

# MARQUIS SERIES

## DECT 6.0 & 1.8GHz Cordless Series

DECT MWD5 • DECT MWD • DECT 2MWD5 • DECT 2MWD

### User's Guide

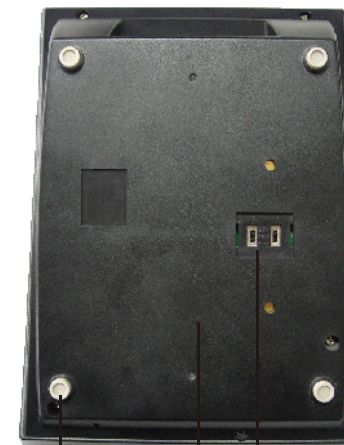
Single & Two Line • 10 or 5 Button  
Cordless Speakerphones with Optional Charging Stations



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41 39 40

- Telephone Underside:**
- 39. Base underside sticker information:  
Certification - FCC, CE, ETL, RoHS  
Version label  
Model name  
REN number  
Disposal label  
QC label  
Series number  
Warranty Void If Seal Broken label
  - 40. Voltage Settings - 24V, 48V & OFF for Line 1 & Line 2.  
(factory set at 24V)  
Line Voltage 24-52VDC (+/-)  
Line Current 15mA to 80mA  
Ringer Equivalence - 0.6B
  - 41. Non-Slip rubber feet (4)



- Cordless Handset Charging Station:**
- 42. Message Waiting indicator
  - 43. Cordless Handset
  - 44. Handset Pop-Off Cover for battery compartment.
  - 45. Interchangeable Accent Piece, to match custom cradle color # 21.
  - 46. AC Power Plug-In. (back of stand)
  - 47. Battery Charging & Synchronization programming indicator light.
  - 48. Cordless Handset Charging Stand. Handset will charge regardless of whether it is placed with either front or back showing.

Power Adaptor:

- 49. Phone Line from wall goes into Line receptacles.
- 50. Line to Phone from Adaptor.



50

## MARQUIS SERIES

### DECT 6.0 & 1.8GHz Series Features:

- Line Powered - Single & Two Line Telephones
- DECT Non-Interference cordless technology
- SteelTrap™ memory technology (EEPROM)
- TouchLite™ one-touch message waiting retrieval

### DECT Base:

1. Industrial grade construction, smooth plastic finish
2. Speaker (half duplex)
3. Message Waiting selector switch (submerged) (OFF On) (TYPE LR1 LR2)
4. Programmable Store key. (submerged) (used to program location in speed dial keys)
5. Programmable Flash key.(submerged) (100mS to 1000mS timed line break, Default is 600mS)
6. Line Cord receptacle (top end of phone)
- 7a. HSIA (High Speed Internet Access) receptacle incoming from wall (top end of phone)
- 7b. PassPort® HSIA (High Speed Internet Access) receptacle outgoing to guest laptop
8. Faceplate & Plastic Overlay display area (full-length, 4-color printing possible)
9. Base Ringer Volume switch - LOW or HI settings on Line 1 and Line 2
10. Guest Services Memory keys (10 or 5 keys) (store up to 32 digits maximum)
11. Programmable Pause/Redial key (submerged) (programmable for 1.0 to 5.0 second pause)
- 12a. ADA Compliant Speaker Volume key (up) (8-step control)
- 12b. ADA Compliant Speaker Volume key (down) (8-step control)
13. Handset Locate key with audio indication
14. Base Microphone
15. Speaker key with No/Off LED indication
16. Mute key with On/Off LED indication
17. TouchLite™ Message Waiting key with 1-touch retrieval, bright red color, blinks when message waiting.
- 18a. Line 1 with LED indication
- 18b. Line 2 with LED indication
19. Electronic HOLD key with On/Off indication and remote release
20. Dial Pad - (On-hook dialing possible with Memory keys and when Speaker key is activated)
21. Interchangeable handset cradle (provides for special accent colors to light ash or black telephones)
22. Handset Charging location (handset must be face down to charge)
23. In Use - Ringer indication light
24. Charging Indication light
25. Desi strip display area



### Handset:

26. Cordless Handset with programmable "Handshake" technology - Handset can be synchronized with base with a few simple steps.
27. Message Waiting Indicator, blinks when message is waiting.
28. ADA Compliant Handset Speaker
29. Handset Faceplate & Plastic Overlay
30. Handset Ringer Volume switch LOW or HI settings
31. Line Selector key - Line 2 On/Off with LED indication
32. Hold / Conf. Handset key, and remote release
33. Line Selector key - Line 1 On/Off with LED indication
34. Handset Dial Pad (Press and Hold Key "1" to retrieve messages from TouchLite).
35. Last Number Redial key
- 36a. Handset Volume Up ▲ (8-Step)
- 36b. Handset Volume Down ▼ (8-Step)
37. Flash key
38. Charging Location Contacts (Handset **must** be face down to charge)
39. Handset Microphone

## 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.

## SERVICE

When problems arise during installation or service that cannot be resolved using this or related documents, contact your regional TeleMatrix PriorityCare department.

	<b>TeleMatrix Inc. USA</b>	<b>TeleMatrix Europe LTD</b>	<b>TeleMatrix Middle East</b>
<b>Free:</b>	<b>1.800.462.9446</b>		
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In the unlikely event that a factory repair is necessary:

1. Include a brief description of the trouble that you are experiencing.
2. Include a proof of purchase for a repair warranty.
3. Send the telephone prepaid by UPS or Parcel Post insured to:  
TeleMatrix USA, TeleMatrix Europe or TeleMatrix Middle East, specific shipping location is dependant on your location. Please check with PriorityCare for specifics.

TeleMatrix Inc USA  
5025 Galley Rd  
Colorado Springs  
Colorado 80915 USA

TeleMatrix Europe LTD.  
Unit 33, Stratford Office Village  
Walker Ave., Wolverton Mill  
Milton Keynes  
Buck MK12 5TW  
United Kingdom

TeleMatrix Middle East  
Hamriyah Free Zone  
Sharjah, UAE



## MARQUIS SERIES DECT 6.0 & DECT 1.8GHz Cordless Telephones INSTALLATION & USERS GUIDE

### PARTS CHECK LIST:

The following parts are included in this package:

- A. (2) Line cords - 15 ft./4.5m.  
1-RJ45 & 1-RJ25
- B. Battery for Handset
- C. Base unit
- D. Mobile Handset
- E. Paper faceplate
- F. Protective plastic faceplate overlay
- G. Pass-Through Power Adaptor

The following are optional Items possibly included: (Must be ordered separately)

- H. Charging Stations & Handset with  
Handset Battery and Power Adaptor.  
*Please call TeleMatrix to Order:*  
1.800.462.9446 toll free N. America  
+1.719.638.8821 USA  
+44 (0) 1908 682180 Europe/Africa  
+971 4 2676550 Middle East/India

### COMPLIANCE & SAFETY:

As specified by FCC regulation, we are required to inform you of specific governmental and compliance regulatory requirements, safety notices, safety instructions and other informative information. TeleMatrix, Inc. provides this information in a separate manual. We place the separate Compliance and Safety Manual within each outer box or product box when shipped.

Prior to reading this operation manual and prior to setting up your telephone, please refer to the Compliance and Safety Manual.

If the Compliance and Safety Manual is not immediately available. Please obtain a free copy by calling our Priority-Care department (+1.719.638.8821) or by downloading a copy on our Internet web site ([www.telematrix.net](http://www.telematrix.net)).

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# 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.
- Be sure your power adaptor meets your regions requirements prior to installation.

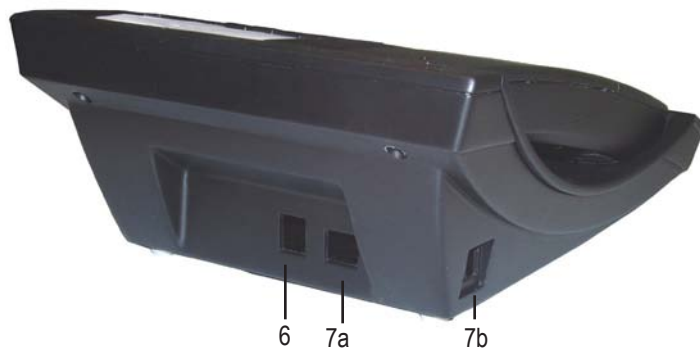
## Connecting the Line Cord - # 6 & # 49/50

Two line cords are provided 1-RJ45 & 1-RJ25. To install, simply plug one end of the RJ45 cord into the modular jack at the top end of the base unit # 6 and the other end into the RJ45 Phone Jack on the power adaptor # 50. Take other line cord and plug into Line jack on power adaptor # 49, then plug other end into wall. Finish by plugging power adaptor into normal wall outlet.

*Be sure your power adaptor is specified for your region of the world prior to plugging into the wall socket*

## Connecting to the HSIA Port - # 7a & 7b

The phone is equipped with PassPort™, a High Speed Internet Access port on the left side of the base unit. This receptacle acts as a pass-through so that the guest may connect their laptop into the hotel's high speed internet system for maximum efficiency. To connect - place the Ethernet cable from the wall into the RJ45 receptacle at the top end of the base # 7a.



## Statement of Limited Warranty

TeleMatrix, Inc. (TMX) warrants to its customers that TeleMatrix Marquis (or Teleconcepts in mainland China) branded products manufactured by TMX are free from defects in materials and workmanship. For customers in the United States and Canada the warranty is for five (5) years after the date of purchase. *Under all circumstances, handset batteries, either NiCd or NiMH, used in TMX cordless products and AC adaptors are covered by only a one-year warranty.*

If a product fails this warranty during the warranty period **and end user is located in a service region**, TMX 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 TMX under this warranty will become the property of TMX. Warranties on products repaired by TMX expire at the termination of the original warranty period.

### International Service Regions.

Customers located in Australia, China, Europe and the UAE & Oman are defined as "in service region" and will receive the following:

- 2% morePhone program and
- 5 year warranty.

Europe will be defined as Albania, Andorra, Austria, Belgium, Bosnia & Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Customers not located in the United States or Canada or in a service region listed above will receive 5% morePhones in lieu of any warranty.

This limited warranty does not cover

1. Products or parts which are damaged, abused or misused;
2. 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. If the sets are not returned with line cords, coil cords, plastic overlays, connectors and replaceable batteries then TeleMatrix will not provide new line cords, coil cords, plastic overlays, connectors and batteries during the repair process.
5. Damage in transit to the TMX 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 TMX for repair or replacement, and costs of reinstallation of the product.

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

TMX 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 TMX WARRANTY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. IN NO EVENT WILL TMX 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 TMX OF THE POSSIBILITY OF SUCH DAMAGES. TMX LIABILITY FOR DAMAGES SHALL NOT EXCEED THE PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

This limited warranty gives the customer specific legal rights, and the customer may have other rights which vary from state to state, province to province. Some jurisdictions may not allow limitations on how long an implied warranty lasts or exclusions or limitations of incidental or consequential damages.

## Syncing Handset...

### Registering DECT Handset with a Specific Base Unit:

1. Place handset into base (or charging station) for 10 minutes before attempting the handset “sync” procedure. This gives the battery enough charge to complete the “sync” process.
2. Remove DECT handset from base unit cradle.
3. Press and Hold Down the LOCATE button # 13 on the base for approximately 10 second.
4. When the button has been held down long enough, the “In-Use” or “Charge” indicator on the base unit begins to blink (even though there isn’t a handset in the cradle).
5. While the In-Use or Charge indicator is blinking, press steadily “\*” star key on the handset until the “beep” is heard (approx. 10 sec.), continue to hold down the “\*” star key until you hear a second “beep”. The handset is now registered to this base unit.
6. If you hear three (3) short “beeps” this means that the handset failed to register.
7. Once you have successfully registered the handset, you may now place the handset into a charging station, or use as the base handset.
7. Repeat steps 1 - 5 to register additional handsets.

- Registering a “new” handset to a given base unit does Not affect the registrations of other handsets that were previously registered to this base.
- Likewise, power failures or removal/replacement of the handset battery do Not affect registration.
- There is a maximum of four (4) handsets which can be registered to a single base.
- Once all registration “slots” have been used up on a base and you can no longer register an additional handset, it will be necessary to delete ALL handset registrations from the base unit, and then “start over” by re-registering all the handsets.

### To Delete ALL Registered Handsets from a Base Unit:

1. Remove DECT handset from base unit cradle and remote charging station.
2. Unplug line cord from rear of base unit # 6 and wait 3 minutes.
3. Press and Hold Down “LOCATE” button # 13 on the base unit.
4. While continuing to hold down the “Locate” button, plug the line cord back into the base unit.
5. Continue to hold down the “Locate” button for 5 more seconds, after plugging in line cord.
6. Release “Locate” button.
7. This handsets are now ‘de-registered’ from the base unit.
8. Continue with the above “Registration” procedure to ‘re-register’ each handset to be used with this base unit.

## Settings...

### Line Voltage Selectors (optional feature) - # 40

DECT telephones are equipped to operate behind a PBX telephone systems rated between 24 volts and 48 volts. There is a selector switch on the bottom of the phone (hidden). The switch has 3 settings “24V, 48V or Off” for either line. Your phone must be set according to what your PBX system is rated. The preset to the “24V” setting.

### Message Waiting Selector - # 3

This telephone can support LR1 (Line 1 reverse polarity), LR2 (Line 2 reverse polarity), TYPE (Neon or LED) message waiting systems. Simply slide the switch to the desired position that is compatible with your PBX message system. The message waiting may also be turned On or Off. *Note: the phones are factory preset to the “TYPE” setting*

## Operation...

### Volume...

#### Speaker Volume Controls - # 12a & 12b

#### Handset Volume Controls - # 36a & 36b

When using the handset or speaker key engaged press the respective volume control keys to increase or decrease the volume. All models are hearing aid compatible with 8-step volume levels

#### Base Ringer Volume Control - # 10

#### Handset Ringer Volume Control - # 30

The ringer volume control switch is on the right side of the base, and on the side of the handset. You may set either at LOW or HI settings.

## Emergency...

### Using telephone during power outage

During a power failure, the Cordless Base unit will maintain operation in Speaker Mode, and the Handsets will Not function.

- On a single line telephone, simply press the Speaker key #15 and you will receive dial tone, then begin dialing. Disconnect by pressing the Speaker key again
- On a two line telephone, simply press Line 1 or Line 2 key #18 to connect to dial tone. Disconnect by pressing the selected Line key again.
- To answer an incoming call, use the Speaker or Line keys as specified above.

## Indicators...

### Speaker & Mute Key Connecting & Status Indicators - # 15 & 19

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

- Press Speaker or Mute Feature Key to use that service - LED will light Green when that key is IN USE.

## Features...

### Using the Mute Feature on Speakerphones - # 19

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 indicator will light to show that the feature is activated. To de-activate, press the "Mute" key again.

### Using the Conference Key - # 32 (located on Handset) (2 line models only)

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 the handset.

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.
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.

## Handset Battery...

### Charging the Handset Battery: (On Base and Charging Station)

The handset Battery is a Ni-Cd battery. This battery requires a Full charge prior to use to ensure long life. To charge the battery, complete the installation procedure by plugging the power source into the wall outlet and the telephone base or charging station.

Install the battery the battery per below instructions, inserting battery plug into receptacle. Place battery into opening in handset, press into place, then replace cover and place handset into base (face down) or charging station (either facing front or back).

### Battery Life - When Completely Charged:

Talk time: 7.5 hours

Standby: (handset off hook) 6 days

Charge for 24 hours to ensure a fully charged battery


### Installing Battery Into Handset:

1. Open cover with small screwdriver.  
*Do Not open more than 1/2 inch.*
2. Grip handset and depress cover at hinged end.
3. Slide cover off, exposing battery compartment.
4. Slide battery plug into receptacle, matching up slot and opening on receptacle
5. Slide battery into battery compartment.  
*Do Not Force Battery!*
6. Press on back end of battery to snap into place.
7. Place hinged end of cover into slot, then press down and snap into place.




### Handset Locate Key - # 13

The DECT Cordless Series is equipped with a handset locator feature key located on the base # 13.

Simply press the "LOCATE" button on the base unit.  = LOCATE key.

The handset will beep for about 15 seconds. Once the handset is located, press the ON/OFF key to activate your handset.

### Redial Key - # 11 (on base) & # 35 (on handset)

The REDIAL key is used to automatically redial the last number manually dialed from the numeric dial pad on the base or handset.  = REDIAL key

Simply engage telephone by pressing Handset Line 1 or Line 2 ON/OFF key - or Line 1 or Line 2 key on the base ON/OFF key, then press REDIAL button on handset or base to dial last number dialed.

**Note:** You may have up to three cordless handset charging units operating off one DECT base unit.



## Calling...

### Placing a Call Using the Handset - # 1

- Lift the handset.
- Dial out by using the numeric dial pad on the handset or by pressing Line 1 on the Handset then a speed dial location.

### Receiving a Call Using the Handset or Speaker - # 1 & # 15

- On a single line telephone, when the phone rings, either lift the handset and press the activated Line 1 button # 33 on the handset, or press the speaker key # 15, 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. Lift the handset and select blinking Line key to begin conversation, or select the blinking line key on base then press the speaker key, to begin the conversation.

### Placing a Call Using the Speakerphone - # 15

The DECT Series speakerphones are equipped with a high quality speakerphone feature to allow hands-free operation. To use, simply press the "Speaker" key # 15 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.

## Message Retrieval...

### TouchLite (Message Waiting) 1-touch retrieval - # 17

TouchLite is an innovation that integrates the visual message waiting lamp and a speed dial key onto one. It allows easy access for guests to retrieve messages. When the message waiting lamp lights this notifies the guest that a message is waiting. A simple press of the Red TouchLite bar connects the guest to the message center or front desk. TouchLite also adds an additional memory location to this telephone.

### Handset Message Retrieval - # 34 "1"

When the DECT handset is "idle", pressing and holding down dial key "1" on the DECT mobile handset, this will dial the pre-programmed contents of the TouchLite button on the DECT base unit.

## Programming...

Some of these programming keys are located under the faceplate and overlay, begin by lifting up faceplate and overlay, by either a paperclip or sharp pointer.

### Storing a Number Into Memory Keys # 10 or TouchLite key # 17

Each location can store up to 24 digits in tone mode.

*Note: A "Pause" or "Flash" programmed into memory counts as one digit when storing a number.*

1. Press the Speakerphone ON/OFF key to activate telephone - # 15.
2. Press the STORE Key - # 4.
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 thru 5.
6. Press Speaker key to end this programming phase.

### Programming Flash Timing & Pause Timing

Flash timing options are 100mS thru 1000mS, programmable in 100mS increments. The default Flash timing is 600mS.

Pause timing options are 1.0 sec. thru 5.0 seconds. The default Pause timing is 3.6 sec.

1. Press the Speakerphone ON/OFF key to activate the telephone - # 15.
2. Press the "Store" key once - # 4.
- 3a. Program "Flash" by pressing "1" for 100mS, "2" for 200mS, etc.... # 5 & 13
- 3b. When programming "Pause" press "1" for 1.0 sec., "2" for 2.0 sec., etc... # 11.
4. Press "Store" key again.
5. Press "Flash" key again. The long "beep" means that the setting was successful.
6. Exit programming by pressing Speaker key again.

*Note: Use 3a. when programming "Flash" / Use 3b. when programming "Pause"*

### "Flash" hook function - Flash # 5 & # 13

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

1. Press Speakerphone ON/OFF key, then press the "Store" key.
2. Press the "Flash" Key - # 5 & # 13.
3. Press the memory location wherein the "Flash" is to be stored.
4. Press Speaker key to end this programming phase.

