



MITE S01E05

Location: Heritage FM, 43 Mills Road West,
Gosnells WA

Kay Maccione - 0413 389 581
Tony Maccione - 0406 989 403

11.30am - Host(s) Arrival at the Radio Station

12.00pm INTRO STINGER - (Magoo IT /Disclaimer). This week on Making IT Easy we ...

WELCOME: You're listening to Making IT Easy on 107.3 HFM with Kay & Tony and our mates Google and Siri.

Grab your smart device to play along with some of our tips and tricks.

Intro Song: **Something a little dramatic to show the type of show we have today :-)**

01 Fever (Elvis, Michael Buble, Royal Philharmonic Orchestra)

1. RECAP and SOMETHING NEW

Each fortnight we'll be giving you something to do that's a little bit new, and encouraging you to complete it during the fortnight. In the next fortnight, we'll check in and see how it went, perhaps run through it again, and suggest something for you to build on.

Last time we installed a weather widget ... and asked you to look at the other apps you have installed on your devices and see what widgets were available to you.

Quick recap: long press and look for either a pop-up menu or perhaps a menu top/bottom of the screen indicating widgets...

Music Interlude : 02 They Call The Wind Mariah - Harve Presnell

This time - setting your screen timeout

Most phones have a default setting which is quite low, perhaps 1 minute.

Options can vary from 15 sec to 30 minutes or even more. Find your sweet spot.

Android

Settings -> Display -> Screen Timeout

Apple

Settings Cog -> Display and Brightness -> Auto-lock (2m-15m, never)

Next time

Have a look at the Settings -> Display options for Light and Dark modes. Why would we use them and what options there are to automatically select the most appropriate for you.

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Music Interlude: 03 Duke Of Earl - Gene Chandler

2. FROM THE NEWS PolyAI

Automated telephone answering systems are usually your first point of contact when dealing with call centres around the world. “Thankyou for calling ABC, if you’re calling about this then press 1, if you’re calling about that then press 2, to hear these options again press 3.” This can often take you to another set of options which can be annoying and often not very helpful.

Here’s an example... 02a News Bad Phone Menu

Well, a company called PolyAI, which has been around since 2017 is changing all that and have developed a suite of technologies that sound perfectly human and are able to understand callers no matter how they speak. The platform is language agnostic so everything can be ported to different languages with minimal effort. It all works very well as the AI starts with an opening question which is usually some version of “How can I help you?”. This enables the caller to say whatever they want in their own words.

Throughout the call, the AI measures satisfaction and will hand-over to a customer service representative at the first sign of trouble. Currently in 2020, the AIs can completely deal with between 40 and 90% of all incoming calls while increasing customer satisfaction by up to 40%

Have a listen to a real example in use in the UK...

02b News PolyAI

Notes

Why isn’t Google better than it is? Mainly because of the vast amount of things that Google tries to do. Think about how many questions you can ask. PolyAI can be very specific and much more task oriented so it can all-but perfect the process. Let’s hope things get better for everyone.

Music Interlude : 04 At the Hop - Danny & The Juniors

CSA

TIPS AND TRICKS Google Lens - Search what you see

Google allows you to search with your camera. Imagine you see a logo or symbol or piece of jewellery or something unusual that you don't know the name of. How can you find out more information or even just what it's called? Google Lens, that's how!

Android/Apple

You need to install an app

<https://lens.google> install the app avail from Play store and Apple App Store

Why not download and install the app while we listen to this next song and then we can have a play together. Do you remember how to install an app?

Music Interlude: 05 Somethin' Stupid - Frank Sinatra

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Android/Apple

Apple has the Google App which allows you to search with text, voice or camera (lens). Long press images to search for more.

Android has a dedicated Google Lens App. You can long press any internet image and search with Google Lens, even from your photo gallery (down the bottom)

Windows

From PC you go to <https://images.google.com> then select the camera icon in the search bar.

You can right click any image on any web page and select **Google Lens** to search for similar images.



Music Interlude: 06 Memories are Made of This - Dean Martin

CSA

4. DEEP DIVE

Smart Home Technology

Smart Home stuff has been around for many years and it's slowly getting more useful year after year - so it may be time for you to explore the things on offer. Arguably you have some smart components in your home already - TV, Microwave, dishwasher, oven washing machine, hot water (timer)...

What is a Smart Home?

I came up with a lovely definition: There are many factors in defining a smart home, but simply put, a smart home can provide you with a number of automated processes to simplify the day-to-day living experience in and around your home. The key word is “automate”.

Leveraging the power of the internet, we can potentially control any electronic device from anywhere around the world in a regular repeatable sequence to achieve the things we want. This has been done for years.

The “Smart” component is a little trickier and suggests some form of intelligence to interpret your wishes or next steps and perhaps make decisions on your behalf. We are still working on that!

CSA

Dame Olivia Newton-John AC DBE (26 September 1948 – 8 August 2022) was a British-born Australian singer, actress and activist.

Music Interlude: 07 Let Me Be There - Olivia Newton John (1973)

People think about Google Home/Nest, Alexa and Siri when they think of smart homes but they are just Virtual Assistants.

“Hey Google who are you?”

“What is a Google Assistant?”

Challenging to get a straight answer... “What are the alternatives of Google Assistant?”

- Think of a VA as a way to search the internet using your voice or to trigger some kind of automated function.
- You can use VAs to control smart devices

“What’s A Smart Device?”

- Examples of Smart Devices: Lights, thermostats, doorbells, locks, ...
- Uses of VAs to control Smart Devices: Music, Lights, temperature, ...

Music Interlude: 08 You’re The One That I Want (John Travolta, Olivia 1978)

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How do I get Started?

Purchase a smart assistant e.g. Google Nest, Alexa Echo Dot or Apple HomeKit and set about asking it questions and get used to the way it works.

Add a smart device e.g. light globe and set it up to turn on/off with your voice

Look at Routines to automate things to happen e.g. at certain times of the day.

What do we have at home?

Alexa

Googles in most rooms

17 Smart Lights and smart light switches

I/R Blaster (Black Bean) to control older infra-red devices like TV and stereo

Curtain opener

How do we use these things at home?

- Lights
- Music
- Alarms, timers
- Routines for Fish tank, curtain open/close

We also have a Wiser Home Monitoring system installed by my mate Phil from Mancini Electrical.

It monitors electricity usage, solar gain and helps me to make best use of electrical devices during the day and night.

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Music Interlude: 09 Jolene (Olivia Newton John)

5. APP OF THE DAY

Spotify

Spotify is an online music streaming platform (what is that?) with over 80 million tracks including music and podcasts for a monthly access fee.

Listen to pretty much anything.

Apps for PC, Android, Apple

Cool features:

- Control with Google, Alexa, Siri
- Likes songs, unliked songs and custom playlists
- Radio mode - based on an artist, similar songs
- Offline mode
- Share songs with friends
- Shared global playlists
- Blends
- Gapless playback with crossfade
- Party mixes - join a party in the same space and add to a single playlist

Fees:

Free ad supported

Free first month then: \$11.99pm single, \$15.99 duo, \$18.99 family (6 accounts), student \$5.99

Music Interlude (Aus): 10 A Little More Love (Olivia Newton John)

CSA

SHOW RECAP & WHATS ON NEXT TIME

Next time on Making IT Easy (17th Sept)

Deep Dive into choosing a mobile phone

Our App of the Day will be Google Keep

If you have a listener question, let us know through our Facebook page or website.

Shownotes are at magooit.com.au

Next Tue night from 7-9pm on The Magnificent Seven, Ron Arthurs and Andrew Pheasant Guest: Robbie Burns

A reminder that Magoo IT, in partnership with 107.3 and The Be Connected Program will be running a live class and High Tea here at the radio station for up to 12 lucky seniors. It's for Online Week, 9.30-11.30am Monday 17th October. We will be 'Trying One Thing' which will be Accessing Music Through Technology. More information is available on our website. Tickets prices are covered by the Be Connected Grant Funding, and there are only 12 spaces available.

Our version of Try a Little Kindness tonight : Founded in 2009, Doane Uschool is a registered charitable organisation dedicated to making music education accessible to children regardless of their financial circumstances. On the 5th Feb 2020They recorded this song with Jann Arden to raise money for their program.

Music Outro: 13 Try A Little Kindness - Jann Arden USchool (OUT EVERY TIME)

ACCESSING MUSIC THROUGH TECHNOLOGY AND HIGH TEA

From the 'Be Connected' program;

Magoo IT bring you "Try One Thing"



WHEN 9.30-11.30am Monday 17th October 2022

WHERE 107.3 HFM 43 Mills Road West, Gosnells

BRING your smart device (laptop, tablet, phone)

COST FREE thanks to Be Connected funding and our sponsors

Registration required, as only 12 spaces are available

- Using your smart device to access the radio
- Accessing radio from around the world (and closer to home)
- Accessing Free Music Online (eg Youtube, Spotify)
- Converting / downloading music from your personal collection
- Accessing music through your local library

CITY OF GOSNELLS



Be Connected
Every Australian online.

