

USER GUIDE
OPTUS 3G EXECUTIVE EXECUTIVE HOME ZONE

HOW TO BOOST YOUR 3G SIGNAL AT HOME

YOUR GUIDE TO SETTING UP OPTUS 3G
EXECUTIVE HOME ZONE

OPTUS *yes*

GETTING OFF TO A QUICK START

YOU ARE A FEW STEPS AWAY FROM UP TO 5 BARS OF 3G MOBILE PHONE AND MOBILE BROADBAND COVERAGE. FOLLOW THESE STEPS AFTER REGISTERING ONLINE.

As signal range and connection to the Optus 3G Executive Home Zone device will vary from home to home, “3 beeps” at the commencement of each mobile call will indicate that the call has initiated from the Optus 3G Executive Home Zone device.

STEP 1

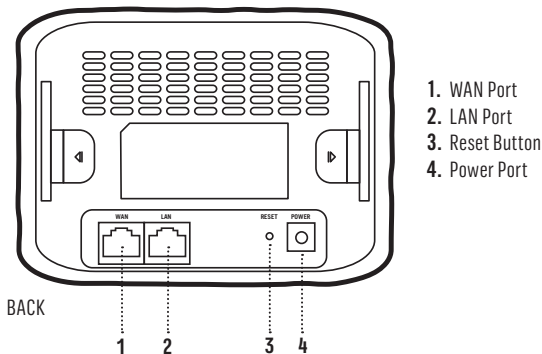
REGISTER ON-LINE BEFORE TURNING THE DEVICE ON

Go to optus.com.au/business to register your device before proceeding. For step by step instructions on how to register your device please refer to the separately supplied ‘Optus 3G Executive Home Zone Welcome letter.’

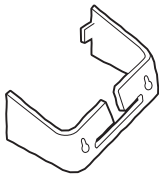
Make sure you have your modem/router handy (you should already have one of these). Then take your brand new Optus 3G Executive Executive Home Zone, Power Cable and Ethernet Cable out of the box to get started.

CHECK THAT YOU HAVE THESE ITEMS

A. OPTUS 3G EXECUTIVE HOME ZONE



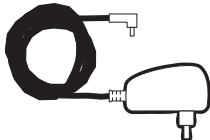
B. SUPPORT BASE



C. ETHERNET CABLE



D. POWER CABLE



STEP 2

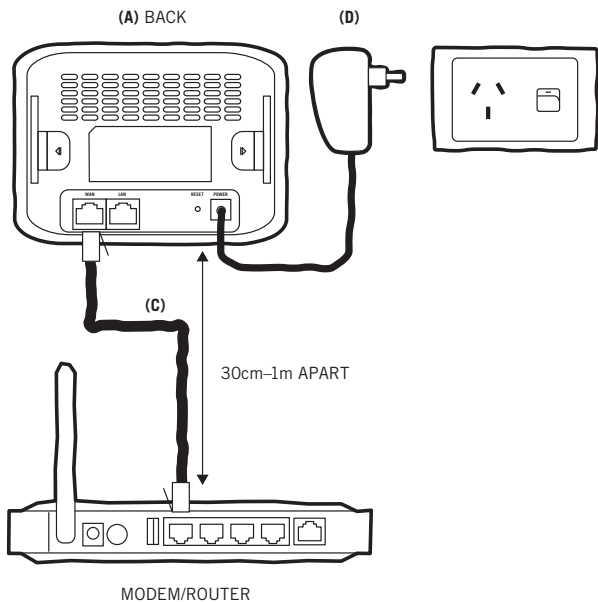
INSTALLATION

Attach the Ethernet Cable **(C)** to the WAN port of your Optus 3G Executive Home Zone **(A)** and plug it into the LAN/WAN port of your modem or router*.

Place the Optus 3G Executive Home Zone 30 centimetres to 1 metre away from your modem/router. (If you want to put it further away, but the Ethernet Cable isn't long enough, you can buy an extension cable from most electronics stores.) If your broadband/modem outlet is not where you'd like to place your Optus 3G Executive Home Zone you can use an Ethernet over Powerline Adapter (available at most electronic stores) to get your Optus 3G Executive Home Zone where you need it.

Plug your Optus 3G Executive Home Zone into a power point using the Power Cable **(D)**.

*If you've run out of spare ports on your modem/router, you can buy a special plug-in switch that gives you more.



STEP 3

ACTIVATION

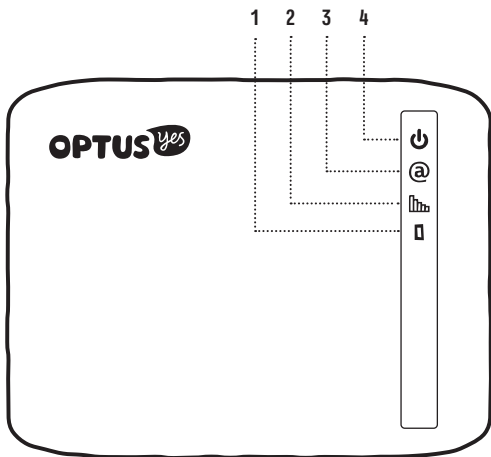
All plugged in? Great, now look for the blinking lights. After about 2 minutes the lights on the front of the device will start blinking, this is good news, your Optus 3G Executive Home Zone is busy setting itself up.

This takes up to 2 hours; please don't switch the device or your modem/router off while these lights are blinking.

You're good to go when the lights stop blinking, the Power Status light is red, and the Network Status and Active Status lights are white and remain lit.

Q.What if the Network Status light or Power Status light is still flashing or flashing orange or red after 2 hours?

A. Then things haven't quite gone to plan. Switch off the device and your modem/router for a couple of minutes, then switch them on and try again. When the lights stop flashing log back into the My Business Portal and click on the button 'link to OSP' then navigate to the **Executive Home Zone** page to check if your service has been activated online. The set up process is completed when a green tick is displayed next to the Device Serial Number.



OPTUS 3G EXECUTIVE HOME ZONE FRONT

1. Device Active Status
2. Active Status
3. Network Status
4. Power Status

STEP 4

USING THE DEVICE

Once things are up and running you should be able to enjoy a stronger 3G signal at home. Have a look at the network signal bars on your mobile when you're standing next to the device – you should notice a difference.

3 BEEPS AND YOU'RE GOOD

You'll know your signal has been boosted if you hear 3 beeps when you make a call.

Q.What if I don't hear the three beeps?

A. Then it means your phone signal isn't being boosted. Turn your phone off and on again to help it find the boosted signal. Still no joy? Please contact the help desk on **1300 300 332** Option 5 (operating 24 hours 7 days a week).

KEEPING THINGS UP TO DATE

Your Optus 3G Executive Home Zone is a simple device, but there are a couple of things you need to do to keep things running smoothly. You'll need to head to **optus.com.au/business**, log into the My Business Portal and click on the button 'Link to OSP' then navigate to the **Executive Home Zone** page where you can:

- **Manage your access list.** Decide who you want to be able to use the boosted 3G signal in your home by adding their number to the access list. You can store up to 11 Optus or Virgin numbers or devices.
- **Update your address.** If you move, let us know. Your Optus 3G Executive Home Zone will only work at your nominated address.

SOME HELPFUL TIPS

Here are a few tips that might help if things aren't quite as they should be.

- Always keep your device at least 30 centimetres away from your modem/router.
- If your mobile takes a long time to connect to the device, turn it on and off again to speed up the connection.
- If people on your user list are having problems connecting, go online to **optus.com.au/business**, log into the My Business Portal and click on the button 'link to OSP' then navigate to the **Executive Home Zone** page to manage your device and check they are on the user list. If they are already there just remove them and re-add them to get things going.
- The lights on your device are a good indication that something might be amiss. Here's how to fix things.
If the @ Network Status light flashes non-stop
turn the device and your modem/router off for 30 seconds, then switch on.
No luck? Try updating the firmware of your modem/router. Check out the manufacturer's instructions to learn how.
- For terms & conditions go to **optus.com.au/business/ExecHomeZone**

FREQUENTLY ASKED QUESTIONS

3G EXECUTIVE HOME ZONE DEVICE

GETTING STARTED

Q: What exactly is an Executive Home Zone device? How does it work?

A: The Optus 3G Executive Home Zone device acts like a mini 3G base station in your home, and connects to your existing Broadband Internet service.

Q: Will the device work if I have good 3G coverage in my home?

A: The Optus 3G Executive Home Zone device is designed to be used in homes and locations with poor coverage. In areas with good 3G coverage, it is likely that your mobile phone will be looking for any alternate sources for its signal.

Q: How will I know that my mobile is using the Executive Home Zone Unit?

A: The symbol on the Executive Home Zone Unit will be on while a call is in progress. You will also hear 3 beeps on your mobile phone as you initiate a phone call.

Q: How many phone numbers can I have on my approved user list for access to my Optus 3G Executive Home Zone device?

A: You may grant access to up to 11 other Optus or Virgin 3G Mobile phone and Optus Mobile Broadband customers.

Q: What is the range of the Optus 3G Executive Home Zone device?

A: The signal range is approximately a 30 metre radius from the Executive Home Zone device (in all directions). Things such as walls, ceilings, floors and cupboards could impede and reduce this signal range.

COMPATIBILITY

Q: Do Optus Prepaid devices work with the Optus 3G Executive Home Zone device?

A: Yes. Prepaid 3G devices can be added to the Approved User List of someone else's Optus 3G Executive Home Zone device.

Q: Do other carrier's phones work with the Optus 3G Executive Home Zone device? Can I use a non-Optus device on my Optus 3G Executive Home Zone?

A: Both Optus and Virgin 3G phones or devices can be added as approved users with the Optus 3G Executive Home Zone device.

Q: What kind of phone do I need to work with the Optus 3G Executive Home Zone device?

A: An Optus 3G mobile phone or SmartPhone is required to work with the Optus 3G Executive Home Zone device.

Q: Will any Optus phone now work on the Executive Home Zone device?

A: Only Optus Mobiles that you wish to work on your Executive Home Zone will work. You can easily add additional approved users giving them access to the Optus 3G Executive Home Zone, via the My Business Portal at optus.com.au/business, click on the button “Link to OSP” then navigate to the Executive Home Zone page where you’ll find the Manage Mobile Numbers tab.

Q: Is there a minimum broadband Internet speed required for my Optus 3G Executive Home Zone?

A: We recommend a minimum broadband download speed of 1Mbps and upload speed of 512kbps to support up to 4 simultaneous voice calls (Satellite Broadband is not compatible).

Q: Will the Optus 3G Executive Home Zone device cause interference with my WiFi router?

A: Installed as recommended, there should not be interference between a WiFi router and the Optus 3G Executive Home Zone device. For optimal performance, ensure that your Executive Home Zone device is at least 30cm away from your modem/router. The Executive Home Zone device will work best when it is near a window and when there is minimal obstruction to the mobile phone you are calling from.

USING YOUR DEVICE

Q: Can I make calls on my colleague’s Optus 3G Executive Home Zone device? How about billing?

A: Yes, you can make calls on your colleague’s Optus 3G Home Zone device if they have added you as an approved user. Any calls you make will be charged back to your mobile account based on your normal mobile rate plan, unless you have entered another agreement with Optus.

Q: Can I surf the Web with my PC while making a call on my Optus 3G Executive Home Zone device?

A: Yes, you will be able to surf the Web from your computer while making a call.

Q: Can I use my normal phone functions like voicemail and text messaging over my Optus 3G Executive Home Zone device?

A: Yes. These functions work exactly the same. However, certain location-based services and Video Share features may not be fully functional.

Q: Can data services like mobile Web surfing, picture messaging, and file downloading use the Optus 3G Executive Home Zone device? How about billing?

A: Yes, most data services are compatible with the Optus 3G Executive Home Zone device. Standard data plan rates apply.

Q: Does Optus 3G Executive Home Zone support Emergency Calls?

A: Yes, Emergency Call services (000) are supported. However you must keep the address where the Optus 3G Executive Home Zone device is physically located up-to-date in order to ensure the proper location is available to emergency personnel.

Q: Is the Optus 3G Executive Home Zone service, including making Emergency calls, available during power outages?

A: No, the Optus 3G Executive Home Zone device is not available when either your electrical service or your broadband service is unavailable. In the event of a service disruption, you will not be able to access Emergency calls using your mobile phone unless you have service on Optus mobile network.

Q: If my broadband stops working, is unavailable, or the speeds are reduced by my service provider, what should I do?

A: You should turn the Optus 3G Executive Home Zone Device off. Your phone will then revert back to any available Optus Mobile Network signal at your location.

Q: Why do I have to provide my location when I activate or move my Optus 3G Executive Home Zone device?

A: You must provide your location to ensure emergency personnel have access to your correct location, and to comply with ACMA regulations. The device will not work if the activation address is different to the physical address of the device. You

can update your address anytime via the My Business Portal at optus.com.au/business, click on the button “Link to OSP” and navigate to, Executive Home Zone page.

Q: Is the Optus 3G Executive Home Zone billed to my Mobile plan or my home Broadband plan?

A: Any usage including calls, mobile data access etc, used via your Optus 3G Executive Home Zone will contribute to your (or the user’s) Mobile or Mobile Broadband allowance and will be billed at the applicable rate of your (or the user’s) Mobile or Mobile Broadband plan.

NEED MORE HELP?

If you have any queries regarding your Optus 3G Executive Home Zone device please contact the technical help desk on the number below. The help desk will endeavour to resolve queries on your first call, however some instances may require subsequent follow up from Optus to resolve your query.

Have the serial number (the SN printed on the back of your Optus 3G Executive Home Zone) handy to help us.

Mobile Technical Support
1300 300 332 Option 5

Hours of operation
24 hours 7 days a week

IMPORTANT SAFETY INFORMATION

IN AN EMERGENCY

The address that you provide to Optus on activation will be sent to local emergency authorities and used to verify your location in the event of an emergency call. For this reason you must not move the device away from its original location. If the device is moved without notifying Optus, it will not work. If you need to change address, please update your details and ensure that the address provided during activation matches the exact location of the Optus 3G Executive Home Zone.

EMERGENCY CALLS

Your Optus 3G Executive Home Zone has been designed to prioritise emergency calls (000, 112) made within its coverage area. Here's how it works:

1. Any emergency calls made are passed to any available Optus Mobile Network.
2. If the Optus Mobile Network isn't available, your call will be placed by the Optus 3G Executive Home Zone;
 - a. If your device is working properly, and you have a minimum broadband connection of 128kbps (upload & download), the call will be passed to the Emergency Call Operator.

- b. If your connection speed is below 128kbps, the Optus 3G Executive Home Zone device will no longer work and mobile calls, including emergency calls, cannot be made or received. We recommend that you have a Fixed Line Broadband Plan with enough data allowance to make sure your broadband works correctly. If your connection speed is limited, simply turn your device off and your phone will revert to any available Optus 3G Network coverage.
- 3. If both the Optus Mobile Network and your Optus 3G Executive Home Zone are not available, your phone will then try to connect to a signal from another compatible mobile phone network.

MAKE SURE YOU HAVE ENOUGH DATA

Your Optus 3G Executive Home Zone works by using some of your home broadband allowance to improve the 3G signal on your mobile devices. To keep it running at its best, make sure you have a home broadband plan with enough data included. When you use up your allowance, your speeds may be throttled, which will affect the performance of your device.

Check out your plan details and bills to work out how much data you get through and make sure you have enough. It's worth checking your usual connection speed at the start of the billing month, so you know roughly how fast it normally is – makes it much easier to spot when it's being throttled. Ask your broadband provider how, or look it up online.



ALCATEL-LUCENT 9361 HOME CELL V2.0
4 CHANNEL SMALL CELL

SAFETY NOTES AND RADIATION WARNING

A-TICK MARKING: The a-tick marking of the 9361 Home Cell certifies that this product meets the following ACIF standards compliance: ACIF S042.1:2006 (Requirements for connection to an air interface of a Telecommunications Network – Part 1: General); AS /NZS 60950.1:2003 Inc. Amdts 1, 2 & 3, Information Technology Equipment – Safety, Part 1: General Requirements; Section 376 Telecommunications Act 1997 set out in Part B of the Schedule; Division 4.5, Section 4.9 (2) of the Telecommunications Labelling (Customer Equipment and Customer Cabling) Notice 2001 to an IMT-2000 carrier network or facility.

IMPORTANT INFORMATION REGARDING RF EXPOSURE SAFETY: To ensure compliance with Radio and Telecommunications Terminal Equipment Directive 1995/5/EC and Australian Radio Communications (Electromagnetic Radiation – Human Exposure) Standard 2003, this device, when in operation requires a minimum of 40cm safety separation from the head or any other part of the body.



GIVE US A CALL

If you need further help please contact
Optus Business Mobile Technical
Support on **1300 300 332 Option 5**

Join the conversation

Web optus.com.au/business

Twitter [@optusbusiness](https://twitter.com/optusbusiness)

Blog yesopt.us/blog