

Troubleshooting Guide

DuraFon

1. Static
 - Possible causes:** Interference, bad line connection, bad antenna connection
 - Suggested remedies:** verify all connections are securely attached (line plug into base unit, base antenna and handset antenna. If still present move base to another location and different phone line and power source. If still present contact EnGenius customer service at 714-432-8668 x514.
2. Muting / other party cannot hear
 - Possible causes:** Mute feature active or dislodged microphone
 - Suggested remedies:** Power down handset and re-power up. If still present contact EnGenius customer service at 714-432-8668 x514.
3. Handset fails to charge in charging cradle
 - Possible causes:** No power to cradle, handset not seated fully, dislodged charging contacts
 - Suggested remedies:** verify AC power adapter is fully plugged into cradle and the power supply is into wall socket. Place battery pack into spare battery charging slot, verify LED on cradle lights up. Replace battery pack into handset and set into cradle, display should read "Charging." If still present contact EnGenius customer service at 714-432-8668 x514.
4. Phantom rings / handset rings once then stops
 - Possible causes:** Voicemail from phone company
 - Suggested remedies:** If phone company voicemail is being used the charge in line voltage may trigger a short ring, the base unit can be modified to address this voltage change. Contact EnGenius customer service at 714-432-8668 x514.
5. Announced transfers not working on DuraFon 1X
 - Possible causes:** Software glitch
 - Suggested remedies:** Software modification required on units prior to 067108044. Contact EnGenius customer service at 714-432-8668 x514.
6. Caller ID not working (w/ external antenna)
 - Possible causes:** Grounding of external antenna
 - Suggested remedies:** verify Caller ID works when external antenna is removed and rubber antenna used. If the Caller ID now works, the external antenna should be grounded by its own separate ground in order to avoid the building ground interference. If Caller ID does not work after replacing the external antenna with the rubber antenna verify Caller ID service from phone company to operational. If still fails contact EnGenius customer service at 714-432-8668 x514.

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7. Caller ID Time Stamp fails on DuraFon 4X
 - Possible causes:** Software glitch
 - Suggested remedies:** Software modification required on units prior to 067108044. Contact EnGenius customer service at 714-432-8668 x514.

8. "Please enter base ID number" displayed on DuraFon 1X
 - Possible causes:** Active feature
 - Suggested remedies:** Shut-off this feature by pressing: Menu, 8, 2, OFF, Save, exit. Contact EnGenius customer service at 714-432-8668 x514 for further assistance.

9. Handset will not register to base unit
 - Possible causes:** Incompatible models
 - Suggested remedies:** Please verify the handset model matches the base unit model. The DuraFon 1X handset has a black faceplate and the sticker in the battery compartment, under the battery, should read DuraFon 1X. The DuraFon 1X base should have two (2) line ports and the sticker on the back should read DuraFon 1X.
The DuraFon 4X handset has a silver faceplate and the sticker in the battery compartment, under the battery, should read DuraFon 4X. The DuraFon 4X base should have four (4) line ports and the sticker on the back should read DuraFon 4X.
The DuraFon PRO handset has a green faceplate and the sticker in the battery compartment, under the battery, should read DuraFon PRO. The DuraFon PRO base should have four (4) line ports and the sticker on the back should read DuraFon PRO. The DuraWalkie handset has a blue faceplate and the sticker in the battery compartment, under the battery, should read DuraWalkie. The DuraFon PRO base should have four (4) line ports and the sticker on the back should read DuraFon PRO. The DuraWalkie will only work with the PRO system. Contact EnGenius customer service at 714-432-8668 x514.

10. Handset cannot make or receive calls
 - Possible causes:** dedicated line, no power to base unit, DuraWalkie handset, unregistered handset
 - Suggested remedies:** Verify handset model is compatible and not a DuraWalkie. Verify base unit has power. Verify Line Dedication settings (only admin handset can modify these settings {ID 10 or 11}) DuraFon 4X: Menu, 9, 1, 4; DuraFon PRO: Menu, 9, 2, 2. Register handset. If still present, reset base unit and register handset. If still present, Contact EnGenius customer service at 714-432-8668 x514 for further assistance.