

Vision Tech

Everyday tips **Handbook**

3 free step-by-step guides in plain English

Free to print and share.

guides.visiontech336.com - admin@visiontech336.com

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Restart, shut down or sleep: what is the difference?

Restart, Shut down and Sleep all sound similar but do different things. Knowing which to use can save you time and fix many small problems.

What each one does

- **Sleep** pauses your computer and keeps your work open. It uses a little power and wakes in seconds. It is good for short breaks.
- **Shut down** closes everything and switches the computer off. It is good when you will not use it for a day or more.
- **Restart** closes everything and switches the computer straight back on. It clears out stuck programs and is the best first step for most problems.

Which should I use?

1. If you are stepping away for a short while, choose **Sleep**.
2. If you are done for the day or going away, save your work and choose **Shut down**.
3. If the computer is slow, odd or misbehaving, or after installing updates, choose **Restart**.

Good to know

On many Windows computers, **Shut down** does not fully clear everything, because a feature called Fast Startup saves part of the system to start faster. This is why **Restart** is better for fixing problems than shutting down and turning on again.

On a Mac, you will find these choices under the Apple menu at the top left of the screen. On Windows, click the **Start** button, then the power icon.

Laptops may also have **Hibernate**, which saves your work and switches off completely. It is not always shown in the menu.

Closing a laptop lid usually puts it to sleep. If you carry a laptop in a bag, shut it down first, because a sleeping laptop can overheat.

When to get more help

Stop and ask for help if the computer will not wake from sleep, restarts by itself over and over, or says it is installing updates for hours without finishing. Never switch off during an update unless we advise it. Tell us what you see on screen.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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How to take a screenshot

A screenshot is a picture of what is on your screen. It is handy for showing us a problem, saving a receipt or keeping a confirmation.

On a Windows computer

1. Press the **Windows key, Shift and S** together. The screen dims, and you can drag a box around the area you want. It is copied ready to paste into an email or document.
2. Press **PrtScn** (Print Screen) to copy the whole screen. Paste it into a document or email with Ctrl and V.
3. Press the **Windows key and PrtScn** together to save the whole screen as a file. It usually goes into **Pictures**, then **Screenshots**.

On a Mac

1. Press **Shift, Command and 3** to take the whole screen. It is saved to the desktop by default.
2. Press **Shift, Command and 4** to drag a box around part of the screen.
3. Press **Shift, Command and 5** to see more options.

On an iPhone

- With Face ID: press the side button and the volume up button together, then let go quickly.
- With a Home button: press the Home button and the side (or top) button together.
- Find the picture in the **Photos** app, in the **Screenshots** album.

On an Android phone

Press the power button and the volume down button together on most phones. Some makes use a different method, such as a swipe, so check the phone's guide if it does not work. The picture appears in your **Photos** or **Gallery** app.

Before you share

Check the screenshot does not show private details, such as passwords, bank numbers or other people's messages. Cover them up, or crop the picture.

When to get more help

Stop and ask for help if the shortcuts do nothing, you cannot find the saved picture, or the screen shows something you do not understand and you cannot capture it. A photo with another phone also works well. Tell us the device and what you tried.

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How to describe a problem so we can fix it faster

The more clearly you describe a problem, the faster we can fix it. You do not need technical words. Just tell us what you see, in plain language, as if you were showing us.

Things to include

- **What you were trying to do:** for example, "print a letter" or "join a video call".
- **What happened instead:** the exact words of any message, or what you saw, heard or did not see.
- **When it began:** today, since an update, after a power cut, or after something was installed.
- **How often:** every time, now and then, or just once.
- **The device:** the make and model if you know it, such as "HP laptop", "iPhone 13" or "Windows 11".

Step by step

1. Stop and take a breath. Do not click around randomly or try lots of fixes, as this can make it harder to work out what went wrong.
2. Take a screenshot or a photo of any error message with your phone. Read out any numbers or codes as they appear.
3. Write down what you have already tried, and what changed afterwards.
4. Note whether other devices have the same problem. For example, "Wi-Fi works on my phone but not my laptop".
5. Note any lights, sounds or smells. A beep, flashing light or burning smell matters.

Things not to share

- Never send us your passwords, PINs or codes. We will never ask for them in a message.
- Do not send photos showing bank card numbers or private documents.

Good to know

There is no such thing as a silly question. If you are not sure what something is called, say what it looks like or where it is on screen.

When to get more help

If you smell burning, see smoke, notice liquid damage or a swollen battery, switch off and unplug the device and ask for help right away. Also ask if you think you have been scammed. Contact your bank first if money is involved. Tell us everything above and we will take it from there.

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