

# Desk / Wall Telephones

## THANK YOU FOR PURCHASING THIS TELEPHONE

We want you to know all about your new telephone, how to install it, the features it provides, and the services you can expect from its use. We have included this information in your Owner's Instruction Manual.

### PLEASE READ BEFORE INSTALLING AND USING YOUR NEW TELEPHONE

#### IMPORTANT SAFETY INSTRUCTIONS

**Always follow basic safety precautions** when using your telephone equipment to reduce the risk of fire, electrical shock, and injury.

- 1. Read and understand all instructions** in the Owner's Instruction Manual.
- 2. Read all warnings** and follow all instructions marked on the product.
- 3. Unplug this product from the wall outlet before cleaning.** Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners.
- 4. Do not use the telephone near water.** For example, do not use near a bathtub, wash bowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
- 5. Do not place this product on an unstable cart or stand.** The product may fall causing serious damage to the product.
- 6. Do not place any objects on the telephone line cord.** Do not locate the telephone where the line cord will be walked on.
- 7. Do not block or cover ventilation slots and openings** in the bottom of the telephone. The openings should never be blocked by placing the telephone on a bed, sofa, rug, or other similar surfaces.  
This telephone should never be placed near or over a radiator or heat register. This telephone should never be placed in a built-in installation unless proper ventilation is provided.
- 8. Never spill liquid on the telephone or push objects of any kind through ventilation slots.** Liquid or objects may touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock.
- 9. Do not disassemble this product.** Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electrical shock when the product is subsequently used.
- 10. Avoid using a telephone during a thunderstorm.** There may be a remote risk of electrical shock from lightning.
- 11. Do not use a telephone in the vicinity of a gas leak** to report the leak, or otherwise.
- 12. Unplug the telephone from the wall outlet and refer servicing to qualified service personnel** under the following conditions:

- When the line cord is frayed or plugs damaged.
- If liquid has been spilled into the telephone.
- If the telephone has been exposed to rain or water.
- If the telephone does not operate properly by following the operating instructions.
- If the telephone has been dropped or the housing damaged.
- If the telephone exhibits distinct change in performance.

## **INSTALLING YOUR TELEPHONE**

**To install your telephone**, you must have a modular wall jack at the desired location.

***DANGER: To reduce the risk of electrical shock and personal injury, observe the following when installing station wiring:***

- 1. Never install telephone wiring during a lightning storm.***
- 2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.***
- 3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.***
- 4. Use caution when installing or modifying telephone lines.***

## **DESK INSTALLATION**

**To install a desk telephone:** Use the long modular line cord supplied with your telephone. Plug one end of the line cord into the connector on the back of your telephone and the opposite end into the modular wall jack. Your telephone is ready to use. To disconnect your telephone, press the spring clip on the line cord plug and pull out.

## **WALL INSTALLATION**

**To install a wall telephone:** Push the rj11 plug on the back of the telephone into the wall jack's RJ11 socket. Align the slotted holes on the back of the telephone with the mounting studs on the wall jack. Gently pull down on the telephone until it locks in place.

## **NUMBER CARD**

Write or type telephone number on the number card and fit it into the number card slot in the telephone faceplate. Insert one end of the clear plastic retainer in one end of the slot and, holding the retainer as shown below, bend the opposite end down into the slot and let it snap into place. To remove the retainer, insert a straightened paper clip into the small slot in the retainer and pry outward.

## **USING YOUR TELEPHONE**

### **HANDSET VOLUME CONTROL**

This telephone includes a Handset with Receiver Volume Control that complies with FCC Part 68 requirements mandated by the Hearing Aid Compatibility Act of 1988.

The Volume Control is a small rotary knob that protrudes from the inside of the Handset handle. The rotary knob may be conveniently operated with the thumb, index, or middle finger while holding the handset.

Rotating the knob toward the Receiver (upper) end of the Handset will increase the loudness from the Receiver.

Rotating the knob toward the Microphone (lower) end of the Handset will decrease the loudness from the Receiver.

The Volume Control will not disable the Receiver. The minimum loudness setting of the Volume control will usually produce a comfortable listening level for persons with no hearing impairment.

### **FLASH BUTTON**

If your telephone is equipped with a FLASH button, this can be used to access features such as call waiting provided by your telephone company.

To signal your telephone system during a call, press the FLASH button. The results of a flash signal will depend on the services provided by your telephone company.

Refer to the instructions provided by your telephone company. When a "hook switch flash" is indicated, use the FLASH button. **DO NOT USE THE HOOKSWITCH.** This will disconnect your call.

### **POSITIVE LINE DISCONNECT**

If your telephone is equipped with a FLASH button, it also offers Positive Line Disconnect. This feature ensures that an existing call is disconnected whenever the hook switch is depressed.

To disconnect after completing a call, simply hang up the handset. To make another call immediately, press and release the hook switch plunger, wait for dial tone, and dial the number.

Depressing the plunger will disconnect you for a minimum of 1.2 seconds so dial tone will be slightly delayed when using this feature.

**THIS FEATURE IS ONLY OFFERED ON TELEPHONES EQUIPPED WITH A FLASH BUTTON.**

### **TELEPHONE SERVICE PROBLEMS**

**If you have any problems with your telephone service**, determine if the problem is with your telephone or the telephone company lines **BEFORE CALLING THE TELEPHONE COMPANY.** Be aware that you may be charged for a service call if the problem is caused by your telephone.

### **NO DIAL TONE**

- Unplug your telephone from the wall jack. Plug a substitute telephone that is known to work properly into the same wall jack.
- If the problem persists when using the substitute telephone, notify the telephone company.
- If the substitute telephone works properly, you must have your telephone repaired before reconnecting it to the wall jack.

## **DIAL TONE BUT NO RINGING**

- Check that the RINGER VOLUME CONTROL is not set to OFF.
- Set the RINGER VOLUME CONTROL to HIGH and have someone on another line call you. Before answering the call, set the RINGER VOLUME CONTROL to the desired volume.

## **REPAIR OF YOUR TELEPHONE**

**DO NOT ATTEMPT TO REPAIR THE TELEPHONE YOURSELF.** Your Telephone must be returned to us for repair.

**You can return your telephone** for repair or replacement in accordance with our LIMITED WARRANTY.

**DATE-OF-PURCHASE** HQTelecom warrants telephones against defects in material and workmanship in accordance with our LIMITED WARRANTY. If your telephone is returned for repair, include a copy of your sales receipt containing the date-of-purchase. **DO NOT INCLUDE THE ORIGINAL SALES RECEIPT.**

**If date-of-purchase is not included,** the factory date printed on the label on the bottom of your telephone will be used as the date-of-purchase. The factory date allows six months for distribution and sale of the telephone.

**If you return your telephone for repair,** the warranty period is not extended. The original date of purchase continues to apply to your warranty.

**OUT-OF-WARRANTY REPAIR** We will repair this telephone for a nominal fee after the LIMITED WARRANTY has expired if you send it to us complete and undamaged. The repaired telephone will be shipped to you C.O.D., freight collect.

**FOREIGN ATTACHMENTS** Remove all attached devices, such as adapter plugs or long cords, from your telephone before returning for repair. We do not assume responsibility for repair or return of attachments.  
Check our LIMITED WARRANTY.

**RETURN-FOR-REPAIR PACKAGING** If you are returning a telephone to us for repair, package it carefully, preferably in the original carton. Be sure to include your return address, a copy of the sales receipt showing date-of-purchase, and a note describing the problem you have with your telephone.

Shipping must be prepaid. If the telephone is in warranty, it will be repaired or replaced, at our option, at no cost to you, and it will be returned shipping prepaid.

## **MAINTENANCE INFORMATION**

Treat your telephone with care for trouble-free performance. Avoid dropping the handset. Carefully place the handset on-hook after use. Clean your telephone with a damp cloth. Stains may be removed with a mild soap. Do not use liquid or aerosol detergents or cleaning agents.

### **THE FCC WANTS YOU TO KNOW**

This equipment complies with Part 68 of the FCC rules. This single line equipment connects to the telephone network via a RJ11 plug and jack. The plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact the manufacturer. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. This equipment is not intended to be repaired by the customer.

This equipment must not be used on party lines.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment.

If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

This equipment is hearing aid compatible.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a CLASS B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced technician for help.

For any additional question or if you need technical support, please visit [hqtelecom.com](http://hqtelecom.com) or call us at 786-221-5997 (Monday-Friday, 11am – 7pm).