

iPhone 4S Quick Help Guide

Congratulations on the purchase of your new iPhone 4S Handset!

Like iPhone 4, your new iPhone 4S handset utilises a Micro SIM card, which works like a normal SIM, but is smaller.



Standard SIM



Micro SIM

STEP 1: Transferring your **contact** to your new iPhone

I currently have an iPhone 4 Handset

Back up your phone contacts on your current iPhone

Connect your current iPhone to iTunes and sync it. Verify that your original iPhone is backed up. For more information on how to do this, go to the [Apple support page](#).



Restore your phone contacts onto your new iPhone 4S

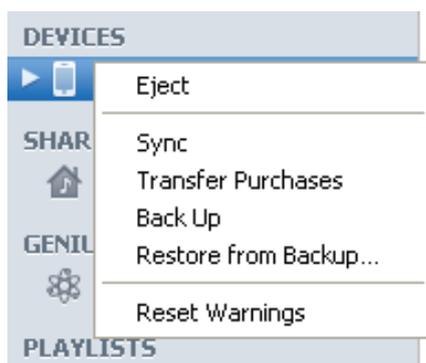
- Connect your new iPhone to iTunes (on the same computer you used to back up your current iPhone).
- iTunes will ask you if you want to restore from a backup or set up your new iPhone as a new phone. When prompted, select the backup of your current iPhone.
- After iTunes finishes restoring the backup you selected to your new iPhone, the iPhone will restart.
- When your new iPhone appears again in the iTunes window, select it.
- Click the tabs (Music, Photos, and so on) and verify or change the items you want to sync.
- Click Apply to sync your new iPhone with iTunes.

Please note: Step 2 (**SIM replacement**) below is not required for iPhone 4 handsets.

I currently have an iPhone 3G/3GS Handset

Back up your phone contacts on your current iPhone

- Connect your current iPhone to iTunes and sync it. Verify that your original iPhone is backed up. For more information on how to do this, go to www.apple.com.au/support



- b. Confirm that all of your contacts have been backed up and then continue with Step 2 (SIM replacement) below before returning to this section to restore your contacts to the new SIM

Restore your phone contacts onto your new iPhone 4S

- a. Connect your new iPhone to iTunes (on the same computer you used to back up your current iPhone).
- b. iTunes will ask you if you want to restore from a backup or set up your new iPhone as a new phone. When prompted, select the backup of your current iPhone.
- c. After iTunes finishes restoring the backup you selected to your new iPhone, the iPhone will restart.
- d. When your new iPhone appears again in the iTunes window, select it.
- e. Click the tabs (Music, Photos, and so on) and verify or change the items you want to sync.
- f. Click Apply to sync your new iPhone with iTunes.

I am an existing Optus Customer who currently does not have an iPhone Handset

Please Note: Optus SIM Backup can only save contacts listed on your Optus SIM Card. Ensure you have updated your contact list to your SIM card before proceeding.

Back up your phone contacts on your current phone

- a. Activate Optus SIM Backup by logging into your existing Optus ZOO Account or register at www.optus.com.au/zoo
- b. From the left-hand menu under Mobile: Click 'My Mobile' (Step A)
- c. Click 'My Contacts' (Step B)
- d. Click 'Manage SIM Backup' (Step C)
- e. Scroll down to the yellow Activate box: Click 'Activate'
- f. myZOO will advise the SIM Backup process is underway. An SMS is sent to your handset when the process is complete.
- g. Login into optus.com.au and access your SIM Backup as per steps 1 – 4 above.
- h. Confirm that all of your contacts have been backed up and then continue with Step 2 (**SIM replacement**) below before returning to this section to restore your contacts to the new SIM



Restore your phone contacts onto your new Micro SIM and iPhone 4S

- a. On your new iPhone 4S handset, go to Settings > Phone > SIM Applications > SIM Backup
 - b. Tap on 'Restore' to write your stored contacts from OptusZoo onto your SIM card
 - c. Select 'Accept' to 'Do you want to Restore Your SIM contacts'?
 - d. The process should only take a few minutes during which you will see the message 'Your SIM sent a text message'
 - e. A text message will be received after the process has been successful
 - f. Tap Settings > Mail, Contacts, Calendars > Import SIM Contacts to complete the process
- For further assistance with Optus SIM Back Up, please visit www.optus.com.au/simbackup

I am a New Optus Customer who currently does not have an iPhone Handset

Back up your phone contacts on your current phone

- To back up your contacts on your existing handset, please visit <http://www.google.com/mobile/sync/>
- Select your device from the Google Sync Setup Instructions Menu and follow the steps to back up your contacts.
- Confirm that all of your contacts have been backed up and then continue with Step 2 (**SIM replacement**) below before returning to this section to restore your contacts to the new SIM

Please Note: If you are currently using an Android Handset you can bypass this step as your contacts would already be synced with Google Sync.

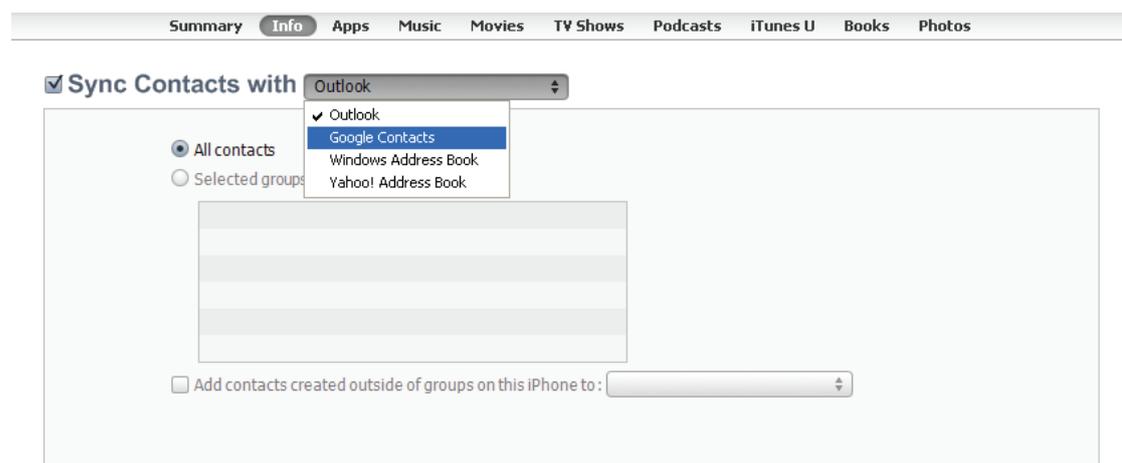
Restore your phone contacts on your new iPhone 4S

Mac OS X

- Connect your iPhone to your Mac
- Select your iPhone in the device list.
- Click the Info tab.
- Select Sync Address Book contacts.
- Select Sync Google Address Book contacts.
- Click the Configure button.
- Enter your Google Gmail ID and password, and then click OK.
- Sync your iPhone.

Microsoft Windows XP, Windows Vista, or Windows 7

- Connect your iPhone to your PC
- Select your iPhone in the device list.
- Click the Info tab.
- Select Sync contacts with.
- Select Google Contacts.
- Enter your Google Gmail ID and password, and then click OK.
- Sync your iPhone.



For further assistance, please go to the [Apple support page](#)

STEP 2: SIM Card Replacement

Make sure you have successfully backed up all of your contacts and ensure you have your new SIM card ready to action your SIM Replacement. Optus will destroy your old SIM card, so please make sure all the information is backed up elsewhere before replacing your SIM.

The easiest way to replace your Sim card is by dialing 1509 from your current handset and **selecting option 7 – SIM** Replacement. Alternatively, you can log into **My Account**

- a. Select 'Post-paid' from the left hand menu
- b. Select 'Replace SIM' from left- hand menu
- c. Select the reason you are changing your SIM and submit the form

Please Note: If you do receive a new SIM, the generic SIM PIN is 0000. Please change this as soon as possible.

Congratulations!

You are now ready to start using your new iPhone 4S handset.

For further information on using your iPhone, please visit www.apple.com/au/support/iphone/

For tips on managing your Optus Mobile Account, please visit www.optus.com.au/

Troubleshooting tips for call and connection issues/Frozen or Unresponsive iPhone

1. Check signal

Make sure Airplane Mode is turned off. To turn off Airplane Mode, tap Settings > Airplane Mode.

Check the top left corner of iPhone's display to make sure you have a strong signal. If not, try changing your location or going outside.

If you're not using Wi-Fi and you're trying to access the Internet, make sure you have a cellular data connection by checking next to the carrier name at the top of the screen for one of the following indicators:

- 3G connection
- GPRS connection

Note: iPhone will display the Wi-Fi or one of the cellular data network icons to the right of your carrier name if iPhone has an active network connection. If you are using Wi-Fi, you won't see a cellular data network indicator unless you turn off Wi-Fi. To turn off Wi-Fi, tap Settings > Wi-Fi.

2. Reset network settings

To reset your network settings, tap Settings > General > Reset, then scroll down and tap Reset Network Settings.

Note: This will clear your current cellular and Wi-Fi network settings, including saved networks, Wi-Fi passwords, and VPN settings.

3. Restart iPhone

To restart iPhone, first turn iPhone off by pressing and holding the Sleep/Wake button until a red slider appears. Slide your finger across the slider and iPhone will turn off after a few moments.

Next, turn iPhone on by pressing and holding the Sleep/Wake button until the Apple logo appears.

Is iPhone not responding? To reset iPhone, press and hold the Sleep/Wake button and the Home button at the same time for at least 10 seconds, until the Apple logo appears.

Further information is also available from the [Apple support page](#).

FaceTime Requirements and Additional Information

Requirements

In order to be able to make/receive video calls you will need to have:

1. iPhone 4
2. Connection to an unrestricted Wi-Fi modem/router/hotspot
3. Another iPhone 4 user on an unrestricted Wi-Fi modem/router/hotspot

Wi-Fi Connection

For most Wi-Fi networks, FaceTime video calling will just work. If you are on a Wi-Fi network that is behind a firewall, see below.

About firewalls

Frequently used by corporations and educational institutions for increased security, firewalls work by blocking certain Internet traffic from entering or leaving a network.

Internet traffic moves through a firewall based on service-identification numbers that are referred to as ports. Certain ports must be open for FaceTime to work. Network administrators typically open a minimal set of network ports, allowing the traffic for approved applications to enter and leave the network while blocking other network traffic.

Ports to open

If the Wi-Fi network router that you are connected to uses a firewall or security software to restrict Internet access, contact the network administrator and reference this technical article. To use FaceTime on a restricted Wi-Fi network, port forwarding must be enabled for ports 53, 80, 443, 4080, 5223, and 16393-16472 (UDP).

The Wi-Fi network administrator can refer to their router, firewall, or security software documentation for information on configuring port forwarding.

If you encounter issues using a Wi-Fi network, use standard Wi-Fi network troubleshooting to resolve interference and other issues.

Network Unlocking Handset Instructions

How Can I Remove Network Locking?

The Account Holder or Account Level Pin Holder can arrange to have your Optus iPhone device Network Lock removed by calling our automated service on 1300 075 395. Once the information required is entered into the automated service, an sms will be sent to your service giving you further instructions. This will include instructions on how to back up and restore your device in order to finalise the unlock. Eligibility can be confirmed by calling Customer Service.

What Will I Need?

You will need to have some important information ready to enter into the automated service:

1. Service number (MSN)
2. Your date of birth registered on your account.
3. Your IMEI number. You can obtain this from Settings > General > About > IMEI

Eligibility

For post paid customers, only one iPhone can be unlocked per service unless you have recently replaced your handset via warranty or insurance. In this case you may be transferred to Customer Service to obtain some further information.

For pre paid customers, you are required to have either recharged to the value of \$120 or have had the service for a minimum of 6 months. If your service has been active for more than 6 months, no fee is applicable.

How Long Will it Take?

The network unlock may take up to 72 hours to take effect. Once your network unlock is complete you will need to follow the instructions which will be sent to your service via SMS.