

## DURAFON SN902 & SN922 PRODUCT SUPPORT & FAQ's

<b>Product</b>	<b>Question</b>	<b>Answer</b>
<b>SN902</b>	How many handsets will each base unit support?	The EnGenius SN902 system will support 9 handsets per base. Each handset can be registered to up to 4 base units for a total integrated system of 36 handsets and 4 base units.
<b>SN902</b>	How many bases (lines) can one handset be assigned?	Each EnGenius SN902 handset can be registered to up to 4 base units for a total integrated system of 36 handsets with 4 base units.
<b>SN902</b>	How many lines per base?	Each EnGenius SN902 base will support one analog line or extension. Additional base units can be added to expand the system to up to 4 base units.
<b>SN902</b>	How can I add an answering machine to the system?	The EnGenius SN902 system will support an answering machine or a corded phone by using the second jack on the back of the base unit.
<b>SN902</b> <b>SP922</b>	How can I use the music or message on hold feature?	The EnGenius systems will support an audio-in device (IE: tape player, CD, radio, etc) for music or sales messages on hold by plugging in the 3.5mm audio-in cable (purchased separately) into the audio-in port on the back of the base unit and into an audio device.
<b>SN902</b> <b>SP922</b>	Can I charge a spare battery while the handset is in the charger?	Yes, the EnGenius rapid charger has a spare battery charging slot located behind the handset charging slot.
<b>SN902</b> <b>SP922</b>	Does the charger handset slot and spare battery slot fast charge?	Yes, the EnGenius rapid charger, charges both the handsets' battery and the spare battery in 90 minutes.
<b>SN902</b> <b>SP922</b>	How long does it take to charge a battery?	The EnGenius rapid charger, charges both the handsets' battery and the spare battery in 90 minutes.
<b>SN902</b> <b>SP922</b>	What type of battery is used?	The EnGenius battery pack is Lithium Ion.

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<b>SN902</b> <b>SP922</b>	Will the battery develop a "memory effect"?	The EnGenius Lithium Ion battery pack will not develop a "memory effect" and does not have to be fully discharged to maximize its life.
<b>SN902</b> <b>SP922</b>	When would the handset battery need to be replaced?	The EnGenius Lithium Ion battery pack should last for about 300 full charges or about one year.
<b>SN902</b> <b>SP922</b>	What is the standby time of the battery?	The EnGenius Lithium Ion battery pack's standby time is up to 48 hours. Standby time is reduced significantly by telephone calls or 2-way use.
<b>SN902</b> <b>SP922</b>	What is the talk time of the battery?	The EnGenius Lithium Ion battery pack's talk time is up to 6 hours.
<b>SN902</b> <b>SP922</b>	Can I broadcast a message to handsets?	Although a page from the base unit will ring all registered handsets, you cannot broadcast a message from the base or another handset, but a text message can be sent to a group of handsets.
<b>SN902</b> <b>SP922</b>	Is the system digital?	Yes, the EnGenius systems use digital spread spectrum (DSS) technology.
<b>SN902</b> <b>SP922</b>	What is DSS?	DSS stands for Digital Spread Spectrum and means that the signal changes frequency to ensure privacy and clarity.
<b>SN902</b> <b>SP922</b>	What is the size of the external antenna?	The antenna measures 68cms from the tip to it's ground plane.
<b>SN902</b> <b>SP922</b>	What frequency does the system operate on?	915 – 928 MHz (Australian Standard).
<b>SN902</b> <b>SP922</b>	How do I use the Keypad Lock feature?	To lock the keypad, press Menu 1, to unlock press Unlock 1.
<b>SN902</b> <b>SP922</b>	What is the size of the handset?	Approximately 14cms X 5.7cms X 3.2cms.
<b>SN902</b>	Can the base be used as a monitor?	Yes, simply open up a 2-way communication link.
<b>SN902</b>	How do I register a new handset?	Press REG button on base until LED's light up. Then press Menu 6 1 on the handset.

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<b>Product</b>	<b>Question</b>	<b>Answer</b>
<b>SN902</b>	Is the system expandable?	Yes, each base can register up to 9 handsets and each handset can be registered to, up to 4 base units for a total of 4 bases and 36 handsets.
<b>SN902</b>	Can I page all the handsets?	Yes, but only from a base unit. The first handset to answer will have a communication link.
<b>SN902</b> <b>SP922</b>	How do I insert a pause in a directory number?	Use the * key to enter a pause in the directory mode.
<b>SN902</b> <b>SP922</b>	Will the system work with a PABX / Key System?	Yes, the system works behind an analogue port of the PABX or Key System.
<b>SN902</b> <b>SP922</b>	How do I enter a long distance dialing code?	Press Menu 5 1 to enter the dial prefix mode.
<b>SN902</b>	Does the system use frequency hopping?	Yes, at 200 channels per second.
<b>SN902</b> <b>SP922</b>	Is the system secure?	Yes, DSS technology and frequency hopping provides call security.
<b>SN902</b> <b>SP922</b>	Is there a call timer on the handset?	Yes, when a call is answered or talk is pressed the time begins until the call is ended.
<b>SN902</b> <b>SP922</b>	Are the handsets also 2-way radios?	Yes, unique handset ID's make it possible to "2-way" call other handsets within the system even while away from the base unit, or with the base unit turned off.
<b>SN902</b> <b>SP922</b>	Does the handset vibrate?	Yes, select Menu 4 1 and use the up/down arrows to select ring options.
<b>SN902</b>	How do I add an additional line (base)?	To add a base unit, the base ID must be different from the other base ID's within the system. The base ID can be changed by pressing Menu 6 3 then entering an ID number, 1, 2, 3, or 4.
<b>SN902</b>	How do I change the base ID?	The base ID can be changed by pressing Menu 6 3 then entering an ID number, 1, 2, 3 or 4.
<b>SN902</b> <b>SP922</b>	Why won't my new additional handset work?	Check that the handset has an ID number other than 00. Check battery power.

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<b>Product</b>	<b>Question</b>	<b>Answer</b>
<b>SN902</b> <b>SP922</b>	How do the phones compare to 2.4GHz or 5.8GHz phones?	Typically, much longer range can be achieved with the EnGenius Industrial Cordless systems.
<b>SN902</b> <b>SP922</b>	How is such long range achieved?	Long range is achieved with lower frequency and higher transmission power.
<b>SN902</b> <b>SP922</b>	How much more range will I get with the external antenna?	The external antenna provides more range by getting the signal above obstacles which may block the signal if the base unit is used by itself.
<b>SN902</b> <b>SP922</b>	What is the range?	Range depends upon individual environment. Typically, 12 floors in a building, 23,000 square metres in a warehouse and 12,000 hectares on a farm or in open area.
<b>SN902</b> <b>SP922</b>	Are the systems safe?	The systems have met or exceeded all FCC testing, including rigorous SAR testing.
<b>SN902</b> <b>SP922</b>	How close can a base antenna be to another antenna?	Keep 6 metres between antennas.
<b>SN902</b> <b>SP922</b>	How far apart should external antennas be placed?	Keep 6 metres between antennas
<b>SN902</b> <b>SP922</b>	How do I protect my system from static electrical charges?	Use the EnGenius lightening protection kit.
<b>SN902</b> <b>SP922</b>	Where should I place the base unit?	Locate the base away from obstacles and as high and as central as possible.
<b>SN902</b> <b>SP922</b>	The handset gets warm during charging, is this normal?	Yes.
<b>SN902</b> <b>SP922</b>	Will the phone work with the electricity off?	No.
<b>SN902</b> <b>SP922</b>	How do I maximize the range of the system?	Mount the base unit antenna as high as possible and use the long Optimal performance handset antenna.

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<b>Product</b>	<b>Question</b>	<b>Answer</b>
<b>SP922</b>	How do I add an additional line?	Just plug the next line in to the base unit beginning at L1, then L2, then L3, then L4.
<b>SP922</b>	How do I register a new handset?	On the base unit, press and hold REG button until the line LED's come on, then on the new handset press Menu 6 1.
<b>SP922</b>	How do I reset the base unit?	The Base can be reset by inserting a pen tip or paper clip to press and hold the RESET button on the base unit.
<b>SP922</b>	How can I select a particular line for an outgoing call?	To activate, press Menu 5 8 to enter the line selection mode, turn selection to On. Then press talk button on handset and select which line you require, 1, 2, 3, 4.
<b>SP922</b>	Can the base be used as a monitor?	No
<b>SP922</b>	Is the system expandable?	Yes, each base can register up to 90 handsets.
<b>SP922</b>	Can I page all the handsets?	From one handset, a group of handsets can be paged by pressing 2-way and entering a group number.
<b>SN902</b> <b>SP922</b>	What is covered by the Warranty?	Manufacture defects in material or workmanship.
<b>SN902</b> <b>SP922</b>	What is not covered by the Warranty?	Damage due to misuse, abuse and accidents.
<b>SN902</b> <b>SP922</b>	What is the Warranty period?	One year for the base and handset(s).