

INTERQUARTZ IQ560E QUICK START-UP GUIDE

The IQ560E offers superior performance and durability and is covered by a 6 Year warranty. The major features are Handsfree Speaker, Headset function, Display with clock, 20 Non-Volatile memories (battery free permanent storage), Built-in Message Waiting, Ringer volume and pitch controls, Mute Key, Data Port and it is Hearing Aid compatible to suit "T-switch" type hearing aids.

Please see the Quick Start-up Guide overleaf for information regarding general operation and controls.

To obtain a more detailed downloadable User Manual, please visit www.interquartz.com.au to download a copy of the full IQ560E User Manual or send an email to enquiries@interquartz.com.au

HOLDING AND TRANSFERRING CALLS - This is dependent on your system type, so please check your system's Extension User Guide to find out how to use the RECALL key.

HEADSET OPERATION

CLARIA "ALERT" FEATURE - For call centers - the "Alert" indicator on the Claria headset will illuminate, signifying that the user is on a call.

HEADSET/HANDSET/HANDSFREE MODES - A call can be moved from one mode to any other by pressing the appropriate key (Headset or Handsfree) or by lifting the Handset.

TRAINEE/SUPERVISOR MODE - Allows a supervisor to monitor a trainee's progress during a call, or 'take over' a call. The following procedure assumes that the trainee is wearing the headset and a call is in progress.

1. During a trainee's call the supervisor may lift the HANDSET (HEADSET indicator will turn off)
2. The supervisor can commence speaking, or hand the call back to the trainee by pressing the HEADSET key (the HEADSET indicator will activate). The trainee may continue the conversation with the supervisor only listening to its progress.

"SILENT RINGING" - Incoming calls can "ring" silently; the user will hear the ringing sound in the headset, 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, you will hear the ringing tone at a low level in the headset
4. Press the HEADSET key to answer the call.

MEMORIES

20 memories in total, each memory can store 24 digits, including PAUSE, *, # and Recall (Flash). The upper row of 5 memory keys has both one and two touch memories, and the lower rows of 10 memory keys each have a one touch memory. **You can store some of your favourite network facility codes (e.g. diversion, call forward, call back etc). Consult your system User Guide for the codes that you need to store.** Batteries are not required to preserve memory contents. If you wish to delete any incorrect digits while storing, press the BACKSPACE (-) button shown in Figure 2.

To store or dial the one-touch memories, press the key once. To store or dial the two-touch memories, press the key twice in quick succession.

Storing a number:

1. Lift HANDSET and press STORE (see Fig 2 to locate the STORE key)
2. Enter the telephone number
3. Press the memory key either once for a "ONE TOUCH" memory (any memory button), or twice for a "TWO TOUCH" memory (only the top row near the display)
4. Replace HANDSET.

Dialing a number:

Lift HANDSET or press HANDSFREE or HEADSET and press the desired memory key.

MEMORY LOCK - The upper row of memory keys can be pre-programmed and locked to prevent them being overwritten. If your upper-row memory keys (the row nearest the display, see Fig. 1 overleaf) are locked and prevent storage of new numbers, please contact your system administrator, Interquartz or your dealer to find out if they can be unlocked.

INSTALLATION

Install the IQ560E on a desk, table or shelf away from excessive heat, damp, dust, direct sunlight, vibration, and sources of electrical or electromagnetic or radio frequencies. 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 Telephone body and handpiece, Coiled handset cord and line cord and User Manual or Quick Start-up sheet. Fit the cords and set the Ringer Volume and the Ringer Pitch controls found on the underside. See following sections to complete the installation and setup. Batteries not supplied.

MODEL IQ560E FEATURES

See overleaf for more details

CALL TIMER

When a call is in progress, the word "TIMER" appears on the display. When the call is terminated, the call duration will be automatically displayed for 6 seconds.

16 digit LCD Display

Displays Clock, Call Timer and number dialed.

SET Key

Use to set the clock in 12-hour mode with PM indication

Hour (HR) and Minute (MIN) Keys

Press SET key then HR and MIN keys to set the clock. Press SET key again to complete the clock setting.

BACKSPACE Key

Deletes the last digit of a telephone number during memory storage.

MUTE Button and Indicator

Press to cut off transmission from the Handset, Headset and Handsfree microphone to allow user privacy. The red light indicates when the mute condition is active. Press MUTE again to release the mute condition.

HANDSFREE button and indicator

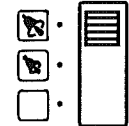
Press HANDSFREE to conduct a handsfree conversation. A red indicator will glow. Press HANDSFREE again to turn it off.

HEADSET button and indicator

Press the Headset button to conduct a call in HEADSET mode. The indicator glows when the HEADSET mode is activated.

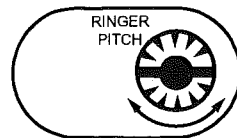
Ringer Volume switch (Hi/Low/Off)

Selection of OFF (no sound), LOW volume, and HIGH volume of the telephone's ringing sound. When the switch is set to OFF, the ringing sound can still be heard via the headset if connected to the headset port (headset optional extra). Located on the underside.



Ringer Pitch Control

Rotate the control to adjust the ringer pitch. Located on the telephone's base.



- HANDSFREE VOLUME + - EARPIECE VOLUME +

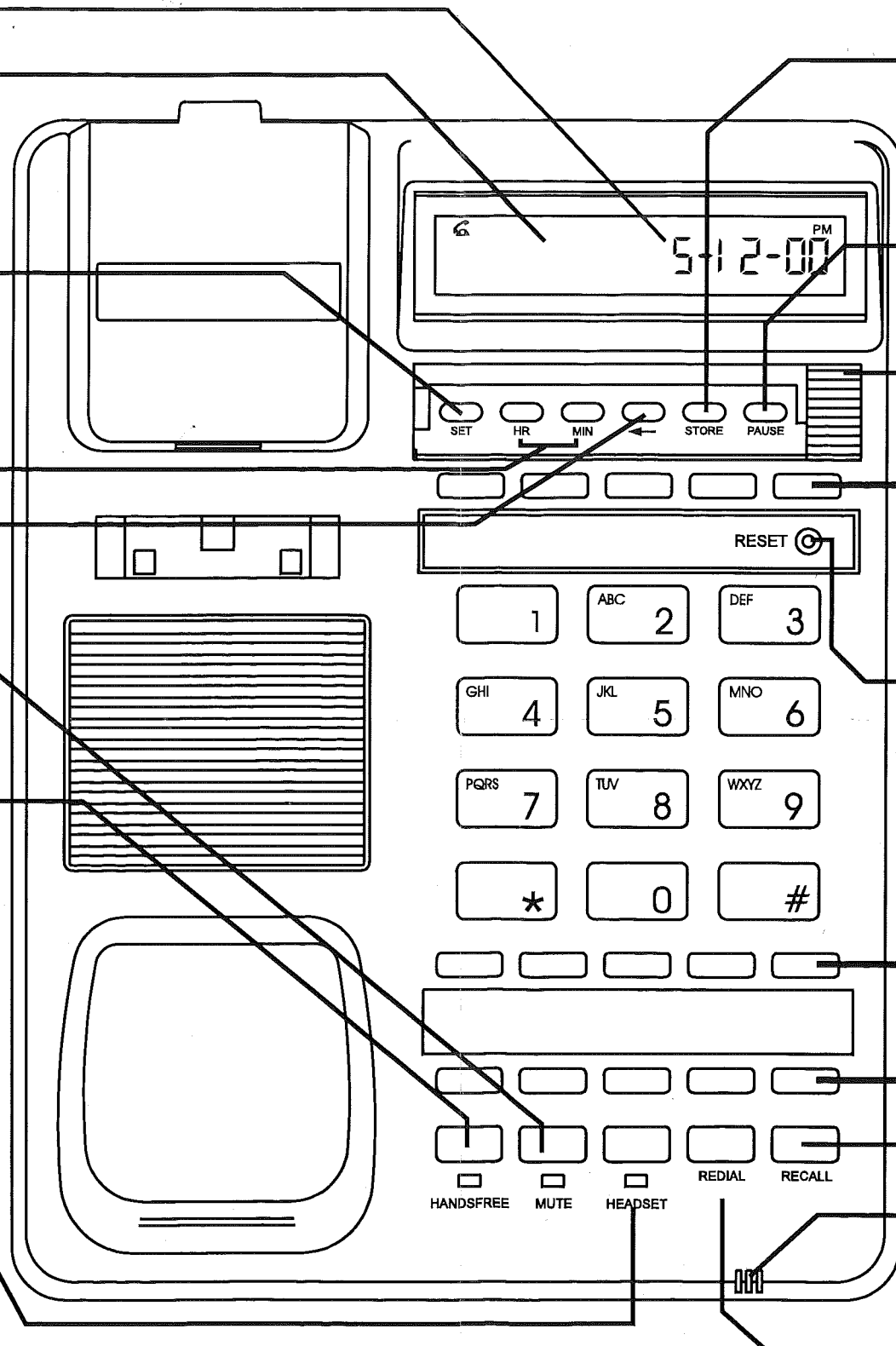


Handsfree volume slider

Adjusts the volume of sound from the speaker. Located on the side of the telephone.

Earpiece volume slider

Adjusts the hearing level of the HANDSET / HEADSET. Set to midway for normal listening level. Located on the side of the telephone.



STORE Button

Use to store memories. Any memory can store 24 digits with any combination of numeric entries plus PAUSE, *, # and Recall (Flash) commands.

PAUSE Key

Pause may be required if your phone is connected to any network where a 2 second pause is needed during dialling. Lift the handset, dial any digits required before the pause, press Pause button, and dial remaining digits.

Ringer/Message Waiting Indicator

Flashes when the telephone rings with an incoming call. Built in message waiting suits both High Voltage (80 VDC) and Polarity Reversal types. (Other system types are optional).

Memory Keys

Upper row of 5 memory keys has both one and two touch memories and can be protected to prevent over-writing - network facility codes may be programmed here for ease of use. Lower rows of 10 memory keys have one touch memories. To store, lift HANDSET, press STORE, enter number, press Memory key and hang up. See overleaf for explanation of one-touch and two-touch memories.

Reset button

Press this button to reset the telephone to normal if the telephone appears to be malfunctioning. The memories will not be erased when the button is pressed.

RECALL Button

For use with the host telephone system to invoke special network facilities such as call hold or call-transfer which may be available in your PABX or network. See your telephone system user guide to learn how to use it. May be called "Flash" or "Facility" key. Flash timing is preset to 100mS.

Handsfree microphone

Reproduces your voice as you speak to the other party in HANDSFREE mode. Keep clear of obstructions to enable clear reproduction of your voice.

REDIAL Key

Press the button to redial the last number (max 32 digits).

Figure 1

To access a more detailed, downloadable user manual:

- please visit our website at www.interquartz.com.au or www.telephones.com.au or
- call 1800 6 IQTEL (1800 647 835),
- send an email to enquiries@interquartz.com.au

LINE CONNECTION - IQ560E is supplied with a RJ45 Plug as the wall plug, with the centre pair being reserved for speech and signaling. Other types of plugs and cords are available on request. See Fig 5 for more details.

PROGRAMMING THE CLOCK – (Figure 2)

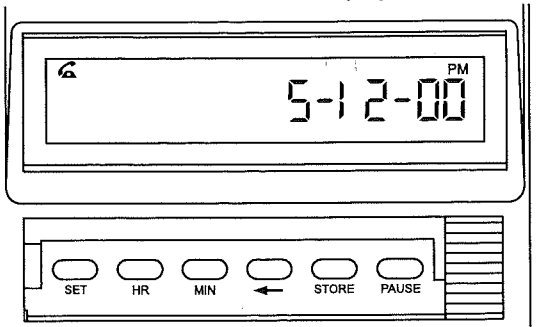


Figure 2 Location of STORE key

Example : 5:12 pm

1. Lift HANDSET and press SET
2. Press HR repeatedly until "5" and "PM" appear on the display
3. Press MIN repeatedly until "5:12 PM" appears on the display
4. Press SET.

MESSAGE WAITING LIGHT COMPATIBILITY - The factory fitted message waiting light is a neon style circuit suitable for minimum 80V DC signaling and is compatible with NEC, FUJITSU, ALCATEL, later HYBRES and NORTEL PABX systems. Also, it can be optionally configured at time of order to be compatible with most host telephone systems on the Australian market.

HEADSET MIC ADJUST CONTROL – (Figure 3) - Set to suit your headset, it can be adjusted with a small screwdriver. To make a headset mic level adjustment, make a call and speak via the headset. Then, during the call lift the handset and use the other party's help to decide if your voice level is the same. If not, use the control to adjust the headset. Clockwise rotation increases the HEADSET mic output level.

HEADSET POLARITY SWITCH - (Figure 3) - Set this switch in either position to suit your headset. Try each position to find the setting that suits your headset.

HANDSFREE MIC ADJUST CONTROL - (Figure 3) - Turning this control allows the user to adjust the handsfree for optimum performance. It can be adjusted with a small screwdriver.

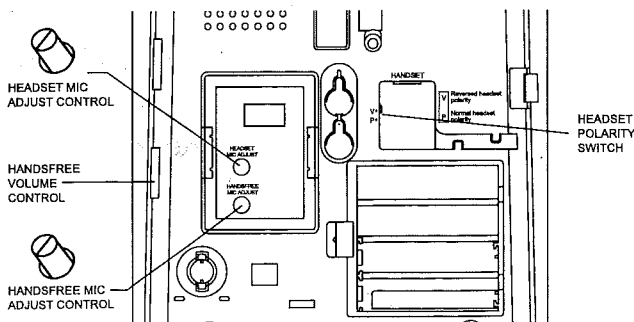


Figure 3 Headset Mic Adjust, Handsfree Mic Adjust Controls and Headset Polarity Switch

DATA PORT and DATA PORT SWITCH – To connect a cordless phone, answering machine or computer modem. The data port switch (See Figure 4) determines whether the data port shares the line with the telephone (position "shared") or has its own line (position "split"). In SHARED mode one telephone line is used for both voice and the data port (don't lift the handset if the data port is in use). Different plug or cord types can be provided to suit your wall socket – please contact Interquartz or your dealer. The telephone is factory set in SPLIT mode. SPLIT mode enables simultaneous usage of both the data port and the telephone. Two lines must be allocated from the host system. The line cord as supplied is terminated with RJ45 at the wall end, with the voice pair in the middle (pins 4 and 5) and the dedicated data line pair (for "Split" mode) on pins 3 and 6. See Fig 5 for further details. Other cords/plugs are available on request.

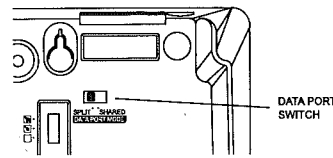


Figure 4 Data Port Switch

Pin No.	Description.	Comment
1		
2		
3	Data	Optional
4	Speech	Mandatory
5	Speech	Mandatory
6	Data	Optional
7		
8		

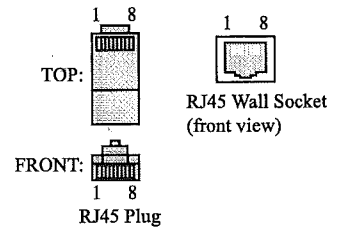


Figure 5 PIN ASSIGNMENT OF RJ45 LINE CORD PLUG

THUNDERSTORMS



The telephone can be a source of electric and acoustic shock. During thunderstorms use your telephone only for calls of the utmost urgency. Keep these calls brief, and keep clear of electrical appliances and metal fixtures. Please visit www.interquartz.com.au for further information.

WARRANTY

Interquartz (A'Asia) Pty Ltd warrants the original purchaser against failure under normal usage for a period of SIX YEARS from the date of purchase. Please visit www.interquartz.com.au for further information.

SERVICE CENTRES

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