CoComm



CV100

Manual

Read carefully the instructions contained in this operation manual before you start using the device

CV100
User Manual

Index

Introduction 6
Sales package contents 7
Precautions for use 8
Presentation 12
Installation 13
Switched On & Off 18
Indicators and Reset button 19
Calling 20
Advanced Services 21
Keypad Codes 23
Troubleshooting 28
SAR certification information 30
Regulations 31

Introduction

Thank you for choosing the Co-Comm CV100 voice box. This voice box is designed for use with GSM 900/1800MHz networks.

For operation requires a valid SIM card from your network operator. Please consult your network operator for more information.

GSM 900			
Channel	Channel 975	Channel 38	Channel 124
Maximum Target Value (dBm)	33.0	33.0	33.0
GSM 1800			
Channel	Channel 512	Channel 698	Channel 885
Maximum Target Value (dBm)	30.0	30.0	30.0

Security instructions

Please read the following instructions carefully before you start using your voice box Co-Comm CV100:

- Keep this manual for future reference.
- Keep the voice box away from moisture.
- Place the voice box on a stable surface before start using.
- If any of the following situations occurs, have it checked by a qualified service technician:
  - It has been exposed to moisture.
  - It has been dropped or damaged.
  - It has obvious signs of breakage.
- Do not place the voice box at a distance of less than 1.5 m from a water source.
- Do not use the device in areas where there is risk of explosion.

Sales package contents

Please check the sales package includes the following components. If any items are missing, please contact your dealer.



1. Co-comm CV100 voice box



2. User Manual



3. Warranty card



4. Power adapter



5. Li-ion rechargable battery



6. Security screw and key



7. External antenna

Precautions for use

Operating Environment

Your voice box Co-Comm CV100 is an RF transmitter, so please turn off your terminal or disable the radio functions in the following situations:

- When you are on an airplane.
- When you are in the vicinity of flammable atmospheres and is indicated by the entity responsible for risk management.
- When you are in the vicinity of electro-explosive devices and is indicated by the entity responsible for risk management.

Respect special regulations in force in any area, and always switch off your voice box when its use is prohibited, or if it could cause danger. When connecting the voice box or any accessory to another device, read the user manual for detailed safety instructions. Do not connect incompatible products. It is recommended that the equipment should only be used in the normal position for proper operation and personnel safety. Do not expose to temperatures below -10 °C or above 50 °C.

Medical equipments

Be sure to turn off the voice box near electronic medical equipment which obviously require that the voice box is turned off (such as pacemakers, hearing aids, etc.).
Most medical devices can be protected from the RF signal of the phone, but not all of them. If you have any questions or need more information, consult your doctor or the manufacturer of your medical device.

Pacemakers

Pacemaker manufacturers warn that the distance between the voice box and the pacemaker of the heart must be at least 6 inches (15.3 cm), otherwise the voice box can interfere with pacemakers.

People with pacemakers should consider the following:

- Always keep a distance (at least 6 inches) between the voice and pacemaker when the voice box is on.
- Do not carry your voice box near your chest.
- Use the voice box in the ear that is furthest from the pacemaker.

Please turn off your voice box if you feel there is interference, and consult your doctor as soon as possible.

Emergency calls

Like any voice box, this voice box works with radio signals that can not guarantee connection in all conditions. Therefore, you should never rely solely on a voice box for essential communications like medical emergencies. To make or receive calls, the voice box must be switched on and in a service area with adequate signal strength. To make an emergency call, enter the local emergency number in standby mode and press the call button.

Precautions for use

Care and maintenance

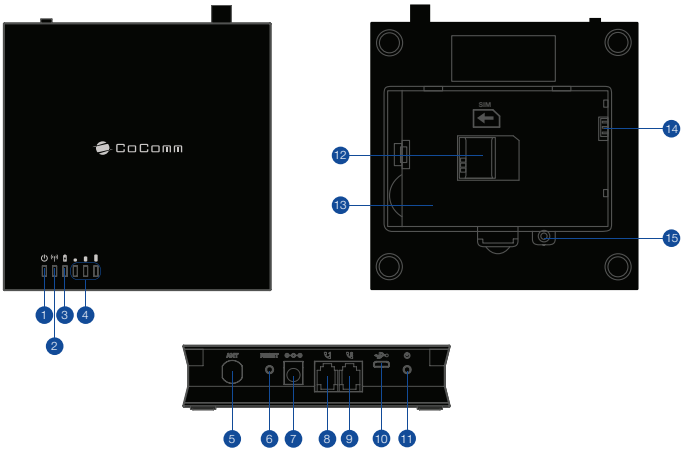
Your voice box is a product of superior design and should be treated with care. The following tips will allow you to enjoy this product for a longer period of time:

- Keep the voice box away from children and pets. They could damage the voice box accidentally or choke on small parts.
- Keep the voice box dry and avoid liquids that could corrode the voice box. Do not use the voice box with wet hands, which may cause electric shock.
- Do not place the voice box in areas of excessive heat, which may shorten the life of electronic devices, damage batteries, or melt accessories.
- Do not place the voice box in cold areas. When the voice box warms up to its normal operating temperature, moisture can accumulate inside the voice box, which may damage electronic circuits.
- Do not place the voice box in areas exposed to sunlight as it may cause overheating.
- Do not place the voice box near flammable liquids, gases or explosive substances.
- Do not drop or knock the voice box. Rough handling can damage electronic circuits.
- To clean the voice box, use a damp or antistatic cloth. Do not use a dry or static cloth.
- Do not use chemicals such as cleaning solvents to clean the surface of the voice box. Turn off your voice box before cleaning.
- Do not apply paint over the voice box, as it can prevent proper operation.
- The manufacturer's warranty does not cover repair the appliance if the voice box or battery gets wet, or voice vox label is damaged even when the voice box warranty has not expired.

Battery use

- Never use any charger or battery if damaged. Use the battery correctly.
- Do not short-circuit the battery, as this may damage the battery or cause a fire.
- Do not subject the battery to high temperatures or fire as it may explode.
- Return the old battery to the dealer, or place it in locations designated for recycling.
- Do not throw the battery in household waste.
- The charging time depends on the remaining battery charge, the type of battery and charger used.
- The battery can be charged and discharged hundreds of times, but its duration will gradually decrease.
- When the operation time is noticeably shorter than normal, replace the battery with a new one.
- Use only original chargers, batteries and accessories approved by the manufacturer.
- Disconnect the charger from the electrical plug and the device when the voice box is not in use.
- Do not overload your battery as it may damage or shorten its life.
- Do not expose the battery to places of extremely hot or cold temperatures, as it will reduce the battery capacity.
- The Li-ion batteries are particularly affected by temperatures below 0° C.

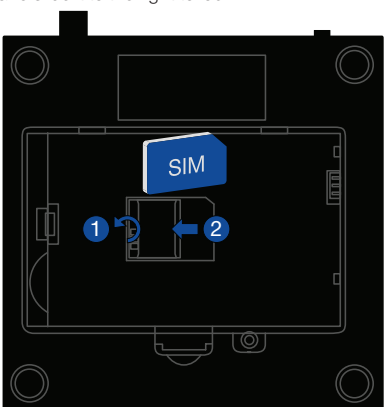
Presentation



1. [⏻] Power on/off indicator
2. [((•))] Network status indicator
3. [▮] Battery charge indicator
4. [▪ ▪ ▮] Signal strength indicator
5. [ANT] Antenna connector
6. [RESET] Reset button
7. [⊖⊂⊕] Power input
8. [☎1] Phone port 1
9. [☎2] Phone port 2
10. [⇠•] USB Port
11. [⏻] Power on/off button
12. SIM card slot
13. Battery compartment
14. Battery connection
15. Fixing screw of the battery compartment cover

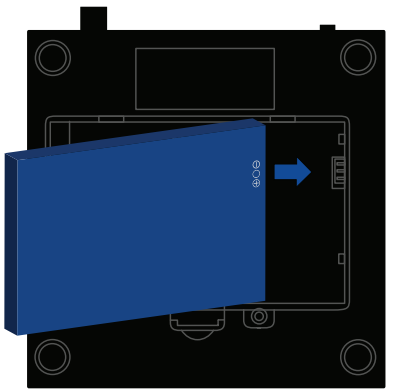
Follow the steps below to install the SIM card and the different accessories of your voice box Co-Comm CV100:

1. Check that your Co-Comm CV100 is turned off and disconnected from the power adapter.
2. Remove the cover of the battery compartment on the bottom of the device to install the SIM card. To install the SIM card, slide the metal tab to the left to unlock it, turn it up, and place the card in the position indicated in the figure. Turn the metal tab down and slide it to the right to lock.



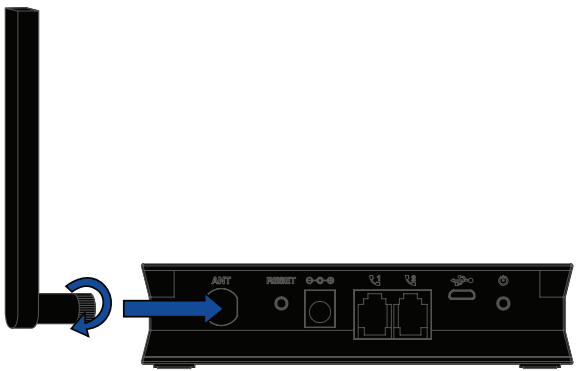
Installation

3. Insert battery into the compartment, making sure that electrodes of connector on the terminal match the slots in the top of battery as shown in the image. Replace the lid of the battery compartment, making sure it is securely locked in place.



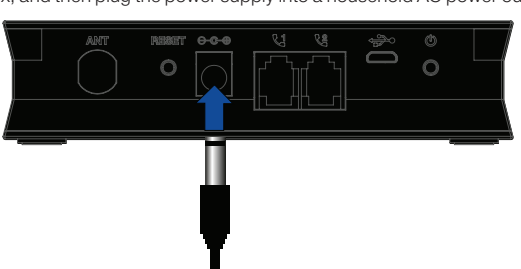
- The first time you turn on the Co-Comm CV100 the battery charge level may be low. Charge it for a while and then turn it on.
- If you do not use the Co-Comm CV100 for a long period of time, remove the battery.

4. Connect the external antenna to the corresponding port, as shown in the following figure and adjust it by screwing it until it is firmly connected.



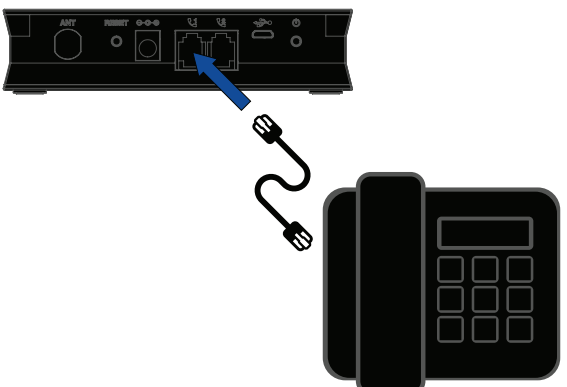
- Use only compatible external antennas.

5. To use the Co-Comm CV100 it is recommended to connect the power adapter. Connect the cable from the power supply to the connector on the back of the voice box, and then plug the power supply into a household AC power outlet.



Installation

6. The Co-Comm CV100 has two phone ports. Therefore, it is possible to connect up to 2 phones that use the same phone number. In the event that the Co-Comm CV100 replaces a fixed network connection, it is recommended to disconnect the cable from the phone connection on the wall/rosette and connect this cable directly to the Co-Comm CV100.



- Do not connect the Co-Comm CV100 to the phone connection on the wall (or to a public switched telephone network), as it could be damaged.

Battery Charge

When the battery level is low, the battery's front battery LED will flash red. Plug the power adapter into the device to start charging. The battery indicator will blink blue during charging mode and once it is fully charged, the indicator will remain fixed in blue.

Fully charge the battery before using the device for the first time.

Note:

Always make sure your device is turned off before removing your SIM card. This will prevent data loss and damage to the SIM card. Do not place the SIM card near surfaces or electromagnetic environments and avoid touching the metal connectors. For more information, contact your network operator.

Switched On and Off

Press the power on /off button [⏻] to turn on the Co-Comm CV100 and press it again to turn it off. The Co-Comm CV100 takes around 15 seconds to start.

If your SIM card has the PIN code activated, the red status indicator [(ψ)] will be flashing red. Insert it by dialing on the telephone *#80*PIN#. If you did it wrong, you will hear a long beep and a 0 will appear on the screen. If you have done it correctly, you will hear a double beep as confirmation code, a 1 will appear on the screen and the network status indicator [(ψ)] will be fixed blue. The Co-Comm CV100 will now be ready to receive and make calls.

- If all the signal strength indicators [▁ ▃ ▆] remain off, it is possible that CV100 is not being covered by the network. To resolve the problem, contact the service provider.

Indicators and Reset button

[⏻] Power on/off indicator	▪ Off: The device is turned off ▪ Fixed blue: The device is turned on
[🔋] Battery charge indicator	▪ Off: The battery is not installed, it is fully discharged or the device is in energy saving mode ▪ Blinking in blue: The battery is charging ▪ Fixed blue: The battery has enough charge (not power supply connected) or the battery is fully charged (with power supply connected) ▪ Blinking in red: The battery charge is low. The battery must be charged
[(ᵠ)] Network status indicator	▪ Off: the device is in energy saving mode ▪ Slow blinking in red: the SIM card has no service, has not been registered correctly or has not entered the PIN code (keypad code: *#80*PIN#). ▪ Fast blinking in red: the PIN code has been entered wrong 3 times. Now you must enter the PUK ▪ Fixed red: No SIM card found ▪ Fixed blue: the SIM card of the device is working correctly
[▂ ▄ ▆] Signal strenght indicator	▪ Off: No signal available or the device is in energy saving mode ▪ The number of bars turned on indicates the strength of the signal (low, medium or high, respectively)
[RESET] Reset button	▪ Press and hold for 10 seconds. The device will do a factory reset and it will restart

Calling

Outcoming Call

- Dial the number in the usual way. The number will be marked after a few seconds. Do not perform any operation during the interval after dialing the number.
- Enter *#11*xx# to set the interval with which the Co-Comm CV100 dials a telephone number. Element xx indicates a number between 4 and 12. Co-Comm CV100 dials the telephone number in xx seconds. If you hear the confirmation tone (double beep), it means that the interval has been set. If the reject tone (long beep) is heard, it means that an incorrect key was pressed and the interval could not be set. Wait until the Co-Comm CV100 returns to off-hook status and the dial tone is heard again to set the interval.

Adjuting calls volume

It is possible to adjust calls volume for both speaker and microphone. There are 9 available volume levels. Level 1 is the lowest and level 9 is the highest. The default value for both is 5.

- To adjust microphone volume, pick up the phone and dial *#15*x# code where x corresponds to the volume level that we want to configure.
- To adjust speaker volume, pick up the phone and dial *#16*x# code where x corresponds to the volume level that we want to configure.

If you hear the confirmation tone (double beep), it means that the volume level has been set correctly.

If you hear the reject tone (long beep), it means that you have pressed an incorrect key and that the volume of the call could not be adjusted. In this case, hang up the phone and try again.

Some services depend on the network. For more information, contact your network operator.

Multiple Call

Co-Comm CV100 multiple call funtion allows you to talk with two users at the same time.

1. While you are being in the first call, and a second incoming call is received, dial #*2# code to answer the second call. In that moment the first call will be on hold. Then, you should press #*13# to establish the multiple call between the caller of the first call, the caller of the second call and you.
2. Another possibility appers, when we are who call the second line that we want to incorporate in the multiple call. To make this you should dial #*15# code, which puts the first call on hold and allows us to dial the number of the second call. Dial the desired number and when it answers, you could set multiple call by dialing # *13# code.

To end both conversations, hang up the phone.

Advanced Services

Enable call forwarding

The Co-Comm CV100 can forward calls to another telephone number. The phone will not ring until the service is deactivated.

1. Dial *#73*1*Number# code (or *#73*1*0Number# in the case of having company number with extensions) where Number will be the phone number to which you want to forward calls.
2. If you hear the confirmation tone (double beep), it means that the call forwarding has been configured correctly.

Disable call forwarding

1. Dial *#73*0# code.
2. If you heard the confirmation tone (double beep), it means that the call forwarding has been disabled correctly.

You can check call status forwarding function at any time by dialing *#73*2# code. If the call diversion function is activated, after hanging up the call, you will receive another call whose origin will be the telephone number which the calls have been diverted to. If it is deactivated, a 0 will be displayed.

Item	Keypad Code	Description
Hold Call	#*2#	Enable to hold or resume a call to answer other call at the same time and also swap each other
Waiting Call	*#77*1#	Enable the call waiting function
	*#77*0#	Disable the call waiting function
	#*0#	Reject an incoming call
	#*1#	Enable to hang up the active call and answer an incoming call
	#*14#	Answer an incoming call or toggle between the current call and the call on hold
	#*18#	End the active call and resume the call on hold
	#*19#	End the call on hold and keep the active call
Multiple Call	#*13#	Add the call on hold to the current call to initiate a multiple call

Keypad Codes

Item	Keypad Code	Description
Call Forwarding	*#73*1*Number# *#73*1*0Number# (in companies rate with extensions)	Forward all calls to the indicated "Number"
	*#73*0#	Cancel the forwarding of all calls
	*#73*2#	Check the status of the call forwarding
	*#76*1*Number# *#76*1*0Number# (in companies rate with extensions)	Forward calls to the indicated "Number" when busy
	*#76*0#	Cancel the forwarding of calls when busy
	*#76*2#	Check the status of the call forwarding when busy
	*#75*1*Number# *#75*1*0Number# (in companies rate with extensions)	Forward calls to the indicated "Number" when not responding
	*#75*0#	Cancel the forwarding of calls when not responding
	*#75*2#	Check the status of the call forwarding when not responding

Item	Keypad Code	Description
Call Forwarding	*#74*1*Number# *#74*1*0Number# (in companies rate with extensions)	Forward calls to the indicated "Number" when unavailable (if the device is off or off coverage)
	*#74*0#	Cancel the forwarding of calls when unavailable
	*#74*2#	Check the status of the call forwarding when unavailable
PIN and PUK Codes	*#80*PIN#	Insert SIM card PIN
	*#82*1*PIN#	Enable PIN code
	*#82*0*PIN#	Disable PIN code
	*#82*2#	Check PIN status. The 1 on the screen indicates PIN is activated. The 0 on the screen indicates PIN is deactivated.
	*#83*PIN*NewPIN#	Modify PIN code
	*#81*PUK*NewPIN#	Insert SIM card PUK and a new PIN

The PIN code (Personal Identification Number) prevents unauthorized uses of the SIM card. The PIN lock function is activated. Each time the voice box is turned on, you must enter the PIN code provided with the SIM card.

Keypad Codes

The PUK code (Personal Unblocking Key) allows you to change the blocked PIN code. If you enter the PIN incorrectly three times, the SIM card will be blocked and the red led will flash faster. In this case, you must enter the PUK code provided with the SIM card to unblock the blocked PIN. If you enter the PUK incorrectly ten times, the SIM card will be permanently blocked and you will need to ask for a new one to the service provider. The PIN and the PUK are supplied with the SIM card. For more information, contact your network operator.

Item	Keypad Code	Description
Others	*#90*57#	Enable to configure again factory default settings and restart it
	*#96#	Enable to show device IMEI
	*#97#	Show device software version
	*#99#	Show device hardware version
	*#94#	Show the current device battery level
	*#95*aammddhhmmss	Enable to set device time and date indicating by order: year, month, day, hour, minutes and seconds
	*#95#	Check date and time. It will return in aammddhhmmss format

Item	Keypad Code	Description
Others	*33*Password#	Enable to activate outgoing calls barring (check password with operator). It is not valid for company rate cards
	#33*Password#	Enable to deactivate outgoing calls barring (check password with operator)
	*35*Password#	Enable to activate incoming calls barring (check password with operator). It is not valid for company rate card
	#35*Password#	Enable to deactivate incoming calls barring (check password with operator)
	*#21*x	Enable to use DTMF in two modes, in which x can be: x = 0: Enable the transmission of a single character in automatic phrases that can be 0-9, #, * x = 1: Enable the transmission of several characters (maximum 20) in automatic phrases that can be 0-9, #, *

Troubleshooting

The power indicator is off while the turn on/off key is pressed

- Make sure that the [⏻] key on the back of the device is pressed.
- Make sure battery is properly connected to your voice box.
- Remove the battery, reinstall it and restart your voice box.
- If low battery, recharge it.

The power indicator is on but the signal indicator is off

- Check that the antenna is correctly installed.
- Clean SIM card metal contactors with a clean cloth.
- The SIM card is not correctly inserted. Insert the SIM card according to the device image.
- The SIM card is damaged, contact your network provider.

Signal reception is normal but the ring tone is not heard when picking up the phone

- Check the connection between the phone and the Co-Comm CV100.

Call quality is poor

- It is in a weak signal area (check the LED signal level). Move to a place with better signal strength.
- Check the sound level.
- Your network operator may have connection problems.
- Check if the phone connected to the Co-Comm CV100 is working correctly.

Hands-free function is not working

If the Co-Comm CV100 is connected to two phones and one of them is in use, it is possible that the hands-free function of the other can not be used. If this happens, use the phone.

The battery does not charge correctly

- Check that the power cord is connected to the unit to charge the battery correctly.
- Clean the load contacts of the Co-Comm CV100 and the battery with a clean, dry cloth.
- Replace the battery or charger if it seems damaged.

If the above guidelines do not help solve the problem, note the model number and serial number of your phone, your warranty details and a clear description of the problem. Then contact the provider after-sales service.

SAR certification information

This mobile device meets guidelines for exposure to radio waves.

It is a radio transmitter and receiver low power. It is designed not to exceed the limits for exposure to radio waves as recommended by international guidelines.

These guidelines were established by the International Commission on Non-Ionizing Radiation (ICNIRP), which is an independent scientific organization, and include safety measures designed to ensure the protection of persons, regardless of age or health status.

Specific Absorption Rate (SAR) is the unit of measurement for the amount absorbed radio when using mobile devices. SAR tests are conducted in standard operating positions with the phone transmitting at its highest certified power level, however, the actual SAR level of the phone while operating can be well below the maximum value. In general, the closer you are to a base station, the lower the power of the phone.

SAR values may vary, depending on the different models of phones. To ensure the safety and health of users, the phone is designed and manufactured to meet radio exposure guidelines. The SAR limit recommended by the Council of the European Union for mobile devices used by the general public is 2 W / kg and the highest SAR value for this device, which was tested for use at the ear is for SAR below the recommended limit.

The highest SAR value found during product certification is 1.598W/kg averaged over 10g of tissue, measured at the GSM900 band.

Through this, CO-COMM Servicios Telecomunicaciones S.L. declares that this product meets the essential requirements and other relevant provisions of Directive 2014/53/EU (RED), of the European Parliament and the Council of April 16, 2014.
You can obtain a copy of the declaration of conformity with the directive mentioned by sending an email to the address clientes@cocomm.es, adding the word DoC in the Subject line, and specifying the lot number of the product in the body of the message.

CE

This product can be used in all EU countries (and other countries following the 2014/53/EU directive).

ErP product information

Through this, CO-COMM Servicios Telecomunicaciones S.L. declares that this product complies with Directive 2009/125 / EC and its implementing regulation (EC) Nº1275 / 2008 amended by (EC) Nº278 / 2009, (EC) Nº642 / 2009 (EU) Nº617 / 2013 (EU) Nº801 / 2013 and its implementing regulation (EC) Nº278 / 2009.

Product energy consumption, connected to network, in standby, and with all its physical and wireless interfaces connected, is 0.468W.

For the information required by the regulations (EU) Nº801 / 2013 that appears on websites free access for manufacturers, visit http://www.cocomm.es.



This product bears the selective sorting symbol for waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European Directive 2002/96/EC in order to be recycled or dismantled to minimize its impact on the environment. For further information, please contact your local or regional authorities.

Electronic products not included in the selective sorting process are potentially dangerous for the environment and human heath due to the presence of hazardous substances.

In the final product's price is included the environmental management cost of the electronic residues, as it is established legally in the R.D. 208/2005.

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