



# 3100 SERIES USER GUIDE

3100LBY, 3100MWB, 3100MW2, 3100MW5, 3100MW10,  
3100MWD5, 3100MWD, 3102MWD5, 3102MWD

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# 3100 Series Phone Map



## BASE FEATURES AND CONTROLS

1. Handset
2. Wall Mount Clip Slot
3. Wall Mount Handset Clip
4. Store Key (submerged)
5. Flash Key
6. Faceplate Area (located on base under handset)
7. Data Port
8. Ringer Volume Switches
9. Five, Ten, or No Memory Keys
10. Redial (Pause) Key
11. Volume Up/Down Keys
12. Flash (1-Line)/Conference Key (2-Line)
13. Indicator Lights for (Speaker, Mute, Lines 1 and 2, Hold)
14. Speaker On/Off Key
15. Microphone
16. Message Waiting Light
17. Mute Key
18. Line 1 and Line 2 Keys
19. Hold Key
20. Faceplate Area
21. Handset Coil Cord Receptacles
22. Speaker
23. Key Pad
24. Non-Slip Rubber Feet
25. Wall Mount Bracket Attachment Slots
26. Wall Mount Bracket with Short Line Cord
27. Wall Line Cord and Phone Connection

## Parts Check List

The following parts are included in this package:

- Line cord
- Handset coiled cord
- Base
- Handset
- Faceplate
- Plastic faceplate overlay

The following are optional items possibly included (must be ordered separately):

- Wall mount adaptor bracket
- Short line cord for wall mounting

## Care and Maintenance

- **Keep the telephone dry.** If it gets wet, wipe it dry immediately. Liquids might contain minerals that can corrode the electronic circuits.
- **Use and store the telephone in a normal temperature environment.** Temperature extremes can shorten the life of electronic devices and distort or melt parts.
- **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 system.

## Installation

### CAUTION INFORMATION

- Never install telephone or network wiring during a lightning storm.
- Never install telephone or Ethernet jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninstalled telephone wires or terminals unless the telephone line has been disconnected at the network interface.

- Use caution when installing or modifying telephone and network lines.

### CONNECTING THE HANDSET CORD

A 10-ft modular handset coil cord is provided. To install, simply plug one end of the coil cord into the jack at the base of the handset, and the other end into the jack located on the left side of the telephone base marked Handset.

### CONNECTING THE LINE CORD

A 12-ft. modular line cord is provided. To install, simply plug one end of the cord into the modular jack on the underside of the base unit and the other end into the wall jack.

## Wall Mounting

### WALL MOUNTING (OPTIONAL)

The 3100 Series telephones was designed to conveniently wall mount.

Please follow these easy steps:

1. The handset retaining clip must be engaged to secure the handset when hanging it up. To engage the clip, unsnap the clip, rotate the clip 180 degrees and then snap the clip into place.
2. Plug one end of a short line cord into the line jack on the underside of the base unit. Plug the other end of the line cord into the wall jack.
3. Attach the wall mount bracket on to the back of the phone, placing mounting clips into brackets slots—push in place until you hear them snap into place.
4. Next, guide the phone with wall mount wedge onto the studs of the wall jack. Press down firmly until you feel it snap into place. The unit is now wall mounted.

## Settings

### LINE VOLTAGE SELECTOR

3100 Series telephones are equipped to operate behind a PBX telephone systems rated between 24 volts and 48 volts.

Line voltage selection is an auto-detect function, no need to set switches.

### MESSAGE WAITING SELECTOR

This telephone automatically responds to both NEON high-voltage or low-voltage LED signals. Message waiting selection is an auto-detect function, no need to set switches.

## Features

1. **Speed-Dial Memory Keys:** 3, 5, 10, or 0 user programmable speed-dial keys with 32-digit capacity. [Flash] and [Pause] are storable. Speed-dial memory is non-volatile RAM, so programming is retained without the need for batteries or telephone line power.
2. **FLASH Key:** Generates a 600 ms (0.6 seconds) hook switch “tap” signal. Utilized to access special features on PBX systems. The Flash function is programmable at 100 ms to 1000Ms (default is 600 ms). This button is located underneath the faceplate.
3. **HOLD Key:** Controls the “local hold” function. Each time it is pressed, the [Hold] key toggles the local hold mode on or off. An LED indicator located above the [Hold] key displays the on-hold status.
4. **REDIAL Key:** Redials the last-dialed telephone number, up to 32 digits.
5. **STORE Key:** Utilized to program the speed-dial memory keys and the voice mail retrieval touch bar. This button is located underneath the faceplate.

6. **MUTE Key:** Sets the microphone mute function On and Off. The LED indicator above the [Mute] key displays the On/Off status of the mute function. When mute is on, the handset and hands-free microphone audio is turned off. You will be able to hear the party at the other end of your call, but they will not be able to hear you.
7. **SPEAKER Key (for phones with a speakerphone):** Sets the hands-free speakerphone function On or Off. The LED indicator located above the [Speaker] key displays the status of the speakerphone.
8. **Data Port:** Provides a convenient extension of the telephone line in use for connecting a device such as a modem, fax, or answering machine.

## Operation

### VOLUME

#### HANDSET AND SPEAKER VOLUME CONTROL

The handset volume control increases the volume of the handset.

When the handset is off hook or SPEAKER key engaged on speakerphones, press the volume control keys to increase or decrease the volume. The handset volume control is a 3-step operation, and 2-step operation for 3100LBY sets.

All models are HAC (hearing aid compatible).

#### RINGER VOLUME CONTROL

The ringer volume control switch is on the right side of the phone.

Settings are either Low or HI (High), for both Lines 1 and 2.



## INDICATORS

### SPEAKER AND MUTE KEY CONNECTING AND STATUS INDICATORS

Speakerphones are equipped with LED indicators to show the current feature key status.

- Press SPEAKER or MUTE feature keys to use that service—LED will light green when that key is in use.

### USING THE MUTE FEATURE ON SPEAKERPHONES

A MUTE key is provided to allow privacy during a background conversation. When the MUTE key is activated, the microphones in the handset and speakerphone are disabled. When the MUTE feature is activated, the caller will not hear your voice. The MUTE key will light to show that the feature is activated. To de-activate, press the MUTE key again. *(Does not apply to non-speakerphones.)*

### USING THE CONFERENCE KEY ON SPEAKERPHONES (2-LINE MODELS)

The CONF key is used to establish a 3-way conversation. The conference feature is activated by a soft key that will automatically reset when hung up.

A 3-way conference call can be established while using either the handset or speakerphone. To use the CONF feature:

1. Place the line that is currently in-use on hold by pressing the HOLD key. The line status indicator will turn from green to red.
2. The second call can be established by selecting the idle line key and dialing the call.
3. When the second call is established, activate the 3-way conference call by pressing CONF key. Line 1 and Line 2 will automatically bridge together and all three parties can now converse.

4. To end the call, simply hang up by placing the handset back in its cradle (on-hook) or by pressing the SPEAKER key.
5. If you wish to continue speaking with one of the callers and wish to drop the other caller, simply press the line key of the caller you wish to continue speaking with. The other caller will automatically drop-off.

*(Does not apply to non-speakerphones or single-line telephones.)*

## CALLING

### PLACING A CALL USING THE HANDSET

- Lift the handset (off-hook position).
- Dial out by using the numeric dial pad or by pressing a speed dial location.

### RECEIVING A CALL USING THE HANDSET OR SPEAKER

- On a single-line telephone, when the phone rings, either lift the handset, or press the SPEAKER key if you have a speakerphone to begin the conversation.
- On a two-line telephone, when the phone rings, the line LED indicator will blink to show which line the call is coming in on. Select the blinking line key, then lift the handset, or press the SPEAKER key if you have a speakerphone, to begin the conversation.

### PLACING A CALL USING THE SPEAKERPHONE

The 3100 Series speakerphones are equipped with a high quality speakerphone feature to allow hands free operation. To use, simply press the SPEAKER key when placing or answering a call. The telephone line will activate automatically. The SPEAKER key will light up indicating that the speakerphone is in-use. To hang up, press the SPEAKER key again.

*(Does not apply to non-speakerphone telephones.)*

## Programming

The telephone set must be connected to the PBX in order to program it.

### TO PROGRAM STORE, FLASH, AND PAUSE

Some of these programming keys are located under the faceplate and plastic overlay (PVC sheet). Begin by lifting up the faceplate and plastic overlay using either a paperclip or sharp pointer.

### STORING A NUMBER INTO MEMORY KEYS—STORE

Each location can store up to 32 digits in tone mode.

**Note:** A PAUSE or FLASH programmed into memory counts as one digit when storing a number.

1. Lift the handset.
2. Press the STORE key.
3. Enter the number to be stored using the numeric dial pad.
4. Press the desired memory location wherein the number is to be stored.
5. If additional numbers are to be stored, repeat steps 3 through 5.
6. Hang up the handset.

*(Does not apply to non-memory key telephones.)*

### PROGRAMMING FLASH TIMING AND PAUSE TIMING

FLASH timing options are 100 mS through 1000 mS, programmable in 100 mS increments. The default FLASH timing is 600 mS.

PAUSE timing options are 1.0 s through 5.0 s. The default PAUSE timing is 3.6 s.

1. Lift the handset.
2. Press the STORE key once.
3. Dial from the keypad “1” for 100 mS, “2” for 200 mS, and so on.
4. Press the STORE key once.

5. Press FLASH.
6. Exit programming by hanging up the handset.

To program PAUSE follow the above sets—do the following:

3. Programming PAUSE by pressing “1” for 1.0 s, “2” for 2.0 s, and so on.

### STORING PAUSE/REDIAL INTO MEMORY—PAUSE

If you are using your telephone anywhere that requires an access code for outside calls, you may need to add a PAUSE to the number to allow time for the outside line to connect. You can enter an many pauses as needed.

**Note:** A PAUSE or FLASH programmed into memory counts as one digit when storing a number.

1. Lift the handset.
2. Press the STORE key.
3. Enter the required access code (8 or 9) using the dial pad.
4. Press the PAUSE key.
5. Enter the digits to be stored using the numeric dial pad.
6. Press the desired memory location wherein the number is to be stored.
7. If additional numbers are to be stored, repeat steps 3 through 7.
8. Hang up the handset.

*(Does not apply to non-memory key telephones.)*

### FLASH HOOK FUNCTION—FLASH

The FLASH function is used to access PBX features or Telco line features such as Call Waiting. The FLASH function is a 600 mS timed line break. If the FLASH function will be used often, store the feature into memory located for easy access as follows:

1. Lift the handset then press the STORE key.
2. Press the FLASH key.
3. Press the memory location wherein the FLASH is to be stored.
4. Hang up the handset.

## PROGRAMMING MESSAGE-WAITING ONETOUCH KEY

### ONETOUCH (MESSAGE WAITING) INTO MEMORY—ONETOUCH

OneTouch is an innovation that integrates the visual message-waiting lamp and a speed dial key into one. It allows easy access for guests to retrieve messages.

When the message-waiting lamp is blinking or flashing notify the guest that a message is waiting, a simple press of the red OneTouch button connects the guest to the message center or front desk.

OneTouch also adds an additional memory location to this telephone.

1. Lift the handset.
2. Press the STORE key.
3. Enter the number to be stored using the numeric dial pad.
4. Press the red OneTouch key to store.
5. Hang up the handset.

*(Does not apply to 3100LBY or 3100MWB telephones.)*

## User Guides

If additional User Guides are needed, please go to [www.teledex.com](http://www.teledex.com) to download the PDF.

## Service

Cetis, Inc., is the manufacturer of Scitec, Teledex, and TeleMatrix brand guest room telephones.

When problems arise that cannot be resolved using this or related documents, please go to [www.telematrix.net/support](http://www.telematrix.net/support) for information about customer support, technical support, warranty, and product returns.

## 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, 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 CUSTOMER'S 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, LOSS OF 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. OF 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.

## Important Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug the product from the wall outlet before cleaning. Do not use liquid cleaner or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water—for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
6. Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or any other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
8. To reduce the risk of electric shock do not disassemble this product. Take it to a qualified service facility if service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
9. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, as improper adjustment of other controls may result in damage and may require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance.
10. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
11. Do not use the telephone to report a gas leak in the vicinity of the leak.

## FCC Interference Information

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

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 for the radio or television that is receiving the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

**PLEASE SAVE THESE INSTRUCTIONS.**

## FCC RF Radiation Exposure Statement

The installation of the base unit should allow at least 20 centimeters between the base and persons to be in compliance with FCC RF exposure guidelines. For body-worn operation, the portable part (handset) has been tested and meets FCC RF exposure guidelines.

This device must not be co-located or operating in conjunction with any other antenna or transmitter. The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Industry of Canada Requirements

**Note:** This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by a user to this equipment, or equipment malfunctions, may give the telephone communications company

cause to request the user to disconnect the equipment.

Users should ensure for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

**Notice:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

REN: Z

For warranty and service in Canada, please contact:

Williams Telecommunications  
5610 Kennedy Road  
Mississauga, Ontario, L4Z2A9  
Canada  
Phone: 905-712-4242  
Fax: 905-712-1754

## Requirements of Part 15— FCC Rules

**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:

1. Move the telephone away from the receiver.
2. Consult the dealer or an experienced radio/TV technician for help.

Any changes made by the user not approved by the manufacturer can void the user's authority to operate the telephone.

## Requirements of Part 68— FCC Rules

This equipment complies with Part 68 of the FCC Rules and the requirements adopted by ACTA. On the bottom of this telephone is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company. The USOC Jack for this equipment is RJ11C.

A 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 ACTA. A compliant telephone cord and modular plug are provided with this telephone. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is a part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this telephone 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 is not 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 the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact Teledex at (800) 462-9446. 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.

There are no user-serviceable parts contained in this equipment.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product 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 telephone is hearing aid compatible.

These telephone devices are intended for commercial use only, primarily in hotel guestrooms. They must be used with a PBX (private branch exchange), and are not intended to be connected directly to a PSTN line (public switched telephone network). There are no user-serviceable parts inside the equipment.



Toll Free: +1.800.462.9446

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[www.telematrix.net](http://www.telematrix.net)