



Business Communication Services

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DuraFon PRO Quick Reference Sheet

Basic Troubleshooting

First and foremost, if you encounter any issues with the system, do a power reset on both handset(s), and base station. Secondly, try resetting the handset and base unit. Note, you will have to re-register the handsets.

(Ref #1) Registering a handset: Note, with the PRO system you must register all handsets to the first (primary) base unit (base id 00), and add bases after with an administrative handset (Ref #5).

First power-up the base for at least 5 seconds. Now locate the register button near the antenna connection of the base station (blue button labeled as REG). Do not press the RST button! Now press the register button on the base and hold it until all line lights illuminate. Once they light up, you can now let go and go to the handset and, press menu 6 (registration) and 1(register) during the time the lights are lit on the base unit. The display will say register and then new the new ID. The ID of the handset will be 10 for the first handset registered to base, and will go in consecutive order there after (11, 12, 13 etc.). Up to 90 handsets can be registered to the base. Keep in mind that ID 10 and 11 are the "Administrative handsets" These handsets have administrative capability, which allows for dedicating phone lines to specific handsets, turn the auto attendant on or off, and clear or assign ID's to other handsets etc.

(Ref #2) Resetting a handset: Press Menu, 5, star, then 1 (clear all), then power recycle. This is useful to clear the logbook, where no problems with the system are occurring.

(Ref #3) Deregistering a handset: Same procedure as Ref #1, except press menu 6, 2 on the handset. The handset will display "Deregister" The ID of the handset is now removed from the base and the handset. Note, if you can't deregister the handset because the handset is damaged, please go to Ref #11 after it has been repaired.

(Ref #4) Base station won't go into registration mode: Make sure only the power light is on with the base station. Do a power reset on the base station. Lastly, reset the base and try again.

(Ref #5) Adding a base unit: To add another base unit to the PRO system, you will need an administrative handset (id 10 or 11). If you do not have one, you must do Ref #6, then Ref #1. Press the REG button on the base unit you wish to add until all four line lights light up. The next step is to press Menu 8, 1 (add base), and then choose 01 through 07. Note the first base unit and any new or reset base has id 00, therefore it cannot be the same. You can have up to 8 base units. It is recommended to number them in order and label the base units.

(Ref #6) Resetting the base: (required if administrator handsets ID 10 or 11 don't exist). First power-up the base for at least 5 seconds (wait until after line lights flash). Locate the reset button near the base station antenna connection, next to the blue register button with the letters RST beneath it. Now use a pen or paperclip to press it down until line 1 and line 2 lights up. After they light up, you can let go. They should then go out after a few seconds. Then power reset the base by unplugging it, and plugging it back in. The base is now reset (Registration will now start at 10 again) .

(Ref #7) Dedicating lines to a specific handset: By default all incoming calls will ring all handsets. To program line dedication to a specific line you must use an administrative handset (ID 10, or 11). You need to choose the base, the line, and then the handset id it will be dedicated to. Note, as you dedicate one line to a handset, the other remaining lines still have “all handsets” going to them, including the dedicated handset. You will need to dedicate all lines to have complete direct dialing to each handset exclusively.

With the administrative handset, press Menu, 9, 2, then choose the base id (primary base is 00, and additional bases are from 01-07), then choose 2. Use the up/down arrows to choose the line accordingly you wish to dedicate and the handset id it goes to.

NOTE: By resetting the base (the tiny button next to the “REG” button) you will erase all registration and administrative changes including line dedication of handsets.

NOTE: If you wish to dedicate more than one handset to a line, you must use grouping instead (see Ref #8).

(Ref #8) Grouping handsets to lines:

- 1) Grouping is similar to line dedication but now you will be dedicating a line to a group instead of a line to a specific handset. This later will allow individual handsets to be added to the group or groups which in turn mean access to the lines the group is within.
- 2) See #6, and now choose 01-07 (group number) instead of the handset id on the end of step #2. Below is a typical scenario arrangement.
- 3) Group 1 = Line 1 = Programming # = 01
- 4) Group 2 = Line 2 = Programming # = 02
- 5) Group 3 = Line 3 = Programming # = 03
- 6) Group 4 = Line 4 = Programming # = 04
- 7) Note, out of the box no handsets are part of any groups. You must add groups to each and every handset accordingly. No lines will be available to them unless part of the groups.
- 8) To add a group on a handset, press 5, 2 then press ADD to add the group. Press 01 for group 1, and ADD again if you wish to group it to 2 (02) and continue for lines 3, and 4 etc.
- 9) With grouping you can remove or add lines (groups) to handsets individually at any time.

(Ref #9) Turning on the broadcast through a base unit line port (available for lines 3 and 4 only): Get an administrator handset (ID 10 or 11), and press menu 9, 2, then choose the base id (primary base is 00, and additional bases are from 01-07), then choose 1. You will then have the choice to turn on line 3, or line 4 broadcasting. Dial in on that line to confirm. Read FAQ #6 also.

(Ref #10) Adding a handset to a group (for broadcasting): On each handset, to add it to a group, or groups, press menu 5, 2, then ADD. You can have up to 7 groups. Group id's are from 01 through 07.

(Ref #11) Recovering the original handset ID after having a phone repaired:

- 1) All phones sent in must be registered to our test base. This causes it lose the registration to your base. Unless you deregistered the handset ahead of time from your base, your base still thinks that ID is still in use. For example if you have 4 handsets registered as ID 10, 11, 12, and 13 and you send in handset 12 for repair. When you reregister it, you will get ID 14 because it still thinks 12 is in use. To get your handset registration back to ID 12 you must erase the base information for handset 12, which then frees it up for you to then use.
- 2) To erase a registration ID that is stored by the base unit, get an administrative handset (ID 10 or 11) and press Menu 9, 1, then choose base number (00), then choose 4 (clear hs), which handset registration ID to clear. In our example it would be extension ID 12.
- 3) Now ID12 is clear and available as the next registration ID. The base unit gives ID's to handsets in numerical order of free ID's. You can now go to #3 and go through the normal handset registration process.

DURAFON PRO FAQ'S

Q1. How do I transfer a call from an EnGenius handset to a different extension off my PBX phone system?

A1. Most pbx's transfers will require you to press the flash (green button) key + extension number, then the "end" (red button) to complete the transfer. An exception is Nortel, which requires you to press flash, star, 70 + extension number, then "end".

Q2. Can the Walkie receive calls from another Pro handset?

A2. The Walkies cannot receive calls from an incoming line, or receive a transferred call from a Durafon PRO handset. It is strictly limited to 2 way radio or broadcast. It will receive broadcasts through the base unit broadcast port.

Q3. How far does the Walkie transmit from one handset to another?

A3. Range of the Walkie is less than a typical incoming call or broadcast from the base unit. Range can be from 25% to as much as 75% less. If the external antenna is used on the base unit, the range will be even better, and the difference 2 way handset or broadcast will be even more noticeable. It is recommended in very demanding situation, where range is an issue, to opt for the Durafon PRO handset instead, and dial in through the phone system extension of which the broadcast port is used. This will use the base station power, and antenna system, instead of just the handset, to maximize broadcast coverage.

Q4. How can some one call into the broadcast base unit to transmit a broadcast?

A4. First the base station line port (either 3, or 4) broadcast must be turned on (Menu 9, 2, base number (00-07) (starts at 00), 1, Change for L3 or L4). Then you simply dial into it, and follow the auto attendant instructions. Note, for broadcast id, you must enter a group number (01-07). By default handsets are not part of any groups. To add a handset to a group, press Menu 5, 2, ADD, then 01-07 accordingly.

Q5. Which one is the Durafon PRO handset, and which one is the Walkie?

A5. The Green faceplate handset is the PRO, which is fully functional. The blue faceplate handset, are Walkies. You can also remove the battery to verify model and serial number.

Q6. How many ports/lines does the broadcast take up on the Pro?

A6. There are 4 available time slots on each PRO base unit. It uses 2 of the 4 time slots during a broadcast. One is being used as the occupied line (L4 for example), and the other time slot is used to do the outgoing broadcast to all the handsets. This means that if you are on 3 calls (L1, L2, AND L3), L4 broadcast will NOT work.

During a broadcast, if L1 and L2 are in use, and L3 receives an incoming call, the incoming call takes priority. The broadcast stops, and phones ring instead.

Q7. How do I register handsets to multiple DuraFon Pro bases?

A7. You must first register all handsets to the primary base (id 00), and then add base units to the system after. To add a base unit, use the administrator handset id 10 or 11 by pressing Menu 8, 1, and then the id of the next base unit. (01-07)

Q8. Can I reply to a base to base broadcast from a DuraFon PRO? From a Durawalkie? How?

A8. In regards to the DuraFon PRO, you cannot reply to base unit broadcast because they come through as an incoming call, and then are dropped. Your best bet is to simply call back the broadcast originator at their extension if known. We recommend if the broadcaster wants to be called back, that they mention which extension they could be reached at in the broadcast.

The Durawalkie is further limited in that it cannot use any actual telephone lines, and therefore extensions. Its only course of communications is between other DuraFon handsets (both PRO and Walkie) within the system.

Q9. Can the Durawalkie be used out of the box without the base unit?

A9. No, Durawalkies require registration ID's from the same base unit to receive 2 WAY, or broadcasts.

Q10. What is the difference between the 4x system and the PRO system?

A10. The additions to the PRO include:

- 1) Speakerphone capability of the PRO handsets.
- 2) Multiple base registration (allowing 2 way / broadcast with all, up to 8 total base units), where 4x is limited to base specific.
- 3) Broadcast through a line port.
- 4) DuraWalkies only work with the PRO system.

Q11. Will a Durawalkie receive a remote broadcast from the line port?

A11. Yes they will, just the same as the PRO phone handsets.

Q12. Is the range different for a DuraWalkie than of a PRO handset?

A12. No, they both perform the same as far as range.

Q13. How does the broadcast from the base unit work?

A13. By default line 3 and 4 are just regular line ports, but if switch to a broadcast mode, they can broadcast the incoming call to all handsets and walkies. For example, if you wire x435 to our line 4 port with broadcast on, it will auto answer with a greeting asking for the group number, or wait to broadcast all. After the beep, you are then broadcasted to the selected group or all handsets.