

TAP PAGING QUICK REF / FAQ PAGE 1

Handset (Advanced Hidden Menu) TAP settings: Press Menu # # *, then go to option 4 (TAP setting). See below all possible setting changes.

1. Handset
 - a. (Press 1) Alert Types
 - i. Beep (default)
 - ii. Vibrate
 - iii. Beep and Vib
 - iv. Off
 - b. Repeat Alert
 - i. One (default)
 - ii. Every 20 Sec (continues to alert every 20 seconds until text is viewed)
 - iii. Every 1 Min (continues to alert every 1 minute until text is viewed)
 - c. Msg Display
 - i. Oldest Last (default) (texts received are shown with newest first and oldest last)
 - ii. Oldest First (texts received are showed with newest last and oldest first)
 - d. Backlight
 - i. Flash (default) (backlight flashes when text is received)
 - ii. 20 sec (backlight stays on for 20 seconds after text is received)
 - iii. 60 sec (backlight stays on for 60 seconds after text is received)
 - iv. Off (backlight does not flash when a text is received)
 - e. Beep time (new with version 0.18)
 - i. 3 (default) (number of beeps)
 - ii. Selectable from 1 to 7.
2. Base
 - a. Baud Rate (enter base ID of TAP base)
 - i. 9600 Bps (default) (baud rate between server and base station)
 - ii. 2400 Bps
 - iii. 1200 Bps
 - b. TAP ID Type
 - i. xxxxxx10 (default) (ignores all initial pager ID characters except the last two characters)
 - ii. 10xxxxxx (reads first two characters of pager ID and ignores any characters after)
 - iii. sn10xxxx (reads sn + ID + then ignores any characters after)
 - iv. Find In DB (refers to a defined database, must use EnGenius's GUI messaging program)
 - c. GP Page Time
 - i. 6 Sec (default) (base station transmit time text is transmitted (multiple times to ensure reliability)
 - ii. 9 Sec (transmitting longer increases reliability that handset received text)
 - iii. 3 Sec (less transmit time reduces latency time between texts and reduces RF interference overall in the system)

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Q1 – Does the TAP base require any special cables to connect?

A1 – The DB9 cable that is included will directly connect to the PC's DB9 male serial port (pin out is already crossed over internally in the base station).

Q2 – Can I extend the serial cable? How far can I go?

A2 – You can get a standard DB9 female/male cable and connect it to the existing cable attached to the base station. We recommend no longer than 15 feet.

Q3 – Is there a way to go farther than 15 feet with the serial connection?

A3 – If there is a need to have the TAP transmitter base (for coverage reasons) far from the nurse call server, you have two options. Option 1: Use an external antenna kit. Option 2: Use a serial to Ethernet adapter.

Q4 – Does the TAP transmitter base need to be near the DuraFon PRO base station(s)?

A4 – No, but do keep them close enough to where coverage differences are negligible.

Q5 – Can a handset belong to more than one group?

A5 – Yes. Add more at Menu 5, 2. A handset can be subscribed to up to 7 groups (01-07).

Q6 – Can groups be paged thru the TAP interface?

A6 – Yes. The pager ID would end in 01-07 depending on group. The "all" group is ID 00.

Q7 – Does the phone ring when a page is received?

A7 – No. Instead it beeps and the backlight turns on. You can change notification settings in Menu ##*, option 4.

Q8 – If I already have a 1x base, can it be modified to be a TAP transmitter base?

A8 – Yes but you would need to send it to EnGenius's RMA department. Both firmware and hardware updates are required. It is not something that can be done in the field. Also note, once the TAP firmware is installed on that base, it actually now part of the PRO base (family) and no 1x handsets can work with it.

Q9 – Can I register handsets to the 1x transmitter base (as a stand alone with no PRO base stations)?

A9 – Yes. If all you need is two-way radio and paging and no PBX/telephone line access, then that base is all you need. The same 90 handset registration limit applies.

Q10 – How can I tell if a base is TAP enabled?

A10 – A USB or DB9 cable should be present, and/or check the firmware version of the base unit (Menu star, star, pound, base 00, then press 1 for "SW VER"). Firmware that is TAP will say TAP.

Q11 – How can I send voice notifications (not text messaging) to the handsets?

A11 – If your nurse call server has a voice gateway, use the output (RJ11) to connect to an EnGenius PRO base Port 4 (enable broadcast port). See "broadcast port" in the DuraFon PRO user manual for more information.

Q12 – If someone is on an active phone call, will I be able to receive a message at the same time?

A12 – No. When the phone is on a call, no messages will be received. Only other handsets that are idle will receive that message. If the line is connected to the 1x base, then it will be received after you end the call. If you are using the PRO base station, then the particular handset that was on a call will not receive the page at all.

Q13 – Are all DuraFon PRO handsets able to receive messages out of the box?

A13 – Regular production handsets do not have TAP firmware. You can verify a handset has this firmware by going to SW VER for the handset (it would say TAP, if enabled). This is why we recommend specifying "TAP Firmware" on all new orders. If you have an existing PRO handset that does not have TAP firmware, you will need to send it to the RMA department to be upgraded. The EnGenius PRO handsets or base units are not field-upgradeable.

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Q14 - Can I have non-TAP enabled handsets in the system?

A14 - Regular phones will still work, they just wouldn't receive the text messages.

Q15 – How do I retrieve a saved message?

A15 – Press Menu 3, then 4.

Q16 – Can I forward a message from handset to another or group of handsets?

A16 – Yes. While viewing the message, press the blue 2-way button and then enter the 2-digit handset or group ID.

Q17 – How do you enable the PSTN line port on the TAP transmitter base?

A17 – From any registered handset, press Menu, * # # *, then choose the base ID (00), then press 4 for B_EEP. For the ADDR (address) enter 0083. The data of xxx0 = PSTN line off, data of xxx1 = PSTN line on – meaning the first three digits need to stay the same, and changing the last digit 0 = OFF and 1 = ON. **You must power cycle the base unit to make changes active! Note: No messages will be sent when base is in use while on a phone call.**

Q18 – Do handsets send ACK's (acknowledgements) back to the base station and nurse call server?

A18 – Yes as long as the page sent is sent unicast (sent specifically to that handset (pager ID's 10-99). If sent via group ID (00-07), no ACK is sent back to the base. This ACK is just from the handset to the base unless the "ACK feature" is enabled, which will continue the ACK from the base out the serial port to the server. By default it is disabled. To enable ACK's, from any registered handset, press Menu, * # # *, then choose the base ID (00), then press 4 for B_EEP. For the ADDR (address) enter 0084. The data of xxx0 = ACK off, data of xxx1 = ACK on – meaning the first three digits need to stay the same, and changing the last digit 0 = OFF and 1 = ON. **You must power cycle the base to make changes active!**

Q19 – How do I check firmware version on handsets and base stations?

A19 – Press Menu, star, star, pound, then enter the base ID (00), then press 1 for SW VER.

Q20 – How do I change the page notification types (beep, vibrate only, beep and vibrate etc.)

A20 - Press Menu, ##* (enhanced menu), then press 4 for "TAP settings", then press "1" for handset (settings). Next, press "1" for alert types. There you will be able to choose "BEEP", "VIBRATE", or "VIBRATE AND BEEP" etc.

Q21 – How do I get into the RSSI tool menu on the handset and what is a "good" RSSI signal?

A21 – Press Menu *##* (enter Base ID) then press 1 (BER) then press *. For more information, go to the www.engeniustech.com website to get the "RSSI instruction sheet" document.

Q22 – Is range different for 2-way intercom and broadcast modes versus telephone mode?

A22 – Yes. Range will be less for 2-way intercom and broadcast modes because the handset isn't using the base station. When testing coverage (RSSI testing), make sure to check signal both for HS to HS and also for HS to base.

Q23 – How do I broadcast to a group instead of everyone?

A23 – Instead of pressing the "Broadcast" button right away, pre-dial the group number (01-07) and then press "Broadcast". To assign groups to handsets, press Menu, 5, 2, ADD at each individual handset.

Q24 – Can handsets interfere with another handset if too close?

A24 – Yes. We recommend handsets in 2-way radio or telephone mode to stay at least 6 feet away from each other to avoid reduced receive range (including the receiving of text messages). An external antenna for the base will help improve overall signal strength and reliability of the system. You should escalate messages (nurse call settings) to a larger group if a message is not responded to by an individual after a predetermined amount of time.

Q25 – How do I register or deregister a handset? How do I retrieve a lost handset ID number?









A25 – Go to the www.engeniustech.com website to get the "PRO Quick Reference" document.


Q26 – What is the number of LCD characters per line for TAP messages?

A26 – 14 characters per line, 42 in total. There are 4 total lines for display and the first line is used for icons only. The remaining 3 are used to show the TAP message (14x3 = 42).

Example: Eight Wireless Extensions + Nurse Call TAP (text messaging) to handsets

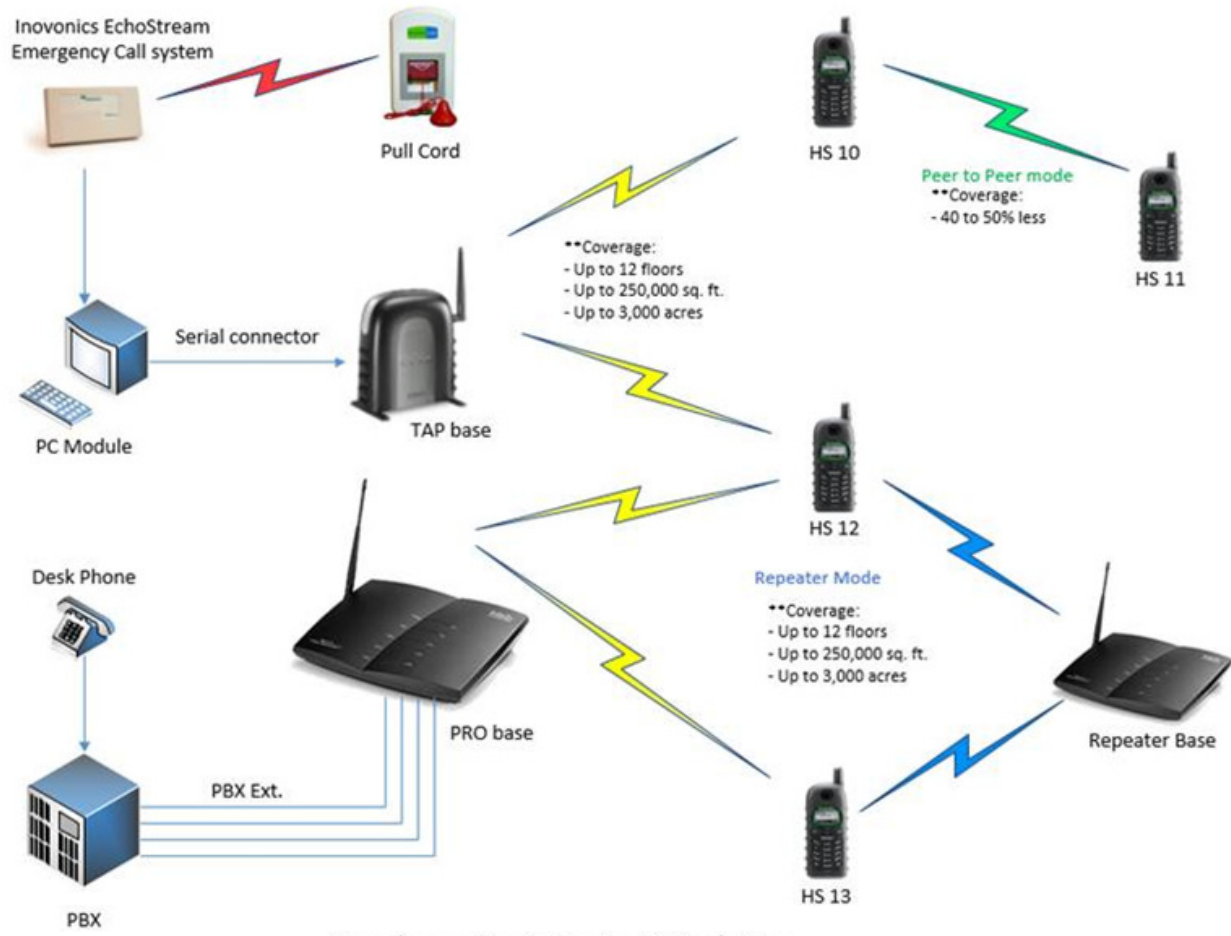
DuraFon PRO Assisted Living with Paging

PBX System Digital Extensions 100-103	Ext. 100	Desk Phone x100	Handsets only register to base 00 (the "primary" base).			
	Ext. 101	Desk Phone x101	Handsets require special "TAP" firmware (special order)			
	Ext. 102	Desk Phone x102				
	Ext. 103	Desk Phone x103				
Analog Extensions 501-508	Ext. 501	BU00	Port 1 = ID10	Floor 1 Nurse 1	Group 01	
	Ext. 502	BU00	Port 2 = ID11	Floor 1 Nurse 2	Group 01	
	Ext. 503	BU00	Port 3 = ID12	Floor 2 Nurse 1	Group 02	
	Ext. 504	BU00	Port 4 = ID13	Floor 2 Nurse 2	Group 02	
	Ext. 505	BU01	Port 1 = ID14	Floor 3 Nurse 1	Group 03	
	Ext. 506	BU01	Port 2 = ID15	Floor 3 Nurse 2	Group 03	
	Ext. 507	BU01	Port 3 = ID16	Manager 1	Not in a group	
	Ext. 508	BU01	Port 4 = ID17	Manager 2	Not in a group	

Nurse Call Server	TAP Transmitter Base ID02	Pager ID is the handset ID (ID 10-99) up to 90 handsets
		Pager ID for a group is the group ID (ID 00-07)
	Serial DB9	Group ID 00 is "all handsets". All handsets are always in group 00 (even handset ID16 and ID17 in the example above).
		Maximum number of base units is 8. If TAP transmitter is used then maximum is 7 bases (28 lines) for lines and 1 for paging.

*8 phones using 2 PRO (4 line) base units for 8 dedicated extensions.
Handset ID's are 10 -17.*

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Topology using EnGenius TAP solution

What to order (TAP items are special order):

DURAFONPRO-PIA V3 TAPUSB	DURAFONPRO-PIA V3 TAP
DURAFONPRO-HC TAP	DURAFONPRO-HC TAP
DURAFONPRO-BUTAPUSB	DURAFONPRO-BU TAP
DURAFONPRO-MUTAPDB9	DuraFon PRO-MUTAPDB9 (1XBUDB9)
DURAFONPRO TAP	DURAFONPRO TAP
DURAFONPRO-PIB20L V3 TAPUSB	DURAFONPRO SYSTEM and (3) PRO-HC KIT and AK20L and LPK
DURAFONPRO-PIB20L-IND V3 TAPUSB	DURAFONPRO SYSTEM and (3) PRO-HC KIT and AK20L-IND
DURAFONPRO-PIBT9	DuraFon PRO-PIB20L w/ TAP DB9 Port
DURAFONPRO-PIBT9IND	DuraFon PRO-PIB20L-IND w/ TAP DB9 Port Indoor Ant
DURAFONPRO-PIAT9	DuraFon PRO-PIA w/ TAP DB9 Port
DURAFONPRO-BUT9	DuraFon PRO-BU TAP DB9 Port base unit
DURAFONPRO-SYST9	DuraFon-PRO-TAPDB9 System

Indoor External Base Station Antenna Kit = Part# SN-UL-AK20L-IND

Outdoor External Base Station Antenna Kit = Part# SN-UL-AK20L

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