全球银龄学院

Global Academy of Lifelong Learning

Smartphone Basics, Step by Step

智能手机一步一步学

A self-study course in 8 lessons

自学课程，共 8 课

One tap at a time, at your own pace

一次只学一步，按自己的节奏



全球银龄学院 / Global Academy of Lifelong Learning

Welcome / 欢迎

This course is for anyone who has a smartphone and wants to use it with confidence. You do not need any experience. We go one small step at a time, and every lesson can be repeated as often as you like.

本课程适合每一位拥有智能手机、希望自信使用它的学员。您不需要任何经验。我们一次只学一小步，每一课都可以反复练习。

Words we will explain the first time they appear / 本课将解释的词语： app （应用程序）, Wi-Fi （无线网络）, notification （通知）, home screen （主屏幕）, password （密码）, verification code （验证码）.

A note before you begin / 开始之前： Never share your passwords or verification codes with anyone — not by phone, text, or email. Real banks and phone companies never ask you for them. If someone asks, stop and check with a family member you trust.

开始之前请注意：永远不要把密码或验证码告诉任何人，无论是电话、短信还是邮件。真正的银行和电话公司绝不会向您索要这些信息。如果有人索要，请停下来，先问问您信任

的家人。

How to use this course / 如何使用本课程： Read one lesson, then do the "Try this" practice on your own phone. At the end of each lesson, take the short quiz and check your answers. Tick off the progress checklist at the end when you finish a lesson.

如何使用本课程：读完一课后，就在自己的手机上完成“试一试”练习。每课结束后做一次小测验并核对答案。完成一课后，在最后的进度表上打勾。

Lesson 1: Your Phone, Your Friend — Buttons, Screen, and First Settings

第 1 课：手机，你的朋友——按键、屏幕和初步设置

> **Goal / 本课目标：** You can turn your phone on and off, lock and unlock the screen, adjust the volume and brightness, and make the text bigger.
>
> 您能开关手机、锁定和解锁屏幕、调节音量和亮度，并把字体调大。

What is a smartphone? / 什么是智能手机?

A smartphone is a small computer that also makes

phone calls. You touch the screen to control it. The pictures on the screen are called **icons** （图标）. Each icon opens a program called an **app** （应用程序，简称应用）. The first screen you see is the **home screen** （主屏幕）.

智能手机是一台也能打电话的小电脑。您用手指触摸屏幕来操作它。屏幕上的图画叫**图标**。每个图标打开一个叫**应用**的程序。您最先看到的屏幕叫**主屏幕**。

Step by step / 一步一步来

1. **Turn it on / 开机：** Press and hold the side button (on the right edge) for 2–3 seconds until the screen lights up. On iPhone this is the side button; on Android it is usually called the power button, also on the side.
2. **Unlock / 解锁：** Swipe up (slide your finger upward) on the screen, then enter your PIN, password, or use your fingerprint or face if you set that up.
3. **Lock / 锁定：** Press the side button once. The screen goes dark. Your phone is still on, just resting.
4. **Turn it off / 关机：** Press and hold the side button, then tap "Power off" (Android) or slide the "slide to

power off" bar (iPhone).

5. **Volume / 音量：** The two buttons on the left edge make sound louder (top) or quieter (bottom).
6. **Brightness / 亮度：** Swipe down from the very top of the screen. Move the sun-shaped slider right for brighter, left for dimmer.
7. **Bigger text / 调大字体：** Open Settings （设置）, tap Display （显示）, then Font size （字体大小）, and move the slider to the right. On iPhone: Settings → Display & Brightness → Text Size.

> **Try this / 试一试：** Turn your phone off and on again. Lock and unlock it three times. Make the text one size bigger, then read a message on your home screen. If the text is comfortable, keep it!

Check yourself / 自我检查

Can you lock and unlock your phone without help? Is your text size comfortable to read? If yes, you have finished Lesson 1.

您能独立锁定和解锁手机吗？字体大小读起来舒服吗？如果都做到了，第 1 课就完成了。

Quiz 1 / 第 1 课小测验

1.What is the home screen? / 什么是主屏幕?

2.Which button turns the screen dark without turning the phone off? / 按哪个键可以让屏幕变暗，但手机并不关机?

3.Where do you change the text size? / 在哪里可以调节字体大小?

4.What is an app? / 什么是应用?

5.True or false: pressing the side button once turns the phone completely off. / 判断正误：按一下侧边键，手机就完全关机了。

Answers / 答案： 1. The first screen you see, with icons. 第一个看到的屏幕，上面有图标。 2. The side (power) button, pressed once. 侧边（电源）键，按一下。 3. Settings → Display → Font size (iPhone: Settings → Display & Brightness → Text Size). 设置 → 显示 → 字体大小。 4. A program on your phone, opened by tapping its icon. 手机上的程序，点图标打开。 5. False — one press only locks the screen. 错误——按一下只是锁定屏幕。

Lesson 2: Making and Answering Calls, Contacts, and Voicemail

第 2 课：打电话、接电话、联系人和语音信箱

> **Goal / 本课目标：** You can make a call, answer a call, save a contact, and listen to voicemail.
>
> 您能打电话、接电话、保存联系人，并收听语音信箱。

Making a call / 打电话

1. Tap the green phone icon, called **Phone** （电话）.
2. Tap the keypad (number buttons) and enter the number, for example 555-0100 (a practice example number).
3. Tap the green call button to dial. To end the call, tap the red button.
4. To call someone you know, tap **Contacts** （联系人） or **Recents** （最近通话）, find the name, and tap it.

Answering a call / 接电话

When the phone rings, a green button (or a swipe bar)

appears. Tap the green button, or slide the bar toward the green side, to answer. Tap the red button to decline. Do not worry if you miss a call — you can call back.

电话响起时，会出现绿色按钮（或滑动条）。点绿色按钮，或把滑动条滑向绿色一侧，就可以接听。点红色按钮是拒绝接听。错过电话不用担心，可以再打回去。

Saving a contact / 保存联系人

1. Open Phone → Contacts, tap the "+" (add) button.
2. Type the name and the phone number. Tap Save.

   Now you can call by name, not by number.

Voicemail / 语音信箱

If you cannot answer, the caller may leave a voice message. To listen: open Phone, tap **Voicemail** （语音信箱） at the bottom, and tap the message to play it. You can delete it afterwards.

如果您没能接听，来电者可能会留下语音留言。收听方法：打开“电话”，点底部的**语音信箱**，点一条留言即可播放。听完后可以删除。

Try this / 试一试： Save one family member as a contact. Call them, say hello, and hang up with the red button. Then check your voicemail together — is there a message waiting?

Check yourself / 自我检查

Can you call a contact by name and listen to a voicemail message? If yes, Lesson 2 is done.

您能按名字给联系人打电话，并收听语音留言吗？如果可以，第 2 课就完成了。

Quiz 2 / 第 2 课小测验

1. Which color button starts a call, and which ends it? / 哪个颜色的按钮开始通话，哪个结束通话？

2. Where do you save a person's name and number? / 人的名字和号码保存在哪里？

3. What should you do if you miss a call? / 错过电话怎么办？

4. Where do you find voice messages? / 语音留言在哪里找？

5. True or false: you must remember every phone number by

> heart. / 判断正误：您必须把每个电话号码都背下来。

> **Answers / 答案：** 1. Green starts, red ends. 绿色开始，红色结束。 2. In Contacts, with the "+" add button. 在联系人里，用“+”添加。 3. Call back when you can — missing a call is fine. 有空时打回去就可以，错过电话没关系。 4. Phone → Voicemail. 电话 → 语音信箱。 5. False — save contacts and call by name. 错误——保存联系人后按名字打电话就行。

Lesson 3: Texting and Voice Messages, Step by Step

第 3 课：发短信和语音消息，一步一步来

> **Goal / 本课目标：** You can send a text message, reply to one, and send a voice message.
>
> 您能发送短信、回复短信，并发送语音消息。

What is a text message? / 什么是短信?

A text message (also called SMS, or a message in an app like WeChat or WhatsApp) is a short written message sent to another phone. It arrives quietly and the person can read it when they have time.

短信（也叫 SMS，或微信、WhatsApp 等应用里的消息）是

发给另一部手机的简短文字消息。它静静地到达，对方有空时再读。

Step by step / 一步一步来

1. Tap the Messages icon (a speech bubble) — on iPhone it is green, on Android it may be blue. Or open WeChat / WhatsApp if your family uses that.
2. Tap the new-message button (a pencil, or "+" in a circle).
3. Tap "To" and choose a contact, or type the number (practice example: 555-0100).
4. Tap the writing box, type your message, then tap the Send arrow (usually blue or green).
5. To reply: open the message, tap the writing box, type, and tap Send.
6. To send a voice message: in the chat, press and hold the microphone button, speak slowly and clearly, then let go to send.

> **Safety note / 安全提示：** Never tap a link in a message from a stranger, and never send a verification code to anyone who asks by text. When in doubt, ask a family member first.

安全提示：陌生人短信里的链接不要点；任何人通过短信索要验证码都不要给。拿不准时，先问问家人。

> **Try this / 试一试：** Send a text to a family member: "Hello, I am practicing texting!" Then send them a voice message saying the same thing.

Check yourself / 自我检查

Can you send a text and a voice message? If yes, Lesson 3 is done.

您能发送短信和语音消息吗？如果可以，第 3 课就完成了。

> **Quiz 3 / 第 3 课小测验**

> 1.What do you tap to start a new message? / 开始写新消息要按什么？

> 2.How do you send a voice message? / 怎样发送语音消息？

> 3.What should you never send to someone who asks by text? / 短信里索要什么东西绝对不能给？

> 4.What should you do with a link from a stranger? / 陌生人发来

> 的链接该怎么办？

> 5.True or false: a text message must be answered immediately. / 判断正误：短信必须立刻回复。

> **Answers / 答案：** 1. The new-message (pencil or "+") button. 新消息按钮（铅笔或“+”）。 2. Press and hold the microphone button, speak, then let go. 按住话筒键说话，松开即发送。 3. Verification codes or passwords. 验证码或密码。 4. Do not tap it; ask a family member if unsure. 不要点；拿不准就问家人。 5. False — the person reads it when they have time. 错误——对方有空时再读。

Lesson 4: Photos and Videos — Taking, Viewing, and Sharing Them

第 4 课：拍照和录像——拍摄、查看和分享

> **Goal / 本课目标：** You can take a photo, record a short video, find your photos, and share one with family.
> 您能拍照、录一小段视频、找到照片，并分享给家人。

Taking a photo / 拍照

1. Tap the Camera icon.

2. Point the phone at what you want to photograph. You will see it on the screen.
3. Tap the big round button to take the photo. Hold still for one second.
4. To switch between the back camera and the front (selfie) camera, tap the two-arrows button.
5. To record video: slide the mode to Video, then tap the red button to start and stop.

Finding and sharing / 查找和分享

1. Open Photos (iPhone) or Gallery (Android). Your newest photo is at the bottom (or top, depending on the phone).
2. Tap a photo to see it large. Swipe left or right to see others.
3. To share: tap the Share button (a square with an arrow pointing up), choose a person or an app like WeChat, and tap Send.
4. To delete a photo you do not want, tap the trash can icon.

> **Try this / 试一试：** Take three photos: one of a flower or a cup of

tea, one selfie, and one short video of anything moving. Share your favorite with a family member.

Check yourself / 自我检查

Can you take a photo, find it in Photos, and share it? If yes, Lesson 4 is done.

您能拍照、在相册里找到它并分享出去吗？如果可以，第 4 课就完成了。

Quiz 4 / 第 4 课小测验

1.Which button takes a photo? / 哪个按钮拍照?

2.How do you switch to the front camera? / 怎样切换到前置摄像头?

3.Where do you find photos you already took? / 已经拍好的照片在哪里找?

4.Which button shares a photo? / 哪个按钮分享照片?

5.True or false: a deleted photo can always be recovered easily. / 判断正误：删掉的照片总能轻易找回来。

> **Answers / 答案：** 1. The big round button. 大圆按钮。 2. Tap the two-arrows (switch camera) button. 点双箭头（切换摄像头）按钮。 3. Photos (iPhone) or Gallery (Android). 相册（iPhone 叫“照片”，安卓叫“相册”）。 4. The Share button — a square with an arrow pointing up. 分享按钮——带向上箭头的方框。 5. False — delete carefully. 错误——删除要谨慎。

Lesson 5: Video Calls with Family — Seeing Loved Ones Face to Face

第 5 课：和家人视频通话——面对面见面

> **Goal / 本课目标：** You can join a video call, turn your camera and microphone on and off, and end the call.
>
> 您能加入视频通话、开关摄像头和话筒，并结束通话。

What is a video call? / 什么是视频通话?

A video call lets you see and hear the other person at the same time, using apps like FaceTime (iPhone), WeChat Video, or WhatsApp Video. It is wonderful for family far away — including grandchildren.

视频通话能让您同时看到和听到对方，常用 FaceTime（苹

果手机）、微信视频或 WhatsApp 视频。远方的家人——包括孙辈——用它特别亲切。

Step by step / 一步一步来

1. Open the app your family uses (for example WeChat). Find the person in your contacts or chats.
2. Tap the video camera icon (or tap "+" then "Video Call"). Wait for them to answer.
3. Hold the phone steady, about an arm's length away, with your face in the middle of the screen. Sit near a window or a lamp so your face is lit.
4. To mute yourself (so they cannot hear you for a moment), tap the microphone icon. Tap it again to unmute.
5. To hide your video, tap the camera icon. Tap it again to show yourself.
6. To end the call, tap the red button.
7. If someone calls you by video: tap the green video button to accept, or the red button to decline.

> **Try this / 试一试：** Arrange a video call with a family member.
>
> Practice muting and unmuting, and turning your camera off and

on. End the call with the red button.

Check yourself / 自我检查

Can you make and end a video call, and mute yourself? If yes, Lesson 5 is done.

您能发起和结束视频通话，并静音自己吗？如果可以，第 5 课就完成了。

Quiz 5 / 第 5 课小测验

1.Name two apps used for video calls. / 说出两种视频通话应用 。

2.Which button ends a video call? / 哪个按钮结束视频通话?

3.What does the microphone icon do? / 话筒图标是干什么的?

4.How far should you hold the phone from your face? / 手机离脸多远比较合适?

5.True or false: you need good lighting on your face for a clear video call. / 判断正误：视频通话时脸上光线充足画面才清楚。

> **Answers / 答案：** 1. FaceTime, WeChat Video, WhatsApp Video (any two). FaceTime、微信视频、WhatsApp 视频（任说两种）。 2. The red button. 红色按钮。 3. Mutes and unmutes your sound. 静音和取消静音。 4. About an arm's length. 约一臂远。 5. True. 正确。

Lesson 6: Useful Apps — Maps, Weather, and Health

第 6 课：实用的应用——地图、天气和健康

> **Goal / 本课目标：** You can open an app, check the weather, find a place on a map, and find your step count.
>
> 您能打开应用、查天气、在地图上找地方，并查看步数。

What is an app store? / 什么是应用商店?

New apps come from the **App Store** (iPhone) or **Google Play** (Android). Only download apps you recognize or that a family member recommends. Never download an app because a stranger's message told you to.

新应用来自**应用商店**（苹果手机叫 App Store，安卓手机叫 Google Play）。只下载您认识或家人推荐的应用。陌生人消息里推荐的应用不要下载。

Step by step / 一步一步来

1. **Weather / 天气：** Open the Weather app (or search "weather" in your browser). Type your city. You will see today's temperature and whether it will rain.
2. **Maps / 地图：** Open Maps. Tap the search box, type a place (for example "library" or a hospital name), and tap Directions to see how to get there. The blue dot is you.
3. **Health / 健康：** Open Health (iPhone) or Google Fit (Android). It counts your steps automatically when you carry your phone. No setup is needed to start.
4. **Browser / 浏览器：** Safari (iPhone) or Chrome (Android) opens web pages. Tap the address bar at the top, type what you want, and tap Go or Search.

Words to know / 需要认识的词语

Wi-Fi （无线网络） connects your phone to the internet at home without using mobile data. **Notification** （通知） is a short message from an app, shown on your lock screen or at the top of the screen. **Download** （下载） means bringing an app or file onto your phone.

Wi-Fi（无线网络）让手机在家里连上互联网，不用消耗手机流量。**通知**是应用发来的简短消息，显示在锁屏或屏幕顶部。**下载**就是把应用或文件装到手机上。

Try this / 试一试： Check tomorrow's weather for your city. Find the nearest pharmacy on the map. Look at today's step count.

Check yourself / 自我检查

Can you check the weather, find a place on a map, and see your steps? If yes, Lesson 6 is done.

您能查天气、在地图上找地方、查看步数吗？如果可以，第 6 课就完成了。

Quiz 6 / 第 6 课小测验

1.Where do new apps come from? / 新应用从哪里来?

2.On a map, what does the blue dot mean? / 地图上的蓝点是什么意思?

3.What is Wi-Fi? / 什么是 Wi-Fi?

4.What is a notification? / 什么是通知?

5.True or false: you should download any app a stranger's message recommends. / 判断正误：陌生人消息推荐的应用都可以下载。

Answers / 答案： 1. The App Store (iPhone) or Google Play (Android). 应用商店（苹果 App Store，安卓 Google Play）。 2. Your current location. 您现在的位置。 3. A wireless internet connection, often at home. 无线互联网连接，常在家中使用。 4. A short message from an app. 应用发来的简短消息。 5. False — only download apps you recognize or family recommends. 错误——只下载认识或家人推荐的应用。

Lesson 7: Staying Safe on Your Phone — Passwords, Scams, and Privacy

第 7 课：手机安全——密码、诈骗和隐私

Goal / 本课目标： You can set a strong passcode, recognize common scams, and protect your privacy.

您能设置牢固的锁屏密码、识别常见诈骗，并保护隐私。

Passwords and passcodes / 密码和锁屏密码

1. A **passcode** （锁屏密码） locks your phone. Set one

in Settings → Face ID & Passcode (iPhone) or Settings → Security → Screen lock (Android).

2. Choose a code you can remember but others cannot guess — not your birth year or 123456.
3. A **password** （密码） protects an account, like email or a bank app. Use a different password for your bank than for other accounts.
4. Never tell anyone your password or verification code. A **verification code** （验证码） is a short number sent to your phone to prove it is you. Anyone who has it can pretend to be you.

Common scams / 常见诈骗

Watch for these warning signs:

- A message saying you won a prize, or your account will be closed today — designed to rush you.
- A caller pretending to be a grandchild, a bank, or the police, asking for money or codes.
- A link from an unknown sender, or a request to download an unfamiliar app.

请警惕这些信号：说您中了奖、或账号今天就要被关闭的消

息——都是为了催您匆忙行动；冒充孙辈、银行或警察打电话要钱或要验证码的人；陌生人发来的链接，或要求下载不熟悉的应用。

The safety rule / 安全规则： Stop, hang up, and check with someone you trust. A real bank, police officer, or family member will never mind you checking. If you shared a code by mistake, call your bank and a trusted family member right away.

安全规则：停下来、挂断电话，先问问信任的人。真正的银行、警察或家人绝不会介意您核实。如果不小心把验证码告诉了别人，马上给银行和信任的家人打电话。

Privacy / 隐私

Be careful with photos and personal details you share online. In Settings → Privacy, you can choose which apps may see your location and photos. When in doubt, choose "Never" or "Only while using."

在网上分享照片和个人信息要小心。在“设置 → 隐私”里，您可以选择哪些应用可以看到您的位置和照片。拿不准时，就选“永不”或“仅使用时”。

Try this / 试一试： Check your phone's passcode setting with a

family member. Look at Settings → Privacy together and decide which apps really need your location.

Check yourself / 自我检查

Can you explain why you never share a verification code, and name two scam warning signs? If yes, Lesson 7 is done.

您能说出为什么绝不能分享验证码，并说出两种诈骗信号吗？如果可以，第 7 课就完成了。

Quiz 7 / 第 7 课小测验

1. What is a verification code? / 什么是验证码？

2. Why should your bank password differ from other passwords? / 为什么银行密码要和其他密码不同？

3. Name two warning signs of a scam. / 说出两种诈骗信号。

4. What should you do if a caller rushes you to send money? / 来电者催您汇款时该怎么办？

5. True or false: a real bank will sometimes ask for your

> password by phone. / 判断正误：真正的银行有时会在电话里索要您的密码。

> **Answers / 答案：** 1. A short number sent to your phone to prove it is you. 发到手机上的短号码，用于证明是您本人。 2. So that if one password leaks, your bank stays safe. 这样一个密码泄露时，银行仍然安全。 3. Prize-winning messages, urgent account-closure threats, impersonators asking for money or codes, unknown links. 中奖消息、紧急关户威胁、冒充者要钱或验证码、陌生链接（任说两种）。 4. Stop, hang up, and check with someone you trust. 停下来、挂断，先问信任的人。 5. False — never. 错误——绝不会。

Lesson 8: My Phone Skills Plan — Practice, Questions, and Helping Others

第 8 课：我的手机技能计划——练习、提问和帮助他人

> **Goal / 本课目标：** You can make a practice plan, find help when you are stuck, and teach one skill to someone else.
>
> 您能制定练习计划、遇到困难时找到帮助，并把一项技能教给别人。

When you are stuck / 遇到困难时

1. Stop and breathe. Nothing you tap by accident will break the phone permanently.
2. Press the Home button (or swipe up from the bottom) to return to the home screen and start again.
3. Write down what you wanted to do, and ask a family member, a friend, or a classmate to show you once — then try it yourself right away.
4. Keep a small notebook by your phone: one page per skill, in your own words.

Your practice plan / 您的练习计划

Pick one small practice each day this week: Monday — call someone; Tuesday — send a text; Wednesday — take a photo; Thursday — video call; Friday — check the weather; Saturday — review your privacy settings; Sunday — teach one skill to a friend. Tick each one off as you do it.

本周每天练一小项：周一——打电话；周二——发短信；周三——拍照；周四——视频通话；周五——查天气；周六

——检查隐私设置；周日——把一项技能教给朋友。做完一项勾掉一项。

Helping others / 帮助他人

Teaching is the best practice. Show a friend how to send a photo or make a video call, one step at a time, exactly as this course showed you. Patience is the whole method.

教别人是最好的练习。像本课程教您那样，一步一步教朋友发照片或视频通话。耐心就是全部方法。

> **Try this / 试一试：** Teach one skill from this course to someone else this week. Write down which skill and how it went.

Check yourself / 自我检查

Do you have a practice plan for this week and a notebook for questions? If yes, Lesson 8 is done — and the course is complete!

您有本周的练习计划和记录问题的笔记本吗？如果有，第 8 课完成了——整门课程也完成了！

Quiz 8 / 第 8 课小测验

1.What should you do first when you are stuck? / 遇到困难时首先该做什么?

2.How do you return to the home screen? / 怎样回到主屏幕?

3.Why is a notebook helpful? / 为什么笔记本有帮助?

4.What is the best way to practice a skill? / 练习技能最好的方法是什么?

5.True or false: tapping the wrong button can permanently break your phone. / 判断正误：点错按钮会把手机永久弄坏。

Answers / 答案： 1. Stop and breathe — nothing is permanently broken. 停下来，深呼吸——什么都不会永久损坏。 2. Press the Home button or swipe up from the bottom. 按主屏幕键或从底部上滑。 3. It records each skill in your own words for next time. 把每项技能用自己的话记下来，下次能再看。 4. Teach it to someone else. 教给别人。 5. False. 错误。

Progress Checklist / 进度表

☐ Lesson 1: Buttons, screen, and first settings / 第 1 课：按键、屏幕和初步设置

☐ Lesson 2: Calls, contacts, and voicemail / 第 2 课：打电话、联系人和语音信箱

☐ Lesson 3: Texting and voice messages / 第 3 课：短信和语音消息

☐ Lesson 4: Photos and videos / 第 4 课：拍照和录像

☐ Lesson 5: Video calls with family / 第 5 课：视频通话

☐ Lesson 6: Useful apps — maps, weather, health / 第 6 课：实用的应用

☐ Lesson 7: Passwords, scams, and privacy / 第 7 课：密码、诈骗和隐私

☐ Lesson 8: My phone skills plan / 第 8 课：我的手机

技能计划

全球银龄学院 / Global Academy of Lifelong Learning