



Your Home Technology Guide

A Plain-Language Handbook for the Devices in Your Home Large-Print Edition

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Prepared For	_____
Prepared By	Greatland Technology Services, Inc.
My Internet Provider	_____
My Wi-Fi Name	_____
My TV Input for Streaming	_____
Need a Hand?	Call Greatland at 541-991-8202

Write your **Wi-Fi name** and your **TV input** (for example, HDMI 2) in the spaces above.
Keep passwords in a separate notebook, not in this guide. Section 1 explains why your
Wi-Fi name matters so much.

How to Use This Guide

This guide is written for people who use technology at home and would like to feel more comfortable with it. It covers the devices most homes have today, explains what each one does in plain language, and shows how they work together.

You do not need to read it front to back. Each device has its own section, and the **bottom of every page** names the section you are in, so you can always find your place. Every device section follows the same pattern so you always know where to look:

Heading	What You Will Find There
What It Is	A short, plain description of the device and its job.
What It Needs to Work	Power, Wi-Fi, an account, a cable, and so on.
Everyday Use	The handful of things you will actually do most days.
Good to Know	Helpful habits and settings worth turning on.
If Something Goes Wrong	The simple fixes to try before calling anyone.

Start with Section 1 – Section 1 explains the one idea that ties every other section together: your home network. Ten minutes there will make everything else in this guide easier to follow.

Words in bold – Words in **bold** are things you will tap, press, click, or look for on a screen. Words you may not recognize are explained in Section 2, Words You Will Hear.

Quick tip – Most days you will only need the section for the device in your hand. Sections 22 and 25 are the ones to open when two devices will not cooperate or something simply stops working.

What Is in This Guide

Section	Use It When	Topic
1. The Big Picture	Read first	How your network ties it together
2. Words You Will Hear	A word is unfamiliar	Plain-language definitions
3. Your Internet and Wi-Fi	Internet is slow or out	Modem, router, your Wi-Fi name
4. Your Computer	Laptop or desktop	Windows and Mac basics
5. Your Smartphone	iPhone or Android	Calls, texts, photos, apps, settings
6. Your Tablet	iPad or Android tablet	A bigger phone, minus the phone
7. Your Printer	Printing or scanning	Printing from computer or phone
8. Your TV and Streaming	Watching TV	Smart TVs, streaming, remotes
9. Your Home Phone	Landline or cordless	Why it may depend on the internet
10. Email	Reading or sending mail	One mailbox on every device
11. Staying in Touch	Calling or video chatting	Texting, video calls, photos
12. Everyday Phone Helpers	Daily life	Calendar, alarms, maps, flashlight
13. Smart Speakers and Smart Home	Alexa, Google, cameras	Voice helpers, connected gadgets
14. Accounts and Passwords	Signing in, locked out	The keys to all of your devices

Section	Use It When	Topic
15. Photos, Files, and Backups	Finding or saving things	Where things live; keeping them
16. Banking and Shopping Online	Money on a screen	Bank apps, paying, buying safely
17. Your Health Online	Doctors and pharmacies	Portals, video visits, reminders
18. Social Media and News	Facebook, YouTube	Staying connected and clear-eyed
19. Reading, Music, and Hobbies	Enjoying your devices	Books, library, music, podcasts
20. Out and About	Away from home	QR codes, public Wi-Fi, lost phone
21. Power Outages and Storms	The lights go out	What stops, what keeps working
22. How Devices Work Together	A task uses two devices	Phone to printer or TV, and more
23. Staying Safe from Scams	Something feels wrong	Recognizing and refusing scams
24. Pop-Ups and How to Get Rid of Them	A box appears on its own	Real, harmless, or fake, and closing each
25. When Something Is Not Working	Anything misbehaves	Fixes that solve most problems
26. Easier to See and Hear	Small text, quiet sound	Built-in comfort settings
27. Routine Care	Once a month	Updates, charging, a short checklist
28. Letting Family Help	You would like a hand	Safe ways for others to help
29. My Home Technology Record	Fill in once	Pages for your own details

1. The Big Picture: How Everything Connects

Read this section first. It is the one idea behind almost everything else in the guide.

Two Things Tie Your Devices Together

Every device in your home is connected to the others in one of two ways, and usually both:

Connection	What It Is	Example
Your home network (Wi-Fi)	The invisible local “road system” inside your house. Devices on the same Wi-Fi can find and talk to one another.	Your phone prints to your printer because both are on your Wi-Fi.
Your accounts	The sign-in (an email address and password) that identifies you to a company such as Apple, Google, Microsoft, or Amazon.	A photo you take on your phone appears on your tablet because both are signed in to the same account.

When two devices cannot “see” each other, the cause is almost always one of those two things: they are not on the same Wi-Fi, or they are not signed in to the same account.

How the Internet Gets Into Your Home

Think of it as a chain. Each link depends on the one before it.

Link	What It Does	Where It Is
1. Internet provider	The company you pay each month. Brings the internet to your house by cable, phone line, fiber, or satellite.	Outside your home
2. Modem	Translates the provider's signal into something your home equipment can use.	A box near where the line enters the house, often with a coax or fiber cable attached
3. Router	Creates your home network and your Wi-Fi. Hands out the connection to every device.	Often the same box as the modem, or a second box next to it
4. Wi-Fi	The wireless signal, with a name and a password, that carries the network through the house.	Everywhere in the house, weaker the farther you are from the router
5. Your devices	Phones, computers, tablets, TVs, printers, speakers, cameras, and so on.	Wherever you use them

Internet is not the same as Wi-Fi – The **internet** is the worldwide connection your provider brings in. **Wi-Fi** is the wireless signal inside your home. You can have working Wi-Fi with no internet (the router is on, but the provider is down), and your phone can have internet with no Wi-Fi (it is using cellular data). Knowing which one is missing is half of fixing it.

The Same-Network Rule

This is the single most useful rule in home technology:

The rule – For two devices in your home to work together directly, such as a phone and a printer, or a phone and a TV, **they must be connected to the same Wi-Fi name.** Not just “connected to the internet.” The same network.

Here are the ways that rule quietly gets broken:

- **Your phone is using cellular data instead of Wi-Fi.** It still has internet, so it seems fine, but it is not on your home network. Look for the Wi-Fi symbol at the top of the phone screen.
- **One device is on a “Guest” network.** Guest networks are designed to keep visitors separate from your equipment, so a device on the guest network cannot find your printer or TV.
- **Your router shows two or more Wi-Fi names** (for example, “Smith Home” and “Smith Home 5G”). Most modern routers blend these together, but on some older ones a device on one name may not see a device on the other. If in doubt, put both devices on the same name.
- **The printer or TV is still remembering an old Wi-Fi name.** If you changed your Wi-Fi password or got a new router, every device has to be told the new name and password. See Section 3.

The Same-Account Rule

The second glue is your account. Each big company gives you one sign-in that follows you across devices:

Company	Account Name	What It Ties Together
Apple	Apple Account (formerly Apple ID)	iPhone, iPad, Mac, iCloud photos and backups, FaceTime, iMessage, App Store
Google	Google Account (a Gmail address)	Android phones and tablets, Gmail, Google Photos, Chrome, YouTube, Google Home
Microsoft	Microsoft Account	Windows sign-in, Outlook mail, OneDrive files, Office/Microsoft 365
Amazon	Amazon Account	Alexa speakers, Fire TV, Kindle, Prime Video, shopping
Streaming services	One account each	Netflix, Prime Video, Disney+, and others, signed in on each TV

Use the **same** account on all of your own devices. If your phone and tablet are signed in to different Apple or Google accounts, photos, contacts, and messages will not match up, and purchases on one will not show on the other.

Wi-Fi, Bluetooth, and Cellular: Three Different Radios

Your phone, tablet, and most newer devices contain three separate radios. People often mix them up, and many “it won’t connect” problems come from using the wrong one.

Radio	Reach	What It Is For	Sign of Trouble
Wi-Fi	Your house and yard	Internet at home for every device; printers; TVs; smart home. Free to use once you pay for internet.	A device shows your neighbor's Wi-Fi name, or no Wi-Fi symbol at all.
Bluetooth	About 30 feet	Short links between two devices: earbuds, hearing aids, car, a speaker, a keyboard. Carries no internet.	Earbuds connected to the wrong device (the tablet instead of the phone).
Cellular	Everywhere there is signal	Phone calls, texts, and internet away from home, paid for by the phone plan. A tablet without a SIM card does not have it.	The phone used cellular data at home because Wi-Fi was off; the bill shows heavy data use.

A phone at home should show the **Wi-Fi symbol** (a fan of curved lines) at the top of the screen. If it shows only **LTE** or **5G** bars, it is using the phone plan instead of your home internet, and it will not be able to see your printer or TV.

Why Some Rooms Have Weak Wi-Fi

Wi-Fi is a radio signal, and like any radio it gets weaker with distance and when it passes through walls. Things that soak up the signal: brick, concrete, and tile; metal (refrigerators, filing cabinets, foil-backed insulation, a metal roof); large mirrors; fish tanks; and the router being shut in a cabinet or closet. The farther from the router and the more walls in between, the slower and less reliable things get.

- **The router should sit out in the open**, high up if possible, near the middle of the home, not on the floor behind the TV or in the garage where the provider happened to install it.
- **One bar is not enough.** Streaming video and video calls want at least two or three bars. If a room matters (the bedroom TV, the office), and the signal

is weak there, the fix is a better router location, a **mesh system**, or a network cable to that room; see Section 3.

- **Outbuildings and shops** (a detached garage, a workshop, a guest cottage) almost always need their own access point. Greatland does this routinely, with a cable or a point-to-point wireless link.

What Uses the Most Internet

Internet speed is sold in **megabits per second (Mbps)**. You do not need to understand the numbers, only the rough sizes:

Activity	How Much It Needs	Notes
Email, web pages, banking	Very little	Works on almost any connection.
Music and radio	Little	One song uses less than a minute of video.
Video calls	Moderate	Needs a steady connection more than a fast one.
Streaming TV in HD	About 5 Mbps per TV	Two TVs and a tablet at once is fine on most plans today.
Streaming in 4K	About 15–25 Mbps per TV	Only matters if you have a 4K TV and the show is in 4K.
Security cameras	Steady, all day	Several cameras can crowd a slow plan; Greatland can size this.
Updates and backups	Large but brief	Happen overnight on their own. A first backup can take hours; that is normal.

A plan of 100 Mbps or more is plenty for nearly every home. If yours is slower and you have several TVs and phones, ask your provider what the next tier costs; it is often only a few dollars more.

A Picture of a Typical Home

Here is how the devices in a typical home relate to each other. Yours may have more or fewer, but the pattern is the same: everything hangs off the router, and your accounts tie your personal devices together.

Device	Connects by	Signed in to	Talks to
Modem/router	Cable from provider	Nothing (your provider manages it)	Everything in the house
Computer	Wi-Fi or network cable	Microsoft or Apple account	Printer, internet, cloud files
Smartphone	Wi-Fi at home, cellular away	Apple or Google account	Printer, TV, speaker, hearing aids, everything
Tablet	Wi-Fi	Same Apple or Google account as your phone	Printer, TV, internet
Printer	Wi-Fi or USB cable	Usually nothing	Any device on the same Wi-Fi
Smart TV / streaming box	Wi-Fi or network cable	Streaming accounts (Netflix, etc.)	Phone (casting), internet
Smart speaker	Wi-Fi	Amazon or Google account	Smart plugs, lights, thermostat, your phone
Doorbell / cameras	Wi-Fi	Ring, Nest, or similar account	Your phone app, your speaker or TV

2. Words You Will Hear

Plain-language meanings for the words that come up most often. Come back here any time.

Word	What It Means
App	A program on a phone, tablet, computer, or TV that does one job: Mail, Weather, Netflix, Zoom. You open an app by tapping or clicking its picture (icon).
Account	Your personal sign-in with a company. Usually an email address plus a password. Your account is how a device knows it belongs to you.
Bluetooth	A short-range wireless link between two devices that are near each other: phone to hearing aids, phone to car, computer to wireless mouse. Bluetooth does not use Wi-Fi or the internet.
Browser	The app you use to visit websites: Safari, Chrome, Edge, or Firefox. You type a web address or a search into the bar at the top.
Cellular data	Internet that comes to your phone over the cell towers, from your phone company, when you are away from Wi-Fi. Uses up your monthly plan.
Charger	The cable and wall plug that fills the battery. Phones and tablets charge; most desktops and printers stay plugged in.
The cloud	Storage on the company's computers rather than inside your device. iCloud, Google Photos, and OneDrive are clouds. It is how a photo on your phone can also appear on your computer.
Download	To copy something from the internet onto your device (an app, a photo, a document). The opposite is upload .

Word	What It Means
Hotspot	Using your phone's cellular connection to give a tablet or laptop internet when there is no Wi-Fi. Turned on in the phone's Settings; uses your data plan.
HDMI	The flat, wide cable that carries picture and sound from a Roku, cable box, or DVD player to the TV. The TV labels each HDMI socket with a number (HDMI 1, HDMI 2).
Icon	A small picture that stands for an app, a file, or a setting. Tap or click it to open.
Internet	The worldwide connection your provider brings into your home. Websites, email, video, and apps all travel over it.
Link	Words or a web address you can tap or click to go somewhere else, usually shown underlined or in blue. Links in unexpected texts and emails are how most scams start.
Modem	The box that connects your home to your internet provider. Often combined with the router in a single box.
Network	A group of devices that can talk to one another. Your home network is created by your router and carried by your Wi-Fi.
Notification	A short alert that pops onto the screen: a new text, a reminder, an update. Often shown as a small red number on an app icon.
PDF	A common file type for documents that look the same on every device, such as statements, forms, and manuals. Opens with a tap; prints as it appears.
Portal	A website or app where you sign in to see your own records: a patient portal for medical results, a bank portal for statements.

Word	What It Means
Password	The secret word or phrase that proves you are you. Each account should have its own. See Section 14.
Pop-up	A box that suddenly appears over what you were doing. Some are normal (a question from an app). Many on websites are advertising or scams. Section 24 explains every kind.
QR code	A square of black-and-white dots that opens a web page when you point your phone camera at it. Common on restaurant menus, parking meters, and mailers.
Router	The box that creates your home network and your Wi-Fi and shares the internet with every device.
Settings	The app (usually a gear-shaped icon) where you change how a device behaves: Wi-Fi, sound, text size, and so on.
Sync	When two devices keep the same information automatically, such as the same contacts on your phone and tablet. Syncing happens through your account.
Streaming	Watching or listening over the internet as it plays, rather than from a disc or antenna. Netflix, YouTube, and Spotify are streaming services.
Two-step verification	An extra sign-in check, usually a code sent to your phone, that stops someone who learns your password from getting in. Also called two-factor or 2FA.
Update	A free improvement the maker sends to your device's software. Updates fix problems and close security holes. They are safe to install when they come from the device itself.
USB	The common rectangular (USB-A) or small oval (USB-C) plug used for chargers, flash drives, keyboards, and printers.

Word	What It Means
UPS (battery backup)	A box with a battery inside that keeps the modem, router, and home phone running for a while when the power goes out.
Wi-Fi	The wireless signal inside your home that carries your network. It has a name (the one you choose from a list) and a password .

More Words You May Meet

Word	What It Means
Airplane mode	A switch that turns off all the radios at once (cellular, Wi-Fi, Bluetooth). Turning it on and off again is a quick way to reconnect a phone that has lost its signal.
App Store / Play Store	The only safe place to get apps: the App Store on Apple devices and Google Play on Android. Anything that asks you to install an app from a website or a link is suspect.
Attachment	A file (photo, PDF, document) sent along with an email or text. Shown as a paperclip.
Backup	A second copy of what is on a device, stored somewhere else (the cloud or an external drive), so nothing is lost if the device breaks.
Browser	The app you use to visit websites: Safari, Chrome, Edge, or Firefox. A browser is not the same thing as the internet; it is the window you look through.
Cache	Temporary copies a browser or app keeps to speed things up. "Clear the cache" is a harmless fix for a misbehaving website.
Cast / AirPlay	Sending a video or photo from a phone to a TV over Wi-Fi. Cast is Google and Roku's word; AirPlay is Apple's.

Word	What It Means
Cookie	A small note a website leaves on your device so it remembers you. Mostly harmless; the “Accept cookies” banners are a legal formality.
Cursor / pointer	The arrow on a computer screen that moves with the mouse, or the blinking line that shows where typing will appear.
Desktop	Two meanings: a computer that stays on a desk, or the main screen of a computer where files and shortcuts sit.
Ethernet	The wired network connection: a cable with a wide plastic clip plug, slightly larger than a phone-line plug.
Firmware	The built-in software inside a router, TV, or printer. Updates to it arrive automatically.
Gigabyte (GB)	A unit of storage and of cellular data. A phone photo is about 3–5 MB (megabytes); 1 GB holds roughly 250 photos; a two-hour HD movie is about 3–4 GB.
Home screen	The first screen of a phone or tablet, with the app icons. Press the home button or swipe up from the bottom to return to it.
Lock screen	What shows before you unlock a phone: the time, notifications, and the camera shortcut.
Operating system	The underlying software of a device: iOS (iPhone), iPadOS, Android, Windows, macOS. Big updates to it arrive about once a year.
Phishing	A fake message pretending to be from a real company or person, designed to get you to click a link or give up a password. Section 23.

Word	What It Means
Screenshot	A picture of whatever is on your screen, saved to your photos. Useful for showing a helper an error message. Section 5.
Scroll	Moving the page up or down: drag a finger on a touch screen, roll the mouse wheel, or slide two fingers on a laptop trackpad.
SIM / eSIM	The tiny card (or its built-in digital version, eSIM) that ties a phone to your phone number and plan.
Spam	Unwanted bulk email or texts. Most is filtered automatically into a Spam or Junk folder.
Tab	One open web page inside a browser. You can have many tabs open at once; the little “x” closes one.
Username	The name you sign in with. For most accounts it is simply your email address.
VPN	A privacy tool that hides your internet traffic. Useful on public Wi-Fi; unnecessary at home. Pop-ups insisting you “need a VPN now” are advertising.
Widget	A small live tile on a phone’s home screen, such as the weather or calendar, that shows information without opening the app.
Window	On a computer, the framed box an app runs in. You can have several open at once, side by side or on top of each other.

3. Your Internet and Wi-Fi

The modem and router are the foundation. When they are unhappy, everything else is too.

What It Is

Your **modem** connects your home to your internet provider. Your **router** creates your home network and your Wi-Fi. In many homes they are one combined box supplied by the provider; in others they are two boxes connected by a short cable. Some homes also have one or more small **Wi-Fi extenders** or **mesh points** in other rooms to spread the signal.

What It Needs to Work

- **Power.** Both boxes must stay plugged in all the time. Avoid plugging them into a switched outlet or a power strip that gets turned off.
- **The line from your provider** connected firmly to the modem (coax cable, phone line, or fiber).
- **A few minutes after any restart.** Routers take two to five minutes to come fully back online. Patience here saves a lot of frustration.

Reading the Lights

Every brand is a little different, but the lights follow a pattern:

Light	Normal	Trouble
Power	Solid	Off: no power. Check the plug and the outlet.
Internet / Online / Globe	Solid (green, white, or blue)	Blinking for a long time, red, or orange: the provider connection is down.
Wi-Fi / Wireless	Solid or gently blinking	Off: Wi-Fi has been switched off on the router (some have a Wi-Fi button; check that it was not pressed).
Ethernet / LAN	Blinking when a cabled device is in use	Off while a cable is plugged in: the cable or the device may be the problem.

Your Wi-Fi Name and Password

Your Wi-Fi has a **name** (the one you choose from the list on a new device) and a **password**. The original ones are usually printed on a sticker on the router itself, often on the bottom or back. If Greatland or a family member set up your network, they may have given it a friendlier name and password. Write the name on the cover of this guide and keep the password in your password notebook (Section 14).

Two names? – Some routers show two Wi-Fi names, often one ending in “2.4G” or “5G” (this “5G” means 5 gigahertz and has nothing to do with cell phone 5G). The 5G name is faster up close; the 2.4G name reaches farther and is the one many smart plugs, cameras, and older printers need. If a device will not connect to one, try the other.

Connecting a New Device to Wi-Fi

Every device does it the same way, just from a slightly different place:

1. Open **Settings** on the device.
2. Find **Wi-Fi** (on Android phones it may be under **Network & internet** or **Connections**; on Windows click the globe or Wi-Fi symbol by the clock in the lower-right corner; on a Mac click the Wi-Fi symbol at the top-right of the screen).
3. Make sure Wi-Fi is switched **on**. Wait for the list of nearby networks to appear.
4. Tap or click **your** Wi-Fi name. Your neighbors' names will show too; ignore them.
5. Type the password exactly, including capital letters. Use the "eye" symbol, if offered, to see what you are typing.
6. Tap **Join** or **Connect**. The device will remember it from now on.

How Fast Is Your Internet?

If things feel slow, measure before you call anyone. Open a browser on a phone or laptop standing near the router and go to **fast.com** (run by Netflix, no ads, nothing to install). After a few seconds it shows a number in Mbps. Compare it with the speed on your bill.

- **Near the router it is close to what you pay for, but slow in the back bedroom:** this is a Wi-Fi coverage problem, not an internet problem. The provider cannot fix it; a better router position, a mesh system, or a cable can. Greatland does this.
- **Slow even next to the router, on every device:** this is the provider's side or the modem. Restart the modem and router first (see below), test again, then call the provider with your numbers.
- **Slow on one device only:** restart that device. If it is an older laptop or phone, it may simply not be capable of more.

Dead Spots, Extenders, and Mesh

If parts of the home have weak or no Wi-Fi, there are three honest fixes, in order of cost:

1. **Move the router.** Out of the cabinet, off the floor, closer to the middle of the house. Often this alone solves it, and it is free.
2. **Add a mesh system.** Two or three small matching units placed around the house that act as one Wi-Fi name with one password. Your devices move between them automatically. This is what we recommend for most homes over about 1,500 square feet or with more than one floor.
3. **Run a cable** to a far room, outbuilding, or a wall-mounted access point. The most reliable option of all, and the right answer for a shop, a detached garage, or a home office with video calls.

About plug-in “extenders” – The inexpensive single plug-in extenders sold in big-box stores usually create a **second Wi-Fi name** (often ending in “_EXT”). Your phone then clings to whichever one it connected to last, even when the other is stronger, and printers end up on a different network from the phone trying to print. They cut speed in half and are the source of a great many “it worked yesterday” calls. A mesh system or a cabled access point avoids all of this.

The Guest Network

Most routers can offer a second Wi-Fi name just for visitors. Devices on the guest network reach the internet but cannot see your computers, printer, or cameras. It is a good place for visiting grandchildren’s devices and for a house guest’s laptop. It is a **bad** place for your own printer, TV, or smart speaker, which need to be on the main network with your phone. If a device of yours cannot be found by the others, check that it did not end up on the guest name.

Changing Your Wi-Fi Password

You rarely need to. The exceptions: someone you no longer trust has it, or the password is the long jumble printed on the router and you would like a memorable one. Be aware that **every device in the home will disconnect** and

must be re-joined by hand: phones, tablets, computers, TV, streaming boxes, printer, thermostat, doorbell, speakers, plugs. Plan an hour, and keep the old password until you have finished. If Greatland manages your network, call and we will change it and re-join the fixed devices for you.

Your Provider's App and Bill

- **Install the provider's app** (Xfinity, Spectrum, Ziply, Charter, your local co-op) and sign in once. It shows outages in your area, lets you restart the modem remotely, and shows the Wi-Fi name and password if you forget them. It is the fastest way to answer "is it just me?"
- **Promotional pricing ends.** Most plans jump in price after 12 or 24 months. A polite phone call asking for the current promotion often brings it back down. Note the date your rate ends on the record page in Section 29.
- **Equipment rental.** Many providers charge monthly for their modem/router. Owning your own, or having Greatland install a router you own, can pay for itself within a year or two and usually gives better Wi-Fi.
- **Data caps** are rare on home internet but do exist on some satellite and cellular home-internet plans. If you have one, the app shows how much you have used.

Wired Connections

A device that stays in one place, such as a desktop computer, a smart TV, or a printer near the router, can use a **network cable** (Ethernet) instead of Wi-Fi. A cabled connection is faster and more reliable and still counts as being "on the same network." It plugs into one of the numbered sockets on the back of the router.

Satellite, Cellular, and Rural Internet

Along the coast and in rural areas, internet may arrive by satellite (Starlink, HughesNet, Viasat) or by a cellular home-internet box (T-Mobile, Verizon, AT&T). These behave a little differently:

- **Starlink** needs a clear view of the sky; trees that grow in cause slowdowns months later. The dish and its router are one system; restart by unplugging the power brick for 30 seconds.
- **Cellular home internet** depends on the tower's signal. The box works best in a window on the side of the house facing the tower; the app shows signal strength to help you place it.
- **Older satellite** (HughesNet, Viasat) has a noticeable delay that makes video calls awkward and often has a monthly data allowance. Streaming can use it up quickly.
- All of them still give you a normal **home Wi-Fi name**, and everything in this guide about the same-network rule applies exactly the same way.

If Something Goes Wrong

When the internet stops, this is the order to work in. It fixes the large majority of outages.

1. **Is it one device or all of them?** If only one device is offline, the problem is that device, not the internet. Go to that device's section. If everything is offline, continue.
2. **Look at the router lights.** If the Internet light is red, orange, or blinking steadily, your provider may be down. Check their app or call them before doing anything else; they can tell you about outages in your area.
3. **Restart the modem and router.** Unplug the power from both. Wait a full 30 seconds. Plug in the modem first and wait until its lights settle (two to three minutes). Then plug in the router (if separate) and wait again. If they are one box, just unplug it, wait, and plug it back in.
4. **Still nothing after five minutes?** Check that the provider's line is firmly attached to the modem. Then call your provider.

Leave the Reset button alone – Routers have a tiny recessed **Reset** hole. Pressing it with a pin erases your Wi-Fi name and password and returns the router to factory settings, and every device in your home will lose its connection. Restarting means unplugging; it never means pressing Reset.

Who to call – Call your **internet provider** when the Internet light on the modem is red or blinking and your neighbors or their app report an outage. Call **Greatland** when the internet works at the router but devices in the house cannot connect, the signal is weak in some rooms, or you want the network set up properly for cameras, printers, and smart devices.

4. Your Computer

Laptops and desktops, whether they run Windows or are a Mac.

What It Is

A **desktop** is a box (or an all-in-one screen) that stays on a desk with a separate keyboard and mouse. A **laptop** folds up and runs on a battery. Nearly all computers run one of two systems: **Windows** (made by Microsoft; used by HP, Dell, Lenovo, and most others) or **macOS** (Apple's Mac). They do the same jobs; the buttons are just in different places.

Task	Windows	Mac
Start menu / all apps	Click the Start button (Windows logo) at the bottom of the screen	Click Launchpad (grid of squares) in the Dock, or use Finder
Settings	Start > Settings (gear icon)	Apple menu (top-left) > System Settings
Wi-Fi	Globe or Wi-Fi symbol by the clock, lower-right	Wi-Fi symbol in the menu bar, top-right
Close a window	The X in the top-right corner	The red dot in the top-left corner
Print	Hold Ctrl and press P	Hold Command (⌘) and press P
Copy / Paste	Ctrl + C / Ctrl + V	⌘ + C / ⌘ + V
Undo a mistake	Ctrl + Z	⌘ + Z
Make text bigger in a browser	Ctrl and + (plus)	⌘ and + (plus)
Shut down	Start > Power > Shut down	Apple menu > Shut Down

What It Needs to Work

- **Power.** Desktops stay plugged in. Laptops run on battery but should be charged regularly; it is fine to leave a laptop plugged in.
- **Wi-Fi or a network cable** for anything involving the internet, email, or printing to a wireless printer.
- **Your sign-in.** Most computers ask for a password or PIN when they wake up. On Windows this is usually your Microsoft account; on a Mac it is a local password, with your Apple Account signed in behind the scenes.
- **Updates,** which arrive on their own. See Good to Know below.

Everyday Use

1. **Turn it on** with the power button. On a laptop, opening the lid is often enough.
2. **Sign in** with your PIN or password.
3. **Open an app** by clicking its icon once on the taskbar or Dock, or by clicking Start / Launchpad and finding it there. Double-click icons that sit on the desktop.
4. **Use the internet** by opening your browser (Edge, Chrome, Safari, or Firefox) and typing a web address or a question in the bar at the top.
5. **Save your work** with **Ctrl + S** (Windows) or **⌘ + S** (Mac). Your documents normally go to the **Documents** folder and photos to **Pictures**.
6. **When finished**, close your windows and either put the computer to **sleep** (close the laptop lid, or Start > Power > Sleep) or **shut down**. Sleep is fine for day-to-day use. Shut down fully about once a week so updates can finish.

The Desktop, Taskbar, and Windows

Each app opens in its own **window**, a framed box. The three small buttons in a window's top corner (top-right on Windows, top-left on a Mac) do the same jobs on both:

Button	What It Does	When to Use It
Minimize (the dash)	Hides the window without closing it. The app is still running.	To get a window out of the way for a moment. Click its icon in the taskbar or Dock to bring it back.
Maximize (the square, or green dot on a Mac)	Makes the window fill the screen; click again to shrink it back.	When a window is small and awkward. Full screen is easier to read.
Close (the X, or red dot)	Closes that window. Other windows stay open.	When you are finished with that page or document. Save first if asked.

- **The taskbar** (Windows, along the bottom) or **Dock** (Mac, along the bottom) shows every open app. If a window seems to have vanished, it is almost always minimized; click its icon there.
- **Several windows at once** is normal. If the one you want is hidden behind another, click any visible part of it, or click its icon in the taskbar or Dock.
- **Lost a window off the edge of the screen?** Windows: hold the **Windows** key and press an **arrow key**; the window snaps back into view. Mac: click the green dot in another window to go full screen, then back.
- **Too small to read:** hold **Ctrl** (Windows) or **⌘** (Mac) and press **+** a few times. **Ctrl/⌘ + 0** (zero) puts it back to normal. This works in browsers, email, and most documents.

Using the Browser

The browser (Edge or Chrome on Windows, Safari on a Mac) is where most computer time is spent. Its parts:

- **The address bar** at the top. Type a web address (such as **peacehealth.org**) or simply type what you are looking for (“Florence Oregon library hours”) and press **Enter**; it will search for you. There is no need for a separate search box.

- **Tabs** are the small labels along the very top, one per open page. Click a tab to switch to it; click its small **x** to close it. Having 30 tabs open slows the computer; close ones you are done with.
- **Back** (the left arrow at the top-left) returns to the previous page. If a page seems to have “disappeared,” Back is usually the answer.
- **Reload** (the circular arrow) fetches the page again. Use it when a page looks stuck or half-loaded.
- **Bookmarks / Favorites** (the star in the address bar) save a page so you can return without typing. Save your bank, your clinic’s portal, your email, and this guide’s useful links.
- **Downloads.** Anything you save from the web goes into the **Downloads** folder. The browser shows a small arrow or a bar at the bottom when something has downloaded; click it to open the file.
- **Printing a page: Ctrl + P** (Windows) or **⌘ + P** (Mac). To save a web page or receipt as a file instead, choose **Save as PDF** or **Microsoft Print to PDF** as the printer.
- **Pop-ups.** A real website never needs you to call a phone number. If a page suddenly fills the screen with warnings, sounds an alarm, or says you are infected, do not click anything on it: close the browser (Section 24 shows how to force it closed if the X will not work). Nothing has happened to your computer.

Which browser? – They all show the same internet. Use whichever came with the computer (Edge on Windows, Safari on a Mac) unless a family member set up Chrome for you; the important thing is to use **one** browser so your saved passwords and bookmarks are all in one place. Ignore pop-ups urging you to “switch to” or “set as default.”

Files and Folders

Everything you save lives in a folder. Four folders cover nearly all of it:

Folder	What Goes There	Where to Find It
Desktop	Shortcuts and files you want in front of you. Fine for a few; a desktop covered in icons is hard to use.	The main screen itself.
Documents	Letters, spreadsheets, tax PDFs, anything you create or save on purpose.	Windows: File Explorer (folder icon in the taskbar) > Documents. Mac: Finder (smiling face in the Dock) > Documents.
Downloads	Everything the browser or email saves for you: statements, forms, attachments, photos from email.	File Explorer or Finder > Downloads. If you cannot find a file you just saved, look here first.
Pictures	Photos copied from a phone or camera, scans, screenshots.	File Explorer or Finder > Pictures.

- **Saving:** in any program, **Ctrl + S** (Windows) or **⌘ + S** (Mac). The first time, it asks for a name and a folder. Choose a name you will recognize later (“Tax 2025 PeaceHealth statement,” not “Document1”).
- **Finding a file:** Windows: click the **search box or magnifier** by the Start button and type part of the name. Mac: click the **magnifier** at the top-right (Spotlight) and type. Both also find apps and settings this way.
- **Renaming:** click the file once to select it, then press **F2** (Windows) or **Enter** (Mac), type the new name, press Enter.
- **Deleting:** select the file and press **Delete**. It goes to the **Recycle Bin** (Windows) or **Trash** (Mac), where it stays until you empty it, so a mistaken delete can be undone by opening the bin and choosing **Restore**.
- **Opening a file in a different program:** right-click it and choose **Open with**. Useful when a PDF insists on opening in the wrong app.

Mouse, Trackpad, and Keyboard

Action	Mouse	Laptop Trackpad
Click (select or press)	Press the left button once	Tap once with one finger, or press the pad
Double-click (open)	Two quick left clicks without moving	Two quick taps. On a Mac, one click often opens; icons on the desktop need two.
Right-click (the “more options” menu)	Press the right button once	Tap with two fingers (Mac and most Windows laptops)
Scroll	Roll the wheel	Slide two fingers up or down
Drag	Hold the left button and move	Press and hold, then slide; or on a Mac, tap-tap-and-hold
Zoom a page	Hold Ctrl and roll the wheel	Pinch two fingers apart or together

Keys worth knowing: **Enter** confirms or starts a new line. **Backspace** erases to the left; **Delete** erases to the right (on a Mac the Delete key works like Backspace). **Shift** makes capitals and the upper symbol on a key; **Caps Lock** makes everything capitals until pressed again, and is the usual cause of “my password is wrong.” **Esc** (top-left) cancels or backs out of most things. **Tab** jumps to the next box on a form. The **Windows** key opens the Start menu; **⌘** on a Mac is the key used in nearly every shortcut. The **arrow keys** move through text and lists. On laptops, **Fn** held with the top row turns those keys into brightness, volume, and mute controls.

Screenshots

A screenshot is a photo of your screen, and it is the single most useful thing you can send a helper when something odd appears.

- **Windows:** press the **Windows key + Shift + S**, then drag a box around what you want. It is copied; press **Ctrl + V** to paste it into an email. Or press

Windows key + Print Screen to save the whole screen into Pictures > Screenshots.

- **Mac:** press **Shift + ⌘ + 4** and drag a box. The picture appears on the desktop.
- **Phone or tablet:** see Section 5; the screenshot goes into your Photos.

Security: What You Need and What You Do Not

- **Windows includes Windows Security** (formerly Defender), which is turned on by default and is all the antivirus a home computer needs today. Macs have equivalent built-in protection. You do not need to buy McAfee, Norton, or anything else; a trial that came pre-installed can be uninstalled when it starts nagging for payment.
- **“Your computer is infected” on a web page, a pop-up, or a phone call is always a scam.** Real security software never asks you to call a number. See Section 24.
- **Updates are the real protection.** Let Windows Update and macOS Software Update run; restart when asked.
- **A sign-in PIN or password** on the computer, and a screen that locks after a few minutes, protects you if a laptop is lost.
- **Be careful what you install.** Only install programs you went looking for from the maker’s own website or the Microsoft Store / App Store. “Driver updaters,” “PC cleaners,” “speed boosters,” and toolbars are at best useless and at worst harmful.

When Storage Is Full

“Low disk space” or “Your startup disk is almost full” means the computer’s own storage is nearly used up, which makes everything slow. The usual culprits are the Downloads folder, old photos and videos, and the Recycle Bin or Trash never being emptied.

1. Empty the **Recycle Bin / Trash** (right-click it and choose Empty).

2. Open **Downloads**, sort by size (click the Size column), and delete the large files you no longer need; installers and old statements you have already saved elsewhere are safe to remove.
3. Windows: **Settings > System > Storage** shows what is using space and offers **Cleanup recommendations**. Mac: **Apple menu > About This Mac > Storage** (or **System Settings > General > Storage**) does the same.
4. If photos and videos are the problem, move them to an external drive or let them live in the cloud (Section 15), and we can help with that.

Sleep, Shut Down, and Restart

- **Sleep** (closing a laptop lid, or the computer dimming on its own) uses almost no power and wakes in seconds. It is fine to leave a computer asleep for days.
- **Shut down** turns it fully off. Do it before unplugging, moving, or packing a laptop, and any time it has been acting oddly.
- **Restart** turns it off and on again in one step and is the first fix for nearly anything. Once a week is a good habit; Windows in particular gets sluggish when it has not restarted in weeks. Note that on Windows, **Shut down** followed by pressing the power button is not quite the same as **Restart**; when troubleshooting, choose Restart.
- **Updates waiting** show as “Update and restart” on the power menu. Choose it when you have ten minutes to spare, and do not turn the computer off while it is installing.

When a New Computer Arrives

1. Set it up next to the old one if you still have it, and sign in with the **same** Microsoft Account or Apple Account you used before. Your settings, browser bookmarks, and passwords largely follow you.
2. Join your home Wi-Fi (Section 3).
3. Sign in to your email and your browser; saved passwords and bookmarks appear if you used the same account.

4. Copy your files. If you used OneDrive or iCloud Drive, they simply reappear. Otherwise copy Documents, Pictures, and Downloads to an external drive from the old machine and onto the new one.
5. Add your printer (Section 7). It must be found again on the new machine.
6. Uninstall the trial antivirus and any “offers” that came pre-installed (Windows: **Settings > Apps > Installed apps**).
7. Keep the old computer for a month until you are sure nothing is missing, then wipe it before passing it on or recycling (Section 27).

Greatland does new-computer setups and data transfers regularly; it is often a one-visit job.

Good to Know

- **Updates are normal and safe when the computer itself asks.** Windows and macOS download them in the background and ask to restart. Let them. A restart that takes 10 to 20 minutes and shows “Working on updates, do not turn off” is normal. What is **not** normal is a website or pop-up telling you to update or that you have a virus; see Section 23.
- **The mouse pointer and text can be made bigger.** Windows: **Settings > Accessibility > Text size** and **Mouse pointer and touch**. Mac: **System Settings > Accessibility > Display**. See Section 26.
- **A wireless mouse or keyboard** uses either a small USB receiver that stays plugged in or Bluetooth. Both need batteries; a mouse that stops working usually just needs new ones.
- **Your files are only as safe as your backup.** Section 15 explains the simple options.

If Something Goes Wrong

Problem	Try This
Screen is black	Wiggle the mouse or press a key; it may be asleep. Check the monitor is on and its cable is attached. Hold the power button for 10 seconds, release, then press it once to start fresh.
Frozen, nothing responds	Wait one full minute. If still frozen, hold the power button until it turns off, wait 10 seconds, and turn it back on.
No internet, but the phone has Wi-Fi	Click the Wi-Fi symbol and confirm the computer is connected to your Wi-Fi name. Reconnect if needed. If a cable is used, reseal both ends.
Printer will not print	See Section 7.
Pop-up says the computer is infected or locked	It is a scam. Do not call the number. Close the browser; if it will not close, hold the power button to shut down. See Section 24.
Running very slowly	Shut down completely and start again. Close browser tabs you are not using. If it stays slow for days, call Greatland.
Forgot your password	Windows: click I forgot my PIN or Forgot password on the sign-in screen and follow the steps using your phone or email. Mac: click the ? next to the password box.

5. Your Smartphone

The device most people use the most. An iPhone and an Android phone do the same things in slightly different places.

What It Is

A **smartphone** is a phone that also runs apps. There are two kinds: the **iPhone**, made by Apple, and **Android** phones, made by Samsung, Google (Pixel), Motorola, and others. If your phone has an Apple logo on the back, it is an iPhone. If it does not, it is almost certainly Android.

What It Needs to Work

- **A charge.** Most phones need charging every night. Charging overnight is fine.
- **Your phone company's plan** for calls, texts, and cellular data when away from home.
- **Wi-Fi at home.** Phones switch to Wi-Fi automatically once you have joined it. This saves your data plan and lets the phone reach your printer and TV.
- **Your account:** an Apple Account on an iPhone, a Google Account on Android. It is how apps, photos, and backups follow you to a new phone.

Getting Around

To do this	iPhone	Android
Go back to the Home screen	Swipe up from the very bottom edge (or press the round Home button on older models)	Swipe up from the bottom, or tap the circle or house at the bottom
Go back one screen	Tap < or Back at the top-left, or swipe in from the left edge	Tap the < arrow at the bottom, or swipe in from either edge
See all open apps / close one	Swipe up from the bottom and pause; swipe an app upward to close it	Swipe up and pause, or tap the button; swipe an app away to close
Quick settings (Wi-Fi, brightness, flashlight)	Swipe down from the top-right corner (Control Center)	Swipe down from the top of the screen, once or twice
Notifications	Swipe down from the top-left or the middle	Swipe down from the top
Search for anything	Swipe down in the middle of the Home screen	Tap the search bar on the Home screen
Settings app	Gray gear icon	Gray gear icon
Take a screenshot	Press Side and Volume Up together	Press Power and Volume Down together
Turn off or restart	Hold Side and a Volume button, then slide	Hold Power (sometimes with Volume Down), then tap Restart

The Lock Screen, Passcode, and Face or Fingerprint

- **The passcode** protects everything on the phone: your email, photos, banking, and the codes that reset your other passwords. Use at least six

digits, never your birth year or 123456, and write it in your password notebook.

- **Face ID / fingerprint** are shortcuts to the passcode, not replacements; the phone will still ask for the code after a restart or when it cannot see you. Set up in **Settings > Face ID & Passcode** (iPhone) or **Settings > Security** (Android). Register a second fingerprint (other hand) so a bandage does not lock you out.
- **Auto-lock** after one or two minutes is a good balance between security and convenience: **Settings > Display & Brightness > Auto-Lock** (iPhone) or **Settings > Display > Screen timeout** (Android).
- **Notifications on the lock screen** show message previews to anyone who picks the phone up. To hide the contents until unlocked: iPhone **Settings > Notifications > Show Previews > When Unlocked**; Android **Settings > Notifications > Notifications on lock screen**.
- **Emergency information** is reachable from the lock screen without the passcode (the **Emergency** link on the passcode screen). First responders check it; set yours up in Section 17.

Notifications and Quiet Hours

Every app wants to notify you, and left alone a phone will buzz dozens of times a day. Fifteen minutes of pruning makes the phone far more pleasant.

- **Turn off what you do not need.** When a notification arrives that you never want again, press and hold it (or swipe it slightly) and choose **Turn off** or **Settings**. Games, shopping apps, and news apps are the usual offenders. Keep notifications on for Phone, Messages, Calendar, and your bank.
- **Do Not Disturb at night.** iPhone: **Settings > Focus > Do Not Disturb**, set a schedule (for example 10 p.m. to 7 a.m.) and allow calls from **Favorites** so family can still reach you. Android: **Settings > Notifications > Do Not Disturb** (Samsung: **Settings > Notifications > Do Not Disturb**) with a schedule and exceptions.

- **Allow repeated calls** inside Do Not Disturb so that a second call from the same number within a few minutes rings through, which is what a family member will do in an emergency.
- **The badge numbers** (red circles on icons) are only counts of unread items. They are not errors and nothing bad happens if you ignore them.

Getting Apps: The App Store and Play Store

1. Open the **App Store** (iPhone, blue icon with an “A”) or **Play Store** (Android, colorful triangle).
 2. Tap **Search** and type the name of the app. Check the maker’s name under the title (for your bank, it should be the bank; for Zoom, “Zoom Video Communications”). Look for a high number of ratings, not just a high star rating.
 3. Tap **Get** or **Install**. It may ask for your Apple or Google password, face, or fingerprint. The app appears on your home screen in a moment.
 4. If an app has a price or says “In-App Purchases,” it may charge you. Free apps that nag for a “premium” subscription after a few days are common; you can say no and keep using the free part, or delete the app.
- **Deleting an app:** press and hold its icon until a menu appears, then **Remove App > Delete App** (iPhone) or **Uninstall** (Android). You can always reinstall it later for free if you paid once.
 - **Updating apps** happens automatically. If an app misbehaves, open the store, tap your picture, and check for a pending update.
 - **Subscriptions through the store** are listed and cancelled in one place; see Section 16.
 - **“Install this app” from a text or website** is the one way to get a genuinely harmful app. Only the two stores.

Phone Calls: Beyond the Basics

Feature	How	Why It Helps
Speakerphone	During a call, tap Speaker (or Audio > Speaker).	Hands-free; easier to hear; lets two people listen.
Mute	Tap Mute during a call. Tap again to unmute.	The other person cannot hear you while you cough, consult someone, or shuffle papers.
Keypad during a call	Tap Keypad to see the numbers.	For “press 1 for...” menus.
Voicemail	Phone app > Voicemail tab (iPhone, with transcripts) or hold 1 on the keypad (most Androids). Set a greeting the first time.	Many callers now text instead of leaving a message; check both.
Favorites	Open a contact, tap Add to Favorites (iPhone) or the star (Android).	One-tap calling for the handful of people you call most; also the people allowed through Do Not Disturb.
Block a number	Open Recents , tap the “i” or the number, scroll down, Block this Caller / Block .	Stops that number for good.
Silence unknown callers	iPhone: Settings > Apps > Phone > Silence Unknown Callers . Android: Phone app > three dots > Settings > Blocked numbers > Unknown or Caller ID & spam protection .	Calls from numbers not in your contacts go straight to voicemail. Cuts spam calls dramatically. Real callers (the clinic) leave a message.

Feature	How	Why It Helps
Call screening	Pixel and many Androids: the Phone app can answer and ask who is calling; newer iPhones offer the same under Screen Unknown Callers .	You see who it is and why before deciding to pick up.
Wi-Fi Calling	Settings > Phone (or Connections) > Wi-Fi Calling: turn on.	Calls use your home Wi-Fi where cellular signal is weak, which is common on the coast.

Battery and Charging

- **A full charge should last a day.** If it does not, look at **Settings > Battery** to see which apps are using it; Facebook, maps left running, and the screen at full brightness are the usual culprits.
- **Low Power Mode / Battery Saver** (in Settings > Battery, or by tapping the battery icon in the quick controls) stretches a low battery by slowing background activity. Harmless to leave on all day.
- **Cables and plugs.** iPhones from 2023 onward and all newer Androids use **USB-C** (small oval plug, goes in either way). Older iPhones use **Lightning** (small flat plug). Any reputable brand works; the gas-station cable that stops working after a week is not worth it.
- **Wireless charging pads** are convenient for a nightstand; the phone must sit centered and without a thick case.
- **Battery health** declines over years. iPhone: **Settings > Battery > Battery Health**; below about 80 percent, a battery replacement (around \$100 at an Apple Store or repair shop) makes an old phone feel new again, and is far cheaper than a new phone.
- **Charging overnight is fine.** The phone manages it. Avoid charging in a hot car or under a pillow.

Storage: “Storage Almost Full”

This message means the phone itself is nearly full, usually of photos and videos. It is not an emergency, but a full phone cannot update or take new pictures.

1. Look at **Settings > General > iPhone Storage** or **Settings > Storage** (Android) to see what is using space.
2. If photos are the bulk, make sure they are backed up to iCloud or Google Photos (Section 15); then the phone can keep small copies and free the space itself (iPhone: **Optimize iPhone Storage**; Google Photos: **Free up space**).
3. Delete videos you do not need; a single long video can equal a thousand photos.
4. Delete apps you never open. **Offload Unused Apps** (iPhone) does this automatically but keeps your data.
5. Empty the **Recently Deleted** album in Photos, and clear old message attachments (**Settings > General > iPhone Storage > Messages > Review Large Attachments**).

Understanding Your Cellular Plan

- **Minutes and texts** are unlimited on nearly every plan today. **Data** is what plans differ on; it is the internet you use when not on Wi-Fi, measured in GB. At home on Wi-Fi you use none of it.
- “**Unlimited**” plans usually slow down after a certain amount; this rarely matters for ordinary use.
- **Hotspot** lets your phone share its cellular data with a laptop or tablet (Section 20). Most plans include some; it counts against your data.
- **Roaming** means using another company’s towers, mostly abroad. In the U.S. and Canada most plans include it; overseas, check before you travel or buy a short travel pass.
- **Senior plans** from the big carriers and the low-cost brands (Consumer Cellular, Mint, Visible, and the carriers’ own prepaid brands) are often half the price of a standard plan for the same service. It is worth a yearly look.

Siri and Google Assistant

The voice assistant on the phone does the same things as a smart speaker, without needing one. Hold the side button (iPhone) or say “Hey Siri”; on Android say “Hey Google” or hold the power button. Things it does reliably: “Call Susan,” “Text Mark I’m running late,” “Set a timer for 20 minutes,” “Remind me at 9 tomorrow to call the pharmacy,” “What’s the weather Thursday,” “Navigate home,” “Turn on the flashlight,” “Play the Beatles,” and “What is 15 percent of 68.” It will also read a new text aloud and let you dictate a reply, which is handy in the car with the phone connected to Bluetooth.

Everyday Use

- **Calls:** open the green **Phone** app. Use **Keypad** to dial, **Contacts** to call someone saved, or **Recents** to call someone back. During a call, tap **Speaker** to hear hands-free.
- **Texts:** open **Messages**. Tap the pencil or **+** to start a new message, choose the person, type, and tap the arrow to send. Tap the **camera** or **photo** symbol to attach a picture.
- **Photos:** open **Camera**, tap the big round button to take a picture. Find your pictures in the **Photos** app (iPhone) or **Photos / Gallery** (Android).
- **Internet:** open **Safari** (iPhone) or **Chrome** (Android) and type what you are looking for.
- **Apps:** get new ones from the **App Store** (iPhone) or **Play Store** (Android). Free apps say **Get** or **Install**. Anything with a price will ask you to confirm.
- **Ringer and volume:** the buttons on the side change volume. On iPhone, the small switch (or Action button) above them silences the ringer; if the phone is not ringing, check it. On Android, press a volume button and tap the bell symbol to switch between ring, vibrate, and silent.

Good to Know

- **Wi-Fi versus cellular.** At the top of the screen, a fan-shaped symbol means Wi-Fi; “5G,” “LTE,” or bars alone means cellular. Both give you internet, but only Wi-Fi puts you on your home network for printing and casting.

- **Text size and zoom** can be increased a lot. iPhone: **Settings > Display & Brightness > Text Size** (or **Settings > Appearance > Text Size** on the newest iPhones). Android: **Settings > Display > Font size** (names vary). See Section 26.
- **Updates** arrive through **Settings > General > Software Update** (iPhone) or **Settings > System > Software update** (Android; Samsung lists it on the main Settings screen). Plug the phone in, connect to Wi-Fi, and let it run. Overnight automatic updates can be turned on in the same place.
- **Emergency information** such as your medical details and emergency contacts can be set in the **Health** app (iPhone) or **Settings > Safety & emergency** (Android) so first responders can see it from the lock screen.
- **Your phone backs itself up** to iCloud or Google when it is charging, on Wi-Fi, and locked. Section 15 shows how to check.

Taking a Screenshot and Sharing It

When something strange appears on the phone, a screenshot sent to a family member or to Greatland saves ten minutes of description. **iPhone:** press the **side button and volume-up** together, briefly. **Most Androids:** press **power and volume-down** together. The picture appears in Photos; open it, tap **Share**, and send it by text or email.

Sound, Ringtones, and Vibration

- **Three different volumes.** The side buttons adjust whatever is making sound at the moment: the ringer when the phone is idle, media when a video is playing, the call volume during a call. If the ringer seems low, adjust it while nothing is playing, or in **Settings > Sounds & Haptics** (iPhone) or **Settings > Sounds and vibration** (Android).
- **The silent switch** on the side of older iPhones (or the **Action button** on newer ones) silences all ringing; an orange mark or a bell with a line through it at the top of the screen means it is on. The most common reason a phone “never rings.”
- **A louder, distinctive ringtone** helps a great deal. **Settings > Sounds & Haptics > Ringtone** (iPhone) or **Settings > Sounds and vibration >**

Ringtone (Android). Older classic ringtones (“Old Phone,” “Bell”) are easier to hear than musical ones.

- **Different tones for different people:** open a contact, tap **Edit**, and set a ringtone and text tone. You then know it is family without looking.
- **Flash for alerts:** the camera flash can blink when the phone rings; see Section 26.

If Something Goes Wrong

Problem	Try This
Not ringing	Check the silent switch (iPhone) or sound mode (Android). Turn up the volume. Check Do Not Disturb or Focus is off in quick settings (a moon symbol means it is on).
Something is stuck or odd	Restart the phone (see the table above). This fixes most phone problems.
Will not find the printer or TV	Confirm Wi-Fi is on and you are joined to your Wi-Fi name, not cellular and not the Guest network. See Section 22.
Storage is full	Delete photos and videos you do not need, or turn on iCloud Photos / Google Photos backup so originals can live in the cloud. Call Greatland if unsure.
Battery drains quickly	Lower the screen brightness, close apps you are not using, and install any waiting update. Batteries wear out after several years and can be replaced.
Forgot the passcode	After too many tries the phone will lock. You will need your Apple or Google account password and a computer to restore it. Call Greatland or a family member before you reach that point.

6. Your Tablet

A tablet is a bigger phone without the telephone part. Everything in Section 5 applies here too.

What It Is

An **iPad** is Apple's tablet and works like a large iPhone. **Android tablets** (Samsung Galaxy Tab and others) work like a large Android phone. **Amazon Fire tablets** are a simplified Android that leans on your Amazon account and the Amazon app store. Tablets are excellent for reading, video calls, photos, email, and browsing because the screen is large.

What It Needs to Work

- **Charging** every day or two, depending on use.
- **Wi-Fi.** Most tablets have no cellular service, so away from Wi-Fi they cannot reach the internet unless you use your phone as a **hotspot**.
- **The same account as your phone**, if you have a phone of the same brand. An iPad signed in to the same Apple Account as your iPhone shares your photos, contacts, messages, and apps. The same is true of an Android phone and tablet on the same Google Account.

The Three Kinds of Tablet

Tablet	Runs	Apps From	Best For
iPad (Apple)	iPadOS, nearly identical to the iPhone	App Store	Anyone with an iPhone; the smoothest experience; FaceTime with family on Apple devices.
Android tablet (Samsung Galaxy Tab, Lenovo, Pixel)	Android, like an Android phone	Google Play	Anyone with an Android phone; good value; works naturally with Google Photos and Gmail.
Amazon Fire	Amazon's version of Android	Amazon Appstore (a smaller selection; no Google apps unless added)	Reading, Prime Video, Alexa, and video calls on a budget. Not the right choice if you rely on Google apps or specific banking apps.

Giving It a Home

Tablets get used when they are charged and within reach. A few habits keep that true:

- **A charging spot** where it lives when not in use: a stand or a small dock on the kitchen counter or by a favorite chair. If it has to be hunted for and is always dead, it will not get used.
- **A case with a stand** so it props itself up for video calls, recipes, and watching. For shaky hands, a case with a hand strap or a thick rubber “bumper” case is worth the few extra dollars.

- **Lock orientation** if the screen keeps turning when you lean back: swipe down from the top-right corner (iPad) or top (Android) and tap the rotation lock symbol.
- **Keyboard** optional: a Bluetooth keyboard turns a tablet into a comfortable email and letter-writing machine without the complexity of a computer.

What a Tablet Is Especially Good At

- **Video calls** with family. The screen is large enough to see faces, and propped on a stand it leaves your hands free. Section 11.
- **Reading** with text as large as you like, in the evening without a lamp. Library books through Libby are free; Section 19.
- **Photos.** The best photo album in the house, and a digital picture frame when idle (iPad: **Settings > StandBy** on newer models, or a slideshow from the Photos app; Fire: **Show Mode**; many Android tablets have a screen-saver slideshow).
- **Recipes in the kitchen**, telehealth visits, crossword and jigsaw puzzles, checking the weather radar, YouTube, and the TV guide.
- **A second screen for someone with low vision.** A tablet on a stand with text at its largest is often easier than any phone.

Sharing a Tablet in a Household

Phones are personal; tablets often get shared. That works fine with two cautions. First, the tablet is signed in to **one** person's account, so purchases, email, and photos belong to that person. A spouse checking their own email should use the browser or add their account inside the Mail app rather than signing the whole tablet over. Second, visiting grandchildren: on an iPad, **Guided Access** (Settings > Accessibility) locks the tablet to a single app; on a Fire tablet, **Amazon Kids** does the same; on Android, **Settings > Users** can add a restricted user.

Good to Know

- **Phone calls and texts on an iPad.** With an iPhone on the same Apple Account and Wi-Fi, an iPad can send iMessages and make FaceTime calls,

and can even take regular phone calls if the setting is turned on (**Settings > Phone > Calls on Other Devices** on the iPhone).

- **A keyboard and stand** turn a tablet into a light, simple computer for email and browsing.
- **Everything prints the same way as a phone.** See Section 7.

If Something Goes Wrong

Use the Smartphone table in Section 5. Restarting the tablet and confirming it is on your Wi-Fi name solve most problems.

7. Your Printer

The device that causes the most frustration in most homes, and the one that benefits most from the same-network rule.

What It Is

Most home printers today are **all-in-one** machines that print, scan, and copy. Common brands are HP, Epson, Canon, and Brother. **Inkjet** printers use liquid ink cartridges and are good for photos. **Laser** printers use toner, cost more up front, and are cheaper per page for everyday documents.

What It Needs to Work

- **Power**, with the printer switched on (or in its low-power sleep, which is fine).
- **A connection to the device that is printing.** Either a **USB cable** straight into one computer, or **Wi-Fi**, which lets every device in the home print. Nearly all printers sold in the last ten years can use Wi-Fi.
- **Paper and ink or toner.**
- **For Wi-Fi printing: the printer and the device must be on the same Wi-Fi name.** This is the cause of most “my phone can’t find the printer” problems.

USB versus Wi-Fi – A printer on a **USB cable** works only with the computer it is plugged into, but it never loses its connection. A printer on **Wi-Fi** works with every phone, tablet, and computer in the house, but it must be told your Wi-Fi name and password, and told again if those ever change.

Setting a Printer Up on Wi-Fi the First Time

A new printer, a new router, or a changed Wi-Fi password all mean the printer must be introduced to the network. Nearly every printer made in the last decade does it one of these ways:

1. **The maker’s app** (HP Smart, Canon PRINT, Epson Smart Panel, Brother Mobile Connect) on your phone. With the phone on your home Wi-Fi, open the app, choose **Add printer**, and follow the steps; the phone hands your Wi-Fi name and password to the printer. This is the easiest method.

2. **The printer's own screen.** On the printer, find **Settings** or **Setup > Network > Wireless Setup Wizard**, pick your Wi-Fi name from the list, and type the password with the arrow keys or touch screen.
3. **WPS** on printers with no screen: press the **WPS** button on the router, then within two minutes hold the Wi-Fi button on the printer until it blinks; they find each other.

If the printer cannot see your Wi-Fi name – Most printers only use the **2.4 GHz** band. If your router shows two names and the printer only lists the one ending “2.4G,” that is normal; connect it there. Your phone and computer can still print to it from either name as long as both come from the same router. If your router has only one name and the printer still cannot see it, the printer is too far from the router; move it closer for setup, or call us.

Once the printer is on the network, each computer, phone, and tablet finds it by itself within a minute or two. Printing a **network configuration page** from the printer's menu is a good check: it shows the Wi-Fi name it joined and whether it has an address.

Printing from a Computer

1. Open the document, email, photo, or web page you want to print.
2. Hold **Ctrl** and press **P** (Windows) or hold **⌘** and press **P** (Mac). A print window appears. You can also use the **File** menu or the printer symbol.
3. Check the **printer name** at the top of the window is your printer. If it says “Save as PDF” or “Microsoft Print to PDF,” click it and choose your actual printer instead.
4. Choose the number of **copies** and, if offered, **pages** (for example, just page 1).
5. Click **Print**.

*If your printer is not in the list: Windows, go to **Settings > Bluetooth & devices > Printers & scanners > Add device**. Mac, go to **System Settings > Printers & Scanners > Add Printer, Scanner, or Fax**. The printer must be on and on the same Wi-Fi.*

Printing from a Phone or Tablet

Phones print without installing anything in most cases. iPhones and iPads use a built-in feature called **AirPrint**; Android uses a built-in print service. Both require the phone to be on **your Wi-Fi**, not cellular.

1. Open the photo, email, web page, or document.
2. Tap the **Share** symbol (iPhone: a square with an arrow pointing up; Android: three connected dots or the word Share) or the **three-dot menu** in the top corner.
3. Scroll the list and tap **Print**. You may need to scroll down or sideways to find it.
4. Tap **Select Printer** or the printer name and choose yours from the list. The first time, it may take a moment to appear.
5. Set copies and tap **Print**.

Printer makers also offer free apps (HP Smart, Epson Smart Panel, Canon PRINT, Brother Mobile Connect). They are handy for scanning to your phone and checking ink levels, and they are how you connect a new printer to Wi-Fi.

Print Settings Worth Knowing

The print window has a few choices that save ink, paper, and frustration. They are in the same place every time, under **More settings**, **Preferences**, or **Show Details**:

Setting	What to Choose	Why
Color / Black & white	Black & white (or Grayscale) for everyday pages	Color ink is the expensive one, and web pages and emails do not need it.
Quality	Draft or Normal for text; Best only for photos	Draft uses about half the ink and prints faster.
Pages	Custom: 1 (or the range you need) instead of All	Web pages often run to five or six pages of advertisements and links; print only the page with the recipe.
Two-sided	Print on both sides if the printer can	Halves the paper for long documents.
Paper size / type	Letter normally; 4 x 6 photo or Photo paper when printing photos	Choosing the wrong paper type gives washed-out photos; choosing the wrong size gives cut-off text.
Scale / Fit to page	Fit to printable area when a form prints with the edges cut off	Forms and PDFs sometimes come in slightly different sizes.

Printing Specific Things

I Want to Print...	How
An email	Open the email, then Ctrl/⌘ + P on a computer; on the phone, tap the three dots or Reply arrow and choose Print .
An attachment (PDF, form, statement)	Open the attachment first (tap it), then print. Printing the email itself only prints the message text.
A web page or recipe	Print, and set Pages to just the ones you need. Many recipe sites have a Print button near the recipe that strips the clutter; use it.
A photo from the phone	Photos app > open the photo > Share > Print . Choose the photo paper size and type, and load photo paper glossy side toward the print head (usually face down in a bottom tray, face up in a rear slot; the tray has a small picture).
A boarding pass or ticket	Open the airline's email on the computer and print the attachment; or simply show it on the phone at the gate from the airline app or Wallet (Section 20).
A shipping or return label	The return email contains a link or PDF; open it and print. Tape it over the old label.
A text message	Take a screenshot of it (Section 5), then print the screenshot from Photos.
Envelopes and labels	Possible but fiddly; Word has an Envelopes tool under Mailings . For a handful of envelopes, a pen is quicker.

The Default Printer, and Removing a Stale One

If the print window keeps offering the wrong printer (an old one, "OneNote," or "Microsoft Print to PDF"), set the right one as **default**: Windows **Settings** > **Bluetooth & devices** > **Printers & scanners**, click your printer, **Set as default**

(you may first need to turn off “Let Windows manage my default printer”). Mac: **System Settings > Printers & Scanners > Default printer**. While there, remove printers you no longer own so they stop appearing. If the printer was replaced or got a new router, removing it and adding it again from this screen is the cleanest fix for “printer offline.”

Scanning and Copying

- **Copy:** place the page face down on the glass (or face up in the top feeder), press **Copy** on the printer, and press **Start** or the black/color button. No computer needed.
- **Scan to your computer or phone:** the simplest way is the printer maker’s app above, or on Windows the **Windows Scan** app, or on Mac **Preview** or **Image Capture**. The scanned page becomes a PDF or picture you can email.

Ink and Paper

- Buy cartridges by the **exact model number** printed on the old cartridge or on the printer’s label. Keep a photo of it on your phone.
- Inkjet printers that sit unused for weeks can clog. Print one page in color every week or two to keep the ink flowing.
- Load paper so it sits snugly against the guides. Fan the stack first so pages do not stick together.

Ink Subscriptions and Third-Party Ink

- **HP Instant Ink** and similar plans mail ink before you run out for a monthly fee based on pages printed. For someone who prints a steady amount it can be convenient and cheaper. Be aware that the cartridges belong to the plan: if the subscription is cancelled or a payment fails, the printer stops printing with those cartridges, even if they are full, until you install regular store-bought cartridges; HP’s own support pages confirm this is by design. If the printer suddenly refuses to print and shows a message about the account, check the card on file.

- **Third-party and refilled cartridges** are much cheaper and usually work, but some printers reject them after an update, and print quality can suffer. If the printer complains about a “non-genuine” cartridge, you can usually press **OK** or **Continue** and print anyway.
- **High-yield (XL) cartridges** cost more but print two to three times as many pages; they are the better buy for anyone who prints regularly.
- **Laser printers** use toner instead of ink: a cartridge lasts for thousands of pages and never dries out. For someone who prints occasionally in black and white, a small laser printer is the lowest-frustration choice.

Scanning Straight to Your Phone or Email

Beyond the maker’s app, two tricks cover most scanning needs. **The phone camera as a scanner:** iPhone **Notes > new note > camera button > Scan Documents**, or Android **Google Drive > + > Scan**; the phone straightens the page and saves a PDF you can email directly. **The printer’s Scan to Email** feature, on printers with a screen, emails the scan to an address you set up once; it is a good way to send a signed form back to a clinic or an insurance company without touching the computer at all.

If Something Goes Wrong

Problem	Try This
“Printer offline” or not found	Is the printer on? Is its Wi-Fi light steady? Is the phone or computer on your Wi-Fi name (not Guest, not cellular)? Then turn the printer off and on and wait a minute. Finally, restart the device you are printing from.
Prints nothing, light blinking	Open the lid or check the printer screen for a message: paper jam, out of paper, empty cartridge, or a cartridge installed wrong.
Streaky or faded pages	Run Clean Printhead or Nozzle Check from the printer’s own menu or its app. Replace the cartridge if it is low.
Prints came out somewhere else	The wrong printer was chosen. Look at the printer name in the print window and change it.
Changed Wi-Fi password or new router	The printer must learn the new network. Use the printer’s screen (Settings > Network > Wireless Setup Wizard or similar) or the maker’s app, then choose your Wi-Fi name and type the new password.
Phone cannot find it but the computer can	The phone is probably on cellular or the Guest network. Switch to home Wi-Fi and try again.

8. Your TV and Streaming

Television today is part antenna or cable, part internet. Knowing which remote does what is most of the battle.

What It Is

A **smart TV** connects to your Wi-Fi and runs apps such as Netflix and YouTube on its own. A **streaming device** (Roku, Amazon Fire TV Stick, Apple TV, Google TV) does the same job from a small box or stick plugged into an HDMI socket on any TV, and usually with a simpler remote. A **cable or satellite box** brings live channels from your TV provider. A **sound bar** is a long speaker that improves the sound.

What It Needs to Work

- **Power** to the TV and to every box connected to it.
- **The right input.** Each device plugs into a numbered **HDMI** socket. The TV shows one input at a time. If the screen says “No Signal,” the TV is simply looking at the wrong socket.
- **Wi-Fi** for the smart TV or streaming device. A cabled connection works too.
- **Accounts** for each streaming service you use, signed in once on each TV.

HDMI and Inputs Explained

Every modern device that shows a picture on the TV (cable box, Roku or Fire Stick, DVD or Blu-ray player, game console) connects with one **HDMI cable** into one numbered **HDMI socket** on the back or side of the TV. The TV can show only one socket at a time; choosing which one is what the **Input** or **Source** button does. Nine out of ten “the TV is broken” calls are the TV sitting on the wrong input.

- **Label them.** Put a small piece of tape on the back of the TV, or a note on the cover of this guide: “HDMI 1 = cable box, HDMI 2 = Roku, HDMI 3 = DVD.” Many TVs also let you rename inputs in their settings so the on-screen list says “Roku” instead of “HDMI 2.”

- **A streaming stick** plugs straight into an HDMI socket and also needs its power cord plugged into the wall or the TV's USB socket. If the stick shows nothing, check that little power cord first.
- **HDMI ARC / eARC** is the one socket that also sends sound **out** of the TV to a sound bar. If a sound bar is connected there, the TV remote's volume buttons usually control it.
- **"No Signal"** means the TV is on an input with nothing playing. Either the device on that input is off or asleep (press its remote's home button), or you are on the wrong input entirely. Cycle through them with the Input button; wait two seconds on each.
- **Antenna / Air / TV** is the input for free over-the-air channels if you have an antenna connected to the round coaxial socket. The first time, run **Channel Scan** in the TV's settings.

Cable, Satellite, Antenna, or Streaming?

Way to Watch	What It Is	Costs	Good to Know
Cable or satellite	A box from Spectrum, Xfinity, DirecTV, or Dish. Live channels with a guide.	Often \$80–\$200 a month with fees and equipment rental	Simplest to use: one remote, channel up and down. Prices climb each year; a call to the retention department often lowers them.
Antenna	A small antenna connected to the TV picks up local stations (ABC, NBC, CBS, FOX, PBS) in high definition.	One-time cost of the antenna; no monthly fee	Reception depends on distance from the transmitters and hills in between. Greatland can test what you can receive before you buy.
Streaming	Apps on the TV or a Roku/Fire TV that play over your internet. Some are on-demand (Netflix); some carry live channels (YouTube TV, Hulu + Live TV, Sling).	Free to about \$85 a month per service; most people keep two or three	More choice and often cheaper, but more remotes, more sign-ins, and prices that change. Each service needs its own account.

Streaming Services in Plain Language

Service	What You Get	Notes
Netflix	Movies and series, including many originals.	Paid. The cheaper tier has commercials.

Service	What You Get	Notes
Prime Video	Movies and series included with an Amazon Prime membership.	Included with Prime; some titles cost extra to rent. Now shows a few ads unless you pay more.
YouTube	Everything, from how-to videos to full concerts and old shows.	Free with ads. YouTube TV is a separate, paid service with live channels.
Disney+ / Hulu / Max / Paramount+ / Peacock / Apple TV+	Each studio's own library of movies and series; Peacock and Paramount+ include some live sports and news.	Paid, each with its own account. Bundles are often cheaper than two separately.
YouTube TV, Hulu + Live TV, Sling, Fubo, DirecTV Stream	Live channels, like cable, with a guide and recording, over the internet.	A cable replacement. Includes local channels (check your zip code).
Tubi, Pluto TV, The Roku Channel, Freevee, Kanopy (library)	Free movies, series, and channels.	Free with commercials; Kanopy is free through many libraries with your card. Good first stops.
PBS, local station apps	Local news and PBS programs on demand.	Free; PBS Passport, which unlocks more, comes with a station donation.

Prices change often; the approximate figures here are to give a sense of scale, not a quote.

Signing In on the TV With a Code

Typing a password on a TV with the remote is miserable, so most apps avoid it. When you open an app on the TV for the first time, it shows a short **code** and a web address (for example, “go to netflix.com/tv8 and enter 4F7K2P”). On your phone or computer, go to that address, sign in to your account there (with a real keyboard), type the code, and the TV app signs itself in. Some apps instead show a **QR code** to scan with the phone camera, which does the same thing. If the code expires, press back and try again; a fresh one appears.

Which Remote?

Remote	Use It For
TV remote	Power, volume, and the Input or Source button. Sometimes nothing else is needed from it.
Streaming remote (Roku, Fire TV, Apple TV)	Everything on screen: Home , arrows, OK/Select , Back , play/pause. Many also control TV power and volume once set up.
Cable/satellite remote	Changing live channels and the guide. Often also controls the TV’s power and volume.
Sound bar remote	Volume, if the sound bar has not been taught to follow the TV remote. Many sound bars can be set so the TV remote controls them.

Fewer remotes – Most homes can get down to one or two remotes. Greatland can program a streaming remote to run the TV’s power and volume, or set up a single universal remote. Label each remote with tape and a marker in the meantime.

Everyday Use

1. Turn on the TV with the **TV remote**.

2. If the right picture is not showing, press **Input** or **Source** on the TV remote and choose the HDMI number for your device (write it on the cover of this guide).
3. Pick up the **streaming remote**. Press **Home**.
4. Use the **arrows** to highlight an app and press **OK**.
5. Highlight a show, press **OK**, then **Play**.
6. When finished, press **Home** on the streaming remote and turn the TV off with the TV remote.

Finding Something to Watch

- **Search from the home screen**, not inside one app. On Roku, Fire TV, Apple TV, and Google TV, the home screen's **Search** (often a microphone button on the remote: hold it and say the title) looks across all your apps and tells you where a show is and whether it is free to you.
- **"Continue Watching"** rows on each service pick up where you left off. If a show vanished from the row, search for it; it is still there.
- **Watch lists**. Every service has a **+** or **My List** button on a show. Add things when you hear about them, and the list becomes your menu for the evening.
- **Profiles**. Netflix and most others give each person a profile with their own list. Pick yours when the app opens; if the suggestions look like someone else's taste, you are on their profile.
- **Rent or buy** warnings: if a title shows a price, you are being offered a purchase. Your subscription does not include it. Back out unless you mean to pay.

Sound: TV Speakers, Sound Bars, and Hearing

- **Flat TVs have poor speakers**, and dialogue in modern shows is mixed quietly. A **sound bar** (\$100–\$300) makes speech dramatically clearer; it is the best TV upgrade for most people.
- **One volume control**. With the sound bar on the TV's **HDMI ARC** socket (or an optical cable) and the TV's **HDMI-CEC** setting turned on (every brand names it differently: Anynet+, Simplink, Bravia Sync, CEC), the TV remote's

volume buttons control the bar. Greatland sets this up as part of any TV installation.

- **Dialogue or Speech mode** on sound bars and in TV sound settings boosts voices over music and effects.
- **Closed captions** (subtitles) are available on nearly everything: a **CC** or speech-bubble button on the remote, or in the app's on-screen controls while a show plays. Many people leave them on permanently.
- **Wireless TV headphones** or **Bluetooth hearing aids** let one person listen loudly while the other reads. Many TVs send sound to Bluetooth directly (**Settings > Sound > Output**); otherwise a small transmitter plugs into the TV.

Remotes, Lost and Simplified

- **Lost remote:** replacements cost about \$20–\$30, and the Roku and Fire TV phone apps are complete remotes with a keyboard for typing. Many Rokus have a **find my remote** button on the box.
- **A universal remote** (Sofabaton, or the inexpensive GE and Philips models) replaces three remotes with one. Setup is fiddly; a good job for a helper or for us.
- **Big-button and simplified remotes** exist for anyone who finds the standard one too busy; Section 26.
- **Batteries** are the cause of most “remote stopped working” problems. Change them before anything else.

Good to Know

- **Subscriptions renew monthly** on the card you used to sign up. Keep a list in Section 29 so you can see what you pay for and cancel what you do not watch.
- **Show your phone on the TV.** Photos and videos on your phone can be sent to the TV wirelessly; see Section 22.

If Something Goes Wrong

Problem	Try This
“No Signal” on screen	The TV is on the wrong input. Press Input/Source and step through the HDMI numbers until the picture appears. Make sure the box is powered on.
Picture but no sound	Press volume up on the TV remote and check Mute . If a sound bar is used, make sure it is on and set to the TV input.
App will not load or spins	Press Home , then open the app again. If still stuck, unplug the streaming device (or the TV) for 30 seconds and plug it back in.
Remote does not respond	Replace the batteries. Point it directly at the device. For Roku and Fire TV, hold the remote near the device and press its pairing button if batteries did not help.
Asked to sign in again	Normal from time to time. Use the email and password for that service from your password notebook. Many services let you sign in by typing a short code on your phone instead of using the remote.
Everything streams poorly	Other devices may be fine but the TV may be far from the router. Restart the router (Section 3). If it continues, a cabled connection or a mesh Wi-Fi point may be needed; call Greatland.

9. Your Home Phone

The phone on the wall or the cordless handset on the counter. It may depend on the internet more than you think.

What It Is

Home phones today come in three kinds, and it matters which one you have:

Kind	How to Tell	What It Depends On
Traditional landline	A phone line from the telephone company, often decades old, plugged into a wall jack. Increasingly rare; phone companies are retiring these lines.	Only the phone line. Works in a power outage if the phone itself needs no power (a corded phone).
Phone service from your internet or cable company	Often called “Digital Voice,” “Home Phone,” or “Voice.” A phone cord runs from the back of the modem to your phone or cordless base.	The modem having power and internet . If either is out, so is the phone, unless there is a battery backup.
An internet phone box (Ooma, magicJack, and similar)	A small box you bought, plugged into the router, with the phone plugged into it.	Power, the router, and your internet connection.

Most homes also use a **cordless phone system**: one base station plugged into the phone line and into power, with handsets around the house that charge in cradles. The handsets talk only to their base, not to Wi-Fi.

What It Needs to Work

- **Power to the cordless base** and to the modem or phone box. A cordless phone always goes dead in a power outage unless the base is on a battery backup; see Section 21.

- **The phone cord firmly seated** at both ends, in the base and in the modem or wall jack.
- **Handsets charged** in their cradles. A handset that beeps or shows a battery symbol needs to sit in the cradle.
- **For internet-based phones, your 911 address kept up to date.** Because the call travels over the internet, the provider uses the address on file to send help. If you move, update it with the provider immediately.

Everyday Use

- **Caller ID** shows the name or number on the handset screen before you answer. Letting an unfamiliar number ring through to the answering machine or voicemail is a perfectly good habit.
- **Voicemail** is either an answering machine built into the cordless base (press **Play**) or a service from the provider (usually dial your own number or a short code such as *****98****, then enter a PIN). Your provider's welcome papers say which.
- **Call blocking.** Most cordless systems have a **Block** or **Call Block** button that stops a number from ringing again. Many internet-phone providers also offer free robocall screening (ask them to turn it on, or look for Nomorobo).
- **Volume** on a cordless handset is adjusted with the side or arrow buttons during a call. Many bases also have a **ringer volume** setting, and amplified phones made for hearing loss are available.

Voicemail and Caller ID

- **Voicemail** lives either in the handset base (an answering machine with a blinking light) or at the phone company (you dial a number, often star-98 or your own number, and enter a PIN). Set it up once with a short greeting; callers who reach an unset mailbox often give up.
- **Caller ID** shows the number and sometimes the name. Scammers fake ("spoof") local numbers, so a familiar area code means nothing on its own. Let unfamiliar numbers go to voicemail; real callers leave a message.
- **A stuttering dial tone** on many services means a voicemail is waiting.

Cordless Handsets: Batteries and Pairing

- **Rechargeable batteries** in cordless handsets last two to three years. When a handset dies after a few minutes off the cradle, replace its batteries (the type is printed inside the battery door; usually AAA rechargeables) rather than the whole phone.
- **Handsets must sit on their chargers** when not in use. A handset left on a chair overnight will be dead by morning.
- **A handset that says “searching” or “out of range”** has lost touch with its base. Put it on the base for a minute; if it still does not register, the handset manual has a one-minute **register** procedure (usually holding a button on the base).
- **Extra handsets** can be added to most systems for \$25–\$40; one by the bed and one in the kitchen removes a lot of running.

Phones for Hearing or Vision Loss

- **Amplified phones** (Clarity, Panasonic, Serene) make the other person 30–50 decibels louder, have large backlit buttons, and flash a light when ringing.
- **Captioned phones** (CapTel, CaptionCall) show what the caller says as text on a screen, like subtitles for a phone call. They are provided at no cost to people with a hearing loss certified by a hearing professional, through a federally funded program; the phone needs internet at the house.
- **Oregon’s TDAP program** (Telecommunication Devices Access Program, through the Oregon Public Utility Commission) loans amplified, captioned, and other specialized phones at no cost to eligible Oregon residents, with no income test. Your audiologist or Greatland can point you to the application.
- **Photo-button phones** let you place a photo of each family member on a large speed-dial button. A good choice for someone with memory difficulty.

Thinking About Dropping the Landline

Many households now rely on cell phones alone. Before cancelling, consider: cell signal in every room of the house (Wi-Fi Calling, Section 5, helps); whether a medical alert system or home security panel still uses the phone line (many do,

and need a cellular upgrade first); whether the number is the one friends and family have had for 40 years (it can usually be **ported** to a cell phone or an internet phone service so you keep it); and what happens in a power outage (a cell phone with a charged power bank is in fact more reliable than a cordless phone, see Section 21). If you keep a home phone, an internet-based service like Ooma costs only a few dollars a month after the box is bought, and keeps your old number.

Good to Know

- **Keep a cell phone charged as a backup.** When power or internet is out, a cell phone usually still works; cell towers have their own backup power for a time.
- **A battery backup (UPS) under the modem** keeps an internet-based home phone working for hours during an outage. Section 21 explains; Greatland can size and install one.
- **A corded phone** (no base, no power cord) is an inexpensive emergency phone for a traditional landline. It does nothing for an internet-based line, which still needs the modem powered.
- **Medical alert pendants** that use the home phone line need the same thing the phone does. If your phone is internet-based, ask the alert company for a cellular unit instead.

If Something Goes Wrong

Problem	Try This
No dial tone	Is the power on? Is the internet working (Section 3)? Check the phone cord at the modem or wall jack. Unplug the cordless base for 30 seconds and plug it back in. If the modem has a Tel or Voice light, it should be solid.
Handset says “Searching” or “Out of range”	The handset has lost its base. Put it in the cradle for a minute; make sure the base has power. Move closer to the base.
Callers cannot hear you, or you cannot hear them	Try a different handset; if that fixes it, the first handset’s battery is failing. Otherwise restart the modem.
Constant junk calls	Use the Block button for each. Ask your provider about free robocall blocking. Never press a number “to be removed from the list”; it confirms your line is live.
Phone died in a power outage	Expected for cordless and internet-based phones. Use a cell phone. Consider a battery backup (Section 21).

10. Email

One mailbox, readable from every device you own.

What It Is

Email is a mailbox that lives on the internet, with a company such as Google (Gmail), Microsoft (Outlook, Hotmail, Live), Apple (iCloud), Yahoo, or your internet provider. Because the mailbox lives online and not inside any one device, you can read the same mail on your phone, your tablet, and your computer. Delete a message on one and it disappears on all of them.

What It Needs to Work

- **Your email address and password.** This pair is also your most important account, because it is where other companies send password resets. Guard it carefully (Section 14).
- **Internet** on whichever device you are using.
- **A way to open it:** either a **website** (gmail.com, outlook.com, icloud.com) in your browser, or a **Mail app** on your phone, tablet, or computer that has been set up once with your address and password.

Everyday Use

- **Read:** open Mail (or the Gmail or Outlook app) and tap a message. Unread messages are shown in bold or with a dot.
- **Reply:** tap the curved **Reply** arrow, type, and tap **Send**. **Reply All** sends to everyone on the message; use it only when you mean to.
- **New message:** tap the **pencil** or **Compose** symbol. Type the person's address (or start typing their name and choose them), a short subject, and your message.
- **Attach a photo or file:** tap the **paperclip** or **photo** symbol while writing.
- **Open an attachment:** tap it. Photos and PDFs open right away. Be careful with attachments you were not expecting; see Section 23.
- **Find something old:** use the **Search** box at the top and type a name or a word from the message.

The Same Mailbox on Every Device

Email is not stored on your phone or your computer; it is stored at the email company (Google, Microsoft, Apple, your provider) and every device simply looks at the same mailbox. That is why a message read on the phone shows as read on the computer, and why deleting it in one place deletes it everywhere. You can see your mail three ways, all equivalent:

- **In a browser**, at gmail.com, outlook.com, icloud.com, or your provider's site. Works on any computer in the world; nothing to set up.
- **In the Mail app** that came with the phone, tablet, or computer, after adding your account once (**Settings > Mail > Accounts > Add Account** on iPhone; Mail app > Add account on Windows and Mac). Convenient and works with notifications.
- **In the email company's own app** (Gmail app, Outlook app). Best if you use that company's email, and the easiest way to get help from family who use the same app.

One exception – A few very old setups (called POP) download mail to one computer and remove it from the server. If mail appears on the computer but never on the phone, that is why; a helper or Greatland can switch the account to the modern IMAP type so every device sees everything.

Folders, Archive, and the Search Box

- **Inbox** is new mail. **Sent** is what you wrote. **Drafts** holds messages you started and did not send. **Spam / Junk** is where the filter puts suspicious mail; glance at it weekly for real messages caught by mistake. **Trash / Deleted** empties itself after about 30 days.
- **Archive** (a box-with-arrow symbol) removes a message from the Inbox without deleting it. It is the right thing to do with the mail you might want again. Archived mail is found with Search or in **All Mail**.
- **Search** is faster than folders. Type a name, a word from the subject, or a company ("PeaceHealth," "receipt," "Susan") into the search box at the top and every matching message appears, however old.

- **Folders or labels** of your own (Taxes, Medical, House) are optional. If you enjoy filing, use them; if not, Archive plus Search works just as well.
- **Star or flag** a message you need to come back to; a **Starred** or **Flagged** view collects them.

Attachments: Opening, Saving, and Sending

- **Opening:** tap or click the attachment at the bottom of the message (the paperclip in the list view only tells you one is there). PDFs open in a viewer; photos enlarge; documents open in Word or Pages.
- **Saving:** on a computer, open it and choose **Download** or **Save as**; it goes to Downloads unless you choose otherwise. On a phone, tap the **Share** button and choose **Save to Files** or **Save Image**.
- **Sending:** start a new message and tap the **paperclip** (computer) or the camera/paperclip at the bottom of the message (phone); or, from the Photos app, select the photos and **Share > Mail**. The attachment shows at the bottom of your message before you send.
- **Size limits:** email carries about 25 MB per message, roughly five to eight phone photos at full size. For more, the Mail app offers to send a **link** instead (Mail Drop on Apple, Google Drive on Gmail), or send them by text or a shared album (Section 11).
- **Dangerous attachments:** never open a **.zip**, **.exe**, or **.html** attachment from anyone, or an unexpected “invoice,” “voicemail,” or “shared document” from a name you do not know. PDFs and photos from people you know are fine.

Writing a Good Email

- **To, Cc, Bcc.** **To** is the person you are writing to. **Cc** sends a copy to others who should see it. **Bcc** sends a hidden copy; use it when emailing a group so you do not share everyone’s address with everyone else.
- **Reply** answers the sender only. **Reply All** answers everyone on the message; before using it, ask whether everyone needs your answer. **Forward** sends the message to someone new.

- **Subject lines** help the reader and help you find it later: “Thanksgiving plans” beats “Hi.”
- **Addresses autocomplete** as you type. Check the name that appeared; the wrong Susan is a common mistake.
- **A signature** (your name and phone number) can be added automatically to every message: Settings > Signature in any mail app.
- **Formatting** (bold, bigger text) is rarely needed. Short paragraphs with a blank line between are easiest to read on a phone.

Unsubscribe, Spam, or Block?

The Message Is...	Do This	Not This
A newsletter or store you once signed up for	Click Unsubscribe at the very bottom (or the Unsubscribe link Gmail and Apple show at the top).	Marking a legitimate store as spam teaches the filter the wrong lesson.
A stranger selling something, or an obvious fraud	Mark as Spam / Junk . The filter learns.	Do not click Unsubscribe ; it confirms your address is live.
A specific person you never want to hear from	Block the sender (in the message menu).	
A real message from a company that landed in Spam	Open Spam, select it, choose Not spam / Not junk .	

When the Mailbox Is Full

Free accounts have a storage limit: Gmail’s 15 GB is shared with Google Photos and Drive; iCloud’s free 5 GB is shared with photos and backups; Outlook.com has 15 GB for mail. When it is full, new mail bounces. In Gmail, the search **has:attachment larger:10M** finds the big ones; delete them and empty Trash.

Or pay the small monthly fee for more storage (Section 15), which also protects your photos and is usually the better answer.

Email Addresses and Changing Them

- **A provider address** (@comcast.net, @charter.net, @peak.org) disappears or becomes awkward if you ever change internet providers. A free Gmail, Outlook.com, or iCloud address is yours for life regardless of who supplies your internet.
- **Moving to a new address** takes a few months, not a day: set the old account to **forward** to the new one, change the address at your bank, clinic, pharmacy, and the accounts in Section 29 as they come up, and tell family. Keep the old address open for a year.
- **One address, not five.** Several addresses mean several places to check and several passwords to recover. If you have accumulated extras, pick one and forward the rest into it.
- **Your email address is not secret**, but your email **password** guards everything else, because password resets arrive by email. It should be unique and protected with two-step verification (Section 14).

Good to Know

- **Sign-in codes.** When a company texts or emails you a six-digit code, type it only into the sign-in screen you opened yourself. Never read it to anyone on the phone.

If Something Goes Wrong

Problem	Try This
New mail is not arriving	Pull down on the message list to refresh. Check the device has internet. Look in Spam/Junk. Check the mailbox is not full (free accounts have a storage limit).
Cannot send	Make sure the address has no spaces and has an @ and a dot. Very large attachments (many photos or a long video) may be refused; send fewer at a time.
Asked for the password again	This happens after a password change or an update. Type the current password. If it is refused, use Forgot password on the email company's website.
Mail looks different suddenly	The app or website was updated. The same buttons are there; look for the pencil, paperclip, and reply arrow.

11. Staying in Touch

Texting, video calls, and sharing photos with family and friends.

Texting

Text messages go through the **Messages** app on your phone. On an iPhone, messages between iPhones show in **blue** (iMessage, sent over the internet) and messages to Android phones show in **green** (regular text). Either way they arrive the same. Group messages let several people talk at once; everyone sees every reply.

Video Calls

A video call lets you see the other person. All of these are free over Wi-Fi:

App	Works Between	How to Start
FaceTime	Apple devices (iPhone, iPad, Mac). People on Android can join a FaceTime link you send them.	Open FaceTime , tap New FaceTime , choose a person, tap the video camera . Or open a contact and tap the FaceTime symbol.
Google Meet	Android, iPhone, and computers	Open Meet (or Messages on many Androids), choose a contact, tap the video symbol.
WhatsApp	Any phone, worldwide, very popular with family overseas	Open the chat with the person and tap the camera symbol at the top.
Zoom	Any device; often used for groups, classes, and church or club meetings	Tap the link someone sent you, or open Zoom and type the Meeting ID .
Facebook Messenger	Anyone you are friends with on Facebook	Open the conversation and tap the camera symbol.

Video call tips – Prop the phone or tablet up so you are not holding it. Face a window or lamp so your face is lit. If the other person cannot hear you, check that the **microphone** symbol is not crossed out. Tap the screen to make the buttons reappear.

Blue, Green, and Group Texts

- **On an iPhone**, messages to other iPhones appear in **blue** (iMessage, over the internet, free, with read receipts, full-quality photos, and typing dots). Messages to Android phones appear in **green** (ordinary texting, or the newer RCS, which now also carries good photos and typing indicators on most Androids).
- **Group texts** work between any phones. If a group has one Android member and the rest are iPhones, the group behaves as plain texting for everyone. Someone leaving a group or being added starts a new conversation thread; that is normal, not an error.
- **Muting a chatty group:** press and hold the conversation and choose **Hide Alerts** (iPhone) or **Mute** (Android). You still get the messages; the phone stops buzzing.
- **Naming a group** (tap the group at the top > Change Name) makes it easy to find: “Family,” “Book club.”

Photos and Videos by Text

- **Sending:** in the conversation, tap the **camera** or **photo** button to the left of the typing box, pick the pictures, tap send. Several at once are fine.
- **Saving one you received:** press and hold the photo and choose **Save**, or tap it and use the share/download button. It goes into your Photos.
- **Videos get squeezed** over plain texting and can arrive blurry. For a longer video, share a link from Google Photos or iCloud instead (Section 15), or use WhatsApp.
- **Live Photos and photos with effects** may arrive as short videos or plain stills on the other kind of phone. Harmless.

Dictation, Voice Messages, and Reactions

- **Dictating** is often faster than typing: tap the **microphone** on the keyboard (iPhone, bottom-right of the keyboard; Android, top of the keyboard) and speak, saying “period” and “comma.” Read it once before sending; it mishears names.
- **A voice message** (press and hold the small microphone or waveform button inside the conversation) sends your recorded voice. Grandchildren love them; so do people who find reading on a phone tiring.
- **Reactions:** press and hold a message and tap a heart or thumbs-up to respond without typing. On older mixed groups these arrive as “Liked ‘See you Sunday’” text, which confuses some people; it is harmless.
- **Emoji** are the small pictures on the keyboard (the smiley face key). A heart or a thumbs-up is a perfectly good reply.

Contacts: Keeping Them Tidy

- **Contacts live in your account** (iCloud or Google), not in the phone, so they appear on a new phone automatically and on your tablet and computer. If a new phone shows no contacts, it is signed in to the wrong account or Contacts syncing is off (**Settings > your name > iCloud > Contacts** on iPhone; **Settings > Google > Settings for Google apps > Google Contacts sync** on Android).
- **Add a photo** to the people you talk to most; it shows when they call and makes mistakes less likely.
- **Mark emergency contacts** (iPhone: Health app > Medical ID; Android: Settings > Safety & emergency). They can be called from the lock screen, and the phone can text them your location if you use Emergency SOS.
- **Merge duplicates** once a year: the Contacts app on iPhone and the Google Contacts website both offer **Merge** or **Fix & manage** for duplicates.
- **Share a contact** with someone by opening it and tapping **Share Contact**, rather than reading out numbers.

WhatsApp and Family Overseas

WhatsApp (free, owned by Meta/Facebook) is the standard way to text and call family and friends abroad, where it is often the only messaging app people use. It works over Wi-Fi, so calls and video calls to another country cost nothing. It uses your phone number as your identity, carries photos and videos at good quality, and has the same group chats and voice messages as the built-in app. Set it up once, with a family member on the other end to test with. **Signal** is similar and more private; **Facebook Messenger** reaches anyone with a Facebook account.

Sharing Photos

- **By text:** open the photo, tap **Share**, choose **Messages**, pick the person, send. Best for one to a few photos.
- **By email:** same, but choose **Mail**. Attachments count toward size limits, so send a handful at a time.
- **A shared album:** iPhone **Photos** and **Google Photos** can create an album that family members add to over time. Grandchildren's pictures appear in one place without any sending.
- **Between your own devices:** nothing to do, if they are signed in to the same account. A photo taken on your phone appears on your tablet and computer on its own (Section 15).

Better Video Calls

- **Light in front of you**, not behind. A window behind you turns you into a silhouette; face the window or a lamp instead.
- **Prop the device up** at roughly eye level on a stand or a stack of books. Holding it in your hand gives the other person a view up your nose and a wobbly picture.
- **Look at the camera** (the small dot near the top of the screen) now and then rather than at the picture of the other person; it feels like eye contact to them.
- **Headphones or earbuds** make it much easier to hear and remove echo. Any wired or Bluetooth pair works.

- **Wi-Fi beats cellular**, and standing near the router beats the back bedroom. If the picture freezes, it is nearly always the connection, not the app.
- **Mute when not talking** on calls with more than two people; it stops background noise for everyone.
- **A missed FaceTime or Meet call** shows in the same place as a missed phone call; tap it to call back.

Good to Know

- **Hearing on calls.** Phones can connect to Bluetooth hearing aids and to a Bluetooth speaker. See Section 26.
- **Blocking.** Any number that pesters you can be blocked from the **Recents** list (tap the **i** or the number, then **Block**).
- **Silence unknown callers.** iPhone: **Settings > Apps > Phone > Silence Unknown Callers**. Android: in the Phone app, **Settings > Blocked numbers > Unknown**. Legitimate callers can still leave voicemail.

12. Everyday Helpers on Your Phone

The small built-in apps that quietly replace a drawer full of gadgets. All of them came with the phone and cost nothing.

Helper	What It Does	Where to Find It
Clock / Alarms	Alarms for waking, timers for cooking, a stopwatch. Alarms ring even when the phone is silenced.	The Clock app. Or say “Hey Siri / Hey Google, set an alarm for 7 a.m.”
Calendar	Appointments with reminders before they happen. Shares with family if you want it to.	Calendar (iPhone) or Google Calendar (Android). Tap + to add an event.
Reminders / To-do	A list that nudges you at a time or place: “Pick up prescription at 3,” “Call Mary tomorrow.”	Reminders (iPhone) or Google Keep / Tasks (Android). Or just say it to Siri or Google.
Notes	Shopping lists, notes from a phone call, serial numbers. Searchable later.	Notes (iPhone) or Google Keep / Samsung Notes (Android).
Weather	Today and the week ahead, with rain and wind alerts.	The Weather app, or ask the voice assistant “What’s the weather tomorrow?”
Maps	Spoken turn-by-turn directions, store hours, phone numbers, and “Where did I park?”	Apple Maps or Google Maps . Type a place or say “Directions to Fred Meyer.”
Flashlight	A surprisingly bright light.	iPhone: swipe down from the top-right and tap the flashlight ; also on the lock screen. Android: swipe down from the top, tap Flashlight .

Helper	What It Does	Where to Find It
Magnifier	Turns the camera into a magnifying glass for menus, pill bottles, and fine print, with a light.	iPhone: the Magnifier app (search for it if hidden). Android: Settings > Accessibility > Magnifier or the Magnifier app on Pixel; Samsung has it under Visibility enhancements .
Camera for documents	Photograph a letter, a receipt, or a prescription label so you have it with you.	The Camera ; iPhone Notes and Android Google Drive can also scan documents into tidy PDFs.
Calculator	Tipping, splitting a bill, converting units.	Calculator app. Turn the phone sideways on iPhone for scientific functions.
Voice Memos / Recorder	Record a thought, or a doctor's instructions (ask first).	Voice Memos (iPhone) or Recorder (Android).
Wallet	Boarding passes, event tickets, store loyalty cards, and, if you choose, a credit card for tap-to-pay.	Wallet (iPhone) or Google Wallet (Android). See Section 16 for paying.
Translate	Speak or point the camera at text in another language.	Translate (iPhone) or Google Translate (Android).

Let the voice assistant do the typing – Nearly every helper above works by voice: “Set a timer for 12 minutes,” “Remind me to take my pills at 8,” “Add milk to my shopping list,” “Navigate home.” Section 26 has more on talking instead of typing.

More Helpers Worth Knowing

Helper	What It Does	Where to Find It
Camera as a reader	Point the camera at printed text and the phone recognizes the words: tap and hold to copy them, tap a phone number to dial it, or have the phone read it aloud .	iPhone: Camera, then tap the small text symbol in the corner (Live Text). Android: Google Lens (in the Camera or Google app).
Timer	Counts down and rings. Several at once on newer phones.	Clock app > Timer . Or “Hey Siri / Hey Google, set a timer for 12 minutes.”
Find My / Find Hub	Shows where your own devices are, rings a lost phone even when silenced, and shows family members who share their location.	Find My (iPhone) or Find Hub (Android). Section 20.
Health / Fitness	Counts steps automatically in your pocket. Keeps medications, Medical ID, and readings from a smartwatch or blood-pressure cuff.	Health (iPhone) or Google Fit / Samsung Health (Android). Section 17.
Measure and Level	A tape measure using the camera, and a bubble level.	iPhone Measure app; Android: Google’s Measure or the maker’s tools app.
Compass	Shows direction and your exact location coordinates.	Compass app; useful when calling for help from a trail or beach.
Files	Where downloaded PDFs, scanned documents, and attachments you saved end up.	Files (iPhone) or Files / My Files (Android).

Helper	What It Does	Where to Find It
Shortcuts / Routines	One tap or phrase that does several things: “Good night” turns on Do Not Disturb, sets the alarm, and turns off the lights.	iPhone Shortcuts app; Android Routines in the Google Home or Bixby app. A good project for a helper.
Screen Time / Digital Wellbeing	Shows how much the phone was used and by which apps.	Settings > Screen Time (iPhone) or Settings > Digital Wellbeing (Android).

Voice Commands Worth Memorizing

Say “Hey Siri” or “Hey Google” (or hold the side button), then:

Say...	What Happens
“Call Susan on speaker.”	Dials her, hands-free.
“Text Mark: running ten minutes late.”	Writes the text, reads it back, and sends when you say yes.
“Read my new messages.”	Reads them aloud and offers to reply.
“Set an alarm for 6:30 tomorrow.” / “Set a timer for 8 minutes.”	Done, no tapping.
“Remind me at 4 to take the chicken out.” / “Remind me when I get home to call Dave.”	A reminder that pops up at the time or place.
“What’s the weather this weekend?”	Says and shows the forecast.
“Navigate to Fred Meyer.” / “Take me home.”	Opens turn-by-turn directions.

Say...	What Happens
“Turn on the flashlight.” / “Turn the flashlight off.”	Instant flashlight.
“Play Patsy Cline.” / “Play KLCC.”	Music or radio starts.
“Turn the volume up.” / “Turn off the TV.” (with smart home set up)	Controls devices in Section 13.

Good to Know

- **Notifications** from these apps appear on the lock screen. If an app pesters you, press and hold its notification (or open **Settings > Notifications**) and turn that app’s alerts down or off.
- **Widgets** put the weather, your next appointment, or your reminders right on the Home screen so you do not have to open anything. Press and hold an empty spot on the Home screen, then tap **+** or **Widgets**.
- **Shared calendars and lists.** A family member can add your appointments to a shared calendar from their own phone, and a shared Reminders or Keep list means a grocery list both of you can see.
- **Maps need location turned on.** If Maps cannot find you, open **Settings > Privacy (or Location)** and make sure Location Services is on for Maps.

13. Smart Speakers and Smart Home

Voice helpers, doorbells, cameras, thermostats, and plugs. All of them depend on your Wi-Fi and an account.

What It Is

A **smart speaker** (Amazon Echo with **Alexa**, Google Nest with **Google Assistant**, Apple HomePod with **Siri**) answers questions, plays music, sets timers, makes calls, and controls other smart devices by voice. **Smart home devices** are ordinary household items with Wi-Fi inside: light bulbs, wall plugs, thermostats, door locks, video doorbells, and security cameras. Each is controlled from an app on your phone and often by voice through the speaker.

What It Needs to Work

- **Power and Wi-Fi.** Every one of these devices lives on your Wi-Fi. If the Wi-Fi password changes or the router is replaced, each one has to be reconnected through its app.
- **An account** with the maker (Amazon, Google, Ring, Nest, Wyze, Ecobee, and so on), set up once on your phone.
- **The 2.4G Wi-Fi name**, in many cases. If a smart device refuses to join during setup and your router shows two names, choose the one without “5G.”

Which Assistant: Alexa, Google, or Siri

Assistant	Speakers and Screens	Works Best With	Notes
Alexa (Amazon)	Echo, Echo Dot, Echo Show (with a screen), Fire TV	Any phone; Amazon shopping, Ring doorbells, Kindle, Prime Music	The widest range of inexpensive speakers and gadgets. Echo Show can make video calls to family who also have the Alexa app, with “Drop In” for people you approve.
Google Assistant / Gemini (Google)	Nest Mini, Nest Audio, Nest Hub (with a screen), Chromecast/Google TV	Android phones, Gmail and Google Calendar, Google Photos (as a photo frame on the Hub), Nest thermostats and cameras	Best at answering questions. Nest Hub makes a lovely family photo frame.
Siri (Apple)	HomePod and HomePod mini, Apple TV	iPhone and iPad, Apple Home app, AirPlay	Fewer compatible gadgets but the strongest privacy stance; everything is managed in the iPhone’s Home app.

Most homes do well with one family. Devices labeled **Matter** work with all three, which has made mixing easier. If family members who help you use one of them, choosing the same one makes their help far more effective.

Setting Up a Smart Plug or Bulb

The pattern is the same for a plug, a bulb, a camera, or a thermostat:

1. Install the maker's **app** on your phone (printed on the box: Kasa, Wyze, Philips Hue, Ring, Nest, Ecobee) and create an account, or sign in with Google or Apple.
2. Make sure the phone is on your **home Wi-Fi**, on the **2.4 GHz** name if your router shows two, and that Bluetooth is on (many devices use it for the first handshake).
3. Plug in or power the device; it blinks to show it is ready. In the app, tap **+** or **Add device** and follow the pictures. The app passes your Wi-Fi name and password to the device.
4. Give it a plain name you will say out loud: "Living room lamp," "Porch light," not "Kasa Plug 3."
5. In the **Alexa**, **Google Home**, or **Apple Home** app, link the maker's account (Alexa calls these **Skills**; Google calls it **Works with Google**) so the speaker can control it by voice. Matter devices skip this step: the Home app adds them directly from a QR code on the device.

When the Wi-Fi password changes – Every smart device must be set up again, one by one, because each has your old password stored inside. This is the single biggest cost of changing a Wi-Fi password. If a router is being replaced, ask whoever installs it (Greatland does this by default) to **keep the same Wi-Fi name and password** so nothing in the house notices.

Routines: Several Things From One Phrase

A **routine** (Alexa and Google) or **automation** (Apple) does several things at once, on a phrase, a time, or an event. Set them up in the assistant's app under **Routines** or **Automations**. Useful ones for a home:

- **"Good night"**: turns off the lights, locks the smart lock, sets the thermostat back, and turns on the bedroom lamp for ten minutes.
- **"Good morning"** or at sunrise: turns on the kitchen lights and reads the weather and calendar.

- **Sunset:** turns on the porch light and a lamp in the front room; **11 p.m.:** turns them off. The house looks occupied whether you are home or not.
- **“I’m leaving”:** everything off, thermostat to away, and a reminder if a door was left unlocked.
- **Medication reminder** at 8 a.m. and 8 p.m. that speaks from the kitchen speaker until you say “stop.”

Everyday Use

- Say the **wake word** (“Alexa,” “Hey Google,” “Hey Siri”) and then speak normally: “What’s the weather?” “Set a timer for 20 minutes.” “Call Susan.” “Turn off the living room lamp.” “Play some Frank Sinatra.”
- A ring of light or a sound tells you it heard you. If it did not, wait a second and try again a little louder and slower.
- Say **“Stop”** to end anything it is doing.
- Open the device’s **app** on your phone (Alexa, Google Home, Ring) to see cameras, adjust the thermostat, or change settings.

Video Doorbells and Cameras: What to Expect

- **What it does:** shows who is at the door on your phone (and on an Echo Show or Nest Hub), lets you talk to them from anywhere, and records clips when it sees motion. It does not replace a lock or an alarm.
- **Subscriptions.** Most brands show you the live view free but charge \$3–\$10 a month to **save recordings** so you can watch what happened an hour ago. Decide at purchase whether you want that. Some brands (Eufy, some Reolink and UniFi systems Greatland installs) record locally with no monthly fee.
- **Motion alerts** can be tuned: set **zones** so the sidewalk does not trigger it, and **people only** so a passing cat does not. Otherwise the phone buzzes all day and the alerts get ignored.
- **The indoor chime.** A battery doorbell may need a separate plug-in chime so you hear it inside; wired ones ring your existing chime.

- **Wi-Fi at the front door** is often weak because the router is at the back of the house. A doorbell that drops offline or shows a jerky picture needs better signal there, which is a network fix, not a doorbell fix.
- **Cameras indoors** should face away from where you spend private time, and the microphone can usually be disabled. Cameras pointing at a neighbor's windows or a shared driveway can cause friction; aim at your own property.

Smart Thermostats and Locks

- **A smart thermostat** (Nest, Ecobee, Honeywell Home) follows a schedule, can be nudged from the couch or from a trip ("turn the heat up before we get home"), and shows energy use. Most need a **C-wire** at the thermostat; if yours lacks one, there are adapters, and Greatland installs these.
- **Keep a manual way to change it.** All of them still work from the wall when the Wi-Fi is down; the app is a convenience, not a dependency. Write the schedule on paper too.
- **A smart lock** lets you unlock the door from the phone, give a code to a caregiver or house cleaner that works only on Tuesdays, and see when the door was opened. Keep a physical key in a lockbox outside anyway; batteries die (usually with a month of warnings).
- **Smart smoke and CO detectors** (Nest Protect, First Alert) call your phone when they go off, even if you are away, and tell you which room. They test themselves.

Privacy, Microphones, and Children

- **The microphone button** on every smart speaker (a crossed-out microphone, usually lights red) switches the microphone off completely. Use it during private conversations if that worries you.
- **Review and delete recordings:** Alexa app > **More** > **Settings** > **Alexa Privacy**; Google Home app > your picture > **My Activity**. You can also set them to delete automatically.

- **Voice purchasing** on Alexa can be turned off or protected by a PIN (Alexa app > Settings > Account Settings > Voice Purchasing), which stops grandchildren ordering toys.
- **Explicit music filters** and quiet hours exist in each app, if children visit.

Good to Know

- **Keep a list** of your smart devices and the app each one uses in Section 29; it makes any future Wi-Fi change far less painful.

If Something Goes Wrong

Problem	Try This
Speaker says it cannot connect or shows a red or orange light	Check the internet is working on another device. Unplug the speaker for 30 seconds and plug it back in.
A smart plug or bulb stopped responding	Flip its power off and on. Check it is still in its app. If the Wi-Fi was changed recently, remove it in the app and set it up again.
Doorbell video is choppy or late	The doorbell is often the farthest device from the router. A Wi-Fi extender or mesh point near the door usually fixes it; call Greatland.
It misunderstands you	Speak after the light appears, in a normal voice, with fewer words. Some devices let you train them to your voice in the app.

14. Accounts and Passwords

Your accounts are the keys to everything else in this guide. A little organization here prevents most lockouts.

The Accounts That Matter Most

Account	Why It Matters	Where You Use It
Your email account	Every other company sends password resets here. If you lose this, recovering the rest becomes very hard.	Mail on every device
Apple Account	Unlocks an iPhone, iPad, or Mac; holds your iCloud photos and backups.	Settings on Apple devices
Google Account	Unlocks an Android phone or tablet; holds Gmail and Google Photos.	Settings on Android devices, Gmail
Microsoft Account	Signs you in to Windows and Outlook.com mail; holds OneDrive files.	Windows sign-in screen
Amazon Account	Alexa speakers, Fire TV, Kindle, shopping.	Alexa app, Amazon website
Bank and financial accounts	Obvious. Use long, unique passwords and two-step verification.	Bank apps and websites

A Simple, Safe Password System

- **Use a different password for each important account.** When one company has a data breach, criminals try that same password everywhere else.
- **Longer beats clever.** Three or four unrelated words with a number, such as “Coffee-Harbor-Tulip-42,” are much stronger than “P@ssw0rd!” and far easier to remember and type.

- **Write them down. Really.** For most people, a small **password notebook kept in a drawer at home** is safer than reusing one password everywhere. Burglars are not after your notebook; online criminals are after reused passwords. Never keep the notebook with your purse or wallet, and never write passwords in this guide if it may be left out.
- **Or let the device remember.** iPhones and Macs have a built-in **Passwords** app; Android and Chrome have **Google Password Manager**. They fill passwords in for you after you unlock the device. Either approach is fine; the notebook is the backup.

Letting the Device Remember Passwords for You

Both Apple and Google include a free, safe **password manager**, and using it is easier than any notebook once you understand what it is doing.

- **How it works.** When you sign in to a website or app, the device offers to **save the password**. Say yes. The next time, it fills the password in for you after your face, fingerprint, or passcode. The saved passwords travel with your account to your other devices.
- **Where they are kept.** iPhone, iPad, and Mac: the **Passwords** app (older devices: Settings > Passwords). Android and Chrome: **Google Password Manager** (Settings > Google > Autofill, or passwords.google.com). Windows with Edge: Edge > Settings > Passwords.
- **Looking one up:** open the Passwords app or site, search the company name, and the password is shown after you unlock. This is how you answer “what is my Netflix password?” on the TV.
- **Letting it create passwords.** When you set a new password, the device offers a long random one. Accept it; you never need to type it, and it cannot be guessed.
- **Warnings.** Both will tell you if a saved password has appeared in a data breach or is reused. When they do, change that one password.
- **Still keep the notebook** for the two or three master passwords: the device passcode, the Apple or Google account password, and the email password. Those are the keys to the password manager itself.

Passkeys and “Sign in with Apple / Google”

- A **passkey** replaces a password with your face or fingerprint on your own device. More and more sites (Google, Amazon, PayPal, many banks) offer “Create a passkey.” Accept when offered; it is safer than a password and cannot be phished, and the site still keeps your password as a backup.
- “**Sign in with Google**” or “**Sign in with Apple**” on a new app or site means no new password to invent: the site trusts your Google or Apple account instead. It is safe and convenient. The one catch: remember which you used. Note it next to the account in Section 29 (“Libby: sign in with Apple”).
- **Neither of these replaces your main Apple or Google password**; they depend on it. That password, and its recovery phone number, matter more than ever.

Two-Step Verification

When you turn this on, signing in from a new device requires your password **and** a code sent to your phone. Even someone who steals your password cannot get in. Turn it on for your email, your Apple, Google, or Microsoft account, and your bank. It is usually found under **Security** in the account settings. The codes you receive are for **you to type**, never to read to anyone who calls.

Recovery: Plan for It Now

- Add a **recovery phone number** and a **recovery email** to each major account. Google, Apple, and Microsoft all ask for these under Security settings. They are how you get back in after a forgotten password.
- Apple lets you name a **Recovery Contact** (a trusted family member) and a **Legacy Contact**. Google has an **Inactive Account Manager**. These let someone you trust help you or your family if the need arises.
- Keep the **phone number you use for codes** up to date in every account before you change phone numbers.

Family, Shared, and Household Accounts

- **Do not share your main Apple or Google password with the household.** Instead use **Family Sharing** (Apple) or a **Google family group**: up to five others get their own accounts and still share purchases, storage, subscriptions, and location, and a trusted family member can help recover your account. Setup is in Settings > your name > Family Sharing (Apple) or families.google.com. Section 28.
- **Streaming and shopping accounts** (Netflix, Amazon, Hulu) are commonly shared within a home; use **profiles** so each person has their own list, and know that Netflix now limits sharing to one household.
- **A spouse's accounts.** Each person should have their own email address and their own Apple or Google account, even on a shared tablet; otherwise one person's password change locks the other out, and a death or illness leaves the survivor locked out of everything. Section 28 covers legacy contacts.
- **Shared passwords with a helper:** if a family member must know a password, give them that one password, not the notebook, and change it if the relationship changes.

Messages About Your Account: Real or Fake?

You Receive...	What It Usually Means	What to Do
A verification code you did not ask for	Someone typed your email or phone number into a sign-in page, by mistake or on purpose.	Do nothing with the code. Never give it to anyone who calls asking for it. If codes keep arriving, change that account's password.
"New sign-in from Windows in Texas"	A sign-in on a device you do not recognize, or a scam email imitating one.	Do not click the email. Open the account yourself (the app or by typing the address) and look at Security > Devices . Sign out anything unfamiliar and change the password.
"Your account will be closed / suspended unless..."	Almost always a scam. Real companies do not close accounts by surprise.	Delete it. If worried, sign in yourself, not through the message.
"Your password was changed"	Either you did it, or someone has your password.	If it was not you, go to the account immediately and use Forgot password to take it back, then turn on two-step.
A request to "confirm your details"	Phishing.	Delete. Section 23.

A Yearly Account Checkup

Once a year, perhaps on your birthday, spend half an hour:

1. Open **Security Checkup** at myaccount.google.com (Google) or **Settings > your name > Sign-In & Security** (Apple) and **account.microsoft.com > Security** (Microsoft). Each one walks you through it.
2. Confirm the **recovery phone number and email** are current, and that a trusted family member is listed as a recovery or legacy contact.
3. Look at the **devices signed in** and remove the old phone you traded in two years ago.
4. Look at **third-party apps with access** and remove any you do not recognize.
5. Change the **email password** if it is more than a few years old or if the device flagged it as weak or reused.
6. Update the record pages in Section 29.

If You Are Locked Out

1. On the sign-in screen, tap **Forgot password** (or **Forgot Apple Account / Trouble signing in**).
2. Follow the steps. The company will send a code to your recovery phone or email, or ask a security question.
3. Choose a new password, write it in your notebook, and cross out the old one.
4. If you cannot receive the code, stop and call a family member or Greatland rather than guessing many times; repeated wrong guesses can lock the account for longer.

Never share a password with a caller – No real company, bank, or government agency will ever phone you and ask for a password or a sign-in code. Anyone who does is a scammer, no matter how official they sound. See Section 23.

15. Photos, Files, and Backups

Where your things live, and how to make sure a lost or broken device does not take them with it.

Where Things Live

Item	On a Phone or Tablet	On a Computer
Photos and videos	The Photos app (iPhone) or Photos / Gallery (Android)	Pictures folder; the Photos app on Mac or Windows
Documents	The Files app (iPhone/iPad) or Files / My Files (Android)	Documents folder (and Desktop , for things saved there)
Things you downloaded	Downloads inside the Files app	Downloads folder
Email attachments	Inside the email until you tap Save	Inside the email until you save or download them

Taking Better Photos With the Phone

- **Open the camera fast:** swipe left on the lock screen (iPhone) or double-press the power button (most Androids). No need to unlock.
- **Tap the screen where the subject is** to focus and set brightness there. Slide your finger up or down after tapping to brighten or darken.
- **Hold still and use both hands**, or press a volume button to take the picture; it shakes the phone less than tapping the screen.
- **Clean the lens** with a shirt tail. A smudged lens is the cause of most “hazy” pictures.
- **Zoom with the 2x or 3x button**, not by pinching far in; pinching past the buttons just enlarges and blurs.
- **Portrait mode** blurs the background for people and pets; **Pano** sweeps a wide view; **Live / Motion** photos capture a second of movement.

- **Video:** hold the phone sideways (landscape) for anything you might watch on a TV. Upright video shows black bars on a TV screen.

Finding and Organizing Photos

- **Search works.** In the Photos or Google Photos app, tap **Search** and type “beach,” “dog,” “Florence,” “birthday,” or a person’s name once you have named their face. Both apps recognize places, things, and people on their own.
- **People / Faces:** open a photo of a person, swipe up (iPhone) or tap their face (Google Photos), and give the face a name. From then on every photo of them is one tap away, including for shared albums.
- **Favorites:** tap the heart on the best ones. The Favorites album becomes the slideshow and the one to show visitors.
- **Albums** are optional folders. A handful (Grandchildren, Garden, House documents) is useful; hundreds are not. Photos can be in several albums at once without taking extra space.
- **Hidden album** for photos of documents, cards, or prescriptions you want on the phone but not in the slideshow.
- **Memories / Years / Months** views, which both apps make automatically, are the pleasant way to browse without any organizing at all.

Deleting Safely

A deleted photo goes to the **Recently Deleted** (iPhone) or **Trash / Bin** (Google Photos) album for 30 days (60 in Google Photos) before disappearing for good, so a slip can be undone. **Important:** with iCloud Photos or Google Photos backup turned on, deleting a photo on the phone deletes it everywhere, including the cloud and your other devices; it is one library seen from several places. If you want a photo gone from the phone but kept, do not delete it; let the app’s **Optimize Storage / Free up space** feature keep the full copy in the cloud and a small one on the phone.

The Cloud Explained

“The cloud” simply means the company’s computers. When you turn on **iCloud Photos** or **Google Photos backup**, every picture you take is copied to your account online. That gives you three things: a **backup** if the phone is lost, the **same photos on all your devices**, and **room on your phone**, because full-size originals can live online while the phone keeps smaller copies.

Free space runs out – Apple gives 5 GB free and Google 15 GB. That fills quickly with photos. The paid plans (iCloud+ or Google One) cost a few dollars a month and are usually the simplest way to keep everything backed up. Section 29 has a place to note what you pay for.

Checking That Your Phone Is Backed Up

Phone	Where to Look
iPhone / iPad	Settings > tap your name at the top > iCloud . You want Photos on and iCloud Backup on, with a recent date under “Last successful backup.” If it says storage is full, the backup is not happening.
Android	Settings > Google > Backup (or Settings > System > Backup). Look for a recent date. Also open Google Photos and tap your picture in the top-right; it should say “Backup complete.”

Backing Up a Computer

- **Simplest:** keep your documents in a cloud folder that syncs on its own. **OneDrive** comes with Windows, **iCloud Drive** with a Mac, and **Google Drive** works on both. Save to that folder and it is backed up as you go.
- **Also recommended:** an **external hard drive** plugged into the computer. Windows has **File History** and Mac has **Time Machine** (both in Settings); turn one on once and it copies everything automatically whenever the drive is connected.

- **Having both** means a lost laptop, a failed drive, or a mistake cannot take your photos and papers with it.

Cloud Storage Plans Explained

The free storage that comes with an account fills up with photos within a year or two. Paying for more is the simplest and safest way to keep every photo backed up, and is far cheaper than losing them.

Plan	Free	Paid Tiers (U.S., per month)	Shared With
iCloud+ (Apple)	5 GB	50 GB \$0.99; 200 GB \$2.99; 2 TB \$9.99	Photos, iPhone backup, Messages, Mail, Drive. Can be shared with Family Sharing.
Google One	15 GB	100 GB \$1.99; 2 TB \$9.99	Google Photos, Gmail, Drive. Can be shared with a family group.
Microsoft 365 / OneDrive	5 GB	Microsoft 365 Basic (100 GB) about \$2; Personal (1 TB) about \$10, including Word and Excel	OneDrive files and Windows backup.
Amazon Photos	Unlimited full-resolution photos with Prime (videos limited to 5 GB)	Included with Prime	A free extra backup for Prime members; the app can upload automatically.

Prices from the companies' own plan pages at the time of writing; they change occasionally. 200 GB holds roughly 50,000 photos.

For most people: an iPhone owner buys **iCloud+ 200 GB**; an Android owner buys **Google One 100 GB** or 2 TB; a household can share one plan. Set it and forget it; the backup is then automatic for as long as the card is paid.

Printing Photos and Making Books

- **Prints at a store:** the Walgreens, Costco, Walmart, and Fred Meyer apps (and their websites) let you pick photos from your phone and collect 4 x 6 prints the same day, usually for well under a dollar each. Easier and better than printing at home.
- **Photo books and calendars:** Google Photos, Apple Photos (through partner print services), Shutterfly, and Mixbook make a hardcover book from an album in about half an hour of choosing. A grandchildren calendar is the classic gift.
- **At home:** use real photo paper, set the paper type in the print window to Photo, and expect ink costs of about a dollar a print.

Scanning Old Prints and Slides

- **Google PhotoScan** (free app, iPhone and Android) photographs a print from four angles, removes glare, and saves a straightened copy. Ten minutes does a shoebox lid's worth.
- **The Notes or Files scanner** (Section 7) works for documents and for prints that lie flat.
- **Your printer's flatbed scanner** gives better quality for the special ones: set 300 dpi (600 for small prints), scan several at once, and crop later.
- **Slides, negatives, and VHS tapes** need a scanning service (Legacybox, ScanCafe, Costco Photo Center, and local camera shops). Budget a few dollars per slide. Make the first order a small test.
- Once scanned, they live in Photos like any other picture, can be shared with every family member, and are safe from the next flood or fire.

When You Get a New Phone

If photos were backed up to iCloud or Google Photos, they simply reappear on the new phone after you sign in with the same account; give it a day on Wi-Fi and power to download the small copies. If they were **not** backed up, do not trade the old phone in until they are: turn on the backup (above) and wait until it says “complete,” or have a helper or Greatland copy them to a computer first. The trade-in counter will not wait, and photos are the one thing that cannot be bought again.

Moving Things Between Your Own Devices

From / To	Easiest Way
iPhone to iPad or Mac	Nothing to do if signed in to the same Apple Account with iCloud Photos and iCloud Drive on. For a one-off, use AirDrop from the Share menu with both devices nearby.
Android phone to Windows computer	Google Photos in a browser (photos.google.com), or plug the phone in with its charging cable and open it like a drive. Samsung phones can also use Quick Share .
iPhone to Windows computer	Install iCloud for Windows from the Microsoft Store, or plug the phone in with its cable and import from the Photos app.
Any device to any device	Email it to yourself, or text it to yourself. Slow but always works for a few items.

16. Banking and Shopping Online

Done carefully, handling money on a screen is safer than carrying checks and cash. The habits in this section are what make it safe.

Online Banking

Your bank or credit union offers a **website** and a **mobile app** that do most of what the branch does: check balances, see every transaction, move money between your accounts, pay bills, and deposit checks by photographing them.

- 1. Enroll once.** Go to the bank's real website (type the address from your card or statement) or ask at the branch; they will walk you through creating a username and password.
- 2. Install the bank's app** from the App Store or Play Store. Check that the maker shown is the bank itself and that it has many thousands of reviews.
- 3. Turn on two-step verification and alerts.** In the app's settings, turn on text or email alerts for every purchase over an amount you choose, and for any sign-in from a new device. This is how fraud is caught early.
- 4. Use Face ID, fingerprint, or a PIN** to open the app so you are not typing the password each time.

Paying People and Paying Bills

Method	Good For	Be Careful
Bill pay (inside the bank app)	Utilities, insurance, credit cards. The bank sends the payment; many can be set to repeat automatically.	Check the payee's account number once when you set it up.
Zelle (inside most bank apps)	Sending money to family and friends you know personally, instantly.	Zelle is like cash: payments cannot be reversed. Never use it to pay a stranger, a "seller," or anyone who contacted you first.
Venmo / PayPal / Cash App	Paying people and some businesses; PayPal for online shopping.	Same caution as Zelle. Keep notifications on.
Tap to pay (Apple Pay / Google Wallet)	Paying in stores by holding the phone to the reader. The store never sees your card number.	Needs Face ID, fingerprint, or passcode each time, which is what makes it safe.
Credit card online	All online purchases.	Prefer a credit card over a debit card online; disputes are easier and your bank balance is not exposed.

Paying in Stores With Your Phone

Apple Pay (iPhone and Apple Watch) and **Google Wallet** (Android) let you hold the phone near the card reader instead of using the card. It is safer than the card itself: the store never sees your card number, and the phone must be unlocked with your face or finger. Set it up once in the **Wallet** app by adding a card (the phone photographs it; the bank sends a code to confirm). At the register, double-click the side button (iPhone) or unlock and hold the phone to the reader

(Android). Nearly every grocery store, pharmacy, and gas pump accepts it. The physical card still works everywhere; the phone is simply one more way to use it.

Protecting Your Credit: Freeze and Free Reports

- **A credit freeze** stops anyone, including a thief with your Social Security number, from opening a new credit card or loan in your name. It is free by federal law, takes about ten minutes per bureau online or by phone, and you lift it temporarily when you yourself apply for credit. Do it at all three: **Equifax** (equifax.com/personal/credit-report-services/credit-freeze, 888-298-0045), **Experian** (experian.com/freeze, 888-397-3742), and **TransUnion** (transunion.com/credit-freeze, 800-916-8800). Write the PINs or passwords they give you in the notebook.
- **Free credit reports** from all three bureaus are available every week at **annualcreditreport.com**, the one official site. Look once or twice a year for accounts you do not recognize.
- **Ignore paid “credit monitoring” offers** that arrive after a data breach unless they are free; the freeze does more.

Reading Bank Alerts and Statements

- **Turn on alerts** in the bank’s app for every purchase over a small amount (say \$1), every withdrawal, and every sign-in. A text or notification within seconds of each use means fraud is caught the same day.
- **Unfamiliar names on statements** are often real: a restaurant’s legal name differs from its sign; Amazon shows as “AMZN Mktp”; Apple subscriptions show as “APPLE.COM/BILL.” Search the name online before worrying, and the bank’s app often shows a map of where the purchase happened.
- **Small test charges** (\$0.50, \$1.07) from an unknown source are a sign a thief is checking whether the card works. Call the bank.
- **Paper statements** can continue alongside the app if you like them; it is a setting in the bank’s profile, and some banks charge a dollar or two for paper.

Autopay: Where It Helps and Where to Be Careful

- **Good for fixed, essential bills** (utilities, insurance, mortgage, phone), where a missed payment causes real trouble. Set autopay from the **bank's** side (bill pay) when you can, so you control it in one place.
- **Careful with variable bills** and with anything that might change price (cable, subscriptions). Autopay there hides increases. Review these once a year, or pay them by hand each month so you see the number.
- **Credit cards:** autopay at least the **minimum** so a forgotten month never damages your credit; pay the rest by hand if you prefer to look at it.
- **When a card is replaced** (new number after fraud or expiry), every autopay tied to it must be updated. Keep the list in Section 29 so nothing lapses.

Shopping Online

- **Stick to stores you know** (Amazon, Walmart, Target, Costco, Fred Meyer, the maker's own site). Type the address yourself or use their app rather than tapping an ad or a link in an email.
- **Look for the padlock** and "https" at the start of the web address before entering a card number. A padlock means the connection is private; it does not prove the store is honest, so the first rule still matters.
- **Read the total before you tap Place Order:** price, shipping, tax, and whether a "subscribe and save" box has been quietly checked.
- **Keep the confirmation email.** It has the order number for returns and questions.
- **Unexpected "order confirmation" emails** for things you did not buy are a common scam. Do not call the number in the email; check your real orders in the store's app instead.

Amazon: Orders, Returns, and Avoiding Traps

- **Returns** are nearly always free and simple: **Your Orders > Return or replace items**, choose a reason, and pick the drop-off (UPS Store, Whole Foods, Kohl's) that needs no box or label; show the QR code on your phone.

- **Subscribe & Save** gives a discount for recurring delivery. It is easy to end up with far too much paper towel: review it under **Your Account > Subscribe & Save** and skip or cancel anytime.
- **Sponsored** items at the top of search results are advertisements. Look for the **Amazon's Choice** or **Best Seller** tags, a large number of ratings, and recent reviews that mention specifics. "Shipped and sold by Amazon" has the simplest returns.
- **Fake reviews** cluster: dozens of five-star reviews within the same week, all vague. Reading the three-star reviews gives the truest picture.
- **"Your Amazon order could not be delivered"** texts and calls are scams; Amazon notifies you inside the app and in your email, and never asks you to call a number.
- **Prime** (\$139 a year, less with some EBT or Medicaid programs) is worth it only if you order often or use Prime Video. Cancel at **Your Account > Prime Membership** if not.

Donating and Giving Safely Online

- **Go to the charity yourself** (type its address, or find it through **charitynavigator.org** or **give.org**) rather than through an email, a text, or a social media post, especially after a disaster when fake appeals appear within hours.
- **GoFundMe and similar** pages are legitimate platforms but anyone can create a page; give through ones shared by people you actually know.
- **Pay by card**, never by gift card, wire, Zelle, or cryptocurrency. A card can be disputed.
- **Keep the receipt email** for taxes; it arrives within minutes of a real donation.

Taxes and Government Online

- **The IRS never emails, texts, or calls** to demand payment or announce a refund. It writes letters. Any "IRS" message with a link is a scam.

- **IRS Free File** (irs.gov/freefile) lets most people file at no cost through partner software. **AARP Tax-Aide** offers free in-person help for older taxpayers each spring at libraries and senior centers, including on the coast.
- **Social Security's my Social Security** account (ssa.gov/myaccount) shows your benefit statement and lets you change direct deposit without a phone call. Create yours before a scammer does; it uses Login.gov or ID.me to prove identity.
- **Medicare.gov** accounts work the same way (Section 17).
- **Login.gov** is the government's shared sign-in, used by SSA, the IRS, and others. It is safe and real; one account, protected by two-step verification, serves many agencies.

Keeping Track of Subscriptions

Apps, streaming services, cloud storage, and “free trials” renew automatically. Twice a year, look at the list and cancel what you do not use:

Where	How to See Them
iPhone / iPad	Settings > tap your name > Subscriptions . Tap one and choose Cancel to stop it at the end of the period.
Android	Play Store > tap your picture (top-right) > Payments & subscriptions > Subscriptions .
Amazon	Account > Memberships & Subscriptions , and Subscribe & Save for repeating deliveries.
Everything else	Your bank or card statement. Any recurring charge you do not recognize, call the card company.

The bank will never ask – Your bank will never call, text, or email asking for your password, PIN, a sign-in code, or to “move money to a safe account.” If someone claiming to be the bank does, hang up and call the number on the back of your card. See Section 23.

17. Your Health Online

Doctors, clinics, and pharmacies now expect to reach you through a screen. A few setup steps make that convenient rather than frustrating.

Patient Portals

A **patient portal** is the clinic's secure website and app for you. Common ones are **MyChart** (used by PeaceHealth and many Oregon clinics), **FollowMyHealth**, and **Healow**. Through it you can:

- Read test results, often before the office calls.
 - Send a message to the nurse or doctor and get an answer in a day or two, without phone tag.
 - See upcoming appointments, check in ahead of time, and request new ones.
 - Request prescription refills and see your medication list.
 - Give a family member **proxy access** so they can see the same things and help you manage care.
1. Ask the front desk for an **activation code** or an invitation email, or look for "Sign up" on the portal's website.
 2. Create a username and password (write it in your password notebook) and turn on two-step verification if offered.
 3. Install the portal's app on your phone and sign in once; after that, Face ID or a fingerprint opens it.
 4. Turn on notifications so you know when a result or message arrives.

Private by law – Portals, pharmacy apps, and video visits from your real providers are protected by privacy law. What is **not** safe is responding to unexpected calls or texts about "your Medicare benefits," a "free back brace," or "a problem with your prescription." Hang up and call your clinic or pharmacy directly.

Letting a Family Member See Your Portal

Every portal allows **proxy access**: a spouse or adult child gets their own login that can see your appointments, results, and messages, and can message the clinic on your behalf. It is far better than sharing your password, because it can be limited and withdrawn and because the clinic knows who is writing. Ask at the front desk or in the portal under **Sharing, Family access, or Proxy**; a signed form is usually required once. For a parent with memory trouble, set this up early, while they can consent.

Medicare and Insurance Online

- **Medicare.gov**: create an account to see claims, print a replacement card, and compare drug plans each fall; sign-in uses Login.gov or ID.me. Medicare **never calls** to offer a new card, a back brace, or “free” testing, and never asks for your number by phone. Report such calls at 1-800-MEDICARE (1-800-633-4227).
- **Your Medicare Advantage or supplement plan** has its own app or website for ID cards, claims, in-network doctors, and over-the-counter benefit cards. Keep that login in Section 29.
- **SHIBA** (Oregon’s Senior Health Insurance Benefits Assistance, 1-800-722-4134) gives free, unbiased Medicare counseling, including help during open enrollment.

Health Gadgets That Talk to Your Phone

Device	What It Does	Good to Know
Blood pressure cuff (Omron, Withings)	Takes a reading and sends it over Bluetooth to the maker's app and to Apple Health or Google Health Connect.	A log you can show the doctor, or share through the portal, instead of a scribbled list.
Smart scale	Weight and trend charts; recognizes each person automatically.	Useful when told to watch daily weight; some clinics can receive it.
Continuous glucose monitor (Dexcom, FreeStyle Libre)	A sensor on the arm sends sugar readings to the phone every few minutes, with alarms.	Readings can be shared live with a family member's phone. Needs Bluetooth on at all times.
Hearing aids	Connect by Bluetooth to stream calls and TV, and to adjust volume from the phone.	Section 26.
Smartwatch	Steps, heart rate, irregular-rhythm alerts, fall detection, and a quick way to answer calls.	Needs nightly charging; see the previous page.

All of these feed the **Health** app (iPhone) or **Health Connect** (Android), where the readings can be shown as a chart or exported as a PDF for an appointment.

Video Visits (Telehealth)

- The clinic sends a **link** by text, email, or in the portal. Tap it a few minutes early; if asked to allow the **camera** and **microphone**, tap **Allow**.
- Sit facing a window or lamp, prop the phone or tablet up, and have your **medication list**, a pen, and your questions in front of you.

- A tablet or laptop gives a larger picture than a phone. Wi-Fi at home works better than cellular.
- If the picture freezes, stay on; it usually recovers. If the call drops, tap the link again or phone the clinic.

Finding Health Information You Can Trust

The internet is full of medical advice, most of it selling something. Reliable, free, plain-English sources: **MedlinePlus.gov** (the National Library of Medicine), **MayoClinic.org**, **NIH.gov** and its **National Institute on Aging** (nia.nih.gov), the **CDC**, and your own clinic's portal, which often links to the same sources. Signs of a site to leave: it sells supplements, promises a cure, calls a treatment "what doctors don't want you to know," or asks for your email before showing the article. Bring your questions to the next visit rather than to a chat window.

Pharmacy and Medications

Task	How
Refills	The pharmacy's app (Fred Meyer, Safeway, Walgreens, Rite Aid, Bi-Mart, and others) or the clinic portal. Scan the barcode on the bottle to reorder; most send a text when it is ready.
Medication reminders	iPhone: Health app > Browse > Medications > Add Medication , then set a schedule; it reminds you and lets you log each dose. Android: the pharmacy app, Google Clock alarms, or a free app such as Medisafe.
Your medication list	Keep it in the Health app or Notes and photograph each new label. Show it at every appointment and in an emergency.
Medical ID for first responders	iPhone: Health > tap your picture > Medical ID ; turn on Show When Locked . Android: Settings > Safety & emergency > Medical info and Emergency contacts . Responders can see it without unlocking your phone.

Watches, Fall Detection, and Alert Devices

- **Smartwatches** (Apple Watch, Samsung Galaxy Watch, Google Pixel Watch) can detect a hard fall and, if you do not respond, call for help and text your emergency contacts your location. They also track heart rate. They pair to your phone and charge nightly.
- **Medical alert pendants and wristbands** (from companies such as Bay Alarm Medical, Medical Guardian, Lively, and Life Alert) connect you to a 24-hour operator at the press of a button. Choose a **cellular** unit unless you have a traditional landline; see Section 9.
- **Emergency SOS on the phone itself:** hold the side button and a volume button (iPhone) or press the power button five times (most Androids) to call for help and alert your contacts. Add your emergency contacts now, under Medical ID or Safety & emergency.

18. Social Media and News

Facebook, YouTube, and the rest are wonderful for keeping up with family and interests. A few settings and habits keep them that way.

What They Are

Service	What People Use It For	Notes
Facebook	Family photos and updates, local groups (news, lost pets, garage sales), Marketplace buying and selling, event invitations.	Free. Also owns Messenger for chat and video calls.
Instagram	Photos and short videos, especially from grandchildren.	Owned by Facebook; same account works.
YouTube	Videos on anything: how to fix a faucet, church services, concerts, old TV shows, exercise classes.	Free with commercials; your Google account signs you in.
Nextdoor	Neighborhood-only posts: recommendations, lost and found, alerts.	Verifies your address.
News apps	Local and national news, often with alerts.	Papers often charge; local stations and public radio apps are free.

Facebook Basics

- **Feed** is the stream of posts from friends, groups, and pages you follow. Scroll down to see more; pull down from the top to refresh.
- **Like, comment, share.** Tap the thumbs-up to like; tap **Comment** to write a reply; **Share** reposts it to your friends. Think twice before sharing anything you have not checked.
- **Post** by tapping **What's on your mind?** at the top, typing, adding a photo if you like, and tapping **Post**. The small audience button lets you choose **Friends** or **Public**; choose **Friends**.

- **Groups** are the best part for many people: a Florence community group, a hobby group, your high school class. Join from the **Groups** tab.
- **Marketplace** works like classified ads. Meet in a public place, pay in person, and never pay a deposit to “hold” an item you have not seen.

Messenger, YouTube, and Nextdoor in a Little More Depth

- **Messenger** is Facebook’s separate app for private messages and video calls. Anyone on Facebook can use it; it is how many families with mixed iPhones and Androids video-call. Message requests from strangers land in a separate **Requests** folder; ignore them.
- **YouTube**: tap the magnifier and type what you want (“how to replace a faucet cartridge,” “Lawrence Welk full episodes,” “chair yoga for seniors”). **Subscribe** to channels you like and they appear in the **Subscriptions** tab. Videos can be **cast** to the TV, or watched in the YouTube app on the TV itself. Ads can be skipped after five seconds when the **Skip** button appears; YouTube Premium removes them for a monthly fee. Comments under videos are best ignored.
- **Nextdoor** verifies your address and shows only your neighborhood: lost pets, contractor recommendations, power-outage reports, free items, and crime chatter that is often more alarming than the facts. Set notifications to a daily digest rather than every post, and treat “urgent” posts with the same three questions as any other message (Section 23).
- **Instagram** is mostly watched, not posted to, by older users: follow the grandchildren, the garden club, and a few photographers. The **Reels** tab is an endless stream of short videos designed to keep you scrolling; it is fine to never open it.

Dealing With People and Posts You Do Not Want

Problem	Fix
A friend request from a stranger	Tap Delete or Ignore . You owe no reply. Repeated requests from “attractive strangers” or “widowed military officers” are romance-scam openers.
A friend whose posts upset you	Unfollow (you stay friends; their posts stop appearing) or Snooze for 30 days . They are not told.
Someone harassing you	Block them (their profile > three dots > Block). They can no longer see or contact you. Also Report if it is threatening.
Unwanted comments on your posts	Set who can comment under your post’s audience settings, and Hide or Delete individual comments.
Too many ads for one thing	Tap the three dots on the ad > Hide ad or Why am I seeing this , and turn off the interest.
You were tagged in something embarrassing	Remove tag on the post; turn on Tag review in Settings > Profile and Tagging so future tags need your approval.

Privacy Settings Worth Ten Minutes

1. Open **Menu** (your picture or the three lines) > **Settings & privacy** > **Settings**.
2. Under **Audience and visibility**, set who can see future posts to **Friends**, and limit who can send friend requests to **Friends of friends**.
3. Under **Security**, turn on **two-factor authentication** and look at **Where you’re logged in**; log out of anything you do not recognize.
4. Never post your birth year, your address, or that you are away on a trip.

Staying Clear-Eyed

- **A friend request from someone you are already friends with** means their account has been copied. Do not accept; tell them.
- **Posts that make you angry or frightened** are the ones designed to spread. Before sharing, look for the original source and the date; old stories recirculate for years.
- **“Like and share to win”** posts, celebrity giveaways, and miracle cures are almost always scams or clickbait.
- **Messages from friends asking for money or a code** are usually a hacked account. Call the friend.
- **You can hide, snooze, or unfollow** anyone whose posts you would rather not see, without unfriending them: tap the three dots on the post. And it is fine to take a break; nothing is lost if you skip a week.

Your Account After You Are Gone

Facebook lets you name a **legacy contact** (Settings > Accounts Center > Personal details > Account ownership and control > Memorialization) who can manage a memorialized profile, or you can ask that the account be deleted. Google and Apple have similar settings, covered in Section 28. Deciding now saves family a painful chore later.

19. Reading, Music, and Hobbies

The enjoyable part. Your tablet or phone is also a library, a radio, a jukebox, and a classroom.

Books and Reading

Option	What It Is	Cost
Libby (your library's app)	Borrow e-books and audiobooks from the public library on your phone or tablet with your library card. Books return themselves; no late fees.	Free with a library card. Ask the library for help the first time.
Kindle	Amazon's e-reader (a light device with a paper-like screen) or the free Kindle app on any phone or tablet. Buy books from Amazon; adjust text size as large as you like.	Device \$100 and up; books a few dollars each; Kindle Unlimited is a monthly subscription.
Apple Books / Google Play Books	Built-in bookstores and readers on iPhone and Android.	Pay per book; free classics.
Audiobooks	Libby (free), Audible (Amazon, subscription), Apple Books, Google Play.	Free to about \$15 a month.
Newspapers and magazines	Many libraries offer free digital newspapers and magazines through Libby or PressReader. Papers' own apps need a subscription.	Free through the library; otherwise monthly.

Make the words bigger – Every reading app has an **Aa** button for text size, font, and a dark or sepia page. A tablet with large text and a warm screen tone is easier on the eyes than most printed books.

Music, Radio, and Podcasts

- **Ask your speaker.** “Alexa, play Patsy Cline.” “Hey Google, play KLCC.” “Hey Siri, play some big band music.” Smart speakers and phones can play almost any artist, station, or genre.
- **Music apps:** Spotify (free with commercials), Pandora (free stations built around an artist), Apple Music, YouTube Music, and Amazon Music (included with Prime, with a smaller catalog). Each has a Search box; type an artist and tap **Play**.
- **Radio:** the **TuneIn** or **iHeartRadio** apps carry local and distant stations, and most public radio stations have their own free app or website.
- **Podcasts** are free radio-style shows on every subject: history, gardening, true crime, sermons, news. Open **Apple Podcasts** or **Spotify**, search a topic, and tap **Follow** to get new episodes.
- **Bluetooth speaker or headphones** make any of this sound better; pairing is in Section 22.

Games and Puzzles

Game	What It Is	Notes
Wordle, Connections, Spelling Bee, the Crossword	The New York Times daily puzzles.	Wordle is free; the full set needs a Games subscription (a few dollars a month). Play once a day; it takes ten minutes.
Words With Friends	Scrabble by text with friends and family, taking turns over days.	Free with ads. A gentle daily link with a grandchild across the country.
Solitaire, FreeCell, Mahjong, Sudoku	The classics.	Microsoft Solitaire Collection is free on Windows and phones. Choose apps with high ratings and avoid ones that demand a “VIP” subscription.
Jigsaw puzzles	Drag pieces on a tablet; thousands of pictures, including your own photos.	“Jigsaw Puzzles” (Easybrain) and “Magic Jigsaw Puzzles” are good; a tablet is much better than a phone for these.
Chess, bridge, cribbage	Play against the computer or people worldwide.	Chess.com and Lichess (free); BridgeBase Online for bridge; CribbagePro.

Game	What It Is	Notes
Brain-training apps	Daily exercises for memory and attention.	Lumosity and Elevate are polished; evidence that they help beyond the game itself is weak. Crosswords and learning something new do as much.

About game ads – Free games pay for themselves with advertisements, some of which are deliberately confusing (a fake “X,” a fake “download,” a countdown). Nothing bad happens if you tap one by mistake, but check that it did not open the App Store or a web page; if it did, just press back or home. Paying a few dollars once to remove ads is often the best money you will spend on a game you enjoy.

Faith, Clubs, and Community Online

- **Church services** are streamed by most congregations on their website, Facebook page, or YouTube channel, live and recorded. Ask the office for the link and bookmark it; it works on a tablet or on the TV through the YouTube app.
- **Zoom meetings** for book clubs, support groups, and committees: tap the link in the email a few minutes early; the first time, allow the app to install. **Mute** when not speaking. Section 11.
- **Meetup.com** and the library, senior center, and parks department websites list local groups and classes; most have an email list you can join.
- **Volunteering:** sites like VolunteerMatch, the Oregon Coast Humane Society, Siuslaw Public Library, and local food banks list opportunities online, and many organizations now coordinate volunteers through text or a group chat.

Cooking, Gardening, and Making Things

- **Recipes:** search normally (“lemon bars recipe”) or use one site you trust (Allrecipes, NYT Cooking, Budget Bytes). The **Jump to Recipe** button skips the essay. Save favorites to Notes or Pinterest, or take a screenshot. A tablet on a stand in the kitchen, with the screen set not to sleep, is the modern recipe card.
- **Gardening:** the OSU Extension Service (extension.oregonstate.edu) has planting calendars and plant-problem help for the coast; the **PictureThis** or **Seek** apps identify a plant from a photo; **Merlin Bird ID** identifies a bird from its song.
- **Crafts and repairs:** YouTube has a video for nearly every stitch, joint, and repair. Ravelry for knitting and crochet patterns; Pinterest for ideas; **iFixit** for step-by-step repair guides.
- **Family history:** FamilySearch (free), Ancestry (paid), and the Oregon State Archives online. Google PhotoScan (Section 15) for the old prints, and a shared album so cousins can add what they have.

Learning and Hobbies

- **YouTube** has a free lesson on nearly everything: knitting stitches, repairing a lamp, Spanish, chair yoga, how your own phone works. Search in plain words: “how to change the battery in a Honeywell thermostat.”
- **Classes:** many libraries and community colleges offer free online classes; **GetSetUp** and **Senior Planet** run live classes made for older adults; **Duolingo** teaches languages in five-minute lessons.

Free trials – Many music and reading services offer a free month, then charge automatically. If you try one, note the date in your calendar and cancel before it ends if you are not using it. Section 16 shows where subscriptions are listed.

20. Out and About

Your phone away from home: QR codes, other people's Wi-Fi, travel, and what to do if the phone goes missing.

QR Codes

Those square barcodes on menus, parking meters, mailers, and museum signs open a web page when you point the camera at them.

1. Open the **Camera** app (no special app is needed).
2. Hold the phone so the square fills part of the screen. Do not press the shutter.
3. A yellow or blue **link** appears on the screen. Tap it to open the page.
4. Look at the web address that appears before you type anything. If a code was supposed to show a menu and instead asks for a card number or a sign-in, close it.

Sticker over the sticker – Criminals sometimes paste their own QR sticker over a real one on parking meters and charging stations. If a code looks like a sticker on top of another, or the page it opens asks for payment in an unusual way, use the posted phone number or pay at the machine instead.

Wi-Fi Away From Home

- **Coffee shops, libraries, hotels, airports** offer free Wi-Fi. Join it from the Wi-Fi list the same way as at home; a sign-in page may pop up asking you to tap **Accept**.
- **Browsing, email, maps, and video calls are fine** on public Wi-Fi. For **banking or shopping**, use cellular data instead (turn Wi-Fi off for a minute) or wait until you are home. Your bank's app encrypts everything, but the habit removes any doubt.
- **Remember the same-network rule:** on someone else's Wi-Fi you cannot reach your home printer or TV. That is normal.

- **Your phone as a hotspot** gives your tablet or laptop internet anywhere you have cell signal. iPhone: **Settings > Personal Hotspot**. Android: **Settings > Network & internet > Hotspot & tethering**. Turn it off afterward to save battery.
- **“Forget” a network you will not use again** (tap the **i** or gear next to its name) so your phone does not reconnect automatically next time.

Maps and Directions

1. Open **Maps** (iPhone) or **Google Maps** (either phone). Tap the search bar and type the place or address, or say it with the microphone.
 2. Tap **Directions** (or **Go**). The route appears with the time it will take. Tap the walking or transit symbol if you are not driving.
 3. Tap **Start**. The phone speaks each turn. You do not need to look at it; put it in a holder, not in your hand.
 4. Arrived? Tap **End** or **Exit**.
- **Save Home and Work** in the app’s settings; then “Take me home” works by voice from anywhere.
 - **Download an offline map** of your area and anywhere you drive regularly (Google Maps > your picture > **Offline maps**), so directions work where cell signal does not, which on the coast highways is often.
 - **Share your trip** (Google Maps > **Share trip progress**; Apple Maps > **Share ETA**) sends a family member a live view of where you are and when you will arrive.
 - **Find parking again:** both apps drop a pin where you parked when the phone disconnects from the car’s Bluetooth. Look for **Parked Car** on the map.
 - **Street View / Look Around** shows a photo of a destination so you recognize the building before you set out.

Your Phone in the Car

- **Bluetooth pairing** to the car's radio (Section 22) lets calls, maps directions, and music play through the car speakers, hands-free. Pair once in the driveway; it connects itself after that.
- **CarPlay and Android Auto**, in most cars from about 2017 on, put a large, simple version of Maps, Phone, Messages, and Music on the dashboard screen. Plug in the cable (or wireless in newer cars) and it appears. It is much safer than glancing at the phone.
- **Do Not Disturb While Driving** (iPhone: Settings > Focus > Driving; Android: Settings > Digital Wellbeing > Driving) silences texts while moving and can auto-reply "I'm driving."
- **A phone mount** on the vent or dash, and a charging cable in the car, turn the phone into a navigation unit without fumbling.

Ride Apps and Food Delivery

Uber and **Lyft** work the same way: open the app, type where you are going, confirm the pickup spot, and tap **Request**. The app shows the driver's name, photo, car, and license plate; check the plate before getting in. Payment and tipping happen in the app. To book by phone with no app, **GoGoGrandparent** (1-855-464-6872) and Uber's own line (1-833-USE-UBER) add a fee but need no smartphone. Coverage in Florence is thin, especially at night. **DoorDash**, **Instacart**, and the grocery stores' own apps deliver meals and groceries; fees and tips add 20–30 percent, which after surgery or in a storm is money well spent.

Boarding Passes, Tickets, and the Wallet

Airline, concert, and event tickets can be added to **Apple Wallet** or **Google Wallet** with the **Add to Wallet** button in the airline's app or the confirmation email. They appear on the lock screen at the right time and work without signal; the agent scans the code on your phone. Turn the brightness up at the scanner, and keep a printed copy in your bag as a backup. The same Wallet holds your payment cards (Section 16) and, in a growing number of states, a digital driver's license (the physical card is still required).

Travel

- **Chargers.** Pack the cable and wall plug, and consider a small **power bank** (a portable battery) for long days out. Avoid public USB charging ports; use your own wall plug.
- **Abroad,** ask your phone company about an international plan before leaving, or use Wi-Fi only and turn off cellular data (**Settings > Cellular > Data Roaming off**).

Sharing Your Location With Family

Sharing where you are with one or two people you trust is one of the most reassuring things a phone can do, for you and for them. iPhone: **Find My > People > Share My Location**, choose the person, **Share Indefinitely**. Android: **Google Maps > your picture > Location sharing > New share**, choose the person and **Until you turn this off**. They see your dot on a map, and you see theirs if they share back. It uses very little battery, and you can stop at any time. Many families use **Life360** for the same purpose.

If Your Phone Is Lost or Stolen

Set this up **today**, while the phone is in your hand, so it works when you need it:

Phone	Turn It On Now	When the Phone Is Missing
iPhone	Settings > your name > Find My > Find My iPhone on, with Find My network and Send Last Location on.	On any computer or a family member's phone, go to icloud.com/find and sign in. You can Play Sound , see it on a map, mark it Lost (locks it and shows a message with your contact number), or Erase .
Android	Settings > Google > All services > Find Hub (called Find My Device on older phones) and make sure it is on. Location must be on.	Go to android.com/find and sign in with your Google account. Play sound , Secure device (locks it with a message), or Erase .

1. **Call it** from another phone first. Most “lost” phones are in the car or between cushions.
2. **Use Find My or Find Hub** to see where it is and make it ring. If it is somewhere you cannot retrieve it, lock it with a message.
3. **Call your phone company** to suspend service so no one can run up charges. They can move your number to a new phone later.
4. **Change your email password** from a computer, since email is the key to everything else (Section 14).
5. **Erase it remotely** if you are sure it is gone. Your photos and contacts are safe in your backup (Section 15) and will return on the new phone.

Keys and bags too – Apple **AirTags** and Google-compatible trackers (Chipolo, Pebblebee) are coin-sized tags for keys, a purse, or luggage. They appear in the same Find My or Find Hub app, and the phone can make them chime.

21. Power Outages and Storms

Coastal weather means the power will go out from time to time. Knowing what stops working, and preparing a little, turns an outage into an inconvenience rather than a crisis.

What Stops and What Keeps Going

Device	During an Outage	Why
Internet and Wi-Fi	Stops	The modem and router need power. Even with a battery backup, the provider's own equipment may be down.
Home phone (cable/internet type, or cordless)	Stops	The modem and the cordless base need power. See Section 9.
Cell phone	Usually keeps working	Cell towers have backup power for some hours. Calls, texts, and cellular data work until the phone's battery runs out.
TV and streaming	Stops	No power, no internet.
Smart speakers, cameras, doorbell, smart plugs	Stop	All need power and Wi-Fi. Battery doorbells record locally but cannot send alerts without Wi-Fi.
Smart thermostat	Stops controlling	The furnace needs power anyway. Settings usually survive.
Smart light bulbs	Come back on when power returns	Bulbs default to on. Turn the wall switch off if you leave.
Laptop, tablet, phone	Keep working on battery	Hours of use for maps, radio apps, and a flashlight, but no home Wi-Fi.

Device	During an Outage	Why
Medical alert pendant	Depends	Cellular units keep working; landline-type units stop with the phone. Check with the company.

Battery Backup for the Modem and Router

A **UPS** (uninterruptible power supply) is a box with a battery inside. The modem, router, and cordless phone base plug into it, and when the power fails they keep running, silently, for anywhere from one to several hours depending on the size of the unit. For many homes this keeps the internet and the home phone alive through short outages and gives you time to make calls during long ones.

- A UPS also **protects against surges** and the brief flickers that make routers misbehave.
- It needs to be sized for your equipment, and the battery is replaced every three to five years.
- **Greatland can recommend, size, and install a UPS**, and connect only the equipment that should be on it.
- Whether the internet itself stays up depends on your provider's equipment in the neighborhood. Cable and fiber systems often have their own backup for a few hours; satellite dishes need power at the house.

Keeping Phones Charged Without Power

- **A power bank** (portable battery) is the essential item. A 10,000 mAh bank, about \$20–\$30 and the size of a deck of cards, recharges a phone two to three times; a 20,000 mAh bank does it five times. Keep it charged (top it up monthly) and keep its cable with it.
- **A car charger** turns the car into a generator for phones; ten minutes of idling charges a phone noticeably. Never run a car in a closed garage.
- **Low Power Mode**, screen brightness down, and Wi-Fi and Bluetooth off (when there is nothing to connect to) can double a phone's remaining time.

- **A battery-powered or hand-crank radio** with NOAA weather band and a USB port is the right companion; some models charge a phone slowly from the crank or solar panel.
- **Larger “power stations”** (Jackery, EcoFlow, Anker, 300–1,000 watt-hours, \$200–\$1,000) run the modem, router, a lamp, a CPAP machine, or a phone-charging table for many hours, recharge from the wall or a solar panel, and are silent and safe indoors. For many homes this is a better first purchase than a generator.

Generators and Your Electronics

- **Portable generators** produce rough power that can damage electronics. Run sensitive devices (TV, computer, modem, router) through a **UPS** (see Battery Backup, above) or a good surge protector, or choose an **inverter** generator, which produces clean power.
- **Never run a generator indoors, in the garage, or near a window**; carbon monoxide kills people in Oregon every winter storm season. Twenty feet from the house, exhaust pointed away.
- **A transfer switch or interlock**, installed by an electrician, is the only safe way to feed the house wiring. Plugging a generator into a wall outlet (“backfeeding”) can kill a lineworker.
- **Whole-home standby generators** (Generac, Kohler) start themselves. Greatland coordinates with electricians on these for clients who want the network, cameras, and phones to stay up through anything.

Emergency Alerts on Your Phone

- **Wireless Emergency Alerts** (the loud tone with a message about tsunami warnings, evacuations, or severe weather) arrive on every phone automatically. Keep them turned on: **Settings > Notifications**, scroll to the bottom (iPhone), or **Settings > Safety & emergency > Wireless emergency alerts** (Android).
- **Sign up for local alerts** at your county’s emergency management page (Lane County uses **Lane Alerts**) so you receive evacuation notices by text and phone call for your actual address.

- **OR-Alert, ODOT TripCheck** (tripcheck.com) for road closures, and your power company's outage map (**Central Lincoln PUD, Pacific Power**) and text alerts tell you what is happening and when power is expected back. Sign up for outage texts in the utility's app before you need them.
- **Tsunami zones:** know whether your home is in one (the Oregon Department of Geology's **nvs.nanoos.org/TsunamiEvac** map), and remember that in a major earthquake you will not get a phone alert in time; the shaking is the warning.

Before a Storm

- Charge every phone, tablet, and power bank fully.
- Know where your flashlight is; the phone's flashlight (Section 12) is a fine backup.
- Make sure a corded phone (traditional landline only) or a charged cell phone is handy.
- Keep your utility's outage number and website in your contacts. Most utilities let you report outages by text and show an outage map.
- Write down any important numbers you normally look up on the internet.

When the Power Comes Back

1. **Wait ten minutes.** Everything restarts on its own, and the provider's network may take a little while to recover.
2. **Check the router lights** (Section 3). If the Internet light is still red or blinking after ten minutes, unplug the modem and router, wait 30 seconds, and plug the modem in first, then the router.
3. **Check the home phone** for a dial tone once the modem's lights settle.
4. **Smart devices** usually reconnect by themselves within a few minutes. One that does not can be unplugged and plugged back in.
5. **Clocks** on the stove, microwave, and some older devices will need resetting. Phones, computers, and smart speakers set their own time.

6. If a **surge** has left something dead (no lights at all), unplug it for a minute and try again before assuming the worst.

Surge protectors – A **surge protector** looks like a power strip but has a protection rating (joules) printed on it; a plain power strip has none. Use real surge protectors for the TV, computer, and network gear, and replace them after a big surge or every few years. A whole-home surge protector at the electrical panel, installed by an electrician, protects everything at once.

22. How Your Devices Work Together

The common tasks that involve two devices at once, and the one thing each task needs in order to work.

Each row below is a job most homes want to do. The **Needs** column is the part people miss. If the task fails, check that column first.

When two devices will not cooperate – 1. Is each one actually on **your** Wi-Fi name? 2. Are they signed in to the **same account**? 3. Restart the one that is misbehaving. Those three checks solve nearly every “they can’t see each other” problem.

I want to...	How	Needs
Print from my computer	Ctrl + P (Windows) or ⌘ + P (Mac), choose the printer, Print. Section 7.	Printer on; same Wi-Fi as the computer, or a USB cable between them
Print from my phone or tablet	Share or three-dot menu > Print > choose printer. Section 7.	Phone on home Wi-Fi (not cellular, not Guest); printer on the same Wi-Fi
Show phone photos or videos on the TV	iPhone: swipe down from top-right, tap Screen Mirroring , pick the TV or Roku/Apple TV. Android: look for the Cast symbol (a rectangle with Wi-Fi waves) in Photos or YouTube, or Smart View on Samsung phones.	Phone and TV on the same Wi-Fi . TV or streaming device must support AirPlay (for iPhone) or Chromecast/Google Cast (for Android); Roku supports both
Hear my phone through hearing aids or a speaker	Phone Settings > Bluetooth , put the device in pairing mode, tap its name. Section 26.	Bluetooth on both; devices within a few feet the first time. No Wi-Fi needed

I want to...	How	Needs
Use a wireless mouse or keyboard	Plug in its small USB receiver, or pair it over Bluetooth in computer Settings.	Fresh batteries; Bluetooth on
See the same photos on phone, tablet, and computer	Turn on iCloud Photos or Google Photos backup. Section 15.	All devices signed in to the same account ; enough cloud storage
Read the same email everywhere	Add the same email address to the Mail app on each device, or use the website.	Same email address and password on each device; internet
Take a phone call on my iPad or Mac	Answer when it rings on that device.	Same Apple Account , same Wi-Fi, and Calls on Other Devices turned on in iPhone Settings > Phone
Talk to a smart speaker to control a light or plug	"Alexa, turn on the lamp." Set up the device in the Alexa or Google Home app first.	Speaker and smart device on the same Wi-Fi and in the same Alexa or Google account
See my doorbell camera on my phone	Open the doorbell's app (Ring, Nest, etc.).	Doorbell on home Wi-Fi; phone signed in to the doorbell account. Phone can be anywhere, even away from home
Use my laptop at a coffee shop or library	Join their Wi-Fi from the Wi-Fi list.	Their Wi-Fi password, if any. Your home printer and TV will not be reachable; you are on a different network

I want to...	How	Needs
Give my tablet internet in the car	On the phone: Settings > Personal Hotspot (iPhone) or Hotspot & tethering (Android). On the tablet, join the phone's name from the Wi-Fi list.	Phone has cellular signal; hotspot allowed on your phone plan
Move everything to a new phone	Follow the new phone's setup screens; both brands offer a transfer from the old phone placed next to it.	Both phones charged, on the same Wi-Fi, old phone backed up first (Section 15)

Bluetooth: Pairing Two Devices

Bluetooth links **two** devices directly, without Wi-Fi: phone to earbuds, phone to car, phone to hearing aids, tablet to a keyboard, phone to a speaker. The steps are always the same, and “pairing” only has to be done once per pair.

1. Put the accessory in **pairing mode**: usually holding its power or Bluetooth button until a light blinks blue and white, or opening the earbuds' case next to the phone. Hearing aids: open and close the battery doors or turn them off and on.
2. On the phone: **Settings > Bluetooth** (iPhone) or **Settings > Connections (or Connected devices) > Bluetooth** (Android). Make sure Bluetooth is on. For hearing aids on iPhone: **Settings > Accessibility > Hearing Devices**.
3. Wait a few seconds; the accessory's name appears under **Other Devices** or **Available**. Tap it. If a code is requested (cars often do this), confirm the same number shows on both screens.
4. It now says **Connected**. From now on it reconnects by itself when both are on and nearby.

Problem	Fix
Earbuds connected to the tablet instead of the phone	Bluetooth connects to whichever device it finds first. On the device you do not want, tap the earbuds in Settings > Bluetooth and choose Disconnect ; or simply play from the device you want and most earbuds switch.
The car will not connect	The phone list in the car's radio may be full, or the phone was "forgotten." Delete the old pairing on both sides (phone: tap the "i" next to the car > Forget This Device ; car: Bluetooth settings > delete phone) and pair fresh.
Sound comes out of the wrong place	During a call, tap Audio ; in Music or YouTube, tap the small triangle-and-circles AirPlay/Cast or the Bluetooth symbol and choose where the sound should go.
Hearing aids keep dropping	Keep the phone on the same side of the body or in a front pocket; a bag behind you is too far. Change the hearing aid batteries or charge them.
Nothing appears in the list	The accessory is not in pairing mode (hold the button longer, until the light blinks differently), or it is still paired to another device that is nearby and on; turn that one off.

Your Phone and Your Computer, Working Together

- **Texts and calls on the computer.** A Mac with an iPhone shows your texts in **Messages** and takes calls in **FaceTime** automatically once both use the same Apple Account. On Windows, Microsoft's **Phone Link** app (free, built in) does the same for Android phones and, more simply, for iPhones: texts, calls, and recent photos appear on the computer. Setup takes five minutes with the phone next to the computer.

- **Copy on one, paste on the other.** Apple's **Universal Clipboard** does this between iPhone, iPad, and Mac with no setup. Windows + Android can do it through Phone Link or the **SwiftKey** keyboard.
- **Photos appear on the computer** by themselves when iCloud Photos (Mac, or the iCloud for Windows app) or Google Photos (photos.google.com in any browser, or the OneDrive/Google Drive apps) is turned on. No cable needed.
- **A website from the phone, finished on the computer:** Safari and Chrome both list the tabs open on your other devices (Safari: tap the tabs button and scroll down; Chrome: History > Tabs from other devices).
- **Unlocking the Mac with the Apple Watch**, and answering a two-step prompt on the phone for a sign-in on the computer, are both signs of the same idea: one account, several devices, each vouching for the other.

Showing the TV What Is on Your Phone

Beyond casting one video (in the table above), the whole phone or tablet screen can be **mirrored** to the TV: iPhone and iPad to an Apple TV, or to most Roku, Samsung, LG, and Sony TVs with AirPlay built in, from Control Center > **Screen Mirroring**; Android phones to Chromecast/Google TV and most smart TVs from the quick settings panel > **Cast** or **Smart View** (Samsung). Everyone in the room then sees the photo album, the grandchild's video, or the map at television size. Both devices must be on the same Wi-Fi name, which is the usual reason the TV does not appear in the list.

23. Staying Safe from Scams

Scams succeed by creating urgency. Slowing down defeats them.

The Scams You Are Most Likely to See

What Happens	The Truth
A pop-up on the computer says it is infected or locked, with a number to call “Microsoft” or “Apple.”	Microsoft and Apple never put phone numbers in warnings and never call you. Close the browser; if it will not close, hold the power button to turn the computer off. Nothing is wrong with it.
A caller says they are from your bank, Medicare, Social Security, the IRS, or Amazon and needs to verify your account or fix a problem.	Hang up. Call the organization back using the number on your card, statement, or bill, never a number the caller gives you.
A text or email says a package could not be delivered, an account is suspended, or a payment failed, with a link to click.	Do not tap the link. Open the company’s real app or website yourself, or ignore it. Spelling mistakes and odd web addresses are common clues.
A grandchild or relative calls or texts in trouble and needs money quickly and secretly.	Hang up and call that person, or another family member, directly on a number you already have. Scammers can imitate voices.
Someone asks to be paid in gift cards, by wire transfer, through a Bitcoin machine, or by moving money to a “safe account.”	Only scammers ask for these. No government agency or real business does.
Someone asks you to install an app or let them “remotely connect” to fix your computer.	Only let someone you know and trust, such as Greatland or a family member you called yourself, connect to your computer.

What Happens	The Truth
A new online friend or romantic interest you have never met asks for money.	One of the most costly scams reported every year. Talk to a family member before sending anything.
An email says you won a prize or inheritance, or a “refund” is waiting, but a fee or your bank details are needed first.	Delete it. Real prizes never require a payment to collect.

What They Actually Look Like, Word for Word

These are typical of the messages arriving on phones in Oregon this year. The wording changes; the shape does not. Every one of them is fake.

The Message	The Tell
“USPS: Your package is on hold due to an incomplete address. Confirm here: [link]”	The Postal Service does not text links. The address ends in something odd (.top, .xyz, .info).
“Oregon Tolls: You have an unpaid toll of \$6.99. Pay now to avoid a \$50 penalty: [link]”	Oregon has no toll roads of this kind. Urgency plus a tiny amount is the pattern.
“Chase Fraud Dept: Did you authorize \$1,247.00 at Best Buy? Reply NO or call 1-800-xxx-xxxx”	The number in the text is the scammer’s. Call the number on the back of your card instead.
“Grandma? It’s me. I’m in trouble and I need you not to tell Mom...”	A voice can be cloned from a 30-second video. Hang up and call the grandchild’s own number.
A full-screen pop-up: “WINDOWS DEFENDER ALERT. Your computer is infected. Call Microsoft Support 1-888-xxx-xxxx. Do not shut down.”	Microsoft does not put phone numbers on your screen. Close the browser (Section 24); nothing is wrong.

The Message	The Tell
“This is the Social Security Administration. Your number has been suspended due to suspicious activity.”	Social Security numbers are never suspended. Government agencies write letters.
“Amazon: We’ve detected an unauthorized purchase of an iPhone 16 for \$899. If this wasn’t you, call us at...”	Amazon shows orders in your account. If worried, open the app yourself.
“Your Netflix payment failed. Update your billing information within 24 hours: [link]”	Open the Netflix app or type netflix.com yourself. Never use the link.
A romantic stranger, after weeks of warm messages: “I can’t wait to meet you, but my account is frozen; could you help with \$500 for the flight?”	Anyone you have never met in person who asks for money is a scammer. Every time.
“Hi, how are you?” from an unknown number, friendly and persistent	The opening move of a “pig-butcher” investment scam. Do not reply; delete and block.
“Your Medicare card is being replaced with a new plastic card. To receive it, confirm your Medicare number.”	Medicare does not call. Your number is never confirmed by phone.
“Geek Squad: Your \$399.99 annual subscription has renewed. To cancel, call...”	The refund scam: they ask to connect to your computer to “process the refund,” then claim to have sent too much.

Gift Cards Are the Tell

No government agency, utility, bank, tech company, hospital, court, or sweepstakes accepts payment in gift cards (Apple, Google Play, Target, Steam), and none of them ever will. If any conversation, however convincing, arrives at “go to the store and buy gift cards and read me the numbers,” it is a scam, with no exceptions. The same is true of being asked to withdraw cash and hand it to a

courier, deposit cash into a Bitcoin ATM, or buy cryptocurrency. Store clerks in Florence have stopped many of these at the register; if a clerk asks why you are buying \$2,000 in gift cards, they are trying to help.

How to Check a Link or a Caller Without Clicking

- **Press and hold a link** on a phone (do not tap) and the real web address appears in a small box. If it is not plainly the company's own name followed by .com or .gov, leave it.
- **On a computer, hover** the mouse over a link without clicking; the real address shows at the bottom-left of the window.
- **Look at the sender's actual email address**, not the name. "Chase Bank <security@chase-alerts-online.com>" is not Chase. Tap or click the name to see the address.
- **Caller ID can be faked** to show any number, including your own bank's. The only safe way to talk to your bank is to hang up and dial the number on your card.
- **Search the phrase.** Typing the first sentence of a suspicious message into a search engine, with the word "scam," usually finds a thousand people who received the same one.

Pop-ups that fill the screen and refuse to close, and how to stop pop-ups from coming back, are covered step by step in Section 24.

The Three Questions

Before you act on any call, text, email, or pop-up, ask:

1. **Did I start this contact?** If they reached out to you, be suspicious, no matter who they say they are.
2. **Are they rushing me?** Real organizations let you call back tomorrow. Scammers insist on right now.
3. **Are they asking for money, a password, a code, or access?** Any of those is your cue to stop and check with someone you trust.

It is always fine to hang up – You never owe a stranger on the phone an explanation. Hanging up on a scammer is not rude; it is the correct response.

If You Think You Clicked or Gave Something Away

- Do not be embarrassed; these scams fool people of every age and background every day. Acting quickly matters most.
- **Gave a password?** Change it immediately on the real website, and on any other account where you used the same one.
- **Gave bank or card details, or sent money?** Call your bank right away using the number on the back of your card.
- **Let someone connect to your computer?** Turn it off and call Greatland before using it again for banking or email.
- **Report it** at **reportfraud.ftc.gov** or by calling the AARP Fraud Watch helpline at **877-908-3360**. Reporting helps protect others.

If Money Was Sent: Who to Call, Fast

Speed matters more than embarrassment. In the first hours, money can sometimes be stopped.

How It Was Paid	Call Immediately	What to Say
Credit or debit card	The number on the back of the card	"I need to report a fraudulent charge and dispute it." Ask them to cancel the card and issue a new one.
Bank transfer or wire	Your bank	"I was defrauded; please recall the wire." Recalls sometimes succeed if done within hours.
Zelle, Venmo, Cash App, PayPal	Your bank (Zelle) or the app's support, then the bank	Report it as a scam. Reimbursement is limited, but banks have become more willing when told the same day.
Gift cards	The card company (the number on the back of the card; for Apple cards, Apple Support) and the store where you bought it	Keep the cards and receipts. If the balance has not been spent, it can sometimes be frozen.
Cash, courier, or Bitcoin ATM	Local police (Florence Police non-emergency 541-997-3515) and the FBI's ic3.gov	File a report; it is needed for any later recovery and for taxes.
Someone connected to your computer	Turn the computer off, then call Greatland	We will remove remote-access software and check it. Then change your passwords from a different device.

Afterward, report it to the **FTC** at reportfraud.ftc.gov, to the **Oregon Department of Justice** Consumer Hotline at 1-877-877-9392 (oregonconsumer.gov), and, for older adults, to the **AARP Fraud Watch helpline** at 877-908-3360, which also

offers emotional support. Reporting is not pointless: it is how patterns get stopped and how some restitution funds are distributed.

Protecting Someone Who Is Vulnerable

- **Talk about it without shame.** Scams target the trusting and the lonely, not the foolish; people with early memory loss are especially at risk and often hide it. Agree in advance: “If anyone asks for money, gift cards, or codes, we call each other first, no matter what they say.”
- **Set up alerts on their bank account** that also go to a trusted family member, or a view-only login for a family member; most banks offer this.
- **Silence unknown callers** on their phone (Section 5) and consider a call-blocking box or service on the home phone.
- **Put a note by the phone and the computer:** “No one legitimate needs gift cards, a code, or remote access. Hang up. Call Mark.”
- **A credit freeze** (Section 16) and a mail hold with the Postal Service’s **Informed Delivery** reduce the quiet kinds of theft.
- **Adult Protective Services** (Oregon: 1-855-503-SAFE, 1-855-503-7233) and the local bank manager are allies when a pattern of loss appears.

Everyday Habits That Keep You Safe

- Let unknown numbers go to voicemail. Real callers leave a message.
- Keep updates turned on; they close the holes criminals use.
- Use two-step verification on email and banking (Section 14).
- Check bank and card statements monthly for charges you do not recognize.
- When unsure, wait a day and ask someone. Nothing legitimate is ruined by a one-day pause.

24. Pop-Ups: What They Are and How to Get Rid of Them

Boxes that appear over what you were doing. Most are harmless, a few are important, and some are scams. This section tells them apart and shows how to close every kind.

What a Pop-Up Is

A **pop-up** is any box, window, or banner that appears on top of what you were doing without you asking for it. The word covers several very different things. Some come from **your own device** (a request for permission, a notice that an update is ready). Some come from **a website** you are looking at (a cookie notice, a “sign up for our newsletter” box, an advertisement). Some come from **a program or app** installed on the device (an antivirus trial asking for money, a game showing an ad). And some are **fake**: web pages dressed up to look like warnings. The first skill is to notice **where** the pop-up came from, because that decides what to do with it.

The one rule – A real warning from your computer, phone, or tablet **never** includes a **phone number to call** and never asks you to pay, buy gift cards, or let someone connect to your device. Any pop-up that does those things is fake, no matter how official it looks.

The Kinds of Pop-Ups You Will See

Kind	What It Looks Like	Who Made It	What to Do
Permission request	“Allow Maps to use your location?” “Allow notifications?” “Allow access to your photos?”	Your device, on behalf of an app you just opened	Answer honestly. Allow if the app needs it to work (Maps needs location). Don’t Allow if it does not. You can change it later in Settings.

Kind	What It Looks Like	Who Made It	What to Do
System notice	“Update available.” “Storage almost full.” “Sign in to iCloud.” “Battery low.”	Your device	Read it; these are real. Install updates when convenient (Section 27). The notice can be dismissed and will come back later.
Cookie notice	A bar or box saying the site uses cookies, with Accept and Reject or Manage buttons	The website	Harmless either way. Reject or Accept , whichever appears, to make it go away.
Sign-up or discount box	“Get 10% off: enter your email.” “Subscribe to our newsletter.” “Download our app.”	The website	Close it with the X , usually in a top corner, or tap No thanks , often in small gray letters.
Advertisement	A box or a whole new tab selling something; sometimes a video that starts playing	The website’s advertising partners	Close it or close the tab. Do not tap inside the ad.
Website notification	A small box in the corner of the screen, even when you are not on the site: “Breaking news,” “You have a new message,” “Your PC is infected”	A website you once clicked Allow on	Turn off that site’s permission; see “Stopping Pop-Ups for Good” below.

Kind	What It Looks Like	Who Made It	What to Do
Program or app nag	"Your McAfee subscription has expired." "Upgrade to Premium." "Rate this app."	A program installed on the device, often a free trial that came with it	Real program, but you do not have to pay. Uninstall trials you do not use (Section 4). Windows' built-in protection is enough.
Fake warning (scam)	Full screen, alarm sounds, flashing: "Your computer is infected. Call this number. Do not shut down."	A criminal's web page	Do not call, do not click. Close the browser; steps below. Nothing is wrong with the device.
Fake prize or survey	"Congratulations, you have been selected!" "Answer three questions to win an iPhone."	A criminal's web page or ad	Close it. There is no prize; the goal is your card number.
Fake update	"Your Chrome is out of date. Click to update." "Flash Player required."	A criminal's web page	Close it. Browsers update themselves; real updates come from Settings , never from a page.

How to Close a Pop-Up

Pop-ups are designed to be hard to close, because a confused tap earns the advertiser money. These habits help:

- **Look for the X.** It is usually in the top-right corner, sometimes the top-left, and often tiny, gray, or hidden for a few seconds. Zoom out (pinch the screen, or press **Ctrl** and **minus** on a computer) if the X is off the edge of the screen.

- **Look for the gray words.** “No thanks,” “Maybe later,” “Skip,” “Continue without,” and “Close” are often in small, pale letters while a bright button says **Yes** or **Accept**. The pale words are the way out.
- **Do not tap inside the box** to make it go away. Anywhere inside an ad is a link. Tapping the darkened area **outside** the box often closes it.
- **Press Esc** on a computer keyboard. It closes many boxes and stops a page from loading.
- **Use the Back button** (Android’s < or the browser’s back arrow). If the page keeps pushing you forward, hold the back button down and choose an earlier page from the list.
- **Close the whole tab.** On a computer, the **X** on the tab at the top, or **Ctrl + W** (Windows) / **⌘ + W** (Mac). On a phone, tap the **tabs** symbol (two overlapping squares or a number in a square) and swipe the page away.
- **Never type your password, card number, or a phone number** into anything that popped up on its own. If you think a real company needs something from you, close the pop-up and go to the company’s website or app yourself.

When a Pop-Up Will Not Close: The Full-Screen Scam Page

The “your computer is infected, call this number” page often makes itself full-screen, plays an alarm, shows a fake cursor, and refuses to close. It is a web page and nothing more. It cannot see your files, and it has not infected anything. Here is how to get out of it:

Device	How to Escape	Then
Windows computer	Press Ctrl + Shift + Esc to open Task Manager . Click the browser (Edge, Chrome, or Firefox) in the list, then End task . If that fails, hold the power button for ten seconds until the computer turns off, wait, and turn it back on.	When the browser reopens, if it offers to Restore pages , click No (or the X on that message). Do not go back to the page.

Device	How to Escape	Then
Mac	Press Option + ⌘ + Esc , choose Safari or Chrome , and click Force Quit . Or press Esc and hold it for two seconds to leave full-screen mode, then close the tab.	Hold Shift while opening Safari again so it does not reopen the same page.
iPhone / iPad	Swipe up from the bottom and pause (or double-press the Home button), then swipe the Safari or Chrome card up and off the top. Or restart the device.	Reopen the browser; if the page returns, tap the tabs symbol and swipe that tab away. Turn Airplane Mode on for a moment if the page keeps reloading.
Android phone / tablet	Tap the or Recents button (or swipe up and hold) and swipe the browser away. Or hold the power button and choose Restart .	Reopen the browser; close the tab if it returns.
Smart TV or streaming box	Press Home on the remote. If the screen is stuck, unplug the TV from the wall for one minute.	Fake warnings on TVs are rare; a real TV never shows a number to call.

Then do nothing – After you close it, there is nothing to clean, scan, or fix. If the alarm rattled you and you want reassurance, call Greatland and we will check the computer. If you **did** call the number or let someone connect to the computer, turn it off and go to Section 23, “If Money Was Sent.”

Stopping Pop-Ups for Good

If pop-ups appear often, something is allowing them. Work through these in order; the first two solve most cases.

- 1. Turn off website notifications.** The little boxes that appear in the corner of the screen, even when you are not on the website, come from a site you once clicked **Allow** on. Remove them. **Chrome (computer):** the three dots

- > **Settings > Privacy and security > Site settings > Notifications**, then remove or block every site you do not recognize; or choose **Don't allow sites to send notifications**. **Edge**: three dots > **Settings > Cookies and site permissions > Notifications**. **Safari (Mac)**: **Safari** menu > **Settings > Websites > Notifications**, set unwanted sites to **Deny**. **Firefox**: **Settings > Privacy & Security > Permissions > Notifications > Settings**. **Android Chrome**: three dots > **Settings > Notifications**, turn off sites. Safari on iPhone does not allow website notifications at all, so corner pop-ups on an iPhone come from an **app**, not a website.
2. **Make sure the pop-up blocker is on.** Every browser has one; it is usually on already. **Chrome**: **Settings > Privacy and security > Site settings > Pop-ups and redirects > Don't allow**. **Edge**: **Settings > Cookies and site permissions > Pop-ups and redirects > on**. **Safari (Mac)**: **Settings > Websites > Pop-up Windows > Block and Notify**. **iPhone**: **Settings > Apps > Safari > Block Pop-ups on**.
 3. **Remove browser extensions you did not choose.** Extensions are small add-ons inside the browser; a bad one injects ads everywhere. **Chrome and Edge**: three dots > **Extensions > Manage extensions**; remove anything you do not recognize ("Search Manager," "Coupon Finder," "PDF Converter Pro," and the like). **Safari**: **Settings > Extensions**.
 4. **Uninstall programs you do not use.** On Windows, **Settings > Apps > Installed apps**, sort by **Install date**, and uninstall anything recent that you did not choose, plus trial antivirus (McAfee, Norton, Avast) if you are not paying for it. Windows includes **Windows Security** (Microsoft Defender), which is free and sufficient. On a Mac, drag unwanted programs from **Applications** to the Trash. On phones, hold an app's icon and choose **Remove** or **Uninstall**.
 5. **Quiet the apps on your phone.** iPhone: **Settings > Notifications**, tap any app that bothers you and turn **Allow Notifications** off. Android: **Settings > Notifications > App notifications**. Games and shopping apps are the usual culprits.

6. **Change the browser's starting pages.** If the same page returns every time the browser opens, it has been set as the home page or start-up page.
Chrome: Settings > On startup > Open the New Tab page. Edge: Settings > Start, home, and new tabs. Safari (Mac): Settings > General > Homepage.
7. **Consider an ad blocker.** A reputable blocker removes most advertising pop-ups and the fake warnings that ride along with them: **uBlock Origin Lite** for Chrome and Edge, **uBlock Origin** for Firefox, or **AdGuard** for Safari on a Mac and iPhone. Some websites ask you to turn it off before they will show their content; that is your choice. Ask Greatland or a family member to install one; it takes two minutes.

Calendar pop-ups on iPhone – If “Your iPhone has been hacked” or “Claim your reward” appears as a **calendar event**, you tapped **Subscribe** on a web page once. Open **Settings > Calendar > Accounts**, tap **Subscribed Calendars**, and **Delete** the one you do not recognize. (Or in the Calendar app, tap **Calendars** at the bottom, tap the **(i)** beside the odd one, and choose **Delete Calendar**.) On Android, open Google Calendar > **Settings** > the odd calendar > uncheck **Sync**, or decline the invitations. The events were never real.

Pop-Ups That Are Real, and Worth Reading

- **Update notices** from Windows, macOS, iPhone, Android, and your browser. They name the update, and they never include a phone number. Install them (Section 27).
- **Permission questions** the first time an app wants your camera, microphone, location, contacts, or photos. Think about whether the app needs it: a video-calling app needs the camera; a flashlight app does not.
- **“Sign in to continue”** from an app or site you opened yourself, after a long time away. Type your password only if you went there on purpose and the address looks right. If it popped up on its own, close it and open the app fresh.

- **Two-step codes** arriving as a notification while you are signing in. Type the code only into the screen you were already on. If a code arrives when you were not signing in, someone else has your password; change it (Section 14).
- **Storage, battery, and backup warnings** from the device itself. Sections 5 and 4 explain what to do about each.
- **Subscription renewal notices** from a company you actually pay (Microsoft 365, Netflix, your antivirus). Check against your list in Section 29 before paying anything, and renew from inside the app or the company's website, not from the pop-up.

Good to Know

- **Free websites survive on advertising**, so a certain number of pop-ups is normal on news, recipe, and weather sites. Reading on a library app, a paid subscription, or **Reader View** (Section 19) removes nearly all of them.
- **A pop-up cannot install anything by appearing.** Trouble comes only from what you tap: "Download," "Allow," "Install," or a phone number. Closing a pop-up without tapping inside it leaves your device exactly as it was.
- **Pop-ups on the TV** are usually the streaming app itself: an ad, a "Still watching?" question, or updated terms to accept. Say **OK** or wait them out.
- **Ask before you click "Allow."** When a website asks to **show notifications**, the answer is almost always **Block**. The only sites worth allowing are ones you want to hear from, such as your email or a video-calling service.

If Something Goes Wrong

Problem	Try This
Pop-ups appear in the corner even when the browser is closed	A website has notification permission, or a program is nagging. Step 1 above removes the site; Step 4 removes the program. Windows: Settings > System > Notifications shows which app sent each one.

Problem	Try This
The same page opens every time I start the browser	The browser was told to restore pages or use that page as its home page. Say No to Restore pages , then follow Step 6.
Every search sends me to a strange search site	A browser extension changed the search engine. Remove it (Step 3), then Settings > Search engine > choose Google or Bing .
A pop-up says my antivirus has expired	If you are not paying for antivirus, it is a trial or an ad; uninstall it (Step 4). If you are paying, renew from the company's own website, never from the pop-up.
"Virus detected" with a number to call	Fake. Close the browser using the table above. If you want reassurance afterward, Windows: Settings > Privacy & security > Windows Security > Virus & threat protection > Quick scan .
A box asks for my Apple or Google password out of nowhere	Tap Cancel . Open Settings yourself; if the account really needs a sign-in, a notice will be waiting there. If a pop-up keeps returning after all of the steps above, call Greatland.

25. When Something Is Not Working

The fixes that solve most problems with any device, in the order to try them.

The Universal Fixes

Step	What to Do	Why It Works
1. Pause	Wait one minute. Many “frozen” devices are just busy.	Updates, large photos, and slow Wi-Fi all look like freezes.
2. Check power	Is it on? Is it charged? Is the plug firmly in at both ends? Is the power strip switched on?	The most common cause of “it is dead.”
3. Check cables	Unplug and firmly re-plug any cable involved: HDMI, USB, network, power.	Cables work loose; reseating them restores the connection.
4. Check Wi-Fi	Is the device on your Wi-Fi name? Does another device have internet?	Shows whether the problem is this device or the whole network.
5. Restart the device	Turn it fully off, wait 10 seconds, turn it on. Streaming boxes: unplug and replug.	Clears whatever got tangled. Fixes more problems than anything else.
6. Restart the router	Section 3. Modem first, then router. Wait five minutes.	If several devices are affected, the router is the common link.
7. Install updates	Look in Settings for a waiting update and install it.	Known problems are often already fixed.
8. Ask	Call a family member or Greatland. Note the exact message first.	Exact messages make diagnosis faster.

Closing a Frozen App

Device	How to Force an App Closed	Then
iPhone / iPad	Swipe up from the bottom and pause in the middle (Face ID models) or double-press the Home button; swipe the frozen app's card up and off the top.	Open it again from the home screen.
Android	Tap the or Recents button (or swipe up and hold); swipe the app away, or tap Close all .	Reopen it.
Windows	Press Ctrl + Shift + Esc for Task Manager, select the program marked Not responding , click End task . Or press Alt + F4 with the frozen window in front.	Reopen it; if it froze while saving, look for a recovered copy when it starts.
Mac	Press Option + ⌘ + Esc , choose the app, click Force Quit .	Reopen it.
Smart TV / Roku / Fire TV	Press Home on the remote. If the whole TV is frozen, unplug it from the wall for a minute.	Reopen the app; if it keeps freezing, uninstall and reinstall it from the TV's channel store.

Messages You Will See, and What They Mean

The Message	What It Means	What to Do
"Storage Almost Full" / "Low disk space"	The device itself is nearly out of room.	Section 5 or Section 4. Not urgent, but updates will fail until space is freed.

The Message	What It Means	What to Do
“Not connected to the internet” / “You’re offline”	This device has lost Wi-Fi or cellular.	Check the Wi-Fi symbol at the top. Toggle airplane mode on and off. Is it only this device? Section 3.
“Weak Security” or “Privacy Warning” under your Wi-Fi name	The router is using an older security setting.	Harmless at home; everything still works. Greatland can update the router’s settings during a visit.
“Incorrect password” when you are sure it is right	Caps Lock is on, a space crept in, or the password was changed on another device.	Type it slowly with the “eye” symbol showing the letters. Check the Passwords app (Section 14). Then use Forgot password.
“Update required” / “This app needs to be updated”	The app is too old to work with the service.	Open the App Store or Play Store and update it. If the device is too old to update, that is the real message.
“Printer offline”	The computer cannot reach the printer.	Section 7: printer on, same Wi-Fi, restart the printer.
“This site can’t be reached” / “Server not found”	The address was typed wrong, or the internet is down, or the site is.	Check the spelling. Try another site; if nothing loads, Section 3.
“Your connection is not private”	The browser is unsure the site is who it says.	Do not proceed. Check the date and time on the device (a wrong date causes this); try again later; never enter a password on such a page.

The Message	What It Means	What to Do
“No SIM” / “SOS only” / “No service”	The phone cannot reach the cellular network.	Airplane mode on and off; restart. If it persists, the SIM is loose or the account has a problem; call the carrier from another phone.
“Account disabled” / “Unusual activity”	Either a scam, or the company really locked the account after suspicious sign-ins.	Never through the message. Open the app or type the address yourself and sign in; follow its recovery steps. Section 14.
“Would you like to allow notifications / location / camera?”	The app or site is asking permission.	Say Allow for the camera on a video-call app or location on Maps; say Don’t Allow or Block for websites asking to send notifications.
“Accept cookies?”	A legal formality on websites.	Accept or Reject; either works. It does not affect your safety.
“Trust this computer?” / “Allow this device to access photos?”	You plugged the phone into a computer.	Tap Trust if it is your own computer; Don’t Trust at a public charging kiosk.

Before Buying a New One

“It is slow and old, I need a new one” is sometimes true and often not. Before spending money, ask: is it the device, or the network? (Test it near the router, or test another device in the same spot.) Has it been restarted this month? Is the storage full? Is it waiting on an update? Would a new battery (phone, laptop) solve it for a fraction of the price? A phone or laptop that no longer receives security updates is the clearest sign it is time; Section 27 lists the usual lifespans. When it is time, Section 4 and Section 5 describe moving to the new one without

losing anything, and we are glad to advise on what to buy; we sell nothing, so the advice is free of commission.

Where to Look by Symptom

Symptom	Likely Cause	See
Nothing in the house has internet	Provider outage or router needs a restart	Section 3
One device has no internet but others do	That device is off Wi-Fi or on the wrong network	That device's section
Phone finds the internet but not the printer or TV	Phone on cellular or Guest Wi-Fi	Sections 7, 22
Printer “offline”	Printer asleep, off, or lost its Wi-Fi	Section 7
TV says “No Signal”	Wrong input	Section 8
A device keeps asking for a password	Password was changed, or an update signed you out	Section 14
Pop-up says infected / call this number	Scam	Section 24
Text is too small, sound too quiet	Comfort settings not yet turned on	Section 26
Smart speaker or plug stopped responding	Wi-Fi changed or device needs a restart	Section 13
Home phone has no dial tone	Power or internet is out, or the base is unplugged	Sections 9, 21
Phone is lost or stolen	Use Find My / Find Hub right away	Section 20
Nothing works after a power outage	Equipment needs to restart in order	Section 21

Need a hand? – Call Greatland at **541-991-8202**. Have ready: the device and its brand (“HP printer,” “Samsung TV”), the exact words of any message on the screen or a photo of it, and what changed recently (new router, new password, an update). We can often fix things over the phone, and we can set up your network, printer, TV, and smart devices so these problems stop happening.

26. Making Devices Easier to See and Hear

Every device has built-in settings for larger text, brighter screens, louder sound, and talking instead of typing. They are free and take a minute to turn on.

Bigger Text and Bolder Screens

Device	Where to Find It
iPhone / iPad	Settings > Display & Brightness > Text Size (or Settings > Appearance > Text Size on the newest versions). For even larger text and bold text: Settings > Accessibility > Display & Text Size > Larger Text . Display Zoom makes everything, including icons, bigger.
Android	Settings > Display > Font size and Display size (Samsung: Settings > Display > Font size and style , and Screen zoom). Settings > Accessibility has bold text and high-contrast options.
Windows	Settings > Accessibility > Text size (slider). Mouse pointer and touch makes the pointer bigger and a different color. Magnifier (hold the Windows key and press +) zooms in on part of the screen.
Mac	System Settings > Accessibility > Display for larger text and pointer. System Settings > Displays and choose Larger Text . Zoom under Accessibility magnifies the screen.
Web pages (any computer)	Hold Ctrl (Windows) or ⌘ (Mac) and press + to enlarge the page. Press 0 with the same key to go back to normal.
TV and streaming devices	Look under Settings > Accessibility for larger menu text, high contrast, and closed captions .

Having the Device Read to You

- **iPhone and iPad: Settings > Accessibility > Spoken Content > Speak Screen**; then swipe down from the top of the screen with **two fingers** and the page is read aloud, with a small controller for speed and pause. **Speak Selection** reads just the text you highlight. Works in email, web pages, books, and messages.
- **Android: Settings > Accessibility > Select to Speak**; tap the small accessibility button that appears, then tap the text or drag across a page.
- **Windows: Narrator** (Windows key + Ctrl + Enter) reads the whole screen and is powerful but talkative; **Immersive Reader** in Edge (the book-and-speaker icon in the address bar) reads a web page cleanly aloud.
- **Mac: System Settings > Accessibility > Spoken Content > Speak selection**, with a keyboard shortcut; **VoiceOver** (⌘ + F5) for full screen reading.
- **Kindle and Libby** books have a **Read aloud** option, and audiobooks are the same book already read by a human; Section 19.

Making the Screen Easier on the Eyes

- **Bold text, larger text, and higher contrast** are in the table on the previous page and make the biggest difference.
- **Dark mode** (white text on black) is easier for many people with glare sensitivity: **Settings > Display & Brightness** (iPhone) or **Settings > Display > Dark theme** (Android) or **Settings > Personalization > Colors** (Windows). It also saves battery.
- **Night Shift / Night Light** warms the screen in the evening and reduces eye strain and sleep disruption; both can be scheduled from sunset to sunrise.
- **Reduce Motion** and **Reduce Transparency** (Accessibility settings) calm the animations that can cause dizziness.
- **Color filters** (Accessibility > Display) help with color blindness; **Smart Invert** flips colors without inverting photos.

- **Zoom** (Accessibility > Zoom on iPhone; Magnification on Android; **Magnifier**, Windows key + plus, on Windows) enlarges part of the screen like a magnifying glass when the text size alone is not enough.
- **The cursor on a computer** can be made large and bright: Windows **Settings > Accessibility > Mouse pointer and touch**; Mac **System Settings > Accessibility > Display > Pointer**. Shaking the mouse on a Mac briefly enlarges the pointer to find it.

Hearing Better

- **Bluetooth hearing aids** connect to a phone so calls and videos play straight into them. iPhone: **Settings > Accessibility > Hearing Devices**. Android: **Settings > Accessibility > Hearing devices** (or pair under **Bluetooth**). Your audiologist can help with the first pairing.
- **Captions** on video calls and TV: FaceTime, Zoom, and Google Meet all offer live captions in their settings. Every streaming app has a captions button.
- **Louder ringers and flash alerts:** iPhone **Settings > Accessibility > Audio/Visual > LED Flash for Alerts**. Android has a similar **Flash notifications** option under Accessibility.
- **Speaker phone** for calls, and a small Bluetooth speaker for TV, can make a surprising difference.

Talking Instead of Typing

- **Dictation:** on any phone keyboard, tap the **microphone** symbol and speak; your words are typed. Say “period” or “question mark” for punctuation.
- **Voice assistants:** “Hey Siri, call Mary” or “Hey Google, text John I’m running late” works without touching the screen.
- **Have things read aloud:** iPhone **Settings > Accessibility > Spoken Content > Speak Screen** (then swipe down with two fingers from the top). Android: **Settings > Accessibility > Select to Speak**. Windows has **Narrator**; Mac has **Spoken Content**.

Hearing Aids, Captions, and the Phone

- **Live Captions** on iPhone (Settings > Accessibility > Live Captions) and **Live Caption** on Android (Settings > Accessibility > Live Caption; Samsung under Hearing enhancements) show spoken words as text on the screen for phone calls, FaceTime, videos, and, on iPhone, conversations in the room, all on the device itself.
- **Live Transcribe** (Android, free from Google) and **Live Listen** (iPhone with AirPods, in Control Center > Hearing) turn the phone into a transcriber or a remote microphone across a noisy table.
- **Hearing aids and the phone:** modern aids pair by Bluetooth (Section 22) so calls, video calls, TV sound through a transmitter, and navigation prompts go straight into the aids. The aid maker's app adjusts volume and programs. iPhone: **Settings > Accessibility > Hearing Devices**; Android: **Settings > Accessibility > Hearing devices**.
- **Mono audio** (Accessibility > Audio) sends both channels to each ear for people with hearing on one side.
- **Phone noise cancellation** and **Headphone Accommodations** (iPhone, Accessibility > Audio & Visual) tune the sound to an audiogram.
- **Captioned and amplified telephones** for the home line are covered in Section 9, including the free Oregon program.

Easier Touch, Buttons, and Steady Hands

- **Touch Accommodations** (iPhone: Accessibility > Touch; Android: Accessibility > Interaction controls or Touch & hold delay) ignore accidental brushes, require a hold before a tap registers, and stop a tremor from registering as several taps.
- **AssistiveTouch** (iPhone) puts a floating button on screen that replaces the physical buttons and complicated gestures with a menu: screenshot, volume, home, restart, lock, all by tapping.
- **Back Tap** (iPhone: Accessibility > Touch > Back Tap) does something useful when you tap the back of the phone twice, such as taking a screenshot, turning on the flashlight, or opening the Magnifier.

- **Voice Control** (iPhone, Accessibility > Voice Control) and **Voice Access** (Android) let you run the whole phone by speaking: “Open Messages,” “Tap Send,” “Scroll down,” and show numbers next to everything tappable so you can say the number.
- **A stylus** (a \$10 rubber-tipped pen) is easier than a fingertip for many people with arthritis or dry skin the screen does not register.
- **Larger keyboard:** turn the phone sideways for a wider keyboard, or add a Bluetooth keyboard with large-print keys.
- **Sticky Keys** and **Filter Keys** (Windows and Mac, under Accessibility > Keyboard) let shortcuts be pressed one key at a time and ignore repeated keystrokes.

TVs and Remotes

- **Audio Description** (in the TV’s accessibility settings and on Netflix, Prime, Disney+, and PBS) adds a narrator describing what is on screen.
- **High-contrast menus and screen readers** exist on Roku (**Settings > Accessibility > Screen reader**), Fire TV (**VoiceView**), Apple TV (**VoiceOver**), and most Samsung and LG TVs.
- **Voice remotes** on Roku, Fire TV, Apple TV, and Google TV remove most typing: hold the microphone and say “Open Netflix” or “Find Columbo.”
- **Simplified remotes** (the Roku Simple Remote, the Flipper big-button remote) for anyone who finds the standard one too dense.
- **Captions on everything:** a single setting in the TV (**Settings > Accessibility > Captions**) and in each app; Section 8.

Making Phones Simpler

- **iPhone Assistive Access** (**Settings > Accessibility > Assistive Access**) turns the phone into a few large buttons: Calls, Messages, Camera, Photos.
- **Android Easy mode** (Samsung: **Settings > Display > Easy mode**) enlarges icons and simplifies the Home screen.
- **Put the apps you use on the first screen and remove the rest.** Fewer choices means less to go wrong. Greatland can set this up with you.

27. Routine Care

A few minutes a month keeps everything running and keeps you safe.

Updates

Updates are the free fixes and security repairs the makers send out. **When the device itself asks, say yes.** Turn on automatic updates where offered so you rarely have to think about it:

Device	Where
iPhone / iPad	Settings > General > Software Update > Automatic Updates (turn all on)
Android	Settings > System > Software update (Samsung: Settings > Software update > Auto download over Wi-Fi). Apps update through the Play Store > profile > Settings > Network preferences > Auto-update apps .
Windows	Updates are automatic. Settings > Windows Update shows what is waiting; restart when asked.
Mac	System Settings > General > Software Update > Automatic Updates .
TV, Roku, Fire TV, speakers, cameras	Update themselves when connected to Wi-Fi. If one seems stuck, restart it.
Router	Provider routers update themselves. Routers Greatland installs are kept updated as part of your service.

Monthly Checklist

Done	Task
☐	Restart your phone, tablet, and computer once (fully off and on).
☐	Install any waiting updates.
☐	Check your phone backup date (Section 15).

Done	Task
☐	Print one color page so the inkjet does not clog.
☐	Glance at bank and card statements for charges you do not recognize.
☐	Empty the phone's Recently Deleted photos if storage is tight, and delete screenshots you no longer need.
☐	Wipe screens with a soft, slightly damp cloth. No sprays directly on the screen.
☐	Check that the smoke detector and any smart-home batteries (door sensors, remotes) are not showing low.

A Yearly Checklist

Done	Task
☐	Account checkup for Apple or Google, Microsoft, and email (Section 14): recovery phone, devices, legacy contact.
☐	Change the email password and any password the device has flagged as weak or reused.
☐	Review subscriptions and cancel the ones unused (Section 16).
☐	Call the internet and cell providers and ask about current promotions; check the senior plans.
☐	Test the battery backup (UPS) by unplugging it from the wall for a minute; replace its battery every three to five years (Section 21).
☐	Change the batteries in remotes, cordless phone handsets, smoke detectors, and the smart lock before they fail.
☐	Replace the water filter in the fridge, and the printer's photo paper that has curled; both are the kind of thing noticed only when needed.
☐	Walk through the house and confirm every device still shows your Wi-Fi name, and that the record pages (Section 29) are still true.
☐	Wipe and recycle any old phone, tablet, or computer that has sat in a drawer for a year (below).
☐	Ask a family member to spend an hour with this guide and your devices, so two people know how things are set up.

How Long Things Last

Device	Typical Useful Life	Signs It Is Time
Smartphone	4–6 years (Apple updates iPhones for about 6–7 years; Android varies, 3–7)	No longer gets security updates; battery replaced once already and failing again; apps you need refuse to install.

Device	Typical Useful Life	Signs It Is Time
Tablet	5–7 years	As above; the screen cracks on a tablet are rarely worth repairing.
Laptop or desktop	5–8 years	Windows or macOS no longer supports it (Windows 10 support ended in October 2025); it takes minutes to start even after cleanup.
Router / mesh system	5–7 years	Dropouts that restarts no longer fix; security updates have stopped; it predates your newest devices by a generation.
Modem (if separate)	5–8 years	The provider says it no longer supports your plan speed; the provider's own equipment is usually replaced free on request.
TV	7–10 years	Apps disappear because the TV's software is no longer updated; a \$30–\$50 streaming stick fixes that for years without replacing the TV.
Streaming stick or box	4–6 years	Sluggish menus, apps crashing, no more updates.
Printer	5–8 years; longer for lasers	Repeated feed problems; ink cartridges discontinued; costs more to fix than a new one (\$100–\$200).
Cordless phone	5–10 years	Batteries replaced and still poor range or static.

Device	Typical Useful Life	Signs It Is Time
UPS battery	3–5 years for the battery; the unit itself 10	Beeps constantly or lasts only a minute when the power drops.
Smartwatch, earbuds	3–5 years	Battery life falls to a few hours.

Repair or Replace?

- **Phone battery or screen:** worth repairing on a phone less than four years old (\$80–\$300 at an Apple Store, Samsung-authorized shop, or an independent repairer; Apple and Samsung both have mail-in options from the coast).
- **Laptop battery, keyboard, or storage upgrade:** often worth it under five years. A slow laptop given a new solid-state drive can feel new; Greatland does this.
- **Cracked tablet screens, dead TVs, dead printers:** almost never worth repairing.
- **Anything that still works but is out of security updates:** retire it from email and banking; it can live on as a photo frame, a recipe screen, or a music player.

Before Letting Go of an Old Device

An old phone or computer contains your email, photos, and saved passwords. Before trading it in, donating, or recycling:

1. Make sure everything is backed up or has moved to the new device and has been checked there (Section 15).
2. **Sign out** of the accounts: iPhone **Settings > your name > Sign Out** (this also turns off Activation Lock, without which the next owner cannot use it); Android **Settings > Accounts > remove**; Windows and Mac sign out of Microsoft/Apple accounts and iCloud.
3. **Erase it:** iPhone **Settings > General > Transfer or Reset iPhone > Erase All Content and Settings**; Android **Settings > System > Reset > Erase all**

data (factory reset); Windows Settings > System > Recovery > Reset this PC > Remove everything; Mac System Settings > General > Transfer or Reset > Erase All Content and Settings.

4. Remove the **SIM card** and any memory card.
5. Recycle: Apple, Best Buy, and Staples take electronics; Lane County's transfer stations accept e-waste; many cell carriers give trade-in credit even for old phones. Never put lithium batteries in the household trash; they start fires in garbage trucks.

If a computer will not turn on and cannot be erased, Greatland can remove and destroy the drive so the data goes nowhere.

Buying a New Device: A Short Checklist

- **Phone:** stay with the same family (iPhone to iPhone, Android to Android) unless you have a reason to switch; the move is far simpler. Choose at least **128 GB** of storage. The standard or "SE/a-series" models are plenty; the Pro models pay for cameras most people never use. Last year's model, new, is the best value.
- **Tablet:** the basic iPad or a mid-range Samsung Galaxy Tab, 64 GB or more, with a case that stands up. Avoid the cheapest no-name Android tablets; they stop getting updates almost immediately.
- **Laptop:** at least 8 GB of memory (16 is better) and a solid-state drive of 256 GB or more; a 14- or 15-inch screen; a Windows laptop from HP, Dell, or Lenovo in the \$500–\$800 range, or a MacBook Air, serves most people for years. Chromebooks are a simple, inexpensive option for someone who lives in the browser and Gmail.
- **Printer:** for occasional black-and-white printing, a small Brother laser; for photos and color, a Canon or Epson inkjet with cheap ink (Epson EcoTank refills from bottles). Avoid the cheapest inkjets; their cartridges cost more than the printer.
- **Router or mesh:** ask us before buying; the right choice depends on the house, the provider, and what you connect, and a system we install is one we can support.

- **TV:** any current 4K TV from Samsung, LG, Sony, TCL, or Hisense is good; the size that fits the room matters more than the brand. Budget for a sound bar.

Batteries and Charging

- It is fine to charge overnight. Modern devices stop when full.
- Use the charger that came with the device, or a reputable brand (Anker, Belkin, Apple, Samsung). Very cheap chargers can damage the battery.
- Heat is the enemy. Do not leave phones or tablets in a hot car or in direct sun on a windowsill.
- Phone and laptop batteries wear out after three to five years and can usually be replaced for far less than a new device.

Cleaning and Care

- Turn the device off or lock the screen before cleaning so you do not press things by accident.
- Keyboards: turn upside down and tap gently, then use a soft brush. Compressed air works well.
- Keep the router out in the open, not in a cabinet or behind the TV. It works best with air around it and nothing blocking the signal.
- Keep liquids away from keyboards and the printer.

28. Letting Family Help

Technology is easier with a trusted helper. Here are safe ways to let family or a friend lend a hand, near or far.

Choose a Tech Buddy

Pick one or two people you trust completely: a child, grandchild, neighbor, or Greatland. Write their names in Section 29. Having a named person means that when something goes wrong, you already know who to call, and a stranger offering “help” on the phone is easy to refuse.

Showing Them Your Screen From Far Away

When a helper cannot see your screen, they are guessing. These built-in tools let them see it, and in some cases point or guide, while you stay in control:

Your Device	Tool	How It Works
iPhone / iPad	Screen sharing in FaceTime or a phone call	During a FaceTime call, tap the Share button (a person with a rectangle) and choose Share My Screen . The helper sees what you see while you talk. Tap the red indicator at the top to stop.
Android	Screen sharing in Google Meet	In a Meet video call, tap the three dots > Share screen . Stop from the notification.
Windows	Quick Assist	Open Quick Assist from Start. Your helper opens it on their computer, chooses Help someone , and reads you a six-digit code; you type it and tap Allow . They can see and, with your permission, control the screen. Close the window to end it.
Mac	Screen Sharing through Messages or FaceTime	In a Messages conversation, tap the person's name > Share > Invite to Share My Screen . End from the menu bar icon.

Only with someone you called – These tools are safe when **you** start the call with a person you know. The exact same tools are what scammers ask you to use after a pop-up or a cold call. If anyone you did not contact asks you to share your screen or “let them connect,” the answer is no. See Section 23.

Sharing That Makes Life Easier

- **Shared photo albums** (iPhone **Photos** > **Shared Albums**; **Google Photos** > **Sharing**) let family drop pictures in from anywhere, and they appear on your tablet without any sending.

- **Shared calendars** let a family member add your appointments from their own phone. Share from the Calendar app's settings.
- **Location sharing** with a trusted person (**Find My > People** on iPhone; **Google Maps > your picture > Location sharing** on Android) gives both of you peace of mind. You choose who, and you can stop at any time.
- **Apple Family Sharing** and **Google family groups** let a family share purchases, storage plans, and subscriptions, and let an organizer help manage things, while each person keeps a private account.
- **Recovery and legacy contacts** (Section 14) let a trusted person help you back into your account if you are ever locked out, and settle things later on.
- **Password notebook location.** Make sure your tech buddy knows where it is kept.

Setting Up Family Sharing or a Google Family

1. **Apple:** on your iPhone, **Settings > your name > Family Sharing > Set Up Your Family**, and invite family members by message. Each keeps their own Apple Account and password. Choose what to share: purchases, iCloud+ storage, Apple TV+ and Music, location, and screen time for children. Up to six people.
2. **Google:** go to **families.google.com** or **Google One > Settings > Manage family settings**, create the family group, and invite up to five others by email. Shared: Google One storage, YouTube Premium, Play purchases, the family calendar, and Family Link controls for children.
3. Once set up, a family member can be named your **Recovery Contact** (Apple) or **Recovery** phone/email (Google) so that if you are ever locked out they can help you back in without ever knowing your password.

After You: Legacy Contacts and Digital Estates

Photos, email, and the password to the phone itself become inaccessible to family after a death unless arranged in advance. Each company has a simple, free setting:

Account	Setting	Where
Apple	Legacy Contact. The person you name receives an access key (a QR code or file) and, with a death certificate, can later access your photos, notes, mail, and files.	Settings > your name > Sign-In & Security > Legacy Contact
Google	Inactive Account Manager. After a period of inactivity you choose (3–18 months), Google notifies the people you name and can share the data you select, or delete the account.	myaccount.google.com > Data & privacy > Make a plan for your digital legacy
Facebook	Legacy contact to manage a memorialized profile, or a request to delete.	Section 18.
Microsoft	No legacy feature; next of kin can request closure. Keep the password with your important papers.	
Banks, utilities, subscriptions	Each has its own process; a written list of accounts (not necessarily passwords) saves the executor weeks.	Section 29, kept with your will.

- **The phone passcode** is the master key. Leave it, and the Apple or Google password, in a sealed envelope with your will or in a safe deposit box, and tell the executor it exists.
- **Photos** are the thing families most regret losing. A shared album or a periodic download to a family member's computer solves it before it becomes a legal problem.
- **Two-step verification tied to a phone** that the family cannot unlock is the most common way accounts are lost. A legacy contact, or a second trusted phone number on the account, prevents it.

Teaching and Learning Together

- **Say how you like to learn.** Some people want to do it themselves with someone watching; some want to watch first. Say which, and ask the helper to keep their hands off the device.
- **One thing per visit.** “Today, just texting photos.” Practice it three times before moving on. Write the steps in your own words on an index card.
- **Ask them to slow down and use the real names of things** (“tap the blue Share arrow,” not “tap that”). This guide’s words are a shared vocabulary; if the helper reads the relevant section first, you are both speaking the same language.
- **Set a regular time,** a Sunday call or a monthly visit, so questions pile up for it rather than feeling like interruptions. A list in the Notes app titled “Ask Mark” works well.
- **Keep your independence.** Decide which things you want to be able to do entirely alone (calling, texting, photos, email, the TV) and which you are content to hand off (updates, the router, printer setup). Both are fine; being clear about it keeps a helper from taking over.

Making a Cheat Sheet

With your helper, write a one-page sheet for the refrigerator or inside this guide’s back cover:

- Wi-Fi name, and where the password is written.
- Which remote does what, and the TV input for your streaming device.
- How to restart the router (unplug, count to 30, plug in, wait five minutes).
- The three or four apps you use most, and what their icons look like.
- Who to call: your tech buddy, your internet provider, and Greatland at **541-991-8202**.

For helpers – If you are the family member reading this: go slowly, let them hold the device and do the tapping, and resist the urge to take over. Write steps down as you go. Sections 22 and 25 are the pages to bookmark.

29. My Home Technology Record

Fill these pages in once and keep the guide handy. Write the **email address** used for each account, but keep passwords in your password notebook, not here, and simply note where the notebook is kept.

Need a hand? – Call Greatland at **541-991-8202**. We serve Florence and the Oregon Coast, and we are happy to walk through any page of this guide with you in person or over the phone.

My Network

Internet provider	_____
Provider phone number	_____
Account number (from the bill)	_____
Wi-Fi name (main)	_____
Wi-Fi name (guest, if any)	_____
Where the router is	_____
Where my password notebook is kept	_____

Who to Call

Internet provider	_____
Phone company	_____
Family helper	_____
Greatland Technology Services	541-991-8202 jordan@greatlandtechnology.com

My Accounts

Account	Email Address Used	Two-step on?
Main email		☐ Yes
Apple Account		☐ Yes
Google Account		☐ Yes
Microsoft Account		☐ Yes
Amazon		☐ Yes
Bank		☐ Yes
		☐ Yes
		☐ Yes

My Subscriptions

Service	Monthly Cost	Paid With	Renews On
Internet			
Phone plan			
Cloud storage (iCloud / Google One)			
Streaming:			
Streaming:			
Streaming:			
Doorbell / camera plan			

My Devices

Device	Brand and Model	Connects By	App or Account It Uses
Computer		☐ Wi-Fi ☐ Cable	
Phone		Wi-Fi + cellular	
Tablet		Wi-Fi	
Printer		☐ Wi-Fi ☐ USB	
TV		☐ Wi-Fi ☐ Cable	Input: HDMI ____
Streaming device		Wi-Fi	Input: HDMI ____
Smart speaker		Wi-Fi	
Doorbell / camera		Wi-Fi	
Thermostat		Wi-Fi	

My TV and Streaming

TV brand and size	
Streaming device (Roku, Fire TV, Apple TV, built in)	
Input for streaming device (HDMI __)	
Input for cable / satellite box (HDMI __)	
Input for DVD / Blu-ray (HDMI __)	
Sound bar (brand; how volume is controlled)	
Streaming services and the email used to sign in	

My Smart Home and Cameras

Device	Brand / App	Where It Is	Account Email Used
Smart speaker(s)			
Video doorbell			
Cameras			
Thermostat			
Smart lock			
Smart plugs / bulbs			

My Helpers and Important Numbers

Tech buddy (name and phone)	_____
Second family contact	_____
Cell phone company and account PIN location	_____
Streaming / TV provider	_____
Bank fraud line (from the back of the card)	_____
Clinic portal name and help line	_____
Pharmacy	_____
Power company outage line	Central Lincoln PUD: 877-265-3211 (or: _____)
Greatland Technology Services	541-991-8202 jordan@greatlandtechnology.com
Oregon DOJ Consumer Hotline	1-877-877-9392
AARP Fraud Watch Helpline	877-908-3360

Dates to Remember

What	Date	Notes
Internet promotional price ends		Call to renegotiate a month before.
Cell plan contract / phone paid off		
Medicare open enrollment	Oct 15 – Dec 7 each year	SHIBA: 1-800-722-4134
Streaming annual renewals		
UPS battery installed		Replace in 3–5 years.
Last full phone backup checked		
Last account checkup		Section 14
Phone battery replaced		