全球银龄学院

Global Academy of Lifelong Learning

Smartphones & Tablets, Without the Headache

智能手机与平板轻松上手

A self-study course in 8 lessons

自学课程，共 8 课

Choosing, setting up, and fixing your device — calmly, step by step

选购、设置、排障，一步一步，轻松不慌

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Welcome / 欢迎

This course is different from Smartphone Basics. That course taught you how to use a phone — calls, texts, photos, and apps. This course is about the headaches around the phone: choosing a device, setting it up, making it comfortable to use, and fixing everyday problems without panic. If a frozen screen or a forgotten password has ever made you feel frustrated, this course is for you.

本课程与《智能手机一步一步学》不同。那门课教您如何使用手机——打电话、发短信、拍照、用应用。本课程讲的是手机周围的那些“麻烦事”：怎么选设备、怎么设置、怎么用得舒服、出了小问题怎么不慌张地解决。如果死机屏幕或忘记的密码曾经让您着急，这门课就是为您准备的。

Words we will explain as we go / 我们会边学边解释的词语： tablet （平板电脑）, Wi-Fi （无线网络）, account （账户）, password （密码）, update （更新）, storage （存储空间）, accessibility （无障碍功能）, backup （备份）。

How to use this course: read one lesson at a time, try the

practice steps on your own device, and take the short quiz at the end of each lesson. The answers are right after each quiz so you can check yourself. There is no test and no rush. Repeat any lesson as often as you like.

使用方法：一次读一课，在自己的设备上跟着练一练，做课后的小测验。答案就在每份测验后面，方便您自查。没有考试，不用赶时间。任何一课都可以反复学习。

Stay safe / 安全提醒： Never share a verification code or a password with anyone — not by phone, text, or email — even if the person says they are from a bank, a phone company, or tech support. Real companies never ask for your code. And never tap a link from an unknown sender. When in doubt, stop and ask a family member you trust.

安全提醒：永远不要把验证码或密码告诉任何人——不管对方自称是银行、电话公司还是技术支持。真正的公司绝不会向您索要验证码。也不要点击陌生人发来的链接。拿不准的时候，先停下来，问问信任的家人。

Lesson 1 / 第 1 课：Phone or Tablet? Choosing the Right Device for You / 手机还是平板？选一台适合您的设备

> **Goal / 本课目标：** By the end of this lesson, you can explain the difference between a phone and a tablet, and say which one fits your daily life better.

> **本课目标：**学完本课，您能说出手机和平板的区别，并判断哪一种更适合自己的日常生活。

A smartphone is a small computer that also makes calls. It fits in a pocket and goes everywhere. A tablet is a bigger screen — usually 10 or 11 inches — that does almost everything a phone does except it usually cannot make regular phone calls. Tablets are wonderful for reading, watching videos, and video calls, because the words and faces are bigger.

智能手机是一台能打电话的小电脑，可以装进口袋，随身携带。平板电脑的屏幕更大——通常是 10 或 11 英寸——除了一般不能打普通电话之外，几乎什么都能做。平板非常适合读书、看视频和视频通话，因为字和画面都更大。

Choosing, step by step / 一步一步来选：

1. Ask yourself: what will I mainly do? Calls and messages on the go — a phone. Reading, videos, and video calls at home — a tablet. Many people happily use both.
2. 想一想：我主要用它来做什么？出门打电话、发消息——选手机。在家读书、看视频、视频通话——选平板。很多人两样都用，很开心。
3. Hold the device in a store if you can. Can you read the screen comfortably? Can your fingers reach the buttons? Comfort matters more than the newest model.
4. 如果可以，到店里拿在手上试一试。屏幕上的字看得舒服吗？手指够得着按键吗？用得舒服比型号最新更重要。

5. Ask about the price, including the monthly cost if the device uses a mobile network. A Wi-Fi-only tablet has no monthly bill — it only works where there is Wi-Fi.
6. 问清楚价格，包括如果设备使用移动网络，每月要花多少钱。只用 Wi-Fi 的平板没有月费——只在有 Wi-Fi 的地方才能上网。

7. Ask a family member or a shop assistant to help you compare two or three models. You do not need the most expensive one.
8. 请家人或店员帮您比较两三款机型。您不需要买最贵的那一款。

On iPhone and iPad, the system is called iOS. On most other phones and tablets, it is called Android. Both are fine. If your family uses one kind, choosing the same kind makes it easier for them to help you.

苹果手机和平板用的是 iOS 系统，其他大多数手机和平板用的是安卓（Android）系统。两种都很好。如果家人用的是某一种，您选同一种，他们帮您的时候会更容易。

Try this / 试一试： Write down three things you want to do with a device (for example: video calls with grandchildren, reading news, watching operas). Then write "phone," "tablet," or "both" next to each one. This is your personal shopping guide.

试一试：写下三件您想用设备来做的事（例如：和孙辈视频通话、读新闻、看戏）。在每件事后面写上“手机”“平板”或“两者都用”。这就是您自己的选购指南。

Quiz 1 / 第 1 课小测验

1. A tablet screen is usually: (a) smaller than a phone screen (b) bigger than a phone screen (c) the same size.

2. A Wi-Fi-only tablet: (a) has a monthly bill (b) has no monthly bill (c) cannot show videos.

3. If your family uses iPhones, choosing an iPhone yourself makes help: (a) harder (b) easier (c) impossible.

4. The most important thing when choosing is: (a) the newest model (b) comfort and your needs (c) the colour.

5. A tablet is especially good for: (a) pocket calls (b) reading and video calls on a big screen (c) nothing at all.

Answers / 答案： 1. (b) 2. (b) 3. (b) 4. (b) 5. (b)

Lesson 2 / 第 2 课：Setting Up a New Device Without Stress / 轻松设置新设备

> **Goal / 本课目标：** By the end of this lesson, you can set up a new

> phone or tablet calmly, in the right order, and know when to ask for help.

> **本课目标：**学完本课，您能按正确的顺序、不慌不忙地设置一部新手机或平板，并知道什么时候该请人帮忙。

Setting up a new device feels hard because it asks many questions at once. The secret is to go slowly and to prepare before you start. You will need three things: the Wi-Fi password of your home (often printed on the router, the box with blinking lights), an email address, and about one quiet hour.

设置新设备感觉难，是因为它一下子问很多问题。秘诀是慢慢来，并且事先准备好。您需要三样东西：家里的 Wi-Fi 密码（通常印在路由器——那个闪着灯的小盒子——上面）、一个电子邮箱地址，和大约一小时安静的时间。

Step by step / 一步一步来：

1. Charge the device first. Plug it in and wait until it has plenty of power.
2. 先给设备充电。插上电源，等电量充足再开始。
3. Turn it on and choose your language. Choose the Wi-Fi network name of your home, then type the

Wi-Fi password carefully. Passwords care about big and small letters.

4. 开机，选择语言。选择家里 Wi-Fi 的名字，然后仔细输入 Wi-Fi 密码。密码区分大小写。
5. Sign in with your account — on iPhone/iPad this is an Apple ID, on Android it is a Google account. If you do not have one, the device will help you create one. Write the account name and password in a paper notebook you keep at home.
6. 登录您的账户——苹果设备用 Apple ID，安卓设备用 Google 账户。如果还没有，设备会帮您创建一个。把账户名和密码写在家里保存的纸笔记本上。
7. Say "no" or "later" to offers you do not understand, like extra subscriptions. You can always add things later.
8. 遇到不明白的附加服务，直接选“否”或“以后再说”。以后随时可以再加。
9. Let the device update itself if it asks. Plug it in and wait. Updates take time and that is normal.
10. 如果设备要求更新，就让它更新，插着电源等一等。更新需要时间，这很正常。

If you get stuck, stop. Write down what the screen says,

or take a photo of the screen with another device. Then call a family member. Getting stuck is normal — it is not a failure.

如果卡住了，就停下来。把屏幕上的话记下来，或者用另一台设备把屏幕拍下来，然后打电话给家人。卡住是很正常的事，不是您的错。

> **Try this / 试一试：** Find your home Wi-Fi password today, before you ever need it. Look at the label on your router, copy the password into your notebook, and practise typing it once. That one preparation removes half the stress of setup day.

> **试一试：**今天就找到家里的 Wi-Fi 密码，不要等到需要时再找。看看路由器上的标签，把密码抄进笔记本，并练习输入一次。这一项准备，就能去掉设置当天一半的紧张。

Quiz 2 / 第 2 课小测验

1. Before setup, you should prepare: (a) nothing (b) your Wi-Fi password, an email address, and quiet time (c) a new bank card.

2. Wi-Fi passwords: (a) do not care about big or small letters (b)

care about big and small letters (c) are always "1234".

3. On an iPhone, the account is called: (a) Apple ID (b) Google account (c) Wi-Fi account.

4. If you get stuck during setup, the best first step is: (a) press every button quickly (b) stop, note what the screen says, and ask for help (c) throw the device away.

5. Offers you do not understand should be answered: (a) "yes" to all (b) "no" or "later" (c) by guessing.

Answers / 答案： 1. (b) 2. (b) 3. (a) 4. (b) 5. (b)

Lesson 3 / 第 3 课：Making Text Bigger and Life Easier / 把字调大，让生活更轻松

> **Goal / 本课目标：** By the end of this lesson, you can make text bigger, the screen brighter or softer, and the sound louder on your device.

> **本课目标：**学完本课，您能在设备上把字调大、把屏幕调亮或调柔和、把声音调大。

Many people struggle with small text and never learn that the device can change it. These settings are called accessibility settings — "accessibility" simply means "making things easier to use." They are free, built into every phone and tablet, and you cannot break anything by trying them.

很多人看小字很吃力，却不知道设备可以改大。这些设置叫“无障碍功能”——意思就是“让设备更好用”。它们是免费的，每部手机和平板都有，试一试不会弄坏任何东西。

Step by step / 一步一步来：

1. Open Settings （设置）. On iPhone/iPad, look for the grey gear icon. On Android, the same gear icon appears in the app list or when you swipe down from the top.
2. 打开“设置”。苹果设备上找灰色的齿轮图标；安卓设备上，在应用列表里或从屏幕顶部向下滑动，也能找到齿轮图标。
3. Find Display / 显示 or Accessibility / 无障碍. Inside, look for Text Size / 字体大小 or Font Size / 字号. Move the slider to the right until the sample text is comfortable.

4. 找到“显示”或“无障碍”。在里面找“字体大小”或“字号”。把滑块向右拖动，直到示例文字看起来舒服为止。
5. To make the screen brighter or softer, use Brightness / 亮度 in the same place. At night, a softer screen is kinder to your eyes.
6. 调屏幕亮度用同一处的“亮度”。晚上把屏幕调柔和一些，对眼睛更友好。
7. For louder sound, use the volume buttons on the side of the device, or Sound / 声音 in Settings.
8. 想调大声音，可以按设备侧边的音量键，或者在“设置”里找“声音”。
9. If reading is still hard, turn on Bold Text / 粗体文本, or try the magnifier tool in Accessibility — it works like a magnifying glass on the screen.
10. 如果读起来还是吃力，可以打开“粗体文本”，或者试试“无障碍”里的放大器——它就像屏幕上的放大镜。

Take your time and try one change at a time. If you do not like a change, simply move the slider back. Nothing here is permanent.

慢慢来，一次只改一样。如果不喜欢某个改动，把滑块移回

去就行。这里的改动都不是永久的。

> **Try this / 试一试：** Today, change your text size one step bigger and read one message. Notice how it feels. Tomorrow, try the brightness setting. Small changes, one at a time, add up to a much more comfortable phone.

> **试一试：**今天就把字号调大一档，读一条消息。感受一下有什么不同。明天再试试亮度。一次一个小改变，加起来会让手机好用得多。

Quiz 3 / 第 3 课小测验

1. "Accessibility" means: (a) a paid service (b) making things easier to use (c) a repair shop.

2. To change text size, you open: (a) the camera (b) Settings, then Display or Accessibility (c) the phone shop.

3. If you do not like a new setting, you can: (a) never change it back (b) move the slider back (c) buy a new phone.

4. The magnifier tool works like: (a) a flashlight (b) a magnifying glass on the screen (c) a telephone.

5. At night, a softer screen is: (a) worse for your eyes (b) kinder to your eyes (c) against the rules.

Answers / 答案： 1. (b) 2. (b) 3. (b) 4. (b) 5. (b)

Lesson 4 / 第 4 课：When Things Go Wrong / 出问题的时候

> **Goal / 本课目标：** By the end of this lesson, you can calmly fix three common problems: a frozen screen, lost Wi-Fi, and a full storage warning.

> **本课目标：**学完本课，您能冷静处理三个常见问题：屏幕死机、Wi-Fi 断线、存储空间已满的提示。

Every device misbehaves sometimes — even brand-new ones. A problem does not mean you broke it. Most problems have a simple fix, and the first fix for almost everything is the same: restart.

每台设备有时都会闹点小脾气——哪怕是全新的。出了问题不代表您把它弄坏了。大多数问题都有简单的解决办法，而几乎所有问题的第一个办法都一样：重新启动。

Frozen screen / 屏幕死机：

1. Wait one full minute. Sometimes the device is just thinking.
2. 先等整整一分钟。有时候设备只是在思考。
3. Press and hold the power button (on the side) until the screen goes dark and the device restarts. On newer phones, you may need to hold power and volume-down together for a few seconds.
4. 按住侧边的电源键，直到屏幕变黑、设备重新启动。新款手机可能需要同时按住电源键和音量减小键几秒钟。
5. If it happens again and again with the same app, delete that app and install it again later, or ask a family member for help.
6. 如果同一个应用反复死机，可以删掉它，以后再重装，或者请家人帮忙。

Lost Wi-Fi / Wi-Fi 断线：

1. Check: are other devices (like a family member's phone) also offline? If yes, the problem is the home internet, not your device.
2. 先检查：家人的手机是不是也没网？如果是，问题出在家里网络，不是您的设备。

3. Turn Wi-Fi off and on again in Settings, or restart your device.
4. 在“设置”里把 Wi-Fi 关掉再打开，或者重启设备。
5. If that fails, restart the router: unplug its power for 30 seconds, plug it back in, and wait two minutes.
6. 如果还不行，重启路由器：拔掉电源 30 秒，再插回去，等两分钟。

Storage full / 存储空间已满：

1. Storage is the space for photos, videos, and apps. When it is full, the device slows down and cannot take new photos.
2. 存储空间是用来放照片、视频和应用的地方。满了以后，设备会变慢，也拍不了新照片。
3. Delete photos you no longer need, or blurry duplicates. Delete apps you never use.
4. 删掉不需要的照片，或者模糊的重复照片。删掉从来不用的应用。
5. Ask a family member to help you back up photos (save copies) before deleting anything precious.
6. 删掉珍贵的照片之前，请家人帮您先备份（保存副本）。

> **Try this / 试一试：** Practise restarting your device today, while nothing is wrong. Hold the power button, restart, and watch it come back. When you know the move in a calm moment, you will remember it in a stressful one.

> **试一试：**今天就趁没出问题的时候，练习重启一次设备。按住电源键，重启，看着它重新亮起来。心情平静时学会这个动作，紧张时您就记得怎么做。

Quiz 4 / 第 4 课小测验

1. The first fix for most device problems is: (a) buying a new device (b) restarting (c) pressing every button.

2. When a screen freezes, first you should: (a) wait one minute (b) throw the phone (c) call the police.

3. If every device at home is offline, the problem is probably: (a) your phone (b) the home internet (c) the weather.

4. To restart a router, you unplug it for: (a) 30 seconds (b) 30 minutes (c) 30 days.

5. Before deleting precious photos, you should: (a) delete quickly

(b) back them up first (c) hide them.

Answers / 答案： 1. (b) 2. (a) 3. (b) 4. (a) 5. (b)

Lesson 5 / 第 5 课：Passwords Without the Headache / 密码不再头疼

> **Goal / 本课目标：** By the end of this lesson, you can create passwords you can remember, store them safely, and know what to do when you forget one.

> **本课目标：**学完本课，您能想出记得住的密码、安全地保存它们，并知道忘记密码时该怎么办。

Passwords cause more headaches than almost anything else on a device. The good news: a password does not need to be strange to be safe. A long, familiar sentence is both strong and easy to remember.

密码几乎是设备上最让人头疼的东西。好消息是：密码不需要古怪才安全。一句长长的、熟悉的话，既安全又好记。

Step by step / 一步一步来：

1. Make a password from a sentence only you know,

for example: "My grandson loves red apples!" Use the first letters, or the whole sentence with spaces removed. Long is better than complicated.

2. 用一句只有您知道的话来编密码，例如：“我孙子爱吃红苹果！”可以用每句话的首字母，也可以用整句话去掉空格。长比复杂更重要。
3. Use a different password for your email and your bank than for games and shopping. Your email password is the most important one — guard it best.
4. 邮箱和银行的密码，要和游戏、购物的密码不同。邮箱密码最重要，要格外保护好。
5. Write passwords in a paper notebook kept at home, not on a note stuck to the device. A notebook at home is safer than a password everyone can guess.
6. 把密码写在家里保存的纸笔记本上，不要贴在设备上。家里的笔记本比一个人人能猜到的密码安全得多。
7. If a website offers "remember me" on your own device at home, you may say yes. Never say yes on a shared or public device.
8. 如果网站在您家里自己的设备上问“记住我”，可以选是。共用或公共设备上千万不要选是。
9. Forgot a password? Look for "Forgot password?"

on the login screen. The site will send a reset link to your email. Follow it calmly, make a new password, and write it in your notebook.

10.忘记密码了？在登录界面找“忘记密码？”。网站会发一封重置链接到您的邮箱。冷静地跟着做，设一个新密码，写进笔记本。

Never share / 永远不要分享： Nobody who truly works for a bank, a phone company, or a tech company will ever ask you for your password or a verification code. Anyone who asks is trying to trick you. Hang up, do not reply, and tell a family member.

永远不要分享：真正为银行、电话公司或科技公司工作的人，绝不会向您索要密码或验证码。凡是索要的人，都是想骗您。挂断电话，不要回复，告诉家人。

Try this / 试一试： Invent one sentence-password today and write it in your notebook. Practise typing it twice. You have just replaced a headache with a habit.

试一试：今天就编一个句子密码，写进笔记本，练习输入两次。您刚刚把一个麻烦变成了一个习惯。

Quiz 5 / 第 5 课小测验

1. A good password is: (a) short and simple like "1234" (b) long and familiar, like a sentence only you know (c) your birthday.

2. Your most important password to guard is: (a) your game password (b) your email password (c) your Wi-Fi password.

3. Passwords should be written: (a) on a note stuck to the device (b) in a notebook kept at home (c) on the internet.

4. If you forget a password, you should: (a) use "Forgot password?" and reset it by email (b) give up forever (c) ask a stranger.

5. A real bank employee will: (a) ask for your password (b) never ask for your password (c) ask for your code only once.

Answers / 答案： 1. (b) 2. (b) 3. (b) 4. (a) 5. (b)

Lesson 6 / 第 6 课：Updates, Batteries, and Keeping Your Device Healthy / 更新、电池与设备保养

> **Goal / 本课目标：** By the end of this lesson, you can handle updates calmly, make your battery last longer, and keep your device healthy.

> **本课目标：**学完本课，您能冷静处理更新、让电池更耐用、保持设备健康。

An update is a free improvement the maker sends to your device — like a tune-up for a car. Updates fix problems and keep you safe. They are not a trick, and they do not mean you did something wrong.

更新是厂家免费发给设备的改进——就像给汽车做保养。更新能修复问题、保护安全。它不是骗局，也不代表您做错了什么。

Step by step / 一步一步来：

1. When an update appears, choose a calm moment: plug the device in, connect to Wi-Fi, and start the update. Do not start one when you are about to

leave the house.

2. 看到更新提示时，选一个从容的时刻：插上电源，连上 Wi-Fi，再开始更新。不要在快出门时开始更新。
3. Wait. Updates can take 10 to 30 minutes. The device may restart once or twice. That is normal.
4. 耐心等。更新可能需要 10 到 30 分钟，设备可能重启一两次，这都很正常。
5. For a longer-lasting battery: lower the screen brightness a little, close apps you are not using, and avoid leaving the device in a hot car or in bright sun.
6. 想让电池更耐用：把屏幕亮度调低一点，关掉不用的应用，不要把设备留在热车里或烈日下。
7. Charge when the battery is low, and unplug when it is full. You do not need to wait until it is completely empty, and you do not need to charge all night.
8. 电量低时充电，充满后拔掉。不需要等到完全没电，也不需要整夜充电。
9. Once a month, look through your apps and delete the ones you never use. A tidy device runs better.
10. 每个月看一次应用，删掉从来不用的。整洁的设备跑得更好。

> **Try this / 试一试：** Check your battery level and brightness today. Lower the brightness one step and notice that the screen is still easy to read. Small habits like this add up.

> **试一试：**今天看一下电池电量和屏幕亮度。把亮度调低一档，看看屏幕是不是还容易读。这样的小习惯积少成多。

Quiz 6 / 第 6 课小测验

1. An update is: (a) a trick (b) a free improvement that fixes problems (c) a punishment.

2. Before updating, you should: (a) plug in and connect to Wi-Fi (b) remove the battery (c) leave the house.

3. Updates can take: (a) 10 to 30 minutes (b) 10 seconds (c) 10 days.

4. To help the battery last, you can: (a) raise brightness to maximum (b) lower brightness a little and close unused apps (c) leave the phone in a hot car.

5. A tidy device means: (a) deleting apps you never use once a month (b) buying a new phone monthly (c) never updating.

Answers / 答案： 1. (b) 2. (a) 3. (a) 4. (b) 5. (a)

Lesson 7 / 第 7 课：Tablets for Reading, Video, and Staying in Touch / 平板：读书、看视频、保持联系

> **Goal / 本课目标：** By the end of this lesson, you can use a tablet comfortably for reading, watching videos, and staying in touch with family.

> **本课目标：**学完本课，您能舒服地用平板读书、看视频、和家人保持联系。

A tablet earns its place in the home when it becomes your reading chair companion: big text for books and news, a big picture for video calls, and a comfortable screen for shows and operas. Everything in this lesson also works on a phone — it is simply more comfortable on a tablet.

平板在家里的价值，在于它能成为您读书椅上的好伙伴：大字看书读新闻，大画面视频通话，舒服的屏幕看节目、看戏。本课讲的所有内容在手机上也行得通——只是在平板上更舒服。

Step by step / 一步一步来：

1. For reading: open a book or news app, and use the text-size control inside the app (usually marked with two letter A's, small and big) to make words comfortable. Hold the tablet on a cushion or stand so your arms do not tire.
2. 读书：打开读书或新闻应用，用应用内的字号调节（通常标着一大一小两个 A）把字调到舒服的大小。把平板放在靠垫或支架上，手臂就不会累。
3. For video: open a video app, tap a video, and turn the tablet sideways — most videos fill the wide screen that way. Use the volume buttons until voices are clear.
4. 看视频：打开视频应用，点开一个视频，把平板横过来——大多数视频会铺满宽屏。用音量键调到声音清楚为止。
5. For staying in touch: a tablet is wonderful for video calls because faces are large. Prop it on a stand at eye level, sit where the light falls on your face (not behind you), and speak normally.
6. 保持联系：平板非常适合视频通话，因为人脸很大。把它放在和眼睛齐平的支架上，坐在光线照在脸上的位置

（不要背光），正常说话就行。

7. Keep the tablet charged in one regular place, like beside your reading chair, so it is always ready and you always know where it is.
8. 把平板固定放在一个地方充电，比如读书椅旁边，这样它随时有电，您也总知道它在哪里。

> **Try this / 试一试：** This week, read one article on your tablet with the text size set exactly how you like it, and make one video call with the tablet on a stand. Notice which feels easier than on the phone — that is your tablet's job.

> **试一试：**这周用平板读一篇文章，字号调到自己最舒服的大小；再用支架上的平板打一次视频电话。留意一下哪件事比在手机上做更轻松——那就是平板的用处。

Quiz 7 / 第 7 课小测验

1. Inside a reading app, text size is usually marked with: (a) two letter A's (b) a star (c) a phone icon.

2. For most videos, you should turn the tablet: (a) upside down (b) sideways (c) off.

3. For a good video call, light should fall: (a) on your face (b) behind you (c) nowhere.

4. A tablet should be charged: (a) anywhere at random (b) in one regular place (c) never.

5. Tablets are especially comfortable for: (a) pocket calls (b) reading, video, and video calls on a big screen (c) nothing.

Answers / 答案： 1. (a) 2. (b) 3. (a) 4. (b) 5. (b)

Lesson 8 / 第 8 课：My Device Confidence Plan / 我的设备自信计划

> **Goal / 本课目标：** By the end of this lesson, you can write your own simple plan for solving device problems calmly, step by step.

> **本课目标：**学完本课，您能写出自己的一份简单计划，遇到设备问题时一步一步冷静解决。

Confidence does not come from knowing everything. It comes from having a plan. When something goes wrong, you do not need the answer at once — you need the next small step. This lesson turns everything in the course

into one calm routine.

自信不是来自什么都懂，而是来自有一份计划。出了问题，您不需要立刻知道答案——您只需要下一步该做什么。本课把整门课的内容变成一套冷静的常规做法。

Your calm routine / 您的冷静常规：

1. Stop and breathe. Nothing on the screen can hurt you. Put the device down for one minute if you feel upset.
2. 停下来，深呼吸。屏幕上的东西伤不了您。如果觉得着急，把设备放下一分钟。
3. Read the screen out loud, slowly. What does it actually say? Often the message itself tells you the fix.
4. 把屏幕上的话慢慢读出来。它到底说了什么？很多时候，提示本身就告诉了您解决办法。
5. Try the simple fixes first: restart the device, turn Wi-Fi off and on, check the battery and the charger.
6. 先试简单的办法：重启设备、把 Wi-Fi 关掉再打开、检查电池和充电器。
7. Write down what happened and what you tried. A short note helps a family member help you faster.

8. 把发生了什么、您试过什么记下来。一张小纸条能让家人更快地帮到您。
9. Ask for help early, not after hours of worry. Asking is a skill, not a weakness — and every expert started by asking.
10. 早点请人帮忙，不要独自着急几个小时。求助是一种本事，不是弱点——每个高手都是从求助开始的。
11. After it is fixed, write the fix in your notebook. Next time, you will already know.
12. 修好之后，把办法写进笔记本。下一次，您就已经知道了。

You have now finished all eight lessons. You can choose a device, set it up, make it comfortable, fix common problems, guard your passwords, keep it healthy, enjoy your tablet, and solve problems calmly. That is real confidence — earned one small step at a time.

八课全部学完。您现在会选设备、会设置、会调得舒服、会修常见问题、会保护密码、会保养设备、会享受平板、会冷静解决问题。这就是真正的自信——一步一步挣来的。

> **Try this / 试一试：** Fill in the plan below in your notebook:
>
> "When my device has a problem, I will: 1. Stop and breathe. 2.

> Read the screen. 3. Try restarting. 4. Write a note. 5. Ask ____ for help." Write a real name in the blank. That name is your tech team.

> **试一试：**在笔记本上填好这份计划：“设备出问题时，我会：1. 停下来，深呼吸。2. 读屏幕。3. 试着重启。4. 记一张纸条。5. 请 ____ 帮忙。”在横线上写一个真实的名字。那个人就是您的技术团队。

Quiz 8 / 第 8 课小测验

1. Confidence comes from: (a) knowing everything (b) having a plan and a next small step (c) never having problems.

2. When a problem appears, the first step is: (a) panic (b) stop and breathe (c) press randomly.

3. Reading the screen out loud helps because: (a) it is fun (b) the message often tells you the fix (c) it charges the battery.

4. Simple fixes to try first include: (a) restarting and toggling Wi-Fi (b) buying a new device (c) ignoring it for a month.

5. Asking for help is: (a) a weakness (b) a skill (c) forbidden.

Answers / 答案： 1. (b) 2. (b) 3. (b) 4. (a) 5. (b)

Progress Checklist / 学习进度检查表

Tick each box when you finish a lesson. / 完成一课，就勾选一格。

☐ Lesson 1: Phone or Tablet? / 第 1 课：手机还是平板?

☐ Lesson 2: Setting Up Without Stress / 第 2 课：轻松设置新设备

☐ Lesson 3: Making Text Bigger / 第 3 课：把字调大

☐ Lesson 4: When Things Go Wrong / 第 4 课：出问题的时候

☐ Lesson 5: Passwords Without the Headache / 第 5 课：密码不再头疼

☐ Lesson 6: Updates, Batteries, and Health / 第 6 课：更新、电池与设备保养

☐ Lesson 7: Tablets for Reading, Video, and Staying in Touch / 第 7 课：平板：读书、看视频、保持联系

☐ Lesson 8: My Device Confidence Plan / 第 8 课：我的设备自信计划

My Device Confidence Plan / 我的设备自信计划

When my device has a problem, I will: 1. Stop and breathe. 2. Read the screen. 3. Try restarting. 4. Write a note. 5. Ask _____ for help.

设备出问题时，我会：1. 停下来，深呼吸。2. 读屏幕。3. 试着重启。4. 记一张纸条。5. 请 _____ 帮忙。

My Wi-Fi name: _____ My notebook lives: _____

我家 Wi-Fi 的名字：_____ 我的笔记本放在：_____