







Mary's Device-to-Human Translation Guide

PALS Plus Digital Services Cmte Pop-up Workshop: Device Troubleshooting 101

When I first began troubleshooting smartphones and tablets for my library patrons, I was completely lost. I didn't understand any of the icons I saw on the screen or what they meant. I didn't even know how to use my fingers to get the device to do what I wanted. I was frustrated and angry all the time. Eventually, though, I realized that the tablet wasn't an instrument of evil trying to break my spirit. It WAS actually trying to communicate with me – I just didn't understand its language. So I tried being curious instead of angry. I began looking for patterns, and I made a lot of educated guesses. I tried a lot of things that didn't work, but I found some things that did work too. And after a lot of practice, eventually I learned to communicate better with my tablet. Here is the human-to-device translation guide that I came up with to help me communicate better with the devices I troubleshoot. I hope you find it helpful too! --Mary






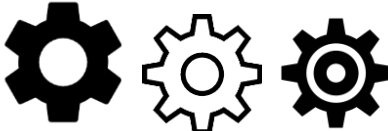


Give Your Tablet The Finger

No matter what type of touch screen device you have, these common gestures will come in handy when you're trying to communicate with it. It will take some time to get familiar with these, but don't worry, every time you use your tablet or phone is an opportunity to practice.




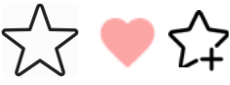






	Tap – Tap lightly on the screen with your fingertip. <i>Depending where you tap, different things may happen.</i> For instance to open an app, tap it once. To select a menu item, tap it. If you don't see the menus in an app (this happens sometimes when you're reading a book inside an app like Libby or Hoopla), tap once in center of the screen & the menus should appear.
	Swipe – Take one finger and move it along the screen in any direction. Pay attention to the location where you start and end the swipe, because based on that, different things may occur. For example: <i>"Swipe down from the top to view notifications."</i> Or, <i>"Swipe down from top right corner to show Control Menu."</i>
	Scroll - Swipe your finger up or down the screen to view content elsewhere on the page. (Scrolling doesn't select or open anything, it just moves you around on the page.)
	Pinch – Place your thumb and forefinger apart on the screen and slowly squeeze them closer together. This will "zoom out" so you can see the bigger picture (but only if the app has this feature).
	Expand Place your thumb and forefinger close together on the screen and slowly slide them apart. This allows you to zoom in and make an area easier to see (if the zoom feature is enabled in the app).
	Long Press (also known as tap and hold)– Hold down your finger on whatever you've touched. Depending on context, different options will appear. Possibly a pop-up menu may appear, or the icon may start wiggling to indicate you can move it around or uninstall it, or the object will become "highlighted" and you can copy it..

You again? Familiar icons you'll see over and over again

Since computers and apps are used all over the world, programmers use icons to represent things (pictures aren't tied to a specific language.) Here are some often-seen icons and their meanings. By becoming familiar with these, when you're learning how to use new apps and devices, you'll be able to make educated guesses about how to do things even if you've never used the app before.

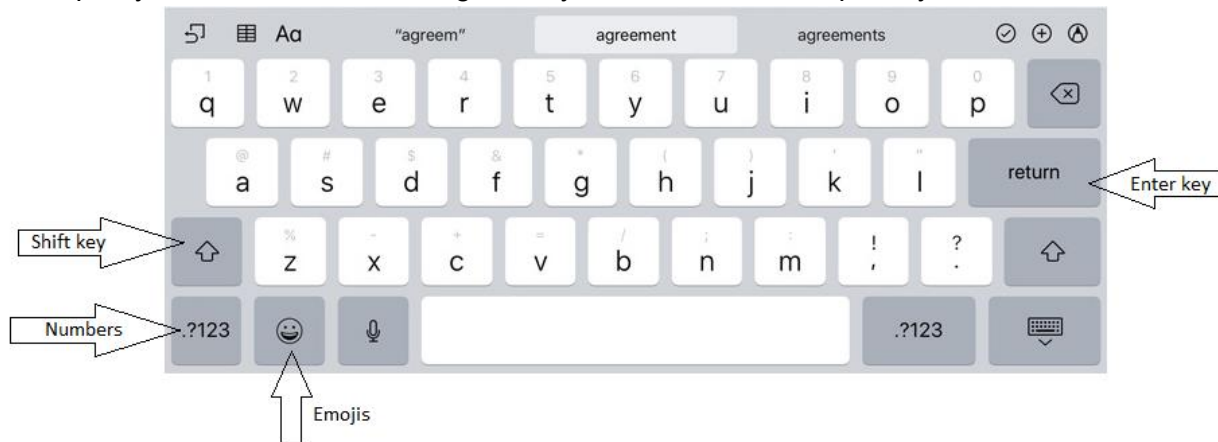
Get Help <i>Tap the question mark (or i, for information) to get help with an app or feature.</i>	
Menu <i>Not all features can be displayed on the screen at a time. Menu icons are hints that you can access more options if you tap on them. Menu icons can look like three dots, a group of squares, three horizontal lines or a combination. Tap to find out about additional options you're not currently seeing.</i>	<p><i>Here are a few of the many types of menu icons you may encounter</i></p>  <p>Burger Kebab Meatball Bento</p>
Search <i>Tap either on the magnifying glass or in the text box next to it. This usually pulls up the keyboard, where you can type what you're looking for.</i>	
Share / Upload <i>Clicking this icon usually brings up a list of ways you can share this: via email, text message, Facebook, etc.</i>	
Download [from the Cloud] <i>This icon tells you that in order to use whatever this is, you must download it to your device first.</i>	
Settings <i>It's useful to know how to get to settings on your device. Here is where you do things like connect to wireless Internet, set up mail accounts, etc.</i>	
Delete <i>Get rid of an email, delete a note or a contact, uninstall an app, etc.</i>	
Add / open / create / compose <i>The plus sign (or the pencil) indicates you can add or create something - for instance, write an email or open a new tab in your browser.</i>	

A few more handy icons to know

 Wireless connection strength	 Volume/ volume level
 Cell phone signal strength.	 Favorite / bookmark
 Lock or unlock your screen rotation	 Your profile / user information
 Battery is being charged (lightning bolt) / battery life left	 Refresh screen / get updated data
 Show the actual password instead of dots!	 Toggle switch (tap this to turn options on or off)

Using the Onscreen Keyboard

The onscreen keyboard is “contextual,” meaning it only pops up when you tap in a place where it makes sense that you’d want to type something (such as the Search field in a web browser). It looks pretty much the same as a regular keyboard. Here’s a sample keyboard.



“Frustration, though quite painful at times, is a very positive and essential part of success.” --Bo Bennett

*Need more help? Contact Mary Martin, Library Director,
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