

Vision Tech

iPhone, iPad & Android Handbook

30 free step-by-step guides in plain English

Free to print and share.

guides.visiontech336.com - admin@visiontech336.com

Contents

Battery, charging & damage

My phone battery drains too fast	3
iPhone and Android: phone will not charge	4
iPhone and Android: phone will not turn on or is stuck on the logo	5
iPhone and Android: what to do with a cracked screen	6
iPhone and Android: phone is getting too hot	7
iPhone and Android: what to do if your phone got wet	9
iPhone and Android: touch screen not responding	10

Slow, full or crashing

My phone says storage is full	11
My phone is slow or keeps freezing	12
iPhone and Android: apps keep crashing or will not update	13
iPad and tablets: free up storage space	14

Signal, calls & connections

iPhone and Android: no signal or mobile data not working	15
iPhone and Android: call problems, Wi-Fi calling and not hearing the caller	16
iPhone and Android: text messages not sending	17
iPhone and Android: pairing Bluetooth headphones, speakers and cars	18
iPhone and Android: using your phone as a hotspot, and testing if Wi-Fi is the problem	19

Backup, new phone & updates

How to back up your phone	21
iPhone and Android: moving your data to a new phone	22
Android: how to back up your phone	24
iPhone, iPad and Android: update the software safely	25
iPhone and Android: WhatsApp backup, restore, missing messages and new phones	27

Lock, security & finding your phone

iPhone and Android: forgot your passcode, PIN or pattern	29
iPhone and Android: Apple Account or Google account locked	30
iPhone and Android: find a lost phone with Find My and Find Hub	31
iPhone and Android: Face ID or fingerprint not working	33
iPhone and Android: spotting scam texts and fake delivery messages	34
Android: remove adverts and pop-ups caused by malware or adware	35

Everyday how-tos

iPhone and Android: notifications not working, Focus and Do Not Disturb	36
iPhone and Android: screen time and parental controls basics	37
iPhone and Android: take screenshots and record your screen	39

iPhone, iPad & Android | Easy | 2 min read

My phone battery drains too fast

A battery that drains quickly is usually down to the screen, apps working in the background, poor signal or an ageing battery. A few settings often make a big difference.

Quick fixes to try first

- Turn the screen brightness down, or switch on automatic brightness.
- Switch on **Low Power Mode** on iPhone, or **Battery Saver** on Android.
- Restart the phone. This can stop an app stuck using power.
- Turn off Bluetooth and location when you are not using them.

Step by step

1. iPhone: open **Settings**, then **Battery**. You will see which apps used the most power in the last 24 hours or 10 days.
2. Android: open **Settings**, then **Battery**, or **Battery and device care** on some Samsung phones. Look for battery usage by app. Menus differ between makes.
3. If an app you rarely use is near the top, close it, change its settings, or uninstall it.
4. Install waiting updates, as they often fix battery problems.
5. Shorten the screen timeout, so the screen switches off sooner.

Check the battery's health

- iPhone: open **Settings**, then **Battery**, then **Battery Health & Charging**. If **Maximum Capacity** is much lower, the battery is worn.
- Android: some phones show battery health in their settings or care app. If yours does not, ask us.

A phone battery wears out gradually over two to three years of daily use.

Good habits

- Keep the phone out of hot places such as a car in sunshine.
- Use the proper charger, or a good-quality one.
- Poor signal makes the phone work harder, so it uses more power in areas with weak coverage.

When to get more help

Stop using the phone and ask for help if the battery looks swollen, the phone gets very hot while charging, or the case is bulging. Ask also if it shuts down at 20 or 30 per cent, or the battery drops very suddenly. Tell us the model and how old it is.

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.

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: phone will not charge

A phone that will not charge is usually down to a worn cable, a dirty port or a faulty plug rather than a broken phone. Work through these checks in order.

Check the simple things first

1. Try a different wall plug or socket. Avoid extension leads and cheap multi-port USB hubs for now.
2. Try a different cable. Cables wear out, especially near the ends. A cable that works for another phone is a good test.
3. Leave the phone on charge for at least 30 minutes. A completely flat battery can take a while to show any sign of life.

Look at the charging port

Pocket lint is the most common cause. It packs into the port and stops the plug from seating fully.

1. Switch the phone off.
2. Shine a torch into the port and look for fluff.
3. Gently scrape it out with a wooden or plastic cocktail stick or a clean, soft toothpick.
4. Never use metal pins, needles or paperclips, and never use liquids or compressed air. These can short the contacts or damage the port.

An iPhone may show a message saying liquid has been detected in the connector. If you see this, unplug it and let it dry as the message says. Do not keep forcing a charge.

Restart the phone

Software glitches can stop charging. On an iPhone, quickly press and release **Volume Up**, then **Volume Down**, then hold the **Side** button until you see the Apple logo. On most Android phones, hold the **Power** button and choose **Restart**. If the screen is dead, holding **Power** and **Volume Down** together for around 10 to 30 seconds often forces a restart, though the exact buttons vary by make.

When to get more help

Get help if the phone still will not charge with a known good cable and plug, if the port looks bent or damaged, if the phone gets hot or the battery looks swollen, or if you smell burning. Stop charging at once if you notice a swollen battery or a burning smell. Back up your phone as soon as it is working, in case the problem returns.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: phone will not turn on or is stuck on the logo

If your phone shows a black screen, or keeps showing the Apple or manufacturer logo and never reaches the home screen, there are a few safe things to try before assuming the worst.

Step 2: force a restart

For an iPhone with Face ID, or an iPhone 8 or SE (2nd generation or later): press and release **Volume Up**, press and release **Volume Down**, then hold the **Side** button until the Apple logo appears, even if the screen goes dark first.

For Android, hold **Power** for 10 to 30 seconds. Some Samsung models use **Power** plus **Volume Down** together. Buttons vary, so check your maker's support page.

Step 3: stuck on the logo or restarting over and over

This is called a boot loop. It is often caused by a failed update, a full storage or a faulty app.

- **Android:** try **Safe mode**. The usual method is to hold the power button, then press and hold **Power off** on screen and tap **Safe mode**. If the phone works in Safe mode, a recently installed app is likely the cause. Remove recent apps, then restart normally.
- **iPhone:** connect it to a computer (Finder on a Mac, or the Apple Devices app on Windows). Put the iPhone into recovery mode, following Apple's instructions for your model, and choose **Update**. This tries to reinstall iOS without erasing your data.

Be careful with Restore and factory reset

Choosing **Restore** on an iPhone, or a factory reset on Android, erases everything on the phone. Only do this as a last resort, and only if you have a backup or accept the loss of anything not saved elsewhere. Photos not stored in iCloud, Google Photos or on a computer could be lost for good.

When to get more help

Get help if the phone does not respond after a long charge and a forced restart, if recovery mode fails, or if the phone was recently dropped or wet. Do not pay for unknown "unlock" or "repair" software from pop-up adverts. A repair shop or the manufacturer can often recover data from a phone that will not start, so ask before agreeing to a reset.

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.

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: what to do with a cracked screen

A cracked screen is very common and often fixable. The main aims are to keep yourself safe, protect your information and avoid making the damage worse.

First, make it safe

- If there are loose shards of glass, cover the screen with clear sticky tape or a screen protector. This stops glass cutting your fingers and keeps dust out.
- Do not press on the cracks, and do not use the phone with a screen that is shedding glass.

Protect your information

If the screen still works, back up now. A cracked screen can fail completely without warning.

- **iPhone:** go to **Settings**, tap your name, then **iCloud**, then **iCloud Backup** and **Back Up Now**. Alternatively, back up to a computer.
- **Android:** the path varies. On Google Pixel it is usually in **Settings** then **System** then **Backup**. On Samsung, look in **Settings** then **Accounts and backup**.

Check your options

1. Check whether you have insurance, a home contents policy, a bank account perk or a manufacturer warranty that covers accidental damage.
2. Ask the manufacturer (Apple or Samsung, for example) for a repair quote. Official repairs use genuine parts and keep water resistance as designed.
3. Independent repair shops can be cheaper. Ask what parts they use, how long the repair is guaranteed for, and whether they will need your passcode.

Before you hand it over

- Turn off **Find My iPhone** or remove your Google account only if the repairer asks and you are sure you have your passwords. Otherwise, leave it on and be ready to unlock it.
- Back up first, because repairs sometimes need the phone to be erased.
- Remove your SIM card and any memory card.

When to get more help

Get help if the touch screen no longer responds, if the screen is leaking or has dark patches, if the back glass is also cracked, or if you are unsure who to trust with the repair. We can help you back up and compare repair options.

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.

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: phone is getting too hot

Phones get warm when charging, gaming, filming video or using maps for a long time. That is normal. A phone that feels uncomfortably hot, or gets hot while doing nothing, needs attention.

Cool it down safely

1. Stop what you are doing and close the apps you do not need.
2. Unplug the charger.
3. Take off the case, which traps heat.
4. Move the phone out of direct sunlight, a hot car or a warm window ledge.
5. Place it somewhere cool and shaded, such as a table, and let it cool slowly.

Do not put the phone in a fridge or freezer. Sudden changes in temperature can cause condensation inside it, which can cause damage. Do not use ice packs either.

An iPhone may show a **Temperature** warning and switch off until it cools down. Android phones may dim the screen, slow down or turn off charging. This is the phone protecting itself.

Things to try

- Restart the phone.
- Update the phone and your apps. Both **Settings** then **General** then **Software Update** (iPhone) and the Play Store (Android) can help.
- Check which apps are using the most battery. On iPhone, go to **Settings** then **Battery**. On Android, go to **Settings** then **Battery**. The exact wording differs between Samsung and Pixel. Remove or update anything unusual.
- Use the official charger, or a well-known brand with the right rating.
- Turn on Low Power Mode (iPhone) or battery saver (Android) while it cools.

Warning signs

Stop using the phone and keep it away from anything flammable if you notice any of these:

- A swollen battery, or a screen or back panel lifting or bulging
- A burning or chemical smell
- Smoke, hissing or sparks
- The phone too hot to hold even when idle

Do not charge a phone showing these signs.

When to get more help

Get help straight away if your phone shows any warning signs above, or if it keeps overheating when idle. A damaged battery can be dangerous, so have it checked or replaced by a repairer rather than carrying on using it.

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.

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: what to do if your phone got wet

Many modern phones are water resistant, but that is not the same as waterproof. Resistance can weaken with age, drops and repairs, and it is not designed for soapy water, salt water or hot water. Act quickly but calmly.

Do this straight away

1. Take the phone out of the liquid.
2. Switch it off. If it is already off, leave it off.
3. Do not plug in a charger or cable. Charging a wet phone can cause permanent damage.
4. Wipe the outside gently with a soft, dry cloth or kitchen paper.
5. Remove the case, and the SIM tray if it can be opened safely, to let air in. Dab away any water.

Dry it safely

- Be patient and leave it for at least a day before charging. Keep the phone somewhere dry and well ventilated, such as on a table in a room at a normal temperature.
- Gently tap it against your hand with the charging port facing down to help water run out.

What not to do

- **Do not put it in a bag of rice.** This is a popular myth. Rice does little to draw moisture out of a phone, and grains or dust can get into the port.
- Do not use a hairdryer, oven, radiator or heater. Heat can damage the battery and seals.
- Do not use compressed air or push cotton buds, paper or tissue into ports.

If it was salt water, sugary drink, soapy water or anything other than clean water

These liquids can cause damage over time even after drying. Very lightly wipe the outside with a cloth dampened with clean tap water, then dry it and switch it off. Get it looked at professionally as soon as you can.

When to get more help

Get help if the phone does not turn on after drying, if the screen has marks or lines, if the speaker or microphone sounds muffled, or if it was in salt water. A repairer can open the phone, clean the corrosion and recover your data. Tell them honestly what happened, as that helps the repair. Check whether insurance covers liquid damage, because many warranties do not.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: touch screen not responding

If the screen ignores your taps, lags or does things on its own (sometimes called ghost touch), the cause is often something simple like dirt, moisture or software. Here is how to work out which.

Quick checks

1. Wipe the screen with a clean, dry, soft cloth. Wet or greasy fingers confuse touch screens.
2. Dry your hands and try again. If the phone has been in the rain or bathroom, wait until the screen is dry.
3. Remove any screen protector that is cracked, bubbled or peeling, and any thick case that presses on the edges.
4. Unplug it. Some poor-quality chargers cause erratic touch while charging.

Restart it

- **iPhone:** if you cannot use the screen, quickly press **Volume Up**, then **Volume Down**, then hold the **Side** button until the Apple logo appears.
- **Android:** hold **Power** until it restarts. If that fails, holding **Power** and **Volume Down** together for around 10 to 30 seconds usually forces a restart.

Is it an app or the phone?

On Android, restart into **Safe mode**. This turns off downloaded apps. Hold the power button, then press and hold **Power off** on screen and tap **Safe mode**. If touch works normally there, an app is likely to blame. Remove recently installed apps one at a time.

On either phone, check for updates. Go to **Settings**, then **General**, then **Software Update** on iPhone, or **Settings** then **Software update** or **System** on Android. Back up before updating if you can.

If only part of the screen is dead

A dead area or ghost touches after a drop, a crack or water usually mean the screen or its cable is damaged. A software reset will not fix a hardware fault. Resetting also erases everything, so back up first and only do it if a repairer or manufacturer advises it.

When to get more help

Get help if touch does not return after a restart, if the screen was recently dropped or wet, or if you cannot get into the phone to back up. Mention if you can use the phone with a mouse or voice control, as this can help us rescue your data.

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.

iPhone, iPad & Android | Easy | 1 min read

My phone says storage is full

A full phone cannot take new photos, apps or updates. Before deleting anything, find out what is using the space and make sure the things you care about are safely copied elsewhere.

Quick fixes to try first

- Check your photos and videos. They are usually the biggest users of space.
- Delete apps you no longer use.
- Clear out downloaded music, films and podcasts you have finished with.

Step by step

1. iPhone: open **Settings**, then **General**, then **iPhone Storage**. Wait while the list loads, then look at the biggest items. It may offer tips, such as **Offload Unused Apps**, which removes the app but keeps its data.
2. Android: open **Settings**, then **Storage**. On some Samsung phones, it is under **Battery and device care**. The wording differs between makes.
3. Back up your photos first. Make sure they appear in iCloud, Google Photos, or on a computer.
4. Only then delete photos and videos you no longer need from the phone.
5. Check the **Recently Deleted** album (iPhone) or **Bin** (Google Photos). Space is only released when these are emptied. Warning: emptying them removes the items for good.
6. In your messaging apps, delete large videos and old attachments you do not need.

Be careful

If you use iCloud Photos or Google Photos with sync switched on, deleting a photo on the phone can delete it everywhere. Check how your photos are backed up before deleting.

When to get more help

Stop and ask for help if storage is full but you cannot see what is using it, "System" or "Other" seems to take a huge amount, or you are not sure whether your photos are backed up. Please do not reset the phone to free space. Tell us the model and what is using most.

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.

iPhone, iPad & Android | Easy | 2 min read

My phone is slow or keeps freezing

A phone that is slow or freezes is usually short of storage, waiting for an update, or has an app that is misbehaving. Most causes can be fixed without losing anything.

Quick fixes to try first

- Restart the phone. Hold the side or power button until the slider or menu appears, then restart or switch off, and turn it back on.
- Close the app that is causing trouble and open it again.
- Check for waiting updates, for the phone and for its apps.
- Make sure you have free storage, as full phones slow down.

Step by step

1. Update your apps: use the **App Store** on iPhone or **Play Store** on Android, and look for pending updates.
2. Update the phone itself. iPhone: **Settings**, then **General**, then **Software Update**. Android: open **Settings** and look for **Software update**, which may be under **System** or **About phone**.
3. Check storage: iPhone **Settings**, then **General**, then **iPhone Storage**. Android: **Settings**, then **Storage**.
4. Remove apps you do not use.
5. If one app keeps freezing, delete it and install it again from the official store. Check first that you will not lose anything stored only inside it.

If it keeps happening

- Note whether it happens only on one app, or all the time.
- An old phone may no longer cope with newer apps, and might have stopped getting updates.
- Do not install "cleaner" or "booster" apps. They often cause problems or show lots of adverts.

When to get more help

Stop and ask for help if the phone will not restart, is stuck on the logo, freezes several times a day, or gets hot. A factory reset wipes everything, so please back up first and speak to us before you try it. Tell us the make, model and when the problem started.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: apps keep crashing or will not update

When an app closes by itself, freezes or refuses to update, the fix is often a restart, a little free space or a fresh install. Try these steps from gentlest to strongest.

For a crashing app

1. Close the app fully. On iPhone, swipe up from the bottom and hold, then flick the app away. On Android, use the recent apps button or gesture and swipe it off the screen.
2. Restart the phone.
3. Check the app has an update. Open the **App Store** (iPhone) or **Google Play Store** (Android), tap your profile picture, and look for pending updates.
4. Check that your phone itself is up to date. Old versions of iOS or Android can stop newer apps working.
5. Make sure you have free storage. See our guide on full storage.

Delete and reinstall

This often fixes stubborn problems. First check the app does not keep important information only on the phone, such as game progress or messages. For WhatsApp or banking apps, check backups and log-in details first.

- **iPhone:** press and hold the app icon, tap **Remove App**, then **Delete App**. Reinstall from the App Store.
- **Android:** press and hold the app, choose **Uninstall**, then reinstall from the Play Store.

For apps that will not update

- Check you are connected to Wi-Fi or have mobile data.
- Check your date and time are set to automatic. A wrong date can block downloads.
- On iPhone, check you are signed into your Apple account in **Settings** under your name. A payment problem can sometimes pause downloads.
- On Android, open the Play Store, tap your profile and choose **Manage apps and device** to see updates. If a download hangs, try stopping and restarting it.
- Restart your router and try again.

When to get more help

Get help if many different apps crash at once, if the phone itself keeps freezing, or if an app is one you rely on for banking or work. If the problem began after an update, tell us which app and the phone version.

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.

iPhone, iPad & Android | Easy | 2 min read

iPad and tablets: free up storage space

If your iPad or Android tablet says Storage Almost Full, it can stop updates, photos and apps working. The good news is that you can usually find a lot of space without losing anything important.

See what is using the space

- **iPad:** go to **Settings** then **General** then **iPad Storage**. Wait a moment for it to load. It lists apps by size and gives suggestions.
- **Android tablet:** go to **Settings** then **Storage**. On Samsung it may be under **Battery and device care** then **Storage**. Wording differs between makes.

Look at the biggest items first. Usually this is photos, videos, downloaded films and shows, games and messaging apps.

Quick wins

1. Delete downloaded films, programmes and music you have finished with, in apps such as Netflix, iPlayer or Spotify.
2. Remove games and apps you no longer use.
3. On iPad, use **Offload Unused Apps**. This removes the app but keeps its data, so reinstalling restores it.
4. Review large videos in Photos and delete the ones you do not need.
5. Open **Messages** or WhatsApp and look at the storage options for large attachments.

Protect your photos first

Before deleting photos, make sure they are backed up.

- Turn on **iCloud Photos** (iPad) or **Google Photos** backup (Android).
- Wait for the upload to finish. Check them online on another device.
- On iPad, **Optimise iPad Storage** keeps smaller copies on the device and the full ones in iCloud.

Deleted photos usually sit in a **Recently Deleted** album for around 30 days, so empty it if you need the space straight away. Do this only if you are sure.

Clear app caches

On Android, go to **Settings** then **Apps**, pick an app, then **Storage** and **Clear cache**. This is safe. Avoid **Clear data** unless you accept losing settings.

When to get more help

Get help if there is a huge amount marked System Data or Other and you do not know what it is, if storage fills up again quickly, or if your tablet is too full to update. We can help move files to a computer or cloud storage safely.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: no signal or mobile data not working

If your phone shows No Service, or you have signal bars but the internet will not load on mobile data, work through these steps. Wi-Fi will still work, so you can read this guide on it.

Quick checks

1. Check your provider's website or social media for a network outage in your area.
2. Make sure **Airplane mode** is off. A neat trick is to turn it on for ten seconds, then off again, which makes the phone search for a network afresh. Find it in **Control Centre** on iPhone (swipe down from the top right) or in the quick settings panel on Android (swipe down from the top).
3. Restart the phone.
4. Check your mobile data is switched on. On iPhone, go to **Settings** then **Mobile Service** (it may say **Mobile Data**). On Android, the path varies, but is usually under **Settings** then **Connections** (Samsung) or **Network & internet** (Pixel).

Reseat the SIM

1. Switch the phone off.
2. Use the ejector tool or a straightened paperclip to open the SIM tray.
3. Check the SIM is not damaged, then put it back firmly and switch on.

A newer phone may use an eSIM instead. Contact your provider if you need it set up again.

Reset network settings

This is a stronger step. It clears saved Wi-Fi passwords, Bluetooth pairings and mobile settings, so make a note of your Wi-Fi password first. It does not delete photos or apps.

- **iPhone:** **Settings** then **General** then **Transfer or Reset iPhone** then **Reset** then **Reset Network Settings**.
- **Android:** the option is usually in **Settings** then **System** or **General management** then **Reset options**, then **Reset Wi-Fi, mobile and Bluetooth**. Wording differs between Samsung and Pixel.

When to get more help

Contact your mobile provider if the problem continues with another SIM, if you are the only one affected in your area, or if the SIM is rejected. Ask them to check your account, SIM and any network blocks. Get in touch with us if the phone says No SIM with a working SIM, as this can be a hardware fault.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: call problems, Wi-Fi calling and not hearing the caller

Calls that drop out, will not connect or sound too quiet have several possible causes. These steps cover most of them, including Wi-Fi calling for homes with poor signal.

If you cannot hear the other person

1. Turn up the volume with the side buttons during the call.
2. Check the phone is not connected to a Bluetooth speaker, headphones or car by mistake. Look for a Bluetooth icon.
3. Remove the case and any screen protector covering the small speaker at the top.
4. Gently clean the grille with a soft, dry brush. Do not poke it with pins.
5. Try the speaker button on screen. If speakerphone works but the normal earpiece does not, the earpiece may be blocked or faulty.
6. Make a test call to another number to rule out a problem with one contact.

Calls will not connect or keep dropping

- Check signal bars and your provider's outage page.
- Turn **Airplane mode** on and off.
- Restart the phone.
- Check you have not blocked the number or turned on a call-blocking feature.
- Check **Do Not Disturb** or a Focus mode is not silencing calls.

Wi-Fi calling

Wi-Fi calling lets you make and take calls over your home Wi-Fi when mobile signal is weak. Most big UK providers support it, but it depends on your plan and phone, so check with your provider.

- **iPhone:** **Settings** then **Mobile Service** then **Wi-Fi Calling**. Switch on **Wi-Fi Calling on This iPhone**.
- **Samsung:** look in **Settings** then **Connections** then **Wi-Fi Calling**.
- **Google Pixel:** look in **Settings** then **Network & internet** then **SIMs**, choose your SIM and find **Wi-Fi calling**.

The wording can differ with your software version. You may see Wi-Fi Calling or a similar label in the status bar when it is active. You may be asked to confirm an emergency address the first time.

When to get more help

Contact your provider if only calls fail, if one number is always affected, or if Wi-Fi Calling will not switch on. If the speaker or microphone has gone quiet after a drop or water damage, the phone may need a hardware repair, so get in touch with us.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: text messages not sending

Texts fail for different reasons depending on whether they are sent as iMessage, standard SMS or RCS chat. Understanding the difference makes the fix much easier.

The three types of message

- **iMessage** is Apple's service between Apple devices. It uses data or Wi-Fi and appears in blue bubbles.
- **SMS and MMS** are traditional texts through your mobile provider. On iPhone they appear in green bubbles. They need signal and a working plan.
- **RCS** is a newer chat standard that gives SMS-style messages extras like typing indicators and larger photos. It needs both phones, and often your provider, to support it.

Quick checks

1. Check you have signal or Wi-Fi. Turn **Airplane mode** on and off.
2. Check the phone number is correct, including the right code if abroad.
3. Restart the phone.

iPhone steps

- Open **Settings** then **Messages** (on newer versions it may be inside **Apps**). Check **iMessage** is on, and that **Send as SMS** is on, so messages fall back to a normal text when iMessage fails.
- If you recently moved from an iPhone to Android, you may not receive texts from iPhone users. Switch off iMessage on the old iPhone before removing the SIM, or use Apple's online deregister tool.
- Where available, **RCS Messaging** may be listed in the Messages settings. Availability depends on your provider and iOS version.

Android steps

- Check which messages app you use. Samsung phones often have both Samsung Messages and Google Messages.
- In Google Messages, tap your profile picture then **Messages settings** and look for **RCS chats**. If it says setting up or verifying, check your internet connection and wait.
- If RCS keeps failing, try turning it off and on again.
- Check your plan has texts left, if you are on a limited plan.
- **Settings** then **Apps**, choose your messages app, then **Storage** then **Clear cache**.

When to get more help

Contact your mobile provider if texts fail to everyone while you have good signal, or if you have just changed your SIM or phone. We can help with moving messages from one phone to another.

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.

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: pairing Bluetooth headphones, speakers and cars

Bluetooth is handy, but pairing can be fiddly. Most problems are solved by starting again from a clean slate.

The basic pairing steps

1. Charge the headphones, speaker or other device and put it close to your phone.
2. Put the device into pairing mode. This usually means holding its power or Bluetooth button until a light flashes. The instruction leaflet will tell you.
3. Open Bluetooth settings on your phone.
 - **iPhone:** **Settings** then **Bluetooth**.
 - **Android:** **Settings** then **Connected devices** (Pixel) or **Connections** then **Bluetooth** (Samsung).
4. Make sure Bluetooth is switched on, then wait for the device name to appear under available devices.
5. Tap its name. If asked for a code, try 0000 or 1234 unless the device says otherwise.

If it will not appear

- Check the device is still in pairing mode. Many give up after a minute or two.
- Switch Bluetooth off and on again on the phone.
- Restart both devices.
- Move away from other busy Bluetooth devices and Wi-Fi routers, which can crowd the signal.
- Check the device is not already connected to another phone, tablet or laptop. It may need to be switched off there first.

If it paired once but now fails

Forget the device and pair it again.

- **iPhone:** in **Bluetooth**, tap the small **i** beside the device and choose **Forget This Device**.
- **Android:** tap the gear icon beside the device and choose **Unpair** or **Forget**.

Then reset the accessory if its guide describes how, and pair it from scratch.

When to get more help

Get help if the Bluetooth switch is greyed out, if no device will ever connect, or if sound is badly broken up on a new device. If you have tried a different phone with the same device and it still fails, the accessory itself may be faulty. If you recently reset your network settings, remember this clears pairings, so you will need to pair again.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: using your phone as a hotspot, and testing if Wi-Fi is the problem

A hotspot shares your phone's mobile data with a laptop, tablet or other device. It is also a clever way to test whether a faulty broadband connection is the reason your devices cannot get online.

Check your plan first

Not all plans include hotspot sharing, and data used this way can drain your allowance quickly. Check with your mobile provider. Streaming, video calls and updates can use gigabytes in minutes, so keep an eye on it.

Turn on a hotspot on iPhone

1. Open **Settings**.
2. Tap **Personal Hotspot**. On some versions it is under **Mobile Service**.
3. Switch on **Allow Others to Join**.
4. Note the Wi-Fi password shown there.

Turn on a hotspot on Android

The path differs by make.

- **Samsung:** **Settings** then **Connections** then **Mobile Hotspot and Tethering**.
- **Google Pixel:** **Settings** then **Network & internet** then **Hotspot & tethering**.

Switch on the Wi-Fi hotspot, set a strong password, and note the network name shown.

Connect another device

1. On the laptop or tablet, open Wi-Fi settings.
2. Choose your phone's name from the list.
3. Enter the password.

Keep the phone close, and turn on the hotspot only while you use it. It uses a lot of battery, so plug in if you can.

Using it to test your home Wi-Fi

If your laptop or tablet will not load websites at home, connect it to your phone's hotspot.

- **Works on the hotspot:** your device is fine. The problem is likely your router, broadband or Wi-Fi signal. Restart your router, and contact your broadband provider if it persists.
- **Still fails on the hotspot:** the problem is probably the device or its settings, so restart it and check for updates.

When to get more help

Get help if hotspot is greyed out or missing, if your provider says it is blocked, or if your devices work on a hotspot but not on home Wi-Fi after restarting the router. We can help you find the cause.

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.

iPhone, iPad & Android | Medium | 2 min read

How to back up your phone

A phone backup keeps a copy of your photos, contacts and settings, so if your phone is lost, broken or stolen you can set up a new one without losing everything.

Quick fixes to try first

- Connect to Wi-Fi and plug the phone in before you start. A first backup can take a long time.
- Check how much cloud storage you have free. Free accounts offer limited space, and backups can need more.

Step by step

1. **iPhone, iCloud:** open **Settings**, tap your name at the top, then **iCloud**, and look for **iCloud Backup**. Turn it on and choose **Back Up Now**.
2. **iPhone, computer:** connect to a Mac or PC and use Finder (Mac) or the Apple Devices app (Windows 11) to back up. Older Windows PCs use iTunes.
3. **Android:** open **Settings** and search for **Backup**. It is often under **Google**, then **Backup**. Turn on **Back up by Google One** and choose **Back up now**. Samsung phones may also offer **Samsung Cloud**. Menus differ between makes.
4. Back up your photos too. Check that they are saved to iCloud Photos or Google Photos, or copied to a computer.
5. Check the date and time of your last backup on the same screen.

Keep it safe

- Your backup is protected by your Apple or Google account. Keep the password safe, and turn on two-step sign-in.
- A backup is not the same as syncing. If you delete a photo from a synced album, it may be deleted everywhere.
- Check once a month that backups are still working.

When to get more help

Stop and ask for help if the backup keeps failing, says you are out of storage and you are not sure what to buy, or you are about to replace or reset your phone and have not backed it up. Please do not reset the phone until we have talked. Tell us the model and any message you see.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: moving your data to a new phone

Switching phones does not have to mean losing photos, contacts and messages. The key is to prepare the old phone and keep it until you have checked everything has arrived.

Before you start

1. Charge both phones, or keep them plugged in.
2. Connect both to Wi-Fi.
3. Back up the old phone. Do not skip this.
4. Know your passwords, especially your Apple Account or Google account, and your SIM PIN.
5. Keep the old phone until you are sure everything has moved across.

iPhone to a new iPhone

- **Quick Start:** put the two phones next to each other. When the new iPhone shows the setup screen, a prompt appears on the old one. Follow the on-screen steps and scan the pattern using the camera.
- You can usually choose to transfer directly from the old phone, or restore from an iCloud backup.
- Direct transfer is useful if you have lots of data not backed up, but takes time. Keep the phones close and plugged in.

Android to a new Android

- When setting up the new phone, choose the option to copy data from another device. Samsung offers **Smart Switch**, and Pixel phones offer a similar copy tool during setup.
- You can usually choose a cable, wireless transfer or restore from your Google backup. A cable is often faster and more reliable.

Between iPhone and Android

- **iPhone to Android:** Android phones offer a tool during setup to copy from an iPhone. Look for **Move from iPhone** or similar, depending on the manufacturer. Make sure iMessage is switched off on the old iPhone, so texts reach you.
- **Android to iPhone:** Apple offers a **Move to iOS** app on Google Play. Choose **Move Data from Android** during iPhone setup.

Transfers may not carry everything, such as some app logins or health data. Check what moves and what does not.

When to get more help

Get help if the transfer stops halfway, if you have important data you are not sure is saved, or if you use an authenticator app, banking app or WhatsApp. Do not wipe the old phone until you have checked the new one. We can help move everything across safely.

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.

iPhone, iPad & Android | Easy | 2 min read

Android: how to back up your phone

A backup means a copy of your phone's important information, kept somewhere safe. If your phone is lost, broken or stolen, a backup lets you set up a new one with your contacts, photos and settings.

What Android backs up

Android backups usually cover apps, contacts, call history, device settings and SMS messages. They may include photos and videos if you turn on a photo backup. Exactly what is covered depends on your phone's make, version and settings. Samsung phones may also offer Samsung Cloud, which has its own backup options.

Turn on Google backup

Steps vary slightly by make, so look for similar wording if yours does not match.

1. Open **Settings**.
2. On Pixel, go to **System** then **Backup**. On Samsung, look under **Accounts and backup**, then **Back up data** under Google.
3. Switch on **Back up by Google One** or the similar option.
4. Tap **Back up now** to start a backup straight away.

You need a Google account signed in. Google gives a free allowance of cloud space, shared with Gmail and Photos. If it runs out, backups can stop.

Back up your photos separately

Photos are the thing most people regret losing.

1. Open the **Google Photos** app.
2. Tap your profile picture, then **Photos settings**, then **Backup**.
3. Switch it on and choose whether to back up on Wi-Fi only.

You can also copy photos to a computer using a USB cable. On the computer, open the phone's storage and drag the **DCIM** folder across.

Things not always backed up

- WhatsApp chats need their own backup in the WhatsApp settings.
- Some banking and authenticator apps need re-registering on a new phone.
- Files kept only in an app's own storage can be missed.
- Downloads and files on a memory card may not be included.

When to get more help

Get help if backup shows an error, if your Google storage is full, or if you want to move to a new phone and are unsure what will transfer. We can check your backup and save your photos to a computer.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone, iPad and Android: update the software safely

Updates fix security holes and bugs, and are worth installing. A little preparation avoids most problems, especially on older devices.

Before you update

1. **Back up.** An update rarely goes wrong, but if it does you will be glad of a copy. See our backup guides.
2. **Charge it.** Aim for at least 50 per cent or plug it into the charger.
3. **Use Wi-Fi.** Updates can be several gigabytes.
4. **Check storage.** You usually need a few gigabytes free. If the phone complains, free up space first.
5. **Choose a quiet time,** such as in the evening. You will not be able to use the phone while it installs.

Install on iPhone or iPad

1. Open **Settings**.
2. Tap **General** then **Software Update**.
3. If an update appears, tap **Update Now** or **Download and Install**.
4. Enter your passcode if asked and keep the device plugged in.

You may see two choices, such as a newer major version and a smaller security update for the version you have. The smaller update is a safe option if you are not ready for big changes. Turn on **Automatic Updates** here for peace of mind.

Install on Android

Wording varies by make.

- **Samsung:** **Settings** then **Software update** then **Download and install**.
- **Google Pixel:** **Settings** then **System** then **Software updates** (or **System update**).

Do not interrupt it. The phone may restart several times.

If the update will not install

- Free up space, then try again.
- Restart the phone and retry.
- Connect to a stronger Wi-Fi signal.
- Wait. Updates are sometimes rolled out in stages, so yours may not be ready yet.
- Check the phone is still supported. Older models stop receiving updates after several years.

When to get more help

Get help if the phone is stuck for over an hour, if it keeps restarting, or if you rely on an app that has stopped working. Do not use unofficial update files from unknown websites. If the phone is too old to update, we can advise on safe use or replacement.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: WhatsApp backup, restore, missing messages and new phones

WhatsApp keeps your chats on your phone, so a lost or replaced phone can mean lost conversations unless you have a backup. Setting this up is worth doing now.

Back up your chats

- **iPhone:** open **WhatsApp**, tap **Settings**, then **Chats**, then **Chat Backup**. Tap **Back Up Now**. This uses iCloud, so check iCloud is on and has space.
- **Android:** open WhatsApp, tap the three dots, choose **Settings**, **Chats**, then **Chat backup**. Pick your Google account and back up. Tick the option for videos only if you have space.

Turn on automatic backups, such as daily or weekly. Newer versions may offer extra options like end-to-end encrypted backups. If you turn this on, keep the password or key safe, because WhatsApp cannot recover it for you.

Not receiving messages

1. Check your internet connection. Open a web page to test.
2. Check notifications are allowed for WhatsApp (see our guide on notifications).
3. Check battery saving is not restricting WhatsApp.
4. Make sure the app is updated.
5. Restart the phone.
6. Check the other person has not blocked you, or has not had the message delivered. One grey tick means sent, two means delivered.

Moving to a new phone

Before you switch:

1. Update WhatsApp on the old phone and take a fresh backup.
2. Keep the same phone number, and make sure you can receive an SMS or call on it.

On the new phone: install WhatsApp, enter your number, confirm the code, and choose **Restore** when asked.

Between iPhone and Android: WhatsApp offers a way to move chats between platforms, but it depends on versions and settings. Follow the steps shown in WhatsApp's help pages for your phones, and expect some limits.

Be careful

Never share the six-digit WhatsApp verification code, even with a friend. Scammers use it to take over accounts. Turn on **Two-step verification** in WhatsApp **Settings** under **Account**.

When to get more help

Get help if the restore will not find a backup, if you have been locked out of your number, or if you suspect someone has taken over your WhatsApp. Do not uninstall WhatsApp until you know a backup exists, because that can remove local chats permanently.

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.

iPhone, iPad & Android | Advanced | 2 min read

iPhone and Android: forgot your passcode, PIN or pattern

Forgetting your passcode is stressful, but there are official ways back in. Be aware that nearly all of them will erase the phone, so any data that was not backed up may be lost.

Important first

- Stop guessing, as wrong tries lock the phone for longer and longer.
- Do not pay for third-party unlock tools or services. Many are scams or do not work.
- Have your Apple Account or Google account details ready. They are needed to prove the phone is yours.

iPhone

If you have entered the wrong passcode too many times you will see **iPhone Unavailable** or **Security Lockout**. After several tries, an **Erase iPhone** option appears in the bottom corner.

1. Tap **Erase iPhone** and follow the steps. You will be asked for your Apple Account password.
2. Afterwards, set the phone up again and restore from your backup.

If there is no Erase option, you can use a computer to put the iPhone into recovery mode and restore it, following Apple's instructions for your model. You can also erase it remotely with **Find My** on another device or at iCloud.com.

Android

The steps vary by make and version.

- **Samsung:** if you have a Samsung account with **Remote unlock** enabled, you may be able to unlock through Samsung's Find My Mobile website. Otherwise a factory reset may be needed.
- **Google Pixel and other Android phones:** Google's Find Hub can lock or erase a phone remotely, but it cannot remove the PIN without erasing the phone.
- A factory reset from recovery mode uses power and volume buttons that differ by model, so check the manufacturer's support page.

After a reset, Android requires the previous Google account details to finish setup. This is called Factory Reset Protection and is designed to stop thieves. Make sure you remember your Google password first.

When to get more help

Get help before you reset if you have important photos you have never backed up, if you cannot remember your Apple or Google account password, or if the phone belonged to someone who has passed away. Do not reset in a hurry, as there may be other options. We can walk you through the right route for your model.

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.

iPhone, iPad & Android | Advanced | 2 min read

iPhone and Android: Apple Account or Google account locked

Your Apple Account (formerly Apple ID) or Google account is the key to your phone, photos, apps and backups. If you are locked out, use only the official recovery routes. Scammers pretend to be Apple or Google, and a fake page can steal your details.

First, check you are on the real site

Type the address into your browser rather than clicking a link in an email or text.

- Apple: iforgot.apple.com
- Google: accounts.google.com, then choose **Forgot password**

Apple and Google will never phone you to ask for your password or a code. Never share the six-digit codes they send.

Apple Account locked or disabled

1. Go to iforgot.apple.com and enter your Apple Account email or phone number.
2. Follow the steps. You may be asked for a trusted phone number, a trusted device or your passcode.
3. If you cannot prove it is you, Apple may start **Account Recovery**. This can take days. It is a waiting period for security, not a fault. Do not keep restarting it, as that can reset the clock.
4. On a trusted iPhone, you can also change your password in **Settings** by tapping your name, then **Sign-In and Security**, then **Change Password**.

Setting up a **Recovery Contact** or **Recovery Key** later can make this easier.

Google account locked or password forgotten

1. Use a phone or computer you have previously signed into your account on, and at your usual location. This makes recovery much more likely to work.
2. Go to accounts.google.com and choose **Forgot password**.
3. Answer the questions as accurately as you can. If unsure, give your best guess, and try more than once.
4. Use your recovery phone number or email if you added one.

If the account has been disabled, Google provides an appeal form.

When to get more help

Get help if recovery keeps failing, if you think someone else has taken over your account, or if you are locked out of a phone you need for work. Never pay a website that offers to unlock an account for a fee. Contact us and we can guide you through the official forms and help you keep a record of what you have tried.

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.

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: find a lost phone with Find My and Find Hub

If your phone goes missing, a tracking service can show where it is, play a sound, lock it or erase it. These features only work if they were switched on beforehand, so check yours today.

What each service is called

- **Apple:** the **Find My** app and iCloud.com. It covers iPhone, iPad, Mac and Apple Watch.
- **Google:** **Find Hub**, which was previously called Find My Device. It works with Android phones and tablets. Google's Find Hub website and app can locate your phone with your Google account.
- **Samsung:** Samsung phones may also offer **Samsung Find** for Samsung account holders.

Names and menus change, so if yours looks different, search for the name above.

Set it up now on iPhone

1. Open **Settings** and tap your name.
2. Tap **Find My**, then **Find My iPhone**.
3. Switch on **Find My iPhone**, and consider **Find My network** and **Send Last Location**. These help find the phone even when it is off or offline.

Set it up now on Android

The exact path varies between phones. Look in **Settings** under **Security**, **Google** or **Find Hub**, and make sure location is on and the phone is allowed to be found. Make sure you are signed into your Google account.

If your phone is missing

1. Use another phone, tablet or computer. Sign into Find My (iCloud.com) or the Find Hub website with the same account.
2. Select your phone to see its last known place on the map.
3. Use **Lost Mode** on iPhone, or **Secure device** on Android, to lock it and show a message with a contact number.
4. Ring your mobile provider to suspend the SIM, if needed, so nobody can run up calls.

Erase only as a last resort

Erase removes everything on the phone. Do this only if you are sure it is gone for good. After erasing, you may not be able to track it any more.

When to get more help

Get help if the phone shows offline and you need to keep it safe, if you cannot sign in to your account, or if you did not switch tracking on. We can help you set it up on your other devices.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: Face ID or fingerprint not working

Face ID and fingerprint unlock are convenient, but they can stop working when something changes, such as a new case, a cracked sensor or damp fingers. In most cases the fix is straightforward.

Quick checks

1. Clean the sensor. On iPhone, wipe the notch area at the top of the screen. On Android, wipe the fingerprint sensor, whether it is on the screen, the back or a side button.
2. Remove any screen protector that covers the sensor. Some thick or poorly fitted protectors interfere.
3. Dry your fingers. Wet, greasy, dirty or very dry skin all cause misreads.
4. Restart the phone.

Face ID on iPhone

- Hold the phone at a normal reading distance, roughly arm's length, and look at the screen.
- Make sure nothing covers your eyes, nose and mouth, such as a mask or some sunglasses.
- Check **Settings** then **Face ID and Passcode**. Make sure **iPhone Unlock** and any apps you want are on.
- If it still fails, go to the same screen and tap **Reset Face ID**, then set it up again. You will need your passcode.
- Face ID needs the passcode after a restart, or after several failed tries. This is normal security.

Fingerprint on Android and other phones

- Open **Settings** and look under **Security** or **Biometrics** (the wording differs between Samsung and Pixel).
- Delete a poor fingerprint and add it again. Press down the way you normally hold your phone.
- Add the same finger twice, using different parts of the fingertip. Many people find this improves reliability.
- Try again without a case or protector.

Why you may be asked for your PIN

Phones ask for your passcode after a restart, after not unlocking for a day or so, or when security settings change. This is normal.

When to get more help

Get help if the fingerprint sensor does not respond at all after a screen repair, if Face ID says it cannot be used after trying everything above, or if you see a message that the TrueDepth camera needs attention. A camera or sensor can be damaged by a drop or water.

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.

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: spotting scam texts and fake delivery messages

Scam texts are very common in the UK. They often claim a parcel is waiting, a payment failed or your bank account is at risk. The messages look believable, so knowing the signs matters more than being technical.

Common signs of a scam text

- It creates urgency, such as "act now" or "final notice".
- It asks you to click a link or call a number you do not recognise.
- It says you owe a small redelivery or customs fee.
- It claims to be from your bank, HMRC, Royal Mail, a delivery firm or a family member with a new number.
- The sender does not know your name.
- The link looks slightly wrong, such as odd spellings or extra words.

What to do

1. **Do not tap the link.** Do not reply, even to say STOP.
2. If you are unsure, go to the company's official website or app yourself by typing its address, or call a number from a past statement or the back of your card.
3. Check whether you are expecting a delivery. Genuine firms rarely ask for card details by text.
4. Report it. In the UK, forward scam texts to **7726** (it spells SPAM). This is free.
5. Delete the message.

If you already clicked or replied

1. Do not panic. Do not enter any more details.
2. If you typed in card or bank details, call your bank straight away, using the number on your card. Ask them to stop payments.
3. If you entered a password, change it on the real site, and anywhere else you use it.
4. Run a check for suspicious apps, especially on Android.
5. Report to Action Fraud, the UK's national reporting centre.

When to get more help

Get help if you have paid or shared details, if you have installed an app after a text, or if you are worried a relative is being targeted. We can check your phone and help secure your accounts.

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.

iPhone, iPad & Android | Advanced | 1 min read

Android: remove adverts and pop-ups caused by malware or adware

Constant pop-ups, adverts on the home screen, unexpected apps or a browser that keeps redirecting can mean adware or malware. Android is open, so this can happen after installing an app from an unknown source or tapping a bad link. You can usually clean it yourself.

Step 1: check Google Play Protect

1. Open the **Google Play Store**.
2. Tap your profile picture, then **Play Protect**.
3. Tap **Scan** and follow any prompts to remove harmful apps.

Step 2: look for suspicious apps

1. Go to **Settings** then **Apps** and look through the list. Remove anything you do not recognise or no longer use.
2. Also check apps with **Display over other apps** or **Device admin** access, which adware often abuses. The location of these varies by phone, so look under **Special access** or **Apps** and use search in Settings if needed.
3. If an app will not uninstall, it may be a device admin. Remove its admin rights and try again.

Step 3: use Safe mode

Hold the power button, press and hold **Power off**, then tap **Safe mode**. Downloaded apps are turned off. If the adverts stop, an app is to blame. Uninstall recent apps one by one, then restart.

Factory reset as a last resort

A reset removes everything on the phone, including photos, messages and apps. Back up your photos and contacts first, and only restore apps you trust. Do not restore a backup that may include the bad app until you know what it was.

When to get more help

Get help if the adverts return, if you are asked for money or card details, or if you used online banking while infected. Contact your bank at once if you entered financial details. We can check the phone and clean it thoroughly.

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.

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: notifications not working, Focus and Do Not Disturb

If you miss messages, calls or alerts until you open the app, a setting is usually silencing them. The usual culprits are Focus or Do Not Disturb, an app's own permission, or battery saving.

Check Do Not Disturb and Focus

- **iPhone:** swipe down from the top right to open **Control Centre**. If you see a crescent moon or the name of a Focus mode, tap it to turn it off. Go to **Settings** then **Focus** to see which modes you have, and when they turn on automatically.
- **Android:** swipe down from the top and look for **Do Not Disturb**. Samsung and Pixel word it a little differently, but both let you set schedules. Check **Settings** then **Notifications** or **Sounds** for schedules you may have forgotten.

Also check that the silent switch on the side of an iPhone is not on, and that volume is turned up.

Check the app's own notification settings

- **iPhone:** **Settings** then **Notifications**. Choose the app and make sure **Allow Notifications** is on, with banners or sounds enabled.
- **Android:** **Settings** then **Apps**, choose the app, then **Notifications**. Make sure notifications are allowed, and that the relevant categories are on.

Check battery saving

Battery savers can stop apps running in the background.

- On iPhone, **Low Power Mode** can delay some background activity. Try turning it off.
- On Android, battery optimisation may limit an app. Go to **Settings** then **Apps**, choose the app and look for **Battery**. Choose an option such as **Unrestricted** or **Not optimised** for apps you rely on. Samsung has a **Sleeping apps** list that may need checking.

When to get more help

Get help if notifications fail for only one important app after trying these steps, if you miss calls even with Do Not Disturb off, or if you rely on alerts for health or work. Contact the app's support if all other apps work normally. We can go through your settings with you.

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.

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: screen time and parental controls basics

Parental controls help children use phones and tablets safely, and screen time tools help adults too. They work best alongside regular conversations about what children see online.

Before you start

- Decide the rules with your child, such as bedtime, homework time and which apps are suitable.
- Use a passcode your child does not know.
- Keep the device's software up to date.

iPhone and iPad: Screen Time and Family Sharing

1. Open **Settings** then **Screen Time**.
2. Tap **Turn on Screen Time**, and choose **This is My Child's iPhone** if it is theirs.
3. Set **Downtime** for bedtime, and **App Limits** for categories such as games and social media.
4. Under **Content and Privacy Restrictions**, you can restrict explicit content, in-app purchases and changes to settings.
5. Set a **Screen Time Passcode** that only you know.

With **Family Sharing**, you can manage settings from your own phone, and use **Ask to Buy** so you approve purchases and downloads. Go to **Settings**, tap your name, then **Family**.

Android: Google Family Link

Google's **Family Link** app lets you manage a child's Android phone from your own.

1. Install **Family Link** on your phone from the Play Store.
2. Create or link a Google account for your child. Follow the steps in the app.
3. Set daily limits, bedtime and which apps can be installed.
4. Use the content filters in **Google Play** and **Chrome**.

Samsung phones also include their own Digital Wellbeing and parental tools. Look in **Settings** under **Digital Wellbeing and parental controls**. Wording differs between phones.

Other places to set limits

- **Wi-Fi and broadband:** many UK providers offer free network-level filters. Check your provider's app.
- **Mobile providers:** most have adult content filters and spending caps.
- **Apps:** YouTube, TikTok and others have their own family or supervised modes.

When to get more help

Get help if the child has bypassed the controls, if you forgot the passcode, or if you have concerns about bullying or contact from strangers. For safety concerns, speak to the child's school or contact organisations such as the NSPCC. We can help you set up the controls step by step.

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.

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: take screenshots and record your screen

Screenshots and screen recordings are a great way to show someone a problem, save a ticket or keep a receipt. They are especially useful when asking for help, because we can see exactly what you see.

Take a screenshot on iPhone and iPad

- **Face ID iPhones and most iPads:** press the **Side** or **Top** button and **Volume Up** at the same time, then let go quickly.
- **iPhones with a Home button:** press the **Side** button and the **Home** button together.

A small preview appears in the corner. Tap it to mark it up, or swipe it away to save it. Find it in **Photos** under the **Screenshots** album.

Take a screenshot on Android

Most phones: press **Power** and **Volume Down** together, then release. On Pixel, you may also find a screenshot option in the recent apps screen. Screenshots are saved in **Photos** or **Gallery**.

Record the screen on iPhone and iPad

1. Open **Settings** then **Control Centre**.
2. Add **Screen Recording** to your controls.
3. Swipe down from the top right to open Control Centre.
4. Tap the record button. A countdown begins.
5. To stop, tap the red timer at the top, or open Control Centre and tap the record button again.

Pressing and holding the record button lets you turn on the microphone.

Record the screen on Android

1. Swipe down from the top of the screen once or twice to open **Quick settings**.
2. Look for **Screen record** (Pixel) or **Screen recorder** (Samsung). If you cannot see it, tap the edit or plus option to add it.
3. Choose whether to record sound and show touches, then tap **Start**.
4. Stop using the notification or the red icon.

The recording saves in your Photos or Gallery.

Privacy warning

Screenshots and recordings can capture passwords, bank details, messages and notifications. Check carefully, and crop or hide private details before sharing. Some apps block screenshots on purpose.

When to get more help

Get help if screenshots will not save, if the buttons do nothing, or if your phone's storage is full. If you send us a screenshot of a problem, remove private details first.

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.