HANDSFREE HEADSET DISPLAY TELEPHONE

MODEL IQ560E

6 YEAR *Warranty*

OPERATING INSTRUCTIONS

INTERQUARTZ®

CONTENTS

1. FEATURES

- 6 YEAR WARRANTY – parts and labour

- Tone dialing

- Handsfree Speaker phone

- Headset function

- Large 16 digit LCD display

- User programmable 12 hour real-time clock display

- "Timer" Function provided for call duration indication

- Total 20 Non-Volatile memories (battery free permanent storage)

- 10 one touch memories

- 5 one/two touch memory with memory protection switch

- Store Key

- Flash, Pause, ✳ and # can be stored

- Super bright LED ringer lamp allows visual ringing indication

- Built-in Message Waiting option to suit any neon (80 VDC) type message waiting system AND Ericsson BP250 Message Waiting (other system types optional)

- Recall facility with 100mS flash timing

- Redial and Pause functions

- User selectable ringer volume and pitch

- Mute Key and indicator - for privacy on Handset, Handsfree and Headset mic

- Data Port and Switch to allow line sharing and splitting

- Built in headset socket, with adjustments to suit a wide range of headset types

- Adjustable Headset/Handset/Handsfree hearing level with slider volume control

- Headset Cable Polarity Switch to suit both common ("Normal" and "Reversed") Headset plug wiring modes

- Handsfree and Headset Microphone sensitivity Adjustments

- Mid-call mode support (change between Headset, Handsfree and Handset during a call in any order)

- Trainee/Supervisor Mode allows both a Handset user and a Headset user to be online simultaneously without the need for a Headset training cord or adaptor

- "Silent Ringing" feature for Headset users allows the ringing to be heard in the Headset only (keeps call center noise levels down by eliminating the sound of ringing during incoming calls)

- Built-in support for Claria Alert headset "Alert" indicator light function

- Compatible with direct lines, intelligent networks and PABXs

- Call Waiting compatible

- Telstra Customnet compatible

- Line powered, unaffected by mains power interruption

- REN (Ringer Equivalence Number) = 0.68 allows multiple parallel devices on the same line without loading incoming ring

- Alpha-numeric keypad allows full access to services that require the entering of numerals and letters

- Fully modular connection provides maximum ease of installation on desk or wall

- Hearing Aid compatible to suit "T-switch" type hearing aids

2. GENERAL CONTROLS AND INDICATORS

DISPLAY

RINGER / MESSAGE
WAITING INDICATOR

MEMORY KEYS

MEMORY

MEMORY PROTECT
SWITCH

HANDSFREE KEY

HANDSFREE KEY
INDICATOR

RESET BUTTON

REDIAL KEY

RECALL KEY

MUTE INDICATOR

HANDSFREE MICROPHONE

MUTE KEY

HEADSET KEY

HEADSET KEY INDICATOR

FIGURE 1A: TOP VIEW

DATA PORT JACK   LINE JACK

DATA PORT SWITCH

RINGER PITCH
CONTROL

SPLIT   SHARED
DATA PORT MODE

RINGER HI / LOW / OFF
SWITCH

EEPROM MODULE

EARPIECE
VOLUME SLIDER

MOUNT HOLES FOR
WALL BRACKET

HANDSFREE
VOLUME SLIDER

HANDSET

Reversed headset
polarity

HANDSET JACK

HEADSET JACK

HEADSET MIC
ADJUSTMENT
CONTROL

HEADSET
MIC ADJUST

HANDSFREE
MIC ADJUST

Normal headset
polarity

HEADSET POLARITY
SWITCH

HANDSFREE MIC
ADJUSTMENT
CONTROL

BATTERY COMPARTMENT
(BATTERY EXCLUDED)

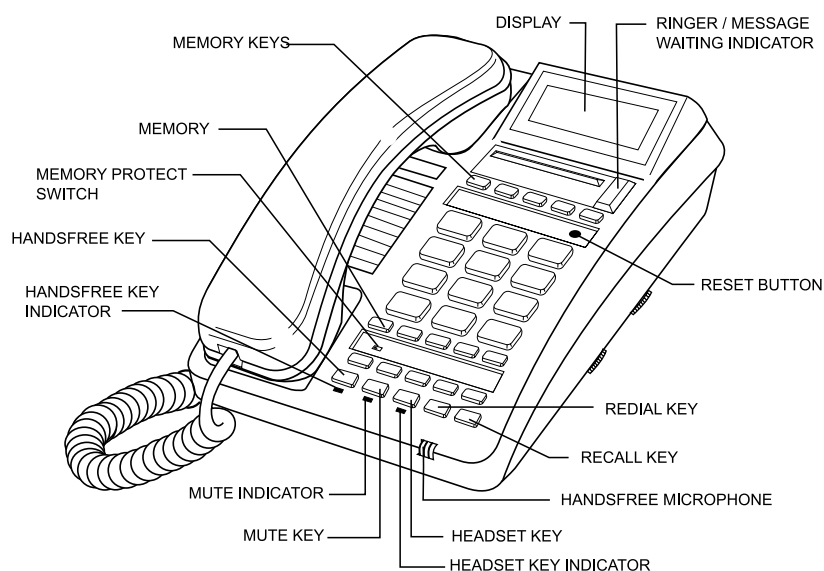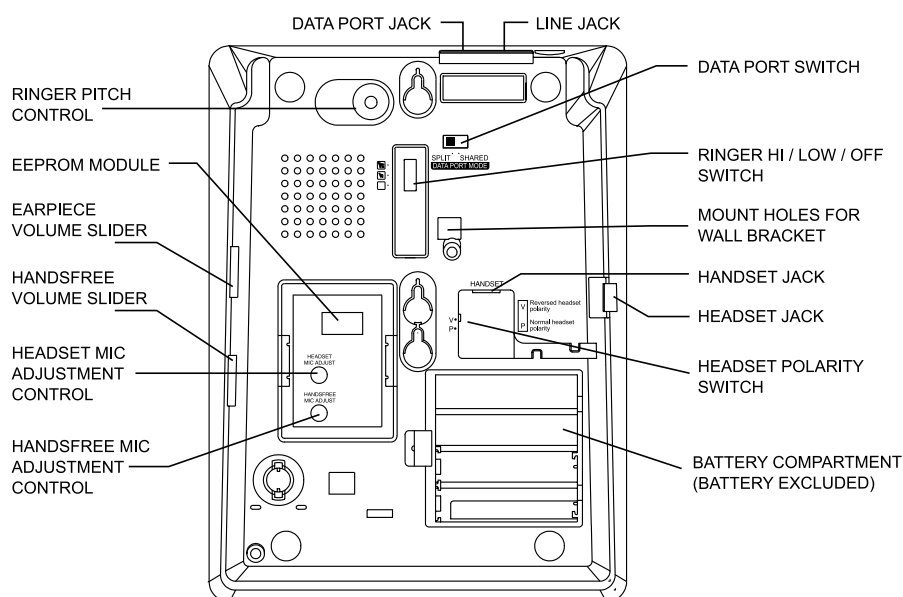## FIGURE 1B: BOTTOM VIEW

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RINGER/MESSAGE WAITING INDICATOR

There are two different functions:

Ring Indicator: Flashes when the telephone rings with an incoming call.

Message-Waiting Indicator: Illuminates when a message is waiting in your voicemail system (depends on system compatibility). The built-in Message Waiting option suits any neon (minimum 80 VDC) type message waiting system and also the telephone has Ericsson BP250 Message Waiting built-in (other system types are optional extras).

RINGER HI/LO/OFF 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 (Figure 1B)

RINGER PITCH CONTROL

The pitch of ringing sound may be altered by rotating the control.

ALPHA-NUMERIC KEYPAD

The standard numeric digits are available for normal dialing. 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. Note: Depressing this cradle lever too briefly when intending to terminate a call may result in an accidental "hookflash" that will inadvertently place the call on hold - this is known as "phantom calls" because the held call will probably ring again at your extension within a few minutes (the other party will have hung up, so it will seem as if you were called by a phantom, hence the name "phantom calls"). If you experience this problem, when terminating your call please depress the cradle lever a little longer before making/receiving your next call (i.e. phantom calls are not a system or telephone fault).

EARPIECE VOLUME SLIDER

Used to adjust the hearing level of the HANDSET and 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 when in Handsfree mode.

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. It is sometimes referred to as the "Flash" button or "Facility" button. To learn how to use it please consult your telephone host system's manual.

PROGRAMMING THE CLOCK -

see Figure 2 for diagram of Set, HR, Min Keys & Back Space (←) keys
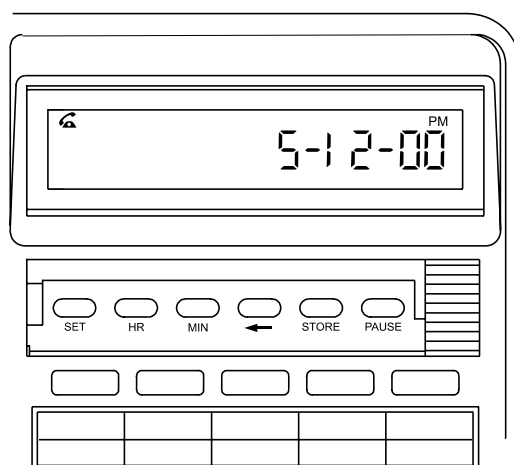
Refer to programming the clock (see Installation section)

FIGURE 2

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SET KEY

Used to set the clock.

HOUR KEY

Used to set the clock hour.

MINUTE KEY

Used to set the clock minutes.

BACK SPACE (←) KEY

Allows editing of telephone number in store operation

CALL TIMER

When a call is in progress, the word "TIMER" on the display. When the call is terminated, the call duration will be automatically displayed for 6 seconds.

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

IQ560E 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

Press 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 modes. Dialing more than 32 digits during one call will cause erasure of the entire number from the REDIAL memory.

EXAMPLE: TO REDIAL LAST NUMBER

1. Lift HANDSET, or press HANDSFREE or HEADSET,

2. Press REDIAL (telephone redials last number).

EXAMPLE: DIRECT REDIAL OF LAST NUMBER

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. The number will then be re-dialled.

PAUSE FUNCTION

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

For manual dialing:

1. Lift HANDSET,

2. Dial any digits required before the pause,

3. Press PAUSE (telephone waits for 2 seconds before proceeding),

4. Dial the remaining digits.

For memory usage (storage procedure) to cause the telephone to pause for 2 seconds in a sequence:

1. Lift HANDSET, or press HANDSFREE or HEADSET,

2. Press STORE,

3. Dial digits required before the pause,

4. Press PAUSE,

5. Select and press desired MEMORY KEY,

6. Replace HANDSET or press HANDSFREE or HEADSET.

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When dialed, this stored number will PAUSE at the appropriate place in the dialing 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.

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 SHARED) or has its own line (position SPLIT).

3. HANDSFREE OPERATION

HANDSFREE MICROPHONE

Located at the front of the phone (Figure 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. Dialing 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.

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Outgoing calls using HANDSFREE (manual or memory dialing):

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 you 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.

4. HEADSET OPERATION

The IQ560E can be configured to suit many different headsets - please consult the INSTALLATION section for details to get the best performance from your headset.

CLARIA "ALERT" FEATURE

The IQ560E is designed to support the "Alert" feature available on the Claria headset. When pressing the HEADSET key on the telephone, the "Alert" indicator on the Claria headset will illuminate, signifying that the user is on a call. This feature can be used effectively in call center applications so that the user's colleagues will be aware that the user has a call in progress.

BASIC OPERATION

To make or receive an outgoing call using the headset:

• Press the HEADSET Key. Dial tone will be heard in the HEADSET

• If you are making an outgoing call, dial the required number on the keypad

• Lifting the handset during headset mode will revert to handset mode operation

• To revert back to headset mode operation during handset mode, press the HEADSET Key

• To hang up, press the HEADSET key or replace the handset.

HEADSET/HANDSET/HANDSFREE MODES

A call can be moved from one mode to any other by pressing the appropriate key (Headset or Handsfree) or by lifting the Handset.

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.

1. During a trainee's call the supervisor may lift the HANDSET (HEADSET indicator will turn off)

2. Quickly press the HEADSET key and the HEADSET indicator will illuminate again

3. 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.

1. 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

2. To return the call to the trainee, press the HEADSET key and replace the HANDSET in the cradle.

SILENT RINGING FEATURE

Designed for Call Centers or any application where call-related noise is to be kept to a minimum, this feature allows incoming calls to ring silently; the operator is aware of the incoming call, but the telephone does not add to the room noise even when ringing.

To use the telephone in Silent Ringing mode:

1. Set the RINGER VOLUME SWITCH to the OFF position (signified by the square symbol without a bell symbol inside it

2. Put your headset on and wait for the next incoming call

3. When a call arrives, the RINGER / MESSAGE WAITING INDICATOR will flash and the operator will hear the ringing tone at a low level in the headset

4. Press the HEADSET key to answer the call.

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IQ560E QUICK REFERENCE GUIDE

CALL TIMER
When a call is in progress, the word "TIMER" on the display.
When the call is terminated, the call duration will be
automatically displayed for 6 seconds.

16 digit LCD Display
Displays Clock, Call Timer and number dialed.

SET Key
Use to set the clock.

HOUR Key
Use to set the clock hour.

MINUTE Key
Use to set the clock minutes.

BACK SPACE Key
Deletes the last digit of a telephone number during memory
storage.

MUTE Button and Indicator
Press to cut off transmission from the Handset, Headset and
Handsfree microphone to allow user privacy. The red light
indicates when the mute condition is active. Press MUTE
again to release the mute condition.

HANDSFREE button and indicator
Press HANDSFREE to conduct a handsfree conversation. A
red indicator will glow. Press HANDSFREE again to turn it off.

HEADSET button and indicator
Press the Headset button for switching the call to
HEADSET mode. The Led glows when the HEADSET
mode is activated.

Ringer Volume switch (Hi/Low/Off)
Selection of OFF (no sound), LOW volume, and
HIGH volume of the telephone's ringing sound.
When the switch is set to OFF, the ringing sound can
still be heard via the headset if connected to
the headset port (headset optional extra).

Ringer Pitch Control
Rotate the control to adjust the ringer pitch.
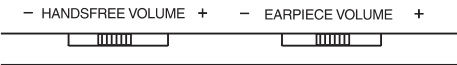
Handsfree volume slider
Adjusts the volume of sound from the speaker.

Earpiece volume slider
Adjusts the hearing level of the HANDSET / HEADSET.
Set to midway for normal listening level.
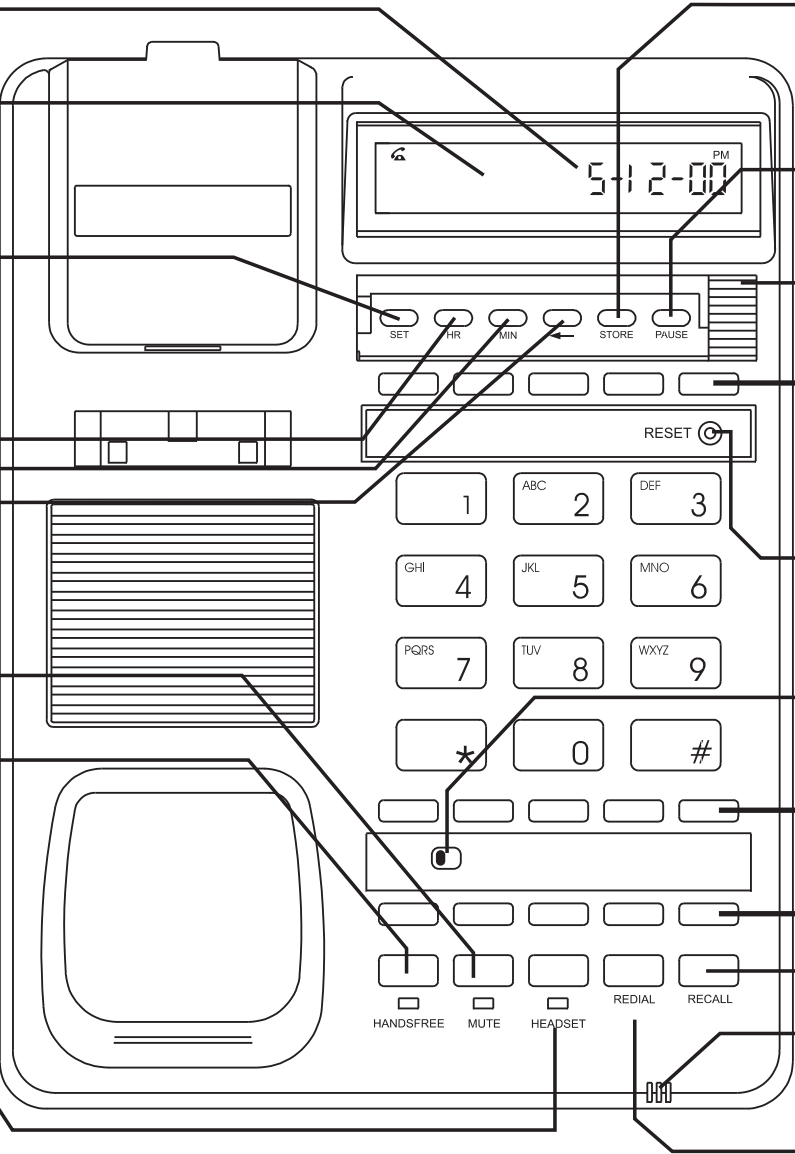
STORE Button
Use to store memories. Any memory can store 32 digits with any combination of
numeric entries plus PAUSE, ✳ , # and Recall (Flash) commands.

PAUSE Key
Pause may be required if your phone is connected to any network where a 2
second pause is needed during dialling. Lift the handset, dial any digits
required before the pause, press Pause button, and dial remaining digits.

Ringer/Message Waiting Indicator
Flashes when the telephone rings with an incoming call.
Built in message waiting suits both High Voltage= (80 VDC) and Polarity Reversal
types. (Other system types are optional).

Memory Keys
Upper row of 5 memory keys has both one and two touch memories and can be
protected to prevent over-writing - network facility codes may be programmed
here for ease of use.
Lower rows of 10 memory keys have one touch memories.
Total 20 memories, non-volatile (i.e. Battery free permanent storage).

Reset button
Press this button to reset the telephone to normal if the telephone appears to
be malfunctioning.
The memories will not be erased when the button is pressed.

Memory protection switch
Protects the upper row of five memory keys near the display to prevent them
from being overwritten. Note: after you have altered the Memory protection
switch position press the RESET button to enable the new setting. Lift the
lower memory number card to find the switch.

RECALL Button
For use with the host telephone system to invoke special network facilities such
as call hold or call-transfer which may be available in your PABX or network.
See your telephone system user guide to learn how to use it. May be called
"Flash" or "Facility" key.
Flash timing is preset to 100mS.

Handsfree microphone
Reproduces your voice as you speak to the other party in HANDSFREE
mode. Keep clear of obstructions to enable clear reproduction of your voice.

REDIAL Key
Press the button to redial the last number (max 32 digits).

**To access more details of the Interquartz Product Range please visit our website at
www.interquartz.com.au or www.telephones.com.au
or call 1800 6 IQTEL (1800 647 835).
Or send an email to enquiries@interquartz.com.au**

5. ADVANCED NETWORK OPERATION

Where this telephone is used on an intelligent network such as Easycall, Customnet, Centel, a PABX or other network the following information may be useful.

PAUSE FUNCTION WHEN DIALING

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 requirements may lead to difficulty in making outgoing external calls. If you have determined that a pause is required by your host system, please refer to the PAUSE Function section to ensure correct usage of the PAUSE button.

HOLDING AND TRANSFERRING CALLS

The method used for these functions is dependent on your system type, so you will need to check your system's Extension User Guide. The RECALL KEY is typically used to transfer calls. It is affected by the setting of the adjustment switches described in the INSTALLATION section of this manual. They must be correctly set to suit your system for correct operation.

USING THE MEMORIES

Any combination of numbers, and ✶ and # can be stored. You may find it useful to store some of your favourite network facility commands in the telephone for fast, convenient access to those facilities (e.g. diversion, call forward, call back etc). Consult your system User Guide for the codes that you need to store.

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6. MEMORY FEATURE OPERATION

The telephone has 20 memories in total, distributed over 15 keys, to provide easy dialing of often-used numbers. The upper row of 5 memory keys has both one and two touch memories, and the lower rows of 10 memory keys each have a one touch memory (see Figure 5).

NON-VOLATILE MEMORIES (BATTERY FREE PERMANENT STORAGE)

Each memory can store 32 digits with any combination of numeric entries, PAUSE , ✳, # and Recall commands. Batteries are not required to back up the memories of the IQ560E. They will be permanently retained until overwritten by a new storage operation for the user.

EEPROM MEMORY FEATURE

The IQ560E can be pre-set with user-selected codes for the 10 Memories accessible from the five Memory buttons located near the display (five ONE TOUCH and five TWO TOUCH memories). Any often-used or complex network numbers or network facility codes can be installed at the point of sale to eliminate the need to consult confusing system user guides. Custom-programming can enhance and simplify phone and network operation, thereby reducing the demands on staff training. The pre-programming can alter at a later stage to allow changes to be made - see the **MEMORY LOCK** section below.

Storing a number:

1. Lift HANDSET or press HANDSFREE or HEADSET,
2. Press STORE,
3. Enter the telephone number,
4. Press the desired MEMORY key either once for a "ONE TOUCH" memory (any memory button), or twice for a "TWO TOUCH" memory (only the top row near the display).
5. Replace HANDSET or press HANDSFREE or HEADSET.

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Dialing a number:

1. Lift HANDSET or press HANDSFREE or HEADSET,

2. Press desired memory key.

CASCADE DIALING

The contents of any memory can be "cascaded" or added together with additional manual dialing or other memories.

MEMORY LOCK

The upper row of memory keys can be programmed and, if required, they can be locked to prevent them being overwritten. The memory protect switch is located underneath the lower memory number card (see Figure 3), and protects the upper row of five memory button only.
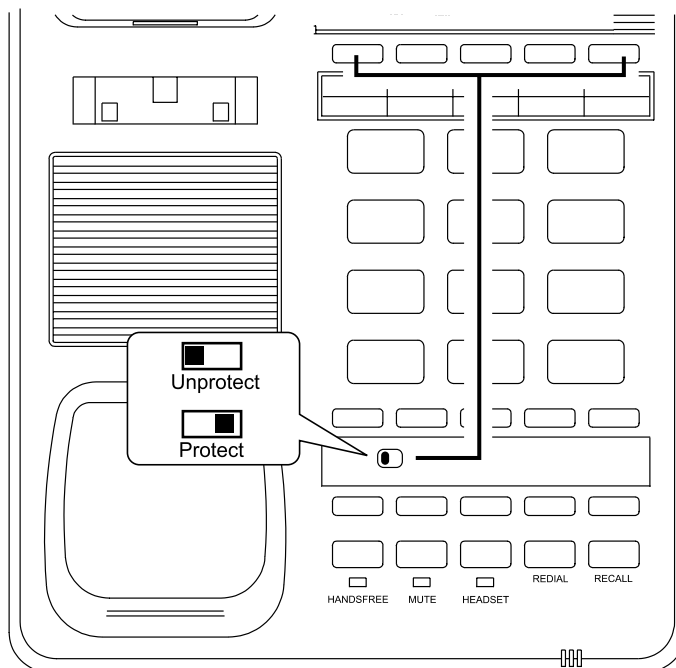
Unprotect

Protect

REDIAL   RECALL

HANDSFREE   MUTE   HEADSET

FIGURE 3 - MEMORY PROTECT SWITCH

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7. INSTALLATION

UNPACKING

The carton contains the following:

- Telephone body and handpiece.
- Coiled handset cord and line cord.
- User Manual or Quick Start-up Gudie.

GENERAL SETTING-UP

1. Fit the COILED CORD to the appropriate sockets in the HANDSET and the telephone base – please do not connect it to the HEADSET socket located on the side.
2. Fit the LINE CORD to the rear socket and to your telephone network outlet.
3. Set the Ringer Volume and the Ringer Pitch controls.
4. 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 (please order separately). 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).
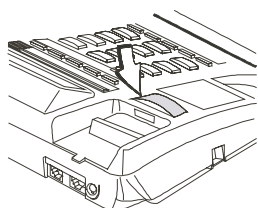
WALL MOUNTING

1. To enable the HANDSET to be supported in the cradle, follow the procedure shown in (Figure 4A) to reverse the HANDSET RETAINER
2. Fit the WALL MOUNT BRACKET (optional, not supplied) to the underside of the telephone and mount on the MODULAR WALL JACK (see Figure 4B).
3. During item 2 above, ensure that the link cord is connected as shown to the telephone and wall jack.
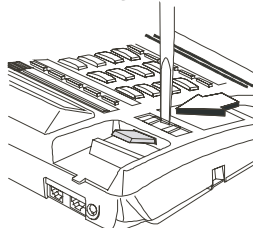
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NOTE: The WALL MOUNT BRACKET, MODULAR WALL JACK and LINK CORD illustrated in Figure 4B are available from your authorized Interquartz dealer and can be ordered as all Mount Kit No.3
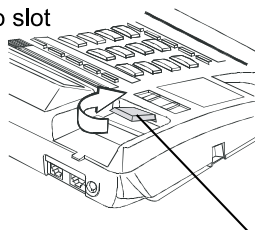
1. Release Phone number Plate

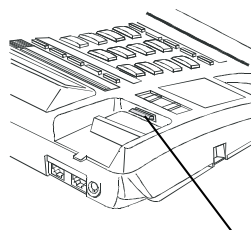2. Insert Screw Driver into Slot and then pry to release HANDSET RETAINER

3. Rotate RETAINER 180° and re - insert RETAINER into slot
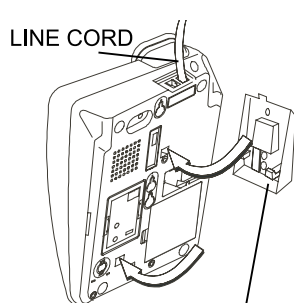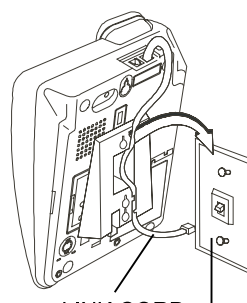
4. HANDSET RETAINER

HANDSET RETAINER

Ready for wall mount

FIGURE 4A : WALL MOUNTING

LINE CORD

WALL MOUNT BRACKET
(OPTIONAL, NOT SUPPLIED)

LINK CORD

MODULAR WALL JACK
(OPTIONAL, NOT SUPPLIED)

FIGURE 4B : WALL MOUNT BRACKET

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WALL-MOUNT BRACKET *(OPTIONAL NOT INCLUDED WITH PHONE)*

LUG "B"

LUG "A"

MOUNTING HOLE "E"

PIVOT FOR SWING-OUT
PLATE USED FOR
MODEL IQTEL 25

LUG "C"

MOUNTING HOLE "F"

LUG "D"
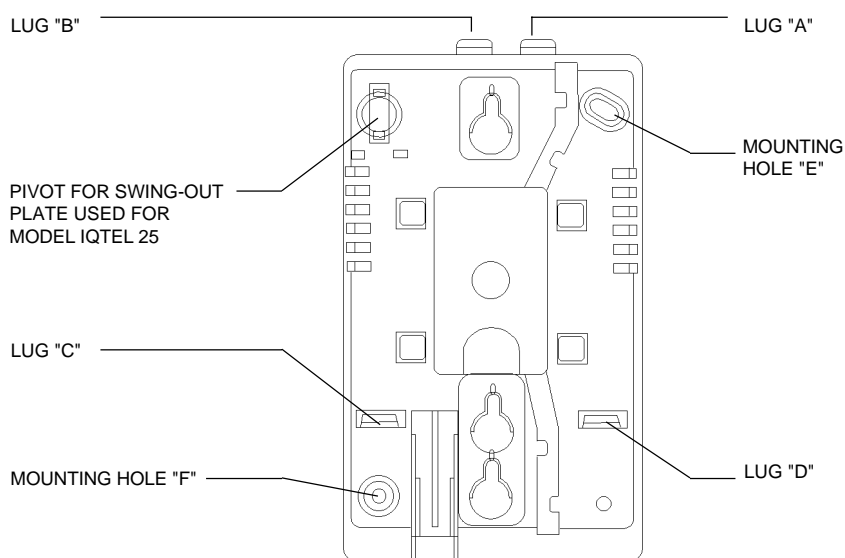
Please note:

1. This 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 150 IQ 250 IQ 260 IQ 360 IQ 350 IQ 450 IQ 550 IQ 560E IQ E2	IQ E3 IQTEL 80 IQTEL 300 IQTEL 500 IQTEL E1 IQTEL E2 IQTEL E3 IQTEL ET STUDIO 20 GEMINI SERIES	"B" and "D"
IQTEL 25		"A" and "C"
IQ 300 9853 XT 9835 MKII 9836 9837		"A" ONLY

FIGURE 5

PROGRAMMING THE CLOCK

Example : 5:12 pm

1. Lift HANDSET or press "HANDSFREE"

2. Press SET

3. Press HR repeatedly until "05" and "PM" appears on the display

4. Press MIN repeatedly until "05-12" 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 is supplied with a RJ45 Plug as the wall plug, with the centre pair being reserved for speech and signaling. Other types of plugs and cords are available on request.

TECHNICAL ADJUSTMENTS - FOR CORRECT OPERATION

MESSAGE WAITING LIGHT COMPATIBILITY

The Message Waiting Light can be optionally configured at time of order to be compatible with most host telephone systems on the Australian market. The standard factory fitted message waiting light is a neon style circuit suitable for minimum 80V DC signaling and is compatible with NEC, FUJITSU, ALCATEL, later HYBREX and NORTEL PABX systems.

If this telephone is configured to "message waiting" mode please note that it is only for PABX systems (contact your vendor for clarification). If it is connected so, it may not be connected to any other telephone system or network without the authority of the Australian Telecommunications Authority.

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HEADSET MIC ADJUST CONTROL

This control allows many different headsets on the Australian market to function correctly with the IQ560E telephone by adjusting the HEADSET'S Microphone sensitivity . The control is located on the underside of the telephone (see Figure 6). The adjustment can be made by a small screwdriver or similar implement that will fit into the control slot. Please see Table 1 as a guide to the correct settings for some popular headsets.

TO MAKE A HEADSET MIC LEVEL ADJUSTMENT :

With the headset connected as per the instructions in this manual:

1. Put the headset on and lift the HANDSET to your other ear and make an out-going call

2. Pressing the HEADSET key, swap between HANDSET and HEADSET mode (The indicator will illuminate when the HEADSET is in use) a few times while speaking to the other party

3. With the other party's help decide if your voice level is the same when using the HANDSET and HEADSET.

4. If you sound too loud on the headset, adjust the microphone sensitivity (turn anti-clockwise) so that your voice level when using the HEADSET matches that of the HANDSET. Clockwise rotation increases the HEADSET mic output level. Please see Table 1 as a guide to the correct settings for some popular headsets.

HEADSET POLARITY SWITCH

Located on the underside of the telephone (see Figure 6), this switch provides compatibility with the two commonly-used headset wiring standards.

Position 'V' suits Plantronics Vista Cords and other Headsets wired in the same configuration (also known as "reversed" wiring mode).

Position 'P' suits Plantronics P cords and other Headsets wired in the same configuration (also known as "normal" wiring mode).

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 Figure 6), this control allows the user to 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.

EEPROM MODULE

EARPIECE VOLUME CONTROL

HEADSET MIC ADJUST CONTROL

HANDSFREE VOLUME CONTROL

HANDSFREE MIC ADJUST CONTROL

DATA PORT SWITCH

SPLIT SHARED
DATA PORT MODE

HANDSET

HEADSET MIC ADJUST

HANDSFREE MIC ADJUST

V Reversed headset polarity
P Normal headset polarity

HEADSET POLARITY SWITCH
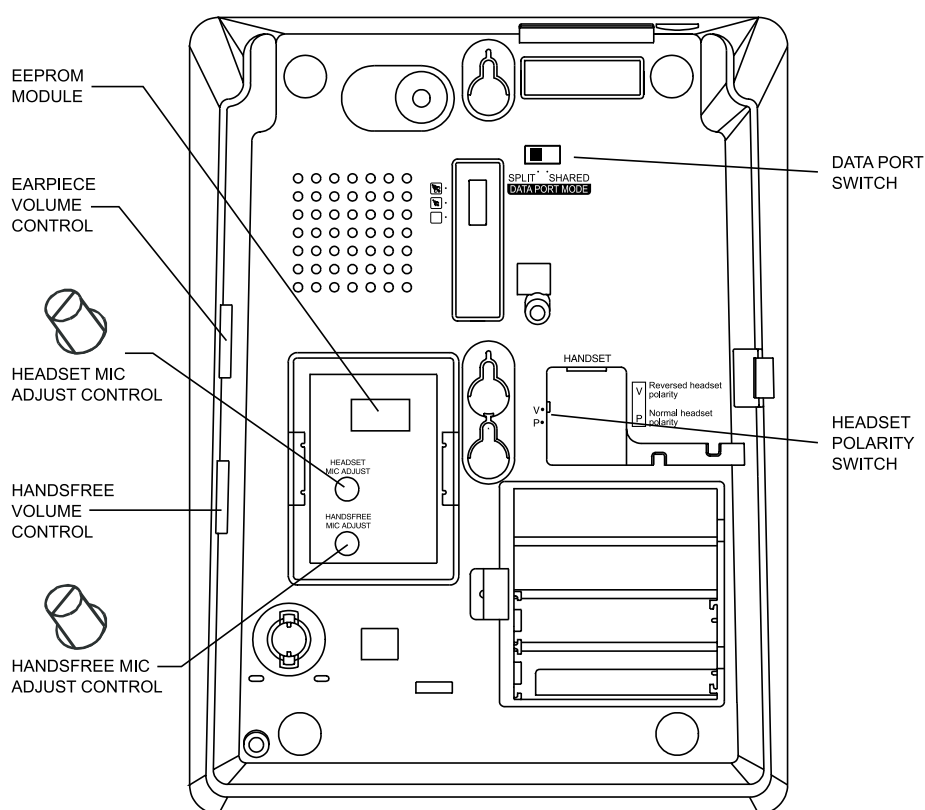
FIGURE 6

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Headset Model	Headset Mic Adjustment Control	Headset Polarity Switch
ACS Orator	↻ 50%	P
ACS stratos	↻ 50%	P
Addcom Elite	↻ 100%	P
Addcom Contour	↻ 100%	P
BTC GHA-M201	↻ 100%	P
BTC GHA M201N	↻ 100%	P
Claria	↻ 100%	P
Claria Alert	↻ 100%	P
Crest II	↻ 100%	P
GN Netcom Profile III Flex	↻ 75%	P
GN Netcom Optima	↻ 100%	P
GN Netcom Advantage	↻ 100%	P
GN Netcom Shades	↻ 100%	P
Plantronics H series with V cord	↻ 100%	V
Plantronics P series with P cord	↺ 100%	P
THW LS1-A	↻ 100%	P
THW Crown	↻ 100%	P
Unex Flexpro F100 NTN	↻ 100%	P
Unex Flexpro F200 NTN	↻ 100%	P

Please Note: Information above applies to headsets with cord, supplied for use without an amplifier.

Explanation of Headset Mic Adjustment control settings in 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

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DATA PORT SWITCH

The data port switch (SHARED or SPLIT) determines whether the data port shares the line with the telephone (position "shared") or has its own line (position "split)

SHARED MODE

This mode uses one analog telephone line and provides the user with access to a Data Port, but in this mode the telephone's voice capability is disabled while the Data Port is in use. The line cord as supplied is terminated with RJ45 at the wall end. For Shared mode the telephone line should be terminated on pins 4 and 5 of the matching RJ45 compatible wall socket. Different plug or cord types can be provided to suit your wall socket – please contact Interquartz or your dealer. The telephone will be factory set in SPLIT mode.

SPLIT MODE

To enable the user to simultaneously access both the Data Port and the telephone (i.e. "SPLIT" mode) a second analog line must be allocated to the Data Port, and the Data Port Mode Switch must be set to Split mode. The line cord as supplied is terminated with RJ45 at the wall end, with the voice pair in the middle (pins 4 and 5) and the dedicated data line pair (for "Split" mode) on pins 3 and 6. For Split mode the telephone line pair should be terminated on pins 4 and 5 of the matching RJ45 compatible wall socket. The new dedicated analog DATA line pair must be terminated on pins 3 and 6 of the RJ45 compatible wall socket where the voice pair is also located. Different plug or cord types can be provided to suit your wall socket – please contact Interquartz or your dealer. The telephone will be factory set in SPLIT mode. The Data Port Mode Switch is found on the underside of the telephone (See Figure 6).
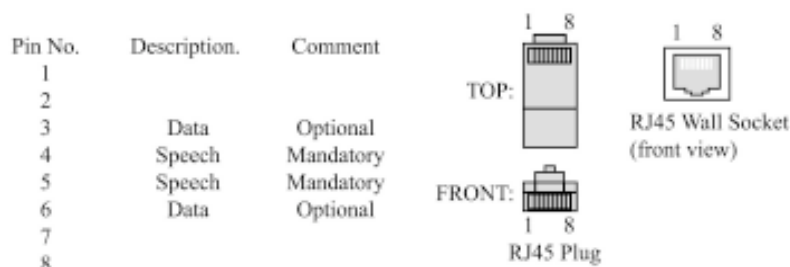
Pin No.	Description.	Comment
1		
2		
3	Data	Optional
4	Speech	Mandatory
5	Speech	Mandatory
6	Data	Optional
7		
8		

FIGURE 7 PIN ASSIGNEMNT OF RJ45 LINE CORD PLUG

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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 that 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

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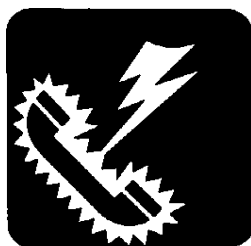
The telephone, in common with household electrical appliances, can be a source of electric and acoustic shock during thunderstorms. The possibility of a telephone user experiencing a shock is minimal. Nevertheless, customers should be aware of some simple precautions to follow during thunderstorms:

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. WARRANTY - 6 YEARS

Interquartz (A'Asia) Pty Ltd warrants the original purchaser against failure, under normal usage and in the environment and network for which it was designed, resulting from defective material and workmanship at time of manufacture for a period of SIX 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, obsolescence, incompatibility, improper maintenance, lightning strikes or unauthorized repairs or modifications and excludes freight or postage costs to/from your local authorized 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. Ltd.

11. SERVICE CENTRES

Please call 1800 6 IQTEL (1800 647 835) from anywhere in Australia to arrange service or repair of your telephone.

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