polaris

NRX EVO 250

Business Phone - User Guide

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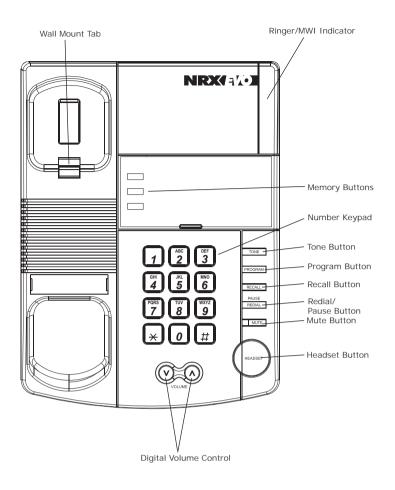393 Flemington Road,
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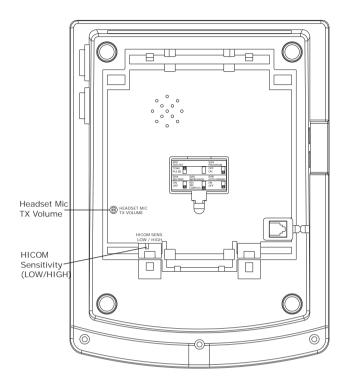e-mail: sales@polaris.com.au

CE

REF: NRXEVO250221208

www.polaris.com.au

The layout of your NRX EVO 250

Wall Mount Tab

Ringer/MWI Indicator

NRX EVO

Memory Buttons

Number Keypad

Tone Button — TONE

Program Button — PROGRAM

Recall Button — RECALL

Redial/
Pause Button — PAUSE REDIAL

Mute Button — MUTE

Headset Button — HEADSET

VOLUME

Digital Volume Control

Headset Mic
TX Volume — HEADSET MIC TX VOLUME

HICOM
Sensitivity
(LOW/HIGH) — HICOM SENS. LOW / HIGH

SW1 DIALING | TONE | PULSE
SW4 REV MWI | ON | OFF
SW5 IMPEDANCE | 600 | COMPLEX
SW3 PROGRAM | OFF | ON
SW6 AUTO ANSWER | ON | OFF

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1. INSTALLATION

Connect one end of the coil cord to the handset and the other end to the socket located on the bottom of the phone. Replace the handset onto the phone.

NOTE: You will need to remove the wall mount bracket to get access to this socket.

Connect the small plug of the telephone line cord to the socket at the back of the unit and the other plug to the telephone socket at the wall.

After connecting the telephone to the line socket, the handset should be lifted to check dial tone is being received. If the handset is not lifted, the telephone will take about 15 seconds to power up during which time any incoming calls will not ring the unit.

2. OPERATION

2.1 Dialling

Lift the handset and dial the number. The telephone is pre-set at tone mode.

To terminate a phone call, simply replace the handset.

2.2 Tone or Pulse Option
(New Zealand - See product compliance)

To find out whether you are on a digital exchange that accepts tone dialling, locate switch number 1 which is the TONE/PULSE switch inside the switch compartment of the unit. First try dialling out with the switch in the TONE position. If this is unsuccessful, switch back to the PULSE position.

2.3 Mixed Mode dialling (how to switch from pulse to tone in mid-call)

Even if your local exchange only allows pulse dialling, there may still be occasions when you need tone dialling. For instance, when you call into a bank's computer system, you may be asked to enter number codes. You can only do this if your telephone sends out tones when you press the keypad.

The TONE button helps you make change over from pulse to tone dialling in the middle of a call.

TONE

What you do: Pulse-dial the telephone numbers you require. When you are connected, press the "TONE" button you require. (Pulse-dialling is not available in New Zealand)

2

What you do: Dial the rest of the number sequence.

What you hear: Each number you dial emits a tone.

When the handset is replaced, the unit goes back to pulse dialling.

2.4 Programming Memory Buttons

There are 3 memory buttons on the NRX EVO 250, which can be used to store your frequently used or important telephone numbers. The following is an example of storing a number in one of the locations:-

HEADSET

PROGRAM

1. Lift the handset or press the 'HEADSET' button once.
2. Press the 'PROGRAM' button.
3. Enter the telephone number for storing.
4. Press the 'PROGRAM' button.
5. Select one of the direct memory locations for storing the number at that location
5. Repeat steps 2 to 4 for successively storing more than one telephone number. When all numbers have been stored replace the handset.

PROGRAM

The memory button programming can be enabled and disabled by switch number 3 (SW3) inside the switch compartment of the unit.

2.5 Memory Dialling

To dial a telephone number that has been stored in one of the direct memory locations:-

1. Lift the handset or press the 'HEADSET' button.
2. When you hear the dial tone, press one of the memory location buttons for dialling from that memory.

2.6   Privacy (Muting the Microphone during Conversation)

MUTE

During a telephone conversation, you may switch off the microphone in the handset by pressing the MUTE button on the telephone base. The mute LED will be lighted to indicate that the microphone is muted and the party, on the other end of the telephone line in not able to hear your conversation. Press the MUTE button again to release the Mute function and the LED will be off.

Alternatively, you may also press the MUTE button on the handset. As long as the handset MUTE button is pressed, the microphone mute function is activated. Releasing the handset MUTE button will re-enable the microphone for conservation.

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2.7 Modem/Data Connection Socket

The NRX EVO 250 has two (2) sockets marked 'MODEM', which allows the user to connect an extra telephone, modem or fax machine to the telephone line. These sockets are located at the back of the base cabinet.

2.8 Message Waiting

The NRX EVO 250 has built in message waiting indicators that are compatible with most types of PABX with such a facility. Different types of message waiting signal can be programmed into the telephone using the following procedure:

90VDC - Lift Handset then enter:
[PROGRAM] [REDIAL] [0] [PROGRAM] [*]
The telephone is supplied set to the default setting of MWI - 90VDC. The SW4 '90V MWI' switch located in the switch compartment should always be set to ON for all MWI options.

POLARITY REVERSAL - Lift handset then enter:
[PROGRAM] [REDIAL] [1] [PROGRAM] [*]

To set line configuration - Lift Handset then enter:
[PROGRAM] [REDIAL] [0000] [REDIAL] [[n][#]

n=0 - B Line is low
n=1 - B Line is high

HIPATH/HICOM - Lift handset then enter:
[PROGRAM] [REDIAL] [3] [PROGRAM] [*]
Also switch Hicom Sensitivity switch on the base of the telephone to left 'Low'. At all other times this should be switch to the right 'High'.

MD 110 - Lift handset then enter:
[PROGRAM] [REDIAL] [4] [PROGRAM] [*]

AT & T/ALCATEL - Lift handset then enter:
[PROGRAM] [REDIAL] [5] [PROGRAM] [*]

2.9 Pause Button

PAUSE
REDIAL

If the NRX EVO 250 is being connected to a PABX system which requires the dialling of an additional digit (most commonly digit "9"), a pause may be required for accessing the external telephone line. The PAUSE key may be used for providing the pause period of about 2 seconds waiting for this dial tone after the first digit has been dialled. This will be stored in the Last Number Redial memory and be automatically inserted in the number when the 'REDIAL' button is used.

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2.10 Recall Facility

RECALL

The NRX EVO 250 has a Recall facility which is used to access network/PBX services. The TBR timing can be adjusted by the following procedure.

Lift handset then enter:
[PROGRAM][REDIAL][n][PROGRAM] [RECALL]

NOTE: TBR Timing can be set by altering the value of n.
n=1 (100ms) n=2 (200ms) etc. up to 600ms
The telephone default setting is n=1 (TBR 100ms)

2.11 Last Number Redial

If you dial a number and find it is engaged or there is no reply, replace the handset. The number will be retained in the memory until you dial a different number.

REDIAL

What to do: Lift the handset
                   Press the 'REDIAL' button

2.12 Adjustable Ringing Volume

On the right of the unit is a switch, this adjusts the ringing volume of incoming calls. From left to right it has three positions: off, low and high. Move the switch to the position you require. In addition to the ringing tone there
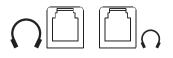
is a Ring Indicator Lamp on the unit that will flash when the telephone is ringing as a visual indication. The Ringer Switch does not control this Ring Indicator Lamp.

2.13 Adjustable Ringing Tone Pitch

On the right of the unit, there is also a switch that adjusts the ringing pitch of incoming calls. From left to right it has three positions: low, medium and high. Move the switch to the position you require.

2.14 Dual Headset Facility

The NRX EVO 250 comes fitted with two headset ports. These are located on the left side of the cabinet and allow a supervisor headset to also be connect to the phone for training or monitoring purposes if required.

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HEADSET

The 'HEADSET' button enables you to use the telephone without lifting the handset. Connect a headset and simply press the 'HEADSET' button once to connect to the line. Pressing the 'HEADSET' button again will disconnect the telephone line and terminate the call.

During a headset (handsfree) conversation, lifting the handset will switch the unit to the handset mode. The headset will be disabled and the handset should be used for conversation instead. The headset mode will be activated again by pressing the 'HEADSET' button and replacing the handset.

The NRX EVO 250 is designed to work with a wide variety of different headsets. The headset microphone sensitivity can be adjusted via a rotary control located on the base of the unit.

2.15 Headset Auto Answer

The NRX EVO 250 has an auto answer facility which can be activated by switch SW6 located in the base of the unit. When this switch is set to on and a headset is connected, the phone will automatically answer any new calls and connect them to the headset.

2.16 Receiver Volume

It is possible to adjust the receiver volume on the telephone handset by pressing the volume buttons.

2.17 Headset Stand (Option)

The NRX EVO 250 is fitted with a headset stand socket at the back of the telephone. An optional NRX EVO headset stand can be purchased that when fitted not only provides a convenient place to store your headset, but also gives light indication of when the telephone is ringing and 'In Use'.

2.18 Hearing Aid compatibility

The handset receiver is hearing aid compatible.

3. WALL-MOUNTING THE UNIT

The NRX EVO 250 can be wall mounted using the wall mount bracket installed on the bottom of the unit.

- Dismount the wall mount bracket from the unit.

- Placing the wall mount bracket on the required position on the wall

- Drill two holes on the wall according to the distance as marked by two mounting holes.

- Install the two screws supplied with the unit in the wall.

- Re-install the wall mount bracket to the bottom cabinet for the wall mount position.

- Position the wall mount slots on the bracket of the unit over the two screws on the wall. Pull down and lock into place.

- Beneath the earpiece section of the cradle you will find a small tab. Pull this up to form the hook for the handset.

- When you are on the telephone, you sometimes need to put the handset down for a moment. There is a special hook at the back (top) of the unit so that you can hang the handset on the unit, when it is wall-mounted, without terminating the call.

If you wish to increase the angle of the telephone when used on a desk, the wall mount bracket can also be fitted and used for this purpose.

Product Compliance

4. PRODUCT COMPLIANCE

PTC200 General Warning

1. The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

PTC200: 1996 5.4.1 (2) General (decadic signalling)

2. This equipment must not be programmed for decadic (pulse) dialling because its characteristics are incompatible with the telephone exchanges in New Zealand. DTMF (tone) dialling is considerably faster and is fully compatible.

PTC200 10.7.2 (3b) Modem Port

3. Telepermitted equipment only may be connected to the modem port. The modem port is not specifically designed for 3-wire connected equipment that may not respond to incoming ringing when attached to this port.

PTC200 7.5.2 (3) (4) Ringer Sensitivity

1. This device may be subject to ringing or bell tinkle when certain other devices are connected to the same line. If this occurs, the problem should not be referred to the Telecom Faults Service.

Warranty

5. WARRANTY

Polaris Communications have built the NRX EVO 250 telephone to a high standard. Our warranty reflects our belief that during it's working life you should not experience any mechanical failures.

However, on the rare occasion a breakdown occurs, the NRX EVO telephone is covered by a five year warranty.

Polaris Communications will at all times use a sensible and supportive attitude towards warrantable returns, working with you in identifying 'no fault found'.

The following terms and conditions apply:

1) Where we find a genuine warranty failure, Polaris Communications will replace the faulty instrument with a one-for-one replacement.

2) It is the responsibility of the user to return the faulty telephone to Polaris Communications. We ask you to cover this cost and we will return your replacement telephone at our expense.

3) We reserve the right to repair the faulty item or replace it with a similar telephone of the same make.

4) Discontinued models under warranty will be replaced with a similar or more featured telephone.

5) We reserve the right to charge for items considered to be chargeable under fair wear and tear.

6) User misuse or any modification carried out to the NRX EVO telephone by the customer is not considered a manufacturing fault or component defect. Therefore it is not covered by the warranty.

7) Accidental damage such as liquid spillage or user damage will not be covered under the terms of the warranty.

8) When returning the telephone please ensure you fully complete the returns authorisation form, failure to do so could cause you unnecessary delay.

The terms of this warranty do not effect your statutory rights.

Warranty applies to Australia and New Zealand customers only.

Warranty

Faulty units should be returned to our service centre at the following address,

SERVICE CENTRE
393 Flemington Road
North Melbourne
VIC 3051
AUSTRALIA

Polaris Communication's full liability will extend to the cost of repair or complete replacement of the returned item only.