GetSmarter

Maximise your Smartphone use

A Guide to Maximising
Your Smartphone Use

Tech.mt
MALTA · LEADING THROUGH INNOVATION

Table of Contents

A word from the CEO

Following the success of GetSmarter 1, I am very pleased to present to you the second iteration of this project that aims to assist mobile users to maximize the use of their smartphone and the technology that it offers.

Over the years, technology has revolutionized our world. Technology has created amazing tools such as smartphones, putting useful information at our fingertips and allowing us to be part of an ever-growing connected society. Hence, we must ensure that every individual has equal opportunity to be part of this connected society, and so maximize the potential that lies at their fingertips.

Significant growth was registered in mobile broadband take-up, from 88 subscriptions per 100 people in 2018, to 97 in 2019, however, the digital skills gap remains a key challenge amongst people of a certain age who did not have the opportunity to keep up with technology. Hence, this project is an opportunity to catch up, further supporting the Government's 2020 vision to have Malta prosper as a digitally enabled nation in all sectors of society.

GetSmarter offers an opportunity to individuals who are planning on purchasing a smartphone or already have one but don't know how to maximise its use. The GetSmarter Training Programme will tackle topics such as identifying different ways of connecting with people and browsing the Internet. It will also take participants through an overview of the various interesting features available on a smartphone.

Learn how to enhance your smartphone experience by enrolling to the GetSmarter initiative. We aim for you to have the globe at your fingertips through your smartphone.

Yours sincerely,

Dana Farrugia,
CEO, Tech.mt

Introduction

The Smartphone

Up until few years ago, mobile phones were mostly used for making phone calls. They were equipped with a number pad, a digital phone book and a pick-up (green) and hang-up (red) button and not much more. Now smartphones offer a wide range of functions that they can do for you to simplify your life. They are practically fully-fledged computers that you can fit in your pocket or handbag.

Besides making phone calls and message, smartphones today can capture amazing photos, play music and videos, keep track of appointments, as well as provide directions wherever you may be in the world, just to mention a few!

Nearly all smartphones nowadays use touchscreen controls. Instead of having hardware buttons like before, one side of the phone is taken up mostly by a touchscreen that you control using taps and gestures. There aren't even any number buttons; when you want to make a call, a number pad will pop up on the touchscreen. Becoming familiar with a smartphone can take a little bit of practice. But when you do become familiar with it, you'll find that a smartphone can do more than you ever thought possible on a mobile phone.

Disclaimer

Guidance and step-by-step descriptions are provided in order to explain how to set specific features of a smartphone.

Modern mobile devices update their operating system on a regular basis and as such, the steps demonstrated may not be a complete reflection of your particular device.

Kindly use these directions as a guide.

The difference between mobile Data & Wi-Fi

Mobile Data

When you buy a Smartphone, the service provider generally connects your device so you are able to make and accept phone calls, as well as send and receive simple text messages.

However, your smartphone can also be connected to the Internet so you will be able to send and receive emails, participate on social networks, as well as access online music and videos, from wherever you are.

To be able to access the Internet over your smartphone, you will need to ask your service provider to subscribe you to a Data Plan.

A Data Plan is an agreement with the service provider that describes how much mobile data you will be able to access every month and what is the cost.

Mobile data allows your smartphone to access the Internet when you are on-the-go, anywhere and anytime, even when there is no Wi-Fi access.

The cost of a Data Plan depends on the amount of monthly data consumption that is made available, with most mobile operators offering packages ranging from a few hundred megabytes to tens of gigabytes per month.

How much mobile data will I need?

The amount of mobile data that you will need will depend very much on how often you intend to use it and particularly, on your specific activity on the Internet on your mobile phone. For example, if you use the Internet on your mobile phone to watch videos on YouTube (especially if these videos are in High Definition) and download large files, you will consume more data than if you use the Internet to read your emails or to browse websites. Understanding your monthly data usage will help you choose the right mobile data plan for you. The below graphical representation will shed some light on the level of mobile data consumption, depending on the service or application being used.
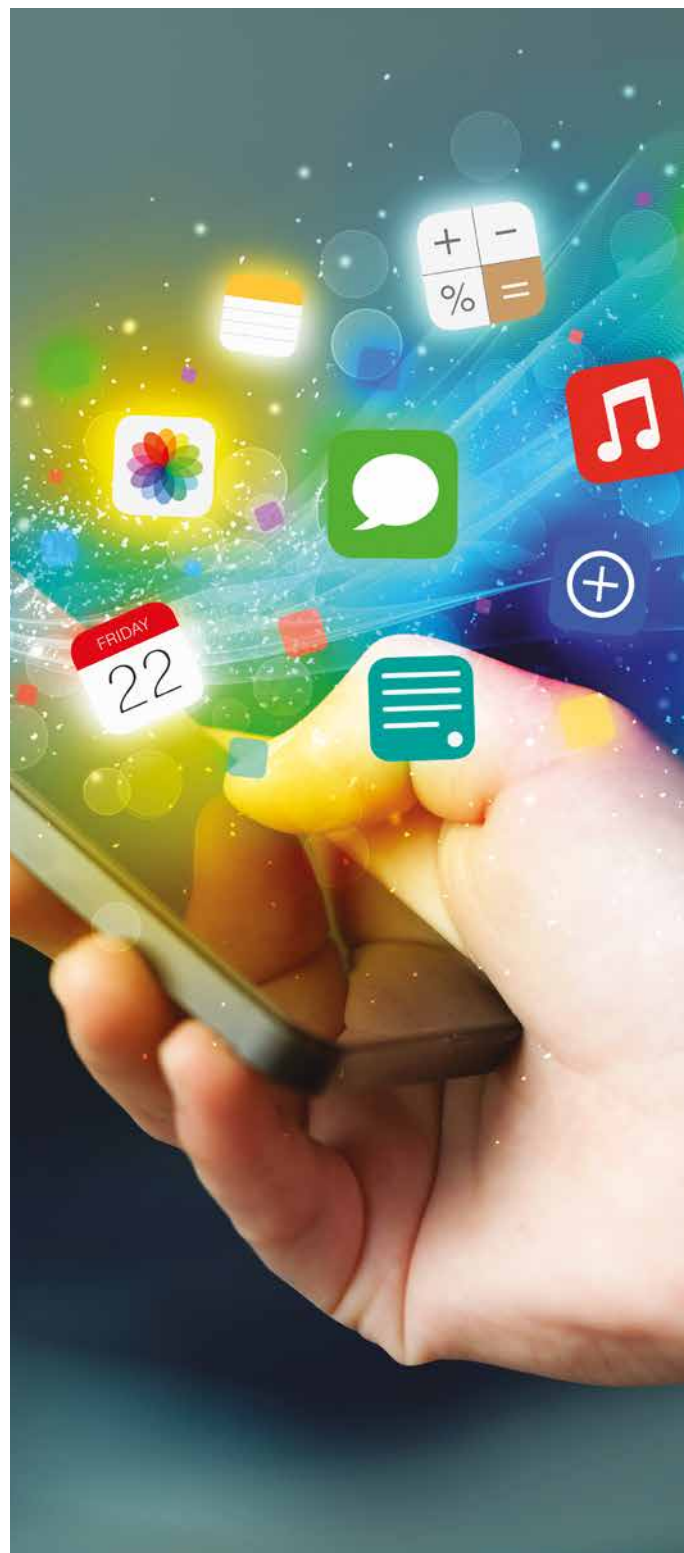
Application/Service	Level of mobile data consumption
Youtube	High
Radio Streaming	Low
Spotfiy	Medium
Facebook with no video streaming	Low
Sending text based emails	Low
Sending emails with attachments	Medium

How will I know when I reach my mobile data plan limit?

Certain service providers may send you an automatic notification before, and upon exhausting the free allocated data allowance. Certain service providers also offer the facility to enquire about your data consumption by sending an SMS to a particular number. You would then receive a reply indicating your data balance. It is important to enquire with your service provider about the different mechanisms available to control your data consumption. If you continue using data services after you have exhausted your data allowance within your plan, you will be charged for such data. Such charges should be listed in your contract upon subscribing to the service. You can use such services, free of charge, only if you connect to a free Wi-Fi hotspot.

How can I monitor my mobile data usage?

Mobile data is calculated in terms of kilobyte (KB), megabyte (MB), and gigabyte (GB). There are 1,024 KB in 1 MB and 1,024 MB in 1 GB. Most of the data tariffs are calculated, and/or charged, on a per MB basis.

Certain smartphones have in-built applications which provide an approximation of mobile data usage at regular intervals during your mobile data subscription period. There are also a good number of data monitoring applications readily available for download from the web. You also have the possibility to review your data usage pattern in retrospect, by viewing your itemised bill which provides you with a detailed description of your data usage through the previous billing period. This can provide valuable insight into how you can control or make better use of your mobile data package in the following months. Whilst the various monitoring data applications provide an approximation of your mobile data consumption, the itemised bill provided by your service provider shows the true extent of your data usage.

Is there a difference between a 3G and a 4G internet connection and how is it effecting my mobile data consumption?

3G stands for 'Third Generation Network'. Similarly, 4G stands for 'Fourth Generation Network'. Both 3G and 4G networks enable you to access mobile data, however the speed of the Internet connection is the differentiating factor between the two networks. 4G networks provide higher Internet speeds when compared to a 3G network. The difference between these two networks does not affect your mobile data consumption. However, due to the higher speeds offered by a 4G network, you are more likely to engage in increased online activity, which directly impacts the amount of mobile data consumed.

How can I avoid unnecessary mobile data consumption?

There are various measures you can take to avoid unnecessary data consumption. The following are some examples:

If you are not using the Internet, make sure you turn off the mobile data facility on your phone. Even if you are not using the Internet, certain applications may continue working in the background and consequently eat away your mobile data allowance.

Alternatively, if you do not want to turn off your mobile data facilities, restrict background data. Some of your mobile applications consume data even if you are not using them. Review your mobile settings accordingly.

Connect to a Wi-Fi hotspot whenever this is possible. Tech.mt, in collaboration with other entities, provides over 400 Wi-Fi hotspots around Malta and Gozo. Today, many food and beverage establishments, entertainment and public places offer free Wi-Fi facilities, so make use of these whenever possible to preserve your mobile data allowance.

Many mobile phones offer the facility to restrict any applications updates to be undertaken using a Wi-Fi connection only. In such cases, you would need to set the device settings accordingly.

Turn off push notifications. Your phone may have an option to stop you from receiving any automatic notifications upon receipt of new emails or any incoming news from your social media accounts.

Avoid using your personal mobile phone as a personal hotspot whilst using mobile data as other wireless devices can connect and consume data from your mobile data package.

Use mobile-friendly websites whenever possible. Websites which are optimised for mobile use (i.e. mobile version websites) are designed to be less data heavy when compared to main sites and will therefore consume less data.

What are megabytes and gigabytes?

The modern smartphone is a million times more powerful than all of NASA's combined computing power during the moon landing in 1969.

Source: ZME Science

Review the settings of your social media accounts. Facebook, for example, has a feature which automatically plays videos that feature on your timeline. This will result in a considerably higher amount of mobile data consumption. You can stop this by changing your Facebook settings to run such videos only when connected to Wi-Fi or to not play videos automatically.

Can I use mobile data whilst travelling?

Yes, you can use the Internet on your mobile phone when travelling. When you are abroad there are certain mechanisms which help you to prevent any data bill shocks. For further information take a look at the FAQs on Roaming found in this section.

Network Generations

When considering a data plan, it is important to find out the generation of mobile broadband speed and reliability offered by the operator. Currently there are three generations of mobile broadband:

Third-generation **(3G)** connectivity, offers a reasonable rate of data transfer but is today considered relatively slow when compared to more modern generations.

Fourth-generation **(4G)** & Fourth-generation Long-term Evolution **(4G LTE)** connectivity, both offer high-speed data transfer but the rate depends a lot on the type of smartphone you own, as well as the operator's network.

One must always be careful when using mobile broadband to download big files, stream lots of films, listen to hours of music or any other action that requires the streaming of large amounts of mobile data, because the subscribed data limit can easily run out.

In such cases, one should seek to balance mobile broadband with **Wi-Fi** access.

Wi-Fi

Wi-Fi is a technology that provides wireless network connectivity.

It is a relatively cheaper alternative to mobile data connectivity since it will not use any of your mobile broadband data. Yet Wi-fi has one connectivity limitation; one has to remain in its range in order to stay connected.

Today, free Wi-Fi hotspots are widely available and can be accessed from public spaces such restaurants, schools, airports, and even some beeches.

Locations that display this sign indicate that the location is within range of a Wi-Fi network to which you can connect.

In some cases, hotspots require a password, which is often provided upon request, or is displayed in the outlet. However, no such password is required when connecting to Open networks, such as those installed and managed by Tech.mt, of which there are over 400 hotspots around Malta and Gozo.

Mobile data vs. Wi-Fi

So, which is the better to have; mobile data or Wi-Fi access?

The answer depends on how much you use the Internet and from where.

For example if you are going to download relatively large amounts of data such as to update an app, using Wi-Fi would be the cheaper option but say, if you are in the middle of nowhere and you want to find your way home using data to access googles maps or wish to send a message through Facebook, using data is your only option.

See also

Britannica	Smartphones
GreenBot	What you Need to Know About Accessing the Internet
Ofcom	Smartphone most popular Way to Browse Internet

Connecting to the Internet

The Data Plan

When you subscribe to a **Data Plan** with your mobile operator, your smartphone will acquire access to the Internet, even when Wi-Fi is not available.

> **Note**
>
> Some older smartphone models may need to have additional settings implemented to access Internet through a data plan, so make sure to always ask your mobile operator for assistance.

With your Internet-enabled smartphone, you will be able to use mobile data to access your email, surf the Web, download music, stream videos, as well as use various apps that require an Internet connection.

However, unlike unlimited Wi-Fi, a data plan has a pre-determined limit of data download or upload (e.g. 500 megabytes, one gigabyte, ten gigabytes, etc.) which can be consumed quickly or slowly depending on many factors including frequency and length of use and the nature of websites or online services accessed.

Managing Data Usage

To help you control data usage, smartphones allow you to Enable or Disable mobile data access. This will assist you to prevent exceeding your pre-determined data limits.

This toggle option can be implemented by:

On most Android phones:

1. Open the **Settings** app on the Home screen.

2. Tap on the **Data Usage** option at the top of the menu.

3. Tap the **Mobile Data** option and toggle between **Enable** or **Disable** of the **Data Connection**.

4. If you are successfully connected, you should be able to see either '3G,' '4G' or 'LTE' displayed in one of the corners at the top of your smart-phone screen.

5. **Note:** Open the **Web Browser** and try to visit your favourite website to confirm the **Data Connection** is enabled or disabled.

On the iPhone:

1. Open the **Settings** app on the Home screen.

2. Tap the **Mobile Data** option.

3. Slide the **Mobile Data** switch to **Enable** or **Disable** the **Data Connection**.

4. Tap **Data connection**. After you join the network, you'll see the symbol '3G,' '4G' or 'LTE' in one of the corners at the top of your smart-phone screen.

5. **Note:** Open the **Web Browser** and try to visit your favourite website to confirm the **Data Connection** is enabled or disabled.

If you within range of a Wi-Fi network and wish to connect to it, this can be achieved by:

On most Android phones:

1. Press the **Home** button, and then press the **Apps** button.

2. Navigate to **Settings**.

3. Choose **Wireless and Networks** and press **Wi-Fi**.

4. You may have to wait few seconds until your Android device detects wireless networks within range and displays them in a list, together with their names and signal strength.

5. Certain devices have a **Scan** option, whilst others may not. However, all smart phones automatically refresh every few seconds and pick new Wi-Fi hotspots that are in range.

Note

You can also choose **Add a Wi-Fi Network** to manually configure your network. This is usually done if the wireless network or SSID is hidden.

6. Press the Wi-Fi network name that you want to connect to. If the network is not **secured**, the connection should be completed successfully, and can skip the remainder of these instructions. (Note: If a padlock symbol is displayed to the right of the network name, the network is secured and requires a **password** to complete the connection.)

7. If prompted, enter the correct Wi-Fi network password, and press **Connect**. This should complete your connection to the wireless network. If connection will not be successful on the first time try again, making sure that password is keyed in correctly, otherwise refer to the network administrator.

On the iPhone:

1. From the **Home Screen** press **Settings** and then **Wi-Fi**.

2. Make sure that Wi-Fi is turned **On**.

3. The device will automatically start searching for available Wi-Fi networks.

4. Tap the name of the Wi-Fi network that you want to join. If the network is not **secured**, the connection should be completed successfully, and can skip the remainder of these instructions. (Note: If a padlock symbol is displayed to the right of the network name, the network is secured and requires a **password** to complete the connection.)

Note

You can also choose **Other** to manually configure your network. This is usually done if the wireless network or SSID is hidden.

5. If prompted, enter the correct Wi-Fi network password, and press Join. This will complete your connection to the wireless network.

6. After you join the network, you'll see the symbol ✅ next to the network and 📶 in the upper-left corner of your display.

7. If the iPhone reports that it has successfully joined the wireless network, but you still cannot access the Internet, discuss this problem with the network administrator.

See also

WhatIs.com	A Mobile Data Plan
Tech.mt	Free Wi-Fi Hotspots
Wikipedia	Hotspot (Wi-Fi)

Pre-Paid vs. Post-Paid

In order to use your smartphone, you will need to subscribe to a Telephony Plan, which comes into two main packages.

- Pre-Paid.

- Post-Paid.

A Pre-Paid Plan

A Pre-Paid Plan is one where the subscriber pays for his mobile plan **before** using the service and this normally associated with a Top-up card. Top-up cards are available in €5, €10 and €20.

To start a pre-paid plan, a first **Top-up** is required, after which, every mobile phone call made, text message sent, or Internet data utilised, will be billed against this balance. As soon as the balance is used up, the subscriber will need to top-up again before you are able to use the smartphone again except for making emergency calls on 112. This is often compared to a 'pay-per-use' service.

The minimum top-up value is generally set at €5, but mobile operators often encourage you to top-up €10 or more to gain free calls or free messages and even free Internet data.

Mobile Top-Ups

Mobile phone top-ups are carried out by purchasing a **Top-Up Card** from one of the many outlets selling them. The purchaser will then need to:

1. **Scratch** off the metallic strip on the top-up card to uncover a unique numeric code, generally known as a **Voucher Number**.

2. **Dial** a dedicated telephone number and hear and follow the instructions provided.

3. You then need to **Type the Voucher Number** as shown on the purchased card over the mobile's key-pad.

4. A **Confirmation Message** will validate the voucher number if it has been entered correctly and accepted. Moreover, the new topped-up balance will be provided as part of the concluding message.

Top-ups can also be carried out over the Internet as well as through all ATMs distributed around Malta and Gozo.

Mobile operators tend to have different charging tariffs, so it is important that you be aware of the cost of each mobile phone call, text message or data used.

> **Did you know?**
>
> In June 2014, around 561 billion text messages were sent world-wide. That sums up to a total of 18.7 billion texts sent every day!
>
> *Source: Text Request*

In particular, it is important to understand that a mobile telephone call is calculated by the minute, with the first minute starting as soon as the other person accepts the call. In contrast, text messages are calculated at a few Euro cents per message.

The Pre-Paid plan is the most flexible of mechanisms as it sets costs limits and therefore gives you control over your expenditure on the use of your mobile phone. Moreover, a Pre-Paid plan does not impose any monthly or pre-set time-window as opposed to a Post-Paid plan.

A Post-Paid Plan

A **Post-Paid Plan** is one in which the subscriber enters a contract to pay a fixed monthly charge for an agreed number of calls, messages or data limit. If you exceed this amount or limit, additional charges are applied.

Should you wish to terminate a Post-Paid plan earlier than agreed, you will inevitably suffer a charge that is determined by the remaining time required for the contract to expire.

The primary advantage of a Post-Paid plan, over a Pre-Paid plan is that you can **never run out of credit** and never having to worry about finding yourself in a position in which you cannot make mobile calls or dispatch text messages.

Service providers offer certain incentives to encourage you to pay monthly bills via a **Direct Debit** mandate where charges are deducted directly from your bank account. This frees you from having to remember when a payment is due.

However other traditional payment methods are allowed (i.e. *over-the-counter or online payments*) and all mobile operators nowadays offer online payment through their respective website. Irrespective of how you pay, you can always view your past monthly bills online and easily trace back across your payment history.

In some cases, a Post-Paid plan may not be flexible enough to suit your specific needs. Although most mobile operators tend to offer a number of distinct Post-Paid plans, each of them is designed to be a '*one-size-fits-all*' scenario, with little, if any, leeway to adapt the plan (e.g. less calls and more text messages).

If you are choosing a Post-Paid plan, be sure you have read the contract you sign very carefully.

To avoid surprises at the end of the month, make sure you choose the contract that best suits your monthly budget, mobile requirements and Internet needs.

As an example, if you send more text messages than do mobile calls, choose a plan that favours messages above actual calls. Similarly, if you require mobile data more than calls or messages, choose a plan that provides this requirement above other factors.

All mobile operators also offer plans that can finance a smartphone of your choice. So, if you wish to subscribe to a plan as well as buy a smartphone, check the different plans and offers since it always makes sense to combine these two factors within a single offer bundle.

Hybrid Plans

Hybrid plans tend to combine both Post-Paid and Pre-Paid options in a unique and flexible blend. When you subscribe to a hybrid plan, you pay a monthly fee similar to a Post-Paid but you will also enjoy a bundle of free calls, text messages or mobile data.

This plan is known as a hybrid because when the agreed limit of calls, messages and data expire, you can top-up your balance as if in a Pre-Paid plan.

Roaming

Roaming refers to a service offered by mobile operators that allows you to use a data plan even when abroad.

Local mobile operators do not provide services outside Maltese territory. However, they have agreements with foreign mobile operators allowing you to make and receive telephone calls, send and receive text messages, and utilise data services, whilst travelling within the geographic zone of these foreign mobile operators.

As from the 15th June 2017, when travelling in any European Union (EU) country, you will be charged the same as if you are using a mobile phone at home – often referred to as **Roam Like at Home** (RLAH).

In this respect when roaming in EU countries local rates will still apply. However, when travelling within countries outside the EU (e.g. Australia and the USA), the charges are not necessarily the same as those in Malta.

It is always best to check with your service provider to verify whether roaming charges will apply in a specific country.

The Malta Communications Authority

The Malta Communications Authority provides a number of Frequently Asked Questions (FAQ) about roaming from this link: https://www.mca.org.mt/consumer/faqs.

Factor	Pre-Paid	Post-Paid
Cost	You always need to top-up a fixed amount of money (€5, €10 or €20) before being able to start using this money as 'credit.'	You enter into a contract to pay for a pre-determined amount of monthly calls, messages and mobile data. If the monthly limit is exceeded, you will be required to pay for the additional services utilised, but mobile service continues.
Time Period	Mobile service only available until credit balance is used up completely.	Depends on the agreed duration of the contractual agreement (e.g. twelve or twenty-four months).
Cost Per SMS/Call	Costs may vary slightly between one mobile operator and another.	Costs is dependent on the respective mobile operator, the contract signed, as well as any 'bundles offered (e.g. a bundle of free messages or free data download.)
Advantages	Pay for the services utilised (i.e. pay-per-use) and mobile service may suddenly terminate through lack of credit balance.	Services cannot be discontinued, even if agreed limits are exceeded. Any calls, messages or data that exceed the limit will be charged at the next billing period.
Disadvantages	You have to top-up every time credit is depleted.	'*Bill shock*,' by continuing to use already-exceeded mobile services and having extra charges incurred.

Mobile Data tips & tricks

If you are on a mobile phone budget and wants to avoid unexpected costs to your monthly bill, ensure that you regularly monitor your data usage.

Generally, mobile phone operators allow you to check the amount of data you have used during your billing period by sending them a free text message (SMS) to a dedicated phone number. You can ask your mobile operator if such a number is supported.

Additionally, the mobile operator will send you text alerts if you approach your subscribed data limit.

Note: It is always best to check and confirm with your mobile operator as to how you can be best notified and if additional costs will be incurred if the data limit is exceeded.

Checking Data Usage

You can also check your mobile data usage within a billing period through your smartphone.

On most Android phones:

1. Open the **Settings** app on the Home screen.

2. Tap on the **Data Usage** option at the top of the menu.

3. Select the dates next to **Data Usage Cycle**, and **Change Cycle**.

4. Change the **Cycle Date** to match the start date of your monthly data plan.

5. Check the **Set Mobile Data Limit** option if you want the smartphone to stop you from using any mobile data after you exceed your limit.

6. Once you have enabled this option, a **Red Bar** will appear on the graph below.

7. Tap the **Red Bar** and click the Up and Down arrows to set the limit meter to match your data plan.

On the iPhone:

1. Open the **Settings** app on the Home screen.

2. Tap the **Mobile Data** option.

3. Scroll down to the **Mobile Data** section.

4. Data Usage for both **Uploading** and **Downloading** is shown next to **Current Period.**

5. At the end of the billing period, remember to scroll down the whole section and tapping **Reset Statistics** to restart the measuring of mobile data usage.

Your mobile data plan can get depleted mainly in two ways:

Forground Data

Foreground data is mobile data consumed when you watch videos, stream large amounts of music or download large files without using Wi-Fi. Before long, your data usage for that month will run out and extra charges incurred.

The most obvious way to reduce foreground data usage is to:

1. Reduce as much as possible the level of data downloads when Wi-Fi is not available.

2. Control the quantity and quality of music and video streaming, particularly in high-quality format, using mobile data only.

3. Avoid Web browsing for prolonged periods of time using just mobile data.

You can economise on mobile data by **disabling** the following options on your smartphone:

1. **Auto-play** when streaming apps since this option allows a video or audio file to continue playing endlessly and automatically, without any action required from the user.

2. Set the **Automatic Updates and Downloads** option to only update when connected to Wi-Fi.

3. **Wi-Fi Assist** his an iPhone option that will automatically switch to mobile data when a Wi-Fi connection is poor.

Background Data

Some smartphone apps can run in the background without your noticing. If you are away from a Wi-Fi connection, these apps can consume a fair amount of mobile data. For example, frequent checks for Facebook updates or email Inbox updates as well as automatic application updates in the background can impact overall mobile data usage.

The best approach is to close unused apps so that you eliminate incurring background data usage. It is recommended that you check your data usage on your phone to know which apps ought to be closed.

To do so go to your device's preferences so you can limit the apps that use background data. Both Android and the iPhone have the ability to turn off Background Data for specific apps.

Always be sure to turn off mobile data when not required, as it could potentially eat into your data plan as well as significantly reduce battery life.

Backing Up Your Data

It is crucial that you always back-up your data in case you suffer unexpected data loss, damaging your phone or even loss of your device. If you never backup your data, it would not be possible for your mobile operator to recover what you would not have yourself saved.

To back up the data on your phone:

On most Android phones:

1. Open the Settings app on the Home screen.

2. Tap on the **Personal** option at the top of the menu.

3. Tap the **Backup and Reset** option and select Backup My Data.

4. Select the **Accounts & Sync** icon and log-in with your Google Account.

5. Select all of the option boxes listed, to ensure that all available **data** is backed-up.

On the iPhone:

1. Open the **Settings** app on the Home screen.

2. Tap on the option showing the name of your iPhone.

3. Choose the **iCloud** option.

4. Scroll down to the **iCloud Backup** option.

5. Make sure the **iCloud Backup** button is set to **On**.

6. Make sure you are on a Wi-Fi connection and tap **Back Up Now**.

7. Check your backup by tapping **Settings > iCloud > Storage > Manage Storage**, and then select your device. You should see your latest backup listed.

You should always try to back-up your data over Wi-Fi, rather than mobile data, because making a backup can consume a fair amount of data.
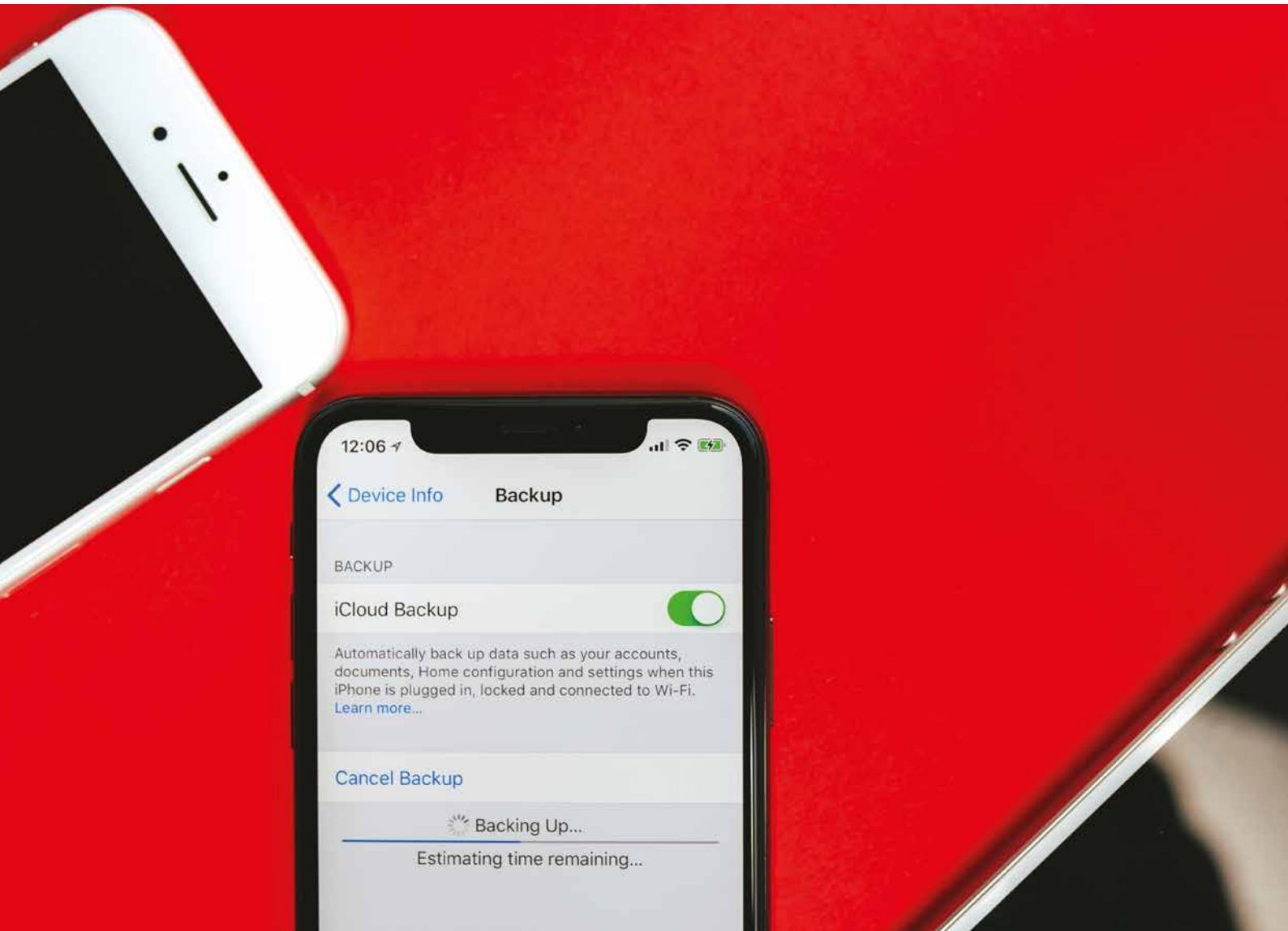
A recent study in America provided the following general guidelines when calculating the amount of data used for each activity. However, keep in mind that these examples are just estimates based on typical file sizes.

Activity	Data Size
One email (without attachments).	20Kb
One email (with standard attachments).	300Kb
One minute of surfing the web.	250Kb (15Mb per hour)
One typical song downloaded.	4Mb
One photo uploaded to social media.	5Mb
One minute of streaming standard-definition video.	11.7Mb (700Mb per hour)
One minute of streaming high-definition video.	41.7Mb (2.5Gb per hour)
One minute of streaming 4K video.	97.5Mb (5.9Gb per hour)
One minute of online games.	200Kb (12Mb per hour)
One minute of Facebook Use.	1.6Mb (100Mb per hour)
One minute of WhatsApp Call.	0.15Mb – 0.20Mb (12Mb per hour)

Key:

Megabyte = 1,000 Kilobyte (approximately)

Gigabyte = 1,000 Megabytes (approximately)

See also	
How-to Geek	How to Monitor (and Reduce) Your Data Usage on Android
Lifewire	Top Six Apps for Monitoring Mowbajl Data Usage
Macworld	How to Manage Mobile Data on an iPhone

Participating in social media using facebook

Facebook is the most popular **social media** channels in the world today with over 2.2 billion active users and counting.

There is so much to be said about Facebook, that we need to focus on only on just five its main characteristics.

Facebook's Timeline

'The Timeline' is the area you will see when you first log into this social media channel and accessing your homepage.

The Timeline consists of several boxes that contain **Posts**, written by persons or **Pages**, written by businesses, brands, celebrities, causes, and other organisations.

Every post is designed to allow you, to interact with it in different ways; whether to **Comment** on it, **Share** it or even **Remove** it completely.

When you decide to create a post, this will automatically appear on all your **Friends'** timelines in order to let them know what you have just posted.

Similarly, when a business or brand uploads a post, this is shared with all Facebook subscribers who have **Liked** the page. If you want to stay up to date with a particular page, make sure you **Like** it in order to receive their posts.

Let us use the example screenshot below to describe the characteristics of the Facebook Timeline:

At the top of the page you can see the name of the individual or Page that has shared the Post. In this example, the Page was posted by the **Tech.mt.** The title caption is followed by the **Date** and **Time** when the post was shared.

The **Post** is defined just below the Date and Time through a text message. In the example above, this text is further enhanced through graphics and images so that the message is further emphasised.

Just beneath the image, Facebook provides a thumbs up symbol.

This symbol 👍 indicates the number of people who have already Liked the post. In the above example, six people have already clicked the Like icon to indicate their positive sentiment towards that Post.

At the bottom of the screen, you are presented with three different buttons:

- **Like**

- **Comment**

- **Share**

By clicking on the **Like** icon, one is demonstrating approval and support for the post.

Hovering over the Like icon opens up a further five animated **Emoji Reactions** that represent different possible emotions as shown below:

Starting from the top left-hand corner, the different **Emojis** are:


1. **Like** – Thumbs Up

2. **Love** – Beating Heart

3. **Haha** – Laughing Face

4. **Wow** – Surprised Face

5. **Sad** – Crying Face (including an animated tear)

6. **Angry** – Red Pouting Face

You can choose one of these by clicking on the icon to express an emotion in a visual format.

The Comment icon, on the other hand, permits you to write your personal opinion on the matter contained within the post. Very often, this icon is used to reply or add additional remarks related to the post.

The **Share** icon, when available, can be used to reproduce the post on your own personal timeline. Additionally, one can even add a **Personal Comment** to accompany the Shared Post.
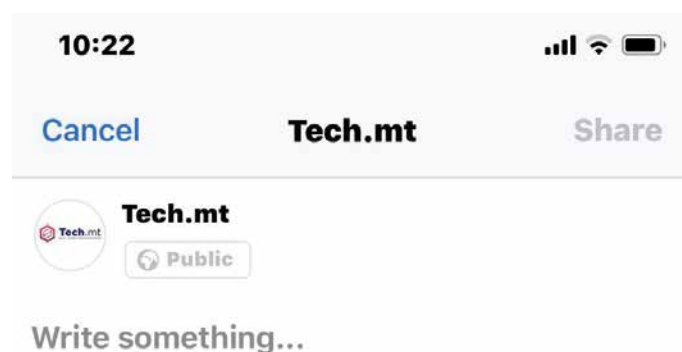
Creating a Post on Facebook

The simplest way to Post on Facebook is to go to the **Homepage** and access the top of the Timeline.

A box similar to the one shown below invites you to express, '**What's on your mind**?'.

Photo/Video

Check in

Feeling/Activity

Camera

Background colour

Live video

Event

Create job

You can write whatever you wish and even attach a photo or video to the post. There are various other options, but images and videos are the two most popular components of a post.

Before posting, you can determine the intended audience by choosing from:

• (General) Public.

• (All) Friends.

• (All) Friends Except.

• Specific Friends.

• Only Me.

• Custom List.

Once posted, the intended audience can see the Post on their Timeline.

All past and recent Posts can be accessed by clicking on the **User Name** next to the **Profile icon** in the top-middle section of the Facebook page. All Posts will be shown in chronological (i.e. Date) order and Posts can be amended or even deleted completely.

Did you know?

Facebook stores a lot of information about its users, calculated at around 300 Petabytes of data. It is estimated that the entire written works of humankind, in every known language (including Latin and other historical languages) from the dawn of recorded history, would occupy just 50 Petabytes.

Source: Wordstream

Events

Events on Facebook can be either **Created** or **Joined**.

In order to access events, you must click on the **Events** option on the left-hand side of the Facebook main timeline.

In doing so, you can access **All Events** that you are invited for; **Upcoming Friends' Birthdays**; as well as the option to create an event.

On pressing **Create an Event**, you can then choose to make the event, **Public** or a **Private** event, and subsequently, **invite** people, **Add a Description** as well as other related details.

Only recently, Facebook has added the feature to **Find Nearby Events** which will take place during the upcoming days.
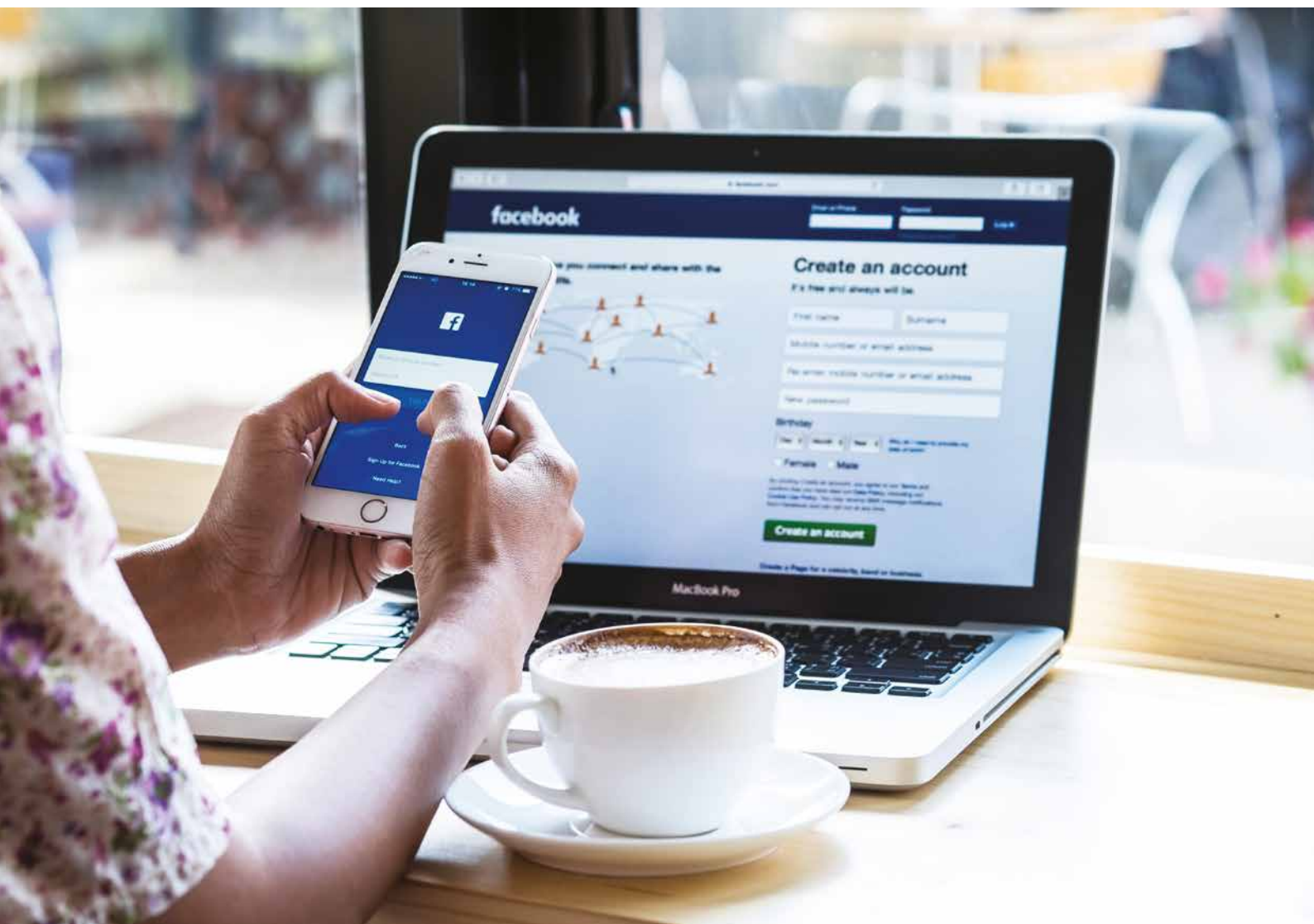
Groups

Facebook Groups are one of the most popular functions offered by the social medium.

Groups offer an online meeting place for people with like-minded interests (e.g. '*The Kamra tal-Books*' for avid Maltese readers, '*Din l-Art Helwa*' for people who appreciate Maltese history, etc.)

Two of the most popular Maltese Groups are **Is-Salott** which promotes itself as '*…an innovative form of (online) socialising*', as well as **RUBS Are You Being Served? (Malta)** which invites its many subscribers to '*…tell us about the good the bad and the funny re products, restaurants, books, this is your space the consumer to discuss, praise, complain.*'

However, there are many other Maltese Facebook Groups, focusing on a diverse range of topics, from cookery to bee-keeping.

Facebook supports three types of Groups:

- **Closed** Groups – meaning only the people invited by the group members can join but the public can still see the description of the group.

- **Secret** Groups – meaning no one but the people in the Group can see the Group and its description.

- **Open or Public** Group – which is open to anyone to join and start posting.

Pages

Pages are also quite popular with companies and business organisations. A page is a public profile suitable for different entities that are not individuals.

The difference between a Page and a Profile is the fact that whilst Profiles have Friends, **Pages** have **Likes**.

When visiting a Page's profile, there are a number of options that you can use. On the right-hand side, you have the option to see what the page is **About**, observe if the page has any upcoming or past Events, view any **Photos** or **Videos** and various other options.

From time to time, pages also post and share information relevant to them. In order to stay up to date with what the page is posting, you need to **Like** the page in order for the page's posts to appear on your Timeline.

There is also an option to **Send a Message** to the page. The message is personal and will only be shared between you and the Page.

Whilst this is not an official way of communicating with a business or organisation, many entities have recently started to adopt **Facebook Messages** as one of the many channels through which organisations can be contacted.

See also	
Digital Trends	A Complete Guide to Using Facebook
Wikipedia	Facebook
Lifewire	How Facebook Works
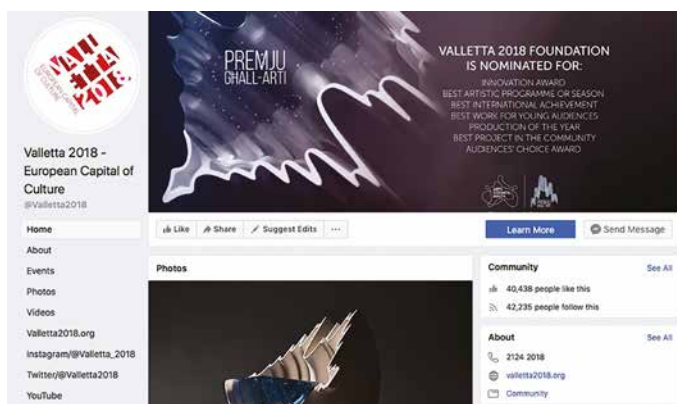
Taking pictures & sharing them online via different apps

In an age that many have called the '**Selfie Generation**,' the smartphone camera has become an important feature of the smartphone. Your smartphone provides you with a handy and powerful camera for taking, and if you wish, posting photos on social media are send them to friends Most smartphones have back and front cameras. Usually the back camera has superior resolution than the one on the front – the resolution determines the crispness of the photos and videos taken.

Did you know?

A 1 Gigabyte drive can hold an estimated 614 photos (with a 5-megapixel camera at standard resolution settings).

Source: iClick

The popularity of the in-built smartphone camera is largely credited to its ease of use and the ability to take photos at any instant.

One benefit of having a smartphone is the ability to take stunning photos without having to carry a separate camera. A main benefit however is that once photo is taken, you can instantly upload the photo to any social media platform or send it privately to a friend or relative provided that you are connected to the internet.

Taking Photos with the Smartphone

With both Android phones and iPhone

All mobiles with an in-built camera will come pre-installed with an application solely for taking pictures.

The interface on the camera application is usually quite simple, with the button required to take a photo usually being a **Circle** in the bottom centre of the screen. Apart from that other buttons will appear, such as that to toggle the **Camera Flash** from On to Off, as well as other useful settings, such as a depth of field adjuster to shoot photos of objects at a distance.

After taking a picture, the photo might either appear to the side as thumbnail where if clicked on, be displayed in full-screen. Alternatively, a photos app will show you all the photos you have taken with your camera, with the most recently taken photos lined up as the first.

Useful Photography Tips

1. Always keep your camera's lens clean. Over time, this lens may become covered with dust or finger-prints which can be removed by wiping it with a clean cloth.

2. Always be careful not to leave your finger in front of the camera lens when taking photos.

3. Try to keep your mobile phone as still as possible because movement may result in a blurred photo.

4. Whenever possible, set your mobile phone's camera to its highest picture quality and resolution in order to ensure you are taking the best possible photos (usually by going to the camera setting from settings menu).

5. Many mobile phones now come with a secondary camera on the front of the mobile as opposed to the primary camera on the back. The front-facing camera is usually less powerful than the back camera but has some interesting uses such as taking a selfie. Try looking for an on-screen button to change cameras. It is usually represented as a camera with **Two Arrows in a Circle**.

6. Be careful of storage! Long videos take up quite a lot of storage and if not kept under control, your mobile might stop taking photos due to a lack of available storage.

7. Your camera might have the ability to focus on the subject matter at hand. Try touching the thing you want your camera to focus on and see if the image becomes clearer.

Sharing your Photos

Facebook is often seen as the best platform for sharing photos, but that isn't the only free and easy-to-use option available. There are many other photo sharing options that make it easy to share photos with friends, family and everyone else out there.

On most Android phones:

1. Open up your mobile to show you all the applications you currently have installed on your phone. Different mobiles allow you to do this in different ways (by pressing a button at the bottom of the phone, by pressing an onscreen button or even by swiping up). Once done, locate the **Gallery** application and select it.

2. Once in the Gallery application, **select the photo** you wish to share online.

3. At one of the edges of the screen, 3 dots all connected to each other should appear (similar to the one next to this text box). This button is known as the **Share Button** and allows you to share the photo you have selected to any available social media platform.

4. Select the **application** of the platform you wish to share your photo on (e.g. Facebook, Whatsapp, Instagram, etc.)

5. Each application shall instruct you to perform different procedures in order to complete the share. Message-based applications, such as Messenger and Whatsapp, would require you to select the person/s you wish to send it to, whilst post-based systems, such as Facebook or Instagram, for example, will require you to type out a message you would like to accompany the photo.
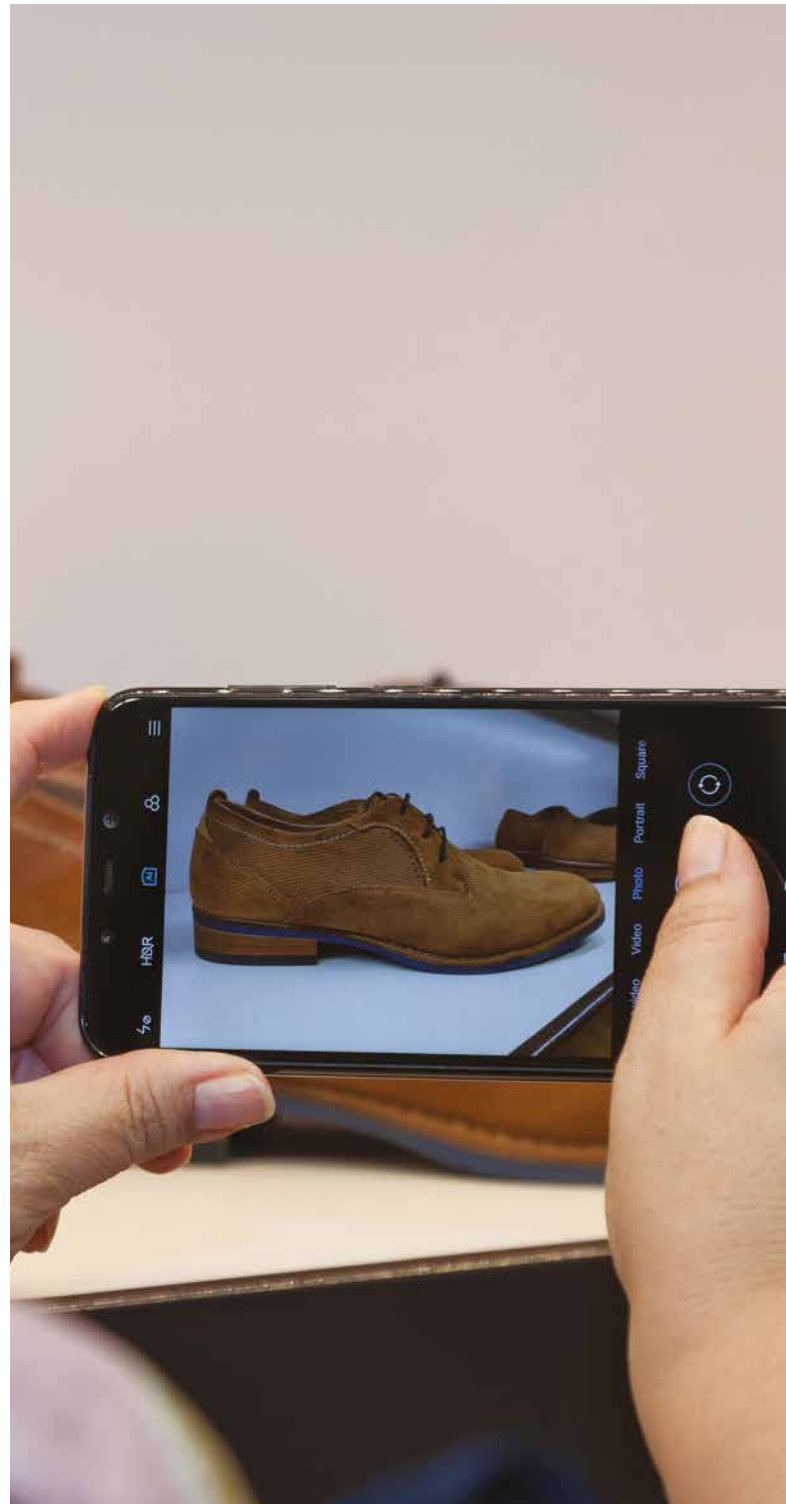
On the iPhone:

Sharing photos to any social media on an **iPhone** can be carried out by:

1. Go into the **Photos Application**.

2. Select the photo you wish to share online.

3. At one of the edges of the screen, a small box with an arrow pointing upwards should appear (similar to the one on the side of this text box). This button is known as the **Share button** and allows you to share the photo you have selected to any available social media platform.

4. Select the application you wish to share your photo on (e.g. Facebook, Whatsapp, Instagram, etc.)

5. Each application shall instruct you to perform different procedures in order to complete the share. Message-based application such as Messenger and Whatsapp would require you to select the person/s you wish to send it to, whilst post-based systems, such as Facebook or Instagram, for example, will require you to type out a message you would like to accompany the photo.

Downloading & removing apps from your phone

The power of a smartphone is greatly enhanced when installing 'apps.' Apps, short for 'applications,' are programs created to perform specific tasks or functionality. These programs can let you listen to music, map your location, play games, watch videos, keep in touch with friends, and lots more.

In order to use apps, you have to first **Download** and **Install** them on your smartphone. However, your device already contains many pre-installed apps which were provided when you purchased your smartphone.

Apps are built to run on certain types of devices. For example, you cannot install an app made for an iPhone on an Android device, and vice versa. However, the same apps are often found on both popular platforms.

Most apps need to be **Run** to operate, but others run invisibly in the background and only spring to life under specific circumstances.

When using apps, you must be careful because whilst many are available for free, others cost either a one-off payment, or a regular charge that is often deducted from your credit card on a monthly basis. Therefore, before selecting an app always check well whether it is free, comes at one-off charge or a periodical subscription applies (usually monthly or annually).

It is to be noted that free apps may contain advertisements or have limited functionality, intended to induce you to purchase the complete (often called **Premium Edition**) version of the app.

From time to time, app developers will often update their app in order to remove any reported error ('bug') or to introduce new features. Getting those new features requires you to download the app again, which typically happens quietly in the background and results in no lost data associated with the app.

How Do I Get Apps?

Apps can be downloaded from special online locations known as **App Stores** or **App Marketplace**. However, Google and Apple have their own respective app markets which serve as huge app repositories for all types of apps.

On all Android phones:

The best place to get Android apps is from the **Play Store**. Google sells apps from this online site, along with other content such as digital books and videos.

To download apps, you will need a **Google Account** which is associated with any Play Store purchases. Once you purchase or download an app, you can download it again, at no cost, at a later date, even if you delete the app from your phone since Google maintains a record of all the apps you purchase or download.

Whilst there are many free apps, if you wish to buy one you will need to provide credit card details or other forms of payment information (e.g. PayPal).

To acquire an app over Play Store:

1. Tap on the **Play Store** icon.

2. The first time you tap this icon, you will be asked to **Sign in** with your Google credentials and payment information.

3. You will also be requested to allow back-up to your Google account and to accept the store's **Terms and Conditions**.

4. You will then be given access to Google's Play Store from where you can **Search** for a specific app or browse by app category (e.g. Entertainment, Education, Finance, Food & Drink, etc.).

On the iPhone:

Apple, too, have a dedicated app marketplace, known as the **App Store**. This store offers more than a million apps which are classified by categories.

Much like Google Play Store, App Store allows users to restore any app that has been removed from an iPhone by accident or otherwise.

To acquire an app over the App Store:

1. Tap on the **App Store** icon.

2. At the bottom of the screen, tap **Search**.

3. **Choose** an app.

4. Tap **Get** next to the app that you want to download, then tap **Install**.

5. If requested, enter your **Apple password**.

6. Wait for the **Download** to complete.

Removing an App from Your Phone

On all Android phones:

1. Open the **Settings** app on the Home screen.

2. Tap **Apps & Notifications**.

3. Tap the app you want to uninstall.

4. If you do not see the app, tap **See All Apps**.

5. Tap **Uninstall**.

6. The App's icon should **Disappear** from the smartphone's screen.

On the iPhone:

1. Open a folder or locate the Apple app you want to **Remove**.

2. Push down lightly on the app icon until it **starts to Wiggle**.

3. Tap the small x symbol that appears on the top left-hand side of the icon.

4. Tap **Remove**.

5. The App's icon should **Disappear** from the smartphone's screen.

See also	
Wikipedia	Mobile App
Android Play	Google Play Brings All the Entertainment
iTunes App Chart	The Weekly iTunes App Chart

Maintaining mobile phone privacy

Smartphones are powerful devices that can potentially store a lot of personal information which is important is be protected from privacy risks. The following few and simple steps will help you to reduce significantly such risks.

Locking Your Phone

Never leave your mobile phone lying around unattended because someone could potentially not only steal you phone, but also access your emails, contacts, passwords and other personal details.

It is recommended that you always lock your smartphone with a **Passcode** or **Passphrase in case your mobile phone is stolen**.

A Passcode or Passphrase ensures that every time the device is turned on, or reactivated after a screen lock, it will require a code, pattern or password to be accessed. This ensures that unauthorised access is prevented.

To set up a Passcode or Passphrase:

On most Android phones:

1. Open the **Settings** app on the Home screen.

2. Tap **Security & Location**.

3. To choose a screen lock, tap **Screen Lock**.

4. If you have already set a Screen Lock, you will need to enter your PIN, pattern, or password before you can set a different lock.

5. Tap the **Screen Lock Option** you would like to use. This includes:

   ### I. No Lock

   - **None**: Your device stays unlocked. This gives no protection, but you can get to your Home screen quickly.

   - **Swipe**: Swipe your finger across your screen. This gives no protection, but you can get to your Home screen quickly.

II. Ways to apply Standard Locks

- **Pattern**: Draw a simple pattern with your finger.

- **PIN**: Enter four or more numbers. Longer PINs tend to be more secure.

- **Password**: Enter four or more letters or numbers. A strong password is the most secure screen lock option.

- **Marka tas-swaba'**: Most advanced smartphones nowadays come with a fingerprint scanner somewhere on the device.

III. More Locks

- Automatic Unlocking: You can set your device to automatically unlock in certain conditions, like when your device is at within your home.

On the iPhone:

1. Open the **Settings** app on the Home screen.

2. Tap the **Touch ID & Passcode** option.

3. Tap **Turn Passcode On**.

4. Enter a **six-digit passcode**.

5. Alternatively tap Passcode Options to switch to:

    i.   a **four-digit numeric code**;

    ii. a **custom alphanumeric code**; or

    iii. a **custom numeric code**;

    iv. fingerprint Scanning.

6. Enter your **Passcode Again** to confirm it and **Activate It**.

Limit Location Setting

Smartphones utilise technology to always know where they are geographically located. Whereas in an emergency it is easy to trace where you may be located, a number of apps tend to openly broadcast the device's location across the Internet. However, you may not be keen to broadcast such personal information and may wish to turn off location settings for all apps. Doing so will render your mobile (and yourself) geographically untraceable.

On most Android phones:

1. Open the **Settings** app on the Home screen.

2. Tap **Security & Location**.

3. Click on **Location**.

4. Under **Recent Location Requests** check the apps that recently accessed your location.

5. Toggle **Use Location** from **On** to **Off** as required.

On the iPhone:

1. Open the **Settings** app on the Home screen.

2. Tap the **Privacy** option.

3. Click on **Locations Services**.

4. Toggle **Location** from **On** to **Off** as required.

5. You may choose to **Share My Location** with specific friends.

6. You can also choose to **Share My Location** for specific app. Tap any one of the apps listen at the bottom of the screen and select an option:

    I.   **Never**: Prevents access to Location Services information.

    II. **While Using the App**: Allows access to Location Services only when the app or one of its features is visible on screen.

    III. **Always**: Allows access to your location even when the app is in the background.

Allow for Remote Erase

Should you unfortunately lose your mobile, you will be able to remotely wipe it clean. In this way, whilst not retrieving the physical smartphone, you can ensure that any personal data on the device will be removed completely.

To carry out a remote erase:

On most Android phones:

1. If your smartphone is associated with a Google Account, then the **Find My Device** is automatically turned on.

2. To use **Find My Device**, your lost device must:

    i.   Be turned on.

ii. Be signed in to a Google Account.

iii. Be connected to mobile data or Wi-Fi.

iv. Be visible on Google Play.

v. Have **Location** turned on.

vi. Have **Find My Device** turned on.

3. Go to https://www.android.com/find and sign in to your Google Account.

4. If you have more than one device, choose the lost device at the top of the screen.

5. The lost device will get a notification.

6. On the map, see about where the device is:

   i. The location is approximate and might not be accurate.

   ii. If your device cannot be found, you'll see its last known location, if available.

7. Pick what you want to do. If needed, first click Enable Lock & Erase.

   i. **Play sound** – Rings your device at full volume for five minutes, even if it is set to silent or vibrate.

   ii. **Lock** – Locks your device with your PIN, pattern, or password. If you do not have a lock, you can set one now. To help someone return your device to you, you can also add a message or phone number to the lock screen.

   iii. **Thassar** – Permanently deletes all data on your device (but might not delete SD cards). After you erase, **Find My Device** won't work on the device.

On the iPhone:

1. Open the **Settings** app on the Home screen.

2. Tap the first option denoted with **Your Name**.

3. Tap the option **iCloud**.

4. Scroll to the bottom and tap **Find My iPhone**.

5. Slide to turn on **Find My iPhone** as well as **Send Last Location** below it.

6. If prompted **Sign-in** using your Apple ID.

7. If your smartphone is stolen, sign-in with your **Apple ID** to your **iCloud account** using an Internet browser and choose **Find My iPhone**.

8. In the **Device List**, tap the device you want to erase.

9. Tap **Actions** followed by **Erase**.

Passwords and Browsers

Nowadays, all major browsers prompt you to save your password, credit card numbers and other private information. It can be useful, but if your phone is lost or stolen and you have not enabled **Secure Login** or a **Remote Wipe**, your passwords may end up in the wrong hands.

Prevent Saving of Passwords on the Browser

Most modern browsers allow users to save time by automatically filling-out forms with saved information such as contact data or credit card details. However, this function is risky should a smartphone be lost or stolen.

You can bar a browser from saving any information when entering a new form online by:

On most Android phones (using Chrome):

1. Open **Chrome** on the smartphone.

2. At the top right, click More.

3. Click on **Settings**.

4. Tap on **Advanced**.

5. Choose **Passwords and Forms.**

6. Tap **Autofill Settings**.

7. Turn off **Autofill Forms**.

On the iPhone:

1. Open the **Settings** app on the Home screen.

2. Tap the **Safari** option.

3. Choose the **Autofill** option.

4. Toggle the **Use Contact Info** and **Credit Card** options to **Off**.

See also	
PrivacyPolicies.com	How to Protect Your Mobile Phone Privacy
The Guardian	Twelve Ways to Hack-proof Your Smartphone
TechRepublic	Five Ways To Maintain Your Privacy On Your Smartphone

General mobile phone netiquette & safety

Mobile phones have become such an everyday commodity that it is easy to pick up annoying, anti-social and even what can be considered rude behaviour.

For example, it is not nice when one speaks very loudly into his mobile or plays loud music from it in public places.

Similarly, people who are engrossed in email whilst others are trying to speak to them, or trying to attract their attention, can be considered inappropriate behaviour.

Did you know?

Statistics from the Malta Police show that, in 2016, the number of motorists using their mobile phone whilst driving was 153 times higher than the number of drunk drivers.

Source: http://www.putitaway.com.mt – 89.7 Bay

Therefore, today we talk of **Mobile Netiquette** to describe a form of '**good manners**' when using your mobile phone.

When on Your Smartphone

When you are on your phone in public, it is important to remember that other people might be trying to have conversations as well, so it is important to remember some key facts.

Modern mobile phones have very sensitive built-in microphones that do not require you to shout at all. You should always talk in the same way you would talk a person in a face to face conversation. On the other hand, speaking too softly might make your voice too difficult to hear by the person on the other side of the call.

It is also good practice to observe the idea of **Quiet Hours**. This refers to the time when it is not socially acceptable to call a person; generally late at night from around 10pm to 7am of the next day unless there are urgent or emergency matters at stake.

If you are phoning someone and that person does not pick up the phone after a few rings this could be taken as a sign that this person cannot answer at that moment. Unless really necessary, wait for some time before retrying to call.

If your mobile phone rings whilst you are speaking to people, it is always polite to excuse yourself before taking the call. You should not prolong the phone call unnecessarily as it is considered impolite to have a conversation on the phone when speaking to someone else in person. Unless an emergency, you may wish to excuse yourself with the person calling and ask to phone back at a later time.

When Texting

Most smartphone communication nowadays is more text-based than verbal. It is important to remember that when writing a text message, it is easy for the other person to misunderstand the entire meaning of a message. It is always better to keep text messages as plain and simple as possible.

General Considerations

You should always keep in mind that a smartphone is just a communication device and therefore should complement not a replace socialising. Letting your smartphone ring loudly in a public place, or constantly checking your phone every few seconds are not normally encouraged.

It is always up to you whether or not to take your phone with you to certain places. However, locations such as the cinema, church or the theatre often require you to turn off your phone as a rule. This avoids embarrassment during quiet moments.

Finally, the general rule in mobile netiquette is that if it is not said or done in real life, it should not be done over a smartphone. You should always be courteous and use the same behaviour that you would observe when speaking to another person.

See also

CNN	Smartphone Habits You Should Avoid
Huffington Post	Cellphone Etiquette: Rules to Follow
The Rules of Netiquette	Rules of Social Media Netiquette

Maltese Apps

maltapps

The maltapps provides visibility and access to all Malta Government published mServices. It allows the user to enlist all published mServices as well as the ability to install and launch the respective apps directly from within the maltapps app. The maltapps serves as a one stop shop through which you can access a number of government mservices by using just one app.

To facilitate the identification of mServices the app classifies each service under 12 sectors, representing the various Government entities and departments.

1. Installing the app

Prior to installing and using the app, the device must have an internet connection. Open Play Store if you are an android user or App Store if you are an iOS user. In the search box above type 'maltapps'. Click on the maltapps application as indicated in Figure 1 below. Once this is done click download as indicated by the arrow. Then click on Open as illustrated in Figure 2 below.

Figure 2

Figure 1

2. Opening the app

You can open maltapps by either selecting Open, as shown in Figure 3, or by clicking on maltapps application, as shown in Figure 4 below.

Figure 3

Figure 4

3. Using the app

Once you open the app, you can view a number of options and services from which you can choose (Figure 5). Each option, if clicked, will display a list of other downloadable apps or links to 'responsive' websites related to the sector as shown in Figure 6 below.
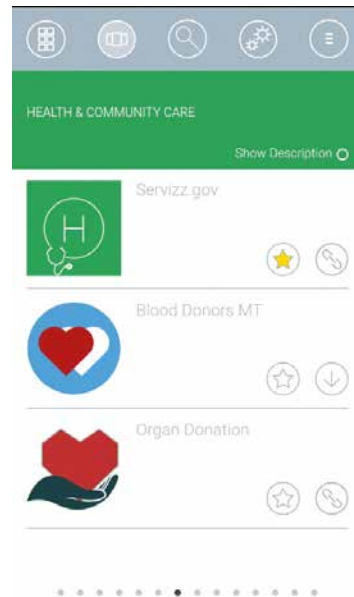
Figure 5

Figure 6

	Downloadable application – once you select it you can install an application. Example: Blood Donors MT is a separate application as shown in Figure 6.
	Link to a responsive website – once you select it maltapps will direct you to a responsive website. Example: Servizz.gov in Figure 6.
	Select as favourite – you can select a particular app or website to save it as favourite.
	Search – you can select this icon to look for a particular service directly.
	Settings – you can change settings by clicking on this icon. For instance, you can change the language from English to Maltese and vice-versa.

Konsumatur App

The main objective of this App is to provide simple and clear information to consumers on their rights and responsibilities when they encounter difficulties during their purchases. This App can also be used by consumers to register a complaint with the Office for Consumer Affairs. The App also includes the function to attach documents related to the problematic purchase and send these documents or photos with the complaint form.

1. Installing the app

Prior to installing and using the app, the device must have an internet connection. This can be downloaded through maltapps or directly from the stores. Open Play Store if you are an android user or App Store if you are an iOS user. In the search box above type 'konsumatur'. Click on the application as indicated in Figure 1 below. Once this is done click download, as illustrated in Figure 2 below.

Figure 2

2. Opening the app

You can open the app by either selecting Open, as shown in Figure 3, or by clicking on 'konsumatur' application, as shown in Figure 4 below.
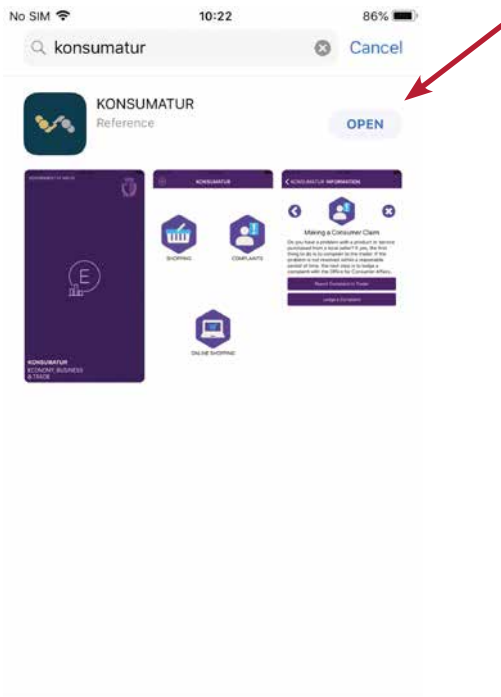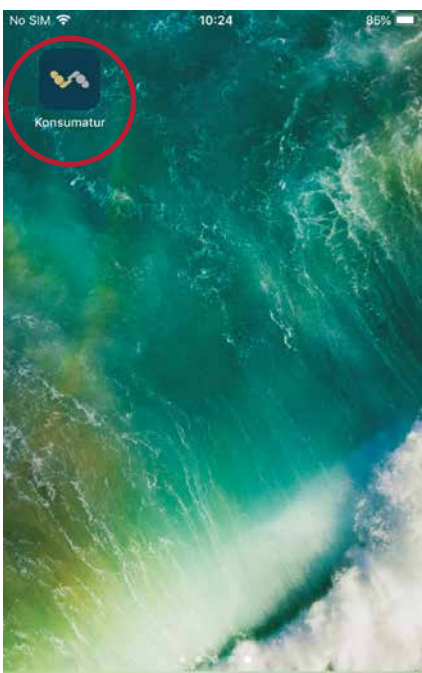

Figure 1

Figure 3

Figure 4

3. Using the app – Homepage and Menu

Once you open the app, you are displayed with three options to choose: Shopping, Complaints and Online Shopping as shown in Figure 5 below. The red circle in Figure 5 will display the following screen (Figure 6) which shows more options, one of which is to change language from English to Maltese and vice-versa.
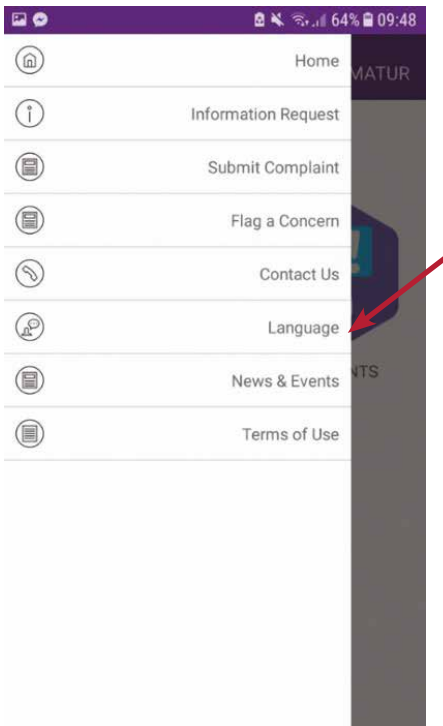

Figure 5

Figure 6

Figure 7

4. Using the app – searching for information

From the home page (Figure 5), you can select one of the three selection to acquire more information. For instance, Figure 7 displays useful information more specifically legal rights and responsibilities related to online shopping. Digging down the app for more detailed information by selecting one of the options. Selecting 'The right to cancel the sale' and then 'how to cancel a sale' as an example will display the screen shown as Figure 8.
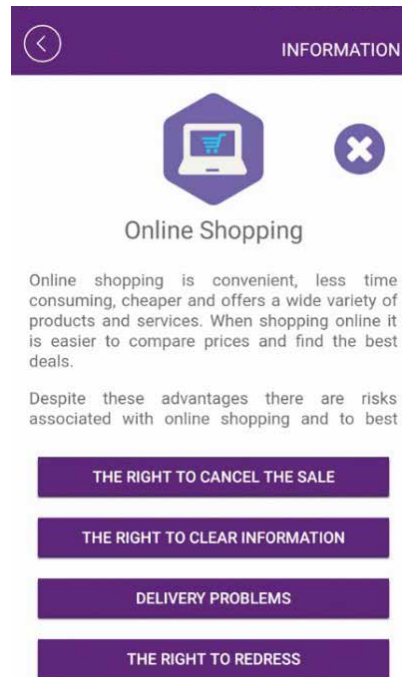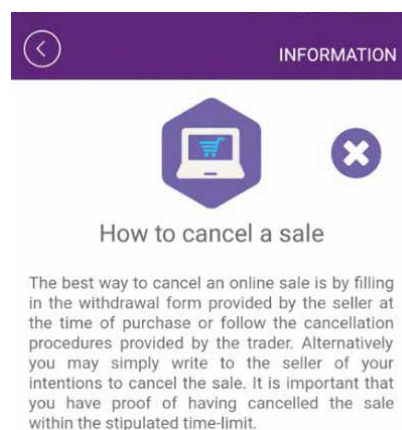

Figure 8

Kultura Malta app

Kultura Malta app is the official cultural calendar of events organised by public entities around Malta and Gozo. The calendar is always kept up to date and users can browse through the activities using a series of filters including date range and category. Detailed information is available about each event, including event organiser, description, dates, ticket fees, venue and target audience. Users can subscribe and get notifications about events in which they are interested. The application also allows users to rate events and give feedback to the organisers.

1. Installing the app

Prior to installing and using the app, the device must have an internet connection. This can be downloaded through maltapps or directly from the stores. Open Play Store if you are an Android user or App Store if you are an iOS User. In the search box above, type 'Kultura Malta'. Click on the application as indicated in Figure 1 below. Once this is done click Install, as illustrated in Figure 2 below.
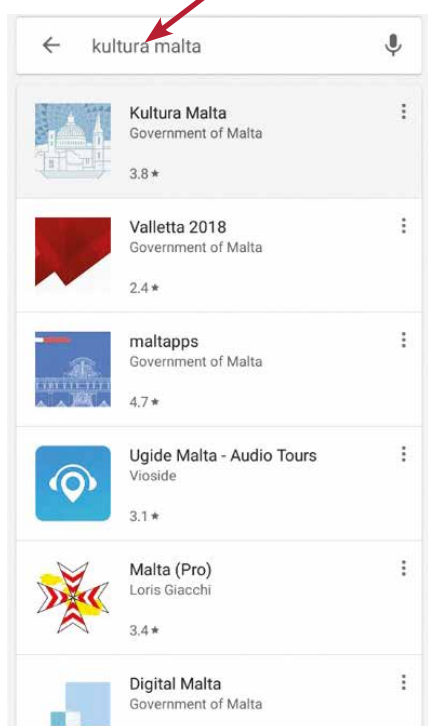

Figure 2

Figure 1

2. Opening the app

You can open maltapps by either selecting Open, as shown in Figure 3, or by clicking on maltapps application, as shown in Figure 4 below.

Figure 3

Figure 4

3. Using the App

Once you open the app, you can sign in from the menu, which can be viewed as indicated by the red circle in Figure 5 below. As shown in Figure 5 the Calendar tab displays the upcoming events and a calendar showing when the events will take place. Furthermore, the app gives the possibility to look for events by Category as shown in Figure 6 or by venue.

Figure 5

Figure 6

	Menu – You can choose to sign in and choose a language from English, Maltese and Italian.
	Search – You can search for a particular event directly.
	Filter – You can filter events based on Event name, Date of occurrence, by Area, by Location and/or by Category.
	Show Past Events – Under the Calendar Tab, you can display events that have occurred in the past.

Retirement Pension Calculator

The retirement pension calculator can give you an estimate of the pension entitlement you will get when you retire.

1. Opening Servizz.gov.mt and searching for Retirement Pension Calculator

Open an internet browser such as Google Chrome or Safari if you are an iOS user. In the search box type servizz.gov.mt as illustrated in Figure 1 below. Select the first link and the screen in Figure 2 will be displayed on screen. In the search box in this website write Retirement Pension Calculator and click search.
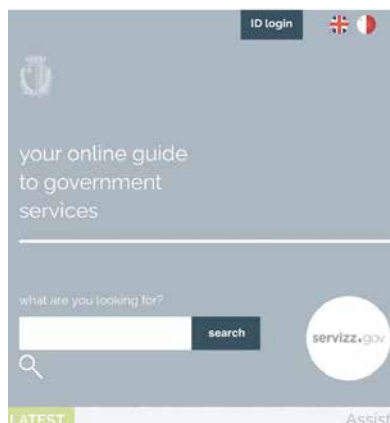

Figure 1

Figure 2

You can also access this service by opening maltapps. You can click on the search icon as shown on Figure 3 and type Retirement Pension Calculator in the search box available. Then click on the link available as shown by the red circle in Figure 4.

Figure 3

Figure 4

Once you open the link, you can select the menu as shown by the red circle below in Figure 5, then select Services (Figure 6) and click on Retirement Pension Calculator. If you choose the maltapps to open this mService, this last step will direct you to Figure 9.
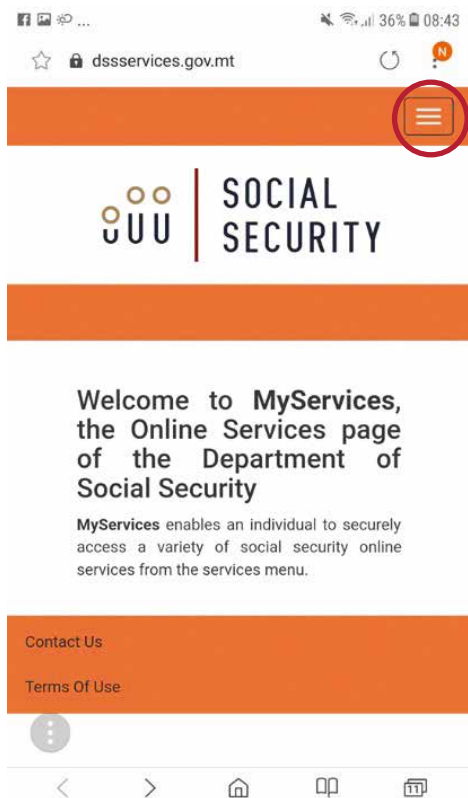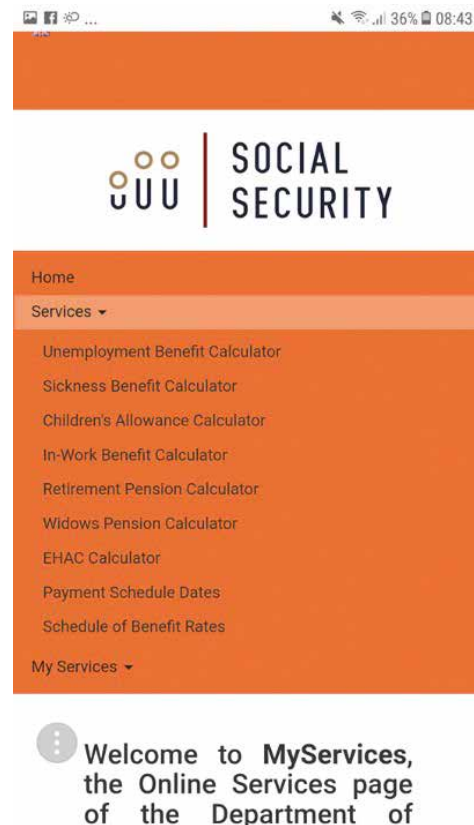

Figure 5

Figure 6

2. Opening the Retirement Pension Calculator

The result of the search using servizz.gov.mt will be Figure 7 as shown below and you must click on the link available under Retirement Pension Calculator. The following screen (Figure 8) provides some overview about this service. To continue click on Apply as indicated by the red circle. Following this step, a new screen will show up. Scroll down and click Accept as shown on Figure 9. The result of the search using maltapps will direct you to Figure 9.
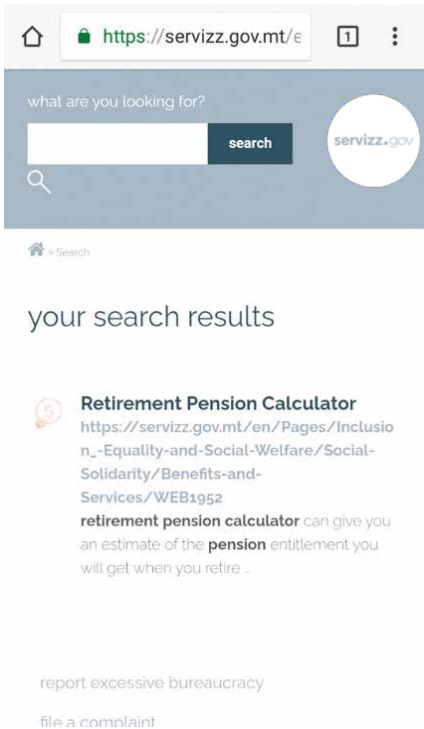
Figure 7

Figure 8

3. Information Inputting

Enter your date of birth in the correct format (DD/MM/YYYY), which has to be more than 50 years ago as shown in the Figure 9 below. The next step is to continue to fill up the next fields (Figure 10) until done.

Figure 9

Figure 10

4. Finishing up

After all fields are ready, select calculate as shown in Figure 11 to generate the retirement pension amount. Select Clear to erase all the inputted details and start again. A new screen will display your estimated pension details (Figure 12) and you can 'amend' the calculation or 'print' it by clicking on the respective buttons shown below.

Figure 11

Based on the above information you would be entitled to a retirement pension of € ████ per year as from your date of retirement, equivalent to € ████ per week. This rate is derived from your Contribution Average of ████ and your Pensionable income of € ████.

After deducting your original weekly Service Pension, your weekly pension would be of € ████.

Your actual pension would be adjusted (topped-up) to € ████ to guarantee a minimum level of earnings.

If you would be eligible to retire before reaching age 65, you may qualify for a top up of between 5% and 23% if you decide to postpone your retirement.

This calculation is an estimate and by no means is final and official. The eligibility and final rate is worked out by the Department following a formal application.

Date and time of this calculation: 21/08/2018, 11:42:21

[Amend] [Print]

Figure 12

Glossary of terms

3G	The term '3G' refers to the 3rd-Generation of digital mobile devices which offered higher-speed data transfer rates measured in Megabits per Second (Mbit/s) than previous generations.
4G	The term '4G' refers to the 4th-Generation of mobile communication standards that offers data transfer speeds up to ten times faster than 3G. 4G is claimed to set the peak download speed at 100 Mbit/s for high mobility communication (i.e. from within cars) and 1 Gbit/s for low mobility communication (i.e. stationary users and pedestrians).
5G	The 5th-Generation of mobile networks is the next major phase of mobile telecommunications standards beyond the current 4G standard. 5th-Generation networks are currently being tested around the world.
Android	Android is a popular smartphone Operating System (OS) and software platform based on Linux. Android is owned by Google and is one of the most common operating systems on smartphones. This OS is known as 'open source' meaning that it can be freely modified by other software developers. Most mobile phones brands other than iPhones have Android as their operating system.
APN	An Access Point Name (APN) is a setting that must be set on a mobile phone to us a 3G or 4G network to connect to the Internet. Each mobile operator utilises a different APN which needs to be set-up on the mobile phone. The APN can also differ depending on the type of contract that one has with the operator.
App	Short for application. Apps are computer programs that can be downloaded to smartphones and other devices to add functionality. Today, there are apps for virtually anything, from measuring your physical exercises to weather forecasting.

Bluetooth	Bluetooth enables a short-range, wireless, connection to other phones and devices (e.g. head-sets, in-car system, etc.) usually within a range of around 10 metres.
Bits per Second (BPS)	This is a measure that is used to indicate the speed of data transfer.
Backside Illumination	This is a type of digital image sensor which increases the amount of light captured by the smartphone's camera lens and improves the low-light performance for better digital photographs.
Burst Mode	This is a feature of many modern smartphone cameras where multiple photos are automatically taken in quick succession. The best photo from the group can then be selected.
Camera Resolution	A measure of the power of a smartphone's camera. Eight-and twelve-megapixel resolutions are now commonly available with sixteen-megapixels available on some models. The higher the number of pixels, hence the resolution, the higher the picture quality
Coverage	Areas where mobile phones can receive the necessary signal to make and receive calls, text messages and Internet in order to and operate effectively.
Central Processing Unit	The Central Processing Unit (CPU) is an integrated circuit that executes programmes within most electronic devices. The clock speed of this component dictates the overall ability of the computer to process data. Historically such clock speed is measured in Megahertz (MHz) or Gigahertz (GHz). Additionally, handset products like smartphones commonly feature Dual (two) or Quad (four) CPU units.
Credit	Funds added to your account with the mobile operator in order to pay for phone calls, text messages or Internet access.
Digital	A method of encoding information into an electronic format. For example, traditional photographs were based on chemical elements, whilst digital photographs are made up of 1s and 0s instead.

Digital Zoom	A digital camera phone which uses digital technology to zoom in on an object by enhancing part of a picture rather than by moving the camera lens.
Dual SIM	A dual-SIM phone is one able to hold two distinct SIM cards. Some dual-SIM phones require you to switch between SIM cards to be able to use only one or the other and these are known as 'standby dual-SIM.' An 'active dual-SIM' phone is where both SIM cards are active at the same time. The advantages of having a dual-SIM phone are that it enables you to effectively have two phones within one; you can use the one phone to keep your work and your private life separate for example.
Dual-band	Phones that can switch between two different bands of frequencies.
Emergency/SOS button	Typically, when pressed and held for a number of seconds, the phone automatically sends a pre-recorded SMS text message to a list of contacts and begins dialling each number in a call list until someone answers.
Facebook	One of the most popular social networking platforms on the Internet.
Fall detector	A built-in sensor that automatically detects when the user has fallen and is motionless, triggering a pre-recorded alert message to be sent to a list of contacts.
Gigabytes	A measurement of memory storage equivalent to 1024 Megabytes.
Geo-tagging	This is a method where the geographical location and/or time can be automatically added to photo.
Gigahertz	A unit of frequency which is defined as the number of cycles per second. A GHz is 109 Hz and is commonly used within mobile computers and smartphones to refer to the speed of the Central Processing Unit.
Gorilla Glass	Gorilla Glass is the name given to an environmentally friendly, lightweight, thin-sheet glass claimed to be durable enough to resist many real-world events that commonly cause glass failure. It is often specified for the screens of tough smartphones.

Global Positioning System	Global Positioning System (GPS) is a technological system which provides a user's location based on obtaining data from up to three distinct satellites orbiting the Earth. The location (aka a 'fix') is determined by triangulating the distance to several satellites. The system is additionally able to provide accurate time by comparing several satellites.
Handset	Another term for a mobile phone.
Handsfree	A safety feature that allows you to talk/use your phone without physically holding your phone, mostly used by drivers. Usually involves a separate accessory such as a Bluetooth earpiece.
Haptic	Haptic technology feedback is a form of vibration when a user presses a key or operate a function. This is done to simulate the sense of touch when applying a force.
HTML	Hyper Text Mark-up Language is the code with which web pages are written. To display ordinary webpages fully, a phone's Internet browser should support HTML or xHTML, designed for mobile phones' more limited capabilities.
Internet Message Access Protocol	Internet Message Access Protocol (IMAP is a method of accessing email that is retained on a mail server. Email stored on an IMAP server can be manipulated from a desktop computer at home, a workstation at the office or mobile phone while travelling, without the need to transfer messages or files back and forth between these devices. It is also a method of sending and receiving email where only the header and sender information is initially downloaded, allowing you to choose whether to download the full email or leave it to be accessed later. On a smartphone, this protocol helps to reduce data download charges.
International Mobile Equipment Identity	International Mobile Equipment Identity (IMEI) is a 15-digit unique serial number allocated to every mobile phone usually found printed under the phone battery. The networks can use the IMEI number to identify a phone reported stolen and block its use.

International Mobile Subscriber Identity	The International Mobile Subscriber Identity (IMSI) is a unique subscriber identifier number that is stored on the device's SIM card. It enables mobile operators to track the location of phones and to assign call charges.
Infrared	A wireless technology that enables connection to other infrared devices over short distances of a metre or so.
Internet Browser	Most old phone models support WAP – a streamlined version of HTML. Smartphones, however, offer full Internet browsing, HTML and xHTML.
iOS	Apple's operating system installed on iPhones. This OS is known as 'closed source' meaning that developers cannot modify the system.
Internet Protocol	The Internet Protocol (IP) is an address assigned to computers and other mobile devices to identify them within a network environment. It is a requirement for all data communication. With the advent of the Internet of Things (IoT), every device will have its own unique IP address.
IP Rating	Ingress Protection rating; a measure of the degree of protection offered by the phone against the ingress of dirt and water. It is a classification of the degree of protection and product has against the intrusion of solid objects and water. The first number in a rating identifies the solid particle protection. This is rated from 0–6, with zero being no protection and six being completed protection against dust. The second number rates the liquid ingress protection. The rating is from 0–8, ranging from no protection up to powerful water jets and continuous immersion.
Internet Service Provider	The Internet Service Provider is a business or organisation which provides Internet access and other related services to subscribers.
Java	A widely popular and industry-standard programming language developed by Sun Microsystems.
Kilobyte	A Kilobit (Kb) refers to a unit of measurement of data commonly used with telecommunication transmission. It is 1,000 bits and is normally used in the form of Kbps referring to the data rate per second.

Kilobytes per second	Kilobytes per second (Kbps) indicates the speed data is transferred by a mobile phone across the phone network.
Lithium-ion	Lithium-ion (Li-Ion) is a type of high-performance mobile phone batteries.
Long-Term Evolution	Long-Term Evolution (LTE) is a standard for high speed data communication and is an evolution of 4G transmission.
Milliamp Hour	Milliamp Hour (mAh) is a unit of measurement which indicates how much power a battery will store. In theory a higher mAh listing should indicate a longer battery life between recharges. This is however dependent on the power requirements of the product it is used within.
Megabyte	A Megabyte (Mb) is a measurement of memory storage. A typical MP3 music track uses approximately 5Mb of storage, a photo (depending on quality) can take between 1 to 5Mb, while a 3-minute video uses around 35MB of storage.
Megapixel	A megapixel is one million pixels and used to describe the resolution of a digital camera. The higher the number, the sharper the picture due to more pixels in the image.
Memory	Mobile phone memory is either fixed (i.e. built within the phone) or expandable by using external memory cards.
Memory Expansion Slot	A memory expansion slot on a mobile phone allows an increase in the memory capacity of the device by the addition of a memory card, usually in MicroSD format.
Megahertz	The Hertz (Hz) is a unit of frequency which is defined as the number of cycles per second. A Megahertz (MHz) is 106 Hz and is commonly used within mobile phones to refer to the Central Processing Unit (CPU) speed.
MicroSD	A standard for SD memory cards which refers to their physical size. In the case of microSD cards, they are physical 11mm x 15mm x 1mm in size.

Micro-USB	Micro-USB (Universal Serial Bus) is a very small USB port interface commonly found on mobile phones and some other portable devices.
MiniSD	A standard for SD memory cards which refers to their physical size. In the case of miniSD cards their physical size is 20mm x 21.5mm x 1.4mm.
Multi-media Card	Multimedia card (MMC) is a storage card standard that stores data within flash memory resulting in low power requirements. The card is physically approximately the size of a postage stamp 24mm x 32mm x 1.4mm.
Multimedia Messaging Service	Multimedia Messaging Service (MMS) is a form of picture or photo messaging. MMS runs in conjunction with GPRS, so you must have GPRS enabled in order to have the MMS service working.
Near Field Communication	Near Field Communication (NFC) enables wireless communication between two devices in close proximity to each other, usually by no more than a few centimetres. Current applications include contactless transactions and data exchange.
Optical Imaging Stabilisation	Optical Imaging Stabilisation (OIS) is a bundle of techniques used to reduce blurring associated with the motion of a camera or other imaging device during exposure. It also helps to reduce camera shake in videos.
Personal Identity Number	Personal Identity Number (PIN) is a four- or eight-digit code that is used to prevent unauthorised use of a mobile phone.
Post Office Protocol 3	Post Office Protocol 3 (POP3) is a protocol for data transmission, used for sending emails across the Internet.
Pixels Per Inch	Pixels Per Inch (PPI) is a term that refers to the pixel density of a screen. It is measured by the quantity of pixels within a square inch of a screen.
Pin Unblocking Key	The Pin Unblocking Key (PUK) is an eight-digit number used to unlock a mobile phone on which the standard PIN number has been entered incorrectly for three times. It is also used to protect unauthorised use of a SIM card if the wrong PIN is entered three times.

Post-Paid Plan	The Post-Paid telephony plan is a mobile phone plan for which service is provided by a prior arrangement with a mobile service provider. The user in this situation is billed after usage of his plan, according to the use of mobile services, generally at the end of each month.
Pre-Paid Plan	The Pre-Paid telephony plan is a mobile phone plan for which service is provided by topping-up credit, with a mobile service provider. The subscriber, in this situation, is not billed but tops-up and uses data according to the use of mobile services that should amount to less or equal to his topped-up credit.
Roaming	Another term for using a mobile phone when abroad.
Secure Digital Card	A Secure Digital (SD) is a storage card standard which stores data within non-volatile memory. This results in storage card which has low power requirements and normally used within portable devices such as smartphones and cameras due to their compact size. The standard physical size is 24mm x 32mm x 2.1mm. The original format incorporated a lock switch to prevented accidental data loss.
Secure Digital High Capacity	Secure Digital High Capacity (SDHC) is a standard which facilitates the ability for SD cards to have a greater capacity. This is achieved by data being addressed by sector rather than by byte.
Subscriber Information Module	The Subscriber Information Module (SIM) is a portable memory chip held on a removable electronic integrated circuit that holds a unique serial number (ICCID), the unique number of the mobile user (IMSI), security authentication and ciphering information, temporary information related to the local network, a list of the services the user has access to and two passcodes (PIN and PUK). SIM cards come in different sizes; many new smartphones use a Micro or Nano SIM card.
Smartphone	A mobile phone able to run operating software such as Android or iOS. These operating systems offer the ability to add applications (apps) to enhance the phone's functions. The smartphone also tends to have a touchscreen interface as well as camera, video, GPS and fast web browser capabilities.

Short Message Service	Short Message Service (SMS) allows text and character messages to be sent and received.
Speakerphone	Built-in loud speaker/microphone that allows a user to have a smartphone conversation without holding your phone.
Service Set Identifier	Service Set Identifier (SSID) is an identifier used to distinguish wireless access points or networks. This can be customised for individual requirements, but all devices on the network need to share this name.
Standby time	The time the battery remains charged while the phone is on, but not in use.
Talk-time	The battery life while the phone is in use. It can also refer to the actual time spent talking on the phone with reference to the allowance of time available on a monthly phone contract.
Terabyte	A terabyte (Tb) is a unit of measurement computer data storage. It is 10,244 bytes depending on context.
Top-Up	The action of adding credit to a phone account, generally either by phone using a credit card, using a voucher, the Internet, or by other means.
Universal Serial Bus	Universal Serial Bus (USB) is a type of connector or cable used to connect a phone to a computer. It is usually used for data transfer. Most phones use either mini or micro USB ports and can be sometimes be used as the connection for charging the phone.
VoIP	Voice over Internet Protocol is technology, such as Skype, that enables phone conversations to be carried via the Internet.
Wireless Access Protocol Browser	A Wireless Access Protocol (WAP) browser allows you to view and navigate various Internet services over a mobile phone's screen. It makes use of a streamlined version of HTML for viewing on small screen displays.
Wireless Encryption Protocol	Wireless Encryption Protocol (WEP) is a data encryption format for Wireless networks available in 64-bit and 128-bit versions. However, it is not as secure as the more modern WPA or WPA2.

Wi-Fi	Wireless Fidelity (Wi-Fi) is a form of wireless networking used to connect various types of devices to the Internet without cables. Often a central access point (a 'router') is used for multiple connections within an area. Many commercial outlets provide public access points known as 'hotspots,' but Wi-Fi has a range of around 300 feet, although this can be drastically reduced through walls and other obstacles.
Wi-Fi Protected Access	Wi-Fi Protected Access (WPA & WPA2) is a form of data encryption for wireless networks. WPA and WPS2 are an improvement on the previous WEP since this security protocol uses a 128-bit encryption key.