



DIAMOND SERIES USER GUIDE

For Diamond 1-Line and 2-Line Corded,
with and without Speakerphone

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.

PLEASE SAVE THESE INSTRUCTIONS.

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.

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.

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** which 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.

Technical Specifications

This guide covers product made from 2009 forward with a serial number beginning with XX. For all other models please refer to the Teledex website for legacy product documentation.

DIMENSIONS

6.25" (w) x 9.5" (l) x 3.75" (h)

WEIGHT

With handset: 1.85 lbs.

User Guides

If additional User Guides are needed, please go to www.teledex.com to download the PDF.

Service

When problems arise that cannot be resolved using this or related documents, please go to www.teledex.com/support for information about customer support, technical support, warranty, and product returns.

Statement of Limited Warranty

Teledex product warranty information is available at www.teledex.com.

Converting from Desk to Wall Mount

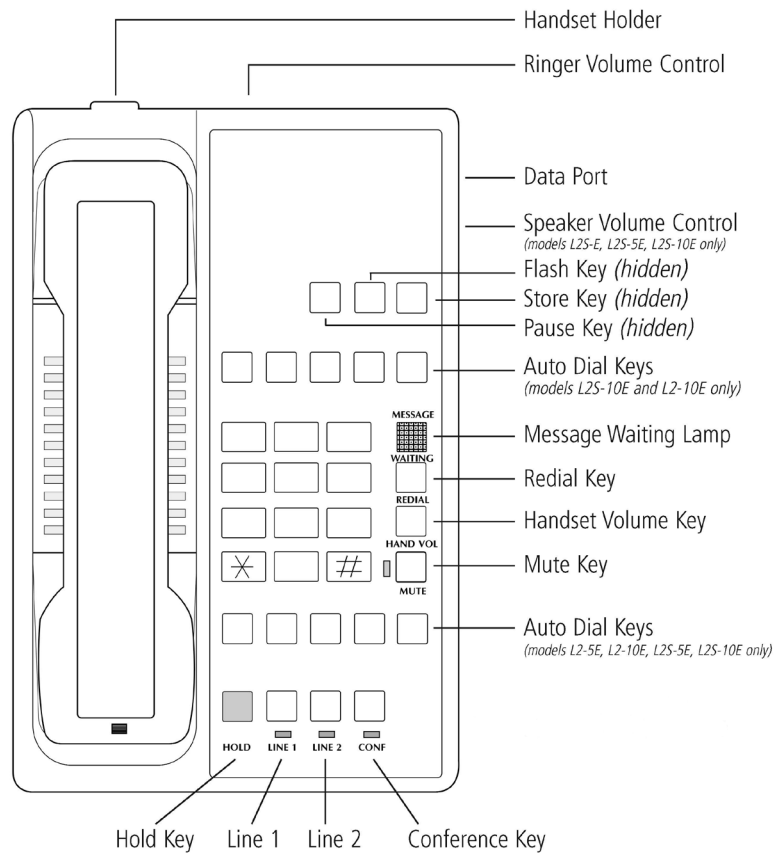
The Diamond Series phone can be converted for wall mounting applications. The conversion is easiest when the handset and line cords are not connected.

1. Located on the top of the telephone above the speaker grill is the wall/desk mount clip. Remove this clip by firmly pushing upward (towards the hookswitch).
2. Flip the clip over (top to bottom) so that the protruding edge is towards the top of the phone, and reinsert into cutout. This protruding edge will hold the handset.
3. Turn the telephone over so the bottom is up, facing you. Place the telephone on a non-abrasive surface to prevent scratching.
4. Locate and remove the mounting bracket, firmly push back and pull up to remove two of the four retaining tabs.
5. Rotate the mounting bracket 180 degrees clockwise so that the mounting eyelet on the bracket is facing in the same direction as the other mounting eyelet located on the bottom of the telephone.
6. Insert the top two retaining tabs of the mounting brackets into the mounting bracket slots (located near the middle of the telephone). Then firmly push down to insert the retaining tabs on the opposite side of the mounting bracket.
7. Connect a short modular line cord into the jack on the back of the phone (labeled LINE). Route the line cord through the line cord channel. Connect the other end of line cord to the phone jack on the wall mounting plate.
8. Turn the telephone over, and slide the telephone down onto the mounting posts in downward direction. Both eyelets should line up with the mounting posts.
9. Complete the wall mounting by installing the handset and handset cord.

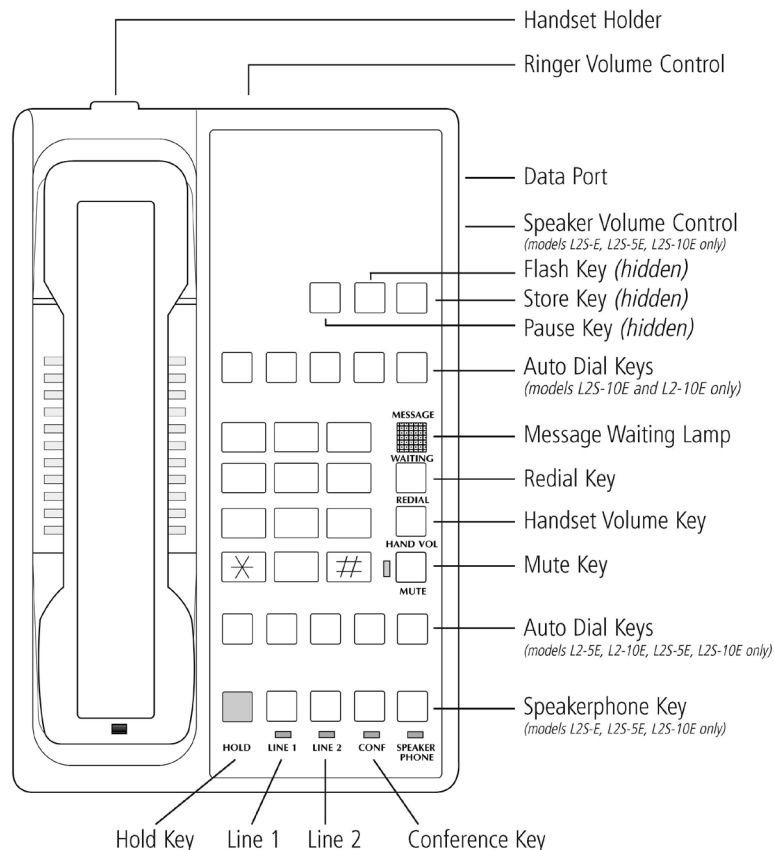
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Diamond Corded No Speakerphone Phone Map



Diamond Corded with Speakerphone Phone Map



Unpacking Your Telephone

This package should contain the following:

- Telephone base unit
- Handset
- Coiled handset cord
- Straight line cord

Optional items to be ordered separately:

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

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 end of the telephone base marked Handset.

CONNECTING THE LINE CORD

A 15 ft. modular line cord is provided. To install, simply plug one end of the cord into the modular jack at the top end of the base unit and the other end into the wall jack.

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.

Operation

VOLUME

HANDSET AND SPEAKER VOLUME CONTROL

The handset volume control increases the volume of the handset.

When the handset is off-hook or the Speaker key is engaged on the speakerphone (for phones with a speakerphone), press the volume control keys to increase or decrease the volume. The handset volume control is an 8-step operation. All models are hearing aid compatible.

RINGER VOLUME CONTROL

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

The setting is either Low or HI (High).

INDICATORS

SPEAKER AND MUTE KEYS CONNECTING AND STATUS INDICATORS

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

- Press the Speaker or Mute key to use that service—when in use the red LED lights up.

CALLING

PLACING A CALL USING THE HANDSET

- Lift the handset.
- 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, lift the handset (or press the speaker key if you have a speakerphone) to begin the conversation.

PLACING A CALL USING THE SPEAKERPHONE

The Diamond 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.

Programming

PROGRAM SPEED DIALS USING SUBMERGED [STORE] AND [FLASH]

[Store] and [Flash] programming keys are located under the faceplate and overlay. Access them by lifting up the faceplate and overlay, using either a paperclip or sharp pointer.

STORING A NUMBER INTO MEMORY KEYS—[STORE]

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

Note: *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 where the number is to be stored.
5. If additional numbers are to be stored, repeat steps 3 through 5.
6. Hang up the handset.

PROGRAMMING FLASH TIMING

Flash timing options are 100 ms through 1000 ms, programmable in 100 ms increments. The default Flash timing is 600 ms.

1. Lift the handset.
2. Press the STORE Key once.
3. Program FLASH by pressing 1 for 100 ms, 2 for 200 ms, etc.
4. Press STORE.
5. Press FLASH.
6. Hang up phone to exit programming.

PROGRAMMING PAUSE TIMING

Pause timing options are 1 second through 5 seconds, programmable in 1 second increments. The default pause timing is 3.5 seconds.

1. Lift the handset.
2. Press the STORE Key once.
3. Program PAUSE by pressing 1 for 1 second, 2 for 2 seconds, etc.
4. Press STORE.
5. Press PAUSE/REDIAL.
6. Hang up phone to exit programming.

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.

MESSAGE

Pressing the touch bar automatically turns on the speakerphone and then dials into a user-programmed voice mail system to retrieve messages.

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 Message Waiting bar to store.
5. Hang up the handset.

Unpacking Your Telephone

This package should contain the following:

- Telephone base unit
- Handset
- Coiled handset cord
- 1 straight line cord

Optional items to be ordered separately:

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

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.
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- 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 end of the telephone base marked Handset.

CONNECTING THE LINE CORD

A 15 ft. modular line cord is provided. To install, simply plug one end of the cord into the modular jack at the top end of the base unit and the other end into the wall jack.

Features

1. **Speed-Dial Memory Keys:** 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. **Line 1 Key:** Press Line 1 to place a call to a party on Line 1. Place the call on hold if you want to initiate a call on Line 2.
3. **Line 2 Key:** Press Line 2 to place a call to a party on Line 2. Place the call on hold if you want to initiate a call on Line 1.
4. **CONF (Conference) Key:** The Conf key allows three-way conversations. Depending on the situation, you may initiate a conference call using one of these methods:

CASE A—USER INITIATES TWO CALLS

1. Place your call to the first party, then put them on hold by pressing the **Hold** key.
2. Using the second line (Line 2), place your call to the second party, then place them on hold by pressing the **Hold** key.
3. Activate the conference by joining the calls together when you press the Conf key.

CASE B—USER RECEIVES A CALL AND PLACES A SECOND CALL

1. Receive a call from the first party then put them on hold by pressing the **Hold** key.
2. Using the second line (Line 2), place call to second party, then place them on hold by pressing the **Hold** key.
3. Activate the conference joining the calls together by pressing the Conf key.

CASE C—USER RECEIVES A CALL AND THEN RECEIVES A SECOND CALL

1. Receive the call from the first party and put them on hold by pressing the **Hold** key.
2. Using the second line (Line 2), place your call to the second party, then put them on hold by pressing the **Hold** key.
3. Activate the conference call by pressing the Conf key which will join the calls together.

TO TERMINATE A CONFERENCE CALL

Pressing a line key will maintain the connection with that line while dropping the other line. To terminate the call entirely, place the handset back in the cradle to go on-hook and disconnect both parties.

5. **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.
6. **REDIAL Key:** Redials the last-dialed telephone number, up to 32 digits.
7. **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.
8. **HOLD Key:** Controls the “local hold” function. Each press of the [Hold] key toggles the local hold mode on or off. An LED indicator located above the [Hold] key displays the on-hold status
9. **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 On/Off status of the speakerphone.
10. **STORE Key:** Utilized to program the speed-dial memory keys and the voice mail retrieval touch bar. This button is located underneath the faceplate.

Operation

VOLUME

HANDSET AND SPEAKER VOLUME CONTROL

The handset volume control increases the volume of the handset.

When the handset is off-hook or the Speaker key is engaged on the speakerphones (for phones with speakerphone), press the volume control keys to increase or decrease the volume. The handset volume control is an 8-step operation. All models are hearing aid compatible.

RINGER VOLUME CONTROL

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

The setting is either Low or HI (High).

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 key to use that service—the LED will light red when that key is IN USE.

CALLING

PLACING A CALL USING THE HANDSET

- Lift the handset.
- 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 two-line telephone, when the phone rings select the ringing line on a phone with a speakerphone (which will engage the Speaker) or lift the handset to begin the conversation.

PLACING A CALL USING THE SPEAKERPHONE

The Diamond 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.

Programming

PROGRAM SPEED DIALS USING SUBMERGED [STORE] AND [FLASH]

Store and Flash programming keys are located under the faceplate and overlay. Lift up faceplate and overlay by using either a paperclip or sharp pointer.

STORING A NUMBER INTO MEMORY KEYS—[STORE]

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

Note: *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.

PROGRAMMING FLASH TIMING

Flash timing options are 100 ms through 1000 ms, programmable in 100 ms increments. The default Flash timing is 600 ms.

1. Lift the handset (off-hook position).
2. Press the STORE key once.
3. Program FLASH by pressing 1 for 100 ms, 2 for 200 ms, etc.

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

PROGRAMMING PAUSE TIMING

Pause timing options are 1 second through 5 seconds, programmable in 1 second increments. The default pause timing is 3.5 seconds.

1. Lift the handset (off-hook position).
2. Press the STORE key once.
3. Program PAUSE by pressing 1 for 1 second, 2 for 2 seconds, etc.
4. Press STORE.
5. Press PAUSE/REDIAL.
6. Exit programming by hanging up the handset.

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 where the FLASH is to be stored.
4. Hang up the handset.

MESSAGE

Pressing the touch bar automatically turns on the speakerphone, and then dials into a user-programmed voicemail system to retrieve messages.

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 Message Waiting bar to store.
5. Hang up the handset.



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