



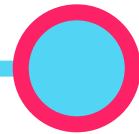
Bridging Digital Gaps

Presented By: RIWC

Series Progress



Learning About
The Basics



Starting off by reviewing
the basics around tech

Today's Agenda

1. Learning about smart devices

2. Learning the basic buttons and functions

3. Looking at useful resources



**Let's cover some
basic tech terms!**

Land Acknowledgement

We acknowledge that we are on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands. This land is also governed by the dish with one spoon wampum belt convenient: an agreement between allied First Nations to peaceably share and care for the land around the Great Lakes.

The City of Toronto has been acknowledging the traditional territory since March 2014. Due to conversations with Indigenous leaders, including the Aboriginal Advisory Committee as part of the 2018 Toronto for All Campaign, the language the City of Toronto uses has evolved.



Hardware

- *Hardware* refers to the actual physical pieces of your computer, phone, tablet or other technological device

Here are some examples of common
tech *hardware...*



Phone



Tablet



Laptop



Desktop



Software

- *Software* are the programs, instructions, and related data that tell your computer what to do
- Without software, computers, phones, and tablets would be useless



App

- *Apps* are a type of software that are meant to perform a specific function
- Phones, tablets, and computers generally come with pre-installed apps
- Sometimes, apps on phones or tablets can be limited due to the power of your device

Here are some examples of commonly used *software...*



Email Apps



Google Drive



Anti-Virus



MS Office



Wi-Fi

- *Wi-Fi* is wireless technology that lets our computers, tablets, smartphones and other devices connect to the internet
- Most of our portable devices rely on Wi-Fi to be able to use them fully

Certain places in our communities offer
free Wi-Fi...



Library



BOOKSHOP
Community
Center



Cafe



Malls



Web Browser

- *Web browsers* are the applications that allow us to connect to, search and browse the internet

Here are some of the most popular
web browsers...



Safari



Chrome



Edge



FireFox



Input Device

- *Input devices* are typically external hardware that send information and command signals to your computer
- They allow us to do additional things on our devices and make our experiences smoother

Here are some examples of commonly used *input devices...*



Keyboard



Mouse



Microphone



Webcam



Output Device



- *Output devices* are typically external hardware that receive data from the computer
- Things like speakers and monitors allow us to visually and audibly experience the information being processed by the computer

Here are some examples of commonly used *output devices...*



Headphones



Printer



Speakers



Monitor



Troubleshooting

- *Troubleshooting* is when you try to find and fix a problem with your device
- A lot of the times, you can troubleshoot problems on your own - if they continue, seek professional help

**Let's look at some
computer parts!**



Specs

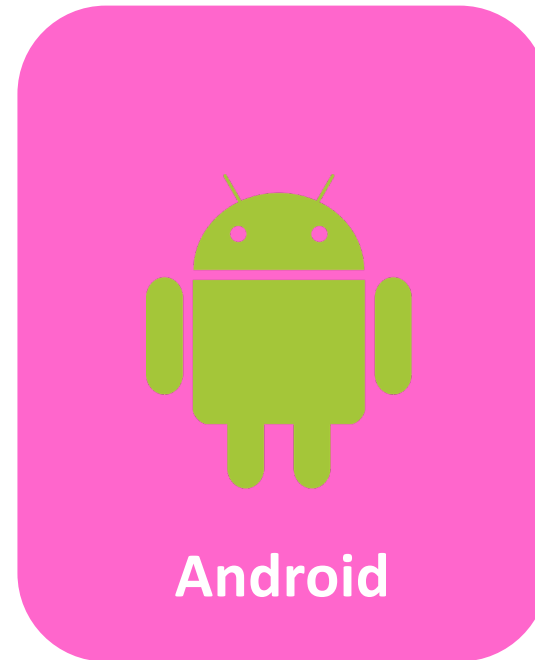
- *Specs* is a general term used to refer to the different parts that make up your computer



Operating System

- *Operating systems* are a type of software - they handle the memory and processes that take place in the computer
- they create the space for things like YouTube, Office, and other software to work

Here are some examples of commonly used *operating systems...*





CPU

- *CPUs* or *central processing units* are basically the brains of our computers
- They process all of the instructions necessary to run the operating system and applications



RAM

- *RAM* or *random access memory* gives software a place to keep and use data quickly
- The more apps or programs you are running, the more RAM you will need to keep your device running smoothly and quickly



HDD

- *HDDs* or *hard disk drives* are devices used to permanently store your files, apps, and other data you wish to keep long-term

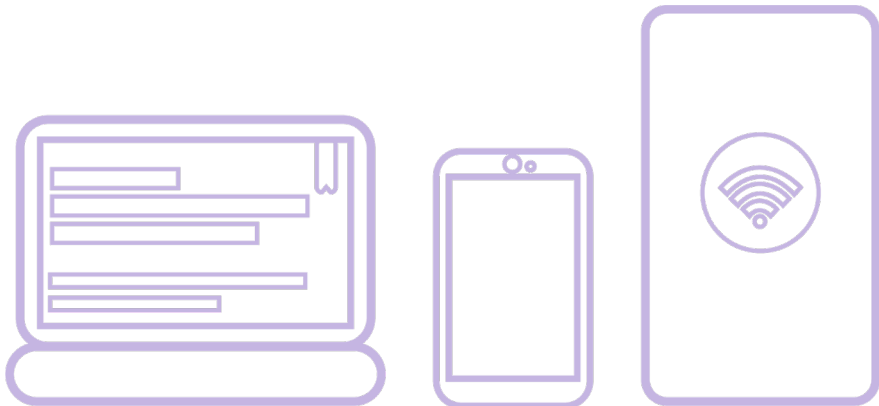


SSD

- *SDDs* or *solid state drives* are faster, more durable, and expensive alternatives to HDDs
- They allow for a speedier transfer of data and are generally considered to give you the best performance

**Let's answer some
common questions!**


What is a smart device?



- Any *electronic* device that can connect to the internet
- Many of us already own smart devices! For example:
 - Iphones (Apple)
 - Android phones (Samsung)
 - Laptops
 - Desktops
 - And many more...



Do I need a smart device?

- 
- It's a tough question to answer
 - A lot of things like shopping, banking, and even government support have moved online for convenience
 - But this can create barriers for people who can't easily access tech



What are some common barriers?

- *Affordability* – smart devices are not cheap and even the more budget-friendly options will run you hundreds of dollars
- *Technical ability* – a lot of people struggle with learning technology



Do I have to know about this?

- *Absolutely* – small changes in technology can make a big difference to our lives
- The ways in which we communicate with each other are different now and everyone should be educated on it

Let's look at some
phone button layouts!

Learning the buttons: *iPhones*



Activa
Go to Se

iPhone 5s & Earlier



Act

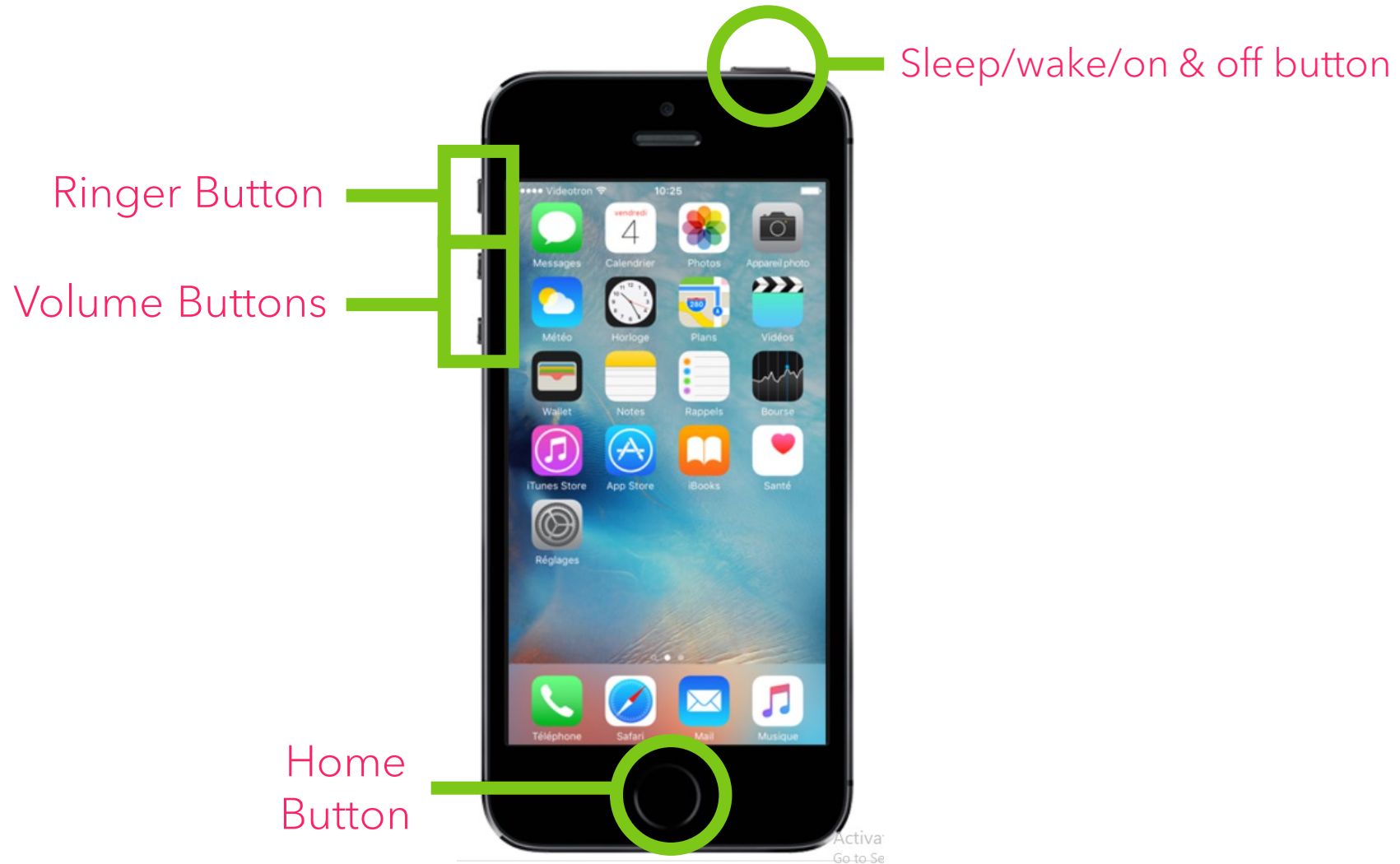
iPhone 7 & 8



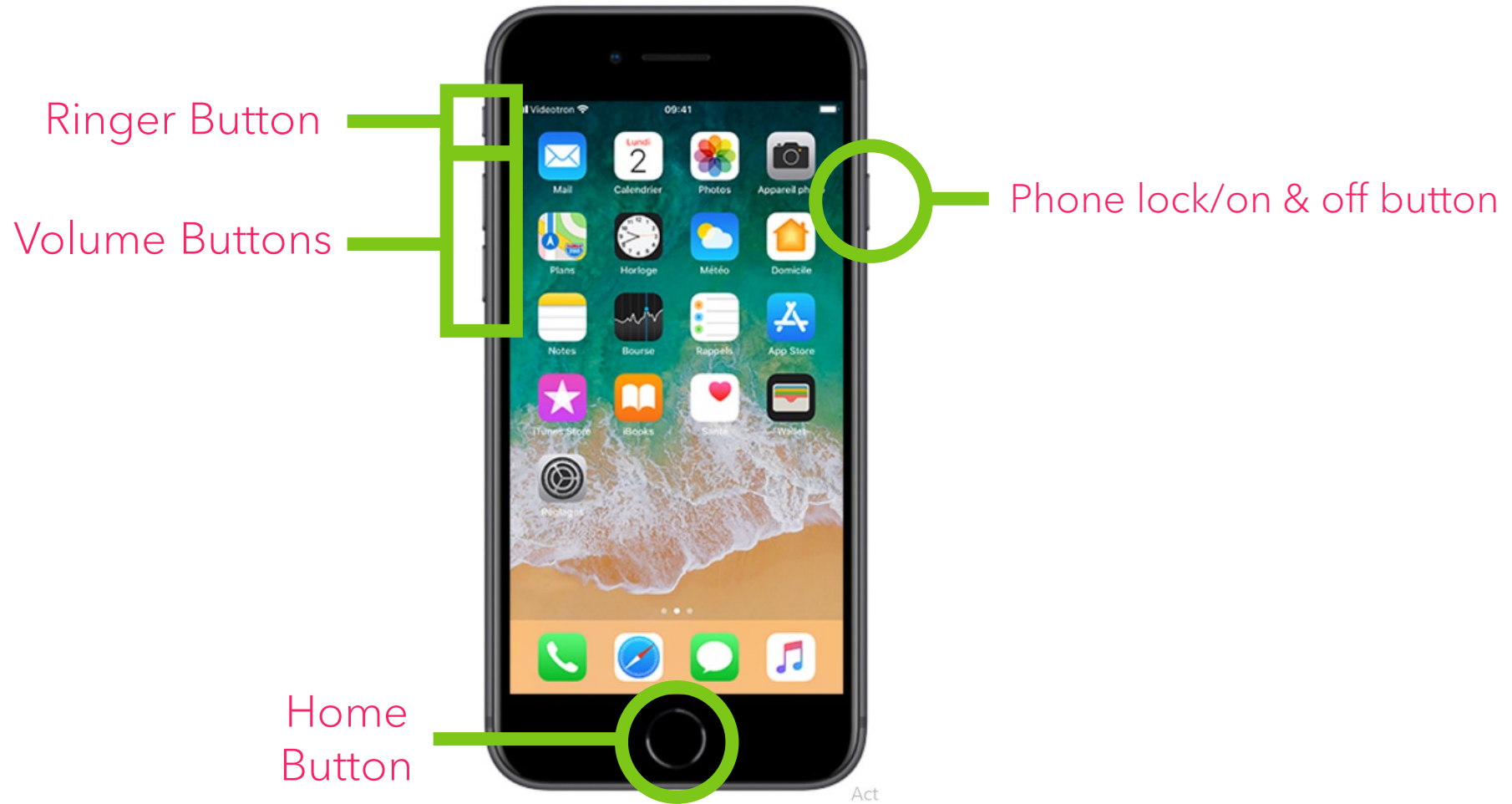
Activ
Go to!

iPhone X, 11, & 12

iPhone 5s or older



iPhone 7 & 8



iPhone X & up



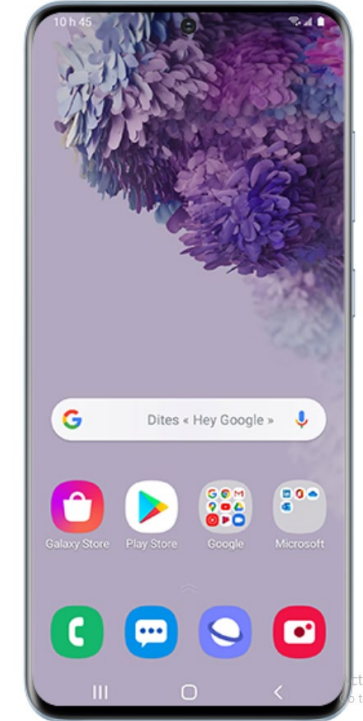
Learning the buttons: *Android (Samsung)*



Samsung S5



Samsung S7



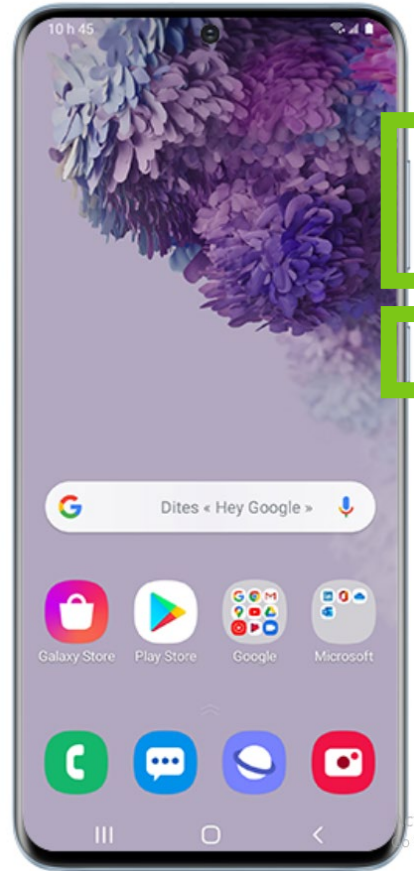
Samsung S20 & up

Learning the buttons: *Older Models*



Learning the buttons: *Newer Models*

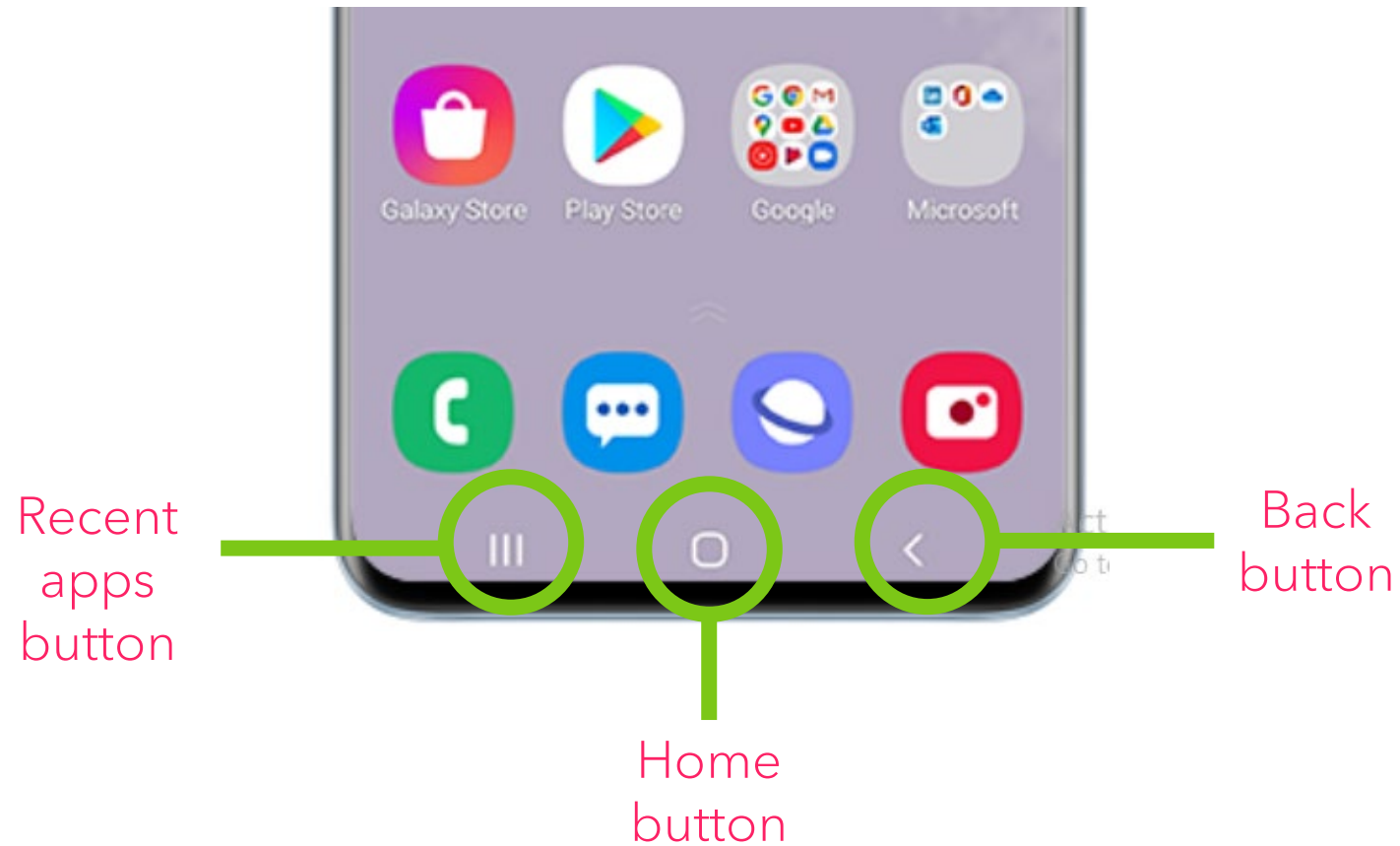
Physical button
replaced with
fingerprint sensor →



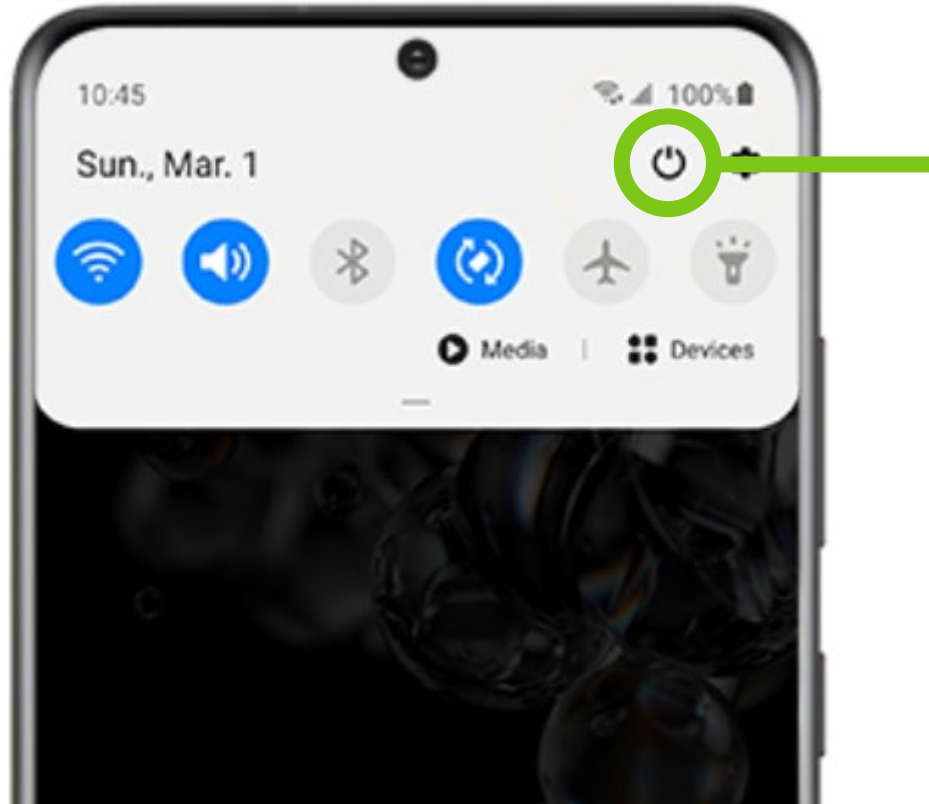
Volume buttons

Smart assistant/
lock screen

Learning the buttons: *Newer Models*



Learning the buttons: *Newer Models*



Newer Samsung phones have made it so that you have to swipe down on your screen and select the power-off option. Older models would use the side button for this.

Let's review some
keyboard layouts!

Keyboards:

Basic Shortcuts

1. **SHIFT** + Any letter on your keyboard = Upper case letters

2. **SHIFT** + Any number on your keyboard = Special characters !, @, #, \$...

3. **CTRL** + **C** = Copy highlighted text or images

4. **CTRL** + **V** = Paste copied text or images

Keyboards:

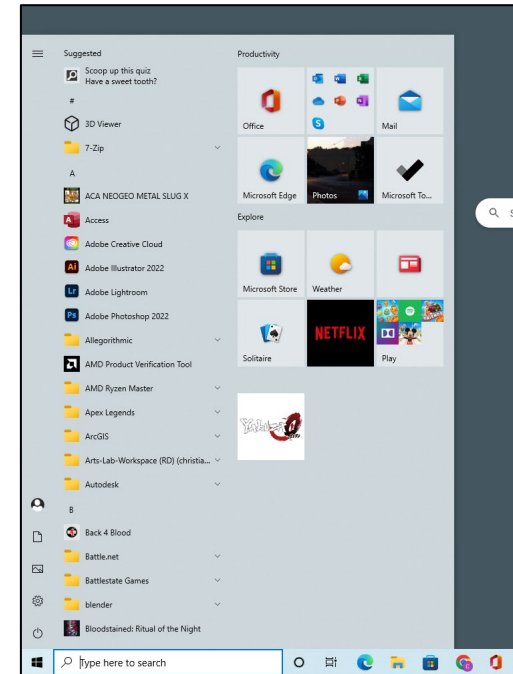
Standard Keyboard



Typically, keyboards will have a *“Windows”* or *“Function”* button on the bottom-left – this acts as a shortcut to a quick-access menu on your computer or laptop.

Different Keyboards:

Standard Keyboard



As you can see, pressing this key will bring up a menu from where you can look for a specific app, click on some recently used files, or change some settings.

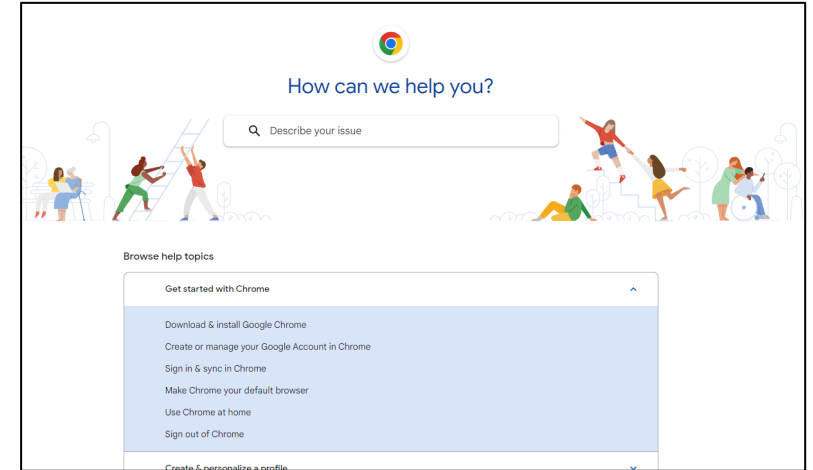
Different Keyboards: *Standard Keyboard*



The *"F-keys"* found at the top also act as shortcuts – their uses change depending on the app or software you're using.

Different Keyboards:

Standard Keyboard



Pressing the ***F1 key*** is commonly a shortcut for the help menu of an app or web browser – here, it is being used in Google Chrome.

Different Keyboards:

Standard Keyboard



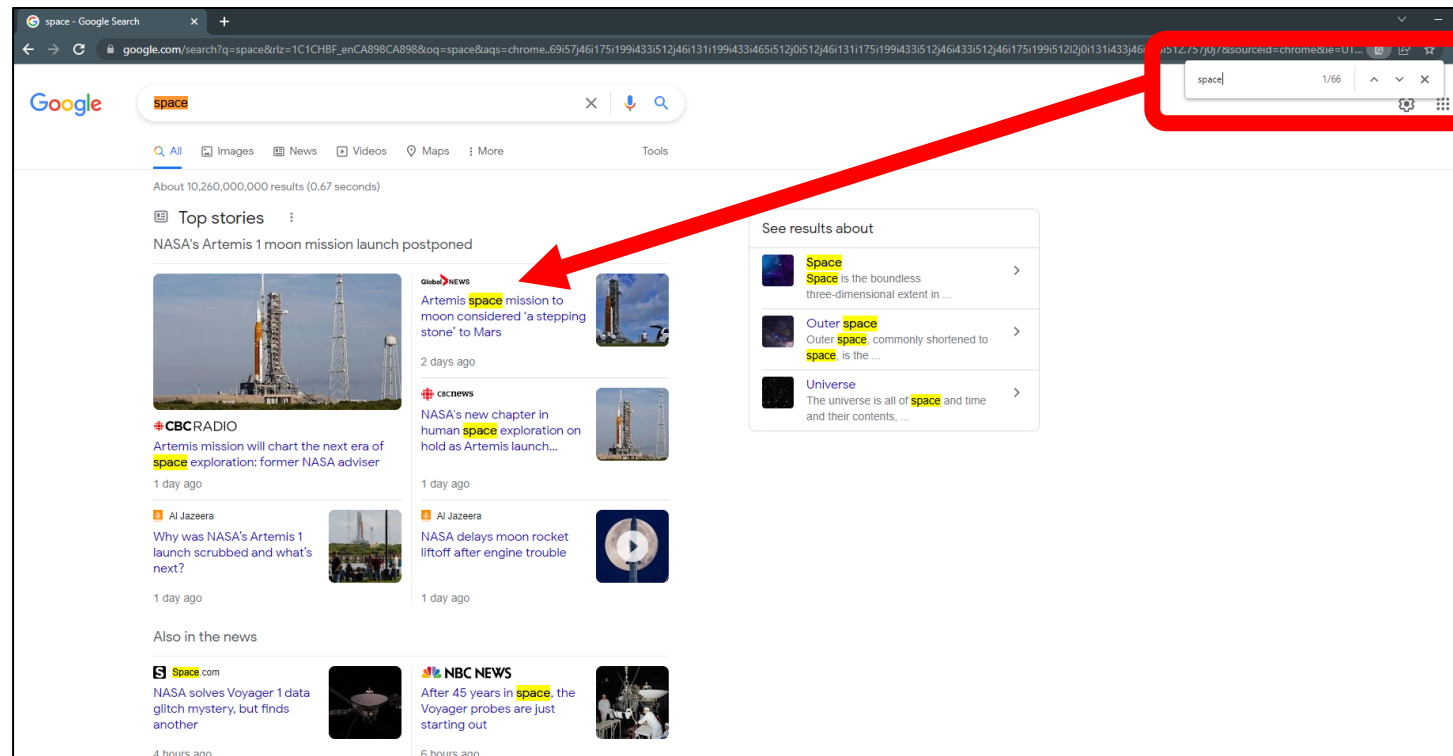
Pressing the **F2 key** will let you quickly rename a chosen file, icon or folder – the text will be highlighted in blue, letting you know you can replace the highlighted text.

Different Keyboards: *Standard Keyboard*



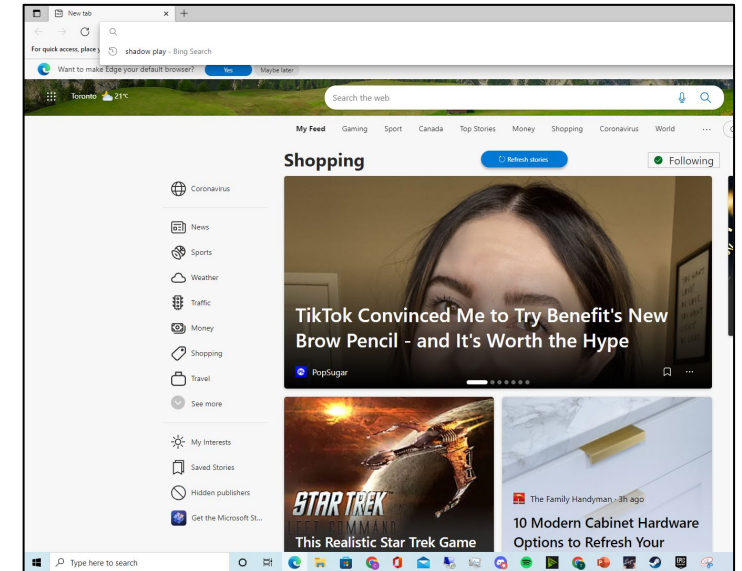
Pressing the **F3 key** opens a quick-search bar for apps – in this example, pressing it let's you search the page using “key words”.

Different Keyboards: *Standard Keyboard*



Typing the word "space" into the search bar will highlight all of the times "space" appears on the page.

Different Keyboards: *Standard Keyboard*



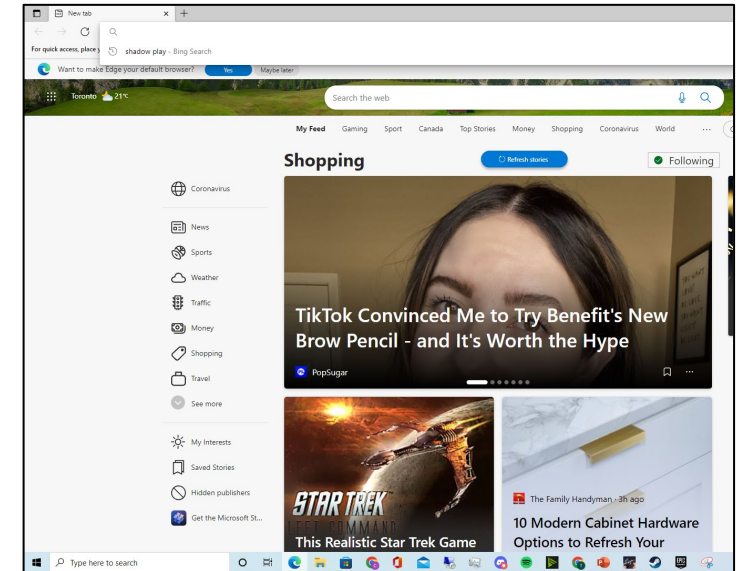
Pressing the **F4 key** opens the *address bar* for **Microsoft Edge** users. This let's you quickly search for things through your browser.

Different Keyboards: *Standard Keyboard*



Pressing the **F5 key** refreshes your page or reloads the current page you're looking at. This comes in handy if the page is loading slowly or if you're experiencing a small glitch.

Different Keyboards: *Standard Keyboard*



Pressing the **F6 key** is similar to pressing F4 – your mouse is brought up to the address bar in your browser.

Different Keyboards: *Standard Keyboard*



Pressing the **F7 key** can be used to spell check a document in Microsoft Office or even an email.

Different Keyboards: *Standard Keyboard*



Pressing the ***F8 key*** is mainly used for troubleshooting – it is used to access something called ***safe mode***.

Different Keyboards: *Standard Keyboard*



Pressing the **F9 key** is used to refresh a document in Microsoft Word. It has other functions in Outlook as well.

Different Keyboards: *Standard Keyboard*



Pressing the **F10 key** usually opens an application's menu bar or settings tab. In the image above, F10 shows us where the settings tab is (top right of your screen) when using the Chrome browser.

Different Keyboards: *Standard Keyboard*



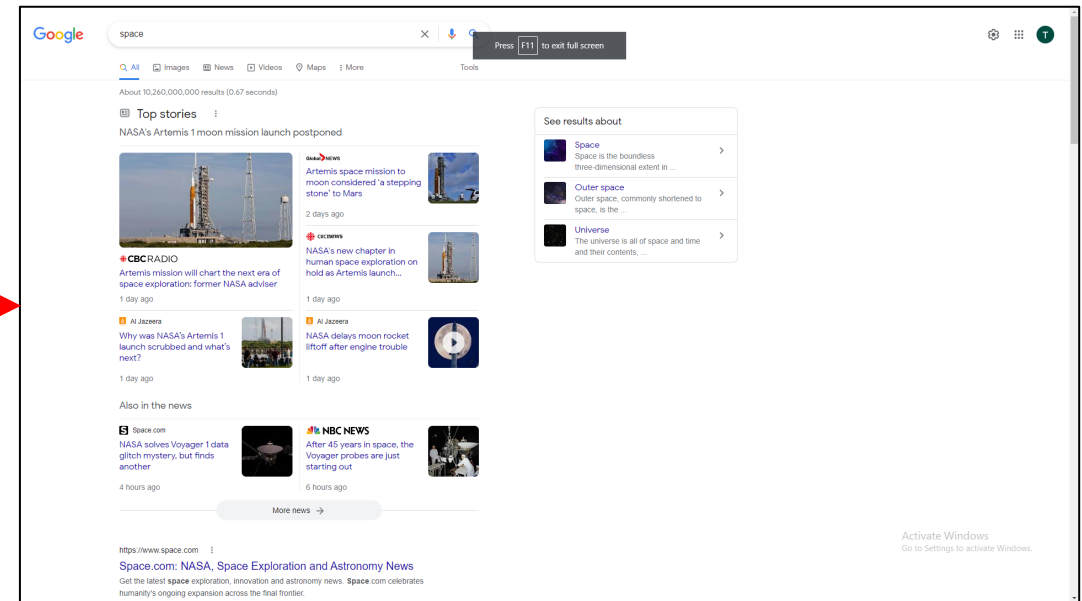
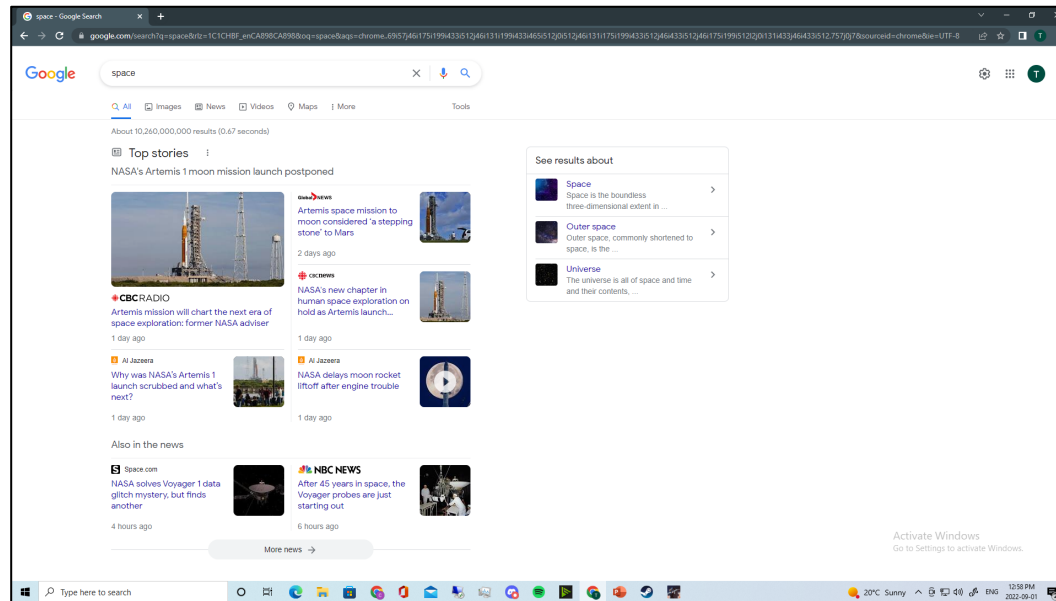
You can then click on the menu button to open up your menu options tab.

Different Keyboards: *Standard Keyboard*



Pressing the **F11 key** is used to enter and exit **fullscreen mode** in all browsers – this makes whatever you're viewing a bit bigger, but it removes your **address bar** and **task bar**.

Different Keyboards: *Standard Keyboard*



The above image gives you an example of what fullscreen mode (right image) looks like.

Different Keyboards: *Standard Keyboard*



Finally, pressing the **F12 key** while using a Microsoft Office application will prompt the **"save as"** window.

Different Keyboards:

Standard Keyboard



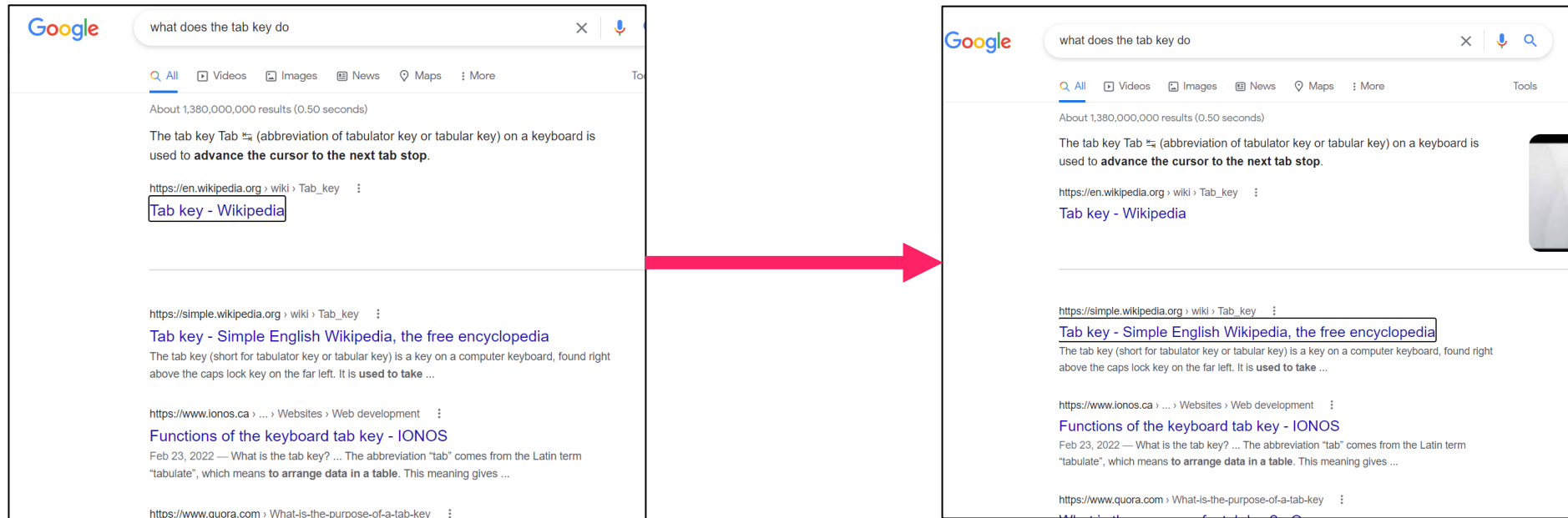
Additionally, the *Caps Lock key* will make it so that any letters you type are automatically set to uppercase. Press this key again when you want to return to manual control of uppercase letters.

Different Keyboards: *Standard Keyboard*



Lastly, there's the **Tab key**. Pressing it will automatically move your cursor to different elements of the page you are looking at.

Different Keyboards: *Standard Keyboard*





You can see in the image above that every time I press tab, the cursor immediately highlights a new element on the page. This can make browsing a bit easier at times.



Let's look at Apple keyboards!



Keyboards:

Basic Mac Shortcuts

1.  + Any letter on your keyboard = Upper case letters

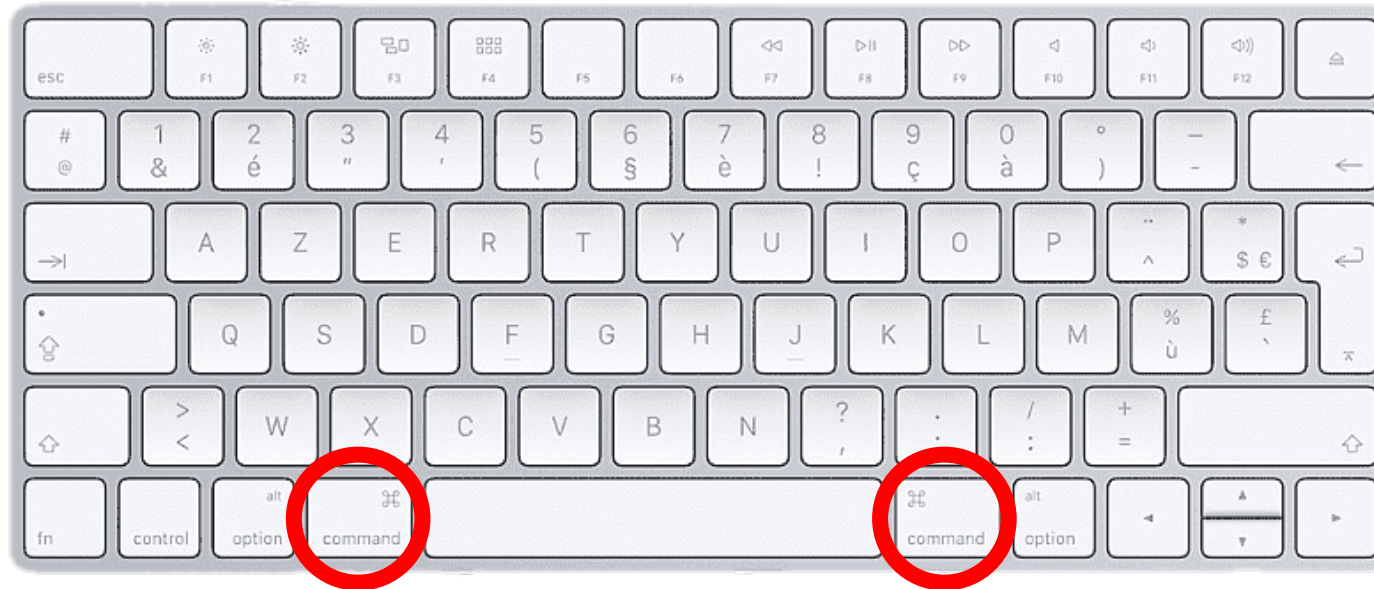
2.  + Any number on your keyboard = Special characters !, @, #, \$...

3.  +  = Copy highlighted text or images

4.  +  = Paste copied text or images

Different Keyboards:

Mac Keyboard



Mac keyboards are similar enough to standard keyboards, but one of the biggest differences is the use of the "**command**" button instead of the usual Windows button.

Follow this link to learn more:



<https://www.youtube.com/watch?v=LjgNJuxboRs>

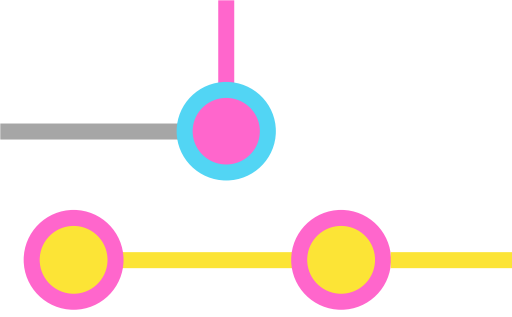
Let's take a break!

Let's answer some
more questions!



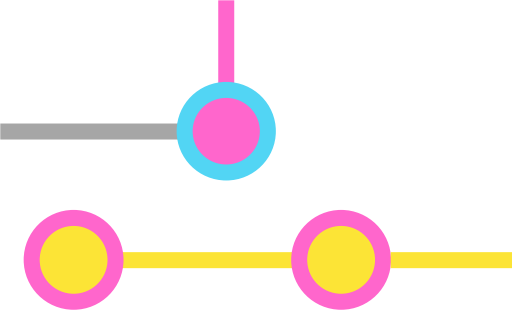
Do I have to keep buying new devices?

- Older devices have outdated *software* and *hardware*
- They will still work, but they won't be as fast or safe to use - newer devices can support much needed updates
- Sadly, the same goes for computers and laptops



What about tablets? Are they any different?

- Tablets are very similar to smart phones in how they work
- Many of them have the same buttons and functionality - but most tablets purely rely on Wi-Fi connections and not cellular plans



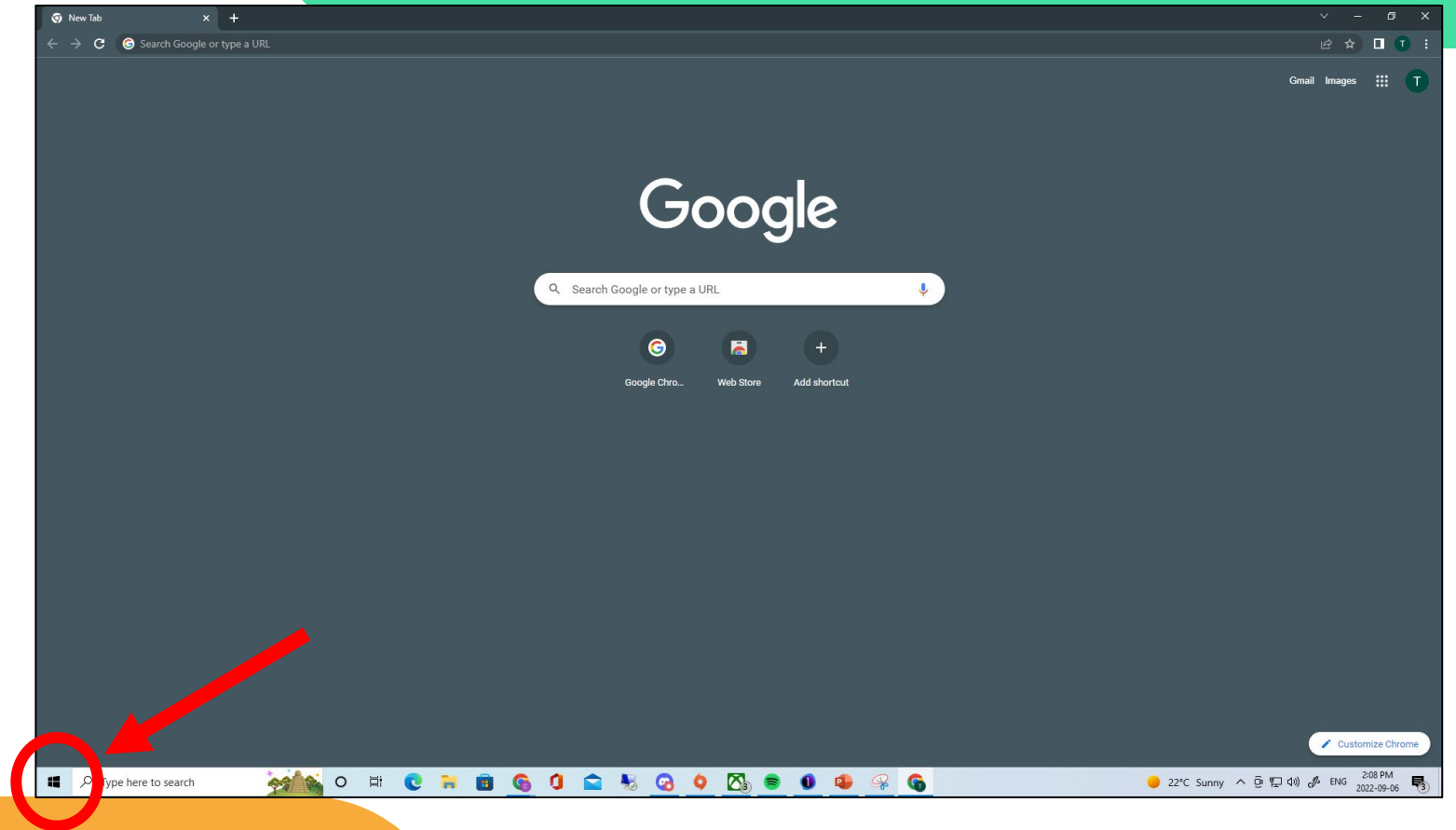
What about tablets? Are they any different?

- For example, most tablets do not have the ability to make phone calls unless using a specific app while you're connected to the internet
- You can add a cellular data plan to your tablet, but this is usually very expensive

**Let's learn how to
check for updates!**

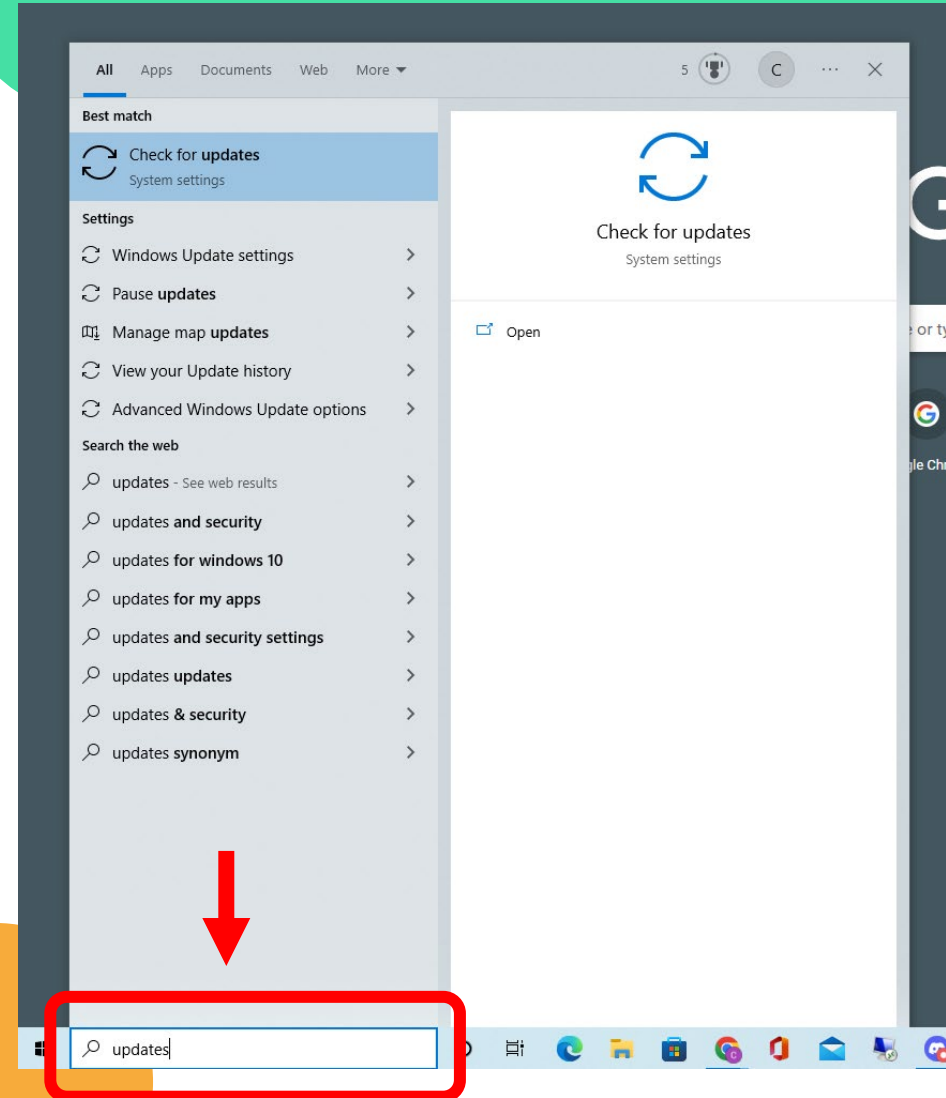
Updates on PC

- Let's take some of our own advice and make sure our computers are up-to-date
- Start by finding and clicking the little *Windows Start Menu* icon on your task bar



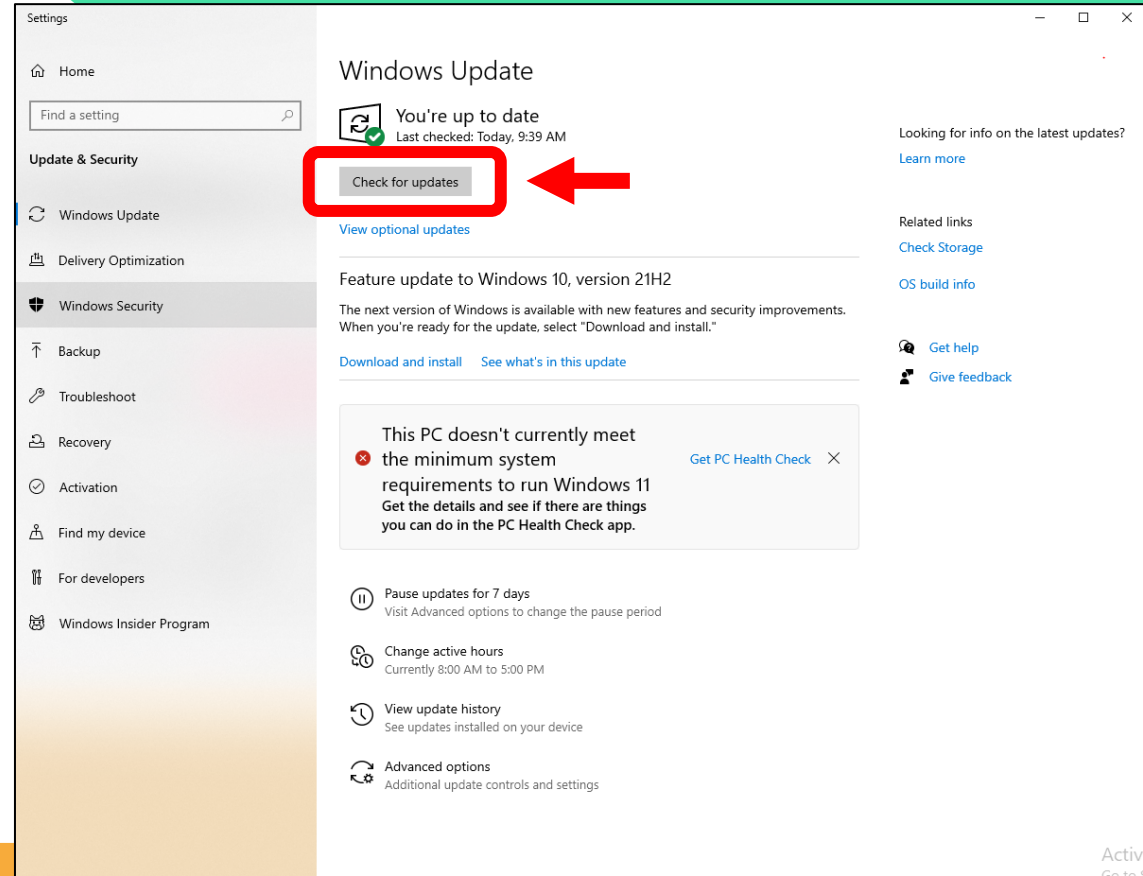
Updates on PC

- Your start menu will pop-up – from here, start typing in the word "*updates*" into the search bar that appears
- You will also see that the very first option (highlighted in blue) will ask if you want to check for any updates – click on this option



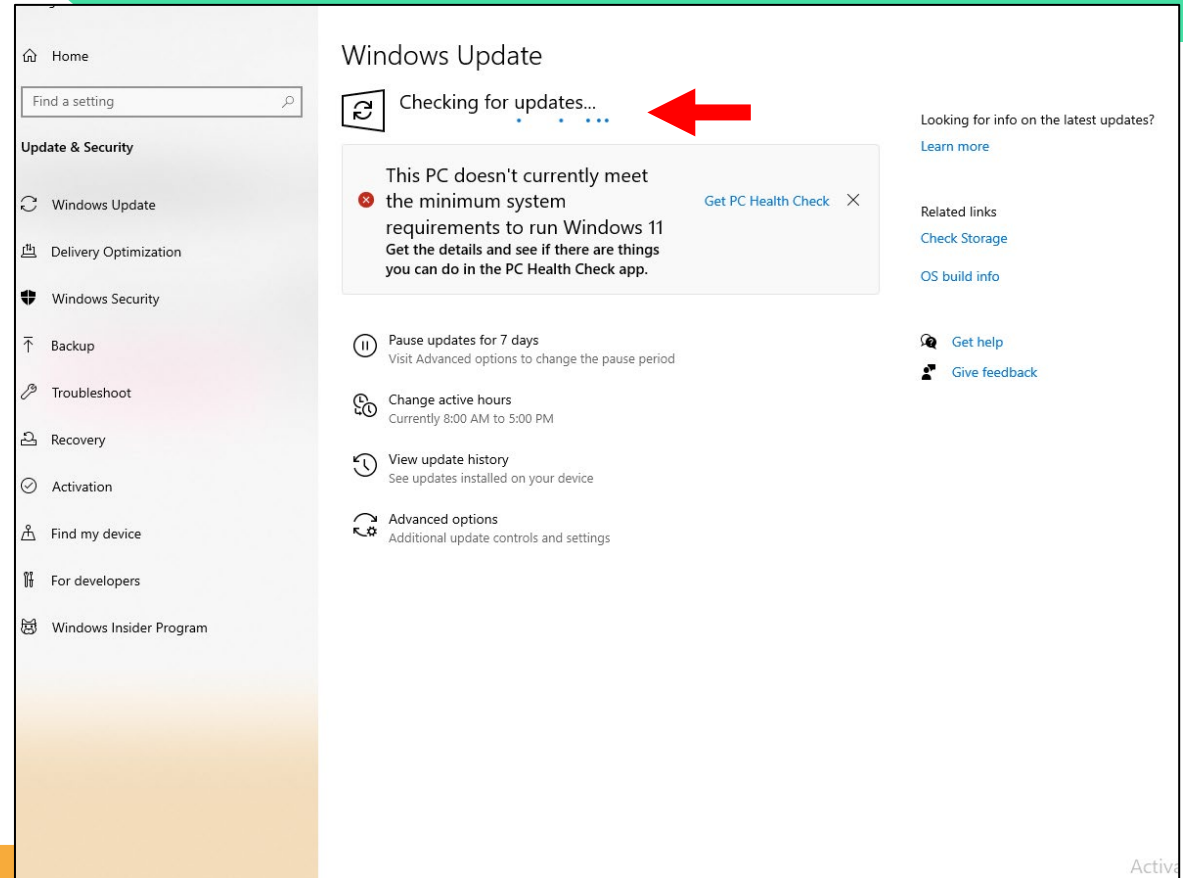
Updates on PC

- A new menu will show up – from here, click the **"check for updates"** button
- Doing this will make the computer check itself to see if we are missing any of the more recent software updates



Updates on PC

- The computer should now begin searching for any potential updates
- This may take several minutes to complete – please take a pause during this time



Updates on PC

- If a new update is available, the computer will automatically begin to download it for you
- In this case, two major updates were needed – the download percentage is shown to the right of each update

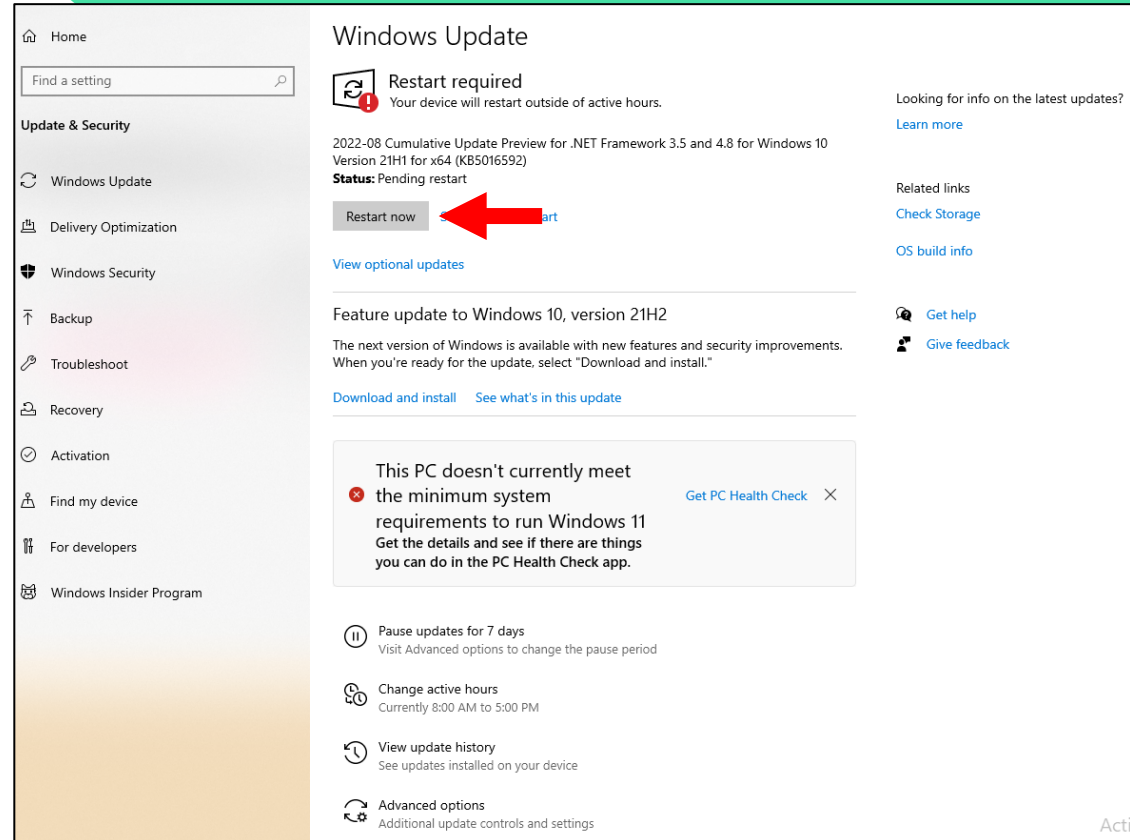
The screenshot shows the Windows Update interface. On the left is a navigation pane with 'Update & Security' selected. The main area is titled 'Windows Update' and shows 'Updates available' with a last checked time of 'Today, 7:13 PM'. Two updates are listed:

- 2022-08 Cumulative Update Preview for .NET Framework 3.5 and 4.8 for Windows 10 Version 21H1 for x64 (KB5016592)**
Status: Installing - 11%
A red arrow points to the 'Learn more' link to the right of this update.
- Feature update to Windows 10, version 21H2**
The next version of Windows is here with new features and security improvements. Select "Download and install", and the update will begin after other updates in your queue have completed. Your device may need to restart.
A red arrow points to the 'Download and install' button.

Below the updates, there is a notification: 'This PC doesn't currently meet the minimum system requirements to run Windows 11. Get the details and see if there are things you can do in the PC Health Check app.' Below this, there are options to 'Pause updates for 7 days', 'Change active hours', 'View update history', and 'Advanced options'. On the right side, there are links for 'Looking for info on the latest updates?', 'Learn more', 'Related links', 'Check Storage', 'OS build info', 'Get help', and 'Give feedback'. The word 'Act' is visible in the bottom right corner of the window.

Updates on PC

- Once the update is finished being downloaded, the computer will also automatically install it
- The final step here is to restart your computer so that the update fully and properly installs



The screenshot shows the Windows Update settings page. On the left is a navigation pane with 'Update & Security' selected. The main content area is titled 'Windows Update' and features a 'Restart required' notification with a red exclamation mark icon. Below this, it lists the update details: '2022-08 Cumulative Update Preview for .NET Framework 3.5 and 4.8 for Windows 10 Version 21H1 for x64 (KB5016592)' and 'Status: Pending restart'. A 'Restart now' button is highlighted with a red arrow. To the right of the button is a small 'art' label. Below the restart notification, there are links for 'View optional updates', 'Feature update to Windows 10, version 21H2', and 'Download and install'. At the bottom, there are several update control options: 'Pause updates for 7 days', 'Change active hours', 'View update history', and 'Advanced options'. A notification at the bottom states 'This PC doesn't currently meet the minimum system requirements to run Windows 11' with a 'Get PC Health Check' link. The page also includes a search bar at the top and a 'Learn more' link on the right.

**What about
updating your mobile device?**

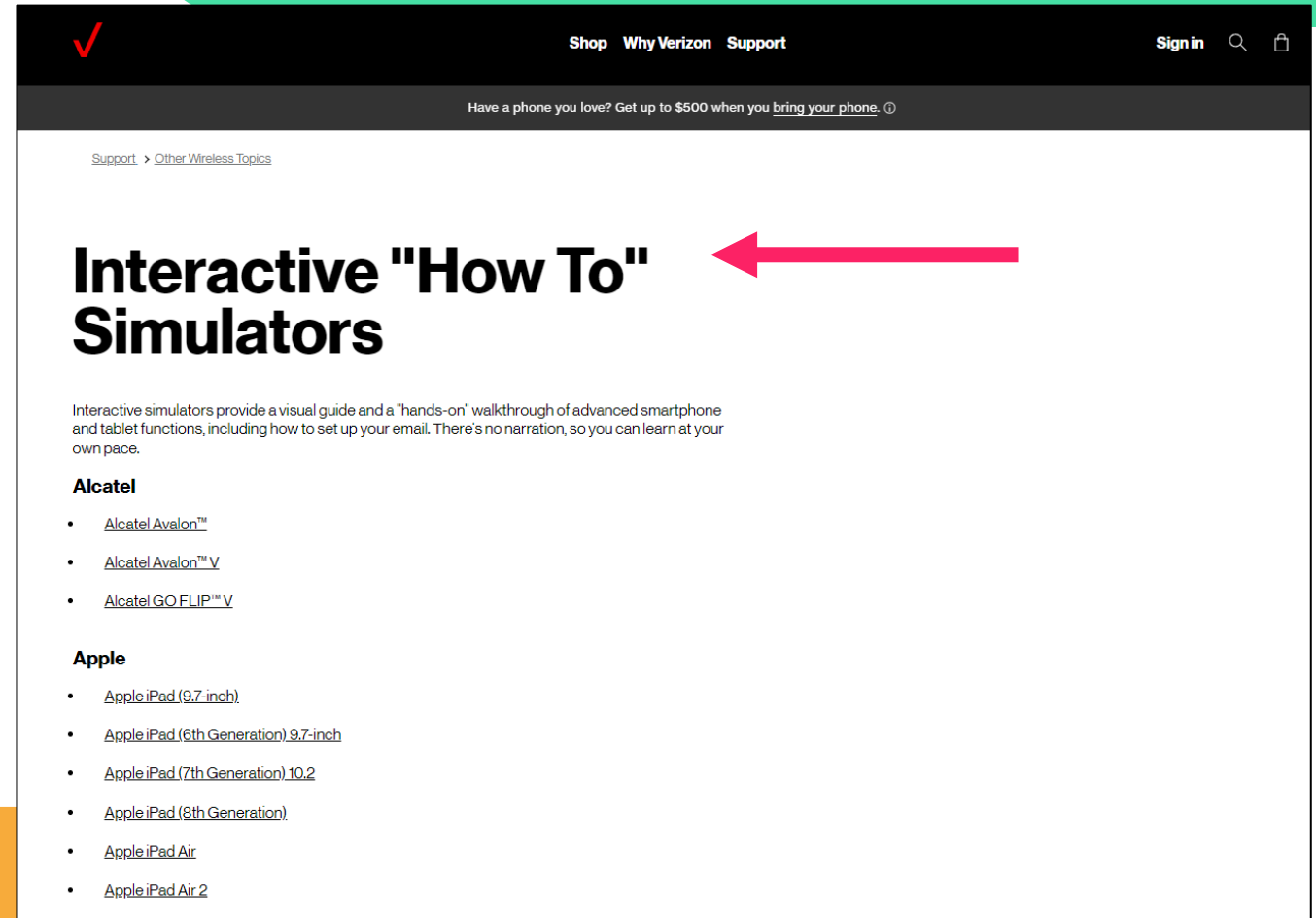
Let's look at a
helpful resource!



[https://www.verizon.com/support/
simulators/](https://www.verizon.com/support/simulators/)

Getting Started

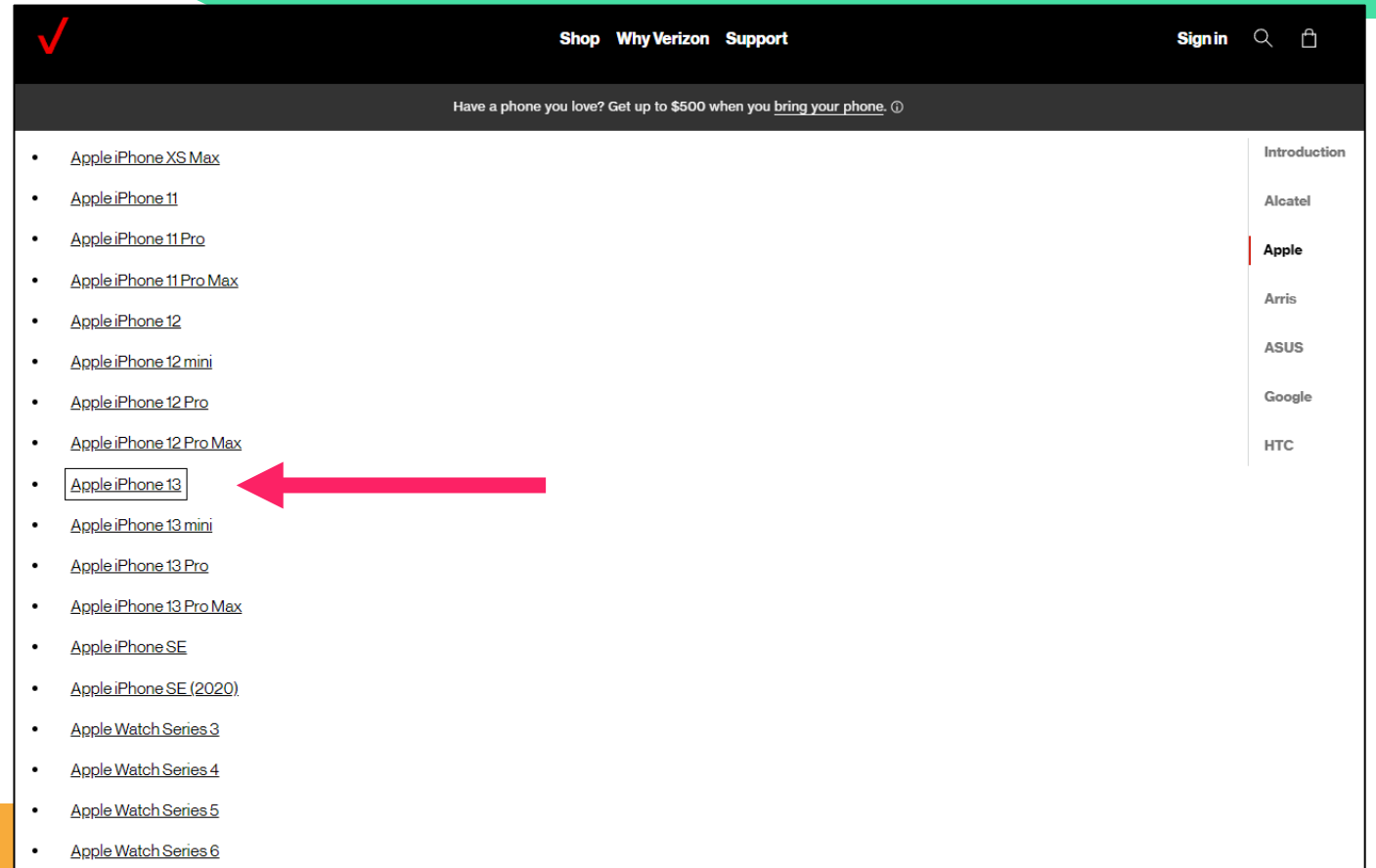
- Clicking the link in the last slide should bring you to this web page
- This is a free, interactive tool for learning how to use different smart phones and tablets
- The list is organized by brand



The screenshot shows a Verizon support page. At the top, there is a navigation bar with a red checkmark logo, links for 'Shop', 'Why Verizon', and 'Support', and a 'Sign in' button. Below the navigation bar is a promotional banner: 'Have a phone you love? Get up to \$500 when you [bring your phone](#).' The main content area has a breadcrumb trail: 'Support > Other Wireless Topics'. The main heading is 'Interactive "How To" Simulators', with a pink arrow pointing to it from the right. Below the heading is a paragraph: 'Interactive simulators provide a visual guide and a "hands-on" walkthrough of advanced smartphone and tablet functions, including how to set up your email. There's no narration, so you can learn at your own pace.' Underneath, there are two sections: 'Alcatel' and 'Apple'. The 'Alcatel' section lists three items: 'Alcatel Avalon™', 'Alcatel Avalon™ V', and 'Alcatel GO FLIP™ V'. The 'Apple' section lists seven items: 'Apple iPad (9.7-inch)', 'Apple iPad (6th Generation) 9.7-inch', 'Apple iPad (7th Generation) 10.2', 'Apple iPad (8th Generation)', 'Apple iPad Air', and 'Apple iPad Air 2'.

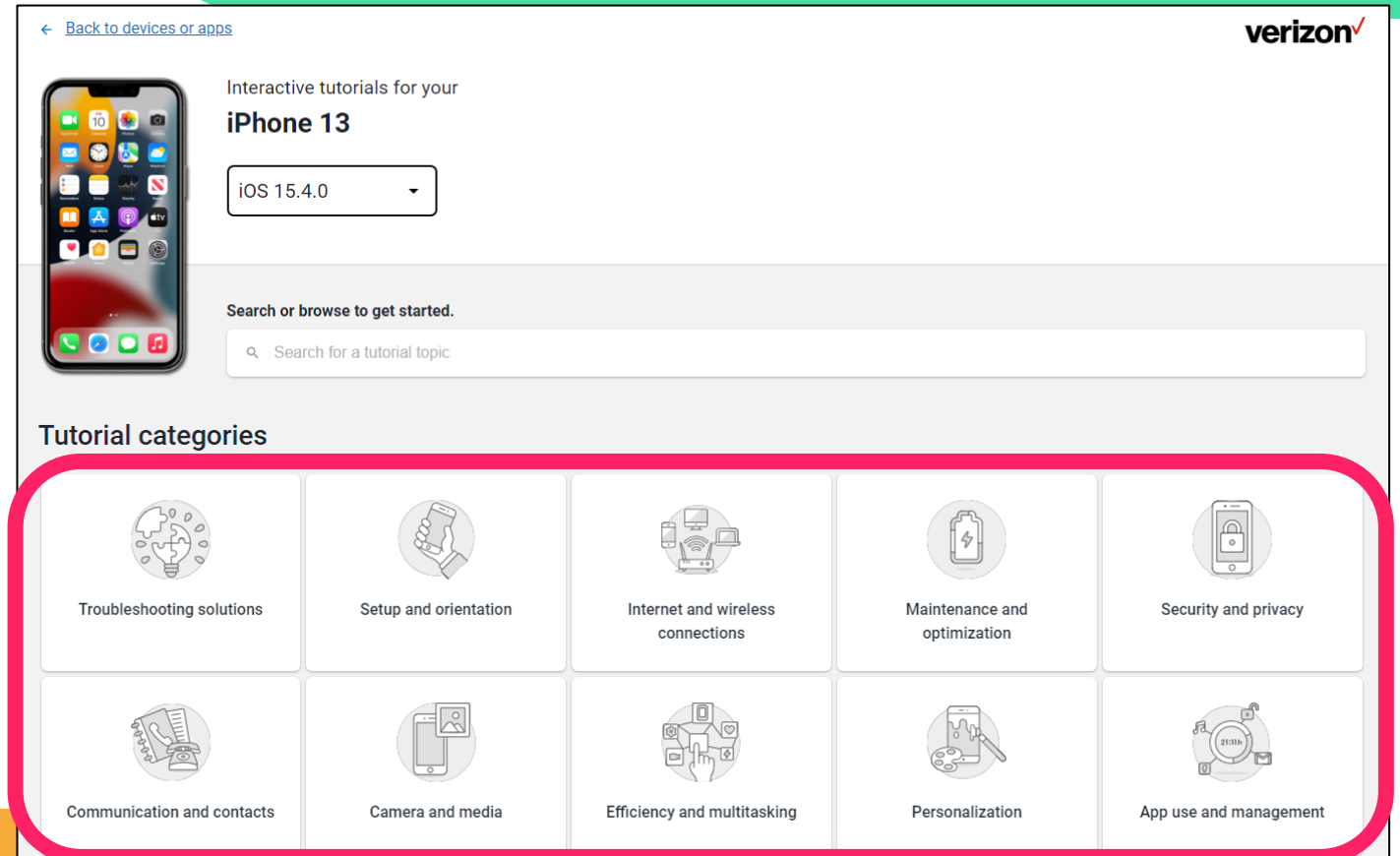
Getting Started

- Scroll down to see the full list of phones and tablet tutorials
- Feel free to click on any device that you want to learn about
- For this example, I'll use the iPhone 13



Getting Started

- You'll see a lot of different tabs that you can click on at the bottom of the page
- These include things like setup, troubleshooting, and how to use certain apps



The screenshot shows the Verizon support page for iPhone 13. At the top left, there is a link to "Back to devices or apps". The Verizon logo is in the top right corner. Below the link, there is a mobile phone icon showing the home screen. To the right of the phone, it says "Interactive tutorials for your iPhone 13" and "iOS 15.4.0" with a dropdown menu. Below this is a search bar with the text "Search or browse to get started." and a search icon. Underneath the search bar is the heading "Tutorial categories" followed by a grid of ten categories, each with an icon and a label. The categories are: Troubleshooting solutions, Setup and orientation, Internet and wireless connections, Maintenance and optimization, Security and privacy, Communication and contacts, Camera and media, Efficiency and multitasking, Personalization, and App use and management. The entire grid of categories is enclosed in a red rounded rectangle.

[Back to devices or apps](#) verizon











Interactive tutorials for your
iPhone 13

iOS 15.4.0

Search or browse to get started.

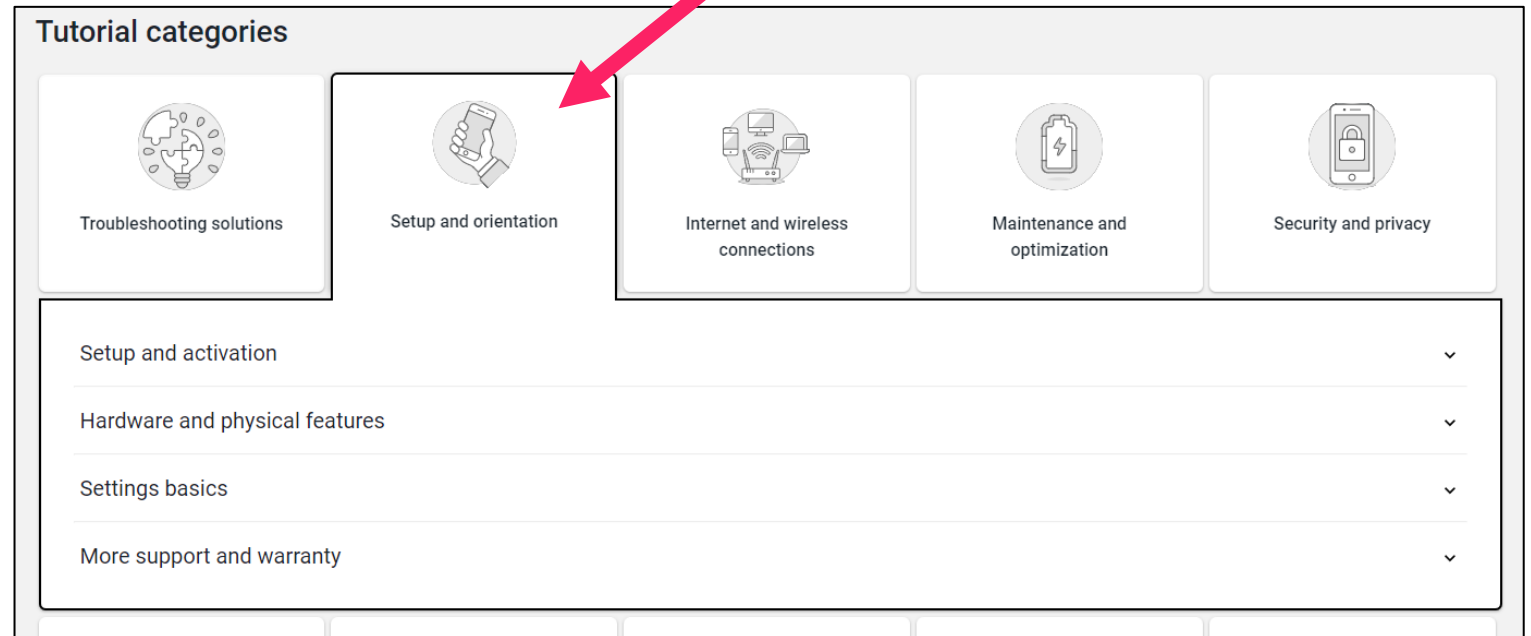
Search for a tutorial topic

Tutorial categories

 Troubleshooting solutions	 Setup and orientation	 Internet and wireless connections	 Maintenance and optimization	 Security and privacy
 Communication and contacts	 Camera and media	 Efficiency and multitasking	 Personalization	 App use and management

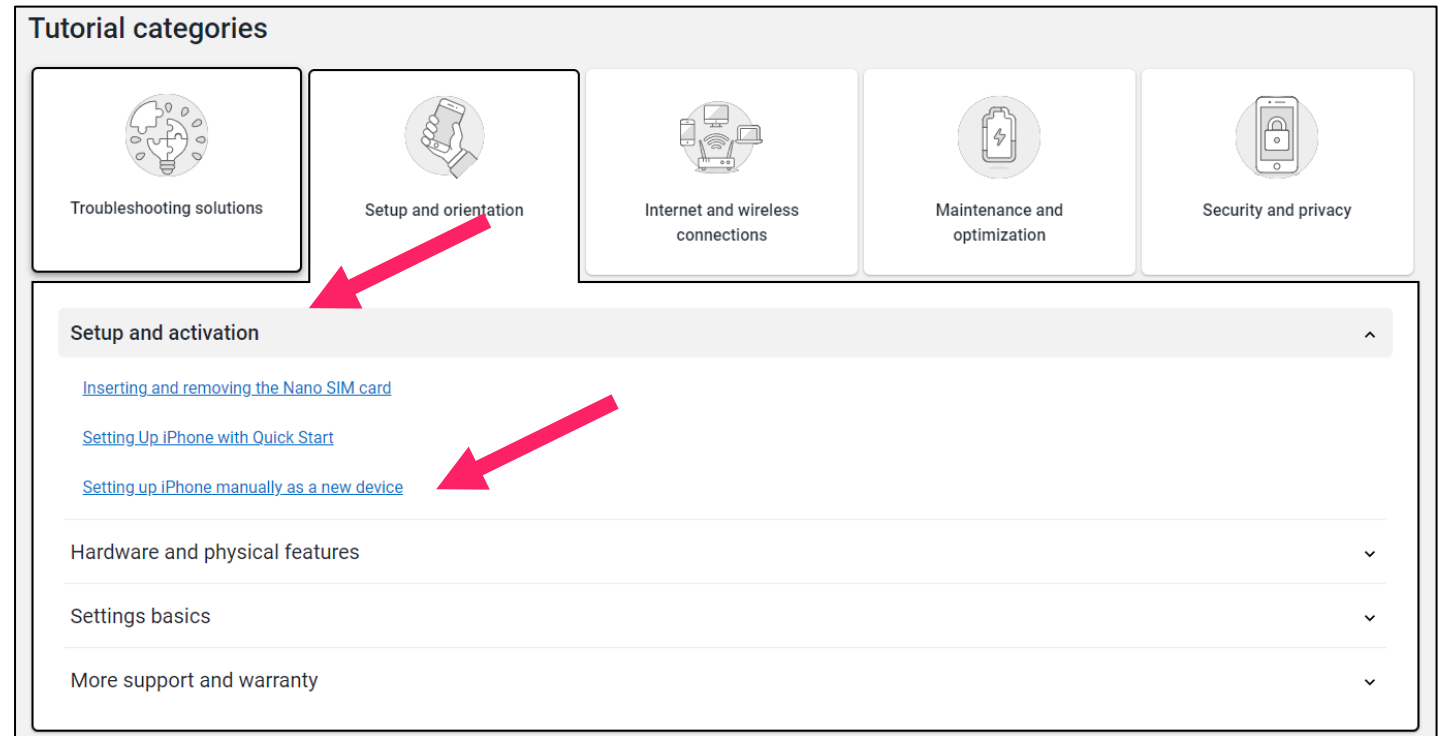
Getting Started

- Go ahead and click on ***setup and orientation***
- You'll see that some new options appear
- Clicking on any of the tabs will bring up instructions and directions on how to setup your phone



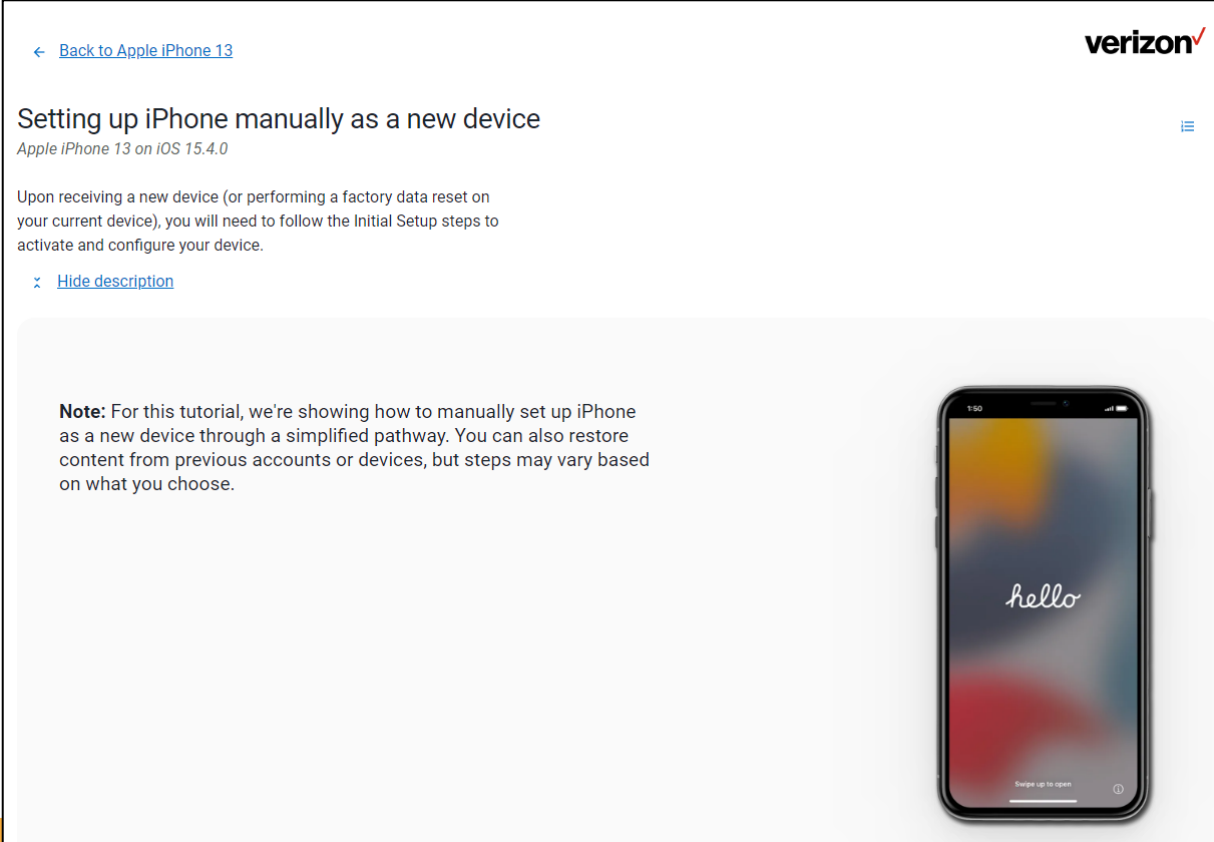
Getting Started

- Next, click on *setup and activation*
- This gives us another small menu where we can figure out how to setup our new iPhone
- For this example, we can click on *setting up iPhone manually as a new device*



Getting Started

- A new page will open - you can start to follow the guide by scrolling down the page
- There is also a visual guide when you look at the phone on the right - a glowing yellow circle will show you the way



The screenshot shows a mobile support page with a white background and a black border. At the top left is a blue back arrow and the text "Back to Apple iPhone 13". At the top right is the Verizon logo. The main heading is "Setting up iPhone manually as a new device" in bold black text, with a sub-heading "Apple iPhone 13 on iOS 15.4.0" below it. A paragraph of text explains that upon receiving a new device or performing a factory data reset, the user must follow the Initial Setup steps. Below this is a link "Hide description" with a blue 'x' icon. On the right side, there is a blue hamburger menu icon. At the bottom right, there is an image of an iPhone 13 with a glowing yellow circle around the home button area. The phone's screen displays the time "1:50", a colorful blurred background, and the word "hello" in a white cursive font. At the very bottom of the phone's screen, it says "Charge up to open" and has a power button icon.

[← Back to Apple iPhone 13](#)


Setting up iPhone manually as a new device

Apple iPhone 13 on iOS 15.4.0

Upon receiving a new device (or performing a factory data reset on your current device), you will need to follow the Initial Setup steps to activate and configure your device.

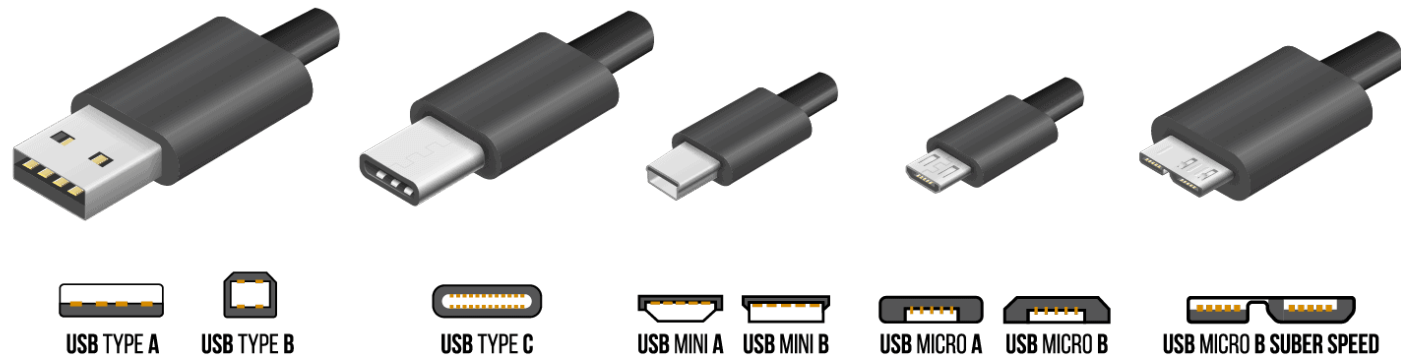
[× Hide description](#)

Note: For this tutorial, we're showing how to manually set up iPhone as a new device through a simplified pathway. You can also restore content from previous accounts or devices, but steps may vary based on what you choose.



**Let's look at
different ports & cables!**

Cables & Ports: *USB Cables*



Here are some of the different types of USB cables we use on a regular basis. One of the most recent innovations has been the USB C cable, allowing for faster charge times and data transfer.

Cables & Ports:




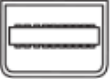





Lightning Cables



Most iPhones and iPads use the lightning cable which is specifically designed for Apple devices. A lot of the times, adapters are required to use normal USB devices on Apple products.

Cables & Ports:

Display Ports

 DisplayPort	 USB-C	 HDMI
 Mini-DisplayPort	 USB 2.0 Micro-B	 Micro-HDMI
 DVI-D Single Link	 VGA (HD15)	 Mini-HDMI

Here are some of the different types of *display ports* – these allow us to connect our monitors, TV's and other screen types to our computers using specific cables.

Cables & Ports: *Display Cables*



VGA



DVI



HDMI



DisplayPort




Here are some of the different types of *display cables* we use commonly as well as their respective ports.

**Let's talk about
the importance of
learning about tech!**



Which brand or product do I buy?

- 
- For the most part, it comes down to preference
 - It's important to recognize that certain devices are targeted towards specific groups of people



Which brand or product do I buy?

- Knowing the basics around computer parts and related terms will help you feel more comfortable when buying your devices



What do I look for?

- The answer depends on your needs
- *MacBooks* are Apple products, generally made for people specializing in design or other types of art




What do I look for?

- There are also laptops called *Chromebooks* which are manufactured by Google
- These devices are made for people that mostly use their computers for browsing or basic document editing



What do I look for?

- 
- Lastly, there are *Windows* devices
 - Many different manufactures such as Asus, Acer, Lenovo, Dell, and many others will use Windows as the operating system for their devices



What do I look for?

- Given that Windows is a hefty operating system, it requires more storage and RAM than you'd think
- Seek out higher storage devices with a minimum of 8gb of RAM
- The CPU will depend on what you're using it for

**Let's look at another
useful resource!**

Do you need a computer?

Renewed Computer Technology (RCT) is a not-for-profit, charitable organization that empowers learners, educators and not-for-profit organizations with increased access to information and communications technology (ICT), skill development and learning opportunities, in a socially and environmentally responsible manner.

Working with **The 519**, we are offering affordable, renewed computer packages.



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Raffatul Islam
Email: rislam@rcto.ca

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STANDARD 2-YEAR DEPOT WARRANTY

*batteries not covered by warranty

We have Desktop Packages from \$60.00 - \$250.00



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We have Laptop Packages from \$150.00 - \$300.00



You get - a laptop complete with Windows 10 and MS Office 2010 - Word, Excel, PowerPoint, Outlook and OneNote plus learning software

*Computers may not appear exactly as shown

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RCT
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Please ask one of the 519 staff!

That's it for now!
any Questions?