oricom®

User Manual

Doorbell and Phone Ring Alerting system

AM20

PLEASE READ THIS USER GUIDE BEFORE INITIAL USE.
Keep this user guide for future reference. Always retain your proof of purchase in case of warranty
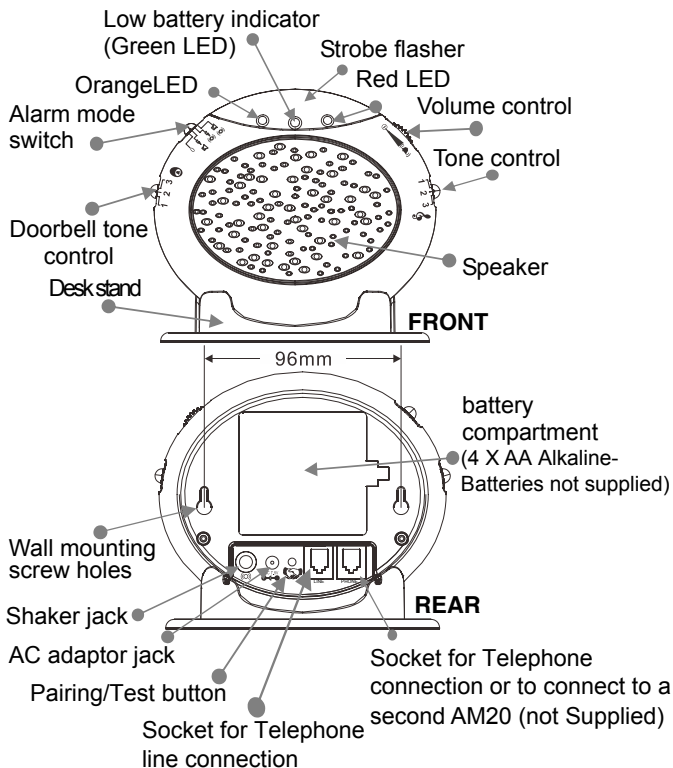service and register your product on line at AUSTRALIA: www.oricom.com.au
Please visit www.oricom.com.au for the latest copy of the user manual.
Oricom Customer Support: (02) 4574 8888

Description

AM20 Main unit

Low battery indicator
(Green LED)

Strobe flasher

OrangeLED

Red LED

Alarm mode
switch

Volume control

Tone control

Doorbell tone
control

Desk stand

Speaker

FRONT

96mm

battery
compartment
(4 X AA Alkaline-
Batteries not supplied)

Wall mounting
screw holes

Shaker jack

REAR

AC adaptor jack

Pairing/Test button

Socket for Telephone
connection or to connect to a
second AM20 (not Supplied)

Socket for Telephone
line connection

2

This Pack Contains

One AM20 Main Unit
One Wireless doorbell
One Desk Stand
One Energy efficient MEPS AC Adaptor
One Telephone Line cord
Four screws and raw plugs for wall mounting

Warning

The product is designed for indoor use only.

Do not install the product in areas where there is the risk of an explosion, or exposure to smoke, dust, vibrations, chemicals, moisture and heat.

It is very important that you read the **User Guide** carefully as it contains detailed information on setup and operational issues which you will need to be aware of to ensure this product operates properly. Following is a list of **some** of the important issues and important warnings which you need to be aware of.

• Do not use this product during a thunderstorm as it is possible to get a shock.

3

- This product has been designed for individuals who are hard of hearing and has volume which is louder than a standard product.
- Do not connect this product to an extension of a Digital Telephone system (PBX). Damage to this product or the phone system may occur.

Notes for operation in New Zealand

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.Telepermitted equipment only may be connected to the auxiliary telephone port. The auxiliary telephone port is not specifically designed for 3-wire-connected equipment, 3-wire-connected equipment might not respond to incoming ringing when attached to this port.
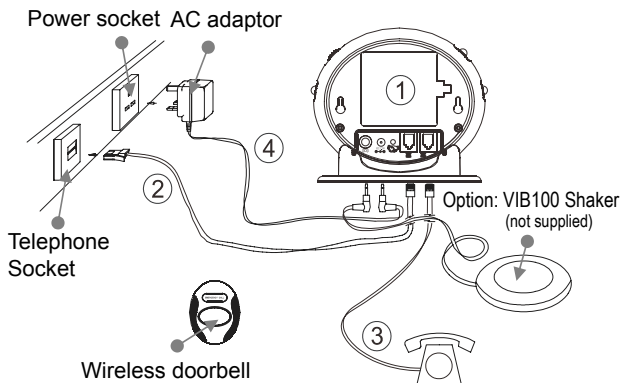
4

REN (RN for New Zealand)

The REN (Ringer Equivalence Number) or (RN) is of significance only if you wish to connect more than 1 telephone to your telephone line. A standard telephone line has a maximum REN capacity of 5 (RN of 5). It is possible to connect 5 devices with a REN of 1 (RN of 1) with no degradation to the product's performance. Exceeding this limit may cause the volume of the ringer in any phone to decrease or not ring at all.

How To connect:

Power socket AC adaptor

Telephone
Socket

Wireless doorbell

Option: VIB100 Shaker
(not supplied)

1) Insert 4 AA Alkaline batteries (not supplied) into the battery compartment
2) Connect one end of the telephone line cord to the AM20 and the other end to the wall socket.
3) Connect the telephone cable between the AM20 and your telephone.
4) Plug the power cable into the power AC adaptor jack of the AM20. Plug the AC adaptor into the mains power point.

6

Setting up doorbell

1. The doorbell can be fixed on a wall or a door frame. Drill two holes horizontally, 15mm apart and place the supplied anchors into the two holes.
2. Hang the doorbell onto the two anchors and then insert and tighten the screws. Stick the white name plate over the two holes.
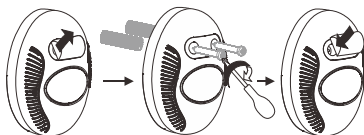
3. The doorbell can be stuck onto a door or window using the supplied strong adhesive tape. Remove the protective paper from the adhesive tape on the back of the doorbell and stick to the required door or window.

Wall Mounting the ringer

1. Drill two holes horizontally, 96mm apart, and leave the screws protruding 5mm from the wall.
2. Hang the base onto the two screws (supplied) and pull the base down to lock it on.

Table Mounting

If you want to mount the AM20 on a table, simply clip it into the base stand and place on a table.

7

Setting the Alarm Mode

Choose which alarm mode you want by moving the alarm mode switch to one of the following positions:

0	:no alarm
⚡ 🔇	:both strobe flasher and sound alarm activated
⚡ ((○))	:both strobe flasher and shaker (if connected) activated
🔇 ((○))	:both sound alarm and shaker (if connected) activated

Volume Control Slide Switch

Use the slider control to adjust the volume of the doorbell ring, phone ring or to turn power off.

Tone Control Switch (3 Positions)

Set the tone of the alarm sound.

DoorBell Tone Control

The three position switch allows you to set a different tone when the doorbell rings.

Fitting Batteries in the AM20

For battery back up in case of power failure or for portable use when no mains power is available the main unit requires 4×AA Alkaline batteries (not supplied).

8

1. Open the battery compartment door.
2. Insert 4 x AA Alkaline batteries into the battery compartment.
3. Snap the battery compartment door back into place.

IMPORTANT:

When the green LED indicator flashes, it is time to replace the batteries.

Before fitting or replacing the batteries, disconnect the main unit from power and remove the telephone line cord from the main unit .

Adding a second AM20

If required a second AM20 can be added to the system contact Oricom 02 4574 8888 for details.

Change the Battery in the Doorbell

The doorbell is supplied with a type 23A 12V battery installed and is ready to use, it is not necessary to open the doorBell when you first set up the AM20.

If the red light on the doorbell is not flashing when it is pressed it is time to replace the battery in the doorbell. To replace the battery, unscrew the door bell from the wall, and unscrew the one screw located on the back to gain access to the battery compartment. Replace the battery then replace the battery compartment flap and screw and remount.

9
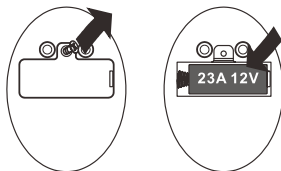
Note:

Do not use a rechargeable battery. Dispose of batteries according to local regulations, never in your household rubbish.

The Pairing Procedure

1. Press and hold the Pairing/Test button until the AM20 makes a beep sound, then release the Pairing/Test button. The 1st LED lights to indicate that the pairing mode has been entered.

2. Press and hold the Pairing/Test button again until the 1st LED flashes, then press and hold the remote button at the same time until the strobe flasher flashes. The AM20 makes a beep sound to confirm pairing has been successful.

3. If the user wants to pair a 2nd and 3rd remote, when the 1st LED lights, press the Pairing/Test button once, the 1st LED goes off and then the 2nd LED lights. The user is then able to pair the 2nd remote. Repeat the same procedure for the 3rd remote.

10

4. Repeat the above, all 3 LEDS flashing together for the 4th remote pairing.

Un- Register The Pairing:

1. Press and hold the Pairing/Test button for 5 seconds to enter un-register mode, 3 LEDs flash together.
2. If user wants to un-register the 1st doorbell, press the Pairing/Test button once, the 1st LED will be flashing (the other 2 LED light), then press and hold the Pairing/Test button until the 1st LED goes off, beeps to confirm. The 1st is now un-registered.
3. If user wants to keep the 1st but un-register the 2nd or 3rd, when the 1st LED flashes, press the Pairing/Test button again, the 2nd LED flashes (other 2 LED light) to select which to be un-registered.
4. Repeat the above, all 3 LEDS flashing together for the 4th doorbell unregister.

To check whether the unit works normally, you can press the Door bell button, the unit would sound alarm and flash.

Operation

Once the main unit and the doorbell have been placed in the required locations and all required batteries have been inserted, you are ready to use the device.

To use the device as a doorbell, the person who needs assistance must press the doorbell button. The indoor unit will sound an alarm and flash (depending on the Alarm mode setting).

11

Installation

To use the device as a telephone ringer amplifier whilst receiving a new call, the indoor unit will sound an alarm and flash (depending on the Alarm mode setting)
Trouble shooting

Symptom	Solution
No incoming call yet the AM20 rings automatically or rings continuously. The shaker vibrates automatically or continuously. The strobe LED flashes continuously.	1) Check the batteries are inserted correctly. 2) Check the power adaptor is connected correctly. 3) Turn off the power for 10 minutes and then turn it back on.
The red low battery LED flashes continuously.	1) Replace the batteries. 2) Turn off the power for 10 minutes and then turn it back on.

12

When there is an incoming call but no ringing can be heard.	1) Check it is connected to the power adaptor correctly. 2) Check the batteries are inserted correctly. 3) Check the volume switch is on. 4) Check it is connected to the line cord correctly. 5) Check the alarm mode selection switch position is correct
When there is an incoming call but the shaker doesn't vibrate.	1) Check it is connected to the shaker correctly. 2) Check the shaker socket to see if it has been damaged. 3) Check the alarm mode selection switch position is correct.
The AM20 does not ring when the doorbell is pressed	1) Check that the red light on the doorbell flashes when it is pressed. If it does not, change the battery. 2) Register the doorbell to the AM20 again 3) Check the alarm mode selection switch position is correct i.e. not on '0'

13

Customer Support

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

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

Important

Please retain your purchase receipt and attach to the back page of this user guide as you will need to produce this if warranty service is required. Take a few moments to register your product online: www.oricom.com.au

14

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 12 months 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.

15

Express Warranty (Australia)

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.

16

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

17

Express Warranty (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.

18

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.

19

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
www.oricom.com.au

Oricom Support - New Zealand
0800 674 266

Monday - Friday 10am - 8pm NZST
Email: support@oricom.co.nz

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