CARE90

Amplified Speakerphone

User Guide

Need Help?

If you need assistance setting up or using your Oricom product now or in the future, call Oricom Support.

Australia   1300 889 785

                   www.oricom.com.au

                   Mon-Fri 8am – 6pm AEST

New Zealand   0800 67 42 66

                   www.oricom.co.nz

                   Mon-Fri 10am – 8pm NZST

General Information

⚠ **WARNING**

It is very important that you read the User Guide carefully as it contains detailed information on installation, programming and operational issues which you will need to be aware of to ensure the Care Phone operates properly. Following is a list of **some** of the important issues and important warnings which you need to be aware of.

This is a summary of the important issues you **must still read** the User Guide in full.

• The telephone is designed for indoor use only. Do not install the telephone in areas where there is the risk of an explosion, excessive exposure to smoke, dust, vibrations, chemicals, moisture and heat.

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

• 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.

• Setting the receiver volume to maximum may, under some situations cause ear damage. We suggest returning the handset volume control to the "0" position after each call.

• Do not install in damp locations such as a bathroom or laundry, do not expose the unit to direct sunlight.

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 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.

This equipment should not be used under any circumstances that may constitute a nuisance to other Telecom Customers. If the "send" switch is used to boost or cut the send volume of a call, it must be returned to the "0" position after that call.

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 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.

Installation

Desk Mounting

Fit the bracket as shown in the illustration. Insert the brackets three tabs into the matching slots on the bottom of the phone and click into place.

Bracket position for desk mounting
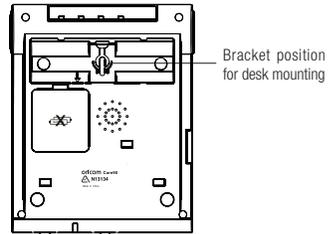
Wall Mounting

1. Fit the bracket as shown in the illustration. Insert the brackets three tabs into the matching slots on the bottom of the phone and click into place.

2. Drill two holes vertically, one above the other, 83mm apart, and leave the screws protruding from the wall by 5mm.

Bracket position for wall mounting

3. Turn around the hanging peg (located by the hook switch) for 180 degrees, so it will hold the handset in place when the phone is mounted on the wall.

4. Position the mounting holes on the base of the phone over the two protruding screws on the wall plate or on the wall. Gently push the phone flush against the wall plate then slide the phone downwards locking it into place.
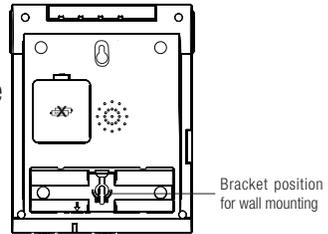
Connecting the Telephone

1. Plug one end of the curly cord into the socket on the handset.

2. Plug the other end of the curly cord into the left side of the phone.

3. Plug one end of the telephone line cord into the jack at the back of the base, and the other end into the wall socket.

4. Pick up the handset and listen for dial tone.

> **NOTE:**
>
> In Australia some phone wall sockets are the old "non modular" style.
>
> If you have this type of wall socket you will need to purchase a modular converter plug" (not supplied). These can be obtained from electronic stores.
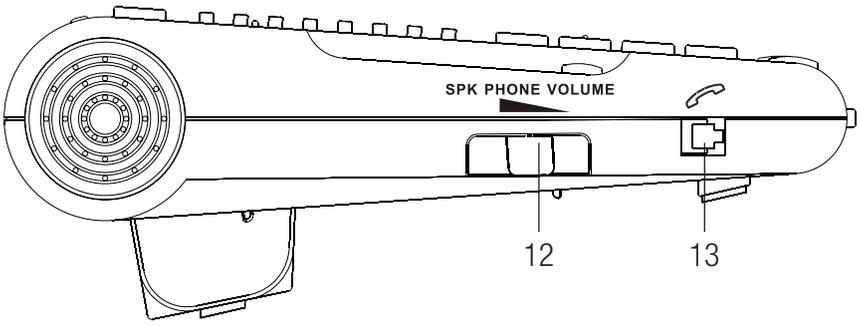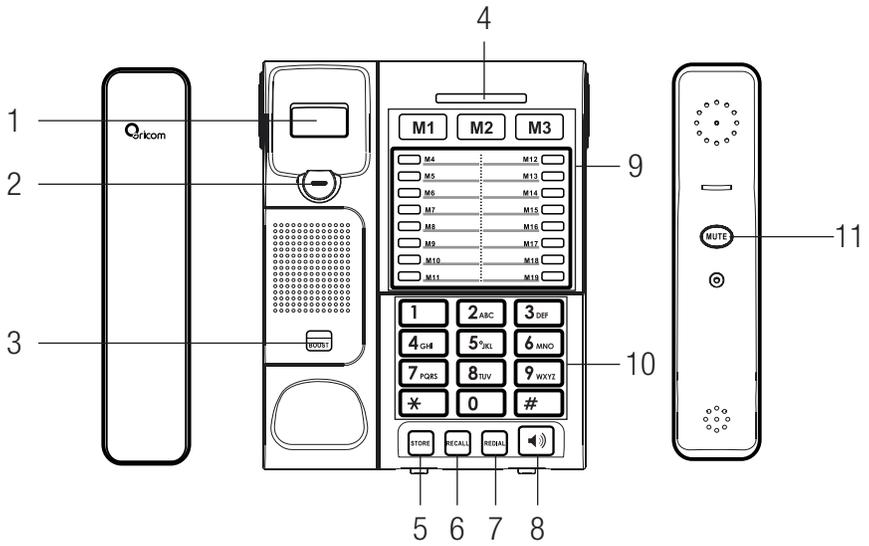
Location of Controls
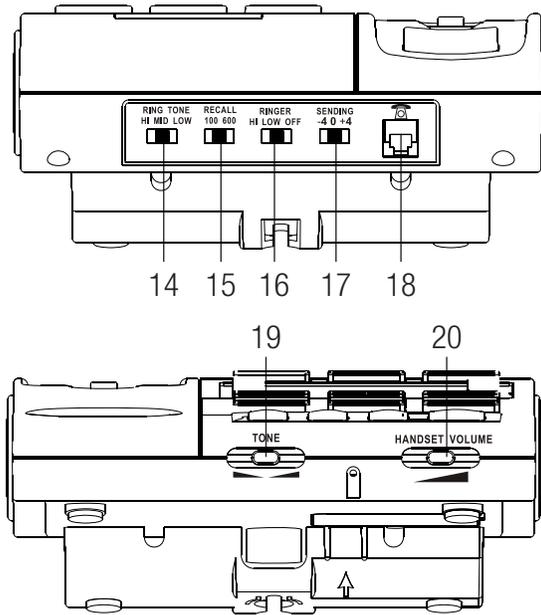
1. Hook switch
2. Handset holder
3. Boost button
4. Ring LED indicator
5. Store button
6. Recall button
7. Redial button
8. Speakerphone button
9. One touch button (M1-M19)
10. Keypad
11. Mute button
12. Speakerphone volume
13. Coil cord socket
14. Ring Tone Hi/Mid/Low switch
15. Recall Time Switch
16. Ringer Hi/Low/Off switch
17. Sending switch
18. Telephone line socket
19. Handset Tone control
20. Handset volume control

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Operation

Recall switch Setting

For Australia the Recall switch should be set to 100.
For New Zealand the Recall switch should be set to 600.

Making a call

1. Pick up the handset and wait for a dial tone.
2. Dial the number you wish to call.
3. When you have completed your call, hang up the handset.

Receiving a Call

When you receive a call, the telephone rings, the Ringer LED flashes.

If you want to talk to the caller:

1. Pick up the handset to answer the call.
2. At the end of the call, return the handset to the cradle.

Redial function

If a number that you have dialled is engaged or you were unable to get through to anybody. The last number dialled will be saved automatically.

To use the redial facility, proceed as follows:

1. Lift the handset.
2. Press the **REDIAL** button. The last saved redial number will now be dialled.

Pause

If needed for phone banking or behind a PBX system. You can insert a 3.6 second pause while dialling or storing a number into MEM. Press **REDIAL** button at the desired point in number to insert a pause.

Recall and call waiting

Press the **Recall** button followed by the extension number to transfer calls when connected to a PBX.

Access to additional Telephone network services can be gained by using the **Recall** button * and # keys. Contact your network operator for more information.

To Turn on Telstra call waiting (Australia)

You can use the recall button to answer a second call while you are on the phone. However this service will need to be turned on. For example to turn on Telstra's Call Waiting service:

1. Lift the handset and wait for dial tone then Press ***43#**.

2. You will hear the service message and then hang up.

Take two different calls at the same time

During a call, you will hear two loud beeps periodically to notify you of another incoming call. If you wish to answer this call

1. Press **Recall** button **listen for dial tone then Press 2** to put the current call on hold and talk with the second caller.

2. Subsequent presses of **Recall** button **listen for dial tone then Press 2** will toggle you between these 2 callers.

Ringer Volume Control

The ringer sound level can be adjusted by sliding the RINGER switch to select high (**HI**) or soft (**MID**) sound level. When you don't want to be disturbed, slide the **RINGER** switch to the Off position.

The bright White light (LED) on the base will flash with all incoming calls.

Volume Control

Handset Receiver volume control

The Handset volume control located on the front of the phone enables you to adjust the receiver volume on the handset.

Persons requiring a louder earpiece for comfortable operation can use the earpiece boost function. The receiver volume can be boosted up to 24dB during a conversation. Press the **BOOST** button, and the Boost LED will light.

You can turn OFF the BOOST by pressing the **BOOST** button at anytime during your conversation, the BOOST LED will turn off and the volume will return to normal level. When you replace the handset on the cradle, the boost volume will be reset to normal.

Note: If you do not need this additional amplification you do not need to press the **BOOST** Button.

> **Warning:**
> Setting your earpiece volume too high can damage your hearing!!!

Receiver Tone Volume Control (BOOST mode only)

You can use the TONE slide switch to adjust high frequency sounds. Words are clearer and easier to understand. Note: The tone adjustment function will not work if the receiver volume is set to the minimum level.

Hearing Aid Compatibility

This unit is compatible with most inductively coupled hearing aids on the market. However due to the wide range of hearing aids available we cannot guarantee that the unit will function error free with every model.

Mute

If you wish to speak privately to someone else in the room without your caller overhearing, press and hold the 📞 button underside the handset. You will still be able to hear the callers but they cannot hear you during the mute operation. To resume normal conversation, release the button.

Hands free function

1. Press ◀⟩⟩ button for one second. The hands free function will be activated and you will hear a dial tone within 2-3 seconds.

2. Dial the required telephone number. Adjust the speaker volume using the volume control located on the left side of the telephone.

3. Speak towards the microphone located on the front edge of the telephone.

4. Press ◀⟩⟩ again to end the call.

You can switch between handset and hands free mode by simply pressing spk symbol and hanging up the handset or lifting the handset when in handsfree mode.

> **Please note!**
>
> Please remember that in hands free mode it is only possible for one person at a time to talk. The switch-over between speaker and microphone is automatic and dependent on the sound level of the incoming call and the microphone respectively. It is therefore essential that there are no loud noises, e.g. music, in the immediate vicinity of the telephone, as this will disrupt the hands free function.

Memory

The telephone has 19 one-touch memories for frequently dialled telephone numbers.

Storing One-touch Memory Buttons

1. Lift the handset.
2. Press the **STORE** button.
3. Enter the telephone number to be stored (maximum 22 digits).
4. Press the **STORE** button again.
5. Press Memory Button **M1-M19** to store the number.
6. Replace the handset.

> **NOTE:**
>
> Press the **REDIAL** button if you need to insert a pause in the telephone number.

Dialing using one-touch Memory Buttons

1. Lift the handset or activate speakerphone and wait for a dial tone.
2. Press the Memory Button **M1-M19**, The stored telephone number will now be dialled.

In case of a number change, please store the new number in the location of the old one.

The Direct Memories are retained even when the telephone is disconnected.

Customer Support

If you have any problems setting up or using this product you will find useful tips and information in the Troubleshooting section of this user guide as well as "Frequently Asked Questions" on our website www.oricom.com.au.

If you have further questions about using the product after reviewing the resources above or would like to purchase replacement parts or accessories please call our Customer Support Team. Our dedicated local support team are more likely to be able to help you than the retailer where you made your purchase.

Important

Please retain your purchase receipt and attach to the back page of this user guide as you will need to produce this if warranty service is required. Take a few moments to register your product online: www.oricom.com.au

How to make a claim under Warranty in Australia

Oricom has a simple warranty process for you to follow:
- Please call or email our Customer Support Team, contact details follow.
- A Customer Support Team member will verify after troubleshooting with you if your product qualifies under warranty. If so, they will give you a Product Return Authorisation number.
- We will then email or fax a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the goods for warranty service.

Please note that if a Customer Support Team member advises that your product does not qualify for return, this warranty does not apply to your product.

Products that are authorised to be returned to Oricom in Australia must include all of the following:
- A completed Return Authorisation form
- A copy of your Proof of Purchase (please keep your original copy)
- The faulty prod uct, including all accessories. Oricom International Pty Ltd

Send the approved returns to:

> Oricom International Pty Ltd
> Locked Bag 658
> South Windsor NSW 2756 Australia

Please note that this warranty excludes expenses incurred by you in returning any faulty product to us. You must arrange and pay any expenses incurred (including postage, delivery, freight, transportation or insurance of the product) to return the faulty product to us, however, we will arrange delivery of the repaired or replaced faulty product to you.

Important Information

Repair Notice

Please be aware that the repair of your goods may result in the loss of any user-generated data (such as stored telephone numbers, text messages and contact information). Please ensure that you have made a copy of any data saved on your goods before sending for repair.

Please also be aware that goods presented for repair may be replaced by refurbished goods or parts of the same type rather than being repaired.

Warranty Information (Australia)

This Warranty is provided by Oricom International Pty Ltd ABN 46 086 116 369, Unit 1, 4 Sovereign Place, South Windsor NSW 2756, herein after referred to as "Oricom".

Oricom makes no other warranties or conditions, express or implied, including as to acceptable quality and fitness for a particular purpose, except as stated in this Warranty.

Any implied warranties that may be imposed by law are limited in duration to the Warranty Period.

Oricom warrants that the product is free from defects in materials or workmanship during the Warranty Period. This Warranty does not extend to any product from which the serial number has been removed or was purchased outside of Australia.

This warranty in no way affects your statutory warranty rights under the Competition and Consumer Act 2010 or any other similar legislation.

The Warranty Period will be 1 year from the date of purchase of the product evidenced by your dated sales receipt. You are required to provide proof of purchase as a condition of receiving warranty services.

You are entitled to a replacement product or repair of the product according to the terms and conditions of this document if your product is found to be faulty within the Warranty Period. This Warranty extends to the original purchaser only and is not transferable.

Rechargeable battery cells and rechargeable battery packs (if supplied) with this product are covered under this warranty for a period of 90 days.

Products distributed by Oricom are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Warranty Period of the Oricom branded product in which they are installed, whichever is longer. During the Warranty Period, Oricom will where possible repair and if not replace the faulty product or

part thereof. All component parts removed under this Warranty become the property of Oricom. In the unlikely event that your Oricom product has a recurring failure, Oricom may, subject to the Competition and Consumer Act 2010, at its discretion, elect to provide you with a replacement product of its choosing that is at least equivalent to your product in performance.

Oricom does not warrant that the operation of the product will be uninterrupted or error free.

Oricom is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the product. These terms and conditions together with any specific terms and conditions contained in the user guide to the product purchased constitute the complete and exclusive agreement between you and Oricom regarding the product.

No change to the conditions of this Warranty is valid unless it is made in writing and signed by an authorised representative of Oricom.

Oricom will not be in breach of a warranty expressly set out in this User Guide or under the Competition and Consumer Act 2010 and excludes any liability for damages or any other remedy arising under any other legislation or the common law if the damage occurs as a result of:

1. failure by you to adhere to the warnings and follow the instructions set out in this user guide for the proper installation and use of the product;

2. negligence on your part or misuse by you of the product;

3. an uncontrollable external cause which results in the product not functioning including but not limited to power failure, lightning or over voltage; and

4. modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.

Oricom will not be liable for any damages caused by the product or the failure of the product to perform, including any lost profits or savings or special, incidental or consequential damages. Oricom is not liable for any claim made by a third party or made by you on behalf of a third party. This limitation of liability applies whether damages are sought, or a claim made, under this Warranty or as a tort claim (including negligence and strict

product liability), a contract claim or any other claim. However, this limitation of liability will not apply to claims for personal injury. Nothing in this Warranty excludes, restricts or modifies any condition, warranty, right or remedy which pursuant to the Competition and Consumer Act 2010 applies to this Warranty and which may not be so excluded, restricted or modified. For warranties that cannot be excluded, restricted or modified, Oricom limits the remedies available to those specified in the relevant legislation.

Oricom products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact details for Oricom support and warranty claims in Australia

Oricom International Pty Ltd

Locked Bag 658

South Windsor, NSW 2756

Australia

Email: support@oricom.com.au

Phone: 1300 889 785

(Monday to Friday 8am to 6pm AEST)

Web: www.oricom.com.au

Fax: (02) 4574 8898

Contact details for Oricom support and warranty claims in New Zealand

Email: support@oricom.co.nz

Phone: 0800 674 266

(Monday to Friday 10am to 8pm NZST)

Web: www.oricom.co.nz