

# ORICOM CUSTOMER SUPPORT

Oricom have a trained and dedicated team of Customer Support Representatives, each with the knowledge and resources to assist in answering your questions quickly and efficiently.

## **Oricom Support - Australia**

For all product enquiries, troubleshooting or to discuss the range of Oricom products, feel free to contact Oricom or visit our website for answers to frequently asked questions.

**02 4574 8888**

Monday - Friday 8am – 6pm AEST

Email: [support@oricom.com.au](mailto:support@oricom.com.au)

[www.oricom.com.au](http://www.oricom.com.au)

## **Oricom Support - New Zealand**

**0800 674 266**

Monday - Friday 10am - 8pm NZST

Email: [support@oricom.co.nz](mailto:support@oricom.co.nz)



# CARE80

**Amplified Phone with direct dial picture buttons**



## User Guide

Keep this user guide for future reference. Always retain your proof of purchase in case of warranty service.

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**Need Help?**

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

Australia            02 4574 8888  
                              [www.oricom.com.au](http://www.oricom.com.au)  
                              Mon-Fri 8am – 6pm AEST

New Zealand        0800 67 42 66  
                              Mon-Fri 10am – 8pm NZST

## General Information



**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.

### **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

## Connecting the telephone

1. Plug one end of the telephone cable supplied into the **TEL. LINE** jack at the back of the telephone base.
2. Plug the other end of the telephone cable into the wall outlet.
3. Plug one end of the curly cord into the socket on the handset.
4. Plug the other end of the curly cord into the left side of the telephone.

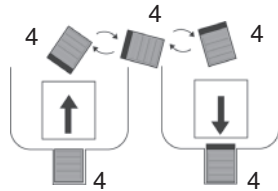
## Compatible with the nbn™ broadband access network

Contact your service provider to ensure you have the correct modem and phone service compatible with the nbn™ access network for your home phone. Please note that a power failure blackout will affect the phone service provided over the nbn™ access network in most areas. Your phone line may not work in this situation, even if your phone is fitted with a backup battery.

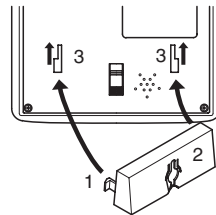
### Wall Mounting

**Method A.** To fit to an existing telephone wall plate with modular connector simply,

1. Press and lift out the handset holder on base. Rotate it 180°, and snap it into place (see Fig A) so it will hold the handset in place when the phone is mounted on the wall.
2. Insert the mounting bracket's two tabs into the matching slots on the phone's base. (see Fig B)
3. Then press down and slide the bracket upward until the tabs snap into place.
4. Plug the short telephone line cord (supplied) into the base of the phone and plug the other end into the telephone wall plate socket.



**Fig A**



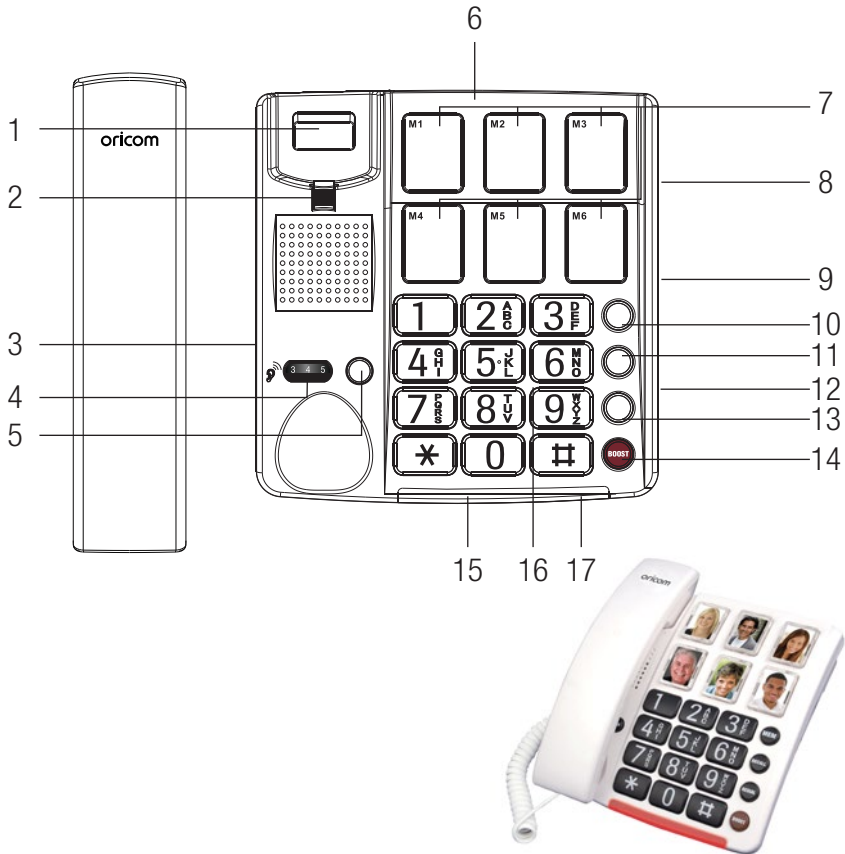
**Fig B**

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

**Method B.** Attach directly to a wall

1. Drill two holes vertically, one above the other, 83mm apart, and leave the screws protruding from the wall by 5mm.
2. Follow steps 1 and 2 above.
3. Then press down and slide the bracket upward until the tabs snap into place.
4. Plug one end of the telephone cable into the **TEL. LINE** jack at the back of the base.
5. Plug the other end of the telephone cable into the telephone socket, then align the base's keyhole slots with the screws and slide the phone downward to secure it.

## Location of Controls



1. Hook switch
2. Handset holder
3. Coil cord socket
4. Receiver volume controller
5. Store button
6. Telephone line socket
7. One touch button (M1-M6)
8. Ring Hi/Mid/Off switch
9. Recall Time Switch

10. Memory button
11. Recall button
12. Tone Hi/Low switch
13. Redial button
14. Amplify key
15. Ring LED indicator
16. Keypad
17. Amplify LED indicator



# 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 Ring 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 dialed is engaged or you were unable to get through to anybody, the last number dialed will be saved in the telephone 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 (up to 16 digits).

## Pause

If needed for phone banking or behind a PBX system. You can insert a 3.6 seconds pause while dialing 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 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 Red light (LED) on the base will flash with all incoming calls.

### Volume Control

#### Receiver volume control

The receiver volume control enables you to adjust the receiver volume on the handset. Press the **BOOST** button, the red LED will turn on, now you can increase the receiver volume by rotating the  knob (under the receiver) to the desired level ( level 1 to level 9).

#### **Warning:**

Setting your earpiece volume too high can damage your hearing!!!

#### Receiver Tone Volume Control

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.

## Memory

The telephone has 6 one-touch and 6 two-touch memories for frequently dialed telephone numbers.

When a number is stored into Memory you only press one or two buttons dependent on location to make a call.

The one-touch memories are M1-M6, the two-touch memories are accessed using the telephone keypad digits 1-6.

### Note:

An alternative to writing the persons name on the memory card insert is to place a picture of the person programmed into that memory location.

## Storing One-touch Memories

1. Lift the handset.
2. Press **STORE** button.
3. Enter the telephone number to be stored (up to 16 digits).
4. Press **STORE** button.
5. Press either M1-M6 to store the number.

### Note:

You may hear the busy tone during programming process.

## Dialing using One-touch Memories

1. Lift the handset and wait for a dial tone.
2. Press either M1-M6, the stored telephone number will now be dialed.

## Storing Two-touch Memories

1. Lift the handset.
2. Press **STORE** button.
3. Enter the telephone number to be stored (up to 16 digits). Press **STORE** button.
4. Press either 1-6 to store the number.

### Dialing using Two-touch Memories

1. Lift the handset and wait for a dialling tone.
2. Press **MEM** button.
3. Select a memory location by pressing the relevant keypad digit 1-6.

**Note:**

If the telephone is disconnected or loses power any stored memory information may be lost.

## **Express Warranty (Australia)**

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

The benefits of this Express Warranty are in addition to other rights and remedies you may have under the Australian Consumer Law. Our goods 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. In the event of a minor failure, Oricom reserves the right to choose to repair or replace the product.

The Express Warranty Period will be a period of 12 months beginning on 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 Express Warranty services.

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

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 Express Warranty Period of the Oricom branded product in which they are installed, whichever is longer. During the Express Warranty Period, Oricom will where possible repair and if not replace the faulty

product or part thereof. All component parts removed under this Express Warranty become the property of Oricom. In the unlikely event that your Oricom product has a recurring failure, Oricom may always, 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.

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

Oricom will not be liable under this Express Warranty, and to the extent permitted by law will not be liable for any defect, loss, damage or injury arising out of or in connection with a:

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. Willful misconduct or deliberate misuse by you of the product;
3. Any external cause beyond our control, including but not limited to power failure, lightning or over voltage; or
4. Modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.

## **How to make a claim under your Express Warranty in Australia**

Oricom has a simple warranty process for you to follow:

- Please call or email our Customer Support Team, 02 4574 8888 or [support@oricom.com.au](mailto:support@oricom.com.au).
- 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 a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the product 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 product, including all accessories.

Send the approved returns to:

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

Please note that this Express 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 products 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 product before sending for repair. Please also be aware that products presented for repair may be replaced by refurbished products or parts of the same type rather than being repaired.