COCOON™

CORDLESS PHONE
WITH DECT TECHNOLOGY

Model Number: HE413002B

INSTRUCTION MANUAL

1. Safety Warnings & Cautions

- Keep Cordless DECT Phone away from liquid

- Keep away from heat sources such as heaters and ovens

- If the Cordless DECT Phone is not to be used for long periods of time, turn off and unplug from any power source

- Do not use in dusty conditions

- Do not drop or jar the Cordless DECT Phone. Dropping or rough use of the unit will cause damage

- Do not place near strong magnets or strong electric currents

- In the case of improper usage or if you have opened, altered and repaired the product yourself, all guarantees are void.

- The supplier does not accept responsibility for additional or consequential damage other than covered by legal product responsibility.

- The supplier is not responsible for the end use of this product including any improper use or when used for purposes that are not specified.

- ONLY use the power adapter supplied with this product to power the base unit. Using any other power adapter will invalidate your warranty and may cause damage to the unit.

- DO NOT use non-rechargeable batteries - they may explode and cause damage to your telephone.

<u>Read First Before Use:</u>

Choosing a site for the base unit.

If you connect your telephone to a line with a broadband connection, you may need a phone line filter between the telephone and the telephone line, otherwise you may get interference between the telephone and the broadband, which could cause problems. In a home with broadband, every telephone must have a phone line filter connected, not just the one at the telephone point that your modem is connected to. If you need more broadband phone line filters, contact your broadband supplier.

Radio signals between handset and base unit.

To use your handset and base unit together, you must be able to maintain a radio link between them. Be aware that any large metal objects, like a refrigerator, a mirror, filing cabinet, etc, between the handset and the base unit may block the radio signal. Other solid structures, like walls, may reduce the signal strength.

Contents

Introduction

Congratulations on the purchase of your Cocoon Cordless DECT Phone. This product is designed to let you keep in touch throughout your home or office and provide many years of reliable use. Please read and follow these instructions carefully. If you experience any difficulties setting up or using this product, please see back page for customer support contact details.

Package Contents

- 1 x DECT Cordless Handset
- 1 x Base Unit
- 1 x Telephone Cable
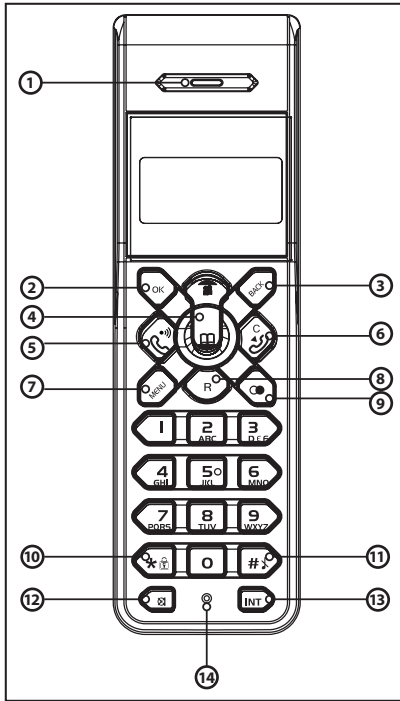- 1 x Base Power Adaptor
- 2 x AAA Rechargeable Batteries

Technical Specifications

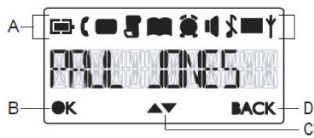|	
Base Power:	5V, 150mA
Handset Power:	2 x AAA (1.2V, 550mAh, Ni-MH)
Frequency:	1880 – 1900 Mhz
Registered handsets:	4 handsets can be registered per base unit
Memory:	50 contacts
Range:	50m indoors, up to 300m outdoors (Line of Sight)
Call Waiting:	Supported
Caller ID:	Supported
Mute:	Yes
Intercom:	Yes
Handset locator:	Yes
Conference calls:	Yes

Product Overview

1. Earpiece
2. OK Key
3. Back/Clear Key
4. Navigation Keys
5. Talk Key/Speakerphone key
6. Hang Up/Exit Key
7. Menu Key
8. Recall/Flash Key
9. Redial Key
10. Keypad Lock
11. Ringer Off Key
12. Mute Key
13. Call Transfer/Intercom Key
14. Microphone

WHAT'S ON THE DISPLAY?

A. **Display Icons (See table below)**
B. **Displays when in menu mode to confirm your selection**
C. **Indicates that more options are available**
   Use the UP/DOWN keys to scroll up/down
D. **Displays when in menu mode**
   Select BACK to return to the previous menu level.
   Select BACK to delete the last digit/character entered

Battery Charge Level indicates battery is fully charged.
Battery Charge Level indicates battery is fully discharged.
Call Indicates that an external call is connected or held.
- Icon blinks when receiving an incoming call.
Caller display Indicates you have new missed calls, or the call log is being viewed.
Phone book Displays when the phone book is accessed.
Alarm Displays when the alarm clock is activated.
Ringer Off Displays when ringer volume is turned off.
Signal Level Indicates that the handset is registered and within range of the base station. Icon blinks when the handset is out of range or is searching for a base.

Instructions

1. INSTALLATION AND SETUP

After choosing where you would like to position the phone handset, unpack the contents of the box and check that you have all the items listed on page 4.

1. Remove back cover and insert batteries
2. Connect the supplied telephone cable into the base unit.
3. Connect the other end to the live telephone point in your home or office.
4. Connect the base power adapter to an electrical outlet.
5. Plug the base power adapter cord into the base unit.
6. Place the cordless handset on the base unit to begin charging.

Note: Before you use the cordless handset for the first time, it is important that you charge the batteries fully. Charge the handset for 15hrs before first use.
The battery icon on the cordless handset will flash when charging an empty battery.

A.   Turning the Cordless Handset On/Off

Press and hold the Hang-Up/Exit button ⌖ for 3 seconds to turn on the handset.

Note: When the handset is turned off, you cannot make or receive calls. The phone will not ring when a call is received. When the unit is turned back on, it may take a few seconds to pair to the base unit again.

It may be useful to turn off the handset to save battery.

B.   Unlocking/Locking the Keypad

The keypad can be locked to prevent unwanted key touches being made. This can be useful around small children who may play with the phone handset.

Press and hold the Star button ✻ for 1 second to lock/unlock the keypad when the handset is turned on.

Note: Incoming calls can still be answered when the keypad is locked.

C.   Setting the Date and Time

1. Press the Menu button to enter the main menu
2. Press the Navigation buttons to select Clock&Alarm and press the OK button to select.
3. Press the OK button to select Date/Time. The last stored date will be displayed.
4. Enter the current date using the keypad in YY/MM/DD format then press OK
5. Enter the time using the keypad in HH:MM format.
6. Press the Navigation buttons to select AM or PM (the time is in 12HR format) and press the OK button to confirm.
7. The handset will beep to confirm the date has been successfully changed.

Instructions

D.   Changing the Handset Name

1.   Press the Menu button to enter the main menu
2.   Press the Navigation buttons to select Personal Set and press the OK button to select.
3.   Press the Navigation button to select Handset Name and then press the OK button to select. The current handset name will be displayed.
4.   Press Back/Clear to delete characters.
5.   Use the keypad to enter a new name for the handset and press OK to confirm.
6.   The handset will beep to confirm the handset name has been successfully changed.

E.   Changing the Handset Language

1.   Press the Menu button to enter the main menu
2.   Press the Navigation buttons to select Personal Set and press the OK button to select.
3.   Press the Navigation buttons to select Language and then press the OK button to select.
4.   Press the Navigation button to select your desired language and then press the OK button to select.
5.   The handset will beep to confirm the handset language has been successfully changed.

2.   MAKING AND ANSWERING CALLS

A.   Making a Call: Pre-Dialling

Dial the number using the keypad (maximum 24 digits) then press the Talk button 📞

B.   Making a Call: Direct Dialling

Press the Talk button 📞 and then dial the number (maximum 24 digits).

C.   Redial

1.   Press the Redial button 🔘
2.   Use the Navigation buttons to select the number you wish to dial and then press the Talk button 📞

D.   Dialling from the Call Log

1.   Press the Up button to access the Call Log
2.   Use the Navigation buttons to select the number you wish to dial and then press the Talk button 📞

Note: Only callers with Caller ID enabled will have their details stored in the call log. Contact your phone provider for further information about enabling Caller ID.

Instructions

E.   Answering and Ending a Call

     1.   When the phone rings, press the Talk button
     2.   To end a conversation, press the Hang Up/Exit button

Note: You can also place the handset back onto the base to end a call.

F.   Adjusting Handset Volume

     During a call, press the Navigation button to select from volume 1 to volume 3.

G.   Mute/Unmute the Microphone

     1.   During a call press the Mute button   the handset display will show Mute On
         and the caller will not be able to hear you.
     2.   Press the Mute button   again to unmute the microphone.

3.   LOCATING HANDSETS

The Cocoon Cordless DECT Phone comes with a paging function to allow you to locate a missing handset.

     1.   Press the Handset Locator button   on the rear of the base station. All the
         handsets registered to the base station will begin to ring.
     2.   Once you have retrieved the handsets, simply press the Handset Locator button
         on the base station again or press any key on the cordless handset to stop
         the ringing.

4.   CALL WAITING

If you have subscribed to Call Waiting service, the earpiece will emit a beep tone to inform you that there is a second incoming call. The number or name of the second caller will also be displayed on your phone if you have subscribed to Caller Line Identification service (CLI). Please contact your network provider for more information on this service.

5.   USING YOUR PHONEBOOK

Your phone can store up to 50 phone book memories. Each phone book entry can have a maximum of 24 digits for the phone number and 12 characters for name.

A.   Accessing the Phone book

     1.   Press the Down Navigation button mode to browse the phone book entries.
     2.   Or you can press the Menu button to enter the main menu, press the
         Navigation buttons to select Phone book and then press the OK button to select.
     3.   Press the Navigation button to select List and then press OK key to confirm.
         The phone book entries will be listed in alphabetical order, and you can press
         Navigation button to scroll through the stored entries.
     4.   Press the OK button to view the details of the selected entry.

Instructions

Tip: Instead of pressing the Navigation key to browse the phone book entries, you can press the numeric key corresponding to the first letter of the entry you wish to locate. For example, pressing 2 will show the entries starting with A. Pressing 2 again will show the entries starting with B, and so on.

B.   How to enter characters?

When you select a field in which you can enter text, you can enter the letters that are printed on the keys by pressing the relevant key once or several times.
For example, press 2 once to insert the letter 'A', press 2 twice to insert the letter B, and so on... Spaces and other symbols can be entered using the 1 or 0 key.

C.   Modify a Phone book Entry

1.   Press the Menu button to enter the main menu
2.   Press the Navigation buttons to select Phone book and press the OK button to select.
3.   Press the Navigation buttons to select Edit Entry and then press the OK button to select.
4.   Press the Navigation button to select the entry you wish to edit and the press the OK button to select.
5.   The current name will be displayed, edit the name using the keypad and press OK to confirm.
6.   The current phone number will be displayed, edit the phone number using the keypad and press OK to confirm.
7.   The handset will beep to confirm the phone book entry has been successfully changed.

D.   Delete a Phone book Entry

1.   Press the Menu button to enter the main menu
2.   Press the Navigation button to select Phone book and press the OK button to select.
3.   Press the Navigation button to select Delete and then press the OK button to select.
4.   Press the Navigation button to select the entry you wish to delete and the press the OK button to select. Press OK again to confirm you wish to delete the entry.
5.   The handset will beep to confirm the phone book entry has been successfully deleted.

E.   Delete All Entries from the Phone book List

1.   Press the Menu button to enter the main menu
2.   Press the Navigation button to select Phone book and press the OK button to select.
3.   Press the Navigation button to select Delete All and then press the OK button to select. Press OK again to confirm you wish to delete all phone book entries.
4.   The handset will beep to confirm the phone book has been successfully deleted.

Instructions

6.   DIRECT DIAL BUTTONS

The Cocoon Cordless DECT Phone has 2 direct dial buttons (keypad buttons 1 & 2) in addition to the phone book entries. A long press on the key will automatically dial the stored phone number.

A.   Add/Edit Direct Dial Numbers

1.   Press the Menu button to enter the main menu
2.   Press the Navigation button to select Phone book and press the OK button to select.
3.   Press the Navigation button to select Direct Mem and then press the OK button to select.
4.   Press the Navigation button to select either Key 1 or Key 2 and then press the OK button to select.
5.   The stored name will be displayed or No Number if it is empty
6.   Press the Menu button to enter the Direct Dial menu to add or edit the number stored, use the navigation button to select Edit Number and then press OK to confirm.
7.   The current name will be displayed, edit the name using the keypad and press OK to confirm.
8.   The current phone number will be displayed, edit the phone number using the keypad and press OK to confirm.
9.   The handset will beep to confirm the direct dial number has been successfully changed.

B.   Delete Direct Dial Number

1.   Press the Menu button to enter the main menu
2.   Press the Navigation button to select Phone book and press the OK button to select.
3.   Press the Navigation button to select Direct Mem and then press the OK button to select.
4.   Press the Navigation button to select either Key 1 or Key 2 and then press the OK button to select.
5.   The stored name will be displayed or No Number if it is empty
6.   Press the Menu button to enter the Direct Dial menu to add or edit the number stored, use the navigation button to select Delete and then press OK to confirm.
7.   Press OK again to confirm you wish to delete the entry.
8.   The handset will beep to confirm the phone book entry has been successfully deleted.

Instructions

7.   REDIAL LIST

The redial list stores the last 5 numbers dialled. A maximum of 24 digits is displayed for each entry in the list.

A.   Accessing the Redial List

1.   Press the Redial button ⬡ to enter the redial list. The last dialled number will be displayed first.
2.   Use the Navigation button to browse the list.
3.   Press the OK button to display the details, including date and time, of the selected entry

B.   Saving a Redial List Entry into the Phone book

1.   Press the Redial button ⬡ to enter the redial list. The last dialled number will be displayed first.
2.   Use the Navigation button to browse the list.
3.   Press the Menu button, use the Navigation button to select Save Number and then press OK to select.
4.   Enter the name of the contact using the keypad and then press OK to save.

C.   Deleting a Redial List Entry

1.   Press the Redial button ⬡ to enter the redial list. The last dialled number will be displayed first.
2.   Use the Navigation button to browse the list.
3.   Press the Menu button, use the Navigation button to select Delete and then press OK to select.
4.   Press OK again to confirm.
5.   The handset will beep to confirm the Redial List entry has been successfully deleted.

D.   Deleting All Redial List Entries

1.   Press the Redial button ⬡ to enter the redial list. The last dialled number will be displayed first.
2.   Use the Navigation button to browse the list.
3.   Press the Menu button, use the Navigation button to select Delete All and then press OK to select.
4.   Press OK again to confirm.
5.   The handset will beep to confirm the Redial List entry has been successfully deleted.

![cocoon logo]

Instructions

8. INTERCOM FUNCTIONS

The intercom, call transfer and conference functions can only be used when there are 2 or more handsets registered to the same base station. See page 16 for deatils.

Note: If you try to make a call while another handset is already on an external call, you'll hear a busy tone for a few seconds before the display returns to idle.

A.   Intercom Another Handset

1. Press the Int button
2. The intercom will immediately start if there are only 2 handsets registered.
3. If there are more than 2 registered handsets, the handset numbers which are available for intercom, and a *, will be displayed. Press the specific handset number you wish to call, or press * to ring all handsets, to start intercom.

B.   Transfer a Call to another Handset

1. During the call, press Int button [INT] to put the external call on hold (the caller can no longer hear you).
2. The intercom will immediately start if there are only 2 handsets registered.
3. If there are more than 2 registered handsets, the handset numbers which are available for intercom, and a *, will be displayed. Press the specific handset number you wish to call, or press * to ring all handsets, to start intercom.
4. Press Talk button on the called handset to answer the internal call, both handsets will be connected to the call.
5. Press Hang Up/Exit button on the first handset to transfer the external call to the called handset.

Note: If there is no answer from the called handset, press the Int key to resume the external call.

C.   Answer an External Call During Intercom

1. During intercom, a new call tone is emitted when there is an incoming external call.
2. Press Talk button to answer the external call and end the intercom.
3. To put the internal call on hold and answer the incoming external call, press Int key [INT]

D.   Switching Between and External Call and an Intercom Call

1. Press the Int button [INT] to switch between an intercom call and external call. Establish a three-party conference call
The conference call feature allows one external call to be shared with two handsets (in intercom). The three parties can share the conversation and no additional network subscription is required.
2. During an external call, press Int button [INT] to put the external call on hold (the caller can no longer hear you).
3. If there are more than 2 registered handsets, the handset numbers which are available for intercom will be displayed. Press the specific handset number you wish to call to start intercom.
4. Press Talk button on the called handset to answer the internal call, where both internal callers can talk. Intercom is established.
5. Press and hold Int button for 2 seconds on the first handset to start the three-party conference. Conference will be displayed on the screen once the conference call is established.

Instructions

9.   HANDSET TONE

A.   Setting Ring Tone Volume

The Cocoon Cordless DECT Phone has 5 ring tone levels – Off, Level 1, Level 2, Level 3 and Level 4. By default the handset will be on level 2.

1. Press the Menu button to enter the main menu
2. Press the Navigation button to select Personal Set and press the OK button to select.
3. Press the Navigation button to select Handset Tone and then press the OK button to select.
4. Press the Navigation button to select either Ring Volume and then press the OK button to select
5. Use the Navigation button to select your preferred volume and then press the OK button to confirm.
6. The handset will beep to confirm the handset volume has been successfully changed.

B.   Setting Ring Tone Melody

You can choose between 10 ringtones for your handset.

1. Press the Menu button to enter the main menu
2. Press the Navigation button to select Personal Set and press the OK button to select.
3. Press the Navigation button to select Handset Tone and then press the OK button to select.
4. Press the Navigation button to select Ring Tones and then press the OK button to select
5. Use the Navigation button to select your preferred ringtone and then press the OK button to confirm.
6. The handset will beep to confirm the handset ringtone has been successfully changed.

C.   Keypad Tone

You can enable or disable whether or not there is a tone heard each time you press a keypad button.

1. Press the Menu button to enter the main menu
2. Press the Navigation button to select Personal Set and press the OK button to select.
3. Press the Navigation button to select Handset Tone and then press the OK button to select.
4. Press the Navigation button to select Key Beep and then press the OK button to select
5. Use the Navigation button to select On or Off and then press the OK button to confirm.
6. The handset will beep to confirm the handset key tone has been successfully changed.

Instructions

D. Enable/Disable Auto Hang-Up

With this feature enabled, a phone call can be ended by simply placing the handset back on the base unit.

1. Press the Menu button to enter the main menu
2. Press the Navigation button to select Personal Set and press the OK button to select.
3. Press the Navigation button to select Auto Hang-Up and then press the OK button to select.
4. Use the Navigation button to select On or Off and then press the OK button to confirm.
5. The handset will beep to confirm the auto hang-up setting has been successfully changed.

10. TIME & DATE SETTINGS

A. Time Format

1. Press the Menu button to enter the main menu
2. Press the Navigation buttons to select Clock&Alarm and press the OK button to select.
3. Press the Navigation button to select Set Format and then press the OK button to select.
4. Press the Navigation button to select Time Format and then press the OK button to select.
5. Use the Navigation button to select 12HR or 24HR format and then press the OK button to confirm.
6. The handset will beep to confirm the time format setting has been successfully changed.

B. Date Format

1. Press the Menu button to enter the main menu
2. Press the Navigation buttons to select Clock&Alarm and press the OK button to select.
3. Press the Navigation button to select Set Format and then press the OK button to select.
4. Press the Navigation button to select Date Format and then press the OK button to select.
5. Use the Navigation button to select DD/MM or MM/DD format and then press the OK button to confirm.
6. The handset will beep to confirm the time format setting has been successfully changed.

Instructions

C.   Set Alarm

1.   Press the Menu button to enter the main menu
2.   Press the Navigation buttons to select Clock&Alarm and press the OK button to select.
3.   Press the Navigation button to select Alarm and then press the OK button to select.
4.   Press the Navigation button to select Off, On Once or On Daily and then press the OK button to select
5.   Enter the time for the alarm in HH:MM and use the Up/Down button to select either AM or PM if the time is in 12HR format then press the OK button to confirm
6.   The handset will beep to confirm the alarm setting has been successfully changed.

D.   Set Alarm Tone

1.   Press the Menu button to enter the main menu
2.   Press the Navigation buttons to select Clock&Alarm and press the OK button to select.
3.   Press the Navigation button to select Alarm and then press the OK button to select.
4.   Press the Navigation button to select Melody 1, Melody 2 or Melody 3 and then press the OK button to select
5.   The handset will beep to confirm the alarm setting has been successfully changed.

11.   ADVANCED SETTINGS

A.   Change Master PIN

The Master PIN is used to register/deregister phone handsets. The default PIN is 0000.
The maximum length of the Master PIN is 8 digits.

1.   Press the Menu button to enter the main menu
2.   Press the Navigation buttons to select Advanced Set and press the OK button to select.
3.   Press the Navigation button to select Change PIN and then press the OK button to select.
4.   Enter the current Master PIN and then press the OK button to confirm.
5.   Enter the new Master PIN and then press the OK button to confirm.
6.   The handset will beep to confirm the Master PIN setting has been successfully changed.

Note: When you are entering the Master PIN it will be displayed as asterisks (*) on the screen.

Tip: If you forget your Master PIN you can reset it to 0000 by using the handset reset on page 16.

Instructions

B.   **Registering a New Handset**

By default the phone handsets are registered to the base unit they came with. You can follow these instructions to add extra Cocoon DECT Phone handsets onto a set.

1. On the base station, press the Handset Locator button 📶 for 5 seconds.
2. On the handset, press the Menu button to enter the main menu
3. Press the Navigation buttons to select Advanced Set and press the OK button to select.
4. Press the Navigation button to select Registration and then press the OK button to select.
5. Enter the Master PIN (by default this is 0000) and press the OK button to confirm.
6. While the handset is attempting to register Waiting will be displayed on the screen.
7. The handset will beep to confirm the handset has been successfully registered.
8. If no base is found within the search time No Base will be displayed on the handset screen.

Note: If you do begin the registration process on the handset within 10 seconds of pressing the Handset Locator button then the registration process will be stopped.

C.   **Unregister a Handset**

1. On the base station, press the Handset Locator button 📶 for 5 seconds.
2. On the handset, press the Menu button to enter the main menu
3. Press the Navigation buttons to select Advanced Set and press the OK button to select.
4. Press the Navigation button to select Unregister and then press the OK button to select.
5. Enter the Master PIN (by default this is 0000) and press the OK button to confirm.
6. The handset will beep to confirm the handset has been successfully unregistered.

D.   **Reset Unit**

This function will reset the phone handset to its default settings.

Warning: This will delete all your personal data including call logs and redial lists. It will not delete any voicemails or phone book entries.

1. On the handset, press the Menu button to enter the main menu
2. Press the Navigation buttons to select Advanced Set and press the OK button to select.
3. Press the Navigation button to select Reset and then press the OK button to select.
4. Press OK again to confirm.
5. The handset will beep to confirm the handset has been successfully reset.

Troubleshooting

Problem	Solution
I can't make or receive phone calls	- If the handset's display is blank, it may have been switched off. Press and hold the HANG-UP/ EXIT key to switch it back on. - Check that the base unit's mains power adapter is plugged in and power is switched on. The base unit needs mains power for normal operation of the phone– not just for charging the batteries. - Make sure you are using the telephone line cable supplied with your Cocoon Cordless DECT Phone. Other telephone line cables might not work. - Move the handset closer to the base unit. - Check the battery level symbol on the display. If it is low, replace the handset on the base unit or charger pod to recharge the batteries. - Switch off power at the mains socket, wait for a short time and then switch back on. This may solve the problem. - Re-pair handsets-see page 16
I can't make a call	- If the handset display shows KEYS LOCKED, press and hold the * button to unlock it before you make a call. - Only one handset (or the base unit) can be connected to the outside line at a time. If another handset is already using the line, you need to wait until it has finished its call.
When I press on the keys, nothing happens	- Make sure the batteries are fitted in your handset. If the **Battery Level** symbol on the display shows 'low', put your handset back on the cradle to charge.
When I key in a number, it appears on the display, but I cannot make an outside call	- Try a different position for the base unit –somewhere higher if possible, or further from other electrical equipment. Try moving the handset closer to the base unit.
The phone does not ring	- Check that the base unit's mains power adapter is plugged in and power is switched on. The base unit needs mains power for normal operation of the phone – not just for charging the batteries. - Make sure you are using the telephone line cable that was supplied with your unit.
My call was cut off when I went out of range. Now I can't use my handset	- You may be going out of range of the base unit. Move closer or your call may be cut off. - Check the Battery Level symbol on the display. If it's low, recharge the batteries.

Troubleshooting

Problem	Solution
The Caller ID feature isn't working	- You need to subscribe to the Caller Display feature from your network service provider - The caller may have withheld their number
When I try to make a call, I hear busy tone	- Check another handset is not already in use - The number you are trying to call may be busy
The volume in the earpiece is low when I'm on a call	- Make sure you holding the handset correctly near your ear - Adjust the volume using the Up/Down buttons
I can't transfer a call	- Make sure the other handset is in range of the base unit - Make sure you are dialling the correct number for the other handset - Check second handset is paired- see page 16
The handset's battery cells are running low within an hour or two	- Before you first use the handset, you should have left it on the base unit for 15 hours to charge the batteries fully - You may need to replace the batteries. - Check the connection between the base unit and the mains power socket
I try to recharge the batteries but I still get a warning that they are low	- You need to replace the batteries. Dispose of used batteries safely – never burn them, or put them where they could get punctured - Do not use non-rechargeable batteries in your handset – they may explode, causing damage - If the fault persists... Disconnect all other instruments connected to the same line and try to make a call. Disconnect the base unit from the telephone line and plug a different phone into the master telephone socket. Try making a call. If this works, the line is OK. If the call does not work, and you are using a two way socket adapter, remove it and plug a telephone directly into the socket. If the call now works, the adapter may be faulty - If you cannot make a call, the fault may be on the exchange line. Contact the service provider
I have interference	- If the sound quality gets worse as you move around while on a call, this is probably caused by interference between the handset and the base unit, perhaps because you are too near to another phone or other electrical equipment. Move to a different position to clear the interference. If you do not move, it might cause a short break or your call may be cut off - Move base away from wireless devices - Use a phone line filter- Contact your broadband provider for more information

Support

For additional support including helpful guides, visit the Cocoon support website at www.winplus.com.au

Telephone: 1300 663 907
Email: customercare@winplus.com.au

Warranty Details

This product is warranted against defects for a period of One year If the product is faulty, Winplus will repair or replace the product (at its discretion) at no cost to you provided the Cocoon Cordless DECT Phone has been used in accordance with instructions provided. The benefits under our Warranty are in addition to other rights and remedies under consumer law in relation to these goods. 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 for 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.

Winplus Australasia Pty Ltd
PO Box 537
Bayswater Business Centre Vic 3153
03 8727 7600

COCOON™