



Oricom eco50 Series DECT Digital Cordless Phone



USER GUIDE

Keep this user guide for future reference.

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IMPORTANT

- Avoid exposure of this telephone to moisture or liquid.
- To prevent electric shock, do not open the handset or base cabinet.
- Avoid metallic contact (e.g. metal clips, keys) between the battery contacts and charging conductors.
- There is a slight chance that the telephone could be damaged by an electrical storm. It is recommended that users unplug the phone from the mains supply and telephone socket during a storm.
- Do not use the handset in an explosive hazard area such as where there is gas leaking.
- Follow the local regulations regarding the disposal of your packing materials, exhausted batteries and used phone. Wherever possible, recycle those materials.
- We advise that this phone should not be used near intensive care medical equipment or by persons with pacemakers.
- Clean with a dry, soft, lint-free cloth. Never use cleaning agents, particularly aggressive solvents.
- Because the phone works by sending radio signals between base station and handset, wearers of hearing aids may experience interference in the form of a humming noise.
- Your phone can interfere with electrical equipment such as answering machines, TV and radio sets, clock radios and computers if placed too close. It is recommended that you position the base unit at least one metre from such appliances.
- This telephone complies with applicable safety requirements for exposure to radio waves (EMR). The mean power of this telephone does not exceed 20mW limit at which point testing is required.
- The earpiece of the handset may attract small metal objects such as staples and pins. Care should be taken when placing the handset near these items.
- This telephone is not designed for making emergency telephone calls when the mains power fails.
- Always have a corded phone available to be able to make and receive calls to emergency services if the mains power fails.
- Do not use your telephone during an electrical storm thunderstorm as it is possible to get an electric shock.
- Refer to information contained in White pages directory.
- This phone is designed for connection to a PSTN telephone line or an analogue extension port of a PBX system. If you connect this device to a digital extension of a PBX, damage may result to the PBX.



CAUTION

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

Adaptor for base unit and charger:
Input: 100~240VAC 50Hz/60Hz 100mA Output: 6.5VDC 200mA

2 GETTING STARTED

Installation and Charger

1. Connect the mains adaptor (supplied) to the socket on the back of the base unit and to the wall mains supply.
2. Connect the telephone cord to the phone socket on the back of the base unit and into the wall phone socket.
3. Insert 2 rechargeable Ni-MH AAA batteries (included), observing the correct polarity, into the battery compartment on the handset. Slide the battery door firmly into place.
4. Place the handset on the charging cradle and charge the batteries for a full 15 hours before using it for the first time.



Note:

It may take some time for the cordless handset to power up, and it may get warm during initial charge. This is normal.

Tip!

It is good practice to put the cordless handset on the charging cradle when it is not in use to ensure that the handset is always fully charged.

WARNING



DO NOT USE STANDARD/ALKALINE BATTERIES IN THIS PRODUCT, AS THERE IS A RISK OF EXPLOSION AND/OR INJURY. USE ONLY NI-MH RECHARGEABLE BATTERIES AS SPECIFIED IN THIS USER GUIDE. CONTACT ORICOM FOR REPLACEMENT BATTERIES. RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.

Never use non-rechargeable batteries. Use recommended type supplied with this product.

- Never use alkaline or lithium batteries.
- Do not dispose of the batteries in a fire, as they can explode.
- Do not open or mutilate the battery. Released electrolyte is corrosive and can cause damage to the eyes or skin. It can be toxic if swallowed.
- Avoid contact with metal objects when handling the battery. These objects could short out the batteries or cause the conductor to overheat resulting in burns.
- Do not attempt to recharge the battery cell by heating it. Sudden release of battery electrolyte can cause burns or irritation to the eyes or skin.
- Observe the proper polarity, or direction, of any battery. Reverse insertion of the battery cell can result in leakage or explosion.
- Remove the batteries if you do not plan to use the product for several months at a time.
- Follow the local regulations regarding the disposal of your packing materials, exhausted batteries and used phone. Wherever possible, recycle those materials.

Pack contents

Depending on the model you have purchased this pack should contain the following items:

If any of these are missing, please contact Oricom directly.

	eco50-1	eco50-2
Base units	1	1
Cordless handsets	1	2
Charging cradle and power adaptor	0	1
Power adaptors	1	1
Line cord	1	1
User guide	1	1
Handset Rechargeable AAA Ni-MH Batteries (1.2V 500mAh)	2	4

Purchasing additional handsets

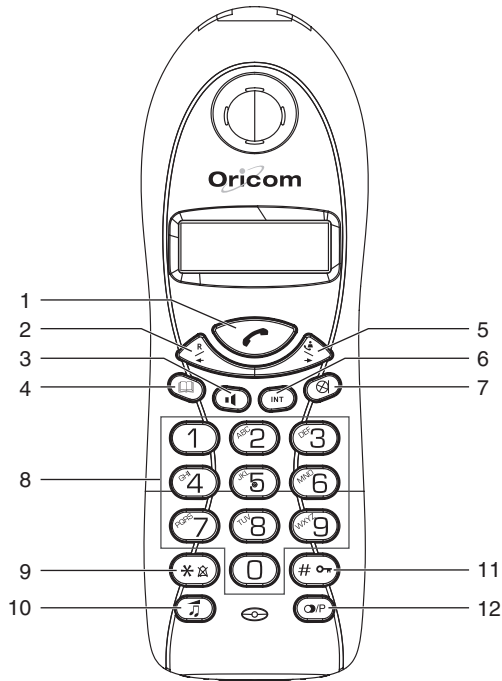
You may expand your eco50 by adding more handsets (eco5050WH). These can be purchased separately from the retailer where you purchased the product, or directly from Oricom (Australia). The eco50 can accommodate a total of 5 cordless handsets.

IMPORTANT: DO YOU HAVE BROADBAND/ADSL?

If you do, you must connect an in line filter (not supplied) between the telephone socket and your eco50 base to ensure that your broadband and eco50 will work properly. If you do not install the filter you will experience interference on the eco50 and your Broadband may suffer dropouts. Please refer to the user guide of the in line filter for installation.

4 GETTING STARTED












Your cordless handset



- 1 Talk
- 2 Left / Recall / Dial mode
- 3 Handsfree
- 4 Phonebook
- 5 Right / CID (Caller ID)
- 6 Intercom
- 7 Delete / Mute
- 8 Numeric keys
- 9 * / Ringer Off (On)
- 10 Ringer Melody / Ringer Volume / Receiver Volume
- 11 # / Keypad lock
- 12 LNR (Last Number Redial) / Pause / Long (Short) flash

Understanding the cordless handset display



-  **Left Arrow / Phonebook records are being reviewed**
-  **Battery level (3 bars fully charged)**
-  **Ringer is turned off**
-  **Speakerphone on**
-  **Keypad lock**
-  **Connected to telephone line**
Flashes when there is an incoming call
-  **X appears: microphone muted**
-  **Caller display**
-  **Antenna in range / out of range**
-  **Intercom call to another handset**
-  **Right Arrow / Message waiting**

6 BASIC OPERATION

During standby


Note:

If the power is not connected to the base unit.
The cordless handset **CANNOT** operate.

Cordless handset's LCD display

HANDSET 1 : Handset number

 : Current battery level



 : A constant signal icon indicates the cordless handset is linked to the base unit. When signal icon is flashing the handset needs to be re-registered.





Note:

The signal icon will also flash if the handset is out of range.



Answering an incoming call

When there is an incoming call, the phone rings and  flashes on the display. If a CID record is received,  flashes and the caller information is displayed.




1. Press [] key to answer the call.
2. Press [] key again to end the call.

Making an external call

Normal dialling

1. Press [] key.
2. Enter a telephone number. If you enter more than 12 digits, you only see the last 12 digits on the display.
3. Press [] key to end the call.


Pre-dialling

1. Enter a telephone number.
2. When necessary, press [] to erase the digit individually.
3. Press [] key to dial.
4. Press [] key to end the call.

Mute feature

Place a call on hold so that the caller will NOT be able to hear you but you can still hear the caller.

During talking mode,

1. Press [⊗] key on the handset to mute the call,  is shown on the display.
2. Press [⊗] key again to resume the call.


Handset range

Your eco50 handset has a range of up to 300 metres outdoors and up to 50 metres indoors, in ideal conditions.

If you carry the handset too far away from the base, you may go out of communication range and the antenna icon will flash on the display.

If you are already on a call and move out of range, the call quality will degrade as the range limit is reached and the call may be disconnected. You will need to move closer to the base to be able to continue the call and make any further calls.

Checking the signal strength

The signal icon  displays the link status between your handset and the base unit. A steady icon means your handset and the base unit are linked. A flashing icon means your handset and the base unit are not linked.

If you move too far away from the base unit while you are on the phone, you will hear warning tones notifying you that your handset is almost out of range – lost link. Take your handset closer to the base unit or your call may be cut off shortly after the warning

Note:

If your handset has lost the link with the base, you will not be able to make or receive calls. You will also not be able to carry out many of the phone functions and features.

IMPORTANT NOTE:


Emergency Call. This telephone is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

8 BASIC OPERATION

Recall selection



You can use the Recall button on your telephone when using your network operator's services such as call waiting etc. A subscription may apply for these services. Contact your network operator for more information. If this is not working correctly, change the setting using the instruction below:

Selecting recall duration:

1. Press and hold [ / P] for 3 seconds.
2. The display will show "L" or "S"
(L: New Zealand ; S: Australia).


Handsfree mode

During talking or standby mode,


1. Press [] key to switch to speakerphone mode.
2. Press [] key again to cancel this feature.

Volume adjustment

During standby mode adjust the handset ringer volume.


1. Press [] key.
2. Press [ / ] or [ / ] key to adjust the handset volume level, there are 5 volume levels and Volume off for selection.

During handset talking mode adjust the handset receiver volume.

Press [] key repeatedly to adjust the handset volume level (5 volume levels).


If you subscribe to your telephone operators service (charges may apply), numbers of the incoming calls will be displayed on the screen and stored in the call log (please consult your telephone service provider for details).

The eco50 series can store the last 20 calls including: the record number, date/time, and phone number (up to 24 digits for the cordless handset).

When you have new/unanswered calls,  flashes on the cordless handset. If a call has been answered, then the call is set to old call.

Call waiting (Australia only)

You can use the recall function to answer a second call while you are on the phone. However this service needs to be turned on. For example, to turn on Telstra's Call Waiting service:

1. Press [] on the cordless handset to wait for dial tone then press [*] [4] [3] [#].
2. You will hear a service tone then press [] again.

Take two different calls at the same time

During a call, you will hear two loud beeps periodically to notify you of another incoming call. If you wish to answer this call,

1. Press [**R/←**] key. You will hear a dial tone.
2. Press [**2**] to put the current call on hold and talk with the second caller.
3. Repeat steps 1-2 to swap between the two callers.

Review Caller ID records

During standby mode,

1. Press [**→\☎**] key to display the latest call. The following will appear on the display.



If the list is empty, "NO" is shown on the display.

2. Press [**☎**] key to view the data and time of the CID.
3. Press [**→\☎**] key to view to the previous call.
Press [**R/←**] key to view the next call.


Only when the network sends the time/date together with the telephone number! On some networks with caller ID, time and date will not be displayed.

10 CALLER ID OPERATION




Store a CID number

You can save a CID record into the Phonebook/Direct memory provided that it contains a valid phone number and the Phonebook/Direct memory is not full.

While you are viewing the CID record that you wish to save,

1. Press and hold [] key for about 2 seconds. The following will appear on the display.



2. The space after the last digit of the CID will blink, and press the numeric keys to edit the CID number and then press [] key to confirm.
3. Press the numeric keys to edit the memory location (0-9) where you want to store the number. If you made a mistake, press [] key to edit it.
4. Press [] key again to confirm and go back to standby mode.

The record is now saved into the phonebook. Then it goes back to the call log.

Delete CID record(s)

While you are viewing the CID record that you wish to delete,




Press and hold [] key for about 3 seconds.

Note:

If there are no more CID records, a message "NO" is displayed.

Calling a number from the CID records




When you are viewing the CID records,

1. Press [] or [] key to scroll to desired number.
2. Press [] key. The number will be dialled automatically.

Redial the last number

Your cordless handset stores the last 3 external numbers dialed, up to 24 digits per number. If the number exceeds 24 digits, the last 24 digits will be stored to memory.

During standby mode,

1. Press [/P] key.
2. When necessary, press [/P] key again until you have selected your desired number.
3. Press [] key to dial.

Or




1. Press [] key.
2. Press [/P] key to redial the last number.

Store the last number dialed

While you are viewing a previously dialed number that you wish to save,

1. Press and hold [] key for about 2 seconds. The following will appear on the display.



2. The space after the last digit of the Redial number will blink, and you can press numeric keys to edit the Redial number. Then press [] key to confirm.
3. Press the numeric keys to edit the memory location (0-9) where you want to store the number. If you made a mistake, press [] key to edit it.
4. Press [] key again to confirm and go back to standby mode.

The record is now saved into the phonebook. Then it goes back to the call log.

Delete last number dialed

While you are viewing a previously dialed number that you wish to delete,

Press and hold [] key for about 3 seconds.

Note:






If there are no more LNR records, a message "NO" is displayed.

12 PHONEBOOK

Add new records

You can store up to 10 phonebook records in each handset. Each record can contain up to 24 digits per number.

During standby mode,

1. Press and hold [] key until the  icon appears on the display.
2. Press the numeric keys to enter the telephone number. If you made a mistake, press [] key to edit it. Press and hold [] key to delete the entire number.
3. Press [] key to confirm.
4. Press the numeric keys to enter the memory location (0-9) where you want to store the number.
5. You will hear a confirmation beep.


The record is now saved into the Phonebook. Then it goes back to standby mode. Repeat step 1 to 5 to add another record.

Review / Edit / Dial stored Phonebook records


During standby mode,

1. Press [] key. The following will appear on the display.






2. Press the numeric keys to view the stored records.
3. Press [] key to dial the number.

While you are viewing the record that you wish to edit,

1. Press and hold [] key. The following will appear on the display. The space after the last digit will blink.



2. Press [] key to erase the last digit, or press and hold [] key to erase the entire digits.
3. Press [] key to confirm.

Voice mail indication – network service

Note:

Voice Mail Indication Service. Requires subscription with your network service provider.

Voice mail indication is a visual voice mail alert. On this phone, you will see an envelope icon when there is a voice mail waiting in your service providers mailbox.

Retrieving voice mail(s)

To retrieve your voice mail(s), consult your service provider.

Clearing the voice mail indicator





After checking your voice mail(s), the voice mail indicator will be cleared automatically after receiving a signal from the network. You can clear the voice mail indicator manually if it fails to reset.

1. Remove the batteries of the handset unit. Wait for 30 seconds. Insert batteries again, the voice mail indicator will be cleared.

Handset ringer adjustment






Handset ringer melody

During standby mode,


1. Press and hold [] key.
2. Press [] or [] key to select the melody option (1 to 9 for adjustment).
3. Press [] key to confirm.

Handset ringer volume

During standby mode,

1. Press [] key. Display shows the current volume level.
2. Press [] or [] key to select the volume level.
There are 5 levels for adjustment: 1 (lowest) to 5 (highest) and Volume off (the [] icon will be shown on the display).
3. Press [] key again to confirm.

Handset ringer On / Off

During standby mode, press and hold [] key to switch between ringer On/Off.



 appears whenever the ringer is Off.

Note:

There is no ringer on the base unit.

14 CORDLESS HANDSET OPERATION

Multi-handset Operation

Your eco50 series phone can have up to 5 handsets registered to the base unit. Each handset has its own number HS-1, HS-2, HS-3, HS-4 and HS-5, shown on the left-hand side of the display. With 2 or more handsets you can:

- Make intercom calls while on an external call
- Switch between an external call and intercom call
- Transfer an external call from one handset to another
- Set a 3-way conference call between yourself, an external call and intercom call

Note:

- A maximum of 1x external call and 2x intercom calls can take place at the same time.
- If you make an external call + another handset is on line = result in a busy tone.
- You can make an intercom call when the other handset is in progress.

Call transfer between cordless handsets

During external call,

1. Press [INT] key. The following will appear on the display.



2. Key the handset number (1, 2, 3, or 4) you wish to transfer.
3. Press [] key to exit Intercom mode and return to standby mode.

Conference calls

This function allows 3 parties (yourself + external call + intercom call) to be connected at the same time.

During external call,

1. Press [INT] key. The following will appear on the display.



2. Key the handset number (1, 2, 3, or 4) you wish to invite to the conference.
3. Then you can have an intercom call with HS-x.
4. At this moment, you can press and hold [INT] key for 3 seconds to go to 3-way conference call.

Cordless handset keypad lock

During standby mode,

1. Press and hold [#] key to lock the keypad.
2. To release keypad lock, press and hold [#] key for 3 seconds.

Note:

When the keypad is locked, [] key and [INT] key can be used to answer an external or intercom call.

Registration




Register new handsets on the eco50 base

The handsets which come in the same pack are already registered to the base. If you buy new handsets. You need to register them before use.

1. Charge the batteries (for 15 hours).
2. Register the handset (to the base unit).

Each base can register up to 5 handsets.

During standby mode,

1. Press and hold the [] key for 3 seconds until both the [] and [] icons flash, then press and hold the [* *] key for 3 seconds. The following will appear on the display.



2. Press 1 and the handset begins to search for the base.



3. Enter the base pin code (0000). If the pin is wrong, the handset will restart searching for the base.
4. When the handset is registered, it will show “HS” followed by the handset number.

Note:

If the base is full and cannot add any more handsets, you will hear a tone. See the next section to remove a handset.

Remove handsets

During standby mode,

1. Press and hold the [] key for 3 seconds, then press and hold the [] key for 3 seconds.
2. Enter the default value 0000. If the pin is wrong, the handset will go back to standby.
3. Press the numeric keys (1-4) to enter the handset number you want to remove.
4. The unit will go back to standby if the removal is successful.

Note:

You can only remove other handsets in your system but you are not able to remove the handset you are using.

16 APPENDIX

Troubleshooting

Problem	Possible cause(s)	Solution(s)
No dial tone on the cordless handset.	<ol style="list-style-type: none">1. The base unit is not properly connected.2. Too far from the base unit.3. Battery charge is low.4. Incorrect battery polarity.5. Re-register handset.	<ol style="list-style-type: none">1. Check CONNECTION to power and telephone line.2. Move handset CLOSER to base unit.3. CHARGE battery.4. RE-INSERT batteries and check + and -.5. Handset not registered.
Antenna symbol is flashing.	<ol style="list-style-type: none">1. The handset is not registered. If the handset is unregistered, it displays UNREGISTERED.2. The handset is out of range.3. The product is not properly connected.	<ol style="list-style-type: none">1. REGISTER the handset.2. Move CLOSER to the base unit.3. Check power CONNECTION to the base.
No beep when the cordless handset is placed on the charger.	<ol style="list-style-type: none">1. The handset is not placed properly on the charger.2. Charging contacts are dirty.3. No power connection to base unit.4. The handset's power is turned off.	<ol style="list-style-type: none">1. Lift handset off the charger carefully and REPOSITION correctly.2. CLEAN charging contacts with a clean and dry cloth.3. Check power CONNECTION to the base.4. CHECK batteries.
Handset charged for 24 hours but Battery icon remains empty.	<ol style="list-style-type: none">1. Handset battery is defective or faulty.2. Handset is not placed properly on the charger.3. Battery installed incorrectly.4. The product is not properly connected.	<ol style="list-style-type: none">1. REPLACE with new AAA rechargeable Ni-MH batteries.2. CHECK to make sure the battery icon is scrolling.3. RE-INSERT batteries and check + and -.4. Check power CONNECTION to the base.

Problem	Possible cause(s)	Solution(s)
No symbol on the display.	<ol style="list-style-type: none"> 1. Battery is empty. 2. The product is not properly connected. 	<ol style="list-style-type: none"> 1. CHARGE battery. 2. Make sure your product is properly PLUGGED-IN.
Bad audio quality (crackles,echo, etc.).	<ol style="list-style-type: none"> 1. Interference from nearby electrical appliance. 2. Base unit is installed in a room with thick walls. 3. The handset is too far from the base unit. 4. If you have Broadband/ADSL you need a in line filter (not supplied). 	<ol style="list-style-type: none"> 1. Try a different connection point, one that is away from other electrical appliances. 2. Install the base unit in a DIFFERENT room OR use EXTENSION leads. 3. Move CLOSER to the base unit. 4. Ensure a in-line ADSL filter is installed on all phone sockets between wall plate and your phone.
Caller ID does not work.	Service not activated.	Check your SUBSCRIPTION with the SERVICE provider.
Phone does not ring when a call comes in.	<ol style="list-style-type: none"> 1. The ringer is off. 2. Too many phones are sharing the same phone line. 3. Base unit not plugged in. 	<ol style="list-style-type: none"> 1. Turn ON the ringer. 2. Disconnect some of the phones from the phone line. 3. Check base unit CONNECTIONS.
Keypad does not work.	Keypad may be locked.	UNLOCK the keypad.
Busy tone + in use light on.	<ol style="list-style-type: none"> 1. Other handset may still be connected. 2. Check power supply connection. 	<ol style="list-style-type: none"> 1. Check ALL handsets and END all calls. 2. Check CONNECTIONS to wall and base.
Can't transfer a call.	<ol style="list-style-type: none"> 1. Handset is busy. 2. Handset is out of range. 3. Wrong handset number. 	<ol style="list-style-type: none"> 1. Check ALL handsets and END all calls. 2. Move handset CLOSER to base unit. 3. Check HANDSET NUMBER.
Handset registration fails continuously.	The base memory may be full.	Delete un-used handset and try again.

18 APPENDIX

Problem	Possible cause(s)	Solution(s)
Cannot make/answer a 2nd call	2nd call service can be activated.	Check with your service provider. Check the recall selection is correct.

Note:

If none of the above solutions help, reset your phone by disconnecting the mains power from the base and removing batteries from handset/s. Reconnect after 15 minutes.

Alternatively please contact Customer Service on 1300 889 785.

Product Specifications

Phone – Oricom eco50	Specifications
Frequency range	1.88-1.897 GHz (bandwidth=20MHz)
Channel bandwidth	1.728 MH
Operating range	Up to 300m outdoors, up to 50m indoors
Standby time	Up to 100 hours
Talk time	Up to 10 hours
Temperature time	Operating 0°C to 40°C
	Storage -20°C to 60°C
Compatibility	Only GAP compatible DECT phones
Multiple handset capability	Up to 5 handsets per base
Multiple bases	Up to 4 bases per handset
Ringer melodies	5 polytones + 4 monotones only
Included Accessories	
Battery charge time	15 hours
Rechargeable batteries	AAA Ni-MH 1.2V 500mAh
Mains power supply for base unit and charger	Input: 100~240VAC 50Hz/60Hz 100mA; Output: 6.5VDC, 200mA

Warranty Information (Australia)

(a) Warranty

Oricom warrants that the product is free from defects in materials and workmanship for a period of 12 months effective from the date of purchase. This warranty in no way affects your statutory warranty under the Trade Practices Act 1974 or any other similar legislation. It is important that you read the Warranty Card as it contains full and additional details of the warranty, limitation of warranty and conditions for receiving the warranty services during the warranty period. The Warranty Card is located in the package. If you cannot locate the Warranty Card, please contact our Customer Support Service on 1300 889 785.

(b) Exclusion and limitation of liability.

Oricom will not be in breach of a warranty or condition expressly stated in this User Guide or the Warranty Card or implied by the Trade Practices Act and excludes any liability arising under any statutory or common law for damages or any other remedy if the damage occurs as a result of:

- (i) failure by you to follow the instructions in the User Guide for the installation and proper functioning of the product;
- (ii) negligence on your part or misuse by you of the product;

- (iii) any un-controlled external cause to the phone not functioning including but not limited to electricity failure, lighting, over voltage;
- (iv) non adherence by you to the warnings in the User Guide and the User Guide generally;
- (v) modification to the product or services carried out to the product by anyone other than Oricom or on Oricom's behalf.

Oricom will not be liable for consequential losses including loss of profits arising from a cause of action in contract, tort or any other statutory or common law (except where a statute or any law prohibits this exclusion). The warranty does not extend to damage caused by misuse, negligence, excessive voltage, faults on the telephone line or lightning. This warranty in no way affects your statutory rights. Full details of the warranty are contained in the enclosed warranty card.

If you feel this product is not working correctly please consult the user guide and ensure that you are using the product in accordance with the instructions. Remove all extra telephone equipment and connect only this telephone directly to the telephone socket. If the fault is still present, connect another telephone (if available) to the telephone socket. The results will show you whether the fault lies with this unit or with the telephone line.

If the product is working correctly the fault is on the telephone line. Please contact your network operator for assistance.

To order spare parts additional handsets, replacement batteries and in case of any technical issues you may have with this product please consult our website for further information or send us an email for a prompt response to your enquiry.

In the unlikely event of a fault developing, please contact us for assistance. If the product is then found to be faulty you will be asked to return it directly to us with a copy of the purchase receipt.

Australia

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