
VOYAGER SERIES
TELEPHONE
MODEL IQ281

OPERATING INSTRUCTIONS

INTERQUARTZ®

This Interquartz telephone has been manufactured to very high standards and is very easy to use. Please read this manual carefully to find out how to use the features.

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1. 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).

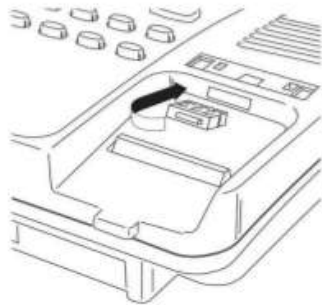
WALL MOUNTING

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 1) to reverse the HANDSET RETAINER.
3. NOTE: The WALL MOUNT BRACKET and MODULAR WALL JACK illustrated in (Figure 1) are available from your authorised Interquartz dealer and can be ordered as "Wall Mount Kit No.3".

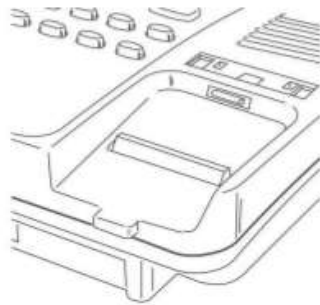
1. Use screw-driver to push the
HANDSET RETAINER



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 1 : WALL MOUNTING

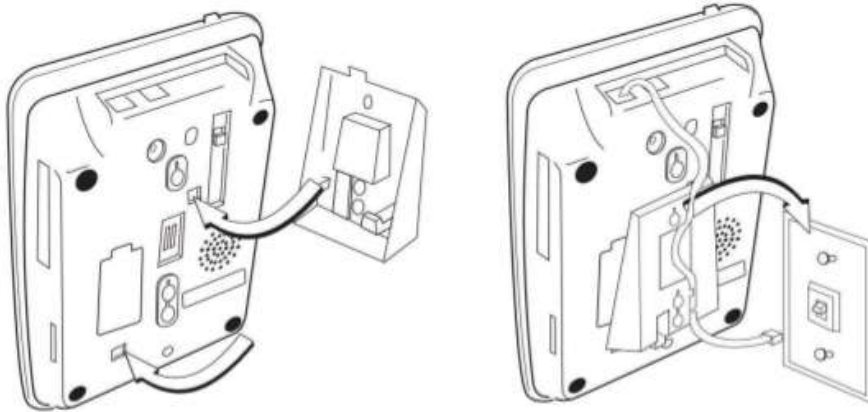
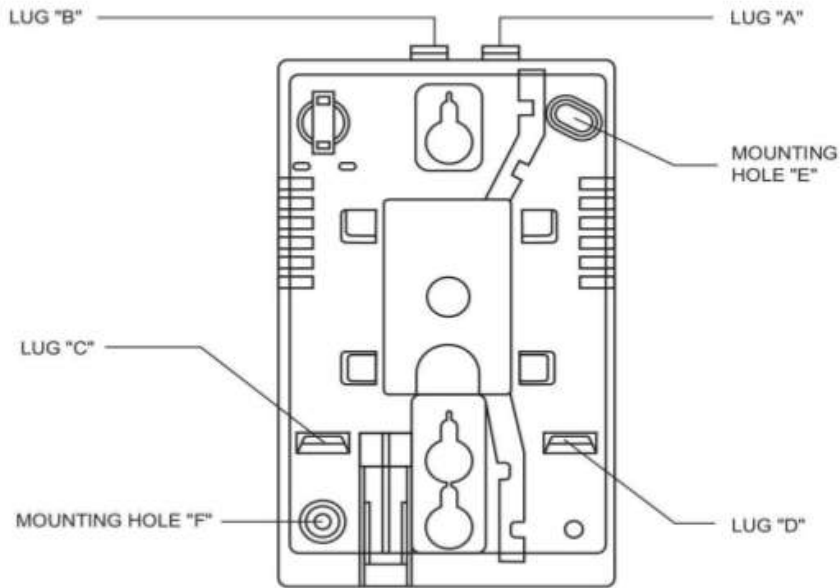


FIGURE 2 : WALL MOUNT BRACKET

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

2. Telephone Features

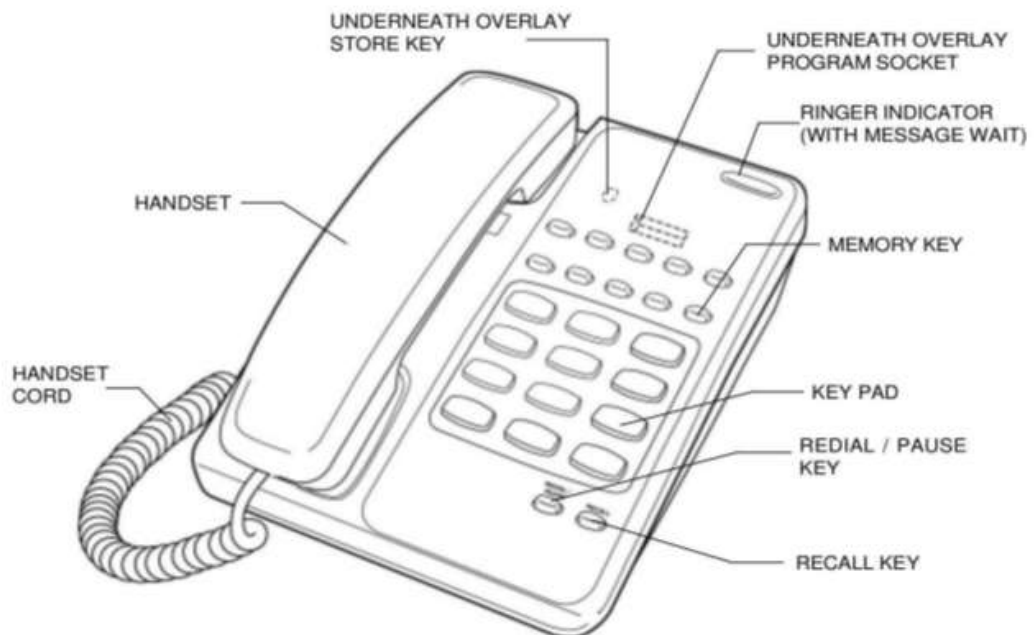


Figure 3: General Appearance

To help you find your way round the telephone, various features and buttons are briefly described below. You should refer to the relevant section of this user guide to learn how to use the features available.

Store Button (underneath overlay)

Used to store numbers into the direct access memory buttons.

Ringer Indicator

Flashes when the telephone rings with an incoming call.

Ringer Volume Switch

Located on the base of the unit (see Figure 4). Move switch to select no sound (OFF), muted sound (LOW) or full sound (HIGH) for ringing on incoming call.

Ringer Pitch Control

On the base of the unit. Allows the pitch of the ringer to be altered from a high pitch to a low pitch.

Recall Button

For PABX use, to carry out call transfers and access other PABX facilities.

Memory Stores

There are 10 buttons able to retrieve 10 memory locations, each able to store 32 digits.

Redial / Pause Button

If pressed once the dial tone is heard, the last number dialled with capacity of 32 digits will be redialled.

Otherwise, it serves as a pause button inserting a 1 second pause in the number sequence.

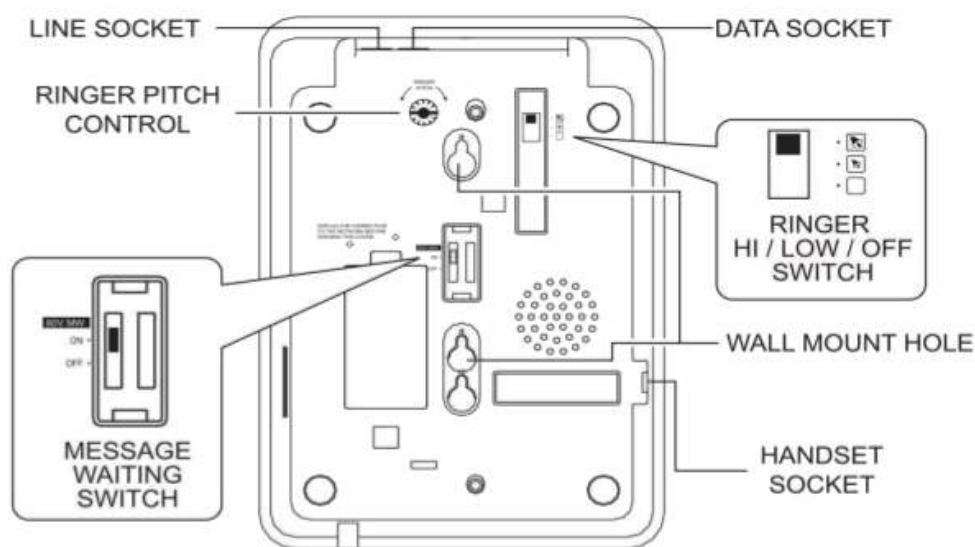


FIGURE 4: BOTTOM VIEW

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).

3. Operation

Answering a call

You can answer a call by simply lifting the handset.

Manual Dialling

Lift the handset, listen for the dial tone and then dial the required number using the keypad.

Memory Storage / Dialling

This telephone can store ten memories. The numbers are stored in flash memory which means that they will never be lost.

To store numbers, ensure that the telephone is connected to the line.

- lift the handset
- press the store button
- dial the number to be stored using the keypad
- press the store button again
- press the memory button where you want to save the number
- replace the handset to clear the line.

To dial numbers from memory

- lift the handset
- once dial tone is present press the required memory button, the stored number will then be dialled automatically.

Redial / Pause Function

Redial

If the number dialled is busy,

- hang-up and obtain a new line by lifting the handset .
- press the button labelled redial/pause and the last number (up to 32 digits) that you dialled will automatically be redialled.

Pause

The Pause command may be needed if the phone is connected to certain types of PABX or to any network where a pause is required.

- Lift handset
- Dial any digits required before the pause
- Press Pause button
- Dial remaining digits

Data Port

The data port provides access to the telephone line for computers (with a modem), answering machines and cordless phones.

4. 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 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. 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.

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

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.

