

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: take screenshots and record your screen

Screenshots and screen recordings are a great way to show someone a problem, save a ticket or keep a receipt. They are especially useful when asking for help, because we can see exactly what you see.

Take a screenshot on iPhone and iPad

- **Face ID iPhones and most iPads:** press the **Side** or **Top** button and **Volume Up** at the same time, then let go quickly.
- **iPhones with a Home button:** press the **Side** button and the **Home** button together.

A small preview appears in the corner. Tap it to mark it up, or swipe it away to save it. Find it in **Photos** under the **Screenshots** album.

Take a screenshot on Android

Most phones: press **Power** and **Volume Down** together, then release. On Pixel, you may also find a screenshot option in the recent apps screen. Screenshots are saved in **Photos** or **Gallery**.

Record the screen on iPhone and iPad

1. Open **Settings** then **Control Centre**.
2. Add **Screen Recording** to your controls.
3. Swipe down from the top right to open Control Centre.
4. Tap the record button. A countdown begins.
5. To stop, tap the red timer at the top, or open Control Centre and tap the record button again.

Pressing and holding the record button lets you turn on the microphone.

Record the screen on Android

1. Swipe down from the top of the screen once or twice to open **Quick settings**.
2. Look for **Screen record** (Pixel) or **Screen recorder** (Samsung). If you cannot see it, tap the edit or plus option to add it.
3. Choose whether to record sound and show touches, then tap **Start**.
4. Stop using the notification or the red icon.

The recording saves in your Photos or Gallery.

Privacy warning

Screenshots and recordings can capture passwords, bank details, messages and notifications. Check carefully, and crop or hide private details before sharing. Some apps block screenshots on purpose.

When to get more help

Get help if screenshots will not save, if the buttons do nothing, or if your phone's storage is full. If you send us a screenshot of a problem, remove private details first.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.