

# User Guide

## **IQ392** Monitor / Headset Telephone

INTERQUARTZ® Telephones - Quality at your fingertips



Please read this User Guide carefully before using the telephone

### **1. General**

This Interquartz telephone has been manufactured to very high standards and is very easy to use. In this User Guide there are diagrams to help you locate the many parts and features of the telephone.

#### **1.1 Off-hook and On-hook**

You will see the terms "Off-hook" and "On-hook" in this User Guide. "Off-hook" means when you lift the telephone handset off the cradle, or when you press the Headset / On Hook Dial key, to access the telephone line. "On-hook" means when you have replaced the handset to the cradle, or you have pressed the Headset / On Hook Dial key, to hang-up.

#### **1.2 Interquartz Anti-Ring Back feature**

This feature is not commonly found in other telephones. The Interquartz Anti-Ring Back feature avoids those annoying "ring backs" or sometimes referred to as "phantom calls". A "phantom call" is when the telephone rings immediately after you hang-up but when you answer there is neither anyone nor any ring-tone there. A "phantom call" is usually due to an unintentional PBX (or exchange) recall; PBX recall is sometime referred to as hook-flash (one quick tap of the Cradle Switch Lever). Having the Interquartz Anti-Ring Back feature means that you cannot tap the Cradle Switch Lever (hook-flash) to recall the PBX; the Cradle Switch Lever is for hang-up only. You can recall the PBX (or exchange) via the PBX RECALL key. PBX means Private Branch Exchange. Please also note that at any time if you go On-hook then followed by Off-hook immediately you will notice that the line will not have any dial tone momentarily. This is just the anti-ring back feature operating. The dial tone should return in about 2 seconds.

#### **1.3 Year 2000 Compliance**

Year 2000 compliance is not applicable to this telephone. This telephone does not use or store the current dates and is therefore not affected by the year 2000 compliance issues.

## **2 Installation**

- 2.1 This telephone has timed-break PBX Recall timing selections of 100ms or 300ms or 600ms. The timing required for Telecom Central Office lines (the PSTN), and most PBX extensions, is 600ms. If it is necessary to change the PBX Recall timing on the telephone then proceed as follows:
  - 2.1.1 Always make sure the telephone is disconnected from the line before making this adjustment.
  - 2.1.2 Remove the cover over the PBX Recall timing switch and the Headset selection switch on the underside of the telephone – see Diagram 2. You can first loosen the cover with a small flat tip tool, such as a small flat-end screwdriver. Carefully insert the tool into the slot on either end of the cover and lever carefully to release the latches. Once the cover has been loosened you can easily lift it off with your fingertips.
  - 2.1.3 Slide the PBX Recall timing switch to the new setting. If the Headset selection switch does not require changing then replace the cover and snap it back into place.
- 2.2 If the telephone requires wall mounting then you need to re-position the Handset Retainer – see Diagram 3, before mounting the telephone on the wall. You have the option of using just the mounting “key-holes” on the underside of the telephone or more appropriately using a custom wall mount bracket.
- 2.3 Plug the handset cord (the curly cord) into the telephone – see Diagram 2; and into the handset respectively. Place the handset in the cradle.
- 2.4 Plug the line cord into the telephone line jack – see Diagram 2; and into the wall socket respectively.
- 2.5 Set the ringer volume to High / Low / Off and set the ringer pitch tone as required – see Diagram 2.

## **3 Setting up and Operating the telephone**

### **3.1 Monitor mode (On Hook Dial)**

- 3.1.1 In setting up the telephone to operate in the Monitor mode you must first check that the OHD / HS sliding switch on the underside of the telephone is in the OHD (On Hook Dial) position. If it is not already in the OHD position then slide the switch to select OHD – See Diagram 2.
- 3.1.2 Press the Headset / On Hook Dial key to go Off-Hook. When the On Hook Dial function is active the light in the Headset / On Hook Dial key will illuminate. You should also hear the dial tone from the monitor speaker.
- 3.1.3 Adjust the speaker volume as required by sliding the volume control on the side of the telephone.
- 3.1.4 Dial the required number from the keypad or from one of the memory locations.
- 3.1.5 At anytime if you wish to hang-up then simply press the Headset / On Hook Dial key again, the light in the Headset / On Hook Dial key will also go-off. Otherwise when the called party answers you can pick up and use the handset for two-way conversation.
- 3.1.6 During a call you can return to monitor speaker only by simply pressing the Headset / On Hook Dial key and replace the handset to cradle. The light in the Headset / On Hook Dial key will once again illuminate and you should hear the other party through the monitor speaker but you cannot talk to the other party. There is no voice transmission at this time. Pick up and use the handset again to resume two-way conversation. When finished place the handset back on the cradle to hang-up.
- 3.1.7 If your call does not require two-way conversation and only require DTMF signalling via the telephone keypad, then when the call is connected you can listen to the called party via the monitor speaker and begin responding via the keypad. When finished, press the Headset / On Hook Dial key to hang-up, the light in the Headset / On Hook Dial key will also go-off. If you prefer privacy during this call then simply pick up and use the handset receiver to listen and continue with the call. When finished place the handset back on the cradle to hang-up.

### 3.2 Headset mode – for Plantronics and compatible headsets

(Warning: Only use New Zealand Telecom Telepermit Approved headsets with this telephone)

3.2.1 In setting up the telephone to operate in the Headset mode you must first check that the OHD / HS sliding switch on the underside of the telephone is in the HS (Headset) position. If it is not already in the HS position then slide the switch to select HS – see Diagram 2.

3.2.2 Plug the headset into the Headset socket – see Diagram 2; and put on the headset.

3.2.3 Press the Headset / On Hook Dial key to go Off-Hook. When the Headset function is active the light in the Headset / On Hook Dial key will illuminate. You should also hear the dial tone from the headset ear capsule. (NB: If the headset does not work try again after changing the Headset selection switch setting – see Diagram 2. If still not working then a custom fitting of your headset to the telephone maybe required. Consult your Interquartz telephone supplier for further details.)

3.2.4 Adjust the ear capsule volume as required by sliding the volume control on the side of the telephone.

3.2.5 Dial the required number from the keypad or from one of the memory locations.

3.2.6 At anytime if you wish to hang-up then simply press the Headset / On Hook Dial key again, the light in the Headset / On Hook Dial key will also go-off. Otherwise when the called party answers you can begin your conversation. When finished press the Headset / On Hook Dial key again to hang-up.

3.2.7 Lifting the handset whilst in the Headset mode will switch off the headset and change over to Handset mode; the light in the Headset / On Hook Dial key will also go-off. To return to Headset mode press the Headset / On Hook Dial key again and place the handset back on the cradle.

### 3.3 Mute function

3.3.1 Pressing the MUTE key at any time during the Off-Hook condition will mute both the handset microphone and the headset microphone. When the Mute function is active the light in the MUTE key will illuminate.

3.3.2 Press the MUTE key a second time to terminate Mute function and resume conversation. The MUTE key light will turn off upon termination.

3.3.3 The Mute function will self-cancel whenever you hang-up the telephone.

### 3.4 Memory dialling (Ten memory locations)

You can store any of the 4 x 3 DTMF keys (1, 2, 3...to 0 including \* and #) and the PAUSE key into any of the one-touch memory locations. Each time you store new data into a memory location you will overwrite previously stored data.

If your telephone is behind a PBX then when dialling an outside line you may need to include a PAUSE after the outside line access code in the dialling sequence before dialling the telephone number.

#### 3.4.1 To store a number into memory (Each location can store up to a maximum of 16 digits)

3.4.1.1 First the telephone needs to be in the Off-hook condition; while in the Off-hook condition you may hear the dial tone changing to a disconnect tone before completing the storing procedure. You can ignore this disconnect tone and continue until completion of storing procedure.

3.4.1.2 Start by pressing the STORE key then enter the required number via the keypad.

3.4.1.3 Complete storing into memory by pressing the desired memory key. Repeat from section 3.4.1.2 again for storing another number or if no more to store then return the telephone back to On-hook condition. Note on the index card next to the memory key what you have stored.

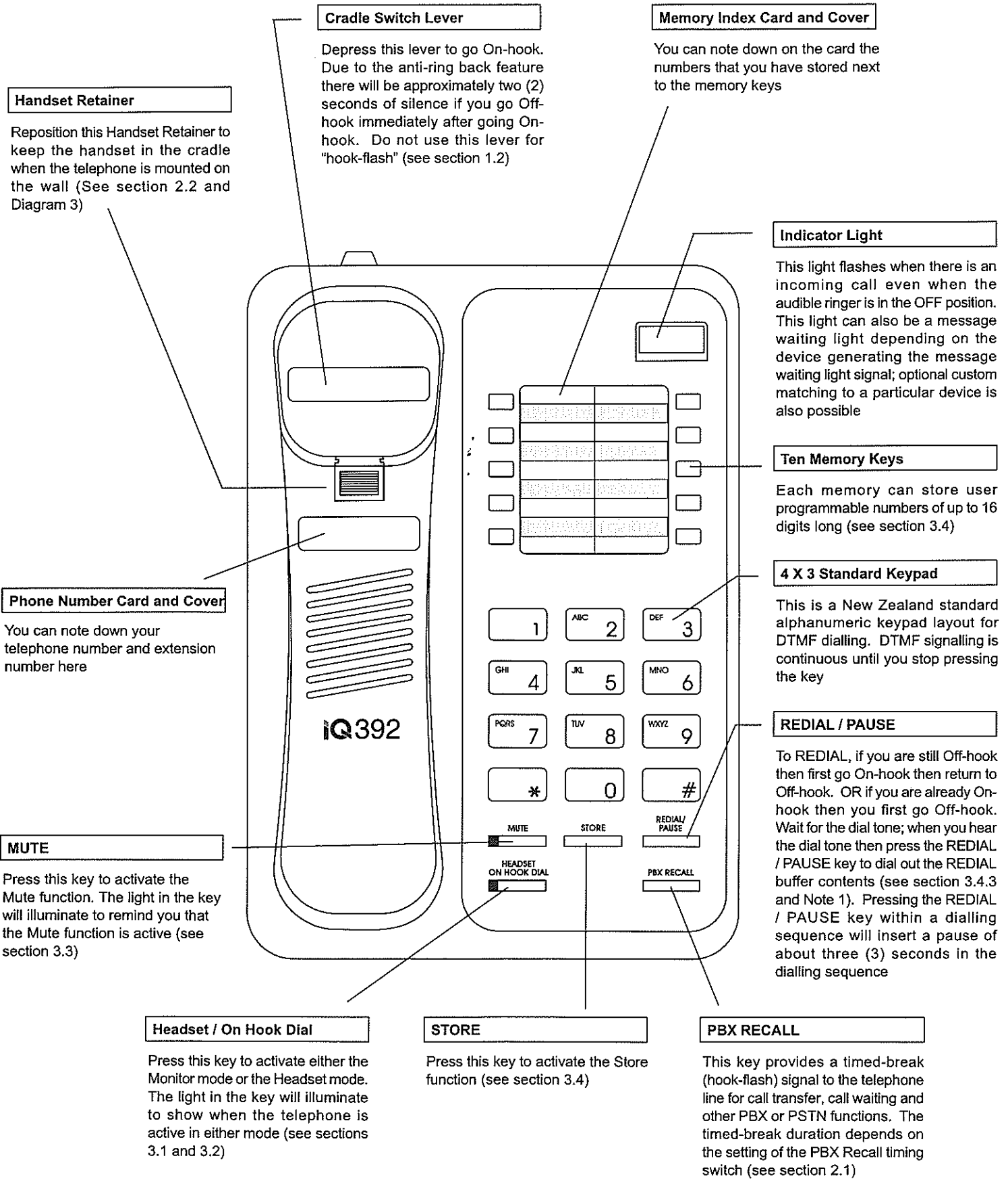
#### 3.4.2 To dial a number from memory

3.4.2.1 Lift up the handset or press the Headset / On Hook Dial key to go Off-hook.

3.4.2.2 When you hear the dial tone press the key for the memory location required.

3.4.2.3 Proceed with the call in Monitor mode (as per sections 3.1.5 to 3.1.7) or Headset mode (as per sections 3.2.6 to 3.2.7) depending on the operating mode you are in.

3.4.3 The Last Number Redial <sup>(Note 1)</sup> function automatically stores the last number you dialled from the keypad.



**Diagram 1**

**Telephone Line Cord Socket**

Connect the line cord RJ11 plug here

**Headset Cord Socket**

Connect the headset cord RJ4 plug here

**Ringer Pitch Control**

You can rotate this knob to vary the ringer pitch. This knob has a maximum 270 degrees rotation between extremes

**Headset microphone adjust**

Do not mistake this normally protruding knob as a hold down screw. You can rotate this knob to adjust the headset microphone sensitivity. Rotate clockwise for higher sensitivity and anti-clockwise for lower sensitivity. This knob has a maximum 270 degrees rotation between extremes

**Ringer HI / LO / OFF**

This switch is for selecting the audible ringer volume level

**Battery Compartment**

You can install two (2) AA size alkaline batteries for memory back up in case of line power interruption (batteries not supplied)

**OHD / HS Switch**

This sliding switch selects either On Hook Dial (OHD) Monitor mode or Headset (HS) mode for the telephone (see section 3)

**On Hook Dial / Headset Volume Control**

Slide this control to adjust the volume of the incoming speech in either the monitor speaker or the headset ear capsule

**Handset Cord Socket**

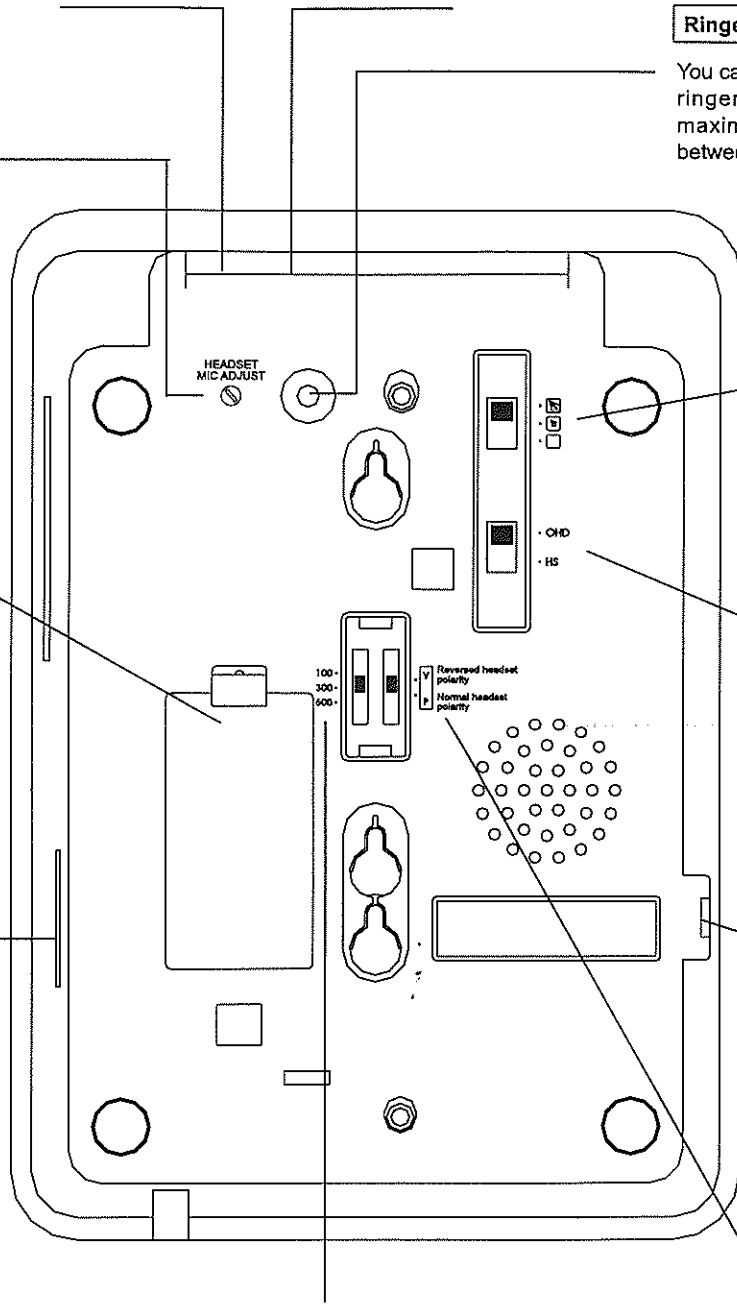
Connect the curly handset cord RJ4 plug here

**Headset Selection Switch**

Use this switch to match the Plantronics headset, or a compatible model, to the telephone. In some cases a custom fit of headset and telephone is required (see section 3.2)

**PBX RECALL timing switch**

Normally under a cover, this sliding switch determines the timed-break duration (see section 2.1)

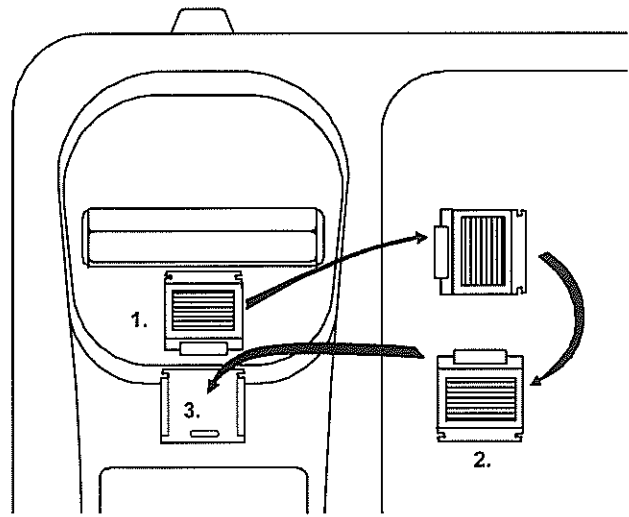


**Diagram 2**

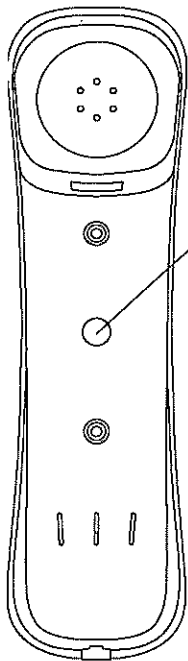
**To reposition the Handset Retainer**

You will need to reposition the Handset Retainer if you want to mount the telephone on the wall.

- (1) Place the thumb on top of the Handset Retainer and gently slide it towards the Cradle Switch Lever until it is free of the telephone case
- (2) Rotate the Handset Retainer through 180 degrees whilst keeping the top surface upwards
- (3) Re-insert the Handset Retainer back into the hole in the telephone case until it is securely clicked in



**Diagram 3**

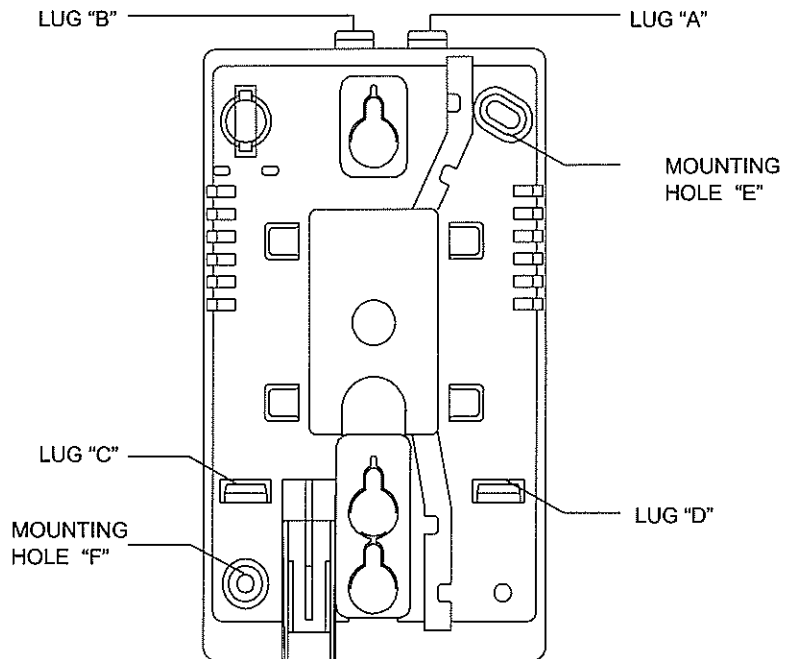


**Handset MUTE Button**

You can press and hold down this button to mute the handset microphone; release to resume conversation

**HANDSET**

**Diagram 4**



Please note:

1. The wall bracket may be secured onto the wall by using mounting holes " E " and " F "
2. Break off Lug "B" and Lug "D" before clipping the wall mount bracket to back of telephone.

**WALL MOUNT BRACKET**

(Optional - not included with telephone)

**Diagram 5**

**Notes**

- (1) Please note that for correct REDIAL operation you must first go Off-hook then wait to hear the dial tone. When you hear the dial tone then press the "REDIAL / PAUSE" key. You must not press any other keys before pressing the "REDIAL / PAUSE" key. If you press any other key before the "REDIAL / PAUSE" key then pressing the "REDIAL / PAUSE" key will only insert a pause of approximately three (3) seconds in the dialling sequence.
- (2) This telephone may be subject to "Bell Tingle" under some rare circumstances when certain other devices are connected to the same telephone line. If "Bell Tingle" occurs, you should not refer it to Telecom Faults Service as a line problem.
- (3) Warning : Under no circumstances should you try to dismantle this product, DOING SO WILL INVALIDATE YOUR WARRANTY, NO USER SERVICEABLE PARTS INSIDE.