

Instructions for setting up the Samsung A11 'DIPH' Digital Island Phone & Hotspot

Welcome to the 'DIPH' Digital Island Phone & Hotspot programme and the 9 great **DIPH**erences 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) to provide 9 **DIPH**erences:

1. Portable mobile phone to take on trips and excursions (also good for evacuations and emergencies)
2. Easy roll calls during drills: bring DIPH & tablet to meeting point and tablet stays connected to internet
3. Unlimited calling in NZ/Australia
4. Unlimited texting in NZ/Australia
5. Fast, reliable data coverage
6. Wifi hot spotting to centre tablet & computer & wifi printer
7. Wifi hot spotting to a limited number of centre member's phones (please be prudent and limit use to Playcentre activities)
8. Reduced telecommunications costs and administration costs
9. 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 9 benefits above and avoid any breaks in service.

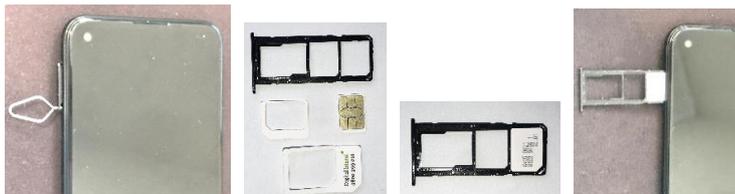
Your "Digital Island Phone & Hotspot" package will look like one below. It will contain a mobile phone, a SIM card and a letter with details of your new phone number. The phone contains the items shown below.



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

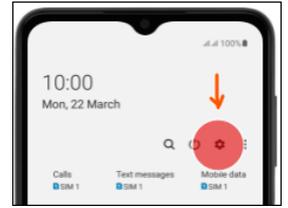


Step 2: Phone Setup

- 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
- Choose PIN: **7529** (PLAY) so that it is the same as the pin number on the tablet. Easier to remember!

Step 3: Hotspot (to provide connection to your tablet/computer/member's phones & any wifi printer)

- Swipe up to get to the Home screen & tap Settings (see photo at right)
- Navigate: Settings > Connections > Mobile Hotspot and Tethering > Mobile Hotspot
- set up an 8-character password, toggle Mobile Hotspot to "on"



Step 4: Voicemail

- To record a Playcentre greeting, please 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: Set up Samsung Find my Mobile or Google Find My Device

The tracking option must be turned to allow you to locate, play sound, remotely backup and wipe data. Samsung Find My Mobile detailed instructions: <https://www.samsung.com/nz/apps/find-my-mobile/>

- Navigate: Settings > Biometrics & Security > Find My Mobile > toggle "on"
- Enter your Samsung account details, or you can easily create an account.
- Opt into features: "Send last location" and "Remote unlock" so if you forget the PIN or password, you can unlock it through Find My Mobile instead.

On some mobile carriers, the [Google Find My Device](#) service might be offered in place of Samsung Find My Mobile within your Settings menu. You'll log into your Google account instead of your Samsung one.

- Navigate: Settings > Google > Security > Find My Device > toggle "on"

Step 6: Change Timeout Settings

- Navigate: Settings > Connections > Mobile Hotspot and Tethering
- Tap Mobile Hotspot, tap the Menu icon, then tap Timeout settings, select option: Never timeout

Step 7: Post Helpline on Wall

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

- For any connection issues during initial set up of new DIPH, ring this number instead: 09 393-8984

Step 8: Turn off automatic update of OS

Take the phone home with you to update at a convenient time and ideally in a home with unlimited wifi, so that updating the OS (operating system) does not eat into centre's data allotment of 5gb per month.

- Settings > Software Update > deselect "Download updates automatically"

Step 9: 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 & provisioning@digitalisland.co.nz to say "our phone is working well – thanks!"

Once we hear from you, we can do the last 3 things: move your landline number (or existing mobile number) to point to the new mobile phone number, disconnect your old service to start benefitting from this bulk deal, and update your centre's website page to ensure new whanau can get in contact with you. Then you're good to go!

Ngā mihi nui 😊

Nancy Green

Project Manager for telecoms/IT/policies & procedures

0272-111-088, asktelecoms@playcentre.org.nz