



# emporia SMART.4

Training Book

This training book can be purchased from emporia Telecom for EUR 18.90 (plus shipping costs).  
order@emporia.at  
+43 732 777717-0

**Imprint:**

emporia Telecom GmbH & Co KG  
Industriezeile 36 · 4020 Linz ·  
Austria  
www.emporia.at

**Concept and implementation:**

Sigrid Prammer  
Karin Schaumberger

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## The training book

Your introduction to the smartphone world was initiated by emporia as part of the company's digitalisation offensive. It is intended as learning aid for anyone using a smartphone for the first time.

In addition to this training book, you should refer to the installation guide, which focuses on using your phone for the first time and inputting basic settings in particular.

The software on emporia products is continuously being improved, so it may differ from descriptions and images in this book at times.

**We have used the following elements in this training book:**

- **Tip!** Notes by the authors that should be heeded in practice.
- **Tasks for reflection.** At the end of each chapter, there are tasks that will help you to reflect on and practise what you have just learnt. Instructions on how to complete these tasks are provided at [www.emporia.eu/faq](http://www.emporia.eu/faq).
- **Notes** Space is provided for you to write your own notes.
- **Terms important to the topic.** Red words in the running texts act as a guide to relevant terms.
- **Input fields.** Bold terms in the running texts also appear on your **emporiaSMART**.

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What's in  
this brochure?

You're now holding your first smartphone –  
and have lots of questions.

What am I supposed to do? How do I operate it when it has no buttons?  
Where can I press and how do I get back to where I am now?

This training book will answer your questions by familiarising you with  
the basic qualities of your Android smartphone. It also explains your phone's  
most important uses in a manner that is clear and easy to understand.

This aim of this book is to familiarise you with this new technology and  
eliminate any fears you may have – because using a smartphone seems  
harder than it really is!

Embrace this new "smart" world! You'll see, using your smartphone will soon  
seem like child's play to you.



## Ms Berger and Mr Fuchs have both just bought their first smartphones too!

They are happy when, after turning it on for the first time, they notice that many things seem familiar to them! They recognise things from their computer and previous mobile phones. And they're right, because a smartphone is basically a combination of a computer and a mobile phone. However, Ms Berger and Mr Fuchs still have lots of questions floating around in their minds:

- › What can my smartphone do?
- › What do I need to be wary of when I'm using it?
- › Can I break or damage it?
- › How do I operate it without buttons?
- › Why does everyone talk about apps?

As you can see, you're not the only one who has such questions! Everyone has the same questions when they use a smartphone for the first time – regardless of whether they're young or old. Now join Ms Berger and Mr Fuchs on their "smart" journey of discovery and remember that no one is born a master!





# How Do I Use the Touchscreen to Operate the Smartphone?

008 Using the Buttons

011 Tapping

012 Swiping

013 Zooming

014 Keyboard on the Screen

017 Converting Speech to Text



Practice makes perfect!

The screen of your smartphone is a **touchscreen**, which means it responds when you touch it with your fingers or a special pen called a stylus. You therefore "work" directly on the screen of your smartphone. Try it - you'll see that it's very easy and a lot of fun!

## □ Using the Buttons

Although a smartphone is operated using a touch-sensitive screen, the touchscreen, it does have a few physical buttons as well!

### ① On/Off button

Every device of course needs an on/off button and, in this case, it is the short button on the side of the phone. This button has two functions:

- › **Press and hold:** If you press and hold the button down for longer than 2 seconds, the device will turn on or off completely.
- › **Brief press:** If you press the button briefly when the phone is on, the touchscreen will be deactivated and therefore go black. This doesn't mean the phone has been switched off, however; it is just in sleep mode. To wake the device, press the on/off button again briefly. The touchscreen is now sensitive to input again and will respond when you touch it.




## 2 Volume button

The long button on the side of the phone enables you to control the volume. Press the top half to make it sound louder and the bottom half to make it quieter.



### Tip!

If the phone is ringing and you want to turn off the ringtone quickly, simply press the volume button. The ringing will stop, but the call will not be interrupted. You can now take all the time you need to decide whether to accept or reject the call. You can also mute the alarm in the same way.

## 3 4 5 Navigation buttons

There is another physical button at the bottom of the screen, which is called the **3 Home button** . This button will take you back to the home screen any time if you press it briefly. Pressing and holding it for a few seconds will open **Google Assistant**, however. *You can read more about this in chapter »Google Assistant« from page 106.*

To the right and left of the home button, there are two other buttons, which are recognised by the symbols printed on them.

- > **4 Back button:** Tapping on the  will take you back one step and undo your last action.
- > **5 Menu button:** Tapping on the  will display all the functions currently active on the phone in overlapping windows. You can scroll through the functions and close them one by one – or all at once!



SOS button



## SOS button

The emergency button is positioned on the back of the phone. It can be very helpful in an emergency, but it needs to be activated and set up first. The button has been preset to be off, as this function will only work efficiently if it is adapted to your needs. Instructions on how to set up the emergency button are provided in the installation guide.

## Sleep mode

If you don't use your phone for a certain period of time, the screen will automatically switch to sleep mode and go black. This is needed in order to prevent electricity from being used unnecessarily and to avoid any unintentional input on the screen. You can reactivate the screen by pressing the on/off button briefly.

The phone is normally set to go black after 30 seconds without input on the touchscreen. You can change the length of this period in **Settings-Display**.

## □ Tapping

There is one important difference between the way conventional buttons work and the way a touchscreen works. Conventional buttons are like switches. They respond as soon as they're pressed hard enough.

In contrast, a touchscreen does not respond to pressure, but detects the capacitive voltage of your skin when you touch it with your finger. When you move your finger away from the screen again, this flow of voltage is interrupted – and this is what the screen responds to.

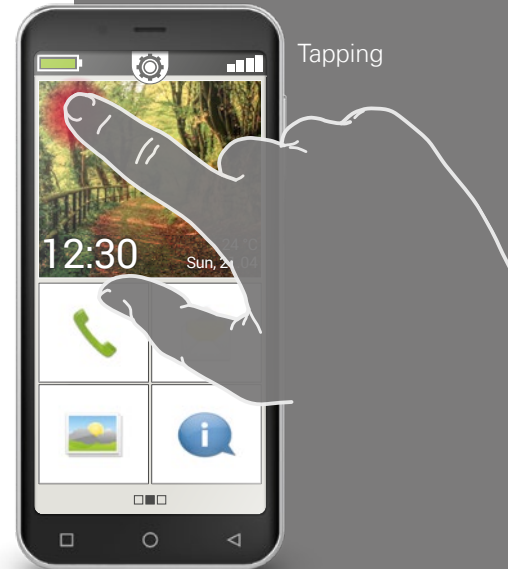
So it's not about how hard you press! Put your finger on the screen without pressing, so that a clear area of contact is created between your finger and the glass. When you take your finger away again, the screen will respond and perform your desired action.

Tip!

It is best to use your index finger to operate the touchscreen, because this finger has better developed fine motor skills than your other fingers.

## Tapping and holding

An element will often respond differently when it's pressed and held for several seconds instead of just being tapped briefly. This action of pressing for longer is known as **tapping and holding**. Sometimes, a **double-tap**, i.e. two taps on the same spot in quick succession, can also bring about a reaction that's different to that of a simple tap.



Swiping



## □ Swiping

Do you want to expose hidden text on the screen to **read more**? Would you like to **flick** through screens like you do with a photo album? If you want to do either of these, you have to swipe.

To do it, touch the screen of your smartphone with a finger and drag your finger in the direction you want the screen's content to move. The content will follow your finger. Be aware that your finger must remain in constant contact with the screen as you drag it.

So place your index finger on the screen, applying even light pressure. You don't need to press hard, but if you're hesitant as you move your finger, your swiping could be interpreted as tapping. It is also not advisable to give the content a "shove" with one fast swipe so that it continues to move by itself. You'll lose control of the content if you do that! It is better to continue moving the content yourself with several controlled swipes.

**Tip!**

The directions in which you can swipe content vary depending on the content. Just give it a go!

## □ Zooming

Maybe you'd like to look at a photo more closely or are having problems making out exactly what a piece of text says. Your smartphone offers you the ability to **enlarge** or **shrink** displayed content.

Touch the screen with your thumb and index finger at the same time.

- To enlarge the area you're looking at, push your finger and thumb further away from each other.
- To shrink the area you're looking at, push your finger and thumb closer to each other.

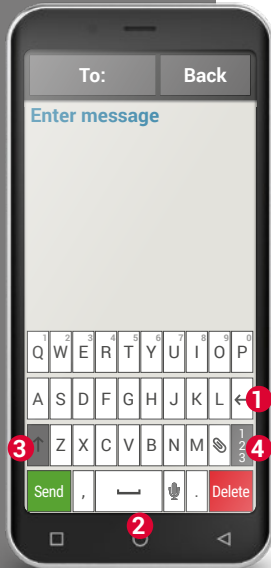
Your finger and thumb must remain in contact with the screen whilst you're moving them.

### Tip!

If you don't yet feel confident about using finger movements on the screen, use the **Touch Trainer**, an app provided by emporia, for some step-by-step practice. You'll be a master at tapping, swiping and zooming in no time!



The QWERTY keyboard in the portrait format



## □ Keyboard on the Screen

Wanting to write an SMS or an email? Like computers, smartphones require a keyboard for you to perform such tasks. Whenever **text input** is necessary and you tap on the text input field, the software keyboard will automatically appear on the bottom half of the screen.

The keyboard has a similar layout to that of a computer keyboard by default. Keyboards of this kind are known as **QWERTY keyboards** because of the first six letters in their first row.

The return button **1** and space bar **2** are used particularly frequently.

Tap the upward-pointing arrow **3** to switch to upper case, and the "123" button **4** to open the keyboard for numbers, symbols and emoticons (smileys).

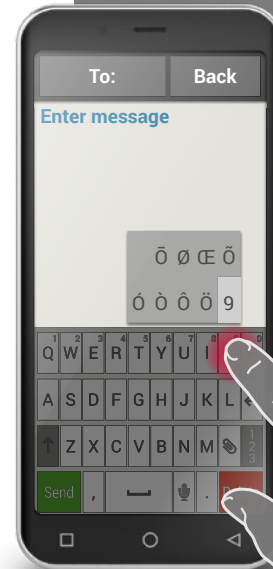
Every QWERTY keyboard consists of four rows that display letters and various symbols. The exact content of the keyboard can vary depending on what you're using it for, because the symbols are adapted to your current task.

In the first row, each **button has two functions**: If you tap on a button briefly, the letter will be entered in the input field, and if you **tap and hold** the button, (i.e. don't lift your finger off straight away), the number on the button will appear.

There are also other letters, vowels mainly, which can display other characters when they are tapped and held. These allow you to write things like letters with umlauts and special characters in other languages.

To write "ö", for example, tap and hold "o". In the additional area that now pops up, the number 9 is highlighted, which means it is currently selected. If you lift your finger off the screen now, a 9 will be inserted in the text you're writing. To select the "ö" move your finger to the left until the "ö" is selected and only then lift your finger off the screen.

In the text input field, you will see a flashing vertical line. This is the cursor. The position of the cursor is where text will be added when you write. If you want to correct a typing error, you can move the cursor back to wherever the mistake is in the text you've already written. Simply tap where the error is and the cursor will jump back to that point. This means you can correct typing errors easily without having to delete all the text in between your current position and the error with the backspace button.



Keyboard for characters, symbols and emoticons



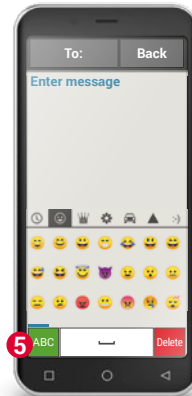
There are several different keyboards, which you can access by tapping the grey buttons.

- 1 Switch to the keyboard with **capital letters**.
- 2 Call up the keyboard displaying numbers and symbols.
- 3 By tapping on this button, you can then switch again to another one with more **symbols** and to the keyboard with **emoticons** 4.
- 5 Tap here to return to the standard letter keyboard.

**Tip!** If you want to write text, but the keyboard has not yet appeared, tap briefly on the text input field.


Keyboards displaying




- Numbers and symbols
- More symbols
- Emoticons





## □ Converting Speech to Text

The **microphone symbol**  on the keyboard is a very helpful tool. It saves you having to type text and allows you to orally dictate your words, which are then automatically displayed as text.

- Open an app in which you can compose a message.
- Tap on the text input field to open the keyboard.
- Now tap on the microphone symbol . The green circle that then appears with the microphone symbol  will tell you that the dictation function has been activated.
- Express the message you want to send as text loudly and clearly and with your mouth close to the phone. As soon as the text is recognised, it will be displayed in written form.
- If you wait too long, the green symbol will change to a grey circle. This means the speech-recording function has now been deactivated. To reactivate it, tap on the microphone symbol .
- Before you send the text, you can make corrections using the keyboard.

### Tip!

Try to dictate the punctuation too!

Say "comma" when you want to type a comma in the sentence and "full stop" at the end of the sentence. The voice recogniser will normally interpret such instructions very accurately, which saves you having to spend a long time editing the message when you've finished dictating it.





# How Is the emporia APP Structured?

021 The Home Screen

024 Personal Screen

025 App Screen





This is easy!

If you've successfully installed the emporiaAPP, you will already have seen the emporia look with its simple user interface, which is shown on the next page.

**Tip!**

Instructions on how to install and set up the emporiaAPP are provided in the installation guide.

The emporiaAPP will now organise your phone using three main screens:

- › **Home screen:** This screen has been preset with the basic call, SMS and photo album functions as well as the info centre with notifications.
- › **Personal screen:** This is where your four favourite contacts are saved as favourites. You can also access your voicemail and the emergency call function from this screen.
- › **App screen:** Seven selected apps can be accessed directly from this screen. All the other apps have to be accessed from a list.

There are three squares in the centre at the bottom of the screen. The middle box will be coloured in when you're on the home screen. Swiping across the home screen from left to right will take you to the personal screen and fill in the left square. When you're on the app screen, the box on the right will be filled in.

## □ The Home Screen

The home screen is the starting base for all your smartphone's operations.

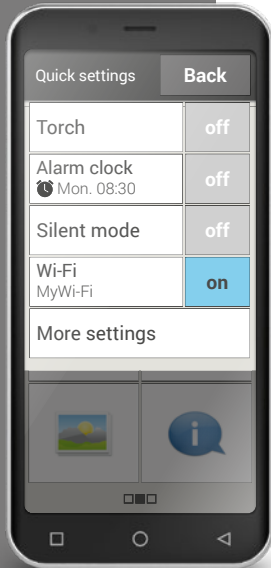
### The home screen consists of the following elements:


- › **1 Wallpaper:** The wallpaper is a decorative background image and can be set according to your personal preferences.  
The time, date and weather are inserted on top of the image. If you want to change any of these, press and hold the element you want to change.
- › **2** Below the wallpaper, there are four buttons which have been preset with the following functions:
  - **Calls and contacts** (see page 028)
  - **Messages** (see page 034)
  - **Photo album and camera** (see page 039)
  - **Info Centre** (see page 048)

#### Tip!






It is also very easy to place links to other functions on the home screen. Simply tap and hold one of the buttons for approx. 3 seconds and select your chosen function from a list.






> **3 Quick settings:** In the centre at the top, you will see a gear icon . If you tap it or pull it downwards, **Quick settings** will open. Here you have an overview of the emporiaAPP functions' most important settings and direct links to device settings.











> **4 Icon bar:** The following icons are displayed at the top of the screen if the application they represent is activated:

-  Battery icon: Indicates the battery's charge status
-  Alarm clock: The alarm clock is on.
-  Silent: The silent audio profile is on.
-  Signal strength: Indicates reception quality
-  Flight mode: Flight mode is on.

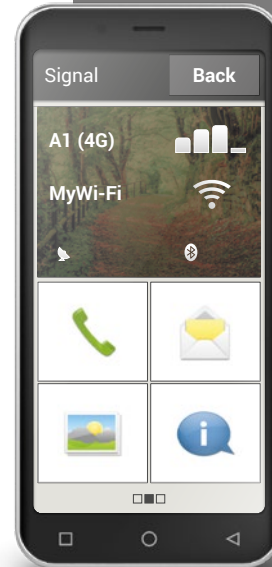
If you tap on the battery icon , it will show you the charge status as a percentage.

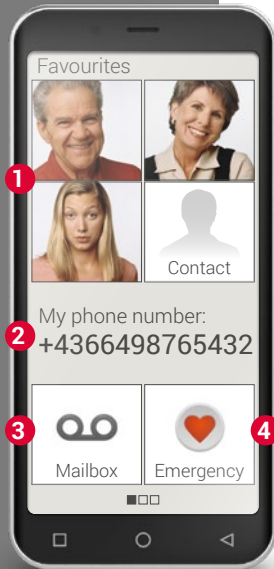
If you tap on the signal strength icon , an expanded indicator panel will open. This will provide you with information on your current network reception, data connection, Wi-Fi connection and many other things.

**The following icons can be displayed in the expanded indicator field:**

-  GPS is on
-  GPS is on and has detected your position
- NFC**  NFC is on
-  Bluetooth is on
-  A Bluetooth device is connected
-  Indicates roaming status; additional costs may be incurred when you're connected to another network
-  Wi-Fi: A connection to a Wi-Fi network is established
-  Wi-Fi: A connection to a Wi-Fi network is not established
-  Earphones: Earphones or an external speaker is plugged in.
-  Call forwarding: Call forwarding is activated

There is an additional screen on each side of the aforementioned home screen: To the left, you'll find the personal screen and to the right, the app screen.





## □ Personal Screen

We like to have our personal things organised in one main place – and this is no different when we're using a smartphone. You access the personal screen by swiping a finger across the home screen from left to right. You can save your favourite contacts, view your own phone number, listen to your voicemail and use the emergency call function on this screen.

Instructions on how to assign numbers to the individual speed-dial buttons are provided in the installation guide.

- › **1 Favourites:** You can save four contacts that you intend to call often here.
- › **2 My phone number:** Your own phone number will automatically be displayed here. If you tap on it, you can copy the number, edit it or send it to someone else.
- › **3 Voicemail:** Here you can access your voicemail.
- › **4 Emergency:** The emergency call function is switched off by default. For information on the function and setting it up, refer to the installation guide.

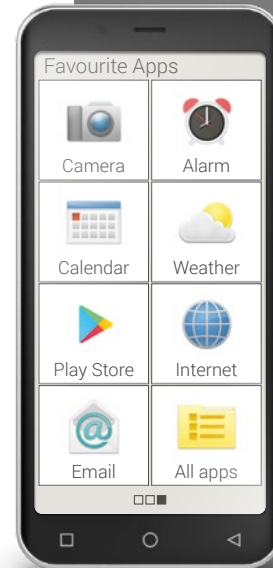


## □ App Screen

Apps turn a smartphone into a little all-rounder, and on the app screen, you have access to all the apps that are installed on your phone. You access the app screen by swiping a finger across the home screen from right to left. You can place the apps that you personally intend to use most directly on this screen.

If you would like another app to be displayed on the app screen, tap and hold one of the buttons for approx. 3 seconds and select your chosen function from a list.

The eighth button in the bottom right-hand corner, **All apps**, opens a list that displays all the apps available on the phone.







## What Functions Does the emporia APP Offer?

030 Phone Book

034 Messages

039 Camera

043 QR Scan

044 Photo Album

048 Info Centre

049 Alarm

050 Calendar

052 Calculator

052 Touch Trainer

054 Internet

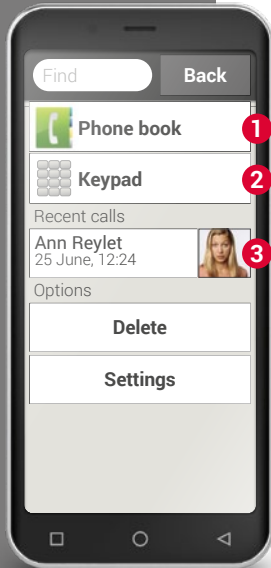
056 Weather

062 Quick Settings

Torch 062; Silent mode 063; Wi-Fi 063;

Bluetooth 064; NFC 065; Flight mode 066;

Mobile data 067; Location (GPS) 067



## □ Calls

This app enables you to make and receive calls and manage your contacts.



Even though a smartphone offers you lots of functions in one device, making and receiving calls is still the core element of a phone.



### There are three ways of entering a phone number to make a call:

- > **1 Phone book:** Select a contact from the list and tap on the name.
- > **2 Keypad:** Enter the number using the keypad and then press **Call**.
- > **3 Recent calls:** Select a contact from your list of recent incoming and outgoing calls. Missed calls will be displayed at the top of the list and marked with a red bar.

> **Accepting or rejecting a call**

If you are called, you can accept the call by tapping the  button briefly or reject the call by tapping the  button.

> **Options during a phone call**



Loudspeaker



Bluetooth



Home screen



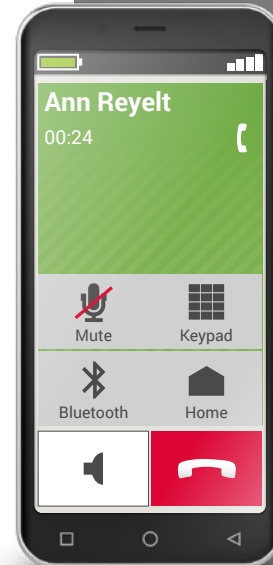
Mute

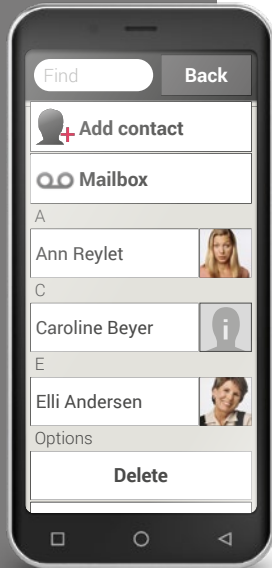


Keypad

> **Deleting your call history**

To delete entries from the list of recent calls, select **Delete**. Next, tap on the boxes next to the entries you want to delete in order to select them and then tap on the red **Delete** button, which will remove the selected calls.





## □ Phone Book

The phone book displays all the contacts available on the phone. Unlike a feature phone, i.e. a phone with physical keys, a contact on a smartphone contains more than just the person's phone number. You can save a photo of the person, email addresses and the person's birthday as well.



### > Searching for a contact

In the phone book, all your saved contacts will be displayed in a list and sorted alphabetically by their first names.


Tap on a name in the list to call the contact.

**Tip!**

If you want to get to the bottom of the contact list, the best thing to do is swipe over the head icons on the right-hand side of the screen. If you swipe over the names of the contacts, it is very easy to accidentally call a contact.

If it is taking too long to find the contact you want in the list because you've saved a large number of contacts, you can also type the first few letters of the contact into the search bar. All the contacts that begin with these letters will then be compiled in a short list.

### > Opening a contact record

If you want to open a contact record, tap on the contact's photo  **1** and then on the "i" icon **2**.

The contact record containing the contact's photo, mobile number, landline number, email address and birthday will then be displayed.

- If you press a button in the list, the action connected to the button will be performed. For example, tapping on the phone number will start a call.
- In Options, you can send a message to the contact (**Send message**), send the contact details to another contact (**Send details**), view the call history for the contact, set the contact as a favourite (**Mark as favourite**) or delete the contact record (**Delete**).

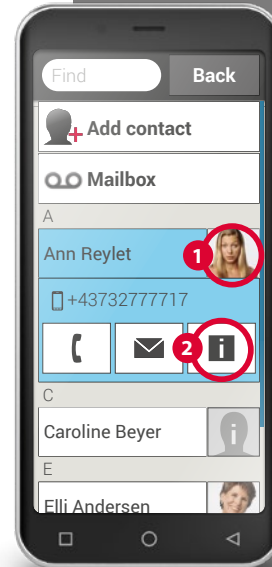
### > Editing a contact record

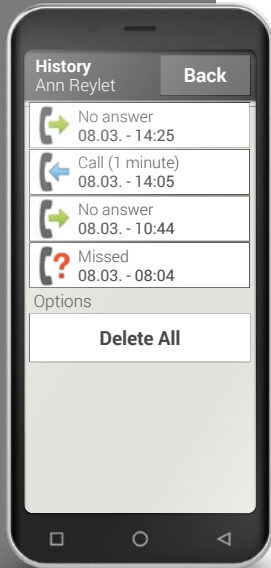
If you want to change existing details for a contact, select **Edit**.

You can then tap on the phone number, for example, change it and save the new number.

**Tip!**




Before closing the contact record again, press the **Save** button, so that all your changes are saved.





› **Call history for a contact**

In the call history, you will see all the calls you've had with this contact. Here you can see the exact details of every call with this person. You can see which days you spoke to them, when each call began, how long each call lasted, whether they called you or you called them, and any calls you missed and didn't answer.

-  Outgoing calls (duration)
-  Incoming calls (duration)
-  Missed calls

› **Adding a new contact**

If you want to add a new contact record, tap on **Phone book** and then on **Add contact**. You can now add the first name, surname, phone number and other details for the contact.



1) Enter a phone number using the keypad and call it.

---

2) Activate hands-free mode during the call.

---

3) Open a contact record in **Recent calls** and view the call history to see when you called each other.

---

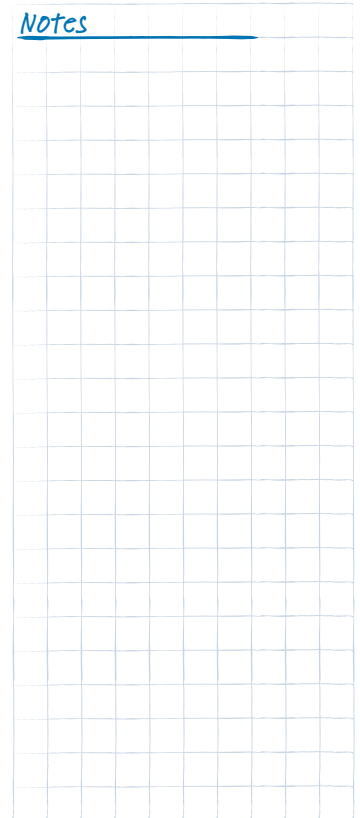
4) Save a new contact.

---

5) Add something new to an existing contact record, e.g. a photo.

---

Notes





## □ Messages

This application enables you to send and receive text messages (SMSs) and multimedia messages (MMSs).



SMSs are frequently being superseded by messaging app services these days. SMSs are still convenient though in cases such as when you want to send a text message to a contact who doesn't have a smartphone yet. SMSs also work when you don't have any data reception.

### > Writing a message

Select **Write message**.

Enter the text using the keyboard on the screen.

**Tip!** If the on-screen keyboard doesn't open automatically, tap on the keyboard icon **1**.

### > Sending a message

Enter a recipient that you want to send the message to. Select the field **To** or select **Send** on the keyboard.

You can now search for the recipient in your contacts, type in a phone number using the keypad or select a number from your recent calls list.

### > **Reading a message**

A notification will inform you when you have received a message. Tap on a new message in **Messages** to read it. You can also tap on the notification itself to read the new message.

### > **Drafting a message**

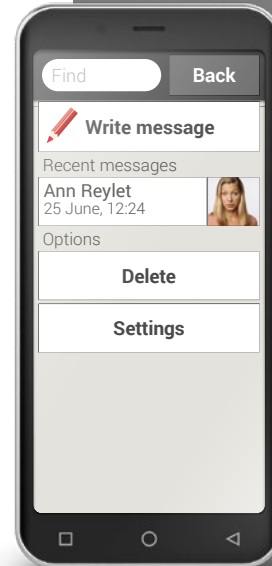
You can switch to another application in the middle of writing a message any time. When you return to **Write message**, the message you have started will be displayed.

### > **Deleting messages**


Swipe to the end of the list of recent messages and tap on **Delete**. Tap on the boxes beside the messages you want to delete in order to select them. To then remove the marked messages, press the red **Delete** button and confirm your decision when prompted by pressing **Yes**.

### > **Forwarding a message**

Open the message sequence that contains the message you want to forward. Tap on the message and select **Forward** in the options. The text will be copied into a new SMS message. Here you edit the text if necessary, add the recipient and then send the message.



**Tip!**

The emporiaAPP's Info centre  brings all the phone's notifications from various sources together in one place. This gives you a better overview of them all and ensures you don't miss any.

› **What is the difference between SMS, MMS, Email, Messaging apps and Notifications?**

**SMS** (Short Message Service) is a format for short messages and only allows text in messages to be sent.

**MMS** (Multimedia Messaging Service) is a type of SMS that allows small amounts of data such as photos to be sent in addition to text.

**Email** is a messaging system that people are generally familiar with from using a computer. You need an email address to use it.

**Messaging apps** are apps that were developed to be used on a smartphone. There are lots of different messaging apps, one being WhatsApp.

**Notifications** are small pieces of information that your smartphone uses to tell you about activities on the phone.

1) Write a text message and send it to one of your contacts.

---

2) Read an SMS that you've received.

---

3) Forward an SMS you've received to one of your contacts.

---

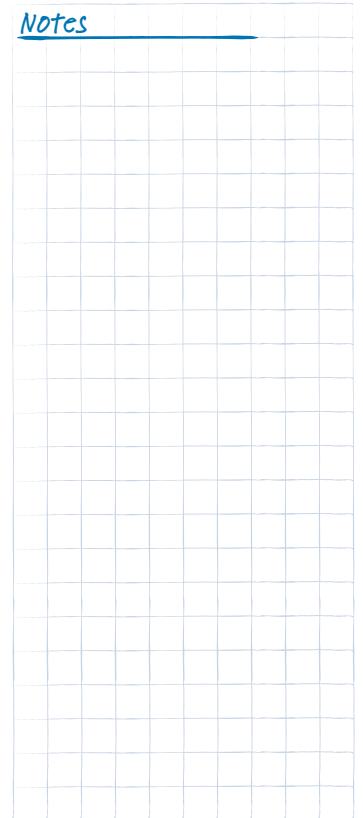
4) Delete a single message in a text sequence.

---

5) Delete all the SMSs in a text sequence.

---

Notes





Smile please.

## Photos, Videos and Selfies

There are beautiful moments in every day. You can capture these with your smartphone in the form of photos and videos and share them with your loved ones any time. To **send or receive** photos, use an app specifically developed for this purpose (such as WhatsApp) or an email program.

You can also record short video sequences with your smartphone. You can put the camera app in **video camera** mode to do this.

You're bound to have seen people holding a smartphone away from their bodies one-handed. They are taking a selfie when they do this.

A selfie is a **self-portrait**. To take one, people try to create a large enough distance between their smartphone's camera and their own face.

Great **snapshots** of individual people and even groups of people can be taken this way.

Give it a go – you'll see that taking selfies is fun!

## □ Camera

This application enables you to capture photos, record videos and take selfies.



### › How do I turn the camera on?

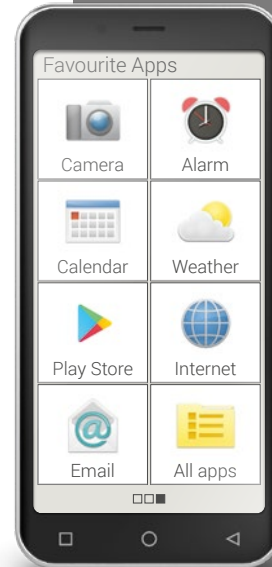
There is more than one way to do this:

- **App screen:** Open the app screen by swiping a finger across the home screen from right to left. Next, tap on the camera icon to open the **Camera** app.
- **In the photo album:** Open the photo album on the home screen and tap on **Take photo**.

When you open the camera app for the first time, the question **Save location when photos are taken?** will appear on the screen. This function enables you to save where you have taken a photo with the photo.

Your smartphone will then show you the location of every photo you have taken with the phone from that point forward. This is a great way of bringing photo locations back to your remembrances even after a long period of time has passed since they were taken.

If you would like the respective location to be saved with each photo, answer the question by tapping **Yes**. If not, tap **No, thank you**.





### > How do I take a photo?

The screen will automatically show you the camera's current subject, i.e. whatever the lens of the camera is focusing on at the moment. In addition, you will see various highlighted menu items that allow you to adjust the camera. These settings will help you take pictures of the highest possible quality.

- 1 **Zoom:** The **+** and **-** buttons enable you to choose how much of your subject you photograph.
  - **+** will zoom the lens in and bring you closer to the subject, (i.e. enlarge it).
  - **-** will zoom the lens out and take you further away from the subject, (i.e. shrink it).
- 2 **Flash settings:** You can tap the flash icon once or several times to select **Flash on**, **Flash off** or **Auto flash**. When auto flash is on, the camera will use the flash when there is insufficient ambient light.
- 3 **Trigger:** Tap on the camera icon on the blue button to take a photo.
- 4 **Options:** Switch to **Front camera** to take selfies or to **Video mode** to record videos. You can also change the size that photos are taken in.
- 5 **Photo album:** A small version of the last photo or video you took is displayed here. Tap on it to go straight to the photo album.



› **How do I take a selfie?**

If you want to take a selfie, open **Options** and switch from the back-facing camera (on the back of the phone) to the **Front-facing camera** (on the front of the phone). You will then be able to see yourself on the screen, as you would if you were looking into a mirror, and taking a good selfie will be much easier!

› **How do I film a video?**

Switch to **Video mode** in **Options**. You can use the back camera or take a selfie with the front camera in video mode as well.

To start recording, tap on the red button with the film camera icon.

A stopwatch in the top left-hand corner will tell you how long you've been recording. To stop, press the red button again.

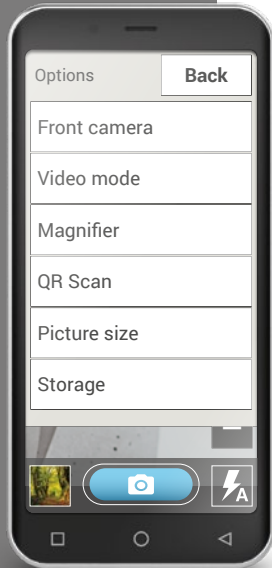
› **Where do I find the photo or video that I've just taken?**

All the photos you take are automatically stored in the photo album in chronological order.

Do you want to know where a photo is stored? Tap and hold a thumbnail in the photo album for a few seconds and then select List. The folder in which the photo is stored on your phone will appear.

**Tip!**

If the camera doesn't focus and give you a clear image automatically, tap on the screen. The camera will then try to focus on this particular point.



### › Where will the photo be saved?

You can insert an external memory card into your emporia smartphone and, by doing so, significantly increase the phone's internal storage space.

1. To do this, insert your SD card into the slot provided for it.
2. Next, select the way in which you want the extra memory to be used:

- › Use your **SD card to increase the phone's internal storage** – the extra storage space will be added to the phone's internal memory.
- › Use your **SD card as a portable storage medium** – the extra memory will be displayed as a separate storage medium and can be taken out of the phone again. If you choose this option, you can choose the storage location for photos you take in **Camera > Options > Storage**.

### › How do I use the Magnifier?

- To use this, open the **Magnifier** app or select the **Magnifier** option in the **Camera** app.
- Now focus the phone on the object you want to magnify while maintaining fair distance between the phone and object. If the image doesn't automatically come into sharp focus, tap on the screen.
- Tap on the **+** and **-** symbols repeatedly until the object has reached your desired size.
- You can also use the torch symbol to illuminate the object if necessary.

## □ QR Scan

This application enables you to read QR codes. To do this, open the **QRScan** app or select the **QRScan** option in the **Camera** app.

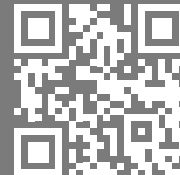


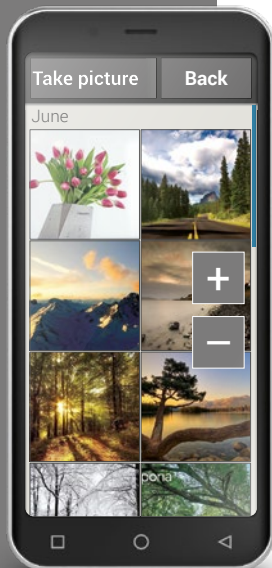
### > How do I use the QR Scan?

- Open the **QR Scan** app. On the screen, you will see the camera image with a square highlighted inside the camera frame.
- Now focus the phone on the QR code you want to scan while maintaining fair distance between the phone and object. Move the camera lens until the QR code is inside the highlighted square.
- You will then see a horizontal red line moving up and down, which tells you that the camera is continuously scanning the viewfinder image. This will continue until the QR code has been read. If the image doesn't automatically come into sharp focus, tap on the screen.
- This will automatically display the scan result, which could be a piece of information such as a web address that was concealed by the QR code symbol. Now select one of the options available: Open the web address in a browser or copy the link and send it elsewhere using another app.

## Tip!

You're sure to be familiar with the tried-and-tested barcode consisting of parallel lines and spaces of varying widths. It presents data binary symbols in a one-dimensional format. The QR code is a like a bar-code, but has been developed a step further and is a square symbol containing other black and white squares. It is normally used to hide web addresses, but can also be used to conceal dates and contacts.





## □ Photo Album

This application enables you to view and manage photos, and also activate the camera and take photos.



All the photos and videos you take yourself or receive from someone else are stored on your smartphone in a gallery, which you can think of as an electronic photo album.

The photo album displays all your photos as thumbnails and sorts them chronologically by month. You can adjust the number of photos displayed at a time using the + and - buttons, which are shown briefly when you open the photo album.

### > **How can I view my photos?**

Tap on a thumbnail in the photo album to enlarge it. You flick through all the photos in the album by swiping horizontally.





**Tip!**

If you tap on a photo twice in close succession, i.e. do the equivalent of a double-click on a computer, you can zoom in or out on the photo.

### > How can I process a photo?

If you tap on a photo, a header and footer will appear with the various options. These will disappear after a few seconds, however, so that you can look at your photo without them getting in the way.

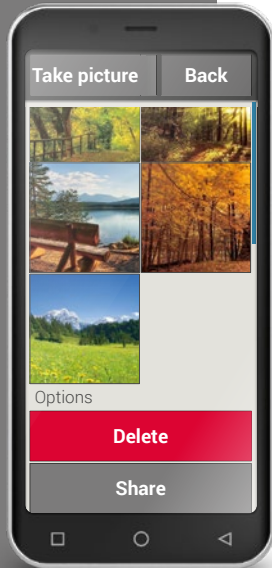
You can do the following with the photo using the icons that appear at the bottom of the screen:

-  **Bin:** Tap on this icon to delete the photo.
-  **Star:** Tapping the star will categorise the photo as a favourite. Favourite photos are pushed to the beginning of the photo album once they have been marked as such. This makes it easier for you to find shots that are important to you personally again.
-  **Arrows:** Tap on the arrows to flick through the album and switch to the next or previous photo. Swiping left or right across the current  photo will do exactly the same thing.

The **Options** button at the top of the screen enables you to do the following with the photo:

- **Delete** the photo
- Set the photo **As the wallpaper** on your home screen
- **Share** the photo, i.e. send it to other people
- **Enlarge, shrink** or **rotate** the photo





› **How can I send my photos to others?**

If you want to send a photo to someone, select **Share** in Options. You will then be offered the opportunity to use any of the apps on your phone which allow you to send photos. Select one of them, such as WhatsApp, and specify a recipient. Make sure the phone is connected to the Internet!

If you want to send more than one photo at the same time, tap and hold on one photo on the photo album overview screen. You can then select multiple photos and send them in one go using WhatsApp, Bluetooth, email or another application.

› **How can I delete photos?**

You can delete several photos at the same time in the photo album.

- To do this, swipe down to the very bottom of the album. There you'll see a **Delete** button.
- If you tap on it, an empty box will appear in each photo.
- You can now select several photos by tapping on their respective empty boxes. A red X will appear in each box you tap on.
- The deletion process won't start until you tap on the red **Delete** button at the top of the screen and respond to the confirmation prompt.

1) Open a photo in the photo album and zoom in to enlarge what you see.

---

2) Flick through the photos in the photo album.

---

3) Open another photo and save it as a favourite.

---

4) Delete a photo.

---

5) Set a photo as the wallpaper on the home screen.

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Notes



## Tip!

Sometimes you may get a notification where you're not able to see straight away which app it's referring to. It may be a notice from Google informing you that an update is available for one of the apps you're using. It makes sense to accept and carry out updates, because they will improve the way the app works and adapt it to Android changes. Tap on the notification to carry out the update!

## □ Info Centre

This application provides you with an overview of all the notifications you have received regarding various apps. Put simply, all the new notices that your phone wants to share with you are collected here. This gives you a better overview of them all and ensures you don't miss any. They can include missed calls, new messages, WhatsApp message notifications and update notices for installed apps.



### > **Opening a notification**

Open the Info centre and tap on a notification in the list displayed. You will be taken straight to the app the notification refers to.

### > **Deleting notifications**

A notification will normally disappear as soon as you have tapped on it. Regardless of this, however, you can also delete the entire list by tapping on **Delete all**.



## □ Alarm

Your smartphone's alarm clock function means it can now take over the task of your old alarm clock and wake you up every day at the time you set it to. Open the **Alarm clock** app on the app screen or in the **All apps** list.



### > Turning on the alarm clock

Activate the alarm clock on/off button in **Quick settings** or in the **Alarm clock** app itself, so that the indicator is blue and displays **On**. The alarm clock is now on.

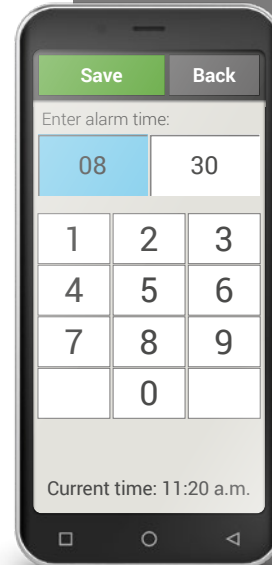
### > Setting the alarm clock

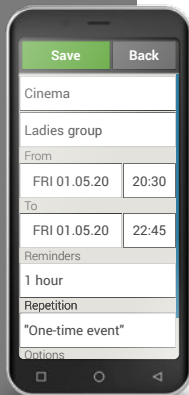
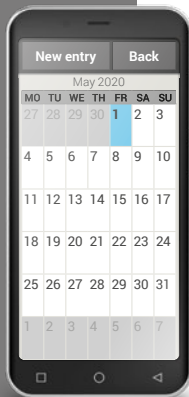
- Tap on **Alarm** and enter your desired time using the numeric keypad. Save your changes. The alarm clock will now sound at the time you have set.
- Tap on **Alarm ringtone** to set the sound the alarm makes when it rings. Please note that some alarm sounds are quite loud, while others are softer and quieter. Adjust the **Volume** of the alarm ringtone for the alarm clock.

**Tip!**

If the phone is turned off, the alarm clock is turned off as well.  
The alarm will therefore not go off when the phone is off.

The alarm clock function has intentionally been kept very simple. If you require an alarm that sounds more than once a day, to remind you to take your medication for example, we recommend installing an app that meets that need.





## □ Calendar

You can now manage your events on your smartphone and access them any time. Your digital calendar will remind you of things like events and birthdays through notifications.

Open the **Calendar** app on the app screen or the **All apps** list. The current month will be shown in the overview and Today's date will be in blue.



### › How do I enter a new event?

- Tap on **New entry** and specify whether you want to enter an **Event** or a **Birthday**.
- Enter a name for the new event.  
This name is what the event will be shown as on the calendar.
- Now enter a time frame for the event.  
Today's date and the time 30 minutes from now will be entered by default.
- Tap on the date and time to change these details.
- In **Reminders**, you can specify how long before the event you would like to receive a notification.
- In **Repetition**, you can set the event you've just entered to recur daily, weekly, monthly or yearly.

Don't forget to save every event you enter and any changes you make!

### > How can I find an event I've entered?

In the month calendar overview, the days you've entered events on will be highlighted.

- If you tap on a day button, a list of all the hours of this day will be displayed.
- Events that have already been entered will be highlighted by coloured areas and labelled with the name of the event.

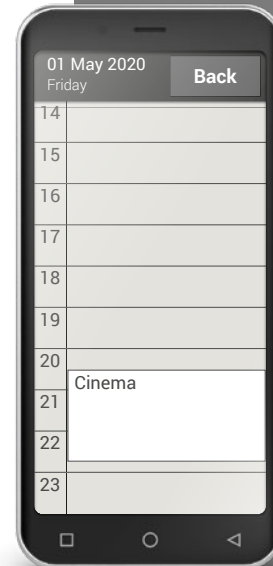
Tip!

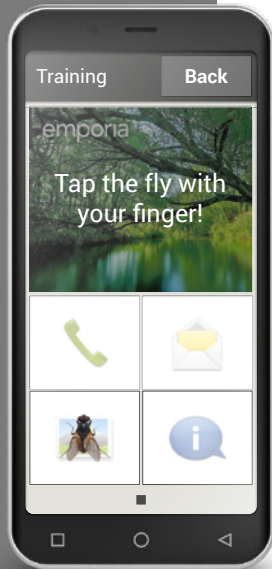
Be aware that the list is long! Some events may not be visible at first glance. Swipe up and down over the list, so that you can see events entered at other times of the day.

- If you tap on an event, the details of the event will open and you can make changes to them.

### > Can I search for an event?

- To do this, tap on **New entry** in the month overview and then on **Next event** in the list that appears.
- All your events from today's date onwards will now be listed in chronological order.
- You can of course then tap on one of these events to open all its details and also edit the event.





## ☐ Calculator

The emporia **Calculator** app will help you solve mathematical problems quickly. Use this feature just like a simple pocket calculator: Enter the numbers you require using the numeric keypad and connect them using one of the basic arithmetic operators. To get the answer, tap the = button, and to clear the display bar, tap **Delete**.



**Tip!**

Other mathematical functions will appear if you swipe horizontally.

## ☐ Touch Trainer

If using a touch-sensitive screen is something completely new to you, the Touch Trainer could be a helpful game for you. It will teach you how to **Tap**, **Swipe** and **Zoom** in and out in a fun way that involves simple exercises. Enjoy!



1) Set the alarm clock to 12:00.

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2) Select an alarm melody and a suitable volume.

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3) Enter an event for 9:00 on the day after tomorrow and set a reminder for half an hour before the event.

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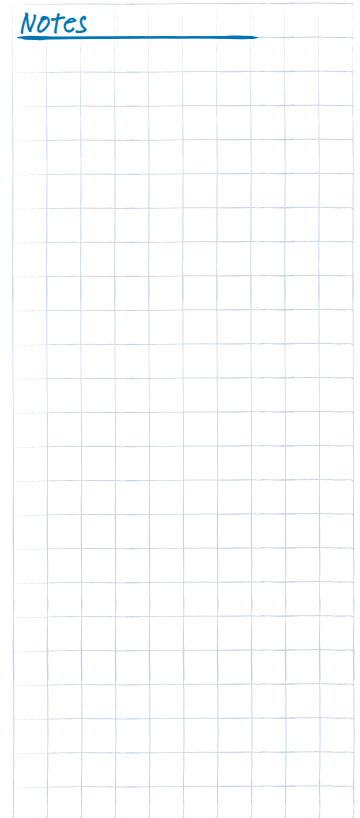
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4) Practise tapping, swiping and zooming in and out using the Touch Trainer.

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Notes



## Tip!

In order to be able to use a browser and conduct searches on the Internet, your smartphone must be connected to the Internet via a Wi-Fi network or using mobile data. *You can read more about this in chapter »Personal Screen« from page 024.*

## □ Internet

One of the main advantages of having a smartphone is the fact that you can use it to connect to the Internet and access all the information that is provided there. But how does searching work and how do you find the right website?



### › What is a browser?

Like you do on a computer, you use a browser on a smartphone to search for information on the Internet. The **emporia Internet app** is such a browser, while Google offers its **Google Chrome** browser among its tools.

### Think of a browser as a portal to the Internet:

- You state what information you're looking for.
- The browser will search the Internet for the term you've entered and come up with a list of web pages that provide information connected to the term.
- You then select and open a web page from the list.
- The browser will also remember the most recent web pages you've visited, so that you can easily find information again later on.
- In addition, you can bookmark important web pages.

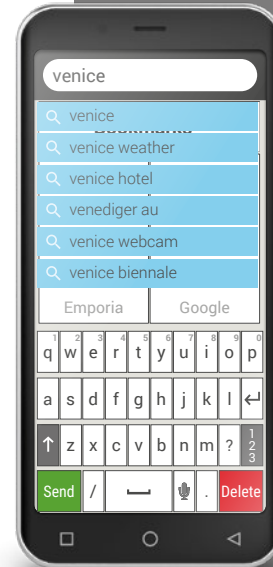
## > How do I search for information on the Internet?

### What you need:

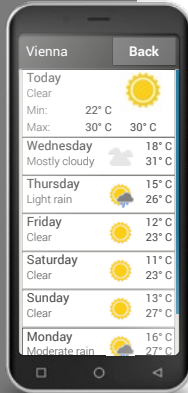
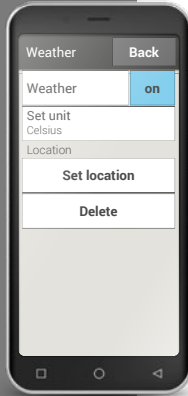
- An Internet connection (via Wi-Fi or mobile data)

### What to do:

- > Open the **Internet** app.
- > The search bar is the main element of the browser. It is where you enter search terms you want to find information on. Tap in the **search bar** to open the keyboard. Enter a **search term**.
- > When the term you're looking for appears, you can tap on the **suggested word(s)**, or you can finish entering your term and then confirm you want to search for it by tapping on **Go**.
- > The browser will now search the Internet for **web pages** related to your search term.
- > The results of your search will be displayed as a list of web pages. The **domain** of each website will be written underneath the respective site's title. The domain is the address of the web page. Each web page will also be accompanied by a short description, which can help you decide whether the page will be of interest to you.
- > A suggested web page will only open when you tap on its domain. Tap on **Back** to return to the list of search results.



Please note that some cities may only be found by entering their international name.



## □ Weather

One of the most popular features of smartphones is their ability to provide information on the current weather and the **weather forecast**. The emporia **Weather** app is simple with a clear layout and also shows the current temperature on the home screen.



### What you need:

- An Internet connection (via Wi-Fi or mobile data)

### What to do:

- Open the **Weather** app.
- Turn the weather function on.
- Next, add a location you want to know the weather for.
- Enter the **location** (your desired place) in the **Search** bar. A list of places will be displayed. Select the place you want from these.
- Select **Back** to view the weather forecast for the next few days for this location. The current temperature in this place will be shown above the date on the home screen.
- If you want to know the weather in another place, set a new location.
- Now select the place you want the weather for and confirm your choice by tapping on the tick.



1) Search the Internet for a webcam on St Peter's Basilica.

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2) Bookmark this webcam.

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3) Set the weather app to a place of your choice.

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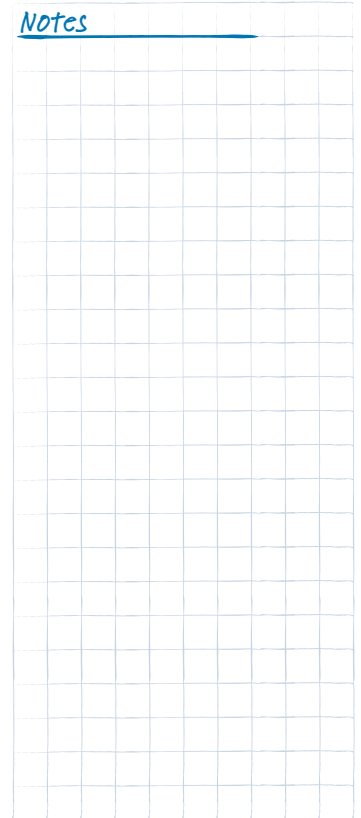
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4) Save a second place in the weather app and switch to the forecast for this place.

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Notes



## Tip!

The easiest way to set up an existing email account on your smartphone is to use an app. Search for the name of your email provider in the Play Store and install one of the apps offered by your provider. Open the app and enter your email address and password. Your account is now set up on your phone.

## □ Email

If you already use email on a computer, you can use your existing email address on your smartphone too. This means you can retrieve, read and write emails at any time.



### › How do I link my existing email account to my smartphone?

Already using email on a computer and now want to be able to read and write emails on your smartphone? Make sure you know your account details before you begin setting up your email account on your smartphone:

- What is your **email address**?
- What is the **password** for this account?

The email address itself will tell you who your account provider is.

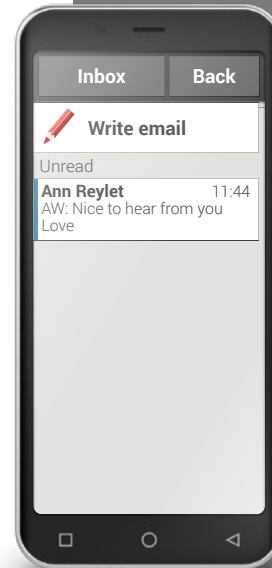
The **@ sign**, which is often referred to as the **at sign**, divides your email address into two parts: The first part is your name or unique username and the second part stands for the email provider. If the ending is yahoo.de or gmx.at, for example, you can see you have an account with an independent provider (Yahoo or GMX) and are using a free email address with them. Your email address could also be part of your home Internet contract, however. For example, the ending @aon.at indicates that A1 is your provider.

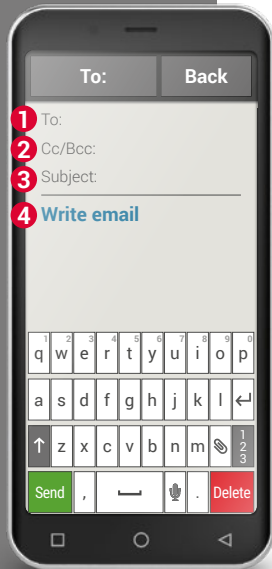
### > How do I get an email address?

If you've never used emails and don't yet have an email address, the easiest thing to do is use Gmail, Google's email app. A Google account will have been created for you when you were setting up your smartphone. This includes an email address (all Gmail addresses end in @gmail.com) and the password that you or the person assisting you has set for your account. Now all you have to do to be able to write and receive emails is install the Gmail app from the Google Play Store and enter your email address and password.

### > How do I find a newly received email?

If you have received an email, your smartphone's **LED indicator** will flash and a corresponding notification will be shown in the Info centre. Open the **Info centre** and tap on the notification to display the new email. You can also open the email app in the **All apps** list and go straight to your **inbox**.





### > How do I write a new email?

When you open an email app, the first screen you see will normally be the inbox. Many apps have a **pencil icon** somewhere on this screen. Tapping on the pencil will open the input window so you can write an email. In emporia's pre-installed app, you have to tap on the **Write email** button. Just as you do when writing an email on a computer, you now enter the recipient in the **1 To row**, enter a **3** subject and write your email in the **4** space for text. When you've finished writing, you can also attach files such as photos before sending the email.



The **2 Cc row** is for you to enter recipients you would like to receive a copy of the email. If you want to send an email to several recipients at the same time, but don't want your recipients to see each other's email addresses, put all the addresses in the **Bcc row**.

### > How do I find sent emails?

Every email account is divided into various folders such as **Inbox**, **Sent emails** and **Drafts** etc. In the emporia email app, you can switch to other folders if you tap on **Inbox**.

### > How do I delete an email account from my smartphone?

To do this, open the page in **Settings** that displays all the **Accounts** connected to this phone. Select the email account you want to delete and then tap on **Remove account**.

1) Search for an app offered by your email provider in the Play Store and install it.

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2) Write an email and send it.

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3) When you're in the email app, move from the inbox to the sent emails folder.

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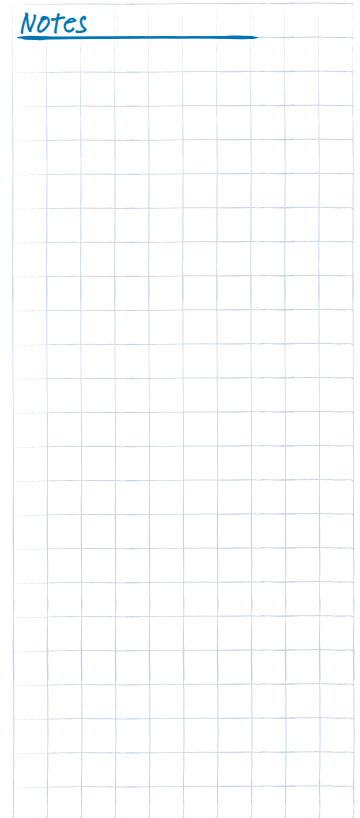
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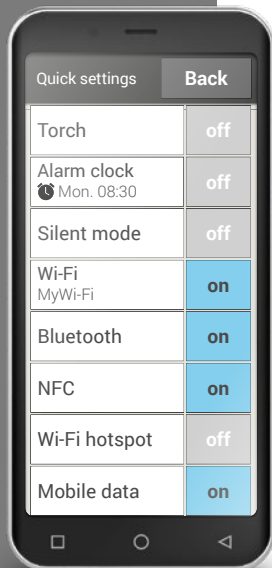
4) Return to the inbox and delete an email that you have read and no longer need.

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Notes





## ☐ Quick Settings

The cog icon  at the top of the home screen offers you fast access to your smartphone's most important settings from the home screen at any time. With a tap of your finger, you can turn on functions like the **Alarm clock**, **Silent mode** and **Wi-Fi**.

- If you tap on a grey **Off** button, it will change to a blue **On** button.
- For detailed indicators or settings for an option, tap on the respective text button, e.g. **Wi-Fi**. You can then select a network and connect to it.



**Tip!**

You will find other frequently used functions such as Bluetooth and Location (GPS) in the expanded list in **More settings**.

### > Torch

The LED light on the back of your phone will be on continuously when the torch is on.

### > Alarm

*You can read more about this in chapter »Alarm« from page 049.*

### > **Silent mode**

Your smartphone's ringtone is muted in silent mode. Enter the time you want your phone to leave silent mode and start ringing normally again.

**Tip!**

If you turn the phone off and then on again, silent mode is turned off. The phone will ring normally from when it's turned on again.

### > **Wi-Fi**

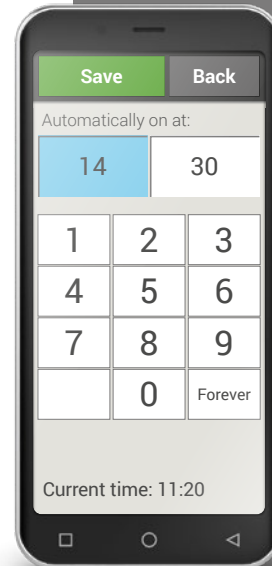
If you are already connected to a Wi-Fi network, the name of the network will be displayed when you tap on Wi-Fi.

If you are not connected to a network and **Wi-Fi networks available** is displayed, you can connect to a network.

*You can read more about this in chapter »How do I Connect to the Internet?« from page 081.*

**Tip!**

Your smartphone will recognise Wi-Fi networks it has been connected to before and will automatically connect to the Internet when it comes within range of them again. This will only happen, however, if the Wi-Fi function on the smartphone is enabled.



**Tip!**

Devices that have been coupled before will be detected and connected automatically whenever they are near your smartphone.

› **Bluetooth**

Bluetooth is a wireless connection between electronic devices. It enables you to connect your phone to other Bluetooth-compatible devices such as a hands-free kit or an external speaker.

• **Finding Bluetooth devices**

Tap on the **Bluetooth** text button. All the available Bluetooth devices in your vicinity will be listed. If the device you're looking for doesn't appear on the list, it first needs to be made visible, i.e. put in pairing mode. Refer to the user guide for the Bluetooth device to find out how to do this.

• **Coupling a Bluetooth device**

Select the device you want to connect to your phone. Usually you will have to enter a code on your phone or the Bluetooth device for the connection to be established. In most cases, this code will be 0000 or 1234. You will find information on this in the user guide for the Bluetooth device.

• **Disconnecting a Bluetooth device**

If you want to disconnect a Bluetooth device from your phone, open the settings for the device in the **Paired devices** list and select **Unpair**.



## > NFC

NFC (near-field communication) is a communication standard used to transfer data wirelessly. It enables data to be transferred between devices that are very close to each other relatively easily.

### • **What is NFC used for?**

#### • **Contactless payment**

Payments made with an NFC-enabled mobile phone basically work in the same way as payments with an NFC-enabled bank card. You also have to install an app that will perform the payment process using NFC when you get to a till. And to make such payments possible, you have to save a payment option in the app.

#### • **Establishing Bluetooth connections easily**

A pairing process is normally required for a Bluetooth connection, so that the connection between the two devices can be authorised. NFC-enabled Bluetooth devices, such as speakers, replace the pairing process with authorisation via NFC. Files can also be transferred from one device to another using NFC. Photos can be transferred between a smartphone and a tablet that both have an NFC chip, for example.

#### • **Continuous blood sugar monitoring**

A small sensor that's attached to your body continuously measures your blood sugar level. The NFC connection is used to transfer this data to a device that can read it, such as your smartphone. The advantage of this over the usual blood sugar monitoring method is that you'll no longer have to prick your finger and will also be able to view continuous readings instead of just readings taken at certain moments.

**Tip!**

Whenever you see this symbol, an NFC connection is available.



**Tip!**

You can also use flight mode to go "offline" and make yourself unreachable if you ever don't want people to be able to contact you.

- **What is the advantage of NFC over other wireless connections?**  
As devices have to be very close to each other for an NFC connection to be established, the danger of data espionage is extremely low. In addition, the pairing and authorisation process required with Bluetooth is not necessary with NFC, because the connection is established immediately and automatically.
  - **Turning on NFC**
    - Open Quick settings and select **NFC on** in **More settings**.
    - The position your phone above or in line with the device you want to establish a connection with, ensuring the two NFC modules are as close to each other as possible.
    - The NFC connection will then be established automatically and will normally be indicated by a visual or audible signal.
- › **Flight mode**
- When flying, switch your phone off or to **Flight mode**. Airplane mode will disable the phone's cellular radio and other communications functions like Bluetooth and Wi-Fi, and therefore prevent them from interfering with other electronic devices on board. All the other functions on the phone will be able to be used without restriction.

› **Mobile data**

Here, turn your smartphone's mobile data connection on or off or change other settings regarding your mobile network.

› **Location (GPS)**

Here you can specify whether you want your phone to be locatable. Turn on location detection and input your settings for the mode:

- **High accuracy:** GPS, Wi-Fi, mobile networks and other sensors will all be used to determine the location of your device as accurately as possible. This mode only works optimally outdoors and uses a lot of energy.
- **Battery-saving mode:** Your location is determined using less energy. Wi-Fi and your mobile network may be used, for example. Use this mode for functions such as the weather app.
- **Device only:** Only GPS is used to determine your phone's location.

**Tip!**

Turn your GPS positioning off when you're not using a navigation app. This will prevent Google and other installed apps from tracking your location and will also improve your battery life.





# What Does My Smartphone Need in Order to Work?

070 Hardware and Operating System

072 Tariff and Network Operator

077 The Meanings of G, GB, SIM and SD



The amount of components that make up a smartphone is astonishing!

## □ Hardware and Operating System

If you have ever used a computer, you'll be aware that a PC<sup>1)</sup> does not just consist of its hardware, i.e. its tangible parts. Every computer also has an operating system installed, which is a piece of **core software** that makes the device usable. The most well-known operating systems for PCs are Microsoft Windows and Apple OSX.

Other programs that specialise in different tasks such as word processing, graphics production or communication can then be installed on top of the foundation provided by the operating system.

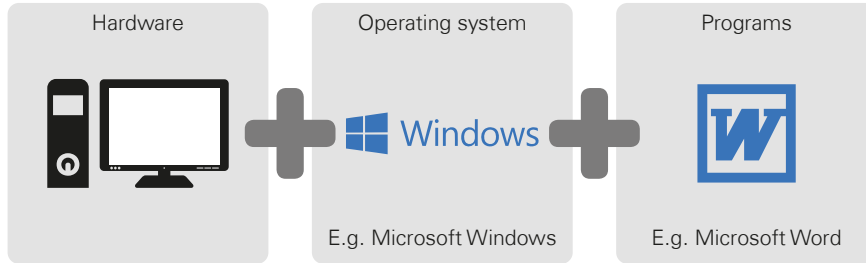
You can think of the way a smartphone works as being similar, because a smartphone is simply a compact pocket computer.

Every smartphone consists of hardware that an operating system is then installed on.

Programs are referred to as apps in the smartphone world. The most common operating systems for smartphones are **ANDROID** and **iOS**. iOS is used exclusively on Apple devices, such as iPhones, while Android is an open-source operating system and used on many different devices. This makes Android the most widespread operating system.

1) PC, the abbreviation for personal computer

### Make-up of a computer



### Make-up of a smartphone



### Tip!

For every operating system currently in use, there is a vast array of apps available that you can download in addition to the apps already pre-installed on your smartphone.

## Tip!

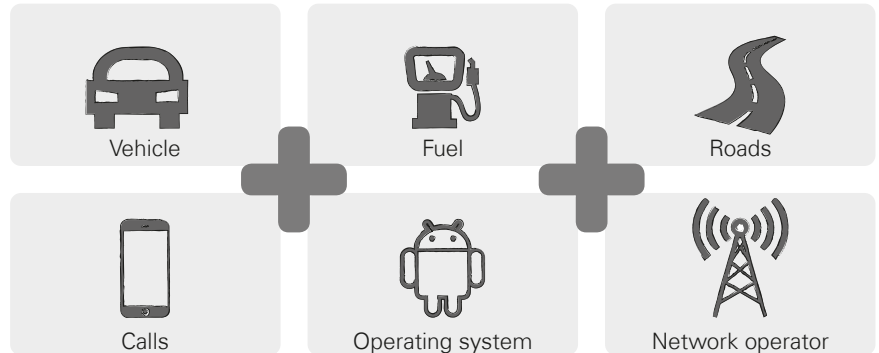
Have you had separate tariffs for your landline and mobile phone until now?

If you now need a data tariff for your smartphone as well, it would be a good opportunity to take a really close look at the total cost for your mobile communication. Many network providers offer combination tariffs.

## □ Tariff and Network Operator

Now that you have your hardware, operating system and apps your smartphone is in principle ready for use. To actually be able to **make and receive phone calls** and also use the **Internet**, however, you need a **tariff** with a network operator.

You can liken this to a car: Even a brand-new car with a full tank of petrol cannot go anywhere if it's in the middle of a forest. It needs roads. It's exactly the same with a phone: It requires a **network operator's mobile network** to be able to transmit data and phone conversations.





To be able to use a network operator's mobile network, you need to select and pay for a **mobile network tariff**.

There are lots of different tariffs available to choose from and they vary from provider to provider. A specialist retailer will be able to give you the best advice on which tariff is right for you.

### > **What is a tariff made up of?**

Your tariff will specify clearly how much of **each of your mobile network's functions** you are permitted to use. All tariffs are composed of agreements regarding the following elements:



**Phone calls**



**SMS's**

**Other costs**



**Internet**



**Device**

If you were using a feature phone before you got a smartphone, your tariff is bound to have included agreements for **phone calls** and **SMS's**. The tariff may also have allowed you to rent or purchase a phone at a low rate. Internet usage would not have been included in a tariff for a feature phone, however.

## Tip!

How does your phone know what conditions your usage is subject to?

All the details of your tariff will be transmitted to your phone by the SIM card you have received from your network operator.

**Tip!**

If your tariff does not include a data package, make sure you turn off the mobile data option on your smartphone. Unwanted costs could be accrued otherwise!

If you are not sure whether your tariff includes a data package, call your network operator's hotline.

If you are now going to be using a smartphone, you need to make sure that your tariff includes the **transmission of mobile data** in addition to the aforementioned elements. This is because data is constantly being transmitted to and from your smartphone when you use the Internet. So a smartphone tariff also dictates Internet usage and therefore includes a **data package**. You can think of this data package as credit for Internet usage. Your credit will decrease every time you use the Internet on your smartphone.

› **How much data should a data package have?**

The amount of data included in a tariff is normally expressed in gigabytes (GB). The data package you require will depend on how much you intend to use your smartphone and what you will be using it for.

- If you simply want to view emails and occasionally look up information on the Internet, a small amount of data will be sufficient for you.
- If, however, you want to be able to watch videos regularly on your phone, you will need a larger data package.

› **What tariff models are there?**

There is no need to get confused by the range of different tariffs available on the market, because essentially they can all be put into one of three groups:

› <b>Pay-as-you-go tariff</b>	› <b>Fixed-term tariffs</b>	› <b>All-inclusive tariffs</b>
· Top-up cards	· Fixed number of minutes and SMSs, and fixed amount of data	· Flat rate
· No commitment obligation	· Commitment obligation	· Commitment obligation
· Prepaid: payment in advance	· Postpaid: payment after the fact (monthly)	· Postpaid
· Once you've used up your credit, you can no longer make phone calls or surf the Internet.	· If you exceed the agreed usage limits, other prices apply.	· Pay attention to the small print in the contract.

**Tip!**

Think carefully about what you want to use your smartphone for before you choose a tariff. Get plenty of advice too; it's worth comparing different tariffs.

**Tip!**

Find out about the network infrastructure your provider uses and how extensive its coverage is. Reception problems can occur in some areas, especially when you want to use the Internet. If your smartphone appears to be slow, check the reception indicator. You could be having network reception problems.

**› What mobile network tariff providers are there?**

Every country has different mobile network providers and they are increasing in number all the time.

Only a few of them have their own network **infrastructure**. All the other network operators "rent" the networks of other providers instead of possessing their own infrastructure. This is known as **national roaming**.

The term roaming is often associated with high costs people don't realise they're incurring. But don't worry; you won't incur any additional costs by using national roaming as a consumer, because network infrastructure usage is sorted between the network operators.

If a network promises complete **network coverage**, this does not mean you will have Internet reception everywhere. There may be complete 2G coverage, which means you can make and receive calls and send and receive SMSs without any problems, but 2G will not give you a very strong Internet connection, if anything at all.

**Network operators with their own network infrastructure:**

- › **Austria:** A1, Magenta and Drei
- › **Germany:** Telefonica (E-Plus and O2), Telekom and Vodafone
- › **Switzerland:** Swisscom, Sunrise and Salt

**Examples of network operators without their own infrastructure:**

bob and YESSS! (A1's network), FONIC (Telefonica's network) and M-Budget (Swisscom's network)

## □ The Meanings of G, GB, SIM and SD

Like every other technology, mobile technology is subject to changing over time. As a result, network operators have updated their infrastructures on an ongoing basis to ensure their networks continue to meet the latest standards.

### › G for generation

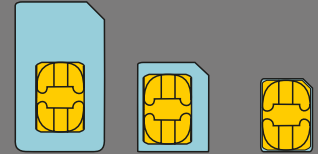
This has led to several **generations of mobile standards**, which are also abbreviated to 2G, 3G and 4G. The G stands for generation and therefore refers to the second, third and fourth generations of mobile standards. The main ways in which 2G, 3G, 4G and 5G differ from each other are the **speeds** at which they transfer data and the extent of their coverage, i.e. their **reception strength**.

### › SIM card

Your SIM card tells your phone which **network operator** you are with and what tariff you are using.

SIM cards come in three sizes: the **mini SIM**, the **micro SIM** and the **nano SIM**. If your SIM card is a different size to that required by your smartphone, your network operator can exchange it for you or you can buy an adapter from a specialist retailer.

SIM card sizes:



Mini

Micro

Nano

## Data amounts compared



**Byte** – approx. a character



**Kilobyte** – approx. a text file



**Megabyte** – approx. a photo



**Gigabyte** – approx. a film

### › **What does GB mean?**

GB is the abbreviation for **gigabyte**. The byte is the smallest unit used to measure data and one **byte** is required to save a single full stop, for example. Larger units include the **kilobyte**, **megabyte** and **gigabyte**.

These units are used to measure how much storage space a file such as a photo or video occupies on a smartphone.

The amount of data transferred back and forth via a mobile data connection is also measured in bytes. So if you have a tariff with 8 GB of mobile data, for instance, you can download or send files totaling 8 gigabytes every month.

### › **Memory expansion**

You can also use a memory card, such as a **microSD** card, in your emporia smartphone. This will increase the storage capacity of your phone, enabling you to store more data, photos, videos, etc.

1) Which network operator are you using?

\_\_\_\_\_

2) Which network infrastructure does this network operator use?

\_\_\_\_\_

3) What tariff have you opted for with your network operator?

Pay-as-you-go tariff

Contract tariff:

How many call minutes are included? \_\_\_\_\_

How many SMS's can you send? \_\_\_\_\_

All-inclusive tariff

4) Does your tariff include mobile data?

Yes

How much? \_\_\_\_\_

No

Don't know

5) Are you using a memory card to increase your phone's storage capacity?

Yes

No

Don't know

Notes





# How do I Connect to the Internet?

085 Using a Mobile Data Connection

086 Connecting to the Internet via a  
Secure Wi-Fi Network

087 Connecting to the Internet via an  
Open Wi-Fi Network

088 Using Mobile Data Abroad



How do I get onto the Internet?

Phone calls have changed dramatically in recent decades. Phones always used to be attached to one place, and the best you could hope for when you were out was a phone box.

In terms of technology, a **telephone line** in the form of cable would be connected to a home by being fed into a phone box on the wall of the house. A **stationary phone** was then connected to the phone line by being plugged into the phone socket. It was only possible to move around by talking on the phone if the cable was long enough.

It wasn't until later on that **cordless phones** began to appear in our homes. You could finally move around your house freely with these, although the phone base unit was still connected by cable.

In the nineties, **mobile phones** then started to become more common, and they were completely cordless. They communicated using radio signals and **radio networks**! transmission masts became more and more prevalent.

### Calls

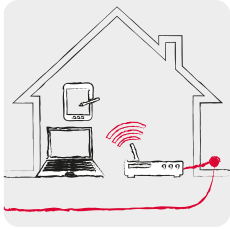


Home cordless phones use a phone line. Cordless phone



Mobile phones depend on Mobile network

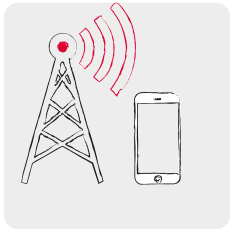
## Internet



Home Wi-Fi networks connect to a data line.

You can think of the transfer of data from the Internet in exactly the same way.

A **data line** is fed into your house and your computer is connected to it by a cable. You can also connect to the data line via a **Wi-Fi** router, however. This router acts as the hub for a **local network** that enables several digital devices to be connected to the data line. The advantage of this is that laptops, tablets and smartphones can all be used to surf the Internet simultaneously.



Mobile phones depend on Mobile network

When you are out and out of range of your Wi-Fi network, however, you can only connect to the Internet using **mobile data**. Just like when you make and receive calls from your smartphone, data is transferred via the **mobile network** here.

## Tip!

Secure Wi-Fi networks are indicated as such by a padlock beside their icon in the list of networks. The name and password for a Wi-Fi network will normally be written on the base of the router.

**Tip!**

After you've entered the password for a particular Wi-Fi network once, your smartphone will normally remember it next time you're within range of that network and automatically reconnect to it. This means Wi-Fi connections are prioritised over a mobile data connection, which saves as much of your allotted data as possible.

There are therefore two methods of connecting to the Internet and they work very differently to each other when it comes to the technology they use:

**Wi-Fi**

- › Local
- › Always restricted to a specific location
- › Every Wi-Fi connection has to be set up before it will work.
- › Paid for by the owner of the Wi-Fi network

**Mobile data connection**

- › Mobile
- › Always tied to your mobile network operator and the agreed tariff
- › Works as soon as mobile data is enabled on your phone
- › Paid for by the smartphone user (either as part of a mobile network contract or as an additional cost)

## □ Using a Mobile Data Connection

### What you need:

- A tariff that includes mobile data

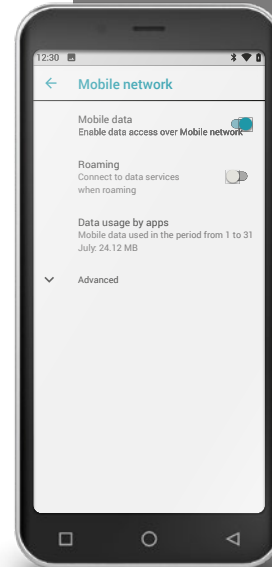
### What to do:

- Open Quick settings on the home screen and tap on **More settings**.
- Enable the mobile data function on your phone by tapping on the on/off indicator button beside **Mobile data**. The indicator must show **On**.
- The detail text on the **Mobile data** text button will now display how much data has already been used during the current billing period.

Digital newcomers often think that their smartphone automatically won't use the mobile data connection if their tariff doesn't include mobile data, but that isn't true!

Even if your tariff doesn't cover Internet usage, your phone can connect to the Web using data. The technical connection for calls has already been established via your SIM card and can immediately be used to transfer data as well.

A smartphone is built to establish a mobile data connection and will always attempt to do that. All it needs to achieve this aim is its **Mobile data** function to be turned on. If the cost for is not included in your tariff, the information in the small print will come into play – which could prove expensive for you!



**Tip!**

The password is hidden by default, meaning only dots are shown when you enter it. To show the password, tap on the checkbox provided.

**Tip!**

You will know you have an active Wi-Fi connection if you go to **Quick settings** and the name of the network appears in Wi-Fi. If you have made any mistakes, such as a typing error when entering the password, delete the connection and start again.

## ☐ Connecting to the Internet via a Secure Wi-Fi Network

### What you need:

- The name of the Wi-Fi network
- The network password

### What to do:

- **Step 1: Enabling the Wi-Fi function on your smartphone**
  - Open **Quick settings** on the home screen.
  - Enable the Wi-Fi function on your phone, so that the **On/Off** indicator button turns blue.
  - The detail text on the **Wi-Fi** text button will now indicate that there are Wi-Fi networks available in your location.
- **Step 2: Connecting to your desired network**
  - Tap on the **Wi-Fi** text button, so that the available Wi-Fi networks are listed.
  - Tap on the network you want to connect your phone to.
- **Step 3: Entering the password**
  - Enter the password for your chosen Wi-Fi network and confirm it by tapping on **Connect**.
  - The Wi-Fi network will be identified and a connection to it established.
  - As soon as the connection has been established, **Connected** will appear on the indicator.

## □ Connecting to the Internet via an Open Wi-Fi Network


### What you need:

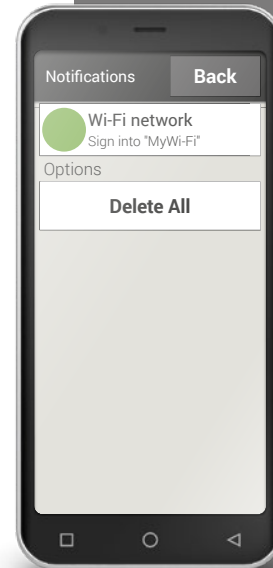
- The name of the Wi-Fi network

### What to do:

- › **Steps 1 and 2** here are identical to the first two steps for connecting to a secure Wi-Fi network.
- › **Step 3:** Instead of entering a password, you have to activate open networks on a web page.
  - Tap on the **Notification** for signing into the network. You'll find this in the **Info centre**.
  - A web page will then open, where you need to indicate that you are in agreement with the data privacy statement and then activate the Wi-Fi connection. To do this, look for a button that says **Connect**, **Activate** or something similar.

### Tip!

The icon next to a network's name indicates whether it is a secure network or an open one: The icon for password-protected networks includes a small padlock .



**Tip!**

If you travel abroad, disconnect from your data network during this period, so that your smartphone is not able to connect to the Internet automatically. The user guide for your smartphone provides instructions on how to do this. Use the free Wi-Fi networks provided by places like hotels instead of your data.

## □ Using Mobile Data Abroad

If you enjoy travelling, you can of course use your smartphone abroad too. You will however be using the network infrastructure of a foreign operator in this case, which is known as **international roaming**. If you intend to use international roaming, you should definitely enquire about the **roaming charges** in the country you're going to beforehand. Roaming charges are costs that are incurred when you connect to a foreign mobile network. Since the summer of 2017, there have been no roaming charges for mobile phone calls and Internet usage in all EU countries, Iceland, Liechtenstein and Norway. This means you can now use your smartphone in any of these countries under the same tariff conditions you are subject to at home if you live in an EU country.

Now that you've read a fair bit about accessing the Internet, we need to ask you to heed the general **Internet security rules!** Make sure you're always aware of who you're sharing personal details with, do not open e-mail attachments from unknown senders and never reveal your account access details if asked to!



1) Do you use a computer or a tablet at home?

- Yes  No

2) If you do, are you able to use the Internet on this device?

- Yes  No  
 Don't know

3) If you are, how do you connect to the Internet?

- Wi-Fi  Cable connection  
 Data stick  Don't know

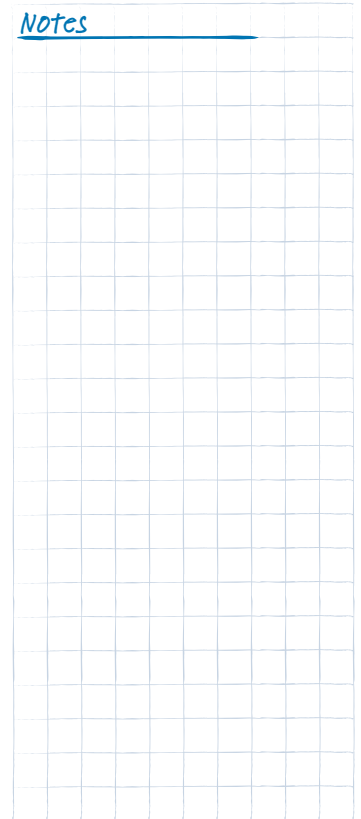
4) If you use Wi-Fi at home, you can use it for your smartphone too. Make a note of your network's name and password here:

(You can usually find this information on the underside of the Wi-Fi router.)

Wi-Fi network name:

Wi-Fi key/password:

Notes







# How Do I Know When My Smartphone Is Ready to Use?

## 093 Signal Strength

What should I do if I can't make or receive phone calls? 094;

What should I do if I can't connect to the Internet? 095




## 096 Battery Charging Indicator




As with any technical device, difficulties can sometimes occur when you're using a smartphone. How do you detect the cause of a problem and what can you do to resolve it?

Indicators on the **home screen** will help you with this. The home screen is your smartphone's starting base and will be displayed whenever you turn the phone on or when no functions are in use. You can press the **Home button** **4** to call the home screen up and return to the starting base at any time.

There are three icons shown along the top of the screen:

- 1** Battery charging indicator 
- 2** Quick Settings 
- 3** Signal strength 

## □ Signal Strength

If you tap briefly on the signal strength indicator , detailed information on your phone's reception and connections will be displayed.

› **How strong is the reception provided by your current network?**

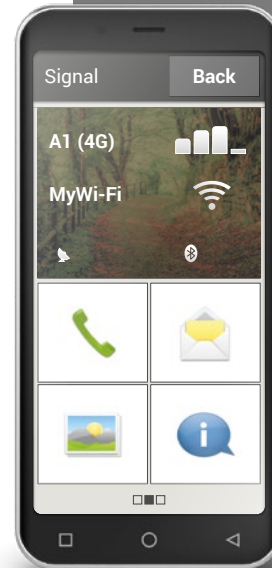
In this example, the phone's reception strength is 75%.

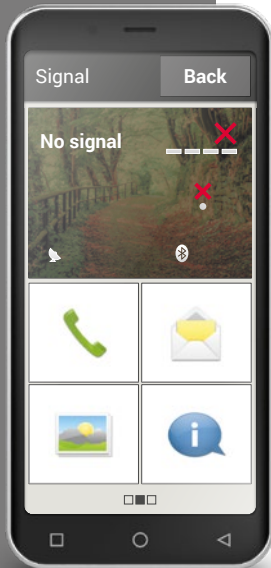
› **Which network operator is the phone with and what network technology is being used at the moment?**

This phone is on A1's network and is using a 4G connection.

› **What is the name of the Wi-Fi network the phone is connected to and how strong is the connection?**

The phone is connected to the Wi-Fi network "pickup" and its current reception strength is approx. 66%.





› **What should I do if I can't make or receive phone calls?**

If the indicator is showing a reception strength of 0% and a red X instead of the reception bars, you are not connected to a mobile network at the moment.

- › Have you put a SIM card in the phone?
- › Is it in the right way round?
- › Is this SIM card valid or could it have expired?
- › If you use a top-up card, do you have any valid credit left?
- › Are you currently within range of a mobile network?
- › Have you enabled "flight mode"?

**Tip!**

Turning off the phone completely and restarting it can sometimes be helpful. The restart will re-establish the device's connection to the network provider's current cell site too and will often solve this problem.

› **What should I do if I can't connect to the Internet?**

Check the reception indicator. If a 2G connection is shown, you have no access to the Internet. The device must be connected to a network that's at least 3G in order for data to be transferred.

› **Have you enabled your phone's mobile data connection?**

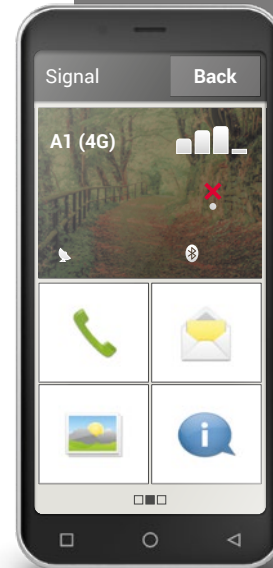
Enable **Mobile data** in Quick settings.

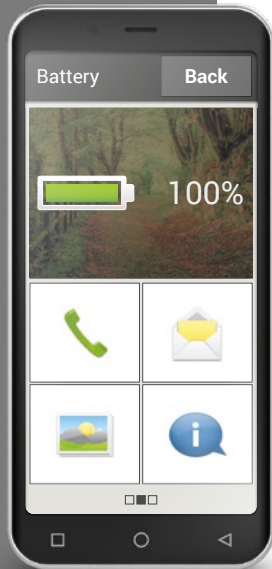
› **Are you using a SIM card from a network operator that doesn't have its own mobile network?**

Enable **Data roaming** in Network settings so that the phone allows national roaming and uses your tariff provider's partner network.  
*You can read more about this on page 076.*


› **Are you connected to a Wi-Fi network?**

If the reception indicator displays a red X instead of the name of a Wi-Fi network, you are not yet connected to a Wi-Fi network.  
Enable Wi-Fi in Quick settings, select one of the networks detected by your phone and enter the password for the network. *You can read more about this in chapter »How do I Connect to the Internet?« from page 081.*





## □ Battery Charging Indicator

If you tap on the battery charging indicator , your battery's exact charge status will be shown as a percentage. Don't be irritated by the graphical indicator, which only gives you a rough idea of the charge status in symbol form: Only the percentage will tell you precisely how much charge your battery has left.

If you have been using a feature phone until now and are used to being able to go a week without having to charge your device, be aware that there is far more demand on a smartphone battery. The screen alone will use considerably more electricity. As a result, the typical smartphone usually has to be charged every one to two days. The design of the battery in the emporia smartphone means it lasts significantly longer than this with average use.

### Tip!

How to make your battery last longer:

- Make the period the phone waits before switching to sleep mode as short as possible.
- Turn off functions like Bluetooth and GPS location searching when you are not using them.
- Don't expose your phone to the cold for too long.



1) Open the signal strength indicator.

What details can you see?

How strong is your network reception at the moment? \_\_\_\_\_

Which network operator are you using? \_\_\_\_\_

Which network technology are you using at the moment? \_\_\_\_\_

2) Are you connected to a Wi-Fi network? If you are,

What is the name of the Wi-Fi network? \_\_\_\_\_

How strong is its signal? \_\_\_\_\_

Does your network operator have its own network infrastructure?

Yes

No

Have you enabled data roaming on your emporia smartphone?

Yes

No

3) Open the battery charging indicator. What is the battery's current charge percentage?

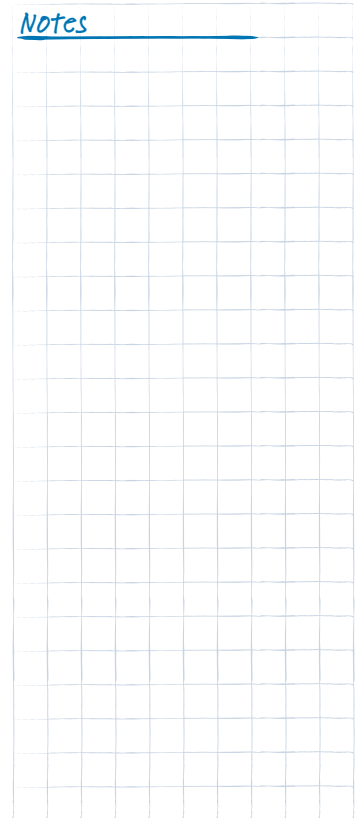
\_\_\_\_\_

4) Open Quick settings and tap on More settings.

Which functions are currently enabled?

\_\_\_\_\_

Notes



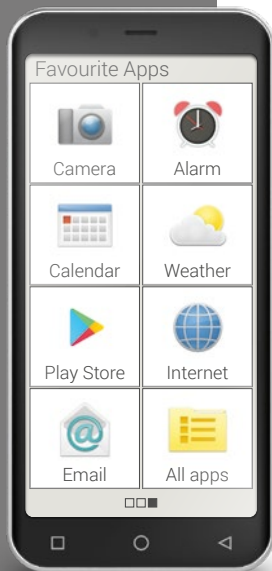


# What Are Apps, Google and Google Services?

101 Google

104 Google Play Store

106 Google Assistant

**Tip!**

One major advantage of smartphones is that you can adapt your device to your personal needs using apps. The word "app" is short for **application**. You can think of apps as little computer programs that serve different purposes.

In principle, your smartphone will work even without the installation of additional apps, because the most important apps, which you need for tasks like making and receiving calls, taking photos and sending e-mails, will already be on the phone. **Pre-installed apps** don't normally require an Internet connection and will work without the transfer of mobile data.

So how do you find your pre-installed apps? Swipe a finger across the home screen from right to left to display the **app screen**. The apps you use most will be shown here, meaning the icons here can change over time. You will see the **All apps** button in the bottom right-hand corner of the screen. Tapping on this button will open a list of all the apps installed on the phone.

**Tip!**

It is completely normal to be a little reluctant to download apps from the Internet to start with. But you'll see that once you've familiarised yourself with the world of apps, you won't want to miss the countless advantages it offers anymore!

## □ Google

What is Google? Google has become such a commonly used term in our day and age that it is even used as a verb now: "Googling" refers to the process of searching for information on the Internet about a particular subject or term.

Google was founded at the end of the 90s and began as a search engine for the Internet. Today, Google offers a whole bundle of services that are made available free of charge when you create a Google account. Some of these services will be explained in more detail later on.

### > **What is a Google account?**

You're probably used to hearing the term "account" in relation to your bank account. A Google account is something different: Like your local bank manages your money on your behalf, Google manages your data concerning the digital world. The term account therefore shouldn't mistakenly be interpreted as something financial in this context, but as a user account, similarly to an email account.

## Tip!

### **What does your Google account offer?**

Your Google account allows you to use various Google services free of charge:

- Google Search
- Play Store
- Google browsers
- Gmail email service
- Google Maps
- Google Calendar
- YouTube
- Google Photos
- Google Drive

**Tip!**

**Be careful when resetting your smartphone!**

If you are planning to **restore the factory settings** on your phone, it is important to remove your **Google account** from the device first.

If the phone is reset while still connected to a Google account, it will only be able to be set up again using this particular Google account.

**Don't forget** that you will definitely need the name of the account and the password for the account here.

› **What does a Google account consist of and what do I have to pay attention to?**

Like any other user account, a Google account consists of a username and a password. Both of these are specified during the account creation process.

Make a note of your Gmail address and the password, and keep them in a safe place. Think of your Google account as a locker in which your data and usage habits are stored on an ongoing basis. In order to open a locker and access its contents, you need the key. It's the same with your Google account: Without the password, you can't access the data stored in it. A locker is of no use to you without the key!

**Tip!**

Every Gmail address is unique – so if you already have Gmail address, you already have a Google account as well! Instructions on how to set up a Google account are provided in the installation guide.

### > What does the notice "Complete account setup" mean?

This notice is referring to your Google account. When you were setting up your Google account, you didn't specify a payment method. That isn't necessary either, providing you don't wish to use your smartphone to purchase anything online.

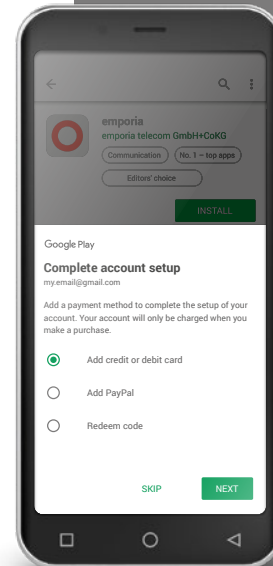
When you use one of the Google services, such as the Google Play Store, this request may appear: **Complete your account setup before continuing with the installation of the app with Google Play.**

Tap on **CONTINUE**.

A list of various payment methods will be displayed. Don't be irritated by this! In the bottom left-hand corner, you'll see the somewhat inconspicuous option **SKIP**. Tapping on this button will end the process.

Tip!

Unfortunately, this notice cannot be turned off permanently without you specifying a payment method. You will simply have to skip the process every time the request appears. Or you can create an account with a secure payment service such as PayPal, so that you can make purchases and payments online risk-free.



## Tip!

Not every free app is a good app! Choose the apps you install onto your smartphone carefully. After all, you wouldn't buy a cheaply priced product at a real store without checking that it was of reasonable quality too. The customer ratings on quality will help you form an impression of an app. ★★★★★ (five stars) is the best rating an app can be given.

## □ Google Play Store

Don't let this name mislead you – the Play Store is not a toy shop! Rather, it is the gateway to countless apps made available on the Internet, so you need the Play Store in order to be able to set up a new app on your smartphone.

### > How do I install an app from the Internet?

#### What you need:

- An Internet connection (via Wi-Fi or mobile data)
- A Google account

#### What to do:

- > Open the Google Play Store.
- > Enter a search term.
- > Assess the search results and select an app.
- > Read the information on the app.
- > Download and install the app.
- > Grant any permissions required by the app.
- > Set up and use the app.



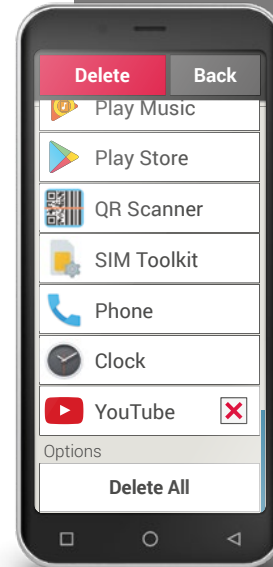
### > How can I delete apps that I no longer need?

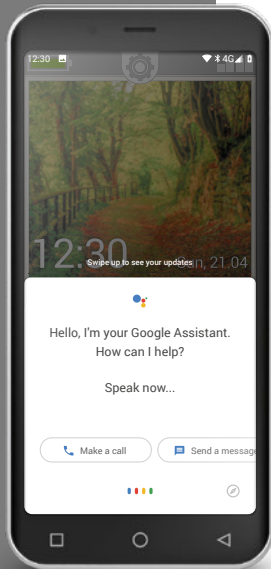
It's very easy to delete an app from your phone:

- > Open **All apps** and swipe up until you get to the bottom of the list. There you'll see a **Delete** button.
- > If you tap on it, an empty box will appear next to each app that is installed and available to delete.
- > You can now select an app or even multiple apps by tapping on the respective empty box or boxes. A red X will appear in each box you tap on.
- > The deletion process won't start until you tap on the red **Delete** button at the top of the screen and answer any security queries to confirm that you really do want to delete your selected app or apps.

#### Tip!

It is advisable to "tidy up" every now and then by removing unused apps from your phone. This frees up storage space.





## □ Google Assistant

Google Assistant is a function that listens to your voice. It can search for information on the Internet for you, provide information about your events and start apps if you give it a command.

Google voice input is convenient for performing routine tasks by voice command. Google Assistant is able to understand more complex tasks too, however. For example, instead of saying "Weather, 17th February", you can ask this: "Hey Google, what's the weather going to be like tomorrow?" You'll see that you can therefore control your phone with voice commands after a bit of practice.

### > How do I use Google Assistant?

#### What you need:

- An Internet connection (via Wi-Fi or mobile data)
- A Google account

#### What to do:

- > Tap and hold the home button or say "OK Google" or "Hey Google".
- > Google Assistant will open and ask you how it can help you.
- > Now ask a question or state an instruction.


### > What questions can I ask?

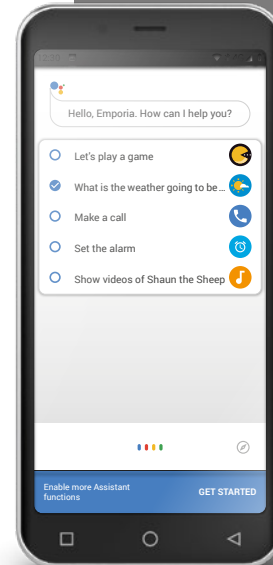
The following are examples of questions Google Assistant understands and show how you can formulate questions.

- **Maps:** "How long does it take to travel from Vienna to Munich by car?" in addition to the answer, Google Maps will display a suggested route.
- **Translate:** "How do you say 'Where's the exit?' in Russian?"  
You can use single words or whole sentences as questions.
- **Events:** "Remind me to go shopping in an hour".  
A reminder will be created here and issued as a notification at the specified time.
- **Lists:** "Write 'Do washing' on my to-do list".  
This facility allows you to make notes without the inconvenience of typing them.
- **Weather:** "What's the weather like in London?"  
The answer will be provided in both written and audio form.

### > How do I turn Google Assistant off?

**What to do:**

- > Press and hold the home screen button on your Android smartphone or tablet or say "OK Google" or "Hey Google".
- > Tap on  in the bottom right-hand corner.
- > Tap on your profile picture or initials in the top right-hand corner:
  - > **Settings** > **Assistant**
- > Select your smartphone or tablet in **Assistant devices**.
- > Disable Google Assistant.





# What Can I Do in WhatsApp?

111 How do I use WhatsApp?

112 How do I send a text message  
using WhatsApp?

113 What else can I do in WhatsApp?

114 How do I create a group in WhatsApp?



Greetings from the other side of the world

Keeping in touch with family and friends is a very important part of life. Thanks to your smartphone, you now have lots of new ways of communicating via social networks and messaging apps.

You can think of a **social network** as a group of people who are in contact with each other through a platform on the Internet such as **Facebook** or **Twitter**.

**Messaging apps** are primarily used to send text messages and photos. Some can be used to make phone calls as well though. As messaging apps send messages over the Internet, the costs incurred here will be covered by the mobile data in your tariff or your Wi-Fi connection. If you are using mobile data, check your data allowance to ensure you have enough to cover your usage, otherwise additional costs will be incurred. You don't have to pay any extra as long as a sufficient data allowance is included in your tariff.

Messaging apps also allow you to put multiple **contacts to groups** for chats. If you put all your family in one group, for example, you only need to send a message once for it to be automatically sent to all the members of the group. Of course, you can only put contacts in a group if they are all using the same messaging app. One very popular messaging app is **WhatsApp**.

**Tip!**

Be careful when sharing personal or sensitive information via social networks, because once you put something on the Internet it's on there forever!

## How do I use WhatsApp?

If you have not yet installed the **messaging app** WhatsApp on your smartphone, download it from the **App installer** or **Play Store**. *You can read more about this in chapter »Google Play Store« from page 104. You'll find step-by-step instructions with pictures for this at [www.emporia.eu/faq](http://www.emporia.eu/faq).* Once you've completed the installation process, you'll see WhatsApp in your **All apps** list if you swipe all the way down to the bottom.

When you open WhatsApp, you'll see the following tabs at the top of the screen:

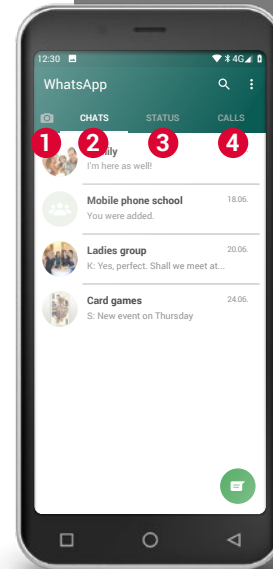
**1 Photo**, **2 Chats**, **3 Status** and **4 Calls**

In **Calls** and **Chats**, you'll see information on your most recent calls or messages. If you are using WhatsApp for the first time, both of these menus will still be empty.

If you tap on the index card icon in the green circle, all the people in your phone book who use WhatsApp too will automatically be listed.

**Tip!**



You can only use WhatsApp to communicate with people who also have WhatsApp installed on their smartphone, so ask your friends and family which messaging app they use.



**Tip!**

Add emoticons to your text to express your feelings! You'll find these little symbols if you tap on the smiley icon in the text input field.

## How do I send a text message using WhatsApp?

- › Tap on the **Chats** tab on the WhatsApp home screen and then on the green circular icon  in the bottom right-hand corner.
- › Now you can **search for the contact** you want to send a message to. Your contacts will be displayed using the same names they are stored under in your phone book.
- › You can also use the search function  to find the contact you're looking for. Once you've **entered a few letters**, all the contacts whose names start with those letters will be listed. Tap on the contact you want to open the **Chat**, i.e. the conversation with this person.
- › Tap on the text input field and write your message.
- › Send the message by tapping on the arrow icon in the **green circle** next to the text input field. As soon as you send a message, it will be shown in your chat history for this person, which will display all the messages exchanged between you and the contact in order.

WhatsApp will show you the status of messages you send. If you see one grey tick in the bottom right-hand corner of a message, the message is on its way to the intended recipient. If there are two grey ticks, the message has reached the contact's phone. And if there are two blue ticks, the person has received and read the message. If you see a small clock symbol instead of one or two ticks, however, the message has not yet been dispatched. This could be because you don't have an Internet connection or data connection at the moment. Remember that WhatsApp only works when you have Internet access!



## What else can I do in WhatsApp?

If you ever find that writing a text is taking too long, it is very easy to send a voice message instead. This is what the **microphone icon** **5** in the green circle next to the text input field is for.

### How to record a voice message:

- > Tap and hold the microphone icon and then say your message.
- > The voice message will be sent as soon as you release the button.

### Would you like to send a photo or video in WhatsApp?

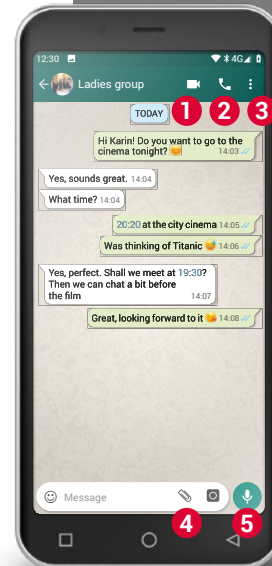
- > Open the chat with the person you want to send a message to.
- > To do this, tap on the **paper clip icon** **4** in the text input field and then select the source where the file you want to send is stored.
- > Next, select a file, such as a photo, and send it. Like messages, the photo will be shown in your chat history for this person.

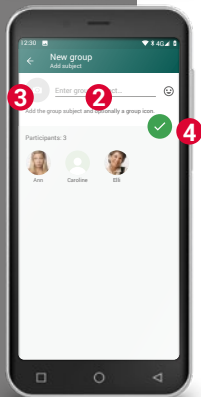
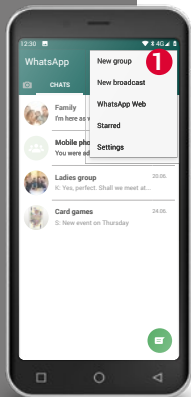
### You can make free phone calls over the Internet using WhatsApp.

Tap on the handset icon **2** to make a voice call or on the camera icon **1** to make a video call.

### Don't be shy; just give all the functions a go!

The settings you can open by tapping on the three-dot icon **3** also offer a range of interesting options, including a larger font size, various notification options and the chance to create your own profile on WhatsApp among many other things.





## How do I create a group in WhatsApp?

- To create a group, tap on the three-dot icon on the WhatsApp home screen. This will open a menu in which you need to select **New group** 1. A new screen will open.
- Now select from your contact list the people you want to add to your group.
- Once you've selected all the participants you want to add, tap on the green circular icon containing the tick. The group will now appear in your chat list.
- Think of a name for your group and write it in the **Enter group subject** row 2. You can also assign a suitable photo to the group. To do this, tap on the 3 icon and find a photo to use. Once you've selected a photo, tap on the circular icon containing the arrow. 4.

### Tip!

You can add more contacts to an existing group at any time. To do this, open the group chat, tap on the group name in the header and select your additional participants.

- All done, it's as easy as that. You have successfully created a group which you can see in the **Chats** menu.

1) Install WhatsApp on your smartphone.

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2) Search for a friend in your contact list and send them a text message.

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3) Use emoticons in a text message.

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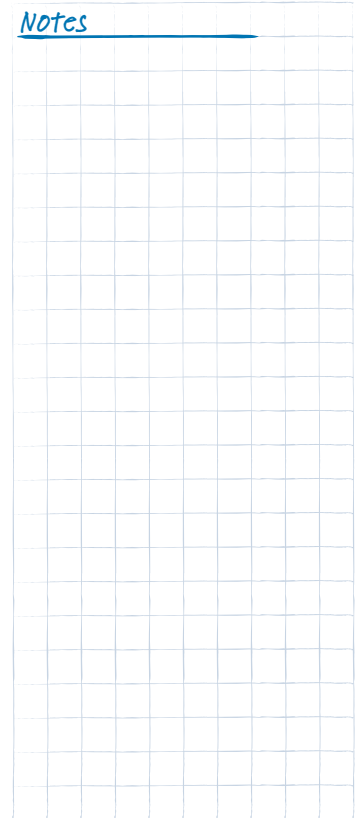
4) Send a voice message.

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5) Create a group that includes friends or family members.

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Notes





# How Do I Use Google Maps as a Satnav?

- 119 How do I activate GPS positioning on my smartphone?
- 120 How can I use my smartphone as a navigation device?
- 121 How do I search for a route with the navigation app?
- 122 How can my smartphone navigate me to my destination?





The journey is  
the destination...

Everyone has difficulties working out where they are or finding a particular address occasionally. So it's extremely convenient to be able carry a **navigation device** with you in the form of a smartphone. Irrespective of whether you're walking, cycling or driving, your smartphone can take you straight to your destination.

Thanks to its **integrated GPS<sup>1)</sup> system**, it is able to detect your current location. GPS is a global positioning system that determines a position using satellites. For your position to be determined perfectly, there needs to be a clear path between your smartphone and the GPS satellites, so between your smartphone and sky.

To provide you with accurate navigation, a route planner actually requires three different **satellite signals**. So, if your GPS signal is sometimes interrupted when you're inside a building or in a dense forest, move so that you're in a different position.

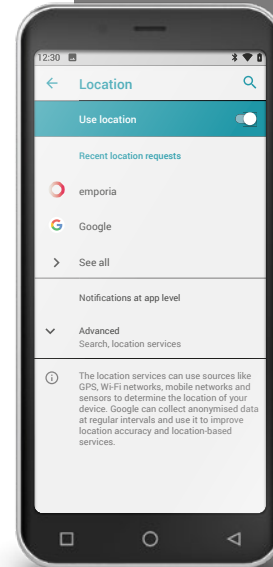
1) GPS – abbreviation for "Global Positioning System"

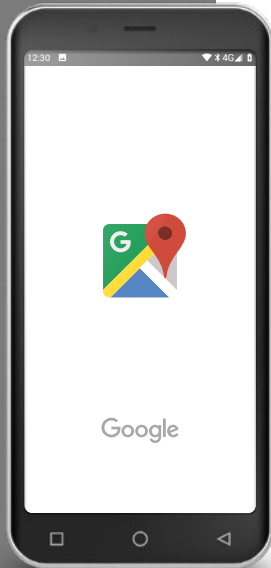
## How do I activate GPS positioning on my smartphone?

- › Open Settings turn **Location on**.  
You can then choose from three options, which will determine the location accuracy of your GPS positioning:
- › If you select **High accuracy**, various sources will be employed to find your current location and will use your mobile network or Wi-Fi, for example.
- › In **Battery-saving mode**, your location will be determined without using GPS to a large extent, which will compromise its accuracy.
- › **Device only**, on the other hand, will only use GPS to find your location/ Remember that, in buildings, only a limited connection can be established between your phone and the GPS satellites.

### Tip!

Location determination can be very useful in an emergency. If GPS is activated, its positioning can be used by some apps too. When you install apps, take note of whether permission is requested for localisation and, with this in mind, switch location mode to **off** again when you no longer need the navigation function. This will improve your battery life as well.





## How can I use my smartphone as a navigation device?

Once you've enabled GPS on your phone, you need a suitable navigation app.

**Tip!**


Google Maps is a great navigation app and very easy to use.






## Starting Google Maps

- › When you open it for the first time, you may be faced with a few notices or requests. Read these carefully before giving your consent.
- › The app will now open its home screen and is ready to use.




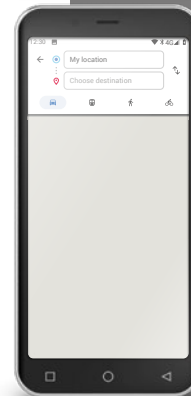
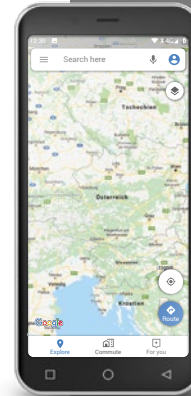
## How do I search for a route with the navigation app?

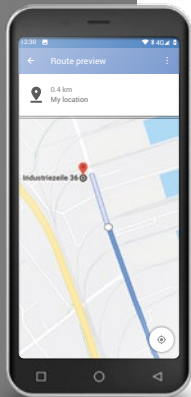
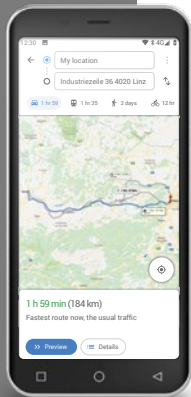
- Open the screen with the **route planner** by tapping on this icon .
- Select your **mode of transport** to start with:
 

 Car	 Public transport
 Bicycle	 On foot
- Tap on **Your location** to enter your route's starting point. If you have activated GPS on your phone and your location has been detected, your phone will assume that this location is your starting point.
- Tap on **Choose destination** to enter your destination address. Your phone will assist you when you enter your start and destination addresses.
- The search for a route will begin automatically once you've entered your start and destination addresses. You can also start the search any time manually by tapping on **Search**.
- If you want to go **back a step** in the app because you want to change your start and/or destination addresses, for example, tap on the arrow in the top left-hand corner .
- The recommended route will now be marked out in blue. In addition, alternative routes will be shown in grey. If you would prefer to follow one of these grey routes, tap on it.



**Tip!**

In the **Options menu** , you can set conditions for your route, such as the avoidance of toll roads if you're travelling by car.





## How can my smartphone navigate me to my destination?

- › Once you're happy with the route, tap on the arrow icon  in the bottom right-hand corner.
- › You will now be led to your destination step by step. The current step is always shown at the top of the screen, with the next step underneath in smaller letters.
- › This arrow  indicates your current location. When you move, the arrow will move too.
- › In addition to displaying your route on the screen, your phone will also give you audible instructions. This means you're not constantly having to look at the screen and can travel more safely.
- › If you zoom in to look at the route more closely before setting out or accidentally tap on the screen, you can return to the standard navigation screen by tapping on **Continue** at any time.

### Tip!

Never just blindly trust the information your navigation app gives you! Your smartphone will display routes that are based on saved maps. If there are any traffic changes, it can often take a while before they're shown on the map.

1) Install Google Maps from the Play Store.

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---

2) Determine your current position using Google Maps.

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3) Search for a route from Munich to Vienna by car.

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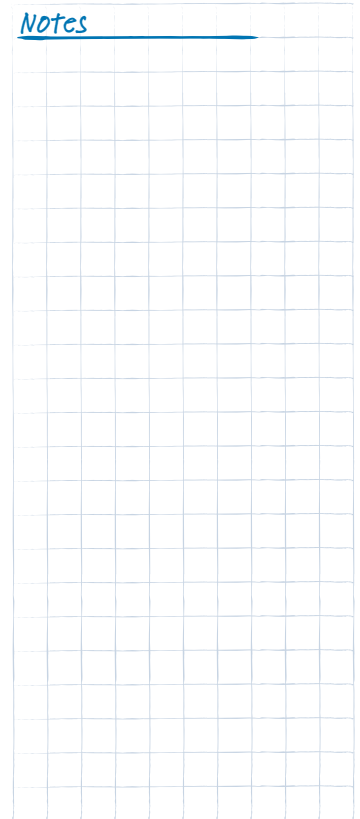
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4) Select an alternative route from Munich to Vienna that avoids toll roads.

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Notes





# What Are Updates and What Do I Have to Do with Regard to Them?

Updates from the Google Play Store 126  
Emporia System Updates 128





Better to be safe than sorry...

In the info centre, you'll regularly see notifications informing you of available updates. Many smartphone users wonder what these mean and whether they need to do anything with regard to them.

## □ Updates from the Google Play Store

The word update obviously implies that something is being brought into line with the latest standards. Both the Android operating system, which is the basis of your smartphone, and all apps are continuously being developed further. These adjustments are then made available as updates in the Play Store and all users are informed of their availability by notifications.

### Are updates necessary and should I install them?


It always makes sense to keep your operating system and apps up to date. Updates don't just improve functionality, but also often close security holes that may not yet have been present when you purchased your phone.

**Tip!**

Remember that the development of malware such as spyware and viruses also never ceases – so updates are first and foremost for your security.

## How do I know how an update will benefit me?

The symbol and text line in the notification will tell you what the update is for.

- The symbol will often refer to the Google Play Store , because updates will be offered for every app you have installed from the Play Store.
- The text will indicate which app the update is for.

### Tip!

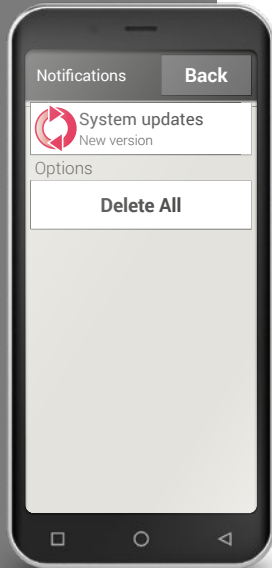
Some apps, especially those for the operating system, will be performed automatically. When this happens, you will receive a notification that says **Update performed**. When updates are installed automatically, you don't need to do anything else and can delete the notification.

## What happens when I perform an update?

To perform an update, simply tap on the notification. The data for the update will then be sent to the phone via your Internet connection and installed.

### Tip!

It is best to use a Wi-Fi connection to perform updates, so that they don't use your mobile data.



## □ Emporia System Updates

Emporia is constantly developing the software for your smartphone and will send you a message whenever you need to perform an update.

It is important to carry out these updates! If you don't, some applications may no longer work properly.

### How do I install updates for the emporia interface and the emporia apps?

Updates are not difficult to perform. Allow approx. 15 minutes to carry out all the steps.

- › Check that your battery is at least 30% charged.
- › Tap on the notification for the update.
- › Tap on **CHECK UPDATE**.  
Then start downloading the data available by tapping on **DOWNLOAD**.
- › Once the download has been completed, select **UPDATE NOW** to install the update.
- › A notice will appear. Read it carefully and then tap on **OK**.



- The update process will now begin and could take some time. During this process, your phone will restart and then perform updates for many of your apps. Please do not interrupt the process, even if it's taking longer than expected!
- When the update is complete, a notice will appear telling you it has been successfully installed. Close this message by tapping on **OK**.

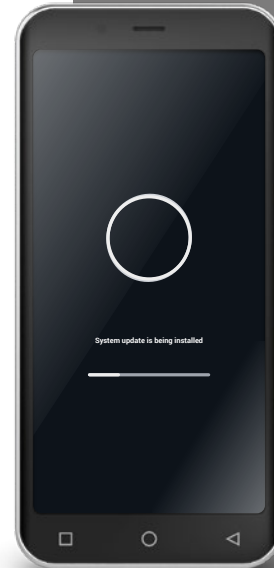
### What will happen if I don't perform an update?

If you just ignore and delete notifications for updates, the technology on your smartphone will no longer be up to the latest standard, meaning any known security holes and function errors won't be resolved.

You will also keep receiving notifications asking you to perform the update.

### Can an update also have a negative effect?

Every update requires storage space on your phone. Older models in particular may slow down as the years go by because of their operating system and apps taking up so much space. If this occurs, delete apps and also other files such as photos, videos and the like from your phone to free up storage space.





# What Do I Have to Pay Attention to Ensure My Smartphone Is Safe?



133 Notifications

134 Risks on the Internet

Emails 134; Surfing the Internet 135

136 Ensuring My Own Safety

Preventing data misuse 136;

Preventing unexpected costs 137;

Preventing misuse 137;

Preventing damage 138;

Preventing health issues 138;

Function security 138



How do I deal with risks?

Many aspects of handling a smartphone are new, which means people often find themselves in situations where they don't know what to do. It is completely normal to feel unsure sometimes when you're starting to use a technology you're not yet familiar with. Don't let this stop you from using a smartphone and benefitting from the advantages of Internet and mobile communication though! If you heed the following advice, you have no reason to worry from now on – it's good to learn how to be safe on the Internet too!

Whenever you're using the Web, work according to the checklist we've provided for your current task and always ask yourself these two questions:

- **Where has this notification come from?**
- **Is this notice relevant to me and do I need to do anything about it?**

To start with, it may seem tiresome to have to deal with every notification in this manner, but as time goes by, you'll see you're able to classify most notifications straight away.

## □ Notifications

One frequently asked question is where the notifications in the info centre come from and what you have to do with them.

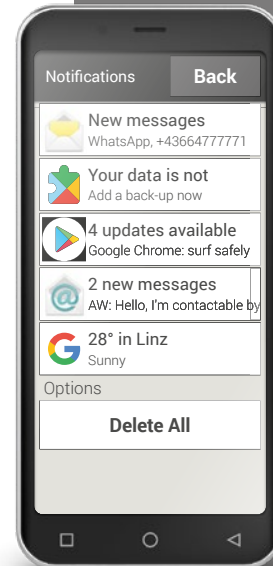
Far more processes occur on a smartphone than on a touch-tone phone and the smartphone is informed of these by notifications.

A notification can be a notice about the device's technical status or a process in an app. Examples here include notices informing you that...

- a Wi-Fi network has been found.
- the phone has been connected to a PC via a cable.
- you have a missed call.
- a message (email, SMS, WhatsApp, etc.) has been received.
- an event you entered is taking place soon.
- the store or other establishment where you're currently waiting is asking you to rate it.
- an update is available or has taken place.
- a promotional offer is available.

### › Checklist for handling notifications

- Where has this notification come from? – The symbol and the text indicate the app that has sent this notification.
- Is this notice relevant to me and do I need to do anything about it? The wording of the text will tell you whether the notice is a request (e.g. to sign in to a Wi-Fi network) or simply a piece of information (e.g. 4 apps updated)



## Tip!

Phishing email?

The word "phishing" is a made-up word created from the words "password" and

"fishing".

Phishing emails are generally only sent for one purpose:

To lure you into revealing personal data such as passwords and bank details.

To make sure you never tap on a phishing email, pay attention to the following "warning signs" when checking your email and follow our email checklist.

## □ Risks on the Internet

If you have never used the Internet before, you may be worried about the possible dangers associated with it. **What are the potential threats you need to be aware of on the Internet?**

### Emails

- Phishing emails
- Emails containing malware

#### › Checklist for handling emails

- Do I know the sender? If you don't, be careful.
- Ask yourself the following when you receive an email from a sender you don't know:
  - Is the email a promotional offer?  
Do not tap on any links and delete the email.
  - Is the sender requesting anything from me? Beware!  
Do not let any threats or demands put you under pressure. Do not open any attachments or links and delete the email.
  - Is any confidential data being requested?  
Are there lots of spelling and grammatical errors in the email? Are you not addressed by name in the email, but by something like "Dear User/Customer/Occupant"? – Beware – this is most likely a phishing email! It is best to delete it straight away.
- NEVER open attachments sent with emails from unknown senders.

## Surfing the Internet

- Advertisements on websites
- Prize offers and draws
- Free trials and free services
- Subscription traps on websites

### › **Checklist for surfing the Internet**

- Did I accidentally tap on an advert? – Most are harmless, so just close it.
- Do I definitely want to participate in this prize draw?  
What is the provider of this prize draw gaining from it?  
What personal data do I have to share?  
What am I agreeing to for the chance to win?
- When I encounter free offers, read the small print too. Nothing is completely free and, at the very least, I'll be paying with data!

## □ Ensuring My Own Safety

### Preventing data misuse

When you're an unexperienced Internet and smartphone user, the main thing you worry about is what happens to all the information that's sent back and forth over your mobile data connection. After all, you hear about all sorts of fears regarding data misuse. Heed the following advice:

- › Don't put **any sensitive personal data or photos** of yourself on social networks such as Facebook. Once you put something on the Internet, it's on there forever!
- › Turn your **GPS positioning off** when you're not using a navigation app. This will prevent installed apps from tracking your location and also improve your battery life.
- › Do not permit apps to store your location information, because this is normally used for **hidden advertising purposes**. If people know where you usually are, they can work out some of your hobbies, favourite stores and/or personal interests. Based on this information, they can then expose you to advertisements and promotional offers that are tailored to you.
- › Do not let **strangers** install apps on your smartphone and do not leave it unattended in public places. There are **spy apps** that become invisible and seem to disappear once you've installed them.
- › Do not open emails or attachments from unknown senders. You may have been sent a **phishing email**.



## Preventing unexpected costs

The fear of incurring unwanted costs by using your smartphone in the wrong way is usually very strong at the beginning in particular. However, you now know what you need to make sure of: Your **tariff** must include **data**! This allows you to access the Internet and also means that you are charged for transferring data over your mobile network at a flat rate.

You can also avoid the risk of high costs incurred by **roaming** when abroad: Simply **turn mobile data off when you're abroad** and only access the Internet when connected to a Wi-Fi network.

If you download any apps from the Play Store, choose **free apps** if possible. Before you download an app that is currently free, check that you won't have to pay for it later on.

## Preventing misuse

What happens if your smartphone is stolen? Your **SIM card** will normally be protected by a **PIN code**, without which you cannot access anything on the phone when you turn it on. This means you are preventing anyone else from using your credit to make phone calls and surf the Internet on your phone.

However, a thief can replace the SIM card and then use the phone. You can protect yourself from this by activating the **screen lock** and setting a **lock code**.

### Tip!

Make a note of both the PIN code for your SIM card and your screen-lock code, and keep them in a safe place. If you forget these codes, you will be blocked from doing anything on your phone!

## Tip!

If you use your smartphone sensibly and responsibly, exercise common sense and follow this advice, you have every reason to feel safe.

### Preventing damage

The most sensitive part of a smartphone is its screen. You can protect the glass surface from scratches and drop damage by using a **screen protector**. There are also **cases** you can get for your emporia smartphone that will not only make your phone look unique, but also protect it from damage.

### Preventing health issues

Modern mobile phones have to meet high radiation safety standards in order to comply with **health standards**. You can also contribute to this yourself, however, by protecting yourself from radiation:

- › Avoid holding your phone to your ear when a call **connection is being established**. Radiation levels are at their highest while a phone call is being connected.
- › Use a **headset** for longer calls.
- › If you have a **pacemaker**, do not carry your phone anywhere close to your heart, e.g. in the left breast pocket of a jacket.

### Function security

Perform pending updates. This will close any security holes and prevent malfunctions.

*You can read more about this in chapter »What Are Updates and What Do I Have to Do with Regard to Them?« from page 125.*

Worked through this entire training book from start to finish?

**Congratulations! Now you're not only ready to use your emporia smartphone, but have also acquired plenty of background information on the Internet!**

Of course, questions are bound to pop up now and again.

When they do, just look up the answer in the training book or visit our website at [www.emporia.eu/app](http://www.emporia.eu/app) for more information.

There you'll find over 50 step-by-step guides on common application scenarios that are free for you to download.

And remember that practice makes perfect!

Try out new apps, share photos with your loved ones or use your phone's navigation system just for fun, even if you know the way to where you're going.

Above all,

**have fun with your emporia smartphone!**

Sincerely,  
Eveline Pupeter  
emporia Telecom

A handwritten signature in blue ink that reads "Eveline Pupeter". The signature is written in a cursive style with a large, looped initial "E".

