

# WELCOME ABOARD

## How to get your new SIM up and running.

### BEFORE THE DAY OF CHANGE OVER

#### Save the old stuff

The 'Phone Book' with your personal contact numbers is usually stored on the SIM. It's important to copy them to your phone before change over day. If you don't, you might not be able to get them later.

Use the instructions later in this guide to copy your Phone Book to your phone before change over, then transfer them onto your Optus SIM after change over.

Your SMSs and voicemail messages won't be saved once the change over happens, so make sure you make a note of any information you want to keep.

### ON THE DAY OF CHANGE OVER

#### Swap to your new SIM

You'll get your new Optus SIM before change over day. Keep this with you because your current SIM will stop working when the change over process starts.

To make sure you're up and running as quickly as possible:

- When your current SIM stops working, pop your new Optus SIM in your phone and turn it on.
- 'Optus' will appear on the screen of your phone, letting you know you're connected to us!

If you put your Optus SIM in your phone before your other SIM stops working, you might need to switch your phone off and on again at intervals, so that it can register on our network once the change over process finishes.

### QUICK TIPS

#### Steps to follow

- Make sure you store or transfer your phone book and note any information you want to keep from your voice mail and SMS messages.
- Insert your new Optus Mobile SIM into your phone
- If the screen of your handset states "SIM Registration Failed" after you have inserted your new Optus SIM either:
  - Switch your phone off and on to prompt it to register with Optus, or
  - Change back to your previous SIM card until you see the signal fade.
- Your default PIN is 0000
- Set up your VoiceMail
- Check your message centre setting for SMS is set to **+61 411 990 001**.

#### Help when you need it

- Optus Customer Service **1300 133 334**
- Coverage information [optus.com.au/coverage](http://optus.com.au/coverage)

## GETTING THINGS SET UP YOUR WAY

### Setting up a PIN

When you turn on your handset with your new Optus Mobile SIM it won't prompt you to enter a PIN(Personal Identification Number). If you want this security feature, enable it via the Menu of your handset (please see your handset User Guide for details). When enabling the PIN request or changing your PIN for the first time use the default PIN 0000

## VOICEMAIL

### Setting up VoiceMail from your mobile

1. Dial 321
2. Follow the prompts through the recorded tutorial. You will be asked to set up your PIN, name and greeting
3. Set up your diversions on your handset; diverting to 321 (in most cases this will be done automatically, if not please see handset manual for specific instructions)

### Retrieving VoiceMail messages from your mobile

1. Dial 321
2. Your messages will be played in the order they were received. At the end of each new message you will be given the option to save, delete, replay the message, or return the call.

You can also access your VoiceMail from a touchtone phone, see the Optus 321 VoiceMail User Guide for details.

## SMS TEXT MESSAGING

Any SMS messages stored on your handset will not be available after you have ported.

### Setting up your message centre number

(On certain handsets this will be done automatically, if not the below steps only need to be done once)

1. Select 'Message' or 'Mail' option
2. Select 'Message Settings'
3. Select 'Message Centre Number'
4. Enter +61 4 1199 0001
5. Select 'OK'

### How to send an SMS

1. Select 'Message' or 'Mail' from the menu
2. Select 'Write' or 'Send' messages (or similar)
3. Key in your message using the keys on your mobile phone.  
(Press key once for first letter, twice from second and so forth)
4. Select 'Send' or 'Yes'
5. Enter the mobile number you are sending the message to
6. Select 'Send' or 'Yes'

Please see your mobile handset manual for the specific steps for your mobile phone.

## COPYING YOUR PHONE BOOK

The below instructions detail how to copy your Phone Book on a typical handset. For specific instructions for your handset please refer to your handset manual

### To copy to your Handset

(Please do this prior to the Cut Over Date)

- On the main screen press **Names**
- Scroll to **Copy** and press **Select**
- Scroll to **From SIM card to phone** and press **Select**
- Scroll to **Copy** all and press **Select**
- Scroll to **Keep original** and press **Select**, this means a copy is held on both your SIM card and Handset
- **Start copying?** is now displayed on your phone, press **Select**.

### To copy to your new Optus SIM card

(Once your new SIM has become active)

- On the main screen press **Names**
- Scroll to **Copy** and press **Select**
- Scroll to **From phone to SIM card** and press **Select**
- Scroll to **Copy** all and press **Select**
- Scroll to **Keep original** and press **Select**, this means a copy is held on both your SIM card and Handset
- **Start copying?** is now displayed on your phone, press **Select**.

# NEED HELP?

Call Optus Customer Service on **1300 133 334** during business hours.

## JOIN THE CONVERSATION

**Web** [optus.com.au/business](http://optus.com.au/business)

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

**Blog** [yesopt.us/blog](http://yesopt.us/blog)

# AS EASY AS 321

## Everything you need to set up and use Optus VoiceMail

To protect your privacy, Optus Business strongly encourages you to change the default PIN sent in an SMS message to your handset.

WITHIN AUSTRALIA		
	FROM YOUR MOBILE	FROM A TOUCHTONE PHONE
Setting up VoiceMail	<ol style="list-style-type: none"><li>1. Dial <b>321</b></li><li>2. Follow the tutorial prompts.<ul style="list-style-type: none"><li>- You will be asked to customise your PIN, name and greeting.</li><li>- Initially your PIN will be sent in an SMS message to your handset. You will need to reset it to a 4 to 9 digit number of your choice.</li><li>- You must complete the tutorial in full to ensure the VoiceMail box is set up.</li></ul></li><li>3. Your diversions to VoiceMail have been set on the Optus network. However, please ensure your handset diversions have been set according to the handset Manufacturer's user guide.</li></ol>	
Retrieving VoiceMail messages	<ol style="list-style-type: none"><li>1. Simply dial 321.</li><li>2. Follow the prompts to listen to your VoiceMail messages.</li></ol>	<ol style="list-style-type: none"><li>1. Simply dial 133 321.</li><li>2. Follow the prompts to listen to your VoiceMail messages. You will need your security PIN to access your messages unless you have changed your personal preferences to not require this.</li></ol>

OUTSIDE AUSTRALIA FROM YOUR MOBILE	
Setting up VoiceMail	<ol style="list-style-type: none"><li>1. Dial +61 4 11 000 321</li><li>2. At the prompt enter your full mobile number followed immediately by #</li><li>3. Enter your PIN followed by #<ul style="list-style-type: none"><li>- Initially your PIN will be sent in an SMS message to your handset. You will need to reset it to a 4 to 9 digit number of your choice.</li></ul></li><li>4. Follow the prompts to set up your new PIN, personalised name and greeting.<ul style="list-style-type: none"><li>- You must complete the tutorial in full to ensure the VoiceMail box is set up.</li></ul></li><li>5. Your diversions to VoiceMail have been set on the Optus network. However, please ensure your handset diversions have been set according to the handset manufacturer's user guide.</li></ol>
Retrieving VoiceMail messages	<ol style="list-style-type: none"><li>1. Dial +61 4 11 000 321 but you will need your security PIN to access your messages unless you have changed to personal preferences to not require this. OR</li><li>2. Simply SMS the letter A to 321.</li></ol>

### SETTING AND CANCELLING DIVERSIONS WITHIN AUSTRALIA

- All Conditional - Busy, No Reply and Unreachable: **Dial \*\* 004 \* 321 # Call**
- Only Busy: **Dial \*\* 67 \* 321 # Call**
- Only No Reply: **Dial \*\* 61 \* 321 # Call**
- Only Unreachable: **Dial \*\* 62 \* 321 # Call**
- Unconditional: **Dial \*\* 21 \* 321 # Call**
- Cancel Diversions to VoiceMail: **Dial # # [divert code] # Call**  
(eg: to cancel all conditional Dial # # 004 # Call)

### SETTING AND CANCELLING DIVERSIONS WHEN OVERSEAS

As above but replace **321** with **+61411000321**

### OTHER USEFUL TIPS

When retrieving VoiceMail messages you can press:

- 7** To replay the current message
- 4** To copy this message to another person
- 3** To delete the current message and go to the next
- 6** To return this call (within Australia)
- 5** To save this message and go to the next
- \*** To return to the previous menu

# NEED HELP?

Call Optus Customer Service on  
**1300 133 334** during business hours.

Join the conversation

<b>Web</b>	<a href="http://optus.com.au/business">optus.com.au/business</a>
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