

Australian Mobile Telecommunications Association (AMTA)

**Choosing a Mobile Phone
A Guide for People with Disabilities
“Test driving” Mobile Phones¹**

This section of the Guide to Choosing a Mobile Phone is intended to be filled out at the store. Print out one of the following table to take with you to the store:

Some retailers have their newest phones activated for you to "test drive" there in the store. Be sure to bring a friend with a mobile phone, or have someone standing by at home to receive your calls and to call you. Some retailers have a trial period for return or exchange of phones.

Using your completed checklist, ask your sales person to help you find the phone(s) with the features you need and guide you through the tasks of the test drive that follows.

Be sure to consider whether glare, low lighting, or noise would make a difference in completing each task, and which tasks are most important to you. If necessary, ask the sales person to accompany you to other environments, such as areas with bright or low lighting, outside in open air, or a noisy space to test the phone.

For each task, grade the phone from easy (A) to difficult (D). Several columns are provided so that you can make easy comparisons between the phones you test.

Phone Tested:				
Test Activity	Rating	Rating	Rating	Rating
Turn phone power on, and note the date and time on the display.				
Place a call to your home or to a friend				
Change the volume during the call				
Use the redial feature to call again				
Ask your friend to call you back				
Identify the caller's number before answering				
Answer the call				
Change the volume during the call				
Ask your friend to call back again and				

¹ Based on a publication of the Rehabilitation Engineering Research Center on Mobile Wireless Technologies for Persons with Disabilities, USA. Ref: <http://www.wirelesserc.gatech.edu/projects/research/r1.html>.

leave a voicemail				
End the call and lock the phone				
Unlock the phone				
Wait for your friend to call. Allow the call to go to voicemail, then retrieve the voice message				
Ask the sales person for the company's customer service number, and enter it into the directory				
Retrieve the number from the directory and place the call				
Identify yourself as a customer with a disability				
Ask about accessibility features that can make the phone easier to use				
Send an SMS to a friend with a mobile				
If you send a lot of text messages (SMS), check the predictive text (T9) function and that you are able to add new words to the T9 dictionary				
Ask your friend to send a reply SMS				
Retrieve the reply SMS				
Enter an appointment in the diary for 10 minutes time, setting the alarm to ring in 5 minutes				
Wait for the alarm and retrieve the details of the appointment				
Navigate through some of the feature menus and make some adjustments, eg, ring tones and volumes, vibration settings, etc				
Turn the phone off				
Charge the phone				
Determine level of battery charge				
Insert plug into phone and remove				
Insert plug into wall and remove				
FINALLY - Be sure to test drive the accessories you need				
Comments:				

Phone 1	
Phone 2	
Phone 3	
Phone 4	

**We hope this “Test Drive” Guide is helpful in choosing a mobile phone.
We'd be happy to have your comments.**

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