

SMARTPHONES & TECHNOLOGY

A Brave new World

We are in the 4th Industrial Revolution

The DIGITAL age

In the last 400 years we have had a number of Revolutions:

- Financial-agricultural revolution (1600–1740)
- 1st Industrial revolution (1780–1840) - (coal, water, steam)
- 2nd Industrial Revolution (1870–1920) - (electricity, steel, mass-production, petroleum, cars)
- Scientific-technical revolution (1940–1990) - (computers, transistors, micro-processors, robots, automation)

Every revolution has created massive change, some of it good, some terrible: (textiles, less farming, big cities, low wages) (pollution, widespread electricity, railways, travel)

Now we have the 4th Industrial revolution starting somewhere in the last 20 years

This revolution is giving us **Artificial Intelligence (AI)**, **reduction of costs** – for goods, services, transportation, communication; ease of living – buying, ordering, viewing

<https://www.weforum.org/agenda/2016/01/the-fourth-industrial-revolution-what-it-means-and-how-to-respond/>

So let's start with phones.

(Computers are basically the same thing, but I'll cover computers later)

Smartphones are just phones that can do 100 extra functions

The first step is to decide between

Apple-iPhone vs **Android**

In **Australia**, **Apple** is more popular (**55%**) **World-wide**, **Android** is more popular (**75%**)

Each brand has its fanatical followers **But both brands will give you good, reliable service.**

Apple iPhone

They produce new models each 2-3 years and are now up to iPhone 11 – also called iPhone SE.

Depending on the specs Prices start at \$400 and climb to \$1200

And for super models with everything \$1800+

Specs include memory size, screen size, number of camera lenses, quality of hardware. The Operating System on all new models is iOS 13

Apple iPhone

They have one central Button at the bottom to access the various programs or operations You want to use.

All the items on the screen are icons or shortcuts to the programs called APPS

I'll explain these soon.



Android phones

These are made by a variety of manufacturers.

Best known is **SAMSUNG** \$400-\$1800

Others are **REDMI** (Xiaomi) \$350-\$600

Nokia \$400-\$1100

Google \$600-\$1300

Huawei \$350-\$700

Oppo Sony One

PlusTelstra also offer some basic, basic phones with restrictions

So you buy a phone, **now what?**

You need a **SIM** card which allows you to send **texts** and make/receive **calls**.

For that you need a provider: Amaysim, Optus, iiNet, TPG, Telstra

Telstra is the most expensive and least cooperative.

In general you pay about \$10-15/month for unlimited calls and texts in Australia

Most of these plans also give you a small amount of "**Data**" (= internet access)

But you don't have to use that if you don't want.

So I have the phone, a SIM card, and Provider **now what?**

All phones when you buy them are ready to use.

You put the SIM card in, turn it on, And you can make calls or send texts.

Go to **Settings** and specify how to unlock the screen when the phone is turned on.

This can be a 4-digit number, a finger print, a pattern or facial recognition.



iPhone

You might want to get how to text and call



Android

someone who knows About phones to show you



You can add or remove icons to the screen. Some people like a lot; some like almost none.

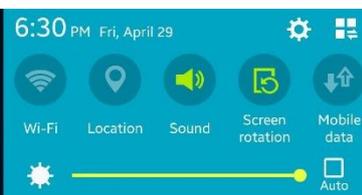
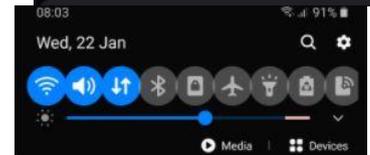
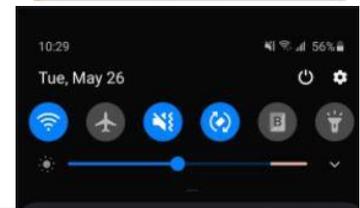
Across the bottom of the screen are semi-fixed icons that allow rapid access.

These might include Settings, Texts, Phone and maybe Internet

All the icons displayed on the phone can be activated by a single tap, or by swiping.



Across the top is a thing called the Notifications Bar which has some permanent 'system' icons on RHS, & status icons on LHS for messages, emails or actions



You can control which icons are displayed



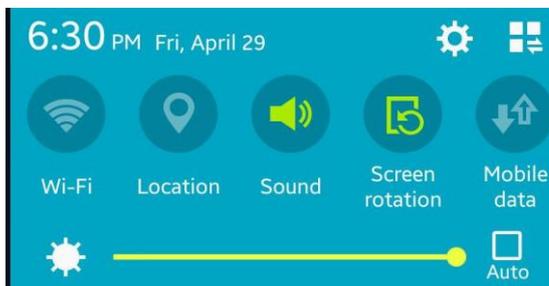
Icons are simply shortcuts to the Apps you want to use.

Settings controls the way the phone works, eg. sounds.

Playstore is where you get more Apps, most for free. **Obvious** ones are Chrome, Google, Phone,

Messages, Camera.

You can change the "default" App on the phone to one of your choice.



Nearly all phone plans give an allowance for a small amount of data (internet access) (1GB-2GB).

If you don't turn on WiFi or Data then you cannot access the internet. It also means that no one can "track" you.

When at home it is easy and safe to use WiFi which would be broadcast from the router for your PC.

Similarly in U3A or other trusted locations. But be wary of using public WiFi for private sites.

All providers have to switch to NBN If NBN is already in your area, then have it connected NOW. Within 18 months all other forms of internet will be turned off. (Except for Mobile Broadband).

Do not believe the bad press you read about NBN; 90% of NBN connections work amazingly well; you only hear about the so-called problems.

NBN does not deal with private individuals, Only with Providers. So if you get contacted by "NBN" it is a scam.

I am going to deal later with online purchases and having money stolen

Now we move to computers.

Once again there is a choice

Windows vs Apple

85% 12%

For most home users a laptop is the best choice. If you have a PC that is older than 5-7 years it might be time to get a new one. Cost is \$500 to \$1000

Depending on specs

Get Windows 10 if you don't already have it.

The factors to consider when buying a new PC
And whether your existing machine is too old.

There are 3 items:

1. Processor (called CPU) Intel i3, i5, i7 (Ryzen 3,5,7)
2. Memory (RAM) (DDR3 – DDR4) 4GB, 8GB, 12GB
3. Disk storage HDD or SSD

Each of these affects performance (response time) and, of course, the cost of a new PC.

If you don't ever plan to connect to the Internet then those factors may not concern you.

If all you plan to do is type a few letters and maybe store some pictures, then performance is not an important issue.

But if you plan to use the internet and have access to email you need to think about a better quality PC.

You don't have to get top of the line, but the really cheap models are not wise purchases.



Traditional tower desktop



Laptop, Notebook



When you start the PC and get to the first screen it will look more or less like this

You can add or remove icons (shortcuts to programs)

The screen itself is called the "Desktop" and the background picture is called the "Wallpaper".

Across the bottom of the screen is the Taskbar.

This contains icons of programs that you use a lot, plus the “System Tray”; once again you control which icons are put there.



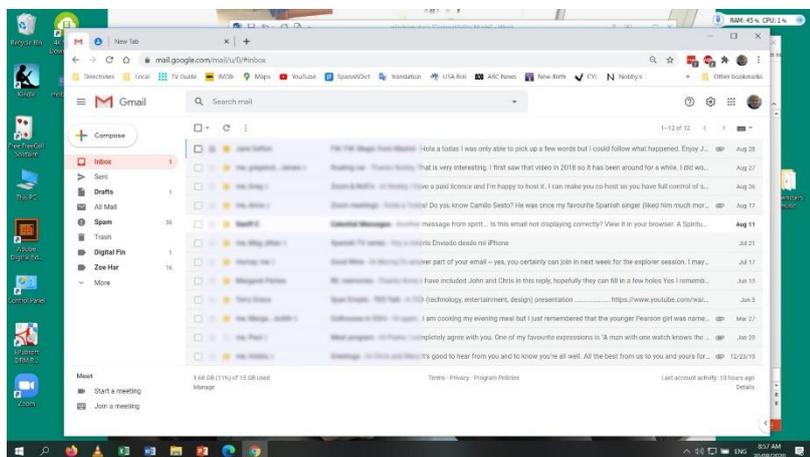
On the Taskbar is a search box where you can search for items in your PC.

This box can be voice-operated by talking with “Cortana”.

When you click on the Start Button you get a list of the installed programs plus a series of square boxes which are icons you have “added”

to give you quick access. You can add or remove icons.

The list on the left may be headed by a short list of “most used” followed by the alphabetical list of every installed program.



This is a pic of my screen with Gmail open, and some other programs just visible behind.

I find Gmail to be the simplest and easiest mail program to use.

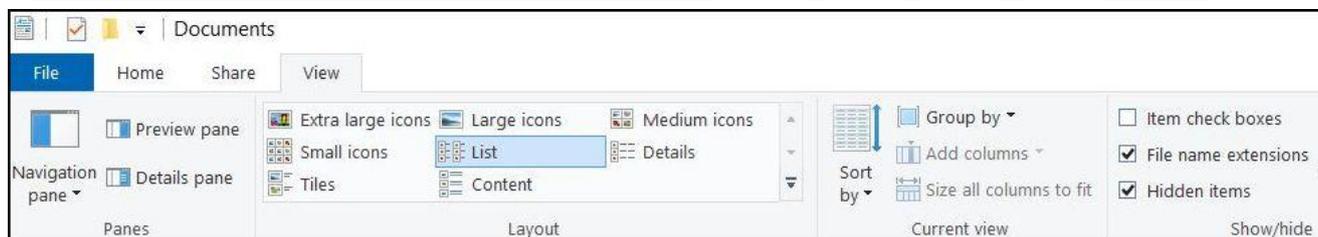
You can see my Taskbar with 5 programs open.

Each program that you open has 3 small boxes at the top right: to close the program, minimise it, or

make it partial-screen. The latter is how I normally work.

Most programs, when you use them, need you to create or open a “file”.

“Create” means you start a brand new file; “open” means use an existing file.



In computer language, a file is a chunk of electronic data. It could be a document, a text file, lists, schedules, or records of actions taken, or even instructions to the computer.

Each different type of file has a 3 or 4 letter “extension” at the end after its name. E.g. name.docx, name.jpg, name.mp3, name.pdf, name.exe.

If you go to the Taskbar and click on File Explorer, then go to the “View “ tab, you can ensure that File Extensions are visible. This is a very useful step to help you recognise the types of files you have in your various folders.

We have looked at the basics of phones and computers without dealing in detail with specific programs/Apps. This would require more time than we have available;

but phones/computers straight off the shelf have all you need.

Certainly there are many other Apps that you might consider installing but it might be wiser to attend a class to get this info.

Now I want to deal with the questions, "Is it safe?" "can they steal money from me?"

**YES, it is safe; & NO they can't take your money
Not unless you do foolish things.**

You lock your house at night; You don't go on dates with suspicious men; You don't lend money to strangers based on their word.

USE THE SAME PRECAUTIONS WITH YOUR PHONE AND PC

That means strong passwords; have up-to-date anti-virus; Strong passwords have at least 12 characters, But preferably 18-20; with a mixture of letters, numbers, symbols and capitals.

I suggest that you never do any financial transactions on a phone in public WiFi.

I use my phone as a notification device: calls, texts, & notification of emails.

Opening of documents, answering emails, buying goods, searching is all done on my PC.

That brings up the next point: being tracked, and buying goods.

You can't be tracked unless you use the internet, and even then you can prevent the tracking, or delete the history of your internet searches.

BUYING can include actual purchases, paying bills, ordering eBooks, receiving invoices (electricity, Urban Utilities, etc.)

All our bills/invoices are electronic; we have no paper bills. We use Direct Debit only for a couple of the government payments.

For all other purchases & payments I use a 3rd party called "PayPal". It sends a Verification code sent to phone. You can specify a credit card or a bank account, or both. Then, at the time of purchase, you can choose which to use.

Make sure your PayPal password is very strong.

By using the 3rd party, no employee of the seller can steal your data.

Also, I don't purchase from unknown or suspect vendors. Amazon and similar organisations are fine. On eBay or Gumtree, make sure the seller has a high rating. Of course, borrowing eBooks from the Library is perfectly safe. Similarly, ordering foodstuffs from supermarkets is perfectly safe.

The process was very simple; they gave us plenty of notice; told us the day, then later, they gave a time period for delivery. If any items were not available they were replaced with better ones.

That concludes the primary info on PC's; now I want to touch on Some special topics

Emergency phone calls

Using Zoom

Online movies

Online courses

Entering cafes

Emergency phone calls – ICE – in case of emergency

All phones allow emergency phone calls to be made from the phone even when the owner of the phone is unconscious/unavailable.

You can add additional numbers by creating new contacts with ICE 1, ICE 2, ICE 3 followed by a name (first name or both) You can add a red phone symbol to the front screen.

Zoom

Obviously you all know already how to access Zoom but it has proved to be a huge benefit to institutions and families around the world. I encourage you to encourage your family & friends to make themselves familiar with this amazing App. It works on phones, Tablets, and PC's

Online courses

There are several reputable institutions which run (free) basic courses in computing. And there are companies running 1-day (paid) courses.

The free courses are

U3Aonline – <https://www.u3aonline.org.au/>

Brisbane Seniors Online – <https://bsol.asn.au/>

BCC Libraries – <https://www.brisbane.qld.gov.au/> offer a comprehensive range of free technology workshops and sessions for people of all ages and skill levels .

And of course our own U3A runs a series of courses.

I run “Androids & IT” on Wednesdays; & an advanced PC class on Mondays

Keith Catts – Managing Windows, Mondays

Harry Gilman – Androids and Gmail, Thursdays

Des Taylor – iPads, Thursdays

Check U3A class list

Online Movies

You have all heard of Netflix and similar pay-per-view facilities;

There is free service offering free movies available through the Brisbane City Library service.

It is called “Kanopy” and all you need is a Library card. Once you have signed up, Kanopy will send a list, every Saturday, of films you could watch that weekend.

Jim Henry provides a Kanopy class via U3A. It is listed as a Monday class, but in fact Jim sends details on Sunday and you can watch at a time of your choosing.

And now for our final topic:

EVERYONE NEEDS TO HAVE A PHONE !! Get one now!

And I mean EVERYONE!!

30-40 years ago we didn't have this facility. (I can remember cooking toast in front of an open fire; I don't have to do that now!) Make use of this now that we have it!

We're all getting older – we never know when we'll urgently need help or others may need to contact us. So carry a charged phone with you at all times.

The other thing that requires us to have a phone has been exacerbated by the Corona crisis: the need to pay for things electronically. A friend recently tried to buy a coffee but couldn't even enter the café without using his phone to prove and record his info. Then he had to pay with the phone.

I guarantee that within maybe 5 years it will be compulsory to have a phone.

Maybe getting a PC is not so essential, but I would still recommend it.

It seems frightening at first but it can change your life so much for the better.

Don't let fear control your future. Ask for help; it's available.

Then you can read eBooks, search for info, watch movies, chat with family, & more.

It's over to questions now.

But we are very keen to get feedback on topics that you might like covered in other Saturday That includes expanding on items we've mentioned today

Diane's contact details: itgroup@u3abrisbane.org.au

Nobby's details: nobbyh2@gmail.com; 0439 09 4148

Answers to questions:

Why Redmi? Because in Android that's the brand my friend sells; it is highly rated; it is cheaper than the equivalent Samsung/Google brands. Since my battery is failing, I can expect that other parts will gradually fail also, and older phones start to slow down. 7 years is better life span than one can expect.

System Apps: these are pre-installed in the phone and require no installation by user. They include: WiFi, Location, Sound, Flight mode, Screen rotation, Mobile data

Mobile Broadband: This is an alternative to fixed broadband (which requires NBN) It means you use a dongle or a separate SIM card which sends a WiFi signal allowing you to carry it with you and connect anywhere anytime safely. I think it costs about \$1-\$1.50 per GB for a fixed amount to be used within a specified time. Large data amounts cost less per GB.

Fraudulent scam: <https://accan.org.au/media-centre/hot-issues/1385-fraudulent-mobile-number-porting-and-identity-theft> Porting problems have nothing to do with your phone make. It is a problem that your current provider did not contact you about the bogus request to change your provider. Two-factor verification helps avoid this.

Magnifying glass: Right-click the Taskbar; this give a 10 item menu; near the top is "Search" click this and the choice is "hidden, icon, or box".

Hong Kong item: Depends if it was a text or email; but almost certainly a scam. Your provider would not send text. If it was email, hover your mouse over the sender and note the address. It will not be the exactly correct address of the supposed organisation.

Red phone My phone is a very old one so I presume the ability to put an emergency icon on the locked screen is old. It does not seem to be available now. Although I believe iPhone has an SOS feature. Tap rapidly 5 times on sleep/wake button.

QR code: Modern phones just use the camera. Older phones need an App. I use "QR Code Reader"; a colleague uses "QR code and Bar code Reader". Both work okay.

Banking on Phone: Don't do banking on public WiFi. But using a banking App on a phone is safe on a secure network. They require two-factor authentication, and leave no traceable evidence on the phone.