DuraFon UHF Quick Ref. / FAQ Sheet

RMA requests – go to support section on www.engeniustech.com or email support@engeniustech.com

EnGenius technical support is 888-735-7888 x 815

BASIC TROUBLESHOOTING

If you encounter any issues with the system, power cycle both the handset(s) and base station. If the system still isn't working correctly, try resetting the handset and if needed, the base station.
NOTE: Resetting a handset will cause loss of registration and all stored information and resetting the base station will cause loss of any special settings such as line dedication, if programmed in the base station.

Q1: How do I change the display on the handset?
A1: It is recommended that you customize the name of each handset to match the user's name and/or extension it is wired to. Press menu, 5, 5, 1, then add your custom display name.

Q2: How to put the handset in RSSI test mode to verify base station to handset coverage?
A2: Press menu, * # # *, enter the base number, press 1 (BER), then press star. -80dBm is good. -90dBm is borderline and any weaker will result in poor signal condition. Refer to the "RSSI instruction sheet" for more information. Search keyword "RSSI" to find the document on our website.

Q3: How do I register a handset to the base station?
A3: NOTE: With the PRO system you must register all handsets to the first (primary) base unit (base ID00). First power up the base station for at least 5 seconds. Find the register button that's near the antenna (blue button labeled "REG"). Press and hold the REG button until all line lights illuminate, then you can let go. Now grab the handset you want to register and press MENU 6, 1. The handset should then show "registration complete" and then be given a new 2-digit ID. The ID of the handset starts at 10, and will up from there. Up to 90 handsets can be registered. ID 10 and 11 are "Administrative handsets". Only admin handsets can do wireless programming changes to the base station such as dedicating handsets to specific line ports, turning the auto attendant on or off, and to clear or assign new handset IDs to other handsets etc. If you lose both of your admin handsets, you will need to RESET the base and register all handsets over again.

Q4: How do I deregister a handset from the base station?
A4: Same procedure as registering a handset except press menu 6, 2 instead of menu 6, 1. Keep in mind, deregistering a handset is not required to register a handset so if you have a handset that already has a registration ID but is not communicating with the base, go ahead and register it again (it will override any previous registration information with a new registration ID). If you need to bring back a specific handset ID number (typical issue when getting back a handset after repair).

Q5: How do restore or change a handset ID?
A5: All handsets returned for repair must be registered to the EnGenius repair dept. test base station. This causes your handset to lose registration to your base station. Unless you deregistered the handset from your base station prior to sending it to EnGenius, your base station is thinks that handset ID still exists. For example, if you have four (4) handsets registered as ID 10, 11, 12, and 13 and you send in handset ID12 for repair. When you reregister it, you will get ID14 because it thinks handset ID12 is still in use. To get your handset registration back to ID12 you must erase the base station information for handset ID12. To erase a registration ID that is stored by the base station, get an administrative handset (ID10 or ID11) and press menu 9, 1, then choose base number (00), then choose 4 (clear hs). Now enter the handset ID you want to restore. In our example it would be ID12. After clearing ID12, it will now be available as the next registration ID. Now you can register that handset and it should get that ID. Note: The base unit gives IDs to handsets in numerical order of free IDs.

Q6: How do I reset the handset?
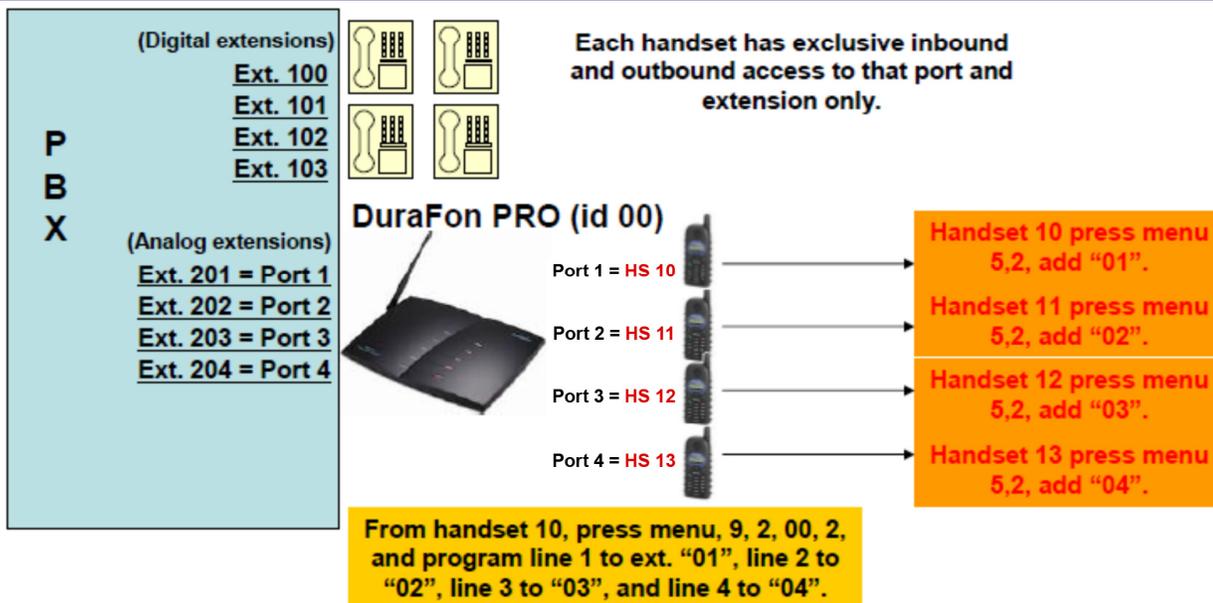A6: Press menu, * # # *, then *, then 1 (clear all), then press OK, then power cycle.

Q7: How do I check the firmware version of a handset and base station?
A7: Press menu, * # # *, then enter the base ID (primary base is 00 and additional bases are 01 through 07).
Press 1 for "SW VER", then scroll up/down to see handset and base station firmware versions.

Q8: How do I dedicate line ports on the base so the handsets only use one port and not share other ports so each handset has its own extension?
A8: See below, instructions for programming the base so each handset is dedicated to a specific line port. Note this is for one base station only. If multiple bases are used, refer to the "Pro Quick Reference sheet".

Programming the PRO for PBX applications (Single base unit only)

PBX

(Digital extensions)
Ext. 100
Ext. 101
Ext. 102
Ext. 103

(Analog extensions)
Ext. 201 = Port 1
Ext. 202 = Port 2
Ext. 203 = Port 3
Ext. 204 = Port 4

Each handset has exclusive inbound and outbound access to that port and extension only.

DuraFon PRO (id 00)

Port 1 = HS 10
Port 2 = HS 11
Port 3 = HS 12
Port 4 = HS 13

Handset 10 press menu 5,2, add "01".
Handset 11 press menu 5,2, add "02".
Handset 12 press menu 5,2, add "03".
Handset 13 press menu 5,2, add "04".

From handset 10, press menu, 9, 2, 00, 2, and program line 1 to ext. "01", line 2 to "02", line 3 to "03", and line 4 to "04".

In this configuration, the DuraFon PRO has been line dedicated via grouping. See quick reference sheet for more information.   1

Q9: How do I create a group and put handsets in groups?
A9: To create a group you simply put handsets in a group, thus creating (building) the group. To add a handset to a group, press menu 5, 2, then ADD. You can have up to 7 groups. Group IDs are 01 through 07. Note: There is also an "all" group which is "00" and is used when the broadcast button is pressed.

Q10: How can I make the handset louder (noisy environment)?
A10: Press menu, * * #. Enter base number 00. Scroll (arrow up/down keys) to "Vol Adjust" and select it. Use the up/down arrows to adjust between -8,-4, 0, +4, and +8. +8 is loudest, -8 is lowest, and default is zero. Adjust accordingly and then press the top left soft key to save. Press "End" three times to exit.

Q11: How do I adjust the handset microphone sensitivity for phone calls?
A11: Press menu, * * #. Enter base number 00. Press option "2" for "boardtest". Press **51** and you will be in the "Codec In" test mode. Press the top left soft key (OPTION), then use the arrow up/down key to adjust. Typical default is 30.75dB. Adjust up/down in 3dB increments at a time, then test. Press the top left soft key to "SAVE". After changing the value press "End" to finish and again to exit. If the audio out-going is still not loud enough, try adjusting base station line out levels (refer to the DuraFon-PRO Quick Ref sheet).

Q12: What frequencies are the channels set to by default?
A12: From the factory channels are set to:
Channel 1 = set freq. #2 (464.550MHz) PL tone #1 (67Hz)
Channel 2 = set freq. #8 (467.925MHz) PL tone #1 (67Hz)
Channel 3 = set freq. #5 (467.850MHz) PL tone #1 (67Hz)
Channel 4 = set freq. #6 (467.875MHz) PL tone #1 (67Hz)
Channel 5 = set freq.#10 (461.0625MHz) PL tone #1 (67Hz)
Channel 6 = DuraFon PA

Q13: How much power does the DuraFon-UHF handset have for phone and UHF radio?
A13: Output power is 708mW for telephone (900MHz) and 1 watt for the UHF radio.

Q14: How far does the telephone mode and UHF radio mode go?
A14: This varies greatly by environment but typical range for both telephone and UHF radio mode is 250,000 sq. ft. in a warehouse/retail environment, 12 floors in a building, and 3000 acres outdoors.

Q15: How far does the 2-way intercom and broadcast 900MHz EnGenius features go between handsets?
A15: The EnGenius exclusive 900MHz 2-way intercom and broadcast mode range is typically 25% to 50% less than for telephone calls because the base station is only used for phone calls. An even greater disparity in coverage will occur if an external antenna is used on the base station. UHF radio range is comparable to the base to handset telephone range, and depending on environment may even exceed range of telephone mode.

Q16: Can the DuraFon-UHF handset support frequencies outside the predefined channels?
A16: Yes but requires special programming from the factory. Contact EnGenius to request this and have all desired frequencies known ahead time before requesting. Frequencies supported are 450-470MHz.

Q17: Can the DuraFon-UHF handset work with a repeater system?
A17: Yes but requires special programming from the factory. Contact EnGenius to request this and have all desired frequencies and offset (repeater splits TX and RX) known ahead of time.

Q18: What type of headset will work with the DuraFon-UHF handset?
A18: The connector on the handset is M1 (2.5mm).

Q19: How do I disable the CTCSS/DCS tone?
A19: Set "code" to "0", when in the "Mode" menu.

Q20: How can I find out what frequencies my existing 2-way radios are using?
A20: A relatively cheap and easy way is to purchase a low cost frequency counter. It is recommended to get one that will also decode CTCSS and DCS codes.

Q21: Is the DuraFon-UHF compatible with RoIP systems?
A21: Yes. Because it's a UHF radio, it can be part of an RoIP system provided the handset is programmed to the same frequency and CTCSS/DCS tone as the system.

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Q22: How do I transfer a call from an EnGenius handset to a different extension on my PBX?
A22: Most PBX transfers will require you to press FLASH (green button) + extension number, then press "END" (red button) to complete the transfer. An exception is Nortel, which requires you to press FLASH, star (*), 70 + extension number, then "END".

Q23: Which systems does the DuraFon-UHF handset work with?
A23: At this time the DuraFon-UHF handset is only compatible with the DuraFon-PRO base station/system.

Q24: Can the DuraFon-UHF handset be used without a base station?
A24: Registration to a base station is not required in order to use the UHF radio portion of the device.

Still having trouble? Call EnGenius technical support 888-735-7888 x 815 or email
support@engeniustech.com

1/4/2016 Daniel Koczwara