two fingers apart on the screen to get closer (or tap the little 1x / 2x numbers). Pinch together to zoom back out.
- **Steady does it:** hold still for a moment as you tap, and your photos come out crisp rather than blurry.
- **The flash** fires in the dark automatically, or you can set it on or off with the lightning-bolt symbol.

TIP

The volume button is a hidden shutter

Tapping the on-screen button can wobble the phone. Instead, once the Camera is open, press a **volume button** to snap the photo — it's steadier and feels more like a real camera. A small trick that gives noticeably sharper pictures.

WHAT THIS DOES FOR YOU

Never miss a moment worth keeping

The best camera is the one you have with you — and yours is always in your pocket. The grandkids' faces, the garden in bloom, a receipt you need to remember, your car's parking spot: a tap captures it forever. It's one of the quiet joys of carrying a smartphone.

CHAPTER 32

Selfies & Videos

The camera does more than still photos of what's in front of you. It can turn around to photograph *you*, and it can record moving video with sound.

Taking a selfie (a photo of yourself)

1. Open the **Camera** app.
2. Tap the **flip camera** button — a camera icon with two little arrows going in a circle. Now you see yourself on screen.
3. Frame yourself (and anyone with you), then tap the shutter or a volume button.

Recording a video

1. In the Camera app, swipe to **Video** mode (a word along the bottom).
2. Tap the red **record** button to start. A timer counts up.
3. Tap the red button again to stop. The video saves automatically.

GOOD TO KNOW

Selfies are perfect for sharing "here I am"

A selfie isn't vanity — it's a warm, instant way to show family where you are and that you're well. Snap one at the lake, at a reunion, or just in your garden, and text it off with "thinking of you." It says more than words, and it takes two seconds.

WHAT THIS DOES FOR YOU

Capture the moving moments, not just the still ones

A grandchild's giggle, a birthday song, the waves at the shore — some moments need sound and motion to remember them right. Video catches those, and you can send them to family who couldn't be there, so they feel like they were.

CHAPTER 33

Finding & Enjoying Your Photos

Every picture and video you take lands in one place: the **Photos** app. It keeps them tidy and safe, and lets you relive them whenever you like.

Looking at your photos

1. Tap the **Photos** app (a colorful flower or pinwheel icon).
2. Your pictures appear, newest at the bottom. Swipe up and down to wander through them.
3. Tap any photo to see it large. Swipe left or right to move to the next or previous.
4. Spread two fingers to zoom in on a detail; pinch to zoom back out.

Clever ways the phone helps you find pictures

- **By date:** the app groups photos by day, month, and year, so you can jump to "last Christmas" without endless scrolling.
- **By person:** it can gather all the photos of one grandchild together — no work on your part.
- **By searching:** tap the search box and type "beach," "dog," or "birthday," and it finds matching photos. Genuinely clever.

TIP

A gentle word on deleting

If you take a blurry photo and want it gone, open it and tap the **trash** icon. Don't worry — deleted photos wait in a "Recently Deleted" album for about a month before they're truly gone, so you can always get one back if you change your mind. You really can't lose a good photo by accident.

WHAT THIS DOES FOR YOU

A lifetime of memories, always at hand

No more shoeboxes of prints or "which drawer is that photo in?" Every picture you've taken, searchable and safe, ready to enjoy or share in seconds. Your phone becomes the family album that organizes itself — and it's always with you.

CHAPTER 34

Sharing Photos with Family

A photo is twice as sweet when you share it. Your phone makes sending a picture to family quick and easy, in a couple of taps.

Sending a photo

1. Open the **Photos** app and find the picture.
2. Tap the **Share** button — a square with an arrow pointing up (iPhone) or a little three-dots or share symbol (Android).
3. Choose how to send it: **Messages** (a text), **Mail** (email), or another app. Pick the person.
4. Tap **send**. Your photo is on its way.

Sending several at once

To share a handful of photos, tap **Select** (top corner), tap each photo you want (a checkmark appears), then tap **Share** and choose how to send them. A lovely way to send the whole set from a day out.

GOOD TO KNOW

Your photos can back themselves up, safely

If you turn on photo backup (iCloud Photos on iPhone, Google Photos on Android), every picture is also kept safely online — so even if the phone is lost or broken, your memories are safe and can come back on a new phone. It's one of the best reasons to set up your account properly, and I'm glad to help you switch it on.

WHAT THIS DOES FOR YOU

Share the moment while it's still warm

A photo of the first snow, the new puppy, or a slice of birthday cake, sent to the family in the moment — that's connection, instant and effortless. Distance melts away when you can share what you're seeing, right as you see it.

CHAPTER 35

Simple Photo Touch-Ups

You can make a good photo even better right on the phone — straighten it, brighten it, or trim off something you don't want — with a few taps. And here's the reassuring part: nothing you do is permanent. You can always undo everything and get the original back.

Editing a photo

1. Open the photo in the **Photos** app.
2. Tap **Edit** (top corner).
3. You'll see tools along the edge. Try them one at a time — you'll see the effect live.
4. Tap **Done** to keep your changes, or **Cancel** to leave the photo as it was.

The handful of tools worth knowing

Tool	What it does
Crop	Trim the edges — cut out a distracting corner, or straighten a tilted horizon.
Brightness / Light	Lighten a dark photo or tame a too-bright one. Often the biggest improvement.
Auto / Enhance	A magic-wand button that fixes several things at once with one tap — a great starting point.
Rotate	Turn a sideways photo the right way up.
Red-eye / Retouch	Fix red eyes from a flash, or tidy a small blemish.

TIP

You can always get the original back

Never be afraid to experiment with editing. If you don't like what you did — even days later — open the photo, tap Edit, and tap **Revert to Original**. Every change vanishes and your untouched photo returns. You truly cannot ruin a picture, so play freely.

WHAT THIS DOES FOR YOU

Turn a good snapshot into a keeper

A slightly dark photo brightened, a crooked one straightened, a distraction trimmed away — small touch-ups turn an ordinary snapshot into one worth printing or sending. And because it's all undoable, you can learn by simply trying, with nothing to lose.

PART 7

The Phone's Everyday Helpers

Video calls to see their faces, getting new apps safely, the voice assistant, maps and directions, and the little helpers that keep your days in order.

CHAPTER 36

Video Calls: Seeing Their Faces

Of everything a smartphone does, this may be the dearest: a **video call** lets you not just hear a loved one but *see* them — their smile, the new haircut, the baby's first steps — free, over the internet, across any distance.

Which app to use

Who you're calling	Easiest app
iPhone to iPhone	FaceTime (a green video-camera icon) — built in, beautiful, free.
Android, or a mix	WhatsApp, Google Meet, or Facebook Messenger — free apps that work across all phones. Zoom too, often for groups and events.

The good news: they all work the same way. You pick a person and tap a video-call button; they answer, and there you both are.

Making a video call (FaceTime example)

1. Open **FaceTime** and tap **New FaceTime**.
2. Type or pick the person, then tap the green **FaceTime** button.
3. When they answer, you'll see them big and a little picture of yourself in the corner. Talk away!
4. Tap the screen to show the buttons; tap the red one to hang up.

TIP

A few friendly video-call habits

Sit with a window or lamp *in front* of you, not behind, so your face is lit. Prop the phone up against something so you're not holding it the whole time. And glance at the little camera dot now and then, not just the screen — to them, it feels like you're meeting their eyes. Small things that make the call feel warm.

WHAT THIS DOES FOR YOU

The next best thing to being there

A video call turns "how are you?" into really *seeing* how someone is. Across any distance, it puts you in the same room for a while. For grandparents and far-flung family, it's the feature that makes the whole phone worth it — and it's free, any time you like.

CHAPTER 37

Getting New Apps, Safely

Your phone comes with the essentials, but you can add more — a weather app, your bank's app, a game, a video-call app to reach family. New apps come from one safe place, and it's important to use only that place.

The app store

Phone	Where apps come from
iPhone	The App Store — a blue icon with a white "A" made of brushes.
Android	The Google Play Store — a colorful triangle/arrow icon.

Finding and installing an app

1. Open the **App Store** or **Play Store**.
2. Tap the **search** box and type what you want ("Weather Channel," "WhatsApp," your bank's name).
3. Tap the right result. Free apps show **Get** or **Install**; paid ones show a price.
4. Tap **Get/Install**, confirm with your face, fingerprint, or password, and it downloads itself onto your Home Screen.

STAY SAFE

Only ever install from the official store

This is a golden rule for staying out of trouble: get apps **only** from the App Store or Play Store. They're checked and safe. Never install something a website, pop-up, email, or text urges you to — especially anything claiming to "fix" your phone or warning it's "infected." Those are tricks. When in doubt, don't, and call me.

GOOD TO KNOW

Free apps, and "in-app" costs

Many fine apps are free. Some free apps offer paid extras once you're inside (called "in-app purchases"), and some show ads. None of this can charge you without your password or confirmation, so you're always in control. If an app ever pressures you to pay, you can simply delete it — press and hold its icon, then choose Remove or Uninstall.

CHAPTER 38

Your Voice Assistant

Your phone has a helper you can simply *talk* to — ask a question, set a reminder, make a call, or get directions, all by speaking. On iPhone it's **Siri**; on Android it's the **Google Assistant** (or Gemini). It's often the easiest way to get something done, with nothing to learn but talking.

Waking your assistant

- **By voice:** say **"Hey Siri"** (iPhone) or **"Hey Google"** (Android), if you've turned that on.
- **By button:** press and hold the side/power button (iPhone), or say the phrase, and the assistant pops up, listening.

Handy things to ask

- "What's the weather tomorrow?"
- "Call my daughter." (If she's in Contacts.)
- "Set a timer for 20 minutes." (The oven, the laundry.)
- "Remind me to take my pills at 8 tonight."
- "What's 15 percent of 60?"
- "How do you spell 'necessary'?"
- "Give me directions to the nearest pharmacy."

WHAT THIS DOES FOR YOU

Just ask, and it's done

The voice assistant turns a string of taps into a simple sentence. No menus, no hunting — you say what you want and the phone handles it. For quick questions, reminders, timers, and calls, it's often the gentlest way of all, especially if the little keys ever give your fingers trouble. And it never minds being asked twice.

CHAPTER 39

Maps & Directions

Your phone is a road atlas, a travel guide, and a navigator that talks you there turn by turn. On iPhone it's **Maps**; on Android, **Google Maps**. You need never be lost or guess at directions again.

Getting directions

1. Open the **Maps** app.
2. Tap the **search** box and type where you want to go — an address, or a place like "Kent library."
3. Tap **Directions**, then the **Start** button.
4. The phone speaks each turn aloud as you drive ("in 500 feet, turn right"), so you keep your eyes on the road. It even reroutes if you miss a turn.

Finding what's nearby

Type a kind of place — "gas station," "pharmacy," "restaurant near me" — and Maps shows what's close, with hours, phone numbers, and reviews. Tap one to call it or get directions. Wonderful in an unfamiliar town.

STAY SAFE

Set your destination before you drive

Always type in where you're going *before* you put the car in gear, then let the spoken directions guide you. Never tap at the phone while driving — the whole point of the spoken turns is that you can keep both eyes on the road and both hands on the wheel. Prop the phone where you can glance at it, and let it do the talking.

WHAT THIS DOES FOR YOU

Never lost, never guessing

A new doctor's office across town, a trip to see family three states away, the nearest pharmacy in a strange city — Maps shows you exactly how to get there and talks you through every turn. That's real confidence and independence, right in your pocket.

CHAPTER 40

Reminders, Calendar, Clock & Weather

A few simple built-in apps quietly keep your days running smoothly. None needs much explaining, but together they replace a drawer full of sticky notes, kitchen timers, and wall calendars.

The little helpers

App	What it does for you
Reminders / Tasks	A to-do list that nudges you: "Call the pharmacy," "Take out the bins Thursday." It can remind you at a set time.
Calendar	Your appointments and events, with an alert beforehand so nothing's forgotten.
Clock	Alarms to wake you, timers for the oven, and a world clock to see the time where family lives.
Weather	The forecast for your town and anywhere else — the hour-by-hour and the week ahead.

The easy way to use them all: just ask

You rarely need to open these. Tell your voice assistant: "Remind me to take my medicine at 8," "Set a timer for 20 minutes," "Add lunch with Carol Friday at noon," or "What's the weather this weekend?" — and it's done. Speaking is often quicker than tapping, and these helpers are built to listen.

WHAT THIS DOES FOR YOU

Nothing important forgotten again

Appointments, birthdays, medications, the time to leave for church — written down once (or spoken once) and quietly remembered for you, with a nudge at just the right moment. That's a real weight off the mind, and your phone carries it gladly.

TIP

Start with your medications

If you take anything on a schedule, setting a daily reminder is one of the most genuinely useful things your phone can do. Ask your assistant to "remind me to take my pills every day at 8 a.m.," and it will, faithfully, forever. If you'd like help setting up your reminders, that's a lovely thing to call me about.

CHAPTER 41

Paying with Your Phone

Your phone can act as a credit card — tap it at a checkout and you've paid, with no card to pull out. It's called **Apple Pay** (iPhone) or **Google Pay** (Android), and it's actually *safer* than handing over a card. It's entirely optional, but worth understanding.

Why it's safe

When you pay this way, the shop never sees your real card number — the phone sends a one-time secret code instead. And no payment happens without *you* approving it with your face, fingerprint, or passcode. So even a lost phone can't be used to pay by someone else.

Setting it up and using it

1. Open the **Wallet** app (iPhone) or **Google Wallet** (Android).
2. Tap **+** to add a card; take a photo of it or type the numbers, and confirm with your bank (often a quick text code).
3. At a checkout that shows a contactless symbol, hold the phone near the card reader and confirm with your face/fingerprint. A little buzz means it's paid.

TIP

Start by just understanding it exists

You don't have to use phone payments — your regular cards work fine. But it's handy to know it's there and that it's safe, in case a family member sets it up for you or you want to try it. If you'd like to, we can add a card together and practice once; it's easier done than described.

WHAT THIS DOES FOR YOU

Your wallet, lighter and safer

Tap-to-pay means you can leave the house with just your phone, pay without fumbling for cards, and know your real card number never gets exposed to the shop. For many people it becomes the everyday way to pay — and it's one of the quietly clever things a modern phone does.

CHAPTER 42

QR Codes, Tickets & Boarding Passes

More and more of daily life — restaurant menus, event tickets, airline boarding passes, even museum entries — now lives on your phone instead of on paper. A couple of simple skills cover nearly all of it.

Scanning a QR code

A **QR code** is that little square of black-and-white speckles you see on menus, flyers, and signs. Your phone reads it to open a web page, a menu, or a form:

1. Open the **Camera** app (just the normal camera).
2. Point it at the QR code so the square appears on your screen.
3. A little link or button pops up — tap it, and it opens whatever the code points to.

SCAM ALERT

Be a little careful with QR codes in the wild

Most QR codes are harmless, but scammers sometimes stick fake ones over real ones (on parking meters, say) to send you to a bad website. Before tapping the link a code shows, glance at the web address that pops up — if it looks odd or unrelated, don't tap it. And never scan a QR code from a random email or letter claiming you owe money.

Tickets and boarding passes

When you buy an event ticket or check in for a flight, you're often given a digital pass — a barcode on the screen that a scanner reads at the door or gate. These usually save into your phone's **Wallet** app, or into the airline's or venue's own app, so you just pull it up and hold it to the scanner. No printing, nothing to lose.

WHAT THIS DOES FOR YOU

Less paper, less to carry, less to lose

Your ticket, your boarding pass, the restaurant menu, the pharmacy coupon — all on the phone that's already in your hand, none of it to print, forget, or misplace. It takes a little getting used to, but it genuinely simplifies a day out or a trip.

CHAPTER 43

Music, Videos & a Bit of Fun

Your phone is a pocket entertainment center too. Whatever you enjoy — music from your youth, a good show, a crossword, a card game — there's a gentle way to enjoy it right there.

Music and shows

- **Music** — apps like Apple Music, Spotify, or YouTube Music put nearly every song ever recorded a search away. Even the free options let you rediscover the music of your youth.
- **Video** — YouTube is a free, bottomless well of how-to videos, old performances, church services, documentaries, and more. Just search what you'd like to watch.
- **Radio & podcasts** — listen to your favorite stations, or free "podcast" programs on history, faith, gardening, and every other subject.

Games and puzzles

The app store is full of free, gentle games — solitaire, crosswords, word searches, jigsaw puzzles, mahjong. They're a pleasant way to pass a quiet half-hour and, many find, good exercise for keeping the mind nimble. Just search the store for the kind you like.

TIP

Use headphones to enjoy without disturbing anyone

Plug in or pair some headphones or earbuds and you can enjoy music, a show, or a video call at just the right volume for you, without filling the room with sound — lovely in a waiting room, on a trip, or late in the evening. And the volume in your ears can be clearer than the phone's little speaker.

WHAT THIS DOES FOR YOU

A world of enjoyment in your pocket

The songs you love, shows and services to watch, a crossword for a quiet afternoon — all gathered in the one device, ready whenever you have a moment. Entertainment on your schedule, at your volume, with no trip to the store and no clutter.

PART 8

Staying Safe & Looked After

The scams aimed at all of us and how to spot them, keeping your phone up to date and backed up, and what to do if it's ever lost. The peace-of-mind part.

CHAPTER 44

Spotting Scams

This may be the most important chapter in the book. The phone itself is very secure — the real danger isn't something sneaking in, it's a clever person trying to *trick you* into handing over money or a password. These tricks are called **scams**, and once you know their playbook, you'll spot them a mile off.

The feeling to watch for: urgency

Almost every scam shares one ingredient: it tries to make you feel **rushed, frightened, or excited**, so you act before you think. "Your account will be closed!" "You've won!" "Your grandson is in trouble!" **That rush is the tell.** Real companies and real family don't operate by panic. When you feel that jolt, that's your cue to slow down, not speed up.

The common scams, and what to do

The scam	What's really going on & what to do
The scary pop-up or text	"Your phone is infected!" or "Package held — click to fix." Fakes, every time. Don't tap. Close it, or restart the phone.
The "tech support" call	Someone claims to be from Apple, Google, Microsoft, or your phone company, wanting to "fix" your phone or get access. Hang up. Real companies don't cold-call like this.
The urgent bank or account message	A text or email says there's a problem and you must "verify" by tapping a link. Don't. Reach the company the way you normally would instead.
The grandchild in trouble	A call or message: a grandchild (or a "lawyer" for them) needs money urgently and begs you not to tell anyone. Hang up and call your family directly to check. Almost always a cruel fake.
The gift-card demand	Anyone — a "company," the "IRS," a new "friend" — who asks to be paid in gift cards is a scammer, full stop. No real business is paid that way.

SCAM ALERT

When in doubt, stop and call me — for free

Here is my standing promise, and I mean it: if a call, text, email, or pop-up ever makes you uneasy — about money, a password, your account, your family, anything — **stop and call me before you do a single thing**, at **(330) 200-8042**. I will never charge you, and never think less of you, for a "is this a scam?" question. Those calls are exactly what I'm here for, and they've saved folks a great deal of money and heartache.

STAY SAFE

A few habits that keep you safe

Never give a password, a code, or a card number to someone who contacted *you*. Never let a stranger take control of your phone. Get apps only from the official store. Don't tap links in unexpected messages. And remember — it is always okay to hang up, close the message, and walk away. A real, honest company will understand completely.

CHAPTER 45

Updates & Backups

Two quiet habits keep your phone healthy and your memories safe: letting it **update** itself, and making sure it's **backed up**. Neither takes any real effort once set, but both matter.

Software updates

From time to time your phone offers a free **update** — new features, and most importantly, fixes that close security holes. It's worth keeping reasonably up to date:

- **iPhone:** Settings → General → Software Update.
- **Android:** Settings → System (or About phone) → Software update.
- Plug in, be on Wi-Fi, and tap to update. It may restart once or twice — that's normal. You can also set it to update itself overnight.

Backups: so you never lose your memories

A **backup** is a safe copy of your phone's contents kept online, so if the phone is lost, stolen, or broken, your photos, contacts, and messages aren't lost with it — they come back on a new phone. This runs automatically once it's switched on:

- **iPhone:** Settings → tap your name → iCloud → iCloud Backup, turned on.
- **Android:** Settings → Google (or System) → Backup, turned on.

FROM BILL

Let me check your backup is on

Backups are the one thing people most often *think* are set up but aren't — until the day a phone is lost and the photos are gone. It takes me two minutes to check yours is switched on and working. If you've never confirmed it, please give me a call; it's the cheapest insurance there is for a lifetime of memories. (330) 200-8042.

WHAT THIS DOES FOR YOU

Healthy, safe, and worry-free

Updates keep the phone running smoothly and safely; backups mean a lost or broken phone is a bad afternoon, not a lost lifetime of photos. Set both once, and your phone quietly looks after itself — leaving you free to simply enjoy it.

CHAPTER 46

If Your Phone Is Lost

Misplacing a phone is a stomach-drop moment — but your phone has a built-in way to find it again, and knowing it's there is a real comfort. The best time to learn this is now, before you ever need it.

The find-my-phone feature

Both kinds of phone can show themselves on a map, make themselves ring (even on silent), and be locked from afar — as long as the feature is switched on, which it usually is:

Phone	How to find it
iPhone	"Find My" — from any web browser, go to iCloud.com and sign in, or use the Find My app on another Apple device.
Android	"Find My Device" — from any web browser, go to google.com/android/find and sign in with your Google account.

What you can do

- **See it on a map** — is it at home, at the restaurant, or in the car?
- **Play a sound** — make it ring loudly to find it down the sofa cushions.
- **Lock it** and show a message with a number to call, for an honest finder.
- **Erase it** from afar, as a last resort, so a thief can't reach your information.

TIP

Try it once today, while nothing's lost

Take two minutes now to make sure find-my-phone works: on a computer or a family member's phone, sign in and see your phone appear on the map, then make it play a sound. That way, on the day it really goes missing, you already know the tool works and where to go. A little practice turns a panic into a quick check.

WHAT THIS DOES FOR YOU

Peace of mind for the thing you carry everywhere

A misplaced phone becomes a solvable problem: see it on a map, make it chirp, lock it, or wipe it. Your phone — and the private things on it — stay under your control even when it's out of your hands. That's one less thing to worry about.

CHAPTER 47

Emergency Features That Could Help Save a Life

Your phone has safety features built in that could matter a great deal one day — for you or for someone who finds you unwell. They're worth setting up now, while all is well, so they're ready if ever needed. This is among the most valuable things in the book.

Calling for help fast: Emergency SOS

Your phone can call 911 and alert your family quickly, even without unlocking it:

- **iPhone:** press and hold the side button together with a volume button, and an **Emergency SOS** slider appears; slide it to call 911. (Holding them longer calls automatically.)
- **Android:** most phones call emergency services by pressing the power button quickly several times, once that's turned on in Settings → Safety & emergency.
- Both can be set to **notify your emergency contacts** and share your location when you do this.

Medical ID: vital info for first responders

You can store your important medical details — conditions, allergies, medications, and who to call — so that paramedics can see them *even while the phone is locked*. In an emergency where you can't speak, this is priceless:

- **iPhone:** open the **Health** app → tap your picture → **Medical ID** → Edit, and fill it in.
- **Android:** Settings → Safety & emergency → **Medical information** (or Emergency information).

Fall detection and check-ins

Some phones (and especially smartwatches that pair with them) can detect a hard fall and, if you don't respond, automatically call for help and alert your family. If you live alone or worry about falls, this feature — and a paired watch — can be genuinely reassuring. Ask me if you'd like to know whether your phone or a watch offers it.

FROM BILL

Let's set up your safety features together

Emergency SOS, Medical ID, and emergency contacts are exactly the kind of thing that's easy to set up in a few minutes and could matter enormously one day — but that almost nobody does on their own. I'd be glad to sit down and get yours filled in properly. Please give me a call: **(330) 200-8042**. It's one of the most worthwhile things we can do.

WHAT THIS DOES FOR YOU

A quiet guardian in your pocket

Knowing that a few button presses can summon help, that paramedics can see your vital information, and that your family can be alerted automatically — that's real peace of mind, for you and for the people who love you. Set it up once, and carry it with you always.

PART 9

Your Everyday Cheat-Sheet

The quick reference to keep by your chair: the moves at a glance, a plain-English glossary, where to learn more, and my standing offer to help.

CHAPTER 48

The Everyday Cheat-Sheet

Here's the one-page reference to come back to. These are the things you'll do most, with the simplest way to do each. Don't try to memorize it — just keep it handy.

The things you'll do most

To do this…	…do this
Wake the phone	Press the side button once, or lift the phone
Unlock it	Look at it, touch the fingerprint sensor, or type your passcode
Open an app	Tap its icon once
Go back Home	Swipe up from the bottom edge (or press the Home button)
Make a call	Phone app → Keypad or a contact → green call button
Answer a call	Tap (or slide) the green button
Send a text	Messages → new message → pick a person → type → send
Take a photo	Camera app → press a volume button
Look something up	Browser → tap the address bar → type your question
Make text bigger	Settings → search "text size" → drag the slider
Turn on the flashlight	Open the quick-settings panel → tap the flashlight
Ask for help by voice	Say "Hey Siri" or "Hey Google," then ask
Fix almost anything	Turn the phone fully off, then on again

TIP

Keep this page close for the first few weeks

Nobody learns all this at once, and nobody should try. Keep this cheat-sheet by your chair and glance at it whenever you need to. Within a few weeks you'll find you've stopped needing it — the moves will simply be in your fingers. That's exactly how it's meant to go.

CHAPTER 49

A Plain-English Glossary

If a word ever slips your mind, this is the place to look it up. Every term here appears somewhere in the book.

Term	In plain English
Smartphone	A small computer that's also a phone, camera, and more, all in your pocket.
iPhone	A smartphone made by Apple; its software is called iOS.
Android	A smartphone made by Samsung, Google, Motorola and others; its software is Android.
App	A small program that does one job — Phone, Camera, Weather, and so on.
Home Screen	The main screen of app icons you return to; your phone's "front porch."
Icon	A small picture you tap to open an app.
Tap / swipe / press-and-hold	Touch once to choose; slide to scroll; hold down for extra options.
Settings	The grey-gear app where you adjust how the phone behaves.
Wi-Fi	Internet carried through the air from a box in your home; usually free and fast.
Cellular / mobile data	Internet over the phone network, used when you're away from Wi-Fi.
The internet	The worldwide network that carries email, the web, and video calls.
Browser	The app for visiting websites — Safari on iPhone, Chrome on Android.
Search	Asking the internet a question and getting a list of answers.
Email	Written messages sent over the internet; good for longer notes and keeping records.
Text message	A short written note sent phone-to-phone; the Messages app.
Emoji	Little pictures — a smiley, a heart — you can add to messages.
Contact	A saved person in your address book, with their name and number.
Voicemail	A recorded message someone leaves when you miss their call.
Video call	A call where you can see each other — FaceTime, WhatsApp, and others.
Camera / selfie	The app for photos and video; a selfie is a photo of yourself.
Photos	The app that holds and organizes all your pictures and videos.

Term	In plain English
Share	To send a photo or item to someone, via message, email, or another app.
App Store / Play Store	The one safe place to get new apps (Apple's and Google's).
Account (Apple / Google)	The email-and-password that keeps your phone's things safe and synced.
Passcode / PIN	The secret number that unlocks your phone.
Face / fingerprint unlock	Unlocking by your face or fingertip instead of typing a code.
Voice assistant	The helper you talk to — Siri (iPhone) or Google Assistant (Android).
Bluetooth	A short-range wireless link for nearby gadgets like headphones or hearing aids.
Airplane Mode	A switch that turns off all signals at once.
Update	A free improvement from the maker that fixes problems and closes security holes.
Backup	A safe copy of your phone's contents, kept online in case the phone is lost.
Scam / phishing	A trick to fool you into giving up money, a password, or a code.

CHAPTER 50

Where to Learn More & When to Call Bill

You've reached the end of the book — well done. You needn't have memorized a word; that's what keeping it nearby is for. Here's where to turn when you want to learn more, and a few parting words from me.

Good places to learn more

- **Your voice assistant, first** — for a quick "how do I…", just ask out loud. Often the fastest answer there is.
- **The maker's help website** — support.apple.com for iPhone, or search "Google phone help" for Android. Reliable, step-by-step.
- **GCFGlobal.org** — free, patient lessons for beginners and seniors; no sign-up, no cost.
- **Your library** — many libraries, likely yours in Portage County, offer free one-on-one technology help.
- **YouTube how-tos** — search exactly what you want to do. (Stick to well-known channels, and never call a number a video flashes on screen.)
- **And me, anytime** — when you'd rather just ask a real person who'll explain it kindly.

A few parting words

Here's the truth to carry away from all these pages: **there is no such thing as a dumb question.** Not one. The folks I help are smart, capable people — they simply weren't handed a manual that spoke plainly. Now you have one.

Don't feel you must learn it all at once — you never will, and you don't need to. Pick one small thing this week: practice the five gestures, send a photo to a grandchild, make the text bigger. Before long it feels like second nature. And truly, **you can't break it** — almost anything you change can be changed right back.

And if a call, text, or pop-up ever makes you uneasy, stop and call me *before* you do anything. Those "is this a scam?" calls aren't a bother; they're exactly what I'm here for. No charge, no judgment, ever, for asking.

How I can help

I'm Bill, and helping folks feel at home with their technology is what I've done for more than 30 years. I serve **Portage County, Ohio**, in plain English, at a pace that suits you — whether that's setting up a new phone, getting your photos backed up, or just answering the

questions this book stirred up. There's never any rush and never any judgment, and you can book a visit any time at **billshometech.com/book**.

FROM BILL

My standing offer

If anything in this book — or anything your phone does — ever puzzles you, pick up the phone. No question is too small, no problem too silly. I'll come out, or talk you through it, as plainly and as patiently as it takes. That's the whole reason I do this work. Welcome to your new phone — you're going to do just fine.

— Bill · Bill's Home Tech · (330) 200-8042 · BillsHomeTech.com/book