



Elderly Friendly GSM Phone

E110S

User's Guide



AURO *Comfort Series*

Safety precaution

Thank you for purchasing Alcom E110S Elderly Friendly GSM Phone. Read these simple guidelines. Not following them may be dangerous or illegal. Read the complete user guide for further information.

- **SWITCH ON SAFELY**

Do not switch the device on when wireless phone use is prohibited or when it may cause interference or danger.

- **ROAD SAFETY COMES FIRST**

Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.

- **INTERFERENCE**

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

- **SWITCH OFF IN HOSPITALS**

Follow any restrictions. Switch the device off near medical equipment.

- **SWITCH OFF IN AIRCRAFT**

Follow any restrictions. Wireless devices can cause interference in aircraft.

- **SWITCH OFF WHEN REFUELLING**

Do not use the device at a refueling point. Do not use near fuel or chemicals.

- **SWITCH OFF NEAR BLASTING**

Follow any restrictions. Do not use the device where blasting is in progress.

- **USE SENSIBLY**

Use only in the normal position as explained in the product

documentation. Do not touch the antennas unnecessarily.

- **QUALIFIED SERVICE**

Only qualified personnel may install or repair this product.

- **ENHANCEMENTS AND BATTERIES**

Use only approved enhancements and batteries. Do not connect incompatible products.

- **WATER-RESISTANCE**

Your device is not water-resistant. Keep it dry.

- **BACK-UP COPIES**

Remember to make back-up copies or keep a written record of all important information.

- **CONNECTING TO OTHER DEVICES**

When connecting to any other device, read its user guide for detailed safety instructions. Do not connect incompatible products.

- **EMERGENCY CALLS**

Ensure the phone function of the device is switched on and in service. Press the end key as many times as needed to clear the display and return to the standby mode. Enter the emergency number, then press the call key. Give your location. Do not end the call until given permission to do so. About your device the wireless device described in this guide is approved for use on the EGSM900/1800. Contact your service provider for more information about networks. When using the features in this device, obey all laws, and respect privacy and legitimate rights of others.



Warning: To use any features in this device, other than the alarm clock, the device must be switched on. Do not switch the device on when wireless device use may cause interference or danger.

• NETWORK SERVICES

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

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



Warning: Use only batteries, chargers, and enhancements approved by Manufacturer for use with this particular model. The use of any other types may invalidate any approval or warranty, and may be dangerous.

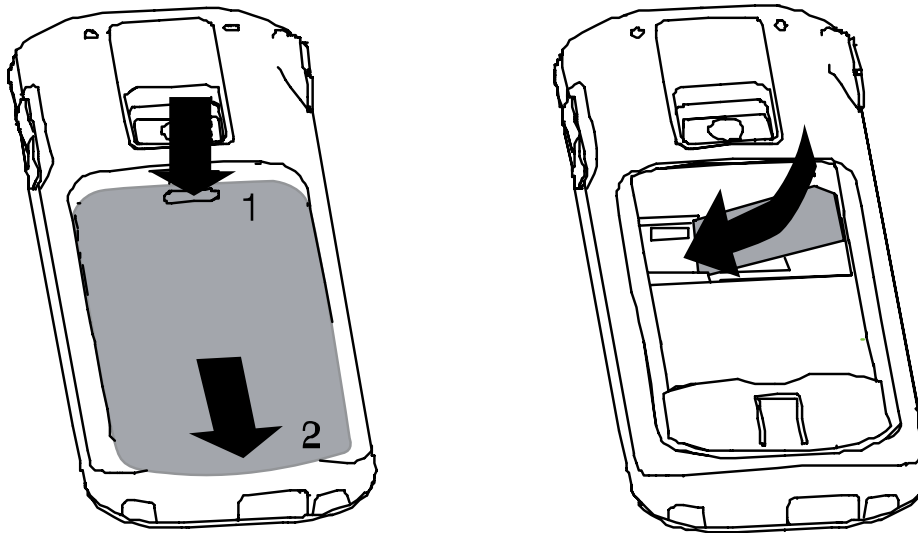
For availability of approved enhancements, please check with your dealer. When you disconnect the power cord of any enhancement, grasp and pull the plug, not the cord.

Your device and its enhancements may contain small parts. Keep them out of reach of small children.

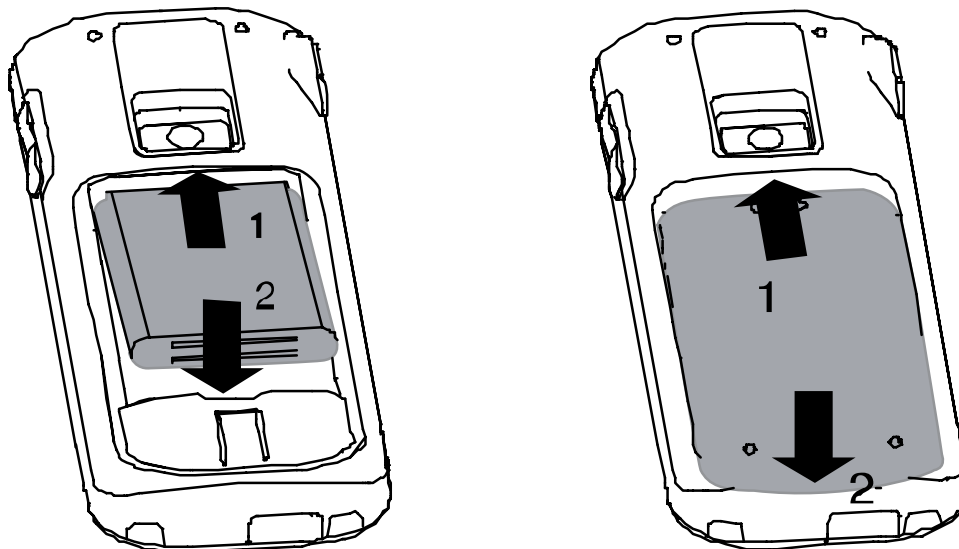
Getting to start

◆ Installing your SIM card

1. Remove battery cover and insert the SIM card.

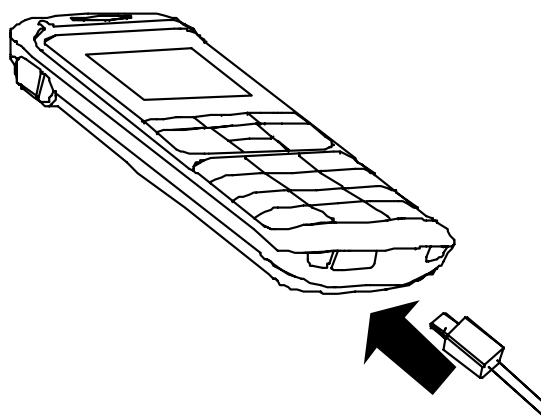


2. Install the battery and reattach the cover.

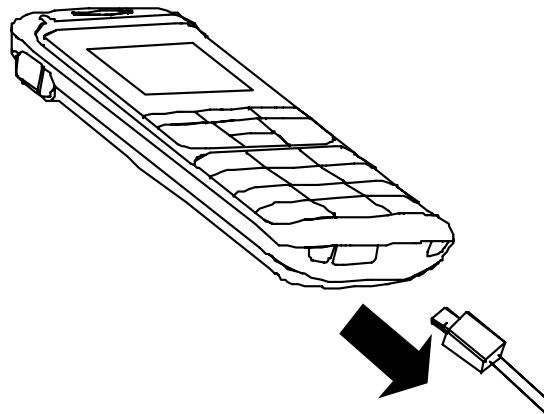


◆ Charging your battery

1. Plug the supplied travel adapter.

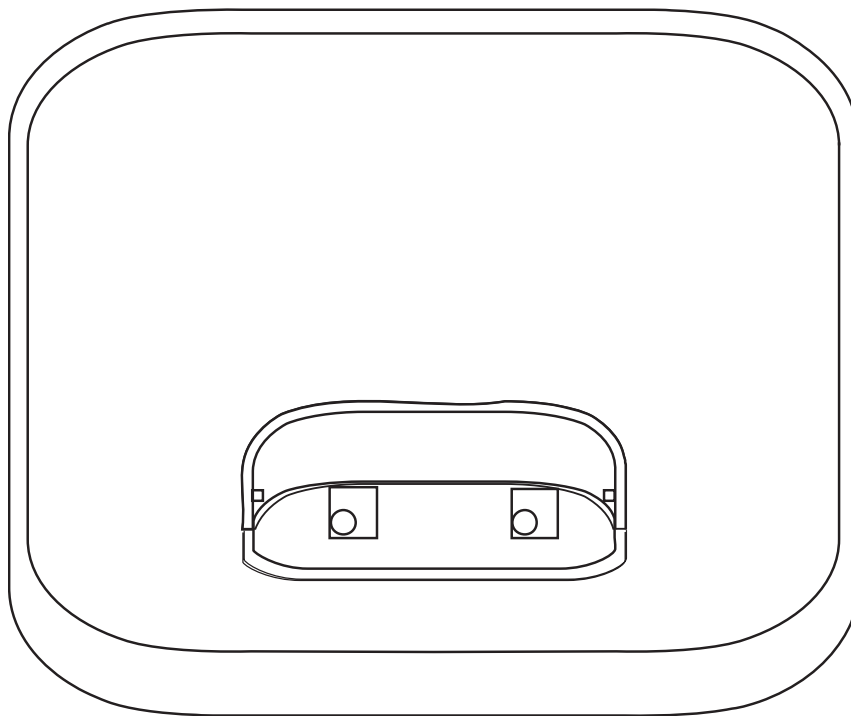


2. When charging is finished, unplug the adapter.



Warning: Please use original charger & battery. Using others may cause damage and danger.

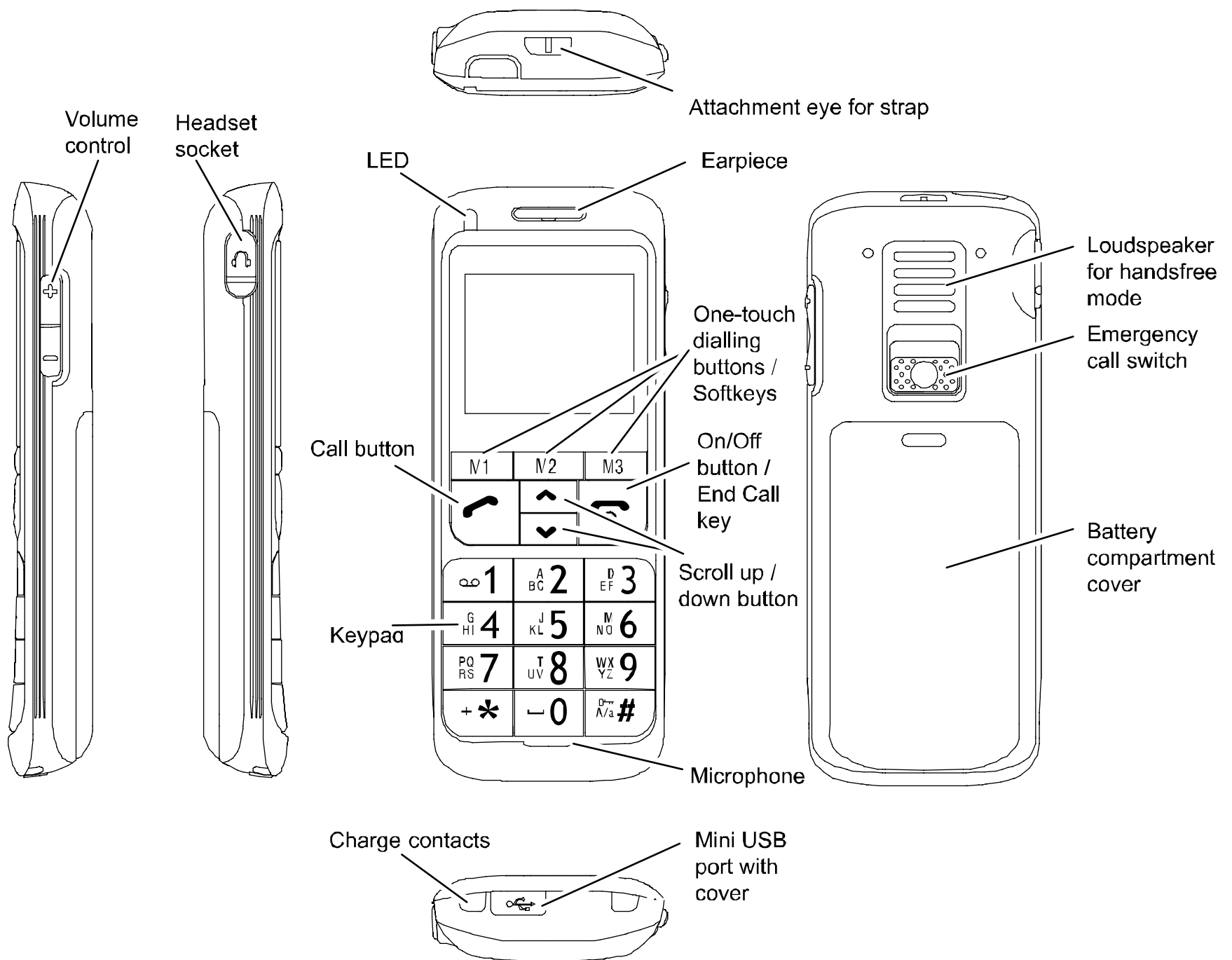
Alternatively use the supplied charger cradle to charge the phone by just placing the phone on the cradle. Ensure adaptor is plugged to the cradle.



This packing includes the following

- GSM Handset x 1
- AC adaptor x 1
- Earphone x 1
- Charger cradle x 1
- 3.7V 750mAh LI-ION Battery x 1
- Warranty card x 1

Phone layout and key functions


















Main Features

- Easy to use with Big Buttons
- Extra loud sound levels
- SOS button with up to 5 numbers for auto dialing
- Vibration Alarm
- 3 Short dial numbers – M1, M2, M3
- 250 name and number phone book

- Automatic keypad lock
- Red LED to indicate out of range and other functions
- Easy to read display / visible even in bright sunshine
- Hearing Aid Compatibility (Rating : M3/T3)
- SMS Text send and receive
- Handsfree function

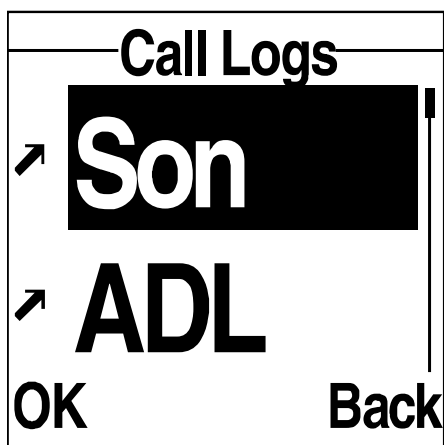
Standby mode display icons

-  Battery Level
-  Network signal level
-  Alarm ON
-  Earphone plugged
-  Keypad lock ON
-  Roaming network
-  Call Divert ON
-  Missed call
-  New SMS received
-  Mute ON
-  No alert
-  Ring only alert
-  Vibrate only alert
-  Vibrate then ring alert
-  Vibrate and ring alert

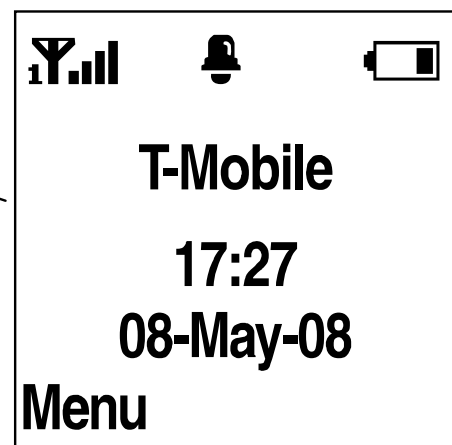
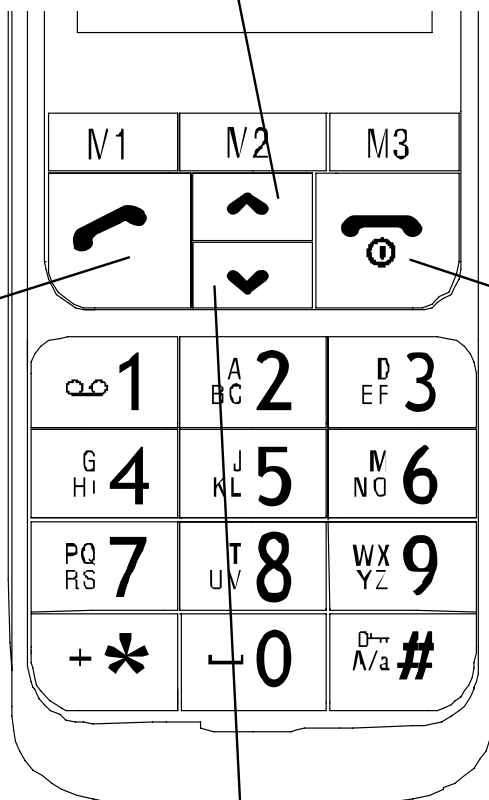
Elderly mainly access this fast menu



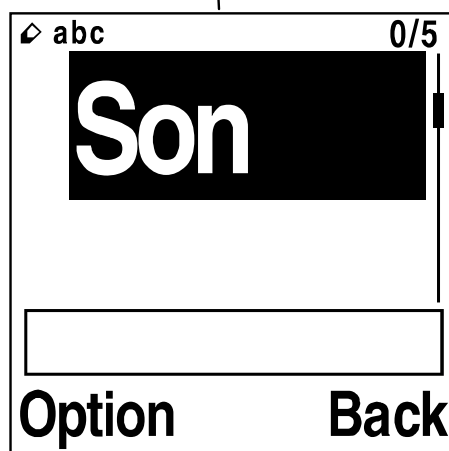
[Shortcuts Menu]



[Call Logs]



[Back Standby Mode]



[Phonebook List]

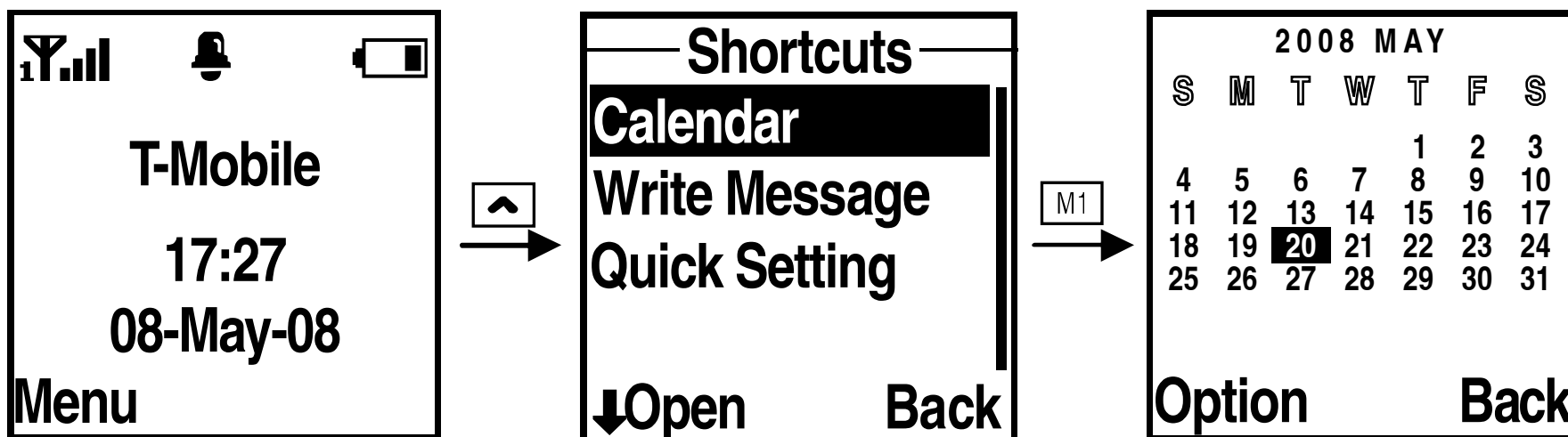
Basic Functions

◆ Switching on/off the phone

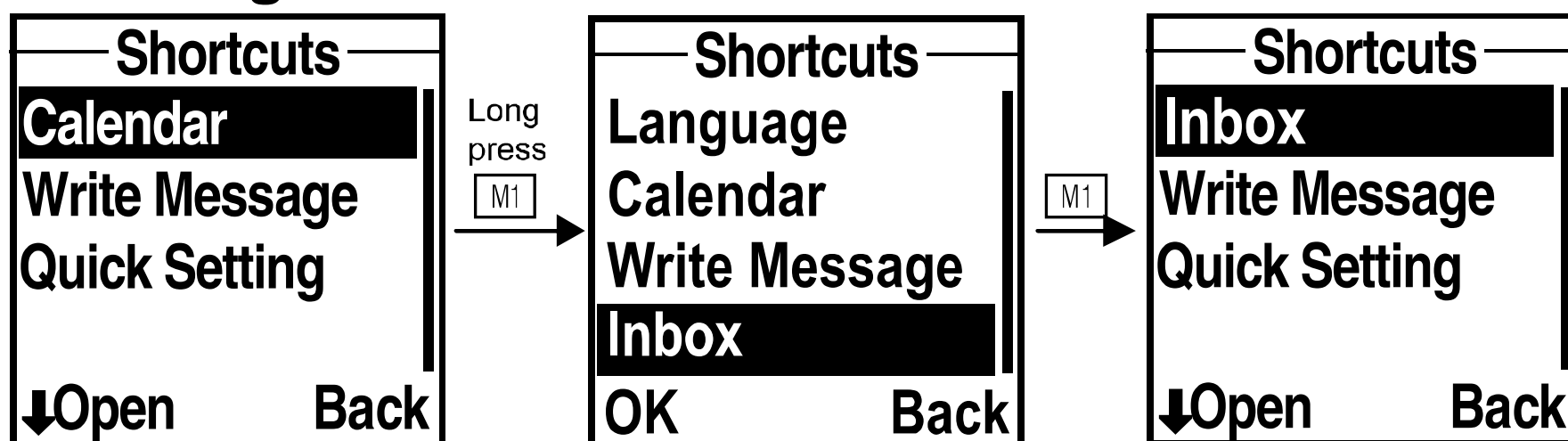
To switch on or switch off the phone, press and hold  .

Note: If PIN is required for switch on, please input correctly, or SIM card will be locked after 3 wrong attempts; please contact service provider for assistance. Don't switch off by removing battery, because information stored in the phone or SIM card may be lost.

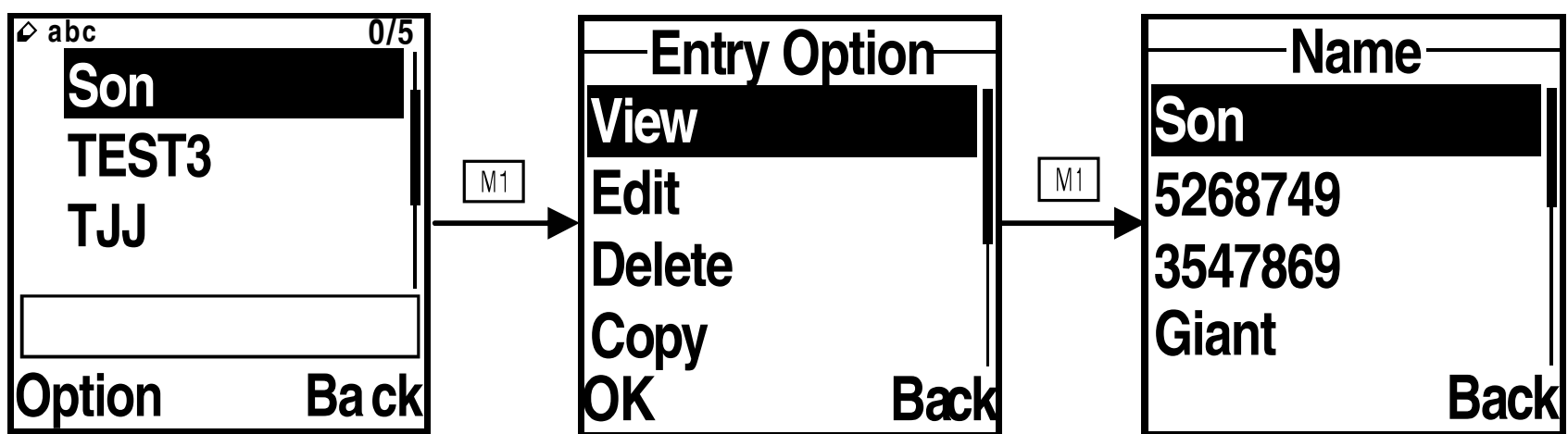
◆ Shortcut menu



To change shortcut :



◆ Phonebook



To add a new entry into phonebook, enter number in normal call dial screen and press M1 . You have an option to save in SIM or PHONE.

Note: Some SIM cards might not allow you to save in the SIM Memory.

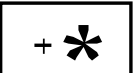
◆ Messages (SMS)

SMS can be entered, sent and received with mobile phones. A signal tone and the message “New Message!” in the display indicate that a new SMS message has been received.

- M1 Press to display the message
- Press to scroll down and display the rest of the text
- M1 Press to go to “Message Option”
- M1 Press to open the window for replying to the SMS message
- 4 Use the number keys to enter the desired text
(e.g. HELLO = **4** twice for **H**, **3** twice for **E**,
5 three times for **L**, brief pause,
5 three times for **L** and **6** three times for **O**)
- M3 Press to delete and incorrect entry
- M1 Press to send the reply

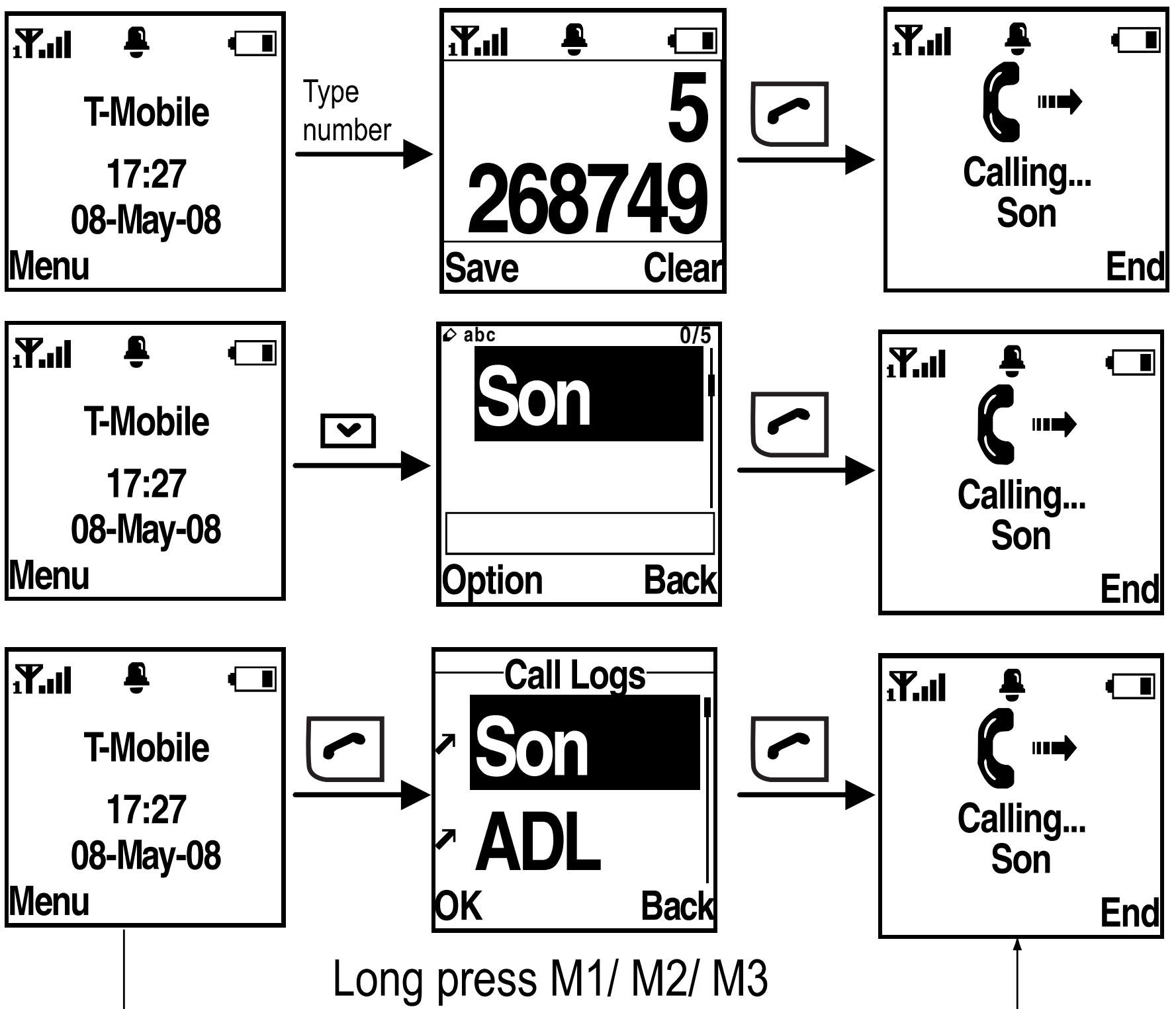
 Press to return to the menu

Note: Pressing  switches from upper case to lower case, and vice versa.

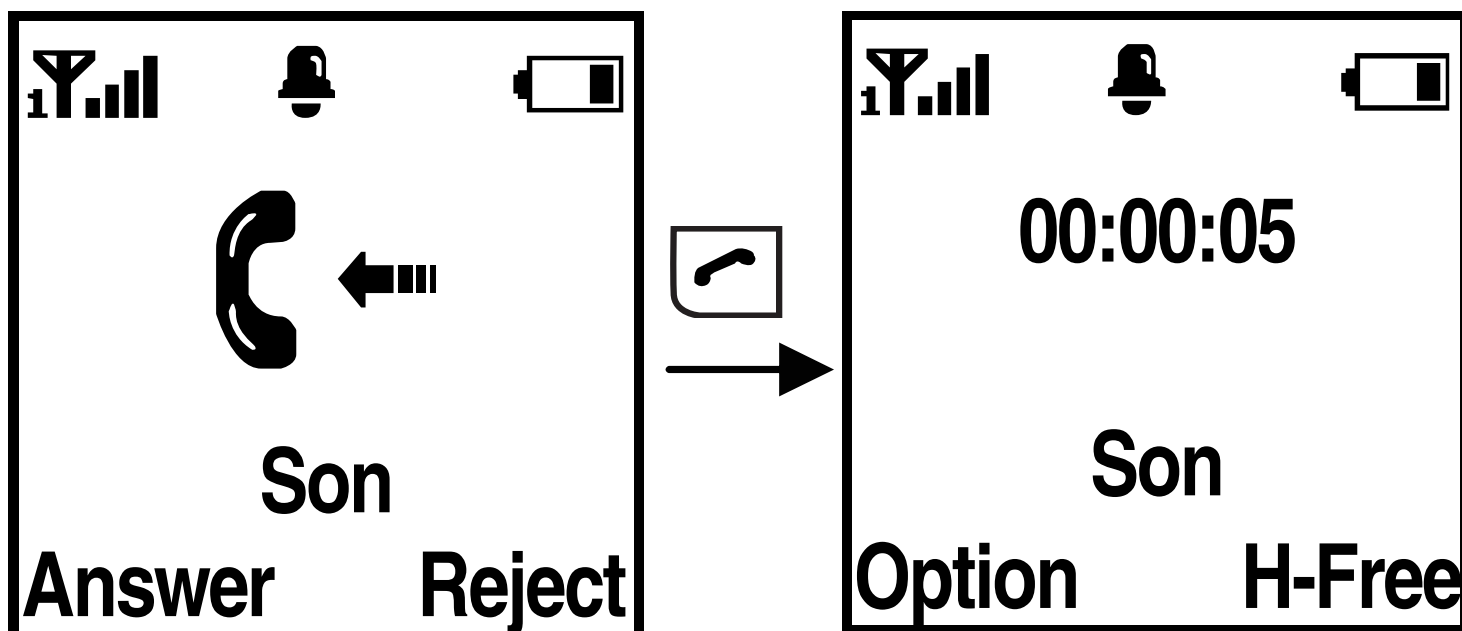
Pressing  key enters a space, 0 and to new line. And press  key to select special characters.

◆ Making a call

Ways to make a call:




◆ Answering a call



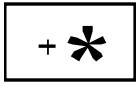
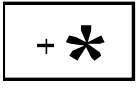
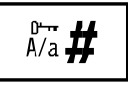

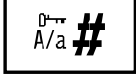
To end a call, press 

◆ Help call (Fast dial keys)



In case of normal, long press the fast keys    to call preset fast call number for help.

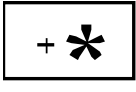
◆ Useful Hot keys

In standby mode:

- Press  once for *, twice for +, three times for **P** and four times for **W**.
- Long press  switches alert type to No Alert. Long press again to resume previous alert type
- Long press  switches on the keypad lock. Press  then  to switch off

During a call:

- Press  to do option of Hold, hand free and mute etc.
- Press  to switch on the hand free mode. Press again to switch off

When there is incoming call, long press  will temporarily switch off all of the alert and vibration for that call.

Main Menu

Messages

- Write Message
- Inbox
- Outbox
- Message Settings
 - *Voice Mail*
 - *Broadcast Message*
 - *Profile Setting*

Set M1/M2/M3

- M1 Call Number
- M2 Call Number
- M3 Call Number

Clock & Alarm

- Time & Date
- Set Alarm
- Show Time & Date

Phonebook

- Search
- Add New
- Delete All
- Copy All
- Caller Group
- Settings

Calendar

Phone Setting

- Display Setting
 - *Language*
 - *Greeting Text*
 - *Screen Saver*
 - *Contrast*
 - *LCD Backlight*
 - *Font size*
 - *File Manager(not is use)*
- Sound Setting
 - *Set Sound*
 - *Set Volume*
 - *Alert Type*
 - *Help Tone*
- Call setting
 - *Call ID*
 - *Call Waiting*
 - *Call Divert*
 - *Call Barring*
 - *Auto Redial*
 - *Key LED Flash*
- Network Setting
 - *Network Selection*
 - *Preferred Networks*
- Set Fast Key 2-9
- Security Setting
 - *Main Lock Menu*
 - *SIM Lock*

<p>Help Setting</p> <ul style="list-style-type: none"> ➤ Set Help Numbers ➤ Help Call Duration ➤ Predefine Help Message 	<ul style="list-style-type: none"> - <i>Phone Lock</i> - <i>Change Password</i> ➤ Auto Key Lock ➤ Restore Factory Setting <p>SIM Toolkit (should be supported by operator)</p>
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Quick feature reference

This section provides brief explanations of features on your phone.

Feature	Description	Select
Send SMS messages	Create and send messages to other mobile phones	Menu>Messages > Write Message
Read SMS messages	Read received, sent, or saved messages	Menu>Messages >Inbox, Outbox
Delete messages	Delete messages in each message box, or all messages at once	Menu>Messages >Inbox, Outbox > Delete
Set M1/M2/M3	Set 3 direct dial phone numbers of your families or friends to fast-keys M1/M2/M3	Menu > Set M1/M2/M3
Time & Date	Set the current time and date manually and set your local time zone	Menu > Clock & Alarm > Time & Date
Alarm	Set an alarm to sound at specific times	Menu > Clock & Alarm >Set Alarm
Find a contact	Search for contact in Phonebook	Phonebook>Search

Add a new contact	Add a new contact to Phonebook	Phonebook > Add new
Delete	Delete contact entries (The password is the same as Phone lock, and default is 1122)	Phonebook > delete
Copy all	Copy all the contacts from SIM card to phone or phone to SIM card	Phonebook > Copy all
Caller group	Create group of contacts and assign specific ring tone and picture for each group	Phonebook > Caller group
Feature	Description	Select
Memory status	Show phonebook memory status inside the phone and SIM card	Phonebook > Settings > Memory status
Set information of a contact	Set user-defined information of a contact which saved to phone(e.g. Email address and company name)	Phonebook > Settings > Fields
My vCard	Edit personal information such as name and phone numbers, and send this information to others using vCard format	Phonebook > Setting > My vCard
Set Help Numbers	Set the Five phone numbers to be automatically dialed out during Help mode	Help setting > Set Help Numbers
Predefine Help message	Define the message to be displayed on LCD screen during Help mode	Help setting > Predefine Help message
Calendar	Keep track of daily or monthly schedules	Menu > Calendar
Language	Select a language to be used for the display text and input method	Menu > Phone setting > Display setting > Language

Greeting Text	Set a welcome note that displays on the screen when power on	Phone setting >Display setting > Greeting Text
Screen Saver	Set "Screen Saver" on/off and select the picture display	Phone setting > Display setting > Screen Saver
Contrast	Set the LCD contrast	Phone setting >Display setting > Contrast
Feature	Description	Select
LCD backlight	Set the LCD turn on duration	Phone setting >Display setting > LCD backlight
Font size	Set the size of the display font	Phone setting >Display setting > Font size
Sound setting	Set ring tone type and volume for various alerts and system sound. Also set alert type and help tone on/off	Phone setting >Sound setting
Call waiting	Set Call waiting on/off and check status	Phone setting >Call setting > Call waiting
Call divert	Set various Call divert mode on/off and check status	Phone setting >Call setting > Call divert
Call barring	Select Call barring mode	Phone setting >Call setting > Call barring
Caller ID	Select to hide or send the Caller number	Phone setting >Call setting

		> Caller ID
Auto redial	When the party didn't answer the call, it will redial again. (Up to six times)	Phone setting >Call setting > Auto redial
Set key LED	Set key LED on/off	Phone setting > Call setting > Key LED Flash
Feature	Description	Select
Network services	Access network services offered by your service provider	Phone setting > Network setting
Auto Key Lock	Set Auto Keypad Lock	Phone setting > Auto KeyLock
Set fast key 2-9	Set and edit shortcut of part menu	Phone setting > Set fast key 2-9
Main menu Lock	Set Main menu Lock on/off. Main menu and Phone lock use the same password	Phone setting > Security setting > Main menu Lock
SIM lock	Set SIM card lock on or off (SIM Card PIN code)	Phone setting > Security setting >SIM lock
Phone Lock	Set Phone Lock on/off Default password is 1122	Phone setting > Security setting > Phone Lock
Change Password	Change the password of PIN, PIN2, Phone lock and help password	Phone setting > Security setting> Change password
Restore factory setting	Restore some settings to default ones. The default password is "1122"	Phone setting > Security setting > Restore factory setting

◆ Help button

When HELP Switch is activated:

- LED light flashes continuously
- Emergency tone continues to sound (if enabled)
- Automatically dials the user-defined Help numbers; if there is no number defined, phone will dial international emergency number 112 instead

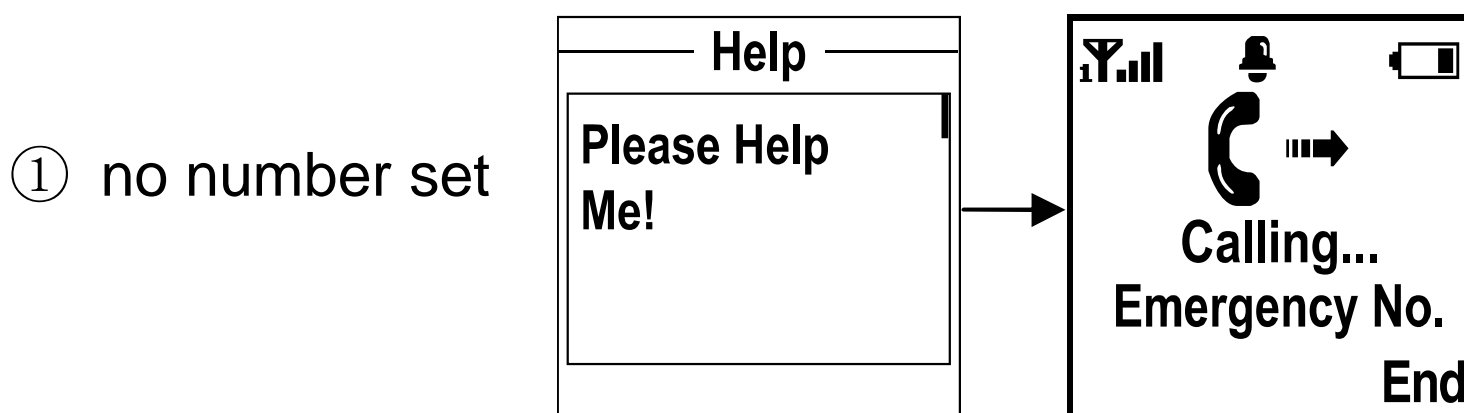
Note: Please check with your GSM service provider if 112 is supported for emergency.

- The automatic dial sequence is based upon the Reach setting selected:

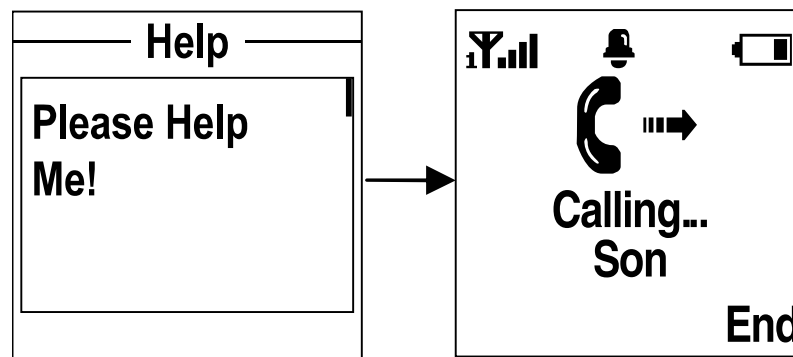
- For Reach All, phone dials to every Help number and tries to get all connected.
- For Reach One, if phone dials to any one number and get connected successfully, then the dial sequence will end

For call failures, both reach settings will retry the dial sequence up to 3 times before abort.

- Once a call is connected, handsfree mode will automatically activate to facilitate an easier voice communication



② Preset Help number



To disable the Help mode

- When you have finished the call or want to interrupt the emergency call, slide the emergency call switch upwards again and then press the button. Otherwise, the emergency call starts up again automatically.

Optional Accessories

The following genuine optional accessories are available for the Senior phone:

- Desktop charging cradle
- High capacity battery (750mAh / 1050mAh)
- Wired earphone with microphone and one touch receive call button

Technical Specifications

- 4.3 cm Display white back light
- Dual Band GSM (900 / 1800MHz)
- Earphone socket(2.5 mm)
- Mains charger with Mini-USB connector
- Talk Time up to 120 Minutes
- Standby Time up to 170 Hours
- Battery Li-ION 750 mAh

- SAR value < 0.526 W/Kg
- Weight incl. battery < 100g

Troubleshooting

Troubles	Possible reasons
The phone can't be switched on	<ol style="list-style-type: none"> 1. Any power in battery? 2. Battery is installed properly?
Battery can't be charged	<ol style="list-style-type: none"> 1. Check if the charger is connected with the phone correctly. 2. Check if the charger is connected with the socket correctly. 3. Is the battery usable? The performance of the battery will degrade after used for several years.
Fail to link the network	<ol style="list-style-type: none"> 1. The signal is too weak, or there may be some radio interference round. 2. Is the SIM card installed improperly, poorly contacted or damaged? If the SIM card is damaged, please ask your network operator for replacement.
Can't make a call	<ol style="list-style-type: none"> 1. Is the SIM card registered in the network? 2. Is the "bar outgoing" function enabled?
Can't answer a call	<ol style="list-style-type: none"> 1. Is the "call diverting" function enabled? 2. Is the "bar incoming" function enabled?
PIN locked	Input the PUK code provided with the SIM card to unlock, or contact your network operator.

Additional safety information

- **Operating environment**

Remember to follow any special regulations in force in any area, and always switch off your device when its use is prohibited or when it may cause interference or danger. Use the device only in its normal operating positions. This device meets RF exposure guidelines when used either in the normal use position against the ear or when positioned at least 1.5 centimeters (5/8 inches) away from the body. When a carry case, belt clip or holder is used for body-worn operation, it should not contain metal and should position the device the above-stated distance from your body.

To transmit data files or messages, this device requires a quality connection to the network. In some cases, transmission of data files or messages may be delayed until such a connection is available. Ensure that the above separation distance instructions are followed until the transmission is completed. Parts of the device are magnetic. Metallic materials may be attracted to the device. Do not place credit cards or other magnetic storage media near the device, because information stored on them may be erased.

- **Medical devices**

Operation of any radio transmitting equipment, including wireless phones, may interfere with the functionality of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine if they are adequately shielded from external RF energy or if you have any questions. Switch off your device in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

- **Pacemakers**

Pacemaker manufacturers recommend that a minimum separation of 15.3 centimeters (6 inches) be maintained between a wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers should do the following:

- Always keep the device more than 15.3 centimeters (6 inches) from the pacemaker
- Not carry the device in a breast pocket
- Hold the device to the ear opposite the pacemaker to minimize the potential for interference.
- If you suspect interference, switch off your device, and move the device away.

- **Vehicles**

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles such as electronic fuel injection systems, electronic antiskid (antilock) braking systems, electronic speed control systems, and air bag systems. For more information, check with the manufacturer, or its representative, of your vehicle or any equipment that has been added.

Only qualified personnel should service the device, or install the device in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty that may apply to the device. Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or enhancements. For vehicles equipped with an air bag, remember that air bags inflate

with great force. Do not place objects, including installed or portable wireless equipment in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed, and the air bag inflates, serious injury could result.

Using your device while flying in aircraft is prohibited. Switch off your device before boarding an aircraft. The use of wireless teledevices in an aircraft may be dangerous to the operation of the aircraft, disrupt the wireless telephone network, and may be illegal.

- **Potentially explosive environments**

Switch off your device when in any area with a potentially explosive atmosphere, and obey all signs and instructions. Potentially explosive atmospheres include areas where you would normally be advised to turn off your vehicle engine. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Switch off at refueling points such as near gas pumps at service stations. Observe restrictions on the use of radio equipment in fuel depots, storage, and distribution areas; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), and areas where the air contains chemicals or particles such as grain, dust, or metal powders.

- **Hearing Aid Compatibility with Mobile Phones**

Some phones are measured for compatibility with hearing aids. If the box for your particular model has “Rated for Hearing Aids” printed on it, the following explanation applies. When some mobile phones are used near some hearing devices (hearing aids

and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label on the box. The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

* This Senior mobile phone complies with the M3/T3.

• **CERTIFICATION INFORMATION (SAR)**

THIS MOBILE DEVICE MEETS GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 watts/kilogram (W/kg) averaged over 10 grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested

frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station. The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 0.526 W/kg.

Use of device accessories and enhancements may result in different SAR values. SAR values may vary depending on national reporting and testing requirements and the network band.

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Due to continuous product development all features and specifications are subject to change without prior notice, please register your warranty online at <http://www.alcomonline.com/warranty.html>.

For more Information on Warranty and Product Support in Singapore please call (65) 6841 2668 or Fax to (65) 6841 2628.
Email : support@alcom.com.sg
Web : www.alcomonline.com

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