Operating Instructions

PMR780 80 Channel UHF 2 Way
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
Need Help?

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

Australia 1300 889 785
www.oricom.com.au
Mon-Fri 8am – 6pm AEST

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

Oricom Connecting you now.

This unit complies with all relevant Australian and New Zealand approval requirements AS/NZS 4365:2011 including radio communications (Electromagnetic Radiation Human Exposure) standard 2003.
Information on Safe Operation

Read This Information Before Using 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.

Radio Antenna
Do not use any radio that has a damaged antenna. If a damaged antenna comes in contact with the skin, a minor burn may result.
Unauthorized antennas, modifications, or attachments could damage the radio and violate compliance. Do NOT change or modify the antenna.
Do NOT hold the antenna when the radio is “IN USE.” Holding the antenna reduces range and may cause bodily harm.

Safety and general use whilst in a vehicle
Check the State and Federal laws and regulations regarding the use of two way radios in the area where you drive, and always obey them.

For Vehicles fitted with Air Bags
Do not place your radio in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a radio is placed in the air bag deployment area and the air bag inflates, the radio may be propelled with great force and cause serious injury to the occupants of the vehicle.

Read all these Safety Warnings before you install batteries.
- Do not dispose of the batteries in a fire as they may explode.
- Exercise extreme care when handling batteries in order not to short the battery with conducting materials such as rings, bracelets and keys. The battery or conduction material may overheat explode and or cause burns.
Safety Information and Warnings

WARNING

- Never replace batteries in a potentially explosive atmosphere (such as where gas is leaking) as contact sparking may occur while installing or removing the batteries and cause a fire or an explosion.
- Do not modify, cut, disassemble, crush, bend, puncture, heat or damage the batteries.
- If batteries leak, do not let the battery liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, and seek medical assistance. Released electrolyte is corrosive and may cause damage to the eyes and skin. It may be toxic if swallowed.
- Do not immerse or expose the batteries to water or other liquids.
- Never use damaged batteries as they may explode.
- Remove batteries when they are no longer able to hold a charge and when the equipment will not be used for an extended period of time.

Dispose of batteries according to local regulations, never in your household rubbish.

WARNING:
Risk of explosion if battery is replaced by an incorrect type.

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 the two way radio.” Obey all signs and instructions.

Exposure to Radio Frequency Energy
To assure optimal radio performance and make sure human exposure to radio frequency electromagnetic energy is within the guidelines set out in the above standards always adhere to the following procedures.

Transmit and Receive Procedure
Your two-way radio contains a transmitter and a receiver. To control your exposure and ensure compliance with the general population/uncontrolled environment exposure limits, always adhere to the following procedure:
• Transmit no more than 50% of the time.
• To receive calls, release the PTT button.
• To transmit (talk), press the Push to Talk (PTT) button.
Transmitting 50% of the time, or less, is important because the radio generates measurable RF energy exposure only when transmitting (in terms of measuring standards compliance).
Always hold the radio approximately 5cm in front of your mouth with the antenna pointing away from your head.
Radio Operation and EME Exposure

Unauthorized antennas, modifications, or attachments could damage the radio and violate compliance.

Do NOT hold the antenna when the radio is “IN USE.” Holding the antenna reduces the effective range.

Do not use the radio if the antenna is damaged. If a damaged antenna makes contact with your skin, a minor burn can result.

If you wear a radio on your body when transmitting, always fit the radio on the belt clip (supplied). Always ensure the radio and its antenna are at least 5cm from your body when transmitting.

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.

Aircraft

When instructed to do so, turn off your radio when onboard an aircraft. Any use of a radio must be in accordance with applicable regulations per airline crew instructions.
⚠️ **WARNING**

**Medical Devices - Pacemakers**

The Advanced Medical Technology Association recommends that a minimum separation of 6 inches (15cm) be maintained between a handheld wireless radio and a pacemaker. These recommendations are consistent with the independent research by and recommendations of the U.S. Food and Drug Administration.

People with pacemakers should:

- ALWAYS keep the radio more than 15cm from their pacemaker when the radio is turned ON.
- Not carry the radio in the breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the radio OFF immediately if there is any reason to suspect that interference is taking place.

**Medical Devices - Hearing Aids**

Some radios may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

**Other Medical Devices**

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.

**General warnings**

Never use your radio outdoors during a thunderstorm. Keep the radio out of reach of babies and young children.
Getting Started

Installation

Removing the Belt Clip

Pull the belt clip latch away from the radio.
While pulling the belt clip latch, push up the belt clip as shown in Fig. 1.

Installing the Belt clip

Slide the belt clip into the slot as shown in Fig. 2.
A “click” indicates the belt clip is locked into position.

Installing the Batteries

Slide down the battery compartment cover.
Insert the 3xAAA batteries (not supplied). Position the batteries according to the polarity marking on the battery compartment. See Fig. 3
Replace the battery cover. See Fig. 4.

Notes:

• Use only same type and make of batteries in the unit.
• The radios have a built-in Power Saver mode (PS) for maximum battery life, but when not in use, turn the units OFF to save battery power
• Remove the batteries if the units will not be used for a long period of time.
Getting Started

Low Battery Meter Indicator

The radio can detect the low battery level when the battery voltage goes low. The battery icon will display the low battery status as follows:

- When battery voltage is low the empty battery symbol will appear and continue to blink.
- The battery icon will continue to blink until it totally drains the battery voltage.

Power Saving Mode

Your radio has special circuitry designed to extend the life of your battery. When the unit is not used for 4 seconds, it will automatically switch to low power mode. The Power Saving feature does not affect the Radio’s ability to receive transmissions. When a signal is detected, it automatically returns to full power mode.

Transmitting range

The talk range depends on the environment and terrain. The radio can reach (up to about 3km) in wide open spaces, without obstructions such as hills or buildings. Don’t try to use two radio units which are less than 1.5m (5 feet) apart. Otherwise, you may experience interference.

- Talk range depends on the terrain. It will be affected by concrete structures, heavy foliage and by operating radios indoors or in vehicles.

Optimal Range
- Outdoors
- Flat, open areas

Medium Range
- Outdoors
- Buildings or trees
- Also near residential buildings

Minimal Range
- Outdoors
- Dense foliage or mountains
- Also inside some buildings
Oricom PMR780 instructions

Oricom PMR780 2-Way CB Radio

Antenna

PTT (push to talk) button
- press and hold To transmit.

(Power) button
- press and hold to Turn the PMR Unit ON or OFF.

MENU button
- press to program The PMR settings.

MIC (microphone)

Speaker

LCD Screen
- Displays the current Channel selection and Other radio symbols.

CALL button
- press to send a ringing Tone to other PMR units.

(UP)/(DOWN) buttons
- press to change channels, volume, and to select settings during programming.

LCD Screen

Channel Number. Changes from 1 to 80 as selected by the user.

Displays when battery level goes low.

CH Displayed in channel selection mode.

LE Displayed in volume selection mode.

TX Displayed when transmitting a signal.

RX Displayed when receiving a signal.
Operation

Turning the Unit ON/OFF

To Turn ON;
  a. Press and hold the \( \text{(Power)} \) button. A “beep” sound will be heard. The LCD screen will display Channel 12.

To switch OFF;
  b. Press and hold the \( \text{(Power)} \) button. A “beep” sound will be heard and the LCD screen will turn blank.

Adjusting the Speaker volume

There are 8 volume levels, the current speaker volume level is displayed on the LCD screen. To adjust the speaker volume level, press the (UP) button to increase, or press the (DOWN) button to decrease. The LCD screen will display the speaker volume icon bars ascending or descending respectively.

Changing Channels

The PMR780 has 80 available channels, to communicate with other radio’s, you must have your radio tuned to the same channel.

  a. Press the \( \text{(Menu)} \) button, the channel icon “1” on the LCD screen will start blinking.

  b. While the Channel icon is blinking, press the (UP) or (DOWN) button to select the desired channel. The channel changes from 1 to 80, or vice versa.

  c. Press the \( \text{(Menu)} \) button to confirm your settings the display will return to standby mode or, if no action is taken the display will return to standby mode after 3 to 4 seconds.

NOTE: When the radio is turned off and back on it will always return to channel 12.
Transmitting and Receiving

⚠️ The PMR780 transmission is simplex “one way-at-a-time.” While you are speaking, you cannot receive a transmission.

⚠️ The PMR780 is an open-license band. Always identify yourself when transmitting on the same channel.

**IMPORTANT:** Before transmitting on a UHF channel listen to ensure it is not already in use.

Transmitting (sending speech)

The unit is continuously in the Receive mode when the unit is turned ON and not transmitting. When a signal is received on the current channel, “RX” icon will be displayed on the LCD screen.

- Press and hold the PTT (Push to Talk) button to transmit your voice. The transmit signal icon “TX” will display on the LCD screen.

- Hold the unit in a vertical position with the Mic (Microphone) 5 cm away from the mouth. While holding the PTT button, speak into the microphone in a normal tone of voice.

- Release the PTT button when you have finished transmitting.

**Important:**

In order for other people to receive your transmission, they must also be on the same channel that you are currently using. Refer to the "Changing Channel" section for more information. When the PTT and/or CALL buttons are continuously pressed, your Radio cannot receive any transmissions.

Call-Ring tone

You can use the CALL button to send a tone to other users on the same channel. To activate this feature;

- With the PMR in normal mode, press and release the CALL button. The unit will transmit a 2-second page tone to the other unit/s set with the same channel within transmitting range.

**NOTE:** This function is only possible every 60 seconds.
Operation

Roger Beep

This is a tone which is automatically transmitted whenever the PTT button is released.

The Roger Beep is a tone which is automatically transmitted whenever the PTT button is released. This alerts the receiving party that you have ended the transmission, and you are now in receive mode.

Duplex operation via Repeaters

This feature allows to use local repeater stations that are designed to automatically re-transmit your broadcast over a large area thus giving you increased range. Repeaters stations are privately operated radio systems installed throughout Australia. For example, if you wish to access a repeater station in your area which operates on channel 2 you only need to set the Duplex access on this Channel.

So, if you are in the range of a local repeater which transmits on channel 2, after setting your radio to allow access of the repeater on that channel, you will select channel 2 as normal, but during transmit operation your radio will automatically transmit to the repeater on channel 32.

Turning on/off Duplex on channels

a. Select the required channel to suit the repeater station you wish to access (Channels 1 – 8 and 41 – 48).
b. Press the Menu button twice, “RPT” icon will display
c. Press the UP or DOWN button to set the Duplex function to On or Off.
d. Press the PTT button to confirm your setting.
e. The RPT icon will display to indicate that Duplex is set on that channel.
<table>
<thead>
<tr>
<th>Receive Channel</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5*</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transmit channel</td>
<td>31</td>
<td>32</td>
<td>33</td>
<td>34</td>
<td>35*</td>
<td>36</td>
<td>37</td>
<td>38</td>
</tr>
<tr>
<td>Receive Channel</td>
<td>41</td>
<td>42</td>
<td>43</td>
<td>44</td>
<td>45</td>
<td>46</td>
<td>47</td>
<td>48</td>
</tr>
<tr>
<td>Transmit channel</td>
<td>71</td>
<td>72</td>
<td>73</td>
<td>74</td>
<td>75</td>
<td>76</td>
<td>77</td>
<td>78</td>
</tr>
</tbody>
</table>

* Channel 5 is emergency channel only
# Channel Frequency Table

## Radiocommunications (Citizen Band Radio Stations) Class Licence 2002

No licence is required to own or operate this radio in Australia and New Zealand. The Radiocommunications (Citizen Band Radio Stations) Class Licence 2002 contains the technical parameters, operating requirements, conditions of licence and relevant standards for Citizen Band (CB) radios. CB radios must comply with the class licence for their use to be authorised under the class licence.

### UHF 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.

<table>
<thead>
<tr>
<th>Channel</th>
<th>Tx Freq MHz</th>
<th>Rx Freq MHz</th>
<th>Channel</th>
<th>Tx Freq MHz</th>
<th>Rx Freq MHz</th>
</tr>
</thead>
<tbody>
<tr>
<td>01*</td>
<td>476.4250</td>
<td>476.4250</td>
<td>21</td>
<td>476.9250</td>
<td>476.9250</td>
</tr>
<tr>
<td>02*</td>
<td>476.4500</td>
<td>476.4500</td>
<td>22†</td>
<td>476.9500</td>
<td>476.9500</td>
</tr>
<tr>
<td>03*</td>
<td>476.4750</td>
<td>476.4750</td>
<td>23†</td>
<td>476.9750</td>
<td>476.9750</td>
</tr>
<tr>
<td></td>
<td>-</td>
<td>476.4625</td>
<td>62‡</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>04*</td>
<td>476.5000</td>
<td>476.5000</td>
<td>24</td>
<td>477.0000</td>
<td>477.0000</td>
</tr>
<tr>
<td>05*</td>
<td>476.5250</td>
<td>476.5250</td>
<td>25</td>
<td>477.0250</td>
<td>477.0250</td>
</tr>
<tr>
<td></td>
<td>-</td>
<td>476.5125</td>
<td>64</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>06*</td>
<td>476.5500</td>
<td>476.5500</td>
<td>26</td>
<td>477.0500</td>
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<tr>
<td></td>
<td>-</td>
<td>476.5625</td>
<td>66</td>
<td>477.0625</td>
<td>477.0625</td>
</tr>
<tr>
<td>07*</td>
<td>476.5750</td>
<td>476.5750</td>
<td>27</td>
<td>477.0750</td>
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<tr>
<td>08*</td>
<td>476.6000</td>
<td>476.6000</td>
<td>28</td>
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<tr>
<td></td>
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<td>476.6125</td>
<td>68</td>
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<td>09</td>
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<td>29</td>
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</tr>
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<td></td>
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</tr>
<tr>
<td>10</td>
<td>476.6500</td>
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<td>30</td>
<td>477.1500</td>
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<td></td>
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<td>70</td>
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<td>477.1625</td>
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<tr>
<td>11</td>
<td>476.6750</td>
<td>476.6750</td>
<td>31*</td>
<td>477.1750</td>
<td>477.1750</td>
</tr>
</tbody>
</table>

* 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. They may also...
### Channel Frequency Table

<table>
<thead>
<tr>
<th>Channel</th>
<th>Tx Freq MHZ</th>
<th>Rx Freq MHZ</th>
<th>32*</th>
<th>71*</th>
<th>477.3000</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>476.7000</td>
<td>476.7000</td>
<td>72*</td>
<td>477.2000</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>476.7250</td>
<td>476.7250</td>
<td>73*</td>
<td>477.2000</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>476.7500</td>
<td>476.7500</td>
<td>74*</td>
<td>477.2000</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>476.7750</td>
<td>476.7750</td>
<td>75*</td>
<td>477.2000</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>476.8000</td>
<td>476.8000</td>
<td>76*</td>
<td>477.2000</td>
<td></td>
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<tr>
<td>17</td>
<td>476.8250</td>
<td>476.8250</td>
<td>77*</td>
<td>477.2000</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>476.8500</td>
<td>476.8500</td>
<td>78*</td>
<td>477.2000</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>476.8750</td>
<td>476.8750</td>
<td>79*</td>
<td>477.2000</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>476.9000</td>
<td>476.9000</td>
<td>80*</td>
<td>477.2000</td>
<td></td>
</tr>
</tbody>
</table>

* The primary use for these channels is repeater operation using 750 kHz offset. Channels 1-8 and 41-48 inclusive are used for mobile reception and channels 31-38 and 71-78 for mobile transmission. 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 channels 5 and 35.

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.
Customer Support

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

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

Important

Please retain your purchase receipt and attach to the back page of this user guide as you will need to produce this if warranty service is required. Take a few moments to register your product online: www.oricom.com.au
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 3 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 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. 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; 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, 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.
Contact details for Oricom support and warranty claims in Australia

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

Email: support@oricom.com.au
Phone: 1300 889 785 or (02) 4574 8888
(Monday to Friday 8am to 6pm AEST)
Web: www.oricom.com.au
Fax: (02) 4574 8898

Contact details for Oricom support and warranty claims in New Zealand

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

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