

# CONTENTS

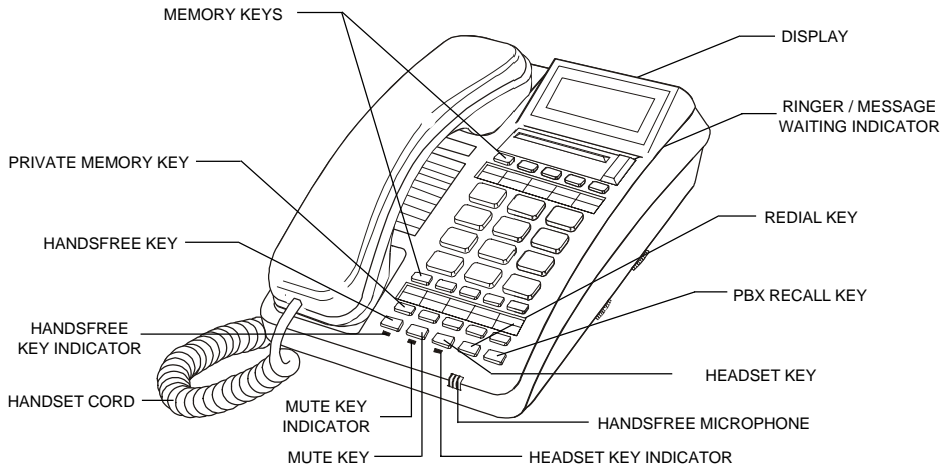
<b>1. FEATURES .....</b>	<b>4</b>
<b>2. GENERAL CONTROLS AND INDICATORS .....</b>	<b>5</b>
RINGER INDICATOR / MESSAGE-WAITING LIGHT .....	6
RINGER VOLUME SWITCH .....	6
RINGER PITCH CONTROL .....	6
ALPHA-NUMERIC KEY PAD .....	6
CRADLE SWITCH .....	6
HANG-UP FUNCTION .....	6
HANDSET / HEADSET VOLUME SLIDER .....	6
HANDSFREE VOLUME SLIDER .....	6
PBX RECALL KEY .....	7
DISPLAY.....	7
SET KEY.....	7
HOUR KEY.....	7
MINUTE KEY.....	7
TIME KEY.....	7
MUTE KEY AND INDICATOR .....	7
BASIC OPERATION .....	8
REDIAL KEY .....	8
PAUSE FUNCTION .....	8
HEADSET KEY AND INDICATOR .....	9
HANDSFREE KEY AND INDICATOR .....	9
PRIVATE MEMORY KEY .....	9
DATA PORT AND SWITCH .....	9
<b>3. HEADSET OPERATION .....</b>	<b>10</b>
HEADSET MODE OPERATION .....	10
TRAINEE / SUPERVISOR MODE .....	10
TRAINING MODE .....	10
SUPERVISOR MODE .....	10
HEADSET COMPATIBILITY .....	10
VOLUME CONTROL .....	11
<b>4. HANDSFREE OPERATION .....</b>	<b>12</b>
HANDSFREE MICROPHONE .....	12
USING THE HANDSFREE KEY .....	12
INCOMING CALLS USING HANDSFREE:.....	12
CHANGING FROM HANDSFREE TO HANDSET DURING A CALL: .....	12
CHANGING FROM HANDSET TO HANDSFREE DURING A CALL: .....	12

OUTGOING CALLS USING HANDSFREE (MANUAL OR MEMORY DIALLING): .....	12
HINTS FOR HANDSFREE OPERATION .....	12
<b>5. PABX EXTENSION USAGE, 'EASYCALL' AND CUSTOMNET USAGE ..</b>	<b>14</b>
PAUSE FUNCTION WHEN DIALLING .....	14
HOLDING AND TRANSFERRING CALLS .....	14
* AND # KEYS .....	14
USING THE MEMORIES .....	14
EASYCALL AND CUSTOMNET .....	14
<b>6. MEMORY FEATURE OPERATION .....</b>	<b>15</b>
MEMORIES .....	15
STORING A NUMBER .....	15
DIALLING A NUMBER .....	15
CASCADE DIALLING .....	15
MEMORY RETENTION .....	15
PRIVATE MEMORY .....	15
<b>7. INSTALLATION .....</b>	<b>16</b>
UNPACKING .....	16
GENERAL SETTING-UP .....	16
LOCATION .....	16
WALL MOUNTING .....	16
PROGRAMMING THE CLOCK .....	17
LINE CONNECTION .....	18
TECHNICAL ADJUSTMENTS - CAUTION .....	18
600 OHM / COMPLEX .....	18
MESSAGE WAITING LIGHT .....	18
HEADSET POLARITY SWITCH .....	19
HANDSFREE MIC ADJUST CONTROL .....	19
HEADSET MIC ADJUST CONTROL .....	19
ANTI-RING-BACK TIMER ADJUSTMENT .....	21
<b>8. GENERAL CARE AND MAINTENANCE .....</b>	<b>23</b>
CLEANING .....	23
FAILURE TO OPERATE AND SERVICE DIFFICULTIES .....	23
<b>9. THUNDERSTORMS .....</b>	<b>24</b>
<b>10. WALL-MOUNT BRACKET (OPTIONAL NOT INCLUDED WITH PHONE) .....</b>	<b>25</b>
<b>11. WARRANTY .....</b>	<b>26</b>
<b>12. SERVICE CENTRES .....</b>	<b>26</b>

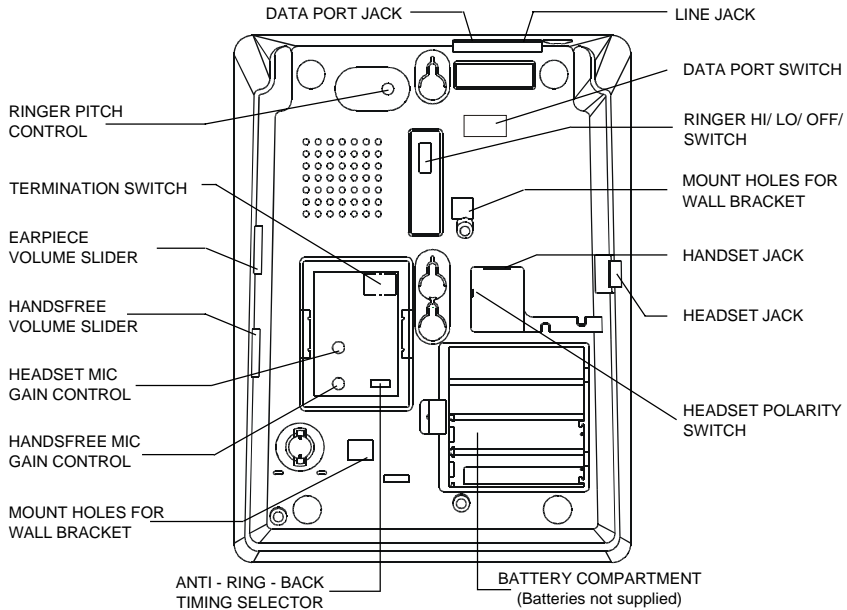
# 1. FEATURES

- **ALPHA-NUMERIC keypad**
- **Fully modular connection provides maximum ease of installation on desk or wall**
- **Telephone line powered, unaffected by mains power interruption**
- **Adjustable Handset / Headset hearing level**
- **Handsfree with speaker volume control**
- **User selectable ringer volume and pitch**
- **Stopwatch timer**
- **PBX Recall facility**
- **15 one touch memories**
- **Headset Microphone Sensitivity Adjustment**
- **Telstra Easycall call waiting compatible**
- **PABX system compatible**
- **Telstra Customnet compatible**
- **Built in message waiting option**
- **Built in headset socket**
- **Battery compartment for long term memory back up**
- **Mute Key and indicator**
- **Store Key**
- **Handsfree and Headset Microphone sensitivity Adjustments**
- **Large 16 digit LCD display**
- **User programmable 12 hour real-time clock display**
- **"Timer" Function provided for call duration indication**
- **Headset Polarity Switch**
- **Private Memory key allows confidential storage at PIN and account numbers**
- **Data Port and Switch to allow line sharing and splitting**
- **“ Silent Ringing” feature for headset users**

## 2. GENERAL CONTROLS AND INDICATORS



**FIGURE 1 A : TOP VIEW**



**FIGURE 1 B : BOTTOM VIEW**

## **RINGER INDICATOR / MESSAGE-WAITING LIGHT**

Flashes when the telephone rings with an incoming call. It may also function as a "message-waiting" indicator lamp. (See Section 7. - Installation)

## **RINGER VOLUME SWITCH**

The three available positions allow selection of OFF (no sound), LOW volume, and HIGH volume of the telephone's ringing sound during an incoming call.

## **RINGER PITCH CONTROL**

Illustrated in (Figure 1B), the pitch of ringing sound may be altered by rotating the control.

## **ALPHA-NUMERIC KEY PAD**

The standard numeric digits are available for normal dialling. The alphabetic characters are provided for Voice Mail and Telstra Customnet applications.

## **CRADLE SWITCH**

Located in the handset cradle, this plastic lever is depressed by the handset (when placed in the cradle) to cut-off the line. See the HANG-UP FUNCTION section below.

## **HANG-UP FUNCTION**

If the CRADLE switch is tapped or depressed momentarily, the line (and the call) will be released automatically. After a minimum of 1 second, dial tone will again be heard and dialling may commence. This function prevents the false transmission of a Hook Flash or Time Break signal from the CRADLE switch.

CAUTION : Tapping the CRADLE switch, as recommended in some PABX user guides for use with call-hold or call-transfer procedures, will not create a Hookflash. See the PBX RECALL KEY section for call-hold etc. for use with PABXs.

## **HANDSET / HEADSET VOLUME SLIDER**

Used to adjust the hearing level of the HANDSET / HEADSET. Set to midway for normal listening level. Adjustment during a conversation will not be detected by the other party.

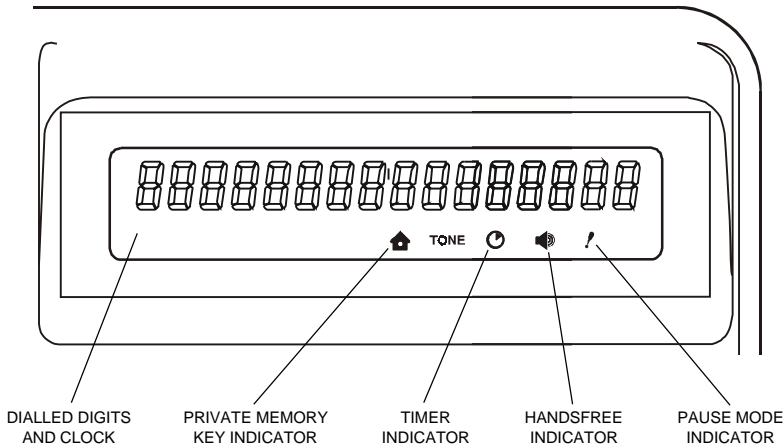
## **HANDSFREE VOLUME SLIDER**

Used to adjust the volume of sound from the speaker.

## PBX RECALL KEY

For use with PABX systems to invoke special PABX facilities such as call-hold or call-transfer which may be available in your PABX.

## DISPLAY



**FIGURE 2**

## SET KEY

Used to set the clock.

## HOUR KEY

Used to set the clock's hour.

## MINUTE KEY

Used to set the clock's minutes.

## TIME KEY

Used to swap between the clock display and the timer function.

## MUTE KEY AND INDICATOR

When pressed, it cuts off transmission from the Handset, Headset and Handsfree microphones to allow users privacy. The red light indicates when the mute condition is active. Press MUTE again to release the mute condition.

## **BASIC OPERATION**

IQ550 can be used in the same way as a normal telephone; simply lift the HANDSET to answer an incoming call, or lift the HANDSET and dial on the KEYPAD to commence an outgoing call. Please refer to other sections for detailed operation instructions.

## **REDIAL KEY**

Pressed to redial the last number previously dialed, which may be up to 32 digits long. When pressed while still on-line, the telephone will clear that call and retry the number. It can be used in handset, handsfree, and headset dial modes.

Dialling more than 32 digits during one call, will cause erasure of the entire number from the REDIAL memory.

### **SIMPLIFIED EXAMPLE 1: TO REDIAL LAST NUMBER**

1. Lift HANDSET, or press HANDSFREE or HEADSET,
2. press REDIAL.

### **SIMPLIFIED EXAMPLE 2: DIRECT REDIAL**

1. Lift HANDSET, or press HANDSFREE or HEADSET,
2. dial a number, but find it engaged,
3. press REDIAL; the telephone will automatically clear and re-connect the line and re-dial the last number.

## **PAUSE FUNCTION**

The Pause command may be needed if your phone is connected to certain types of PABX or to any network where a pause is required (e.g. between internal and external dial tones).

For manual dialling:

1. Lift HANDSET
2. dial any digits required before the pause,
3. press PAUSE,
4. dial the remaining digits.

For memory usage (storage procedure):

1. Lift HANDSET, or press HANDSFREE or HEADSET
2. press STORE,
3. dial digits required before the pause,
4. press PAUSE,
5. press STORE,

6. select and press desired MEMORY KEY,
7. replace HANDSET or press HANDSFREE or HEADSET.

When dialled, this stored number will PAUSE at the appropriate place in the dialling sequence.

### **HEADSET KEY AND INDICATOR**

When the HEADSET KEY is pressed a red indicator will glow to show that the HEADSET mode is activated.

### **HANDSFREE KEY AND INDICATOR**

When the HANDSFREE KEY is pressed a red indicator will glow to show that the HANDSFREE mode is activated.

### **PRIVATE MEMORY KEY**

When the PRIVATE memory key is pressed, the number stored will be dialled but not displayed on the LCD. This can be used for confidential PIN or account numbers.

SIMPLIFIED EXAMPLE: To store a number in the private memory

1. Lift HANDSET,
2. press STORE key
3. dial the number,
4. press Private memory key

### **DATA PORT AND SWITCH**

The data port provides access to the telephone line for computers (with a modem), answering machines and cordless phones. The Data Port Switch (see Fig.1B) determines whether the Data Port shares the line with the telephone (position A) or has its own line (position B).



## 3. HEADSET OPERATION

### HEADSET MODE OPERATION

Plug the HEADSET cord plug into the HEADSET jack of the telephone.

- Press the HEADSET Key. Dial tone will be heard in the HEADSET.
- Dial the required number on the keypad.
- Lifting the handset during headset mode will revert to handset mode operation.
- Press the HANDSFREE key to change to HANDSFREE mode.
- To revert back to headset mode operation press the HEADSET key.

### TRAINEE / SUPERVISOR MODE

Allows for the HANDSET and a HEADSET to be used in tandem. This will enable a supervisor to monitor a trainee's progress during a call, or 'take over' a call. The following procedures assume that the trainee is wearing the HEADSET and a call is in progress.

### TRAINING MODE

Allows a supervisor to monitor a trainee during a call.

- During a trainee's call the supervisor may lift the HANDSET (HEADSET indicator will turn off).
- Quickly press the HEADSET key and the indicator will illuminate.
- The trainee may continue the conversation with the supervisor only listening to its progress.

### SUPERVISOR MODE

Allows a supervisor to "take over" a call between a trainee and another party.

- During a call, the supervisor may lift the HANDSET to continue a normal conversation with the other party, while the trainee listens to its progress through the HEADSET.
- To return the call to the trainee, press the HEADSET key and replace the HANDSET in the cradle.

### HEADSET COMPATIBILITY

This telephone has been designed to offer compatibility to a wide range of headset brands and models.

To set up the telephone to suit your headset please see the INSTALLATION section of this manual.

**VOLUME CONTROL**

The EARPIECE VOLUME CONTROL (see Fig.1B) adjusts the level of sound in the headset earpiece.

## 4. HANDSFREE OPERATION

### HANDSFREE MICROPHONE

Located at the front of the phone (Fig. 1A), its function is to reproduce your voice, as you speak, to the other party while your telephone is in HANDSFREE mode. Positioning of the telephone, and therefore the MICROPHONE, is important to ensure the best reproduction of your voice.

### USING THE HANDSFREE KEY

To commence a HANDSFREE call press the HANDSFREE KEY ; the telephone will activate the line, the SPEAKER, and the HANDSFREE MICROPHONE, and the INDICATOR will switch on to provide confirmation. Dialling and speech can then commence. Pressing the key again will terminate the call.

### Incoming calls using HANDSFREE:

1. Telephone rings,
2. press HANDSFREE,
3. commence your HANDSFREE conversation.

### Changing from HANDSFREE to HANDSET during a call:

Lift the HANDSET and resume your conversation; the HANDSFREE function will switch off automatically.

### Changing from HANDSET to HANDSFREE during a call:

1. Press HANDSFREE,
2. replace HANDSET,
3. resume your conversation using the handsfree function.

### Outgoing calls using HANDSFREE (manual or memory dialling):

1. Press HANDSFREE,
2. dial required number on ALPHA-NUMERIC KEYPAD or press desired MEMORY Key,
3. speak as required.

### HINTS FOR HANDSFREE OPERATION

As a courtesy, tell the other party that you are using the Handsfree function. He / She may or may not want people other than yourself to hear the conversation. A quiet environment ensures best Handsfree performance. When HANDSFREE is used in a

noisy room or near a noise generating device, ( for example, a TV set ) all or part of the message may be interrupted and cannot be heard. To eliminate this problem try to lower the noise level in the room.

During the handsfree conversation, your telephone will give priority to the person who speaks louder when both people are talking simultaneously. Speak ONLY after the other person pauses or stops.

If the other person complains about poor transmission, talk directly at your telephone and from a closer distance as necessary, or lower the speaker volume control.

If the operation of the Handsfree feature is not correct, refer to the FAILURE TO OPERATE section.

## **5. PABX EXTENSION USAGE, 'EASYCALL' AND CUSTOMNET USAGE**

Where this telephone is used on a PABX (telephone switchboard) extension, or a Direct Line with Telstra's Easycall call waiting service the following information is important.

### **PAUSE FUNCTION WHEN DIALLING**

Depending on your telephone system, this may or may not be required. If in doubt, check with your system supplier or Interquartz dealer, as failure to observe your system's requirement may lead to difficulty in making outgoing external calls. If you have determined that a pause is required by your PABX or switch-board, please consult the PAUSE function section of this manual.

### **HOLDING AND TRANSFERRING CALLS**

The method used for these functions is dependent on the system type, so you will need to check the system's Extension User Guide. The PBX RECALL KEY is typically used for this purpose, and it's related adjustment switches described in the INSTALLATION section of this manual must be correctly set to suit your system for correct operation. Please also refer to the PBX RECALL BUTTON section of this manual.

### **\* AND # KEY**

To control special PABX and exchange facilities. Consult your PABX or EASYCALL User Guide to ascertain their use.

### **USING THE MEMORIES**

Many different numbers and codes can be stored. You may find it useful to store some of your favorite PABX or EASYCALL facility commands in the telephone for fast, convenient access to those facilities (e.g. DIVERSION, CALL, FORWARD, CALL BACK) .

### **EASYCALL AND CUSTOMNET**

All of the facilities available can be accessed by the methods described in the User Guide available from Telstra. Note that the "Recall" Key referred to in the EASYCALL instructions is equivalent to the PBX RECALL Key described in this manual.

## 6. MEMORY FEATURE OPERATION

All memories are able to store any combination of numeric entries and PAUSE, \* and # in the tone dialling mode, and the Tone command. See "REDIAL KEY" and "PAUSE FUNCTION" section for further details of these functions.

### MEMORIES

These keys provide easy dialling of often-used numbers. Each memory can store 16 digits.

#### Storing a number:

1. Lift HANDSET or press HANDSFREE or HEADSET,
2. Press STORE,
3. enter the telephone number,
4. press STORE,
5. press desired memory key
6. replace HANDSET or press HANDSFREE or HEADSET.

#### Dialling a number:

1. Lift HANDSET or press HANDSFREE or HEADSET,
2. press desired memory key

### CASCADE DIALLING

The contents of any memory can be "cascaded" or added together with additional manual dialling or other memories. In cascade dialling, make sure that each dialling sequence is completed before activating the next.

### MEMORY RETENTION

The IQ550 can retain its memory contents for up to 30 minutes without the aid of batteries and when the telephone is unplugged from its line cord. Two 1.5-volt 'AA' size batteries may be used for memory back up if longer periods at memory retention are desired.

### PRIVATE MEMORY

The Lower left hand memory key (signified by the shaded part at the paper card above it) can be used to store and dial any confidential PIN or account numbers. After storage, dialling any stored number from this memory can be initiated by pressing the key and the DISPLAY will not show the number. Please follow the storage and dialling procedures in the "MEMORIES " section.

## 7. INSTALLATION

### UNPACKING

The carton contains the following:

- Telephone body and handpiece.
- Coiled cord and line cord.
- Operating Manual.

### GENERAL SETTING-UP

1. Fit the COILED CORD to the appropriate sockets in the HANDSET and the telephone base.
2. Fit the LINE CORD to the rear socket and to your telephone network outlet.
3. If long-term support without connection to the line for the memories is required, install 2 x AA size alkaline batteries in the battery compartment shown in Figure 1B. The batteries are not supplied.
4. Set the Ringer Volume and the Ringer Pitch controls.
5. See following sections to complete the installation.

### LOCATION

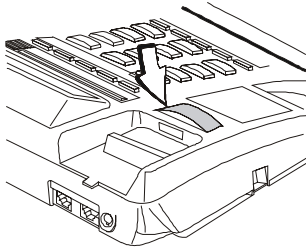
The telephone should be placed on a desk, table or shelf where it is not likely to be pushed off. If the unit is to be wall-mounted, it should be seated securely on the WALL MOUNTING BRACKET. Avoid excessive heat, damp, dust, direct sunlight, vibration, and other appliances or devices which may transmit or emit electrical or electromagnetic radio frequency noise or signals (e.g. computers, welders, pagers).

### WALL MOUNTING

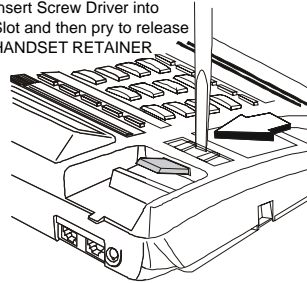
1. Fit the optional WALL MOUNT BRACKET (optional, not supplied) to the wall and attach the WALL MOUNT BRACKET to the underside of telephone (see Figure 3).
2. To enable the HANDSET to be supported in the cradle, follow the procedure shown in (Figure 3) to reverse the HANDSET RETAINER.

NOTE: The WALL MOUNT BRACKET and MODULAR WALL JACK illustrated in (Figure 3) are available from your authorised Interquartz dealer and can be ordered as “Wall Mount Kit No.3 ”

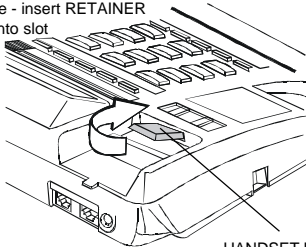
1. Release Phone number Plate



2. Insert Screw Driver into Slot and then pry to release HANDSET RETAINER

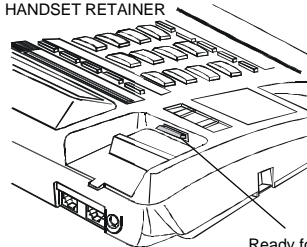


3. Rotate RETAINER 180 and re - insert RETAINER into slot



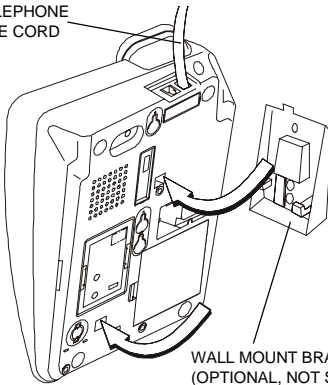
HANDSET RETAINER

4. HANDSET RETAINER

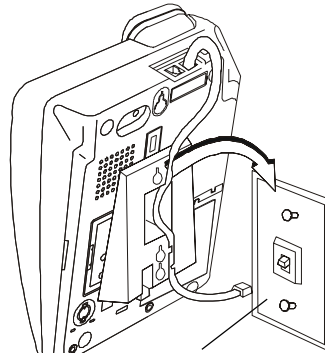


Ready for wall mount

TELEPHONE LINE CORD



WALL MOUNT BRACKET  
(OPTIONAL, NOT SUPPLIED)



MODULAR WALL JACK  
(OPTIONAL, NOT SUPPLIED)

## FIGURE 3 : WALL MOUNTING

### PROGRAMMING THE CLOCK

Example : 5:12 pm

1. Lift HANDSET or press "HANDSFREE"
2. Press SET
3. Press HR repeatedly until "P05" appears on the display
4. Press MIN repeatedly until "P0512" appears on the display
5. Press SET. The real time clock will be stored.

**NOTE** : "HR" and "MIN" count forward as long as the key is pressed, "P" represents PM and no "P" means AM.



## **LINE CONNECTION**

This telephone may be supplied with a "Telecom-style" plug Type 603 for connection to the network via a complementary Type 610 socket (not supplied). Pins 2 and 6 comprise the speech and dialling pair, with pin 1 being reserved for earth recall where required. The Type 603 plug can be removed to utilise the RJ45 Plug (also provided). Other types of plug and cord are available on request.

## **TECHNICAL ADJUSTMENTS - CAUTION**

Please exercise care when adjusting all selectors described, as they and their surrounding electronic components may be damaged by rough treatment. It is also recommended that all adjustments be made with the telephone disconnected from the line.

## **600 OHM / COMPLEX**

Intended to provide enhanced compatibility with all line conditions, this control influences the sidetone (the sound of your own voice that you hear in the receiver) of the HANDSET. The selector, unless pre-set by your dealer, is factory-set to complex. Note that for direct lines and PABX out-door extension (i.e. any long lines) the factory settings should not be altered. If in doubt, contact your Interquartz dealer. (Figure 4) describes their locations and settings.

## **MESSAGE WAITING LIGHT**

Message waiting feature is compatible with most PABX systems on the Australian market including Ericsson MD110, BP250

Alcatel starswitch, 5200, 4300, 4400

Exicom

Samsung

Fujitsu

NEC

Nortel

Nitsuko

Hybrex (some models)

Conversion to suit AT&T, Lucent, Siemens Hicom, Panasonic and some Hybrex systems available on request.

## **HEADSET POLARITY SWITCH**

Located on the underside of the telephone (see Fig. 1B), this switch provides compatibility with the two common Headset wiring standards.

- Position 'V' suits Plantronics Vista Headsets and other Headsets wired in the same configuration (for example, those wired to suit Telstra's TF200, 300 or 400).
- Position 'P' suits Plantronics Polaris Headsets and other Headsets wired in the same configuration.

Please see Table 1 as a guide to the correct settings for most popular headsets.

## **HANDSFREE MIC ADJUST CONTROL**

Located on the underside of the telephone (see Fig.1B), this control allows the user re-adjust their voice level as heard by the person they are speaking to using a small screwdriver or similar implement that will fit into the control slot, turn the control clockwise to increase your voice level and anti-clockwise to decrease your voice level. Adjust the control to achieve optimum handsfree performance.

## **HEADSET MIC ADJUST CONTROL**

This control allows a number of different HEADSETS on the Australian market to function correctly with the IQ550 telephone by adjusting the HEADSET'S Microphone sensitivity. The control is located on the underside of the telephone (see Fig. 1B). The adjustment can be made by a small screwdriver or similar implement that will fit into the control slot. (Please see Table 1)

To make this adjustment:

1. Connect the HEADSET to the headset socket at the rear of the telephone (see Fig. 1B).
2. With the HEADSET plugged in, put it on and lift the HANDSET to your other ear and make an out-going call.
3. Using the HEADSET button switch between HANDSET and HEADSET mode (The indicator will illuminate when the HEADSET is in use) while speaking to the other party.
4. Determine with the other party if your voice level is the same when using the HANDSET and HEADSET.
5. If a difference is detected, adjust the microphone sensitivity so that your voice level when using the HEADSET matches that of the HANDSET, by turning the control. Clockwise rotation increases the HEADSET mic's output level

<u>Headset Model</u>	Handsfree Mic Adjustment Control	Headset Polarity Switch
ACS OMSL	↻50%	P
Claria	↻100%	P
Crest II	↻100%	P
GN Netcom Profile 02	↻75%	P*
GN Netcom Optima	↻100%	P*
GN Netcom Advantage	↻100%	P*
Interquartz Discovery	↻100%	P
Interquartz IQ Headset	↻100%	P
Plantronics H series <u>without</u> M10 or M12 amplifier	↻ 100%	V
Plantronics H series <u>with</u> M10 or M12 amplifier	↻ 100%	P
Plantronics P series	↻100%	P
THW LS1-A	↻100%	P
THW Crown	↻100%	P
Unex Flexpro F100 NTN	↻100%	P
Unex Flexpro F200 NTN	↻100%	P
* Using GN Netcom "B" cord. If using "A" cord, set to V position.		

Explanation of Handsfree Mic Adjustment control settings in the table:

- ↻100% = Fully Clockwise (loudest mic setting),
- ↺100% = Fully Anti-Clockwise (softest mic setting),
- ↻50% = Halfway (mid mic level),
- ↻75% = Three quarters Clockwise (loud mic level).

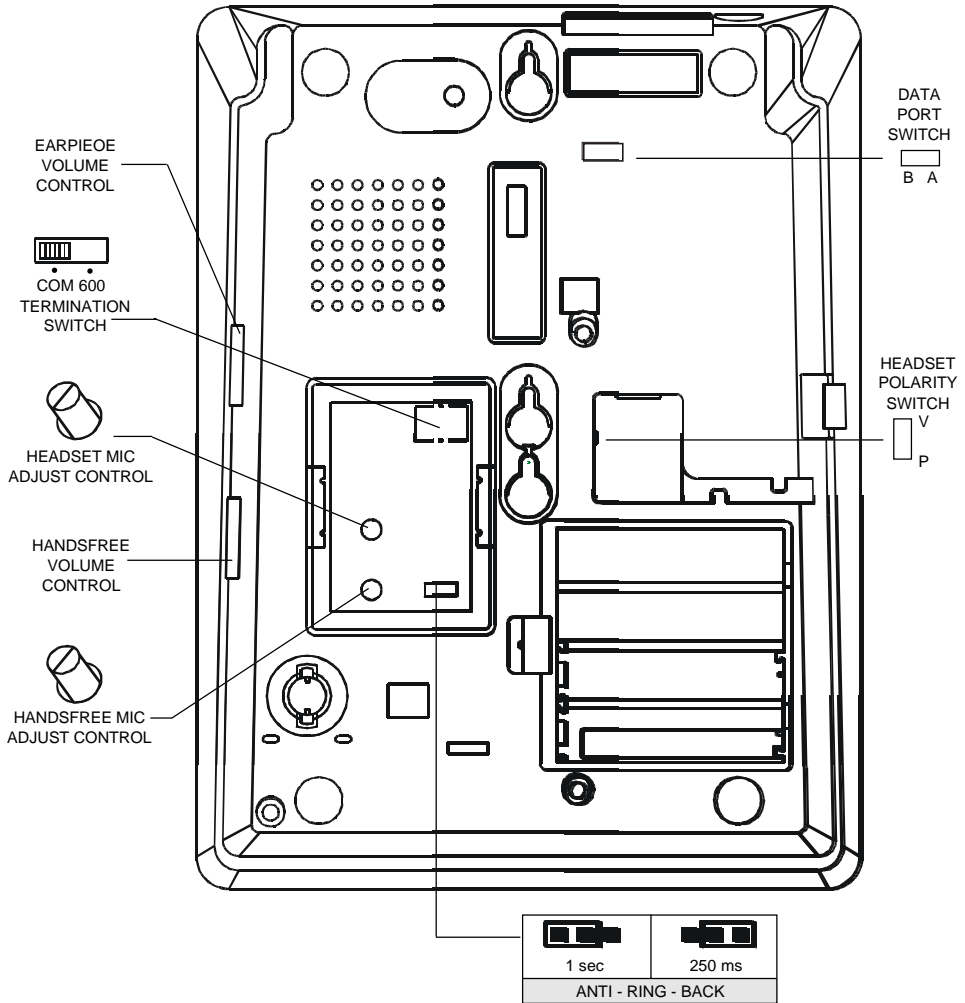
**TABLE 1**

## **ANTI-RING-BACK TIMER ADJUSTMENT**

As described in the HANG-UP FUNCTION section of GENERAL CONTROLS AND INDICATORS the cradle switch has been designed so that a timer is triggered when the call is terminated by pressing the cradle switch. This also applies when terminating a call by turning off the HANDSFREE or HEADSET mode by pressing the appropriate button. The duration at the timer is governed by the setting at the Anti-Ring-Back jumper illustrated in Figure 4. Setting the jumper to “250ms” will speed up the telephone’s ability to terminate a call and commence a new call, but this setting may result in “phantom calls” where the telephone may ring without a caller being on the line. If phantom calls are experienced, change the setting of the Anti-Ring-Back jumper to the “1 sec” position.

## NOTICE TO USERS

This telephone may contain a special "message waiting" feature which is suitable only for PABX systems (contact your vendor if unsure if it has or not). If so, it may not be connected to any other telephone system or network without the authority of the Australian communications Authority.



**FIGURE 4:**

## 8. GENERAL CARE AND MAINTENANCE

This telephone is a precision electronic instrument. While in use and storage, care should be taken to avoid rough handling, extreme temperature, and damp or dirty environments.

### **CLEANING**

NEVER use aerosol sprays or other chemical agents or substances which leave a residue (furniture polish for example).

Use a mild detergent and a damp, clean cloth when cleaning. Do not allow moisture to enter the telephone's interior-damage may result!

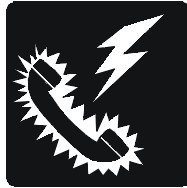
### **FAILURE TO OPERATE AND SERVICE DIFFICULTIES**

However, if telephone service problems occur at any time, it is recommended that the installation procedure described in this manual be re-checked.

If a fault occurs, try to determine if the fault is with the telephone, or with the network or system to which the telephone is connected:

- Disconnect the "suspect" telephone, and test the line with a substitute telephone. If the telephone service then operates satisfactorily, the fault is in the "suspect" telephone.
- Test the "suspect" telephone on a known good line. If the fault still occurs, the fault is in the "suspect" telephone.
- Consult your Interquartz dealer for further advice if necessary.

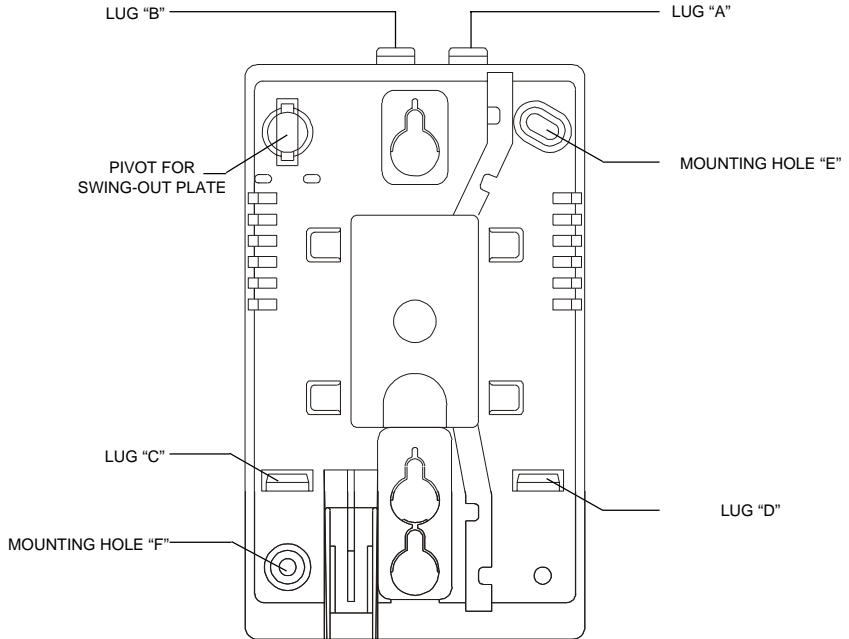
## 9. THUNDERSTORMS



The telephone, in common with household electrical appliances, can be a source of electric and acoustic shock during thunderstorms. The possibility of a telephone user experiencing a shock is minimal. Nevertheless, customers should be aware of some simple precautions to follow during thunderstorms:

- Use your telephone only for calls of the utmost urgency. Keep these calls brief.
- Whilst using your telephone keep clear of electrical appliances and metal fixtures such as : stoves, air conditioners, refrigerators, window frames and sinks.

# 10. WALL-MOUNT BRACKET (OPTIONAL NOT INCLUDED WITH PHONE)



Please note:

1. The wall bracket may be secured onto the wall by using mounting holes " E " and " F "
2. Lugs to break off before wall mounting the phone.

TELEPHONE MODELS		BREAK OFF LUGS
IQ 90 IQ 250 IQ 350 IQ450 IQ 550 IQ E2 IQ E3 IQTEL 80 IQTEL 300	IQTEL500 IQTEL E1 IQTEL E2 IQTEL E3 IQTEL ET	" B "and " D "
IQTEL 25		" A "and " C "
IQ 300 9853 XT 9836 MKII 9836 9837		" A "ONLY

**FIGURE 5:**



## 11. WARRANTY

INTERQUARTZ (A'Asia) Pty. Limited warrants the original purchaser against failure under normal usage resulting from defective material and workmanship at time of manufacture for a period of three years from the date of purchase. Proof of purchase and date of purchase are required for determining validity of this warranty. This warranty does not cover defects or damage due to normal wear and tear, negligence, accidents, exposure to radiation, misuse, improper maintenance, lighting strikes or unauthorised repairs or modifications and excludes freight or postage costs to/from your local authorised service centre unless otherwise arranged. Consequential loss not included. Notification of any defect must be made within the warranty period before a warranty repair can be effected.

This guarantee is in addition to all other Warranties or Guarantees expressed or implied by the Trade Practices Act or other Commonwealth or State laws and all other obligations and liabilities on the part of Interquartz (A'Asia) Pty. Limited.

## 12. SERVICE CENTRES

VICTORIA	03-9464-3333
NEW SOUTH WALES	02-9875-4011
QUEENSLAND	07-3252-2255
SOUTH AUST.	08-8269-2555
WESTERN AUST.	08-9249-9569
TASMANIA	03-6231-0888 03-6334-5555 03-6234-7177



Manufactured by

**International Quartz Limited**

A Subsidiary of Chiaphua Industries Ltd.

©Copyright INTERNATIONAL QUARTZ LTD. 1998



***USER MANUAL***

**for  
electronic telephone**

***MODEL IQ550***

**by INTERQUARTZ BUSINESS PHONES**

