

## Instructions for setting up the Samsung A11 “DIPH’ Digital Island Phone & Hotspot

Welcome to the ‘DIPH’ Digital Island Phone & Hotspot programme and the 8 great DIPHerences it makes for your centre! All the info below is also contained on the website here: [telecoms info & FAQs](#)

Your centre is experiencing one of the benefits of amalgamating into one big Playcentre Aotearoa... bulk purchasing power. Playcentre has partnered with Digital Island (owned by Spark) and to provide these 8 great DIPHerences for you:

1. Unlimited calling in NZ/Australia
2. Unlimited texting in NZ/Australia
3. Fast, reliable data coverage
4. Wifi hot spotting to centre tablet & computer & wifi printer
5. Wifi hot spotting to a limited number of centre member’s phones (please be prudent and limit use to Playcentre activities)
6. Reduced telecommunications costs and administration costs
7. Portable mobile phone to take on trips and excursions
8. Prevent any break in service when the copper broadband & landlines are phased out

If you’d like more history, Playcentre sought bids from all providers and they all recommended moving from broadband services to the cellular network. Copper broadband lines are being grand-fathered as NZ converts to fibre networks. Fibre is great, but expensive and hasn’t yet arrived to many rural areas, so it won’t work for Playcentre just yet. For now, the best solution is to transition to the cellular network to gain the 8 benefits above and avoid any breaks in service.

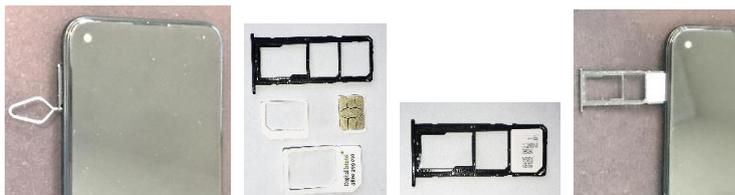
Your “Digital Island Phone & Hotspot” package will look like one below. It will contain a mobile phone, a SIM card and a letter with details of your new phone number. The phone contains the items shown below.



The phone comes charged, so you can open it up and start setting it up right away. Or you can ask your Centre Advisor to do this for you.

### Step 1: SIM Card

- Use the SIM pin attached to the underside of the cardboard insert, to open the SIM tray
- Break the SIM card down to its smallest size, and insert it into the last slot on the SIM tray
- Reinsert the SIM tray into the phone and turn on the phone by holding down the right-hand button



### Step 2: Phone Setup

- Turn on the phone and follow the instructions on the phone – use your Playcentre email address (yourcentre’sname@playcentre.org.nz) if prompted for one

### Step 3: Hotspot

For instructions on setting up your Mobile Phone as a hotspot to provide connection to your tablet, computer, member's phone and any wifi printers, please see the attached guide.

Essentially you swipe up on the phone screen, choose Settings, Connections, Mobile Hotspot and Tethering, Mobile Hotspot, set up an 8-character password, and toggle on the Mobile Hotspot.



### Step 4: Voicemail

To record a Playcentre greeting, please go to your dial pad and hold down the “1” and it will automatically call the Voicemail function and you can follow the instructions. Another way is to dial Dial 122 or 083210 from your mobile. In order to check voicemail, dial +6483210. Here's a suggested Voicemail greeting:

“Kia ora welcome to \_\_\_\_\_ Playcentre!  
We are having fun playing with our children and will ring you back!”

### Step 5: Find my Device

It is worth turning on the tracking option on the phone. To enable Android Device Manager, scroll to and select Google > scroll to and select Security > select Find My Device > ensure the Find My Device switch is in the On position. Note: You will also need a screen lock enabled and a Google account added.

### Step 6: Change Timeout Settings

From a Home screen, swipe up to access the apps screen.

Navigate: Settings> Connections > Mobile Hotspot and Tethering.

Tap Mobile Hotspot.

Tap the Menu icon, then tap Timeout settings.

Select option: Never timeout

### Step 7: Email us!

Once you have set up the phone and the hotspot and a voicemail greeting, please:

- make a test call on the phone to ensure all is working
- email [asktelecoms@playcentre.org.nz](mailto:asktelecoms@playcentre.org.nz) & [provisioning@digitalisland.co.nz](mailto:provisioning@digitalisland.co.nz) to say “our phone is working well – thanks!”

### Step 8: Faults line

Post the attached Digital Island Phone and Hotspot (DIPH) Helpline on the wall near the phone. It says:

- Ring Digital Island, say “Playcentre Aotearoa – 18682” then give your centre name afterwards
- New phone connection issues: 09 393-8984
- Established phones: 0800 999-010

Once we hear from you, we will move your landline number (or existing mobile number) to point to the new mobile phone number. And you're good to go!