Oricom

bringing people together

Oricom M5000 Series

1.8GHz DECT Cordless phone

(with answering machine)

Multi-handset capable

User Guide

CONTENTS

⚠️ **Environment and safety**

- Avoid exposure of this telephone to moisture or liquid.
- To prevent electric shock, do not open the handset or base cabinet.
- Avoid metallic contact (e.g. metal clips, keys) between the battery contacts and charging conductors.
- There is a slight chance that the telephone could be damaged by an electrical storm. It is recommended that users unplug the phone from the mains supply and telephone socket during a storm.
- Do not use the handset in an explosive hazard area such as where there is gas leaking.
- There is a chance that the telephone could be damaged by an electrical storm. It is recommended that users unplug the phone from the mains supply and telephone socket during a storm.
- Follow the local regulations regarding the disposal of your packing materials, exhausted batteries and used phone. Wherever possible, recycle those materials.
- We advise that this phone should not be used near intensive care medical equipment or by persons with pacemakers.
- Clean with a dry, soft, lint-free cloth. Never use cleaning agents, particularly aggressive solvents.
- Because the phone works by sending radio signals between base station and handset, wearers of hearing aids may experience interference in the form of a humming noise.
- Your phone can interfere with electrical equipment such as answering machines, TV and radio sets, clock radios and computers if placed too close. It is recommended that you position the base unit at least one metre from such appliances.
- This telephone complies with applicable safety requirements for exposure to radio waves (EMR). The mean power of this telephone does not exceed 20mW limit at which point testing is required.
- The earpiece of the handset may attract small metal objects such as staples and pins. Care should be taken when placing the handset near these items.

⚠️ **CAUTION**

This telephone is not designed for making emergency telephone calls when the mains power fails. Always have a corded phone available to be able to make and receive calls to emergency services if the mains power fails.

Do not use your telephone during an electrical storm thunderstorm as it is possible to get an electric shock. Refer to information contained in White pages directory.

⚠️ **CAUTION**
Use only the mains adapter supplied with this telephone. Incorrect adapter polarity or voltage can seriously damage the unit.

Power supply adaptor for Base unit
Input: 230 Vac 50 Hz 60mA, *Output: 9 Vdc 500 mA*

Power supply adaptor for Handset Charger
Input: 230 Vac 50 Hz, *Output: 6 Vdc 150 mA*

⚠️ **CAUTION**
THER IS A RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
Never use non-rechargeable batteries; use recommended type supplied with this telephone. Ni-MH batteries must be disposed of in accordance with the applicable waste disposal regulations.

2   Setting up your phone

Pack Contents
Depending on the model you have purchased the pack should contain the items listed below. If any of these items are missing, please contact the retailer where you purchased the product.

Model number	M5000	M5000+1	M5000+2	M5000+3
Number of Base units	1	1	1	1
Number of Base power supply(s)	1	1	1	1
Number of Handsets	**1**	**2**	**3**	**4**
Number of Handset holder/charger	NIL	1	2	3
Number of Handset power supply(s)	NIL	1	2	3
Number of phone cords	1	1	1	1
Handset Battery Cover(s)	1	2	3	4
Handset AAA Rechargeable Batteries	2	4	6	8
User guide & Warranty Card	1	1	1	1

Purchasing additional handsets

You may expand your M5000 by adding more M5050 handsets. These may be purchased separately from the retailer were you purchased the product or direct from Oricom (Australia). The M5000 can accommodate up to 5 Handsets.

Installing your phone: Oricom M5000

1. Connect the **mains adapter** to the socket on the back of the base unit and the mains adapter to the wall mains supply.

Connect the **telephone cord** to the phone socket on the back of the base unit and to the wall phone socket.

2. Install the 2 rechargeable Ni-MH AAA batteries (included), **observing the correct polarity**, in the battery compartment on the handset.
Slide the battery door firmly into place.

3. Place the handset on the base unit and let the batteries charge for **a full 14 hours before using it for the first time.**

The handset may take some time to power up when first charged & the display may flash until the handset is ready. This is normal.
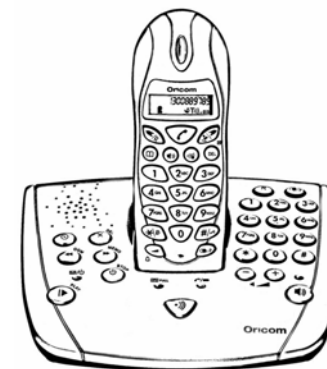
3   Personalizing your phone

Tones & Volumes

Refer to handset or base unit as suggested below.

Set your handset's ringer volume:

1. Press **VOLUME** button. Display will show current level 1 to 5.
2. Press **CALLER DISPLAY** ➤ or **R** ◄ button, to select VOLUME level 1(lowest) to 5(loudest).
3. Press **VOLUME** button to confirm.

Set your handset's ringer melody:

1. Press **VOLUME** & hold for 3 seconds. Display will show current melody option (1 to 9)
2. Press **CALLER DISPLAY** ➤ or **Right R** ◄ to select MELODY option (1 to 9).
3. Press **VOLUME** button to confirm.

Set your Base unit ringer volume while it is ringing:

A key feature on the base unit is the hands-free SPEAKER PHONE button. Press when required. For the volume:

1. Press **VOLUME** button & Select **–** to decrease or **+** to increase volume.

Set your handset's Earpiece volume while it is talking mode:

1. Press **VOLUME** button & Display will show current volume level option (1 to 5).
2. Press a numbered key **1, 2, 3, 4, 5** to Select VOLUME.
3. Press **VOLUME** button to confirm.

Lock the keypad

You may wish to lock the keypad, so that no buttons are active:

1. Press **LOCK** button & hold for 3s until ᵠ appears on the display
2. To unlock, press **LOCK** button & hold until ᵠ disappears from the display.

Handset Locator function

Lost your handsets? Just page your handset(s) from the base unit. If you have more than one handset they will all ring, playing a pager melody.
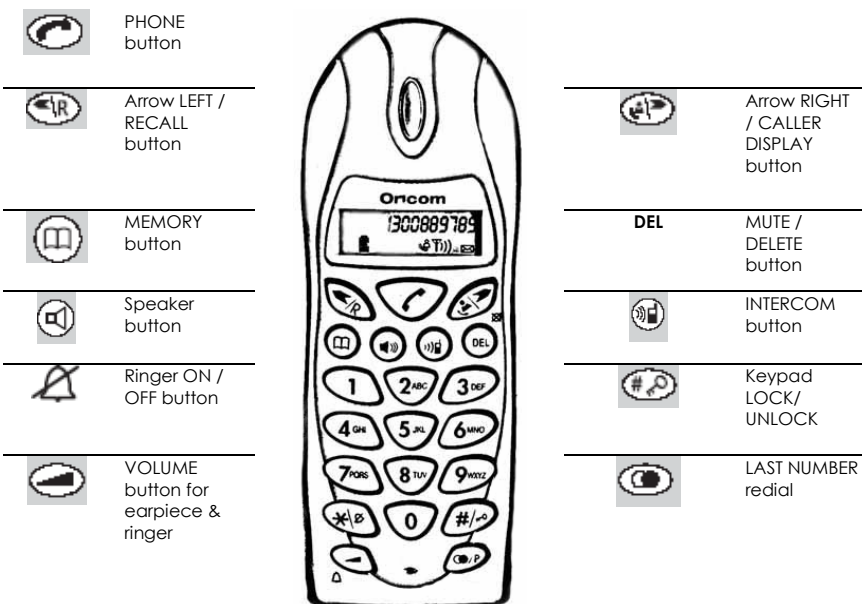
1. Press **HANDSETLOCATOR** button 🔊 on the BASE UNIT.
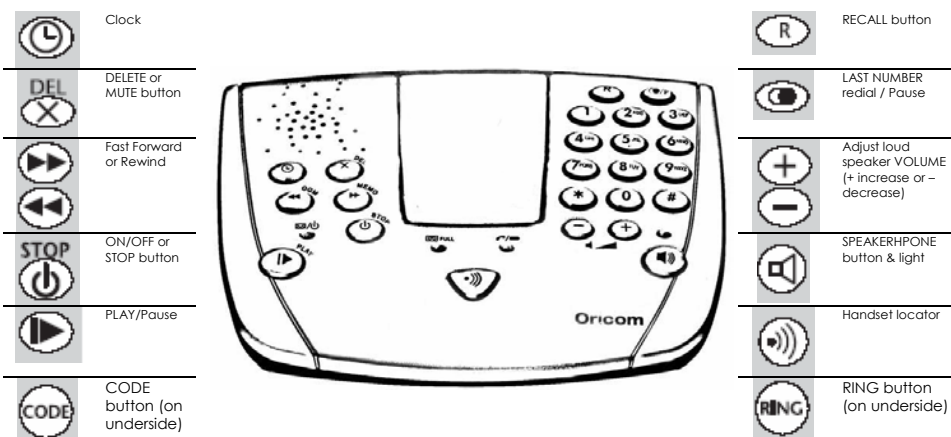

Note
1. To stop the handset ringing: Press any button or numbered KEY. You will need to do this on all ringing handsets. If you don't press a button, the ringing will carry on for 20 seconds.
2. A handset will not play the paging melody if it is powered off or on an outside call
3. If an external call comes in, all powered handsets will stop ringing and play the external call melody.

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4   About your phone

Your Oricom M5000 Handset

PHONE button	
Arrow LEFT / RECALL button	Arrow RIGHT / CALLER DISPLAY button
MEMORY button	DEL MUTE / DELETE button
Speaker button	INTERCOM button
Ringer ON / OFF button	Keypad LOCK/ UNLOCK
VOLUME button for earpiece & ringer	LAST NUMBER redial

Your Oricom M5000 Base Unit

Clock	RECALL button
DELETE or MUTE button	LAST NUMBER redial / Pause
Fast Forward or Rewind	Adjust loud speaker VOLUME (+ increase or – decrease)
ON/OFF or STOP button	SPEAKERHPONE button & light
PLAY/Pause	Handset locator
CODE button (on underside)	RING button (on underside)

LED Indicator lights

Answering machine ON/OFF indicator
1. NO COLOUR - OFF
2. STEADY - ON
3. FLASHES – Check messages

Base unit's speaker phone indicator
1. RED - activated
2. NO COLOUR – Not activated

Using/charging/ registering indicator
1. Steady - charging status
2. On/Off light - Talking status
3. Flash lighting - registering status
4. No color - standby mode

Memory FULL indicator
1. RED - FULL
2. NO COLOUR – Messages can be added

Handset Locator button

Hands-free speakerphone button

Icons on your handset's display

The top line shows the handset number. When you make a call it shows the dialled number, call duration and other icons as shown below.

Handset Number

Call duration

Icon	Description	Icon	Description
	Memory / store a number		Caller display
	Battery level (3 bars fully charged)	= 'Low'	Battery low
	Ringer on		Ringer off
	Speakerphone on		Antenna in range/out of range
	Key pad locked		Intercom call to another handset
	Connected to telephone line. Flashes – when incoming call or paged X appears – microphone muted		Use arrows to scroll left or right

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5   Making Calls

Note*: OUT-OF- RANGE* **warning**
You may be out-of-range with the BASE UNIT if you hear a warning tone or the sound becomes distorted. Either
1. Move handset closer within 20 seconds until the tone stops. Otherwise, your call may be cut off.
2. Reposition & reconnect BASE UNIT to a phone connection closer to where the handset will be used (an extension lead(s) for power & telephone line may be useful where necessary).

Make a handset call

1. Key number into telephone.
2. If necessary, press **MUTE/DEL** to clear single digit or Press & Hold **MUTE/DEL** to clear all digits
3. Press **PHONE** button to dial.
4. if necessary, press **LAST NUMBER REDIAL** button.

Note: If using the BASE UNIT to call:

1. Press **SPEAKERPHONE** button to get a dial tone.
2. Key number into telephone.
3. If necessary, press **LAST NUMBER REDIAL** button.

Answer a call

When the handset rings:
1. Press **PHONE** or **SPEAKERPHONE** button.

Note: ***Call timer -*** The call timer shows the duration of your current call on display.

End a call

1. Press **PHONE** or **SPEAKERPHONE** button. The ☏ symbol disappears from the display.

Last Number Redial (on handset)

To call anyone of the last 3 numbers dialed:
1. Press **LAST NUMBER REDIAL/P** button.
2. If necessary, press **LAST NUMBER REDIAL/P** button again, until you select your number.
3. Press **PHONE** button to dial.

Note: If using the BASE UNIT to call or use last number redial:

1. Press **SPEAKERPHONE** button to get a dial tone.
2. Press **LAST NUMBER REDIAL/P** button.

Mute the microphone

To put a call on hold, so that the person on the other end cannot hear you:

1. Press **MUTE/DEL** button. ☎✕ is shown on the display
2. To get back the call, press the **MUTE/DEL** button again.

Recall duration

Recall settings are; Australia (Recall 1)100ms and New Zealand (Recall 2) 600ms. You should not need to change these settings if you do, in standby mode follow these steps as required:

1. Press & hold **LAST NUMBER REDIAL/P** button for 2 seconds. Handset will send out a long beep and the LCD will show "L" (indicating 600ms for NEW ZEALAND).
2. Press & hold **LAST NUMBER REDIAL/P** button for 2 seconds. Handset will send out a long beep and the LCD will show "S" (indicating 100ms for AUSTRALIA).

6   Caller Display (Caller ID)

Check Caller Display records

If you subscribe to this service, you can see the phone numbers of incoming calls before you answer. Contact your service provider to confirm availability in your area. The M5000 will store the last 20 calls including: the **record number, date, time** & **phone number** (up to 25 digits). Use the ➤ or ◄ buttons to scroll so that all the digits are shown.

> **Note:**
> The display may show '- - - -', if the caller's number is:
> 1. NOT available (because the network they're calling from doesn't support this feature)
> 2. the caller has WITHHELD their number

The symbol ☎ will *flash if there have been calls unanswered*. To check caller display records:

1. Press **CALLER DISPLAY** button. NO CLIP will appear if no display records.
2. Press **CALLER DISPLAY** button again to view caller's number.
3. Press **CALLER DISPLAY** ➤ button again to view next record or **R** ◄ button for previous record.

Store a Caller display record

While the number is shown on the display:

1. Press **MEMORY** button & hold for 2 seconds unit the 📖 symbol flashes.
2. Key in two-digit memory location number (01 to 50). Confirmation tone when stored.
5. Press **MEMORY** button to confirm. Will beep once stored.

Delete a caller display record

While the record is shown on display:

1. Press **MUTE/DEL** button until you will hear a beep.

The display moves to the next Caller Display record for deletion. No more Caller Display records available when the display shows NO CLIP

Caller waiting

If the service is available in your area you can use the Recall function to answer a second call while you are on the phone. However this service will need to be turned on with your service provider. For example to turn on Telstra's Call Waiting service:

1. Press **PHONE** or **SPEAKERPHONE** wait for dial tone then Press *43#. You will hear a service tone.
2. Press **PHONE** or **SPEAKERPHONE** button.

For more details on this and other services contact your local service provider.

> **Note**: 2nd Caller's **Caller ID** (Australia Only)
> If you subscribe to the 'Call Waiting' or 'Caller ID' service. Your phone will display the number of the 2nd incoming call, for around 30 seconds while you are talking on the phone.
> When the handset receives a 2nd call, the caller ID of the caller appears on the display. It will display for 30 seconds or until you press a key on the phone.

Switch between calls

During a call, you will hear two beeps periodically to notify you of an incoming call. To answer the second call, during a call:

1. Press **RECALL** button, you will hear dial tone.
2. Press '2' on the key pad.
3. Repeat step's 1/2 to swap between the two callers.

7   Using your phonebook

You can store up to 50 numbers in each handset's memory, in memory locations 01 to 50. Each number can have up to 25 digits.

Store a phone number

Ensure the handset is idle (not connected on a call):

1. Press **MEMORY** button & hold for 2s until the 📖 symbol flashes + cursor (small dash) flashing above it
2. Key in the number you want to store. Press **MUTE/DEL** button to delete any incorrect digits.
3. Press **MEMORY** button.
4. Key in two-digit memory location number (01 to 50). Confirmation tone when stored.
5. Make a note of the location number/phone number for future use.

Make a memory call

1. Press **MEMORY** button.
2. Key in two-digit memory location number (01 to 50).
3. If necessary, use the arrows ◄ ► to move location or to select phone number.
4. Press **PHONE** or **SPEAKERPHONE** button to dial number.

Delete a number from memory

You can replace an existing number with a new number or:

1. Press **MEMORY** button & hold for 2s till the 📖 flashes on the display.
2. Press **MEMORY** button again.
3. Key in two-digit memory location number (01 to 50). Confirmation tone once location is free.

Note: *OUT-OF- RANGE* **warning**
If you hear a warning tone or the sound piece becomes faint/distorted you may be out-of-range with the BASE UNIT. Either
1. Move handset closer within 20 seconds until the tone stops. Otherwise, your call may be cut off.
2. Reposition & reconnect BASE UNIT to a phone connection closer to where the handset will be used.

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8   Answering machine

Callers can hear one of two pre-recorded messages:
OGM1 - Gives the caller an option to leave a message *'Please leave a message after the beep'*
OGM2 - Gives NO option to leave message *'Please call later'*
You can also record your own personalised greeting (from 3 second to 120 seconds) to callers.

Record OGM1 (Out going message 1)

1. Press **ON-OFF** (STOP) button so that the machine says 'Announcement one'.
2. Press & hold **OGM** (REWIND) button until you hear a beep & Answer/Message light flashes.
3. Record your OGM, speaking 15cm from the base unit's microphone.
4. Press **ON-OFF** (STOP) button to stop recording, machine plays back recording.
5. To change go step 1.

Record OGM2 (Out going message 2)

1. Press **ON-OFF** (STOP) button twice, so that the machine says 'Announcement two'.
2. Press & hold **OGM** (REWIND) button until you hear a beep & Answer/Message light flashes.
3. Record your OGM, speaking 15cm from the base unit's microphone.
4. Press **ON-OFF** (STOP) button to stop recording, machine plays back recording.
5. To change go step 1.

Set the number of rings

The machine can answer calls after 2 – 9 rings. It has a default setting of 6 rings. If the machine is switched off it will answer after 15 rings & play OGM2.

Note: Toll Saver feature
If you check your messages remotely, you can set TOLL SAVER. The machine will
1.   Answer in 2 rings if there are new messages.
2.   Answer in 5 rings if there are NO new messages.
So if it hasn't answered after 2 rings you can hang up to save the cost of the call.

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1. Press and hold **RING** button (on the underside of the base unit) until you hear 'Please set rings".
2. Press **FASTFORWARD** or **REWIND** button to change the number of rings.
3. Press **RING** button again to confirm the number of rings you have set.

Check the number of rings

1. Press **RING** button (on the underside of the base).

Play messages

ANSWER/MESSAGE light flashes when new messages/memos are waiting. To check your messages:
1. Press **PLAY/PAUSE** button to play ALL messages/memos.
2. To PAUSE, press **PLAY/PAUSE** button.
3. Press **PLAY/PAUSE** button to resume.
4. To REPLAY current message, press **PREWIND** button.
5. To REPLAY previous message, press **PREWIND** button twice.
6. To SKIP message, press **FASTFORWARD** (MEMO) button.
7. To STOP message, press **ON-OFF** (STOP) button.

Delete messages

To delete the CURRENT message:

1. Press **PLAY/PAUSE** button to play messages/memos.
2. Press & Hold **DEL/X** button DURING playback for 2 seconds. You will hear 'message erased'.

To delete ALL messages:

1. Press **PLAY/PAUSE** button to play messages/memos.
2. Press & Hold **DEL/X** button AFTER playback, until you hear 'message erased'.

> *Remember to delete messages!*
> After you have listened to your message, please delete from memory to allow space for new messages. Memory full light turns ON when capacity is reached.
> **NOTE: *The machine will NOT delete messages you have NOT listened to*.**

Switch on/off the answering machine

1. Press & hold **ON-OFF** (STOP) button to switch ON and OFF. The ANSWER/MESSAGE light comes on when the machine is switched on.

Record a memo

You can record a 3 second to 120 second memo.

1. Press & hold **MEMO** (FAST FORWARD) button until you hear a beep.
2. Record your memo, speaking clearly from about 15cm from the base unit's microphone.
3. Press **ON-OFF** (STOP) button to stop recording.

Switch between OGM's

1. Press & hold **ON-OFF / STOP** button to switch between OGM1 & OGM2.

Return to the default OGM

1. Press **ON-OFF** (STOP) button.
2. Press **OGM** (REWIND) button to play the greeting.
4. While the message is playing, press **DEL/X** button & hold.

Set clock

On the base unit:

1. Press & hold **CLOCK** button, until you hear 'please set day'.
2. Press **OGM** FASTFORWARD or **MEMO** REWIND button, to select DAY.
3. Press **CLOCK** button, you will hear 'please set time'.
4. Press **OGM** FASTFORWARD or **MEMO** REWIND button, to change the HOUR.
5. Press **CLOCK** button, you will hear current minute setting.
6. Press **OGM** FASTFORWARD or **MEMO** REWIND button, to change the MINUTES.
7. Press **CLOCK** button, you will hear current day & time you have set.

Volumes adjustment on playback/call

On the base unit:

1. Press either **–** OR **+** button. Select **–** to decrease or **+** to increase volume.

9   Remote operation

There is a 3 digit code you need to dial home to check your messages. Unless you set a different code (any 3 digits) it is 321.

Set a remote security code

1. Press **CODE** button (on the under side of the base unit) until you hear 'Please set security code'.
2. Press **FASTFORWARD** or **REWIND** button to set the 1st digit.
3. Press **CODE** button again.
4. Repeat steps 2 & 3 to set the 2nd and 3rd digits.

Switching on remotely

If the answering machine is switched off, it will answer your call after 15 rings. To switch on remotely:

1. When you hear your outgoing message, press **✱**
2. When you hear a 'beep', key in your remote SECURITY CODE.
3. Press **9** to switch on.

Check your remote security code

1. Press **CODE** button (on the under side of the base unit).

Check your messages remotely

1. using a tone dialing phone, dial your HOME NUMBER.
2. When you hear your outgoing message, press **✱**
3. When you hear a 'beep', key in your REMOTE SECURITY CODE. You will hear 2 beeps & list of keys you can press for different functions (Refer below).
4. Press **2** to play back your messages.

> *Note:* You must press a key within 10 seconds or the machine will cut off your call.
>
> If the machine pauses during play back, press **2** within 10 seconds to continue.

Remote operation keys

Operation	Key	Operation	Key
Interrupt & bypass the out going message(OGM)	✱	Delete message currently played	7
Play new messages (after playing messages you can press again to hear recorded messages)	2	Delete all messages that have been played	0
Pause & restart during message play	2	Play outgoing message (OGM1 or OGM2)	4
Skip forward to next message	3	Record a new outgoing message (OGM1 or OGM2)	5
Repeat the current message	1	Switch the machine on	9
Skip back to previous message	1 1	Switch between OGM1 and OGM2	9
Stop playback or recording	6	Switch the machine off	8

10   Multi-handset use

Your M5000 series phone can have up to 5 handsets registered to 1 base unit. Each handset has its own number HS-1, HS-2, HS-3, HS-4, & HS-5 shown on the left-hand side of the display. With 2 or more handsets you can:

- Make intercom calls while on an outside call
- Switch between an out side call & intercom call
- Transfer an out side call from one handset to another
- Set a 3-way conference call between yourself, an outside call & intercom call

> *Notes*
> - A maximum of 1x outside call & 2x intercom calls can take place per base unit.
> - If you make an outside call + another handset is on line = result is a busy tone.
> - If you make an intercom call + one is already in progress = result is a busy tone.

Make an intercom call

1. Press **INTERCOM** button. When you hear your outgoing message, press ✱
2. Key the handset number **1, 2, 3, 4, OR 5**, you wish to call.
3. On the RECIEVING handset, press **PHONE** button.
4. To end, press **PHONE** button on the CALLING handset. The RECIEVING handset will hear a busy tone.

Transfer a call between handsets

1. Press **INTERCOM** button.
2. Key the handset number **1, 2, 3, 4, OR 5**, you wish to call.
3. On the RECIEVING handset, press **PHONE** button to receive call.
4. Press **PHONE** button on the CALLING handset to transfer. Call will return back within 90 seconds if unanswered.

Transfer a speakerphone call to a handset

1. Press **HANDSET LOCATOR** button on the base unit.
2. Press **PHONE** button on the handset to pick up call.

Switch between calls

An outside call + an intercom call in progress, you switch between the 2 calls:

1. Press **INTERCOM** button to speak to outside call, while the intercom call is on hold.
2. Press **INTERCOM** button again to speak to intercom call, while outside call is on hold.
3. Press **PHONE** to transfer outside call to the other handset (while connected to intercom call).

> *Note*
> - If you press the **PHONE** button while connected to the outside call, you will disconnect
> - If the other handset user presses the **PHONE** button to hang up, you will be left with the outside call

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Conference calls

A 3-way call between yourself + outside call + intercom call:
1. Either make or answer an outside call.
2. Press **INTERCOM** button.
3. Key in the other handset number **1,2,3,4, OR 5** .
4. On the RECIEVING handset, press **PHONE** button to receive call.
5. Press **INTERCOM** button & hold for about 3 seconds.
6. When connected both symbols are shown on display

11   Registering Handsets

Additional handsets

You may expand your M5000 by adding more handsets (M5050). These may be purchased separately from the retailer where you purchased the product from, or direct from Oricom(Australia).The M5000 can accommodate a total of **5** Handsets.

Registering new handsets on the M5000 base

> **Note:** Before you can use this handset. You need to:
>   1. Charge the batteries (for 14 hours).
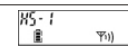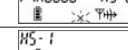>   2. Register the handset (to the Base unit).

To register a new handset
Before you start, make sure that no handset is in the base unit charging cradle.
1.Press and hold the HANDSET LOCATOR button on the base unit for about 10
   seconds ,until the IN USE light flashes, then release the button.   ▷ You now have 3 minutes to register the handset.
On the new handset:
2.On the new handset press and hold the ◀ Recall and ▶ Caller Display buttons together.▷Release button when the display shows 65
3.Key in a base unit number 1 to 4 (If you have just one base unit, key in 1)   ▷The display then shows pin
4.Key in your handset's PIN code default 0000 . Your handset should now be registered. You'll hear a tone and the display
   should show a handset number.

De-Register all handsets

Action	Comment	Display
	Stand-by mode using handset 1	HS-1
Press and hold "LNR" and "DEL" keys for 3 second	Battery and antenna icon will flash	
	Enter pin code	P in
Press "0" key 4 times	Input 4 digit pin code number "0000"	P in0000
	Input handset number you wish to deregister	P in0000 HS-
Press "2" key	Deregisters handset 2 *	P in0000 HS-2
	Wait for 3 seconds until the handset returns to stand-by mode. Repeat process if you wish to deregister other handsets.	HS-1

*Note: You can not deregister all the handset at once they must be deregistered one by one. Also you can not deregister handset 1 for example if you are using handset 1.

Pause Insertion (for use with PBX)

When storing numbers in memory, you can include the out side line access digit(eg'9' or'0') with each Phone number. When using your phone on a PBX you may find the Last number redial or memory dial don't work. Try inserting a pause between the OUTSIDE LINE DIGIT & the TELEPHONE NUMBER.

1.Press the OUTSIDE LINE DIGIT eg'9' or'0'
2. Press **LASTNUMBERREDIAL/P** button to insert pause.
3. Press the keys for the rest of the TELEPHONE NUMBER

12   Appendix

Troubleshooting

Problem	Possible cause(s)	Solution(s)
No dial tone	1. The base unit is not properly connected to electricity or to the telephone sockets. 2. Too far from the base unit. 3. Battery is charge low. 4. Incorrect battery polarity.	1. Check CONNECTION to power & telephone line. 2. Move handset CLOSER to base unit 3. CHARGE battery 4. RE-INSERT batteries check + & -
Antenna symbol is flashing.	1. The handset is not registered. If the handset is unregistered, it displays UNREGISTERED. 2. The handset is out of range.	1. REGISTER the handset 2. Move CLOSER to the base unit
No beep when handset is placed on base unit or charger	1. The handset is not placed properly on the base unit or charger. 2. Charging contacts are dirty. 3. The handset tone is turned off. 4. The handset's power is turned off.	1. Lift handset off the base unit and carefully REPOSITION correctly. 2. CLEAN charging contacts with a clean and dry cloth. 3. Turn ON the handset tone from the Sounds Menu. 4. CHECK batteries
Battery icon remains empty but handset charged for 24 hours.	1. Handset battery is defective or faulty. 2. Handset is not placed properly on the base unit or charger. 3. Battery installed incorrectly.	1. REPLACE with new AAA rechargeable NiMH batteries. 2. CHECK to make sure the battery icon is scrolling 3. RE-INSERT batteries check + & -
No symbol on the display.	1. Battery is uncharged. 2. The product is not properly connected.	1. CHARGE battery. 2. Make sure your product is properly PLUGGED-IN.
Bad audio quality (crackles, echo, etc.)	1. Interference from nearby electrical appliance. 2. Base unit is installed in a room with thick walls. 3. The handset is too far from the base unit.	1. Try plugging the base unit to a DIFFERENT location away from the appliance. 2. Install the base unit in a DIFFERENT room OR use EXTENSION leads. 3. Move CLOSER to the base unit.
Caller ID does not work	1. Service not activated.	2. Check your SUBSCRIPTION with the SERVICE provider.
Phone does not ring when a call comes in.	1. The ringer is off. 2. Too many phones are sharing the same phone line. 3. Base unit not plugged in	1. Turn ON the ringer. 2. REMOVE some of the phones from the phone line. 3. Check base unit CONNECTIONS.
Key pad does not work	Key pad may be locked	UNLOCK keypad
No dial tone on handset/base	1. Chip in handset has frozen. 2. Chip in base unit has frozen.	1. Use base unit for calls or RESET as shown below 2. RESET phone by disconnecting main power & remove batteries. Reconnect after 1 minute.
Busy tone + in-use light on	1. Other handset may be still-on 2. Check power to base	1. Check ALL handsets & END calls. 2. Check CONNECTIONS to wall & base
Can't transfer a call	1. Handset busy 2. Handset out of range 3. Wrong handset number	1. Check ALL handsets & END calls 2. Move handset CLOSER to base unit 3. Check HANDSET NUMBER
Answering machine won't record	1. Message overload 2. Machine not switched on 3. OGM2 selected	1. DELETE old messages to allow new recordings 2. SWITCH-ON answering machine 3. Can only record with OGM1, CHANGE to OGM1.
Remote operation doesn't work	1. Incorrect security code 2. Some cordless & mobiles do not generate continuous tones 3. Too long between key pressures, call cut.	1. CHECK security code or RESET code 2. Need to use a TONE-DIALLING phone 3. RE-KEY strokes within 10 seconds maximum

Product specifications
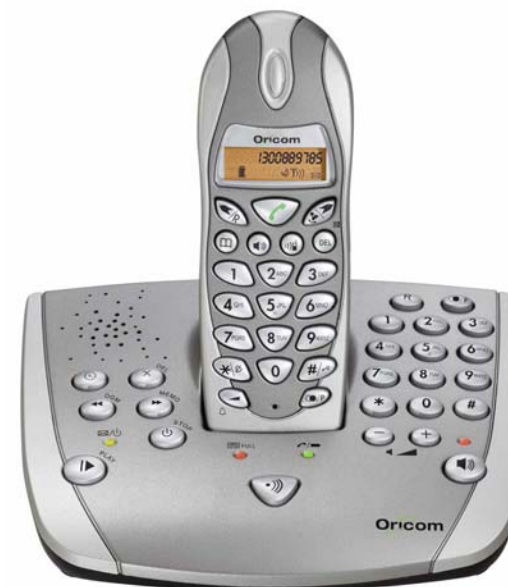
Phone - Oricom M5000	Specification
Frequency range	1.88 – 1.9 GHz (bandwidth = 20MHz)
Channel bandwidth	1.728 MH
Operating range**	Up to 300m outdoors, up to 50m indoors
Standby time	Up to 80 hours
Talk time	Typically 6 hours with speaker OFF/ 1 hour with speaker ON.
Temperate range	Operating 0 to 40 ˚C
	Storage -20 to 60 ˚C
Compatibility	Only GAP compatible DECT phones
Multiple handset capability	Up to 5 handsets per base
Multiple bases	Up to 4 bases per handset
Ringer melodies	5 music & 4 monotone
	** Line of sight under optimum conditions
Included Accessories	
Battery charge time	14 hours
Rechargeable Batteries	AAA Ni-MH 1.2V 600mAH
Mains Power supply for Base unit	Input: 230 Vac 50 Hz 60mA, Output: 9 Vdc 500 mA
Mains Power supply for Charger	Input: 230 Vac 50 Hz , Output: 6 Vdc 150 mA
Answering Machine	
Memory	Up to 50 phone numbers (Up to 25 digits per number)
Redial memory	Max 3 phone numbers
Recording time	11 minutes or max 55 messages

13   Notes for operation in New Zealand

The grant of a Telepermit for any item of terminal equipment indicates only that TELECOM has accepted that the item complies with the minimum conditions for connection to its network. It indicates no endorsement of the product by TELECOM, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of TELECOM's network services. This device may be subject to ringing or bell tinkle when certain other devices are connected to the same line. If this occurs, the problem should not be referred to the Telecom Faults service.

This equipment shall not be set to make automatic calls to the Telecom "111" Emergency Service. This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

REN (RN for New Zealand)

The REN (Ringer Equivalence Number) or (RN) is of significance only if you wish to connect more than 1 telephone to your telephone line. A standard telephone line has a maximum REN capacity of 3 (RN of 5). It is possible to connect 3(5) devices with a REN of 1 (RN of 1) with no degradation to the product's performance. Exceeding this limit may cause the volume of the ringer in any phone to decrease or not ring at all.

Caller ID

Customers using NON-TELECOM toll services should NOT use the 'dial back' feature for local calls as this will incur a charge only the 7 digit number should be dialled. Some of the CID services listed may not be available in New Zealand.
This telephone is not designed for making emergency telephone calls when the power fails. Make alternative arrangements for access to emergency services via corded or mobile telephone.

14   Warranty Information

This product is covered by a 12 month warranty against defective workmanship or parts. The warranty does not extend to damage caused by misuse, negligence, excessive voltage, faults on the telephone line or lightning. This guarantee in no way affects your statutory rights. Full details of the warranty are contained in the enclosed warranty card.

If you feel this product is not working correctly please consult the user guide and ensure that you are using the product in accordance with the instructions.

Remove all extra telephone equipment and connect only this telephone directly to the telephone socket.

If the fault is still present, connect another telephone (if available) to the telephone socket. The results will show you whether the fault lies with this unit or with the telephone line. If the product is working correctly the fault is on the telephone line. Please contact your service provider for assistance

To orders spare parts additional handsets, replacement batteries and in case of any technical issues you may have with product please consult our website for further information or send us an email for a prompt response to your enquiry. In the unlikely event of a fault developing, please contact us for assistance. **If the product is then found to be faulty you will be asked to return it directly to us with a copy of the purchase receipt.**

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