

Smart Phone Applications

for people with brain injury

The Project

The *project Implementing and evaluating Smart Phone Applications technology across the NSW Brain Injury Rehabilitation Program (BIRP)* aims to:

Provide web-based resources for clinicians

Evaluate the efficacy of Smart Phone Apps for people with brain injury.

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This document:

[A4_Frequently_asked_questions_V1.1_13Jun12.pdf](#)

Is a list of questions and suggestions to address the barriers or challenges that are frequently encountered when utilizing Smartphone technology with clients who have an acquired brain injury. The list of questions and suggestions is not exhaustive however may be useful as a starting point.

More Project information and further documents:

www.TBIStaffTraining.info

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Frequently Asked Questions

1. How can I limit or monitor the call and data usage on a smart phone?
2. What happens if I lose my smart phone?
3. What happens if my phone breaks?
4. What if I don't have a personal computer?
5. How do I set up multiple devices to one iTunes account?
6. How can I protect my smart phone from damage?
7. What are some options for extra coverage in remote areas?
8. What are the benefits of iOS5?



1. How can I limit or monitor the call and data usage on a smart phone?



Specific Provider Usage Tools for Smart Phone Monitoring

Carrier	Tool	Description	More Information
Optus	<u>Optus Mobile Usage</u> \$1.99	Amalgamates a summary of call and data usage information then displayed on the iphone.	http://www.shihab.com.au/mobileusage/optus/
Virgin	<u>Virgin Mobile Usage</u> \$1.99	Amalgamates a summary of call and data usage information then displayed on the iphone.	http://www.shihab.com.au/mobileusage/
Vodaphone	<u>Vodafone compatible Mobile and Broadband usage</u> \$2.49	Amalgamates a summary of call and data usage information then displayed on the iphone.	QUOTA http://www.southfreo.com/iiquota/Features.html
3	<u>3 Mobile compatible</u>	Amalgamates a summary of call and data usage information then displayed on the iphone.	QUOTA http://www.southfreo.com/iiquota/Features.html

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Carrier	Tool	Description	More Information
	<u>Phone Usage</u> \$2.49 <u>Three Australia Usage Meter</u> Free		tures.html
Telstra	<u>Telstra compatible Mobile Phone and Bigpond usage</u>	Amalgamates a summary of call and data usage information then displayed on the iphone.	QUOTA http://www.southfreo.com/iiquota/Features.html



General Usage Apps for Smart Phone Monitoring

Name and Price		Description	Functional Significance
Apple	Android		
	<u>Call Meter NG</u> Free	Displays written and visual information about call, sms and data usage, able to set limits on each to moderate expenditure	Monitor phone usage over time or discover usage trends Compare expenditure of calls/sms/data to develop a strategy to manage phone use more effectively
	<u>Plan Monitor Widget</u> \$1.37	Displays written and visual information about call, sms and data usage, able to set limits on each to moderate expenditure	Set limits on calls/sms/data to prevent overuse
	<u>Smart Lock 2.0</u> \$1.99	Account holder selects apps/games etc for approval. All others blocked	Monitor app purchase and website access to discover trends in behaviour Prevent accidental purchase of apps
	<u>KidZone Secure Home Launcher</u> \$1.29	Account holder sets limits on apps/functions allowed for download and use. Navigation out of secure sites achieved only through password entry. Able to limit smart phone use to camera, phone only, answer calls only mode	Prevent intentional/unintentional access to inappropriate websites or app functions Specific selection of apps/functions that the user can access
<u>k9 web protection browser</u> Free		Internet filter to block websites containing e.g. pornography, violence etc.	
Call Monitor \$1.19		Monitors phone usage to certain contacts by setting a time limit. Once the time has expired on the phone call a visual and vibration alert will display as a prompt to terminate the call	Monitor phone usage over time or discover usage trends Compare expenditure of calls/sms/data to develop a strategy to manage phone

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Name and Price		Description	Functional Significance
<u>myAT&T</u> free		Manage phone account (view call and data usage or pay bills)	use more effectively
<u>AT&T Smart Limits</u> \$4.99 per month		Process: become a member of AT&T and subscribe to the 'smart limit' service. The account holder then sets call/sms limits. Alerts with usage appear as the user approaches the limit. Once the limit is reached an alert will be activated notifying the user that usage is now restricted to emergency calls and to pre-approved 'allowed numbers' (e.g. parents)	Set limits on calls/sms/data to prevent overuse



iPod Touch

A device similar in features to the iPhone/iPad with the exception of a telephone account (i.e. access to cellular networks). It is a slimmer and lighter device that can be used as a media player, personal digital assistant and can access then upload 'apps' from the apple 'iTunes' store. The device allows clients to benefit from functions they require without concern regarding large telephone bills due to impulsive calling or messaging. Standard features include Maps, App Store, Safari web browser, iTunes, photos, voice control, voice memos, weather, notes, utilities and games. It also includes 'face time' which is a feature allowing video calls to other iPhone users – this utilises data from the wifi connection and therefore there is no direct cost to the calls made between users. iPod touch has access to all the accessibility features available to iPhone and iPad.



2. What happens if I lose my smart phone?



General Tracking Apps for Smart Phone Location

Name and Price		Description	Functional Significance
Apple	Android		
<u>iPhone Tracker App From Mobile Spy</u> \$99.97 per year		Immediate GPS location information and view the location on a map. Able to record a variety of data (location, photos, text messages, pictures, and more), and will then transmit this data to your Mobile Spy account	If the phone is lost or stolen; the location can be pinpointed using GPS. Social networking/meeting up with friends/if you are lost; send others your location, set places to meet up with friends or family.
<u>GPS Tracker</u> Free		Real-time GPS tracking service.	
<u>Device Locator</u> \$4.99			
Find My iPhone \$99 per year		Available for purchase through apple's 'mobile me'. Pinpoint the iPhone's current location using Google Maps, send a message to the iPhone about return details and activate an alert tone from remote location.	If the device is lost or stolen; the location can be accessed. If someone has found the phone, return details can be sent, if the phone has been lost an

Name and Price		Description	Functional Significance
			alarm can be activated (even if on silent) to aid recollection.
iLocalis		GPS tracking of smart phone location and share with others (via text message). Additional features for basic membership include: share your location with others, notify friends nearby of your location, remote control of iphone. A premium membership allows the basic features plus: remote wipe of or back up of iphone data, audio recording, iphone lock (including lock of iLocalis un-installation). Additionally, if the SIM card is changed, you are able to send yourself a text message and find their phone number.	<p>If the phone is lost or stolen; the location can be pinpointed using GPS. During this time data stored on the iphone can be backed up or wiped to secure important information. It also can lock the phone, preventing use by un-warranted people. If the SIM card is changed, the new phone number can be accessed.</p> <p>Social networking/meeting up with friends/if you are lost; send others your location, set places to meet up with friends or family.</p>
iHound Free		Technology to alert you and then pin point location of a stolen iphone when connected to another's computer.	If the phone is stolen; you will receive an email to alert you then send the location details that the iphone has been plugged into another computer. Facilitates iphone retrieval.
MyFoundCast Free		Custom wall paper providing information about how someone could return a lost iphone/ipod touch to the owner. All have a unique tracking ID and the phone is registered on a global database	Should the phone be lost, any finder of the phone can quickly and easily register the find and return the device to the owner.
If Found, +		Message placed on the background wallpaper about owner details to aid return	

Name and Price		Description	Functional Significance
\$0.99			
	Mobile Tracker Free	Real-time GPS tracking service. Monitors for a change in SIM	If the SIM number is changed, you will be alerted via text message (user will need to provide new mobile number) Facilitates iphone retrieval.
	iHound	Technology to alert you and then pin point location of a stolen iphone when connected to another's computer.	If the phone is stolen; you will receive an email to alert you then send the location details that the iphone has been plugged into another computer. Facilitates iphone retrieval.
	Lost Phone	GPS tracking of smart phone location and remote smart phone lock and auditory alarm activated. Detects change in SIM card; locks the phone and sends SMS to contacts from a new number.	If the device is lost or stolen; the location can be accessed. If someone has found the phone, return details can be sent, if the phone has been lost an alarm can be activated (even if on silent) to aid recollection.
	Find My Phone / Mobile Fast	Auditory alert to aid device location	If the phone has been lost an alarm can be activated (even if on silent) to aid recollection.
	Mobile Security	Detects change in SIM card – sends message to alternate number to notify of the new SIM number, area code and GPS location at the time of SMS was sent.	If the device is lost or stolen; the location can be accessed. If the SIM card has been changed, the new number can be identified and tracked to aid retrieval of device.



3. What happens if I break my phone?



Smart Phone Provider Specific Warrantee Information

	Standard Warrantee	Optional Extras	Inclusions and Exclusions
Apple: iPhone, iPad, iTouch	12 month fault coverage.	\$99: 12 month extension	Includes: device design/manufacturer faults – contact provider for device repair or replacement Excludes: accidental or liquid damages. For accidental or liquid damages the device can either be taken to an independent phone repairer or provider retail store for replacement or repair
HTC	12 month fault coverage.	\$59.95: 12 month extension Other accessories: 6 month extension	
Motorola	12 month fault coverage.	\$59.95: 12 month extension	
Sony Ericsson	12 month fault coverage.	\$39.95: 12 month extension	
NOKIA	12 month fault coverage.	\$29.95: 12 month extension	

Alternate Communication Device Warrantee Information

	Standard Warrantee	Optional Extras	Inclusions and Exclusions
PRC products e.g. Chatbox, Vanguard etc.	24 month fault coverage.	Gold warrantee: up to 4 years for between \$400-\$700 (device dependent) to cover everything	Includes: - Free loan device while the device is being repaired

	Standard Warrantee	Optional Extras	Inclusions and Exclusions
		<p>except theft.</p> <p>Platinum warrantee: up to 4 years for between \$90 - \$900 (device dependent) to cover everything except theft or loss</p>	<ul style="list-style-type: none"> - Device repair or replacement <p>Excludes:</p> <ul style="list-style-type: none"> - Loss or accidental damage to the device due to unintended use of the product. In this case the owner is responsible for repairs and/or replacement.
Dynavox	Between 1-5 years dependent on the device. e.g. The Maestro and the Xpress: 12 month all inclusive coverage	\$500 - \$2000 (dependent on length of extension and device type)	Includes: device design/manufacture faults – contact provider for device repair or replacement
Reminder device examples: Sony Alarm Clocks	12 month fault coverage.	Maximum of 5 years – costs variable dependent on device however remains limited to manufacturer faults only.	Includes: device design/manufacture faults – contact provider for device repair or replacement Excludes: incorrect installation of the device, damage due to misuse, accident, liquid/fire damage, power surge/natural disaster etc.

Funding Bodies Policies Regarding Maintenance and Repair of Equipment

	Inclusions	Exclusions
LTCS	<ul style="list-style-type: none">- Repair of damage due to normal wear and tear;- Maintenance as recommended by the manufacturer or to meet industry standards;- Adjustments to changes in the client's need e.g. growth or ability	
WC	<ul style="list-style-type: none">- Does not cover damage due to wear and tear	



4. What if I don't have a personal computer?



iOS 5 released in October 2011 allows all Apple devices to be set up wirelessly once iOS 5 has been downloaded. All apps and device specifications or downloads can be backed up automatically using the iCloud without needing a Mac or PC. The iCloud includes 5GB of free storage without needing to synchronise between the device and an external hard drive. All new purchases are automatically downloaded by the iCloud via Wi-Fi or 3G automatically, with all past purchases saved regardless of which device the purchase was made on. Each time the iOS 5 device is connected to a power source, it automatically backs up any new content to iTunes. This means that if you do not have a personal computer, the device can be backed up to iCloud without a computer, using, for example, shopping centres or McDonald's free Wi-Fi.

Additional storage in iCloud can be purchased using the device. Prices below:

10GB	\$20 per year
20GB	\$40 per year
50GB	\$100 per year

For more information about iCloud: <http://www.apple.com/icloud/what-is.html>

For more information about iOS 5 <http://www.apple.com/ios/ios5/>

To find Wi-Fi hotspots near you visit <http://www.wifi-in-australia.com/> or http://www.freewifi.com.au/region_nsw.php



5. How do I set up multiple devices to one iTunes account?



Apple Devices:

- Limit of 5 PCs or Macs per device
- Unlimited devices per iTunes account
- Require frequent updating (each device's Apps needs to be individually updated)

This means you are able to run as many devices (iPad, iPhone etc) on the one iTunes account, allowing access to all Apps purchased (no need for multiple App purchases). Apps can be downloaded from the iCloud.



6. How can I protect my smart phone from damage?



A clear, protective sleeve to ward off water, sand, dirt and grease. Cost is \$9.95

<http://www.cleverwraps.com.au/>



iPad 2: Ekto2

<http://www.uzibull.com/products.html>

Cost: \$29.95

Material: soft silicone with inbuilt air cells and ribs to cushion device.

Strengths/weaknesses: fits iPad2 allowing access to ports (including speaker, charger and camera lens), additional silicone at corners for added support,

effective for accidental drops and general wear and tear experienced during use.



Otterbox defender series <http://smartphonestore.com.au/iPad2/otterbox-heavy-duty>

Cost: \$79.20

Materials: polycarbonate case with rubber

Strengths/weaknesses: fits iPad2 allowing access to ports (including speaker, charger and camera lens), audio router, protection against bump, shock, drop and dust intrusion. No protection against water.



iPhone

Protective Case (incase) <http://goincase.com/products/detail/protective-cover-cl59038>

Cost: \$29.95

Material: rubber (non-slip) casing

Strengths/weaknesses: fits iPhone4 allowing direct access to features (e.g. screen touch controls, headphone jack, camera lens, dock connector, speakerphone and microphone openings). Snug fit requires to be removed and cleaned occasionally.



Otterbox defender series <http://smartphonestore.com.au/iPhone-4-Handsets/otterbox-heavy-duty>

Cost: \$47.95

Materials: polycarbonate shell and silicone skin

Strengths/weaknesses: fits iPhone4 allowing direct access to features (e.g. screen touch controls, headphone jack, camera lens, dock connector, speakerphone and microphone openings). Belt holster available, range of colours, protection against bump, shock, drop and dust intrusion. No protection against water.



HTC – Desire

Case-mate barely there <http://smartphonestore.com.au/htc-desire-hd/cases/case-mate-barely-there-desire-hd-black>

Cost: \$34.95

Materials: plastic shell

Strengths/weaknesses: fits HTC desire only allowing access to all features, offers a range of colours, non-bulky shell.



Samsung Galaxy Nexus

Case Mate Tough <http://smartphonestore.com.au/samsung-galaxy-nexus/case-mate-galaxy-nexus/case-mate-tough-samsung-galaxy-nexus>

Cost: \$27.50

Materials: silicone and polycarbonate hard shell

Strengths/weaknesses: fits Samsung allowing access to all features, offers a range of colours, non-bulky shell that captures shock and impact.





7. What are some options for extra coverage in remote areas?



Some smart phones have the ability to connect to an external antenna. Depending on the type of antenna and your area additional coverage is available however many Smart Phones come without external antenna facilities. An alternative option is using an inductive patch (separate or built into the phone) or asking the distributor if there is another way to obtain this onto your device. More information about which Smart Details surrounding phones that have these capabilities can be found here; <http://telcoantennas.com.au/site/catalog/patch-leads>. It appears that Samsung, Motorola Atrix, Defy, ZTE or Telstra phones are some options to start with.



8. What are the benefits of iOS5?



Upgrading to iOS5 allows users to be free from their computer for all syncing and back up tasks.

How to;

- Upgrade to itunes 10.5 (latest version of itunes)
- Delete any old and unused apps from the system
- Manually back up your device (in case things go wrong)
 - o Open itunes
 - o Select the device (under devices)
 - o Select 'back up'
- Update to iOS5
 - o Select the device (under devices)

- Click 'check for updates' (under version)
- Wait for the download to complete

A summary of the benefits are listed below with more detail at the website which follows

- iCloud: redownloads of purchased content, a free email address, 5GB of cloud storage, free syncing for all your contacts, calendars and just so much more. Option to create a free email account (@me), access 'find my iPhone), buy more storage
- maps: alternative route, social network integration, facebook, twitter and contact links
- no need for a computer to function as it syncs with itunes over wi-fi. This also allows for easier software updates
- reminders: location based with support to sync to iCalendar and Outlook

<http://appadvice.com/appnn/2011/10/changelog-the-200-new-features-of-ios-5>