

INTERQUARTZ IQ335 QUICK START GUIDE

The IQ335 offers superior performance and durability and is covered by a 5 Year warranty. The major features are Display with clock, Handsfree speaker, Headset support, fully compatible with Telstra Call Waiting, Caller ID, incoming Calls list that stores the last 80 calls, 100 Directory and 20 Direct Access memories, non-volatile memories (battery-free permanent storage) with 16 character name and 32 digit number capacity, Data Port, Electronic Volume Control, built-in Message Waiting, ringer Volume and Pitch Controls, Mute key, and Hearing aid compatibility to suit "T-switch" type hearing aids.

INSTALLATION

Install the IQ335 on a desk, table or shelf away from excessive heat, damp, dust, direct sunlight, vibration, and sources of electrical or electromagnetic or radio frequencies. If the unit is to be wall-mounted, please use the Interquartz IQ335 Wall Mounting Bracket or Wall Mount Kit No. 4 (please order separately).

UNPACKING

The carton contains the telephone body and handpiece, coiled handset cord and line cord, 9VDC adaptor and this Quick Start Guide.

GENERAL SETTING UP

Fit the cords and insert the 9VDC adaptor plug to the power socket, set the ringer Volume and the ringer Pitch controls found on the underside. Lift the handset to check for dial tone and to wake up the display. See following sections to complete the setup.

LINE CONNECTION

This telephone is supplied with a line cord and plug compatible with 8 pin modular (RJ45)wall sockets, with the centre pair being used for all telephony functions. Some units may be supplied with an advanced type plug compatible with both 8 pin and 6 pin modular wall sockets as standard. Other types of plugs and cords are available on request.



Fig. 2 DATE AND TIME SET UP DISPLAY

SETTING THE DATE AND TIME

The display will automatically show step by step prompts to guide you through the Date and Time setup procedure. The following procedure assumes that all steps in the "General Setting Up" have been carried out. If you subscribe to a Caller ID service, the clock may automatically be synchronised to the network's clock when the telephone receives its first incoming call containing Caller ID data.

1. If the display is blank, lift the Handset briefly to wake up the telephone and replace the Handset in the cradle
2. For 10 seconds the display will show "20040101" and "DATE-YYYYMMDD" when the unit is first powered up
3. If the display is alive but not showing "20040101" and "DATE-YYYYMMDD", press STORE, and #; the display will return to the "20040101" and "DATE-YYYYMMDD" mode for a further 10 seconds
4. Enter Year (4 digits), Month (2 digits) and Date (2 digits)
5. Hour Mode Setting - the display will now show "1-12HR 2-24HR"
6. Press 1 for 12 hour mode or 2 for 24 hour mode display (if 24 hour mode was chosen, please go to step 9)
7. If 12-hour mode was selected above, the display will show "1-AM 2-PM"
8. Press 1 or 2 to select AM or PM time display
9. The display will show "TIME-HHMM" after completion of the hour mode setting
10. To set the current time enter 2 digits for the hour, followed by two digits for the minutes
11. The display will show "CLOCK STORED" and the date and time will be updated.

After installation, to adjust the time and date press STORE, press #, then repeat steps 4 - 11 to set the new date and time.

TIMER

In normal mode, the display shows the time of day. When making a call or receiving a call the telephone will automatically record the call duration in minutes and seconds and display this information on the screen.

BRIGHTNESS ADJUSTMENT

Lighting conditions may necessitate display adjustment - to achieve the best display appearance, press STORE followed by ▲ ("VOL+") and ▼ ("VOL-") keys to achieve the best contrast for your lighting conditions.

HEADSET POLARITY SWITCH (Fig. 3) - Set this switch in either position to suit your Headset. Try each position to find the setting that suits your Headset.



Fig. 3 HEADSET MIC ADJUST CONTROL & HEADSET POLARITY SWITCH

HEADSET MIC ADJUST CONTROL (Fig. 3) - Set to suit your headset, it can be adjusted with a small screwdriver. To make a headset mic level adjustment, make a call and speak via the Headset. Then, during the call lift the Handset and use the other party's help to decide if your voice level is the same. If not, press HANDSFREE/HEADSET to reactivate the headset microphone and use the control to adjust the headset's mic level. Clockwise rotation increases the headset mic output level.

BASIC OPERATION

IQ335 can be used in the same way as a normal telephone; 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 more about Handsfree, Headset, Caller ID display and Memory operations. The telephone will also operate in a basic mode when mains power has failed (will automatically power up approximately 1 second after lifting handset). If 3 x AA

Alkaline batteries (not supplied) are fitted in the absence of mains adaptor or during mains power failure, they can provide up to one month's support of all functions. **Please see overleaf for information regarding general operation and controls.** Should you require assistance or have any queries, please email to enquiries@interquartz.com.au

HOLDING AND TRANSFERRING CALLS - This is dependent on your system type, so please check your system's Extension User Guide to find out how to use the RECALL key. It is sometimes known as the Flash or Facility key.

MESSAGE WAITING LIGHT COMPATIBILITY

If you have a PABX system, an optional circuit may be fitted to suit - the red lense in the top right hand corner will light. If you have a Centrex system (e.g. Spectrum) the Calls key indicator and the "Mail" (envelope) icon will flash and "MESSAGE WAITING" will be displayed. To retrieve your message, consult your voice mail system user guide.

HEADSET OPERATION

HEADSET/HANDSET/HANDSFREE MODES - A call can be switched between one mode to any other as follows:

1. To revert to Handset mode from Headset mode, lift Handset
2. To revert back to Headset mode during Handset mode, press HANDSFREE/HEADSET.

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 procedure assumes that the trainee is wearing the Headset and a call is in progress.

1. During a trainee's call the supervisor may lift the Handset (Handsfree/Headset indicator will turn off)
2. Quickly press HANDSFREE/HEADSET and the indicator will illuminate
3. The trainee may continue the conversation with the supervisor only listening to the call.

SILENT RINGING

Designed for call centres 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 HANDSFREE/HEADSET to answer the call.

ALERT LIGHT SUPPORT - The IQ335 is designed to support the "Alert Light" available on some headsets. When pressing HANDSFREE/HEADSET on the telephone, the "Alert Light" indicator on the headset will be illuminated, signifying that the user is on a call. This feature can be used effectively in call centre applications so that the user's colleagues will be aware that the user has a call in progress.

CALLER ID DISPLAY

When an incoming call is received, information including the caller's name, number, date & time will be transmitted to your caller display telephone between the first and second rings. The caller's name will be displayed if delivered with the caller's number or if the number matches numbers stored in the Direct Access or Directory memories. The IQ335 is also Call Waiting compatible and will show the Caller ID of the new caller while you are already on a call.

Caller ID during an incoming call:

1. The Ringer sounds and the Ringer Indicator will flash
2. After about 1 second, the caller's information is displayed on the display
3. If the call is not answered, the caller's information will be kept on the display for a further 10 seconds after the last ring; the CALLS key indicator will also flash.

The Calls list can store up to 80 caller records. When it has reached its full capacity, the oldest record will be replaced by the next new call.

To view the Calls list and dial a number from the Calls list

1. Press CALLS to display the most recent incoming call; if there is no entry in the Calls list, the display will show "NO ENTRIES"
2. Scroll down (press ▼) to move on to the previous call; subsequent presses will display successively earlier calls
3. To dial any displayed number; press DIAL
4. If the end of the Calls list is reached, the display will show "END OF LIST"; you may continue to scroll up (▲) or down (▼) to review the list again
5. If you choose not to dial any number from the Calls list, the display will revert to clock mode in 10 seconds.

To store a caller's details in a Direct Access memory from the Calls list

1. Press CALLS; the most recent incoming caller's name and number will be displayed
2. Scroll (press ▲ or ▼) to select the number you want to save into the Direct Access memory
3. Press STORE; the display will show "STORE"
4. Press a memory key; the display will show "ENTER NUMBER" below the telephone number
5. Press STORE to confirm. Scroll (press ▲ or ▼) to edit the number before saving
6. The display will show the caller's name; press STORE to confirm. Move the cursor (press ◀ or ▶) to edit the name before saving
7. The display will show "MEMORY STORED".

To store a caller's details in the Directory memory from the Calls list

1. Press CALLS; the most recent incoming caller's name and number will be displayed
2. Scroll (press ▲ or ▼) to select the number you want to save into the Directory memory
3. Press STORE; the display will show "STORE"
4. Press DIRECTORY; and the display will show "ENTER NUMBER" below the telephone number

5. Press STORE to confirm. Scroll (press ▲ or ▼) to change the number before saving
6. The display will show the caller's name; move the cursor (press ◀ or ▶) to edit the name if necessary
7. Press STORE to confirm; the display will show "DIRECTORY STORED".

To delete a Call from the Calls list or to delete the entire Calls list

1. Press CALLS and Scroll (press ▲ or ▼) to find the entry you wish to delete
2. To erase the displayed call, press CLEAR twice in rapid succession; the display will show "ERASED"
3. To erase the entire Calls list, press CLEAR twice in rapid succession and hold the key down on the second depression; the display will show "HOLD TO CLR CALL"
4. To prevent entire directory erasure release the CLEAR key at this time before 6 seconds has elapsed; otherwise keep holding the key down and go to the next step
5. 6 seconds from step 3 the directory will be deleted and the display will show "CALL MEM CLEAR".

Note: See MEMORY OPERATION section for more details of storing and dialing operations using Direct Access and Directory memories.

MEMORY OPERATION

Model IQ335 has 20 Direct Access memories, 100 Directory memories, 80 Calls list and 5 Last Number Redial memories. All memories have a maximum 32 digits capacity and 16 characters name capacity.

The Calls list, Direct Access and Directory memories are non-volatile (no batteries needed). Memory storage is possible either off-line (with adaptor or battery powered) or on-line. To enter any number, press desired digits. To enter letters for name entries, use the letters marked on the keys. For example, press key 7 (P, Q, R, S) once to enter P, twice to enter Q and so on. Press ► (the # key) to make a space. You can store some of your favourite network facility codes (e.g. Diversion, Call Forward, Call Back etc.). Consult your system user guide for the codes that you need to store. To store, lift Handset or press HANDSFREE/HEADSET before commencing the procedures described for storing numbers and names into the Direct Access memory and Directory memory.

DIRECT ACCESS MEMORY KEYS

There are 20 Direct Access memories accessible via 10 keys. Each memory can store up to 32 digits including Pause, * (Star), # (Hash), Recall (Flash) and a special Handsfree code.

To view the contents of a Direct Access memory

Press the desired Direct Access memory key (press once to view a one-touch memory or twice to view a two-touch memory); the display will show the number & name

To store a Number and Name in a Direct Access memory

1. Press STORE; the display will show "STORE"
2. Press the memory key either once to store in a One-Touch memory or twice for a Two-Touch memory; the display will show "ENTER NUMBER"
3. Enter the telephone number and press STORE
4. Enter the name by using the keypad and press STORE to confirm; the display will show "MEMORY STORED"

To dial from a Direct Access memory

Press the desired memory key either once to dial from its One-Touch memory or twice to dial from its Two-Touch memory location.

MEMORY LOCK

The upper 5 Direct Access memory keys can be preprogrammed and locked to prevent them being overwritten. If these 5 memory keys (see Fig 1 overleaf) are locked and prevent storage of new numbers, please contact your system administrator, Interquartz or your dealer to find out if they can be unlocked.

DIRECTORY MEMORY

The Directory memory can store up to 100 names & numbers. When the memory is full; the display will show "DIRECTORY FULL". If attempting to store a telephone number and name that matches a previous entry, the display will show "DIRECTORY EXIST".

To store a Number and Name into Directory memory

1. Press STORE; the display will show "STORE"
2. Press DIRECTORY; the display will show "ENTER NUMBER"
3. Enter the telephone number, press STORE; the display will show "ENTER NAME"
4. Enter the name by using the keypad
5. Press STORE; the display will show "DIRECTORY STORED".

To dial from the Directory memory using Name Search

1. Press DIRECTORY; the first entry in the directory will be displayed
2. On the keypad, press the key bearing the first letter of the name that you wish to dial
3. Scroll (press ▲ or ▼) to find the name and press DIAL to dial it out.

To edit an entry in the Directory memory

1. Press DIRECTORY; the first entry in the directory will be displayed
2. Scroll (press ▲ or ▼) to select the entry you want to edit
3. Press STORE; the first digit of the telephone number will begin to flash
4. Scroll (press ▲ or ▼) to navigate to the digit(s) to be changed and make the necessary changes
5. Press STORE to confirm
6. The first letter of the name will flash; move the Cursor (by using ◀ or ▶) to navigate to the letters to be changed. Make the necessary changes
7. Press STORE to confirm; the display will show "DIRECTORY STORED".

To delete an entry from Directory memory

1. Press DIRECTORY; the first entry in the directory will be displayed
2. Scroll (press ▲ or ▼) to select the entry you want to delete
3. Press CLEAR twice briefly; the display will show "ERASED".

Caution: If CLEAR is pressed continuously for 6 seconds, the entire directory list may be deleted.

LAST NUMBER REDIAL MEMORY

There are 5 Last Number Redial memories with a maximum of 32 digits each. Using the Last Number Redial memory

1. To dial the most recently dialled number, press REDIAL. If you require an earlier number go to step 2, otherwise proceed to step 3

2. Scroll (press ▲ or ▼) to select a number from the 5 redial memories. The most recently dialled number will be identified as "REDIAL 1" on the display
3. Press DIAL to dial the selected number.

See REDIAL key for Direct Redial function.

CALLS LIST

The Calls list can store up to 80 caller's details. When viewing the calls, the "CALL # " "NEW" "REPEATED" "ANSWERED" "UNANSWERED", prompts as well as Date and Time details provide information about the incoming call displayed in the list.



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.

WARRANTY - 5 YEARS

Terms of Warranty

Interquartz (A'Asia) Pty Ltd warrants the original purchaser against failure under normal usage resulting from defective material and workmanship. 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, lightning 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 an 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.

Warranty Coverage

The warranty period is five (5) years. Please contact Interquartz for confirmation of the coverage of your product, or consult the documentation supplied with the unit. Freight costs in sending goods to Interquartz and returning the goods to the owner, are not included in the warranty coverage.

Warranty Claim and Non-Warranty Repair Procedure

1. Contact Interquartz to discuss the symptoms of the problem. Our staff can assist to determine whether the product is suspect or whether the problem may be elsewhere in the network.
2. If recommended by Interquartz, return the suspect unit to the Interquartz delivery point below, enclosing in your package the following:
 - a) Proof of purchase
 - b) Documentation to indicate your (or the end user's) contact details (phone, fax and email) and return address.
 - c) A fault report to assist our technical staff to locate the fault or pay particular attention to the function or feature reportedly malfunctioning.
 - d) If required (e.g. if the unit is not under warranty or has been damaged due to abuse) please include a request for a repair quotation in the package with the returned goods.
 - e) Any other relevant material to establish the warranty claim if applicable.
3. Repairs to the unit will be carried out according to prescribed Interquartz factory-endorsed procedures to return the telephone to a serviceable condition.
4. The repaired or replaced unit will be returned or made available for collection once the repair is complete. Dead On Arrival (DOA) warranty repairs returned within one week of purchase will be returned at the expense of Interquartz and at the discretion of Interquartz.

Return Delivery Address (Repairs only):

Service Division

Interquartz (A'Asia) Pty Ltd

25 Northgate Drive

Thomastown VIC 3074

Telephone: (03) 9464 3333

Fax: (03) 9464 3466

Email: enquiries@interquartz.com.au

Additional Support Services

Upon request, site visits can be arranged to resolve difficult service or fault issues at the discretion of Interquartz.

Units suffering from Radio Interference due to close proximity to radio or TV transmitters cannot be modified and the warranty does not cover such work.

Workshop Service Fees

For all repairs excluded from the warranty provisions a service fee, plus the cost of parts or materials, will apply. Bulk repair prices are negotiable.

Quotations

Repair quotations can be arranged upon request and do not attract any extra charge for the quotation service.

Note: No undertaking is given or implied to automatically provide replacement units as a result of warranty claims (as we may prefer to repair the returned unit) and Interquartz reserves the right at all times to determine all matters related to warranty claims within the scope of the stated Terms of Warranty.

SERVICE

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

MODEL IQ335 OVERVIEW

See overleaf for more details

1 Display

Displays date, clock, timer, number dialed or received and message waiting indication available from some services.

2 STORE Key

Press STORE to store a number and name in either the Direct Access memory or Directory memory. Any memory can store 32 digits for number and 16 characters for name. Storable characters: 0-9, A-Z, *, #, Pause, Recall and Handsfree commands.

3 MEMORY Keys

A total of 20 names and numbers can be stored via 10 Direct Access One-Touch and Two-Touch memory keys. Network facility codes may be programmed for ease of use. To store, lift Handset, press STORE, press memory key, enter number, press STORE to confirm number, enter the name to store in the memory. Upper 5 Direct Access memory keys can be protected to prevent over-writing.

4 PAUSE Key

Pause may be required if your phone is connected to any network where a momentary pause is needed during dialing. Lift Handset, dial any digits required before the pause, press PAUSE, and dial remaining digits. Pause is also storable in a memory.

5 MUTE Key and Indicator

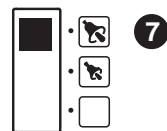
Press to cut off transmission from the Handset, Headset and Handsfree microphones to allow user privacy. The red light indicates when the mute condition is activated. Press MUTE again to release the mute condition.

6 HANDSFREE / HEADSET Key and Indicator

Press HANDSFREE/HEADSET to activate the handsfree mode or headset mode. Headset mode will override handsfree mode if a Headset has been connected to the headset port. A red indicator will glow in either mode when the IQ335 is online. Press the key again to turn it off.

7 Ringer Volume Switch (Hi/Low/Off)

Selection of OFF (no sound), LOW volume, and HIGH volume of the telephone's ringing sound, which is located on the underside. When the switch is set to OFF, the ringing sound can still be heard via the Headset if the Headset is connected to the Headset port (headset optional extra).



8 Ringer Pitch Control

Rotate the control to adjust the Ringer Pitch. Located on the telephone's base.



9 DATA Port

This data port is used to connect a device such as a modem to your telephone.

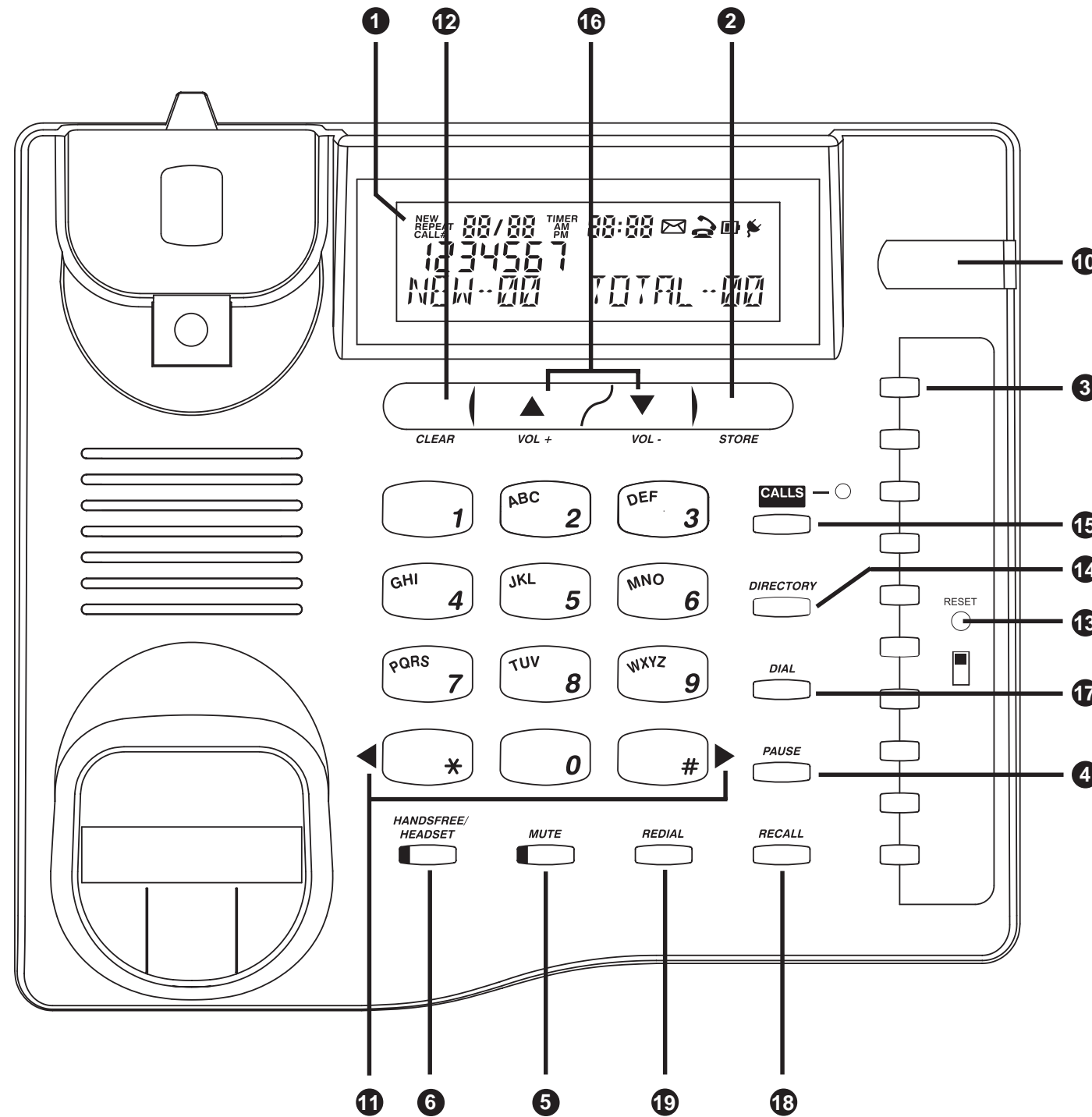
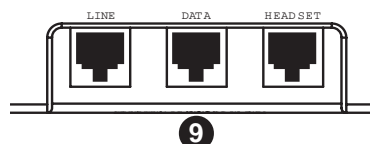


FIGURE 1

To access a more detailed, downloadable user manual:

- please visit our website at www.interquartz.com.au or www.telephones.com.au or
- call 1800 6 IQTEL (1800 647 835),
- send an email to enquiries@interquartz.com.au

10 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 Message Waiting (other system types are optional extras).

11 Cursor Keys (◀ and ▶)

When storing a number and name into the Direct Access memory or the Directory memory, press Cursor ◀ or ▶ keys to move forward or backward to edit the name entry during memory storage. To enter a space, press Cursor ▶.

12 CLEAR Key

Press twice to delete any entry when reviewing the Directory, Calls or Redial memories.

13 RESET Key

Press if the telephone appears to be malfunctioning. The memories will not be affected when this key is pressed.

14 DIRECTORY Key

Store up to 100 telephone numbers and names in the Directory memory. Press to access the Directory memories.

15 CALLS Key with New Call Indicator and Message Waiting Indicator

Press to review up to 80 incoming calls stored in the Calls memory. The information stored includes Telephone number, Name, Date, Time and whether the call was answered or not. The red indicator will flash when a new call is received and will also flash to indicate Message Waiting for some types of services.

16 ELECTRONIC VOLUME CONTROL (▲ and ▼)

To adjust volume in Handset, Headset and Handsfree, press the Volume ▲ and ▼ keys. When reviewing any lists on the display (such as stored names and numbers), the ▲ key (also labeled "Volume +") and the ▼ key (also labeled "Volume -") serve as scrolling keys to move up and down the lists. To edit any errors during memory storage, navigate to the errors as follows: in the number field use ▲ and ▼, and in the name field use ◀ and ▶.

17 DIAL Key

Press to dial any number selected in the Direct Access memory, Calls memory, Redial memories or Directory memory.

18 RECALL Key

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. It may be called Flash or Facility key. Recall timing is preset to 100mS and is user adjustable.

19 REDIAL Key

Press the key to redial the last number (max 32 digits), or direct redial of an unsuccessful number dialed without going off line.