

# Seniors Recreation Council of WA Inc

## Tech Savvy Seniors

# UP DATE



**Web:** [www.srcwa.asn.au](http://www.srcwa.asn.au)

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**Temporary Phone** 08 9344 2451

## MOBILE PHONE UPGRADE

My father-in-law had been asking about replacing his ageing mobile phone. Fortunately, he had already been using a Samsung smart phone and was familiar with the workings and layout of the screen, so moving over to a new device was a matter of purchasing a new handset. This is where the fun begins as there are a few things you need to do. You don't necessarily need the "Latest and Greatest" with all the bells and whistles a mid range phone will be a lot better than your 5 year old phone.

There are sites which help you to compare offers on mobile phone packages and charges such as

<https://www.whistleout.com.au/>

### WHO WILL HELP YOU?

Think about who will be helping you with your new phone if it's a trusted family member it is better to use the brand they use. If you need to know something or setup the phone a particular way they will know how to do this, and will be able to show you how to make a call or send a message.

Remember if you have a family member helping you with the purchase or account settings they will need to be authorised to act on your behalf. With some telco's this can be done over the phone or in store, either way the account holder will need to prove they are the holder of the account that the third party is being given access to. The person you give access to will also need to present proof of identity e.g. drivers license.

### BACK UP YOUR DATA

No matter what phone system you use you can make a secure (encrypted) copy of your phones content and settings. Android phones are usually backed up to a "Google" account, you can back up content, data and settings from your phone to your Google Account. Apple iPhones are backed up to iCloud or your local computer via iTunes. Both of these are what is known as "cloud" services, in simple terms a secure location on a server computer accessed via the internet.

You'll have a copy of your information to use in case your device is ever replaced, lost or damaged.

Once your data is backed up you can then restore your backed-up information to the original phone or to some other phone should the need arise.

Backing up to the "cloud" may use the "data" component of your mobile device, and varies on the number of photos, applications and personal information stored on your mobile.



## SET UP YOUR NEW PHONE

If you are moving from an old phone to a newer model some providers may offer to transfer and set up your new phone...always ask, the worst thing they can say is no.

With newer mobile phones as soon as you turn on your phone it may ask for you to enter your Google account (Android) or iCloud(iPhone) details it will then prompt you to restore old data.

Some of the newer phones have an “easy” mode which make access and visual setting much bigger on the screen and displays a list of favorite numbers or contacts.

Make sure your new phone is in a case, you can purchase a case with your new phone or at a phone store at shopping centers. Either way it's a great investment as dropping your new phone onto hard surfaces may result in damage, a little protection is better than none.

## TEST YOUR NEW PHONE AND CLEAR YOUR OLD PHONE

Once everything is set up make a few test calls and check your contacts to make sure it is working correctly.

Stow your old phone for a short while just in case you are missing a contact or content on your new phone.

Once you are happy and sure everything is good with your new phone have someone help you to factory reset (wipe) to erase all your personal information.

***“Keep in mind before entering into any contracts be aware of the terms and conditions and if you are unsure ask for clarification”***

# COVID-19 RESOURCES FOR SENIORS

## FROM THE DEPARTMENT OF COMMUNITIES

There are things that you can do to help keep yourself and your loved ones safe, supported and connected during the coronavirus (COVID-19) pandemic.

Visit [www.communities.wa.gov.au/seniors-covid-19](http://www.communities.wa.gov.au/seniors-covid-19) for information on supports and services for older Western Australians or call the National COVID Older Persons Information Line on

**1800 171 866**

(Monday to Friday, 8.30am–5pm AEST).



Government of **Western Australia**  
Department of **Communities**

# A TOP FREE READ AND PRIZES TO WIN

**Have a Go News** is Western Australia's longest running lifestyle newspaper targeting the mature demographic.

Established in **1991**, **Have a Go News** is the only wholly family owned Western Australian newspaper for the mature market and is the longest running paper available for the over 55s.

Digital editions of the newspaper are available online via the Have a Go News website see below, apart from quality content and interesting articles you can enter competitions, just follow the instructions under the “Win” tab.



**PHONE: 08 9227 8283**

**WEB: [www.haveagonews.com.au](http://www.haveagonews.com.au)**



**Remember “THE ONLY SILLY QUESTIONS ARE THE ONES YOU NEVER ASK!”**

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