

# A guide to making your device easier to use

Helping you to update your accessibility settings



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# 1. Introducing you to making your device easier to use

## 1. Introducing you to making your device easier to use

Hello,

Welcome to Age UK's guide to making your device easier to use. This guide will show you how to make your device easier to read, hear and get to grips with.

There are easy ways to make your devices more accessible so you can start to use them to do everything from renew prescriptions to keep in touch with family and friends.

What do I mean by 'accessible'? It's finding ways to overcome various barriers which might stop you from using devices to get online.

For me it was being able to see things on the screen easily because my eyesight is not that great. I was so grateful to get help from Age UK showing me how I could make the text bigger so that it is easier to read.

In this guide, you will find out how to do these things too, and more. Whatever barrier you're facing, there are ways to adapt your devices so you can make the most of getting online. But you don't need to have a diagnosed disability to use this guide. It can help you if you just want to find out how to make your device easier to use.

### Learning at your own pace

You can work through the guide by yourself, with the support of an Age UK Digital Champion, or friends, family and carers. Try to take the time to reflect on what you've learned, repeat sections if you need to and make notes. This will help to build your skills and confidence.

If you've got any questions as you work your way through the guide, you may be able to get support from your local Age UK or local Age Cymru. You can find your local Age UK online by visiting [www.ageuk.org.uk/services/in-your-area/](http://www.ageuk.org.uk/services/in-your-area/)

Once you're feeling comfortable with the content in this guide, you can move on to some of our other guides to make the most of getting online and using technology.

For example, there's one on video calling. Video calling may be a good idea if you depend on lip reading to understand others. It allows you to see the person you're speaking to and read their visual cues.

Remember, there are always ways to make your devices more accessible and easier to use.

**Ruth, 72**

## 2. Using this guide



## 2. Using this guide

**This is a guide for people who want to make their device more accessible and easier to use, particularly if you have hearing or sight problems.**

We'll show you how to make changes to the settings of these devices to make them easier to use. We will also talk about equipment that might be helpful to make devices easier to use.

**Before reading this guide, you should feel comfortable:**

- Connecting to the internet – you'll need an internet connection.
- Using a smartphone, tablet, computer or laptop.



# 3. Understanding key terminology

### 3. Understanding key terminology

We've explained some key terms below to help you understand what is involved in making your device easier to use. These are in alphabetical order so you can refer back to them when working through the guide:

**Accessible:** Finding ways to overcome various barriers which might stop you from using devices to get online. For example, sight or hearing loss.

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**Android:** The name of the software that a device uses to function. Phones and tablets from lots of different brands fall into the bracket of Android devices. These brands include Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

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**Apple:** A brand of phones and tablets. Apple phones are known as iPhones and tablets are called iPads. If your device isn't Apple, it's likely to be an Android device.

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**Application, or 'app':** A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking.

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**Bluetooth:** A type of wireless technology used to connect one device to another, for example, connecting your phone to a speaker to play music.

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**Cursor:** A moveable icon that shows up on your device screen when you move your mouse so that you can enter text or click to do something, for example open a new webpage.

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**Device:** A general term for a smartphone, tablet, laptop or computer.

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**Icon:** An image or symbol which represents an app or function on your phone, tablet or computer screen. You usually 'tap' (see definition below) on an icon to open an app.

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**Made for iPhone:** If you see 'Made for iPhone' on a product, like some headphones, it means that you can use the product with your Apple device.

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**Mono:** A setting on a smartphone which allows you to play the same audio out of left and right headphones. Usually, the left and right headphones play different sounds.

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**Mouse:** A handheld pointing device that allows you to move the cursor around on your computer.

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**Pinching:** This is when you use your fingers to make a pinching movement on a touch screen. You move your fingers out to zoom in. You then move your fingers in to zoom out.

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**Screen magnifier:** Your phone, tablet or computer should have this function which allows you to zoom in on the whole screen or sections of a screen as if you are looking through a magnifying glass.

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**Screen readers:** Nearly all computers, tablets and smartphones have a screen reader. The technology reads out loud what is on the screen, and you can decrease the speed of speech or change the language.

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### 3. Understanding key terminology

**Scrolling:** Using your finger or a mouse to move the screen and see different text or images.

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**Search engine:** These help you to find information on the internet. Popular search engines include Google and Bing. You can type in some keywords in the space provided. The search engine will search through relevant webpages and display them in a list. Someone might tell you to 'Google' something, which means looking up information online using a search engine called Google.

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**Smartphone:** A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

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**Swiping:** Moving your finger across the screen of a smartphone or tablet.

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**Stylus:** A pen-like object you can use to operate the touchscreens of your electronic devices.

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**Tap:** To quickly touch and then lift your finger off the touchpad to carry out an action. This could be to move to a new screen or open an app on your device. It's the equivalent of clicking a mouse on a computer.

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**Tablet:** A small portable computer with a touch screen. You tap the screen with your finger or a special pen, often referred to as a 'stylus', to use the device rather than using a keyboard and 'mouse'.

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**Touch screen:** A type of screen on a device that allows you to use your finger, or a stylus, to navigate and interact with content. This is an alternative to a mouse and keyboard.

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### 3. Understanding key terminology

#### What equipment might be helpful?

You can buy different equipment to make your devices easier to use, including:

**Ergonomic mouse:** This is a mouse for using your computer that can be held vertically to avoid repetitive strain injuries and discomfort.

**Headset magnifier:** You wear this product over your eyes to make what you look at much bigger. Find out more on the [RNIB website](#).

**Memory foam keyboard wrist rest:** These are long pieces of foam which take some of the weight of your arms when you use a keyboard. They reduce the strain that you put on your wrists.

**PopSocket:** A PopSocket is a plastic circle that you attach to a flat phone or case with a sticky adhesive. It's used to help you hold a phone. Once you pull or "pop" it out twice, the PopSocket extends like a small accordion. That allows you to slip your fingers in between your phone and the end of the PopSocket so you get a comfortable and tighter grip. This can help if you worry you will drop your phone because you find it hard to grip.

**Silent headphones:** These headphones can link up with your hearing aids so you can hear sounds coming from your devices.

**Stylus:** A pen-like object you can use to operate the touchscreens of your electronic devices. This can help if using your finger on your devices is uncomfortable or difficult.

**Touchscreen gloves:** Wear these gloves and you can use your phone outdoors without having to expose your fingers to the cold and rain.

**Find out more about equipment that might help make your device more accessible on the [AbilityNet website](#)**

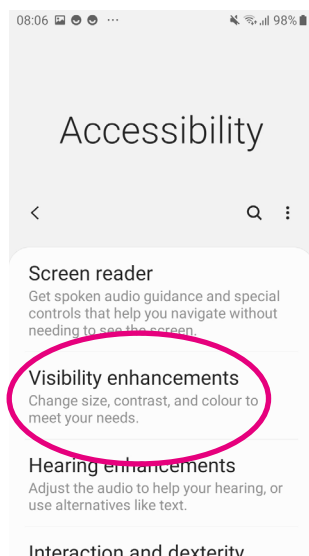
# 4. Changing text size

## 4. Changing text size

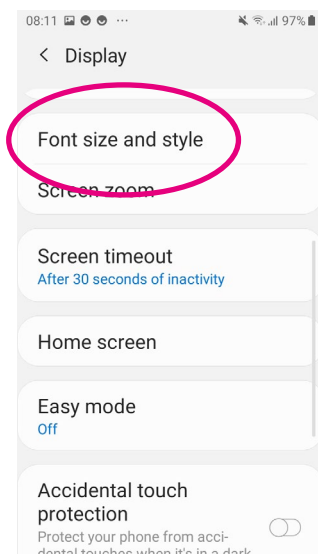
If you find it difficult to read things on the screen, there are various things you can do to make your devices more accessible. You could start by changing the size of the text so that it's easier for you to read.

### Changing text size on an Android phone or tablet

1. Open your phone or tablet's settings.
2. Tap 'Accessibility', then 'Font size'.
3. Next, tap on 'Visibility enhancements'.



4. Then tap on 'Font size and style'.



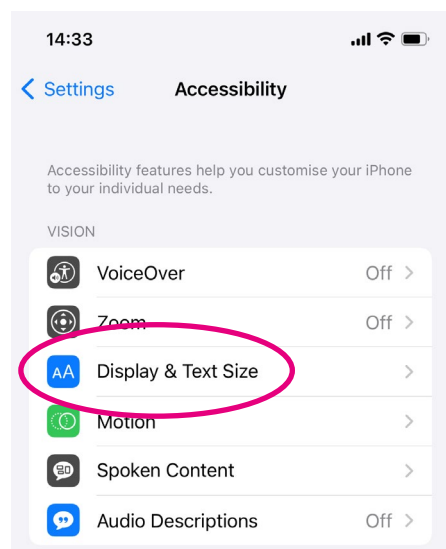
## 4. Changing text size

5. On the next screen, use the slider to choose the size of the font that works best for you. Sliding it across to the right makes the font bigger and to the left is smaller.



## Changing text size on an iPhone or iPad

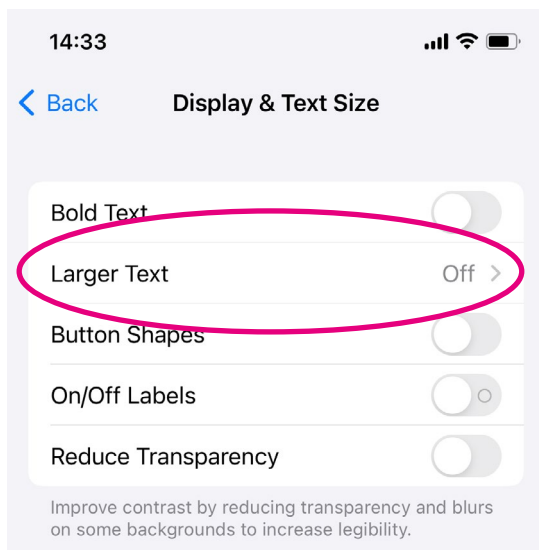
1. Go to 'Settings' on your phone or tablet.
2. Tap 'Accessibility', then 'Display & Text Size'.



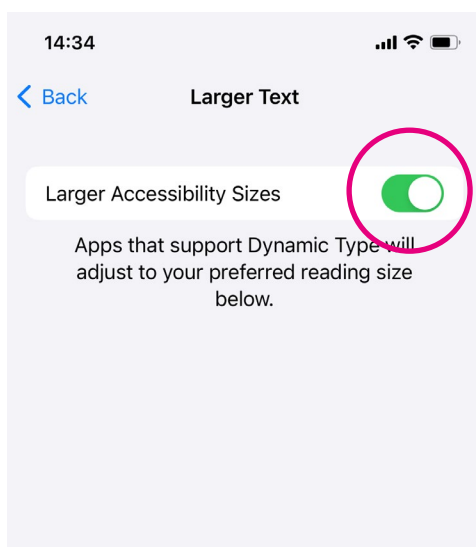


## 4. Changing text size

3. Tap 'Larger Text'.

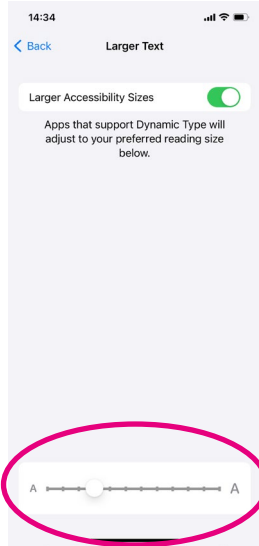


4. You'll then see a slider button next to 'Larger Accessibility Sizes'. Slide this to the right so it turns green.



## 4. Changing text size

5. At the bottom of the screen is a line with some squares on it. This is a dial. Slide it to the right to make the font larger and to the left to make it smaller.

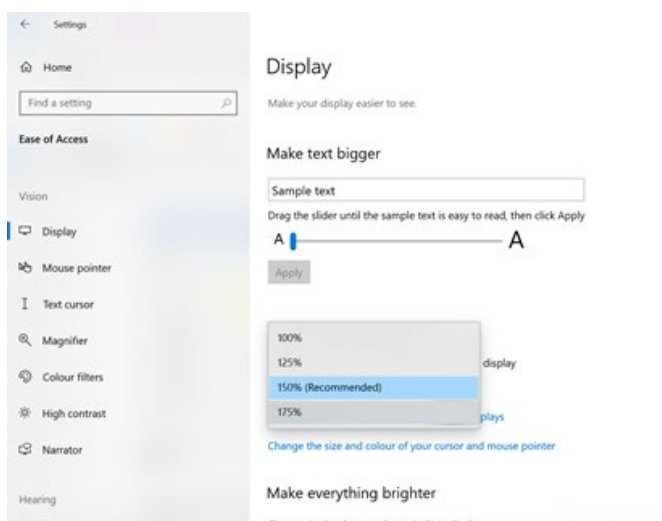


### TOP TIP

A lot of what you can do with your device can be found in the 'Settings' menu. It can help to explore what's available on this menu on your device.

## Changing text size on a Windows computer

1. Go to 'Settings' which is in the Start menu and looks like a cog.
2. Then choose 'Ease of access'.
3. At the top of the screen is 'Make text bigger'. Drag the slider across to the right to make the text bigger and to the left to make it smaller.



## 4. Changing text size

4. You may find that choosing '150%' as a font size is good enough. But you can choose a bigger screen size if you want to. You can see a sample size of the font size in the box at the top.
5. When you have chosen the font size that you'd like, click 'Apply'.
6. After a few seconds, the adjustment will be made across the computer.

### Changing text size on an Apple Mac

#### Increase the text size of emails in Mail

1. In Mail, choose Mail > Preferences.
2. Click Fonts & Colours.
3. Click Select next to "Message font".
4. Then select a font size in the Fonts window.

#### Increase the text size of messages in Messages

1. In Messages, choose Messages > Preferences.
2. Click General.
3. Then move the "Text size" slider to the right.

#### Increase the text size in other apps

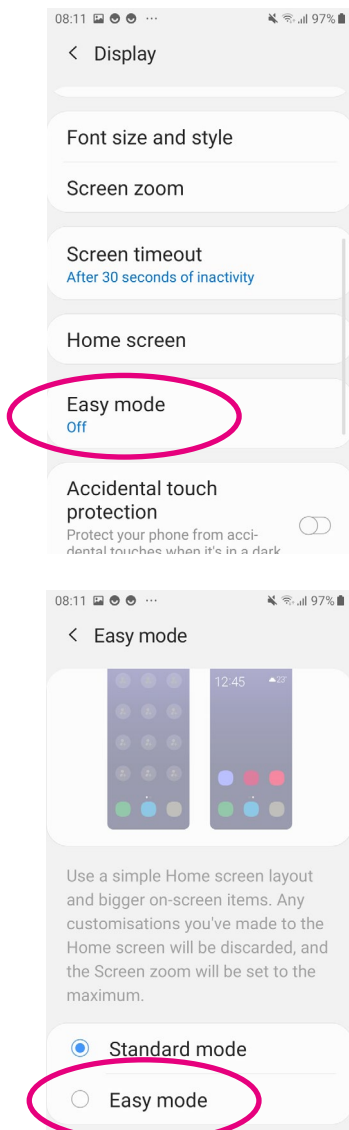
In many apps, you can press Command-Plus (+) or Command-Minus (-) to adjust text size. If that doesn't work, check the app's preferences.

# 5. Changing icon size

## 5. Changing icon size

### Change the size of apps on your Android

1. Open your phone or tablet's settings.
2. Tap 'Accessibility', then 'Display'.
3. Tap on the 'Easy mode' icon. This will take you to a new screen. Tap on the 'Easy mode' icon again. This will take you back to another screen with a blue icon next to 'Easy mode'.



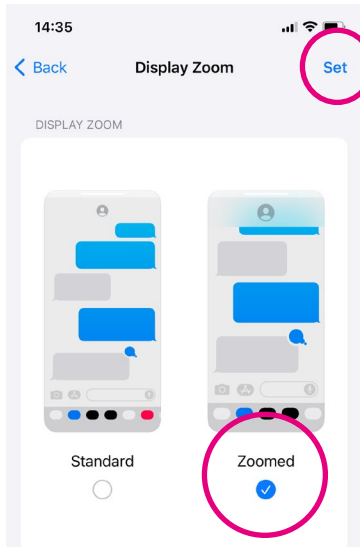
4. Your device will now be using a simple home screen layout with bigger apps.



## 5. Changing icon size

### Change the size of apps on your iPhone or iPad

1. Go to 'Settings' on your phone or tablet.
2. Tap on 'Display & Brightness'.
3. Tap 'View' under the 'Display Zoom' section at the bottom of the screen.
4. Tap the white circle underneath 'Zoomed' so that it shows a blue tick.



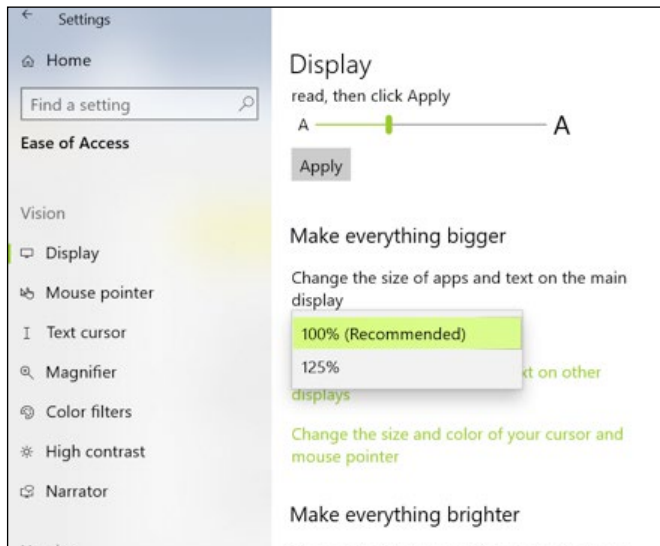
5. Next, tap 'Set' at the top right of the screen.
6. You will need to restart your device for the new settings to take effect. You can do this by turning it off and on again.

### Change the size of apps on your Windows computer

1. Go to 'Settings' which is in the Start menu and looks like a cog.
2. Then choose 'Ease of access'.

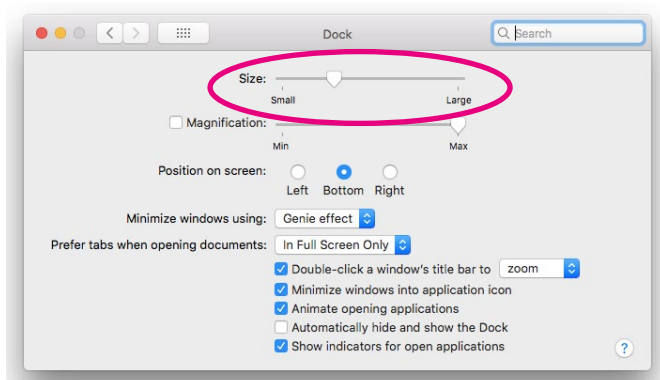
## 5. Changing icon size

3. Second to the top of the screen is the option to 'Make everything bigger'. Click on the arrow next to the box with the drop-down menu and choose the size you want to apply.



## Change the size of apps on your Apple Mac

1. Click on the Apple icon in the upper left corner of your Mac's screen.
2. Select 'System Preferences' from the drop-down menu.
3. Click on 'Dock'.
4. Drag the 'Size' slider to the left or right to increase or decrease the size of the dock.



# 6. Turning off lock screen

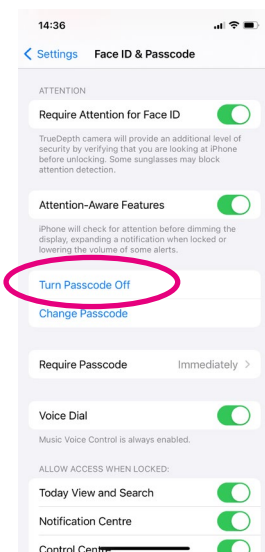
## 6. Turning off lock screen

Smartphones and tablets have ‘lock screens’ to keep them secure, which you can unlock by swiping with your finger. But this can be tricky if you have problems with your motor skills or you’re not very dexterous.

You might want to turn this feature off when you’re at home. For security reasons, we recommend keeping this feature on when you go out of your home with your device. If you think you might forget to turn lock screen back on again, it might be best not to turn it off.

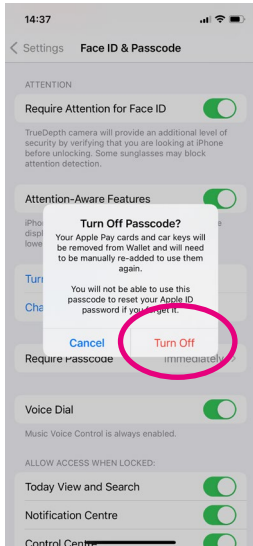
### Switch lock screen off on an iPhone

1. Open your iPhone and tap ‘Settings’.
2. Next tap ‘Touch ID & Passcode’ or it could say ‘Face ID and Passcode’.
3. Type your screen lock password.
4. Then scroll down to the ‘Turn Passcode Off’ option and select it.



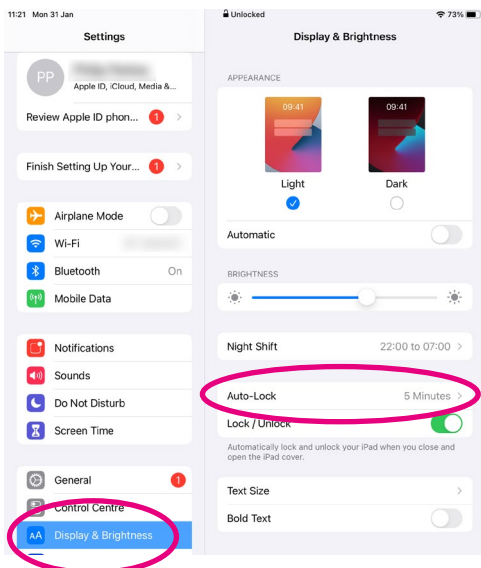
## 6. Turning off lock screen

5. A pop-up box will appear, asking you to confirm the process of turning off your password. Tap on 'Turn Off' to turn off the iPhone screen.



## Switch lock screen off on an iPad

1. Go to the 'Settings' menu of your iPad.
2. Choose the 'Display & Brightness' option in the next screen.
3. Tap 'Auto Lock' which is about halfway down the next screen.



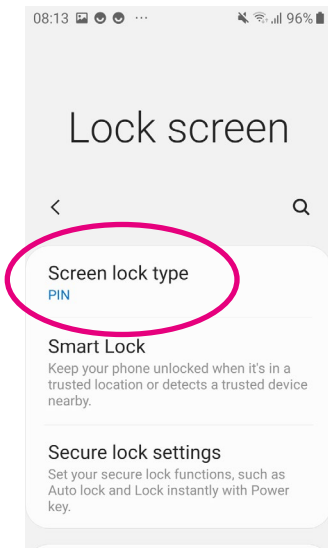
4. Tap the arrow next to this option and choose 'Never'.



## 6. Turning off lock screen

### Switch lock screen on an android phone or tablet

1. Open 'Settings' on your phone.
2. Tap 'Lock screen'.
3. Tap 'Screen lock type'.



3. On the next screen, tap 'Screen lock type. Next, tap 'None'. You will probably need to enter your current passcode to make this change.

# 7. Changing sound settings

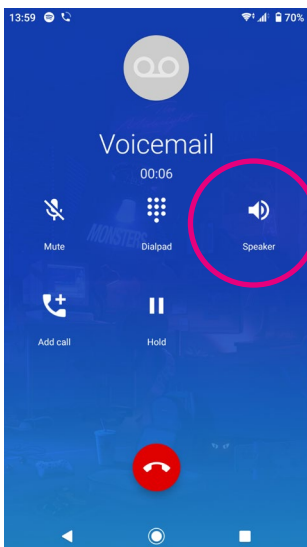
## 7. Changing sound settings

If you're finding it difficult to hear phone conversations, you can increase the volume of your phone by using the buttons on the side of your device. Using speakerphone can also help you hear what the person on the call is saying.

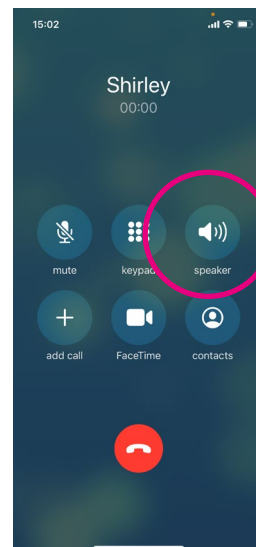
Volume Buttons are on the side of the phone:



On Android:



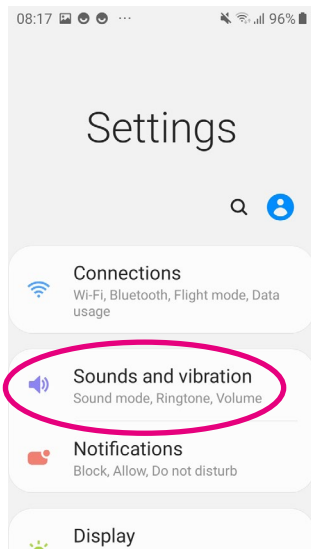
On iPhone:



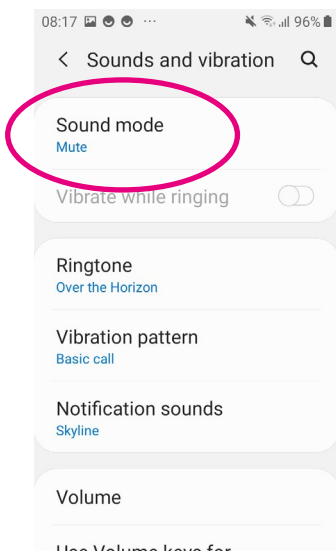
## 7. Changing sound settings

### Adjusting the sound settings on an Android:

1. Tap on the 'Settings' icon on your device.
2. Next, tap on 'Sounds and vibration', the second option down.



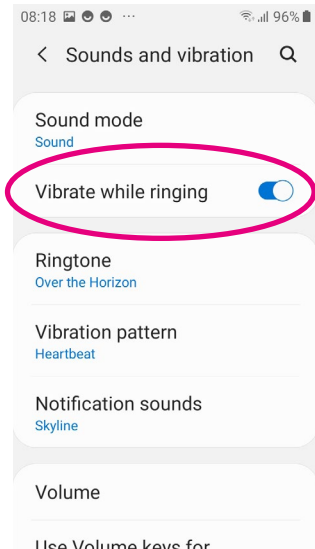
3. At the top of the screen, you'll see 'Sound mode'. Click on this and click 'Sound'. If you have your phone on mute or just vibrate, you won't hear phone calls or text messages.



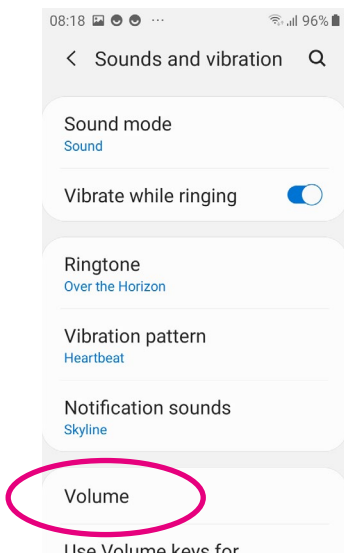
4. You can also set your phone to vibrate as well as ring. This means when someone calls

## 7. Changing sound settings

you, your phone will ring and vibrate together. Underneath ‘Sound modes’, tap the icon to the right of ‘Vibrate while ringing’.

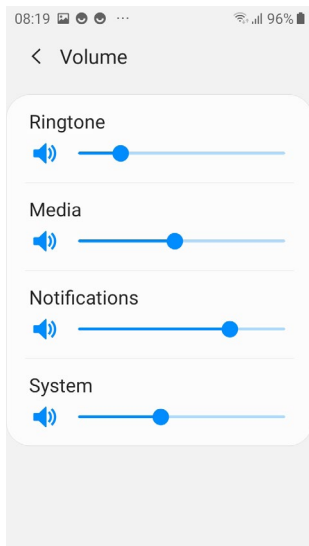


5. You can also adjust the volume of calls in ‘Settings’. The fifth option down says ‘Volume’. Tap on this.



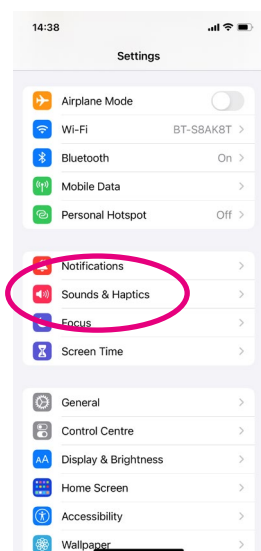
## 7. Changing sound settings

6. At the top of the next screen, it says 'Ringtone'. You can increase the volume of calls by dragging the small blue circle left and right. The further right you drag the circle, the louder the volume.



### Adjusting the sound settings on an iPhone or iPad:

1. Tap on the 'Settings' icon on your device.
2. Then tap on 'Sounds & Haptics', the seventh option on the menu.



## 7. Changing sound settings

3. At the top of the screen, you can adjust the volume of calls by dragging the small white circle left and right. The further right you drag the circle, the louder the volume.



4. Below this, is the option to change your ringtone and text tone for when people call you or send you a message.



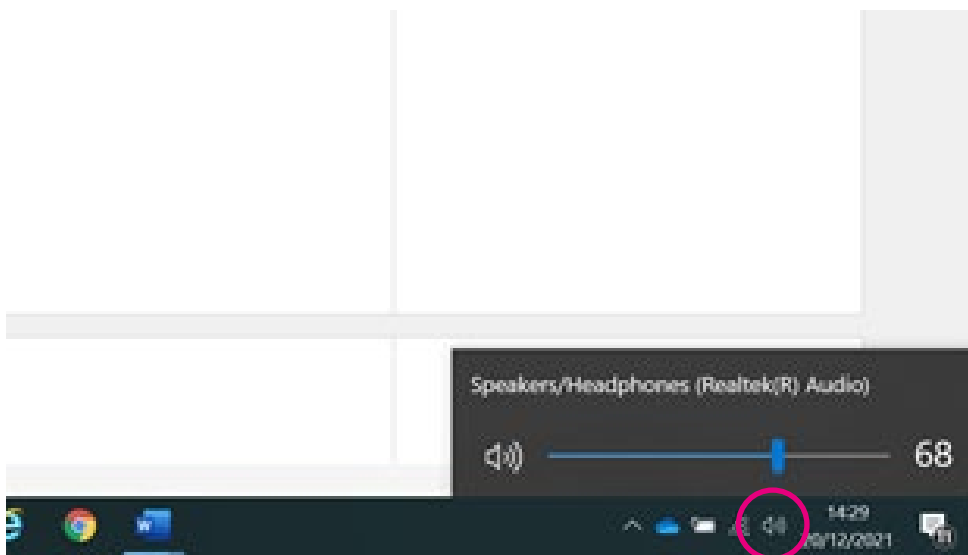
## 7. Changing sound settings

5. You'll also see a heading called 'Vibrate'. You can choose for your phone to 'Vibrate on ring'. Tap the icon next to it and it will turn green.



### Adjusting the sound settings on a Windows computer:

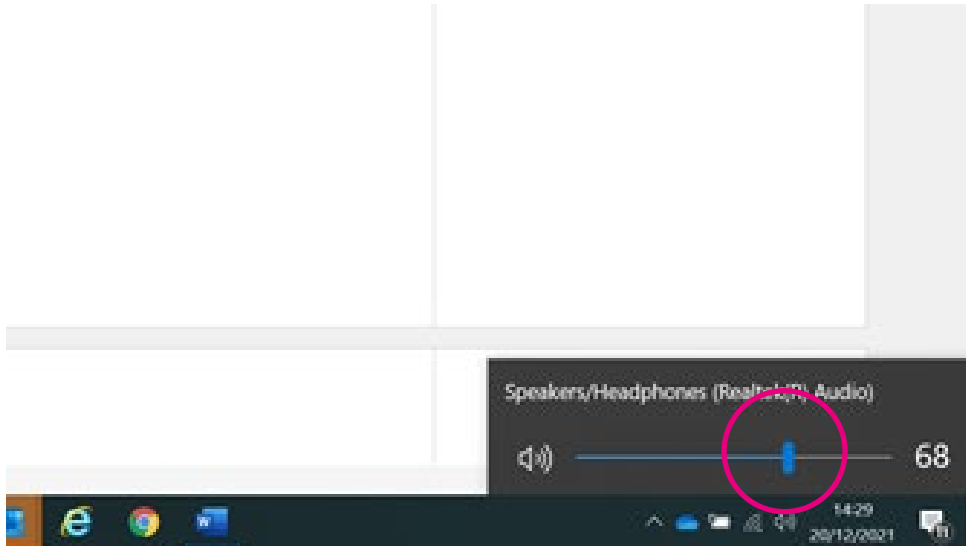
1. Click on the speaker icon in the bottom right corner of your screen. It's on the toolbar.



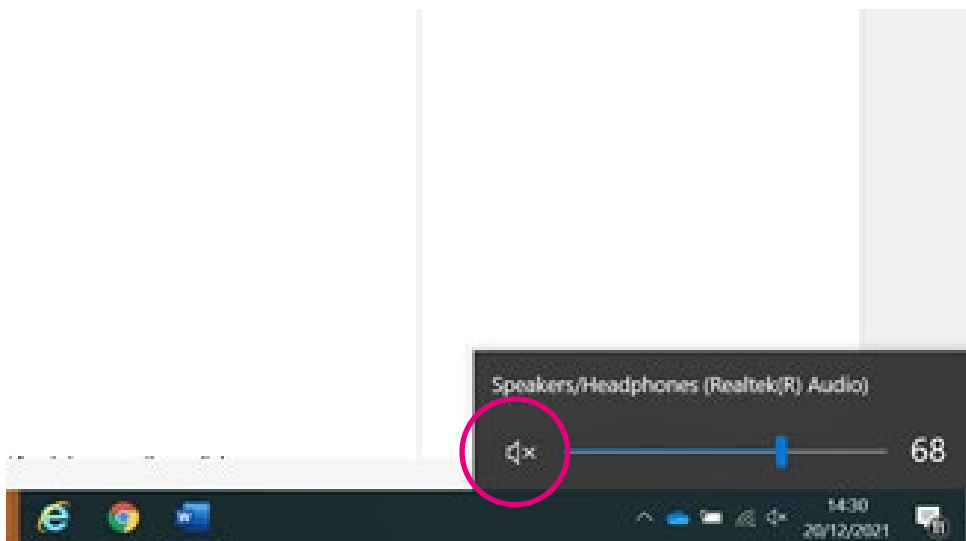


## 7. Changing sound settings

2. This will bring up a small box. You can then adjust the volume on your device by moving the slider up and down or right or left, depending on the version of Windows you have.



3. If you click on the speaker icon in the box, this will mute your device. You'll see a 'X' next to the speaker icon in the box. Click on the speaker icon in the box to unmute your device.



## 7. Changing sound settings

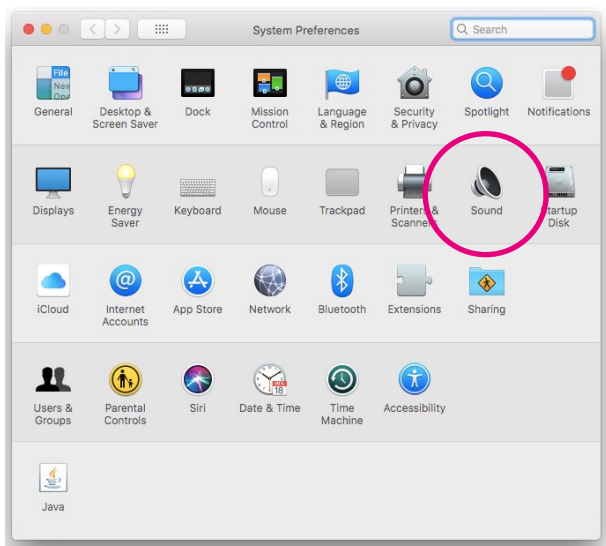
### Adjusting the sound settings on your Apple Mac:

There are two ways to adjust the volume on a Mac:

1. Click the 'Volume' control in the menu bar, then drag the slider to adjust the volume.



2. If the 'Volume' control isn't in the menu bar, click the 'Apple' menu, then click 'System preferences' and 'Sound'. Select the "Show volume in menu bar" tick box.



# 8. Connecting your smartphone with your hearing aids

## 8. Connecting your smartphone with your hearing aids

You can connect your hearing aids to most smartphones. A phone that connects to hearing aids contains a small coil of wire called a hearing loop or ‘telecoil’. This creates a magnetic field that picks up sound and transfers it to your hearing aids through the hearing loop setting.

### When connecting your hearing aids to your phone, you need to:

- activate your hearing loop setting on your hearing aid. Your audiologist should be able to help with this
- activate the telecoil setting on your phone. Instructions will likely be in your phone manual or see the steps below.
- place the mobile or smartphone close to your hearing aid to hear the caller.

### Apple:

To activate Hearing Aid Compatibility on an **iPhone with iOS 13** or later:

1. Go to Settings > Accessibility > Hearing Devices.
2. On these iPhone models, Hearing Aid Compatibility modifies the phone’s acoustic settings to improve compatibility with hearing aids set in “T” or telecoil mode.

If you have an **iPhone 6 or earlier**, you can activate Hearing Aid Mode. To activate Hearing Aid Mode

1. Go to Settings > General > Accessibility.
2. Hearing Aid Mode reduces the transmission power of the cellular radio in the GSM 1900 MHz band, which may result in decreased 2G cellular coverage

### Android:

You can pair hearing aids with your Android device. This option is available on devices using Android 10.0 or later.

1. Open your device’s Settings app
2. Tap Connected devices and then Pair new device.
3. Choose your hearing aid from the list of available devices.
4. If you have more than one hearing aid: Wait for the first hearing aid to connect, then tap the other hearing aid in the list of available devices.
5. To change the settings, next to the name of the hearing aid, tap Settings

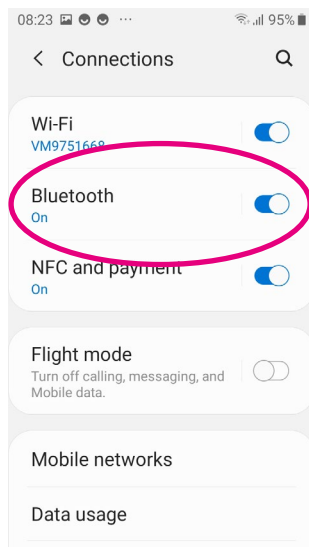
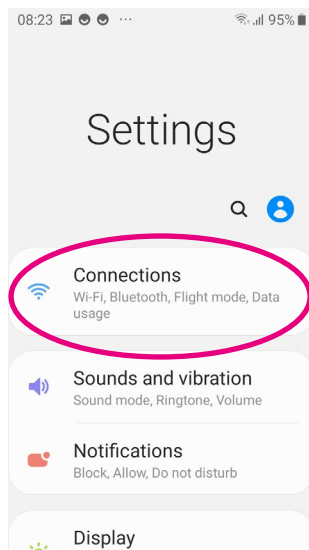
## 8. Connecting your smartphone with your hearing aids

### Connecting hearing aids to your Android phone

If you wear hearing aids, you might be able to connect them to your phone to help you hear. This option is available on devices using Android 10.0 or later. You can pair hearing aids with your Android device.

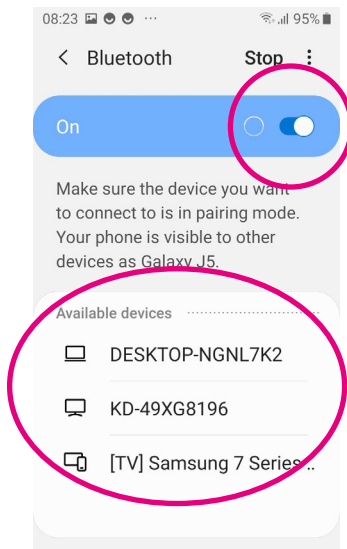
To do this:

1. Tap on 'Settings' on your phone.
2. Tap on 'Connected devices' and then 'Bluetooth'.



## 8. Connecting your smartphone with your hearing aids

3. Click on the tab to turn bluetooth on. Choose your hearing aid from the list of available devices.

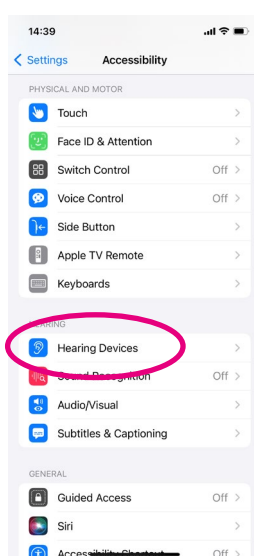
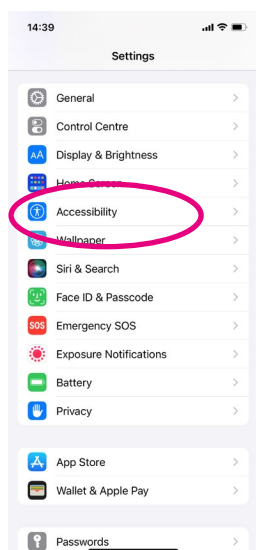


4. To change the settings for a hearing aid, tap 'settings' next to the name of the hearing aid on your voice.

### Connecting hearing aids to your iPhone

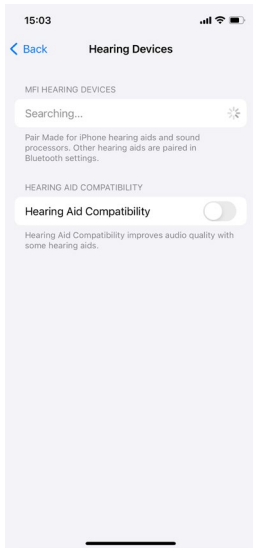
You can use Made for iPhone (MFi) hearing aids with iPhones.

1. Go to 'Settings'.
2. Then tap 'Accessibility' and 'Hearing devices'.



## 8. Connecting your smartphone with your hearing aids

3. Under 'MFI HEARING DEVICES', your phone will search to try to find your hearing aids.



There are then two ways to link your hearing aids to your phone.

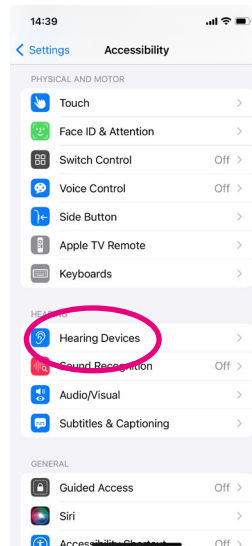
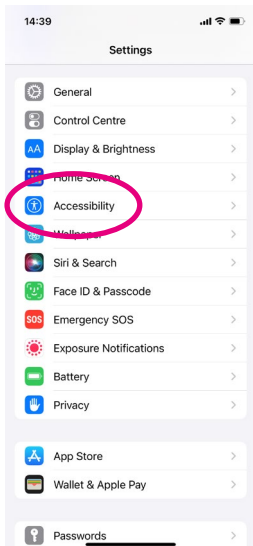
### **Option one: If your hearing aids are listed when you search for them in the 'Hearing devices' menu:**

1. If you can see your hearing aids come up, click on your hearing aids to pair them with your iPhone. Pairing means linking two devices together so they can send data between each other. Pairing can take as long as 60 seconds. Don't play audio or use your hearing aids until pairing is finished.
2. When pairing is finished, you'll hear a series of beeps and a tone, and a tick appears next to the hearing devices in the 'Devices' list.

## 8. Connecting your smartphone with your hearing aids

**Option two: If your hearing aids aren't listed when you search for them in the 'Hearing devices' menu:**

1. Open the battery doors of your hearing devices.
2. Tap on 'Bluetooth' and turn it on.
3. Go to 'Settings', then 'Accessibility' and 'Hearing devices'.



4. Close the battery doors on your hearing devices.
5. When your hearing aids appear below 'MFI HEARING DEVICES', tap their name. Pairing can take as long as 60 seconds. Don't play audio or use your hearing aids until pairing is finished.
6. When pairing is finished, you'll hear a series of beeps and a tone, and a tick appears next to the hearing devices in the 'Devices' list.

You only need to pair your hearing aids once. After that, your hearing devices automatically reconnect to your iPhone whenever they turn on.



## 8. Connecting your smartphone with your hearing aids

### Other sound settings

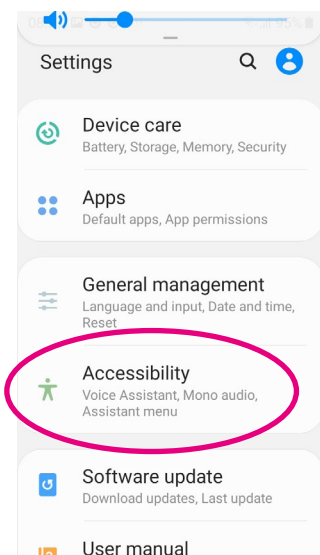
Some smartphones have accessibility settings which you can activate or change. To find these settings, go to 'Settings' and then 'Accessibility'.

### Changing sound alerts to flash notifications

You can get your phone to flash when someone calls you or sends you a text message. Or you can set it to flash when your alarm goes off.

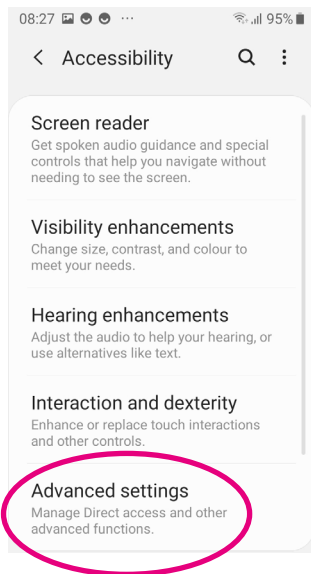
#### Using an Android smartphone

1. Open 'Settings' on your device.
2. Tap 'Accessibility', towards the end of the menu. It may appear on different parts of the menu depending on the model of phone you have.

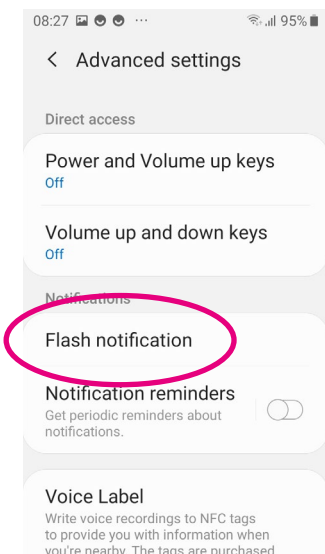


## 8. Connecting your smartphone with your hearing aids

3. Then tap on 'Advanced settings' which is the fifth option down.

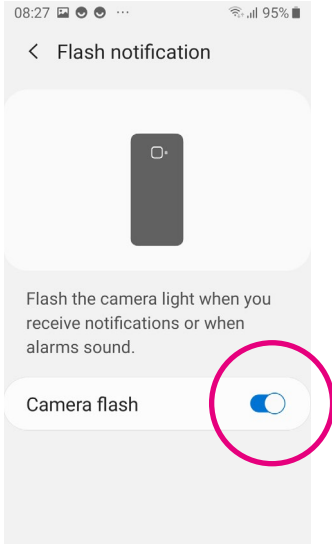


4. On the next screen, tap on 'Flash notification', the third button down.



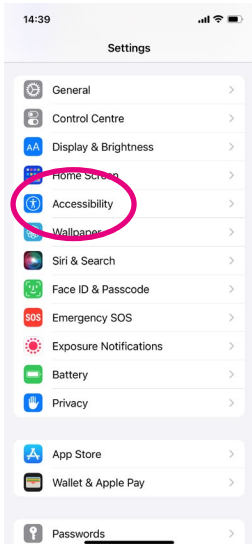
## 8. Connecting your smartphone with your hearing aids

5. You'll then be asked if you want your camera flash to go off or your screen to flash. Tap the tab on to turn the flash on.



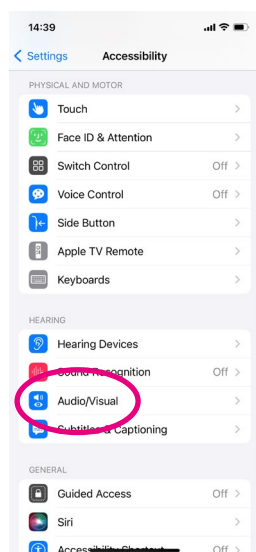
### Using an iPhone

1. Choose 'Settings'.
2. Tap on 'Accessibility'.

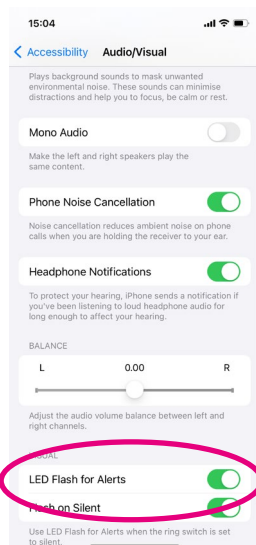


## 8. Connecting your smartphone with your hearing aids

3. Next, tap on 'Audio/Visual'.



4. Then scroll down to the bottom of the screen and tap 'LED flash for alerts'. This will turn on flash notifications.



## 8. Connecting your smartphone with your hearing aids

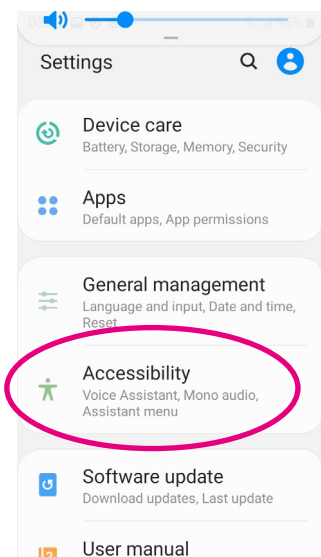
### Left and right sound balance

You can increase or decrease the volume of sound in each ear when you're using headphones.

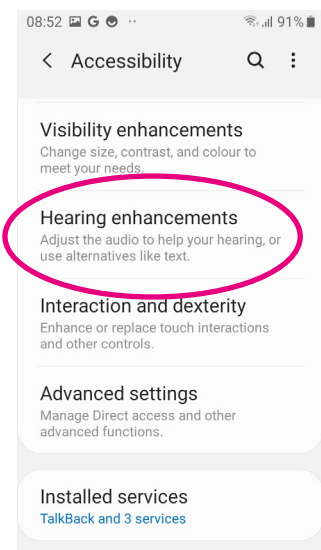
#### Using an Android

This setting only works on Samsung devices.

1. Go to 'Settings'.
2. Scroll down the menu towards the end and tap 'Accessibility'.



3. Tap on 'Hearing enhancements'.



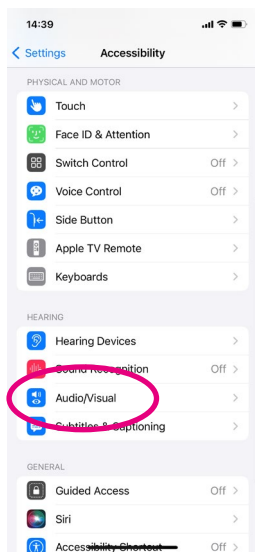
## 8. Connecting your smartphone with your hearing aids

4. The third option on the screen is 'Left/right sound balance'. You move the slider left or right to adjust the sound when using headphones, except when you're on a call. The slider will only work when the headphones are connected with your phone.



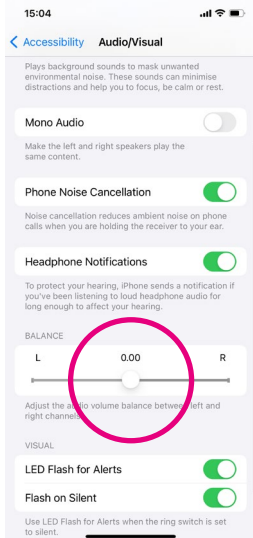
### Using an iPhone

1. Go to 'Settings'.
2. Tap on 'Accessibility'.
3. Under the 'Hearing' section tap on 'Audio/visual'.



## 8. Connecting your smartphone with your hearing aids

4. You'll see the left and right sound balance. You can adjust this setting with the slider, dragging it either right or left.

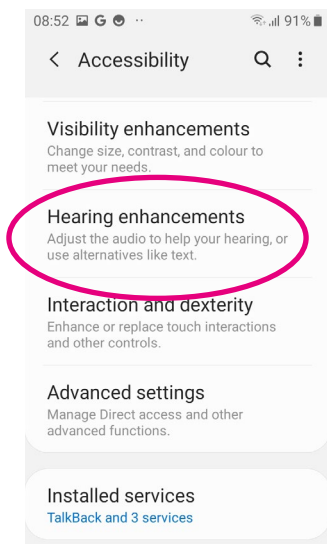


### Mono

When you turn on this setting and plug in headphones, the left and right headphones will play the same audio. Usually, the left and right headphones play different sounds. If you have difficulty hearing with one ear, the mono setting will be helpful as it sends the same sound to both headphones.

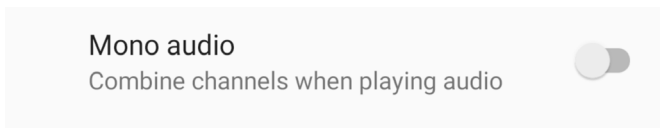
### Using an Android phone:

1. Open the 'Settings' app.
2. Tap on 'Accessibility' towards the end of the menu.
3. Next, tap on 'Hearing enhancements', the third option down.



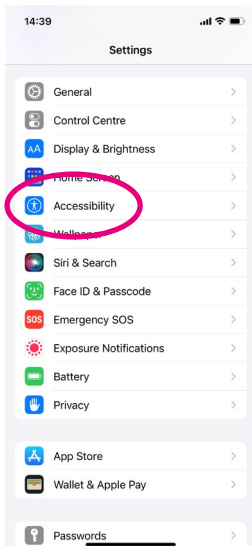
## 8. Connecting your smartphone with your hearing aids

4. Then tap on the 'Mono audio' icon.



### Using an iPhone:

1. Open the 'Settings' app on your iPhone.
2. Tap on 'Accessibility'



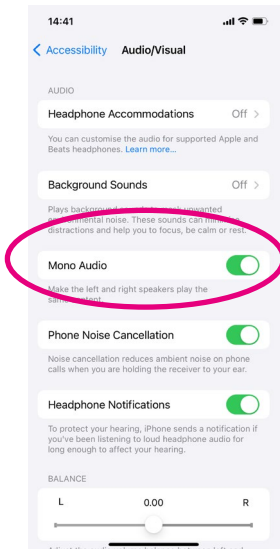
3. Next, tap on 'Audio/Visual'.





## 8. Connecting your smartphone with your hearing aids

4. You'll see a section called 'Mono audio'. Slide the circle to the right to turn this feature on. This will expose some green to the left of the circle.



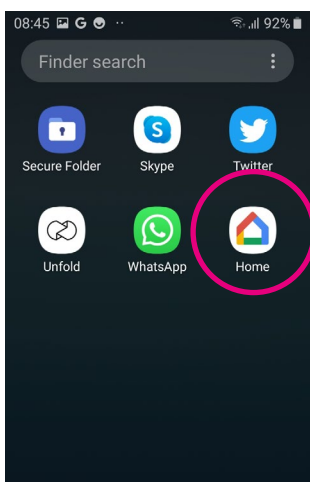
### Treble and bass sound settings

Higher pitch sounds, which are called 'treble', can be easier to hear. They make speech clearer, especially 'S', 'T' and 'F' sounds.

To adjust the bass (low pitch sounds) and treble on your phone, you need to download the Google Home app to your phone. You also need a Chromecast, a device that connects to the internet and plays audio visual on a television, or a speaker.

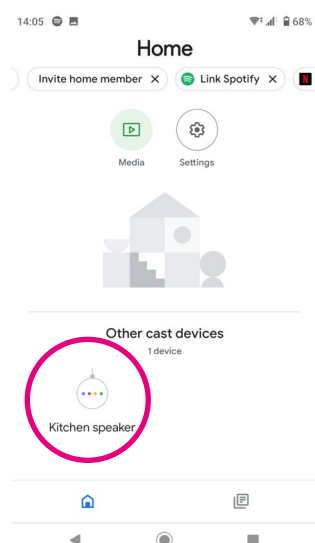
#### Using an Android:

1. Make sure that your mobile device or tablet is connected to the same WiFi or Google account as your Chromecast or speaker.
2. Tap on the Google Home app on your phone.

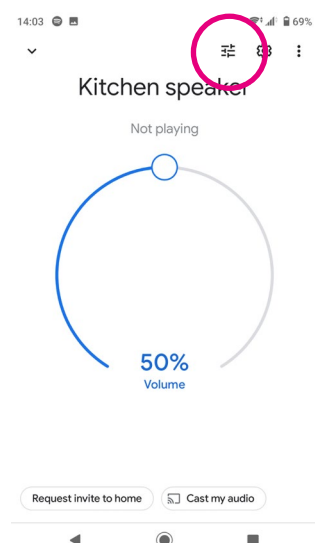


## 8. Connecting your smartphone with your hearing aids

3. Click on the Chromecast or speaker.

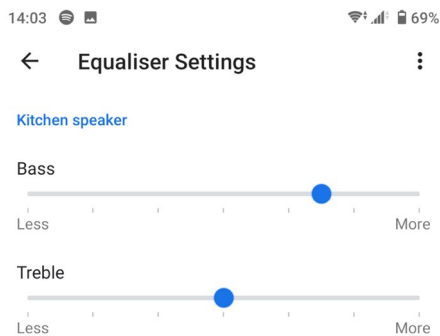


4. Tap on the slider icon.



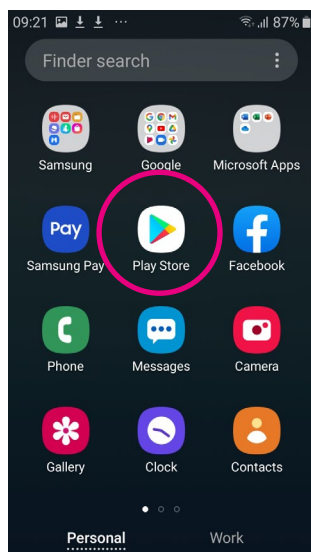
## 8. Connecting your smartphone with your hearing aids

5. You can then adjust the 'bass' and 'treble' levels.



### Downloading Google Home on an Android phone or tablet

1. Open the Play Store in your phone or tablet's menu by tapping on the Play Store icon.



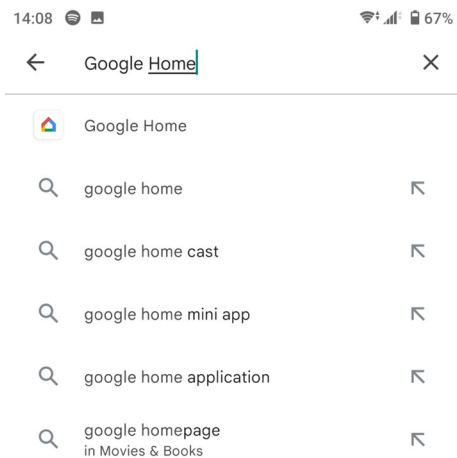
2. First, you'll need to set up a Google account or login to your Google account. This is the account you will use to access other Google services, like Gmail, a type of email account. Please see our 'Beginner's guide to email' for more information.

It's important to set up a strong password to stay safe when using the internet and to never write it down as someone could find it. If you need a written reminder, write down a hint that only you'll understand, rather than the actual password.

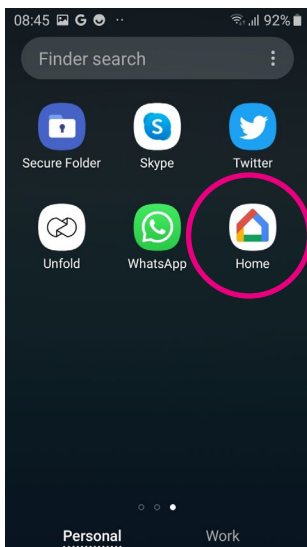
Please read our 'Beginner's guide to apps' which covers how to reset your password for the Play Store.

## 8. Connecting your smartphone with your hearing aids

3. Search for 'Google Home' by typing it into the search bar at the top of your screen.



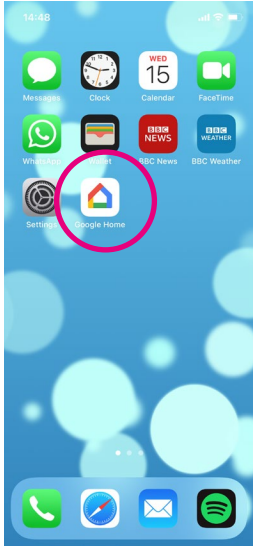
4. When you see it in the list that comes up, tap on the name of the app – 'Google Home'.
5. Tap 'Install', which is a green button underneath the Google Home icon.
6. Google Home will download and automatically be added to your menu. If you've got a lot of apps already, you may run out of room for new icons. You'll need to 'swipe' across the screen to see the new Google Home icon.



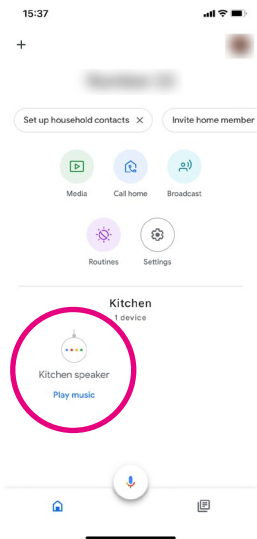
## 8. Connecting your smartphone with your hearing aids

### Using an iPhone:

1. Make sure that your mobile device or tablet is connected to the same WiFi or Google account as your Chromecast or speaker.
2. Tap on the Google Home app on your phone.

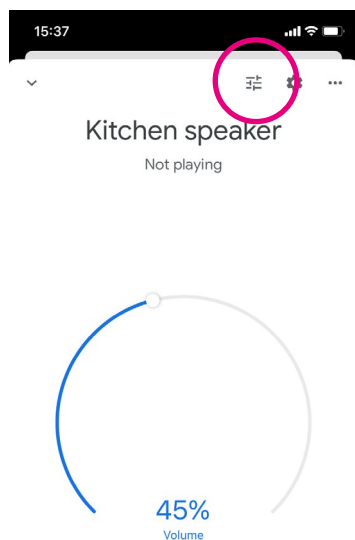


3. Click on the Chromecast or speaker.

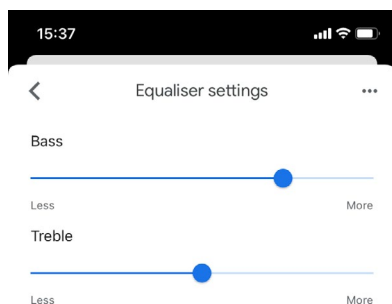


## 8. Connecting your smartphone with your hearing aids

4. Tap on the slider icon.



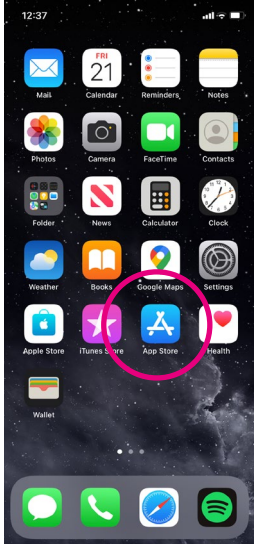
5. You can then adjust the 'bass' and 'treble' levels.



## 8. Connecting your smartphone with your hearing aids

### Downloading Google Home on an iPhone or iPad

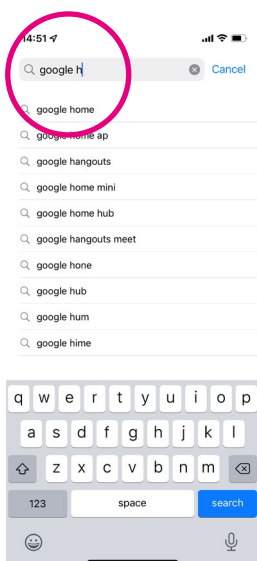
1. Open the App Store in your iPhone or iPad's menu by tapping on the App Store icon.



2. You'll need to set up an Apple ID or login to your existing Apple ID account. This is the account you will use to access Apple services. It's important to set up a strong password to stay safe when using the internet and to never write it down as someone could find it. If you need a written reminder, try to write a hint that only you'll understand, rather than the actual password.

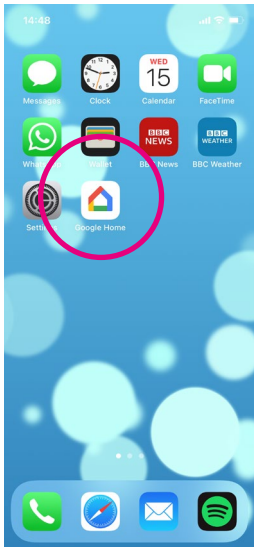
Please refer to our 'Beginner's guide to apps' which covers how to reset your password for your App Store account.

3. Click the 'Search' icon at the bottom right of the screen. It has a magnifying glass icon. Search for 'Google Home' by typing in the search bar.



## 8. Connecting your smartphone with your hearing aids

4. Tap on 'Google Home'.
5. Tap 'Get' which is a blue button next to the icon symbol.
6. Google Home will download and automatically be added to your menu. If you have a lot of apps in your menu, you may run out of room for new icons, and you'll need to 'swipe' across the page to see the new icon.





# 9. Using voice activation

## 9. Using voice activation

Using voice activation is a handy way to control your device without having to touch the screen. This can be helpful if you find it tricky to touch and use the device with your hands. You can open apps, carry out web searches, call someone by saying their name, and write texts and emails, using spoken commands.

### On an Android phone or tablet:

The Voice Access app for Android lets you control your device by speaking to it. You can use your voice to open apps and edit text.

#### 1. Check your device and settings

Voice Access is available in English, Spanish, German, Italian and French.

Before you install Voice Access, check your device and settings. You must have an Android 5.0 or later model. To find out what version of Android you have, go to 'Settings', and then 'About phone' or 'About tablet'. Also, you need the Google app and Voice Access app, which you need to download from Google Play.

It's also recommended that you have 'OK Google' detection set up. This will allow you to use your voice to ask your device to search for things online using Google without having to unlock it manually. You can turn this on by opening the Google app. At the bottom right, tap the three horizontal dots (underneath is the word 'More'). Click 'Settings' and then 'Voice'. Under 'Hey Google', tap 'Voice Match'. Then turn on 'Hey Google'.

You should also choose a language for speech recognition. You can do this by tapping on the Google app, going to 'Settings' and then 'Voice'.

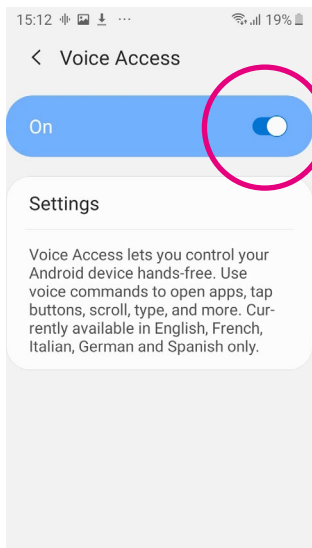
#### 2. Download Voice Access from Google Play.

#### 3. Turn on Voice Access:

- Open your device's 'Settings' app.
- Tap 'Accessibility', then tap 'Voice Access'.

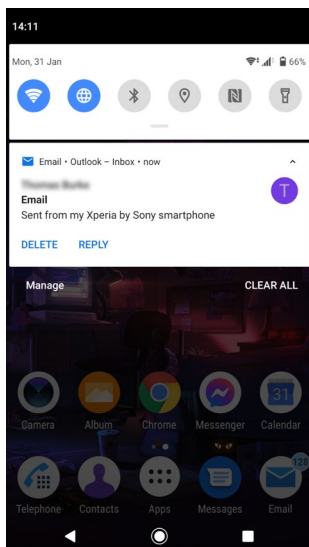
## 9. Using voice activation

- Tap to turn on.



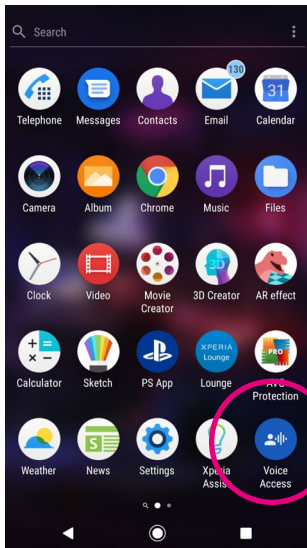
### 4. Start Voice Access in one of these ways:

- If 'Hey Google' detection is on, you can say 'Hey Google, Voice Access.'
- Go to your home page and drag the screen down from the top of your device. This a quick way to do things like turn on WiFi, read an email or open apps like Voice Access.

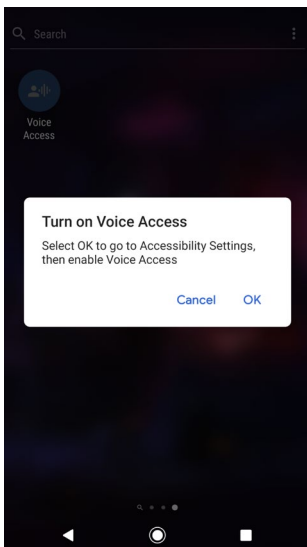


## 9. Using voice activation

- On your home screen, tap the 'Voice Access app'.



- Tap the 'Voice Access' activation button.



## 9. Using voice activation

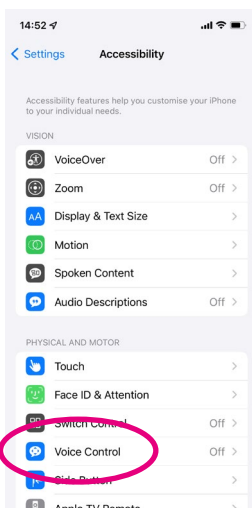
### On an iPad or iPhone:

With Voice Control, you can navigate and interact with your device using your voice to tap, swipe and type. You need iOS 13 or later, or iPadOS to use Voice Control. These are the software operating systems that the devices use. Connect to WiFi before you turn on Voice Control for the first time to avoid using up too much data.

1. Upgrade to iOS 13 or later or iPadOS if you don't have it. To check if you need to upgrade, go to 'Settings', then 'General', then choose 'Software Update'. Your phone will check if any updates are available. If one is, it will appear on this screen. To upgrade to the version that has come up, tap 'Download and Install' which is in blue text under the update. The update will start to install. You will need to be connected to WiFi to download the update.
2. Once you have checked for software updates, go to 'Settings' and select 'Accessibility'.



3. Next, select 'Voice Control', then tap 'Set up Voice Control'. A download will begin in the background.



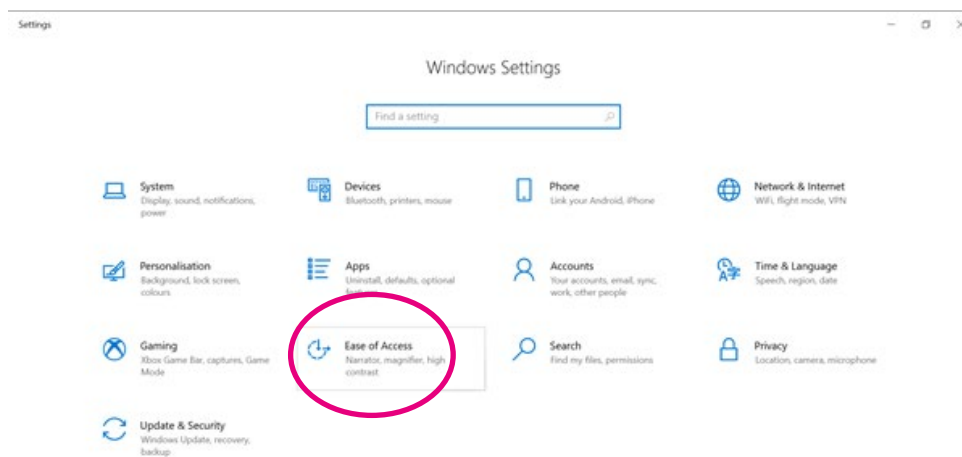
## 9. Using voice activation

4. When the download is complete, a microphone will appear on your screen showing you Voice Control is listening.



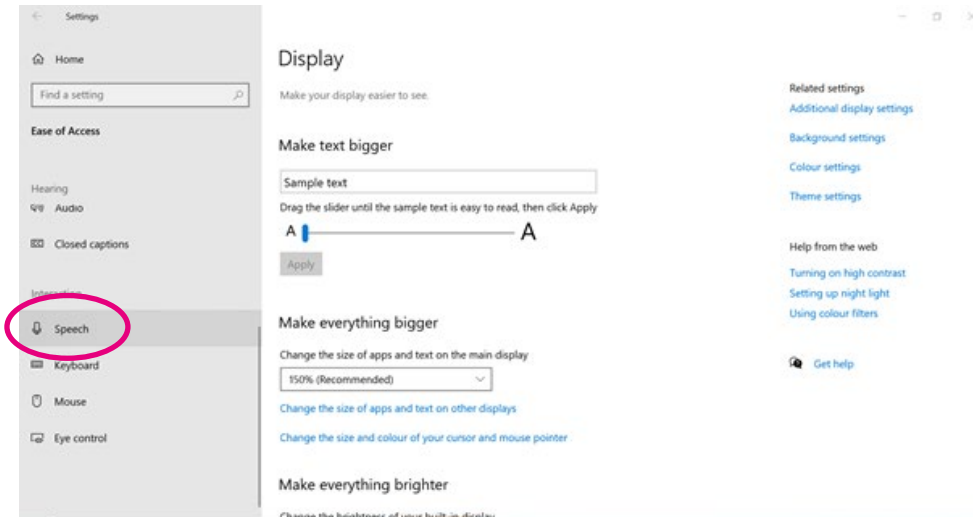
### On your Windows computer:

1. Go to 'Settings'.
2. Then click on 'Ease of access'.

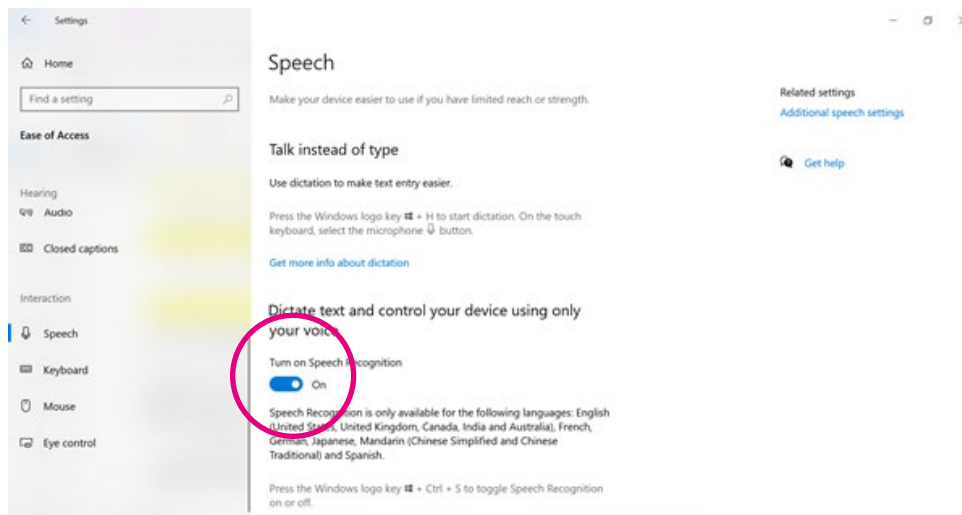


## 9. Using voice activation

3. Scroll down to a section called 'Interaction'. Underneath this is 'Speech'.



4. Click on the 'Turn on speech recognition' button'. Speech recognition is only available for English, French, German, Japanese, Mandarin and Spanish.



## 9. Using voice activation

### On your Apple Mac:

You can use Voice Control to control your Mac by using only your voice.

Please note: to be able to use voice control you will need to have installed a macOS, a type of computer program for Macs, from after 2019. These are macOS Big Sur, or macOS Monterey. If you purchased a new device after 2019, it is likely you will already have the macOS already.

1. If necessary, upgrade your macOS.

#### TOP TIP

##### Upgrade your macOS

Please note: some older devices may not be able to install this software as it is too new. To check if your device is able to install a newer macOS please go to:

<https://support.apple.com/en-gb/HT211683>.

1. **Make a backup** - Before installing any upgrade, it's a good idea to back up your Mac. Time Machine makes it simple, and other backup methods are also available.
2. **Download a new macOS** - You can get macOS Monterey via Software Update: Choose Apple menu > System Preferences, then click Software Update
3. **Install macOS** - After downloading, the installer opens automatically. Click Continue and follow the onscreen instructions. Please allow the installation to finish without putting your Mac to sleep or closing its lid. Your Mac might restart and show a progress bar or blank screen several times. It might be easier to begin in the evening so that installation can complete overnight.
4. **Stay up to date** - After installing the macOS, you will be notified when updates are available. To check for updates, choose Apple menu > System Preferences, then click Software Update.

#### TOP TIP

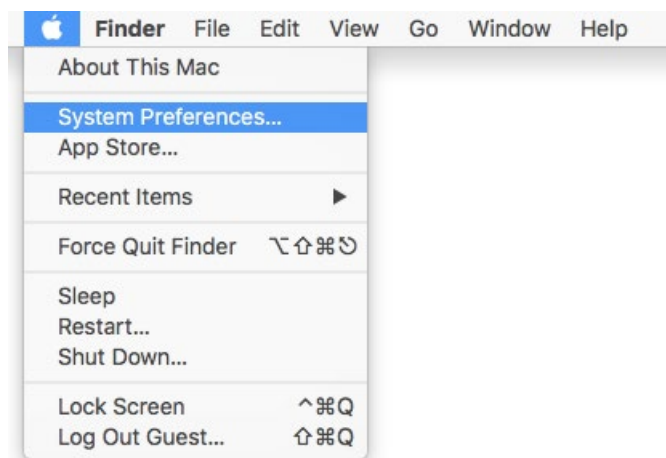
##### How to check which operating system your Mac is using

From the Apple menu in the corner of your screen, choose 'About This Mac'. You should see the macOS name, such as 'macOS Big Sur' or 'macOS Catalina', followed by its version number.

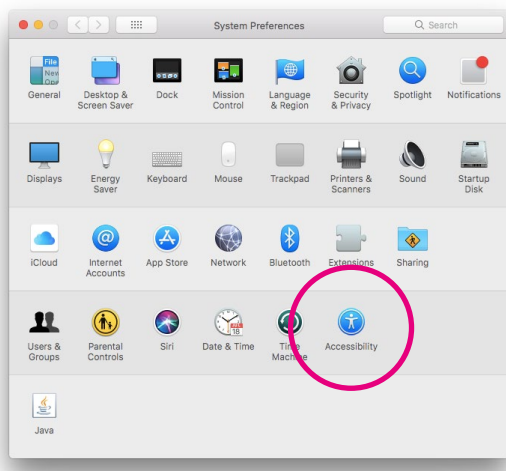


## 9. Using voice activation

2. Choose 'Apple' menu.

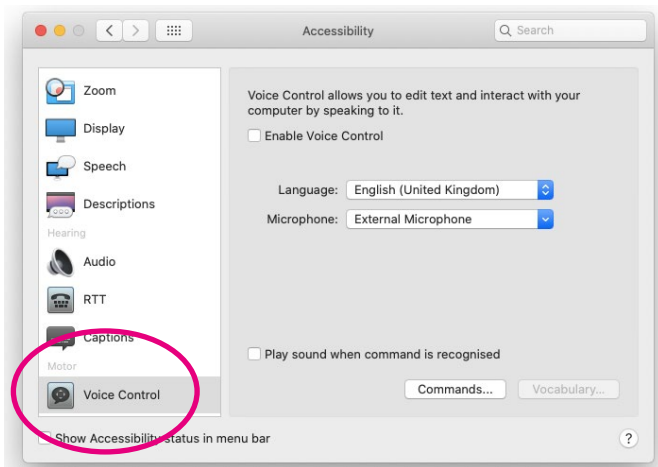


3. Then click 'System Preferences', then 'Accessibility'.

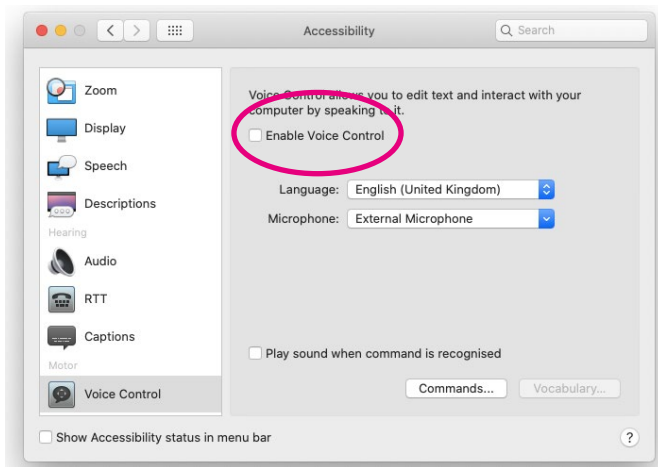


## 9. Using voice activation

4. Click 'Voice Control' in the sidebar.



5. Select 'Enable Voice Control'.



6. When Voice Control is on, you'll see a microphone on your screen.
7. To pause Voice Control and stop it from listening, say 'Go to sleep' or click 'Sleep'. To start Voice Control again, say or click 'Wake up'.

# 10. Setting up your device to read out loud

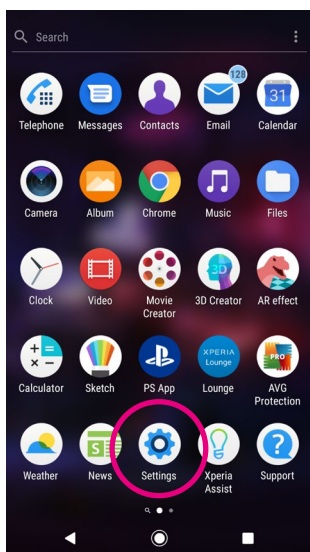
## 10. Setting up your device to read out loud

You can set up your phone, tablet or computer to read notifications, text messages, emails and webpages out loud. To do this, you can adjust your phone's accessibility settings. On some phones, you can test out different voices and adjust the speed of the voice.

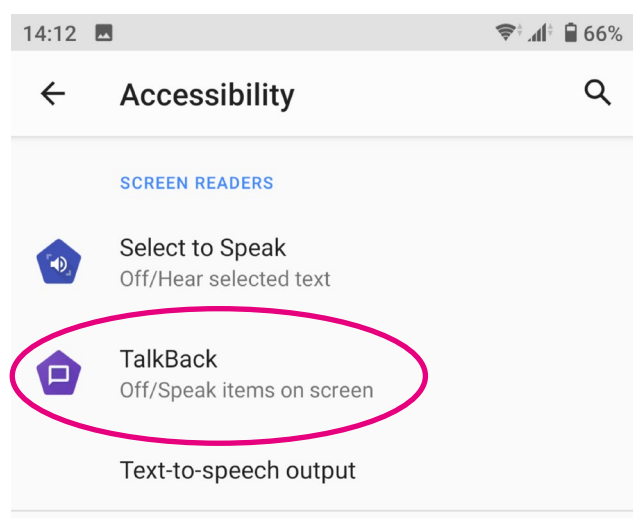
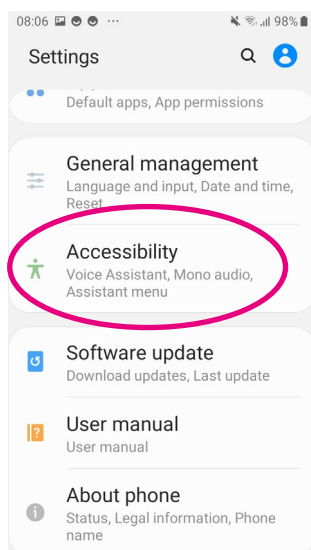
### On an Android phone or tablet:

If you have an Android device, you can use TalkBack, a screen reader provided by Google. You can turn this setting on or off.

1. On your device, open 'Settings'.

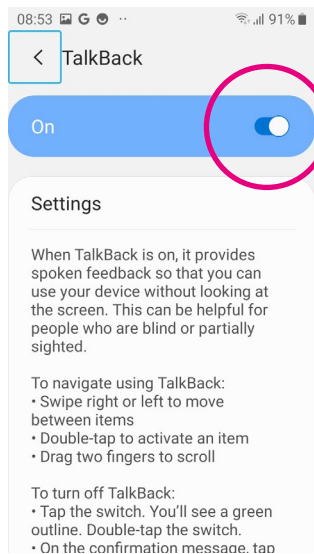


2. Select 'Accessibility' and then tap 'TalkBack'.



## 10. Setting up your device to read out loud

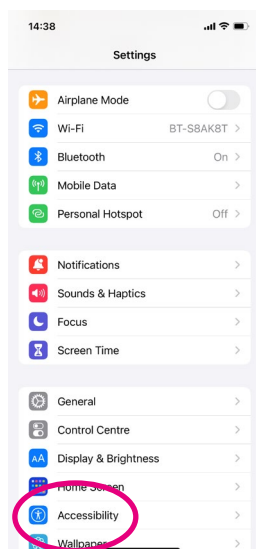
3. Turn 'Use TalkBack' on or off.



4. Then tap 'Ok'.

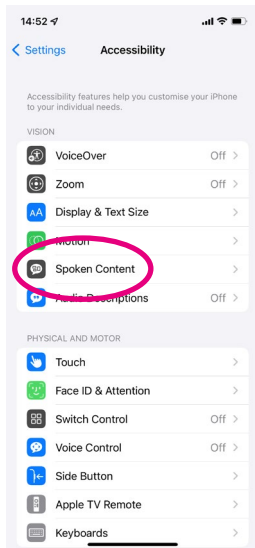
### On an iPad or iPhone:

1. Go to 'Settings'.
2. Scroll down and open the 'Accessibility' tab.



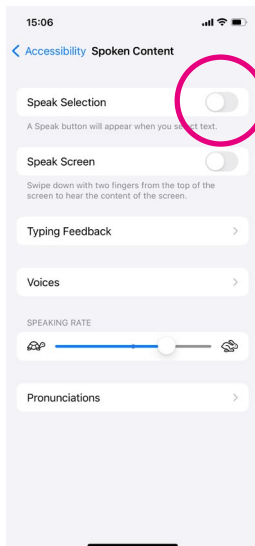
## 10. Setting up your device to read out loud

3. On the next screen, under 'Vision', tap 'Spoken Content'.



4. You have a couple of options.

- If you tap 'Speak selection', this adds a button in the menu bar above text when you tap it. Tapping the button will read the text out loud.



## 10. Setting up your device to read out loud

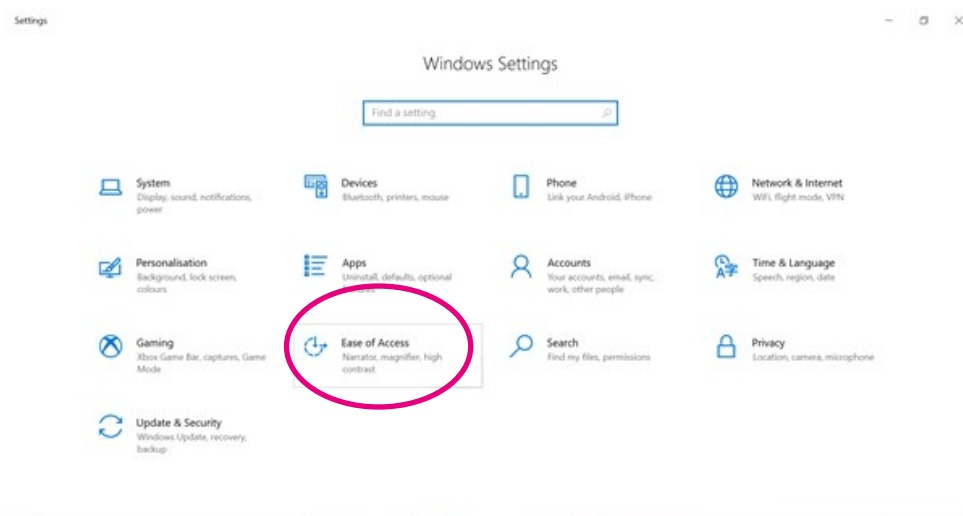
- If you tap 'Speak screen', it reads everything on your iPhone screen. When it's turned on, you can activate this feature by swiping down from the top of the display with two fingers.



### On your Windows computer:

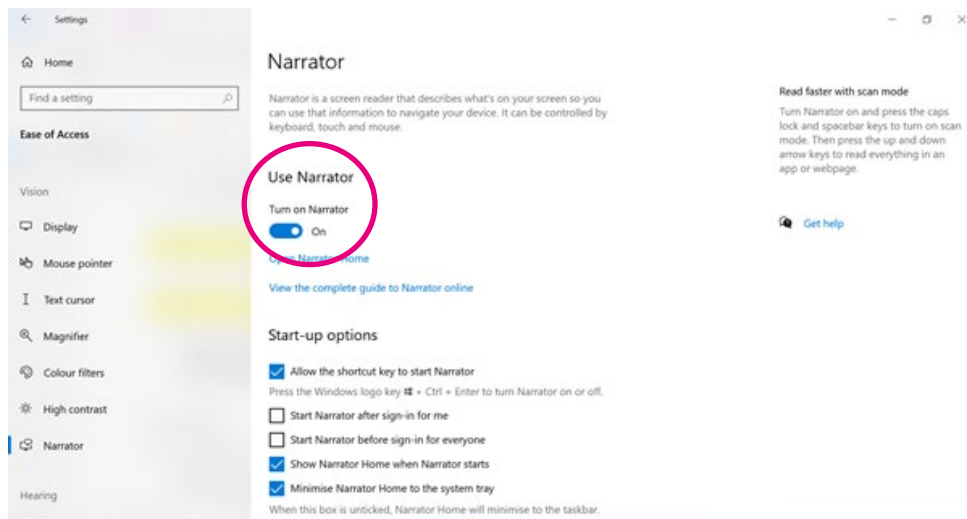
Windows has a screen reader called Narrator. This tool can read webpages, text documents, and other files out loud.

1. Open 'Settings'.
2. Click 'Ease of access'.



## 10. Setting up your device to read out loud

### 3. Then turn on 'Narrator'.



4. Open the document, you want the tool to read. Move your cursor to the area of text you want Narrator to start reading. Press the following buttons at the same time: '#', 'Caps Lock' and 'R'. Narrator will start reading the text. You can stop Narrator by pressing the 'Ctrl' key.

### On your Mac:

If you use a Mac, there is a tool that will read text out loud.

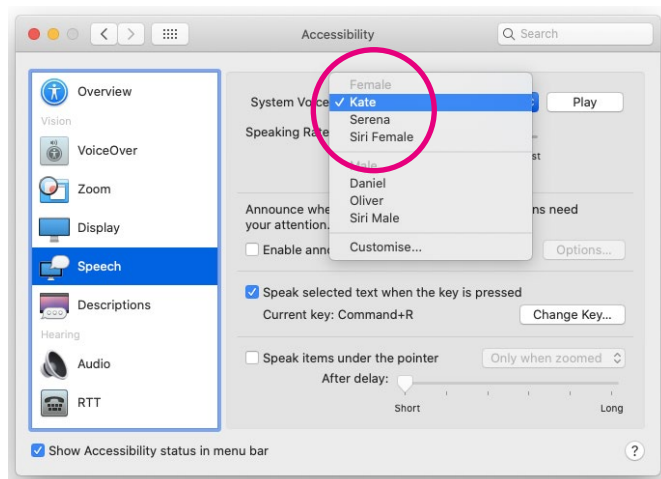
1. • Click the Apple icon in the top-left corner of your screen.
  - Select "System Preferences".
  - Click "Accessibility".
  - Select "Speech" or "Spoken content" in the left sidebar.
  - Tick the box next to "Speak selected text when the key is pressed" or "Speak selection". The default way to read commands is to press the "option" + "Esc" keys.



## 10. Setting up your device to read out loud

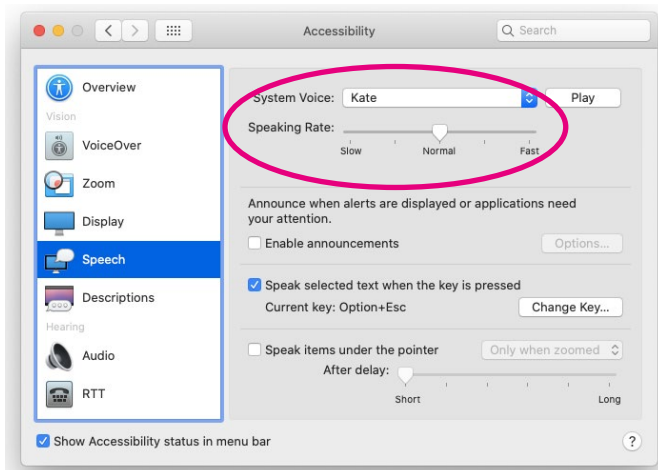
**Note:** To change the keys, click the “Change Key” or “Set Key” button then type in the keys that you’d like to use. Click on the ‘OK’ button to set the combination key. After that, you simply have to highlight the text you want to hear and press the specified keys on your keyboard.

2. Adjust the volume on your computer. Make it loud enough so you can hear the voice.
3. Choose the text you want your Mac to read to you. This could be a website or document. It’s set to read the whole document, or you can highlight the text you want reading out loud with your cursor.
4. Turn on the tool by tapping in the combination key you created. You can stop it by tapping in the same combination key.
5. Choose the voice of your Mac. Go to ‘System Preferences’, click ‘Speech’, then click on the ‘Text to Speech’ tab. Click on the ‘System voice’ drop-down menu to select a different voice.



## 10. Setting up your device to read out loud

6. Choose a speaking pace. You can alter the voice of your Mac so it speaks slower or faster. Open 'System preferences', click 'Speech' and click on the 'Text to Speech' tab. Move the slider button next to 'Speaking rate' to select the pace. You can press 'Play' to hear the pace before you select it.



### Next Steps

If you need any more help with using the accessibility settings on your device, there's more information on the Age UK website: [www.ageuk.org.uk/information-advice/work-learning/technology-internet/device-accessibility/](http://www.ageuk.org.uk/information-advice/work-learning/technology-internet/device-accessibility/)

You can also have a look at the following websites:

[www.rnib.org.uk](http://www.rnib.org.uk)

[www.scope.org.uk](http://www.scope.org.uk)

[www.abilitynet.org.uk](http://www.abilitynet.org.uk)

We hope you've enjoyed working your way through this guide and feel comfortable using the accessibility settings on your device.

### **My Age UK Digital Champion**

Telephone number:

### **Notes**

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

**Age UK Advice: 0800 678 1602**

Lines are open seven days a week from 8am to 7pm.

You can find more information at **[www.ageuk.org.uk](http://www.ageuk.org.uk)**