

People Mobile - Getting Started



IMPORTANT!
Read this guide
before proceeding further



Index

Page 4:	Welcome to People Telecom
Page 5:	People on the Move
Page 6:	Caller ID
Page 7:	Voicemail
Page 9:	Checking Messages
Page 11:	SMS
Page 12:	WAP (GPRS)
Page 13:	3G
Page 16:	Sure Page
Page 18:	Sure Fax
Page 20:	Fax & Data
Page 22:	Wireless2go
Page 23:	Frequently Asked Questions

Welcome to **People** Telecom!

Thank you for selecting People Telecom as your mobile phone partner.

As one of our valued customers, you will have access to a range of the most comprehensive and sophisticated services available including Voicemail, SMS and Caller ID.

Whether you are connecting mobiles, fixed wire, broadband or broadcasting, People Telecom has the right service package to meet your needs.

To help you get the most out of your new mobile please take a few minutes to read this booklet.

At People Telecom, we have the answers to your questions. For further information go to www.peopletelecom.com.au and follow the link to our self-help website to find out more.

Again, I welcome you to People Telecom.



John Stanton
Chief Executive Officer

People on the Move

GSM Coverage Area

You will be able to make calls when you are in an area with Optus coverage. Optus GSM coverage currently covers 96% of the Australian population and is constantly improving. Optus GSM is also available via 147 roaming partners in over 80 countries worldwide.

Changing your SIM card PIN

To prevent unauthorised use of your mobile phone we recommend that you change your PIN from 0000 to a pin of your choice. Refer to your mobile phone manual for the correct procedure to change your pin.

Call Hold/Call Wait

Call hold/call wait allows you to switch between two phone calls. You can place one caller on hold and answer the second call and vice versa. Call hold/call wait also enables you to place your current call on hold while you make a new outbound call. Call hold/call wait is a free service. You will be charged for the cost of any calls that you make.

Caller ID

How do you use call hold/wait feature?

You must have call hold/call wait activated on your mobile service. When you are on a call, a beep tone will alert you to a second caller:

- To put your current call on hold and answer the second call press **2** send
- To switch between two calls press send
- To end the current call and connect with the waiting call press **1** send
- To reject a waiting call press **0** send.

Consult your mobile phone manual for the correct procedure as these steps may vary depending on the brand and model of your mobile phone.

Caller ID

Caller ID lets you know who is calling you before you answer the call – providing the caller has caller ID switched on.

Caller ID is a free service that lets you know who is calling you before you answer the call – Caller ID is automatically added to your service. If you have any issues with the service or would like it switched off then please call us on 1300 55 88 88.

Vicemail

Vicemail

Vicemail is activated automatically on your mobile at the time of purchase. Vicemail acts just like an answering machine on your mobile – allowing people to leave messages for you. With voicemail there are no monthly access fees, unless you choose the unlimited voicemail option, diversion and retrieval charges apply. If you do not have voicemail please call People Telecom customer care on 1300 55 88 88.

To set up voicemail from your mobile

- Dial **3 2 1**

- Simply follow the prompts to set up your PIN (initially the last four digits of your mobile number) personalised greeting and record your name

- You have two options to choose when setting up your call diversions, either use the call divert option in your mobile phone menu, or enter 321 (your voicemail access code) when prompted.

Call Divert Code

6 7 Busy **6 1** No Answer **6 2** Unreachable **2 1** Unconditional Divert

To activate diverts 67, 61 and 62 press *** * 0 0 4 * 3 2 1 #**

To activate diversion to voicemail press *** * call divert code * 3 2 1**

To cancel your diversion to voicemail press **# # call divert code # send.**

To deactivate all diversations to voicemail press **# # 0 0 2 #**

Vicemail (cont...)

Extending the ring time before a call is diverted

When activated, your mobile phone is set to ring for 15 seconds before being diverted to your Voicemail or SurePage service. If this is too short or too long, you can change the time in intervals of 5 seconds, any where from 5 - 30 seconds.

- Dial * * 6 1 * 3 2 1 * * X X # SEND.

Simply replace the XX with a multiple of 5. For example:

* * 6 1 * 3 2 1 * * 3 0 # SEND

will make the mobile phone ring for 30 seconds before it diverts the call to Voicemail.

Checking Messages

To check messages on your mobile

A text message or an envelope will appear on the screen of your mobile phone to let you know that a new message has arrived.

- Dial your voicemail using your access code 3 2 1
- Simply follow the prompts to retrieve your messages.

Remember to delete the text message via your mobile phone menu function to allow room for new text messages.

To activate Voicemail from your touch tone phone

- Within Australia dial 133 321. Outside Australia dial +61 411 000 321
- At the prompt enter your mobile number followed by #
- Enter your PIN followed by #

Initially this will be the last 4 digits of your mobile number until you change it to a 4-9 digit number of your choice

You will be guided through a recorded tutorial, simply follow the prompts to set your PIN, personalised greeting and record your name.

You will then need to set your call diversion to voicemail from your mobile phone.

Checking Messages (cont...)

To check Voicemail messages from a touch tone phone

A text message or an envelope will appear on the screen of your mobile to let you know that a new message has arrived

- Dial 0411 000 321
- At the prompt, enter your mobile number followed immediately by #
- Enter your PIN (as selected when setting up your voice mailbox) followed by #
- Simply follow the prompts to retrieve your messages

Remember to delete the text message via your mobile phone menu to allow room for new text messages.

At the end of each new voicemail message you will hear the following options:

- Press 6 to return the call
- Press 3 to delete
- Press 7 to replay the message
- Press 5 to save
- Press 9 to exit the system or to return to main menu.

SMS

SMS

SMS text messaging is the quick, fun and easy way to send and receive text messages. You simply type a text message into your mobile phone and press send when you have finished.

The steps to send text messages may vary depending on the brand and model of your mobile phone.

Consult your mobile phone manual for the correct procedure.

MMS

MMS text messaging allows you to send messages that include multimedia objects such as images, audio and video. With MMS you can send multimedia objects to your friends, family or colleagues anytime, anywhere.

WAP (GPRS)

WAP (GPRS)

WAP (GPRS) enables you to connect to WAP based Internet sites directly from your mobile phone. These WAP sites have been developed using technology to suit the display limitations of mobile phones. The information is right there for you in text form only; pictures, photos and complex graphics cannot be viewed.

Wireless Internet

Wireless Internet enables you to connect your laptop computer or PDA to the Internet by using your mobile phone as a modem.

Activating this Service

In order to activate this service, call customer care on 1300 55 88 88. Please ensure you know the make and model of your mobile phone and that your mobile phone is capable of GPRS. More information can be found in your phones user manual.

We will then activate GPRS on your service and send the settings out to your phone.

Your mobile phone will prompt you to 'Save' or 'Read' the message. Select 'Save' and turn your mobile phone off and then on again.

3G

What is 3G?

3G is short for “Third Generation” mobile services. 3G offers exciting new capabilities such as higher data speeds for downloads and enhanced multimedia features such as internet browsing, instant messaging, maps & directions and much more.

To access specific features of 3G, you will require a compatible handset, 3G SIM and have 3G services activated on your account. Please check with sales staff to ensure your handset is 3G enabled.

3G Features

Video Calling: Video Calling is available to all People Telecom 3G customers. Video Calling allows you to see video footage of the person you’re speaking too. Video calls can be made to any 3G customer on any network. To activate Video Calling please call customer care on 1300 55 88 88. Charges apply.

MyZooNow: MyZooNow is a smart browser for your phone, finding things that you are interested in and bringing them straight to you.

MyZooNow will automatically be provisioned on your 3G service. If you don't have the MyZooNow software on your phone please call customer service on 1300 55 88 88 to have the software sent out to you. Alternatively the software can be downloaded from the OptusZoo website.

3G (cont...)

FindA Services: FindA services are available to People Telecom 3G customers. FindA allows you to get maps and directions on your phone. You need to be registered with OptusZoo and have a 3G compatible handset in order to use FindA. Charges apply.

To access FindA go to 'OptusZoo' then select 'FindA' from your mobile handset. FindA is broken up in to 5 categories:

1. FindMe - locates your approximate position on a map
2. FindPlace - gives you a map based on address, suburb or postcode
3. FindNearby - finds the locations of the 5 nearest retail services that you require
4. Directions - gives you steps to get from point A to point B
5. Friend FindA - allows you to easily locate friends, family and colleagues from your mobile phone

3G (cont...)

MyStatus: MyStatus allows you and your friends to publish your availability, how you want to be contacted and your current mood. It also has a text field where you can type in updates for your friends see.

You can access MyStatus from your 3G enabled handset. Go to OptusZoo, choose MyMobile and select MyStatus. Select MyStatus Settings from the MyStatus homepage.

With MyStatus you can choose to:

1. Set whether you are 'Available' or 'Unavailable'
2. Leave a message for your contacts
3. Select your mood
4. Show your friends how you would like to be contacted

To activate your 3G services please call our customer care team on 1300 55 88 88.

More information on 3G - including FAQ's and charges - can be found on the People Telecom self-help website. Go to www.peopletelecom.com.au and follow the link to our self-help website to find out more.

Sure Page

What is Sure Page?

With Sure Page, you can have messages sent to your phone as SMS text messages when you are unable to answer your calls. An operator will answer your mobile phone calls while you can't with a greeting of your choice and then send the caller's message to the screen of your mobile phone as an SMS. If the message contains the caller's phone number you can quickly reply to the message by using this number.

Why would I want Sure Page?

So you can ensure a live operator is answering your phone professionally. It means you can discreetly check messages on screen, even while in a meeting or in an area too noisy to hear a call. You can then save messages on your phone for future reference. Additionally, you can return calls by dialling direct from the Sure Page message without having to write the phone number down.

Sure Page (cont...)

How do I use Sure Page?

If you didn't request Sure Page when you connected your mobile, call the People Telecom customer service 1300 55 88 88 to have the service activated.

To choose under what conditions your calls are forwarded to Sure Page, simply request the diversions when connecting to Sure Page.

You can also set up your diversions from your mobile handset in one of two ways.

Option 1

Use the 'Call Divert' function on your mobile phone menu to divert your calls to Sure Page by entering **4 5 6** for the following options:

1. When Busy
2. Unreachable
3. No Answer
4. Unconditional Divert

Option 2

Alternatively you can set up your call forwarding options by pressing *** * call divert * 4 5 6 #**

Four call divert codes:

6 7 Busy **6 1** No Answer **6 2** Unreachable **2 1** Unconditional Divert

To cancel your diversion to voicemail press **# # call divert code #** send.

Sure Fax

What is Sure Fax?

With Sure Fax you can receive faxes into your voicemail box on your mobile phone and have them printed to a fax machine of your choice. You can conveniently and confidentially receive faxes when you're in or out of the office, or even overseas.

Why would I want Sure Fax?

SureFax gives you control of receiving and managing your faxes so it is seamless to your clients.

It allows you to be in control of receiving faxes. With Surefax you will be notified on your mobile phone via an SMS when new faxes are received. And you can print them at a time and place that's convenient for you.

It protects information in large offices where common fax machines are used.

You are able to keep receiving faxes from clients easily even when you are travelling overseas.

You can store up to 10 new faxes for 14 days, and even save them for 7 days if you can't print them immediately.

Sure Fax (cont...)

How do you use Sure Fax?

First of all you need to get connected to SureFax via our calling our customer service on 1300 55 88 88. Once connected you will be given your own SureFax number that you can use to forward to your customers and clients as the number for them to fax you on.

Receiving & Printing Faxes

A text message will appear on the screen of your mobile phone to advise you that a new SureFax message has arrived.

- Dial **3 2 1** to access your voicemail box
- A recorded message will guide you through to the SureFax options for printing
- To print press **6 6**
- To print all fax messages press **8 8**

Press **3** to enter the destination number for faxes to print to. Ensure you enter the full phone number including area code followed by **#**

To send press **6** or to schedule a time for delivery press **3**

When scheduling a future time you must enter both the time of day and date for printing.

Fax & Data

What is mobile fax & data?

With mobile fax & data, you can connect to the Internet using your mobile phone as a modem.

Why would I use mobile fax & data?

With mobile fax & data you can work effectively from any location of your choice. You can use your mobile phone and a laptop to connect to your office and the Internet.

You can retrieve your faxes either on your laptop or via another fax machine. You will receive Sure Fax as part of your mobile fax & data package.

How do I use mobile fax & data?

To set up mobile fax and data service you will need:

- A unique mobile fax and or data number
- A data comparable GSM mobile phone
- A PC card and cable
- A portable computer or PDA (Personal Digital Assistant)
- Fax & data software loaded on to the computer

Fax & Data (cont...)

In addition to your mobile phone, you may also need one or more of the following to set up your mobile office:

- Sure Fax Number
- Mobile Fax Number
- Mobile Data Number
- An internet Account

For additional information on Mobile Fax & Data contact People Telecom on 1300 55 88 88.

Wireless2go

What's Wireless2go?

The People Telecom Wireless2go service gives you a high speed, wireless mobile internet connection. With the Wireless2go USB Modem you can access GSM, 3G and HSDPA networks automatically for seamless connectivity.

Do I need to purchase a special modem for Wireless2go?

Yes, our USB modem provides access to all the features and benefits of our wireless network. The start-up software is stored on the USB and will auto-load at start-up – making connection as simple as possible.

More information on Wireless2go - including FAQ's and charges - can be found on the People Telecom self-help website.

Go to www.peopletelecom.com.au/res_internet_wireless.php to find out more.

Frequently Asked Questions

My mobile phone says 'insert sim', but I have already put my SIM in the mobile phone.

The SIM card may be inserted incorrectly. Remove the SIM card and insert it again. If the message appears on the screen after you have reinstalled the SIM card there may be a problem with the mobile phone. Refer to a mobile phone repair centre.

What happens if I lose my mobile phone or SIM card?

Call People Telecom on 1300 55 88 88 immediately to have your number suspended.

If you don't call to have your number suspended you will be liable for any calls made.

What does it mean when I hear 3 beeps, when trying to make a call?

This indicates there is congestion on the network. Wait a moment before trying again.

What happens if I am out of an Optus mobile coverage area?

You can have your calls diverted to either a number that has mobile coverage in that area, Sure Page or Voicemail to ensure you don't miss a call. You must set up the diversions while still in a coverage area.

Frequently Asked Questions (cont...)

Can I make international calls from my mobile phone?

Yes you can. Please contact People Telecom on 1300 55 88 88 to have this service activated. Conditions apply.

Can I use my mobile phone overseas?

Yes you can. Please contact People Telecom on 1300 55 88 88 to have this service activated. Conditions apply.

What is my SIM card PIN and how do I choose it?

Your SIM card is a number code to protect you from unwanted and unauthorised calls on your mobile phone. When your SIM cards are first sent to you the PIN will be set to '0000' by default, in order to change this you will need to go to your mobile phone "security settings". More information can be found in your phone user manual.

What happens if I forget my SIM card PIN?

If you forget your SIM card PIN, please contact People Telecom on 1300 55 88 88 and they will reset the SIM card PIN for you.

Frequently Asked Questions (cont...)

What does it mean when my mobile phone says 'PUK' or "BLOCKED"?

This means you have entered the SIM PIN incorrectly 3 times. If you don't have the correct unblocking code please don't try and unblock your mobile phone, you may damage the SIM card. Contact People Telecom Customer Care on 1300 55 88 88 and they will assist by providing you with the unblocking code.

What is my Voicemail code?

Your voicemail code is 321. This is a 3-digit number you dial every time you wish to listen to your Voicemail messages. Initially your Voicemail code will be the last 4 digits of your mobile number until you change it to the 4–9 digit number of your choice.

What does an envelope on my mobile phone display mean?

The envelope is a message-waiting indicator; it appears on your mobile phone display to indicate that you have received a new message.

What should I do when my mobile phone doesn't work?

- Check that your battery is fully charged
- Check that your phone is turned on and the keypad is unlocked
- Ensure that the SIM card is inserted correctly and locked in
- Check that your PIN has been entered correctly
- Ensure that you are in a coverage area
- If using a car kit, check the microphone and the car connection and that the antenna is securely attached.



www.peopletelecom.com.au

people
TELECOM