
SLIMLINE PHONE

MODEL IQ50

OPERATING INSTRUCTIONS

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1. FEATURES

- * PABX, Easycall and Customnet compatible.
- * Last Number Redial (31 digits).
- * Ringer Volume Control.
- * Tone dialling.
- * Desktop / Wall-mountable.
- * Hearing Aid compatibility.
- * Ringer Indicator Light.
- * Message Waiting Light.
- * Recall facility set to 100mS.
- * Recall button.
- * Illuminated Keypad.
- * Large Alpha Numeric Keys.
- * Reset button.
- * Call Waiting compatible.

2. INSTALLATION

CONNECTION

Insert the end plugs of the coiled handset cord into the connection socket on the handset and on the base unit. (see Fig. 2)

Insert the small plug on the straight telephone cord into the line cord connection socket on the base unit and insert the other end of the telephone cord into the wall socket. (see Fig. 2)

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.

WALL MOUNTING

Fix the HANDSET RETAINER: (see Fig. 3)

Secure the telephone to the wall using a wall bracket. (see below)

Fit the optional Off Hook Handset Hanger as illustrated in Fig. 4.

Note : Contact your dealer or Interquartz if you require a wall bracket.

MESSAGE WAITING LIGHT - refer to Fig. 1

Enables the user to select a message waiting feature compatible with most PABX systems on the Australian market (including : NEC, FUJITSU, ALCATEL and NORTEL).

To select this feature -

- 1) Disconnect telephone from line cord.
- 2) Release the index card and plastic cover from the cradle area on the base unit of the telephone to expose the message waiting selection switch.
- 3) Select the message waiting (mw) setting.
- 4) Replace the index card and plastic cover then reconnect the line cord.

3. OPERATION

OUTGOING CALL

- Lift the handset,
- listen for the dial tone,
- dial the desired telephone number.

LAST NUMBER REDIAL

- Lift the handset,
- listen for the dial tone,
- press the REDIAL / PAUSE Button,
- the last dialled number will then be automatically redialled.

RECALL BUTTON

For use to invoke special system facilities such as call-hold or call-transfer which may be available in your system. This telephone generates a 100mS timedbreak.

HEARING-AID COMPATIBILITY

Provided as a standard feature for users with a "T switch" type hearing-aid.

RINGER INDICATOR / MESSAGE-WAITING LIGHT (OPTIONAL)

Flashes when the telephone rings with an incoming call. It may also function as a 'message-waiting' indicator lamp (optional - see Installation section).

PAUSE FUNCTION

This function is used when the telephone is connected to certain telephone systems. Please consult your system supplier for further details.

ALPHA-NUMERIC KEYPAD

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

RESET BUTTON

The Reset button may be used to terminate a call instead of hanging up the phone.

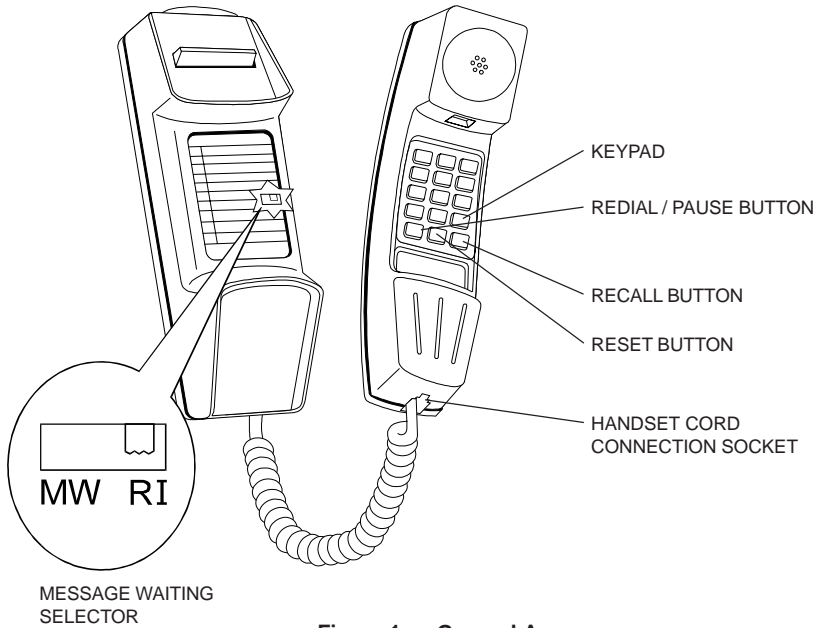


Figure 1. General Appearance

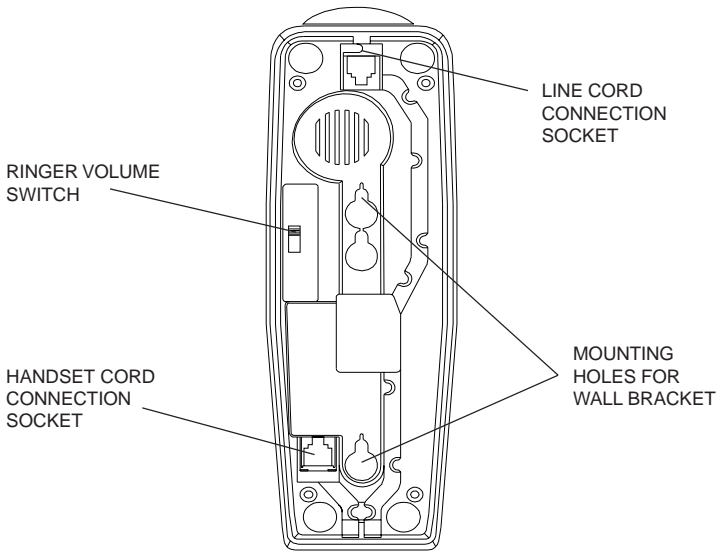
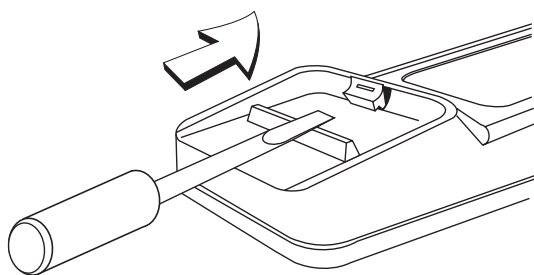
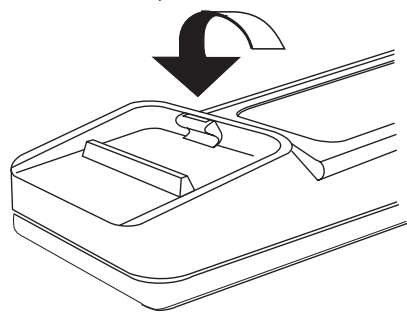


Figure 2. Bottom View

1. Using a screwdriver, pry to release HANDSET RETAINER



2. Turn the HANDSET RETAINER upside-down



3. Insert the HANDSET RETAINER back into its slot

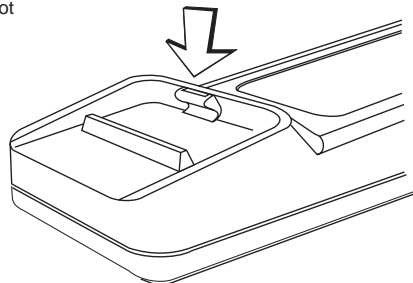
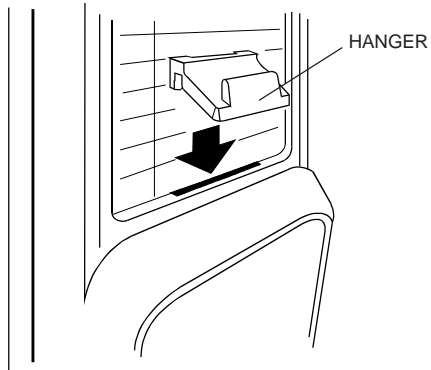


Figure 3. Fixing the Handset Retainer

1. Install the HANGER



2. Function of HANGER

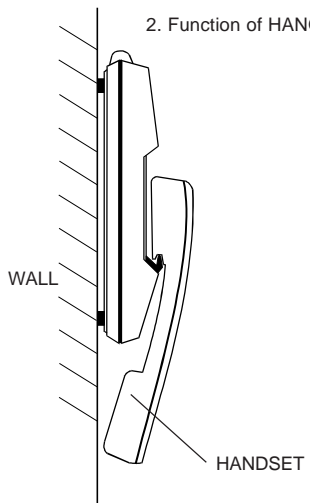


Figure 4. Installation of Off Hook Handset Hanger

4. 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 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 requirements may lead to difficulty in making outgoing external calls.

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 User Guide. The RECALL BUTTON is typically used for this purpose. Please also refer to the RECALL section of this manual.

*** AND # BUTTONS**

These may be used to control special PABX and exchange facilities. Consult your system User Guide to ascertain their use.

PABX, EASYCALL AND CUSTOMNET

All of the facilities available can be accessed by the methods described in the User Guide available from your system provider.

5. 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

If you are satisfied with the operation of your telephone service, your installation is completed. 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.

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. 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).

LINE CONNECTION

This telephone is supplied with a 3 meter line cord fitted with a modular plug which suits RJ11/12 and RJ45 sockets. Other types of plugs and cords are available on request.

6. 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.

7. WARRANTY

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 ten (10) 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 detail (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.

8. 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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