Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills



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MODULE 11 - KAIOS

Module 11

KaiOS

Bitesize Training

What is KaiOS?

KaiOS
enable tomorrow

Show a KaiOS-enabled phone:

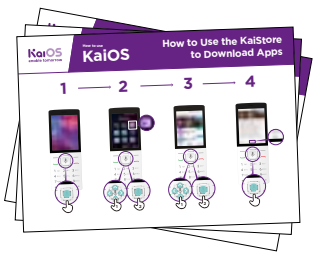
"A KaiOS-enabled phone is like a smartphone without a touchscreen. It is cheaper than a traditional smartphone. It comes with a camera, Wi-Fi, Bluetooth, GPS and apps so you can do more than calling and texting. KaiOS-enabled phones use less data and the batteries last longer."

"A KaiOS phone gives you access to the internet, so you can use it to search for information you need on Google, watch videos on YouTube, and share photos on WhatsApp and Facebook. Over 100 million people use KaiOS phones to connect to the internet and improve their lives."

What you'll need



KaiOS Phone



KaiOS Posters

What can you use it for?

"You can use your KaiOS phone to search for information, share pictures with friends and stay up to date with the news."

"You can use your KaiOS phone to do the same as you would do on a smartphone: See what your friends are posting on Facebook, message your contacts for free using WhatsApp, get a map and directions to your next destination with Google Maps, or learn a new skill on YouTube."

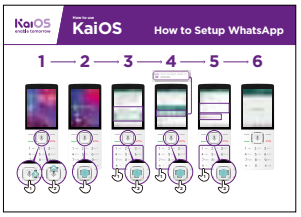
Share examples from your own life about how internet-connected phones are useful.

Make it relevant to the trainee by discussing how it can be beneficial in the trainee's own life.

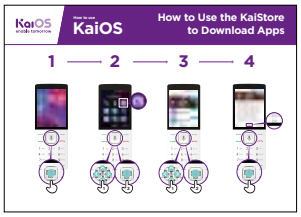
How does it work?

Place the phone in the trainee's hand and help them follow the steps

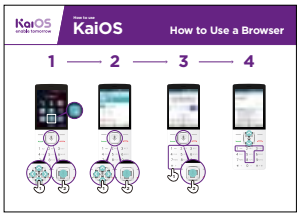
Help the trainee download their first app and perform their first search in the browser.



How to connect to Wi-Fi
Show the poster and go through the steps for connecting to Wi-Fi (Press center button > Settings icon > Wi-Fi > On > Find available network > Select).



How to download apps
Show the poster and go through the steps for downloading apps (Press center button > Store icon > Select app > Press).



How to use a browser
Show the poster and go through the steps for using the browser (Press center button > Browser icon > Select app).

Practice!

"Now that you've discovered what you can do on a KaiOS phone, what do you want to use it for? "
Trainer: Help your trainee download an app from the KaiStore. Then, help them use it.

Tip: If it's difficult to read a website, press "1" to zoom out and "3" to zoom in.

Explain: "Apps are easier to use than the browser, because they are made specifically for KaiOS."

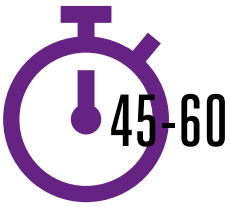
"Visit the KaiOS website to learn more about the internet, apps and KaiOS phones: https://life.Kaiostech.com"

MOBILE INTERNET SKILLS TRAINING TOOLKIT (MISTT)

In Depth Training

Learning Objectives

- Trainee learns how to perform basic operations on a KaiOS-enabled phone
- Trainee has downloaded and used an app, has opened the browser and navigated a website.
- Trainee feels excited about using a KaiOS phone to accomplish some of their goals



Time Duration:
45-60mins

Materials you will need:



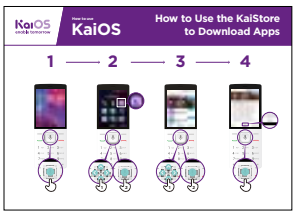
Pens



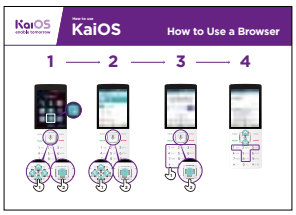
KaiOS Phone



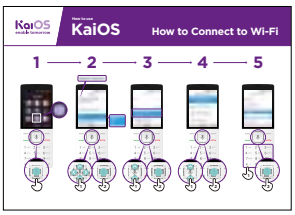
Small Rewards



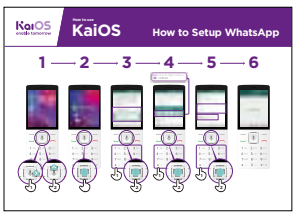
KaiOS Poster #1: KaiStore



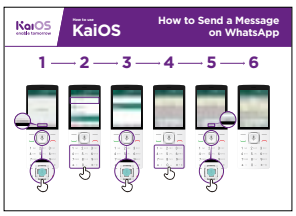
KaiOS Poster #2: Browser



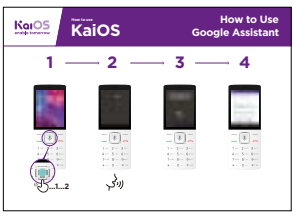
KaiOS Poster #3: Connecting to Wi-Fi



KaiOS Poster #4: Setup WhatsApp

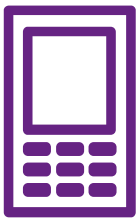


KaiOS Poster #5: Sending a message on WhatsApp



KaiOS Poster #6: Google Assistant

Introduce KaiOS



KaiOS phones enable you to connect online and access all the benefits of a smartphone

Give a short explanation of KaiOS

- "A KaiOS-enabled phone means that you can connect to the internet, use WhatsApp and other apps, and enjoy all the benefits of a smartphone at a cheaper cost."
- "KaiOS phones have a browser, similar to Opera, and an Applications Store, where you can download free apps."

Make KaiOS relevant to your trainees

Discuss how a KaiOS phone might help them in their lives:

- **Ask** "How could you use the Google app in your own life?" Provide some suggestions based on their interests.
- **Ask** "What apps would you like to use? "

Bring the benefits to life!

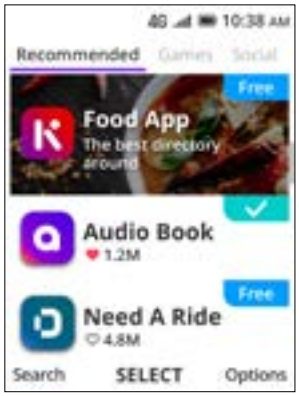
Share personal examples of how KaiOS helps you (the trainer), your friends and family. Some examples might include:

- Connecting with groups of friends/family members to make arrangements and share news;
- Learning new skills on YouTube videos. Offer specific examples.
- Help friends by finding answers to the questions they have about any topic;
- Use the internet for free by connecting to Wi-Fi. If you have data, you can even share your internet with friends who don't have data.

Remember: Connect discussions and activities in the training to how the internet can be helpful or useful in your trainees' own lives. This will help keep the training relevant and interesting for them.

Activity: Downloading Apps

Explain: "Every KaiOS-enabled phone has a KaiStore, from which you can add new tools to your phone. Most of these tools are free. It's the place where you can get free WhatsApp, games and other useful apps."



Show trainees the KaiStore

Give a short explanation of apps and the KaiStore:

- "KaiOS allows you to get free games, find out sport scores and access free news information on your phone. These are called apps. You can get these apps for free in the KaiStore."
- "From the KaiStore you can also access free apps like Xender, WhatsApp, Religious texts and more."

Bring these benefits to life!

Share personal examples of how apps help you, your friends and family. Some examples might include:

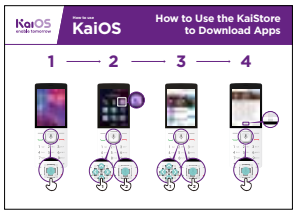
- Sharing files like pictures and videos even without an internet connection
- Learning what new words mean in the dictionary
- Reading recipes from around the world
- Ask trainees to open the KaiStore and find an app they want to get for free.

Make KaiOS relevant to your trainees:

- Discuss what they want to learn or improve and find an app that can do that.
- Discuss what apps can do: entertain, teach, help, remind...
- **Ask:** "Which apps are useful to have?" Provide some suggestions based on their interests.
- **Ask:** "What apps would you like to use?"

Get Practical!

Explain: "You are now going to try using a KaiOS phone."



Show the "How to use the KaiStore" poster

Explain: This poster shows how to download an app from the KaiStore.

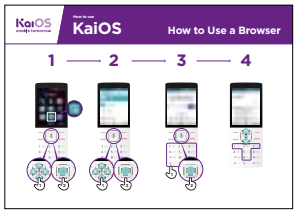
- Show the trainees how to go through the steps on their phones and explain that they can download as many apps as they want. Downloading most apps are free, and some don't even use data.
- Explore different apps. Share text and photos on WhatsApp, see updates from a celebrity on Facebook, get live football scores on FlashScore, read the news on KaiNews etc...

Tip: It's best to download some apps (for example, WhatsApp) beforehand.

Take your trainees through the steps to download a game.

1. Go to the KaiStore
2. Open any of the apps shown in the recommended tab
3. Tap Download Now
4. Open the app by pressing GO

Activity: Access Wikipedia via your browser



Show the "How to Use a Browser" poster

- **Explain:** "Every KaiOS phone has a browser, where you can search for any website or information you want."
- "You can use the Google app and the browser app to access information."
- "If you prefer to not type and read, you can ask questions to the Google Assistant; it's like the browser!"
- "A lot of businesses, governments and other organisations have websites where you can find information about what they offer. "

Bring these benefits to life!

Share personal examples of how the browser helps you, your friends and family. Some examples might include:

- Finding specific information
- Searching for tips for problems you have
- Explain that not everything on the internet is true. There is a lot of incorrect information, so it's best to check on official websites for real information. Even friends can send information that is not true.

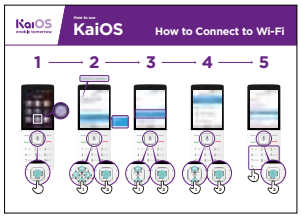
Get Practical!

Explain: "You can learn about any topic on Wikipedia. Let's find a topic to learn!"

- Go to Wikipedia and search for a topic the trainee is interested in.
- Bookmark the website so the trainee can find it again.

- **Tip:** "It's important to remember that the internet is a public place, so don't believe everything you see or read online."

Activity: Connect to a Wi-Fi network



Show the "How to connect to Wi-Fi" poster

- **Explain:** You are now going to connect to Wi-Fi.
- Explain what Wi-Fi is: "When you connect to a Wi-Fi network, you can go online without using data from your phone."
- "You can also share your data with other people. When you do this you create Wi-Fi from your phone and others can connect to it. You can do this from the Settings app."

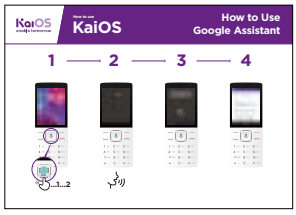
- **Explain:** "If you want to watch videos or browse the web without using data, then you can connect to the Wi-Fi network if there is one available. Explain where they can find Wi-Fi around them."



Get Practical!

- Go to Settings and click on Wi-Fi. Make sure it's turned on.
- You can turn Wi-Fi on and off from the Home screen. Tap the "Up" button and select the Wi-Fi button. Press the center button to turn it on or off.
- Then, select a network and enter a password. The phone remembers this information, so you'll only need to do this once for each network.
- **After your demonstration,** ask the trainees to connect to a Wi-Fi network. Help them with any questions they have during the process.

Activity: Get started with Google Assistant



Show the "How to Use Google Assistant" poster

- **Ask:** "How far is China from here?"
- **Ask** your trainees to imagine how they would go about answering this funny question, e.g. asking a friend. Ask them to discuss how they might get the answer through a KaiOS phone.
- **Then, show them** how to ask this question to the Google Assistant. (Press and hold the center key + ask the question.) Show that you can use the down arrow to choose a question from a list of suggestions.



- **To access the Google Assistant**, press on the big central button for 2 seconds. You can also press the left arrow button and then the central button to access the Assistant. When the screen shows colorful dots moving, it means it's listening to what you ask.
- Prompt them with the questions/tasks below and ask them to complete them with help from the Google Assistant:
  - Open the camera app
  - Tell a joke
  - Play a song
  - Send a message
  - Open YouTube
  - Call one of their contacts

Activity: Get started with Google Maps

Ask: "How can I go to Johannesburg from here?"

Tell your trainees how you've found the answer to this question: in Google Maps. Then, explain that sometimes you need to find your way to another city. Share personal examples of situations where it's helpful to use Google Maps.

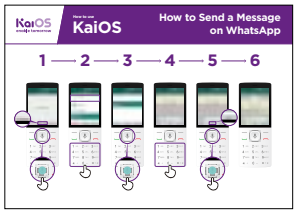
Now, explain how Google Maps can show you the fastest route to a destination.

Explain: "Google Maps comes with every KaiOS phone. When you open the app, you can search directions with your voice – no need to read or write. Tap on the yellow icon with a microphone and say where you want to go."

Prompt them with the tasks below and ask them to complete them using Google Maps.

- Find out how to get to the nearest village by foot.
- Find where you are on the map.
- Search for places and ways to get there.

Activity: Message someone on WhatsApp



Show "How to use WhatsApp" poster

- **Ask:** How can you message a friend who lives in the United States for free?
- **Explain:** "With WhatsApp, you can message anyone for free if you are connected to a Wi-Fi network. Even if a friend lives in another country, you can chat with them for free via WhatsApp if you have Wi-Fi."

- **Explain:** "To send someone a WhatsApp message, they need to: 1) Be saved as a contact on your phone; 2) Have WhatsApp installed on their phone."
- "On KaiOS you can also make voice messages on WhatsApp by pressing the center button."
- **Explain:** You can type or record a message via WhatsApp. You can tell if your message was sent, delivered, and read by the checkmarks next to the messages. Here's what each one means:
  - ✓ Message successfully sent.
  - ✓✓ Message successfully delivered to the recipient's phone.
  - ✓✓ The recipient has read your message.
- **Show** your trainees how to:
  - Sign up to WhatsApp
  - Open a chat with a contact
  - Record a voice message via WhatsApp

Activity: Read news on KaiNews





Show the trainees the KaiStore and the KaiNews Icon

- **Explain:** "It's like a newspaper, but for free!"
- "The KaiNews app is a place for you to learn about your local news."
- "The news you read on KaiNews are from reliable sources."
- "To read the news, you need to download the KaiNews app from the KaiStore for free."

Bring the benefits to life!

Tell your own story of how reading the news is beneficial to you (the trainer). Some examples might include:

- Being able to tell your friends and family about the news you read and share the information you learned.
- Know the latest from what is happening in your country and in the world, even if the news is happening in another city.
- You can follow news about food, sports, politics, celebrities, the economy and much more!
- You may be able to explain to a friend/neighbour more about some news they have read from the articles you read. Offer specific examples.
- Ask trainees to share what kind of news they are interested in. The answers could be finding out sports scores, news from other cities, learning what's happening in the world...

Make KaiOS relevant for your trainees:

- **Discuss** with your trainees how a KaiOS phone can help them in their lives.
- **Ask:** "What could you learn from reading the news?" Give them some suggestions based on their interests.
- **Ask:** What topic would you like to read about?

Remember: Link discussions and activities in the training back to how the KaiNews app can be helpful or useful in your trainees' own lives. This will help to keep the training relevant and interesting for them.

Activity: Introduce the FM/Radio App



Show the trainees the Radio Icon

Just like in your previous feature phone, you can access the radio!

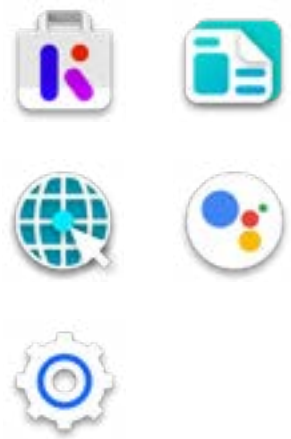
Give a short explanation:

- **Explain:** "The Kai Radio app is just like the radio you had in your previous phone!"
- "You can access the radio from the radio app, you don't need data to install it. It comes already installed in your phone!"
- "You can listen to the news from the speaker or from your headphones. Press the "options" button in the radio app to change it."
- "Using the radio app does not consume data!"

Bring the benefits to life!

- Tell your own story of how using the radio is beneficial to you (the trainer). Some examples might include:
- Being entertained
- Listening to music from your community and abroad
- You can listen to and learn about other topics
- You can put the radio on the phone's speaker and listen to it while you do other things.
- Ask trainees to share what news they are interested in. The answers could be finding out sports scores, talking about news from other cities, learning what's happening in the world...

Recap



Play the KaiOS icon game

- **Hold up** each KaiOS icon, one at a time (KaiStore, Browser, Settings, Google Assistant, KaiNews)
- **Ask** "Where is this on the phone and what is it?"
- **Explain** to your trainees what each icon is and ask if they need support.
- **Ask** trainees which app from the KaiStore they have enjoyed using.
- **Give small rewards** (e.g. sweets) for correct answers and stick the icons on the wall afterwards to help remind your trainees what they are.

Recap on KaiOS

- **Discuss** with your trainees what they have learned about the KaiStore.
- "What have you learned about the KaiStore?", "What are apps?", "What can you do with apps?"
- "Do you still have any concerns about using the browser?"
- "What personal uses could you have for the KaiNews app?",
- "What professional uses could you have for it?"
- "What do you want to use the browser for in your own life? What are you most interested in and excited about using it for?"
- "If you want to know something without having to read or write, how can the Google Assistant help you?""How can you access the Google Assistant?

Tip: "If you don't know what an app does, don't be scared. You can download and explore any KaiOS app for free. If you spend some time with an app, you will learn how to use it. Just make sure you connect to a Wi-Fi network so you don't use all your data."

Going to the next level

If you reach the end of the session and have extra time

Ask: "Do you have any further questions about anything we have covered in the session?"

Ask: "What else would you like to know about the mobile internet?"

Some more advanced features you can discuss with your trainees include:

Evaluating results: "How do you decide which app uses data when being used?" "How do you know if an app uses more data than another (streaming content on YouTube, Facebook and WhatsApp will use more data than other apps like games)?"

How to save memory on your phone: "How can you identify which files occupy more storage space on your phone?", "How can you "make more space" inside your phone?"

Google Maps on KaiOS: "How do you get directions?"

Downloading apps from the KaiStore, how to find it, how downloading works, and how much they cost (apps are mostly free).

‘Thank you’ and close training

After you have completed the training, congratulate your trainees and hand out certificates as a reward.

Thank the trainees

- **Ask:** “Do you feel confident to use these accessibility features?” or “Do you feel confident to use your mobile phone?”
- **Thank your trainees** for their time, input and participation in the training

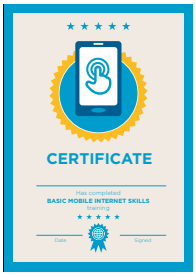
Give out the handouts

- **Give your trainees the handouts** for the training if you haven’t already done so
- These include the ‘Safety Tips’, ‘Definitions’ and ‘WhatsApp, YouTube and Google How To Use Posters’ that can be found in the Resources section of this toolkit

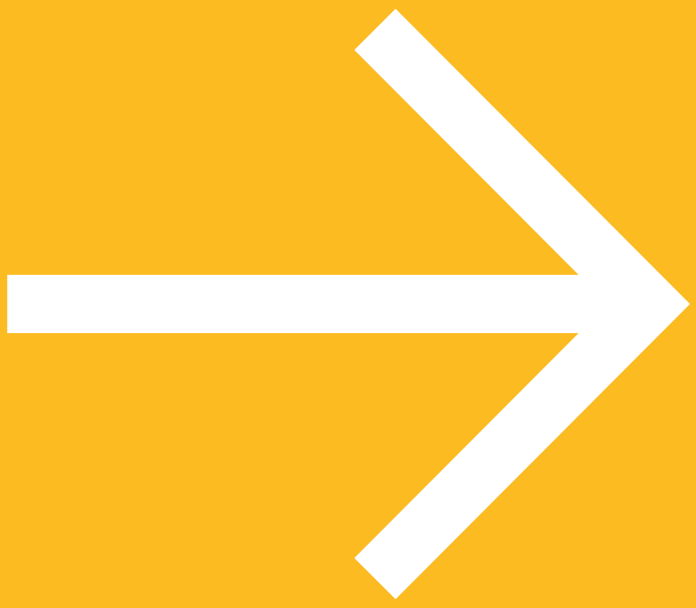


Conduct a closing ceremony

- Give each trainee a signed certificate (certificate templates are included in the Resources section)
- You can also provide the trainers with certificates for having completed the training ‘as trainers’



Tip: You can make this more of a ceremony for trainees, by asking them to come up to the front of the room one person at a time to receive their certificate and shake the trainer’s hand.



Posters Cut-outs And Info-sheets









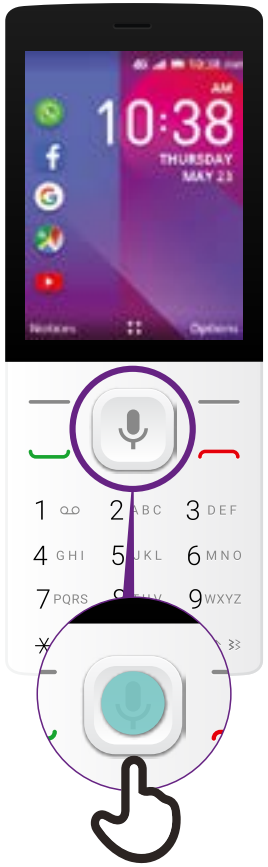


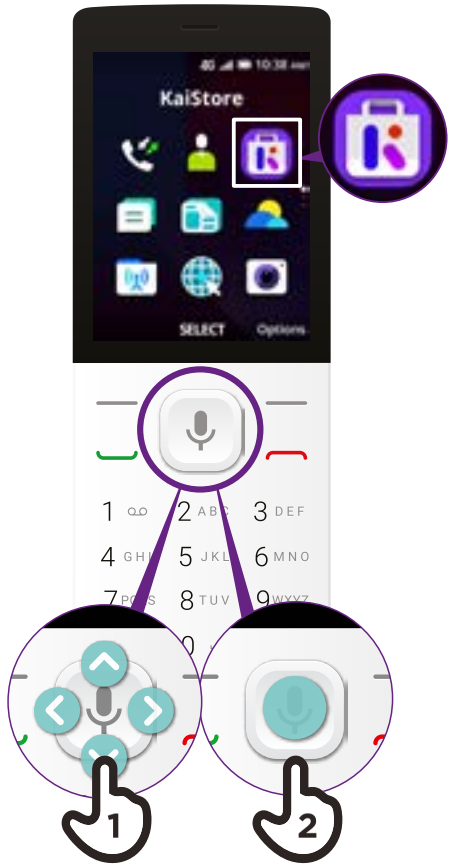
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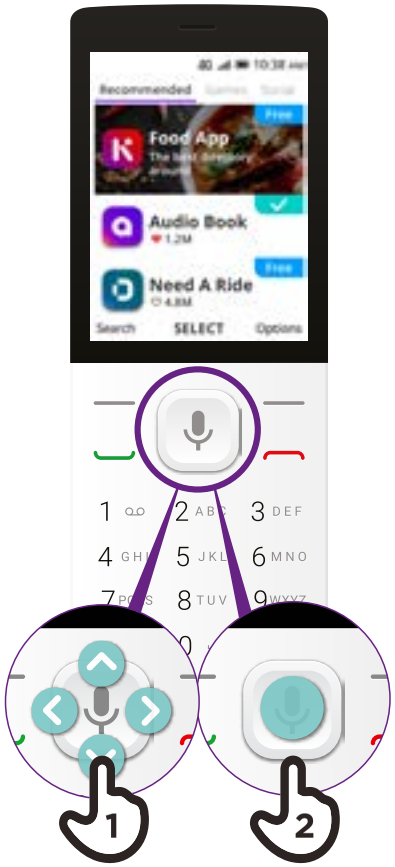
How to use
KaiOS

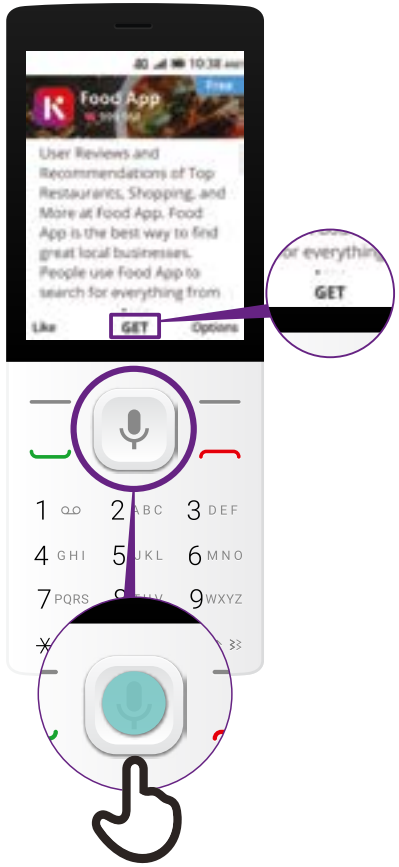
How to Use the KaiStore to Download Apps

1 → 2 → 3 → 4







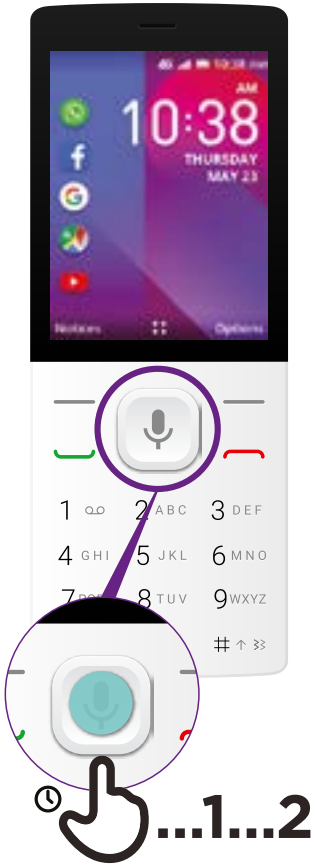


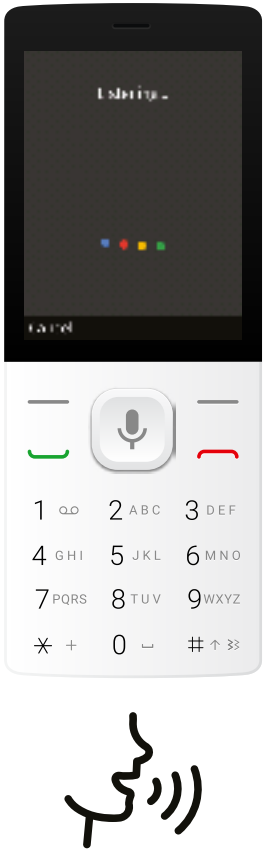
KaiOS
enable tomorrow

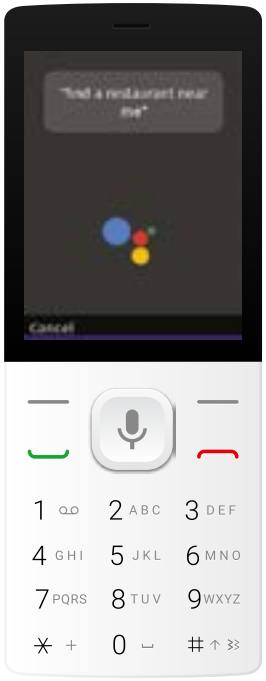
How to use
KaiOS

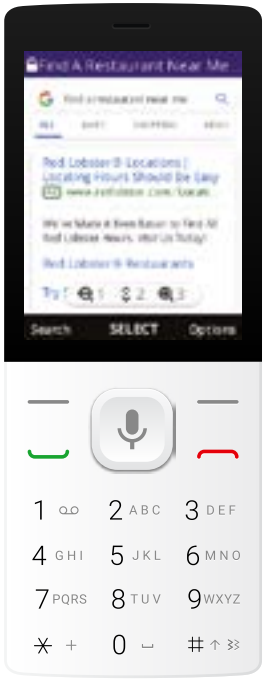
How to Use Google Assistant

1 → 2 → 3 → 4







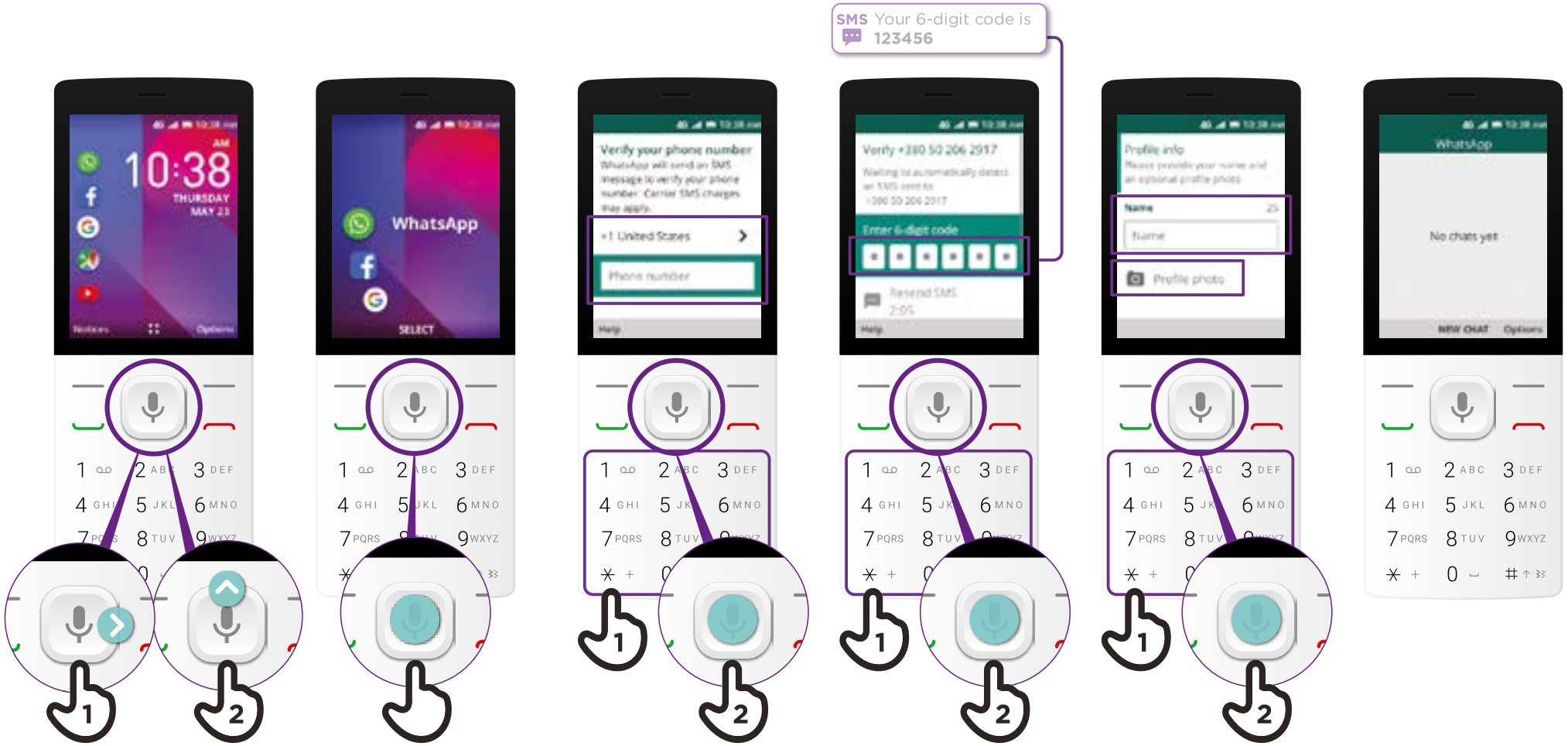


How to use

KaiOS

How to Setup WhatsApp

1 → 2 → 3 → 4 → 5 → 6

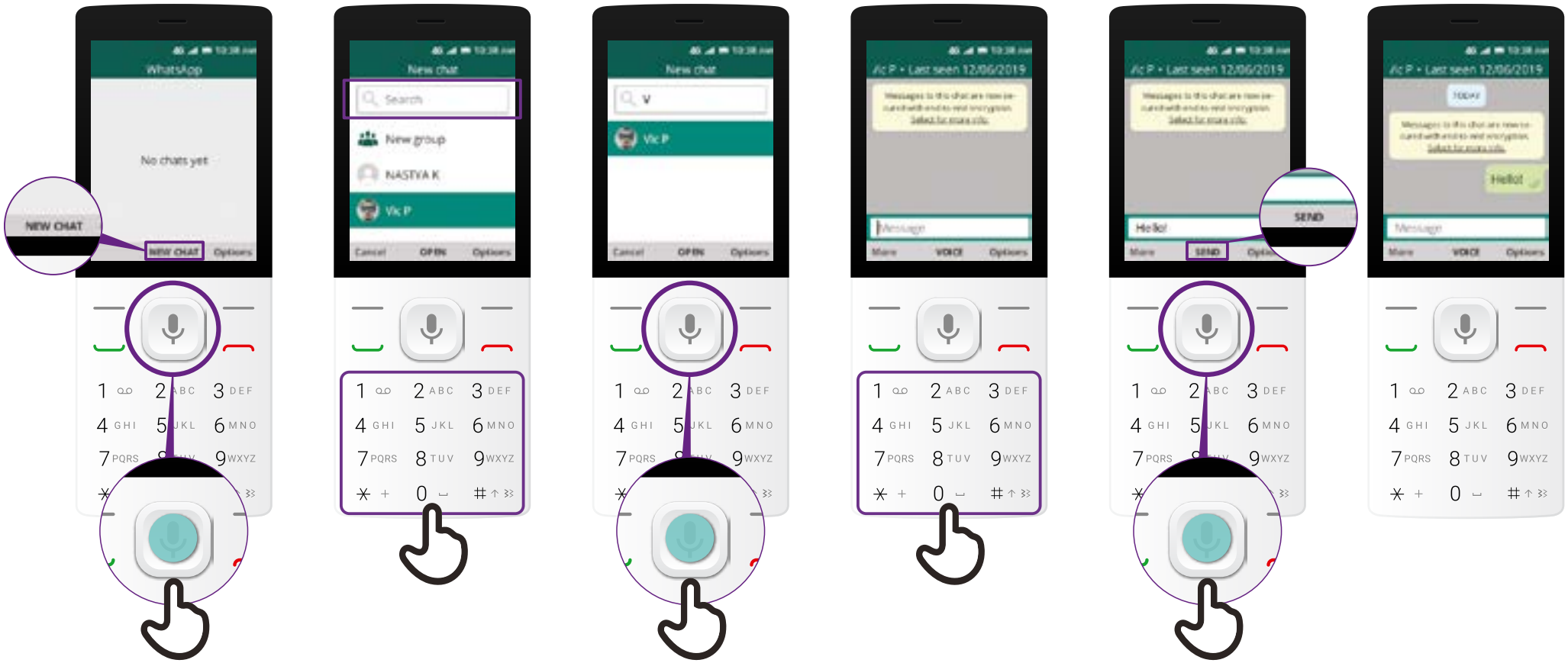


KaiOS
enable tomorrow

How to use
KaiOS

How to Send a Message on WhatsApp

1 → 2 → 3 → 4 → 5 → 6



KaiOS
enable tomorrow

How to use
KaiOS

How to Use a Browser

1 → 2 → 3 → 4

