



Tech Savvy Seniors

INTRODUCTION TO SMARTPHONES

BEGINNERS GUIDE

TOPIC: INTRODUCTION TO SMARTPHONES

OVERVIEW

Phones used to be all about making calls, but now your mobile can do so much more. The range of new touchscreen smartphones allows you to access the internet, use social media, get live news updates, play music and video, and much more. They almost universally use touchscreens for control, however, which can be a challenge for people new to the technology.

WHO IS THIS WORKSHOP FOR?

Maybe you've never owned a mobile and are curious about why you'd choose a smartphone. Perhaps you want a mobile phone that does more than your current keypad-style handset, or are looking to learn more about the smartphone you already own. This workshop has something to satisfy each of you.

WHAT YOU'LL NEED

- An internet-connected smartphone; either your own or supplied by the workshop organisers. You may need to share a smartphone with others in the workshop.
- An existing Apple account (or Apple ID), for downloading apps to an iPhone smartphone.
- An existing Google account (or Google ID), for downloading apps to an Android smartphone.

WHAT YOU'LL LEARN

In this workshop, you will learn the basics of how to navigate your way around a smartphone with a touchscreen.



You will learn how to turn the phone on and off, make and receive calls, add a contact and look up a contact, and change the volume on the phone.

You will also learn briefly about apps, what they are, how to download them, and the costs associated with them.

Note that this workshop has a good deal in common with the Introduction to Tablets workshop. If you've already attended that workshop, let your presenter know – you may already be a whiz with touchscreen gestures!

TIMETABLE

This workshop is broken down into eight sections, with a 15-minute break in the middle. There's a lot to get through, but we want all our workshops to be interactive, so if you have questions, pipe up!

Subject What's a smartphone? Duration: 15 minutes

Subject: A guide to different models of phones. Duration: 15 minutes

Subject: How touchscreens work. Duration: 15 minutes

Subject: Turning the phone on and off. Duration: 10 minutes

Subject: Making a call. Duration: 15 minutes

Break. Duration: 15 minutes

Subject: Adding a contact. Duration: 15 minutes

Subject: Changing the volume and taking a photo. Duration: 20 minutes

Subject: An introduction to apps. Duration: 15 minutes

Subject: Summary. Duration: 10 minutes

Total. Duration: 145 minutes

SUBJECT: WHAT'S A SMARTPHONE?

Time: 15 minutes.

OVERVIEW

In the past, mobile phones were mostly about making phone calls. They had a number pad, a digital phone book and a pick-up/hang-up button and not much more. Now smartphones



offer so much more – they’re really fully-fledged computers that you can fit in your pocket. They can run programs and games, access the internet, send email and much more.

Nearly all smartphones now use touchscreen controls. Instead of having hardware buttons like before, one side of the phone is taken up mostly by a touchscreen that you control using taps and gestures. There aren’t even any number buttons; when you want to make a call, a number pad will pop up on the touchscreen.

Becoming familiar with a smartphone can take a little bit of practice. But when you do become familiar with it, you’ll find that a smartphone can do more than you ever thought possible on a mobile phone.

A smartphone can:

- Make voice calls (of course!)
- Make video calls
- Access the internet and browse the web
- Take photos, and upload them to the web
- Navigate with GPS if the phone has GPS built-in
- Play back music and video stored on the phone (and connect to a PC to copy media to it)
- Manage your contacts and appointments
- Send emails
- Play games
- Run new applications and games downloaded from the internet.

DATA PLANS

To get the most out of a smartphone, you need a mobile plan that includes data. This is not strictly a necessity – you can still use a smartphone without a data plan – but you won’t be able to access the internet, download new applications and send emails without it. In some cases, you may not be able to use GPS navigation.

Most mobile phone plans – pre-paid and post-paid – now include a data component. For example, an Every Day Connect plan from Telstra will also include data as part of the plan. In addition, on many post-paid services you can purchase a data pack as an add-on to your basic mobile plan.

The data component of the plan will be limited to a set amount of downloads each month (listed in megabytes/MB or gigabytes/GB). This works very much like your home internet plan.

One important thing to note is that on most mobile data plans, you will be charged extra if you go over your limit. So you need to read the mobile agreement carefully and check your usage levels regularly.



Many mobile providers also allow casual data usage on a pay-as-you go basis if you don't have an explicit monthly quota on the plan. This is usually charged at a higher rate than if you have a data component built into the plan.

Post-paid

A post-paid plan involves paying a fixed monthly fee for your calls and data, and typically means signing a one- or two-year contract. These plans typically come with a phone that is subsidised by the plan, meaning it's cheaper than if you bought it outright.

Pre-paid

A pre-paid plan is where you pay for your minutes and data as you use it. These plans do not require contracts, and the phone is an additional cost.

A BRIEF HISTORY OF SMARTPHONES

The first smartphones, the IBM Simon and Nokia Communicator 9000 were released way back in 1994 and 1996 respectively, and integrated the features of a mobile phone and a personal digital assistant (PDA) for managing calendars and contacts. Both were much larger than regular phones.

It wasn't until 2000 that the first real smartphone, the Ericsson R380, was released.

It wasn't any larger than a regular phone, and in the early 2000s many others followed suit, with phones like the Palm and BlackBerry achieving big success. In 2007, Apple released the iPhone, which eschewed hardware buttons for full touchscreen control and has been the template for smartphones ever since.

SUBJECT: A GUIDE TO DIFFERENT MODELS OF PHONES

Time: 15 minutes.

OVERVIEW

There are many models of smartphone. Smartphones are made by every major phone manufacturer: Apple, Samsung, LG, HTC, Nokia, Sony, Microsoft, Huawei and others.

There are, however, quite a few common features in smartphones, and if you master one you should be able to move onto others. Not instantly, perhaps, but generally without the same learning curve as your first phone.

The reason a lot of phones have common features



is that they all use a small number of operating systems. An operating system on a smartphone works very much the same way it does on a computer: it's the underlying software that runs everything else. Just as you have Windows or MacOS on a PC, you have an operating system on a phone.

Once you become familiar with a phone's operating system, you should be able to move to other phones using the same operating system very easily.

Don't worry if you're confused by this section of the workshop. Once we start using the phones, it will become much clearer. In fact, if you know people who own smartphones, just ask them to show you how they work (most people are happy to show off their smartphones!) You'll get a feel for the differences between models, and perhaps realise that there aren't that many differences after all.

SMARTPHONE OPERATING SYSTEMS

There are two major operating systems on phones:

1. Google Android is the most popular operating system on mobile phones, and there are hundreds of phone models from dozens of manufacturers that use it.

It looks and works very similar to the iPhone OS (iOS) – to launch an application or start a phone feature, you either tap an icon on the screen or press a hardware button on the side.

Most Android phones are customised by their manufacturer, so a phone from, say, Samsung is not exactly the same as a phone from HTC.

The phone manufacturers refer to this as an interface; Samsung models come with the TouchWiz interface, HTC comes with Sense, and so on. As a result, Android phones are similar to each other, but not identical.

Different models of phone also come with different applications pre-installed.

Apple iOS comes on the Apple iPhone, and is the same system that is used on the Apple iPad. It's a very simple system – you just touch an icon to launch a particular phone feature or app.

Windows Phone is made by Microsoft and it looks a lot like the new Windows 10 interface, but these days it runs on very few phones. Touching one of the onscreen blocks starts up different applications and phone features.

PHONE MODEL DIFFERENCES

Just because two phones might run the same operating system, doesn't mean the phones are identical:



- There are physical differences: the weight and the screen size
- There are performance differences: the speed of the processor and the amount of memory (much like on computers)
- There are software differences, with different manufacturers loading different programs onto phones.

SUBJECT: HOW TOUCHSCREENS WORK

Time: 15 minutes.

GETTING STARTED

With the exception of a few hardware buttons (which are typically used for turning on and off, volume controls, returning to the Home screen and perhaps taking photos), most of the operations on your smartphone are managed with the touchscreen.

For example, to start an application, you tap on its onscreen icon. To dial a number, you use an onscreen keypad, tapping on numbers on the screen to dial them. If you're looking at your list of SMS messages, to view one in full you'd just tap on the one you want.

Phones, like tablets (if you've attended our Introduction to Tablets workshop), also use what are called gestures. These are special motions that have different effects. The simplest gesture is the tap, where you just touch a part of the screen. But there are others that you can use as well.

USING GESTURES

Although there are a variety of gestures that smartphones can use (some even involving using your whole hand), there are six key ones:

1. Tap
 - This is simply a quick touch of the screen. It's the simplest gesture there is.
 - It's used to launch apps, select items, follow web links and so on.
 - It's the equivalent of a left-click on your PC.
2. Tap and hold
 - Touch a part of the screen, and keep your finger in contact with the screen.
 - The effect of this varies, depending on the application.
 - On your Home screen, it can be used to move icons and widgets around. Tap and hold, then drag it to where you want it. It might be used for similar drag and drop operations in other applications.
3. Scroll



- Simply touch a part of the screen that doesn't have a button or link that would be triggered by a tap. Keep your finger in contact with the screen and move it up or down, left or right.
- This is most commonly used for scrolling. If you visit a web page that's too long to see on the screen, for example, touch any part of the page near the bottom of the screen that's not a link, then push your finger up the screen, as if you were pushing the web page up to reveal the rest of it. This will cause the web page to scroll. If you're looking at your contact list (and it takes more than a page), you can scroll up or down the list in the same way.

4. Swipe

- This is a quick slash across the screen. It can be in whatever direction is needed.
- It's most commonly used when flipping between pages (in a book) or images (in a slideshow). The swipe is like flinging the current page or image aside to reveal to the next page or image.
- In an image program for example, swipe right to left to move to the next image.
- Swipe is also used on your smartphone's Home page: if you have a lot of apps installed (too many to fit on one screen), you can have several Home pages. You swipe left or right to switch between them.
- Swipe can also be used for fast scrolling – you can fling a page up or down. The velocity of the swipe actually determines how far it scrolls.

5. Pinch-to-zoom

- This gesture actually requires more than one finger. Place two fingers (usually the thumb and forefinger, but it doesn't really matter) around a part of the screen you want to enlarge or zoom out of. Then move the two fingers apart to zoom in (enlarge that part of the screen), or pinch them closer together to zoom out.
- You can think of it like squeezing or expanding the screen. It's often used in web browsers, allowing you
- to zoom in on part of the page that might not be clear (or might have a link that's difficult to press). It's also used in image programs to zoom in and out of a photo.

6. Double-tap

- This gesture involves simply tapping on the screen twice in quick succession.
- It most often serves a similar function as pinch-to-zoom: in your web browser, double-tap on a part of the page you want to zoom in on (which makes it easier to touch hyperlinks); double-tap again to zoom out.

Don't worry if this all seems too much for now – once you start using the phone it will start to seem quite natural!



MOTIONS

On top of gestures, some phones also support motions. They might respond to shaking the phone, tilting the phone, holding it to your ear, rotating the phone and more. The user manual for the phone will reveal any motions it supports, and what each motion does.

HOW THE SCREEN WORKS

Nearly all touchscreen phones now use what is called a capacitive touchscreen.

It responds not to pressure but to the electrical charge inside your body. For this reason, they need only the slightest touch to work – they will register even the lightest contact. It also means that to the phone a slight touch is the same as a heavy one – if something isn't working, pressing harder won't change anything!

Another characteristic of capacitive touchscreens is that you generally can't use them with gloves on – unless the gloves are thin enough not to insulate your finger or if the gloves have special finger tips designed to work with touchscreens. They also won't be activated by your clothes, so carrying the phone around in your pocket won't trigger the touchscreen.

SUBJECT: TURNING THE PHONE ON AND OFF

Time: 10 minutes.

OVERVIEW

Enough with the theory, let's get to it! We'll start with turning the phone on.

Note that the following activities assume you've installed a SIM card in the phone – that's the card that links the phone to your mobile account. If you haven't, check the manual that came with the phone on how to access the SIM card slot and install it.

SWITCHING ON THE PHONE

Press and hold the power button on the smartphone.

The start-up sequence will commence.

If this is the first time you've used the SIM card in this phone, you may be asked to enter the PIN number provided with your SIM.

The Unlock screen will appear. This will vary, depending on the phone model. On most phones it requires that you tap and drag a slider or circle from one part of the screen to



another. Alternatively you might need to swipe up or tap the Home button to unlock. The phone screen will automatically switch off after a few seconds of inactivity. This doesn't mean the phone is switched off. To bring the screen back on, just quickly tap the power button.

Generally, you never really need to switch off a smartphone, but if you need to, press and hold the power button for a few seconds. (A quick tap will just switch off the screen). That said, occasionally shutting down the phone and restarting can help it run more smoothly.

SUBJECT: MAKING A CALL

Time: 15 minutes.

MAKING A PHONE CALL

Tap on the Phone button. It probably looks something like this:

This takes you to the phone menu on your smartphone.

Now touch the Keypad button. Which typically looks like a grid of nine dots. A number set will appear onscreen.

Tap in the number you want to call. You enter numbers just by touching them on the screen.

Once you've entered the number, tap the green Call button (which usually looks like a green phone handset).

The keypad will disappear and the call will start.

During the call, if you need to enter more numbers (for example, if you encounter a menu system of the Press 1 for customer support type), you can press the Keypad button again to bring up the keypad.

Most phones have other active call functions, like muting your own voice, setting it to speaker (which allows you to hear and talk on the phone without needing to hold it to your ear), or putting the other party on hold. Just tap on the appropriate onscreen button.

When you want to end the call, just tap on the red End Call icon or button.

To go back to your phone's Home screen, press the Home button on your phone. On most phones it's a hardware button below the screen. But on some phones, it's an icon at the bottom of the touchscreen itself.



RECEIVING A PHONE CALL

When a phone call comes in, your phone will ring.

If the caller is in your Contacts list (which we'll get to shortly), their name and picture will appear on the touchscreen. If not, you'll see the phone number.

Tap on the green Answer button. It usually looks similar to the Call button.

You can also reject a call by pressing the Reject Call icon (usually a red phone). That will stop the ringing and send the person to messages.

The active phone buttons will appear, as in making a call (keypad, speaker etc.).

You can end the call by tapping the red End Call button.

SUBJECT: ADDING A CONTACT

Time: 15 minutes.

ADDING A CONTACT

Of course, you don't want to have to remember and type in the phone number of everyone you want to call. That's why you add contacts to your phone.

On your phone's Home or application screen, tap on the Contacts button. On an iPhone it looks something like the image opposite, but on your phone it may look a little different.

The Contacts list will appear.

To add a new contact, tap on the Add Contact button (sometimes just a + button).

The Add Contact page will appear. There will be fields that you can fill in. To fill out a field, tap on the field box.

The onscreen keyboard will popup, allowing you to tap in appropriate details.

You'll see that the keyboard only displays letters and possibly a limited selection of punctuation marks. If you want to type in numbers you need to press the ?123 button. That switches the keyboard to numbers. (Tapping the ABC button switches back to letters). If you want to type upper case letters, tap on the Shift key, which is the arrow pointing upward. This has the same function as the Shift key on a PC keyboard (double-tap Shift for caps-lock, tap it again to turn it off).

The keyboard will appear in any situation where you need to type letters on your phone. It will appear, for example, if you open up the web browser and need to type in a web address.



It's also used for texting and emailing.

It may seem impossibly hard right now to target letters – but it gets easier with practice.

For now, you only really need to give the person a name and a phone number, but you can add a street address, an email address and photo if you like (the photo can be taken right now, or you can use a photo that's already on your phone).

When you're done, tap on the Save or Done button.

The person will now be in the Contacts list.

MAKING A CALL USING A CONTACT

Now head back to the Home page by pressing on the Home button.

Tap on the Phone button, to make a call like before.

Now, instead of tapping the keypad button to enter a number, tap on the Contacts button.

Find the name of the person you want to call (you may have to scroll up or down) and tap on it. The call may start automatically, or you may have to tap on a Call button.

Now, when somebody on your Contacts list calls you, their name will appear. (The phone checks the incoming call number against the numbers in your Contact list).

SEND AN SMS USING A CONTACT

- An SMS, also known as a text message, is a short-written message that you can send to another phone.
- Smartphones are great for sending text messages, since you can type in complex messages on their onscreen keyboards without having to fiddle with a number pad.
- On your phone's Home screen, tap on Messages button. The icon looks different on different phones, but it's usually a speech bubble or an envelope.
- Tap on New Message which might be a plus symbol or a pen on paper.
- Start typing the name of the person you want to message and suggestions will appear from your Contacts list.
- Tap on the text field where you need to type in the message.
Type the message in using the onscreen keyboard.
- Tap Send which probably looks like an arrow or a paper plane.

MISSED CALLS AND MESSAGES

The Phone application will have other icons you can tap, such as Missed Calls and Messages. These will be named differently, depending on your phone.



On an iPhone, for example, you can see a list of recent phone calls (missed or not) by tapping on Recents. You can then tap Missed to see just the calls you missed.

If there are messages waiting, you'll also see a Voicemail button. You can tap on this to get a list of waiting messages. You might be able to tap on a message to listen to it, or you might need to use the keypad to navigate through the spoken menus.

SUBJECT: CHANGING THE VOLUME AND TAKING A PHOTO

Time: 20 minutes.

CHANGING THE VOLUME

Let's take a look now at some of the other core functions of your smartphone.

On most phones changing the volume of the speaker is very easy.

There will typically be a pair of volume up/down buttons on the side of the phone. Press on them and a volume icon will appear on the screen.

Even if there are no volume buttons, you can change the volume by tapping on the Settings icon, looking for sounds and finding the volume slider there.

TAKING A PHOTO

Nearly all smartphones have built-in cameras: a high-resolution rear camera and a lower-resolution front camera (which is used for video calls and selfie shots). You typically use the rear camera for taking photos.

Some phones have one or more hardware buttons for taking photos. The phone's manual will walk you through how to use them.

A common scenario is that one press of a camera button will turn on camera mode; a second press (and subsequent presses, as long as the phone is in camera mode) will take a photo.

Many phones, like the iPhone, don't have camera buttons. Instead you'll see a Camera icon on the Home screen. You'll see this even on phones with a hardware button; you can access the camera this way as well.

When the phone is in camera mode, the screen becomes the viewfinder. What you see on screen is the scene the phone captures, much as with a digital compact camera.



At the top, bottom or side of the screen you'll see buttons for your camera options: flash, picture resolution, shot mode, filters and other settings. You'll also be able to switch to video recording by tapping on the video icon at the bottom of the screen. For now, leave it on photos.

You can rotate your phone in any direction for landscape and portrait shots.

To zoom, you can use the zoom slider.

Once you've framed your shot, you can actually tap on a part of the screen. The camera will use that part of the screen for autofocus. For instance, if you want to ensure that the face of the person you're shooting is in focus, tap on the screen where their face is. The phone will then ensure that the focus range is right for that person.

For self-shots, you can switch to the front facing camera by tapping on the camera icon with the circular arrows underneath. (Note that some Android phones might require you go into Settings or Shot Mode instead). Remember that the front camera has a lower resolution than the rear camera, so the images will be of poorer quality.

To take a photo, tap on the Camera icon or on the hardware camera button (if the phone has one). It often looks like a circular button or a shutter release button. It's usually pretty obvious which onscreen button takes a photo, but if you have problems, you can check the manual.

On most phones you can keep taking shots as long as you like.

SHARING AND VIEWING PHOTOS

Many phones will give you options with respect to the most recently taken photo; for example, uploading it to the web or sending it to another person via email or SMS. Your phone manual will describe your different options. But for now, let's leave those.

Now head back to the Home screen by tapping on your phone's Home button.

Tap on the Photos icon to start your photo album viewer. You should see a folder for your camera photos (on the iPhone it's called Camera Roll). Tap on it.

Now you'll see little thumbnails of all the photos you've taken with your camera. Tap on one to get a bigger (full screen) view.

If it's a landscape-oriented picture (wider than it is tall), you can turn your phone sideways to get a better view – the phone screen will re-orient automatically.

While in full screen view you can swipe left or right to go to the next or previous image. You can also use a pinch-to-zoom gesture.



SUBJECT: AN INTRODUCTION TO APPS

Time: 15 minutes.

OVERVIEW

Remember at the beginning of the workshop how we talked about smartphones being a lot like computers? Well, like computers, you can install new programs on your smartphone. On phones and tablets, these are called apps (short for applications).

Your phone probably comes with a whole suite of them pre-installed. On your Home screen or your Apps screen, you'll see a host of buttons in addition to the ones we've already talked about. Each of these buttons launches a unique app. Feel free to experiment with the apps by tapping on their icon.

Apps can be just about anything:

- Games
- Web browsers
- Music and video players
- Personal organisers and calendars
- Web services like YouTube and Flickr
- Productivity programs like word processors
- News feeds
- Email and social networking applications Many other useful and fun tools.

There are literally hundreds of thousands of apps available for smartphones.

In addition to pre-installed apps, every phone comes with a link to an online market where you can get more apps. You'll need to create an account with that market to download apps. (If you're using the workshop's demonstration handsets, these accounts should be already set up.)

The most common app markets are the iTunes App store (on the iPhone), and Google Play (on most Android devices).

Although it's called a market, many apps are actually available for free or are entirely ad-supported.

If an app is not free, you'll have to add credit to your market account to download it. The market app will walk you through that process if you try to download an app that is not free.

You can also download movies, music and TV shows directly to your phone from online media stores. This media can be played on your phone using its built-in media player application.



LETS PLAY ANGRY BIRDS!

To give you an idea how apps work and how to download them, let's download one of the world's most popular games for mobiles: Angry Birds.

On the Apple iPhone:

- To download new apps, tap on the App Store icon on your Home page.
- The main page shows featured apps, which you can explore later, but for now we'll do a search.
- Tap on the Search button.
- Type angry birds into the Search field.
- The App Store will show you relevant results, including multiple versions of Angry Birds. Tap on the regular version called AB Classic.
- You'll be shown the information page for Rovio's Angry Birds.
- Tap on the Get button.
- Tap on Install. (If not already logged in to the App Store, your presenter will need to enter their Apple ID password for the Install to proceed.)
- A progress bar will appear.
- When it's done, you can tap on your Home button. You'll see that an Angry Birds icon has been added. Tap on that to start Angry Birds.

On most Android phones:

- Tap on Play Store icon.
- The main page shows featured apps, and gives you browsing tools for different categories of apps. But for now, we're going to do a search. Tap in the search bar at the very top of the screen. This opens up the Search window. Type in angry birds.
- As with the iPhone App Store, the Google Play Store will show you relevant results, including multiple versions of Angry Birds. Tap on the original version called Angry Birds Classic.
- This will bring up the description page. If it's not the page you were looking for, you can tap on the phone's Back button.
- Tap on Install. (If not already logged in to the Play Store, your presenter will need to enter their Google ID password for the Install to proceed.) A progress bar will appear.
- When it's done, press the phone's Home button. Depending on your phone model, you'll either see a new Angry Birds icon on your Home page, or on your other apps page.
- Tap on it.

Now, play! Angry Birds makes extensive use of a smartphone's touchscreen. The goal is to knock down all the pigs by firing birds from a slingshot on the left. You hold and drag to put the birds into the slingshot, then release when you want to shoot the birds.



When you're done, you can head back to the App Store or Play Store and explore other options. You can browse through the featured apps or search for specific apps you think you might need.

SUMMARY

After this workshop, you should be able to handle a smartphone without fear. You should now know:

Time: 10 minutes.

RECAP

- What a smartphone is
- What a touchscreen is and how gestures work How to turn the phone on and off
- How to make a call and take a picture
- How to download new apps for your smartphone.

Even though it seems that we've covered a lot, we've really only just scratched the surface of what smartphones are capable of. People use them as personal organisers, web browsers, music mixers, media players, to access email and Facebook, to send and receive electronic business cards, to navigate to a destination, to share media and much, much more.

Spend even a little bit of time playing with the apps built into your phone and downloading new ones from the App Store or Play Store and you'll no doubt be amazed at all the things your smartphone can do.

USEFUL WEBSITES

Android home page: www.android.com (if you need support, however, you're better off going to the device manufacturer's page).

Apple's iPhone site: www.apple.com/au/iphone/

Apple iPhone support: www.apple.com/support/iphone/

GLOSSARY

Term: 3G/4G. Explanation: A type of mobile service that also offers internet access.

Term: ANDROID. Explanation: An operating system for mobile phones and tablets.



Term: APP (APPLICATION). Explanation: A software program for tablets and phones.

Term: CAPACITIVE TOUCH SCREEN. Explanation: A type of touchscreen that responds to your body's electrical capacitance.

Term: DATA BLOCK. Explanation: A monthly download quota associated with a 3G/4G mobile account.

Term: GESTURE. Explanation: A particular type of movement that controls a touchscreen.

Term: GOOGLE PLAY STORE. Explanation: An online market for movies, books and apps on Android devices.

Term: iOS. Explanation: An operating system used on Apple's iPhone and iPad.

Term: ITUNES. Explanation: A media player and online market for music, videos and books.

Term: MEGABYTE/GIGABYTE (MB/GB). Explanation: A volume of data. 1024MB=1GB.

Term: OPERATING SYSTEM. Explanation: The 'core' software of a computer or computing device.

Term: RESISTIVE TOUCHSCREEN. Explanation: A type of touchscreen that responds to pressure on the screen.

Term: WINDOWS PHONE. Explanation: An operating system for mobiles.

Term: WI-FI (WIRELESS PHONE). A short range wireless network, usually only covering a home, that lets wireless devices access a broadband connection.

DISCLAIMER

The information contained in this publication and any accompanying materials is strictly for educational and informational purposes. The publication and any accompanying materials do not constitute the promotion, endorsement or approval of any product or service referred to, shown or demonstrated in the publication and any accompanying materials.

The publication and any accompanying materials are designed to be used as an initial reference only. They are not intended to be a comprehensive guide or to apply in all situations.

Reasonable endeavours have been made to ensure that information appearing in this publication and any accompanying materials was correct at the time of production. However, the authors, producers and presenters of this publication and any accompanying materials (the Relevant Persons)* make no representation or warranty as to the accuracy, reliability, completeness or currency of the information in this publication and any accompanying materials.



The information and any advice provided in this publication and any accompanying materials is provided solely on the basis that the audience will be responsible for making their own assessment of the matters discussed herein and are advised to verify all relevant representations, statements and information.

* The Relevant Persons:

- exclude, to the maximum extent permitted by law, all express or implied warranties of any kind in relation to any information in this publication and any accompanying materials;
- are under no obligation to update any information in this publication and any accompanying materials or correct any inaccuracy on this publication and any accompanying materials which may become apparent at a later time; and
- reserve the right, in their absolute discretion, to delete, alter or move the publication (and any accompanying materials) and any of the contents therein (including the terms and conditions of this disclaimer) at any time without notice.

* The Relevant Persons include any individual, company, partnership or government department involved in the making of the publication and their respective officers, employees and agents.

TRADEMARK NOTICE

All product names or websites referred to in this instructional publication may be the trademarks of third parties.

INTELLECTUAL PROPERTY NOTICE AND DISCLAIMER

Copyright© Telstra Corporation Limited (ABN 33 051 775 556). All rights reserved. Third party copyright and trademarks reproduced with consent by Telstra Corporation Limited (ABN 33 051 775 556). The material is protected by copyright under the laws of Australia and, through international treaties, other countries. No part of these materials may be released, distributed, reproduced, copied, stored, or transmitted in any form or by any means whether electronic, mechanical, recording or otherwise except for your own information, research or study.

October 2018 edition