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## Common Diagnostic Procedures

*These apply to any portable device and will be mentioned throughout this edition.*

### Restarting/Rebooting -

A reboot can be done by shutting the device (phone or tablet) completely down and then power it back on. This should always be the first thing to try with any device that is giving problems. After the device is back on, see if the problem clears.

### Power Cycling -

A complete recycling of the power can be done by unplugging the device, shutting it down and removing the battery. Leave the battery out for at least 30 seconds. Put the battery back in and power on the device.

## Common Terms

**Swipe** means pressing, holding and moving finger across the screen

**Slide** means to press an object, like an icon, on the screen and slide it side to side

**Drag** means to press and hold on an object and move it on the screen.



## Questions...

From Kathy:

*Wants to know why a number she called with her old phone now has a busy signal with her new Android phone.*

Follow the procedures for rebooting and power cycling on the front page of this edition.

If there is still a problem, have the person you are calling check their phone to be sure that your number isn't accidentally being blocked. Depending on their service provider they could have different apps for blocking.

How to block/unblock a number from the Phone app on most Android phones:

1. Open the Phone app and view your recent calls.
2. Tap the phone number you want to block/unblock.
3. Tap "More" or "Info," designated by three vertical dots (pictured at right).
4. Choose the option to block or unblock the number, labeled something like "Block" or "Block contact."

Lastly you should contact your service provider (for Kathy: Cricket) and have your relative call their service provider and explain the problem. They can diagnose exact call problems. If you can, speak to someone in technical support. They will be more helpful than customer service.

From Marilyn

*1) Android phone jumps when not clicking anything 2) goes to sleep and won't wake up, 3) splits screen in two.*

Follow the procedures for rebooting and power cycling on the front page of this edition. If this doesn't clear the jumping action, look to uninstall any apps that you may have added that could be running in the background, such as games. More than likely something is running that is causing the issue.

The sleep options are in Settings. Swipe down from the top of the screen to find your settings icon (pictured at right). After opening the settings, click on "Display" and then "Screen Timeout" for an Android, "Auto Lock" for iPhone. Remember that to wake your phone up, press the power button or the center button at the bottom.

The split screens are probably that you have multiple apps open. On an Android device press the rectangular or square button on the face of the phone. This will show all apps that are currently open. Either select "Close All" or swipe off the screen apps you are done with, or simply click the "x" in the top right hand corner to close each of them out.

From Ron:

*Wants to know how to answer a call on their new phone.*

When you get a call, you'll see the caller's number, contact, or caller ID info if it's available.

To answer a call, do one of the following:

Tap or slide the Answer Call button. 

If the phone is locked, drag the slider, or swipe up to the top of the screen then tap/slide the Answer Call button.

*Tip:* Answering a call while on another call puts the current call on hold.

Your phone will go back to the first call after hanging up the second call.



### SETTINGS ICONS



Apple iOS  
(iPad/iPhone)



Android OS  
(Tablet/Phone)



Tracy Schwarz

Director

Tyler Dennis

Technology Tutor

Michael Visci

Technology Tutor

Vicki Lawless

Website Administrator

## Tips & Tricks

From Richard

*Wants any information on desktop computers.*

How about understanding file sizes? Let's start here...

1 byte (B) = Single unit of space

1 kilobyte (KB) = 1,000 bytes

1 megabyte (MB) = 1,000 kilobytes

1 gigabyte (GB) = 1,000 megabytes

1 terabyte (TB) = 1,000 gigabytes

Relatively, how big are each of these?

A single character (letter/number) can be held in a single byte.

A kilobyte can hold 1,000 characters, or a few paragraphs of text

The way to think of megabytes is in terms of music or high resolution photo. The photo will be about a megabyte, while a single 3-minute music file (MP3) is usually about 3 megabytes. A 2-page Word document (just text) is about 20 KB, so 1 MB would hold about 50 of them.

Gigabytes, likely the size you're most familiar with, are pretty big. They can hold about 300 MP3s or 50,000 Word docs.

Terabytes are huge. A single TB would fit about 300,000 3-minute MP3s or 50,000,000 2-page Word documents.

Easiest way to understand:

A text file is tiny

A JPEG image is bigger

A song file (MP3) is bigger than that, a few MB

A low-resolution video is large, several MB

A high-resolution video is huge, Gigabytes

An installation file for an operating system (e.g., Windows 10, Mac Mojave) or a big program suite like Microsoft Office is several GB (very large!)

**-REMEMBER -**

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