

DuraFon 4X Quick Reference

Click [here](#) to complete and submit an online RMA form if your EnGenius product requires repair. If you are unable to complete the online RMA form, you may download it [here](#), complete it and email it to: support@engeniustech.com

IMPORTANT: The DuraFon 4X Base Station is a discontinued product and only equipment with a serial number manufacture date within 5 years is supported by EnGenius Technologies, Inc. DuraFon 4X systems DO NOT support EnGenius DuraWalkie Handsets.

TIPS

Customize the name of the Handset:

It is recommended that you customize the name for 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.

How to transfer a call to a different extension:

If using a PBX, while on the call, PRESS the green TALK button (FLASH), then DIAL the extension, then "END" to complete the transfer. Nortel PBX's PRESS Flash + Star(*) 70 + extension + END.

Programming a Handset to use only one of the four lines, so it has its own extension off a PBX phone system:

See reference #6, or reference #7. Reference #7 is the preferred method.

How to turn off line detection: (if getting the "NO LINES AVAIL" or "NO CONNECTION" prompt).

From an admin handset (ID 10, or 11), PRESS MENU, 9,2,5, then SELECT "OFF".

How to turn up the earpiece volume:

PRESS MENU, Star(*),Star(*), Pound(#), then use your DOWN ARROW and SELECT "VOL ADJUST". Change it to +8db.

How to turn up/down microphone sensitivity:

PRESS MENU, Star(*),Star(*), Pound(#), then 2 for BOARDTEST. Choose 51. Then choose 0 through 9. Zero is highest, 9 is lowest. (It's opposite what you think).

BASIC TROUBLESHOOTING

If you encounter any issues with the system, do a POWER RESET on both Handset(s), and the Base Station. If the system still isn't working correctly, try resetting the Handset and if needed, the Base Station unit.

NOTE: Resetting a Handset will cause you to lose registration and all stored information.

Resetting the Base Station unit will cause loss of any special settings like line dedication, if programmed.

Ref #1 – Registering handsets:

First, POWER UP the Base Station unit for at least 15 seconds. Now PRESS the "REG" (Register) BUTTON on the Base Station and HOLD it until all line lights illuminate. (The button is located on the same side as the antenna connection and is blue in color.)

Next, PRESS MENU on the Handset followed by 6 (Register) and 1(Register) during the time the lights are lit on the Base Station unit. The display will say "REGISTER" and then new ID. The ID of the Handset will be 10 for the first Handset registered to the Base Station and will sequence in consecutive order there after (11, 12, 13, etc.).

Up to 90 handset IDs can be registered to the Base Station unit. Keep in mind that ID 10 and 11 are the "Administrative handsets". These Handsets have more options than the other handsets. They can dedicate phone lines to specific Handsets, turn the Auto Attendant ON or OFF, and clear or assign ID's to other Handsets.

Ref #2a – Resetting a handset serial numbers below 071100601: PRESS MENU, * # # *, then 7 (Factory), then 1 (Clear All). The screen will say "CYCLE POWER", PRESS the left soft key for OK. After this you will turn the Handset off with the bottom left POWER key and then back ON with the same key.

Ref #2b – Resetting a Handset with serial numbers above 071100600:

PRESS MENU, 5, Star(*), then 1 (Clear All), then Power Recycle.

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 Station unit and the Handset.

NOTE: If you can't deregister the Handset because the Handset is damaged, please go to Ref #9 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 (by unplugging the Base Station unit and plugging it back in again. Lastly, reset the Base Station unit by PRESSING the RESET button and see if this resolves the issue.

Ref #5 – Resetting the Base Station unit *(required if you no longer have Id 10, or 11 admin handsets and you need to do setting changes):*

First POWER-UP the Base Station unit for at least 15 seconds. (Wait until after line lights flash). You will now need to PRESS the RESET button which requires a narrow object with a point, such as a pen or paperclip. The RESET button is located on the side of the base that the antenna is attached to, next to the blue REG (Register) button with the letters RST beneath it. PUSH this button in until the line 1 and line 2 lights up, then you can let go of the button. The Base Station unit is now reset. (Registration will now start at 10 again)

Ref #6 – Dedicating lines to a specific Handset:

NOTE: By default, all lines ring all Handsets, and all Handsets have access to all lines. To line dedicate to a specific Handset, you must change the default Base Station settings for the lines. Program each of the four line ports to have their own Handset by doing the following:

NOTE: Although this is the standard method to dedicate lines to handsets, reference #7 is now the preferred method.

- 1) On an admin phone (ID 10, or id 11), PRESS MENU, 9, 1, 4.
- 2) The screen will display: “Select Line – 1”. You can move the arrow up and down to select from line 1 to 4 on this menu. Select “OFF”. This is saying you intend to keep the AA (auto attendant) OFF for that line. This is required before you can get to the next screen which is “Dedicate Line?”. Select “YES” to dedicate line.
- 3) Enter the Handset ID that line will be dedicated to, then EXIT. Go back to Step 1 to select lines 2 through 4 and do the same for remaining lines and Handsets if you wish.

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- 1) Blind programming = MENU 9,1,4, off, yes, 10 (then exit) (Assumes your four handsets are ID 10 thru 13)
 - 2) Blind programming = MENU 9,1,4, off, yes, 11 (then exit).
 - 3) Blind programming = MENU 9,1,4, off, yes, 12 (then exit).
 - 4) Blind programming = MENU 9,1,4, off, yes, 13 (then exit).
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NOTE: If you RESET the Base Station unit (by pressing in the RESET button next to the “REG” button) you will erase all registration and administrative changes including line dedication of Handsets. Unplugging the Base Station unit does not lose settings.

NOTE: If you wish to dedicate more than one Handset to a line, you must use GROUPING instead (see Ref #7).

Ref #7 – Assigning a line port to a group *(Preferred method for individual handset to individual line programming or multiple handsets to line programming).*

- 5) **NOTE:** By default, all lines ring all Handsets, and all Handsets have access to all lines. You will need to program the Base Station unit so lines are to GROUPS only. Then only Handsets of that group see those lines, accordingly.
- 6) Program each of the four line ports to have their own group by doing the following:
 - a. On an admin phone (ID 10, or id 11), PRESS MENU, 9, 1, 4. The screen will display: “Select Line – 1”. You can move the arrow up and down to select from Line 1 to 4 at this menu.
 - b. Select “OFF”. This is saying you intend to keep the AA (Auto Attendant) OFF for that line. This is required before you can get to the next screen which is “Dedicate Line?”. Select “YES” to dedicate line.

- c. Now choose 01-07 (group number) for the Extension number to be entered.
- d. Now go back to Step a to select lines 2 through 4 and do the same. See the list below.
- 7) Group 1 = Line 1 = Programming # = 01. Blind programming = Menu 9,1,4, off, yes, 01 (then exit).
- 8) Group 2 = Line 2 = Programming # = 02. Blind programming = Menu 9,1,4, arrow up once, off, yes, 02 (then exit).
- 9) Group 3 = Line 3 = Programming # = 03. Blind programming = Menu 9,1,4, arrow up twice, off, yes, 03 (then exit).
- 10) Group 4 = Line 4 = Programming # = 04. Blind programming = Menu 9,1,4, arrow up 3 times, off, yes, 04 (then exit).
- 11) 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 until they are in one of these groups.
- 12) 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.
- 13) With Grouping you can remove or add lines (groups) to Handsets individually at any time.

Ref #8 – Adding a Handset to a group (for broadcasting):

- 1) On each handset, to add it to a group, or groups, PRESS MENU 5, 2, then ADD. A maximum of 7 groups can be configured. (01 through 07).

Ref #9 – 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, the Base Station unit still thinks that ID is still in use. For example if you have 4 Handsets, with ID 10, 11, 12, and 13 and you send Handset 12 for repair. When you re-register it, you will get ID 14 because it still thinks 12 is in use.
- 2) To get ID 12 back, you must erase the Base Station information for Handset 12, which then frees it up for you to then use.
- 3) To erase a registration ID that is stored by the Base Station unit, get an administrative handset (ID 10 or 11) and press Menu 9, 2, then 1 to choose which handset registration ID to clear. In our example it would be extension ID 12.
- 4) Now ID12 is clear and available as the next registration ID. The Base Station unit gives IDs to Handsets in numerical order of free IDs. You can now go to #3 and go through the normal Handset registration process.

Still having trouble? Call EnGenius technical support at 888-735-7888 x 514 or email

For further support please email support@engeniustech.com Revised 01/17/2012

DuraFon 4X FAQ'S

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

Most PBX transfers will require you to PRESS the FLASH (green TALK 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".

How can you tell which model Handset I have?

Open the batter compartment on the back of the Handset and remove the battery. In the battery compartment you will see a label that contains information about the product including the model number and the serial code for the Handset.

How do I register Handsets to multiple DuraFon 4X bases?

A Handset can only be registered to one Base Station at a time. If you need multiple Base Station registration, you should purchase the DuraFon PRO system.

Can the Handset be used out of the box without the Base Station unit for 2 way radio?

No. Handsets require registration ID's from the same Base Station unit to receive 2-Way or broadcasts.

What is the difference between the DuraFon 4X system and the DuraFon PRO system?

The enhanced features of the DuraFon Pro system include:

- 1) Speakerphone capability in the PRO Handsets.
- 2) Multiple Base Station registration (allowing 2-Way / Broadcast with all, up to 8 total base units), (4x Handsets are limited to one Base Station).
- 3) Broadcast through a Line Port.
- 4) EnGenius DuraWalkies only work with DuraFon 1x or PRO (depending on which you get) systems.
- 5) Optional repeater Base to improve range 2-WAY and BROADCAST communication.
- 6) Advanced phone book entries to support speed-dialing PBX specific dial strings.
- 7) Wireless phone book transferring from phone to phone.
- 8) RSSI Tool for conducting site survey signal measurements.
- 9) Ability to program the top right soft key (default hold/unhold key) to a custom PBX dial string.
- 10) 90 phone book entries instead of only 30 on 4x.
- 11) 99 Speed dial entries (*01 through *99).
- 12) Support of call control on headset jack.
- 13) DSP sleep timer adjustment (default 1.5sec, can adjust down to 1.0sec, 0.5sec, or off to improve response time for inbound calls and broadcasts).

Is there a range difference between models 1X, 4X, and PRO?

No, they all can achieve the same long-range performance.

How far does the EnGenius phone system go? Is there a difference with 2-Way radio Handset-to-Handset versus Base Station communication?

Range as tested by EnGenius Technologies is: Up to 250,000 sq. ft. in a warehouse, up to 3,000 acres in an open outdoor area, and up to 12 floors in a building. This range is assumed using Base Station-to-Handset communication. The 2-Way / Broadcast from Handset is less than a typical incoming call using the Base Station. Range can be 25% to as much as 75% less. The actual range of the 2-Way and Broadcast varies just as does our Base Station-to-Handset communication, based on environmental factors or building construction materials.

How do I adjust flash time on a 4X system?

From an admin phone (ID 10 or 11), PRESS MENU, 9, 2, then 4 for Flash time. The default setting is 600ms (milliseconds). PRESS 1 through 9 to choose from 100ms to 900ms. We have found in some cases adjusting it down to around 200ms may be necessary behind certain voice lines for proper 3-Way call handling or transferring calls behind a PBX.