



CARE9000

4G Mobile Home Phone



USER GUIDE

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

AUSTRALIA: www.oricom.com.au

New Zealand: www.oricom.co.nz

Contents	1
Before Use	6
- Safety Precautions	6
- Setting Up	6
- Pack Contents	6
- Choosing a location	7
- Installation	7
- Connecting the Telephone	8
- Wall mounting	9
- Location of controls	10
- Keys description	11
- Display (LCD)	13
Settings	15
- Phone settings	15
- Time and Date	15
- Language settings	16
- Restore factory setting	16
- Call settings	16
- Voicemail (mobile network service provider)	16
- Divert Call	16
- Call waiting	17
- Call barred	17
- Reply SMS after reject	17
- Call time reminder	17
- Display	18
- Contrast	18
- Backlight Auto Off time Setting	18
- Security	18
- Pin	18
- Blacklist	19
- Network Connection	19
- Network selection	19

- Network type	19
- Volte	19
- Access point name (APN)	19
- Version	19
- Led indicator	20
- Boost setting	20
- Tone Control	20
- Boost lock	20
- Auto Answer mode	21
- Software Update	21
- Short key, Silence mode	21
Profiles	22
- Ring settings	22
- Adjust ringtone volume	23
- Other alert rings	23
Using the telephone	24
- Outgoing call	24
- Incoming call & answering a call	25
- Dial from Contacts	26
- Speed dial	26
- Photo key dialing	26
- Dialling a Number from the Redial List	26
- Dialling a Number from the Missed Calls List	27
- Dialling a Number from the Received Call List	27
- Muting the Microphone	27
- Using the handset volume boost	27
- Using your Phone with hearing aids	28
- Hands-free (Speakerphone)	28
- Tone Response	28

Contents

Phonebook	28
- Contacts	28
- Create a Phone Book Entry	29
- View Contacts Entries	30
- Options within Contacts	30
- Store number in Speed dial or Photo key	31
SMS	31
- Message (SMS)	31
- Send a Text Message	32
- Receiving a Text Message	32
- Reviewing Stored Text Messages (Inbox)	32
- Sentbox	33
- Drafts	33
- Delete one or Delete all SMS	33
- Templates	34
- Broadcast Messages	34
- SMS Settings	34
- Messages Capacity	34
Call Record	35
- Missed Calls (Call logs)	35
- Display Missed Calls	35
- Display Outgoing Calls	36
- Display Received Calls	36
- Delete All	36
- Call duration	36
Application	36
- Application	36
- Alarm	36
- Timer	37
- Record your own ringtone or voice name	37

SOS	38
- Using the SOS Function in an Emergency	38
- SOS Emergency Contact Number Settings	39
- SOS Message Record	39
- SOS Text Message	39
- Set Alarm volume	40
- SOS Pendant	40
Main Features	41
Troubleshooting	42
Environmental	44
Hearing Aid Compatibility	45
Network services	45
Warranty	47

Safety Precautions

To prevent any risk of electrical shock and injury, please follow these basic safety precautions before using the phone:

1. Carefully read and observe the instructions in this manual.
2. The phone can be adjusted to loud sound levels through the handset earpiece.
3. Unplug the phone before cleaning. Then use a damp cloth to wipe it. Do not use liquid or aerosol cleaners.
4. Do not place objects on the line cord as this may damage it.
5. Do not use this phone in wet surroundings or environments where there is a risk of damage to the phone.
6. Refer servicing to qualified service personnel only.
7. Use only the power supply provided.
8. Install the telephone where no one will step or trip on the power cord.
9. Do not overload mains electrical wall outlets sockets or extension cords as this can increase the risk of fire or electrical shock.
10. Never spill liquid of any kind on the telephone.

Setting Up

PACK CONTENTS

- 1x Care9000 Telephone with handset, curly cord and phone base.
- 1x 3.7V, 4000mAh Li-polymer rechargeable battery.
- 1x User's manual.
- 1x Power adaptor (5V DC 1.0A, 5W).
- 1x Type A to type C USB cable (length 1.5m).

An optional wrist pendant is available for SOS calls. Oricom part No. 2T0097



NOTE: To function, the phone requires a Nano sized SIM card. This is not supplied but is available from network providers and retail outlets.

CHOOSE A LOCATION

The unit should be placed in an area where it is easy to see the display and flashing LED ringing alert light.

To reduce the risk of knocking the phone or tripping over cables, choose a location that is out of the way of normal daily activities.

INSTALLATION

To be able to use all the features, e.g., hands-free and amplification, maintain battery charge by connecting to the supplied power supply.

Make sure the telephone is disconnected from mains power before fitting or replacing the battery.

Unclip the battery compartment door (2).

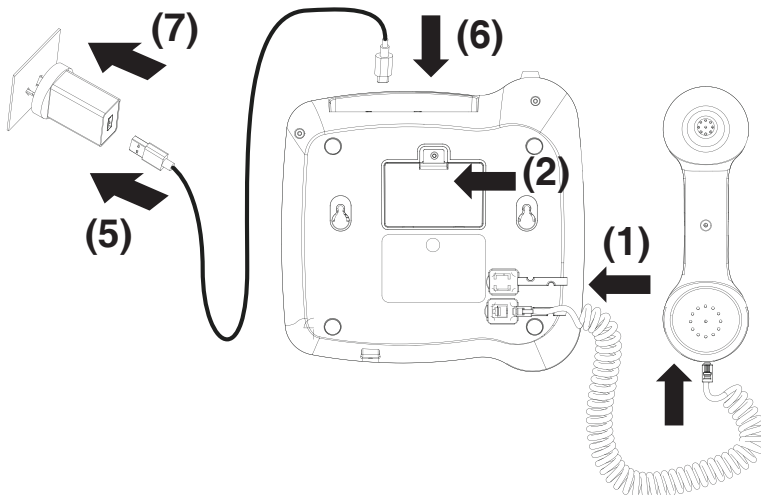
- Carefully insert your Nano size SIM card into the SIM slot (3). To store audio files an SD memory card can also be fitted adjacent to the SIM card slot (not supplied) SD Card max memory size 64Gb.

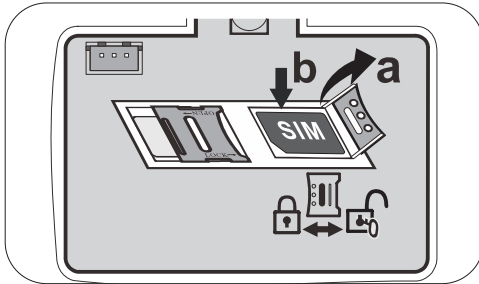
Connect the battery to the connector inside the compartment (4). Pay attention to the correct connector orientation.

Only use the rechargeable battery provided with the phone.

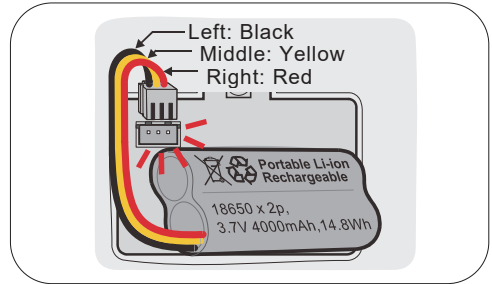
Close the battery compartment cover.

NOTE: Battery low alert: If the battery is low, the phone will emit a loud **BEEP**, and show “**battery low**” on the display. Plug in the supplied USB Type C power adaptor into the phone for charging.





(3)



(4)

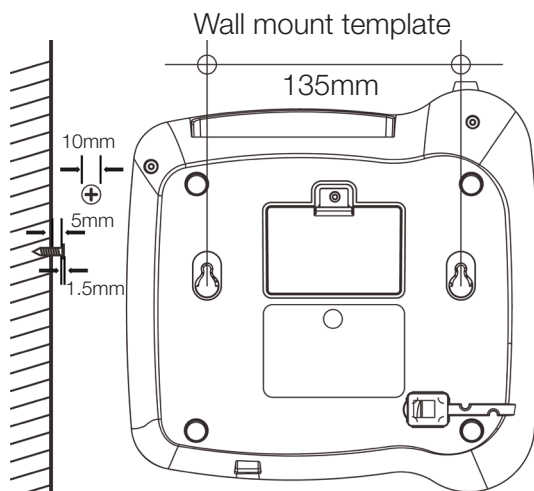
It is recommended that the power adaptor is always connected to the phone.

- Connect the handset curly cord (RJ9 plug) to the handset and telephone (1).
- Connect the USB cable (type A plug) to the adaptor (5).
- Connect the adaptor cord (type C plug) to the telephone (6).
- Connect the adaptor to your mains electrical wall outlet socket (7).
- Press and hold the POWER ON/OFF key  , the phone will turn ON.

IMPORTANT NOTE: The rechargeable battery provides power back-up in case of mains power failure. The USB type C power adaptor should be plugged in and connected to the phone at all times.

Wall mounting

The telephone can also be wall-mounted with the integrated wall mount key holes. Two suitable screws and wall plugs (not supplied) are required to fix the telephone securely to a wall.

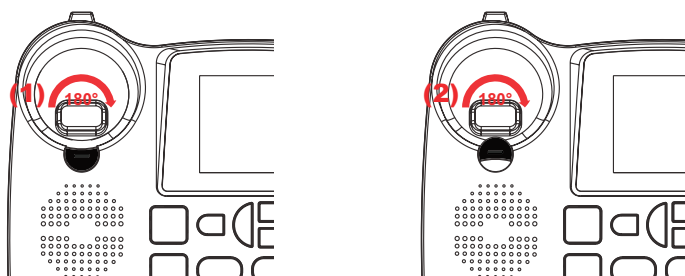


Hang the telephone on the wall in the slots on the rear side of the telephone.

Warning: Make sure it is safe to drill into fixing material prior to installation.

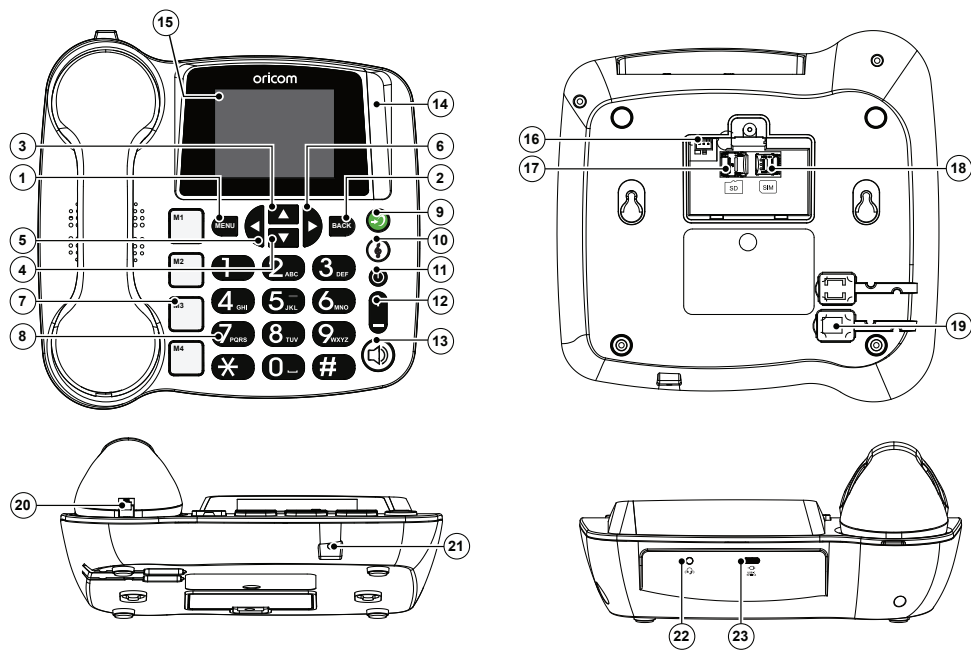
Drill two holes 135mm apart, insert the wall plugs / screws and allow them to project 5mm from the wall.

Line up the telephone base keyholes with the screws on the wall and lock the phone in place by pulling down slightly.



Turn the handset holder (1) in the receiver cradle 180° (2) so that the handset doesn't slide off when wall mounted.

Before Use



1. MENU Key	13. Handsfree
2. Backspace / Delete	14. LED indicator
3. Up Key	15. LCD screen
4. Down Key	16. Battery Connector
5. Left Key	17. SD card slot
6. Right Key	18. Nano SIM card slot
7. M1(or SOS)/M2/M3/M4	19. Curly Cord connection
8. Alphanumeric keypad	20. Curly Cord connection
9. Boost button	21. Hands-free microphone
10. TONE KEY	22. Audio Out (3.5mm) CTIA
11. Power on/off	23. DC IN (USB-C)
12. Volume up/down	

Keys Description

	M1 to M4, picture dialing keys.
	Press to enter the MENU . To EDIT in a phonebook entry. To DELETE or DELETE ALL function. Press OK to confirm a selection. Press OK to make a call when in a saved contact.
	Backspace / Delete To DELETE an entered number.
	Left / Right keys , short cut in standby mode: Left key: to enter CONTACTS list. Right key: To write an SMS .
	Highlight or scroll through the MENU options. Shortcut: During a call - adjust handset or speakerphone volume. In standby - Enter Alert volume settings.
	POWER ON / OFF key - Long press to power the telephone on and off. On a call - brief press to end the call.

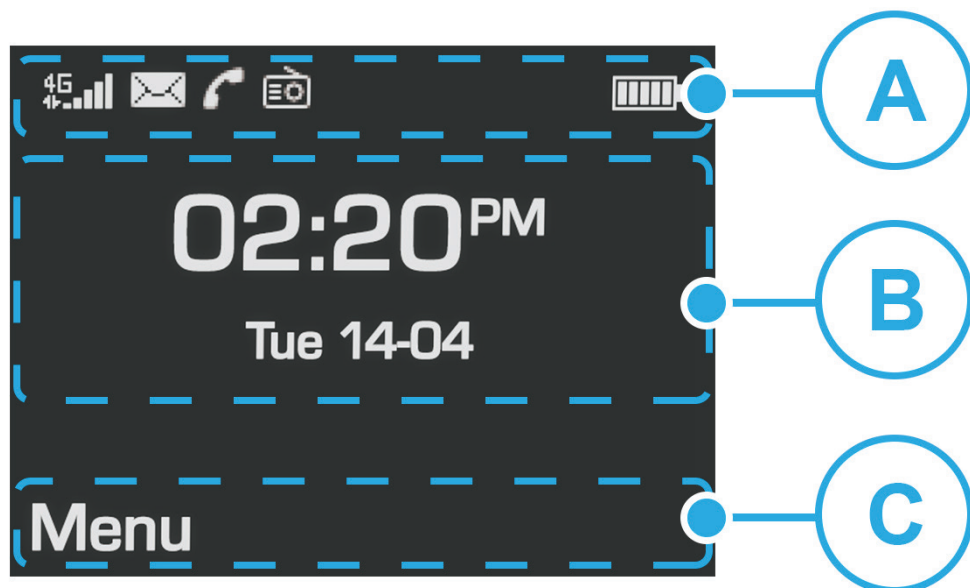
Before Use

	Press this key during a call to activate handset BOOST mode (louder volume).
	When the boost is activated during a call, you can use this key to change the tone response (Bass, Normal or Treble).
	Handsfree / Make / Answer / End a call. Press this key to activate the SPEAKERPHONE during a call, as described in page 25: Hands-free.
	Alert volume up/down Press + to increase the volume. Press – to decrease the volume.
	Hash key Press to switch between different input modes while composing a text message or editing a contact name. In standby mode, Press and Hold to enable / disable silent mode.
	Asterisk key Press this key to insert one or more symbols while composing a message or editing a phonebook entry name. (See P24: Asterisk key for additional functions)

NOTE: Menu (OK)  key and Call logs (Back space)  key also work as soft keys i.e., they take on different functions depending on the menu displayed. The current function is always displayed at the lower left and right corner of the display.

Display (LCD)

The LCD screen has three areas A / B / C :



(A) The icon area (status bar). This is found at the top of the screen. This displays the various system icons.

(B) The main area, displays the following:

- number being dialed
- caller ID information
- phonebook
- menu information
- in standby mode current time, date and service provider name.

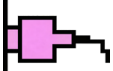
(C) The soft key area. This is found at the bottom of the screen.

(A) Status Bar Icon Identification



Signal Strength icon

This is always displayed when your telephone is switched on. It shows the current mobile network signal strength. More bars indicate more signal strength.

(A) Status Bar Icon Identification	
	VoLTE: This indicates the mobile network is 4G (for best call quality).
	Alarm icon: The alarm has been set to ring at a specified time.
	Battery Status icon: This is always displayed when your telephone is switched on. It shows the level of battery charge. More bars indicate more battery charge.
	Roaming icon: This indicates an outgoing or incoming international call (roaming).
	SMS icon: A new SMS (text message) has been received.
	Silent icon: (press and hold # key to activate / disable) The telephone is in silent mode. There will be no ringer alert to notify an incoming call.
	Headset icon: The headset is plugged in.
	Ear symbol: Indicates the handset volume boost function is ON.
	Missed Call
	During conversation: You are on a call.
	When using power adaptor only /  When using battery only

	Battery Charging /  Battery Charged
	Means that you have a new message on your Voicemail.
	Mute mode: The microphone is temporarily muted during the conversation.

Phone settings

Time and Date

Time and date is obtained from your mobile network service provider. You can also set it manually in the menu.

- Press Menu  key to display the main menu.
- Press the  key to move to **Settings** →  → **Phone settings** →  → **Time & date**, and press  to select **Set time**.
- Press the  key twice, then enter the correct hour and minutes with the keypad, then press .
- Press the  key to move to **Set date**, Press the  key, then enter the correct day, month and year with the  or  keys and press .
- Press the  key to move to **Time Format**, then press the  key, use  or  keys to select 12 or 24-hour time format, then press .
- Press the  key to move to **Date Format**, Press  key, use  or  key to select the **Year-Mon-Day / Mon-Day-Year** or **Day-Mon-Year** format then press .
- Press the  key to move to **Update time settings**, Press the  key. Use the  or  keys to select **Auto update time** or **Manual update time**, then press .

Settings

- Press the **BACK** key to confirm.
- Press the **BACK** key to exit time and date settings.

NOTE: if you have CID (identification of the number) on your mobile network, on the first call, the date & hour will be set automatically.

Language settings

Menu **MENU** → **Settings** → **MENU** → **Language settings**

The phone can be set to one of 12 languages: English / French / German / Spanish / Portuguese / Arabic / Dutch / Italian / Hebrew / Russian / Polish / Czech.

Restore factory setting

Menu/OK **MENU** → **Settings** → **MENU** **Phone settings** **MENU** → **Restore**

Enter the password: **1 2 3 4**. Select Menu to complete the factory reset.

Call settings

Menu **MENU** → **Settings** → **MENU** → **Call Settings**

Voicemail (mobile network service provider)

A 'voice mailbox' is an optional service that may be available from your mobile network service provider, to which you may need to subscribe. Contact your service provider for further details if in doubt.

If your service provider offers a voice mailbox service, the telephone number to access it can be set up from your telephone. If it is not, you may be able to manually input your voicemail number in the menu here. If setup is successful, press and hold the "1" dial key to connect to voicemail.

Divert Call

Incoming calls can be diverted to a specified telephone number (usually a voicemail number). There are 5 options available with this function:

- **Divert all:** Call divert is applied to all incoming calls.
- **If Busy:** Call divert is applied to all incoming calls if the line is busy (on another call).

- **If No Answer:** Call divert is applied to all incoming calls if you do not answer the call (select time between 5 to 30 seconds).
- **If Unreachable:** Call divert is applied to all incoming calls if your phone is switched off or you are not in a service area.
- **Cancel all diverts.**

Call waiting

This can be set to activated, cancel or check status. Please check whether this service is available from your service provider.

Call barred

There are many settings available:

Call Barring: Incoming and outgoing calls to and from your phone can be limited. There are 4 options available with this function:

- **All outgoing Calls:** No outgoing calls can be made.
- **All incoming Calls:** No incoming calls can be received.
- **Incoming calls when roaming.**
- **ISD (international subscriber dialling) calling:** If activated, then all international outgoing calls will be blocked. (Password is **0000**).
- **Dial when INTL roaming:** If activated, then no outgoing calls can be made during roaming, no outgoing (Password is **0000**).
- **Cancel all barring:** Call barring is off.

Reply SMS after reject:

If set to ON, and an incoming call is rejected, the display will show “**1 missed call**” to inform you that you have missed an incoming call. Select **EXIT** then “**Reply**” will be showed. Press **OK** to send a template SMS message to reply.

Call time reminder

If set to ON, a regular short ‘beep’ reminds you of how long you have been on the phone call. There are 4 settings: OFF, 50, 55, 60 seconds, or you can customize the time duration.

Display

Menu  → Settings →  Display

- **Main menu Type**

Use Up () / Down () keys to set to Matrix or Page.

- **Contrast**

Use Left () / Right () keys to adjust the display contrast, then press

Menu  to confirm.

- **Backlight**

Use Up () / Down () keys to choose backlight auto off time either when On Charge or On Battery power only.

Backlight auto off time (15s / 30s / 1min / 5min), default is 15 seconds.

Use Up () / Down () keys to set the desired time, then press

Menu  to confirm.

Press  key to exit.

Security

Menu  → Settings →  → Security

PIN

This mobile telephone allows you to set up a PIN code to help protect your telephone from unauthorized use.

The PIN and PIN2 codes are supplied with your **SIM card**. The PIN code helps to protect the SIM card from unauthorized use. The PIN2 code is required to access certain services.

The **PUK (PIN)** and **PUK2 (PIN2)** codes may be supplied with the SIM card. If you enter the PIN code incorrectly three times in succession, the PUK will be required. If the codes are not supplied, contact your mobile network service provider.

Blacklist

Menu  → Settings →  → Security

This provides the option to reject and blacklist numbers for incoming calls (except SOS numbers).

- **Blacklist:** Select **Blacklist** then **Options**, use  and  keys to select **New** (enter the name and the phone number) or **Import contacts**, then press  to confirm.

- Select your contact in the list, then press  to confirm.

- Select **Mark**, then press  to confirm.

- Select **Options**, then press .

- Press  key to exit.

NOTE: You have the option to delete, delete all, edit an contact or all contacts of the blacklist entries.

Network Connection

Menu  → Settings →  → Connections

You have the option to set the **DATA Service** and **Data roaming**.

- **Network selection:** you have the option to select your mobile network service provider (network operator).

- **Network type:** you have the option to choose the type of network.

- **VoLTE:** Voice over Long-Term Evolution, set this function for 4G higher call quality.

- **Access point name (APN):** allows you to set up the gateway between a mobile data network and another computer network, often the public Internet.

Version

Menu  → Settings →  → Version

Hardware and Software version will be showed here. Normally it is for technical service department.

Led indicator

Menu  → **Settings** →  → **Led switch**

This provides the option to switch ON or OFF the LED at right side of display indication that informs you of a new message or new call.

Boost setting

Menu  → **Settings** →  → **Boost setting**

The boost setting gives you the option to adjust the tone (audio frequencies) of the handset earpiece. Adjusting the tone may help to make the call sound clearer.

Tone Control:

Menu  → **Settings** →  → **Boost setting** →  → **Tone**

There are 3 tone settings: **Normal**, **Bass** and **Treble**.

If you choose **Treble**, the high audio frequencies are boosted (F, S and T sounds may sound clearer), if you choose **Bass**, the low audio frequencies are boosted.

You can change the tone settings during a call using the **Left** () / **Right** () keys. The display shows the tone control setting.

NOTE : The tone control can only be adjusted when the boost function is ON.

Boost lock

Menu  → **Settings** →  → **Boost setting** →  → **Boost Lock**

The Boost lock function provides the option to activate the boost and tone settings automatically for every call. This means once you have set the tone to your preference, it is applied to every call automatically.

Auto answer mode

Menu  → **Settings** →  → **Auto Answer Mode** →  → **On**

Allows the Care9000, if incoming caller stored in either the photo memory or a speed dial key, to automatically answer after several rings in speakerphone mode. You can set the time before the phone automatically answers the call from 3 to 60 seconds after the function is activated.

Software Update

Menu  → **Settings** →  → **Software Update** → 

Allows you to update the software of your phone.

Other settings

• Short key

A short key gives you direct access to a function:

Up arrow  : **Volume adjustment (Profiles)**

Down arrow  : **Volume adjustment (Profiles)**

Right arrow  : **Write an SMS**

Left arrow  : **Contacts list**

• Silence mode

Press and hold the  key to enable silence mode in standby mode, if silence mode is enabled, the silence mode icon  is displayed. Press and hold the  key to disable silence mode.

In the **Menu Profiles**, you can set the different volume levels for alert notifications, ringtones and call volume - for example.

Ring settings

- Incoming ringtone
- Message ringtone
- Talking CID

Adjust volume

- Incoming ringtone
- Message ringtone
- Alarm ringtone
- Speaker volume
- Handset call volume
- Power ringtone
- Talking keypad

Other alert rings

- Battery low alert

Ring settings

You have the option to select a different ringtone for incoming calls, message and Talking CID.

• Incoming ringtone

Menu  → **Profiles** →  → **Ring settings** →  → **Incoming ringtone**

Use  and  keys to select your preferred ringtone. There are 10 ringtones to choose from, then press  to confirm.

• Message ringtone

Menu  → **Profiles** →  → **Ring settings** →  → **Message ringtone**

Use  and  keys to select your preferred message ringtone. There are 6 to choose from, then press  to confirm.

• Talking CID (keypad)

Menu  → Profiles →  → Ring settings →  → Talking CID

When this function is activated, the phone will announce the number of the numeric key you have pressed. For example if you press 3 on the keypad, the phone will announce 'three'.

Also, when you receive a call, the phone will announce the telephone number of the incoming call.

Adjust ringtone volume

Menu  → Profiles →  → Alert Volume

OR use the  short key to access all the different functions below.

You can set the alert level from 0 to 9 :

- **Incoming ringtone:** to set the incoming call ringer volume.
- **Message ringtone:** to set the ringtone volume when you receive a new message.
- **Alarm ringtone:** to set the ringtone volume for the alarm.
- **Speaker volume:** to set the speakerphone volume level.
- **Handset volume:** to set the handset call volume level.
- **Power ringtone:** to set the volume of the animation when you turn the phone on and off.
- **Talking keypad:** to set the volume level of the 'talking keypad'.

NOTE: Use Left () / Right () keys to set the volume to your preferred level.

NOTE: Level 0 sets the volume to OFF.

During a call: Press the  and  keys to change the handset volume, or (in Speakerphone mode) the speaker volume.

Other alert rings

Menu  → Profiles →  → other alert rings

- **Battery low alert:** when the battery is low, the phone will sound a ‘beep’ alarm alert every 30 seconds and message every 10 minutes.

Outgoing call

1. Dial the number using the numeric keypad. The display will show the number as you press each numeric key. If you press an incorrect number, use the  (**Call log / Backspace / Delete**) key to delete it.
2. Pick up the handset, **OR** for a handfree speakerphone call, press **SPK** key . The phone will dial the telephone number you entered.

OR

Pick up the handset **OR** press the **SPK** key , then dial the number you want to call using the numeric keypad.

NOTE: To cancel dialing a number, simply hang up the handset, or press the SPK key  again.

Asterisk key *

While composing a message or editing a contact entry name, press the asterisk key * to insert one or more symbols. Then use the navigation keys to move to the symbols you want to insert.

To edit a telephone number, press the asterisk * key to insert special digits (e.g * / + / **P** (pause) / **W**).

To place an international call you need to press + before the country code. Simply, press * key twice.

Some foreign telephone networks have extension lines that can not be dialled

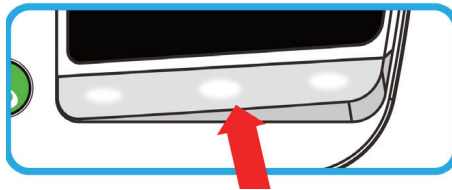
as dial-through, but need to be entered by the keypad. To dial these directly, press * quickly three times in a row after the telephone number. The **p** character will appear and then you can enter the extension.

Hash Key

Press to switch between different input modes (Capital, digit or minuscule) while composing a text message or editing a contact name.

Incoming and answering call alerts.

When there is an incoming call, the phone will announce the callers' phone number (if the Talking CID is activated). The ringer will sound and the WHITE visual ring indicator LED will flash.



* Go to **Menu**  → **Profiles** → **Ring Settings** → **Talking CID** to enable Talking CID function.

* Go to **Menu**  → **Settings** → **Led switch** to turn the visual ring indicator LED on or off.

To answer a call

1. To answer a call, lift the handset, or to take the call handsfree via the speakerphone, press the **SPK** key .
2. To adjust the volume of the call, press the  or  keys.

To end a call

1. To end the call, replace the handset on cradle or press the **SPK** key  again.

Dial from Contacts

Menu  → **Contacts** →  or **left short key**

Use the **Up**  and **Down**  keys to select the desired contact number to call, or enter the first characters of your contact's name.

For example, to go direct to a contact starting with the letter D, press the number 3 key once.

Pick up the handset, or for a handsfree speakerphone call, press **SPK** key .

Speed dial

You can assign telephone numbers to keys 2 to 9 on the numeric keypad. This provides a quick and easy way to dial regularly used telephone numbers. E.g., to dial a telephone number that is saved in key 2, press and hold key 2. The phone will then dial the number that is stored in key 2.

To store a speed dial key, go to page **31 (Store a telephone number in Speed dial)**.

Photo key dialling

You can assign telephone numbers to the Photo dialling keys (**M1-M4**). To make a call, press and hold the Photo key (**NOTE:** you do not need to lift the handset from the cradle, or press the speakerphone key). The phone will dial the number that is stored in the selected Photo keys memory.

To store a telephone number into a Photo dialling key (**M1 - M4**), go to **page 31 (Store number in Speed dial or Photo key)**.



Dialling a Number from the Redial List

Menu  → **Call logs** → **Outgoing calls** → 

Press the  or  keys to select the number that have been dialed (**Outgoing calls**), then press **SPK** , or pick up handset.

Dialling a Number from the Missed Calls List

MENU → Call logs → Missed calls → **MENU**

Press the  or  keys to show and find your contact, then press **SPK**  key, or pick up handset.

Dialling a Number from the Received Call List

MENU → Call logs → Received calls → **MENU** .

Press the  or  keys to show and find your contact, then press **SPK**  key, or pick up handset.

Muting the Microphone

During a conversation, you can temporarily switch your phone's microphone off. The other party will not be able to hear you.

To mute your microphone, setting by pressing the **BACK** key. The microphone is now muted. The message '**Mute**' is shown on the display.

To unmute your microphone, press by the **BACK** key. again. You can resume your conversation with the other caller.

Using the handset volume boost

You can increase the volume of the handset earpiece to your hearing requirements. To make the callers voice louder, press the volume boost button

 - this will amplify the call by 40 decibels. When the function is activated, the boost icon  is shown on the display.

CAUTION: Exposure to high (loud) sound levels can damage hearing. Gradually adjust the volume to a level that is comfortable. The handset volume boost function is not intended for people with normal hearing. Always return the volume control to the MINIMUM setting after using the phone.

Using your Phone with hearing aids

This phone is hearing aid compatible (HAC). It can be used with hearing aids that have a telecoil (**T**-coil) setting or program. To hear the call through your hearing aid, switch (or press) your hearing aid to the **T** position / setting. For best performance, position the handset earpiece close to your hearing aid.

NOTE: Not all hearing aids have a telecoil, or it may not be enabled. Consult your audiologist or hearing care professional for further advice. Also see **hearing aid compatibility on page 45**.

Hands-free (Speakerphone)

During a call, you can transfer the callers' voice from the handset earpiece to the speakerphone. This allows hands-free conversation.

To turns on the speakerphone, press the  key during a call, then replace the handset on the cradle.

To turns off the speakerphone, pick up the handset, to continue the conversation via the handset.

Adjusting the speakerphone volume

To adjust the speakerphone volume (in speakerphone mode) press the  or  keys to increase or decrease the volume.

Tone Response

When the boost is activated during a call, you can use  key to change the tone response (Bass, Normal or Treble).

Contacts

Telephone numbers and names can be stored in Phone book. The information is stored on the SIM and in the phones memory. It allows you to store frequently used numbers so that you can easily make a call without having to remember or enter the telephone number. You can search and recall numbers in order to make a call, send a message, or store an entry for use as an emergency contact.

The phone book can contain at least **500** entries. If you try to add a new entry when the memory is full, a warning message is displayed. You will need to delete an existing entry in order to add a new telephone number. Contacts saved on the SIM card are indicated by the  Saving contacts to the SIM card makes it is easy to transfer the information to another device.

Create a Phone Book Entry Contact

1. **Menu**  → **Contacts** → **All** → **Options** → **New**

Select **SIM** or **Phone**, then press .

2. On **Name**, press , to select **Edit**.

Create a name (15 characters maximum) for the Phonebook Entry using the numeric keypad, then press  to confirm your name.

3. Press the  key to select **Number**, then press , select **Edit**. Enter a number (20 digits maximum) for the phonebook entry, then press  to confirm your number.

4. Press the  key to select **Default Ringtones**, then press , select **EDIT** then press . Select a ringtone in **phone ringtones** from the list of the ringtone available. You can choose to select from sound files or talking name to assign an audio file name for the contact.

Press the  key to save the ringtone, then press the menu key again, press the  key to select **SAVE**, then press  to confirm.

The numeric keypad also has characters (ABC etc.) printed on the keys. These characters are for entering text for phonebook entry names, writing SMS texts, and searching for an entry in the phonebook.

Press each key the relevant number of times to get the letter required. For example, for the letter **J**, press the **5** key once. For the letter **S**, press the **7** key four times in quick succession.

To select the next letter, pause for a second and the cursor will appear | after the last letter you entered. You may now enter the next letter. Use the **#** key to

switch between CAPITAL and lowercase letters. The type of writing is shown on the display. Use the UP arrow key or DOWN arrow keys to select the input mode, then press **MENU** to confirm.

To insert an extra space between characters, press 0.

Press the CLEAR (Backspace) **BACK** key to delete the last character typed in (while entering a number or a name). Press and hold the CLEAR (Backspace) **BACK** soft key to clear characters to the left of the cursor.

View Contacts Entries

1. **Menu** **MENU** → **Contacts** → **All** or press the left arrow key  to access the contact list.
2. Use  and  to scroll through the list until you find the desired contact, or search for a contact in the phonebook via an alphabetic search. Simply. Type the first character of their name to automatically access the contact.

Options within Contacts

1. **Menu** **MENU** → **Contacts** → **MENU** or press the short key  to access the contact list.
2. Use the  and  keys to scroll through the list until you find the desired contact.
3. Press the **Options** soft key (**MENU**).
4. Options available are as follows:
 - Call** (to call the contact)
 - Details** (to check the contact information)
 - New** (to add a new contact)
 - Speed dial or Pictures** (to add or check a contact in speed dial or pictures key)
 - Delete** (delete one contact in the phonebook)
 - Delete Multiple** (delete all the phonebook contacts)
 - Write Message** (to write and message)

Copy contact (to copy the contact in the SIM or Phone memory)

Memory status (saved position in the memory E.G: 1/100)

Store number in Speed dial or Photo key

To store a telephone number in Speed dial or Photo key memory, follow these steps:

1. **Menu/OK**  → **Contacts** → **All** → then **Options**.
2. Select **Speed dial or Pictures**, then select position, Use the  and  keys to select either **2 to 9, M1, M2, M3, M4**.
3. Press  → **Edit** → enter the telephone number, then press .
4. Press **Exit** .

NOTE: You can assign a speed dial number to a contact entry. To enter a saved contact, follow steps 1 and 2, then select edit then contacts, use the arrows to select your contact from the list, press ok to save.

Message (SMS)

Menu  → **Message** → **Menu** 

If you receive an SMS message, an envelope icon  will appear on the display.



NOTE: The envelope icon on the display and the flashing (new message) LED will continue to show until all the new SMS messages are read.

Send a Text Message

A text message (from this phone) can contain up to 160 characters (includes spaces).

1. **Menu**  → **Message** →  → **Write Message** →  or press the

 short key, then select **Write message**.

2. Write a text message to a saved contact -

Options - Contacts - arrow down to the contact - options - Mark - Options - Ok - arrow down to the message body to enter the message text. When ready to send message, press Options then send.

If you want to send a message to a number that is not saved into your contact list, follow these steps -

Messages - Ok - Write message - enter the number - arrow down to the message body to enter the message text. When ready to send message, press Options then send.

Receiving a Text Message

On receiving a text message, an alert tone will be audible. An envelope icon



and the message '**1 New message**' will appear on the display.

1. To read the message, press the  key to display the message.

2. Press the  key to see all the options available for the selected text message.

3. These options include:

Delete, **Reply**, **Forward**, **Call**, **Move** (to save the message in the SIM or Phone memory), **Add sender to** (to record your contact in your phonebook), **Details** (date & time of the message)

Reviewing Stored Text Messages (Inbox)

1. **Menu**  → **Message** →  → **Inbox** →  or press the  short key, then select **Inbox**.

2. Scroll to the message you wish to review.

3. Press **Options**  → **View** to view the message.

Sentbox

The Sentbox stores sent and saved messages.

1. **Menu**  → **Message** → **Sentbox** →  or press the  short key, then select **Outbox**
2. Scroll to the message you wish to review.
3. Press the  key to see all the options for the selected text message.
4. These options include:
View, Delete, Delete All, Forward, Lock, Move, Mark, Sort.

Drafts

The draft box stores messages that you have saved but not yet sent. You can now choose to send the message, resume editing it or delete it.

Delete one or Delete all SMS

You can delete messages in the **Inbox, Outbox, Drafts** or **Sentbox Messages**.

1. **Menu**  → **Message** or press the  short key.
2. Select either **Inbox, Drafts, Outbox** or **Sentbox** then → **OK**.
3. Press the  key, then select → **Delete** or **Delete All** →  then  to confirm.

Templates

You can access a list of pre-written short messages. (for example: Please call me!).

You can add your own short message to the list as below:

1. **Menu**  → **Message** → **Templates** →  or press the  short key, then select **Templates**
2. Scroll down until you see “**Empty**” and then press the  key.
3. Enter your message, then press the  key to save your new message.

Broadcast Messages

This telephone supports broadcast information messages from your mobile network service provider.

Menu  → **Message** →  → **Broadcast Messages** →  → **Options**
→ **Settings** → **On/Off** or **Channel settings** or **Select Language**

You can select whether to receive these messages, the language of the message and channel setting.

Menu  → **Message** → **Menu** 

SMS Settings

Mobile Network Service Providers, or their service centres, sometimes send SMS information messages to customers. To receive these messages, this telephone must have the telephone number of the service centre programmed into memory. Usually, this will have already been set up by your Mobile Network Service provider.

There are many options to store the messages on to the SIM card or Phone memory. For other settings, please consult your Mobile Network Service provider.

You can find the information:

**Message Center, SMS validity period, Status report,
Reply path, Preferred storage Export SMS.**

Message Capacity

You can find the number of Message registered in SIM or Phone memory.

Menu  → **Message** →  → **Messages capacity** → 

SIM 1/50 : 1 of 50 maximum

Phone 6/200 : 6 messages of 200 maximum

Note: when at full capacity, delete SMS to free up space.

Missed Calls (Call logs)

If you have missed calls, the **Miss call**  icon and the message '**1 Missed Call**' will appear on the display. The **New Message/Call WHITE LED** on the visual ringer will also flash.



Display Missed Calls

You can also review missed calls via the menu as follows.

1. Select Menu - Call Logs - Missed Calls.
2. Use the  and  keys to scroll through the list.
3. For additional options, select - **Options** (), then select from the list of additional options -
Details, Call, Write message, Add to contacts, Add to blacklist, Delete, Delete all

Display Outgoing Calls

1. Select Menu - Call Logs - Outgoing Calls.
2. Use the  and  keys to scroll through the list.
3. For additional options, select - **Options** () , then select from the list of additional options -
Details, Call, Write message, Add to contacts, Add to blacklist, Delete, Delete all

Display Received Calls

1. Select Menu - Call logs - Received calls.
2. Use the  and  keys to scroll through the list.
3. For additional options, select - **Options** () , then select from the list of additional options -
Details, Call, Write message, Add to contacts, Add to blacklist, Delete, Delete all

Delete All

Select Menu - Call logs - **Delete all** - ok, then select ok again to confirm deletion.

Call duration

Menu () → **Call logs** → **Call duration**

This allows you to check the duration of the last call, including received calls and outgoing calls.

Application

The phone has applications including alarm and timer.

1. Alarm

You can set or add up to 5 alarms.

- **Menu** () → **Application** → **Alarm**

- Press **Menu** () to select **Options** then select **ADD**.

- **Alarm 1** is displayed, you can then customize the name.
- Use **BACK** key to delete a character. Use the keypad to enter new name.
- Press **▼** key to set the time by using the keypad. (Press any number to change AM / PM)
- Press **▼** key to select **Ringtone**, press **MENU** to select **Options**, select "Edit", then press **ok** to save your selected ringtone.
- Press **▼** key to display **Repeat mode**. press **MENU** to select **Options**, press **MENU** to select **Edit** then use the **▲** and **▼** keys to select the desired Repeat mode (Once or Daily) press **Ok** to save.
- Press **MENU** to select **Options** then save.

When your Alarm is activated, the “**Alarm**” icon  will appear on the display.

2. Timer

Menu **MENU** → **Application** → **MENU** → **Timer** → **MENU**

A Countdown timer is available, Press Options (**MENU**) → **Start** → **MENU** to start the counter.

It is possible to stop or pause the countdown sequence once it is started. Press the soft key **MENU** to stop the counter, then press the **MENU** key again 2 times to restart.

To reset, press **MENU** then select **RESET** and press **MENU**.

Record your own ringtone or voice name

Note: Speak in a loud clear voice when recording.

Menu **MENU** → **Recorder** → Options - Start Recording.

You can record up to 5 audio files to an SD card (not included) and assign the file to a Contact ring tone.

After you record your files, go to **Contact** then press **MENU**.

1. Use the **▲** and **▼** keys to select the desired **contact** (doesn't work with the SIM contacts) then press “**Options**” softkey.

2. Press  key to select “**Details**” then press  key.
3. Press “Options” softkey, select **EDIT** then press  key.
4. Press  key to select “**Default Ringtones**” then press  key.
5. Select **EDIT** in pressing  key.
6. Press  key to select “**Select from soundfiles**” then press  key.
7. Use  and  key to assign the sound file for your contact then press **Options** softkey, select **OK** then press  key to valid.
8. Press **Options** softkey, select **SAVE** and press  key.
9. Press  to exit.

Using the SOS Function in an Emergency

NOTE: You must turn SOS function on first in the SOS menu:

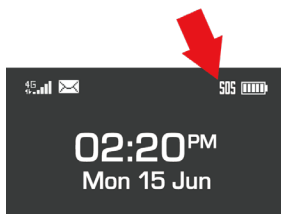
SOS - Settings - emergency number - SOS Key function, set to SOS function. This will convert your "M1" photo dialing key to an SOS key function. Select Back to save the setting and exit the menu.

In an emergency, press the RED SOS button on the phone **SOS** for **3 seconds** to start the SOS procedure.

Once you press the SOS button, the phone will send your stored **SOS message** to the first emergency contact number stored, then the phone will dial the first emergency contact number and play your stored voice message.

You can store to store up to **5 emergency contact numbers in SOS mode**. The phone will dial each number, one by one, automatically. If a contact number is busy (engaged tone detected), or a call is aborted by user, the next number on the list will be dialled. The phone will keep dialling these numbers until the call is answered, and the recipient presses “0” to accept the call.

Note: To stop the SOS mode, press and hold the **SOS** button on the phone again for **3 seconds**.



When SOS feature is activated, the “**SOS**” icon **SOS** will appear on the display.

SOS Emergency Contact Number Settings

You can set up to 5 SOS emergency contact numbers.

Menu **MENU** → **SOS** → **MENU** → **SOS number** → **Select an SOS number from 1 to 5** → Enter the SOS number using the numeric keypad, then confirm by pressing the **MENU** key.

SOS Message Record

You can record an informative message that will assist your helpers in an emergency e.g. “**This is an emergency call, to accept this call, press 0**”.

NOTE: It is very important you include ‘to accept this call, press 0’ in your message.

Menu **MENU** → **SOS** → **MENU** → **Outgoing voice** → **MENU** → **Personal** → **MENU** → **Recorder**, Press the **MENU** key to start the recording. When you finish the recording, press **BACK** key to **SAVE** the message (the message can be up to 20 seconds long).

To listen to the recording, select “**PLAY**”.

If you prefer the factory default message, select “**DEFAULT**” instead of Personal.

Menu **MENU** → **SOS** → **MENU** → **Outgoing voice** → **MENU** → **Default** → **MENU** → “**Select**” to save

SOS Text Message

You can enter your own SOS text message. This will be sent to the mobile phone emergency contact number in your list.

Menu  → **SOS** →  → **Set text message.**

Type your message and select "Ok" to save, you can use  key to delete a character if needed.

Set Alarm Volume

You can set the alert level from 0 to 6.

NOTE: Level 0 sets the SOS volume alarm to OFF.

Menu  → **SOS** →  → **Set Alarm Vol** →  → Press the  and  keys to change the SOS volume alarm then press the  to confirm your choice.

SOS Pendant

If you have purchased the optional SOS pendant, you can pair this in the **SOS** menu:

Pairing settings - Add a new SOS pendant, "start pairing" will appear on the screen, press and hold the SOS button on the pendant until you see "pairing successful" appears on your telephone screen.

Main features:

- 4G LTE FDD B1 / 3 / 5 / 7 / 8 / 28AB, TDD B40
- 3G - WCDMA: 2100 / 900 / 850
- NANO SIM socket
- 4 x Photo keys
- Talking keypad / caller ID (talking number/user recordable)
- SOS feature with user recordable SOS message
- 500 phone book memory
- 90dB Loud ringer
- User changeable ringtone
- +40dB handset amplification receiver volume with LED indicator button
- 3.5inch Color LCD, 240x320 Pixels
- 12 LCD display languages (English / French / German / Spanish / Portuguese / Arabic / Dutch / Italian / Hebrew / Russian / Polish / Czech)
- 80 call logs (time/day of call)
- 200 SMS messages
- Real time clock (12/24 Hrs. display)
- New call indication: LED and icon
- Caller ID memory call back
- 2-way speakerphone
- Last Number Redial
- Ringer indicator (WHITE LED)
- Hearing aid compatibility (ETS300381 preferred range)
- Desk top and wall mountable
- 3.5mm audio in out socket (to connect voice to text)

TROUBLESHOOTING

Telephone cannot be switched on

- Check the battery is inserted, and that it is inserted correctly. Check the power adaptor is plugged in.

Nothing appears on the display

- Check the phone is switched on.
- Check the battery is inserted correctly.
- Check that the power adaptor is plugged in.

Display is locked when the telephone is switched on

- Enter the PUK to unlock the SIM.

No Service is displayed

- There is no network connection. Move the phone to a location where there is better coverage (stronger signal).
- Contact your mobile network service provider.

Message to say that a function is not possible

- Your mobile network service provider might not provide this function, or you may need to subscribe to that service. Contact your network service provider.

No display during the charging process

- The battery charge is very low. Wait a few minutes.

“Insert Sim” or “Limited Service” message is displayed

- Ensure the SIM card is inserted correctly.

The battery is discharged quickly or cannot be charged at all.

- Remove and reconnect the battery, Charge the battery for 4 hours.

Failure to link to the network

- The signal is too weak, or there may be some radio interference.
- Is the SIM card installed incorrectly or damaged? If the SIM card is damaged, please ask your mobile network service provider for a replacement.

Cannot make a Call

- Check that payment is up to date with your mobile network service provider or that you are not out of contract.
- Check that the SIM card is valid.
- Ensure you have pressed the  button.
- Check that the SIM card is registered to the network?
- Check if the '**bar outgoing calls**' feature is enabled? (P17)
- There may be a problem with the network, call your mobile network service provider.

Cannot answer a call:

- Check that payment is up to date with your mobile network service provider or that you are not out of contract.
- Check that the SIM card is valid.
- Is the bar incoming calls feature enabled? (P17)
- Is the call diverting function enabled? (P16)

No audible ringer

- Make sure the ringer is not set on low position. (P22)
- Make sure that the phone is not in Silence mode . (P21)

No handset amplification

- Check if the Boost function is "On". (P20)

Noise, Static, Interference while using the handset

- Check you have good reception, more signal bars indicate better reception.
- Move the phone away from other electronic equipment or to a different location.

Caller ID information does not show

- You may need to subscribe or enable this service with your mobile network service provider. The caller may have withheld their details.

Environmental

General

Only use the power supply included with this product.

Only use the approved rechargeable battery supplied.

Do not open the phone, contact Oricom Support should you have any inquiries.

Never dispose of batteries in a fire. There is a serious risk of explosion and / or release of toxic fumes and chemicals.

Remove the battery in the phone if you are not going to use it for over a month.

Cleaning

Clean the telephone with a soft cloth. Never use polishes or cleaning agents - they could damage the phone.

Environmental

Do not expose to direct sunlight.

Always ensure there is a free flow of air over the surfaces of the telephone.

Do not place any part of your product in water and do not use it in damp or humid conditions e.g., bathrooms.

Do not expose your product to fire or other hazardous conditions.

Unplug your phone from the telephone socket during thunderstorms because it could damage your telephone. Your guarantee does not cover thunderstorm damage.

The telephone is designed for working within a temperature range of 5°C to 45°C.

Usage

In summary, read these simple guidelines.

SWITCH ON SAFELY

Do not switch on the telephone or use the SOS remote bracelet in areas where wireless devices are prohibited (for example in hospitals, near medical equipment, or on aircraft) where it may cause interference or danger.

INTERFERENCE

All wireless devices may be susceptible to interference. This could affect performance.

Hearing Aid Compatibility

Some phones are measured for compatibility with hearing aids and cochlear implants. If “**Rated for Hearing Aids**” is printed on the box, the following applies. People with hearing aids and cochlear implants may hear a buzzing, humming or whining sound when using their hearing instrument near a mobile phone. This is due to electrical interference generated by the mobile phone.

Some hearing instruments are more immune than others to the interference, while mobile phones (and other similar devices), vary in the amount of interference they produce.

The mobile telephone industry has developed ratings for some of their mobile phones, to assist people that use hearing aids and cochlear implants find a mobile phone that is compatible with their hearing instrument. However, not all phones are rated for hearing aid compatibility, but those that are, usually have the rating printed on the box, on a leaflet or user guide.

The rating is not a guarantee. A rated mobile phone may not necessarily work well with a hearing instrument, as results depend on the combination of the mobile phone and the immunity of the hearing instrument to interference.

Trying the phone with your hearing instrument on the telecoil (T-coil setting / program) is the best way to find out if it works well.

Network Services

You need to use a wireless network service provider in order to make and receive calls, send and receive text messages and use the SOS function of this phone. Many of the features of this phone depend on a wireless network to function. These services may not be available on all networks, or you may have to make specific arrangements with your service provider before you can utilize network services. Your service provider may need to give you additional instructions for their use and explain what charges will apply. Some networks may have limitations that affect how you can use network services. For instance, some networks may not support all language-dependent characters and services.

Your wireless network service provider may have requested that certain features be disabled or not activated in your device. If so, they will not appear on your device menu. Your device may also have been specially configured. This configuration may include changes in menu names, menu order and icons. Contact your service provider for more information.

Environment



This symbol means that your inoperative electronic device must be collected separately and must not be mixed with household waste. The European Union has set up a specific collection and recycling system for which manufacturers are responsible.

This appliance has been designed and manufactured with high

quality materials and components that can be recycled and reused. Electrical and electronic appliances are liable to contain parts that are necessary in order for the system to work properly but which can become a health and environmental hazard if they are not handled or disposed of in the proper way. Consequently, please do not throw out your inoperative appliance with the household waste.

- If you are a professional user, please follow the instructions of your supplier.
- If you are the owner of the appliance, you must deposit it at the appropriate local collection point or leave it with the vendor when buying a new appliance.
- If the appliance is rented to you or left in your care, please contact your service provider.

Keen to preserve the environment, this appliance is supplied with a switching power supply, offering better energy efficiency. The advantages include not only very low electricity consumption, but also a more compact format than conventional power supply units. The used batteries from your telephone must be disposed of in compliance with current environmental protection regulations. Comply with your local regulations.

Dispose old batteries at an approved recycling centre.

Help us protect the environment we live in!

Express Warranty (Australia)

This Express Warranty is provided by Oricom International Pty Ltd ABN 46 086 116 369, Unit 1, 4 Sovereign Place, South Windsor NSW 2756, herein after referred to as "Oricom".

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

The benefits of this Express Warranty are in addition to other rights and remedies you may have under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. In the event of a minor failure, Oricom reserves the right to choose to repair or replace the product.

The Express Warranty Period will be a period of 5 years beginning on the date of purchase of the product evidenced by your dated sales receipt. You are required to provide proof of purchase as a condition of receiving Express Warranty services.

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

Products distributed by Oricom are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Express Warranty Period of the Oricom branded product in which they are installed, whichever is longer. During the Express Warranty Period, Oricom will where possible repair and if not replace the faulty product or part thereof. All component parts removed under this Express Warranty become the property of Oricom. In the unlikely event that your Oricom product has a recurring failure, Oricom may always, subject to the Competition and Consumer Act 2010, at its discretion, elect to provide you with a replacement product of its choosing that is at least equivalent to your product in performance.

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

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

1. Failure by you to adhere to the warnings and follow the instructions set out in this user guide for the proper installation and use of the product;
2. Willful misconduct or deliberate misuse by you of the product;
3. Any external cause beyond our control, including but not limited to power failure, lightning or over voltage;
or
4. Modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.

How to make a claim under your Express Warranty in Australia

Oricom has a simple warranty process for you to follow:

- Please call or email our Customer Support Team, 02 4574 8888 or support@oricom.com.au.
- A Customer Support Team member will verify after troubleshooting with you if your product qualifies under warranty. If so, they will give you a Product Return Authorisation number.
- We will then email a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the product for warranty service.

Please note that if a Customer Support Team member advises that your product does not qualify for return, this warranty does not apply to your product. Products that are authorised to be returned to Oricom in Australia must include all of the following:

- A completed Return Authorisation form
- A copy of your Proof of Purchase (please keep your original copy)
- The faulty product, including all accessories.

Send the approved returns to:

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

Please note that this Express Warranty excludes expenses incurred by you in returning any faulty product to us. You must arrange and pay any expenses incurred (including postage, delivery, freight, transportation or insurance of the product) to return the faulty product to us, however, we will arrange delivery of the repaired or replaced faulty product to you.

Important Information

Repair Notice

Please be aware that the repair of your products may result in the loss of any user-generated data (such as stored telephone numbers, text messages and contact information). Please ensure that you have made a copy of any data saved on your product before sending for repair. Please also be aware that products presented for repair may be replaced by refurbished products or parts of the same type rather than being repaired.

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.

Email: support@oricom.com.au
www.oricom.com.au

Oricom Support - New Zealand

Email: support@oricom.co.nz

The Oricom logo consists of the word "oricom" in a bold, lowercase, sans-serif font, followed by a registered trademark symbol (®).