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**VOYAGER SERIES**  
**TELEPHONE**  
**MODEL IQ280**

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OPERATING INSTRUCTIONS

**INTERQUARTZ<sup>®</sup>**

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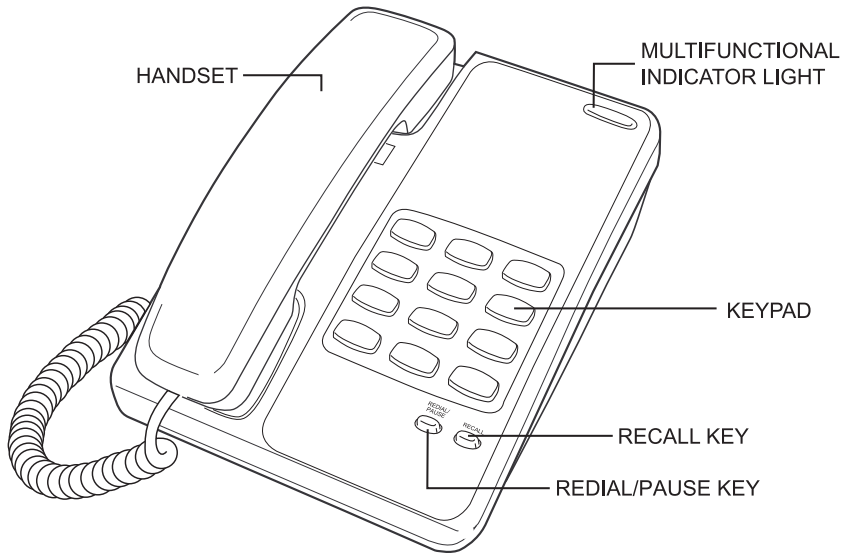
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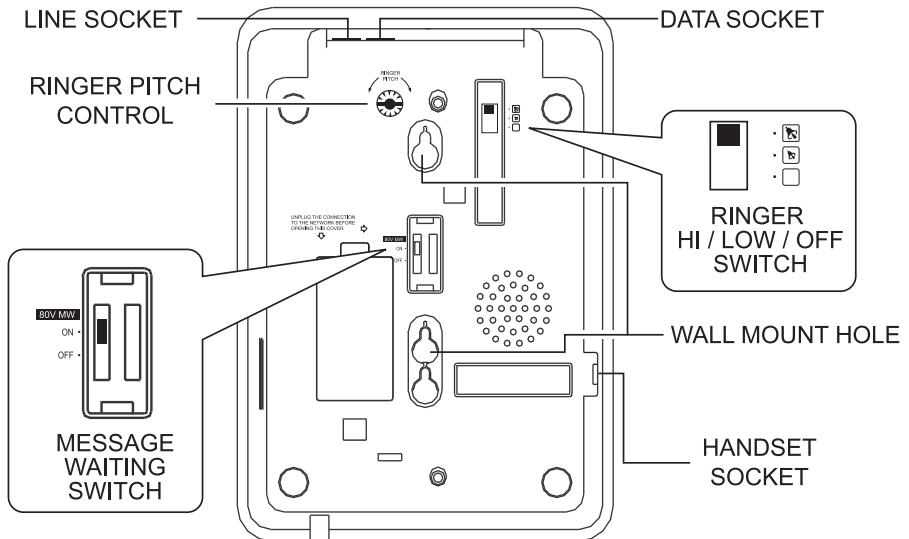
# 1. FEATURES

- Tone dialing
- Super bright LED ringer lamp allows visual ringing indication
- Built-in switchable Message Waiting option to suit any neon (80 VDC) type message waiting system AND Ericsson BP250 Message Waiting
- Ericsson MD110 (MX-One) or Siemens Hi-Path
- Redial and Pause functions
- Recall facility with flash timing 100 ms
- Compatible with direct lines, intelligent networks, PABXs and any analog line
- Call Waiting compatible
- Line powered, unaffected 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
- 6 year warranty
- Hearing aid compatibility

## 2. GENERAL CONTROLS AND INDICATORS



**FIGURE 1 : TOP VIEW**



**FIGURE 1 : BOTTOM VIEW**

## MULTIFUNCTIONAL INDICATOR LIGHT

*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 (80 VDC) type message waiting system

- Built in Ericsson BP250 Message Waiting

- Ericsson MD110 (MX-One)

- Siemens HiPath

### Setting Up Software Based Message Waiting

To set up the telephone for Ericsson MD110 (MX-One) or Siemens Hi-Path Message Waiting signal detection, please use the following keypad entries after connecting the telephone set to the telephone line:

Go on-line by lifting the handset, then

To enable Ericsson Message Waiting:

Press STORE, **#**, **\***, 6, 9, 3, STORE, **#**

To enable Siemens Message Waiting:

Press STORE, **#**, **\***, 6, 9, 7, STORE, **#**

To cancel the selected MW option:

Press STORE, **#**, **\***, 6, 9, 0, STORE, **#**

When enabled, the Message Waiting LED will blink for confirmation. Having enabled Ericsson or Siemens Message Waiting signal detection the large red indicator on the right hand side above the keypad will indicate when a message is waiting.

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. 1).

## **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.

## **ALPHA-NUMERIC KEYPAD**

The standard numeric digits are available for normal dialing. The alphabetic characters are provided to allow full access to services that require the entering of numerals and letters.

## **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. it is not a system or telephone fault).

## **RECALL KEY**

For use with host telephone systems to invoke special network facilities such as call-hold or call-transfer available in your system.

## **BASIC OPERATION**

This telephone can be used 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 the appropriate sections to learn more about advanced operating instructions.

## **REDIAL / PAUSE KEY**

### **Redial Function**

Press to redial the last number previously dialed, which may be up to 32 digits long. 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
2. Press REDIAL .

### **Pause Function**

The Pause command may be needed if your phone is connected to any network where a 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
4. Dial the remaining digits.

## **HEARING-AID COMPATIBILITY**

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



## **3. 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.

## 4. INSTALLATION

### UNPACKING

The carton contains the following :

- Telephone body and handset
- Coiled cord and line cord
- This User Manual.

### GENERAL SETTING-UP

1. Fit the COILED CORD to the appropriate sockets in the HANDSET and the telephone base
2. Fit the LINE CORD to the rear socket and to your telephone network outlet
3. Set the Ringer Volume
4. See following sections to complete the installation.

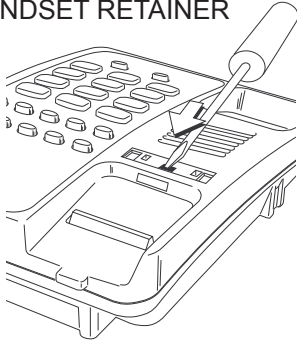
### LOCATION

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. Avoid excessive heat, damp, dust, direct sunlight, vibration, and other appliances or devices that may transmit or emit electrical or electromagnetic radio frequency noise or signals (e.g. computers, welders, pagers).

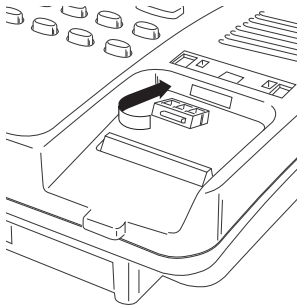
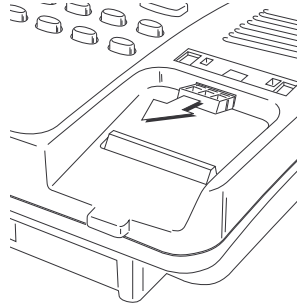
### WALL MOUNTING

1. Fit the WALL MOUNT BRACKET (optional, not supplied) to the wall and attach the WALL MOUNT BRACKET to the underside of telephone (see Figure 2)
2. To enable the HANDSET to be supported in the cradle, follow the procedure shown in (Figure 2) to reverse the HANDSET RETAINER.
3. NOTE: The WALL MOUNT BRACKET and MODULAR WALL JACK illustrated in (Figure 2) are available from your authorised Interquartz dealer and can be ordered as "Wall Mount Kit No.3".

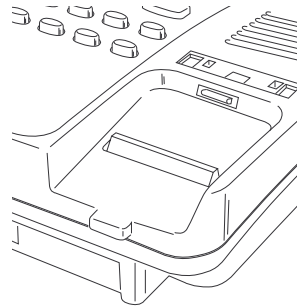
1. Use screw-driver to push the HANDSET RETAINER



2. Push the HANDSET RETAINER out of the slot

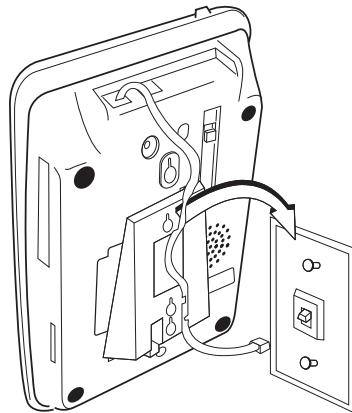
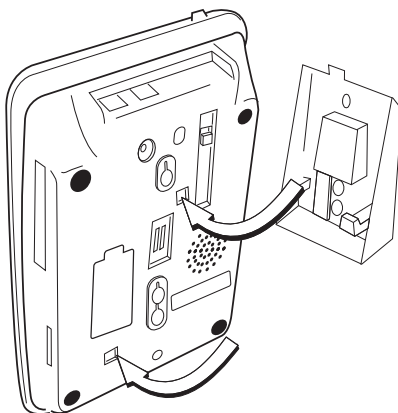


3. Turn the HANDSET RETAINER 180°



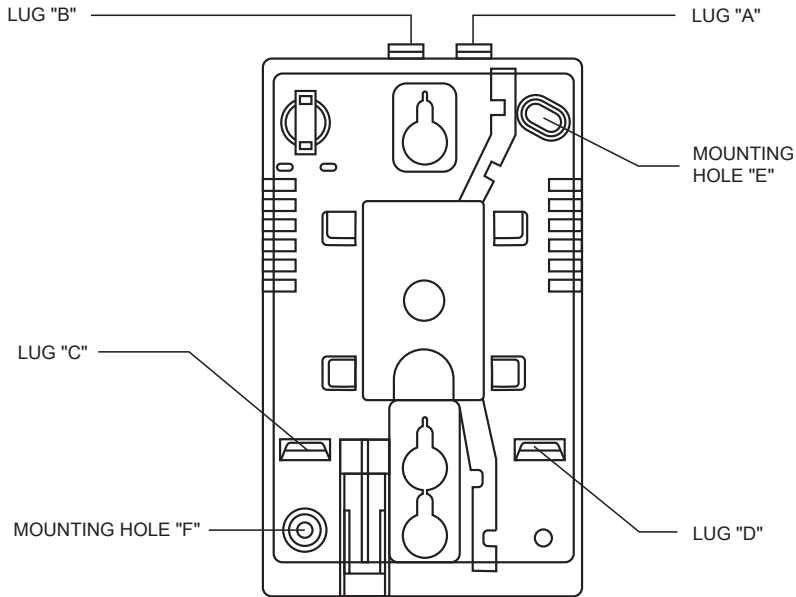
4. Insert the HANDSET RETAINER back into it's slot

### **FIGURE 2: WALL MOUNTING**



### **FIGURE 2 : WALL MOUNT BRACKET**

# IQ235 WALL-MOUNT BRACKET (OPTIONAL NOT INCLUDED WITH PHONE)



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
IQ260 IQ360 IQ560E IQ750	IQ750EHS IQ280 IQ281 IQ283	"B" and "D"
IQ330 IQ331 IQ333	IQ333EHS IQ335	"B" ONLY

**FIGURE 3**

## **LINE CONNECTION**

This telephone is supplied with a hybrid plug that suits most common modular RJ style wall sockets, 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**

Located in the Multifunctional Indicator Light, 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 HYBEX and NORTEL PABX systems. The Message Waiting Light switch is located on the telephone's underside which enables or disables the light, and is factory set in the ON position.

If this telephone is configured to "message waiting" mode please note that it is only 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's underside.

## 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 that leaves 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.

## 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 - 6 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 six (6) 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 factoryendorsed 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](mailto: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.

Manufactured by  
**International Quartz Limited**

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