



Operating Instructions

DTX4300 80 Channel UHF Citizen Band Radio

Keep this user guide for future reference. Always retain your proof of purchase in case of Warranty service and register your product on line at:

AUSTRALIA: www.oricom.com.au NEW ZEALAND: www.oricom.co.nz

Why has the ACMA increased the number of available UHF CB channels?

To provide additional channel capacity within the UHF CB Band the ACMA will over the next 5 years change the majority of the current wideband 40 channel use to narrowband 80 channel use.

During this time wideband channel use will be gradually phased out as users upgrade their existing radio's.

This means that the new Oricom narrowband radio you have purchased will have more channels than older wideband radios. Some of these channels are locked and cannot be used, (see the attached channel chart for more information).

When did this take place?

Early in 2011 new AS/NZS Standards came into effect allowing operators to use additional narrowband channels and also use narrowband transmissions on some current wideband channels. This increased the number of channels up to 80, 75 of which are useable voice channels.

What issues may users experience during the transition phase?

When a new narrowband radio receives a transmission from an older wideband radio the speech may sound loud and distorted – simply adjust your radio volume for the best listening performance. When an older wideband radio receives a signal from a new narrowband radio the speech may sound quieter - simply adjust your radio volume for best listening performance. When operating a narrowband radio or Channel 41 - 80 interference is possible from wideband radios transmitting on high power or on adjacent frequency.

The issues described above **are not a fault of the radio** but a consequence of mixed use of wideband and narrowband radios.

It is expected that as older wideband radios are removed from service that this issue will be resolved. Most radios in use will be narrowband eliminating this issue.

This information is current at time of printing. For further up to date information please visit

www.acma.gov.au



This unit complies with all relevant Australian
and New Zealand approval requirements
AS/NZS 4365:2011



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Need Help?

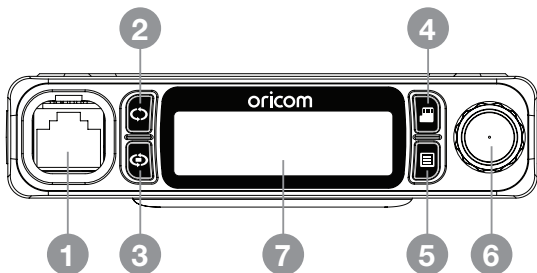
If you need assistance setting up or using your Oricom product now or in the future, call Oricom Support.

Australia 1300 889 785 or (02) 4574 8888
www.oricom.com.au
Mon-Fri 8am – 6pm AEST

New Zealand 0800 67 42 66
www.oricom.co.nz
Mon-Fri 10am – 8pm NZST

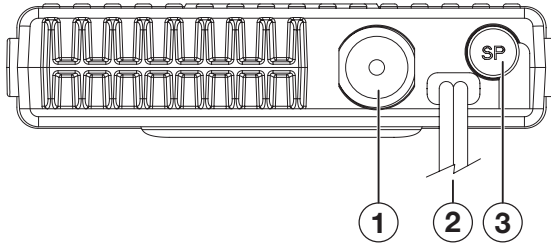
Controls and Indicators

Front View



1. Microphone connector
2. Open Scan/Priority Scan
3. Memory Scan/Group Tone Scan
4. Memory recall/Memory write
5. Remove memory/Menu
6. Volume/Channel/Squelch
7. LCD display

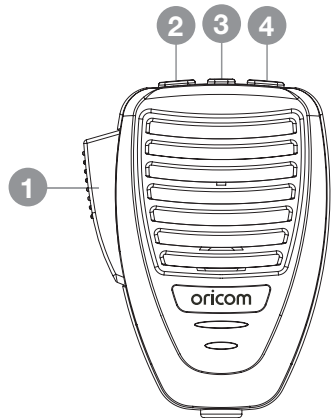
Rear View



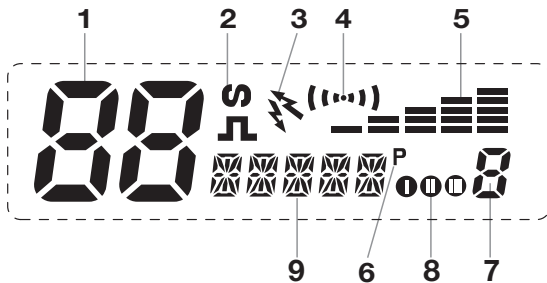
1. Antenna Connection
2. Power supply connection
3. 3.5mm external jack for optional 8 ohm speaker

Microphone

1. Push to talk
2. Volume/Channel/SQ down
3. Mode On/off switch
4. Volume/Channel/SQ up



LCD Icons & Indicators



- | | |
|---------------------------|-----------------------------|
| 1. Channel display | 6. Priority |
| 2. CTCSS or DCS on | 7. Memory Group number |
| 3. Duplex On | 8. Memory Group I II or III |
| 4. Channel busy indicator | 9. Status display |
| 5. Signal strength & TX | |

Please read before installing or operating your Oricom Radio

The operation of your UHF radio in Australia and New Zealand is subject to conditions in the following licenses:

In Australia the ACMA Radio communications (Citizen Band Radio Stations) and in New Zealand by MED the General User Radio License for Citizen Band Radio.

Safety Information and Warnings



WARNING

Potentially Explosive Atmospheres

Turn your radio OFF when in any area with a potentially explosive atmosphere. Sparks in such areas could cause an explosion or fire resulting in injury or even death.

NOTE: Areas with potentially explosive atmospheres are often, but not always clearly marked. They include fueling areas such as below deck on boats; fuel or chemical transfer or storage facilities; areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

Blasting Caps and Areas

To avoid possible interference with blasting operations, turn your radio OFF near electrical blasting caps or in a "blasting area" or in areas posted: "Turn off two way radios." Obey all signs and instructions.

Electromagnetic Interference/Compatibility

Nearly every electronic device is susceptible to electromagnetic interference (EMI). To avoid the possibility of electromagnetic interference and/or compatibility conflicts, turn off your radio in any location where posted notices instruct you to do so such as health care facilities.



CAUTION

When installing your radio in your vehicle, check that during installation you do not damage any wiring or vehicle components that may be hidden around the mounting position. Ensure the installation does not interfere with the operation of the vehicle and meets all regulatory and safety requirements for accessories fitted to your vehicle.

For optimum performance your radio needs to be installed correctly. If you are unsure about how to install your radio, we suggest you have your radio professionally installed by a UHF specialist or Auto electrician. When installing the radio, avoid mounting it close to heaters or air conditioners. Never press the PTT or CALL button before connecting the antenna to the radio.

Wiring Methods

There are two possible wiring configurations for connecting to the Vehicles power supply.

A. Radio stays ON when the ignition is switched OFF

Connect the radio's negative (black) lead to the vehicle chassis, or directly to the batteries negative terminal.

Connect the radio's positive (red) lead via the 2 Amp fuse to the battery's positive terminal. Alternatively, the positive lead could be connected at the fuse box at a point that has DC Power continuously available (preferably the battery side of the ignition switch) via the 2 Amp fuse.

B. Radio turns OFF with the ignition switch

Connect the radio's negative (black) lead to the vehicle's chassis, or directly to the batteries negative terminal.

The radio's positive (red) lead should connect to an accessory point in the vehicle's fuse box via the 2 Amp fuse.

Antenna information

The antenna (not supplied) is of critical importance, to maximize your output power and receiver sensitivity.

A poorly installed, inferior quality antenna or one not designed for the correct frequency band will give poor performance. You should only purchase an antenna designed for the 477MHz frequency band.

Antenna installation

1. Connect the antenna to the rear antenna socket using a PL259 coaxial connector (not supplied).
2. To obtain maximum performance from the radio, select a high quality antenna and mount it in a good location. **Never press the PTT or CALL button before connecting the antenna to the radio.**

Optional accessories

If required you may install an external (8 ohm, max 5w power) speaker fitted with a 3.5mm plug (not supplied).

Depending on the installation it may be necessary to use an external speaker (not supplied) to give improved volume and clarity. This can be plugged into the external speaker (SP) socket on the rear of the unit.

Operations

Turning on the Power

Press and hold the Channel selector.



Setting the Volume

Turn the channel selector clockwise to adjust the sound level for comfortable reception.

On the microphone push the up or down buttons to increase or decrease the volume. If held down the volume will increase or decrease quickly.



Selecting a channel

Press channel selector once. "CH" will appear on the LCD.

Select the channel by rotating the channel knob.

On the microphone push the mode button and select the channel using the up or down buttons.



Setting the Squelch Level

1. Press channel selector 2 times. The current squelch level is displayed.
 2. Select the squelch level by rotating the channel knob.
- The radio has 16 preset (off to 15) squelch level off- Squelch open.
 1 - Max sensitivity (Min. squelch)
 15 - Min. sensitivity (Max/Tight squelch)



On the microphone push the mode button 2 times and adjust Squelch with the up and down buttons.

Note :

- * If a button is not pressed within 5 seconds the radio will automatically exit the sub display of "VOL" "CH" and "SQL".

PTT (Push-To-Talk) button

Pressing the PTT allows audio to be transmitted, by speaking across the front of the microphone. TX is indicated by the level bars on the LCD display.

To receive, release the PTT button and then TX will disappear on the display.

When transmitting, hold the MIC two inches from your mouth and speak clearly in a normal voice across the front of the mic.

Scanning

The Scan feature allows you to search for active channels automatically.

There are 4 scanning modes;

Open Scan, Priority Scan, Memory Group Scan and Group tone Scan (a special case of Memory Group Scan).



Open Scan

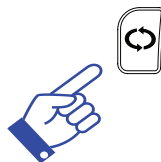
Press  and scanning starts. The OS-SC sub menu display appears on the LCD.

To stop Scanning, press  button or PTT press.

When a signal is found, scanning will stop at that channel to allow the signal to be heard, then resume scanning when the channel is clear again.

The scan resume time can be set as an optional pause of P5 (default).



ch  1-2-3-4-5-6-7 77-78-79-80 



Priority Scan

Priority Scan scans for activity, but in addition, it also inserts your Priority channel into the scan sequence.

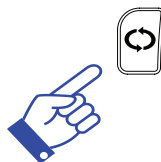
This means that your Priority Channel will be monitored regularly while scanning to ensure that no calls are missed. Any signal received on your Priority Channel will take precedence over any signals received on the other channels.

ch  1-2-3-4-5- PRI CH - 6-7-8-9-10- PRI CH 76-77-78-79-80 

Press and hold  for 2 seconds and scanning starts.




The PS-SC sub menu display will appear on the LCD.

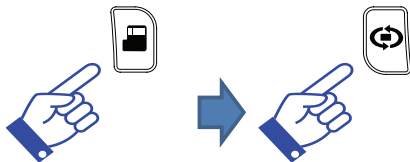
To stop Priority Scan, press and hold  button or press PTT.



Group Memory Scan

Memory scan must be stored to the memory channels in groups I to III.
Refer to memory recall function.

1. Press  button to change the setting between I,II,III and I blinking in I II III.
The I II III means all memory groups will be selected for scanning.
2. Press  button to start group scan.
The ME-SC sub menu display appears on the LCD.
3. To stop Group memory Scan, press  button or press PTT.






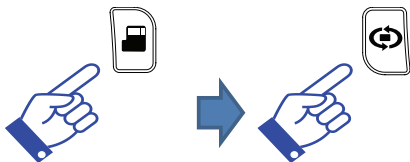
Group Tone Scan

Group Tone Scan is a scan mode which allows continual communication across congested channels.

Group Tone Scan channels are stored into Group memory scan and only opens the squelch for signals with the correct sub code (38CTCSS or 104 DCS tone).

To achieve this, all radios in your group memory must have the same channels in I II III memory (group memory channels) and use the same Subcode (CTCSS or DCS).


1. Press  button to change the setting between I II III and I blinking in I II III.
The I II III means all groups will be included in the scan.
2. Press  button for 2 seconds to start group scan.
The GT-SC sub menu display appears on the LCD.
3. To Stop Group Tone Scan, press  button or press PTT.

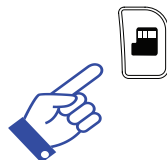


Memory Recall

This feature allows the user to recall the stored channels in the memory. To access channels in the Memory, simply press the "MR" button, and the "I" will appear at the right side on the LCD. Press the memory button you want to access from I to III Group.


To select memory channel


1. press  button repeatedly until I is flashing.
2. push channel selector knob to select channel operation rotate channel selector knob to select memory location, Group indicator will flash to indicate which group is selected.



The DTX4300 has 48 stored channels as below.

CH/Group	Group I	Group II	Group III
0	9	25	—
1	10	26	—
2	11	27	—
3	—	—	—
4	—	—	—
5	—	—	—
6	—	—	—
7	—	—	—
8	—	—	—
9	—	—	—
A	—	—	—
B	—	—	—
C	—	—	—
D	—	—	—
E	—	—	—
F	—	—	—

To change group selected in all scan mode, press  to change between I II III.

1. Press  button to change the setting between I flashing in I II III.
2. Press channel selector to CH mode Select the channel by rotating the channel dial up or channel down to 0 - F.

More than F selected and automatically change of display from I blinking to II blinking.




It is change of start band in All scan mode(I II III).

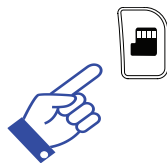
Each memory channel can be programmed with any CTCSS or DCS sub code.

Memory Write

Select the channel you want to store.

For this example we want to save channel 09 to II group and group channel 8.

1. Press  button for 2 seconds. Group I location 1 will blink.
2. Press  button to change to group II.
3. Press channel selector to change to CH mode.
4. Rotate channel selector until location 8 is selected.
5. Press  button for 2 seconds to save & exit from memory write.



Remove Memory in Scanning

While the radio stops scanning on a busy channel, press and hold  button for 2 seconds.


Channel will be removed from current scanning. The removed channel will be reinstated after the scan is stopped and restarted.

Scan 1-2-3-4-5-6-7 77-78-79-80

RM Scan 1-3-4-5-6-7 77-78-79-80

Note: Up to 10 channels can be removed for the current scan.



For this example we are removing CH02 during the scan. Because it is only noise.

1. Press  button for 2 seconds.
2. Scanning will resume.
3. Channel 02 is removed during scan.


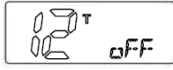


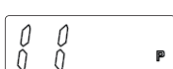






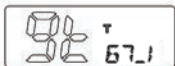




Menu list

The menu feature provides a convenient method of customising some of the radios functions. The following menu options are available. Note that some items are only available on certain channels.

1. Press the  button for 2 seconds. The first menu function is displayed.
2. Press the  button to cycle through each available function.
3. Rotate the channel knob to alter the parameters of the selected function.
 - * Use the channel dial to change the value of each setting.
 - * If a button is not pressed within 8 seconds the radio will automatically exit the menu mode.
 - * Exit menu mode by pressing PTT.
 - * Please see below menu modes.



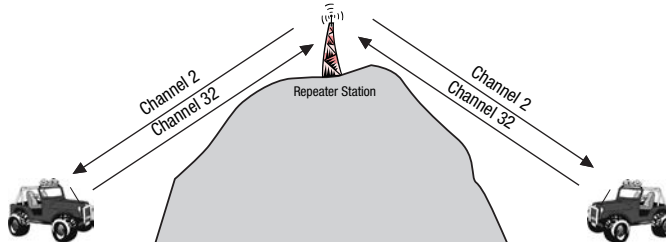
Function	Step	Display	Default
Duplex On/Off	Off		On
	On		
CTCSS and DCS	Off		Off
	to 104		
Backlight LED colour	0		64(Green)
	to 95		
Brightness of backlight	1		2
	to 4		
PRI Setting channel	1		11
	to 80		

Function	Step	Display	Default
Key Beep	Off		Off
	On		
Busy channel lock	Off		Off
	On		
Scan resume time	p5		P5
	to		
	5,10,15		
Auto power Off	Off		Off
	to		
	1H,2H,4H		
Group Tone Scan	CT1(67Hz)		On
	Off		
Reset	User		User
	Factory		
Flip	Top UP Bottom UP		Top UP
Logo Display	On		On
	Off		
Software Version			Ver 01

Duplex

General

Your radio has a Repeater Access function to allow use of local repeater station (if available in your area). Repeater are shared radio system installed by interested parties (clubs, local business etc.) that pick transmissions on specific channels and re-transmit (or repeat) the received signal to another channel.



The Repeater Access function can be set (from channel 1 to 8 and 41 - 48) used by local repeater stations. When activated, your radio will receive the Repeater on its specific channel (all repeater output are on channel 1 to 8 and 41 to 48) but transmit to the repeater channel 31 through 38 and 71 to 78.

(Factory default is set to On for all repeater channels).

e.g.

CH01 on Duplex mode will receive on CH01 but transmit on CH31.

CH02 on Duplex mode will receive on CH02 but transmit on CH32.

If you transmit on CH01 Duplex mode, you are actually transmitting on CH31.

The repeater station down converts your signal and retransmits on CH01.

Your transceiver allows you to pre-select Duplex operation individually on each channel.

CH and Number	Simplex mode Transmit/Receiver	Duplex Mode transmit/Receiver
	Frequency (MHz)	Frequency (MHz)
1	476.425	477.175 CH31
2	476.450	477.200 CH32
3	476.475	477.225 CH33
4	476.500	477.250 CH34
5	476.525	477.275 CH35
6	476.550	477.300 CH36
7	476.575	477.325 CH37
8	476.600	477.350 CH38
41	476.4375	477.1875 CH71
42	476.4625	477.2125 CH72
43	476.4875	477.2375 CH73
44	476.5125	477.2625 CH74
45	467.5375	477.2875 CH75
46	476.5625	477.3125 CH76
47	476.5875	477.3375 CH77
48	476.6125	477.3625 CH78

For this example we are adopting CH01 as the channel being used for repeater use.

1. Press Menu button. The duplex setting.
2. Turn the channel selector to change the setting between ON or OFF.
3. Press PTT to save & exit from the menu mode.
4. R icon displays when a selected channel is set to Duplex mode.

CTCSS and DCS setting

This feature allows you to receive signals only from callers who have selected the same CTCSS and DCS code.

DCS is similar to CTCSS. It provides 104 extra, digitally coded, squelch codes that follow after the 38 CTCSS codes. CTCSS 1 - 38, followed by DCS 1 - 104.

Please refer to the table of CTCSS and DCS.

CTCSS and DCS is not available on CH05 and CH35. For your reference a list of the available channels, corresponding frequencies and guidelines for their use and selection is CTCSS and DCS channel list.

For Australia, channel 05 and 35 are reserved for Emergency calls.

96 multi-colour Backlight

You can select from 96 different multi-colour backlighting for the LCD backlight.

LCD backlight brightness

You can reduce the brightness of the LCD backlight to be more comfortable while driving at night.

Priority Channel setting

The channel you selected as your Priority Channel will be automatically monitored during the Priority Scan.

Note: You can only store one channel as your priority channel.

Key Beep

The Beep tone emits a tone when you press any of the buttons on the microphone (except PTT button).

Busy channel Lock

If the channel is already in use, you can prevent the UHF CB radio from transmitting. This is particularly important when using CTCSS/DCS.

Scan resume time

If 5, 10, or 15 sec is selected, SCAN will start again after 5, 10, or 15 second pause even though a signal is still present.

If P5 is selected, SCAN will stop as long as a signal is present and will resume SCAN again 5 seconds later.

Auto power OFF

The auto power off function is activated when no buttons are pushed or PTT activated for this period of time.

The automatic power off time can be set to OFF, 1, 2, 4 hours at menu mode.



Group Tone setting

The group tone scan default tone selected is CTCSS 01 (67Hz).

You can select from CTCSS 01 - 38 to DCS 01 to 104 code for Group tone scan.

Factory Reset

If the radio's display locks up or stops functioning properly, you might need to reset your UHF radio.

Caution: this procedure clears all the information you have stored in your UHF radio.

Before you reset your UHF radio, try turning it off and on again.

If your UHF radio is still not functioning correctly you may need to reset the UHF radio.

To reset

Turn radio on while pressing the Open Scan button.

There are two reset levels All Reset "AL reset" and All except the user programmed memories "User reset".

The reset type can select in menu mode.

"All reset" will clear all memory and settings back to the factory default settings.

"User reset" will clear all settings except user programmed memory channels they will be preserved.

The type of reset is selected in Menu list, see pages 14 and 15.

Flip

Rotate channel selector to select flip direction vv or nn

Logo Display

The logo display function can control disable and enable.

Off means the Logo will not be displayed during power on.

Software version display

Displays the current version of firmware installed.

UHF CB channels and frequencies

IMPORTANT NOTE: The operation of your UHF radio in Australia and New Zealand is subject to conditions in the following licenses:

In Australia the ACMA Radio communications (Citizen Band Radio Stations) and in New Zealand by MED the General User Radio License for Citizen Band Radio.

Channel		Tx	Rx	Channel		Tx	Rx
		Freq MHZ	Freq MHz			Freq MHZ	Freq MHz
01*		476.4250	476.4250	21		476.9250	476.9250
	41*	-	476.4375		61‡	—	—
02*		476.4500	476.4500	22†		476.9500	476.9500
	42*	-	476.4625		62‡	—	—
03*		476.4750	476.4750	23†		476.9750	476.9750
	43*	-	476.4875		63‡	—	—
04*		476.5000	476.5000	24		477.0000	477.0000
	44*	-	476.5125		64	477.0125	477.0125
05*		476.5250	476.5250	25		477.0250	477.0250
	45*	-	476.5375		65	477.0375	477.0375
06*		476.5500	476.5500	26		477.0500	477.0500
	46*	-	476.5625		66	477.0625	477.0625
07*		476.5750	476.5750	27		477.0750	477.0750
	47*	-	476.5875		67	477.0875	477.0875
08*		476.6000	476.6000	28		477.1000	477.1000
	48*	-	476.6125		68	477.1125	477.1125
9		476.6250	476.6250	29		477.1250	477.1250
	49	476.6375	476.6375		69	477.1375	477.1375
10		476.6500	476.6500	30		477.1500	477.1500
	50	476.6625	476.6625		70	477.1625	477.1625
11		476.6750	476.6750	31*		477.1750	477.1750
	51	476.6875	476.6875		71*	477.1875	-
12		476.7000	476.7000	32*		477.2000	477.2000
	52	476.7125	476.7125		72*	477.2125	-
13		476.7250	476.7250	33*		477.2250	477.2250
	53	476.7375	476.7375		73*	477.2375	-
14		476.7500	476.7500	34*		477.2500	477.2500
	54	476.7625	476.7625		74*	477.2625	-
15		476.7750	476.7750	35*		477.2750	477.2750
	55	476.7875	476.7875		75*	477.2875	-
16		476.8000	476.8000	36*		477.3000	477.3000
	56	476.8125	476.8125		76*	477.3125	-
17		476.8250	476.8250	37*		477.3250	477.3250
	57	476.8375	476.8375		77*	477.3375	-
18		476.8500	476.8500	38*		477.3500	477.3500
	58	476.8625	476.8625		78*	477.3625	-
19		476.8750	476.8750	39		477.3750	477.3750
	59	476.8875	476.8875		79	477.3875	477.3875
20		476.9000	476.9000	40		477.4000	477.4000
	60	476.9125	476.9125		80	477.4125	477.4125

- * The primary use for these channels is repeater operation using 750 kHz offset. Channels 1-8 inclusive are used for mobile reception and channels 31-38 for mobile transmission. Note that additional channels 41-48 and 71-78 may also become available for repeater operation to supplement channels 1-8 and 31-38 respectively as approved by the ACMA CBRS Class Licence in Australia and the MED GURL in New Zealand. This radio is user upgradable at no cost if the Class Licence is amended to allow repeater use on channels 41-48 and 71-78. Details will be made available on our website on how to upgrade the radio to use the repeater channels, if and when approval by the ACMA CBR S Class Licence in Australia and the MED GURL in New Zealand. In addition, any designated repeater channel may be used for simplex operation in areas where it is not used for repeater operation.
- † Speech telephony shall be inhibited on these channels.
- ‡ At the time of production Channels 61, 62 and 63 are guard channels and are not available for use.

Channel 5 and 35 (paired for Duplex repeaters) are reserved as emergency channels and should be used only in an emergency.

CTCSS and DCS will not operate on these channels.

A list of currently authorised channels can be obtained from the ACMA website in Australia and the MED website in New Zealand. Channel 11 is a calling channel generally used to call others and channel 40 is the customary road vehicle channel.

Once contact is established on the calling channel, both stations should move to another unused "SIMPLEX" channel to allow others to use the calling channel.

Channels 22 and 23 are for Telemetry and Telecommand use, voice communications are not allowed on these channels by law.

Channel 9 and above are the best choices for general use in Simplex mode.

38 CTCSS CODE LIST

CODE	Frequency(Hz)	CODE	Frequency(Hz)
OFF	OFF	20	131.8
1	67.0	21	136.5
2	71.9	22	141.3
3	74.4	23	146.2
4	77.0	24	151.4
5	79.7	25	156.7
6	82.5	26	162.2
7	85.4	27	167.9
8	88.5	28	173.8
9	91.5	29	179.9
10	94.8	30	186.2
11	97.4	31	192.8
12	100.0	32	203.5
13	103.5	33	210.7
14	107.2	34	218.1
15	110.9	35	225.7
16	114.8	36	233.6
17	118.8	37	241.8
18	123.0	38	250.3
19	127.3		

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 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. 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.

Nothing in this Express Warranty excludes, restricts or modifies any condition, warranty, guarantee, implied term, right or remedy pursuant to the Australian Consumer Law and which may not be so excluded, restricted or modified. For such conditions, terms, guarantees and warranties that cannot be excluded, restricted or modified, Oricom limits the remedies available to extent permitted in the relevant legislation.

The Express Warranty Period will be 5 years 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 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:

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. Wilful 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;
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, 1300 889 785 or 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 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 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 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.

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.

1300 889 785

Monday - Friday 8am – 6pm AEST

Email: support@oricom.com.au

www.oricom.com.au

Oricom Support - New Zealand

0800 674 266

Monday - Friday 11am - 7pm NZST

Email: support@oricom.co.nz

www.oricom.co.nz



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