INTERQUARTZ®
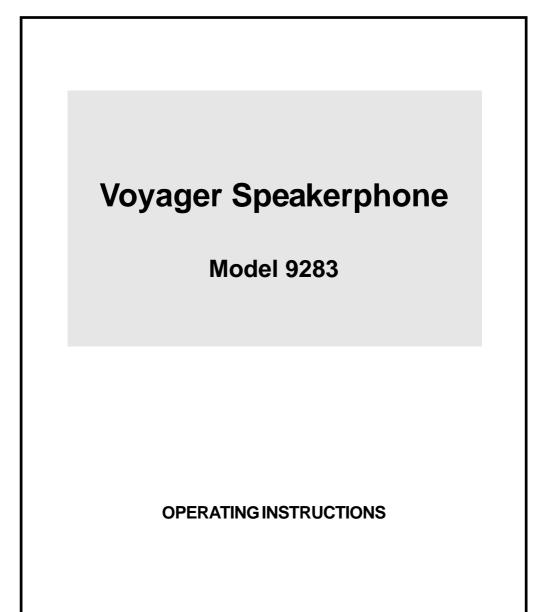
Voyager Speakerphone

Model 9283

OPERATING INSTRUCTIONS

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.

Contents

1. Important Notes

Intended use

This apparatus is intended for use on 2 wire analogue PSTN and PABX circuits within Europe.

Declaration of Conformity

Interquartz (UK) Limited declares under its sole responsibility that this product

Model : Voyager Speakerphone

Is in conformity with the following relevant harmonized standards

Health & Safety   EN60950 : 1992
Electromagnetic Compatibility   EN55022 : 1998 & EN55024 : 1998
Telecoms   EN301437 : 1999 & TBR38 : 1998

Following the provisions of Council Directive on radio equipment and telecommunications terminal equipment.

April 2002

Telephone facilities

This telephone has been designed for the use of the following facilities :

- recall (earth or timed break selectable)
- MF signalling
- ringer volume control
- ringer pitch control
- ringing indicator
- last number re-dial
- pause function
- mute function
- speakerphone function

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- desk or wall mountable (bracket excluded)
- line powered
- 10 one touch memory buttons
- inductive loop hearing aid compatible
- Data port
- 4 step electronic volume control by 2 buttons

REN number

The REN number of this telephone is 1.

If you wish to connect any other equipment to the line, simply add the REN numbers of each device together and ensure that the total does not exceed 4. If too many phones are connected to the line, the circuit may be overloaded and your telephone may not ring.

Not all telephones have the same REN.

If a British Telecom phone is supplied unmarked, you can assume that it has a REN of 1.

Emergency calls

Calls can be made on this telephone to contact the emergency services. The European code for emergency services is 112, however, you can still use 999 in the UK. An access code may also be required, if the phone is connected to a PABX.

2. Installation

This telephone is designed to plug straight into a modular style socket. If you do not have one of these sockets, they can be obtained from your Network Supplier.

Connection

Insert the line cord into the socket. Set the ringer volume control and ringer pitch control as desired.

Wall mounting

Using the template supplied, position the telephone where you want to wall mount. Drill two holes and fix roundheaded screws, leaving them slightly proud of the surface. Position the telephone over the screws and slide downwards into place.
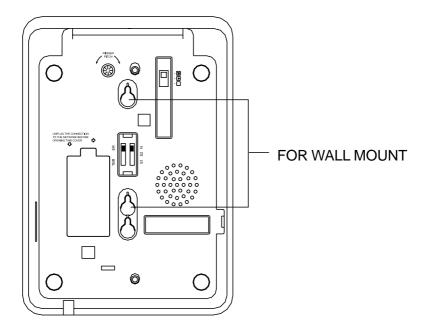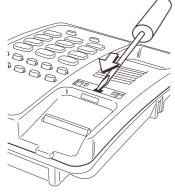

Figure 1 Wall Mounting

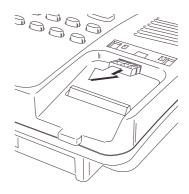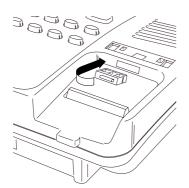To enable the handset to be supported in the cradle when the phone is mounted on the wall, follow the procedure shown in Figure 2 to reserve the HANDSET RETAINER.

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   Handset Retainer for Wall Mounting

3. 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

Used to store numbers into the direct access memory buttons.

Handsfree button

Pressing the handsfree button switches the speakerphone on or off. The LED below the button glows when the speakerphone is on. (See Figure 3)
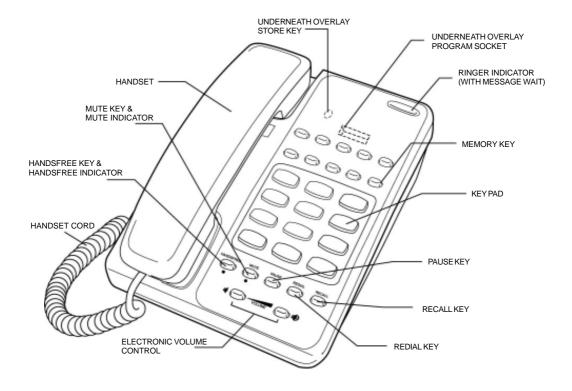
Ringer Indicator

Flashes when the telephone rings with an incoming call or with a message waiting signal (See PABX section).

Ringer Volume Switch

Located on the base of the unit (see Figure 4). Move switch to select ringer volume, ringer off (OFF), ringer low (LOW) or ringer high (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 lower 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.

Electronic Volume Control

Allows the volume of the incoming caller to be adjusted, in handsfree operation. The up and down button ⬭—VOLUME—⬭ is used to control 4 steps volume level.

Mute Button

Pressing and releasing this button mutes the microphone so that the caller cannot hear your conversation. The red LED below the button will light indicating that the mute is on. Pressing and releasing the button a second time will cancel the mute and return to normal conversation.

If the telephone handset is replaced on the cradle with the mute "on", the mute will automatically be released when the handset is next lifted.
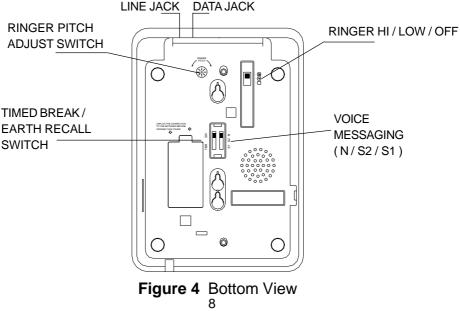
Data Port

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

Pause Button

Press the pause button to insert a 3.6 second pause in the number sequence.

Redial Button

To redial the last number dialled, lift the handset, wait for the tone and then press Redial.

Figure 4 Bottom View

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4. Operation

To dial a number, either lift the handset or press the handsfree button, wait for the dial tone and then key in the number required.

Answering a call

You may answer a call by simply lifting the handset.

To answer in handsfree mode, you press the handsfree button, the call will automatically be answered in full handsfree.

Manual Dialling

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

Handsfree Dialling

• Press the handsfree button firmly and the dial tone will be heard in the speaker.
• Dial the required number on the keypad.
• When the called party answers the phone, continue to speak using the microphone in the telephone or pick up the handset. With the handset in use it is possible to revert to speakerphone by pressing the handsfree button BEFORE replacing the handset.

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.

• either lift the handset or press the handsfree button
• 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 or press the handsfree button to clear the line.

To dial numbers from memory

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

Pause Function

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

Notes: No more that 3 pauses should be inserted consecutively, otherwise the telephone may not function properly.

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

Redial Function

To dial a number, lift the handset, wait for the tone and then key in the number required.

If the number dialled is busy, obtain a new line - by replacing the telephone handset and then lifting it again. Press the button labelled REDIAL and the last number that you dialled will automatically be redialled.

The instruction here can only be of a general nature because the memory buttons are specific to the requirement of the way your company wishes the features to be used. Your PABX manager should issue you with instruction outlining the features in use on your telephone.

5. PABX & System Usage

This telephone can be used behind a PABX or on a network that utilises the recall function. There are many such systems and whilst it is likely that no problems will be encountered, it cannot be guaranteed that the telephone will operate correctly under all circumstances. Any difficulties should be referred to your supplier.

Recall

Before you attempt to change the recall switch, labelled TBR ER, see (Figure 4&5), you should disconnect the phone from the network.
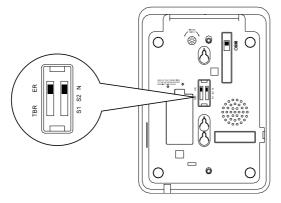

Figure 5 Recall Switch

You will need a screwdriver, or similar tool to remove the cover plate over the switch. Simply slide the Switch marked TBR ER to the appropriate setting (the factory default is TBR). If you are unsure which setting is applicable, please consult your PABX manager or supplier. Do not adjust the switch marked N, S2, S1.

Replace the cover, plug the phone back into the socket and it is ready for use.

PABX access

Where a PABX access digit is required to obtain a direct outside line, it may be necessary to insert a pause after dialling the access digit (see page 8 Redial and Pause function of this manual).

Voice messaging

This telephone will respond to voice messaging systems on many PABX types, giving a visual signal of a message waiting. Your telephone manager will be aware of which system is relevant to your organisation and will adjust or advise you on the adjustment of your telephone accordingly.

This adjustment is carried out by means of a switch, labelled N/S2/S1, located next to the recall switch, mentioned above.

As supplied, the telephone is set to the N (normal) position. Under no circumstances should this Voice messaging switch (Figure 4) be set at the S1 or S2 without the approval of your telecoms manager. In either of the S positions, the telephone must NOT be connected directly the public network.

(Technical note : S1 and S2 are for reverse polarity messaging systems. With such a system in use, if the telephone does not respond in the S1 position, switch it to the S2 position and it should then respond.

Some PABX's require a certain level of software and/or hardware within the switch. If your telephone appears not to work, make sure that you have the correct software/hardware installed.

6. Maintenance and Problem Solving

Your telephone is a precision electronic instrument. Avoid rough handling and extreme temperatures. Use a mild detergent and a damp cloth when cleaning. Never use a stronger cleaner.

If your telephone does not appear to be working correctly, please check the following :

No Dial tone   - Is phone cord properly connected to the wall socket?

Will not ring   - ringer switch is set to off?

                      - REN number may exceed 4, disconnect a phone
                        until the number is below 4.

If there are still problems, and you have more than one telephone:

Remove the "problem" phone. Insert another phone and check that it works. If "yes" then the "problem" phone is possibly faulty. If not, then you may have a faulty line. Try using the other socket and see which phones work. If you do have a faulty line then you should contact your Network Supplier.

You should however be aware that if you request them to carry out a repair that is found not to be their fault, then they are entitled to charge you for a visit.

In the event that you still have problems then you should consult your supplier.

7. Warranty and Service

This product is guaranteed, by Interquartz (UK) Limited, for **six years** from the date of manufacture.

Every Interquartz telephone has a unique serial number and part of that number refers to the date of manufacture. A label, similar to that shown below is affixed to each telephone

<div align="center">

0111   030852

(model no)

</div>

The figure 0111 means that the telephone was made during week 11 (12 March) 2001. The six year warranty, cover will apply until 12 March 2007.

A warranty is designed to cover either manufacturing faults or component defects. It is not designed to cover fair wear and tear. The Interquartz warranty is no exception.

We look to you, our customer, to be reasonable and sensible over the warranty. We will endeavour to repair any telephone sent in to us within the warranty period but we reserve the right to charge for items that we consider replaceable under wear and tear. For example, if a handset cord splits within a few months, it will be replaced. If a phone is returned after, say, four years of heavy use with a similar problem, we might take a different view and wish to charge.

If you have a genuine warranty problem and provided that the warranty seal has not been broken, we will either repair your telephone, or, at our sole discretion, replace it with a similar telephone. In the event that a model may have been discontinued, any replacement would have similar or enhanced features.

If you need to return a faulty unit to us, send it to:

Interquartz (UK) Limited
Pennine House
Salford Street
Bury
BL9 6YA
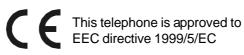
Make sure that you tell us what is wrong with the phone.

DO NOT FORGET TO INCLUDE YOUR OWN NAME AND ADDRESS.

We ask that you bear the cost of returning the telephone to us. We will return it to you, at our expense.

This warranty is in addition to any statutory rights.

For further advice visit our Website

www.interquartz.co.uk