

	SATELLITE PHONE TRAINING SCRIPT Extract of first 3 pages	Final Draft Writer: Steve Connard 07/09/2009
	VIDEO	AUDIO
1	MONTAGE: Quick short shots (Stock Footage) of streaming radio waves, satellite dish and clouds. SUPER TITLE: VIDEO TUTORIAL - USING THE SATELLITE PHONE	FX. MUSIC STING.
2	<u>INT. SHOP</u> FS PRESENTER TO CAMERA. In the background are a Customer and a Salesperson	<u>PRESENTER 100%</u> This video tutorial will enable you and your customers to get the most out of your Mobile Satellite Australia phone. At the end of the tutorial, there is a step-by-step checklist of Trouble Shooting Tips for diagnosing customer service problems. There are two Satellite Australia models...
3	MS Presenter. She shows us the S1 phone. She then takes a S2 phone and shows us.	This S1 is a dedicated satellite phone... This S2 is dual mode, and also has similar features to a fully functional GSM phone.
4	FS. Presenter to Camera	This tutorial will focus on the S2 Satphone, however the instructions are also relevant to the Satellite Only phone.
5	<u>INT SHOP</u> Customer talks to a Salesperson who takes out the last of the contents and places them on counter.	<u>PRESENTER VO</u> Always check the contents of the Satellite Australia Phone pack.
6	CU table with all the pack contents.	Depending on the phone, there are eight or nine items...
7	CU Handset	a Handset
8	CU Battery...	Battery...
9	CU Quick start guide...	Quick Start Guide...
10	CU Ear set...	Ear set...
11	CU Travel charger...	Travel Charger...
12	CU Warranty card...	CDROM
13	CU SD card...	Warranty Card...
14	CU USB cable..	USB Cable
15	CU SD Card	For the S2 there is also an SD card
16	Deleted	
17	MONTAGE (REPEAT, AS ABOVE) SUPER TITLE: SETTING UP THE PHONE	FX (as above)

18	<p>MIX OF SHOTS:</p> <p>Mix of digital map of world, satellite, moving radio waves (ex Stock Footage) and CU of Satellite SIM card.</p> <p>SUPER TITLE: SATELLITE SIM CARD</p> <p>SUPER TITLE: ENABLE INTERNATIONAL ROAMING</p>	<p><u>PRESENTER VO:</u></p> <p>To access the satellite service, the Customer needs</p> <p>a SIM card <u>specifically</u> for satellite use...</p> <p>and have International Roaming enabled.</p>
19 20 21 22	<p><u>INT SHOP</u></p> <p>MS Salesperson inspects phone. CU Phone.</p> <p>ECU Phone showing BATTERY ICON</p> <p>CU Phone in Salesperson's hand as other hand removes the battery</p> <p>CU Charger: Hand connects phone to charger which blinks.</p>	<p><u>PRESENTER VO:</u></p> <p>First, make sure the Satellite Australia Phone is completely charged.</p> <p>If not, connect the phone to the charger.</p> <p>A full charge takes about 3 hrs.</p>
23 To 28	<p>MIX OF 6 SHOTS</p> <p>People using satellite phone, (from Stock Footage and new Rural Setting below).</p> <p>SUPER TITLE: STANDARD PHONE: 2 ½ HRS TALK TIME, 40 HRS STANDBY TIME</p> <p>SUPER TITLE: DUAL PHONE: 4 HRS TALK TIME 72 HRS STANDBY</p>	<p><u>PRESENTER VO:</u></p> <p>The standard Satellite phone battery provides up to 2 1/2 hours of talk time, and up 40 hours in standby.</p> <p>Some dual mode phones come with an extended battery that provides 4 hours of talk time, and 72 hours of standby time.</p> <p>Battery life always depends on usage and is critical for satellite phones.</p> <p>When not in satellite coverage areas, it is <u>always best to switch the phone off.</u></p>
29	<p>MONTAGE (REPEAT, AS ABOVE) SUPER TITLE: ACTIVATING THE SATELLITE SIM CARD</p>	<p>FX (as above)</p>
30 31 32	<p><u>INT STORE</u></p> <p>Customer with Salesperson, holding SIM card pack.</p> <p>CU Starter Pack: Hand takes out Sim Card.</p> <p>CU Phone: Hand slides Sim card into position, Hand takes battery and inserts it.. ...and hand closes cover.</p>	<p><u>PRESENTER VO:</u></p> <p>If you have a new Customer...</p> <p>take the new SIM card from its Starter Pack...</p> <p>and slide it carefully into its position underneath the phone's battery.</p> <p>Then replace the battery and close the phone.</p>
33	<p>MONTAGE (REPEAT, AS ABOVE) SUPER TITLE: PREPARING THE PHONE FOR CONNECTION</p>	<p>FX (as above)</p>

34	<u>INT OPEN SHED, RURAL SETTING</u> Customer takes phone and headset from pocket and walks outside.	<u>PRESENTER VO:</u> Now you are ready to use the Satellite Australia phone.
35	<u>EXT SHED, RURAL SETTING</u> Customer holding phone and headset, steps away from shed (or carport), looks around for obstructions.	You must be outdoors with a clear line of sight to communicate with the satellite.
36	CU Customer looking around. His POV of the clear sky.	Avoid obstructions such as buildings, trees, dense vegetation or mountains
37	FS Customer points the phone north west with it inclined at 20-40 degrees	You <u>must</u> have a clear line of sight to the satellite. In Australia, it is located towards in the north west sky.
38	CU Phone	If you are using a dual mode phone,
39	ECU Screen. Finger hard keys SATELLITE MODE.	make sure it is switched to SATELLITE MODE.
40	CU Phone: Customer extends antenna.	Fully extend the antenna...until it clicks into place.
41	MS Customer places head set on head	and connect the ear and headset
42	CU Phone. Hand plugs lead into phone.	to the top left side of the phone.
43	<u>EXT SHED, RURAL SETTING</u> ECU Phone: Finger presses HANGUP BUTTON	<u>PRESENTER: VO</u> To power up, press and hold the red HANGUP BUTTON
44	ECU Phone: Finger presses END KEY button	or the END KEY button for at least 3 seconds
45	ECU Phone: Keypad lights up	until the keypad lights up or you see the screen light up.
46	Customer watching the phone, looks around, and looks back at his phone.	The phone will take a minute to fully power up.
47	ECU Phone: Antenna SATELLITE DISH ICON	The antenna indicator, a SATELLITE DISH ICON, then appears in the top left hand corner of the screen.
48	MONTAGE (REPEAT, AS ABOVE) SUPER TITLE: REGISTERING WITH THE SATELLITE	FX (as above)
49	<u>EXT OPEN SHED, RURAL SETTING</u> MS. Customer looks around and points the phone into the sky.	<u>PRESENTER VO:</u> Point the antenna of the phone in the direction of the satellite.
50	Customer POV of direction of phone: SUPER GRAPHIC: COMPASS DIRECTIONS AND ANGLE TO HORIZONTAL.	In Australia, this is about 20-40 degrees to the horizon and towards the north western sky. (cont)