

INTERQUARTZ®

Gemini Series

IQ333, IQ333EHS & IQ333D

OPERATING INSTRUCTIONS

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Introduction

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).

1. FEATURES

Basic Features in all Models of IQ333

- Tone dialing
- Handsfree speakerphone
- 10 one-touch memory keys (non-volatile memories)
- Super bright LED ringer lamp allows visual ringing indication
- Built-in multiple Message Waiting support for models IQ333, IQ333D and IQ333EHS
- User selectable ringer volume
- Redial and Pause functions
- Recall facility with flash timing 100mS
- Compatible with direct lines, intelligent networks, PABXs and any analog line
- Call Waiting compatible
- Centel (e.g. Telstra Customnet and Business Links) 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
- 5-year warranty
- Hearing aid compatibility

For Models IQ333 and IQ333EHS

- Built-in headset socket to suit a wide range of headset types
- Adjustable Headset/Handset/Handsfree hearing level with electronic buttons volume
- Mute key and indicator - for privacy on both Handset, Handsfree and Headset mics
- Headset Microphone level adjustment to suit all Headset types so both high gain and low gain Headset mics can be used
- Headset Cable Polarity Switch to suit both common ("normal" and "reversed") Headset plug wiring modes
- Mid-call mode support (change between Headset, Handsfree and Handset during a call in any order)
- "Silent Ringing" feature for Headset users allows the ringing to be heard in the Headset only (keeps call centre noise levels down by eliminating the sound of ringing during incoming calls)

- Trainee/Supervisor Mode allows both a Handset user and a wired-Headset user to be online simultaneously without the need for a Headset training cord or adaptor (IQ333 only)
- IQ333EHS supports Plantronics wireless headset models CS510, CS520, CS530, CS540, Savi W710, W720, W730, W740, CS60, CS70N, Voyager 510S, CS351N/A, CS361N/A and Savi Office series WO100, WO200 etc through EHS control cable connection via a dedicated EHS port.
- IQ333EHS OLI port (adjacent to the EHS port) supports Plantronics On-Line Indicator Light and provides visual indication when the telephone is in use.

For Model IQ333D

- Data port is provided as an additional connection for access to the telephone line. It is permanently wired in “shared” mode, meaning that the Data port is parallel connected to the telephone line. Therefore, when other devices are connected to the Data port and in use, please avoid lifting the handset or pressing of the Handsfree key

2. GENERAL CONTROLS AND INDICATORS

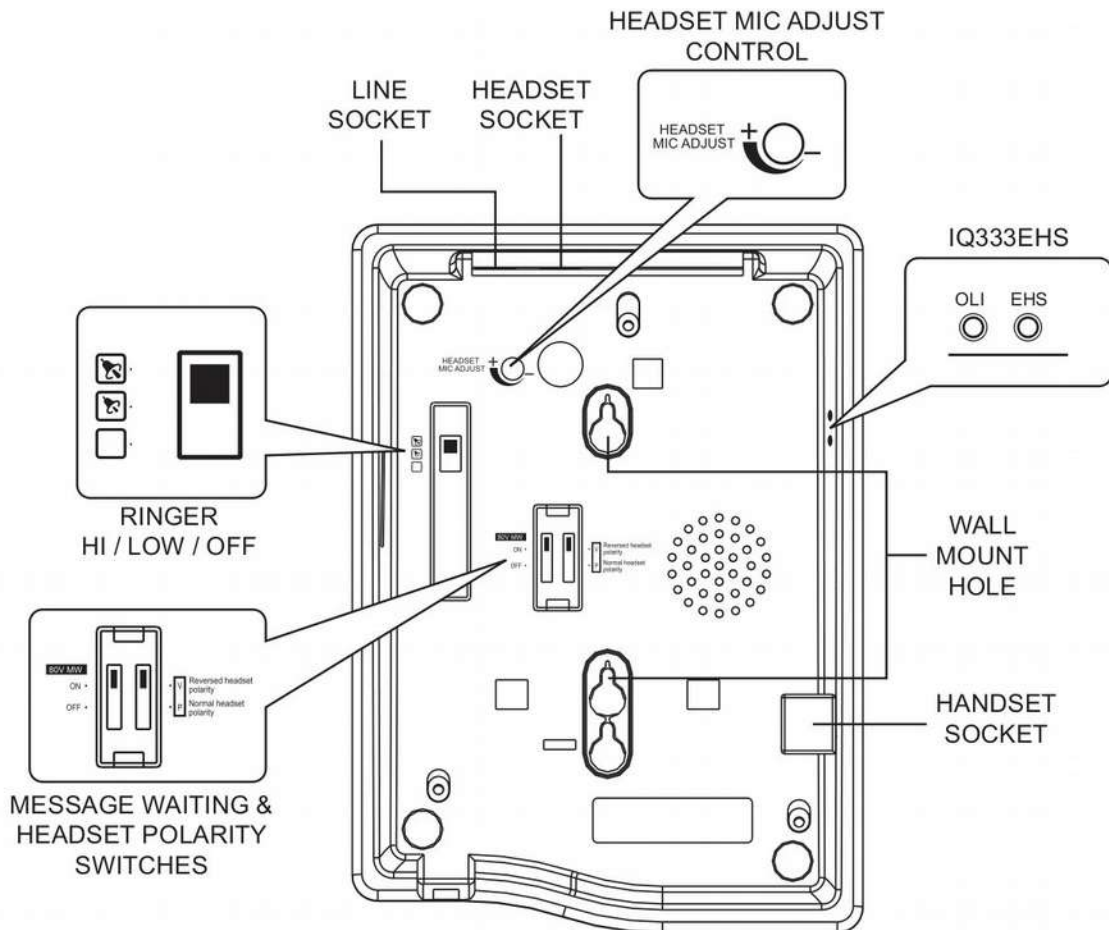
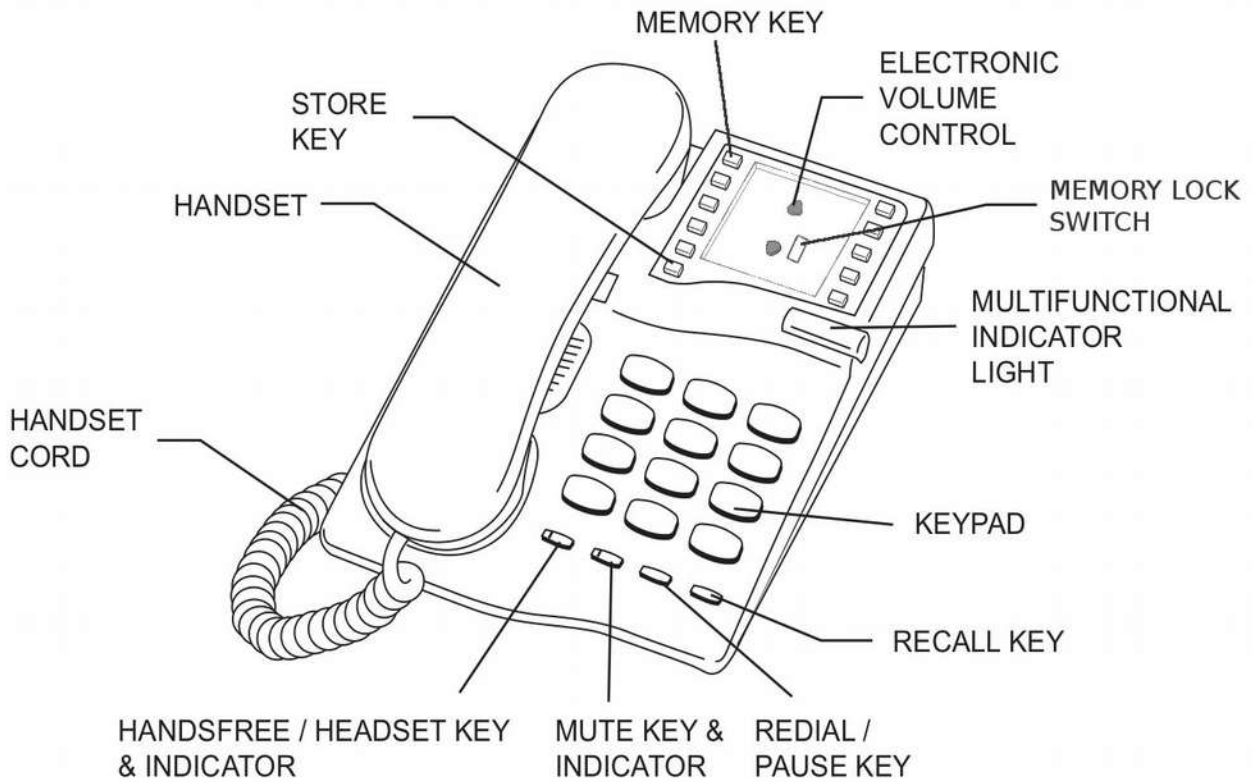


FIGURE 1: TOP AND BOTTOM VIEW

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 function offers compatibility with various systems, while other system types require optional extras to be fitted to the IQ333 by Interquartz at time of order.

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).

ELECTRONIC VOLUME CONTROL

For the adjustment of the receive volume of the HANDSET, HEADSET (wired and wireless headsets) or HANDSFREE hearing level in 4 steps. Press the up and down arrow keys (v- and v+) located in the centre of the memory card to adjust the volume. Adjusting these controls does not affect your outgoing voice level. See Fig 1.

RECALL KEY

For use with host telephone systems to invoke special network facilities such as Call-Hold or Call-Transfer available in your system.

HANDSFREE/HEADSET KEY AND INDICATOR (with auto-detection)

When the HANDSFREE/HEADSET key is pressed a red indicator will glow to indicate that the HANDSFREE mode or HEADSET mode is activated and the unit is on-line.

In IQ333EHS model, when the EHS control cable is connected to unit, its HANDSFREE/HEADSET key function will be disabled and controlled via the wireless headset.

MUTE KEY AND INDICATOR

When pressed, it cuts off transmission from the handset, handsfree and headset microphones to allow user privacy. The red light indicates when the mute condition is active. To release the mute condition press MUTE again.

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, or press HANDSFREE/HEADSET KEY
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.

For memory usage (storage procedure):

1. Lift HANDSET, or press HANDSFREE/HEADSET KEY
2. Press STORE
3. Dial digits required e.g. number line access code before dialing the pause
4. Press PAUSE
5. Dial remaining digits
6. Press STORE
7. Select and press desired MEMORY key
8. Replace HANDSET or press HANDSFREE/HEADSET key.

When dialed, this stored number will Pause at the appropriate place in the dialing sequence.

HEARING-AID COMPATIBILITY

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

3. 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 key; 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:

1. Telephone rings
2. Press HANDSFREE/HEADSET
3. 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

1. Press HANDSFREE/HEADSET key
2. Replace HANDSET
3. Resume your conversation using the Handsfree function.

Outgoing calls using HANDSFREE (manual or memory dialing)

1. Press HANDSFREE/HEADSET key
2. Dial required number on ALPHA-NUMERIC KEYPAD or press desired MEMORY key
3. 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.

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 the HANDSFREE/HEADSET key. 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 the HANDSFREE/HEADSET key
- To hang up, press the HANDSFREE/HEADSET key or replace the handset.

SWITCHING MODES DURING A CALL

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

1. During a trainee's call the supervisor may lift the HANDSET (HANDSFREE/HEADSET indicator will turn off)
2. Quickly press the HANDSFREE/HEADSET key and the indicator will illuminate
3. 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.

1. 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
2. To return the call to the trainee, press HANDSFREE/HEADSET key 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:

1. Lift the handset to your spare ear
2. Press the headset’s call control button to release the call to the handset
3. To end the call, replace the handset in the cradle.

SILENT RINGING FEATURE

Designed for Call Centre 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:

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

VOLUME CONTROL (ELECTRONIC)

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

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 is connected to the telephone’s OLI port (see Fig 1), 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 key 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:

1. Lift the handset
2. Press the headset’s call control button to release the call to the handset
3. To end the call, replace the hand set in the cradle.

SILENT RINGING FEATURE

Designed for Call Centres 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:

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

5. 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 PAUSE Function section to ensure correct usage of the PAUSE button.

AUTOMATIC PAUSE INSERTION

In the event that your telephone network requires a PAUSE after dialling an access code (such as trunk line access via a PABX), the telephone can be programmed to automatically insert one or two pauses after that access code is pressed.

EXAMPLE: Automatic pause is required for a PABX using trunk access via digit 0

1. lift HANDSET
2. press STORE
3. press 0 (trunk access digit)
4. press STORE
5. press *

During either manual or memory dialling of any number commencing with the digit 0, the telephone will automatically insert a pause (i.e. a waiting period) before proceeding with further dialling. Having programmed this feature both manual and memory dialling procedures are simplified and, when programming MEMORIES, it is no longer necessary to include a PAUSE command in the number sequence.

To cancel the automatic pause feature:

1. lift HANDSET
2. press STORE twice
3. press *
4. replace HANDSET

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.

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.

6. USING THE MEMORIES

Located at the top of the keyboard, the ONE-TOUCH MEMORY keys provide easy dialing of often-used numbers. Each memory can store 32 digits and can store *, #, Pause and commands.

STORING A NUMBER:

1. Lift HANDSET or press HANDSFREE/HEADSET key
2. Press STORE
3. Enter the telephone number
4. Press STORE
5. Press desired memory key
6. Replace HANDSET or press HANDSFREE/HEADSET key.

Direct Access Memories and the Memory Protection Switch

The Memory Protection Switch protects the ten memory keys to prevent them from being overwritten by the user in daily use. The memory protection switch is located underneath the memory number card (see Figure 1, page 7).

To program or alter the contents of a protected Direct Access memory:

1. Remove the memory card paper insert to reveal the MEMORY PROTECTION SWITCH
2. Move the MEMORY PROTECTION SWITCH to the "Non-Protected" position as shown in Figure 1 (page 7)
3. Lift HANDSET or press HANDSFREE / HEADSET KEY
4. Press STORE
5. Enter the telephone number
6. Press STORE
7. Press desired memory key
8. Replace HANDSET or press HANDSFREE / HEADSET KEY
9. Move the MEMORY PROTECTION SWITCH to the "Protected" position as shown in Figure 1 (page 7)

To dial from a Protected Direct Access Memory Press the desired Memory Key once

DIALING A NUMBER:

1. Lift HANDSET or press HANDSFREE/HEADSET key
2. 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

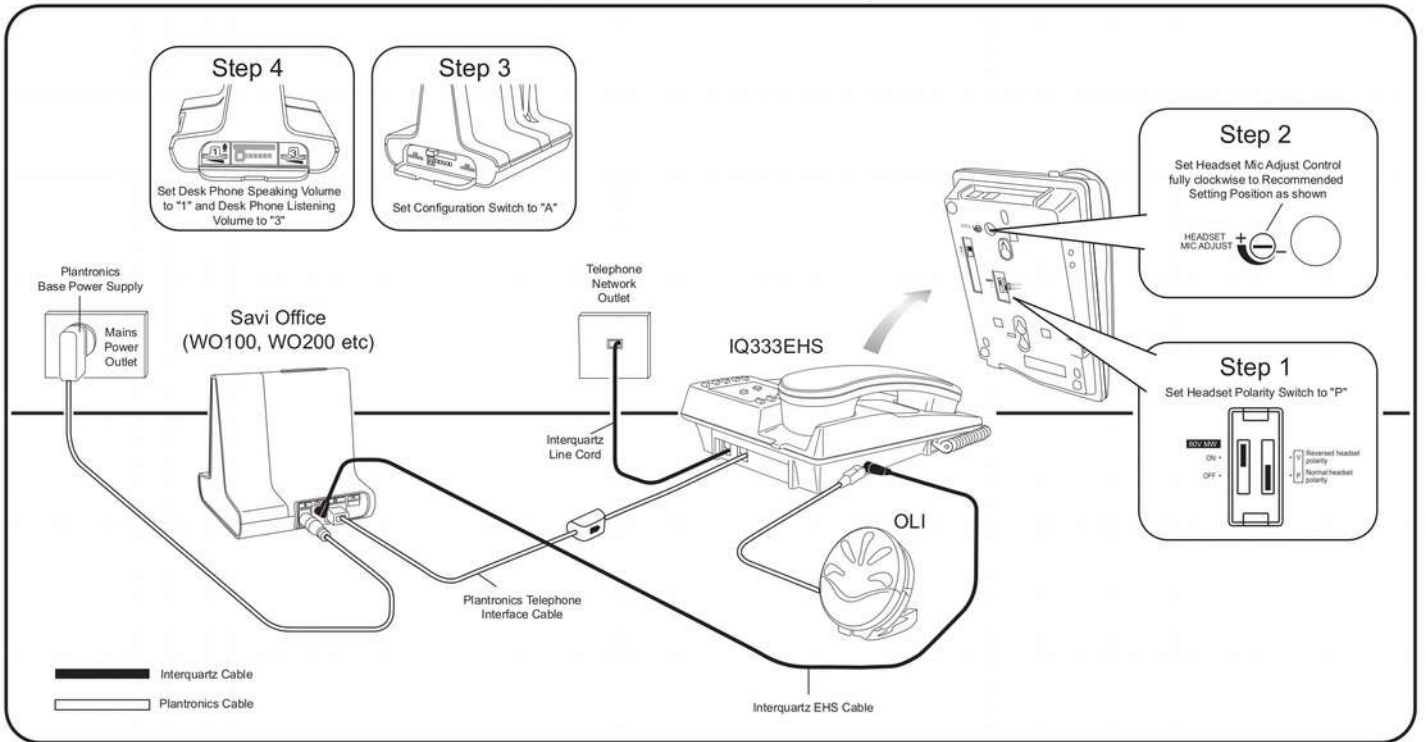
All memories can store up to 32 digits each, compressing any combination of 1-9,0, *, and #.

STORAGE TIME

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

7. INSTALLATION

Savi Office (WO100, WO200 etc) & OLI Connection Diagram for IQ333EHS



CS510, CS520, CS530, CS540 Series & OLI Connection Diagram for IQ333EHS

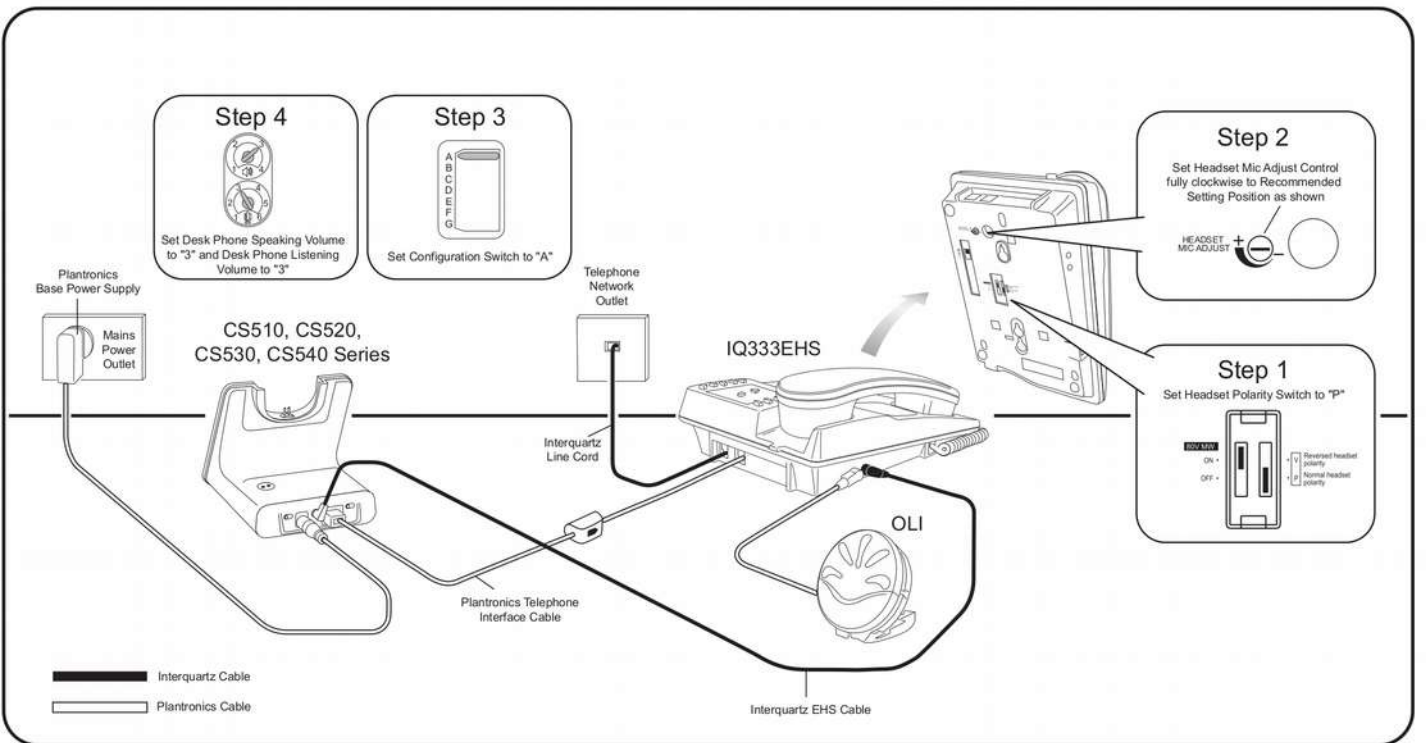


FIGURE 2: CONNECTION DIAGRAMS

UNPACKING

The carton contains the following:

- Telephone body and handset
- Coiled cord, line cord and Interquartz EHS Cable (for IQ333EHS only)
- 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.

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.

HEADSET MIC ADJUST CONTROL

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:

1. 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.
2. Pressing the HANDSFREE/HEADSET key, 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.
3. 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.

HEADSET POLARITY SWITCH

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

WIRELESS HEADSET*, HANDSET LIFTER* and OLI* INSTALLATION (* see note)

1. Plug the telephone interface cable supplied with the Wireless headset (also called "telephone cable" in some Plantronics headset manuals) to the telephone socket on the headset base unit and to the IQ333 handset socket.
2. Connect the handset coiled cord according to the Headset manufacturer's instructions
3. Install the Handset Lifter according to the manufacturer's instructions
4. Connect OLI cable (optional) to the accessory Jack on the Handset Lifter.

Please refer to the connection diagrams (Fig 2) in this manual and on our website to see a visual guide to the above steps and connections. If your headset is not one of those illustrated, please follow the general information in the sections entitled "HEADSET MIC ADJUST CONTROL" and "HEADSET POLARITY SWITCH" to find adjustments needed to suit your headset.

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

WIRELESS HEADSET* EHS and OLI* INSTALLATION (*see note)

1. Plug the telephone interface cable supplied with the Wireless headset (also called "telephone cable" in some Plantronics headset manuals) to the telephone socket on the headset base unit and to the IQ333EHS headset socket at the telephone's rear.
2. Connect one end of the Interquartz EHS cable (supplied with IQ333EHS) to the Accessory Port (otherwise known as Handset Lifter Jack) of the Wireless base unit and connect the other end to the EHS port on the left side of the IQ333EHS bottom casing.
3. Set Headset Polarity Switch according to the connection drawing (Fig 2).
4. Connect OLI cable (optional) to the OLI port on the left side of IQ333EHS.

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

NOTE: The IQ333EHS's coiled handset cord should remain plugged in to the telephone's HANDSET socket. Do not connect it to the base of the wireless headset.

Please refer to the connection diagrams (Fig 2) in this manual to see a visual guide to the above steps and connections. If your headset is not one of those illustrated, please follow the general information in the sections entitled "HEADSET MIC ADJUST CONTROL" and "HEADSET POLARITY SWITCH" to find adjustments needed to suit your headset.

LOCATION

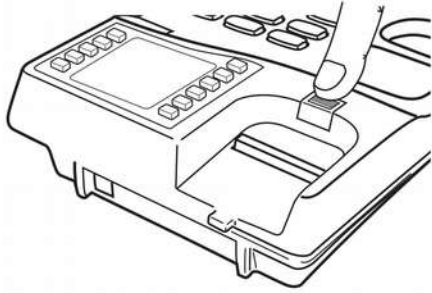
The telephone should be placed on a desk, table or shelf where it is not likely to be pushed off. If the unit is to be wall mounted, it should be seated securely on the WALL MOUNTING BRACKET. Avoid excessive heat, damp, dust, direct sunlight, vibration, and other appliances or devices that may transmit or emit electrical or electromagnetic radio frequency noise or signals (e.g. computers, welders, pagers). Try to keep the wireless headset base unit separate from the telephone (as far away as the supplied cords comfortably allow).

WALL MOUNTING

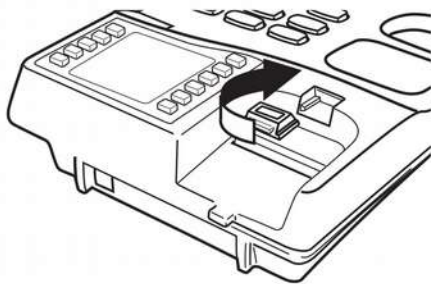
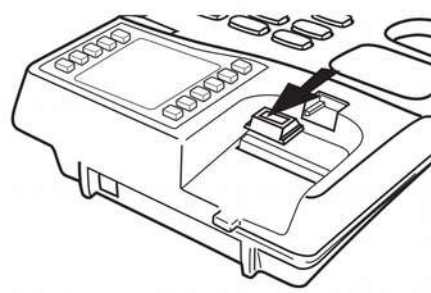
1. Fit the WALL MOUNT BRACKET (optional, not supplied) to the wall and attach the WALL MOUNT BRACKET to the underside of telephone (see Fig 3)
2. To enable the HANDSET to be supported in the cradle, follow the procedure shown in (Fig 3) to reverse the HANDSET RETAINER

NOTE: The WALL MOUNT BRACKET and MODULAR WALL JACK illustrated in (Fig 4) are available from your authorized Interquartz dealer and can be ordered as "Wall Mount Kit No.3".

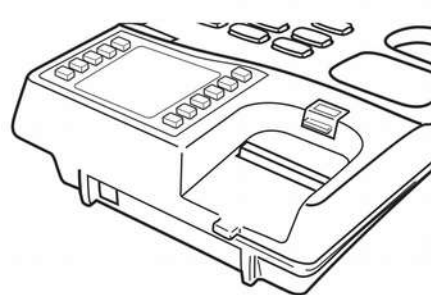
1. Use your thumb to press the HANDSET RETAINER



2. Push the HANDSET RETAINER out of the slot.



3. Rotate the HANDSET RETAINER by 180°



4. Insert the HANDSET RETAINER back into its slot.

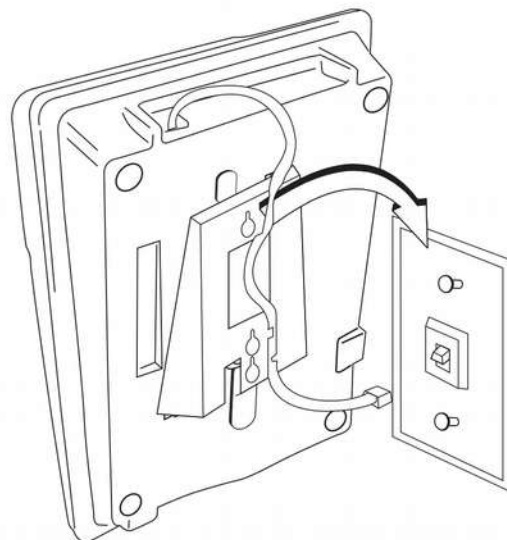
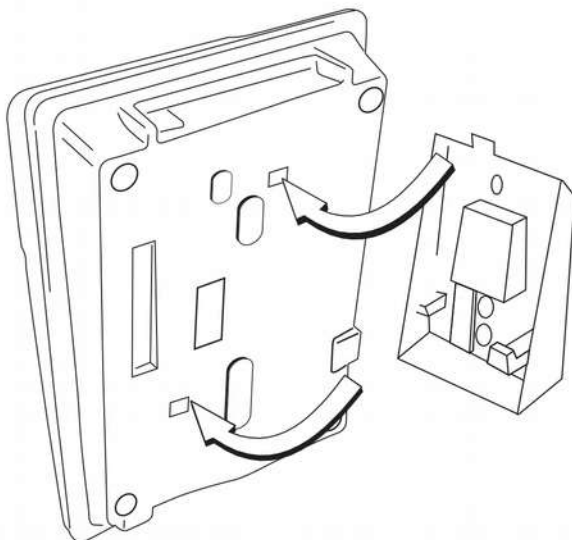
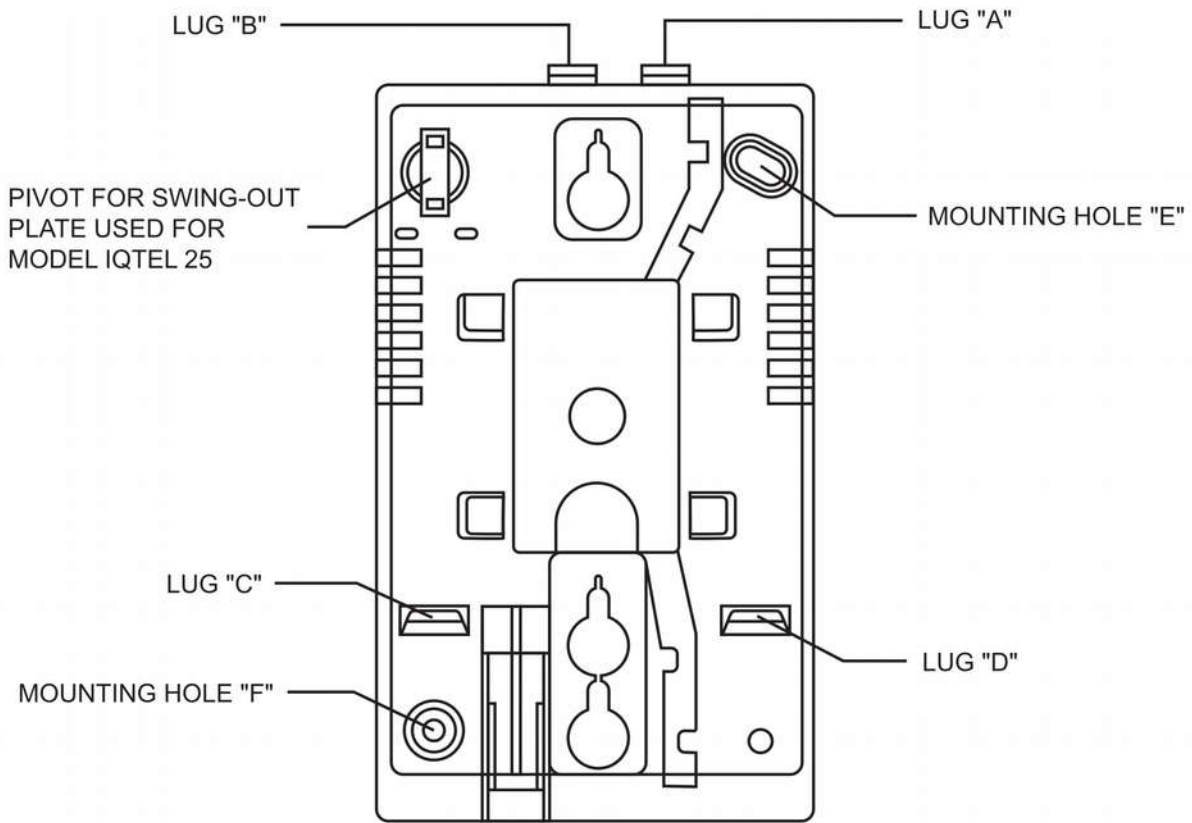


FIGURE 3: WALL MOUNTING AND WALL MOUNT BRACKET

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 IQ281 IQ283	"B" and "D"
IQ330 IQ331 IQ333	IQ333EHS IQ333D IQ335	"B" only

Figure 4

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.

MESSAGE WAITING LIGHT COMPATIBILITY

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

1. 80 VDC type

The Message Waiting switch shown in Fig 1 (when set in the "ON" position) suits an 80 VDC type message waiting signal from the host system (e.g. NEC, FUJITSU, ALCATEL, later HYBREX and NORTEL). It should be set to the OFF position when the telephone is used on other systems

2. Polarity Reversal (e.g. 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

3. Ericsson MD110 (MX-One) or Siemens Hi-Path

A software based solution which can be enabled as follows.

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:

1. Go on-line by lifting the handset or pressing the HANDFREE/HEADSET key, 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, #

2. 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).

8. 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.

9. 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.

10. 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.16

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

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.

11. SERVICE CENTRES

Please call 1800 6 IQTEL (1800 647 835) from anywhere in Australia to arrange service or repair of your telephone.