



Centre for
Appropriate
Technology



Community PHONE MANUAL





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Telstra Indigenous Call Centre 1800 444 403



Australian Government

**Department of Broadband,
Communications and the Digital Economy**

Introduction

This manual is intended for use with a Community Phone.

The manual provides basic background knowledge and maintenance procedures for the Community Phone.

The first section describes the procedure for Maintenance, including:

- replacing the handpiece [page 6]
- replacing the internal phone [page 8]
- adjusting the earpiece volume [page 11]

The second section covers using pre-paid cards and provides examples of the Country Calling Card and *PhoneAway* Card.

Technology

The Community Phone is a robust telecommunication device that:

- can be accessed by everyone in the community
- uses standard components
- can be maintained by a trained community member

There are 3 parts to the Community Phone; a stainless steel covering, a handpiece and a T1000S telephone.

The protective case allows water and grit to fall through, without damaging the T1000S telephone instrument inside. The protective case is also designed so that high strength cleansing material can be used to remove any graffiti or other blockages, e.g. chewing gum.

Replacing and maintaining the internal telephone the handpiece can be done simply, using spare parts. If there is a fault you will need to contact Telstra on 1802244.

Section A: Finding and fixing a fault

1 Open the phone case as shown in Section B (page 5).



2 On the top right corner of the exposed back plate is a white plastic box. The T1000S phone is connected onto this box using a removable plug and cord. Gently remove the plug while pressing in the plastic holding tab on the plug.



3 Connect a known good spare T1000S phone with its own handpiece into the socket in place of the plug just removed.



Section B: Opening the case

4 Test whether dial tone is received in the test phone earpiece, and make and receive a test call. If these actions are all successful, there is a fault somewhere in the Community Phone. If they are not successful, the fault is in the Telstra network and must be reported to Telstra.



5 For a fault in the Community Phone, start by re-inserting the original plug and cord into the white box. Then change the handpiece as described in section C (page 6), and try a test call.



1 Unscrew the four screws on the phone casing using the screwdriver with a special security hexagon bit.



2 Lower the phone case
Caution: The phone case is heavy.



3 Rest the case in the two metal clips



6 If the new handpiece fails to solve the problem, put back the original handpiece, and change the T1000S phone as described in section D. If this solves the problem, note that the earpiece volume on this replacement T1000S phone must be programmed as described in section E before re-assembly of the unit.



Section C: Changing over the handpiece

- 1 Carefully unplug the handpiece line from the black box (holding the plug not the wire).



- 2 Remove the R-clip from the handpiece cable housing.



- 3 Remove the handpiece and replace with a new one.



- 4 Reattach the protective casing.



- 5 Check by making a test call that speech can be heard both ways.



Section D: Changing the T1000S phone

- 1** Unscrew the four screws from the holding plate using the Phillips head screwdriver.



- 2** Slide the T1000S telephone up from the holding plate. Tap the base upwards if necessary.



- 4** Replace with a new T1000S telephone. Plug the handpiece line and phone line into their labelled sockets in the back of the new phone.



- 5** Slide and firmly tap the new T1000S telephone into the holding plate, making sure the holding plate clips engage the slots in the back of the phone.



- 3** Unplug the handpiece line and phone line from back of the T1000S telephone.



- 6** Reprogram the earpiece volume. see instructions in section E.



Section E: Earpiece volume.

- 7** Reattach the holding plate and fasten screws with Phillips head screwdriver.



- 8** Reattach protective case and screws.



- 2 EARPIECE VOLUME:**

While listening to dial tone at the earpiece, adjust VOL ▲ button until loud enough for comfortable listening.

Then:

1. Press Store Button
2. Press Telstra Voice Assistant Button
3. Press Store Button
4. Hold switch hook down for 5 seconds then release

- 1** Unscrew the four holding plate screws to expose the phone as shown in Section D.



- 4** Re-assemble the phone, back plate and cover and check all functions, using the checklist on page 10.



9 Checklist

- Check that there is a dial tone.
- Check that the dial buttons are working by dialling 18919.
- Check the phone rings by getting another person to dial the number from another telephone.
- Check that speech can be heard both ways.

- 3** Listen to the dial tone again to check the volume.

Repeat the adjustment sequence if necessary.



Community Phone Toolkit



T1000S telephone



handpiece



screwdriver handle



screwdriver bits



needle-nose pliers



R-clip



NOTE: Cleaning products and scourer can be used to clean the protective case of the Telstra Community Phone.

Service

The phone is **not** coin operated. Outgoing calls can be made using pre-paid cards, such as the Country Calling Card and *PhoneAway* Card. The Community Phone can accept incoming calls, except those that result in charges made to phone services (e.g. reverse charge calls).



Calling Emergency Numbers

'000' can be used at any time on the phone and does not require a pre-paid card.

If you have a problem using the card service phone **1800 444 403**.

Using a pre-paid phone card

Pre-paid cards can be purchased from existing Telstra distributions outlets. If your community store or resource agency is not already a distributor of the cards, they can contact (07) 3264 4090 for information.

Country Calling Card



Local call – 40c

STD call – 40c connection + 25c/minute (no cap)

Mobile – 40c connection + 40c/minute (to all types of Mobile)

Untimed local calls to a number in your area or community service town – 40c

Telstra PhoneAway Card



Local call – 49c

STD call – 49c connection + 21c/minute

Mobile – 49c connection + 44c/minute (to all types of Mobile)

NOTE:

- Call cost may change over time.
- Most other pre-paid cards can also be used.

Making a call using a Country Calling Card

The Telstra Country Calling Card can be used with the Community Phone. Country Calling Cards cost \$5, \$10 or \$20. This card can be used on other payphones or home phones. The procedure for using the Country Calling Card is shown below.



Making a call using a Telstra PhoneAway Card

The Telstra *PhoneAway* Card can be used with the Community Phone. *PhoneAway* Cards cost \$10, \$20, \$50 or \$100. This card can be used on other payphones, mobiles or home phones. The procedure for using the *PhoneAway* Card is shown below.



Where to obtain replacement parts for your Community Phone

Item	Contact Details
T1000S telephone	Telstra 1802244
Handpiece	Telstra 1802244
Manual	CAT (08) 8959 6155
Poster	CAT (08) 8959 6155

Backing Indigenous Ability Telecommunications Program

Community phones are managed through funding from the Backing Indigenous Ability Telecommunications Program administered by the Department of Broadband, Communications and the Digital Economy.

Comments or concerns

If you have any comments or concerns about this service please contact the Backing Indigenous Ability Telecommunications Program staff on free call 1800 355 014.

Useful numbers

If the phone is not working and cannot be fixed phone **1802244**.

If you have a problem using the card service phone **1800 444 403**.

In an emergency call **000** - emergency calls do not require the use of a pre-paid card.

Your community phone number:

If there is a fault on the community phone you will need to contact Telstra on 1802244 .



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