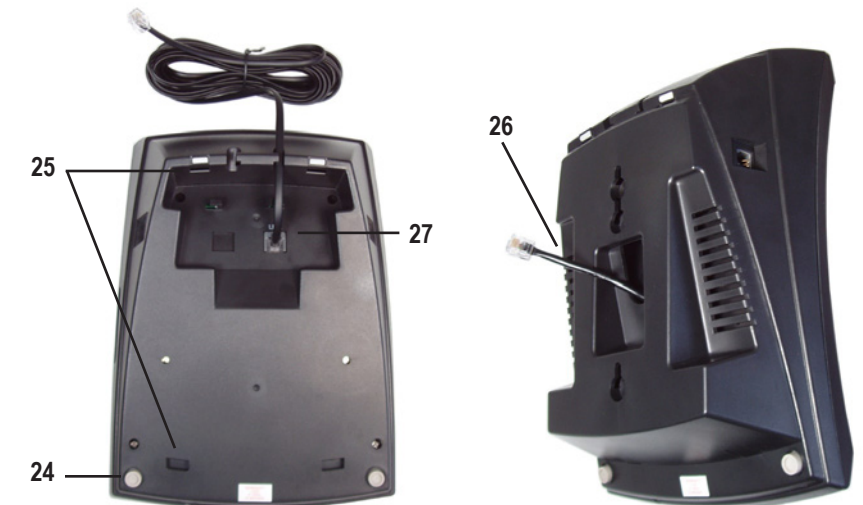# MARQUIS SERIES

3100 Series
User's Guide

Single and Two Line 3100 Series Telephones:

Base Underside Features & Controls

23. Non-Slip Rubber feet   25. Wall Mount bracket attachment slots

26. Wall Mount Bracket with Short Line Cord   27. Wall Line Cord & Phone Connection

TELEMATRIX™

TeleMatrix Inc. USA
World headquarters
5025 Galley Road
Colorado Springs
Colorado 80915 USA
1.800.462.9446 free N.A.
+1.719.638.8821

TeleMatrix Europe LTD.
Unit 33, Stratford Office Village
Walker Avenue, Wolverton Mill
Milton Keynes
Buck MK 5TW
United Kingdom
+44 (0) 1908 682180

TeleMatrix Middle East
Hamriyah Free Zone
Sharjah, UAE
+971 4 2676550

TeleMatrix India Pvt. Ltd.
+91 98 207 207 49

Questions: info@telematrix.net   **Customer Service:** prioritycare@telematrix.net
Website: www.telematrix.net

Base Features and Controls:

1. Handset
2. Wall Mount clip slot
3. Wall Mount Handset clip
   (located on base under handset)
4. Store key (submerged)
5. Flash key (submerged)
6. Faceplate area
7. Data Port
8. Ringer Volume switches
9. 5, 10 or no Memory keys

10. Redial (Pause) key
11. Volume Up/Down keys
12. Conference Key (2-Line)
12. Flash (1-line)
13. Indicator lights for
    (Speaker, Mute, Lines 1 & 2 and Hold)
14. Speaker On/Off key
15. Microphone
16. Message Waiting Light
17. Mute key
18. Line 1 & Line 2 keys
19. Hold key
20. Desi Strip faceplate area
21. Handset Coil Cord receptacles
22. Speaker (half duplex)
23. Key Pad

3100 Series Features:

Feature	Ref	LBY 1-L	MWB 1-L	MW10 MW5 MWS 1-L	MWD MWD5 1-L	2MWD 2MWD5 2MWS 2-L
• Line Powered Telephone. 1-Line (1-L) & 2-Line (2-L)						
• SteelTrap™ Memory Technology (no batteries required).				▲	▲	▲
• Handset wall mount clip engage slot	# 2	▲	▲	▲	▲	▲
• Wall Mounting clip (turn 180º to attach handset)	# 3	▲	▲	▲	▲	▲
• Message Waiting selector - Auto-Detect				▲	▲	▲
• Programmable Store key. (submerged) (used to program location in speed dial keys)	# 4				▲	▲
• Flash key (submerged)	# 5	▲	▲	▲	▲	▲
• Full Length Faceplate Display area	# 6	▲	▲	▲	▲	▲
• Convenient Data Port	# 7	▲		▲	▲	▲
• Guest Services Memory keys (5, 10 or no keys)	# 9			▲	▲	▲
• Ringer Volume switch - HI/LOW settings lines 1 & 2	# 8	▲	▲	▲	▲	▲
• Redial (Pause) key (exposed) (used to program delay in speed dial keys or to redial last call)	# 10	▲	▲	▲	▲	
• ADA Compliant Handset/Speaker Volume keys (4-step control) (2-step on 3300LBY)	# 11a & 11b	▲	▲	▲	▲	
• Conference/Flash (Recall) Key (exposed) (CONF on 2 line only, Flash/Recall on single line)	# 12	▲	▲	▲	▲	
• LED Indicators for Speaker, Mute, Lines 1 & 2, Hold	# 13				▲	▲
• Speaker key withOn/Off LED indication	# 14				▲	▲
• Microphone	# 15				▲	▲
• TouchLite Message Waiting key with1-touch retrieval	# 16			▲	▲	▲
• Mute key with LED indication	# 17				▲	▲
• Line 1 & Line 2 keys with LED indications	# 18a/18b					▲
• Hold key with LED indication (above Line 1)	# 19					▲
• Desi strip faceplate area	# 20	▲	▲	▲	▲	▲
• Handset Coil Cord receptacles	# 21a/21b	▲	▲	▲	▲	▲
• Half Duplex Speaker	# 22				▲	▲
• Dial Pad (On-Hook Dialing when using Memory keys)	# 23		▲	▲	▲	▲

Telephones Features:
LBY MWB MW10 MWD 2MWD
MW5 MWD5 2MWD5
MWS 2MWS

My Telephone Information

Telephone Model number: _____

Telephone Series number: _____

Telephone Version number: A. _____ B. _____

Date of Purchase: _____

Ringer Volume setting: ___HI ___LOW

Flash Timed setting: ___ 600mS _____ Other

Pause Timed setting: ___3.6Sec. _____ Other

Programmed guest service extension key numbers:

Keys
1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
8. _____
9. _____
10. _____
TouchLite. _____

Hotel's PBX System type: _____

PBX Vendor - company: _____

contact: _____

phone/email: _____

Congratulations on purchasing a TeleMatrix telephone product.

Our goal is to provide you with seamless endpoint communications. TeleMatrix is known worldwide for it's telephony innovations, such as SteelTrap memory technology, which eliminated the need for batteries in telephones and gives you the added assurance that your speed dial keys will retain their memories, even in the event of loss of power. TouchLite is another revolutionary invention that allows you to simply press the message waiting light and you will retrieve your messages, vs. a complicated set of instruction to retrieve messages.

Along with leading technological advances TeleMatrix believes strongly in quality control, both at the factory prior to being shipped, and again at our headquarters before they are sent to you. This is evident in our less than 1% return rate.

With all this said, TeleMatrix understands that it is our people that truly make the difference. The company culture is one of excellence. The entire team from sales to production to shipping are all watching over your product, to ensure it is delivered on time, with the correct programming and faceplate, just as you have instructed.

Our Priority Care department is set up specifically to assist you with the planning and post delivery of your telephone. Should you have any questions, run into difficulties, or are interested in learning more about your telephone, please do not hesitate to call our qualified professionals. They are eager to assist and extremely friendly, courteous and knowledgeable.

Thank you for joining the TeleMatrix family!

From the entire TeleMatrix Team.

MARQUIS
3100 Series
Telephones

INSTALLATION & USERS GUIDE

PARTS CHECK LIST:

The following parts are included in this package:

A. Line cord - 15 ft./4.5m. (RJ14)

B. Handset coiled cord - 9 ft./2.5m.

C. Base unit.

D. Handset

E. Printed Faceplate

F. Protective plastic faceplate overlay

The following are optional Items possibly included: (Must be ordered separately)

G. Wall Mount Wedge & Short 6 inch to wall line cord.
    *Please call TeleMatrix PriorityCare to order -
    1.800.462.9446 toll free N. America
    +1.719.638.8821 worldwide voice*

TABLE of CONTENTS:

COMPLIANCE & SAFETY:

As specified by FCC regulation, we are required to inform you of specific governmental and compliance regulatory requirements, safety notices, safety instructions and other informative information. TeleMatrix, Inc.. provides this information in a separate manual. We place the separate Compliance and Safety Manual within each outer box or product box when shipped.

Prior to reading this operation manual and prior to setting up your telephone, please refer to the Compliance and Safety Manual.

If the Compliance and Safety Manual is not immediately available. Please obtain a free copy by calling our PriorityCare department (1.800.462.9446) or by downloading a copy on our Internet web site (www.telematrix.net).

Installation...

Caution Information -

• Never install telephone or network wiring during a lightning storm.

• Never install telephone or Ethernet jacks in wet locations unless the jack is specifically designed for wet locations.

• Never touch uninstalled telephone wires or terminals unless the telephone line has been disconnected at the network interface.

• Use caution when installing or modifying telephone and network lines.

Connecting the Handset Cord - # 21a & 21b

A 9 ft. modular handset coil cord is provided. To install, simply plug one end of the coil

cord into the jack at the base of the handset, and the other end into the jack located on

the left side of the telephone base marked "Handset".

Connecting the Line Cord - # 27

A 15 ft. modular line cord is provided. To install, simply plug one end of the cord into the

modular jack on the underside of the base unit and the other end into the wall jack. **# 27**

STATEMENT OF LIMITED WARRANTY

TELEMATRIX, INC.. warrants to its [original end customer] [purchaser] that Spectrum PLUS, Marquis and RETRO branded products manufactured by TELEMATRIX, INC. are free from defects in materials and workman-ship for five (5) years after the date of purchase, and Regency branded products manufactured by TELEMATRIX, INC. are free from defects in materials and workmanship for three (3) years, other than the following products for which the warranty period shall be one (1) year: handset batteries, either NiCd or NiMH, used in TELEMATRIX, INC. cordless products. If a product fails this warranty during the warranty period, TELEMATRIX, INC. will, at its option, either repair or replace the defective product or parts, or deliver replacements for defective products or parts on an exchange basis at no additional charge to the customer except as set forth below. Repair parts or replacement products may be either new or reconditioned. Products or parts returned to TELEMATRIX, INC. under this warranty will become the property of TELEMATRIX, INC.   Warranties on products repaired by TELE-MATRIX, INC. expire at the termination of the original warranty period.

This limited warranty does not cover

1.   Products or parts which are damaged, abused or misused;
2.   Any damage resulting from improper installation, maintenance or operation of the product;
3.   Damage resulting from unauthorized modification or repair of the product, or from improper connec-tion of the product to other equipment;
4.   Cords, connectors and replaceable batteries;
5.   Damage in transit to the TELEMATRIX, INC. repair facility;
6.   Any product or part unless proof of date of purchase is submitted with the product when returned for warranty repair; or
7.   Costs incurred by the customer in removing and shipping the product to TELEMATRIX, INC. for repair or replacement, and costs of reinstallation of the product.
8.   Products or parts which are not owned and used by the original end user customer.

The cost and risk of loss or damage for sending the product to TELEMATRIX, INC. will be borne by the cus-tomer.

TELEMATRIX, INC. EXPRESSLY DISCLAIMS ALL WARRANTIES EXCEPT THE LIMITED WARRANTY SET FORTH HEREIN, WHICH IS THE SOLE AND EXCLUSIVE WARRANTY OF THE PRODUCT, AND IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED, OR STATUTORY. THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PUR-POSE. THE CUSTOMER'S SOLE REMEDY UNDER THE TELEMATRIX, INC. WARRANTY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. IN NO EVENT WILL TELEMATRIX, INC. BE LIABLE TO CUS-TOMER OR ANY OTHER PARTY FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES OF LOST PROFITS, LOST REVENUES, LOSS OF USE OF FACILITIES OR EQUIPMENT, OR COST OF SUBSTITUTE EQUIPMENT ARISING OUT OF THE USE OR INABILITY TO USE THIS PRODUCT, EVEN IF THE CUSTOMER HAS ADVISED TELEMATRIX, INC. OF THE POSSIBILITY OF SUCH DAMAGES. TELEMATRIX, INC. LIABILITY FOR DAMAGES SHALL NOT EXCEED THE PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

This limited warranty is non-transferable without the prior written approval of TELEMATRIX, INC. It gives the customer specific legal rights. The customer may have other rights which vary under local law. Some jurisdic-tions may not allow limitations on the term of an implied warranty or exclusions or limitations of incidental or consequential damages.

CARE AND MAINTENANCE

• **Keep the telephone dry**. If it gets wet, wipe it dry immediately. Liquids might contain minerals that can corrode the electronic circuits.

• **Use and store the telephone in a normal temperature environment**. Temperature extremes can shorten the life of electronic devices and distort or melt parts.

• **Keep the telephone away from excessive dust and dirt** that can cause premature wear of parts.

• **Wipe the telephone with a damp cloth** occasionally to keep it looking new. Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the system.

SERVICE

When problems arise during installation or service that cannot be resolved using this or related documents, contact the TeleMatrix Technical Service departments.

TeleMatrix Inc USA	Telematrix Europe LTD.	TeleMatrix Middle East-
Free: **1.800.462.9446** (N. America only)		
Tel: **+1.719.638.8821**	**+44 (0) 1980 682180**	**+971 4 2676550**
Fax: **+1.719.638.8815**	**+44 (0) 1908 682189**	**+971 4 2677361**
prioritycare@telematrix.net	**prioritycare@telematrix**.net	**vsimon@telematrixusa.com**

Many times a problem can be resolved by contacting a TeleMatrix support agent. Please contact TeleMatrix PRIOR to sending a telephone to our service center for repair.
In the unlikely event that a factory repair is necessary:
1. Include a brief description of the trouble that you are experiencing.
2. Include a proof of purchase for a repair warranty.
3. Send the telephone prepaid by UPS or Parcel Post insured to:

TeleMatrix, Inc. USA	**TeleMatrix Europe LTD.**	**TeleMatrix Middle East**
Customer Care Center	Customer Care Center	Customer Care Center
5025 Galley Road	Unit 33, Stratford Office Village	Hamriyah Free Zone
Colorado Springs,	Walker Avenue, Wolverton Mill	Sharjah, UAE
Colorado 80915 USA	Milton Keynes	+971 4 2676550
+1.719.638.8821	Buck MKL12 5TW	
	United Kingdom	
	+44 (0) 1908 682180	

TeleMatrix will pay to return the repaired telephone to you.
Please feel free to check on its progress by calling your regional TeleMatrix PriorityCare.

Settings...

Line Voltage Selector

3100 SERIES telephones are equipped to operate behind a PBX telephone systems rated between 24 volts and 48 volts.

Line voltage selection is an auto-detect function, no need to set switches.

Message Waiting Selector

This telephone automatically responds to both "NEON or low-voltage "LED" signals.

Message waiting selection is an auto-detect function, no need to set switches.

Operation...

Volume...

Handset & Speaker Volume Control - # 11a & 11b

The handset volume control increases the volume of the handset.

When the handset is off hook or speaker key engaged on speakerphones, press the volume control keys to increase or decrease the volume. The handset volume control is a 3-step operation, and 2-step operation for 3100LBY sets.

All models are HAC (hearing aid compatible).

Ringer Volume Control - # 8

The ringer volume control switch is on the right side of the phone.

Settings are either Low or HI (High), for both lines 1 and 2.

Indicators...

Speaker & Mute Key Connecting & Status Indicators - # 14 & 17

Speakerphones are equipped with LED indicators to show the current feature key status.

• Press Speaker or Mute Feature Key to use that service - LED will light Green when
   that key is IN USE.

Features...

Using the Mute Feature on Speakerphones - # 17

A "Mute" key is provided to allow privacy during a background conversation. When the
"Mute" key is activated, the microphones in the handset and speakerphone are disabled.
When the "Mute" feature is activated, the caller will not hear your voice. The "Mute" key
will light to show that the feature is activated. To de-activate, press the "Mute" key again.
(Does not apply to non-speakerphones)

Using the Conference Key on Speakerphones - # 12   (only on 2-Line Models)

The "Conf." key is used to establish a 3-way conversation. The conference feature is
activated by a "soft" key that will automatically reset when hung up.

A 3-way "Conference" call can be established while using either the handset or speaker-
phone. To use the "Conf." feature:

1. Place the line that is currently in-use on Hold by pressing the "Hold" key.
    The line status indicator will turn from Green to Red.

2. The second call can be established by selecting the idle line key and dialing the call.

3. When the second call is established, activate the 3-way conference call by pressing
    "Conf." key. Line 1 and Line 2 will automatically "bridge" together and all three
     parties can now converse.

4. To end the call, simply hang-up by placing the handset back in its cradle (on-hook)
    or by pressing the "Speaker" key.

5. If you wish to continue speaking with one of the callers and wish to "drop" the other
    caller, simply press the line key of the caller you wish to continue speaking with.
    The other caller will automatically drop-off.

    (Does not apply to non-speakerphones or single line telephones)

5

Wall Mounting...

Wall Mounting (optional)

The 3100 Series telephones was designed to
conveniently wall mount.

Please follow these easy steps:

1. The handset retaining clip must be
    engaged to secure the handset when
    hanging it up. To engage the clip, unsnap
    the clip, rotate the clip 180 degrees and
    then snap the clip into place. **# 3**

2. Plug one end of a short line cord into the
    line jack on the underside of the base unit.
    Plug the other end of the line cord into
    the wall jack. **# 29**

3. Attach the Wall Mount Bracket on to the
    back of the phone, placing mounting clips
    into brackets slots - push in place until
    you hear them snap into place. **# 28**

4. Next, guide the phone with wall mount
    wedge onto the studs of the wall
    jack. Press down firmly until you feel
    it snap into place. The unit is now wall
    mounted.

 # 25

 # 29

 # 28

 # 3
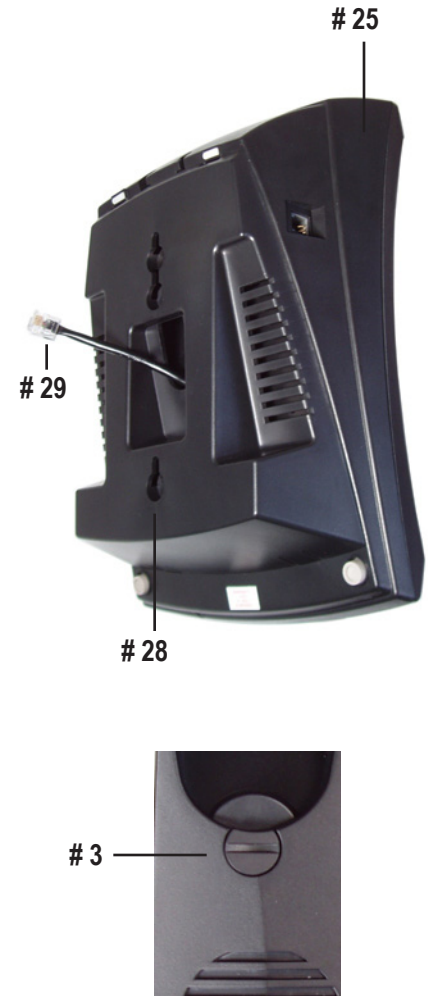
Please call PriorityCare to order Wall Mounting Wedge and Short Line Cord:
TeleMatrix USA +1.719.638.8821
TeleMatrix Europe +44 (0) 1908 682180
TeleMatrix Middle East +971 4 2676550

10

Programming Message Waiting 1-Touch Key

TouchLite (Message Waiting) Into Memory - TouchLite # 16

TouchLite is an innovation that integrates the visual message waiting lamp and a speed

dial key onto one. It allows easy access for guests to retrieve messages.

When the message waiting lamp lights notify the guest that a message is waiting, a

simple press of the Red TouchLite button connects the guest to the message center

or front desk.

TouchLite also adds an additional memory location to this telephone.

1. Lift the Handset.

2. Press the STORE Key - **# 4**.

3. Enter the number to be stored using the numeric dial pad.

4. Press the red TouchLite key to store.

5. Hang up the Handset.

(Does not apply to 3100LBY or 3100MWB telephones)

Calling...

Placing a Call Using the Handset - # 1

•   Lift the handset.

•   Dial out by using the numeric dial pad or by pressing a speed dial location.

Receiving a Call Using the Handset or Speaker - # 1 & # 14

• On a single line telephone, when the phone rings, either lift the handset or press the

speaker key should you have a speakerphone, to begin the conversation.

• On a two line telephone, when the phone rings, the line LED indicator will blink to show

which line the call is coming in on. Select the blinking line key, then lift the handset or

press the speaker key should you have a speakerphone, to begin the conversation.

Placing a Call Using the Speakerphone - # 14

The 3100 Series speakerphones are equipped with a high quality speakerphone feature

to allow hands free operation. To use, simply press the "Speaker" key when placing or

answering a call. The telephone line will activate automatically. The "Speaker" key will

light up indicating that the speakerphone is in-use. To hang up, press the "Speaker"

key again.

(Does not apply to non-speakerphone telephones)
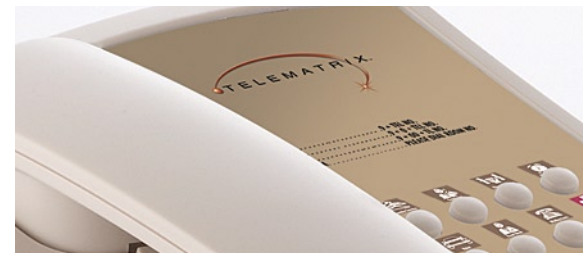
Programming...

To program Store # 4, Flash # 5 & # 12, and Pause # 10

Some of these programming keys are located under the faceplate and overlay, begin by lifting up faceplate and overlay, by either a paperclip or sharp pointer.

Storing a Number Into Memory Keys - Store # 4

Each location can store up to 32 digits in tone mode.

Note: a "Pause" or "Flash" programmed into memory counts as one digit when storing a number.

1. Lift the Handset.
2. Press the STORE Key - **# 4**.
3. Enter the number to be stored using the numeric dial pad.
4. Press the desired memory location wherein the number is to be stored.
5. If additional numbers are to be stored, repeat steps 3 thru 5.
6. Hang up the Handset.

(Does not apply to non-memory key telephones)

Programming Flash Timing & Pause Timing

Flash timing options are 100mS thru 1000mS, programmable in 100mS increments. The default Flash timing is 600mS.

Pause timing options are 1.0 sec. thru 5.0 seconds. The default Pause timing is 3.6 sec.

1. Lift the Handset (off-hook position).
2. Press the "Store" key once - **# 4**.
3. Program "Flash" by pressing "1" for 100mS, "2" for 200mS, etc.... **# 5 & 12**
4. Exit programming by hanging up the handset.

To program Pause follow the above sets, except at # 3 - do the following:

3. Programming "Pause" by pressing "1" for 1.0 sec., "2" for 2.0 sec., etc... **# 10**

Storing "Pause/Redial" Into Memory - Pause # 10

If you are using your telephone anywhere that requires an access code for outside calls, you may need to add a "Pause" to the number to allow time for the outside line to connect. You can enter an many pauses as needed.

Note: a "Pause" or "Flash" programmed into memory counts as one digit when storing a number.

1. Lift the Handset.
2. Press the STORE Key - **# 4**.
3. Enter the required access code using the dial pad.
4. Press the "Pause" key.
5. Enter the digits to be stored using the numeric dial pad.
6. Press the desired memory location wherein the number is to be stored.
7. If additional numbers are to be stored, repeat steps 3 thru 7.
8. Hang up the Handset.

(Does not apply to non-memory key telephones)

"Flash" hook function - Flash # 5 & # 12

The Flash function is used to access PBX features or Telco line features such as Call Waiting. The Flash function is a 600mS timed line break. If the Flash function will be used often, store the feature into memory located for easy access as follows:

1. Lift the Handset then press the "Store" key.
2. Press the "Flash" Key - **# 5** & **# 12**.
3. Press the memory location wherein the "Flash" is to be stored.
4. Hang up the Handset.