

# COCOON 1100

## CORDLESS PHONE



**USER GUIDE**  
**V2.3 - 12/08**



Thank you for purchasing this new digital cordless telephone

### Intended Purpose:

This product is intended to be connected indoors to an analogue telephone line. You have acquired a Cocoon 1100, which is a product made in accordance with the Digital Enhanced Cordless Telecommunications (DECT). DECT technology is characterized by high-security protection against interceptions as well as high-quality digital transmission. This telephone was designed for a wide range of applications. For example, this telephone can be used within a network of base units and handsets, constituting a telephone system which:

- Operates up to 5 handsets at one base unit.
- Allows an intercom between 2 handsets.
- Allows the operation of a handset at up to 4 base units.

Caller ID is a network provider service. After subscribing to Caller ID, this phone will display the caller's phone number.

### Important

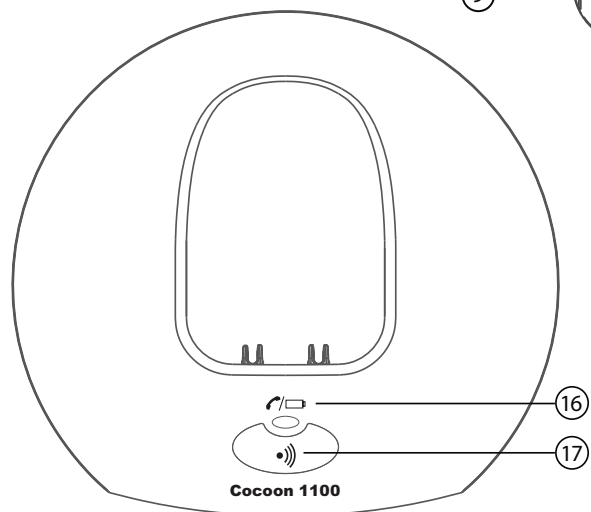
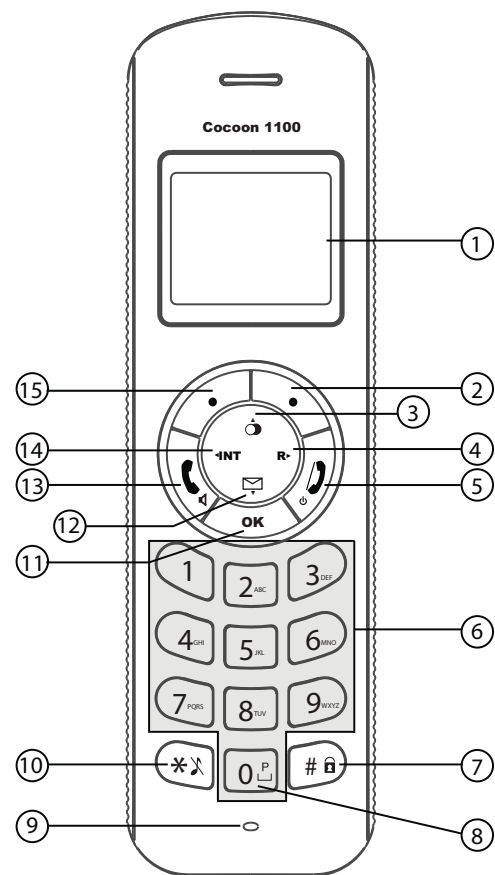
To use 'Caller ID' (display caller), this service has to be activated on your phone line. Normally you need a separate subscription from your telephone company to activate this function. If you don't have the Caller ID function on your phone line, the incoming telephone numbers will NOT be shown on the display of your telephone.

The CE symbol indicates that the unit complies with the essential requirements of the R&TTE directive.

The features described in this manual are published with reservation to modifications.



This product works with rechargeable batteries only. If you put non-rechargeable batteries in the handset and place it on the base, the handset will be damaged and this is NOT covered under the warranty conditions.



<b>1</b>	<b>Safety advice</b>	<b>5</b>
<b>2</b>	<b>Disposal of the device (environment)</b>	<b>6</b>
<b>3</b>	<b>Cleaning 6</b>	
<b>4</b>	<b>ECO mode (low-radiation)</b>	<b>6</b>
<b>5</b>	<b>Installation 7</b>	
5.1	Installing the base	7
5.2	Installing the batteries	7
<b>6</b>	<b>Getting to know your telephone</b>	<b>8</b>
6.1	Keys / LED	8
6.2	Display (LCD)	9
6.3	Icons	10
6.4	Display keys	10
6.5	Base LED	10
6.6	Navigating the menu	11
6.7	Menu overview	11
<b>7</b>	<b>Handset operation</b>	<b>12</b>
7.1	Turning the handset on / off	12
7.2	Setting the language	12
7.3	Making Calls	12
7.4	Receiving a Call	13
7.5	Redial list options	13
7.6	Activate / deactivate handsfree function	14
7.7	'Out of range' warning	14
7.8	Setting the speaker volume	14
7.9	Call Duration Indicator on the Display	14
7.10	Turning off the microphone (mute)	14
7.11	Pause key	14
7.12	Locating a misplaced handset (paging)	15
7.13	Using the alphanumeric handset keypad	15
7.14	Setting the ring volume level on the handset	15
7.15	Setting the ringer melody on the handset	16
7.16	Locking the key pad	16
7.17	Turning key click on/off	16
7.18	Display contrast	16
7.19	Changing the handset name	17
7.20	Auto answer	17
<b>8</b>	<b>Default reset (Handset reset)</b>	<b>17</b>
<b>9</b>	<b>Setting the clock and alarm</b>	<b>18</b>
9.1	Date and time	18
9.2	Hour format	18
9.3	Using the alarm feature	18
<b>10</b>	<b>The phone book</b>	<b>19</b>
10.1	Adding a number and a name to the phone book	19
10.2	Looking up a number in the phone book	19
10.3	Changing a name or number in the phone book	19

10.4	Deleting one or all entries from the phone book	20
10.5	View name and number of an entry in the phone book	20
10.6	Copy a phonebook entry to another handset	20
10.7	Copy all phonebook entries to another handset	20
10.8	Add all phonebook entries to the phonebook of another handset	21
<b>11</b>	<b>Base operation</b>	<b>21</b>
11.1	Setting the ring melody and volume of the base	21
11.2	The R key (flash)	21
11.3	Changing the PIN code (system PIN code)	22
11.4	Setting the dialing mode	22
<b>12</b>	<b>Tools</b>	<b>22</b>
12.1	Appointment	22
12.2	Stopwatch	23
<b>13</b>	<b>Additional handsets and bases</b>	<b>23</b>
13.1	Adding a new handset	23
13.2	Removing a handset	24
13.3	Selecting a base unit	24
13.4	Using multiple handsets	25
<b>14</b>	<b>Caller ID / CLIP</b>	<b>26</b>
14.1	The call list	26
14.2	Calling a number from the call list	26
14.3	Storing a number from the call list in the phone book	26
14.4	Deleting numbers from the call list	27
<b>15</b>	<b>Voice mail indicator</b>	<b>27</b>
<b>16</b>	<b>Trouble shooting</b>	<b>27</b>
<b>17</b>	<b>Technical characteristics</b>	<b>28</b>
<b>18</b>	<b>Warranty 2</b>	<b>9</b>
18.1	Warranty period	29
18.2	Warranty handling	29
18.3	Warranty exclusions	29
<b>19</b>	<b>Service address and support</b>	<b>29</b>
<b>20</b>	<b>Declaration of conformity and manufacturer</b>	<b>29</b>

# 1 Safety advice

The following safety advice must always be followed before using electrical equipment. Please read carefully through the following information concerning safety and proper use. Make yourself familiar with all the functions of the equipment. Be careful to keep these advice notes and if necessary pass them on to a third party.

## Electrical safety and protection:

- Do not operate the equipment if the mains plug, cable or the equipment itself is damaged.
- If the equipment is dropped, then it must be checked by an electrician before further use.
- Dangerous voltages are present inside the equipment. Never open the housing or insert objects through the ventilation holes.
- Do not allow liquids to get into the equipment. In case of emergency, pull out the plug from the socket.
- Similarly, if a fault develops during use or before you start to clean the equipment, pull the plug out of the socket.
- Do not touch the charger and plug contacts with sharp or metal objects.
- Do not carry out any modifications or repairs to the equipment yourself. Have repairs done to the equipment or the mains cable only by a specialist service centre. Unsatisfactory repairs can lead to considerable danger for the user.
- Children frequently underestimate the dangers associated with electrical equipment. Therefore you must never leave children unsupervised in the vicinity of electrical equipment.
- The equipment is not to be used in a damp room (e.g. bathrooms) or rooms where there is a lot of dust.
- Equipment connected to the mains during a thunderstorm can be damaged by lightning. Therefore you should pull the plug out of the mains socket during a storm.
- To completely disconnect the equipment from the electricity supply, the plug must be removed from the socket. When doing this always pull on the plug itself and never on the cable.
- Protect the mains cable from hot surfaces or other sources of damage and do not allow it to become constrained.
- Check the mains cable regularly for any damage.
- Unwind the mains cable completely before use.
- Make sure that the mains cable does not represent a trip hazard.
- The operation of some medical devices may be affected.
- The handset may cause an unpleasant buzzing sound in hearing aids.
- Only pass the telephone on to third with the user guide.

## Fire safety:

- The heat accumulated inside the equipment can lead to the defect and/or to the fire of the equipment. Do not expose this equipment therefore to extreme temperature like:
  - direct sun exposure and heater warmth
  - ventilation holes may not be covered

## Danger of explosion:

- Never throw batteries in fire.

**Poisoning danger:**

- Keep batteries away from small children.

**Note:**

- Only use the charger plug supplied. Do not use other chargers, as this may damage the batteries cells.
- The wall outlet for the power adaptor must be close and accessible.
- Only use rechargeable batteries of the same type. Place the batteries with correct polarity inside the battery compartment (polarity is marked inside the handset). Never use normal unchargeable batteries!



**As this telephone cannot be used in case of a power cut, you should use a mains-independent telephone for emergency calls, e.g. a mobile phone.**

## 2 Disposal of the device (environment)



At the end of the product lifecycle, you should not throw this product into the normal household garbage but bring the product to a collection point for the recycling of electrical and electronic equipments. The symbol on the product, user guide and/or box indicate this.

Some of the product materials can be re-used if you bring them to a recycling point. By re-using some parts or raw materials from used products you make an important contribution to the protection of the environment.

Please contact your local authorities in case you need more information on the collection points in your area.

## 3 Cleaning

Clean the telephone with a slightly damp cloth or with an anti-static cloth. Never use cleaning agents or abrasive solvents.

## 4 ECO mode (low-radiation)

This cordless telephone (compliant with the DECT standard) facilitates low-radiation operation. The radiation intensity of the radio signal between the base station and handset is reduced to a minimum when the handset is on the base station. Only when the handset is removed from the base station or a call is received does the radiation intensity of the radio signal increase to the normal strength.

This does not mean that normal DECT radiation is harmful to health. The low-radiation mode prevents unnecessary DECT radiation load when no communication is required between the base station and handset.

For technical reasons, no additional handsets can be operated in low-radiation mode (an additional handset that is not located in the immediate vicinity of the base station would always be "searching for base station" due to the weak radio signal).

Low-radiation mode is enabled in the factory settings. Low-radiation mode is automatically disabled if you log on an additional handset.

## 5 Installation

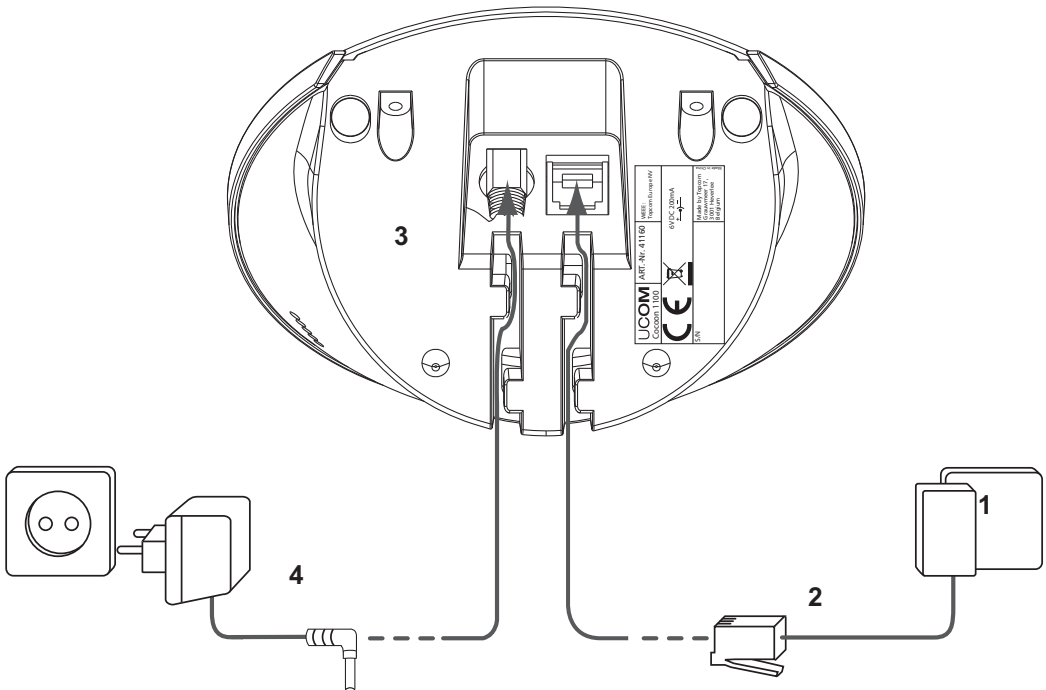


**Before you use the telephone for the first time, you must first make sure the batteries are charged. If not, the telephone will not work optimally.**

### 5.1 Installing the base

For installation, do the following:

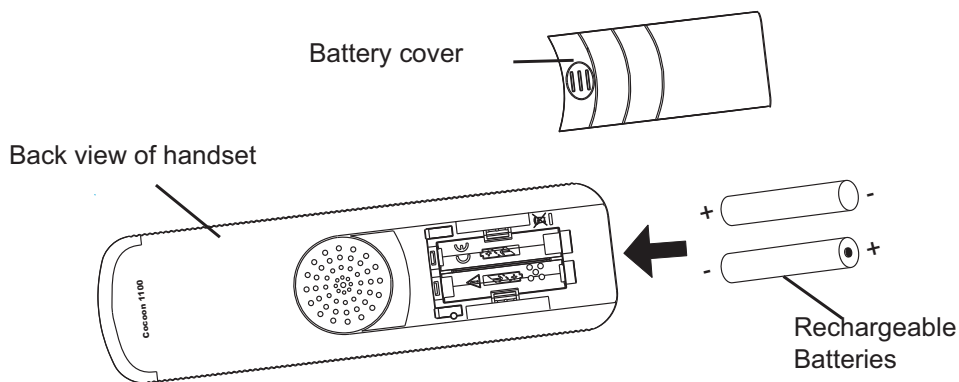
- Plug one end of the adaptor into the 230V outlet and the other end into the adapter jack on the bottom of the base.
- Connect one end of the telephone cord with the wall phone jack and the other end to the bottom of the base. Use the included telephone cord.



1. Telephone wall outlet
2. Telephone cord
3. Bottom view of the base
4. Power cable

### 5.2 Installing the batteries

- Open the battery compartment by pushing back the cover (see below).
- Insert the batteries **respecting the (+ and -) polarity**.
- Close the battery compartment.
- When charging the batteries for the first time, leave the handset on the base unit for 16 hours. The handset charging indicator (LED) (16) on the base unit will light up.

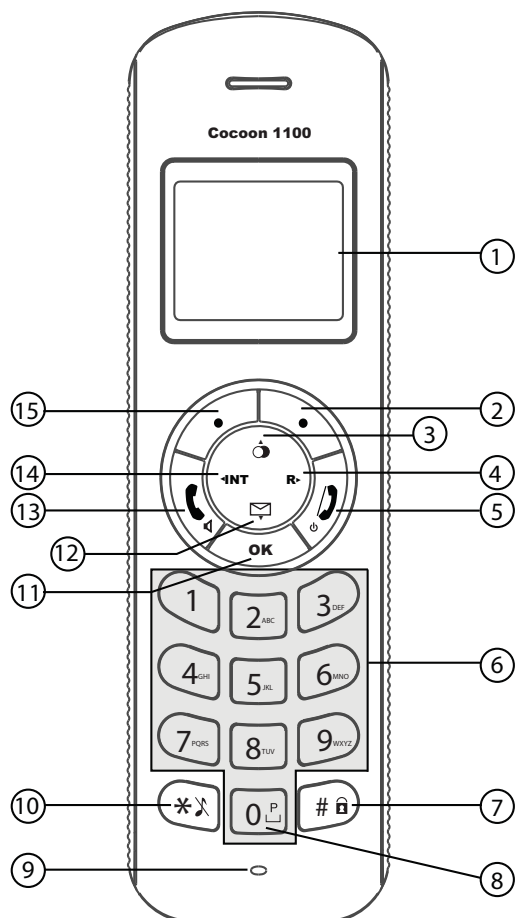


## 6 Getting to know your telephone

### 6.1 Keys / LED

#### Handset

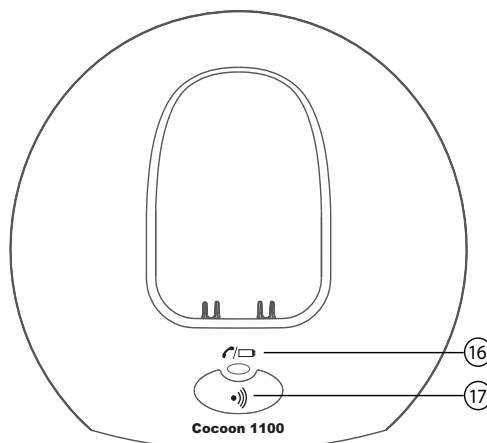
1. Display
2. Right Display key
3. Up / Redial key
4. Right / Flash key
5. On Hook / OFF key
6. Alphanumeric keys
7. Keypad Lock Key #
8. Pause key P
9. Microphone
10. Ringer volume Off \*
11. OK Key
12. Down / Call Log key
13. Off Hook / ON / Handsfree key
14. Left / Internal Key INT
15. Left Display key





## Base

16. Line / Handset charging indicator (LED)
17. Paging key



## 6.2 Display (LCD)







Icon line →

Text lines →













Display menu/Option menu line →



Battery indicator:

-  The batteries are fully charged
-  The batteries are 25% drained
-  The batteries are half drained (50%)
-  The batteries are 75% drained
-  The batteries are low. You will hear warning signals and the battery symbol  on the display will blink.


### 6.3 Icons

	On hook
	Off hook
	Ringing
	Internal communication between 2 handsets
	Handsfree speaker ON
	Keypad locked
ABC	Upper case
abc	Lower case
 	Possible scroll direction
	Call log entries* (steady) New unanswered calls (blinking)
	New voice mail message
	Handset ringer off
	Alarm set
Y	In range (steady) Out of range (blinking)

\* Only when Caller ID is activated on your telephone line.

### 6.4 Display keys

Display keys (soft keys) are located directly under the display ② ⑮. The function of these 2 keys changes depending on the operation mode. The actual function is displayed as icon or text directly above the 2 display keys. The most important ones are


 Phonebook	 Mute
 OK / Confirm	 Back
 Menu	 Cancel
 Delete	




### 6.5 Base LED

The LED  ⑮ indicates the following status:

- Off: handset not in base for charging.
- On: handset charging.
- Blinking slowly: off hook or during ringing.
- Blinking rapidly: during registration.

6.6 Navigating the menu

The handset has a menu system which is easy to use. Each menu leads to a list of options. When the handset is switched On and in standby, press the left display key  (15) to open the main menu.

Press the up key  (3) or the down key  (12) to scroll to the menu option you want. Then press  (2) to select further options or confirm the setting displayed.



Exit or go back one level in the menu:

To go to the previous level in the menu, press  (15).



To cancel and return to standby at any time, press the  (5) key. If no button is pressed for 20 seconds, the handset returns to standby automatically.

6.7 Menu overview

Menu	Submenu items
Phonebook	
Handset	Ring Tone Ringer Volume Handset Name Keypad Beep Contrast Auto Talk Select Base Language Registration
Base settings	Ring Tone Ringer Volume Dial Mode Recall System PIN
Time	Set Alarm Date and Time Set Time Format
Tools	Appointment Stop Watch

## 7 Handset operation












### 7.1 Turning the handset on / off

- To turn the handset on, press the on key  ⑬.
- To turn the handset off, press and hold down the off key  ⑤, till the handset switches off.

### 7.2 Setting the language





The telephone has 15 display languages.

To set the language, do the following:






- Press the display key  ⑮.
- Press the up or down key  ③ /  ⑫ repeatedly until 'Handset' is selected
- Press  ② to confirm.
- Press the up or down key  ③ /  ⑫ repeatedly until 'Language' is selected
- Press  ② to confirm.
- The language set appears on the display.
- Press the up or down key  ③ /  ⑫ repeatedly to select the language you would like to use.
- Press  ② to confirm your selection or press  ⑮ to leave the menu without saving.

### 7.3 Making Calls



#### 7.3.1 External Call

- Press the off hook key  ⑬.
- The line/handset charging indicator  (LED) ⑮ on the base unit will blink and the Call symbol  appear on the display.
- You will hear the dial tone. Dial the telephone number you wish to call.
- The number appears on the display and is dialed.
- After finishing your call, press the on hook key  ⑤ to hang up.




#### 7.3.2 Number preparation


- Dial the telephone number you wish to call. You can correct the number by pressing the  ⑮ key.
- Press the off hook key  ⑬.
- The line/handset charging indicator  (LED) ⑮ on the base unit will blink and the Call symbol  appear on the display.
- The telephone number is dialed automatically.
- After finishing your call, press the on hook key  ⑤ or put the handset back on the base unit to hang up.

#### 7.3.3 Redialing the last number dialed

- Press the redial key  ③.
- Press the off hook key  ⑬. The number you last called is dialed automatically.






#### 7.3.4 Redial one of the last 10 numbers dialed

- Press the redial key  ③. The number you last called appears on the display.
- Press the redial key  ③ a few times until the desired number appears on the display.
- Press the off hook key  ⑬.

- The number shown on the display is dialed automatically.
- After finishing your call, press the on hook key  ⑤ or put the handset back on the base unit to hang up.



### 7.3.5 Calling a programmed number from the phone book

The telephone has a phone book in which you can store telephone number with name (See also “10 The phone book” ). To call a number from the phone book:



- Press the display key  ②. The first number of the phone book appears on the display.
- Press the up or down key  ③ /  ⑫ repeatedly to select the telephone number you want to call.
- Press the off hook key  ⑬.
- The number shown on the display, is dialed automatically.
- After finishing your call, press the on hook key  ⑤ or put the handset back on the base unit to hang up.

## 7.4 Receiving a Call

During internal or external incoming call, the handset will start to ring. You can temporarily disable the handset ringing by pressing the display key ‘Silent’ ⑮.



- All subscribed handsets will ring when you receive a call.
- The Call symbol  blinks on the display.
- The telephone number of the caller appears on the display if you have Caller ID service (CLIP). Consult your telephone company. The name of the caller also appears on the display if:
  - the number is programmed into the phone book with name
  - the network sends the name together with the telephone number
- Press the off hook key  ⑬ to accept the external call.




**OR**

- Lift the handset off its base unit (if the Auto answer option is active, See “7.20 Auto answer” ).
- During the conversation the  symbol appear on the display and the call timer starts to run.
- After finishing your call, press the on hook key  ⑤ to hang up or put the handset back on the base unit.



## 7.5 Redial list options

When scrolling through the redial list (see “7.3.4 Redial one of the last 10 numbers dialed” ) you have the following options:


When the desired number is shown on the display press ‘Option’ ② and select with the up or down key  ③ /  ⑫ the following options:

- ‘Delete Call’: to delete an entry in the redial list. Press  ② to confirm.
- ‘Save number’: to store the number into the phone book memory. Press  ② to confirm. Enter a name (See “10.1 Adding a number and a name to the phone book” ) and press ‘Save’ ②. Edit the number and press ‘Save’ ② again. Select the desired melody and press ‘Save’ ② to confirm.
- ‘Delete all calls’: to delete all entries in the redial list. Press  ② to confirm.

## 7.6 Activate / deactivate handsfree function

This function allows you to communicate without having to pick up the handset. When you are talking, press the handsfree key  (13) to activate the handsfree function. Press the  (13) button again to deactivate the handsfree function.





**When you are calling in handsfree mode and you want to change the volume, press the up or down key  (3) /  (12) repeatedly.**





**When you use the handsfree function for a long time, the batteries will drain quickly !**

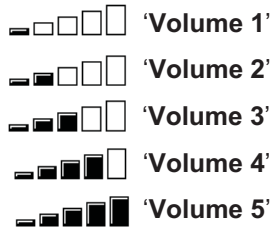
## 7.7 'Out of range' warning

If the handset is out of range of the base unit, a warning signal will sound.

- **'SEARCHING'** appears on the display and the symbol  blinks on the display.
- Move closer to the base unit.
- As soon as you are back within range of the base unit, a signal sounds and the symbol  stops blinking.

## 7.8 Setting the speaker volume

Use the up or down key  (3) /  (12) during conversation to set the volume of the speaker. You can select from 5 levels. The telephone is set to level '3' by default:



**The handsfree volume can be set the same way as above!**


## 7.9 Call Duration Indicator on the Display

During an external call, the call duration is shown on the display:

E.g. "01:10:40" for 1 hour , 10 minute and 40 seconds.

The call duration remains visible on the display for 2 seconds after each call.

## 7.10 Turning off the microphone (mute)


To turn off the microphone during a call press the display key  (15). Now you can speak freely without the caller being able to hear you. To activate the microphone again, press the display key **'Off'** (15).

## 7.11 Pause key


If you dial a telephone number and you would like to add a pause to this number, press the Pause key **P** (8) at the desired place in the number.



When you dial or redial this number, the pause (3 seconds) is automatically included.


## 7.12 Locating a misplaced handset (paging)

If you cannot find the handset, briefly press the Paging key  (17) on the base unit. All handsets subscribed on the base unit will ring so you can locate the misplaced handset. To stop the signal, briefly press any key on any handset.

## 7.13 Using the alphanumeric handset keypad

Use the alphanumeric keypad to type text. To select a letter, press the corresponding alphanumeric key . E.g. if you press the alphanumeric key '5', the first character 'J' appears on the display. Press it repeatedly to select other characters from this key.


Press the '2' key once to select the letter 'A'. If you would like to select both 'A' and 'B' after each other, first press the '2' key once to select 'A', wait 2 seconds until the cursor moves to the next position and then press the '2' key twice to select 'B'. You can delete characters mistakenly typed by using the delete key  (15). The character in front of the cursor will be deleted. All characters can be deleted at the same time by pressing the delete key  (15) for 2 seconds.

You can move the cursor by pressing the left and right keys **INT** (14) / **R** (4). You can switch between upper and lower case by pressing and holding the  (10) key. The upper left corner will show 'abc' for lower case and 'ABC' for upper case.

You can change the input character set from English (ABC) to Latin (AÀÁ), Greek (ABΓ) or Russian (АБВ) by pressing and holding the # key (7) for 2 seconds.











## 7.14 Setting the ring volume level on the handset

You can change the ring volume of an incoming call (internal and external) between 6 levels (levels '1' to '5' and 'Off').




If you select level 'Off', the symbol  appears on the display. The handset will not ring when a call is received.

Level '5' is the highest level. The telephone is set to level '3' by default.

### 7.14.1 Setting the ring volume for Internal and external calls (0-5)

- Press the display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until 'Handset' is selected
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until 'Ringer volume' is selected
- Press  (2) to confirm.
- The current volume is shown and hearable.
- Press the up or down key  (3) /  (12) repeatedly to select the desired volume.
- Press 'Save' (2) to confirm your selection or press  (15) to leave the menu without saving.














- You can turn the handset ring volume off during ringing by pressing the display key 'Silent'.
- By pressing the  (10) key for 3 seconds you can disable the handset ringer. The  symbol and 'Ringer Off' will appear on the display. To re-activate, press  (10) key again for 3 seconds.

## 7.15 Setting the ringer melody on the handset

You can change the ringer melody for an incoming call (internal or external). The unit has 18 ringer melodies to choose from ('1'-'18'). By default, the external ringer melody is set to '10' and the internal ring melody to '1'.



### 7.15.1 Setting a ringer melody for internal or external calls (1-18)

- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Handset'** is selected
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Ring Tone'** is selected
- Press  (2) to confirm.
- Select **'External'** or **'Internal'** and press  (2).
- The current melody is shown and hearable.
- Press the up or down key  (3) /  (12) repeatedly to select the desired melody.
- Press **'Save'** (2) to confirm your selection or press  (15) to leave the menu without saving.


## 7.16 Locking the key pad

You can lock the keypad to prevent involuntary key presses. When the keypad is locked it is impossible to dial a telephone number, but you can still answer incoming calls.

To activate keypad lock:









- Press and hold the keypad lock key #  (7) for 3 seconds.
- **'Keypad Locked'** and the icon  will appear on the display.

To deactivate keypad lock:

- Press **'Unlock'** (15) followed by the keypad lock key #  (7) to unlock the keypad again.












## 7.17 Turning key click on/off

You can set the handset to make a beep whenever you press a key.

- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Handset'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Keypad Beep'** is selected.
- Select
  - **'On'**: turn on key click
  - **'Off'**: turn off key click
- Press  (2) to confirm your selection or press  (15) to leave the menu without saving.

## 7.18 Display contrast









To change the display contrast:

- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Handset'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Contrast'** is selected.
- Press  (2) to confirm.
- Select the contrast with the up or down key  (3) /  (12).
- Press  (2) to confirm your selection or press  (15) to leave the menu.











7.19 Changing the handset name

You can change the handset name displayed on the handset during standby.

- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Handset'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Handset name'** is selected.
- Press  (2) to confirm.
- Press  (15) to delete each letter of the name and use the alphanumeric keypad to enter the correct name.
- Press **'Save'** (2) to set the new handset name.

7.20 Auto answer

When there is an incoming call and the handset is on the base, the phone automatically takes the line when lifted. This function can be turned on or off.

- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Handset'** is selected
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Autotalk'** is selected.
- Press  (2) to confirm.
- Select **'On'** or **'Off'** and press  (2) to confirm.



8 Default reset (Handset reset)

You can restore all handset settings back to default and erase all phonebook, call log, VIP list and redial entries.

The default settings are:








Base Select:	Auto select
Key Beep:	On
External Melody:	Melody 10
Internal Melody:	Melody 1
Ringer Volume:	Volume 3
Earpiece Volume:	Volume 3
Handsfree:	Volume 3
LCD Contrast:	6
Time Format:	24 hours
Handset Name:	Handset
Phone Book:	Empty
Call log:	Empty
Redial list:	Empty
Auto Answer:	Off

To restore the default settings:

- Press the flash key **R** (4) for about 10 seconds until **'Handset Reset?'** appears  
Press  (2) to confirm or  (15) to leave the menu without saving.

## 9 Setting the clock and alarm

### 9.1 Date and time

- Press the left display key  ⑮.
- Press the up or down key  ③ /  ⑫ repeatedly until **'Time'** is selected.
- Press  ② to confirm.
- Press the up or down key  ③ /  ⑫ repeatedly until **'Date and time'** is selected.
- Press  ② to confirm.
- Enter the last 2 digits of the year and press **'Save'** ②.
- Enter the month and press **'Save'** ②.
- Enter the day and press **'Save'** ②.
- Enter the hours and press **'Save'** ②.
- Enter the minutes and press **'Save'** ②.











The date and time will be lost in case of a power failure of the base.



If you have Caller ID (CLIP) on your telephone line and the operator sends date and time, your clock will be set automatically on an incoming call.

### 9.2 Hour format











- Press the left display key  ⑮.
- Press the up or down key  ③ /  ⑫ repeatedly until **'Time'** is selected.
- Press  ② to confirm.
- Press the up or down key  ③ /  ⑫ repeatedly until **'Set Time Format'** is selected.
- Press  ② to confirm.
- Select the time format (12h or 24h notation) and press  ②.

### 9.3 Using the alarm feature

Set the date and time and use your handset to give you a reminder alarm. You can have different alarm settings for each handset registered to your base. The alarm rings only at the handset, not at the base or any other handset.



If one of the alarms is set, the alarm set icon  appears in standby mode on the display.

#### 9.3.1 Set the alarm

- Press the left display key  ⑮.
- Press the up or down key  ③ /  ⑫ repeatedly until **'Time'** is selected.
- Press  ② to confirm.
- Press the up or down key  ③ /  ⑫ repeatedly until **'Set Alarm'** is selected.
- Press  ② to confirm.
- Press the up or down key  ③ /  ⑫ repeatedly and select one of the 4 types of settings: **'Once'**, **'On Daily'**, **'Mon to Fri'** or **'OFF'**. Confirm with  ②. If you choose **'Once'**, **'On Daily'** or **'Mon to Fri'** the display will show:

**TIME (24hr):**

07:00

Enter the time when you want the telephone to ring and confirm by pressing **'Save'** (2). Press the up or down key  (3) /  (12) repeatedly and select one of the 18 alarm melodies and confirm by pressing **'Save'** (2).

- To deactivate the Alarm function, select **'Off'** and confirm with  (2).




### 9.3.2 Turn off the alarm

- When the alarm goes off, press the left display key **'Stop'** (15) to deactivate the alarm.
- Press the right display key **'Snooze'** (2) to repeat the alarm function in 5 minutes.





## 10 The phone book

The phonebook allows you to memorise 200 telephone numbers and names. You can enter names of up to 16 characters length and numbers of up to 24 digits length.









### 10.1 Adding a number and a name to the phone book

- Press the display key  (2).
- Press **'Option'** (2), select **'New entry'** and press  (2) to confirm.
- **'Name'** appears on the display. Enter the name using the alphanumeric keys.
- Press **'Save'** (2) and enter the telephone number.
- Press **'Save'** (2) and select a melody.
- Press **'Save'** (2) to store the record in the phonebook or press  (15) to cancel.










### 10.2 Looking up a number in the phone book

- Press the display key  (2).
- Enter the first letter of the desired name via the alphanumeric keypad.
- The first name in the list with this letter appears on the display.
- Press the up or down key  (3) /  (12) repeatedly to browse for other numbers in the phone book.
- If the desired number appears on the display, the number will be automatically dialed by pressing the off hook key  (13).









### 10.3 Changing a name or number in the phone book

- Press the display key  (2).
- Enter the first letter of the desired name. The first name in the list with this letter appears on the display. Press the up or down key  (3) /  (12) repeatedly to browse and select the entry in the phone book.
- Once the desired number appears on the display, press **'Option'** (2).
- Press the up or down key  (3) /  (12) and select **'Edit entry'**. Press  (2) to confirm.
- Press  (15) to delete each letter of the name and use the alphanumeric keypad to enter the correct name.
- Press **'Save'** (2).
- Press  (15) to delete each number one by one and use the keypad to enter the correct number.
- Press **'Save'** (2) and choose a ringer melody.
- Press **'Save'** (2) to save the changes made.

## 10.4 Deleting one or all entries from the phone book

- Press the right display key  (2).
- Enter the first letter of the desired name via the alphanumeric keypad or press the up or down key  (3) /  (12) to browse and select the entry in the phone book.
- Once the desired number appears on the display, press 'Option' (2).
- Press the up or down key  (3) /  (12) and select 'Delete Entry?'. Press  (2) to confirm.  
OR
- Select 'Delete all' to delete all the entries and press the OK key **OK** (11) or  (2).
- Select  (2) again to validate or  (15) to cancel.










## 10.5 View name and number of an entry in the phone book

- Press the right display key  (2).
- Enter the first letter of the desired name via the alphanumeric keypad or press the up or down key  (3) /  (12) to browse and select the entry in the phone book.
- Press 'Option' (2).
- Press the up or down key  (3) /  (12) and select 'Edit entry' and press the OK key **OK** (11) or  (2).
- The name, telephone number and melody of the selected entry appear on the display.
- Press  (15) to go back to the list of entries, or press  (13) to call the displayed telephone number.

## 10.6 Copy a phonebook entry to another handset







**These functions are only possible when more than 1 handset is subscribed to the base.**

- Press the right display key  (2).
- Enter the first letter of the desired name via the alphanumeric keypad or press the up or down key  (3) /  (12) to browse and select the entry in the phone book.
- Press 'Option' (2).
- Press the up or down key  (3) /  (12) and select 'Copy Entry' and press the OK key **OK** (11) or  (2).
- The available handsets (all the handsets that are registered on the base) are shown.
- Press the left or right key **INT** (14) / **R** (4) repeatedly to select the correct handset. Press the OK key **OK** (11) or  (2) to confirm.
- 'Copying to handset x' appears on the display.
- 'Receive phonebook record?' appears on the display of the destination handset.
- On the destination handset, press  (2) to confirm or  (15) to cancel.

## 10.7 Copy all phonebook entries to another handset



**By copying all entries from one handset to another, you will erase all existing records at the destination handset.**

- Press the right display key  (2).
- Press 'Option' (2).
- Press the up or down key  (3) /  (12) and select 'Copy all' and press the OK key **OK** (11) or  (2).

- The available handsets (all the handsets that are registered on the base) are shown.
- Press the left or right key **INT** (14) / **R** (4) and select the correct handset. Press the OK key **OK** (11) or **✓** (2) to confirm.
- '**Copying to handset x**' appears on the display.
- '**Replace All Phonebook Record?**' appears on the display of the destination handset.
- On the destination handset, press **✓** (2) to confirm or **x** (15) to cancel.

## 10.8 Add all phonebook entries to the phonebook of another handset

- Press the right display key **☞** (2).
- Press '**Option**' (2).
- Press the up or down key **⬆** (3) / **✉** (12) and select '**Copy append**' and press the OK key **OK** (11) or **✓** (2).
- The available handsets (all the handsets that are registered on the base) are shown.
- Press the left or right key **INT** (14) / **R** (4) and select the correct handset. Press the OK key **OK** (11) or **✓** (2) to confirm.
- '**Copying to handset x**' appears on the display.
- '**Receive phonebook record?**' appears on the display of the destination handset.
- On the destination handset, press **✓** (2) to confirm or **x** (15) to cancel.

## 11 Base operation

### 11.1 Setting the ring melody and volume of the base

#### 11.1.1 Setting the base melody











- Press the left display key **☞** (15).
- Press the up or down key **⬆** (3) / **✉** (12) repeatedly until '**Base settings**' is selected.
- Press **✓** (2) to confirm.
- Press the up or down key **⬆** (3) / **✉** (12) repeatedly until '**Ring Tone**' is selected.
- Press **✓** (2) to confirm.
- The current melody is shown and hearable.
- Press the up or down key **⬆** (3) / **✉** (12) repeatedly to select the desired melody (1-9).
- Press '**Save**' (2) to confirm your selection or press **☞** (15) to leave the menu.

#### 11.1.2 Setting the base ring volume

- Press the left display key **☞** (15).
- Press the up or down key **⬆** (3) / **✉** (12) repeatedly until '**Base settings**' is selected.
- Press **✓** (2) to confirm.
- Press the up or down key **⬆** (3) / **✉** (12) repeatedly until '**Ringer volume**' is selected.
- Press **✓** (2) to confirm.
- The current volume is shown and hearable.
- Press the up or down key **⬆** (3) / **✉** (12) repeatedly to select the desired volume (0-5).
- Press '**Save**' (2) to confirm your selection or press **☞** (15) to leave the menu.

### 11.2 The R key (flash)











With the Flash key **R** (4) you can use certain services on your external line such as "call waiting" (if your telephone company offers this feature); or to transfer calls if you use a telephone exchange (PABX). The Flash key **R** is a brief interruption of the line. You can set the flash time to 100ms or 300ms:

- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Base Settings'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Recall'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly to select the desired flash time:
  - **'Long'** = 300ms
  - **'Short'** = 100ms
- Press **'Save'** (2) to confirm your selection or press  (15) to leave the menu.

### 11.3 Changing the PIN code (system PIN code)

Certain functions are only available if you know the PIN code of the base.

The PIN code has 4 digits. The default PIN code setting is '0000'. If you would like to change the PIN code and set your own secret code, do the following:










- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Base Settings'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'System PIN'** is selected.
- Press  (2) and enter the old PIN code.
- Press  (2). If the wrong PIN code is entered, **'Incorrect PIN'** is shown. If the correct PIN code is entered the phone will ask you to enter the new PIN. Enter a new system PIN code and press  (2).
- Enter the new PIN code again to confirm and press  (2).

### 11.4 Setting the dialing mode

There are two types of dialing modes that can be used on a telephone line:

- DTMF/Tone dialing (the most common)
- Pulse dialing (for older installations)









To change the dialing mode:

- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Base Settings'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Dial Mode'** is selected.
- Press  (2) and select the dial mode with the up or down key  (3) /  (12) and press **'Save'** (2) to confirm.

## 12 Tools

### 12.1 Appointment

You can set 5 appointments or reminders which you can give a name and an alarm by date and time.

- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Tools'** is selected and press the OK key **OK** (11) or  (2) to confirm.
- **'Appointment'** is selected. Press  (2) to confirm.
- Press the up or down key  (3) /  (12) to select one of the 5 appointments and press the OK key **OK** (11) or  (2).

- Press the up or down key (3) / (12) repeatedly until:
  - 'Edit' is selected. Press the OK key **OK** (11) or (2) to change the appointment.
  - Edit the name of the appointment and press 'Save' (2).
  - Enter the date of the appointment and press 'Save' (2).
  - Enter the time and press 'Save' (2).
  - Press the up or down key (3) / (12) to select the desired alarm melody and press 'Save' (2) to validate.
- OR
- 'Delete' is selected to delete the appointment. Press (2) to confirm or (15) to cancel.

## 12.2 Stopwatch

- Press the left display key (15).
- Press the up or down key (3) / (12) repeatedly until 'Tools' is selected and press the OK key **OK** (11) or (2) to confirm.
- Press the up or down key (3) / (12) repeatedly until 'Stop Watch' is selected. Press the OK key **OK** (11) or (2) to confirm.
- Press 'Start' (2) to start the stopwatch. Press 'Stop' (15) to stop the stopwatch. To restart the stopwatch press 'Start' (15) again. Press 'Reset' (2) to reset the counter to 00:00.

## 13 Additional handsets and bases

You can subscribe up to 5 handsets on one base. Each handset can register to 4 base stations and the user can select which base he wants to use. By default the handset 1 is registered to the base unit 1.

### 13.1 Adding a new handset



**This is only needed when you have deregistered a handset or when you bought a new one.**

**Low-radiation mode is automatically disabled if you log on an additional handset (see "4 ECO mode (low-radiation)").**

Keep the Paging key (17) on the base unit pressed for 10 seconds until The line/handset indicator (16) on the base unit begins to blink rapidly. The base unit will stay in subscribing mode for 3 minutes. Do the following to subscribe the handset:

- Press the left display key (15).
- Press the up or down key (3) / (12) repeatedly until 'Handset' is selected.
- Press (2) to confirm.
- Press the up or down key (3) / (12) repeatedly until 'Registration' is selected.
- Press (2) to confirm.
- Select 'Register' and press (2).
- Select a base ('1'-4') with the up or down key (3) / (12) and press (2).
- Enter the system PIN code (base PIN code; default='0000') and press (2).
- The handset will now search for a base and register when found. The standby screen will appear when successfully registered and handset name and number will be shown.












Each handset can be subscribed to 4 different DECT base units. Each base unit is assigned a number from '1' to '4' in the handset. When you subscribe a new handset, you can assign a base unit number. It is best to use '1'.

## 13.2 Removing a handset

It is possible to cancel subscription of a handset to a base. You should do this if a handset is damaged and has to be replaced by a new one.



**You can only cancel subscription of another handset, not the handset you are using to do the remove procedure.**








- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Handset'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Registration'** is selected.
- Press  (2) to confirm.
- Select **'De-register'** and press  (2).
- Enter the system PIN code (base PIN code; default='0000') and press  (2).
- Select a handset you wish to remove by pressing the numerical keys ('1'-'5').
- Press the OK key **OK** (11) to remove.

## 13.3 Selecting a base unit

If your handset is subscribed to several base unit stations (max. 4), you must select a base unit because the handset can only communicate with one base unit at a time. There are two possibilities:

### 13.3.1 Automatic selection

If you set the handset to 'automatic selection', the handset will automatically choose the closest base unit in standby:


- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Handset'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Select Base'** is selected.
- Press  (2) to confirm.
- Select **'Auto'** and press  (2) to confirm.



**When you have activated Automatic base selection and the handset is out of range on the current base, the handset will only search for the strongest base in standby (not during communication).**

### 13.3.2 Manual selection

If you set the handset to 'manual selection', the handset will only choose the base unit you have set.

- Press the left display key  (15).
- Press the up or down key  (3) /  (12) repeatedly until **'Handset'** is selected.
- Press  (2) to confirm.
- Press the up or down key  (3) /  (12) repeatedly until **'Select Base'** is selected.
- Press  (2) to confirm.
- Select **'Manual'** and press  (2) to confirm.



- Select the base with the up or down key  (3) /  (12) and press  (2).




**Caution:** Before you can select a base unit, the handset must be subscribed to the base first.

## 13.4 Using multiple handsets





These functions are only possible when more than one handset is subscribed to the base.



### 13.4.1 Calling another handset

- Press the **INT** (14) key.
- 'Internal\_' appears on the display.
- Dial the number of the handset you would like to call.
- After finishing your call, press the on hook key  (5) to hang up.

### 13.4.2 Receiving an internal call




- The internal call icon  and the number of the handset calling, appear on the display.
- Press the off hook key  (13) to accept the internal call.

**OR**


- Lift the handset off its base (if the auto answer option is active, see "7.20 Auto answer")
- During the call, the handset number of the caller and the symbol  appear on the display.
- After finishing your call, press the on hook key  (5) to hang up.

### 13.4.3 Receiving an external call during an internal call

If you receive an external call during an internal call, you will hear a call waiting tone (double beep) on both handsets being used for an internal call.

- Press the on hook key  (5) to end the internal call.
- Press the off hook key  (13) to accept the external call.
- After finishing your call, press the on hook key  (5) to hang up.

### 13.4.4 Transferring a call to another handset

- You have an external caller on the line.
- Press the **INT** key (14). 'Internal\_' appears on the display.
- Dial the number of the handset to which you would like to transfer the call.
- If the handset dialed answers, you can have an internal conversation. Press the on hook key  (5) and the external call is transferred.
- If the handset dialed does not answer, press the display key 'End' key (15) to speak to the external caller again.

### 13.4.5 Conference call (two internal handsets and one external caller)

You can have a telephone conversation with one internal and one external caller at the same time.




- While on the line with an external caller, press the **INT** (14) key. The external line is put on hold.
- Dial the number of the handset you would like to include in the call. You can toggle between Internal and External line by pressing the **INT** key (14).
- Once the handset dialed answers, press the display key 'Conf.' (2).
- Now you are connected to the external and the internal caller and you can talk to them at the same time (conference call).

## 14 Caller ID / CLIP




**You can only use this service when you have a Caller ID / CLIP subscription. Contact your telephone company for more information.**

When you receive a call, the telephone number of the caller, the date and time appears on the handset display. If the name is programmed in the phone book, the name in the phone book is displayed!





The telephone can store 30 calls in a call list that can be reviewed later. When the memory is full, the new calls automatically replace the oldest calls in the memory. The icon  on the display blinks if there are new not answered calls in the call list. In the middle of the screen, next to the  -icon, you can see the amount of new messages. If the call list is empty and you press the call log key  (12), '**Calls List Empty**' will be shown.

You can view the information of an incoming call:

- Press the call log key  (12). The name (if sent by the network or present in the phone book memory) of the caller will be shown on the first line. The telephone number of the caller on the 2nd line and date and time on the 3rd line. At the 4th line the following indication is shown:
  - '**New**': Unread or unanswered call
  - '**Old**': Read or answered call





### 14.1 The call list

The calls received are stored in the call list (max. 30 numbers).






- Briefly press the call log key  (12) to view the most recent call.
- The telephone number and name of the most recent caller appears on the display. If no name is available, '**No Name**' appears on the first line.
- The date and time the call was received are linked to each call.
- Press the call log key  (12) to browse other numbers on the list.
  - **If neither the up or down key  (3) /  (12) is pressed for 20 seconds, the telephone will return to standby mode.**
  - **After a call is received, the number of the caller remains on the display for 8 seconds after the last ring.**
  - **Caller ID is not available while you are on the line with a caller and there is a second incoming call.**






### 14.2 Calling a number from the call list

- Press the call log key  (12) to go into the call list.
- Press the up or down key  (3) /  (12) to look up the desired number.
- Once the number is on the display, press the off hook key  (13) and the number is dialed automatically.







### 14.3 Storing a number from the call list in the phone book

- Press the call log key  (12) to go to the call list.
- Press the up or down key  (3) /  (12) to look up the desired number.
- Press '**Option**' (2).
- Press the up or down key  (3) /  (12) repeatedly until '**Save Number**' is selected.





- Press  ② to confirm.
- 'Name' is displayed. Use the alphanumeric keys to add a name. Or if the name was send by the network, you can edit it before saving. Press 'Save' ② to confirm.
- The telephone number is displayed. Edit the number if needed and press 'Save' ② again to store the entry into the phonebook .
- Press the up or down key  ③ /  ⑫ repeatedly, to select the desired ring melody.
- Press 'Save' ②.
- The handset returns to the call list.

## 14.4 Deleting numbers from the call list

### 14.4.1 Deleting one number

- Press the call log key  ⑫ to go to the call list.
- Press the up or down key  ③ /  ⑫ to look up the desired number.
- Press 'Option' ②.
- Press the up or down key  ③ /  ⑫ repeatedly until 'Delete call' is selected.
- Press  ② to confirm.
- The call is deleted and the next call appears on the display.

### 14.4.2 Delete all numbers



- Press the call log key  ⑫ to go to the call list.
- Press 'Option' ②.
- Press the up or down key  ③ /  ⑫ repeatedly until 'Delete all calls' is selected.
- Press  ② to confirm.
- All calls are deleted.



**Only the old calls are deleted. The new, i.e. unread or not answered calls, remain.**


## 15 Voice mail indicator

This function only works if you have the voice mail or phone mail service and if the network sends this indication along with the caller ID (CLIP) information!

When you receive a new message in your voice mail system, the  icon will appear on the display. Once you have listened to your messages, the  icon will disappear.

## 16 Trouble shooting

Symptom	Possible cause	Solution
No display; the display stays dark	Batteries wrongly inserted	Check the position of the batteries
	Batteries uncharged	Recharge the batteries
	Handset turned off	Turn ON the handset
No tone	Telephone cord badly connected or defect	Check the telephone cord connection
	The line is occupied by another handset	Wait until the other handset hangs up

The icon  flashes	Handset out of range	Bring the handset closer to the base
	The base has no power supply	Check the mains connection to the base
	The handset is not registered to the base	Register the handset to the base
Base or handset do not ring	The ringing volume is zero or low	Adjust the ringing volume
Tone is good, but can not make any connection	The dialing mode is wrong	Adjust the dialing mode (pulse/tone)
Not possible to transfer a call on PABX	The Flash Time is too short	Change the Flash Time
Telephone does not react to pressing the keys	Manipulation error	Remove the batteries for at least 1 minute and put them back in place

## 17 Technical characteristics

Standard:	<b>DECT</b> (Digital Enhanced Cordless Telecommunications) <b>GAP</b> ( Generic Access Profile )
Frequency range:	1880 MHz to 1900 MHz
Number of channels:	120 duplex channels
Modulation:	GFSK
Speech coding:	32 kbit/s
Emission power:	10 mW ( average power per channel )
Range:	300 m in open space / 50 m maximum in-house
Base power supply:	In: 230V AC / 50Hz - Out: 6V DC / 200mA
Handset Batteries:	2 rechargeable batteries AAA, NiMh 600mAh
Handset standby time:	100 hours in standby
Handset talk time:	10 hours
Charging time:	6-8 hours
Dialing mode	Tone / Pulse
Normal conditions of use:	+5 °C to +45 °C
Flash time:	100ms or 300ms
Measurements:	Base: 89 mm x 127 mm X 86 mm
(Height x width x depth)	Handset: 154 mm x 44 mm x 22 mm Display: 24mm x 29mm
Weight:	Base with power supply included: 244 g Handset with 2 batteries: 100 g

## 18 Warranty

### 18.1 Warranty period

The devices have a 36-month warranty period. The warranty period starts on the day the new unit is purchased. There is no warranty on standard or rechargeable batteries (AA/AAA type). Consumables or defects causing a negligible effect on operation or value of the equipment are not covered.

The warranty has to be proven by presentation of the original or copy of the purchase receipt, on which the date of purchase and the unit-model are indicated.

### 18.2 Warranty handling

A faulty unit needs to be returned to an authorized service centre including a valid purchase note and a filled in service card.

If the unit develops a fault during the warranty period, the service centre will repair any defects caused by material or manufacturing faults free of charge, by either repairing or exchanging the faulty units or parts of the faulty units. In case of replacement, colour and model can be different from the original purchased unit.

The initial purchase date shall determine the start of the warranty period. The warranty period is not extended if the unit is exchanged or repaired by the service centre.

### 18.3 Warranty exclusions

Damage or defects caused by incorrect treatment or operation and damage resulting from use of non-original parts or accessories are not covered by the warranty.

The warranty does not cover damage caused by outside factors, such as lightning, water and fire, nor any damage caused during transportation.

No warranty can be claimed if the serial number on the units has been changed, removed or rendered illegible.

Any warranty claims will be invalid if the unit has been repaired, altered or modified by the buyer.

This appliance may only be used with rechargeable batteries. If you want to replace the originally included batteries, please check whether the batteries you use are suitable and rechargeable. Alkaline batteries may under NO circumstances be used in the handsets.

If you use Alkaline batteries and place the handset on the basis, the batteries will heat up and may explode. Any damage which may be caused cannot be recovered from the manufacturer and the damage thus caused to the appliance is not covered by the warranty conditions. Any repairs will be charged to you.

## 19 Service address and support

Please see extra paper (Service address and support numbers) or [www.ucom.be](http://www.ucom.be).

## 20 Declaration of conformity and manufacturer

Topcom Europe Nv.  
Grauwmeer 17  
3001 Heverlee  
Belgium

# DECLARATION OF CONFORMITY

We manufacturer, Topcom Europe Nv, Grauwmeer 17, 3001 Heverlee, Belgium, declare that our product :

**Type: Wireless Telephone Device (DECT)**

**Model: Cocoon 1100 & Cocoon 1100 Twin**

**Class of equipment: Class 1**

is in compliance with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC and carries the CE mark accordingly.

Supplementary information:

The product complies with the requirements of:

- EN 60950-1 : 2006
- EN 301489-01 V1.6.1 : 2002
- EN 301489-06 V1.2.1 : 2002
- EN 301406 V1.5.1 : 2003

Date: 31/3/2008

Place: Heverlee, Belgium

Name: Verheyden Geert

Function: Technical Director

Signature:



European contact: Topcom Europe Nv, R&D department, Research Park, Grauwmeer 17, 3001 Heverlee, Belgium. Tel : +32 16 398920, Fax : +32 16 398939

## SERVICE RETURN CARD

Please fill in this card in **CAPITAL LETTERS** and attach to the product when you return in for service.

### Customer Details

Name:

Surname:

Street:

Nr.:  Box:

Location:  Post code:

Country:

Tel.:

E-mail:

### Product Details

Model name:

Serial Nr:

Purchase date: -- (DD/MM/YYYY)

Fault description: \_\_\_\_\_

(Original proof of Purchase has to be attached to this return card to be valid for warranty)

### Product Details

Model name:

Serial Nr:

Purchase date: -- (DD/MM/YYYY)

Fault description: \_\_\_\_\_

(Please keep this part for future reference)

# Cocoon 1100