

User Guide for InZone E960



'yes'
OPTUS

Thank you for choosing Optus Wireless

This guide is here to help you set-up your Optus Wireless service.

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About the InZone E960 device

The InZone E960

- 1 Phone Cable Connection
- 2 Ethernet Cable Connections
- 3 Power Adapter Connection
- 4 Pedestal
- 5 Network Mode Indicator
- 6 Signal Strength Indicator
- 7 Power Button (ON/OFF key)
- 8 WiFi (WLAN) Indicator
- 9 Power Indicator

- 10 SIM Card Cradle
- 11 Reset Button

This pack includes:

- The InZone E960
- Pedestal
- An Ethernet Cable (Grey)
- A Power Adapter (white)
- User Guide
- 6 Step set-up guide



The InZone E960 uses the Optus Mobile 3G/HSPA (2100MHz) network to deliver your wireless service.

6 Step set-up guide

Step 1 – Insert SIM. With the InZone turned off, find the SIM Card cradle and insert the Optus supplied SIM card with the gold plate facing upwards.



Step 2 – Attach the Pedestal and place the InZone near a window.



Step 3 – Connect white Power Cable to the Telephone socket on InZone device (bottom socket), plug the Power Adaptor into a Power Point and check that the signal is green.



TIP!

- The signal light may blink when connecting to the network. If the signal light is red, your service is not active.
- Service activation takes up to 24 hrs from receipt of the device.

Step 4

- 1 Remove Telephone Cable from wall socket.



- 2 Plug your Telephone Cable into the telephone socket on the InZone device.



- 3 Your Telephone is now connected to the InZone device and ready to make phone calls.



TIP! Within 24 hours your Home or Business phone number will be allocated, after this time call **1800 652 456** from your device to find out your number.

Step 5 – Connect the grey Ethernet Cable to the Ethernet socket on the InZone device and to your computer's Ethernet port. You are now connected to the internet.



Step 6 – Use your online usage meter to monitor your broadband usage.

Open your internet browser and enter **www.optusgoo.com.au/wirelessusage** into the address field and hit **Enter**. For your convenience, add to your favorites or bookmark.



TIP! Remember, excess usage charges apply once you reach your monthly data allowance.

Tips for getting started:

- When dialling a number, you will experience a slight delay before you hear the ringing tone; this is normal for this type of service. To reduce this delay, press **#** after you have dialled the number.
- To set-up and access WiFi – refer to page 13.
- To port your existing telephone number – refer to page 25.
- Things you must know about this service – refer to page 29.

Your set-up is complete!

Congratulations!

You are now set-up to browse the Internet on your Optus Wireless Broadband service and make calls if you have chosen Optus Wireless Fusion.

Remember, Optus Fusion customers will be able to use the Internet and make telephone calls straight away, but these will appear as calls made from a mobile number until your home or business number has been assigned. This may take up to 24 hours.

Read on to find out how to:

- Set-up an Optus Username and email account
- Access Member Services including the Internet Usage Meter
- Set-up a wireless home network (WiFi)
- Use your Wireless Telephone service
- Troubleshoot
- Use your service safely

Setting up your Optus Member Services Account

Member Services provides you access to a number of service features including:

- An Internet Usage Meter, so you can manage your usage
- An Optus email account
- The ability to personalise the Optus myZOO portal
- The Optus Internet Security Suite

To access these features you will need an Optus Wireless Broadband Username.

Setting up an Optus Wireless Broadband Username

Step 1 – Access the Optus Wireless Broadband Set-Up Page.

With your InZone E960 connected to the Internet, type the below web address into the address field of your web browser:

www.optuszoo.com.au/owbsetup



Note: You can only access the set-up page when you are connected to the Internet via your wireless device.

Step 2 – Selecting a Username and Password.

Follow the online instructions and enter a Username and Password into the fields as indicated, then click **Next**. The Username you select will be used as part of your email address and will allow you to access Member Services.



Step 3 – Record your Details.

We have provided a section at the back of this guide for you to record your Username, Password and email address.

Member Services – Checking your usage

Member Services, allows you to keep track of your usage (via My Usage), access to Webmail (via Web Services) and download the Optus Internet Security Suite.

To access Member Services go to www.optuszoo.com.au/owbsetup click on **Member Services** and then click on **Sign In**.

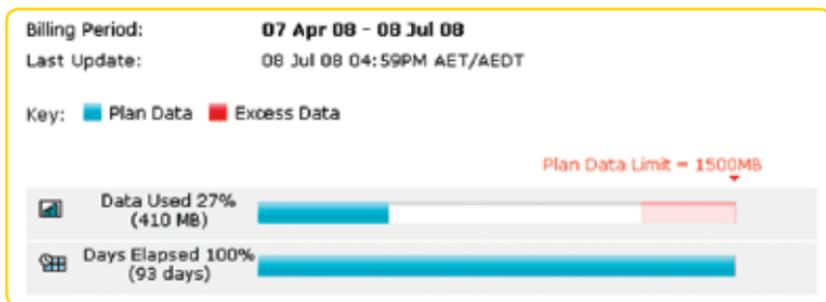


My Usage

The “**My Usage**” page allows you to manage your usage during your billing month.

To access the “**My Usage**” page, go to the Member Services section of the myZOO portal, using your Username and Password, sign into Member Services. Then click on **My Usage**.

<http://memberservices.optuszoo.com.au>



My Usage will display usage in megabytes (MB), however your usage will be counted in kilobytes (KB) i.e. 1MB = 1024KB and includes both uploads and downloads.

Excess usage fees may apply if you exceed your plan's included data allowance.

As mentioned in the 6 Step set-up guide, you can also check your usage at www.optuszoo.com.au/wirelessusage when using your device.

Your Optus bill will show your actual usage during the billing period.

Optus Email - Webmail

You can check your email online by simply accessing Optus Webmail via the myZOO Homepage. You can also access Optus Webmail by typing the below web address into the address field of your web browser:

<https://webmail.optuszoo.com.au/>

Simply enter your **Username** and your **Email Password** to send and receive email. You can access this from any Internet connection.

Configuring your email

If you would like to set-up your email program, here are the steps and settings you'll need:

OUTLOOK EXPRESS

To setup Outlook Express follow these steps:

- 1** In Outlook Express, click on the **Tools** menu and select **Accounts**.
- 2** Click the **Add button** and select **Mail**.
- 3** Enter the Display Name you would like to be displayed to others when you send them an email, then click **Next**.
- 4** Enter the email address you created when you activated your broadband service, then click **Next**.

On the E-Mail Server Names screen, enter the following settings and click **Next**:

- My incoming mail server is a: **POP3**.
 - Incoming Mail Server: **mail.optusnet.com.au**
 - Outgoing Mail Server: **mail.optusnet.com.au**
- 5** In the Internet Mail Logon screen section, enter the following settings and click **Next**.
 - Enter your Account Name (your Member Services Username).
 - Enter the Password (your Member Services Password) you specified when you created the email address.
 - Leave **Remember Password** ticked, **Log on using Secure Password Authentication** un-ticked and click **Next**.
 - 6** Click **Finish** to complete your mailbox setup.

You are ready to start sending and receiving email!

OUTLOOK 2003

To setup Outlook 2003 follow these steps:

- 1 In Outlook 2003, click on the **Tools** menu and select **Email Accounts**.
- 2 Select the **Add a new email account** option and click **Next**.
- 3 Select **POP3** and click **Next**.
- 4 Enter your User Information and the following Server Information:
 - a. Your Name: Enter the Display Name you would like to be displayed to others
 - b. Email Address: Your full email address you created during signup
 - c. Incoming mail server (POP3): **mail.optusnet.com.au**
 - d. Outgoing mail server (SMTP): **mail.optusnet.com.au**
 - e. Username (your Member Services Username)
 - f. Password: The Password (your Member Services Password) you created with your first email address.
- 5 Click next to **Continue**.
- 6 Click **Finish** to save the settings and then **Close** to exit the Internet Accounts Screen.

You are ready to start sending and receiving email!

OUTLOOK 2007

To setup Outlook 2007 follow these steps:

- 1 In Outlook 2007, click on the **Tools** menu and select **Accounts Settings**.
- 2 Select the **Email** tab option and click **New**.
- 3 In the Add New Email Account window, tick Manually configure server settings then click **Next**
- 4 Enter your User Information and the following Server Information:
- 5 Your Name: Enter the Display Name you would like to be displayed to others when you send them an email
 - a. Email Address: Your full email address you created during signup
 - b. Incoming mail server (POP3): **mail.optusnet.com.au**
 - c. Outgoing mail server (SMTP): **mail.optusnet.com.au**
 - d. Username (your Member Services Username)
 - e. Password (your Member Services Password)
- 6 Click **Next** to continue.
- 7 Click **Finish** to save the settings.

You are ready to start sending and receiving email!

WINDOWS VISTA

To setup Windows Mail follow these steps:

- 1** In Windows Mail, click on the **Tools** menu and select **Accounts**.
- 2** Click the **Add** button.
- 3** Select Email Account and click **Next**.
- 4** Enter a Display Name and click **Next**.
- 5** Enter your Optusnet email address and click **Next**.
- 6** Ensure that POP3 is selected in the Incoming email server type field and enter the following server details:
 - Incoming mail: (POP3 or IMAP) server: **mail.optusnet.com.au**
 - Outgoing email server: (SMTP) name: **mail.optusnet.com.au** and then click **Next**.
- 7** Enter your Username (your Member Services Username). Enter your Password (your Member Services Password) and click **Next**.
- 8** Click **Finish**.
- 9** Click **Close** to save the settings and access your email

You are ready to start sending and receiving email!

APPLE MAC OSX

To setup Apple Mail follow these steps:

- 1** Apple Mail client, click **File** menu and select **Add Account** and then **Continue** on the next screen.
- 2** On the New Account page, enter the following information:
 - POP, Optusnet, Full Name and Optusnet email address, then click **Continue**.
- 3** Enter the following in the Incoming Mail Server screen:
 - Incoming Mail Server: **mail.optusnet.com.au**
 - Username (your Member Services Username)
 - Password (your Member Services Password), then click **Continue**.
- 4** Leave the default settings and click **Continue**.
- 5** Enter the following Outgoing Mail Server: **mail.optusnet.com.au** and click **Continue**.
- 6** Leave the default settings and click **Continue**.
- 7** Confirm that the settings are correct and click **Continue**.
- 8** Click **Done**.

You are ready to start sending and receiving email!

Setting up a WiFi Network (WLAN)

How to set up WiFi on your Huawei E960 InZone

Step 1: In the address field on your internet browser, type **http://192.168.1.1/**

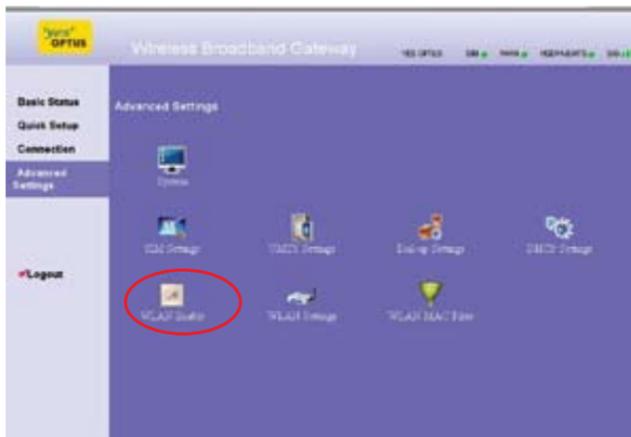
Step 2: Type “admin” into the Password box and click on the “Login” button.



Step 3: Select “Advanced Settings” on left side of the menu.



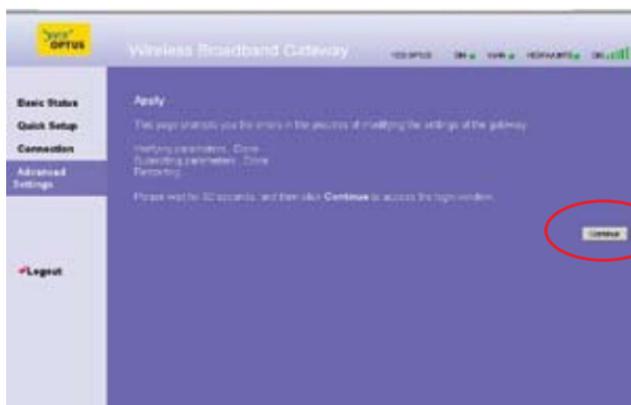
Step 4: Select the “WLAN Enable” icon from Screen.



Step 5: Select “Enabled” and Press “Apply” Button.



Step 6: Wait until the Device has saved the changed value and press **“Continue”** Button.

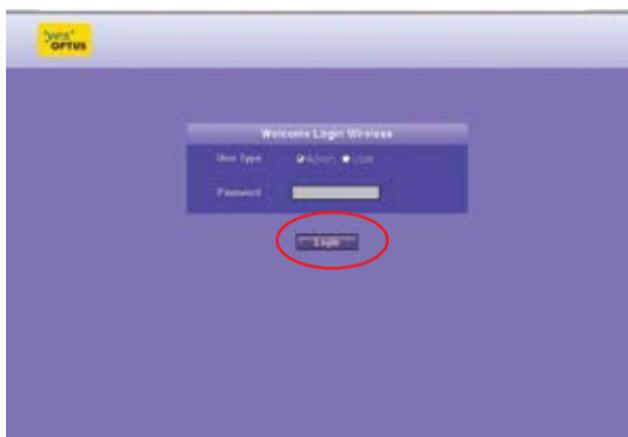


How to set up WiFi Security on your Huawei E960 InZone

You need to set up security and a password to prevent other users using your broadband when you have your wireless network on.

Step 1: In the address field on your internet browser, type **http://192.168.1.1/**

Step 2: Type **“admin”** into the password box and click on the **“Login”** button.



Step 3: Select the “Quick Setup” on left side menu.

The screenshot shows the 'Quick Setup' page of a Wireless Broadband Gateway. The left sidebar menu has 'Quick Setup' selected and circled in red. The main content area displays system status information:

WAN Status	
Connect Status	Connected
IP Address	58.111.3.109
DNS Server	61.88.88.88
Receive	1.26 K/s
Send	1.11 K/s
Duration	00:01:15
	Advanced...

LAN Status	
MAC Address	92:18:82:12:17:99
IP Address	192.168.1.1
SubnetMask	255.255.255.0
	Advanced...

WLAN Status	
HomeSSID	Open Wireless Broadband
SSID Broadcast	Enabled
Encryption	Disabled
	Advanced...

Step 4: Click on the “Next” Button.

The screenshot shows the 'Quick Setup Wizard' page. The left sidebar menu has 'Quick Setup' selected. The main content area displays a welcome message and instructions:

Welcome to the Quick Setup Wizard

The wizard will show you how to set up your gateway in five steps: Step 1: Find the router, Step 2: Find the WAN connection, Step 3: Setup the WAN connection, Step 4: Setup the LAN connection, Step 5: Setup the WLAN connection.

Tip:
- Your gateway will be automatically updated to the latest software if allowed to do so.

[Next](#)

Step 5: Click on the “Next” Button (Do not change the “Configure PPP Profile Settings”).

Optus
GPTUS

Wireless Broadband Gateway

Basic Status

Configure PPP Profile Settings

Quick Setup

Connection

Advanced Settings

Logout

- Profile Name: This sets a profile name when for which profile settings are used.
- Called Number (PPP Called Number): This parameter is provided by your ISP. Called Number is used by the server to identify the user. The user will not be allowed access from the ISP when the number is not used.
- APN (IP Address): The IP Address is used to identify the user to the ISP. When the user is not logged in, the user will not be allowed access from the ISP when the number is not used.

Profile Name:

Called Number:

PPP User Name:

PPP Password:

APN:

IP Address:

Dynamic Static

Step 6: In the SSID field enter the name for your wireless network, if you want to change it from Optus Wireless Broadband. The name you enter will be visible to others.

Step 7: Select “Enabled” from the drop down list in the SSID Broadcast field, then click on the “Next” Button.

Optus
GPTUS

Wireless Broadband Gateway

Basic Status

Configure When Setting

Quick Setup

Connection

Advanced Settings

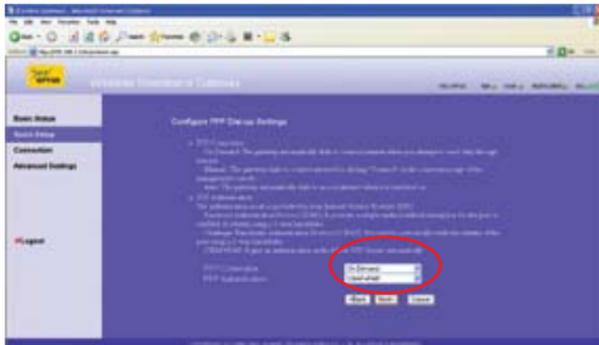
Logout

- SSID (Service Set Identifier): This is a name used to identify the wireless network. (WLAN).
- SSID Broadcast: If you set the "Enabled" checkbox to broadcast the SSID, other users can detect and connect to your network. Check the checkbox for "Enabled" broadcasting will turn on the SSID of your network. This prevents wireless network as other devices have to search for the SSID.

SSID:

SSID Broadcast:

Step 8: Press “Next”.

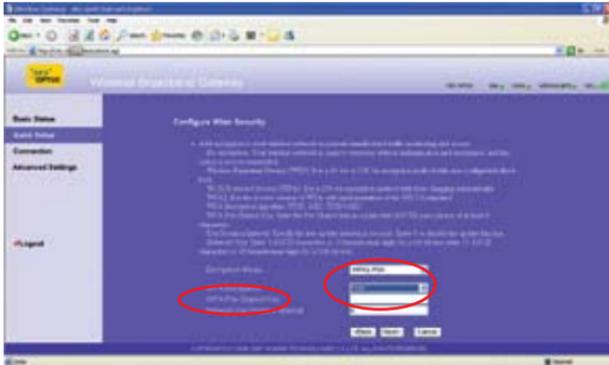


Step 9: To set up your security password change the encryption mode from “No Encryption” to “WPA-PSK” from the drop down menu.



Step 10: Enter your chosen password in the box marked **“WPA Pre-Shared Key”** (must be 8-63 characters or 64 digits) then Press **“Next”**.

- No security means anyone can access your network.
- Please write down your chosen password and keep in a safe place.



WPA

WiFi Protected Access (WPA) uses a Pre-Shared Key (PSK) to establish the security using an 8 to 63 character password. The PSK may also be entered as a 64 character hexadecimal string.

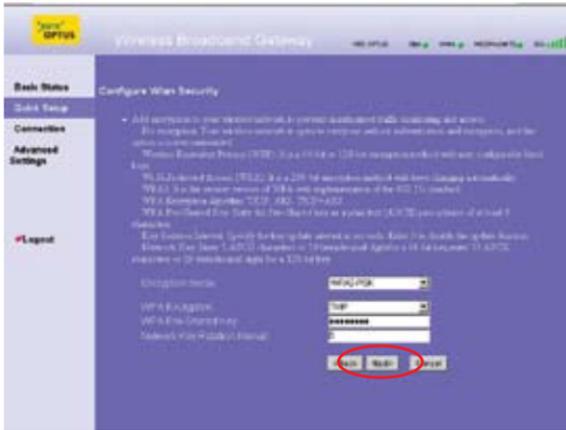
WPA2

WPA2 is a primary enhancement over WPA with an inclusion of the AES-CCMP algorithm as a mandatory feature it has a 8 to 63 character password. Both WPA and WPA2 support EAP authentication methods using RADIUS servers and preshared key (PSK) based security.

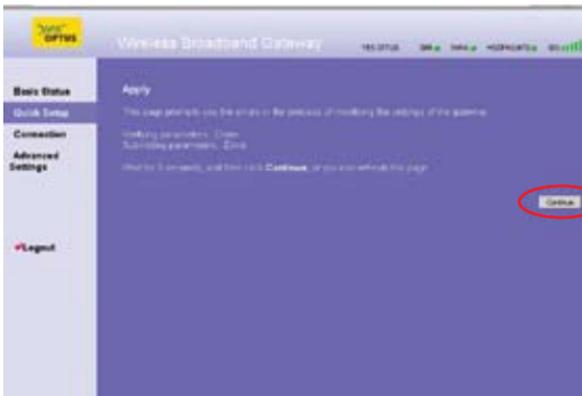
WEP

WEP stands for Wired Equivalency Privacy. WEP protection is better than nothing, though generally not as secure as the more sophisticated WPA-PSK encryption.

Step 11: Press **“Finish”**.



Step 12: Wait until the Device has saved the changes and press **“Continue”** Button.



Additional Security Enhancements/Suggestions.

- Disable your WiFi unless using the WiFi network.
- For advanced Users:

Disable the "SSID Broadcast" after you have connected all your PCs to your Wi-Fi, so that other people nearby cannot see your WiFi connection

Note: Due to the complexity of numerous computer manufacturers and operating systems, Optus Customer Service only supports connection via an Ethernet cable to one computer.

How to access WiFi

WINDOWS XP

Click **Start**; choose **Control Panel** then **Network and Internet Connections** then **Network Connections**.

Look for your **Wireless Network Connection: eg. your SSID**.

- 1 Right click over this and select **View Available Wireless Networks**
- 2 Select the network **SSID/Name** and click **Connect**. You will be prompted to enter your Password/WiFi Security Key.
- 3 Close any open windows, and open your Internet web browser (e.g. Internet Explorer).
- 4 Remove grey Ethernet cable.

You are now online and ready to surf the web!

WINDOWS VISTA

Click **Start**; choose **Control Panel** then Click on the line that says **View Network Status and Tasks**, under Network and Internet.

- 1 On the left of the window, click on the line that says **Connect** to a network.
- 2 Select the network **SSID/Name** and click **Connect**. You will be prompted to enter your Password/WiFi Security Key then **Connect**.
- 3 You computer will then ask you what type of network this new connection will be. Choose **Public** and then **Close**.
- 4 Close any open windows, and open your Internet web browser (e.g. Internet Explorer).
- 5 Remove grey Ethernet Cable.

You are now online and ready to surf the web!

APPLE MAC OSX

- 1 Click **Apple** menu (blue icon top left).
- 2 Go to **Location** and select **Network Preferences**.
- 3 Click on **Air Port**. If **Status** is **Off** click on **Turn Air Port On**.
- 4 Click on **Network Name** drop down menu and scroll to your network **SSID/name**.
- 5 Click on your network **SSID/name**, then enter your Password/WiFi Security Key.
- 6 Click **OK**.
- 7 Remove grey Ethernet Cable.

You are now online and ready to surf the web!

Accessing the InZone E960 Online User Guide or Online Help

For more information on Security Encryption and other settings, refer to the Huawei User Guide. A copy of the User Guide is located in the Wireless Help section of Member Services.

- 1 To access the User Guide, type **<http://www.optuszoo.com.au/help/wireless>** into the address field of your web browser.
- 2 Go to **Wireless 'yes' Fusion** and click **Get Connected**.
- 3 Then click **InZone Modem Set-up**.
- 4 A copy of the InZone E960 User Guide can be viewed or downloaded from this page.

Using the Optus Wireless Telephone service

How to obtain your telephone number

For Wireless Telephone customers, call **1800 652 456** from your Wireless Telephone service to confirm your service number 24 hours after the activation of your service.

Making calls with your Optus InZone E960 Wireless Telephone service is simple.

General Tips when using the Wireless Telephone service

- 1 When dialling a number, you will experience a slight delay before you hear the ringing tone; this is normal for this type of service. To reduce this delay, press **#** after you have dialled the number;
- 2 The call disconnects as soon as you put the receiver down.

Using Optus Voicemail

For your convenience, Optus Voicemail is automatically set-up on the activation of your Wireless Telephone service.

Personalising your Optus Voicemail

- 1 To personalise your Optus Voicemail service, dial ***96#**.
- 2 Follow the voice prompts to personalise your Voicemail message and settings. This will include the setting of a Voicemail PIN. Make a note of this at the back of this booklet.

Retrieving Voicemail

- 1 You will hear a stutter dial tone when a new Voicemail has been received.
- 2 To listen to your new messages, dial ***96#** and follow the voice prompts.
- 3 If you have an Optus handset, you can simply press the **Voicemail** button on your phone followed by the **#** key.

Retrieving your Voicemail from an alternate location

With Optus Voicemail, you can access your Voicemail messages when you're away from home or the office. To do this:

- 1 Dial **133 321** from any phone.
- 2 Enter your full telephone number (which is your phone number, including area code) and press **#**.
- 3 Enter your Voicemail PIN and press **#**.

Note: The Voicemail PIN is the number you set when you personalised your Voicemail service.

Deleting, replaying and saving Voicemail messages

Once you have heard each message, you will be given the below options:

- **To delete, press 3.**
- **To replay, press 7.**
- **To save, press 5.**

Deactivating and Reactivating your Voicemail Service

You can deactivate and reactivate your Optus Voicemail service at any time.

- To deactivate Optus Voicemail, lift handset and dial **#22#**. You will hear a confirmation tone.
- To reactivate Optus Voicemail lift the handset and dial ***77*321#**. You will hear a confirmation tone.

For other Voicemail options please refer to the instructions in the Quick Reference table.

Call Waiting

Call Waiting lets you know if someone is calling you while you're on the phone. You can put your first call on hold, and take the second call, and switch back again.

- If you are on a call and another person tries to call you, you will hear a call waiting tone (two beeps) in the background of your call;
- To pick up the second call press the Recall button.

Note: The RECALL button may be labelled with R, F, FLASH or Call Waiting depending on your handset.

Call Forwarding

To activate Call Forwarding:

- Lift the handset and dial ***78*** followed by the destination phone number including the area code. **e.g. *78*0292XXXXXX**
- You will hear a confirmation tone if successful.
- When this feature is active you will hear a different dial tone.

To deactivate Call Forwarding:

- Lift the handset and dial **#22#** and then hang up.

Note: This will also cancel No Answer call forwarding to Voicemail

- To turn on No Answer call forwarding to Voicemail, dial ***77*321#**
- Call charges apply when using this feature.

Transferring Your Existing Number to Optus

If you want to port your existing Home or Business number to Optus:

- 1** The existing number must still be active – do not cancel your service until the port has been completed.
- 2** Ensure you are satisfied with the Wireless Telephone Service before commencing your port.
- 3** Please ensure the customer name on your current provider account and new Optus account are the same, otherwise the port will not go through.
- 4** Then call **133 697** to request to port over your current number.

Telephone Quick Reference Guide

Call feature codes for the Optus InZone E960 device

Call Features		Operation using handset
1	Call Hold (single party)^	Press R key to hold or re-active call
2	Call Waiting activate	Dial *43# to activate.
3	Call Waiting de-activate	Dial #43# to de-activate.
4	Accept a Call Waiting^	Press R key when call waiting beeps are heard.
5	Alternate between held & active call^	Press R .
6	Call Forwarding Unconditional†	Dial *78* followed by a destination phone number including the area code, then # . You will hear a confirmation tone. A special dial tone will be heard when this feature is active.
7	Call Forwarding on Busy†	Dial *76* followed by a destination phone number including the area code, then # . You will hear a confirmation tone.
8	Call Forwarding on No Reply†	Dial *77* followed by a destination phone number including the area code, then # . You will hear a confirmation tone.
9	Call Forwarding Unconditional to Voice Mail†	Dial *78* followed by 321 # . You will hear a confirmation tone. A special dial tone will be heard when this feature is active.
10	Call Forwarding on Busy to Voice Mail†	Dial *76* followed by 321 # . You will hear a confirmation tone.
11	Call Forwarding on No Reply to Voice Mail†	Dial *77* followed by 321 # . You will hear a confirmation tone.
12	De-Activate all Call Forward†	Dial #22# . You will hear a confirmation tone.
13	Voice Mail access	Dial *96# .
14	Calling Number Display block per call	Dial 1831 followed by destination phone number including the area code, then # .
15	Calling Number Display send per call	Dial 1832 followed by destination phone number including the area code, then # .

Note: ^You cannot use the Call Waiting feature if your handset does not have a **RECALL** button. The **RECALL** button may be labelled with R, F, FLASH or Call Waiting depending on your handset. †To change call forward settings, you will need to remove all Call Forwarding options by dialling **#22#** and hearing a confirmation tone.

Troubleshooting

Problem	How to solve it
The device won't turn on	Hold the Power Button (No.7) for 10 seconds and then release.
Cannot make a call	<p>InZone E960 may not be set-up correctly. Check the InZone E960 is plugged into the power cable connection on the wall and that your phone is plugged into the InZone E960. It will not work when plugged into the Telephone wall socket.</p> <p>Check the Signal Strength Indicator, on the front of the InZone E960 modem to see if it is red or yellow. If so, move the InZone E960 to a new position until the indicator turns green or blue. The closer to the window the better.</p> <p>In the event of a power failure you will not be able to use the service.</p>
Cannot receive a call	<p>Check the InZone E960 modem is plugged into the power socket on the wall and that your phone is plugged into the InZone E960 modem.</p> <p>Call forward unconditional is active if you hear a different dial tone when you lift up the receiver; all calls have been forwarded to Voice Mail.</p> <ul style="list-style-type: none"> • To listen to messages: Dial *96# if you have any unread messages. • To reset call forwarding to the default option: Dial #22# and hang up. Lift the handset and dial *77*321# and wait for a confirmation tone. <p>In the event of a power failure you will not be able to receive a call.</p>
Cannot call an international number	International calls will be activated 72 hours after the service has been activated.
Fax won't work with the InZone	Fax is not available with this service.
I don't know how to connect multiple handsets to the device	In order to connect up to 3 handsets to the one service number, you will need to purchase an "RJ11 triple adaptor". These are available from most electronic supplier retailers.
Cannot call Premium Service numbers e.g. 1900	Premium Service is not available.
I have multiple handsets at my house, but when I receive a call and hang up to pick it up on another receiver the call disconnects	The call disconnects as soon as you put the receiver down. If you receive a call and want to use another phone at your premises, leave the first phone off the hook until you have picked up the second phone.
There is a delay once I have dialled a number before the call connects	When dialling a number, you will experience a slight delay before you hear the ringing tone; this is normal for this type of service. To reduce this delay, press # after you have dialled the number.
I cannot access the internet?	<p>Turn off the InZone E960 by pressing the power button on the front of the device for 10 seconds. Check that the Optus Supplied SIM card has been correctly positioned with the gold plate facing upwards and that the Ethernet cable is connected correctly to your computer and the InZone E960, refer to the Getting Started section of this guide for more information.</p> <p>Turn on the InZone E960 by pressing and holding the power button for 10 seconds. Check the network indicator is; green, blue or cyan, refer to indicator table on page 28. Open a web browser. If you are still not able to connect to the internet, please contact Optus Technical Support on 133 697.</p>
Can I share my internet connection with the InZone E960?	Yes, you can connect up to 4 computers via Ethernet or via the Wireless Network (WLAN). Note: Optus only supports connection via Ethernet.

What do the indicator lights on the InZone E960 mean?

The modem uses different coloured lights to represent the different status, setting and connections. The below table will assist you in determining what each light colour means.

Power	Steady yellow - your InZone modem is switched on successfully.	
WLAN	If it is steady yellow , the WLAN is enabled. If it is blinking , data is transmitting.	
Signal Strength	● Fast blinking red	No SIM card or unverified PIN.
	● Steady red	Signal strength is weak.
	● Steady yellow	Signal strength is normal.
	● Steady green	Signal strength is strong.
Network Mode	● Double blinking green	Searching the network.
	● Blinking green	Normal GSM network.
	● Steady green	GPRS data service connected.
	● Fast blinking green	Downloading the upgrade mode.
	● Blinking blue	Normal WCDMA network.
	● Steady blue	WCDMA data service is connected.
	● Light blue	3G/HSPA data service is connected.
	Button	ON/ OFF - Press and hold the on/off button for 10 seconds to power on or off your InZone modem.

Compatible Networks

The InZone E960 is compatible with the following networks:

- 2G – GSM
- 2.5G – GPRS
- 3G – WCDMA/ UMTS
- 3.5G – HSPA

The Optus mobile network is a combination of GSM (2G) and HSPA (3.5G) network. When connected to the Optus GSM network, you will not receive Broadband speeds.

Using the Reset Button

The InZone E960 comes with a Reset Button, refer diagram 1 of this guide for location, which can be used to reset the device back to the default Optus settings.

Things you must know about this service

The Optus InZone E960 **DOES NOT** have a battery backup and **WILL NOT OPERATE IN THE EVENT OF MAINS POWER FAILURE**. In such an event you will not be able to use the service to make or receive calls, including for example, to emergency services.

The Optus Wireless Telephone service does not allow you to preselect another long distance service provider (for national, international and calls to mobiles).

Customer Service Guarantee does not apply to the Optus Wireless Telephone service, as it does not apply to services using a mobile network.

This service may not be suitable for you if:

- You require disability services
- You have a back to base alarm system
- You require an uninterrupted phone line
- You use a fax machine/EFTPOS terminal

Safety Precautions

Read this manual and the safety precautions carefully before use. Explain their contents to your children and/or employees, and potential hazards associated with using the telephone.

- Only use the main units supplied.
- Do not use this device in environments subject to explosion hazards (e.g. auto paint shops).
- The operation of medical appliances may be affected. Be aware of the technical conditions within the particular environment (e.g. doctor's practices).
- All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or local authorities. The correct disposal and separation collection of your old appliance will help prevent negative consequences for the environment and human health. It is a precondition for re-use and recycling of the used electrical and electronic equipment. For more detailed information about this disposal of your old appliance, please contact your local council, waste disposal service or the shop where you purchased the product.
- The handset connecting to this device may cause an intrusive "hum" in some hearing aids.
- The InZone E960 modem should not be placed near other electronic appliances as it may cause interference.
- Do not install this device in a bathroom or shower room as it is not splash-proof.

OPTUS STATEMENT ON CUSTOMER SERVICE STANDARDS

Introduction

Optus aims to provide the highest level of customer service, which includes the handling of complaints. This statement outlines Optus' procedures for the handling of customer complaints in relation to our products and services. It sets out our current complaint handling policy, which is compliant with the ACIF Industry Code on Complaint Handling.

Your legal rights

Nothing in this Statement of Customer Service Standards limits or detracts from your rights under the Standard Terms and Conditions for your service, the Telecommunications Act, the Trade Practices Act or any other laws. You do not have to follow the complaint handling procedures in this Statement. You are always free to take independent action to enforce your rights. However, we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

Complaint handling procedures – How Optus handle complaints

Optus aims to provide an efficient, fair and accessible mechanism for handling customer complaints. Optus Customer Service will be your main point of contact within Optus whether you wish to register a complaint about technical difficulties, billing problems, Optus dealers and staff, or you merely want information about Optus services. Our aim is to ensure that our complaint handling process is accessible to all customers.

Please call us on:

Residential Customer Care on: **133 697**

Small Business Customer Care on: **133 343**

Providing customers with easy access and a point of contact to lodge a complaint is a fundamental element of our overall complaint policy. Each person you deal with at Optus Customer Service will identify himself or herself by their first name so you know with whom you are speaking. Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries, which customers may have "on the spot". Senior management will stand behind agreements reached with customers by our Customer Service Representatives.

Technical Help

For general billing, faults or technical assistance, please call one of our helpful Optus Customer Care Specialists:

Residential Enquiries and Technical Support

133 697

Small Business Enquiries and Technical Support

133 343

<http://www.optus.com.au>

Make a note of your Optus details here:

Username

Primary email address

(Important: Your email address is your username@optusnet.com.au)

Password

Service Number

Voicemail PIN

For Wireless Telephone customers, call **1800 652 456** from your Wireless Telephone service to confirm your service number 24 hours after the activation of your service.

Please keep this document in a handy place for future reference.

Warning: This equipment will not operate without power.

137 1154 12/08

'yes'
OPTUS