

Smartphone/Tablet Tech class handbook

Do you own a smartphone or tablet?
Would you like to learn more about its features?



Bring your device & join us for:



We will cover: basic terms, downloading and using apps, internet security,
online banking, & bill pay

Sponsored by:



**B'NAI B'RITH
INTERNATIONAL**





Definition of *technology*

plural technologies

1. the practical [application](#) of knowledge especially in a particular area : [engineering](#) 2 <medical technology> *b* : a capability given by the practical application of knowledge <a car's fuel-saving technology>
2. a manner of accomplishing a task especially using [technical](#) processes, methods, or knowledge <new technologies for information storage>
3. the specialized aspects of a particular field of endeavor <educational technology>

Source: Merriam-Webster Dictionary

Setting Goals

1. Why do you have a smartphone and/or tablet?



2. What do you want to be able to do with your smartphone and/or tablet?

3. Do you think there are any barriers to achieving these goals?

4. Have you downloaded any Applications (Apps) onto your phone or tablet?

5. Have you used any of the following Apps?

- a. Facebook
- b. Instagram
- c. FaceTime
- d. Skype
- e. Kindle books
- f. Yelp
- g. Google Maps



Myths & Facts

The following are common myths about Older Adults' use of technology that tend to be self-fulfilling or self-reinforcing and could prevent learning.

Myth: Decreasing cognitive abilities makes it harder for older adults to learn how to use technological devices and apps. "Cannot teach an old dog new tricks"

Fact: Many seniors didn't use social media in the past because they didn't see a need for it, not because they didn't understand it¹.

Myth: Younger adults are the largest demographic online

Fact: People over the age of 65 have become the fastest growing demographic of people present on various social media outlets².

Myth: Social media is for kids

Fact: Baby boomers embrace new technologies 20 times faster than members of Gen Y, including social sites, podcasts, and blogs³. Social Networking is bringing seniors closer to friends and loved ones, and helping them make contact with new friends around the world.

Myth: Older Adults are less interested in learning how to use modern technologies. They consider them useless & unnecessary and have poorer attitudes relative to younger adults.

Fact: When using computer-based interactive devices, older users have very similar requirements to those of younger users. The main reason for older people deciding to use a device is its perceived usefulness. Additionally, in one study, those 55 years and older were less computer anxious, had more positive attitudes towards computers more than younger adults⁴.

¹ Laura Carstensen of the Stanford Center on Longevity told *NPR*

² www.pewinternet.org/2015/01/09/demographics-of-key-social-networking-platforms-2/

³ www.slideshare.net/mickstravellin/accenture-consumer-electronics-products-and-services-usage-09

Myth: All older people lack the physical capabilities to operate modern, touch screen technologies.

Fact: Like other technological inventions, modern devices have grown easier to use over the course of time. In fact, many believe the control of touch devices is much better for older users as it is more direct than the use of a computer mouse⁵. It is also possible to scale font sizes so that barriers such as visual impairment do not prevent someone from using a touch screen device.

Myth: Computers don't have a significant impact on healthy aging.

Fact: Computers have assisted keeping older adults sharp, informed and, most of all, in touch with the world today. A Phoenix Center study demonstrated internet use by older adults reduced depression by 20%. UCLA researchers in 2009 showed that while seniors perform simple web searches, blood flow is increased to areas of the brain that are vital for cognitive health. Not to mention, the ability to keep in close contact increases communication and feelings of independence.

⁴ <http://www.karger.com/Article/Pdf/339104>

⁵ <http://www.karger.com/Article/Pdf/339104>

Basic Terms

What does Android & iOS refer to?

These are terms for operating systems for smartphones and tablets.

Many different companies make devices that are powered by Android, including Samsung, HTC, LG, Motorola, and other lesser-known brands.

Meanwhile the iPhone & iPad are devices powered by the iOS operating system.

If you already have a smartphone that uses Android or iOS, and are looking to buy a tablet, you might want to consider purchasing a tablet that runs the same operating system. That way, you'll already be familiar with the way your tablet works, and you'll also be able to install many of the apps you've already purchased on both devices.

What are the types of Tablets?



Android Tablets

Popular brands include Asus, LG and Samsung (shown in picture)



Amazon Fire

These type of tablets are some of the most affordable tablets at this time. It uses a highly modified version of Android, called Fire OS.



Microsoft Surface

Part laptop, part tablet, this device runs the Windows operating system.



iPad

There are many different models of this popular tablet from Apple including: iPad Air, iPad Mini, and iPad Pro.

What are the types of Smartphones?

A smartphone is a more powerful version of a regular cell phone. In addition to the same basic features—phone calls, voicemail, text messaging—smartphones can also connect to the Internet over a cellular network. That means you can use a smartphone for many of the same things you would normally do on a computer, such as checking your email, browsing the web, or online shopping.



Wireless providers will require you to pay a monthly fee, usually called a data plan, to access the Internet with a smartphone over their cellular network.

There are many different smartphones to choose from. The most popular types of smartphones are the iPhone, Windows phones, Android, and Amazon's Fire Phone.

Smartphones using Android

An Android phone works with Google products such as Gmail, Google Drive, and Google search. Android phones can be used without having a Gmail account, but they work best with it. Popular phone brands using Android include:

Samsung Galaxy Note 4, Samsung Galaxy S 5, Nexus 6, HTC One , and others

Smartphones using Windows

From Microsoft, Windows phones provide Microsoft Word and Outlook as well as Bing. It also uses Live Tiles, which keeps you updated in real time, whether it's news, the weather, or your favorite TV shows.

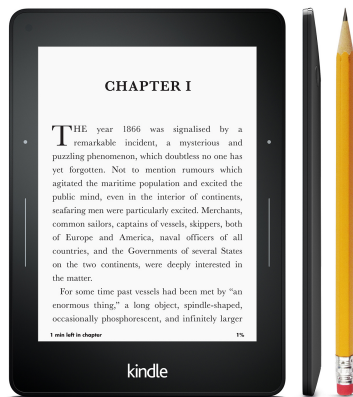
Smartphones using iOS

Apple's iPhone is one of the best selling smartphones in the world and has features such as Safari, FaceTime, and Siri. The latest iPhones on the market include:

iPhone 5S, iPhone 6, and iPhone 6 Plus

What are the types of e-readers?

An e-reader is an electronic device designed for reading books. E-readers use a special kind of display—called E Ink—that's much easier to read than traditional computer screens. You can even read in bright sunlight, just like a regular book.



Kindle is made by Amazon and is probably the most popular and well-known e-reader that's currently on the market. It also has a lot of exclusive features, like Kindle Unlimited, a service that lets you read as many books as you want for a month for an additional monthly fee.

Nook is designed by Barnes & Noble, this device was definitely created with readers in mind. Some of my favorite features include the physical page-turn buttons and the way pages are counted just like a regular book (on a Kindle, you'll only see your progress through the book, not the number of "pages" you've read).



What are some of the terms used?

Profile: a description of any number of characteristics about a person, such as interests, expertise, professional affiliations, status, recent activity and geographic location⁶. Think of it as displaying who you are and what you enjoy.

Browser: a tool you use to access the World Wide Web. You get there by tapping on the app icon for a browser⁷. Examples of browsers are: Google Chrome or Safari.

Website or “site”: a location connected to the Internet that maintains one or more pages on the World Wide Web. One can be accessed by typing the address within a browser⁸. An example is: www.bnaibrith.org

Search engine: Search engines are specialized websites that help you find what you're looking for on the Web. All you have to do is type in one or more keywords, and the search engine will look for matching websites from all over the Web. The most popular search engine is Google (www.google.com).

Download: the action of transferring data, apps, programs, or access from a website or app store onto a digital device⁹.



Upgrades: refer to the changes that are made to improve the quality or function of an app or program on a device. Your device will let you know when these are available.

Post: used on Social Media sites, it is a message or picture with a caption that is published within a program or app for others to see and comment on.

Streaming: a method of receiving data through video or audio from a device in real time. An example is watching live TV on your tablet.

Hashtag: any word or phrase that starts with a hashtag symbol (#), which is also known as the pound sign or number symbol. When you include a hashtag in a social media post you're basically categorizing that post. And if you select a hashtag, you'll see other posts that have used it. An example is: #BnaiBrithSeniors

⁶ <http://www.gartner.com/it-glossary/social-profiles/>

⁷ <https://googleblog.blogspot.com/2009/10/what-is-browser.html>

⁸ <http://searchsoa.techtarget.com/definition/Web-site>

⁹ <http://www.dictionary.com/browse/download>

What do certain instructions mean?

These gestures are what you'll use to interact with your device's touchscreen:

Tap: to "click", select, or open something on your device, like a button or an app



Tap and hold: to occasionally access other options (think of this as "right-clicking")

Drag: to scroll up and down, left and right, or any other direction on the screen

Swipe left or right: to "flip through" things, like pages on the Home screen, photos, or pages in an e-book

Double-tap: to zoom in or out in certain apps, like Maps or Chrome

Pinch: (i.e., open or close your thumb and forefinger) to zoom in or out almost anywhere

How to Download Apps

What is an application or “app”?

You may have heard people talking about using an application or an app. App is a common term for an application, especially for simple applications that can be downloaded inexpensively or even for free. Simply put, Apps are programs that are designed to run on your device. Your device comes with several built-in apps, but you can download more apps.

Where can I get an app?



The **App Store** for Apple devices

iPad or iPhone

There are thousands of apps you can download for free from the Apple App Store. Many other apps cost as little as \$0.99, although some may be more expensive. You'll need an Apple ID and a valid credit card to purchase apps from the App Store (including free apps).



The **Play Store** for Android devices

Samsung, HTC, LG, Motorola, and many other brands

The Play Store (also known as Google Play) gives you access to thousands of apps, services, and other media—everything from games to tools that can help you with everyday tasks. Many of the apps in the Play Store can be downloaded for free. Others cost as little as \$0.99, although some may be more expensive. To purchase apps from the Play Store, you'll need to have some form of payment on file with your Google account, such as PayPal or a credit card.



The **Windows Store** for Windows devices

Lumia, HTC, LG, Acer, Surface

The Windows Store is an app store for Microsoft Windows phones. Both free and paid apps can be distributed through Windows Store, with paid apps as low as \$0.99. You'll need to sign in with your Microsoft account to use the Windows Store.

Popular Programs & Apps

Social Networking

Social networking can be done on websites and apps in order to interact with other users, or to find people with similar interests to oneself.

Facebook is a social networking website that makes it easy for you



to connect and share with your family and friends online. Originally designed for college students, Facebook was created in 2004 by Mark Zuckerberg while he was enrolled at Harvard University. By 2006, anyone over the age of 13 with a valid email address could join

Facebook. Today, Facebook is the world's largest social network, with more than 1.23 billion users worldwide.

Twitter is a social networking website that's designed



for finding and sharing short updates. In fact, each post—or tweet as they're called on Twitter—is limited to just 140 individual characters (letters, spaces, and punctuation marks). That's not even long enough to include the first

two sentences of this paragraph! Twitter has about 305 million active users.

Instagram is a popular photo-sharing app for



smartphones. Compared with other social networks, Instagram is relatively simple—it's focused exclusively on sharing photos with your friends. Filters are another reason people like using Instagram. Whenever you take a photo in Instagram, you can quickly apply a filter to give the photo a

unique look. Instagram has reached about 300 million users.

Pinterest is a popular social network. While other social networks like Facebook and Twitter focus on personal sharing and status updates,



Pinterest is all about collecting and sharing things you find on the Web. Think of this serving as a sort of digital bulletin board or scrapbook for collecting the things you find online.

Video chatting

Video chat allows you to see and hear the people you're communicating with in real time.



Skype is a service that lets you call other Skype users anywhere in the world and talk to them or video chat for free.



FaceTime is Apple's video calling service. It allows anyone with a recent Apple device (such as an iPhone or iPad) to make free calls to any other Apple user over Wi-Fi or cellular connection.



Google+ Hangout Google+ Hangouts is a free video chat service from Google that enables both one-on-one chats and group chats with up to ten people at a time.

Other popular apps & programs



YouTube is the most popular video sharing website that makes it easy to watch online videos. Originally created in 2005, YouTube is now one of the most popular sites on the Web, with visitors watching around 6 billion hours of video every month. If you've ever watched a video online, there's a good chance it was YouTube video.



Kindle is an app is available for most major smartphones, tablets and computers.

You can buy a Kindle book once, and read it on any device with the Kindle app installed.

You can also read that same Kindle book on a Kindle device if you own one.



Yelp provides key information about businesses from users who have submitted reviews about their experiences. The type of information it displays in a short digest is ideal when looking for quick answers, recommendations, and directions.



Google Maps is a mapping service developed by Google. It offers satellite imagery, street maps, 360° panoramic views of streets (Street View), real-time traffic conditions, and route planning for traveling by foot, car, bicycle, or public transportation.



Maps is an Apple web mapping service that is the default map system of Apple devices. It provides directions and estimated times of arrival for automobile, pedestrian, and public transportation navigation.

Tips for Using Social Media

1. Do not post in all caps, that is considered the equivalent of yelling at someone. You can use all caps to EMPHASIZE one or two words to make a point instead of a whole sentence.
2. When “sharing” a photo or another person’s post, make sure you add a message so that everyone seeing the post knows what you are sharing: a photo of your new grandchild, your daughter’s post of her son at his graduation, etc. This will allow for others viewing your post to know who or what you are sharing.

3. Before “friending” teen family members, make sure your approach is welcome. You can avoid an uncomfortable situation all around if you check on their willingness up front – or wait for them to send the request to you.



4. Exercise caution when naming family members in stories or tagging them in pictures you post on social media. Those cute family stories or pictures that can give you a good laugh during family gatherings may not be viewed the same way by everyone.
5. Avoid posting that you will be away from home or out of town on your social media accounts unless you are absolutely certain only those you want will be able to see it.
6. Think before “checking in” at a location on your social networks. Will that check in tell a criminal that you will be away from home all day at an event or even for a few hours at a movie or ball game? If you like checking into locations, consider doing so when leaving (and say so) instead of arriving.
7. Do not mention in a public social media post that you are home alone.

Resources

iPad Basics (includes downloading apps)

<http://www.gcflearnfree.org/ipadbasics>

Android Basics (includes downloading apps)

<http://www.gcflearnfree.org/androidbasics>

Smartphones

<http://www.gcflearnfree.org/iphonebasics>

<http://www.gcflearnfree.org/mobile-device-tips>

Devices (including e-readers)

<http://www.gcflearnfree.org/devices>

<http://www.gcflearnfree.org/devices/technology-buying-guide>

Downloading apps from Windows Store

<http://www.gcflearnfree.org/windows8/15>

Popular Programs & Apps

<http://www.gcflearnfree.org/popular>

<http://www.gcflearnfree.org/socialmedia>

Tips for using Social Media

<http://seniornet.org/blog/social-media-guidelines-for-seniors/>

To learn more

<http://www.gcflearnfree.org/beyondemail>

SOCIAL MEDIA EXPLAINED (DONUT EDITION)



« I'm eating a donut »



« I like donuts »



« This is where I eat donuts »



« Here's a video of me eating a donut »



« Here's a vintage photo of my donut »



« Here's a pretty donut recipe »



« Here's a viral picture of my donut »



« My skills include donut eating »



« Now listening to "Donuts" »



« I'm a Google employee who eats donuts »

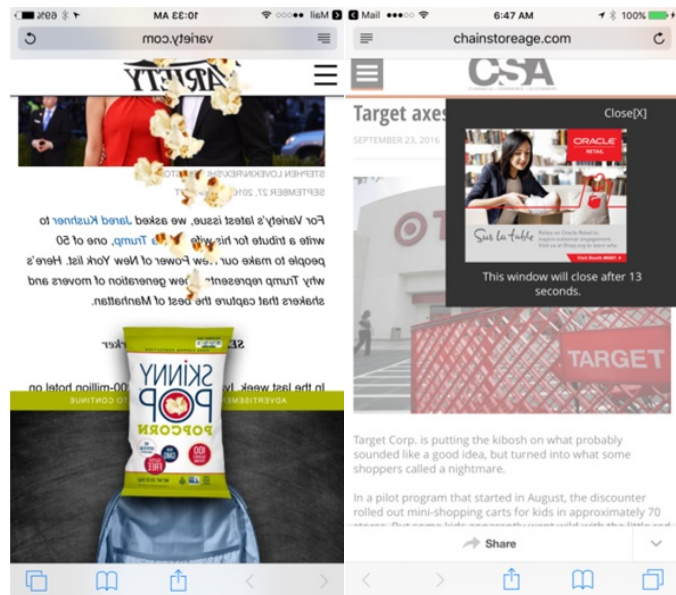
more funny stuff at FUNNYASDUCK.NET

Tutor Tech Tip #1

Confused by Ads?

Advertisements that appear on devices ranging from computer desktops to smartphones can be nothing short of frustrating. While you may be familiar with the traditional pop-up ad; you might have also observed images dancing across your screen; experienced automatically playing videos; or even banners that conceal and move as you scroll. Unfortunately, these problematic designs were meant to be persistent. Not only are they confusing, they can seemingly ruin your experience when using a personal device. Often, advertisements can completely cover the websites you're using or appear to be a part of an article you are reading.

Though seniors or those newly acquainted to using technology may blame themselves for a frustrating experience, users of all ages and experience cite the same frustration from accidental clicking or pressing while navigating their own device. Since it is very easy to accidentally press or click on ads, **use the following tips to guide your experience:**



Signs that what you're looking at or hearing could be an advertisement:

- Small images are on or near an image that are indicators of an advertisement.
- Music or a video plays that you did not start.
- Images animate or move across the screen (i.e. a snack being poured from a bag).
- A banner travels downward or upward as you scroll on your screen or moves the contents of your screen downward.
- Text appears to be a different size or font from the major text you are intending to view.



Ways to remove and stop web based ads from ruining your experience:

- Avoid clicking or pressing on any ads that are not obstructing your view.
- Click or press on the following phrase that is often on the top or bottom of an advertisement that will appear on the center of your screen: "close and continue to _____."
- Click or press the X that usually appears on the upper right, but sometimes on the upper left, corner of an advertisement that is concealing something you are looking at on your device.
- Continue scrolling if an ad directs you to "scroll down to continue to _____."
- Find and click or press the pause button (it will be appear as ||) in order to stop any unwanted music or video from playing.

If you believe that you've accidentally clicked or pressed an ad, you can take action based on the following circumstances:

- If you click or select the "back" key (on most devices it will appear as <), this may take you back to what you intended on viewing.
- If you are unable to go "back," the ad that has been accidentally selected may have opened a new tab or a new window on your browser. You can attempt to close the current tab or window and return to what you previously intended to view.
- If you do not see this as possible, it is recommended that you retry your search or selection before the ad changed what you intended to view.