

Digital Communities Wales

Library Resources: Devices



Each support page listed below has a variety of support options, guides and general information specific to the use of devices. These will be presented in a variety of different formats, including written guides and video guides.

In general, using www.google.co.uk and searching for a specific support term will usually offer many different websites and video ideas for support. An example of a support search could be:

“How to set up accessibility text to voice on a Samsung S24 Android phone.”

Alternatively, www.youtube.com is a great resource for ‘how to’ video guidance.

When searching online, be aware of where you are getting the information: some help guides/videos may not be associated with the official manufacturer.

We suggest locating the product manufacturer website for support initially, as this will be the most relevant and up-to-date information, and we have listed a number of starting points based on different device options below.

Whilst all Digital Communities Wales’ resources are available in both Welsh and English, we cannot guarantee that third party services will offer bilingual resources.

Web browsers

A web browser allows you to access websites. Different brands create and own their own web browsers. Here is a list of different web browsers:

- Safari
- Google Chrome
- Firefox
- Edge

Most smart devices will come with a web browser pre-installed. For example, Android software on any Android device, is owned by Google, and comes with the Google Chrome web browser. On Apple devices, the software is owned by Apple, and the web browser that comes with Apple devices is the Apple web browser, Safari.

Apple devices

All relevant, up-to-date support information for Apple devices can be found on their website. Here are some useful links:

Apple support information

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

- iPhone: <https://support.apple.com/en-gb/iphone?cid=gn-ols-iphone-ppp-explore>
- Mac: <https://support.apple.com/en-gb/mac?cid=gn-ols-mac-ppp-explore>

Apple user guides

- iPad: <https://support.apple.com/en-gb/guide/ipad/welcome/ipados>
- iPhone: <https://support.apple.com/en-gb/guide/iphone/welcome/ios>
- Mac (You will need to select the specific device icon to take you to the correct guide page):
<https://support.apple.com/en-gb/mac?cid=gn-ols-mac-ppp-explore>

Downloading apps to your device

It is important to only use the official app store for your device to download apps. Do not download apps from a web browser, as they may not be secure.

Apple App Store [App Store - Apple \(UK\)](#)

Please refer to the following support pages for how to use the official app store for your device:

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

Android devices

To find relevant Android support, you must first identify the brand of Android product you own, and, if possible, the device model.

To locate the model name, you can look at the box your product arrived in, on the back cover of your device, or in the settings menu of the device there will be an 'about' section.

Google own the Android software on your device, but different companies make the physical device. It is always best to consult the device manufacturer's support.

Once you have identified the brand of Android device and model type, use this webpage to navigate to the relevant manufacturer support website: <https://support.google.com/android/?hl=en-GB#topic=7313011>

- General Android support enquiries: <https://support.google.com/android/?hl=en-GB#topic=7313011>
- Samsung: <https://www.samsung.com/uk/support/>
- LG: <https://www.lg.com/uk/support/>
- Motorola: <https://en-gb.support.motorola.com/>
- Pixel: <https://support.google.com/pixelphone/#topic=7078250>
- Lenovo: <https://lenovomobilesupport.lenovo.com/gb/en/>

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Google Play Store [Android Apps on Google Play](#)

Please refer to the following support pages for how to use the official app store for your device:

<https://support.google.com/googleplay/?hl=en-GB#topic=3364260>

Microsoft devices

There are many Microsoft devices available. Use the general support page to identify the Microsoft device you require support with.

- Microsoft support: <https://support.microsoft.com/en-gb>
- Microsoft mobile support: <https://support.microsoft.com/en-gb/mobile-devices>

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Microsoft Store [Top free apps - Microsoft Store](#)

Please refer to the following support pages for how to use the official app store for your device:

<https://support.microsoft.com/en-gb/microsoft-store-and-billing>

Amazon devices

You can identify your Amazon device from their general support page:

https://www.amazon.com/gp/help/customer/display.html?ref=hp_bc_nav&nodeId=G200127470

- Amazon Fire tablet support:
https://www.amazon.com/gp/help/customer/display.html?nodeId=GJDXXK9NZ6FMB8PJ&ref=hp_d2_cat_firetablet

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Digidol
Cymru
Hyder Digidol,
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Digital
Communities
Wales
Digital Confidence,
Health and Well-being

Darparwyd gan
Delivered by
ewmpas



Amazon App Store. [Amazon.co.uk: Amazon Appstore: Apps & Games](https://www.amazon.co.uk: Amazon Appstore: Apps & Games)

Please refer to the following support pages for how to use the official app store for your device:

https://www.amazon.com/gp/help/customer/display.html?ref=hp_bc_nav&nodeId=GRBHRJHSSV9RA2PM