

Instructions for setting up the Samsung A12 '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.

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 into slot 1

- 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 **1st 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

- Navigate: Settings > Connections > Mobile Hotspot and Tethering > Mobile Hotspot
- Turn off Wi-Fi? Choose “turn off” and then tap on Mobile Hotspot again
- Change network name to *CentreName’s Hotspot* and create 8-character password (same as laptop’s one?)
- Email/text password to the centre president to manage data use – please do not write it on posters
- Connect devices to the new hotspot: your own phone, tablet, centre computer and any wifi printer

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 tamariki and will ring you back! Ngā mihi!” (or Ka kite!)

Step 5: Change timeout settings to “never”

- Navigate: Settings > Connections > Mobile Hotspot and Tethering
- A11: Tap Mobile Hotspot, the Menu icon, then tap Timeout settings, select option: Never timeout
- A12: Mobile Hotspot > Configure > Advanced > Tap on: Turn off when no device connected for > select “Never”

Step 6: Turn off automatic update of OS (optional)

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 > de-select “Download updates automatically”

Step 7: Test it for a week

Once you have set up the phone and hotspot, the devices and a voicemail greeting, please test for a week:

- turn off the old wifi/modem so that it’s a true test of the hotspot. Either remove it now or next week after you’re sure all is working well. Donate the old landline phone and cords (or put in wendy house).

Step 8: Write number on Helpline Poster & post on the wall

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

- make a test call from the DIPH to your own mobile to see the phone number & write it on the poster
- For any connection issues during initial set up of new DIPH, ring this number instead: 09 393-8984

Step 9: After a week, email us so we can stop old service and start saving money

- email asktelecoms@playcentre.org.nz & provisioning@digitalisland.co.nz, copy/paste the following table into the email and answers the questions:

Name of Playcentre	?
Is your new DIPH phone installed and working fine?	?
What is your new DIPH mobile number?	?
Is there a previous landline/mobile associated with your centre? If so, what is it?	?
Do you want to port/forward it to the new DIPH mobile number? <ul style="list-style-type: none"> • reasons to say YES: it is worth keeping for \$1/month because the number appears on heaps of advertising/signage, many potential members have landlines and find it cheaper to ring landlines rather than mobile numbers) • reasons to say NO: it is not widely known or used and so not worth \$1/month for perpetuity. We are happy to use the new mobile number. 	?
We will turn off old services. If you have a monitored or notifiable fire alarm, security alarm or security camera then notify me know immediately. Then please contact your provider to upgrade your device to an independent model with its own SIM-card. I will postpone disconnection for one month until this is resolved.	?
Does your centre’s page on the website look right? (https://www.playcentre.org.nz/find-your-centre/) We will update your number – any other changes (e.g. open times) needed?	?

Once we hear from you, we can start benefitting from this bulk deal and update your centre’s website page to ensure new whanau can get in contact with you. You’re good to go!

Ngā mihi nui 😊, Nancy Green, Telecoms Project Manager, 027-880-5370, asktelecoms@playcentre.org.nz