



# Cell Phone Savvy Training Manual

## How to Make Smart Wireless Choices and Avoid Problems

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### Introduction

Thanks to cell phones, we don't have to be at home or in the office to stay in touch. Smartphones, a more sophisticated type of mobile device, even make it possible to shop, bank, watch videos or surf the Internet while on the go. Cell phones can be a big convenience and an indispensable tool. But they also can be a major expense, and an important responsibility since the most advanced devices can hold your identifying financial information and personal data. This key to avoiding cell phone problems is understanding your options and making wise choices.

This "Cell Phone Savvy Training Manual" answers many questions about wireless service, how to make choices in devices and a service plan to how to manage wireless costs and protect your device and data. This publication is part of a module that includes a companion brochure, *Cell Phone Savvy* (available in Chinese, English, Korean, Spanish and Vietnamese), and classroom training materials consisting of a lesson plan, training activities and PowerPoint slides.

This brochure and other materials in the module are free for individuals, non-profits and community-based organizations. For more about these materials, visit the Consumer Action website ([www.consumer-action.org](http://www.consumer-action.org)) or call Consumer Action at 800-838-7447.

### Selecting and Purchasing a Wireless Device

How do I choose a phone?

You'll avoid problems and dissatisfaction by selecting the right wireless device from the start.

Start by figuring out what you'll do with the device. If you plan to text or take a lot, make sure it has a comfortable keyboard with easy-to-reach keys. If you plan to talk to music or watch videos, check out the speakers and the screen size and resolution. If you want to take pictures, make sure the phone has a decent camera. If you're a heavy user, consider battery life—how long you can use the phone on a single charge. Size and weight can be another important consideration if you carry your phone in your pocket. And if you plan to use your phone outside the U.S., make sure it will work in the countries you plan to visit next.

If you don't truly need all the bells and whistles of a smartphone, it's best to choose a basic cell phone model in addition to being more expensive to buy, smartphones require data service, which is an additional, ongoing monthly expense.

# Cell Phone Sales Training Manual

**Gerard Assey**



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