



# Care Phone with Emergency Call Function TP170WP



## WARNINGS

THE CARE PHONE INCLUDING THE EMERGENCY CALL FUNCTION WILL NOT OPERATE UNLESS ALL THE PROCEDURES IN THE USER GUIDE HAVE BEEN COMPLIED WITH. YOU MUST READ THIS USER GUIDE IN FULL.

# 1 General Information



## Warnings

**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. If you are not clear about how to install the phone or have any queries on any issue, please contact our Australian Customer Support Service on 1300 889 785. The following is a list of **some** of the important issues and important warnings which you need to be aware of. This is not a summary of all the important issues and you **must still read** the User Guide in full.

The emergency call feature **will not be activated** in the following circumstances:-

- the remote pendant is not within the range of up to 30 metres from the phone;
- the battery for the remote pendant is not properly installed or is flat;
- the phone is not properly connected to power and the telephone line or the phone battery is not properly installed or is flat;
- the phone is engaged or off the hook;
- No emergency numbers have been stored in the phones memory.



## Warnings

- Add your emergency message to more than one number to avoid circumstances where the only person contacted is not available.
- Inform the person(s) whose number(s) will be stored in the emergency message that they need to acknowledge the call by pressing 0 at the appropriate time.
- Ensure the numbers are stored with the area code and in the order in which you want the phone to call them.
- Edit the stored phone numbers for persons to be contacted in emergency situations when they change their phone numbers.
- Ensure the telephone has charged backup batteries installed at all times.
- Test the emergency call feature regularly.
- Test the batteries on both the phone and the pendant regularly to ensure they are charged sufficiently to activate the emergency call feature.
- 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 a charge for local calls is unacceptable, the “DIAL” button should NOT be used for local calls. Only the 7 digits of the local number should be dialled from your telephone. DO NOT dial the area code digit or the “0” prefix.

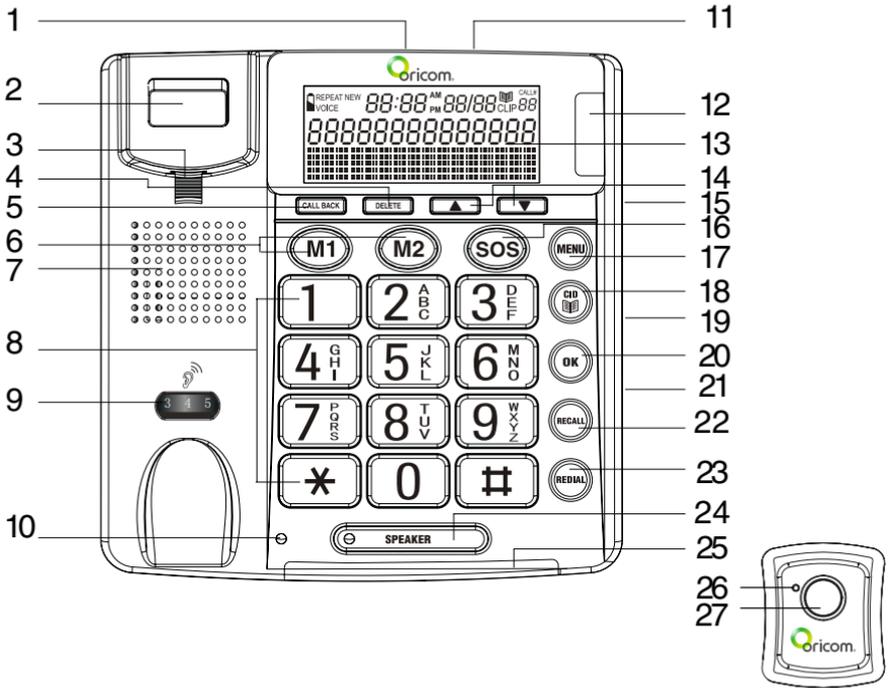
### **REN (RN for New Zealand)**

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.

### **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.

## 2 Location of controls



- |                            |                              |
|----------------------------|------------------------------|
| 1. Telephone Line Jack     | 15. Ringer Hi/Mid/Low Switch |
| 2. Hook switch             | 16. SOS Button               |
| 3. Handset Holder          | 17. Menu Button              |
| 4. Delete Button           | 18.  Button                  |
| 5. Call Back Button        | 19. Tone Hi/Lo Switch        |
| 6. Memory Buttons (M1, M2) | 20. Ok Button                |
| 7. Speaker                 | 21. Volume Hi/Lo Switch      |
| 8. Keypad                  | 22. Recall Button            |
| 9. Receiver volume control | 23. Redial Button            |
| 10. Receiver volume LED    | 24. Speaker Button With LED  |
| 11. Power Jack             | 25. Ringer LED               |
| 12. New Call LED           | 26. Remote pendant LED       |
| 13. Display                | 27. Remote pendant Button    |
| 14. ▲ / ▼ Buttons          |                              |



The A-Tick symbol indicates that this product complies with all current Australian ACMA standards.

## 3 Installation

### 3.1 Installing batteries (supplied) in the phone



#### Warnings

You must install 4 AA Alkaline batteries in the phone base. The battery back up system will then be able to power the unit for up to 12 hours if there is a mains power failure.

If your mains power has been turned off for an extended period or the power supply to the phone has been unplugged from mains power you should replace the batteries with 4 new high quality AA Alkaline batteries. Before opening the battery compartment, make sure the telephone is disconnected from the telephone line and the mains power supply.

1. Use a flat-blade screwdriver or tip of a pen to lift and remove the battery compartment door.
2. Insert four AA batteries into the compartment as indicated by the polarity symbols.
3. Snap the battery compartment door back into place.

When this  symbol appears on the display or the display dims, replace the batteries. **Always use 4 new high quality Alkaline AA batteries.**

### 3.2 Connecting the mains power supply

Insert the plug of the power supply into the round socket at the back of the telephone and plug the power supply into a working mains power point. The power adaptor must be connected to mains power and the wall switch be turned on at all times.



#### CAUTION

Use only the mains adaptor supplied with this product. Incorrect adaptor polarity or voltage can seriously damage the unit.

Adaptor for base:-

Input: 240 VAC 50 Hz

Output: 9VDC 200 mA

### 3.3 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.

## 3.4 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 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.
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.

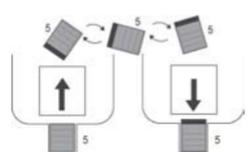


fig A

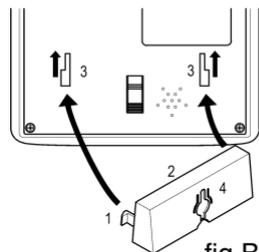


fig B

**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.

## 4 Setting Up

### 4.1 Setting the contrast

1. Press the MENU button. The display shows "LCD CONTRAST".
2. Press the OK button. The display shows the current contrast setting with values between 1 and 5.
3. Press ▲ or ▼ to select the contrast level and confirm with OK button.
4. The display now shows to "TIME/DATE", you can refer to next section to set the time and date or press  button to exit the set-up mode.

### 4.2 Setting the TIME and DATE

1. Press and release the MENU button until "TIME/DATE" is shown.
2. Press the OK button. The display shows "ENTER TIME" and the hours digit is flashing.

3. Select the current hour using the ▲ or ▼ and confirm with **OK** button. The minutes will now flash in the display.
4. Select the required minutes using the ▲ or ▼ and confirm with **OK** button. The display now shows “ENTER DATE” and the month digit is flashing.
5. Select the current month using the ▲ or ▼ and confirm with **OK** button. The day will now flash in the display.
6. Select the current day using the ▲ or ▼ and confirm with **OK** button.
7. Exit the set-up mode using the  button.

### 4.3 Alarm

You can set an alarm to remind you of an upcoming event such as time to take medication. To set the alarm:

1. Press **MENU**
2. Press the ▼ button repeatedly until “ALARM” is displayed.
3. Press **OK**.
4. Press the ▲ or ▼ button to select between ON and OFF.
5. Press **OK**
6. If you have selected OFF the display will return to the menu. If you have selected ON the display will show the time until the alarm notification is required in half hour increments. Using the ▲ or ▼ button to select the desired time and press **OK**.
7. The display will show “REPEAT”, using the ▲ or ▼ button to select between REPEAT or SINGLE alarm options.
8. Press **OK**, the display will return to the menu.

### 4.4 Setting country (AUSTRALIA/NEW ZEALAND) mode

The factory preset is AUS.

1. Press and release the **MENU** button until **AUS /NZ** is shown.
2. Press the **OK** button.
3. Select your location (**AUS or NZ**) by using ▲ or ▼ and confirm with **OK** button.
4. Press  to exit the set-up mode.

Note: Australia Recall/flash time is 100ms. New Zealand Recall/flash time is 600ms, the unit is now set up to insert 0/00 when receiving CID log in accordance with Telecom NZ requirements.

### 4.5 Voice Prompts

Voice prompts are provided to make it easy to use the TP170WP. The volume of the voice prompt can be adjusted with the **VOLUME** slide switch on the side of the phone.

If you prefer you may turn off the voice prompt function. NOTE: You will still hear all the phone book names you recorded.

1. Press and release the **MENU** button until **VOICE** is shown.
2. Press the **OK** button.
3. Using the ▲ or ▼ to select between **VOICE YES** or **NO** and confirm with **OK** button.
4. Press  button to exit the set-up mode.

## 4.6 Receiver Volume Control

The receiver volume control enables you to adjust the receiver volume on the handset. Rotate the  button on the base to select a comfortable listening level (1-9), the red LED will turn on.

### WARNING

**Setting the receiver volume to maximum may, under some situations cause ear damage. We suggest returning the volume control to the “0” (OFF) position after each call.**

## 4.7 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 TP170WP will function error free with every model.

## 4.8 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.

## 4.9 Selecting the ringer melody

1. Press and release the **MENU** button until **RINGER MELODY** is shown.
2. Press the **OK** button, the display shows **RINGER MELODY 1**.
3. Select the desired RINGER MELODY 1, 2 or 3 using **▲** or **▼** and confirm with **OK** button.
4. Press  to exit the set-up mode.

## 5.0 Ringer Volume Control

The ringer sound level can be adjusted by sliding the RINGER switch. Select high (**HI**), mid (**MID**) or low (**LO**) level.

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

## 5. REMOTE PENDANT

The telephone comes with one waterproof emergency pendant which is already paired with the unit.

Please contact your local re-seller to purchase additional emergency pendants. These can be used by another person in the house or to have a spare pendant in more than one room (like bathroom and bedroom).

The following information is for pairing additional pendants only or if you accidentally have deleted the pendant from the “pairing menu”

## 5.1 Pairing new pendants to the phone

1. Press and release the **MENU** button until **REMOTE PENDANT** is shown.
2. Press the **OK** button,
3. Select **PAIRING** or **DELETE** by pressing the ▲ or ▼, and confirm with the **OK** button.

## 5.2 Remote Pendant setting:

If you select **PAIRING**, the display will show **PAIRING** for only 3 seconds. Immediately press and hold down pendant key for 3 seconds until you see **"PAIRED"** on the display.

If after 2 seconds no pendant was successfully paired, the display will show **"PAIRING FAILURE"**.

Please repeat above procedure until you have successfully paired the pendant with the telephone.

You can pair up to 5 pendants to each telephone. Please repeat above procedures to pair another pendant.

If you have already paired 5 pendants to the phone attempting to pair more, pendants will result in display showing **"FULL"**.

## 5.3 DELETE Devices:

If you select **"DELETE"**, the unit will DELETE ALL the paired pendants.

You will need to pair all pendants again including the main pendant which came with the phone.

Press  to exit set-up mode.

Upon exiting set-up mode, you should press and hold the pendant button for 3 seconds to make sure that the pendants were successfully paired. If the phone beeps, press and hold the pendant again to abort the emergency calling feature

# 6. Telephone Operation

## 6.1 Making a call

1. Pick up the handset or press **SPEAKER** button (the speaker LED will light) and wait for a dial tone.
2. Dial the number you wish to call. The display will show the number that you are dialling. If you dial a number over 14 digits long, it will show the last 14 digits only.
3. When you have completed your call, hang up the handset or press **SPEAKER** button again to release the telephone line.

It is possible to switch from a handset to speakerphone conversation by pressing the **SPEAKER** button and picking up or hanging up the handset accordingly.

## **Pre Dialing a Call**

1. Dial the number you wish to call the telephone will speak out the numbers as you dial them (with voice option ON). To correct a number press the **DELETE** button for each incorrect digit.
2. Pick up the handset, press **CALL BACK** or press the **SPEAKER** button.

## **6.2 Receiving a Call**

When you receive a call, the telephone rings, the Ringer LED flashes, and the display shows the CALL# and the caller telephone number (with caller id service activated). The phone will say the name of the caller if the number matches a name recorded in the phone book, if not, it will say the numbers of the caller.

This feature allows you to decide to pick up the phone or not depending on who is calling.

If you want to talk to the caller:

1. Pick up the handset or press **SPEAKER** button to answer the call.
2. At the end of the call, return the handset to the cradle or press **SPEAKER** button again.

## **Answering a call telephone call with the remote pendant**

If you are within a few meters of the TP170WP you can answer an incoming call by pressing the red button on the remote pendant, the telephone will answer the call and activate the speakerphone so you can speak to the caller without picking up the handset. By pressing the red button of the pendant a second time you will deactivate the speakerphone and return to standby mode.

This feature is particularly useful if you are relaxing and do not wish to get up to answer the telephone.

## **6.3 Speaker Volume Control**

You can adjust the speaker volume level that suits you by sliding the **VOLUME** switch.

## **6.4 Last number Redial**

To redial the last number called:

1. Lift the handset or press **SPEAKER** button.
2. Press the **REDIAL** button.
3. The last number you dialed (manually) will then be can be redialled.

## 6.5 Call waiting (Recall button)

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. For example to turn on Telstra's Call Waiting service:

1. Lift the handset or press **SPEAKER** button.
2. Wait for dial tone then Press **\*43#**
3. You will hear a service announcement then hang up.

### To answer a second call while putting the first caller on hold

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** 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** listen for dial tone then **Press 2** will toggle you between these 2 callers.

## 6.6 Network Message Waiting Indicator

You need to subscribe to a voice message service (eg Telstra Message Bank) from your local service provider to use this feature.

When you are unable to answer a call, the incoming call will be forward to a mail box where the caller can leave a message. The new call LED will blink and the display will show **MESSAGE WAIT** to alert you to listen to the stored message.

The new call LED and the MESSAGE WAIT message will be turned off after you have listened the message in the mail box.

Or you can press the **DELETE** button once, the display shows **DELETE ?**, press and hold the **DELETE** button to turn off the new call LED and the MESSAGE WAIT message.

## 6.7 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 memory. Press **REDIAL** button at the desired point in number to insert a pause.

## 6.8 Storing numbers in the M1 & M2 one touch memories

1. Press and release the **MENU** button until the **STORE NUMBER** is shown.
2. Press the **OK** button. The cursor will flash in the first position.
3. Enter the required telephone number with a maximum of 22 digits using the number pad and confirm with **OK** button.
4. Press **M1** or **M2**.
5. Confirm with **OK** button. The number has now been saved and display show **SAVED!**
6. Repeat step 2 to 5 to store other numbers for other memory buttons or press  button to exit.

To dial the numbers in the emergency **MEMORY** Buttons, simply pick up the handset or press **SPEAKER** button and press **M1** or **M2**.

Note: the numbers stored in **M1** and **M2** memory buttons are for manual dialing only and are not dialed in the emergency call function.

## 7. The Phone Book

### 7.1 Storing numbers in the phone book

**You can enter up to 30 names and numbers into the Phone book and choose which of those numbers will be dialed when the Emergency call function is activated and in which order they will be dialed.**

1. Press and release the **MENU** button until **STORE NUMBER** is shown.
2. Press the **OK** button. The cursor will flash in the first position.
3. Enter the required telephone number including the area code (max of 22 characters) press **OK** button to confirm (both the erase feature and pause feature can be used when storing the telephone number).
4. Enter the required name (max 16 characters). The next section will explain how to enter names.
5. Confirm with **OK** button. The display now shows **EMERGENCY OFF**.
6. Select **EMERGENCY ON** or **EMERGENCY OFF** using the **▲** or **▼** and confirm with **OK** button.
  - If you selected **EMERGENCY OFF** and press **OK**, **SAVED** is shown and the unit announces "Name Recording for phone book". That means the phone number is stored only for normal memory phone dial out, not for emergency call dial out  
To record voice (example 'John'), hold down **OK** button, speak clearly into the microphone after a beep and "VOICE" symbol is flashing. Release the button when you finished or the unit will stop recording after 3 seconds. The voice prompt will then be played automatically. [Recording the Voice is necessary for the personalized talking caller id and talking phone book feature].
  - If you selected **EMERGENCY ON**, and press **OK**, "**LOCATION**" is shown. Select the required location by pressing **▲** or **▼** and confirm with **OK** button, if the location is in use, the display shows **OVERWRITE?** confirm with **OK** or select another location with **▲** or **▼**. Press the **OK** button and **SAVED!** is shown.

## WARNING

Selecting the correct location is very important as this feature determines the sequence in which the emergency telephone numbers are dialled. Location 1 will be dialled first, then 2, then 3 etc.

**WARNING:** If you choose to overwrite a location, the previously stored number will be erased.

The unit announces “Name Recording for phone book” and the “SOS” symbol is shown. That means the phone number is stored for a general phone and emergency’s call dial out.

To record voice (example ‘this is John’), hold down OK button, speak clearly into microphone after a beep and “VOICE” symbol is flashing. Release the button when you finished or the unit will stop recording after 3 seconds. The voice prompt will then be played automatically. [Recording the Voice is necessary for the personalized talking caller id and talking phone book feature.

7. You can repeat step 2 to 6 to enter more numbers or press  button to exit.

**Important:** You can only use the phone book features, in the phone book mode. If the  symbol is off, press  button once to enter phone book mode.

## How to enter names

By repeatedly pressing the appropriate button, upper case letters as well as numbers and special characters can be entered.

## Overview:

### Button Letters/symbols

1.....	[Space character] + & - / 1
2.....	A B C 2
3.....	D E F 3
4.....	G H I 4
5.....	J K L 5
6.....	M N O 6
7.....	P Q R S 7
8.....	T U V 8
9.....	W X Y Z 9
*.....	' @ ( ) *
0.....	, . : ; ? 0
#.....	\$ _ % ! #

Incorrect entries can be deleted using the **DELETE** button. To do this, move the cursor to the correct position using ▲ or ▼ and then press **DELETE** button.

## 7.2 To review the Phone Book Memory

1. Press and release  button until the phone  symbol is shown.
2. Review the stored phone number by pressing **▲** or **▼**, or enter the first letter of the name of the person you wish to call. After a short time, the display will display the first stored telephone number and say the name if it was recorded. You can now search for further numbers under this letter by pressing **▲**.

Notes:

- If no telephone numbers are stored, the display will show **EMPTY**.
- After you view all the call in memory, the display will show **END OF LIST**.

## 7.3 To dial a number from the Phone Book:

1. With the required telephone number showing on the display, press **CALL BACK** button. The telephone dials out the displayed telephone number automatically in speakerphone mode.
2. The display shows the telephone number and call timer.

OR

1. Pick up the handset or press **SPEAKER** button (the speaker light will turn on) and wait for a dial tone.
2. Press and release  button,  symbol is shown.
3. Review the stored phone number by pressing **▲** or **▼**.
4. Press **CALL BACK** button.

## 7.4 Recording / Editing / Deleting voice prompt of name of phone book

With caller ID service activated, when an incoming call is received, the unit will display and announce the caller's phone number (unless it is blocked). If the caller's phone number is stored in the phone book, caller's name will be displayed too.

If the voice prompt is recorded for this phone number, the unit will announce the voice prompt instead of the caller's phone number.

1. Press and release the **MENU** button until the **NAME RECORDING** is shown.
2. Press the **OK** button. A list of the phone book entries will be displayed.
3. Press **▲** or **▼** to select the list you like to record a voice or name for it.
4. To record or edit the voice, hold down **OK** button. After the beep, speak clearly into the microphone. Release the button when you are finished (max recording time is 3 seconds.) The new voice prompt will then be replayed automatically.

To delete the voice prompt recorded, press **DELETE** button while the voice prompt is playing.

5. Repeat steps 3 to 4 to edit or delete entries or exit the set-up mode by pressing the  button.

## 7.5 To Edit Phone Book Memories

1. Press and release  button until phone book  symbol is shown.
2. Select the required location by pressing ▲ or ▼.
3. Press and hold **MENU** button for two seconds. The display will show **EDIT?**.
4. Press **OK** button, the first digit of the selected phone number will flash.
5. You can move the cursor to the required position by pressing ▲ or ▼. To delete the digit, press **DELETE** button, or press any numeric key to replace the digit, confirm with **OK** button. Then the display shows the flashing first letter of the name.
6. Move the cursor to the required position by pressing ▲ or ▼. To delete the letter, press **DELETE** button, or press any numeric key to replace the name, and confirm with **OK** button, **EMERGENCY ON or OFF** is shown.
7. If the display shows **EMERGENCY OFF**, and you want to change it as an emergency's call dial out, select **EMERGENCY ON** by pressing ▲ or ▼, and confirm with **OK** button, now **LOCATION** is shown. Select the required location by pressing ▲ or ▼ and confirm with **OK** button, if the location is in use, now display shows **OVERWRITE?**, confirm with **OK**, **SAVED!** is shown.  
If you select **EMERGENCY OFF** and confirm with **OK**, **SAVED!** is shown.

**Warning: Selecting the correct memory sequence is very important as this feature determines the sequence in which the numbers will be dialled in the emergency feature. Location 1 will be dialled first, then 2, then 3 etc.**

**Warning: If you choose to overwrite a location, the previously stored number will be erased.**

8. You can repeat step 2 to 7 to edit more numbers or press  to exit.

## 7.6 To Delete the Phone Book Memory

1. Press and release  button,  symbol is shown.
2. Select the required location from the phone book by pressing ▲ or ▼.
3. To delete single memory, press **DELETE** button once. The display will show the **DELETE?**. Press **DELETE** button for 2 seconds. The telephone number and name will be deleted and the display will now show another number from the phone book.  
To delete all entire memory, press and hold **DELETE** button until the display shows **DELETE ALL?**. Press **DELETE** button for 2 seconds until **EMPTY** appears on the display.

## 8 Emergency Call feature

**THE EMERGENCY CALL FUNCTION WILL NOT OPERATE UNLESS ALL THE PROCEDURES IN THE USER GUIDE HAVE BEEN COMPLIED WITH.**

This feature allows you to summon assistance from the people in emergency phone list.

### 8.1 Emergency Message

Two options are provided for your emergency message:

- A. A pre-record message "This is an emergency call, to accept this call press 0". This message will be played unless you decide to record your own message.
- B. Your own recording (max. recording time 20 secs).  
This can be any message of your choice, but should always end with the phrase "to accept this call press 0 now."

### 8.2 To record your emergency message

1. Press and release the **MENU** button until the **RECORD MESSAGE** is shown.
2. Press and hold the **OK** button. After the beep start your message (keep a distance of 15 cm from the telephone so that you can speak into the microphone).
3. Release the **OK** button after you have finished your emergency message. The message will now play back for you to review.

### 8.3 To check your emergency message

You can check the emergency message at any time.

1. Press and release the **MENU** button until the **CHECK MESSAGE** is shown.
2. Then press the **OK** button to play back the message.

### 8.4 To delete your own emergency message and use the pre-recorded message

If you have recorded your own message, you can delete this and by doing so use the pre-recorded message.

1. Press and release the **MENU** button until the **CHECK MESSAGE** is shown.
2. Then press the **OK** button to play back the message.
3. During the playback, press **DELETE** button. Your own message will be deleted and you will now use the pre-recorded emergency message.

## **8.5 To activate the Emergency Call function:**

1. Press and hold the button on the pendant or the **SOS** emergency button on the telephone for three seconds. The telephone will beep loudly for 15 seconds. (If during this time the emergency **SOS** button on the phone, or the button on the pendant is pressed for more than three seconds, the emergency call will be cancelled. If the key is not pressed, the telephone will dial out the emergency numbers automatically in speakerphone mode.
2. The telephone dials out the first emergency number (stored in the phone book emergency location 1), and then announces the emergency message continuously.
  - If during 60 seconds the called party acknowledges the call by pressing **0** on their phone, the speakerphone will be activated for 3 minutes.
  - If **0** is not pressed within 60 seconds, the TP170WP will terminate the call, then after a further 30 seconds dial the next emergency number automatically in speakerphone mode.

### **WARNING**

1. **If NO emergency numbers have been programmed, the telephone will not dial anything. It will just beep loudly for 15 seconds when the SOS button on the phone or the button on the pendant is pressed.**
2. **The pendant must be within the range of the telephone to activate the emergency feature. You should check that there are no structural obstacles, heavy concrete walls between the pendant and the telephone.**
3. **When the button on the pendant is pressed, the red light (LED) will light up for as long as the key is pressed. If the led does not light up it is necessary to replace the battery.**
4. **To cancel the emergency feature, press and hold the SOS button on the telephone or the pendant for more than three seconds.**
5. **The emergency feature will automatically stop when all the emergency numbers have been dialled twice or if the receiver presses 1 and 2 after the 0 key. (The reason for interrupting the call after 3 minutes is for safety in case a receiving party presses 0 but for any reason is unable to receive the message, in case of mobile phone drop out for example).**

Note: The emergency feature will automatically stop when all the emergency numbers have been dialed or if the receiving party has pressed 0. When the receiver presses 1 and 2 after the 0 key, the unit will stay in speaker mode or you can hang up the receiver.

6. **The receiving party must use a tone dialing phone, (standard feature on most telephones) to press "0".**

## 9. Caller ID

**Important:** To use Caller ID functions the CLIP symbol must be on. If the CLIP symbol is not visible on the display, press the  button once.

### 9.1 Receiving a Call (Can be stored up to 64 calls)

- If an incorrect, invalid or incomplete Caller ID signal is received, the display shows **-ERROR-**.
- If only the caller's phone number is received, the display shows the caller's phone number with the time and date it was received. The NEW symbol turns on and NEW CALL LED blinks.

Notes:

1. CALL#01 means this data is stored in Caller ID memory location #01.
  2. The calling time and date are immediately recorded from the real-time clock.
- If the callers number is not available due to the caller's restriction, the display shows **-PRIVATE CALL-** with the time and date received. The NEW symbol turns on and NEW CALL LED blinks.
  - If the callers number is not available, the display will show **-OUT OF AREA-** with the call's time and date. The NEW symbol turns on and NEW CALL LED blinks.
  - If a overseas call is received, the display will show **-LONG DISTANCE-** with the calls time and date. The NEW symbol turns on and NEW CALL LED blinks.

Notes:

1. If the Caller ID memory is full, the oldest data will be removed on a first-in/first-out basis.
2. If the Caller ID information received duplicates another call in memory, the time/date will be updated and the **"REPEAT"** symbol will be lit.
3. If no key is pressed within 20 seconds, the display will display the total call counter, new call counter, current time and date.

### 9.2 View the Caller ID Memory

Press  to review more recent calls. The CALL# will increase.

After you view the most recent data in memory, the display will show **END OF LIST**.

Press  to review older calls. The CALL# will decrease.

After you view the oldest data in memory, the display will show **END OF LIST**.

If the data in memory is being reviewed for the first time, the NEW symbol will be lit. The NEW CALL LED will off if you review the data.

If no key is pressed within 20 seconds, the display will display the total call counter, new call counter, current time and date.

### 9.3 Deleting Numbers from the Caller ID Memory

1. Select the required Caller ID memory location by using the ▲ or ▼ button.
2. *To delete single memory*, press **DELETE** button once. The display will show the **DELETE?**. Press **DELETE** button for 2 seconds. The data for that call will be erased, and the CALL# and Caller ID information will be updated.

*To delete all entire memory*, press and hold **DELETE** button until the display shows **DELETE ALL?**. Press **DELETE** for 2 seconds until **NO CALLS** appears on the display.

Both the total call and new call counters will reset to zero, and the current time and date will be displayed.

### 9.4 CALL BACK (Redial) from the Caller ID Memory

With the handset on the base. Select the required Caller ID memory location by pressing ▲ or ▼. Press **CALL BACK** button, the speakerphone will automatically dial the selected number.

Or

Pick up the handset, select the required Caller ID memory location by pressing ▲ or ▼, then press **CALL BACK** button.

### 9.5 Copy from the Caller ID to the Phone Book

You can copy Caller ID information to the phone book while you are reviewing the Caller ID information.

1. Select the required Caller ID memory location by pressing ▲ or ▼.
2. Press and hold **MENU** button for two seconds, display will show **COPY TO MEMORY ?**.
3. Press **OK** button again, display will show **SAVED!**.

### 9.6 Tuning ON and OFF the NEW CALL LED

If you do not wish the NEW CALL LED to alert you of new calls it can be switched off in the menu.

1. Press **MENU** button.
2. Press ▼ to select VMW/NEW LED
3. Press **OK**
4. Press ▲ or ▼ to select between ON, OFF or VMWI ONLY.

ON- The LED will flash for NEW CALLS and when messages are left on your voice mail service.

OFF- the LED will not give any alerts.

VMWI ONLY- the LED will only flash when you have messages on your voice mail service.

# 10. Important Information

## 10.1 Periodic testing

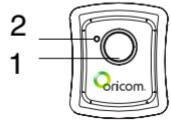
### Remote Pendant

We recommend you check and test the remote pendant and SOS button function every month. To ensure that it is working correctly.

The remote pendant battery should last for up to 2 years but we recommend changing it every 12 months or sooner if the red light on the pendant becomes dim or the operating range reduces. Replacement batteries for the pendant can be obtained from most supermarkets.

### Testing the remote pendant battery

1. Press and hold the button (1) on the remote pendant unit briefly. The LED (2) lights up.
2. If the LED (2) no longer lights up when the button is press and held, replace the battery.



### Replacing the battery in the remote pendant

1. Remove the screw on the rear side of the remote pendant using a small, cross tip screwdriver.
2. Insert the tip of a small screwdriver in the notch (3) and carefully open the housing.
3. Replace the 12volt battery with a Duracell 23A 12-Volt Alkaline Battery, pay attention to the correct polarity.
4. Close the housing and replace the screw.
5. Test the remote by pressing and holding the button for 3 seconds the phone will begin to beep. Cancel by pressing and holding the button on the pendant for 3 seconds.

## 10.2 Battery Backup on the phone base

The TP170WP requires that 4 AA Alkaline batteries be fitted in the phone and the power adaptor be connected to mains power socket and be turned on at all times.

The Battery warning symbol on the phone display will indicate when the 4 AA batteries in the phone base need replacing. The batteries fitted to the phone base will power the unit for up to 12 hours if there is a mains power failure or power for some reason is disconnected to the phone.

These batteries are not the rechargeable type and therefore if your mains power has been turned off for an extended period or the power supply to the phone has been unplugged from mains power you should replace these batteries with 4 new quality AA Alkaline batteries.

### **10.3 Cleaning and care**

The surface of the case can be cleaned with a dry, soft, lint-free cloth. Never use cleaning agents, particularly aggressive solvents. Apart from occasional cleaning of the case, no other care is necessary. The rubber feet of the base station are not resistant to all cleaning agents. The telephone feet do not normally leave any marks on the surface. However, on account of the multitude of varnishes and surface finishes used, surface marks caused by the feet of the unit cannot be ruled out, therefore we can not be held responsible for possible damage to furniture or the like.

### **10.4 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](http://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](http://www.oricom.com.au)

### **10.5 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 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 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.

### **10.6 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 ailure, 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](mailto:support@oricom.com.au)  
Phone: 1300 889 785  
(Monday to Friday 8am to 6pm AEST)  
Web: [www.oricom.com.au](http://www.oricom.com.au)  
Fax: (02) 4574 8898

### **Contact details for Oricom support and warranty claims in New Zealand**

Email: [support@oricom.co.nz](mailto:support@oricom.co.nz)  
Phone: 0800 674 266  
(Monday to Friday 10am to 8pm NZST)  
Web: [www.oricom.co.nz](http://www.oricom.co.nz)