

INTERQUARTZ IQ333, IQ333EHS and IQ333D QUICK START-UP GUIDE

The IQ333 series offers 3 models: two headset supporting models IQ333, IQ333EHS and the standard version IQ333D (which replaces the Headset socket with a Data port).

- IQ333** is designed for usage with wired-headset or wireless headset together with the handset lifter.

- IQ333EHS** is specially designed to suit most of the popular *Plantronics wireless headset models via EHS port connection and provision of an OLI port to support *Plantronics OLI visual indication module. The EHS functionality allows the telephone on/off hook state to be controlled by the headset. This allows the headset to both answer incoming calls and end all calls without the need to carry out any action on the telephone keyboard.

- IQ333D** provides the convenience of a Data port (replaces Headset socket with a Data port).

To view/download a complete list of features and a more detailed user manual, please visit www.interquartz.com.au

INSTALLATION

Install the IQ333, IQ333EHS or IQ333D on a desk, table or shelf away from excessive heat, damp, dust, direct sunlight, vibration, and sources of electrical or electromagnetic or radio frequencies. Try to keep the wireless headset base unit separate from the telephone (as far away as the supplied cords comfortably allow). If the unit is to be wall-mounted, use the IQ235 WALL MOUNTING BRACKET or Wall Mount Kit No. 3 (please order separately).

UNPACKING

The carton contains the following:

- Telephone body and handset
- Coiled cord, line cord and Interquartz EHS Cable (for IQ333EHS only)
- This Quick Start-Up Guide.

GENERAL SETTING UP

- Fit the coiled cord to the appropriate sockets in the handset and telephone base.
- Fit the line cord to the rear socket and to your telephone network outlet.
- Set the Ringer Volume
- See following sections to complete the installation.

HEADSET CONNECTION

CORDED HEADSET INSTALLATION

Connect a headset to the headset socket at the rear, and set the HEADSET POLARITY SWITCH and HEADSET MIC ADJUST CONTROL described in this section.

WIRELESS HEADSET*, HANDSET LIFTER* and OLI* INSTALLATION

Connect the headset as shown in Fig 1. The connections shown illustrate the *Plantronics Savi series and the use of an optional handset lifter (a Plantronics accessory) and are to be used as a guide. Connections using other headsets and lifters are similar.

WIRELESS HEADSET* EHS and OLI* INSTALLATION

Connect the headset as shown in Fig 2. The connections shown illustrate the *Plantronics Savi series and the use of the Interquartz EHS cable (supplied with the IQ333EHS) and are to be used as a guide. Connections using other headsets are similar. More details of settings for other headset models can be obtained from Interquartz.

** Note: items marked with " * " not manufactured by Interquartz*

**Plantronics is a trademark or registered trademark of Plantronics, Inc.*

HEADSET POLARITY SWITCH - (Fig. 4)

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

- Corded Headsets: Position "V" suits Plantronics Vista Cords and other Headsets wired in the same configuration (also known as "reversed" wiring mode)
- Corded Headsets: Position "P" suits Plantronics P cords and other Headsets (including those using "smart" cords) wired in the same configuration (also known as "normal" wiring mode)
- Wireless Headsets: to decide the correct position of the switch, please consult the connection diagrams in the INSTALLATION section or check with Interquartz or an authorised reseller.

Note: the recommended settings in Fig 1 & 2.

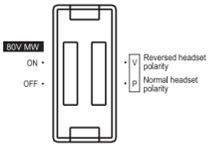


Fig. 4 HEADSET POLARITY SWITCH

HEADSET MIC ADJUST Control - (Fig. 5)

This control allows many different headsets on the Australian market to function correctly with the telephone by adjusting the Headset's Microphone sensitivity. The control is located on the underside of the telephone. The adjustment can be made by a small screwdriver or similar implement that will fit into the control slot.

To make a headset microphone level adjustment:

- With the headset connected as per the instructions in this manual, put the headset on and lift the handset to your other ear and make an out-going call.
- Pressing HANDSFREE/HEADSET, 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.
- With the other party's help decide if your voice level is the same when using the handset and headset.

Lastly, 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.



Fig. 5 HEADSET MIC ADJUST CONTROL

BASIC OPERATION

IQ333, IQ333EHS or IQ333D 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 more about Handsfree, Headset and Memory operations. **Please see the Quick Start-up Guide overleaf for information regarding general operation and controls.** Should you require assistance or have any queries, please send an email to enquiries@interquartz.com.au

MESSAGE WAITING LIGHT COMPATIBILITY

All variants of IQ333 offer the following built-in options:

- 80 VDC type
The Message Waiting switch shown in Fig 4 (when set in the "ON" position) suits an 80V DC type message waiting signal from the host system (eg. NEC, FUJITSU, ALCATEL, later HYBEX and NORTEL). It should be set to the OFF position when the telephone is used on other systems.
- Polarity Reversal (eg. Ericsson BP250)
This function is permanently enabled and will not conflict with other features when the telephone is used on other systems with different Message Waiting requirements.
- Ericsson MD110 (MX-One) or Siemens Hi-Path

NOTE: If this telephone is configured to "Message Waiting" mode please note that it is only intended for PABX systems (contact your vendor for clarification). If so, it may not be connected to any other telephone system or network without the authority of the Australian Telecommunications Authority. For direct line use, please disable the message waiting feature using the switch on the telephone underside (see Fig. 4).

HEADSET OPERATION (models IQ333 and IQ333EHS)

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

Model IQ333 Headset Operation

Note: This section applies to model IQ333 only (for IQ333EHS operation, please see the next section). Model IQ333 can be used with corded headsets and wireless headsets with/without a handset lifter.

USING A CORDED HEADSET

- To make or receive an outgoing call using the headset, the headset should be connected to the headset jack at the rear of the IQ333:
- Press HANDSFREE/HEADSET. 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 HANDSFREE/HEADSET
- To hang up, press HANDSFREE/HEADSET or replace the handset.

SWITCHING MODES DURING A CALL

A call can be switched between Headset/Handsfree and Handset modes by pressing HEADSET/HANDSFREE or by lifting the handset.

The HEADSET/HANDSFREE key has auto-detection function. When the headset is connected, the Handsfree function is disabled to allow the HEADSET/HANDSFREE to work in Headset mode. Unplug the headset to revert to Handsfree mode (even during a call).

TRAINEE/SUPERVISOR MODE

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

Training Mode

Allows a supervisor to monitor a trainee during a call.

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

Supervisor Mode

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

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

USING A WIRELESS HEADSET WITH HANDSET LIFTER

Note: This section specifically applies to *Plantronics Wireless Headsets. Please see the connection diagrams in the INSTALLATION section for detailed setup instructions.

To answer or start a call: press the Headset's Call Control button (this is typically the button on the headset's earpiece: see Headset User Guide). The lifter will lift the handset. If you have connected an OLI, it will illuminate.

To end a call: press the Headset's Call Control button. The lifter will lower the handset.

Switching modes during a call

A call can be switched between Headset and Handset by the following method:

- Lift the handset to your spare ear.
- Press the headset's call control button to release the call to the handset.
- To end the call, 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.

To use the telephone in Silent Ringing mode:

- Set the RINGER VOLUME SWITCH to OFF position (signified by the square symbol without a bell symbol inside it).
- Put your headset on and wait for the next incoming call.
- When a call arrives, the Multifunctional Indicator will flash and the operator will hear the ringing tone at a low level in the headset.
- Press HANDSFREE/HEADSET to answer the call.

VOLUME CONTROL (ELECTRONIC)

To adjust volume of sound in the headset earpiece, press the up and down volume buttons located in the middle of the memory card.

CLARIA "ALERT" FEATURE

The telephone is designed to support the "Alert" feature available on the Claria headset. When pressing HANDSFREE/HEADSET 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. In addition, the Multifunctional Indicator will illuminate during the call.

Model IQ333EHS Headset Operation

Model IQ333EHS can be used with both corded and wireless headsets. The benefit of the EHS functionality is to integrate the headset and telephone so that the hookswitch can be controlled by the headset. This allows the headset to both answer incoming calls and end all calls without the need to carry out any action on the telephone keyboard.

The instructions below assume that all connections have been carried out according to the Connection Diagrams in the INSTALLATION section (see Fig 2).

USING A CORDED HEADSET

Please see "CORDED HEADSET" above in the "Model IQ333 Headset Operation" section.

USING A WIRELESS HEADSET IN EHS MODE

Note: 1. This section specifically applies to *Plantronics Wireless Headsets. Note: 2. When the EHS cable is connected please note that the HANDSFREE key is disabled.

Note 3: If you are using a Handset Lifter instead of the EHS connection (which is possible with IQ333EHS), please see "USING A WIRELESS HEADSET WITH HANDSET LIFTER" in the "Model IQ333 Headset Operation" section.

To answer or start a call: press the Headset's Call Control button (this is typically the button on the headset's earpiece: see Headset User Guide). If you have connected an OLI, it will illuminate.

During the call:

- The MUTE Key will not respond when pressed (use the headset's mute function instead).
- The HANDSFREE Key will not respond when pressed.
- The red indicator on the HANDSFREE/HEADSET Key, when ON, will signify that the telephone is in use via the headset.
- The Handset, if lifted off the cradle, will not interrupt the headset and cannot disconnect the call if replaced in the cradle. There will be no audio to or from the handset.
- If a *Plantronics On-Line Indicator Light model is connected to the telephone's OLI port (see Fig 2), the OLI will be illuminated when the telephone is in use.

To end a call: press the Headset's Call Control button. The telephone will resume its normal functions except that the HANDSFREE will not respond until the EHS cable is removed.

Switching modes during a call

A call can be switched between Headset and Handset by the following method:

- Lift the handset.
- Press the headset's call control button to release the call to the handset.
- To end the call, 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.

To use the telephone in Silent Ringing mode:

- Set the RINGER VOLUME SWITCH to the OFF position (signified by the square symbol without a bell symbol inside it).
- Put your headset on and wait for the next incoming call.
- When a call arrives, the Multifunctional Indicator will flash and the operator will hear the ringing tone at a low level in the headset.
- Press HANDSFREE/HEADSET to answer the call.

HANDSFREE OPERATION

HANDSFREE MICROPHONE

Located at the front of the phone (Fig 1), 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/HEADSET KEY

To commence a Handsfree call press the HANDSFREE/HEADSET; 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:

- Telephone rings
- Press HANDSFREE/HEADSET
- 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

- Press HANDSFREE/HEADSET
- Replace handset
- Resume your conversation using the Handsfree function.

Outgoing calls using HANDSFREE (manual or memory dialing)

- Press HANDSFREE/HEADSET
- Dial required number on Alpha-Numeric Keypad or press desired MEMORY
- 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 from full User Manual at www.interquartz.com.au

ADVANCED NETWORK OPERATION

Where this telephone is used on an intelligent network such as Telstra's Business Links, 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 REDIAL/PAUSE Key section (Fig 3) 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 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

Many different numbers and codes 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.

USING THE MEMORIES

Located at the top of the keyboard, the One-Touch Memory provide easy dialing of often-used numbers. Each memory can store 32 digits and can store *, # , Pause and commands.

STORING A NUMBER:

- Lift handset or press HANDSFREE/HEADSET
- Press STORE
- Enter the telephone number
- Press STORE
- Press desired memory key
- Replace HANDSET or press HANDSFREE/HEADSET.

DIALING A NUMBER:

- Lift handset or press HANDSFREE/HEADSET
- Press desired memory key.

CASCADE DIALING

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

DIGIT CAPACITY

All memories can store up to 32 digits each, comprising any combination of 1-9,0, * and #.

STORAGE TIME

All memories are retained permanently without batteries (non-volatile memories).

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

- 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.
- If recommended by Interquartz, return the suspect unit to the Interquartz delivery point below, enclosing in your package the following:
 - Proof of purchase
 - Documentation to indicate your (or the end user's) contact details (phone, fax and email) and return address.
 - A fault report to assist our technical staff to locate the fault or pay particular attention to the function or feature reportedly malfunctioning.
 - 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.
 - Any other relevant material to establish the warranty claim if applicable.

- Repairs to the unit will be carried out according to prescribed Interquartz factory-endorsed procedures to return the telephone to a serviceable condition.

- 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.