



INFORMATION SHEET N°30

# Google Maps — Finding your way

## Navigation, public transport, favourite places

*Find an address, calculate a route, check bus times — all from your phone.*

### SENIORPHONE ADVICE

**Google Maps is free, works in Switzerland in 3 languages and knows all public transport — Swiss Federal Railways, buses, trams, metro.**

Millions of people use it every day to never get lost again. After a few uses, you will not be able to do without it!

*Google Maps is a free app that turns your phone into a GPS, travel guide and transport timetable. It works everywhere in Switzerland and worldwide, and knows streets, public transport, shops and restaurants.*



# What you can do with Google Maps

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## Find an address

Type any address in Switzerland — the map instantly shows the exact location.



## GPS navigation

Car route with step-by-step voice guidance — no separate GPS needed anymore.



## Public transport

Real-time timetables for Swiss Federal Railways, buses, trams and metro. Connections, duration, price — all included.



## On foot

Walking route with estimated walking time — ideal in town or for a short stroll.



## Find a business

Pharmacy, doctor, restaurant, bank — search "pharmacy near me" and Maps shows the nearest ones.



## Street View

See a street as if you were there — handy for finding an entrance before you leave.



# Find an address — step by step

1

## Open Google Maps

The app is often already installed on Android phones. On iPhone, download it free from the App Store.



*Look for the icon with a coloured map (red, green, yellow, blue).*

2

## Type the address in the search bar

At the top of the screen, tap the search bar and type the address — e.g. "Bahnhofstrasse 5, Zurich". The map centres automatically.



*You can also simply type a place name: "Zurich Station", "University Hospital Basel", "Migros Bern".*

3

## Ask for directions

Tap "Directions" (or the blue arrow). Choose your mode: car 🚗, public transport 🚆, on foot 🚶 or bike 🚲.



*The "Start" button launches GPS navigation with voice guidance.*

4

## Follow the instructions

A voice guides you: "In 200 metres, turn right". The screen shows your position in real time.



*Turn up the volume to hear the instructions clearly — very useful in the car.*



# Public transport in Switzerland

## Google Maps knows all Swiss transport:

- Swiss Federal Railways trains — all timetables, all stations
- Regional bus lines and PostBus lines
- Trams and metros (Lausanne m1/m2, Geneva, Zurich)
- Connections and waiting times in real time
- Approximate ticket prices

1

### Choose "Public transport" in directions

After entering your destination, tap the train/bus icon. Maps suggests several options with exact timetables.

 You can choose "Leave now" or specify a desired departure or arrival time.

2

### Check the journey details

Maps shows: which platform, which train, where to change. All detailed with line numbers and stop names.

 Tip: the SBB app is even more precise for exact train timetables — use it as a complement.

## Save favourite places

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### 1 Search for the place to save

Search for your doctor, pharmacy, your children's home... Tap the card that appears at the bottom of the screen.

 *The card shows the address, opening hours, phone number and reviews.*

### 2 Tap "Save"

On the place card, tap "Save" (flag or star icon). Choose "Favourites" or create a personal list.

 *Your saved places are accessible from the bottom menu → "Saved".*

## Using Google Maps without internet

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### 1 Download a map in advance

Before a trip or in areas without network, download the regional map. Menu ☰ → "Offline maps" → "Select your own map".

 *Very useful in the mountains or abroad to avoid roaming charges.*

### 2 Navigation works without internet

Once the map is downloaded, GPS works normally — voice navigation and routes available without connection.

 *Public transport and real-time information require an internet connection.*



## **Swisstopo — The official Swiss national map**

For hiking and mountain walks, **Swisstopo** is better than Google Maps. It is the official map of the Swiss Confederation, with hiking trails, contour lines and detailed mountain paths. Free app: **swisstopo.app** · Also works offline after download.



## **SeniorPhone advice**

### **To make the best use of Google Maps:**

- Activate GPS location — Maps is much more accurate with your real-time position
- In the car, place your phone on a mount — never hold it while driving
- Zoom with two fingers on the map to see details of an area
- Search "pharmacy open now" or "emergency doctor" to find available services
- Street View: tap a point on the map, then tap the thumbnail image that appears
- For Swiss city names: Maps understands all 3 languages — Biel, Bienne and Bienna are the same city
- The SBB app is more reliable for precise train timetables — use it for main lines



## **Mistakes to avoid**

### **Watch out**

-  Never look at Google Maps while driving — programme the route before setting off
-  Transport timetables may have delays — also check the SBB app for trains
-  In the mountains, Maps may suggest impassable paths — use Swisstopo
-  Intensive use can drain the battery quickly — keep a charging cable in the car
-  Maps may sometimes suggest a longer route "to avoid traffic" — check the arrival time

## ✓ Key takeaways

- Google Maps is free and works everywhere in Switzerland — GPS, transport, businesses.
- Public transport: Maps knows Swiss Federal Railways, buses, trams — ideal for planning a trip.
- Save important places (doctor, family) in your favourites.
- Download maps in advance to use Maps without connection in the mountains.
- For hiking: use Swisstopo — the official Swiss map.
- In the car: programme the route before setting off, never while driving.

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## 🔴 Safety — Essential reminders



### Never share your passwords or codes with anyone

Not by phone, not by email, not by SMS. Your bank and the police will never ask for them.



### Hidden number — do not answer

A hidden number deliberately conceals its identity. Hang up without hesitation.



### Unknown number — avoid answering

Let it ring, wait for a voicemail, call back only if necessary. Never call back a 0900 number.



### Fake police or banker — hang up and call 117

The real police and your bank will NEVER ask you to hand over money or your PIN by phone.

*This banner appears on every SeniorPhone sheet — because your safety is our absolute priority.*

