



# Plain Steps

Free sample pages from Plain Steps: The Everyday Tech Kit — iPhone & Windows 11 Edition. These are real pages from the kit, so you can see exactly how it works before you buy.

IPHONE & WINDOWS 11 EDITION · V1.0 · CHECKED OCTOBER 2026

## DIRECTORY

## FIND YOUR LINE



### iPhone

Seeing and hearing, calls and messages, photos, settings, safety — and the “why did my phone do that?” fixes.



### Windows 11

Bigger text, finding files, printing, the internet, updates and upkeep — and the “what just happened?” fixes.



### Between them

Getting photos and things from your iPhone onto your Windows computer.



### Stay safe

Spot a scam, deal with a fake warning, protect your accounts, and know who to call.



### Fix-it flows

Step-by-step ladders for the problems that come up most: no internet, no sound, won't print, out of space.



### Records & practice

Fill-in pages for your device details and helpers, plus practice rounds to make the steps stick.

# How to use this kit

Plain Steps is a reference to keep beside your phone and computer. You don't read it front to back. You look up the thing in front of you, follow the numbered steps, and check that it worked.

## Find your task

- Use the **Contents** (next page), or the **Index** at the back.
- Or go straight to your line: **P** iPhone, **W** Windows, **B** between them, **S** stay safe, **F** fix-it flows, **R** records and practice.
- Something changed by accident? Start at **F06**.
- Reading on screen? Use your PDF app's search to look for a word, like "print" or "bigger".

## Read the card, then do it

Read the whole card once. Then do one step, look at your screen, and do the next. There's no rush, and nothing on these cards can break your device.

## What the parts of a card mean

|                                                                                   |                                                                                                                                               |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Path</b>                                                                       | The route to the setting, one stop at a time.                                                                                                 |
| <b>1 2 3</b>                                                                      | The steps, in order.                                                                                                                          |
| <b>Bold words</b>                                                                 | Exactly what you'll see on your screen.                                                                                                       |
|  | A key on your keyboard.  is the key with the Windows logo. |
| <b>Done when</b>                                                                  | How to tell it worked.                                                                                                                        |
| <b>Change it back</b>                                                             | How to undo it.                                                                                                                               |
| <b>Stop here if...</b>                                                            | When to stop and get help instead.                                                                                                            |

### IF YOUR SCREEN LOOKS A LITTLE DIFFERENT

Apple and Microsoft update their software several times a year, and sometimes move things. Look for the same words nearby. The drawings in this kit are simplified illustrations, not screenshots. Every step was checked against Apple's and Microsoft's own instructions in October 2026; the Sources pages list them.

### PRINTING TIPS

You don't need to print everything. Print the desk cards and the pages you use most, and keep the full PDF on your computer or phone. Black-and-white printing works fine — every color label also has a letter or a word.

# Make the text bigger and bolder

Use **this when** words on the screen are too small or too faint to read comfortably.

PATH



Settings



Appearance



Text Size

1

Open **Settings** and tap **Appearance**.

On iOS 26 this is **Display & Brightness** instead.

2

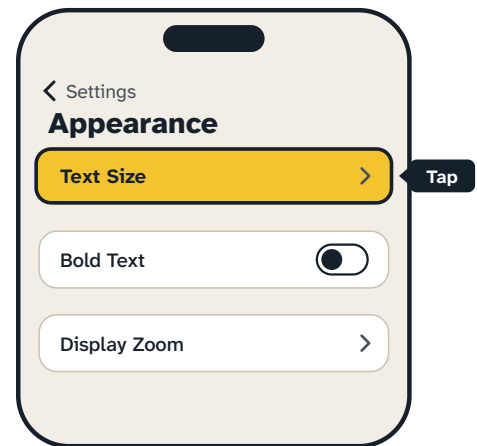
Tap **Text Size**. Drag the slider to the right for bigger text, to the left for smaller.

3

Go back to **Appearance** and turn on **Bold Text** if you'd like heavier, darker letters.

4

Still not big enough? Go to **Settings** › **Accessibility** › **Display & Text Size** › **Larger Text**. Turn on **Larger Accessibility Sizes**, then drag the slider.



**ILLUSTRATION, NOT A SCREENSHOT.**

Your screen may look a little different — look for the same words.

## ✓ DONE WHEN

Text in Settings, Messages, Mail, Calendar and other apps that support it is bigger.

## ↶ TO CHANGE IT BACK

Drag the same slider back to the left, or turn **Bold Text** off. Nothing else changes.

## 💡 GOOD TO KNOW

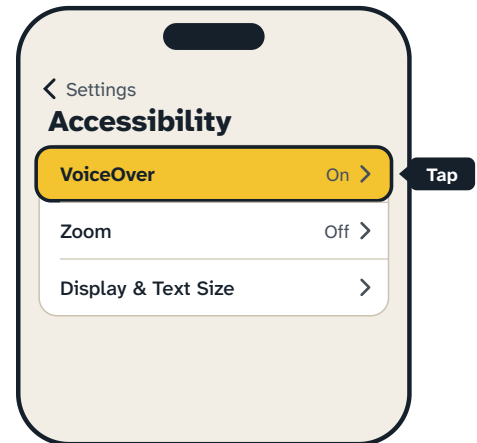
To change the size while you're in an app, use the **Text Size** control in Control Center. Not there? Tap the Add button at the top left of Control Center, then **Add a Control**.

**See also:** [P02 Make everything on screen bigger](#) · [P28 The screen is zoomed in and stuck](#)

# My iPhone is talking and taps don't work

**Use this when** your iPhone speaks everything you touch, and one tap no longer opens anything. That's VoiceOver.

- 1** Quickest: ask Siri, "Turn off VoiceOver."  
To talk to Siri, press and hold the side button (or the Home button on iPhone SE).
- 2** Or triple-click the side button (Home button on iPhone SE). If this shortcut was set up, VoiceOver switches off.
- 3** Or use Settings. While VoiceOver is on, **tap once** to select something and **double-tap** to open it. Go to **Settings** › **Accessibility** › **VoiceOver** and double-tap the switch.
- 4** To scroll while VoiceOver is on, swipe up or down with **three fingers**.



**ILLUSTRATION, NOT A SCREENSHOT.**

Your screen may look a little different — look for the same words.

## ✓ DONE WHEN

The voice stops and a single tap opens things again.

## 💡 GOOD TO KNOW

Screen gone black but the phone still talks? That's the "screen curtain" — triple-tap with three fingers to turn it off.

# Find something you downloaded

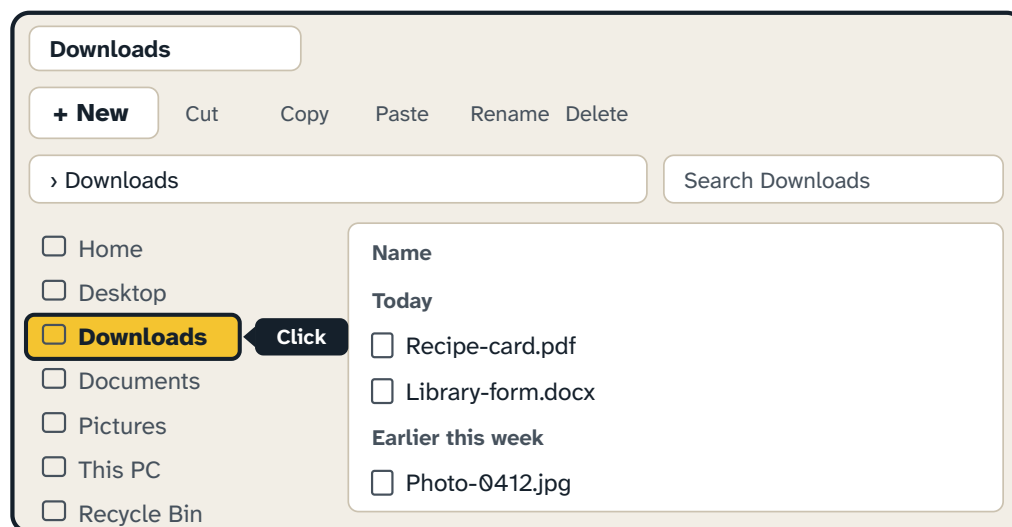
Use **this when** you downloaded a form, photo or letter and can't find it.

PATH

→ File Explorer

→ Downloads

- 1 Open **File Explorer**: select the folder icon on the taskbar, or press **Windows** + **E**.
- 2 Select **Downloads** in the list on the left.
- 3 Look for the file's name, then double-click it to open it.
- 4 Just downloaded it in Microsoft Edge? Press **Ctrl** + **J** to see recent downloads, then open the file or its folder.



**ILLUSTRATION, NOT A SCREENSHOT.** Your screen may look a little different — look for the same words.

## ✓ DONE WHEN

You can see your file and open it.

## 💡 GOOD TO KNOW

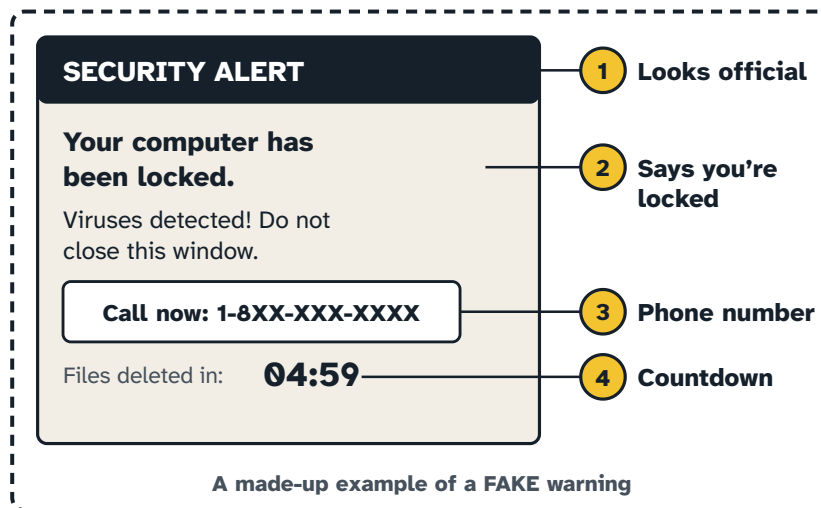
Downloads missing from the left? Select **Home**, then the **Up** arrow by the address bar, and look there.

See also: [W08 Search for a file](#)

# Close a fake virus warning safely

**Use this when** a web page suddenly says your computer is infected or locked, maybe with a loud voice, a countdown and a phone number.

- 1 Don't call the number or click anything in it. Real Microsoft warnings never show a phone number.
- 2 Close the browser window with the X at the top right.
- 3 Won't close? Press **Ctrl** + **Shift** + **Esc** for **Task Manager**. Under **Processes**, right-click the browser (for example **Microsoft Edge**) and select **End task**.
- 4 Open the browser again, then run a quick virus scan ([W24](#)).



ILLUSTRATION, NOT A SCREENSHOT.

## ✓ DONE WHEN

The warning is gone and your browser opens normally.

## 💡 GOOD TO KNOW

Edge's scareware blocker can catch these pages for you: **Settings** › **Privacy, search, and services** › **Security**.

## ⊖ STOP HERE IF...

you already called, let someone onto your computer, or paid — go to [S04](#) now.

# Is it a scam? The 6-question check

An unexpected call, text, email or pop-up? Before you do anything it asks, answer these six questions.

1

## Did it come out of the blue?

Even if it seems to be from your bank, a government office, Apple, Microsoft or a relative — names and numbers can be faked.

☐ ☐  
Yes No

2

## Is there a problem — or a prize?

Your account is locked, a parcel is held, a payment failed, you owe a toll or tax — or you've won something.

☐ ☐  
Yes No

3

## Are you being rushed?

Act now, a countdown, “don’t hang up”, “don’t tell anyone”.

☐ ☐  
Yes No

4

## Does it ask you to pay in a particular way?

Gift cards, a wire transfer, cryptocurrency, a payment app, or cash.

☐ ☐  
Yes No

5

## Does it ask for a code, password or personal details?

A verification code, passcode, PIN, bank details or Social Security number.

☐ ☐  
Yes No

6

## Does it want you to click, call or install something?

A link, a phone number in the message, or an app so someone can “fix” your device.

☐ ☐  
Yes No

### ANY “YES”?

Stop. Don’t click, call back, pay or share anything. Hang up or close it. Then contact the company yourself using a number you already trust — the back of your card, a statement, or a website you type in yourself. And talk it over with someone you trust.

### WORTH KNOWING

Honest organizations give you time to decide. Apple and Google never ask for your verification code, and Microsoft won’t call to offer support unless you asked it to.

# Everything in the full kit

## Start here

|                                            |   |
|--------------------------------------------|---|
| How to use this kit                        | 2 |
| Does this kit match your devices?          |   |
| Five habits that prevent most tech trouble |   |

## P iPhone

### SEE & HEAR

|     |                                                |   |
|-----|------------------------------------------------|---|
| P01 | Make the text bigger and bolder                | 3 |
| P02 | Make everything on screen bigger               |   |
| P03 | Make the ringer louder — and check Silent mode |   |
| P04 | Read small print with the Magnifier            |   |
| P05 | Have your iPhone read the screen aloud         |   |

### CALLS & MESSAGES

|     |                                            |  |
|-----|--------------------------------------------|--|
| P06 | Answer, decline or quiet a call            |  |
| P07 | Block a caller and screen unknown numbers  |  |
| P08 | Deal with junk text messages               |  |
| P09 | Add someone to your contacts and favorites |  |
| P10 | Send a photo in a text message             |  |
| P11 | Type by talking (Dictation)                |  |
| P12 | Make a FaceTime video call                 |  |

### PHOTOS & SCREENSHOTS

|     |                                  |  |
|-----|----------------------------------|--|
| P13 | Take a screenshot                |  |
| P14 | Find, delete and get back photos |  |

### SETTINGS & UPKEEP

|     |                                              |  |
|-----|----------------------------------------------|--|
| P15 | Connect to Wi-Fi                             |  |
| P16 | Update your iPhone                           |  |
| P17 | Free up storage space                        |  |
| P18 | Restart your iPhone (or force a restart)     |  |
| P19 | Make the battery last longer                 |  |
| P20 | Connect headphones, speakers or hearing aids |  |
| P21 | Find your iPhone model and iOS version       |  |
| P22 | Get apps, delete apps, check subscriptions   |  |

### SAFETY & ACCOUNTS

|     |                                            |  |
|-----|--------------------------------------------|--|
| P23 | Set up Medical ID and Emergency SOS        |  |
| P24 | Turn on Find My — and find a lost iPhone   |  |
| P25 | Check your Apple Account is well protected |  |
| P26 | Find a saved password (Passwords app)      |  |
| P27 | Back up your iPhone with iCloud            |  |

### WHY DID IT DO THAT?

|     |                                          |   |
|-----|------------------------------------------|---|
| P28 | The screen is zoomed in and stuck        |   |
| P29 | My iPhone is talking and taps don't work | 4 |
| P30 | The screen won't turn sideways           |   |
| P31 | Calls and texts arrive silently          |   |
| P32 | The colors look strange                  |   |

# Contents, continued

## **W** Windows 11

### SEE & HEAR

- W01** Make the text bigger
- W02** Make everything bigger
- W03** Make the mouse pointer easier to see
- W04** Zoom in on a web page
- W05** Use Magnifier — and turn it off
- W06** Get the sound working

### FILES & FOLDERS

- W07** Find something you downloaded **5**
- W08** Search for a file
- W09** Make a folder and move files into it
- W10** Save a file where you can find it again
- W11** What the little clouds and ticks mean (OneDrive)
- W12** Get back a file you deleted
- W13** Copy files to a USB stick
- W14** Take a screenshot
- W15** Copy, paste and undo

### INTERNET & EMAIL

- W16** Close a fake virus warning safely **6**
- W17** Connect to Wi-Fi
- W18** Save a favorite website
- W19** Attach a file to an email
- W20** Stop websites sending notifications

### PRINTING

- W21** Print — or save as a PDF

### UPKEEP & SAFETY

- W22** Update Windows
- W23** Restart, shut down or sleep
- W24** Check for viruses with Windows Security
- W25** Remove an app you don't want
- W26** Find your Windows version
- W27** Back up your files
- W28** Install apps safely

### WHAT JUST HAPPENED?

- W29** The Sticky Keys box keeps popping up
- W30** The computer started talking (Narrator)
- W31** A window vanished — or fills the whole screen
- W32** The screen turned sideways

## **B** Between them

### PHOTOS

- B01** Copy photos from your iPhone to your PC with a cable
- B02** See your iPhone photos on your PC with iCloud

### CALLS & TEXTS

- B03** See iPhone texts and calls on your PC (Phone Link)

# Contents, continued

## S Stay safe

|     |                                               |   |
|-----|-----------------------------------------------|---|
| S01 | Is it a scam? The 6-question check            | 7 |
| S02 | What scam messages say                        |   |
| S03 | Real help or fake help?                       |   |
| S04 | If you think you’ve been scammed              |   |
| S05 | Sign-in safety: codes, passwords and passkeys |   |
| S06 | Where to report a scam                        |   |
| S07 | Free, trustworthy help and learning           |   |

## F Fix-it flows

|     |                                              |  |
|-----|----------------------------------------------|--|
| F01 | The Fix-It Ladder                            |  |
| F02 | No internet                                  |  |
| F03 | No sound                                     |  |
| F04 | The printer won’t print                      |  |
| F05 | iPhone says storage is full                  |  |
| F06 | Something changed on my screen               |  |
| F07 | Locked out: a forgotten password or passcode |  |

## R Records & practice

|     |                                           |  |
|-----|-------------------------------------------|--|
| R01 | Before you tap: the 6-question Scam Check |  |
| R02 | The Fix-It Ladder                         |  |
| R03 | iPhone essentials                         |  |
| R04 | Windows keyboard essentials               |  |
| R05 | Help note: “Here’s what happened”         |  |
| R06 | My trusted helpers                        |  |

|     |                             |  |
|-----|-----------------------------|--|
| R07 | My devices                  |  |
| R08 | Practice rounds: iPhone     |  |
| R09 | Practice rounds: Windows    |  |
| R10 | Settings I’ve changed       |  |
| R11 | Monthly tech check-up       |  |
| R12 | Suspicious message record   |  |
| R13 | Things I want to learn next |  |

## At the back

|                             |  |
|-----------------------------|--|
| Tech words in plain English |  |
| Sources                     |  |
| Index A–Z                   |  |