

Your Optus Local Access Telephony User Guide.



Full of
handy hints.

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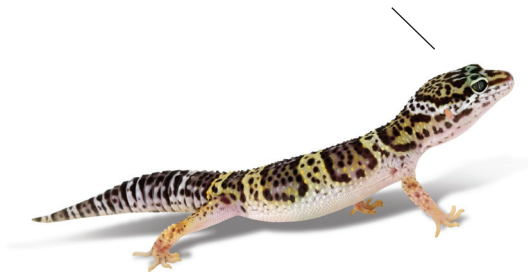
Welcome

It's great to have you with us and we'll certainly do all we can to take good care of you.

This User Guide has been provided to help you become familiar with the many features of your new telephone service. They're all very simple to use, especially once they've been explained to you.

Remember, if these features aren't currently available on your phone and you'd like access to them, contact Customer Service on **133 937**.

It's easy.



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The Optus Commitment

Our guarantee to you

Our commitment* is to aim to bring you the most reliable phone service in Australia.

We guarantee to keep our appointments

There's nothing more frustrating than waiting around for a service call.

That's why, when you make an appointment for an Optus technician to call at your premises, to either install your service or repair a fault, we guarantee we'll arrive within the agreed time frame.

Naturally, if there are emergencies or hitches that are out of our control (such as extreme weather conditions) it may be necessary for you or Optus to reschedule the appointment. If this happens, we commit to providing you with reasonable notice of the change.

We guarantee the time of your connection

When you request to be connected to Optus Local, we guarantee your connection will be made within 5 working days of the installation date you requested or within 2 days if the service can be automatically connected.

In the event that Optus needs to meet other requirements such as local government regulations or permission to cross another person's land, or you agree to waive your customer service guarantee rights due to a special offer or plan, your connection may take a little longer. In this case, we guarantee to complete your connection by an agreed date.

We guarantee repairs will be made quickly

If you have a service fault, and your property is in the metropolitan area, Optus guarantees to repair the fault by the end of the first working day after you reported it.

We guarantee our customer service

In the unlikely event that the performance standards for the phone services that we supply are not met, you may be entitled to compensation under the **Customer Service Guarantee**.

This could cover delays in installation, late appointments, inability to use selected phone features or inability to make or receive calls.

The level of your compensation is calculated on each working day of delay exceeding the guaranteed maximum period. If the delay extends beyond 5 working days, the per day amount is increased.

There are exemptions for situations out of Optus' control. In some circumstances, you may waive your rights to the **Customer Service Guarantee**.

If you have any questions about the Optus Commitment*, please call our friendly Optus Customer Service team on **133 937**. The Australian Communications and Media Authority (ACMA) can also provide you with additional information on the Customer Service Guarantee.

*The Optus Commitment covers the Standard Phone Service, which is your phone line, Call Barring, Call Waiting, Call Divert, Calling Number Display and Calling Number Display Suppression.

Making Calls

Making phone calls with Optus Local is simple and the same as you are used to.

The Optus network has been built to comply with national standards, which means you can use most phones, faxes and modems with Optus Local.

No matter what sort of phone you're using, here are some helpful hints to always bear in mind.

1. Always wait for a dial tone before you start dialling the number you wish to call.
2. During thunderstorms, any electrical appliance may cause personal injury (or in extreme cases, a fatality).
With your safety in mind:
 - Avoid using your phone during thunderstorms.
 - If you need to make an urgent call, keep it short.
3. If you hear fax or computer tones, hang up immediately and check that you have dialled the right number. Sometimes these tones (if not expected) can be high pitched and therefore alarming.
4. In rare cases you may receive unwelcome calls. If this should happen, hang up immediately. Calls that threaten you or your property should always be reported to the police. If unwelcome calls continue, contact Optus Customer Service.
5. Optus Local calls disconnect as soon as you put the receiver down.
So to avoid over billing, if you receive a call and want to use another phone in your house, leave the first phone off the hook until you have picked up the second phone.
6. Hearing aid compatibility – A corded standard touch tone phone provides magnetic coupling from the handset receiver suitable for use with hearing aids having a T switch. Some cordless phones do not provide this feature and you need to check with your phone supplier.

Calling Number Display

Calling Number Display (CND) means that when you make a call, your number will be sent to the phone of the person you are calling.

If they have a display phone they will be able to see your number. If they don't have a display phone, they can tell you were the last caller by using a call return feature.

Optus Local CND is automatically blocked. However, you can choose to unblock CND and to send your phone number. This means that when you make calls, friends and family instantly know it's you. Or if they are on another call, they can see you are trying to get through and can call you back.

Note: Your number will be automatically sent when a call is placed to an Emergency Service Number. This is regardless of your CND status.

HOW TO CONTROL SENDING YOUR NUMBER

There are two ways to control sending your number:

1. You can permanently send your number.
Simply phone Optus Customer Service on **133 937** and make the request.
2. You can send your number on a per call basis.
Dial 1832, wait for dial tone and then dial the number you wish to call.

When you send your number permanently:

- People will know it's you, as they'll see your phone number before they answer your call.
- If you want to block your number for a particular call, simply dial 1831, wait for dial tone and then dial the number you wish to call.
- If at any time, you want to change your selection so that you permanently block your number, you can do so by phoning Optus Customer Service.

How to check your CND Status

To find out whether your number is being displayed when you make a call, please call **1300 554 536**. A recorded announcement will tell you whether your phone number is currently displaying to people you call.

VoiceMail

You will never miss a call again. With VoiceMail, callers will hear your own personal greeting when you can't get to the phone and will be able to leave you a message.

It's simple. A special 'message waiting' dial tone lets you know as soon as you lift the receiver if there are any messages for you. Once you've accessed the service, a voice prompt guides you through the steps.

When you collect your messages you can use VoiceMail Call Return to simply return the call. No need to write down the number and then dial it – VoiceMail Call Return does this for you.

You'll never need an alarm clock again. You can use VoiceMail as a wake up or reminder service.

If you don't have VoiceMail and wish to use this feature, please contact Optus customer service on **133 937** for further information.

SETTING UP VOICEMAIL

The first thing you need to do is set up your own Personal Identification Number (PIN) and personal greeting. To do this, follow the steps below.

STEP 1 Press the Voicemail Hotkey on your Optus handset or press on a standard touch tone phone.

STEP 2 Once you have accessed the service you will be prompted to set up your own PIN (it can be anything from 4 to 9 digits long) and record your personal greeting and name. This will be followed by a detailed tutorial for the VoiceMail service.

HANDY HINT

The first time you access VoiceMail use the last four digits of your phone number as your PIN. For example, if your phone number is (02) 9111 3465, you should type in .

For useful information about changing your PIN and recording your own personal greeting, see page 13.

What your callers will hear

After hearing your personal greeting, your caller will be able to leave a message and in most cases their number will be recorded automatically. If they know they're not going to be contactable on the number they are calling on, they can press **#** at the end of their message and dial in another phone number they can be contacted on, e.g. their mobile number.

HANDY HINT

When you record your personal greeting, you can ask callers to press **#** at the end of their message if they want to leave a call back number.

HOW TO LISTEN TO MESSAGES AT HOME

For standard touch tone phones

STEP 1

Lift the receiver. A 'message waiting' dial tone (a fast but interrupted dial tone) indicates that you have messages.

STEP 2

Press the Voicemail Hotkey on your Optus handset or press ***** **9** **6** on a standard touch tone phone.

STEP 3

You are now connected to VoiceMail. You will be prompted with easy to follow instructions.

HOW TO LISTEN TO MESSAGES WHEN YOU'RE NOT AT HOME

For standard touch tone phones

STEP 1 Lift the receiver.

STEP 2 Dial 133 321.

STEP 3 Enter your VoiceMail number (your phone number including area code) followed by **#**. For example, if your phone number is (02) 1234 5678, enter all numbers followed by **#**.

STEP 4 Enter your PIN, followed by **#**.

Remember, every time you access your VoiceMail box from another fixed line phone you will be charged the 13/1300 call rate, no matter where you call from within Australia. Calls from mobile phones are charged at the applicable mobile rate.

HOW TO USE VOICEMAIL CALL RETURN

Available when listening to messages at home

After each message has played you will be given the option to return the call.

You will hear: To return the call, press **6**.

If your caller has left a call back number

- you will be given the option to return the call to the recorded number, or to enter another phone number.

If your caller has not left a call back number

- you will be given the option to enter a phone number to call.

You'll be connected as normal and will pay the standard Optus call rates. Please note you will be able to return the call to any local, national or mobile number using VoiceMail call Return regardless of any call barring selection you have on your phone service.

When you finish your call, you will return to your VoiceMail box to hear the rest of your messages.

HANDY HINT

You don't need to leave your VoiceMail box to return the calls, simply follow the prompts and your calls will be connected as normal. You'll only be charged the cost of the call to access VoiceMail, plus the standard Optus call rates for all VoiceMail call returns.

HOW TO DELETE, REPLAY AND SAVE MESSAGES

For standard touch tone phones

After each message has played you will be given the following options:

To delete, press **3**.

To replay, press **7**.

To save, press **5**.

If you keep your messages, they will be stored for 7 days after which time the system will automatically delete them for you.

HANDY HINTS

VoiceMail shortcuts

The following can be used at any time whilst listening to messages.

To go back

Press ***** to go back 8 seconds.

Press ***** ***** to go back to the beginning of that message.

To go forward

Press **#** to fast forward 8 seconds.

Press **#** **#** to fast forward to the end of that message.

Press **8** to skip to the next message.

To pause

Press **1** to pause for up to 30 seconds.

Press **1** again to resume.

For help

Press **0**.

To exit, press **9** **9** or just hang up.

Using VoiceMail and Call Waiting

To avoid calls being diverted to VoiceMail when you are busy on a call, you may like to subscribe to Call Waiting. See Call Waiting in this manual or phone Optus customer service on 133 937 for more information.

HANDY HINT

Calls will be answered by VoiceMail if you do not answer the phone within six or eight rings, or if your line is busy. If you would prefer to have your calls follow you to another phone while you are out, just choose the Call Divert feature. See page 18 of this User Guide or phone Optus Customer Service on **133 937** for more information.

HOW TO SET A WAKE UP OR REMINDER CALL

- STEP 1** Enter your VoiceMail box.
- STEP 2** Press **8** for User Options.
- STEP 3** Press **8** for Wake Up Call.
- STEP 4** Press **2** to set up a new Wake Up Call.
- STEP 5** Simply follow the prompts to enter a phone number and a time for your wake up call.

HANDY HINTS

- You can set a Wake Up Call to one nominated number within Australia, including your mobile.
- You can set up to two different Wake Up Call times. You can even make one of the calls recur every weekday (Monday to Friday).
- You can change your nominated number and call times as often as you like.
- You can set a Wake Up Call when you are away from home. Simply dial **133 321** and follow the prompts.
- Wake Up Call is available for you 24 hours a day, 7 days a week.
- You'll only be charged the cost of a standard local call to access VoiceMail from your Optus phone, plus the standard Optus call rates for a short call to your chosen destination.

Remember, your VoiceMail time is set to your home time zone, eg. if you live in Sydney and are on holidays in Perth, you will need to set the wake up time to Sydney time, not Perth time.

HANDY HINT

Options to use at any time

Press **9** to return to the main menu.

Press **9 9** to exit the service.

Press **1** to pause/resume.

Press **0** for help.

Press **0 0** for general information on the VoiceMail service.

VOICEMAIL USER OPTIONS

To change your personal greeting

Your personal greeting is what your callers initially hear when they access your VoiceMail box.

You will have recorded this message when you accessed VoiceMail for the first time. It can be up to 60 seconds long and the good news is you can change it whenever, and wherever, you like.

STEP 1 Enter your VoiceMail box.

STEP 2 Press **8** for User Options.

STEP 3 Press **4** for Set Up Options.

STEP 4 Press **4** to change your personal greeting, then simply follow the prompts.

HANDY HINT

A caller can skip your personal greeting and go directly to the tone to record their message by dialling **#**. This is especially helpful when calling your own phone to leave a message.

To change your Personal Identification Number (PIN)

Your PIN is your personal security code number which prevents other people from hearing your messages. It can be anything from four to nine digits long. We recommend you choose a number which is easy for the family to remember, such as a birthday. You can change your PIN as often as you like. Just follow the simple steps below.

- STEP 1 Enter your VoiceMail box.
- STEP 2 Press **8** for User Options.
- STEP 3 Press **4** for Set Up Options.
- STEP 4 Press **7** to change your PIN.
- STEP 5 Enter your new PIN by pressing your chosen numbers on the phone, followed by **#**.

Your PIN will then be replayed to you to confirm the number that you have entered is correct, then you will return to the Main Menu.

Forgotten your PIN? No problem, just call Optus Customer Service on **133 937**.

HANDY HINT

Your PIN cannot be consecutive numbers eg. 1234, or a number repeated, eg. 1111.

Caller ID

Wouldn't it be great to know who's calling before you answer?

With Caller ID, you can see the phone number of the incoming caller before you answer the phone. Caller ID displays the phone number of the caller. To use this feature you need a display phone.

If you don't have a display phone or this feature, contact Optus Customer Service on **133 937** for information.

USING CALLER ID

Caller information is not available for calls originating internationally or coming from some areas within Australia. In these instances, in the display screen you will see 'UNAVAILABLE'. If a number is blocked by the caller or originates from an unlisted number, the display will show 'PRIVATE'.

All incoming numbers displayed will include the area code.

HANDY HINT

If you have Caller ID and a display phone, you can also choose the Call Waiting Display feature. In addition to the Call Waiting tone, you can see the phone number of the second caller on the display.

When you know who's calling, you can decide whether to take the call or to call them back later. For more information on this feature, please contact Optus Customer Service on **133 937**.

Call Return

How often do you hear the phone ringing but do not quite get there in time?

If you miss a call, call return is a very useful feature which lets you know the number of the last incoming caller. You are given the option to return that call automatically.

STANDARD TOUCH TONE PHONE

STEP 1

Lift the receiver and listen for the dial tone.

STEP 2

Press the Call Return Hotkey on your Optus Handset or Dial

STEP 3

If you have received a new call, you will hear an announcement of the last number that called you, along with the date and time of the call.

STEP 4

You will then be asked to dial if you wish to return the last call.

HANDY HINT

Call Return is ideal when you hear the Call Waiting beeps in the background of a conversation, but you do not wish to answer the second call. It allows you to simply return that call later.

Call Waiting

Ever worried about missing calls when either you or somebody else has been on the phone?

You won't need to worry any more with Call Waiting. If you don't have this feature and would like it, please contact Optus Customer Service on **133 937** for further information.

With Call Waiting you will hear a series of two discreet beeps when a second caller is trying to get through. You can ask the first caller to hold while you answer the second caller.

STANDARD TOUCH TONE PHONE

STEP 1

When you're talking on the phone and you hear the Call Waiting beeps, press

Flash/Recall

to put the first caller on hold and talk to the new caller.

(The caller on hold will hear nothing.)

STEP 2

Press **Flash/Recall** to put the new caller on hold and return to the first caller.

(By pressing **Flash/Recall** you can alternate between the two calls.)

Alternatively, you can choose not to use Call Waiting by ending the first call in the usual way by hanging up the phone. The phone will then ring again with the second caller. This means you will be unable to return to the first call.

FAXES, MODEMS AND CALL WAITING

If you are using a fax or modem, Call Waiting may interrupt the transmission. To turn Call Waiting off for a particular call:

For standard touch tone phones

STEP 1 Lift the receiver and listen for the dial tone.

STEP 2 Dial **# 8 7** followed by the fax or modem number you wish to call.

HANDY HINT

With Call Waiting you cannot speak to the first and second caller at the same time. To have the option to hold a three way conversation, we recommend you use the Three Way Call Feature. See page 20 of this User Guide or phone Optus Customer Service on **133 937** for more information.

Call Divert

This great feature allows your calls to be transferred to other numbers when you're away from home – including mobile phones, pagers and answering services. You can turn Call Divert on and off as often as you like. When it's on, you will not receive incoming calls, although you can make outgoing calls. If you don't have Call Divert and wish to use this feature, please contact Optus customer service on **133 937** for further information..

HOW TO TURN CALL DIVERT ON STANDARD TOUCH TONE PHONE

STEP 1

Lift the receiver and listen for the dial tone.

STEP 2

Dial . You will hear a special dial tone (3 beeps followed by a continuous tone).

STEP 3

Dial the phone number you wish calls to be diverted to.

STEP 4

Listen for the confirmation tone (2 short beeps).

STEP 5

Replace the receiver.

HANDY HINT

Call Divert is great if you have a mobile phone. Just turn it on when you leave the house to have all calls transferred to your mobile number. You can easily turn it off again later..

HOW TO TURN CALL DIVERT OFF

STANDARD TOUCH TONE PHONE

STEP 1

Lift the receiver and listen for the dial tone.

STEP 2

Dial **#** **7** **8**

STEP 3

Listen for the confirmation tone (2 short beeps).

STEP 4

Replace the receiver.

When Call Divert is still on, you will hear a short ring when someone is calling to remind you that your calls are still being diverted.

HANDY HINT

One way to check if you have Call Divert on is to ring your own number and listen for the short ring which indicates calls are being diverted. To turn Call Divert off, see above.

Three Way Call

Imagine you are already on a call and would like to include a third person in the conversation.

With the Three Way Call feature you can put your first caller on hold, dial the third party and, when they answer, have a three way conversation.

If you don't have Three Way Call and wish to use this feature, please contact Optus customer Service on **133 937** for further information.

HANDY HINT

If you and the first caller both have the Three Way Call feature, either party can initiate the three way conversation.

SETTING UP A THREE WAY CALL

STANDARD TOUCH TONE PHONE

STEP 1 Establish a call with the first person. You may phone them, or they may phone you.

STEP 2 Press **Flash/Recall** to place the first person on hold.

STEP 3 Wait until you hear the dial tone.

STEP 4 Dial the phone number of the second person.

STEP 5 Wait until you hear the second line ringing.

STEP 6 Press **Flash/Recall** and talk to the first person (the ringing tone can be heard by both of you).

OR Wait for the second person to answer and talk to them privately, then press **Flash/Recall** to begin a three way conversation.

Troubleshooting

If you're having difficulty making a call, here are a few useful tips which may help you to fix the problem yourself. Try these first before contacting us.

I picked up my phone and there was no dial tone.

Sometimes there can be a slight delay before you hear the dial tone. Check that your phone is plugged into the Optus socket.

I try to make a call but it won't connect.

If you have a second phone in your house that is working, try making the call using that phone. If the call now connects, it indicates you may have a problem with the first phone.

If the second phone doesn't work either, contact Optus Customer Service on **133 937**.

I dial a number and get a recorded voice announcement.

STEP 1 Check the number you dialled was correct.

STEP 2 Ensure you waited for the dial tone before dialling the number.

STEP 3 Make a note of the recorded announcement in case you need to contact us.

Also, remember there are questions and answers at the end of relevant sections in this manual.

STILL HAVING A PROBLEM?

If you have followed the useful tips above and are still having a problem, call Optus to investigate your fault on **131 344**. (Call costs apply for these services.)

Useful Numbers

Directory, Emergency and Operator Assisted Services

Optus Customer Service 133 937

Calls from Teletypewriter 1800 500 002

Faults and Service difficulties:

From Optus and Telstra phones (including mobile phones) 131 344

From payphones and Vodafone mobiles 133 937

Local Directory Assistance 1223

National Directory Assistance 1223

General Assistance (National/International connections) 1234

International Directory Assistance 1225

International Fault Reporting 1221

Optus VoiceMail 133 321

Wake Up and Reminder Calls (available for Optus VoiceMail customers) 133 321

Police, Fire, Ambulance 000