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# **3302TRM**

## **2 LINE TRIMLINE TELEPHONE SET**



**USERS GUIDE**





# INTRODUCTION

Congratulations on the purchase of your TeleMatrix 2-line Trimline telephone. This telephone is a precision electronic device designed and manufactured with the highest quality components and workmanship that requires minimum maintenance. Please be sure to read the contents in this user's guide to become familiar with its features and functionality.





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## FEATURES

- Two Line Operation
- Tone Dialing
- Message Waiting Lamp
- Convenient Data Port
- Hold Key
- Line Status Indicators
- Handset Volume Control
- Flash Function (100mS/300mS and 600mS)
- Dial In Handset
- Last Number Redial
- Hi/Low Ringer Volume Control
- Desk or Wall Mountable
- Hearing Aid Compatible
- Fully Modular



# CONTROLS



## DEFINITION OF CONTROLS

- 1. Data Port**  
Used for plugging in a laptop, modem, fax, etc.
- 2. Redial key**  
Used to automatically redial the last number dial.
- 3. Flash Key**  
Provide 100mS/300mS and 600mS time line break.
- 4. Handset Volume Control**  
Amplifies the volume of the receiver
- 5. Dial Pad**  
Large keys used for outbound dialing.
- 6. Line Reset Key**  
Used to reset the line to place another call.
- 7. Ringer Volume Control**  
Switch to adjust the loudness of the ringer.
- 8. Message Waiting Lamp**  
Visual indicator to tell you that a message is waiting or that the line is ringing.
- 9. Hold Key**  
Used to place a caller on hold.
- 10. Line Status Indicator**  
LED indicators to show that the line is ringing, in-use or on hold
- 11. Line Selector Keys**  
Used to select Line 1 or Line 2 when placing or answering a call



## INSTALLATION

### Caution

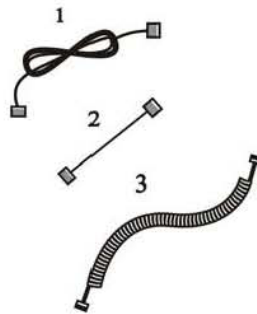
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet location unless the jack is specifically designed for wet locations.
- Never touch none insulated telephone wires or terminal unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

# INSTALLATION

## Parts Checklist

The following parts are packaged with your TeleMatrix Trimline Telephone:

1. 12'/4.5m line cord sold separately
2. RJ11C/W Line Cord - 3.5'/0.9m
3. Handset Coil Cord - 10'/3.05m

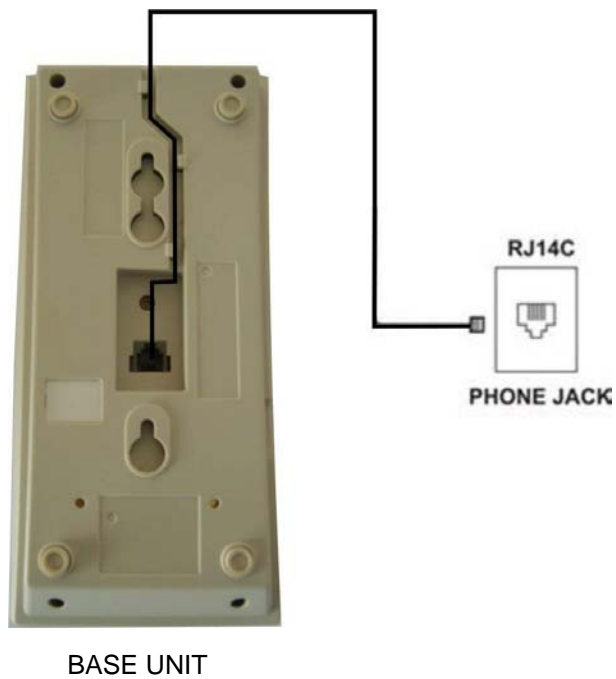




# INSTALLATION

## Connecting The Line Cord

Plug one end of the 12-foot modular telephone line cord into the receptacle on the bottom of the base unit. Route the cord through the cord channel provided. Plug the remaining end of the line cord into a standard telephone outlet.



## INSTALLATION

### Connecting The Handset Cord

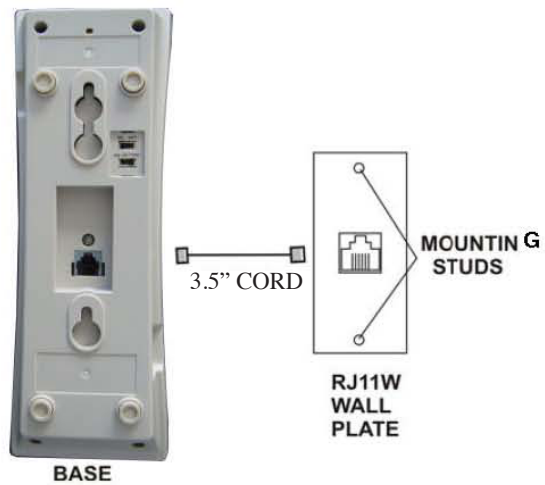
Plug one end of the modular coiled handset cord into the receptacle located on the left side of the base unit. Plug the remaining end into the receptacle on the handset.



# INSTALLATION

## Wall Mounting

The TeleMatrix Trimline telephone can be wall mounted to a standard telephone wall jack plate. Using the 3.5-inch line cord, plug one end into the receptacle on the bottom of the base unit. The remaining end will plug into the wall jack. Carefully align the slots on the bottom of the base unit with the wall mount studs on the jack plate. Once aligned, slide the base unit onto the studs and snap the base unit into place.



## INSTALLATION

### Handset Retaining Clip

The handset retaining clip must be activated to hold the handset when wall mounting the telephone. Turn the “wall mount clip” 180 degrees.

↻ Turn 180.

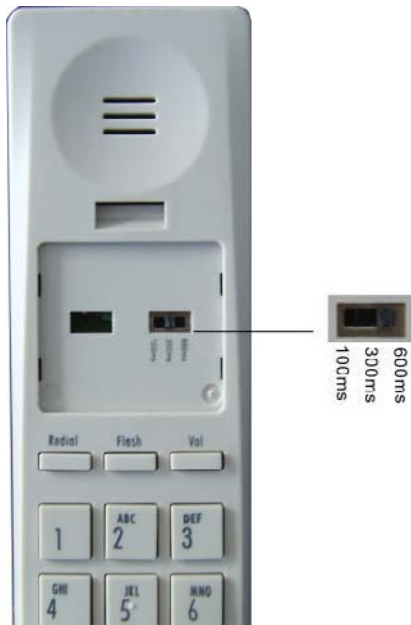


## SWITCH SETTINGS

### Flash Switch

There is a 3-position slide switch located on the handset under the plastic cover. Use a sharp pointer to remove the switch plastic cover plate to expose the switch.

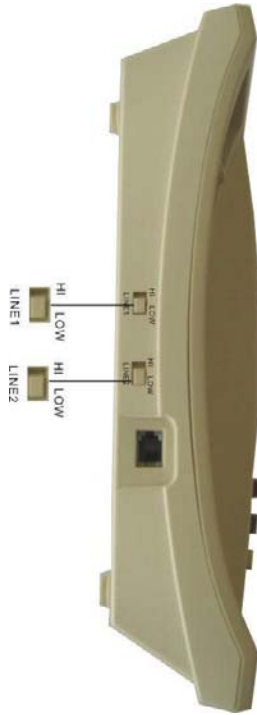
The FLASH KEY can provide 100ms/300ms and 600ms time line break. After setting the switch, hang up and then remove the handset from it's cradle to activate new switch position.



## SWITCH SETTINGS

### Ringer Volume Control Switch

There are two (2) slide switches located on the left side of the base unit that is used to adjust the loudness of the ringing sound. A “low” and “high” setting are provided. Select the desired loudness by sliding the switch to the appropriate position.



## SWITCH SETTINGS

### Message Waiting Switch

There are two (2) slide switches located on the base unit under a plastic cover. Use a sharp pointer to remove the switch plastic cover plate to expose the two switches.

These switches control how the message-waiting lamp (MWL) works:

Position:      Mode:

TYPE            Responds to “high-voltage” (neon type) MWL signaling, and also to “low-voltage” (LED type) MWL signaling

LR1             Reverse polarity MWL, polarity 1

LR2             Reverse polarity MWL, polarity 2

The second switch (On/Off) enables the MWL when switched on, but completely disconnects the MWL circuit when switched off.

The default Message Waiting switch settings should be:

- Message Waiting ON/OFF switch needs to be set to “ON”.
- Message Waiting TYPE/LR1/LR2 switch needs to be set to “TYPE”.



## OPERATION

### A. Line Status Indicators

The 2-line TrimLine is equipped with LED indicators to show the current status of the telephone lines. They are :

- Ringing Line: LED is blinking red
- Line In-Use: LED is steady green
- Line On Hold: LED turns from green (in-use) to red (hold) on telephone that places the call on hold. All remote extensions show green (in-use)

### B. Placing A Call

- Press either Line 1 or Line 2 selector key that does not show a green in-use indication.
- Lift the handset.
- Dial out using the numeric dial pad.

### C. Receiving A Call

- On an incoming call, the telephone will ring and the line status indicators will show blinking red.
- Select the line key for the line that ringing
- Lift the handset.

### D. To Place A Call On Hold

- Press the Hold key. The call will automatically be placed on hold. The line status indicator will turn from green to red.
- Hang up the handset.
- To return to the held call, select the appropriate line key and lift the handset.
- Note: The telephone has an electronic hold feature. The call on hold can be released from a remote extension



## CARE & MAINTENANCE



Keep the telephone dry. If it gets wet on the outside, wipe it dry immediately. Liquids might contain minerals that can corrode the electronic circuits. Do not touch the unit if submerged in water. Call for assistance.



Use and store the telephone only in normal temperature environments. Temperature extremes can shorten the life of electronic devices, damage batteries, and distort or melt plastic parts. Avoid direct sunlight.



Keep the telephone away from excessive dust and dirt that can cause premature wear of parts.



Wipe the telephone with a damp cloth occasionally to keep it looking new. Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the unit.

## SERVICE INFORMATION

When problems arise during installation or service that cannot be resolved using this or related documents, contact your regional TeleMatrix PriorityCare Department, Monday through Friday, 8:30a.m.-4:30p.m.

TeleMatrix USA: 1-800-462-9446 toll free N. America,  
+1 719 638 8821 direct, +1 719 638 8815 fax

TeleMatrix Europe:

+44 (0) 1908 682180 direct, +44 (0) 682189 fax

TeleMatrix Middle East:

+971 4 2676550 direct, +971 4 2677361 fax

Web Sites: [www.telematrixusa.com](http://www.telematrixusa.com)

& [www.telematrixeurope.com](http://www.telematrixeurope.com)

Many times a problem is either installation or user related. Please contact TeleMatrix PRIOR to sending a telephone to our service center for repair. In the unlikely event that a factory repair is necessary:

1. Include a brief description of the problem that you are experiencing.
2. Include a proof of purchase for a repair under warranty.
3. Send the telephone prepaid by UPS or Parcel Post, insured to:

- TeleMatrix, Inc., PriorityCare Center, 5025 Galley Road  
Colorado Springs, Colorado 80915 USA
- TeleMatrix Europe LLC, PriorityCare Center, Unit 33,  
Stratford Office Village, Walker Avenue, Milton Keynes,  
Buck MK12 5TW, United Kingdom
- TeleMatrix Middle East, PriorityCare Center, Hamriyah Free  
Zone, Sharjah, U.A.E.

TeleMatrix will pay return postage on the repaired telephone.



## FCC REQUIREMENTS

1. The Federal Communications Commission (FCC) has established Rules which permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin lines.
2. If this device is malfunctioning, it may also be causing harm to the telephone network: this device should be disconnected until the source of the problem can be determined and until repair has been made. If this is not done, the telephone company may temporarily disconnect service.
3. The telephone company may make changes in its technical operations and procedures: if such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes.
4. If the telephone company requests information on what equipment is connected to their lines, inform them of:
  - (a) The telephone number that the unit is connected to.
  - (b) The ringer equivalence number.
  - (c) The USOC jack required, and
  - (d) The FCC Registration Number.

Items (b) and (d) are indicated on the label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the REN's of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

### **Service Requirements**

5. In the event of equipment malfunction, all repairs should be performed by our company or an authorized agent. It is the responsibility of users requiring service to report the need for service to our Company or to one of our authorized agents. Service can be facilitated through your regional TeleMatrix office.



# WARRANTY

## STATEMENT OF LIMITED WARRANTY

TELEMATRIX, INC., warrants to its [original end customer] [purchaser] that Spectrum PLUS, Marquis and RETRO branded products manufactured by TELEMATRIX, INC., are free from defects in materials and workmanship for five (5) years after the date of purchase, and Regency branded products manufactured by TELEMATRIX, INC. are free from defects in materials and workmanship for three (3) years, other than the following products for which the warranty period shall be one (1) year: handset batteries, either NiCd or NiMH, used in TELEMATRIX, INC. cordless products. If a product fails this warranty during the warranty period, TELEMATRIX, INC. will, at its option, either repair or replace the defective product or parts, or deliver replacements for defective products or parts on an exchange basis at no additional charge to the customer except as set forth below. Repair parts or replacement products may be either new or reconditioned. Products or parts returned to TELEMATRIX, INC. under this warranty will become the property of TELEMATRIX, INC. Warranties on products repaired by TELEMATRIX, INC. expire at the termination of the original warranty period.

This limited warranty does not cover

1. Products or parts which are damaged, abused or misused;
2. Any damage resulting from improper installation, maintenance or operation of the product;
3. Damage resulting from unauthorized modification or repair of the product, or from improper connection of the product to other equipment;
4. Cords, connectors and replaceable batteries;
5. Damage in transit to the TELEMATRIX, INC. repair facility;
6. Any product or part unless proof of date of purchase is submitted with the product when returned for warranty repair; or
7. Costs incurred by the customer in removing and shipping the product to TELEMATRIX, INC. for repair or replacement, and costs of reinstallation of the product;
8. Products or parts which are not owned and used by the original end user customer.

The cost and risk of loss or damage for sending the product to TELEMATRIX, INC. will be borne by the customer.

TELEMATRIX, INC. EXPRESSLY DISCLAIMS ALL WARRANTIES EXCEPT THE LIMITED WARRANTY SET FORTH HEREIN, WHICH IS THE SOLE AND EXCLUSIVE WARRANTY OF THE PRODUCT, AND IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED, OR STATUTORY. THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE CUSTOMERS SOLE REMEDY UNDER THE TELEMATRIX, INC. WARRANTY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. IN NO EVENT WILL TELEMATRIX, INC. BE LIABLE TO CUSTOMER OR ANY OTHER PARTY FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES OF LOST PROFITS, LOST REVENUES, LOST USE OF FACILITIES OR EQUIPMENT, OR COST OF SUBSTITUTE EQUIPMENT ARISING OUT OF THE USE OR INABILITY TO USE THIS PRODUCT, EVEN IF THE CUSTOMER HAS ADVISED TELEMATRIX, INC. THE POSSIBILITY OF SUCH DAMAGES. TELEMATRIX, INC. LIABILITY FOR DAMAGES SHALL NOT EXCEED THE PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

This limited warranty is non-transferable without the prior written approval of TELEMATRIX, INC. It gives the customer specific legal rights. The customer may have other rights which vary under local law. Some jurisdictions may not allow limitations on the term of an implied warranty or exclusions or limitations of incidental or consequential damages.