



FEATURED PRESENTATION

WHAT TO DO IF YOUR PHONE IS
LOST
STOLEN
BROKEN



BASIC PRECAUTIONS

- A STURDY DROP RESISTANT CASE & SCREEN COVER TO SAFEGUARD YOUR PHONE
- MAKE SURE YOU HAVE FINGERPRINT OR FACIAL RECOGNITION OR AT LEAST PASSWORD PROTECTION
- TURN ON YOUR LOCATION SERVICES (IOS AND ANDROID)
- CONSIDER BUYING INSURANCE FOR YOUR PHONE
- SET YOUR PHONE TO LOCK AUTOMATICALLY



MORE PRECAUTIONS

- KEEP A RECORD OF THE PHONE'S IDENTIFICATION NUMBERS (SERIAL NUMBER & INTERNATIONAL MOBILE EQUIPMENT IDENTITY NUMBER OR IMEI) IN CASE YOU ARE FILING A POLICE REPORT
- BACK UP YOUR PHONE VIA THE CLOUD-PRETTY SIMPLE WHEN ENABLED- PLUGGED INTO POWER & CONNECTED TO WI-FI NETWORK
- SET YOUR PHONE TO SYNC ACROSS YOUR OTHER DEVICES – ACCESS YOUR EMAIL, CONTACTS, NOTES, CALENDAR
- ANOTHER OPTION – BACK UP TO YOUR COMPUTER



SERIAL NUMBER

- IPHONE – SETTINGS > SUSAN LUCAS IPHONE—MODEL NUMBER, VERSION, SERIAL NUMBER & IMEI NUMBER
- ANDROID PHONE – SETTINGS > ABOUT PHONE – SERIAL NUMBER, MODEL NUMBER, IMEI NUMBER

YOU CAN FOLLOW THESE BASIC STEPS FOR TABLETS AND IPADS TOO

HAVE A KINDLE? SETTINGS > MANAGE YOUR CONTENT & DEVICES > DEVICE OPTIONS > DEVICE INFO

12:23

Device information

IMEI 1

429142613298785 / 00



EID 1

4203302342710000000000024560655



IMEI 2

429142613298793 / 00

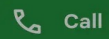


Serial number

77021FHH2001FD



OK



Call



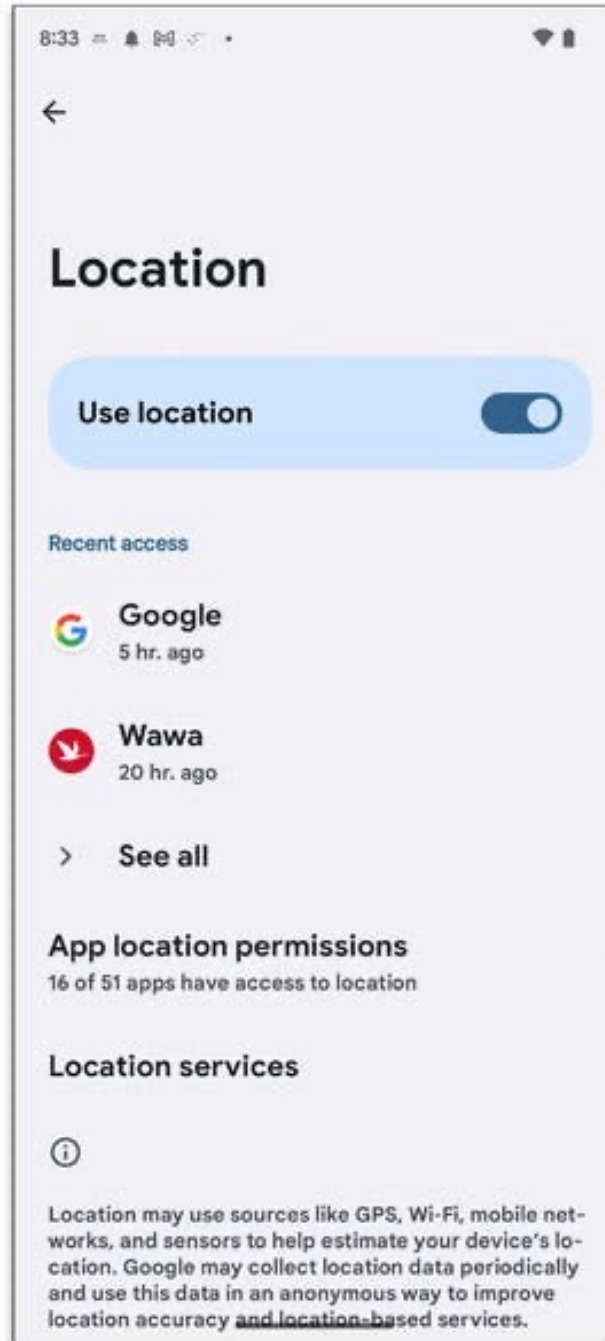
WHAT HAPPENS IF YOUR PHONE IS LOST?

- **IF**, LOCATION SERVICES ARE TURNED ON, YOU CAN SEARCH FOR IT USING THE APPLE, GOOGLE OR SAMSUNG "FIND MY DEVICE" TOOLS
- LOCATION SERVICES MUST BE TURNED ON & CONNECTED TO A NETWORK – YOU SHOULD SEE THE DEVICE'S WHEREABOUTS.
- IF THE PHONE APPEARS TO BE PERMANENTLY MISSING OR YOU KNOW IT WAS STOLEN, INFORM YOUR WIRELESS CARRIER & REPORT TO THE POLICE. THIS IS WHERE IT IS HANDY TO HAVE THE SERIAL NUMBER & I.M.E.I. NUMBER.



LOST PHONE

- FILE AN INSURANCE CLAIM ALSO IF YOU HAVE INSURANCE (CHECK HOMEOWNERS POLICY TOO)
- CHANGE YOUR PASSWORDS & ALERT FINANCIAL INSTITUTIONS TO WATCH FOR SUSPICIOUS ACTIVITY
- IF YOU HAVE ANTI-THEFT SOFTWARE ON YOUR DEVICE, USE IT TO LOCK THE PHONE, WIPE SENSITIVE INFORMATION AND/OR ACTIVATE THE ALARM





TURN ON FIND-IT MODE

FOR IPHONE

- GO TO SETTINGS> YOUR NAME > FIND MY

CONSIDER IF YOU WANT FRIENDS OR FAMILY TO KNOW WHERE YOU ARE. IF SO,
TURN ON SHARE MY LOCATION

- TAP FIND MY PHONE, THEN TURN ON FIND MY PHONE



TURN ON FIND-IT MODE

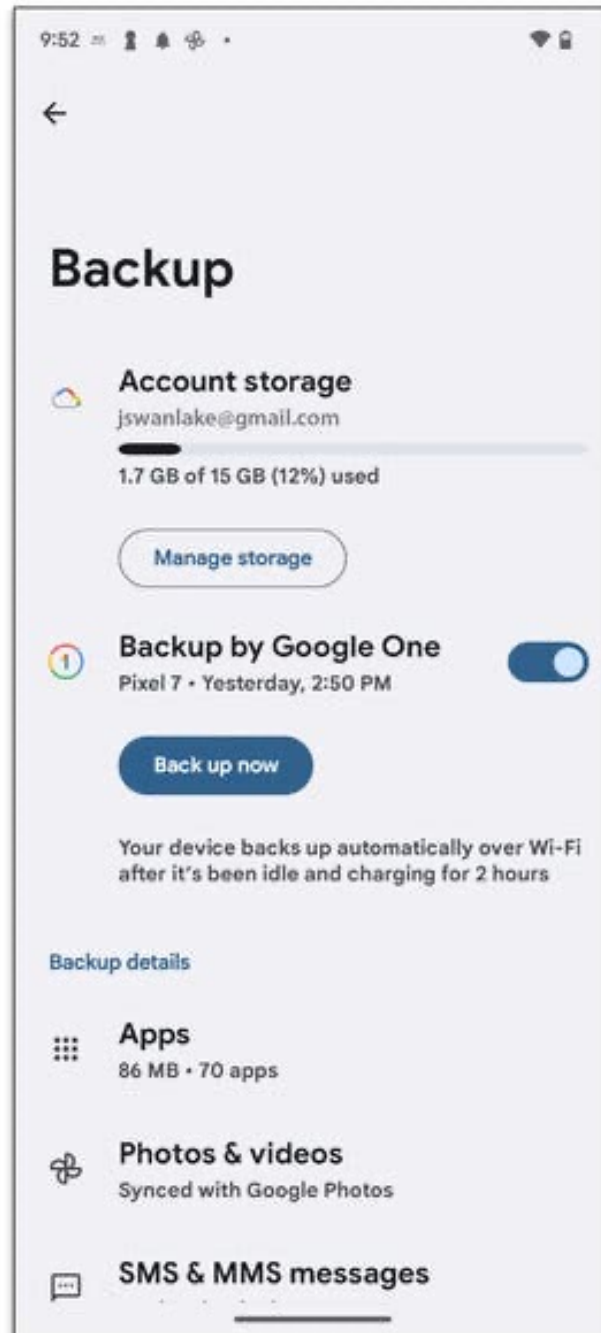
FOR ANDROID PHONE

- GO TO SETTINGS > SECURITY > FIND MY DEVICE
- OR
- SECURITY & LOCATION OR GOOGLE > SECURITY



LOST PHONE WHILE TRAVELING

1. TRACK AND WIPE PHONE (BUT DON'T CHASE IT)
2. CONTACT YOUR WIRELESS CARRIER
3. CHANGE YOUR PASSWORDS
4. FILE A REPORT WITH LOCAL AUTHORITIES
5. CONTACT YOUR INSURANCE COMPANY (& CHECK WITH YOUR HOMEOWNERS POLICY WHEN YOU GET HOME – OR BETTER YET, BEFORE YOU LEAVE)
6. BE PATIENT
7. GET WISE –DO ALL THE THINGS WE ARE TALKING ABOUT TODAY & KEEP YOUR PHONE OUT OF YOUR BACK POCKET





BACK UP YOUR PHONE

IPHONE

- **SETTINGS > YOUR NAME > ICLOUD > ICLOUD BACKUP**
- **TOGGLE ON BACKUP THIS PHONE**

ANDROID

- **OPEN GOOGLE ONE APP**
- **TAP STORAGE AND SCROLL DOWN TO BACKUP**
- **TAP VIEW>SET UP DATA BACKUP > MANAGE BACKUP**



BACK UP TO COMPUTER

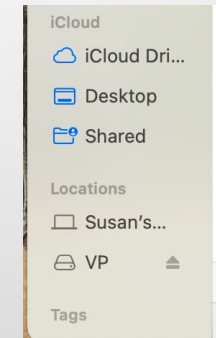
IN THE EVENT YOU DO NOT HAVE A CLOUD ACCOUNT, YOU CAN ALWAYS BACK UP YOUR PHONE TO YOUR COMPUTER.

HOW DO YOU DO THAT YOU ASK?



BACKING UP-IPHONE

1. CONNECT IPHONE AND YOUR COMPUTER WITH A CABLE
2. IN THE FINDER SIDEBAR ON YOUR MAC, SELECT YOUR IPHONE
3. AT THE TOP OF THE FINDER WINDOW, CLICK GENERAL
4. SELECT "BACK UP ALL OF THE DATA ON YOUR IPHONE TO THIS MAC:"





BACKING UP - ANDROID

1. CONNECT YOUR PHONE TO YOUR COMPUTER USING A USB CABLE
2. TAP ALLOW ON YOUR PHONE
3. NAVIGATE TO AND OPEN SMART SWITCH ON YOUR COMPUTER, THEN CLICK BACKUP
4. YOU CAN BACK UP ALL DATA OR SELECT FROM THE OPTIONS WHAT YOU WANT TO BACK UP.



DAMAGED PHONE

1. DAMAGED SCREEN – CHECK THE INTERNET FOR SPECIFIC INFO – GENERALLY, A TRIP TO A FIX

IT STORE IS THE ANSWER. CHECK WITH YOUR WIRELESS CARRIER &/OR MANUFACTURER FOR SUGGESTIONS.

2. WET – THROW IT IN A BAG OF RICE. NOT SO FAST.

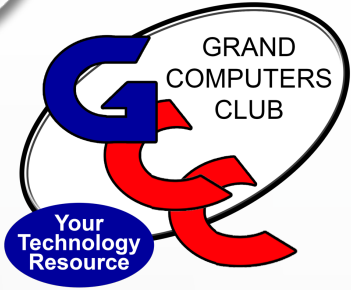
- DON'T TURN IT ON
- REMOVE FROM PROTECTIVE CASE
- GIVE THE PHONE A TAP TO SHAKE OUT EXCESS LIQUID.

grandcomputers.org • DRY WITH A MICROFIBER TOWEL & DRY FOR 24-48 HOURS



RECYCLE A PHONE

- CHECK WITH YOUR MOBILE CARRIER-POSSIBLE TRADE IN
- DROP OFF SITES THAT ACCEPT ELECTRONIC WASTE
- LOCAL GOVERNMENT COLLECTIONS
- CHECK ONLINE FOR LOCAL RESOURCES



Q & A

THANK YOU FOR ATTENDING TODAY
PLEASE JOIN US AT THE COMPUTERS CLUB FOR TECH
HELP AND THE MANY SERVICES THAT ARE OFFERED!
SEE YOU IN OCTOBER!