

# Ready to learn?

Phones, tablets and  
the future of tech

● The future is exciting.

**Ready?**



# Hello

Welcome to Vodafone tech**connect** a fun and friendly drop-in event to help you understand a little more about the smartphones and tablets of today – and the exciting future of technology.

# Introducing the Vodafone techteam

Whether you need support setting up a new smartphone or tablet, someone to advise you on a technical problem, or just want to learn about the best apps or trends in technology, the Vodafone tech**team** are here to help with expert knowledge and guidance.

If you're feeling slightly nervous about this session, don't worry. Our tech**team** are keen to help in any way they can and want you to get the most out of this event. If you're unsure, just ask.



# Got any questions you'd like to ask the techteam?

Write them down here.

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## Stay safe – PINs and passwords



Make sure you have a PIN or password of some kind to protect your information on your smartphone or tablet. You can set this up for most devices by going to **settings**.

Try and use different passwords for different online accounts and logins – **don't use the same password for everything**.

When you choose a password, include a **variety of letters, numbers and special characters** – like '-' or '/'.

Try and **use a word or phrase that someone couldn't easily guess** from

knowing your personal information. For example, choose something like your favourite dessert, rather than the street you live on.

**All of this makes it harder for somebody to crack your password.**

If you're **worried you might forget** your password, you can set up a **fingerprint login** on some devices to verify your identity. Ask the **techteam** about this.

# techtip

## Data



### What is data?

When we use the term data we mean the traffic of information passed through a network.

There are many activities that use data. If you have 1GB of data you could use it to do one of these activities, or a mix of them:

- Sending 408 photos
- Listening to 14 hours of music, also known as ‘streaming’ music
- Watching one hour of video, also known as ‘streaming’ video

**Tip:** If you connect your smartphone or tablet to your Wi-Fi at home, you won’t use any data, as you’ll be connected to the internet by your broadband provider.

### How much data will I use?

A light data user (checking emails, sending occasional photos or using navigation apps) will use around 1GB of data each month.

A medium data user (making calls, using social media, checking emails and browsing the internet to keep up with the news) would typically use up to 3GB each month.

A heavy data user (using a phone to listen to music, watch videos, search the web or for social networking) will typically need 8GB or more of data each month.

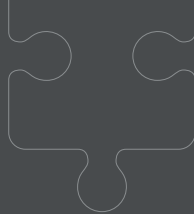
### Worth knowing:

- Any apps that feature video, photos or music will consume a lot of data
- 4G doesn’t use more data than 3G – 1MB is 1MB, whatever the network speed
- 5G data is on the horizon. Predicted to be available in 2020, 5G will be much faster than 4G, and will be able to connect more devices at once

# techtip

## Internet of Things

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### What is the Internet of Things – or IoT?

The Internet of Things, often abbreviated to IoT, is exactly what it sounds like – a network of devices and objects – ‘things’ that connect to the internet.

Some of these devices and objects are vehicles, security cameras, watches, home appliances and even GPS pet trackers. They all use data, or Wi-Fi, to connect to the internet in order to exchange information and perform tasks.

Take the GPS pet tracker as an example. This device will pinpoint your cat or dog’s exact location, and give you directions on how to reach them if they get lost, sent directly to your smartphone or tablet.

The IoT concept goes quite far back. Cash machines went online in the early 1970s, and are seen as the ancestors of modern-day IoT objects.

### Is it safe?

Because the information IoT devices collect and exchange can be sensitive, it’s vital that it’s kept secure. And like most growing technologies, there’s still work to be done – by manufacturers and users – to ensure connected devices and objects are kept safe from security threats.

If you have an IoT device or are considering getting one, there’s a lot you can do to keep your information protected and your connection secure. Creating a unique and complex password is a great place to start. For guidance on this, turn to page four.

### Worth knowing:

- In 2018, there are more devices and objects connected to the Internet of Things than people in the world
- It’s said that by 2020, a quarter of a billion road vehicles will be connected to the internet, opening up possibilities for automated driving

Write them down here.



Did you know, **smartphones can be located, locked and even wiped of data remotely if they are lost or stolen?** To set this up and keep your

personal information safe, simply register for **Google Find My Device** or **Apple Find My iPhone**.

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## Stay safe – Email

### **Your digital post box, filing system and more**

As well as being your digital post box and filing system, your email account also provides an important layer of security for other accounts and information you hold online. Ever created an online banking or shopping account? It's likely your email address would have been used as a way to verify your information.

Because of all the sensitive information your email address stores, it's really important that you protect it with a strong password – or PIN if you're accessing it through an app. Turn to page four to find out more about how to do this.

### **What is phishing?**

Phishing is a type of scam that aims to gain your trust, usually in the form of a fraudulent email message that looks like it comes from a legitimate company or organisation. For example, an email that looks like it comes from your bank, an online retailer, or even a government department like HMRC, could be a phishing scam.

These scams try to trick the recipient into clicking on a link or giving out personal information by claiming they have won, or perhaps lost, something important. They may even just say that

it is vital you log into your account now, and give you a phoney link to use.

You can also receive phishing scams by text message or through social media accounts, but it tends to be more common over email.

### **How do I know if it's a scam?**

There's a few easy ways to tell whether an email is a phishing scam. It'll usually ask for personal or identifying information, such as passwords or PINs, or pressure you to click on something. Very often, the email will be written with poor grammar and a tone of urgency. Often they mention an offer that sounds too good to be true.

Some phishing scams are more sophisticated, and in these cases, it can be more difficult to tell. One way you can tell if these are legitimate is by looking at the email address the message came from. If it doesn't feel like an email address registered to an official organisation – if it's a random collection of numbers and letters for example – it's unlikely to be a legitimate sender.

And if something still doesn't feel right, you can contact Action Fraud – the UK's national fraud and cybercrime reporting centre – for further advice.

## **Google became a word in the Oxford English Dictionary in 2006**

And it's not surprising. Google is the most widely used internet search engine in the world, with some estimating that it accounts for 90% of global organic search traffic – though it's difficult to give an exact figure.

Almost any question you have, you can Google. Simply type your search term into Google, press enter, and you'll get results from across the web, ranked in order of relevance and importance.

## **Google is more than a search engine**

As Google has grown as an organisation, it's launched more and more features and products. Google Mail helps you manage your inbox, Google Maps gets you from A to B, and Google Home plays your music, calls your family and answers questions on the spot.

## **Google tips and tricks**

Here are some nifty things Google can do that you might not know about:

- You can use Google as a timer. Simply type 'set timer to 15 minutes' – or however long you need – into the Google search bar
- In some locations, you can now use Google Maps to find wheelchair-accessible routes
- You can use your Outlook or Yahoo email address to sign into Google Mail

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**Stay safe – Social media**

Don't leave your email address, date of birth, or phone number on social media sites like Facebook and Twitter, and always be cautious when posting photos or images that people could use to identify your whereabouts – your front door, for example. This could increase your risk of identity theft.

Only accept friend requests from people you know, and make sure you check your privacy settings carefully, allowing only people you know and trust to view your profile.





# Meet the Vodafone techteam

at a store near you

## Get a 35-minute one-to-one session with one of our techteam

This friendly one-to-one session – just £20 – is personalised to meet your needs and level of experience. So, whether you want help getting started with a device, or advice on some of the best apps for you, you'll get answers to your questions – in a language you understand.

### Book your session online

[www.vodafone.co.uk/techteam](http://www.vodafone.co.uk/techteam)



**Find your  
nearest store**



**Choose  
a time slot**



**Book your  
one-to-one session**

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### Book your session in store

If you'd rather book an appointment by going into one of our stores, you can. Just pop in and speak to one of our advisers. Please note, we can't always guarantee you'll get a same-day session.