



Digital Answering System AM100



User Guide

1 General Information

Notes for operation in New Zealand

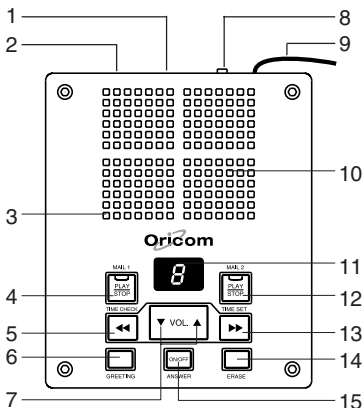
The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with the minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides 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. This equipment shall not be set to make automatic calls to the Telecom "111" Emergency Service. This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This device may be subject to ringing or bell tinkle when certain other devices are connected to the same line. If this occurs, the problem should not be referred to the Telecom Faults Service.

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 3 (RN of 5). It is possible to connect 3(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.

2 Location of controls



1. Power Jack
2. Phone Jack
3. Microphone
4. Mailbox 1 Play / Stop button with LED indicator
5. Previous Message ◀ / Time Check button
6. Greeting button
7. Volume ▲ / ▼ button
8. Ring Select Switch
9. Line cord
10. Speaker
11. LED Message Counter
12. Mailbox 2 Play / Stop button with LED indicator
13. Next Message ▶ / Time Set button
14. Erase button
15. Answer On / Off button



The A-Tick symbol indicates that this product complies with all current Australian ACA standards.

3 Installation

3.1 Check contents of pack

The following items are supplied in this pack:

- one answering system with telephone cable
- one power adaptor
- one operating Manual
- one warranty card

3.2 Install the backup battery

If AC power fails or you unplug the system, one 9 volt alkaline battery (not supplied) is required to save recorded messages and day/time settings.

To install battery

1. Open the battery door by pulling back the latch using a ball-point pen.
2. Install a 9 volt alkaline battery.
3. Replace the battery door.

To replace battery

Replace the battery when 'L' appears on the display.

1. Unplug the telephone line from the wall jack.
2. Follow step 1 to 3 in the "To install battery" section.
3. Plug the telephone line back into the wall jack.

3.3 Connect the line cord

Plug the telephone line cable from the AM100 into the wall socket.

Plug your phone's line cable (not supplied) into the PHONE JACK.

3.4 Connect the AC power

Use only the provided AM100 AC Adaptor. Plug AC adaptor into the power jack in your unit. Plug AC adaptor into a standard 240 volt wall outlet. Do not attach (staple, etc.) the AC adaptor cord to the building wall.

The display lights and numbers '0' to '5' appear sequentially on the display. A long beep sounds and '0' appears. If you did not install a backup battery, 'L' and '0' alternately appear.

Note: The system cannot operate without AC power.

4 Preparation

4.1 Turning the System On/Off

To turn the system on, press **ANSWER ON/OFF** button once. The total number of recorded messages in two mailboxes appears on the display. The system is now set to answer calls. To turn the system off, press **ANSWER ON/OFF** button once. ‘-’ appears on the display.

4.2 Adjusting the Volume

Press **VOL. ▲** button to increase the volume, or **VOL. ▼** button to decrease the volume. The system beeps when you press either volume button. When the maximum volume is reached, the system beeps three times.

4.3 Setting the Day and Time

You must set the day and time before the system will start to record the day/time voice stamp on each incoming message. The day/time voice stamp automatically defaults to Monday, 12:00 AM, when you connect the system to power. The date and time do not advance until you set the correct day and time.

1. Turn on the system.
2. Hold down **▶▶ / TIME SET** button for about two seconds, then release it. The system announces “Monday”.
3. Repeatedly press **▶▶ / TIME SET** button until you hear the correct day.
4. Press **◀◀ / TIME CHECK** button. The system announces “twelve”.
5. Repeatedly press **▶▶ / TIME SET** button until you hear the correct hour.
6. Press **◀◀ / TIME CHECK** button. The system announces “0”.
7. Repeatedly press **▶▶ / TIME SET** button until you hear the correct minute.
8. Press **◀◀ / TIME CHECK** button. The system announces “AM”.
9. Press **▶▶ / TIME SET** button to select “PM”.
10. Press **◀◀ / TIME CHECK** button to confirm the setting. The system announces the current day of the week and the time.
11. To hear the current day and time, press **◀◀ / TIME CHECK** button.

Notes:

- During the day/time setting, the display will turn off.
- If there is a delay of 20 seconds between any of the steps, the system exits day/time setup mode. When you have set the AM/PM and then wait for 20 seconds, the unit will automatically announce the current day of the week and the time, and exits day/time setup mode.
- If you have not set the day and time and you press ◀◀ / **TIME CHECK** button, the system announces “Time is not set”.
- You must reset the clock after replacing the battery.

4.4 Setting the Number of Rings

Slide the ring select switch to **2** or **6** to select the number of rings you hear before the system answers. Slide to **TS** (Toll Saver) to avoid unnecessary charges when calling long distance to check your messages. If there are new messages, the system answers after two rings. Otherwise, the system answers after six rings. If you hear more than two rings, you know you can hang up because there are no new messages.

4.5 Recording the Outgoing Message

There are approximately 40 minutes of total recording time shared by your outgoing message and incoming messages. You can use the system's prerecorded outgoing message, “Hello, please leave your message after the beep”, or record your own.

1. Hold down **GREETING** button until ‘0’ appears on the display and the system beeps. Speak clearly towards the top of the unit. The display will count from ‘0’ to ‘9’ until the recording has stopped.
2. Release **GREETING** button when you are finished. The system automatically plays back your recorded message. During playback, “A” will appear on the display.

Note: The AM100 has two personalized mailboxes. You have an option to have callers leave messages in either of the two mailboxes.

If you want the caller to leave a message in a particular mailbox, your greeting should instruct the callers to press either the "1*" or "2*" button before their message recording. If the caller doesn't press a key, presses a key other than "1*" or "2*", or waits longer than 4 seconds before pressing a key, the caller's message will be automatically recorded in Mailbox 1.

Sample Message:

"Hello, this is _____.

I can't come to the phone right now, but please leave your name and phone number after you hear the beep. I'll return your call as soon as possible. If you wish to leave a message specifically for Bob, press "1", for Joan, press "2*". Thank you for calling."*

Notes:

- The maximum length for an outgoing message is approximately 1 minute and the minimum is about 2 seconds. When the maximum outgoing message length is reached, the system sounds three short tones and plays back the message. Repeat these steps to record a new outgoing message. At the last 10 seconds, the counting numbers will flash.
- If you record your own message and later decide to use the prerecorded message, hold down **GREETING** button until a beep sounds. Release **GREETING** button, and the system plays the prerecorded outgoing message. If you want to use a personal greeting, you must record it again.

4.6 To Check the Greeting

1. To check the greeting, press and release **GREETING** button quickly.
2. Your outgoing greeting will be played back to you, and then your system will reset to answer incoming calls.

Note: You can stop greeting playback by pressing **GREETING** button once again.

5 Answering System Operation

5.1 Setting the System to Answer Calls

1. Press **ANSWER ON/OFF** button once to turn on the system.
2. When the system answers a call, it plays the outgoing message then beeps.
3. The caller can leave a message up to one minute in length. After the caller hangs up, is silent for more than seven seconds, or the maximum message length is reached, the system hangs up and resets to answer the next call. The number flashes on the display to indicate an incoming message has been recorded.
4. When the system answers a call or records a message, if any phone on the same line is picked up or the system detects a Calling Party Control (CPC) signal, it stops playing the outgoing message or recording, and resets to answer another call.
5. When the system is off (“-” appears on the display) and there is an incoming call, it will answer the call after 10 rings and sound a long beep, then waits seven seconds for the remote code.

Notes:

- When there are messages from 0-9, the display shows ‘0’ to ‘9’ respectively. If there are more than 9 messages, the display will be flashing.
- When the memory is full, ‘F’ appears on the display. If you try to change to OGM while the default OGM is on, the unit will emit three beep tones and the OGM will not change. If you already have a personal OGM, you can still change your OGM when the memory is full.
- Many local phone companies use Calling Party Control (CPC) to signal that a caller has hung up. Your system can recognize a CPC signal and release the line.
- If memory reaches maximum capacity, while a caller is leaving a message, it stops recording and hangs up automatically.

5.2 Screening Calls

To screen your calls, let the system answer. Listen to the caller's message through the system's speaker. If you decide to answer the call, pick up any phone connected to the same phone line as the system. The system stops recording and resets to answer the next call. In the event that the system continues recording, press the hook switch on the telephone momentarily.

Notes:

- When the lowest volume is set, the caller's message cannot be heard. The standard voice prompts, beep tone, and recorded message should not be audible at minimum volume when any of the buttons are pressed, either.
- If you pick up the phone just as the system answers, the system might not stop playing the message. If this happens, press **PLAY/STOP** button to stop playing the message.

5.3 Recording Message into the Mailbox

You can record a message, for another member of your household, in either of the two mailboxes (Mailbox 1 or Mailbox 2). It will be played back, along with other messages, in the corresponding mailbox.

To Record Message:

1. Press and hold the **MAIL 1 PLAY/STOP** button or **MAIL 2 PLAY/STOP** button. A beep will sound.
2. Record your message through the microphone in the speaker holes.
3. When your message is completed, release the button.

5.4 Playing Messages

- The Message Counter will display the total number of messages in two Mailboxes. The number of messages flash rapidly after the system records new messages.
- The LED of Mail 1 or Mail 2 will flash to indicate new messages received in the corresponding mailbox.

1. To listen to Mailbox 1 messages, press **MAIL 1 PLAY/STOP** button. To listen to Mailbox 2 messages, press **MAIL 2 PLAY/STOP** button, the Message Counter will display the message number being played.

Note: If there are no messages, the display shows “0” and you will only hear either “mailbox 1” or “mailbox 2” when you press the corresponding mailbox **PLAY/STOP** button.

2. The system plays each new message in sequence and announces the day and time it was recorded.
3. During message playback:
 - Press **◀ / TIME CHECK** button to repeat the current message.
 - Hold down **◀ / TIME CHECK** button for about two seconds to repeat the previous message.
 - Press **▶ / TIME SET** button to skip forward to the next message.

To stop message playback at any time, press **PLAY/STOP** button.

4. After playing all messages, the system beeps and saves the messages. The total number of messages in two Mailboxes appears on the display.
5. To replay all messages, press the corresponding mailbox **PLAY/STOP** button.

5.5 Deleting Messages

You can delete messages individually during playback, or all at once after playback.

To delete an incoming message (after listening to it), press **ERASE** button once during playback, “E” appears on the display.

To delete all messages in the corresponding mailbox after playback, hold down **ERASE** button for about two seconds. “E” is flashing rapidly on the display, press the corresponding mailbox button. The system beeps and all messages in the corresponding mailbox are deleted.

Note: If you hold down **ERASE** button before playing back all messages, the system beeps. You cannot delete the new messages until you play them all back.

5.6 To Reset

If an AC power failure occurs, or the AC power adaptor comes out of the wall, your unit will shut down until the power is restored. If your unit is not operating properly when the power is restored, proceed with a unit reset.

1. Unplug the AC adaptor from the power outlet and telephone line from the wall jack.
2. Replace the 9 volt alkaline battery with a fresh one.
3. Plug the AC adaptor back into the power outlet.
4. Plug the telephone line back into the wall jack.
5. Record a new outgoing announcement or you can use the pre-recorded announcement.
6. Set the date and time.

6 Remote Operation

While you are away from your home or office, you can access your system by remote operation. Use a touch-tone phone to enter your remote operation security code.

6.1 Operating the System from a Remote Location

To use your system from a remote telephone, you must enter a 3-digit remote operation security code. The security code label is located on the bottom of the unit.

1. Dial your phone number.
2. After the system answers, wait for the outgoing message and the beep tone. Enter your remote operation security code. The unit will emit two beeps to indicate the code was entered correctly.
3. Enter a remote command. See "Remote Commands".

Notes:

- If the memory is full, the system will answer calls after 10 rings, then announce "memory is full" and emit three short beeps. You can then enter the 3-digit remote code to control the unit.
- If you do not have CPC service and you hang up while the system is playing back messages, the system might not recognize that you hung up.
- If someone calls while the system is playing the messages (in remote operation), the caller hears a busy signal.

6.2 Turning Your System On

If you forget to turn your system on, you can phone in from a remote location and turn it on automatically.

1. Call your telephone number.
2. The system answers after 10 rings. After the beep, enter your 3-digit security code.
3. After the second beep, press **9#** then hang up. Subsequent messages will be recorded.

6.3 Remote Commands

If the correct code was accessed, you hear two beeps.

<u>Option</u>	<u>Press</u>
Play messages in mailbox 1	1 #
Play messages in mailbox 2	2 #
Delete all old messages (all messages must be played back)	3 #
Record new outgoing message (Press 7# again to stop recording outgoing message)	7 #
Turn system off/on	9 #
Monitor the room	0 #

When you press **1#** to play messages in mailbox 1, or **2#** to play messages in mailbox 2 (during playback), you can then press the following keys to get these remote functions.

<u>Option</u>	<u>Press</u>
Erase current message	3 #
Repeat previous message	6 #
Skip to next message	7 #
Repeat current message	8 #
Stop message playback	# #

After all your messages have been played, you hear two short beeps. You have 20 seconds to access the menu again, otherwise, the unit disconnects automatically.

Note: When you are in remote playback, if there are new messages in mailbox 1 or mailbox 2, enter the instruction "1#" or "2#", only new messages will be played back to you; if there are no new messages in mailbox 1 or mailbox 2, enter the instruction "1#" or "2#", all messages will be played back to you.

7 Important information

Temperature and ambient conditions

The telephone answering system is designed for indoor use (temperature range of -10 °C to 50 °C). Do not install the system in areas where there is the risk of an explosion, excessive exposure to smoke, dust, vibrations, chemicals, moisture, and heat. The unit must not be installed in damp locations such as a bathroom or laundry, do not expose the unit to direct sunlight.

Cleaning and care

The surface of the case can be cleaned with a dry, soft, lint-free cloth. Never use cleaning agents, particularly aggressive solvents. Apart from occasional cleaning of the case, no other care is necessary. The rubber feet of the base station are not resistant to all cleaning agents. The telephone feet do not normally leave any marks on the surface. However, on account of the multitude of varnishes and surface finishes used, surface marks caused by the feet of the unit cannot be ruled out.

Troubleshooting

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

In the case of technical problems with this product please consult our website for further information or send us an email for a prompt response to your enquiry.

Warranty Information

This product is covered by a 12 month warranty against defective workmanship or parts, effective from the date of purchase.

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.

Technical support

In the unlikely event of a fault during this period, please consult our website for assistance or send us an email for a prompt response to your enquiry. 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.

For further information about the Oricom range of products please visit our website.

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