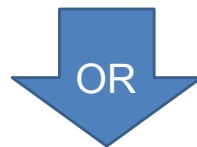


Consumer Savvy Guide to Technology Devices

Would you like to have a well-intentioned family member or friend guide you to purchase a device they like and not one that you want, need, or is the best fit for you and the way you live?



Would you like to enter a technology store feeling knowledgeable and empowered? Would you like to control your purchase?

FOR EXAMPLE

As an empowered technology shopper, you understand that if you are in the market for a new cell phone and you have one already...

- you can ask the tech salesperson to perform an analysis on your existing phone to determine your current usage.
 - The report from the analysis will show exactly how you use your phone – calling, texting, photos, videos, data usage, GPS, shopping, calendar, contacts, locate nearest restaurants, movies, gas stations, search, etc.

As an empowered technology shopper, you understand that if you want to continue with the same type of usage, you can take that report and

- you can ask the salesperson to show you a phone that matches the type of user you are.

OR

- you can, if you want to increase usage or start using new and different features, use the Senior Planet & Verizon Consumer Savvy Guide to Technology Devices to help you determine your needs and wants.

The following checklists when completed will help the salesperson guide you to the technology device that is the best fit for you, and ensure that you make a well-informed purchase. The Senior Planet & Verizon Technology Device is divided into three sections: one focused on [Cell Phones](#), one focused on [Tablets](#), and one focused on [Computers](#). Please complete the applicable checklist for the kind of device you are interested in.

This Consumer Savvy Guide to Technology Devices was created in collaboration with Senior Planet Colorado staff, volunteers, and members working with volunteers from Verizon. Thank you to all for your time and brainpower.

The technology industry designs devices to have a 3-year lifespan. Keeping devices longer than that period will start to have diminished capability and functioning. Knowing this, what price range do you want to be in when purchasing a device.

(Disclaimer: Senior Planet & Older Adults Technology Services (OATS) is not advising anyone on the length of time to keep a device)

In light of the COVID-19 stay-at-home orders, many of us have been at home and possibly using devices in a different way, such as participating in video conferencing for the first time. Please consider your new type of usage and think about the screen size you enjoy the most or would prefer to have. Consider things like ease of use, clear to see, adjustable, comfortable, and your personal preferences.

No matter the circumstances, you will be in control and be a very savvy consumer!

Cell Phones

What brand of cell phone do you have?

- Android: Google phones, Samsung, Motorola
 Apple: iPhone
 Jitterbug by Great Call
 Tracker
- Other: _____
 Is it a smartphone?
 Not Sure

What brand of phone does the person closest to you use?

- Android: Google phones, Samsung, Motorola
 Apple: iPhone
 Jitterbug by Great Call
 Tracker
- Other: _____
 Is it a smartphone?
 Not Sure

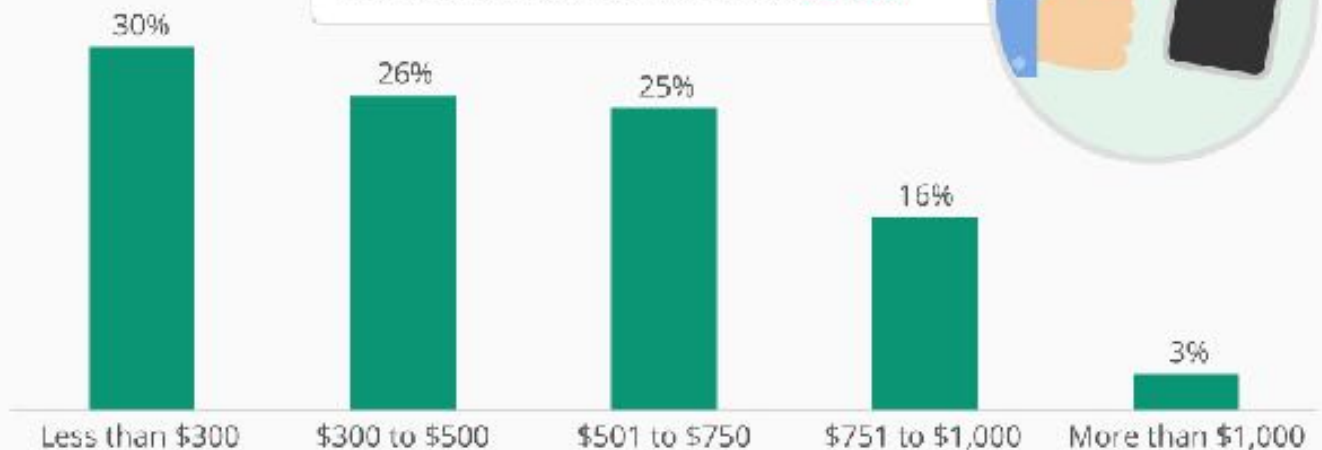
Please rank, using the numbers 1 for most to 4 least important, each of the following...

CHANGE _____	How much do you like change? <input type="checkbox"/> Not at all <input type="checkbox"/> Only if it makes things easier <input type="checkbox"/> I love trying new things	
PRICE _____ Question to keep in mind when thinking about the costs for using your device... <ul style="list-style-type: none"> • Will you need a cellular data plan and/or internet service? 	What is your price range for purchase? <input type="checkbox"/> \$100 or less <input type="checkbox"/> \$100 to \$499 <input type="checkbox"/> \$500 to \$999 <input type="checkbox"/> \$1,000 or above <input type="checkbox"/> Price is no issue	What monthly phone & data service provider fee fits your budget? <input type="checkbox"/> \$20 to \$50 <input type="checkbox"/> \$50 to \$100 <input type="checkbox"/> \$100 and up
EASE OF USE _____ Questions to keep in mind when thinking about how easy is it for you to use your device... <ul style="list-style-type: none"> • How do you use your cell phone and what do you use it for? • Do you need a bigger screen? • Will you need WiFi and/or Bluetooth connectivity? • Do you need audio/speaker enhancement • Will you need a cellular data plan? 	<input type="checkbox"/> Staying Connected - making video / VOIP calls, texting (messages), and social media <input type="checkbox"/> Staying Creative - taking / editing, showing / sharing photos and videos <input type="checkbox"/> Staying Safe - in case of emergency (ICE) <input type="checkbox"/> Staying Healthy - exercise / medical <input type="checkbox"/> Entertainment & Shopping & Other - eReader, playing games, and streaming	Do you take pictures? <input type="checkbox"/> Never <input type="checkbox"/> Occasionally / Once a week <input type="checkbox"/> Multiple times a week <input type="checkbox"/> Every day
LIFESPAN _____ Questions to keep in mind when thinking about how long you plan on using your device... <ul style="list-style-type: none"> • Do you need longer battery life? • Will you need more storage? • Do you need to upgrade because your device is nearing the end of its compatibility? 	Where will / do you usually use your eReader? <input type="checkbox"/> Indoors <input type="checkbox"/> Outdoors <input type="checkbox"/> Both	When will / do you usually use your eReader? <input type="checkbox"/> Morning <input type="checkbox"/> Night <input type="checkbox"/> Both
LIFESPAN _____ Questions to keep in mind when thinking about how long you plan on using your device... <ul style="list-style-type: none"> • Do you need longer battery life? • Will you need more storage? • Do you need to upgrade because your device is nearing the end of its compatibility? 	Do you plan or do you back up your device? <input type="checkbox"/> Never <input type="checkbox"/> Manually <input type="checkbox"/> Automatically <input type="checkbox"/> To the cloud?	Do you plan on or is your device insured / under warranty? <input type="checkbox"/> Yes <input type="checkbox"/> No
LIFESPAN _____ Questions to keep in mind when thinking about how long you plan on using your device... <ul style="list-style-type: none"> • Do you need longer battery life? • Will you need more storage? • Do you need to upgrade because your device is nearing the end of its compatibility? 	Are or will these items on your device need a lot data storage? <input type="checkbox"/> Photos <input type="checkbox"/> Messages <input type="checkbox"/> Movies <input type="checkbox"/> Music <input type="checkbox"/> Videos <input type="checkbox"/> Other	Which apps will / do use the most battery power? <input type="checkbox"/> Games and Internet <input type="checkbox"/> Phone Calls <input type="checkbox"/> Other

Have Smartphone Makers Lost Touch With Reality?

% of U.S. smartphone owners willing to pay the following prices for a new model*

Apple's iPhone XS starts at **\$999**
 Samsung's Galaxy S10 starts at **\$899**
 Samsung's foldable Galaxy Fold starts at **\$1,980**
 Huawei's foldable Mate X starts at **\$2,600**

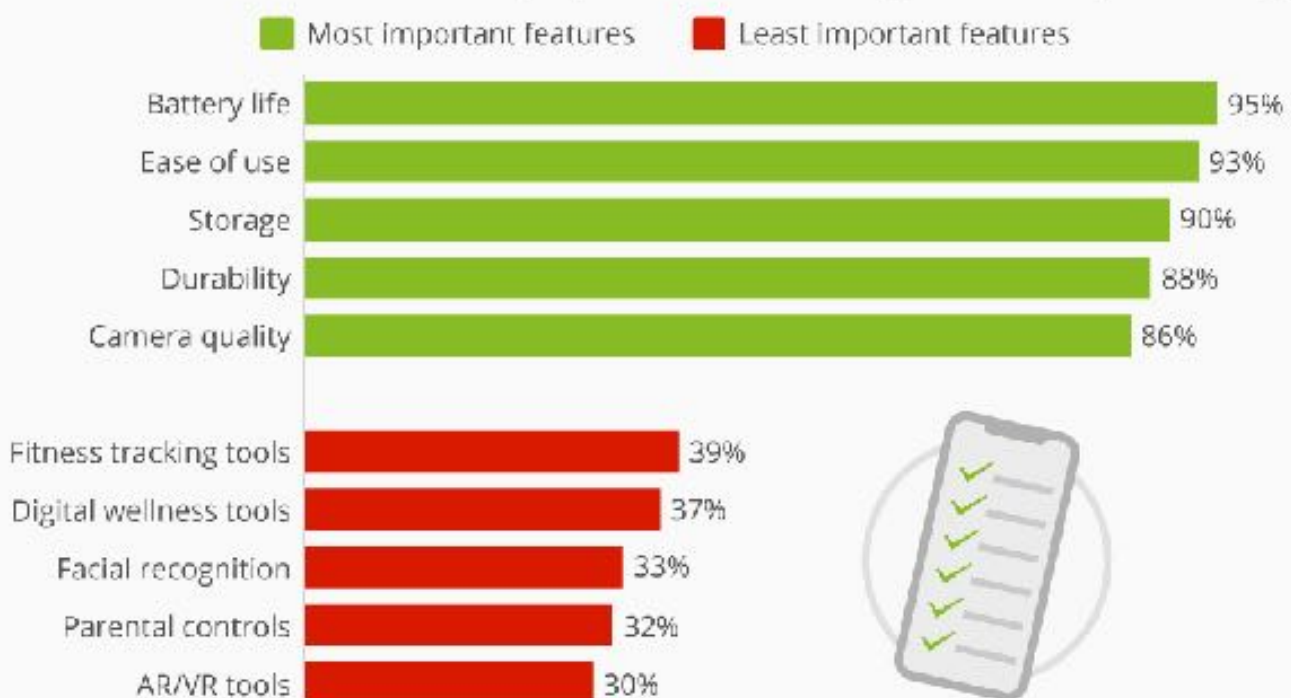


* Based on a survey of 1,303 smartphone buyers in the U.S. conducted in February 2019.
 Sources: USA Today, SurveyMonkey



What Smartphone Buyers Really Want

Features considered somewhat/very important when deciding which smartphone to buy



Based on a survey among 1,894 U.S. smartphone owners conducted in November 2018.
 Source: Morning Consult



Tablets and eReaders

What brand of tablet do you have?

- Android: HP, Lenovo, Samsung, Apple: iPad Fire OS: Amazon Fire Windows: Dell, HP ZBook, Microsoft Surface Book
 Other: _____ None Not Sure

What brand of tablet does the person closest to you use?

- Android: HP, Lenovo, Samsung, Apple: iPad Fire OS: Amazon Fire Windows: Dell, HP ZBook, Microsoft Surface Book
 Other: _____ None Not Sure

What brand of eReader do you have?

- Kindle Amazon Fire Nook
 Other: _____ None Not Sure

Do you / Will you use cellular or WiFi for internet access? Cellular Wifi Both

Please rank, using the numbers 1 for most to 4 least important, each of the following...

CHANGE _____	How much do you like change? <input type="checkbox"/> Not at all <input type="checkbox"/> Only if it makes things easier <input type="checkbox"/> I love trying new things	
PRICE _____ Question to keep in mind when thinking about the costs for using your device... • Will you need a cellular data plan and/or internet service?	What is your price range for purchase? <input type="checkbox"/> \$100 to \$149 <input type="checkbox"/> \$150 to \$199 <input type="checkbox"/> \$200 to \$249 <input type="checkbox"/> \$250 to \$299 <input type="checkbox"/> \$300 to \$349 <input type="checkbox"/> \$349 or above <input type="checkbox"/> Price is no issue ...For an eReader? <input type="checkbox"/> Less than < \$99 <input type="checkbox"/> \$100 to \$199 <input type="checkbox"/> \$150 to \$199 <input type="checkbox"/> \$200 to \$249 <input type="checkbox"/> \$250 or above	What monthly internet service provider fee* fits your budget? <input type="checkbox"/> \$20 to \$50 <input type="checkbox"/> \$50 to \$100 <input type="checkbox"/> \$100 and up *...and for an Internet capable eReader?
EASE OF USE _____ Questions to keep in mind when thinking about how easy is it for you to use your device... • Will you use a keyboard and/or stylus? • Will you use a headset/ear buds? • Do you need a smaller/bigger screen? • Will you need WiFi and/or Bluetooth connectivity? • Will you need assistive technology?	<input type="checkbox"/> Staying Connected - making video / VOIP calls, texting (messages), and social media <input type="checkbox"/> Staying Creative - taking / editing, showing / sharing photos and videos <input type="checkbox"/> Staying Safe - in case of emergency (ICE) <input type="checkbox"/> Staying Healthy - exercise / medical <input type="checkbox"/> Entertainment & Shopping & Other - eReader, playing games, and streaming	Do you take pictures? <input type="checkbox"/> Never <input type="checkbox"/> Occasionally / Once a week <input type="checkbox"/> Multiple times a week <input type="checkbox"/> Every day
LIFESPAN _____ Questions to keep in mind when thinking about how long you plan on using your device... • Do you need a backlight on your e-Reader? • Do you need to upgrade because your device is nearing the end of its compatibility?	Do you plan or do you back up your device? <input type="checkbox"/> Never <input type="checkbox"/> Manually <input type="checkbox"/> Automatically <input type="checkbox"/> To the cloud?	Do you plan on or is your device insured / under warranty? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Are or will these items on your device need a lot data storage? <input type="checkbox"/> Photos <input type="checkbox"/> Messages <input type="checkbox"/> Movies <input type="checkbox"/> Music <input type="checkbox"/> Videos <input type="checkbox"/> Other	Which apps will / do use the most battery power? <input type="checkbox"/> Games and Internet <input type="checkbox"/> Phone Calls <input type="checkbox"/> Other

Computer Tablet BUYERS GUIDE and Prices 2020

What is a Computer Tablet and How Much Does it Cost? A computer tablet is a general-purpose computer contained in a single panel; users interact with their tablet via a touch-screen. A tablet can be a better alternative to other portable devices like smartphones or laptops because they better combine portability, size, and processing abilities.

Computer tablets cost anywhere from just under \$100 to almost \$1000 depending on how much memory you want, features like 4G capability, and additional costs for warranties, software, and accessories. The biggest price factor is memory: a tablet with 32GB of memory typically costs \$100 more than an identical version with 16GB of memory. Processing power and operating system also affect price.

Compare Computer Tablet Pricing

	Manufacturer	Processor Speed	Battery Life (apprx)	Average Price	Screen Size
	Apple iPad	1.3 GHz	11.00 Hours	\$385.00	7.9"
	Nook	1.5 GHz	9.00 Hours	\$125.00	9.0"
	Kindle Fire	2.3 GHz	9.00 Hours	\$135.00	7.0"
	Samsung Galaxy Note	2.2 GHz	13.25 Hours	\$353.00	8.9"
	Google Nexus 10	1.7 GHz	8.00 Hours	\$349.00	10.1"
	Apple iPad 4th Generation	1.4 GHz	12.00 Hours	\$385.00	9.7"
	Microsoft Surface 2	1.7 GHz	9.00 Hours	\$549.00	10.6"
	Google Nexus 7	1.5 GHz	8.00 Hours	\$225.00	7.0"
	Asus Transformer	1.3 GHz	12.00 Hours	\$368.00	10.1"
	Dell Venue 11	1.4 GHz	8.00 Hours	\$499.00	11.0"

Desktop and Laptop Computers

What brand of desktop computer do you have?

- Windows OS: Acer, Alien, Dell, HP, etc.
 Apple OS: iMAC, Mac Mini
 Linux OS
 None

What brand of laptop computer do you have?

- Windows OS: Acer, Asus, Dell, HP, Microsoft Surface
 Apple OS: Macbook Pro/Air
 Dell Linux
 None

What type of desktop or laptop computer does the person closest to you use?

- Windows OS: Acer, Asus, Dell, HP, Microsoft Surface
 Apple OS: Macbook Pro/Air
 Dell Linux
 None

Do you have/Will you need high-speed internet access? Yes No Not Sure

Please rank, using the numbers 1 for most to 4 least important, each of the following...

CHANGE ____

How much do you like change?

- Not at all
 Only if it makes things easier
 I love trying new things

PRICE ____

Question to keep in mind when thinking about the costs for using your device...

- Will you need a cellular data plan and/or internet service?

What is your price range for purchase?

- \$100 or less
 \$100 to \$499
 \$500 to \$999
 \$1,000 or above
 Price is no issue

What monthly internet service provider fee fits your budget?

- \$20 to \$50
 \$50 to \$100
 \$100 and up

EASE OF USE ____

Questions to keep in mind when thinking about how easy is it for you to use your device...

- Will you use a keyboard and/or stylus?
- Will you use a headset/ear buds?
- Do you need a smaller/bigger screen?
- Will you need WiFi and/or Bluetooth connectivity?
- Will you need assistive technology?

- Staying Connected** - making video / VOIP calls, email, and social media
 Staying Creative - taking / editing, showing / sharing photos and videos
 Staying Healthy - exercise / medical
 Entertainment & Shopping & Other - eReader, playing games, and streaming

When do you usually use your desktop computer?

- Morning
 Night
 Both

When do you usually use your laptop?

- Morning
 Night
 Both

Where would you usually use your computer at?

- Dedicated indoor space like an office desk (desktop laptop)
 Indoors – no specific space
 Outdoors and other spaces like coffee shops or the library

Replacing a desktop with a laptop?

- Yes
 No

Do you want or need:

- a monitor,
 keyboard,
 mouse,
 camera,
 microphone or
 speakers for your computer?

Do you want a touch screen on the laptop?

- Yes
 No

LIFESPAN ____

Questions to keep in mind when thinking about how long you plan on using your device...

- Do you need longer battery life for a laptop?
- Will you need more storage?
- Do you need to upgrade because your device is nearing the end of its compatibility?

How often do you back up your computer and/or laptop, and other devices?

- Never.
 Occasionally
 Weekly
 Monthly

Are or will these items on your device need a lot data storage?

- Photos
 Messages
 Movies
 Music
 Videos
 Other

Do you plan on or is your device insured / under warranty?

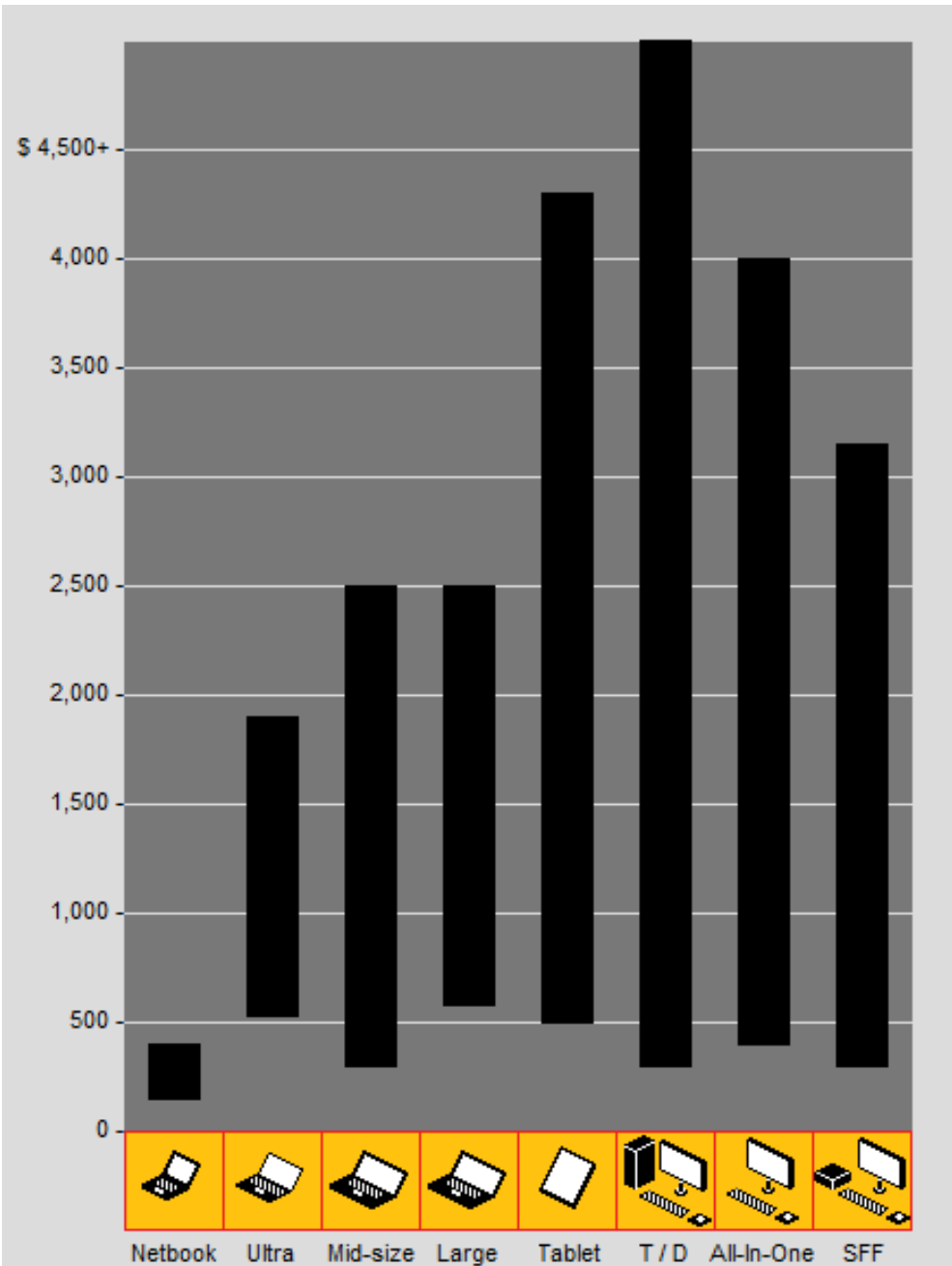
- Yes
 No

Will you want / need a UPS?

- Yes
 No

Will you want / need a backup drive?

- Yes
 No



Laptops

Netbooks	\$150 - \$ 400
Ultra-portable Laptops	\$530 - \$ 1,900
Mid-size Laptops	\$300 - \$ 2,500
Large Laptops	\$585 - \$ 2,500
Tablet PC's	\$500 - \$ 4,300

Desktops

Tower & Desktop PC's	\$300 - \$11,000
All-In-One Desktops	\$400 - \$ 4,000
Small Form Factor	\$300 - \$ 3,100

Glossary of Terms

Computer or CPU (central processing unit)	The CPU, also called a central processor, main processor or just processor, is the electronic circuitry within a computer main part, or “brains” of a computer. The CPU interprets and carries out instructions that make up a computer program.
Desktop Computer	A desktop computer is a personal computer designed for regular use at a single location on or near a desk or table due to its size and power requirements.
FAQs	Stands for Frequently Asked Questions.
Gigabyte	The gigabyte is a multiple of the unit byte. One gigabyte is one billion bytes. The unit symbol for the gigabyte is GB.
Hardware	The physical parts of a computer system.
Icon	A small picture or image representing a command (such as print), a file, an app on a smart device, or a program on a computer. When you click on an icon, you start a command, open a file, or launch an app, or a program.
The Internet	A vast, international collection of computer networks that transfers information. A combination of the words international and network. Websites and e-mail are part of the Internet.
Keyboard	The keys that operate the computer, very much like a typewriter, with extra keys for special functions, or a “virtual” keyboard on a smart device’s screen that allows you to “type” in information and commands.
Monitor	A separate device that is the part of a desktop computer system that contains the computer screen, where information is displayed.
Mouse	A small hand-held device for a desktop computer system, that controls the position of the cursor on the computer screen. Movements of the mouse correspond to movements of the cursor.
Software	Computer software , or simply software , is a collection of data or computer instructions that tell the computer and computer networks what to do. Different types of software, are computer programs (perform specific types of work like word-processing), OS (stands for operating system) which and smart device apps.
Touchpad	A touchpad or trackpad is a pointing device featuring a tactile sensor, a specialized surface that can translate the motion and position of a user’s fingers, that controls the position of the cursor on the computer screen. Movements of the touchpad correspond to movements of the cursor. Touchpads are a common feature of laptop computers as opposed to using a mouse on a desktop, and are also used as a substitute for a mouse where desk space is scarce.

Glossary of Terms

UPS	An uninterruptible power supply or uninterruptible power source (UPS) is an electrical apparatus that provides emergency power to
VOIP	Voice over Internet Protocol (VoIP), also called IP telephony, is a method and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet.
OS	The operating system is software that manages a computer system—all hardware and all other software. To be specific, it controls every file, every device, every section of main memory, every nanosecond of processing time, and every network connection.