



Smartphone Basics



Getting Started Guide



What is a Smartphone?

A mobile phone that performs many of the functions of a computer, typically having a touchscreen interface, internet access, and an operating system capable of running downloaded applications.

Navigating your Smartphone

The two most common operating systems for smartphones are Android and Apple. Each have the same basic functions but with slightly different interfaces.

1. **Apps** are programs that are designed to run on your device. The **Google Play Store (Android)** or **App Store (Apple)** is where you find, download, and install apps.
2. **Phone:** The Phone app is used to make and receive phone calls. The Phone app has several features to help you manage incoming and outgoing phone calls, as well as voicemail.
3. **Settings:** Settings control everything about the way your phone works. You will use settings to connect to WiFi. You can open Settings by tapping the icon on your Home screen.
4. **Messages:** The Messages app is used to send instant messages to your contacts.
5. **Internet:** A Web browser will come built into the phone, or you can download one. You will use it to access websites on your device. This will look similar to the internet browser you use on a desktop or laptop computer.
6. **Home:** The Home button may wake your phone for certain models when it's gone into 'sleep mode'. This button will also bring you back to the Home screen on your smartphone.



Android vs. Apple (iOS) Operating System

All smartphones offer phone, text, internet, email, camera, maps, and other applications. There are two main operating systems for smartphones: **Android** and **Apple iOS** (iPhone Operating System).



Android operating system is used for many smartphones. Popular brands include Samsung, Google Pixel, and Motorola. Like the iOS, Android gets regularly maintenance updates. To check that you have the most up to date version go to **Settings (3) > About Phone > Check for Updates**.



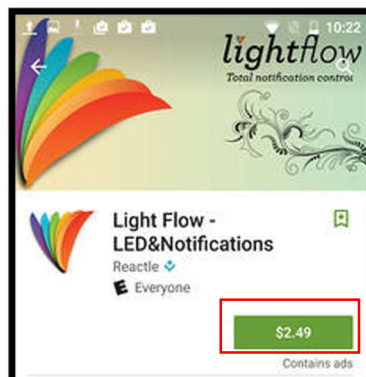
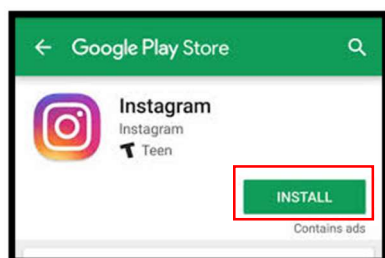
Apple iPhone operating system (iOS) is used for all iPhone versions. iOS is frequently updated to address bugs or issues. You can check that you have the most up to date iOS by going to **Settings (3) > General > Software Update**.

Downloading, Installing & Deleting Apps

Android



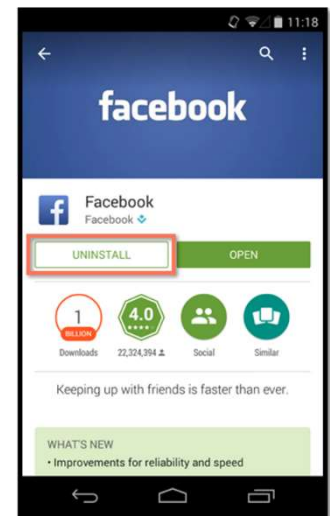
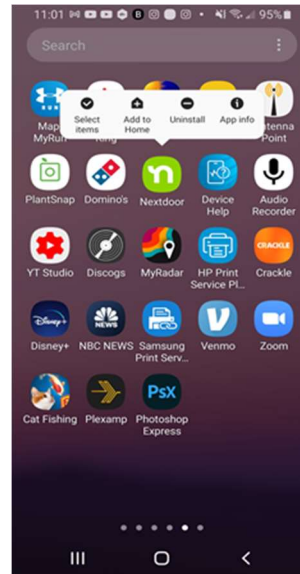
On the app page in the **Google Play Store (1)** there will be a 'Install' button for free apps and a price button for paid apps. Click that button to download and install an app.





Deleting Apps

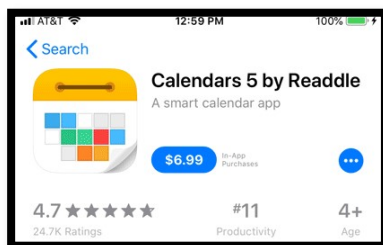
Press and hold any app then press **uninstall** Or In the Google Play Store click on the app name then click **uninstall** on the app page.



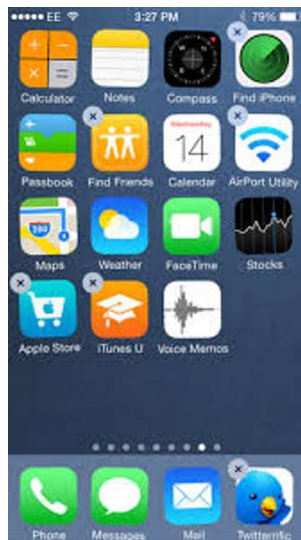
iPhone



On the app page in the **App Store (1)** there will be a 'Get' button for free apps and a price button for paid apps. Click that button to download and install an app.



Downloading and Installing



Deleting Apps

Press and hold any app. The app icons will begin to shake.

Tap the small X in the upper left-hand corner of the app icon you want to remove. Confirm by clicking 'Delete'.

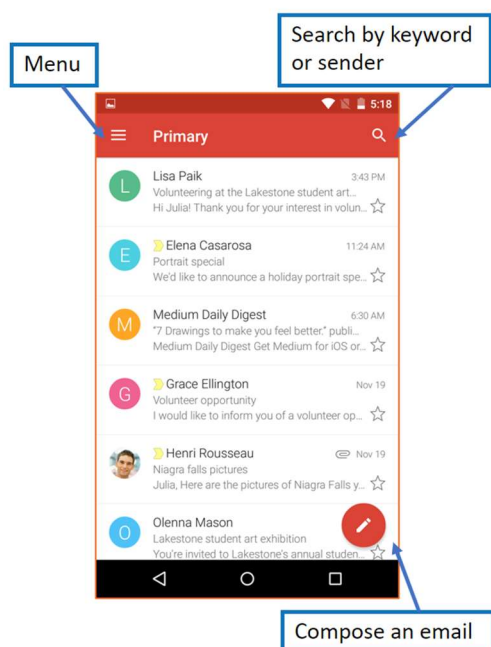
Email

Android

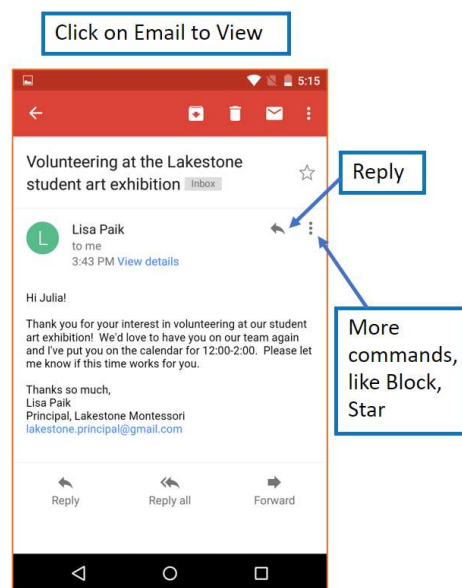


The Gmail App comes pre-installed on Android phones. The app will automatically connect to the Google account you used to set up phone. Some of the basic functions of the app are displayed below:

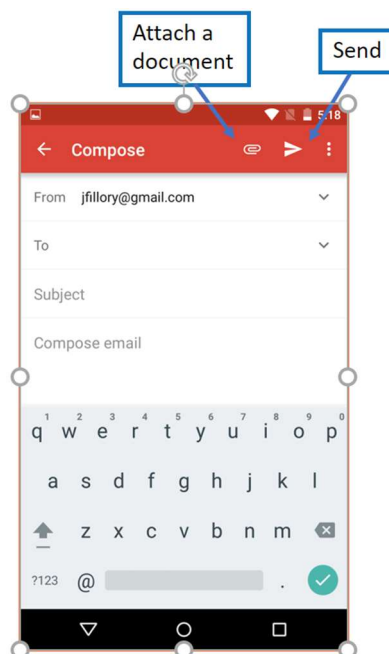
Inbox layout and search feature



Viewing and Replying to Emails



Sending and Adding attachments



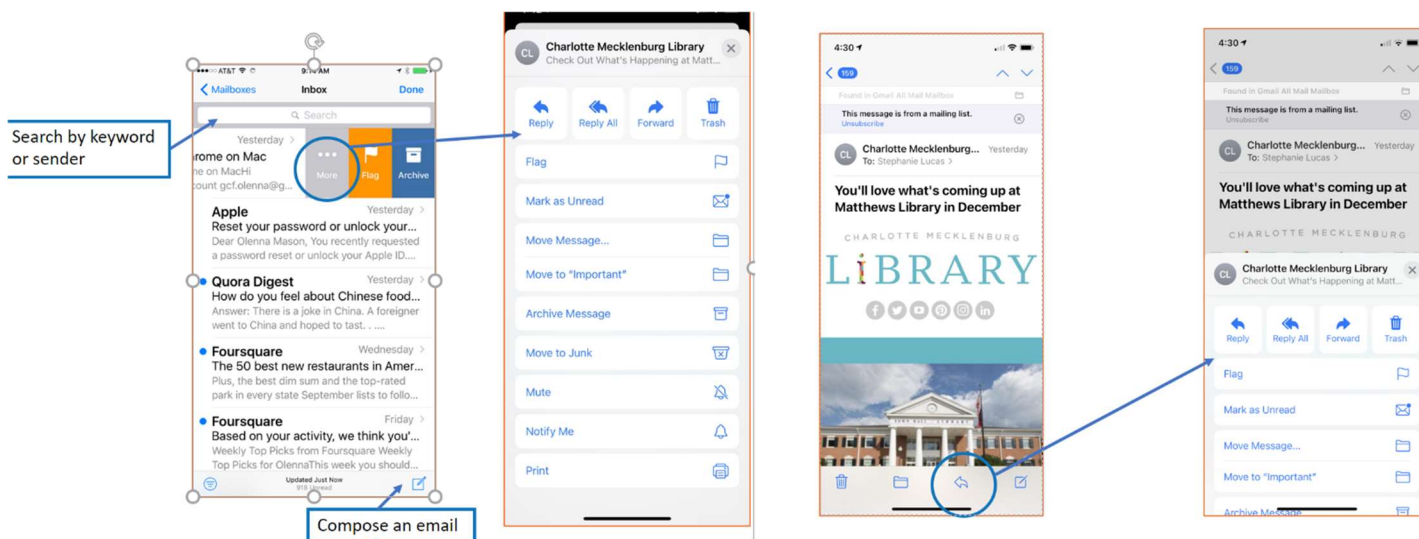
iPhone



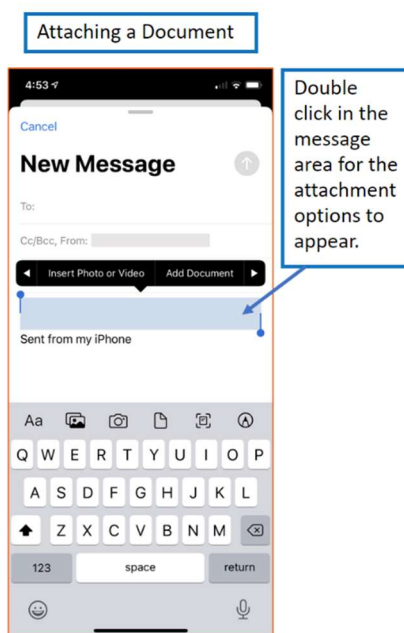
On an Apple iPhone, open Mail App and select your email provider (select Google for Gmail). Log in with email and password. Some of the basic functions are displayed below:

Searching for emails, composing emails

Replying to Emails



Attaching documents



Resources

The following resources can be accessed from the library's resource page:

<https://www.cmlibrary.org/resources>

GCF Learn Free

Find many Microsoft Office, Google Suite, and basic-to-advanced digital literacy lessons for free on www.gcflearnfree.org. They have both text-based and video tutorials on a wide variety of topics.

LinkedIn Learning

Access a library of video tutorials from beginner to advanced level on a variety of technology topics on LinkedIn Learning (formerly Lynda.com). LinkedIn Learning allows you to track your progress and download resources from tutorials. You can view lessons at home or in the library using your library card.

Northstar Digital Literacy

This resource provides interactive online assessments and practice exercises to help individuals master computer and software skills such as using email, navigating the internet, and using Microsoft Word, Excel, and PowerPoint. Learn to navigate technology in your daily life with assessments on topics such as Social Media, Google Documents, Supporting K-12 Distance Learning, and Career Search Skills. Receive certification in one or more topics by completing an assessment (score 85% or higher) during a virtual Library proctored session.

1-on-1 Technology Tutoring

Charlotte Mecklenburg Library offers 1-on-1 tutoring with a library staff member or volunteer. You can call your library branch to check availability or check out our online calendar at www.cmlibrary.org/calendar.



DigiLit

DigiLit is a digital literacy program provided by Charlotte Mecklenburg Library. To find out more information about this program, download class handouts, and access additional resources, visit: www.cmlibrary.org/digilit