

# ORICOM CUSTOMER SUPPORT

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

## **Oricom Support - Australia**

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

**02 4574 8888**

Monday - Friday 8am – 6pm AEST

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

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





# CARE95

**Amplified Big Button Corded Phone with  
Handsfree Speaker**



## User Guide

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

## Welcome...

### to your CARE95 Big Button telephone

- Large buttons - for easy, accurate and more comfortable dialling
- Amplify feature - increase the incoming and outgoing handset sound levels
- 3 one-touch memory buttons - for easy dialling of your 3 most important numbers
- 10 number quick dial memory - so you can store a further 10 useful telephone numbers
- Handsfree - make and receive calls without having to lift the handset
- Last number redial - easy, one touch dialling of the last number called
- Mute button
- Ringer volume and tone control options

#### **Note:**

Follow the local regulations regarding the disposal of your packing materials, exhausted batteries and used phone. Wherever possible, recycle those materials.

This User Guide provides you with all the information you need to get the most from your phone.

Before you make your first call you will need to set up your phone. Follow the simple instructions in 'Getting started', on the next few pages.

### **Hearing aid friendly**

The CARE95 Big Button phone is fitted with an inductive coupler so it is compatible with hearing aids.

### **Need help?**

If you have any problems setting up or using your CARE95 Big Button phone, please refer to the Help section on page 19. Additional answers to Frequently Asked Questions are also available from **[www.oricom.com.au](http://www.oricom.com.au)**

### **Got everything?**

CARE95 Big Button telephone  
with handset attached

**Getting started**

Location ..... 5  
Connect the telephone line..... 6

**Getting to know your phone** ..... 7

**Using the phone**

Make a call ..... 10  
End a call..... 10  
Receive a call ..... 10  
Adjust the handset volume..... 10  
Handsfree ..... 10  
Make a call in handsfree mode ..... 11  
Answer a call in handsfree mode ..... 11  
Adjust the handsfree volume..... 11  
Last number redial..... 11  
Adjust the ringer volume ..... 11  
Adjust the ringer tone ..... 12  
Adjust the incoming and outgoing  
Handset volume..... 12  
Increase the incoming and outgoing  
Handset volume..... 13  
Mute button ..... 13

**One-touch memory**

Store a one-touch number ..... 14  
Dial a one-touch number ..... 15  
Delete a one-touch number ..... 15

**Quick dial memory**

Store a number in the quick  
dial memory ..... 16  
Dial a quick dial memory number ..... 16  
Delete a quick dial number ..... 17

**Help** ..... 18

**General information**

Safety instructions, precautions and  
care ..... 19  
How many telephones can I have? ..... 21  
Switchboard compatibility..... 21  
Express Warranty ..... 22

## Getting started

### Location

You need to place your CARE95 Big Button phone within 1.5 metres of a telephone line socket so that the cable will reach.

### Warning

Do not place your telephone in the bathroom or other humid areas.

Phone should not be mounted at a height greater than 2m.

## IMPORTANT

Only use the telephone line cord supplied otherwise your telephone may not work.

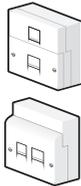
## Using broadband on the same phone line?

To avoid problems with your broadband or noise on your phone line, you might need to plug it into the wall socket via a microfilter (not supplied).

If your main phone socket has a single socket, as shown, you'll need to use microfilters.

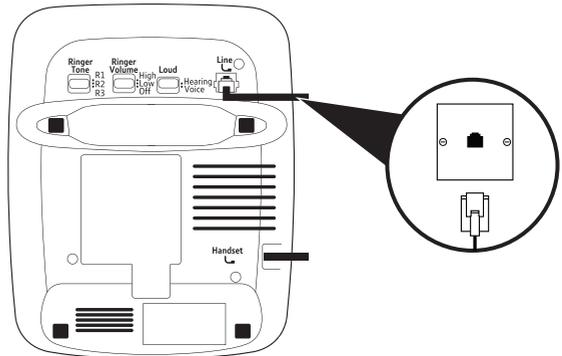


You don't need to use microfilters if your main phone socket has two separate sockets, like these:



## Connect the telephone line

1. Plug the telephone line cord into the telephone wall socket.



# Getting to know your phone

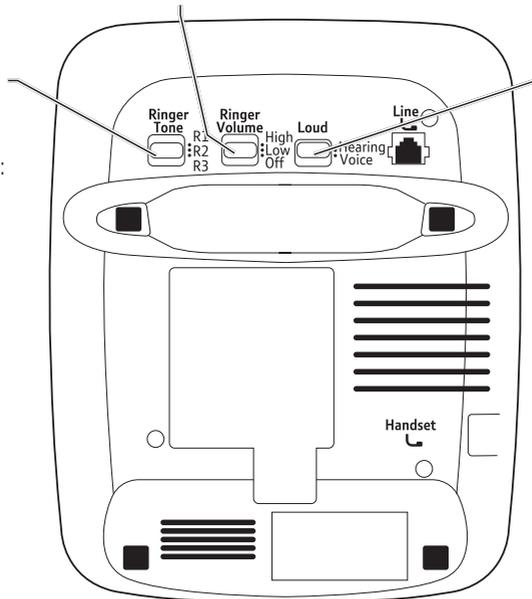
## Underside of base

### Ringer Volume

Lets you set the ringer volume:  
High, Low or Off.

### Ringer Tone (R1, R2, R3)

Lets you set the  
tone of the ringer:  
High, Mid, or  
Low.



### Loud

Use to increase  
the handset  
volume level of  
your caller's voice  
(Hearing) or your  
voice (Voice).

## 8 Getting to know your phone

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### **Quick dial**

Use to store and dial telephone numbers in the memory.

### **Redial**

Press to redial the last number called.

### **Mute (with LED indicator)<sup>1</sup>**

Press to mute button to mute caller, the red LED illuminates when activated.

### **Quick dial memory card**

Use to make a note of your quick dial numbers.

### **-Vol**

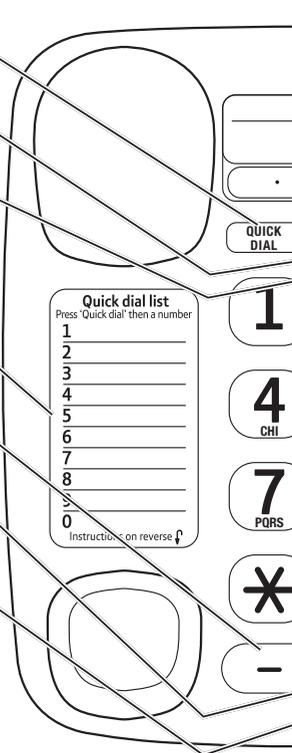
Use to decrease the handset or loudspeaker volume.

### **Call Handsfree (with LED indicator)**

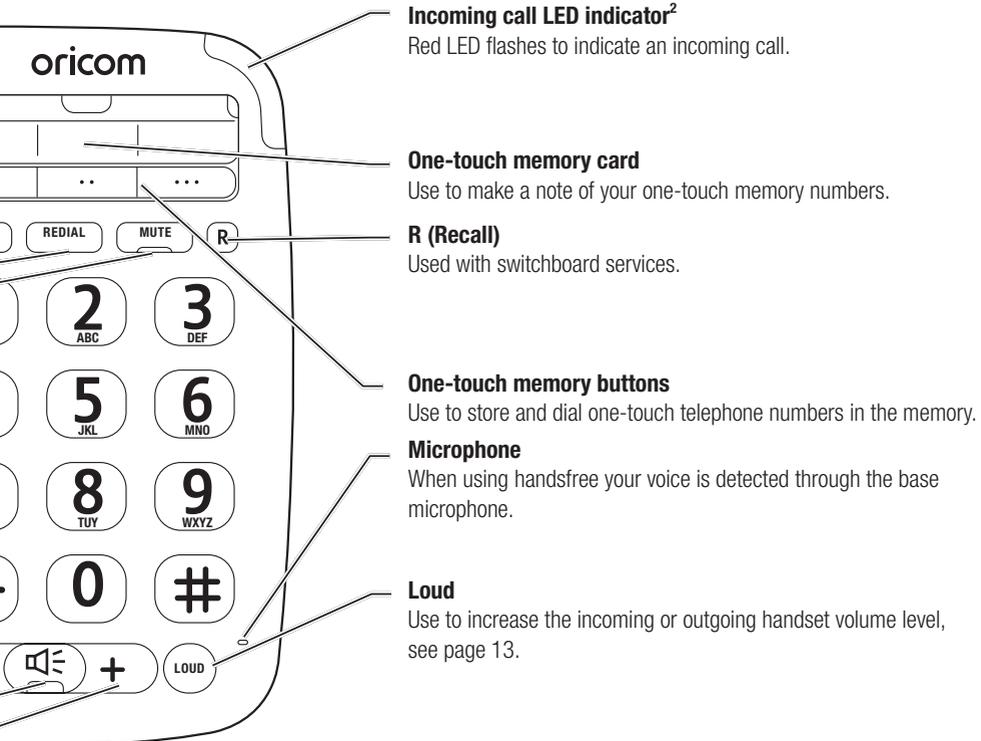
Press to use handsfree mode. The green LED illuminates when the handsfree function is in use.

### **Vol+**

Use to increase the handsfree to loudspeaker volume.



<sup>1</sup>Need some help? Call 02 4574 8888 or go to [www.oricom.com.au](http://www.oricom.com.au)



<sup>2</sup> Please note that the Incoming Call LED indicator will flash once every time the telephone line is taken or released by your CARE95 Big Button phone or any other phone connected to the same phone line.

Please note that the Incoming Call LED indicator will flash once every time the telephone line is taken or released by your CARE95 Big Button phone or any other phone connected to the same phone line.

To adjust the handset volume the switch on the underside must be set to Hearing, see page 12.

## Using the phone

### Make a call

1. Lift the handset and wait for the dial tone (or if using handsfree mode, press the  button).
2. Enter the telephone number.

### End a call

1. Replace the handset on the base (or if using handsfree mode, press the  button).

### Receive a call

1. When you receive a call, the telephone rings and the red incoming call LED on the base will flash. Simply pick up the handset to answer the call (or press the  button to answer in handsfree mode).

### Adjust the handset volume

Use the   buttons to increase or decrease the handset volume.

### Handsfree

Handsfree mode lets you talk to your caller without holding the handset. It also allows other people in the room to listen to your conversation over the loudspeaker. The green LED on the button will illuminate when handsfree mode is in use.

## Make a call in handsfree mode

1. Press the  button and then enter the telephone number to be dialled.

## Answer a call in handsfree mode

1. When the phone rings, press the  button to answer the call.

## Adjust the handsfree volume

Use the   buttons to increase or decrease the loudspeaker volume.

## Last number redial

1. Lift the handset (or press ) then press the  button. The last number called will be redialled.

## Adjust the ringer volume

There are 3 ringer volume levels to choose from: High, Low or Off. The default setting is High.

1. Adjust the switch on the underside of the base to the volume you want.



The loudspeaker has 5 volume levels. The default setting is 3.

There are 5 volume levels for hearing and 3 volume levels for speech.

## Adjust the ringer tone

There are 3 tones to choose from: R1, R2 or R3.  
The default setting is R1.

1. Adjust the switch on the underside of the base to the ringer tone you want.



## Adjust the incoming and outgoing handset volume

You can adjust the volume level of your caller's voice in the earpiece and the volume of your voice going out to your caller's earpiece.

1. Set the switch on the underside of the base to either Hearing (for your caller's voice) or Voice (for your voice).



2. During a call, use the   buttons to increase or decrease the volume level.

## Increase the incoming and outgoing handset volume

You can also increase the level of your caller's voice to louder than normal, and you can increase the volume level of your voice.

1. Set the switch on the underside of the base to either Hearing (for your caller's voice) or Voice (for your voice).

### Loud



2. During a call, press the **LOUD** button to increase the volume level.

## Mute button

You can mute your voice so that the other person doesn't hear what you are saying. the red LED illuminates when activated.

You cannot increase the handsfree volume level.

When the loud button is pressed, the audio level is increased to the maximum permitted levels.

One-touch memory telephone numbers can be a maximum of 32 digits.

If you enter more than 32 digits you will hear an error tone and the number entered will not be saved.

If you wish to cancel storing a number, replace the handset on the base or press . The storing process will be cancelled and any number that was previously stored will be retained.

## One-touch memory

You can store 3 of your most important telephone numbers under the one-touch memory buttons ,  and . There is a memory card located above the one-touch memory buttons so you can make a note of the number or contact associated with the number you have stored. You'll need to lift the plastic plate up so you can write on the card.

### Store a one-touch number

1. Lift the handset or press .
2. Press and hold the **QUICK DIAL** button for 2 seconds until a confirmation tone is heard, then release.
3. Press a button to assign a number: **M1** , **M2**  or **M3** . A confirmation tone will be heard.
4. Dial the number you want to store.
5. Press and release the **QUICK DIAL** button. A confirmation tone will be heard.
6. Replace the handset.

## Dial a one-touch number

1. Lift the handset and wait for the dial tone, or press .
2. Press the one-touch button under which the number you want is stored, either: **M1** , **M2**  or **M3** . The number will be dialled out automatically.

## Delete a one-touch number

1. Lift the handset or press .
2. Press and hold the **QUICK DIAL** button for 2 seconds until a confirmation tone is heard, then release.
3. Press the one-touch button that you want to delete either: **M1** , **M2**  or **M3** .
4. Press the **QUICK DIAL** button. You will hear a confirmation tone.
5. Replace the handset on the base or press .

Quick dial memory telephone numbers can be a maximum of 32 digits.

If you enter more than 32 digits you will hear an error tone and the number entered will not be saved.

If you wish to cancel storing a number, replace the handset on the base or press . The storing process will be cancelled and any number that was previously stored will be retained.

There is a Quick dial memory card located under the handset so you can make a note of the number or contact associated with the number you have stored.

You'll need to lift the plastic plate up so you can write on the card.

## Quick dial memory

You can store 10 of your most frequently dialled telephone numbers under the quick dial memory buttons **0** to **9**.

### Store a number in the quick dial memory

1. Lift the handset or press .
2. Press and hold the **QUICK DIAL** button for 2 seconds until a confirmation tone is heard, then release.
3. Press a button to assign a number: **0** to **9**.  
A confirmation tone will be heard.
4. Dial the number you want to store.
5. Press and release the **QUICK DIAL** button. A confirmation tone will be heard.
6. Replace the handset.

### Dial a quick dial memory number

1. Lift the handset and wait for the dial tone or press .
2. Press the **QUICK DIAL** button.
3. Press the quick dial memory location button **0** to **9** under which the number you want is stored. The number will be dialled out automatically.

## Delete a quick dial number

1. Lift the handset or press .
2. Press and hold the **QUICK DIAL** button for 2 seconds until a confirmation tone is heard, then release.
3. Press the quick dial memory location button **0** to **9** that you want to delete.
4. Press the **QUICK DIAL** button. You will hear a confirmation tone.
5. Replace the handset on the base or press .

## Help

### No dial tone

- Check that the telephone line cord is plugged into the phone socket on the base and plugged into the telephone line socket at the wall, see page 6.
- Only use the telephone line cord supplied with the phone.

### Phone does not ring

- Check that the Ringer volume is not set too low or Off, see page 11.
- You may have too many phones, fax machines and/or answering machines plugged in that may be overloading the sockets, see 'Technical information' on page 22.

## General information

### Important

This product is intended for connection to analogue public switched telephone networks and private switchboards in Australia.

### Safety instructions, precautions and care

Your CARE95 Big Button phone from Oricom is manufactured to comply with Australian safety standards. Please read the following instructions carefully before installing and using it. Keep these instructions safe for future reference.

Follow the local regulations regarding the disposal of your packing materials, and exhausted batteries. Wherever possible, recycle those materials.

### Installation and location

- For indoor use only.
- Phone should not be mounted at a height greater than 2m.
- Position all parts, including cables away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot).
- Keep area ventilated (e.g. don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Keep cables out of young children's reach.
- Only use cables provided by Oricom for this specific device; contact Ori if you need a replacement.

- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes.
- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if required.
- Designed for use at room temperatures between 0° and 40°C.

### Care and maintenance

- Dust with a soft dry cloth; no water or solvent.
- Regularly check that objects don't cover any parts or any vents which could cause overheating.
- Only use batteries of same size and type as advised in this guide.

### Warnings

- If your device appears damaged discontinue use immediately and contact our helpdesk. See terms in the express warranty section of the user guide.
- Don't try to open your phone. There are no serviceable parts and you risk an electrical shock.
- There is a slight chance your phone could be damaged by an electrical storm.
- We recommend that you unplug the phone line cord during an electrical storm.

## How many telephones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your CARE95 Big Button phone has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

## Connecting to a switchboard

### Switchboard compatibility

This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

### To insert a pause

1. When storing a number in the memory, press the **REDIAL** button in the place you want a pause inserted.

### Recall

The **R** button is used when connected to certain switchboards or other services available from your network provider.

## **Express Warranty (Australia)**

This Express Warranty is provided by Oricom International Pty Ltd ABN 46 086116 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.

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Except with respect to rechargeable battery cells and rechargeable battery packs (if supplied), the Express Warranty Period will be 12 months 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. Rechargeable battery cells and rechargeable battery packs (if supplied) with this product are covered under this warranty for a period of 6 months.

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, 02 4574 8888 or [support@oricom.com.au](mailto:support@oricom.com.au).

- A Customer Support Team member will verify after troubleshooting with you if your product qualifies under warranty. If so, they will give you a Product Return Authorisation number.
- We will then email 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.