

# GET TO KNOW YOUR NEW SMARTPHONE

## Tech Help from Monroe Public Library

**Smartphone:** a cell phone that can access the internet and has an interactive screen

**iOS:** the operating system for iPhones made by Apple

**Android:** the operating system for other devices made by various companies, including Samsung, LG, Motorola, and Nokia

**Apps:** the icons on the phone; each one represents a program or application

**App store:** the place to download and update apps; called Google Play on Android and Apps on Apple.

**Data:** internet connection that is built into the phone. Your phone will automatically make this connection.

**Wireless:** internet connection that is stationary. You may need to sign in at a location like a home, a cafe, or a library, but your phone will remember after the first time.

**Tap:** a light finger tap on the screen will perform an action

**Swipe:** a finger movement across the screen (like turning pages), or down from the top of the screen

**Social media:** online places to connect with people (apps like Facebook and Twitter)

**Sign up:** many apps require you to sign up for an account to use them

**Cloud:** an online storage place, away from your phone, that keeps items safe and accessible

**Browser:** a vehicle to get you on the internet (apps like Chrome and Safari)

**Search engine:** a website that allows you to find things on the internet (like Google or Yahoo)

**Update:** updating the technology on your phone helps it run efficiently and correctly

**Restart:** turning your device on and off can solve issues

**Help or ?:** most apps have a help button

**Troubleshooting:** the process of solving an issue with your phone or other technology

## TROUBLESHOOTING TIPS:

Most issues can be resolved by updating your apps. If your phone doesn't automatically ask you about updates, look in the Settings app.

Guide for Android: <https://support.google.com/googleplay/answer/113412?hl=en>

Guide for iOS: <https://support.apple.com/en-us/HT202180>

Some issues can be resolved by restarting your device.

Hold in the power button for several seconds until the screen prompts you to turn off or restart.

If you have turned off the device, hold in the power button for several seconds to start.

Within apps, tap on Help or ? for instructions on how to use the app.



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