



inQUIRE™ 1000

USER'S GUIDE

1307882 REV.O



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Middletown, PA 17057
(800)-321-2343

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www.onqlegrand.com

Federal Communications Commission Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- 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 Federal Communications Commission (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.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Reprinted from the Code of Federal Regulations #47, part 15.193, 1993. Washington DC: Office of the Federal Register, National Archives and Records Administration, U.S. Government Printing Office.

WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE. THE UNIT MUST NOT BE EXPOSED TO DRIPPING OR SPLASHING WATER.

CAUTION: DO NOT OPEN THE UNIT. DO NOT PERFORM ANY SERVICING OTHER THAN THAT CONTAINED IN THE INSTALLATION AND TROUBLESHOOTING INSTRUCTIONS. REFER ALL SERVICING TO QUALIFIED SERVICE PERSONNEL.

CAUTION: THIS DEVICE MUST BE INSTALLED AND USED IN STRICT ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS AS DESCRIBED IN THE USER DOCUMENTATION THAT COMES WITH THE PRODUCT.

WARNING: POSTPONE INSTALLATION UNTIL THERE IS NO RISK OF THUNDERSTORM OR LIGHTNING ACTIVITY IN THE AREA.

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

- Read all of the instructions {listed here and/or in the user manual} before you operate this equipment.
- Give particular attention to all safety precautions.
- Retain the instructions for future reference.
- Comply with all warning and caution statements in the instructions.
- Observe all warning and caution symbols that are affixed to this equipment.
- Comply with all instructions that accompany this equipment.
- Avoid using this product during an electrical storm. There may be a risk of electric shock from lightning. It is recommended that the customer install an AC surge protector in the AC outlet to which this device is connected. This is to avoid damaging the equipment by local lightning strikes and other electrical surges.
- Operate this product only from the type of power source indicated on the product's marking label.
- If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in safe operating condition.

Installation of this product must be in accordance with national wiring codes and conform to local regulations.

Wipe the unit with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the unit or use forced air to remove dust.

Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.



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I. Introduction

Congratulations! Your new home has been equipped with the inQUIRE™ 1000 Intercom System (see **Figure 1**) – which gives you the power of instant communications throughout your home. From its contemporary and discreet appearance, to its ease of use, your inQUIRE™ 1000 Intercom System was designed with you in mind!



Figure 1

This User's Guide is designed to help you use your new inQUIRE™ 1000 Intercom System to its greatest potential, as well as to assist you in diagnosing and solving any problems that you may encounter with the system. On-Q/Legrand offers a dedicated team of Technical Support representatives to answer any of your questions that may not be addressed in this User's Guide.

- Your inQUIRE™ 1000 Intercom System has been installed by a qualified On-Q/Legrand installer. For installation questions, refer to the inQUIRE™ 1000 Installation Guide (P/N 1307881), contact your local On-Q installer, or call us direct at xxxxxxxx toll free.

II. System Components Overview

A. System Components

The following components (in addition to a suitable power supply) are typically utilized to make up the inQUIRE™ 1000 Intercom System (see **Figure 2**).



Figure 2

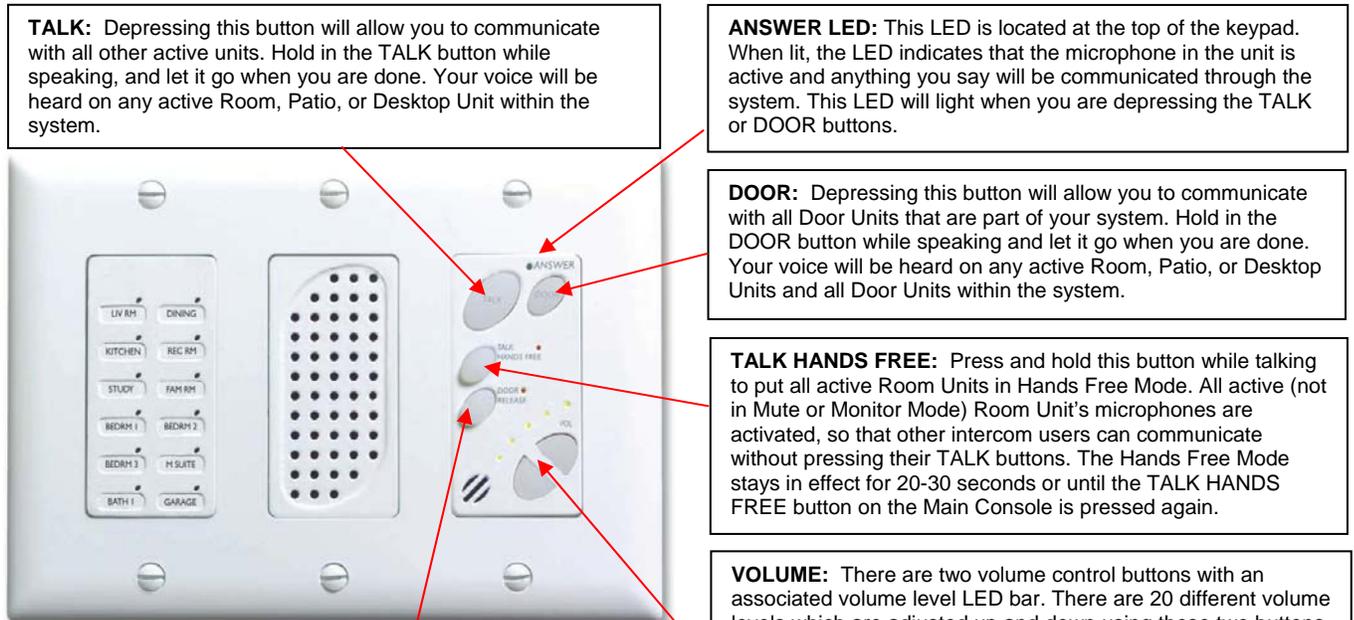
- **Intercom Module:** This module is typically installed in the On-Q enclosure and is considered the “brains” of the system. All Room Units, Door Units, Patio Units and the Main Console Unit are connected directly to the Intercom Module via “home run” style Cat 5e cabling. The Intercom Module also supplies power to the entire inQUIRE™ 1000 Intercom System.
- **Main Console Unit:** In addition to providing the same basic intercom features found with Room Units, the Main Console Unit also includes a bank of status LEDs which show, at a glance, Room Units that are talking, muted, or in monitor mode. It also includes a dedicated door release button (functional when an electronic door release device is installed), and a talk hands free button, which allows users of Room Units to talk without having to push their “talk” buttons.
- **Room Unit:** This unit provides basic intercom communication functions such as talk, talk to door (if Door Unit is installed), monitor and mute. Up to 12 Room Units can be installed per system.
- **Desktop Unit:** This unit provides the same functionality as a Room Unit, but can be placed on a desktop or nightstand instead of being installed in the wall. It is connected to any Cat 5e outlet with its supplied cable.
- **Patio Unit:** This unit also provides typical Room Unit functionality in a weather resistant wall mounted package for your patio. For security reasons, its door release functionality may be disabled.
- **Door Unit:** This unit allows a visitor to the home to press the door chime button on the unit to notify the occupants of their presence (requires Door Chime to be installed). The occupants can then initiate a two-way communication with the visitor and even open the door (requires electronic door release device, not included).
- **Door Chime:** This component installs as an add-on to the Intercom Module. It enables a chime to be heard on all the units that are not in MUTE or MONITOR mode throughout the inQUIRE™ 1000 Intercom System.

III. Operational Overview

The following section explains the various functions and operational features of the components of the inQuire 1000™.

A. Main Console Unit

Please refer to **Figure 3** to familiarize yourself with the operation of the inQuire™ 1000 Main Console Unit.



TALK: Depressing this button will allow you to communicate with all other active units. Hold in the TALK button while speaking, and let it go when you are done. Your voice will be heard on any active Room, Patio, or Desktop Unit within the system.

ANSWER LED: This LED is located at the top of the keypad. When lit, the LED indicates that the microphone in the unit is active and anything you say will be communicated through the system. This LED will light when you are depressing the TALK or DOOR buttons.

DOOR: Depressing this button will allow you to communicate with all Door Units that are part of your system. Hold in the DOOR button while speaking and let it go when you are done. Your voice will be heard on any active Room, Patio, or Desktop Units and all Door Units within the system.

TALK HANDS FREE: Press and hold this button while talking to put all active Room Units in Hands Free Mode. All active (not in Mute or Monitor Mode) Room Unit's microphones are activated, so that other intercom users can communicate without pressing their TALK buttons. The Hands Free Mode stays in effect for 20-30 seconds or until the TALK HANDS FREE button on the Main Console is pressed again.

VOLUME: There are two volume control buttons with an associated volume level LED bar. There are 20 different volume levels which are adjusted up and down using these two buttons. Pressing the volume up button once will increase the volume one level higher. You may not see the LEDs change until you press the volume up or down multiple times (approximately every sixth button press). You can also hold in the volume up or down button until you have reached the desired volume level. It is recommended that you keep the volume level in the middle position (3 LEDs lit) for optimum sound quality.

KEYPAD BRIGHTNESS:
If the default Dim level of the backlit buttons is not adequate for the user, then press both Volume buttons at the same time and release them. Use the Up or Down Volume button to brighten or dim the default backlight level. When the desired level is reached, either push both buttons at the same time again to resume normal operation, or just let the Unit time out (after about 10 seconds) to return to normal operation.
NOTE: When in use, the Unit's backlight level is at full brightness and returns to the set backlight Dim level upon timeout (about 10 seconds).

DOOR RELEASE: Pressing the DOOR RELEASE button will engage the door release device (not included with the Intercom System) if a door release device is installed. Once you let go of the button, the door release device will be disengaged, which will lock the door again.

PATIO UNIT DISABLE: If a Patio Unit is installed in Port #11 and security mode was enabled by removing the shunt on J3 on the rear of the Intercom Module, the Patio Unit can be disabled temporarily by simultaneously pressing and releasing the TALK and DOOR RELEASE buttons on the Main Console Unit. The Patio Unit Status LED should blink slowly Red and then Green. To re-enable the Patio Unit, again simultaneously press and release the TALK and DOOR RELEASE buttons on the Main Console Unit.

STATUS LEDs: Each LED indicates the status of each Room Unit in the system. A GREEN light indicates that the Room Unit's Talk or Door button is depressed and someone is talking with the unit. A RED light indicates that the Room Unit is in MUTE mode and that all speaker and microphone functions of the unit are disabled. An ORANGE light indicates that the unit is in Monitor mode and its microphone is currently active. Pre-printed and blank labels are included in the package to identify LEDs.

Figure 3

B. Room Unit

Please refer to **Figure 4** to familiarize yourself with the operation of the inQUIRE™ 1000 Room Unit.

TALK: Depressing this button will allow you to communicate with all other active units. Hold in the TALK button while speaking, and let it go when you are done. Your voice will be heard on the Main Console Unit, as well as any active Room, Patio, or Desktop Unit within the system.

ANSWER LED: This LED is located at the top of the keypad of the Room Unit. When lit, the LED indicates that the microphone in the unit is active and anything you say will be communicated through the system. This LED will light when you are depressing the TALK or DOOR buttons. The LED will be constantly lit when the unit is in MONITOR mode.

DOOR: Depressing this button will allow you to communicate with all Door Units that are part of your system. Hold in the DOOR button while speaking and let it go when you are done. Your voice will be heard on any active Room, Patio, Desktop Units, the Main Console Unit and all Door Units within the system.

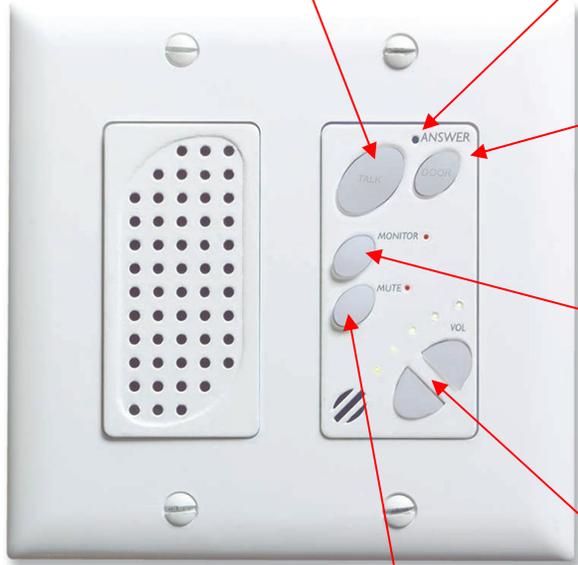


Figure 4

MONITOR: Press this button once to put the Unit in MONITOR mode. Press the button again to return the Unit back to normal mode. While in MONITOR mode, the microphone is constantly active, the speaker is disabled and any voice or noise within the room will be heard throughout the system. The LED to the right of the MONITOR button will glow green when in MONITOR mode. Multiple Units can be in MONITOR mode at the same time. This function is useful for baby monitoring or other types of situations which require any voice or noise in a room to be heard throughout the system.

NOTE: When in MONITOR mode, a door bell button push at a Door Unit will not result in a door chime ring at the Room Unit.

MUTE: Press this button once to put the Unit in MUTE mode. Press the button again to return the Unit back to normal mode. While in MUTE mode, both the speaker and microphone of the unit will be inactive and the LED to the right of the MUTE button will glow red. MUTE mode is useful for maintaining privacy in a particular room. Multiple rooms can be in MUTE mode at the same time.

VOLUME: There are two volume control buttons with an associated volume level LED bar. There are 20 different volume levels which are adjusted up and down using these two buttons. Pressing the volume up button once will increase the volume one level higher. You may not see the LEDs change until you press the volume up or down multiple times (approximately every sixth button press). You can also hold in the volume up or down button until you have reached the desired volume level. It is recommended that you keep the volume level in the middle position (3 LEDs lit) for optimum sound quality.

DOOR RELEASE: There is no specific button on the Room Unit for the DOOR RELEASE function. However, by depressing both the TALK and the DOOR buttons at the same time, the Unit will engage the door release device (not included with the Intercom System) if a door release device is installed in conjunction with the Intercom System. Once you let go of the TALK and DOOR buttons, the door release device will be disengaged, which will lock the door again.

KEYPAD BRIGHTNESS:

If the default Dim level of the backlit buttons is not adequate for the user, then press both Volume buttons at the same time and release them. Use the Up or Down Volume button to brighten or dim the default backlight level. When the desired level is reached, either push both buttons at the same time again to resume normal operation, or just let the Unit time out (after about 10 seconds) to return to normal operation.

NOTE: When in use, the Unit's backlight level is at full brightness and returns to the set backlight Dim level upon timeout (about 10 seconds).

C. Desktop Unit

Please refer to **Figure 5** to familiarize yourself with the operation of the inQUIRE™ 1000 Desktop Unit.

TALK: Depressing this button will allow you to communicate with all other active units. Hold in the TALK button while speaking, and let it go when you are done. Your voice will be heard on the Main Console Unit, as well as any active Room, Patio, or Desktop Unit within the system.

ANSWER LED: This LED is located at the top of the keypad of the Desktop Unit. When lit, the LED indicates that the microphone in the unit is active and anything you say will be communicated through the system. This LED will light when you are depressing the TALK or DOOR buttons. The LED will be constantly lit when the unit is in MONITOR mode.

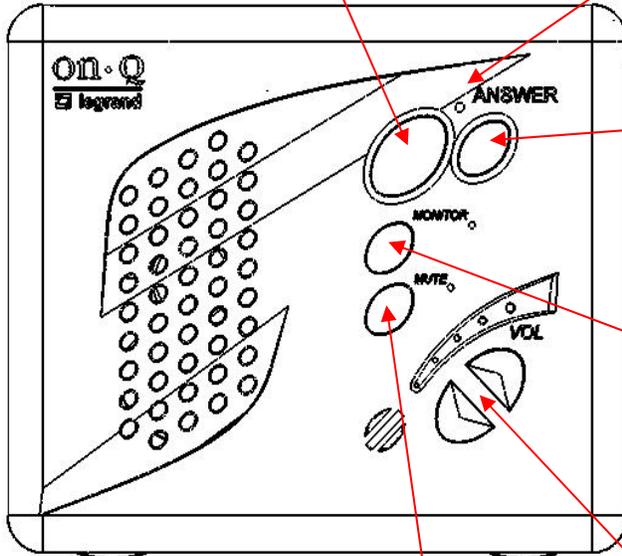


Figure 5

DOOR: Depressing this button will allow you to communicate with all Door Units that are part of your system. Hold in the DOOR button while speaking and let it go when you are done. Your voice will be heard on any active Room, Patio, Desktop Units, the Main Console Unit and all Door Units within the system.

MONITOR: Press this button once to put the Unit in MONITOR mode. Press the button again to return the Unit back to normal mode. While in MONITOR mode, the microphone is constantly active, the speaker is disabled and any voice or noise within the room will be heard throughout the system. The LED to the right of the MONITOR button will glow green when in MONITOR mode. Multiple Units can be in MONITOR mode at the same time. This function is useful for baby monitoring or other types of situations which require any voice or noise in a room to be heard throughout the system.

NOTE: When in MONITOR mode, a door bell button push at a Door Unit will not result in a door chime ring at the Room Unit.

MUTE: Press this button once to put the Unit in MUTE mode. Press the button again to return the Unit back to normal mode. While in MUTE mode, both the speaker and microphone of the unit will be inactive and the LED to the right of the MUTE button will glow red. MUTE mode is useful for maintaining privacy in a particular room. Multiple rooms can be in MUTE mode at the same time.

VOLUME: There are two volume control buttons with an associated volume level LED bar. There are 20 different volume levels which are adjusted up and down using these two buttons. Pressing the volume up button once will increase the volume one level higher. You may not see the LEDs change until you press the volume up or down multiple times (approximately every sixth button press). You can also hold in the volume up or down button until you have reached the desired volume level. It is recommended that you keep the volume level in the middle position (3 LEDs lit) for optimum sound quality.

DOOR RELEASE: There is no specific button on the Desktop Unit for the DOOR RELEASE function. However, by depressing both the TALK and the DOOR buttons at the same time, the Unit will engage the door release device (not included with the Intercom System) if a door release device is installed in conjunction with the Intercom System. Once you let go of the TALK and DOOR buttons, the door release device will be disengaged, which will lock the door again.

KEYPAD BRIGHTNESS:

If the default Dim level of the backlit buttons is not adequate for the user, then press both Volume buttons at the same time and release them. Use the Up or Down Volume button to brighten or dim the default backlight level. When the desired level is reached, either push both buttons at the same time again to resume normal operation, or just let the Unit time out (after about 10 seconds) to return to normal operation.

NOTE: When in use, the Unit's backlight level is at full brightness and returns to the set backlight Dim level upon timeout (about 10 seconds).

D. Patio Unit

Please refer to **Figure 6** to familiarize yourself with the operation of the inQUIRE™ 1000 Patio Unit.

TALK: Depressing this button will allow you to communicate with all other active units. Hold in the TALK button while speaking, and let it go when you are done. Your voice will be heard on the Main Console Unit, as well as any active Room, Patio, or Desktop Unit within the system.

ANSWER LED: This LED is located at the top of the keypad of the Patio Unit. When lit, the LED indicates that the microphone in the unit is active and anything you say will be communicated through the system. This LED will light when you are depressing the TALK or DOOR buttons. The LED will be constantly lit when the unit is in MONITOR mode.

DOOR: Depressing this button will allow you to communicate with all Door Units that are part of your system. Hold in the DOOR button while speaking and let it go when you are done. Your voice will be heard on any active Room, Patio, Desktop Units, the Main Console Unit and all Door Units within the system.

MONITOR: Press this button once to put the Unit in MONITOR mode. Press the button again to return the Unit back to normal mode. While in MONITOR mode, the microphone is constantly active, the speaker is disabled and any voice or noise on the patio will be heard throughout the system. The LED to the right of the MONITOR button will glow green when in MONITOR mode. Multiple Units can be in MONITOR mode at the same time. This function is useful for child monitoring or other types of situations which require any voice or noise on the patio to be heard throughout the system.

NOTE: When in MONITOR mode, a door bell button push at a Door Unit will not result in a door chime ring at the Patio Unit.

VOLUME: There are two volume control buttons with an associated volume level LED bar. There are 20 different volume levels which are adjusted up and down using these two buttons. Pressing the volume up button once will increase the volume one level higher. You may not see the LEDs change until you press the volume up or down multiple times (approximately every sixth button press). You can also hold in the volume up or down button until you have reached the desired volume level. It is recommended that you keep the volume level in the middle position (3 LEDs lit) for optimum sound quality.

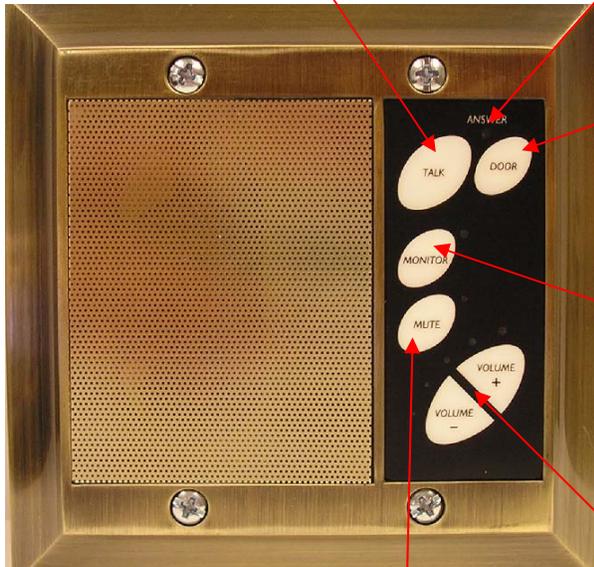


Figure 6

MUTE: Press this button once to put the Unit in MUTE mode. Press the button again to return the Unit back to normal mode. While in MUTE mode, both the speaker and microphone of the unit will be inactive and the LED to the right of the MUTE button will glow red. MUTE mode is useful for maintaining privacy on the patio. Multiple units can be in MUTE mode at the same time.

PATIO UNIT DISABLE: If security mode was enabled by removing the shunt on J3 on the rear of the Intercom Module, the Patio Unit can be disabled temporarily by simultaneously pressing and releasing the TALK and DOOR RELEASE buttons on the Main Console Unit. The Patio Unit Status LED should blink slowly Red and then Green. To re-enable the Patio Unit, again simultaneously press and release the TALK and DOOR RELEASE buttons on the Main Console Unit.

NOTE: There is no Door Release function enabled on the Patio Unit.

E. Door Unit

Please refer to **Figure 7** to familiarize yourself with the operation of the inQUIRE™ 1000 Door Unit.

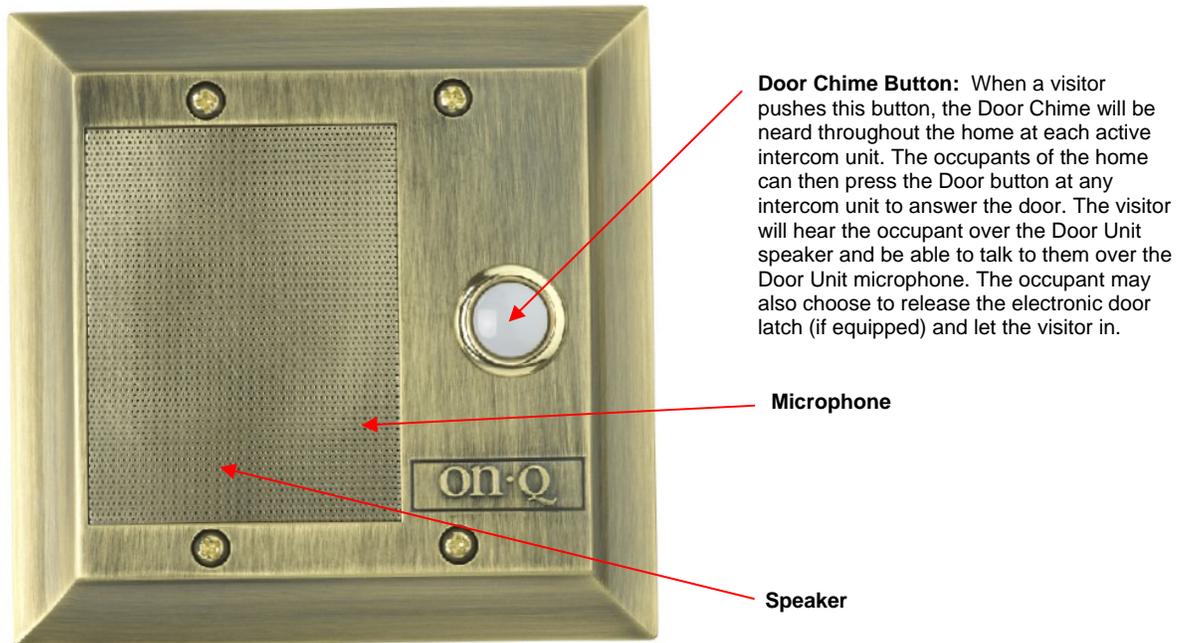


Figure 7

VI. Troubleshooting

This section will detail possible solutions to common problems that might occur in using the On-Q/Legrand inQUIRE™ 1000 Intercom System.

A. Contact Information

If you are unable to locate a solution here, please access our website at www.onqlegrand.com for the latest information. You can also reach us at 1-800-321-2343.

B. Troubleshooting Guide

Problem	Solution
No power to any intercom unit	-Check Intercom Module power LED to verify that it is lit. If not, make sure power supply is plugged in. -Verify that you are using the correct 12V power supply for your system by obtaining the model number and calling your On-Q installer or On-Q Technical Support. If you are not using a 12V power supply that supplies enough current to the system, then the Units may not power on.
No power to a specific Room Unit, Desktop Unit, Patio Unit, Door Unit, or Main Console Unit	-Call your On-Q installer or On-Q Technical Support for assistance. This problem may be related to a Cat 5e cable connection or the cable itself.
Feedback or squeal noise from Main Console Unit, Room Unit, Desktop Unit, Patio Unit, or Door Unit speaker	-Feedback issues can normally be eliminated by adjusting the volume of a Unit from a high level to a medium level.
No audio can be heard from a Room Unit, Desktop Unit, or Patio Unit	-Verify that the Room Unit, Desktop Unit, or Patio Unit is not in MUTE mode. When a Unit is in MUTE mode, no audio will be heard through the Unit's speaker. -Adjust the volume up until at least 3 LEDs on the volume light bar are lit.
No audio can be heard from the Main Console Unit	-Adjust the volume up until at least 3 LEDs on the volume light bar are lit.
A button on any intercom unit is not working properly	-Call your On-Q installer or On-Q Technical Support for assistance.

C. Warranty Information

LIMITED ONE YEAR PRODUCT WARRANTY

On-Q/Legrand ("On-Q") warrants to the original end user ("Customer") that those products manufactured by or for On-Q ("Warranted Products"), as conclusively evidenced by the name or logo of On-Q appearing on the product, will be free from defects in workmanship and materials, under normal use, for (1) one year from the date of original purchase from On-Q or its authorized dealer or installer. The sole obligation of On-Q under this express warranty shall be, at the option and expense of On-Q, to replace the product with a comparable product, or repair the product. In no event shall On-Q be liable for incidental, consequential, or punitive damages, or for labor or other costs in connection with diagnosing, repairing, removing, installing, shipping, servicing, or handling the defective product. Replacement products may be new, rebuilt, remanufactured or reconditioned. On-Q warrants any replaced or repaired product for a period of ninety (90) days



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from shipment, or through the end of the original warranty period, whichever is longer. On-Q makes no warranty with respect to products it sells that do not contain the authorized On-Q name or logo, and Customer, by acceptance of the product, agrees that its sole and exclusive remedy shall be against the manufacturer of such product.

The foregoing warranty for Warranted Products does not extend to (i) damage or repairs required as a result of improper wiring, misuse, misapplication, abuse, improper servicing, unauthorized alteration, improper operation, or handling, storage, installation, or operation that is not in accord with instructions that may be furnished with the product; (ii) failures due to abnormalities in or interruption of electrical service; or (iii) damage caused by lightning, floods, winds, fires, accidents, corrosive atmosphere, temperature extremes, or other conditions that are beyond the control of On-Q. Original purchases or replacement products may be new, rebuilt, remanufactured or reconditioned. This warranty gives the Purchaser specific legal rights, and the Purchaser may also have other rights which vary from state-to-state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the Purchaser. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the Purchaser.

Obtaining Warranty Service

Customer must contact an On-Q authorized Dealer or Installer within the applicable warranty period to obtain warranty service. Dated proof of original purchase from On-Q or its authorized Reseller or Dealer will be required.



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