

Helping your learner get to know their smartphone or tablet

A smartphone or tablet can be a gateway for your learner to access the online world: whether it's connecting with loved ones, finding entertainment or saving money, these devices are here to help.

That being said, this new world of opportunity can be overwhelming at first.

This guide will show you how to help your learner to get to grips with their new devices and build their confidence with touchscreens and the key features of the device.

*Instructions may vary according to your device model.

What you'll cover

1. Using a touch screen
2. Understanding the key functions of a smartphone or tablet

Remember: This is about helping your learner build their confidence and skills. Encourage them to carry out each step themselves and avoid doing it for them. If they do get stuck, feel free to show them, but then ask them to repeat it on their own.

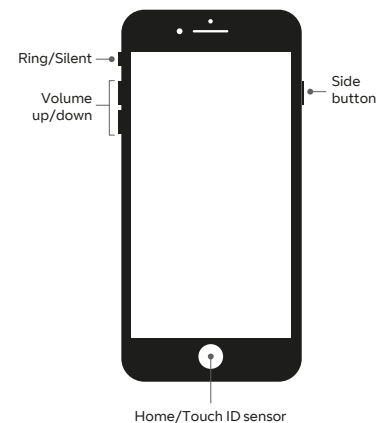
Understanding the touch screen

Smartphones and tablets feature a 'touch screen'. These are screens that your learner can touch to navigate the device. Mastering this feature will be the key to them making the most of their digital experience.

A touchscreen is great: it means no more clicking multiple buttons to search and far more interactivity with your device, as it can be used as both a display and a touch pad.

If your learner struggles with their touch screen, they may need a stylus (small pen-shaped instrument that can be used on the touch screen) these are quite cheap and easy to purchase.

The below are the key features of the product:



Increasing and decreasing the volume

Your learner should have two buttons next to each other on the side of their device (sometimes these are labelled with a + and -) on the side of their device. For increased volume, simply press the top button, for decreased volume press the lower button.



Key lock

On the other side of their device, there will be another button. Your learner can press this to lock their device.

Helping your learner get to know their smartphone or tablet continued

Screen rotation

All smartphones can be used in both portrait and landscape mode. Key device features such as TV screening (Like Netflix and BBC iPlayer) will often be a lot easier in landscape mode.

Get your learner to change the orientation of their device and click on the  to allow their device to reflect the preferred screen rotation. Device rotation can normally be found under the Settings icon .

You will now be able to put your phone into portrait or landscape, and the screen will flip accordingly.

Scrolling

Your learner can scroll by gently touching the screen with their fingertip, before moving their finger up or down the screen.

Swiping

Swiping allows your learner to view another screen on the device.

To swipe, your learner should place their finger on the screen.

Typing

This is simply tapping on the device's in-built keyboard to create text. It is a key feature for both communicating and searching for information.

The best way to practise this with your learner would be to get them to send you a text or an email.

The keyboard has several layers to allow them to access letters, numbers, punctuation and cases. When practising, show your learner how to access these additional elements and ask them to include them within their copy.

Zooming in and out

'Zooming in' adjusting the display so that the image/information on-screen seems bigger and closer. It is particularly helpful for images that are less clear or text that is small.

To zoom in, get your learner to place two fingers closely together on the area of the screen they want to make bigger before getting them to separate their fingers until the focus area is as big as they would like.

The best way to practise this with your learner would be on a map or a photo.

Apps

The small tiles and logos on the screen represent applications, or apps for short. There are apps for pretty much anything you can think of: banking, checking the weather, playing games: you name it, there's an app for it. To learn more about downloading apps, you can find another useful guide at bt.com/seniorskills. Either click on this link or type it into your web browser.

Wi-fi

To make the most of their device, your learner will need to ensure their smartphone or tablet is connected to the internet via wi-fi or mobile internet. You can use our guide to help your learner set up a wi-fi connection by clicking on or typing the following address into their web browser bt.com/seniorskills.

Give it a test

These are features that can only be mastered through practice, so encourage your learner to have a play with the device and flick through the pages on their home screen and scroll through news articles, type out a message and zoom in to their maps.

Note:

It's important to make your learner to feel at ease with the touch screen. Tell them not to worry about accidentally tapping on something they didn't mean to. After all, one click of the back button or home button and they'll be back to where they were.



Links to further learning

For more handy guides on getting started with a phone, your learner can either click on the following links or type the words into their search engine, and click on the first result.

Learn My Way – Good Things Foundation:

www.goodthingsfoundation.org/learn/learn-my-way/

Smartphones & tablets | Digital Unite: www.digitalunite.com/technology-guides/smartphones-tablets

Getting to know your smartphone or tablet

Why you should get to know your gadgets?

A smartphone or tablet is a great tool to help you access the online world and grow the ways you can get information and communicate. Whether it's connecting with loved ones, finding entertainment or saving money, these devices are here to help and can be a real game-changer.

Nevertheless, we know it might seem overwhelming and no doubt you've got plenty of questions: so we're here to help.

This sheet will show you how to get to grips with your new device, build your confidence with touch screens and more!

*Instructions may vary according to your device model.

What you'll learn

1. How to use your touch screen
2. How to work the key features of your device

Understanding your devices

Smartphone

A mobile device that can be used to access the internet. iPhone is one example.

Tablet

A portable computer without a physical keyboard. Instead, the keyboard appears on the screen.

Understanding your touch screen

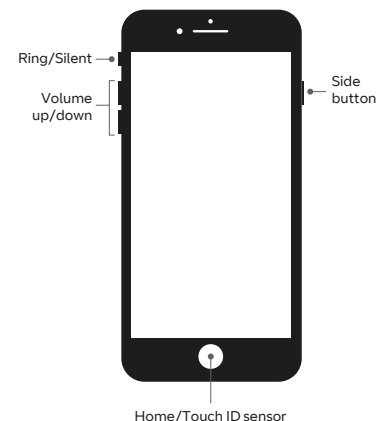
Smartphones and tablets feature a 'touch screen'. These are screens that you can touch to navigate the device.

A touch screen is great, it means no more clicking multiple buttons to search and far more interactivity with your device, as it can be used as both a display and a touch pad.

Mastering this feature will be the key to maximising your user experience.

If you struggle with the touch screen experience, you may need a stylus (small pen-shaped instrument that can be used on the touch screen) these are quite cheap and easy to purchase.

Shown below are key features of your device



Increasing and decreasing the volume

You should have two buttons next to each other on the side of your device (sometimes these are labelled with a + and -). To increase the volume, simply press the top button, to decrease the volume press the lower button.

Key lock


On the other side of your device, there will be another button. You can press this to lock your device. This is


Getting to know your smartphone or tablet continued

most useful when you have finished using your device.

Most devices will also have an auto screen lock function, which locks the device after a period of inactivity.

Screen rotation

All smartphones can be used in both portrait and landscape mode. For things such as watching TV (on apps like Netflix and BBC iPlayer) you'll want your device to be in landscape mode. To allow this to be possible you will need to go into your device's settings tab  and allow this.

To do this, change the orientation of your device and click on the  to allow your device to reflect the preferred screen rotation. Then, if you hold your phone horizontally, the screen will flip accordingly.

Scrolling

You can do this by gently touching the screen with your fingertip, and moving it up the screen to scroll down and down the screen to scroll upwards. (We know it's opposite to what you might think, but we promise you it works!)

Swiping

Swiping is the best option if you want to move quicker or across to another screen on the device.


To swipe, place your finger on the screen and move it across the screen quickly (to the left or right), before letting go after halfway.

Typing

This is the simple method of tapping on the device's on-screen keyboard to create text. It is a key feature for both communicating and searching for information.

It will allow you to send texts and emails, search for the weather and news and maybe even help you do some shopping.

Your keyboard should pop up once you have pressed on your device's search bar or are using apps that require text (such as WhatsApp). Once you've found your keyboard, it's worth having a practise, especially as the letters may be smaller than you're used to. Why not try typing by sending your helper a text or email?

This button  will allow you to access the punctuation and numbers.

How to zoom in – practise on a map

'Zooming in' is the practice of adjusting your display so that the image or information on screen seems bigger and closer. It is particularly helpful for images that are less clear or text that is small.

To zoom in, place two fingers closely together on the area of the screen you want to make bigger before separating your fingers until the focus area is as big as you would like.

The best way to practise this is on a map or a photo.

Apps

The small tiles and logos on your screen represent applications, or apps for short. There are apps for pretty much anything you can think of: banking, checking the weather, playing games: you name it, there's an app for it. Some apps are free, and you will have to pay for certain other apps. Lots of these will come built-in to your device, but if you want to find more about downloading apps, you can find another useful guide at bt.com/seniorskills. Either click on this link or type it into your web browser. Access to your apps will be

only be a click away. They are also the perfect tool for you to test out your new-found skills.

Wi-fi

To make the most of your device, you will need to ensure that your smartphone or tablet is connected to the internet via wi-fi or mobile internet. You can find a guide on setting up wi-fi connection by clicking or typing the following address into your web browser bt.com/seniorskills.

Hints and tips and further learning:

Give it a try

The more you practise the easier it will get, so have a play with your device and its apps. Swipe through the pages on your home screen, scroll through news articles, type out a message and zoom in on your maps.

Note:

Practise makes perfect. Don't worry about accidentally tapping on something you didn't mean to. After all, one click of the back button or home screen button and you'll be back to where you started.

Links to further learning

For more handy guides on getting started with your phone, you can either click on the following links or type the words into your search engine and click on the first result. Learn My Way – Good Things Foundation: www.goodthingsfoundation.org/learn/learn-my-way/ Smartphones & tablets | Digital Unite: www.digitalunite.com/technology-guides/smartphones-tablets