

User Manual

DuraFon Roam BSC

Long-Range SIP Cordless System Controller



EnGenius Customer Service
<http://www.engeniustech.com/>

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Regulatory Information

Federal Communications Commission (FCC) EMC Statement

This device complies with Part 15 of FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operations.

WARNING!

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

IC Interference Statement

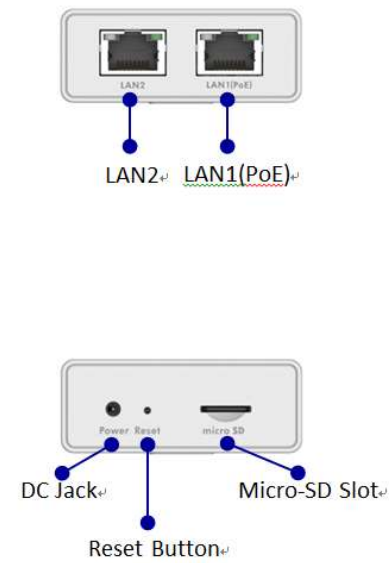
The following information applies if you use the product within Canada area.
 Industry Canada ICES Statement
 CAN ICES 003 (Issue 7)

Equipment Checklist

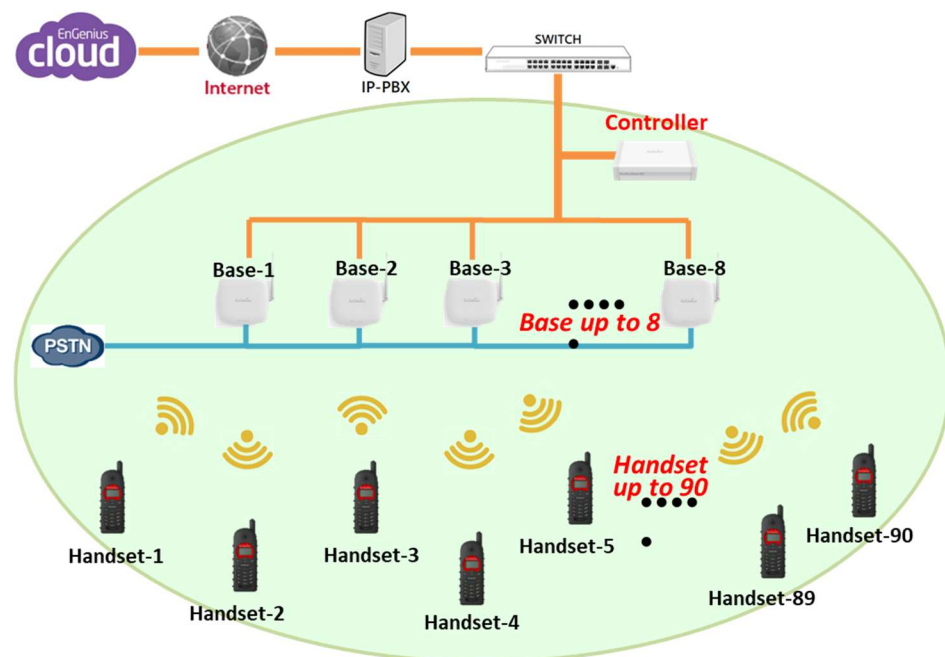
In a DuraFon Roam BSC package, please find the following components:

- a. DuraFon Roam BSC x 1
- b. Screw pack x 1
- c. Quick Guide

DuraFon Roam BSC Illustration



System Architecture



System Features(including DuraFon Roam BU and DuraFon Roam HC)

SIP

- Voice codec: G.711a, G.711u, G.729A
- SIP protocol: RFC3261
- DTMF: RFC2833, SIP INFO Hold: RFC3264
- Transfer: RFC3515, RFC3891, RFC3892
- Support Outbound Proxy
- DNS SRV Support

Long-Range

- 200,000 sq. ft. In-Building Office Penetration (office)
- 1,000,000 sq. ft. of Warehouse Coverage
- 3,000 acres of Farm, Open Land Coverage
- Durable
- Tested to withstand 6-Foot Drops, Over 50 Times onto Concrete Floors

Handset Features

- Cordless telephone
- 2-Way Radio
- User Handset Naming
- Keypad Lock
- Speakerphone
- Caller ID
- Call Waiting
- Vibrate Mode
- Line Select
- Call Logs – Dialed & Received
- Redial
- Speed Dial
- Call Hold
- Call Transfer
- Wireless PBX Function Sharing
- Wireless Phone Book Sharing
- Silent Ring
- Mute
- Wired Headset
- Blue Tooth
- 900 MHz, DSS, Frequency Hopping
- Selectable Handset Grouping (7 groups)
- User Programmable PBX Functions
- Phone Book Supports 50 Entries
- Intercom (Handset-to-Handset), no group chatter
- PTT Broadcast (One-to-Many)

System

- 900MHz(902~928MHz)
- Multi-Cell Architecture
- Roaming & Handover
- Multi-Base up to 8
- 1 LAN and 1 PSTN Ports per Base Unit
- Multi-Handset up to 90
- Removable Base Antenna
- Flexible Port Dedication: Single, Group or All
- Standard SIP Protocol Connection
- Remote Configuration via EnGenius Cloud
- Any Analog Line Connection: Landline, ATA, Cellular, VoIP or Satellite
- Supports Ring Groups & Hunt Groups

- Type I/II Caller ID (FSK and DTMF)
- Visual Message Waiting Indication (VMWI) for PSTN
- Conference Calling
- Modifiable Flash and DTMF Tone Timing
- Secure, Digital Spread Spectrum w/Frequency Hopping Technology
- EnGenius Cloud Remote Access

Battery & Charger

- Li-Ion Technology
- 6-Hours of Talk Time
- 50-Hours of Stand-By Time
- Desktop Charger Supports Handset & Spare Battery Charging Slots
- 4-Hour Recharge Time
- Battery Hot-Swap While Call is On-Hold

Optional Equipment

- External Base Antenna Kits: Optional indoor or outdoor antenna with 20 meter loss LMR-400 cable
- Lighting Protection Kit
- Antenna Splitter
- DuraPouch Phone Case

DuraFon Roam Value

- No Monthly Bill (like cellular)
- No Per Minute charges (like cellular)
- No Contracts (like cellular)
- No Annual FCC License Fees (like 2-way radios)
- No Extensive Infrastructure Installation (like wireless networking, Wi-Fi phones)
- No QoS Concerns
- No Wireless Network Interference

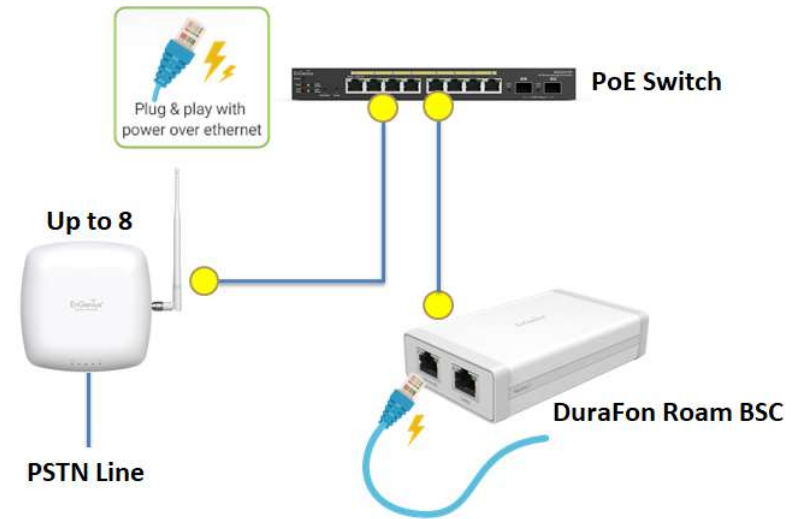
Manufacturer's Part Numbers

- DuraFon Roam BSC (Controller)
- DuraFon Roam HC (Handset)
- DuraFon Roam BU (Base Station)

Getting Started

Install and connect DuraFon Roam BSC and BU to a PoE switch inside your company's network which is able to access to internet.

Re: Connecting the line port of BU to PSTN network as a backup.



Signing up

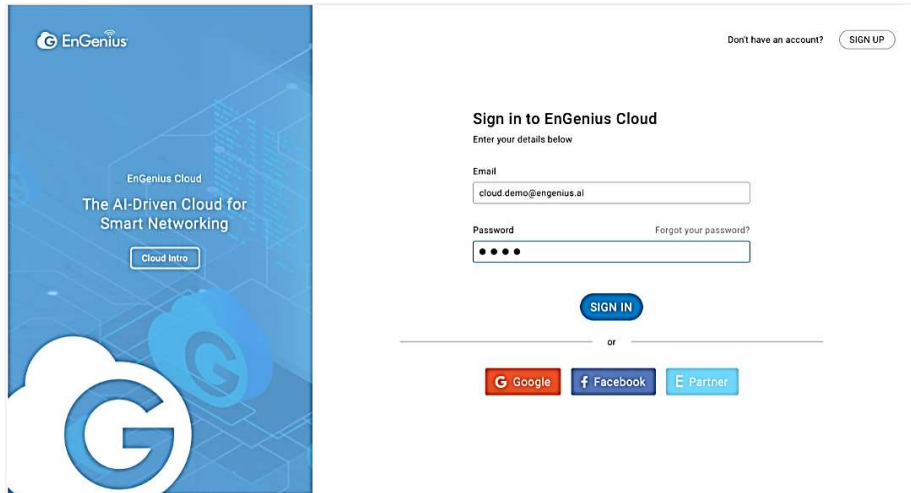
Before you start to manage EnGenius DuraFon Roam BSC, you must first sign up for the service.

Registering EnGenius Cloud is similar to other web-based platforms and can be done either with a social media account (e.g. Google or Facebook) or by creating an account from scratch. You will need to provide your email address, company name, physical address, and phone number. Furthermore, you must determine the country in which your account will be hosted. That is, all relative device information, user configurations, and client statistics will be kept in the corresponding region of servers (Oregon for US and Frankfurt for other countries). This enables EnGenius Cloud to protect customer data and comply with requirements like GDPR for customers within the European Union.

Logging On

Once your account has been created, you can login to EnGenius Cloud in the following steps:

1. Open a web browser to <https://cloud.engenius.ai/> . This will bring up the main login page.

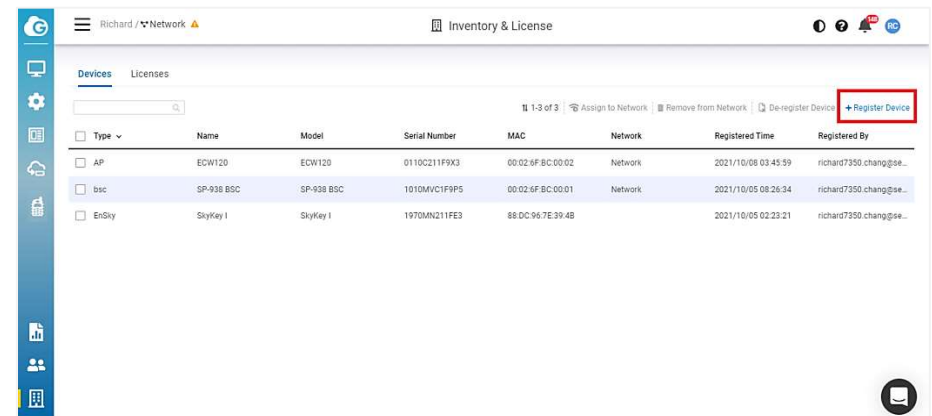


2. Enter your EnGenius Cloud email address and password and click the Sign in button.
3. For EnGenius Partner who has account on EnGenius Partner Portal already, you can simply click on "E Partner" button, and EnGenius Partner Portal will pop up login page for you to use Single-Sign-On capability of Partner Portal to log on to EnGenius Cloud
4. For Google and Facebook users, you can also click on "Google" or "Facebook" button to use your account on Google and Facebook to log on to EnGenius Cloud
5. EnGenius Cloud will create a new default Organization and Network for every new account based on the email address as unique user identification. (Note: If someone is invited to an Organization or Network, this account won't have default Organization and Network.) If you have multiple accounts created on EnGenius Cloud, EnGenius Cloud will merge your accounts based on the "email address" of the account. For example, if you have created a new account on EnGenius Cloud using the same email address as your google account, then you're able to login to this email account either through Google account authentication with Google account password or through EnGenius Cloud Login with the password while you created the EnGenius Cloud account.

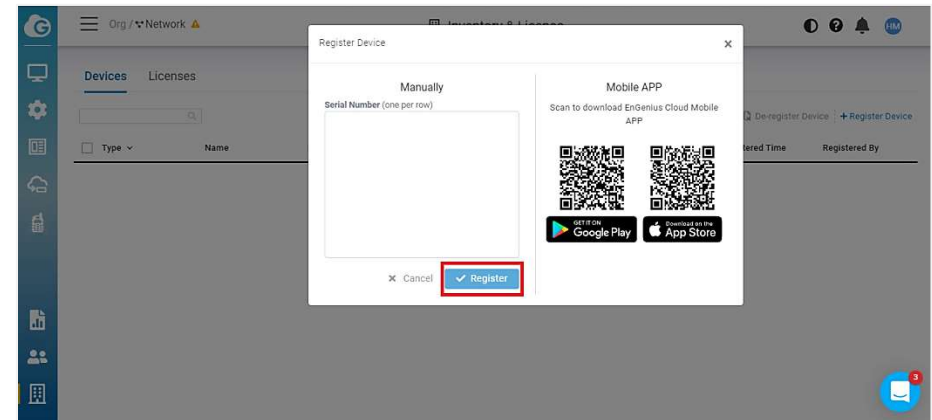
Registering Devices to Organization

Register a DuraFon Roam BSC to EnGenius Cloud inventory by using the serial number located on the device.

Firstly, navigate to Inventory & License, click "Register Device".

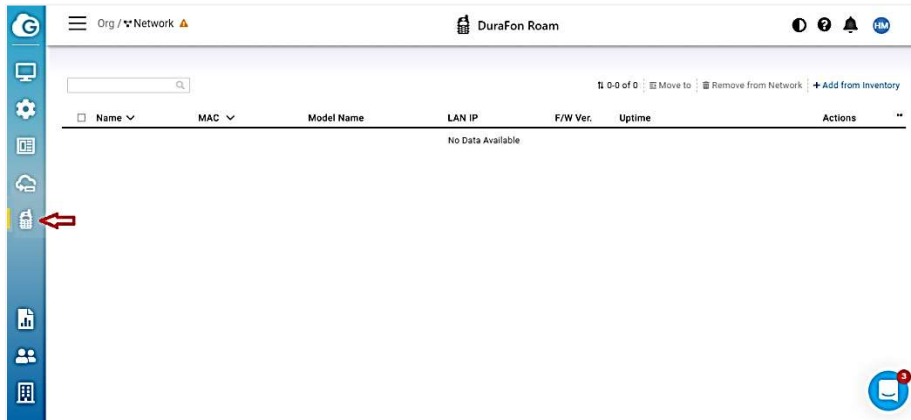


Registering devices with a serial number is easy. Just enter the serial numbers of your devices, one per line, click the "Register" button.

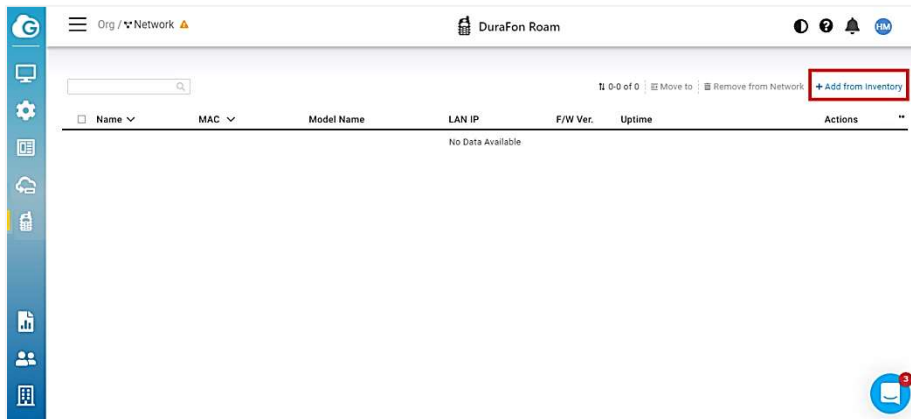


Adding BSC from Inventory

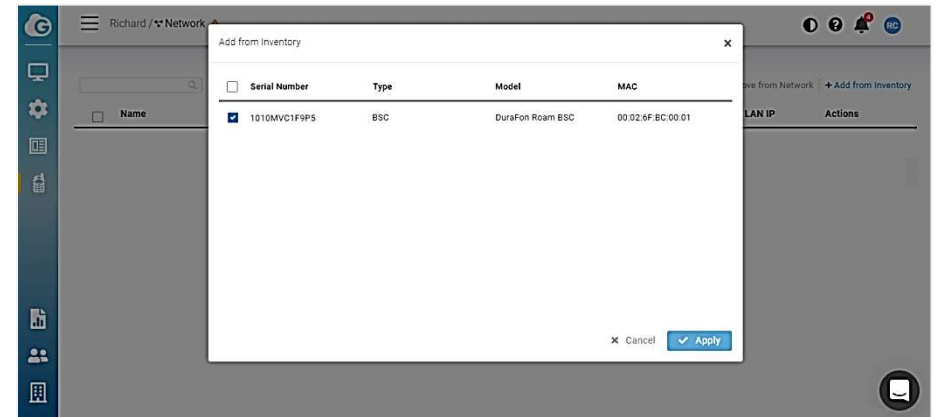
- Navigate to DuraFon Roam



➤ Click “Add from Inventory”

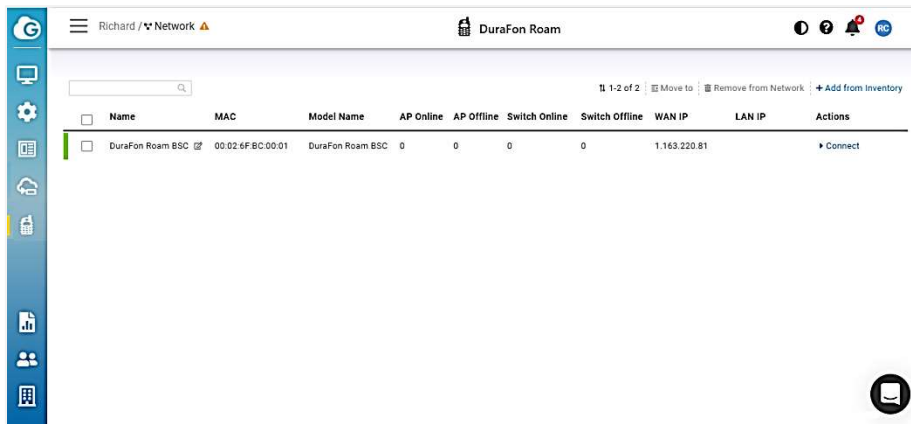


➤ Select BSC then click **Apply**

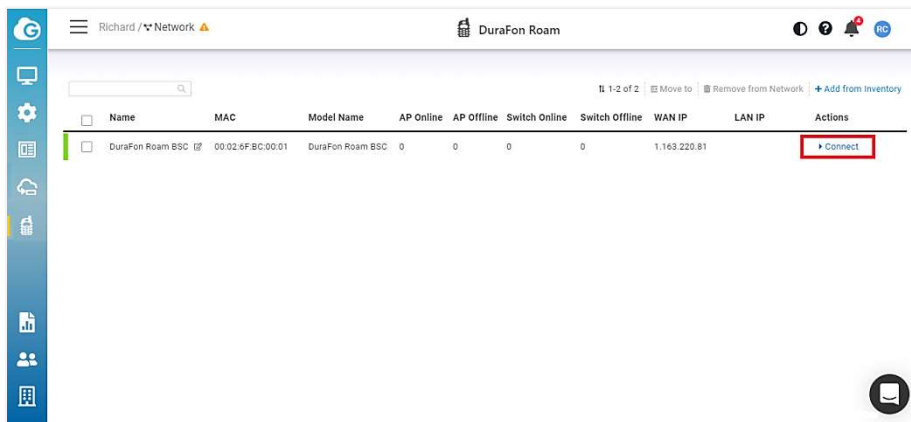


Connect to DuraFon Roam

- Navigate to DuraFon Roam



- Click **Connect**



- Entering GUI of BSC



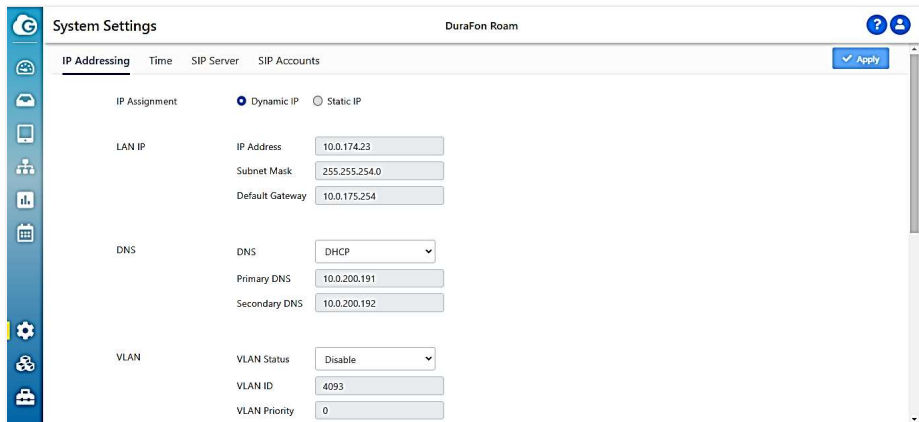
- Now the DuraFon Roam is ready for networks configuration 、 device management and event/log analysis.

System Settings

Before start using the DuraFon Roam, please make sure the related network settings are well setup.

IP Addressing

- Navigate to System Settings > IP Addressing



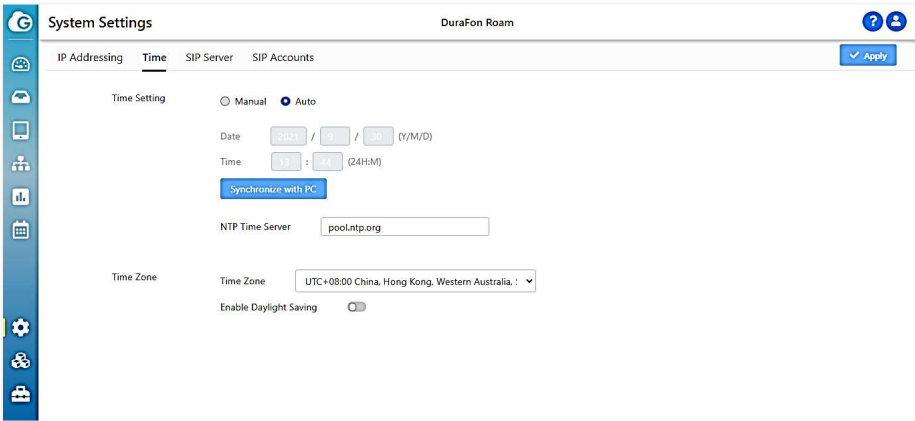
- By default is DHCP, the BSC is assigned an IP address dynamically by the DHCP server. If somehow it can't be assigned the IP address from the DHCP server, it will roll back to default static IP 192.168.1.156 for the base unit automatically. You can set static IP 192.168.1.x to your PC/NB, so that they would be able to access web of this BSC.

IP Address	IP assigned by DHCP server Or using 192.168.1.156
Username / Password	admin / admin

- After finishing all settings, click **Apply** to take effect.

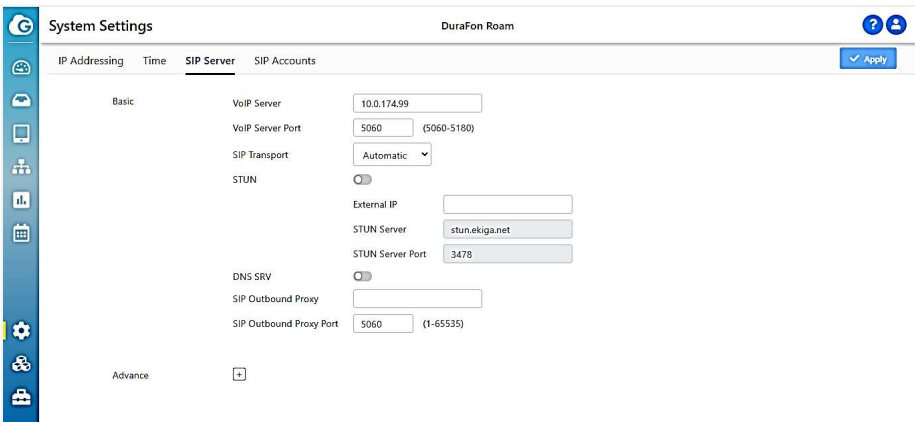
Time

- Navigate to System Settings > Time
- Check the default of Time Setting in “Auto” and NTP server Time server with “pool.ntp.org”, then click “Apply” to take effect.
- After finishing all settings, click **Apply** to take effect.



SIP Server

- Navigate to System Settings > SIP Server



- Click  to set up advanced SIP settings.

Re:

Basic	
SIP Transport	Default: Automatic. According to the requirement of SIP server, you can select UDP or TCP or TLS.
STUN	When the BSC is located behind a NAT, you can set STUN server to discover its public IP.
DNS SRV	The BSC is used a hosted device connected to ITSP, DNS SRV record type may be required in some service providers. When DNS SRV is activated, DNS is assigned to 8.8.8.8 (google DNS)
Advance	
DTMF	Default: RFC2833
Primary Codec Secondary Codec	G.711 u-law or G.711 a-law is suggested. If you select G.729 Codec, the SIP call will not support 3-way conference.
QoS	When activate this QoS, it will add the QoS parameters in message(following 802.1p, priority 6)
Allow SDP NAT Rewrite	In some cases, i.e. connected with NAT or VPN, to enable this option to have the IP address in UDP message bodies rewritten and routed correctly.
RTP Ptime	RTP packetization time is required to synchronize when using a P2P call.
User-Agent Header	For security in some SIP servers, they may authorize the specific user-agent string.
Registration Expire	Expire time of SIP registration
Session Timer	Enable/Disable SIP Session Timer

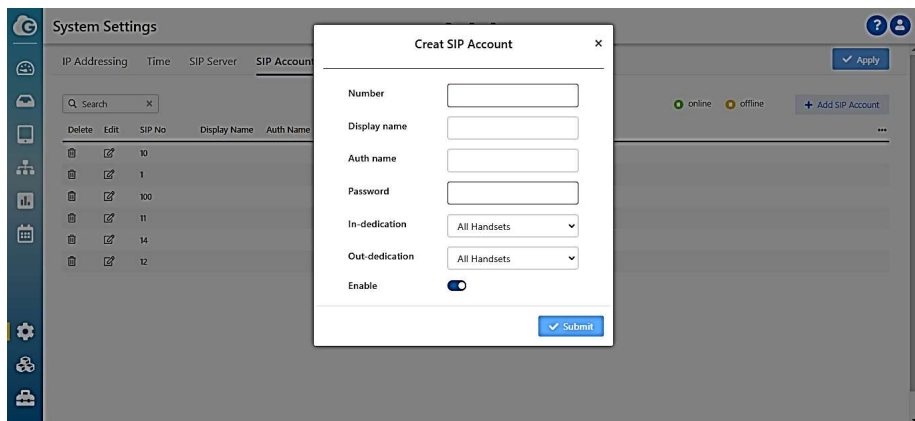
➤ After finishing all settings, click **Apply** to take effect.

SIP Accounts

➤ Navigate to System Settings > SIP Accounts

➤ Click  to edit the SIP account

➤ Click **Add SIP Account** to increase new account

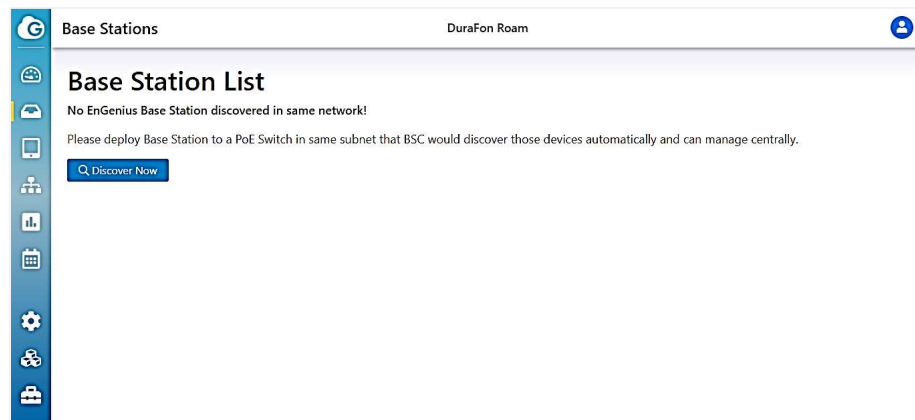


After finishing all settings, click **Apply** to take effect.

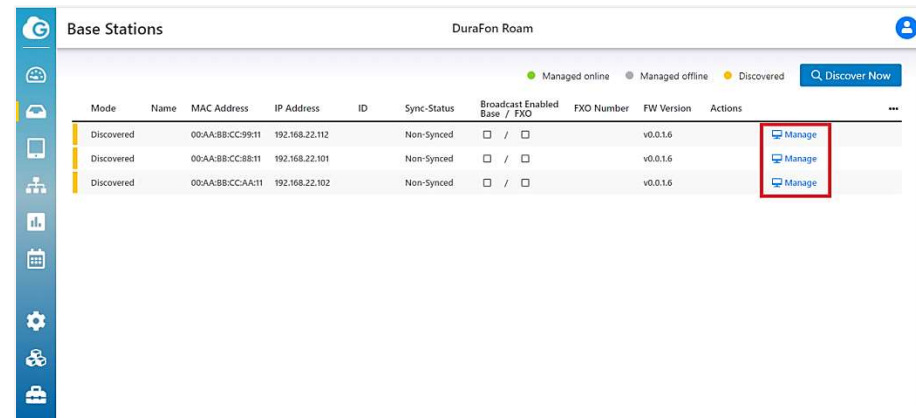
Base Station

Navigate to Base Station

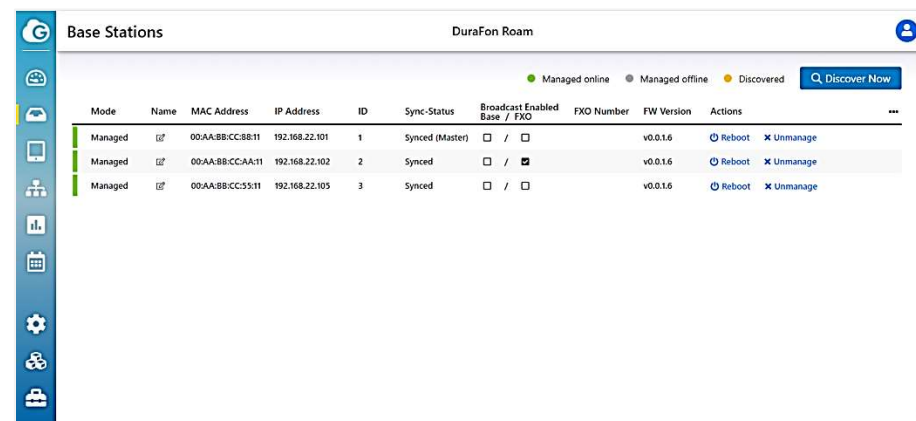
- If your PC/NB displaying **“No EnGenius Base Station discovered in same network!”**, It means the base station list is empty, please make sure the base is well connected to intranet, and can be discovered by BSC.



- Once the base station connected to intranet, click the “Discover Now” to find new base station(Or simply wait for a few seconds, GUI will update automatically).



- Click “Manager”, the base station will be registered to BSC with “Managed” Mode.

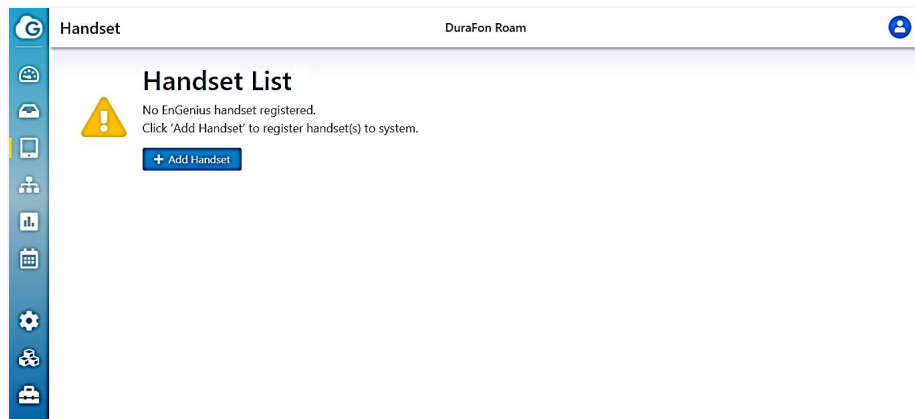


- Click the  to change the Name of base stations.

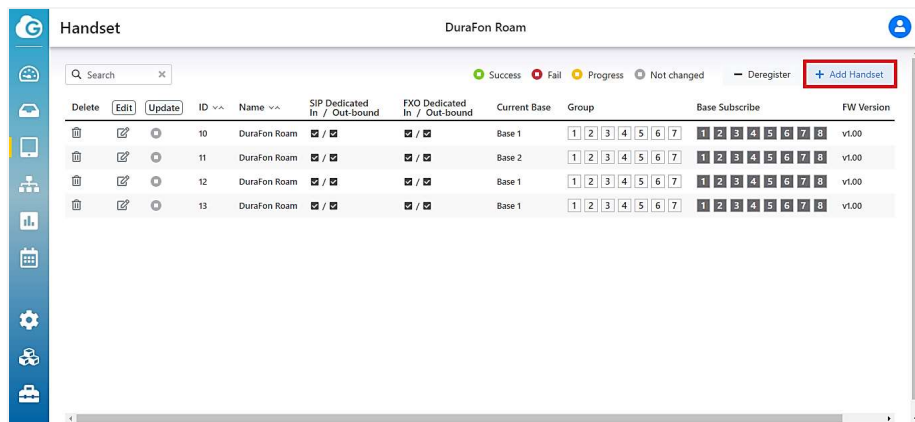
Handset

Navigate to Handset

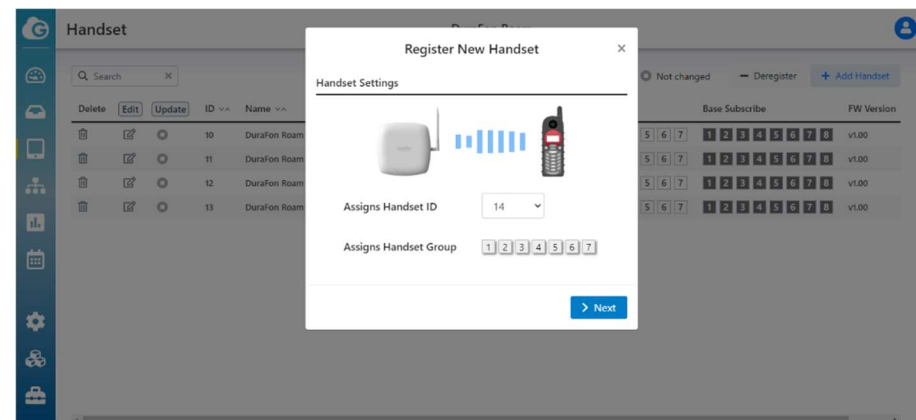
- If your PC/NB displaying “**No EnGenius handset registered**”, it means the handset list is empty, please register handset(s) first.



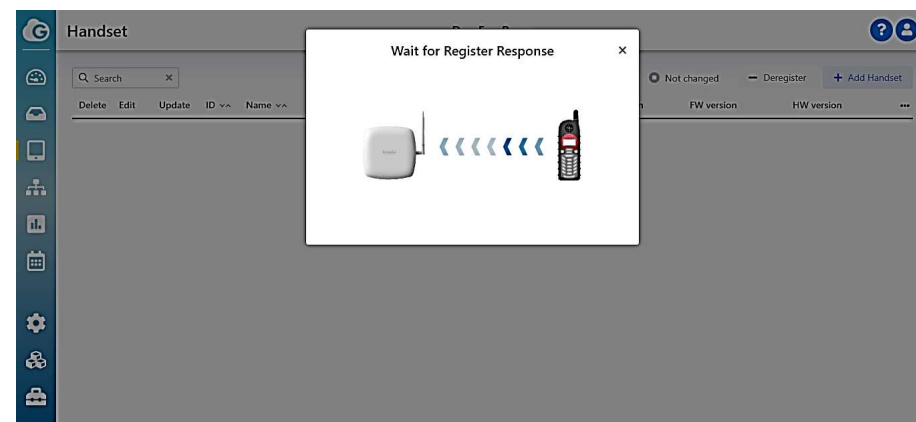
- Click “**Add Handset**” to register new handset(s)



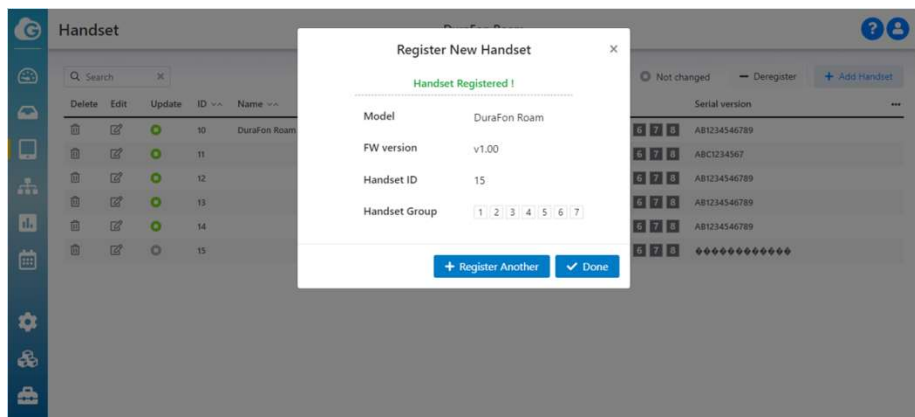
- Assign Handset ID and Handset Group, click “**Next**”. At the same time, press **MENU** (softkey) on handset >> 6.Registration > 1.Register



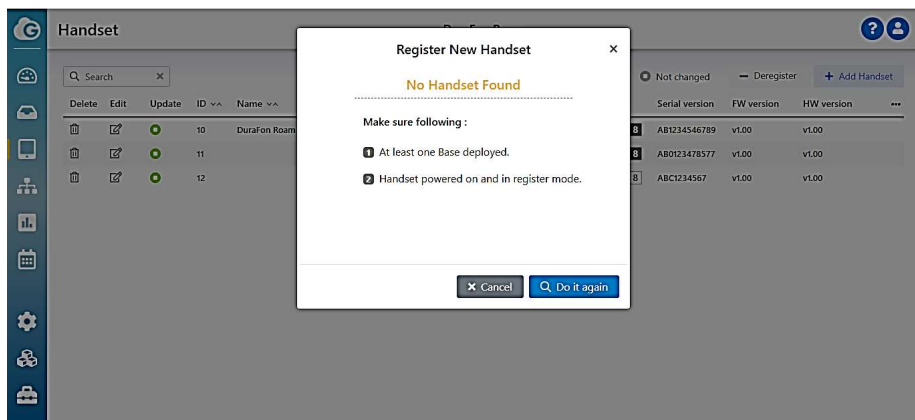
- Handset is registering to base



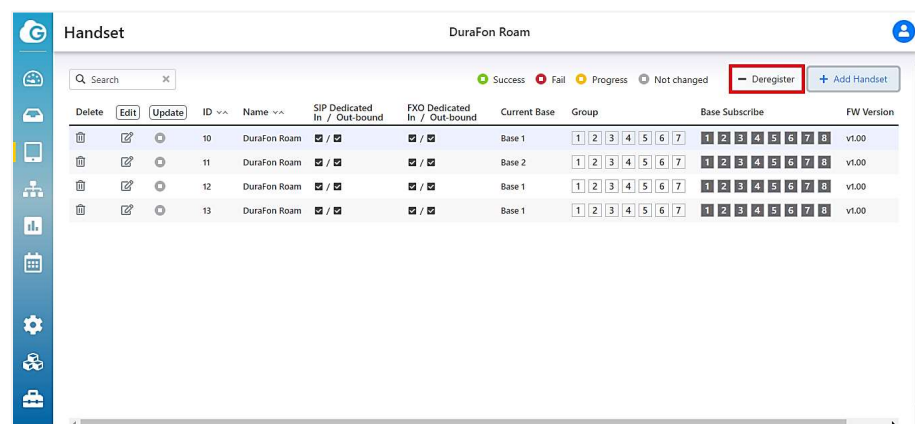
- When handset registered completely, click “**Done**” to finish process.



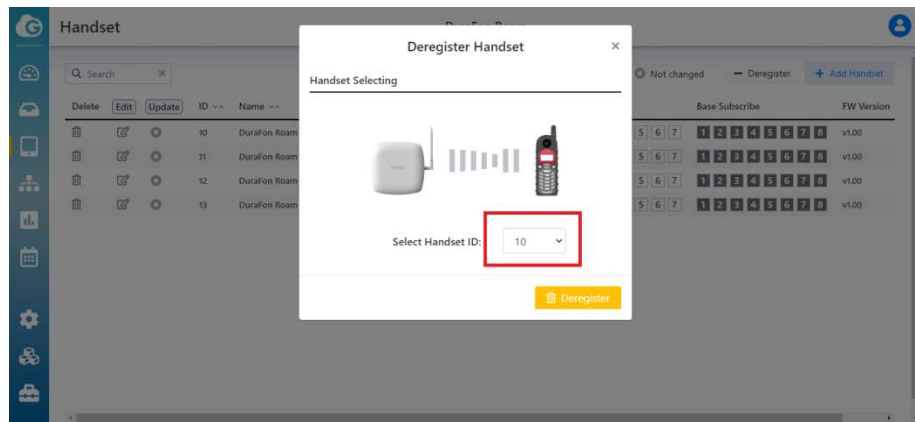
Re : In case registration failed, please check your registration process and do it again.



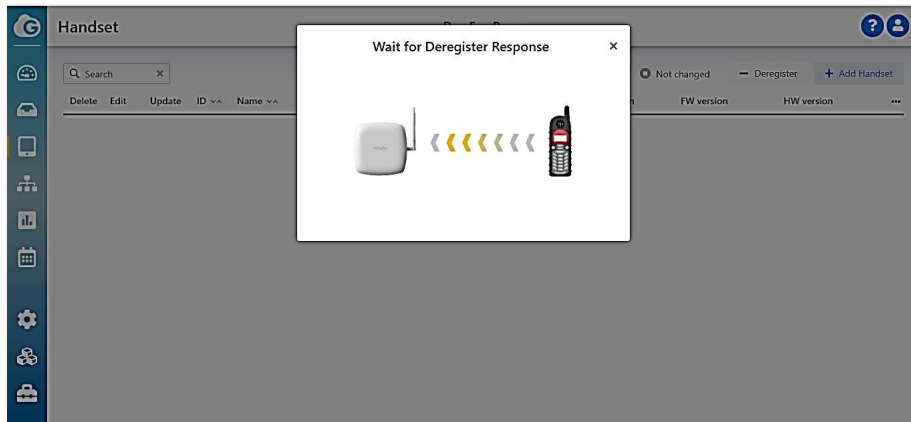
➤ Click “**Deregister**” to remove a handset



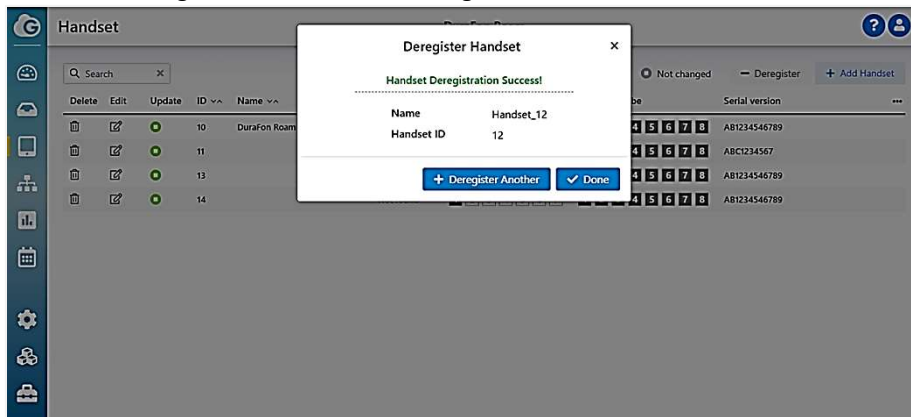
➤ Select handset ID, click “**De-register**”. At the same time, press **MENU** (softkey) on handset > 6.Registration > 2.Deregister



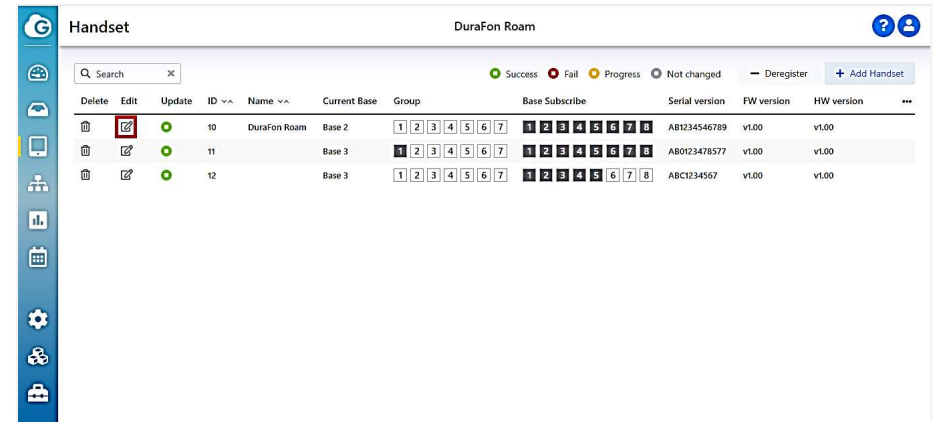
➤ Select Handset ID, click “**Deregister**”. At the same time, press **MENU** (softkey) on handset > 6.Registration > 2.Deregister



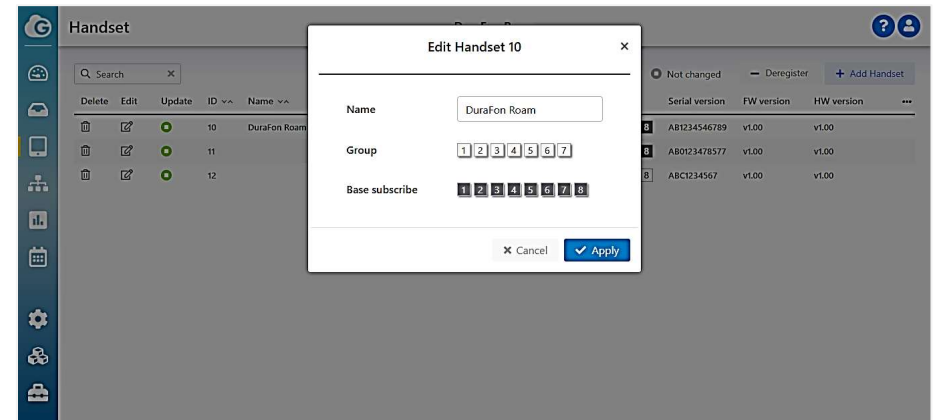
- Handset deregistered. Click **“Done”** to finish process. Or click “Deregister Another” to go ahead for another deregistration.



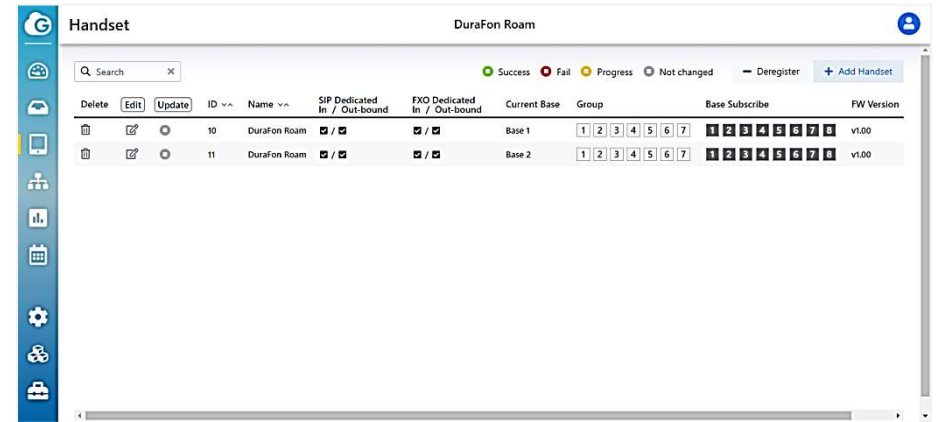
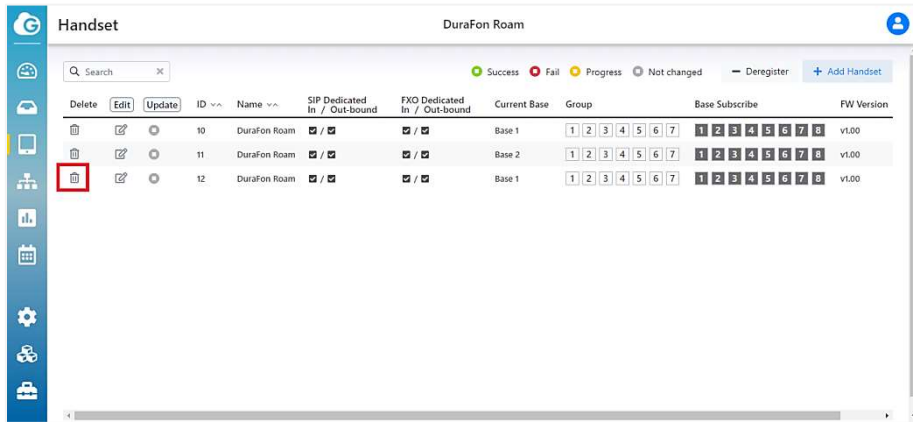
- Click  to edit the handset, including handset’s name, group and subscribed base. Click **Apply** to take effect.



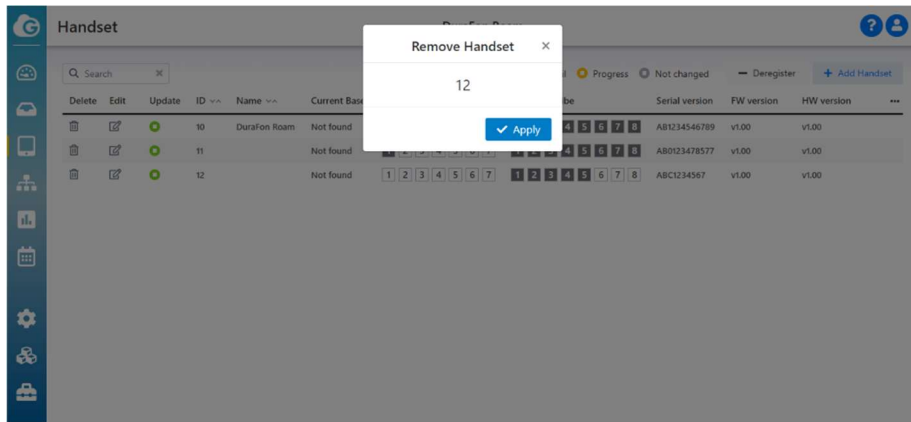
- After editing “Name”, “Group” and “Base subscribe”, click “Apply” to take effect.



- Delete handset
In case a handset is not working for some reason, you can’t deregister it. You can click  to remove it from the system. The handset ID will be removed and become available for use again.



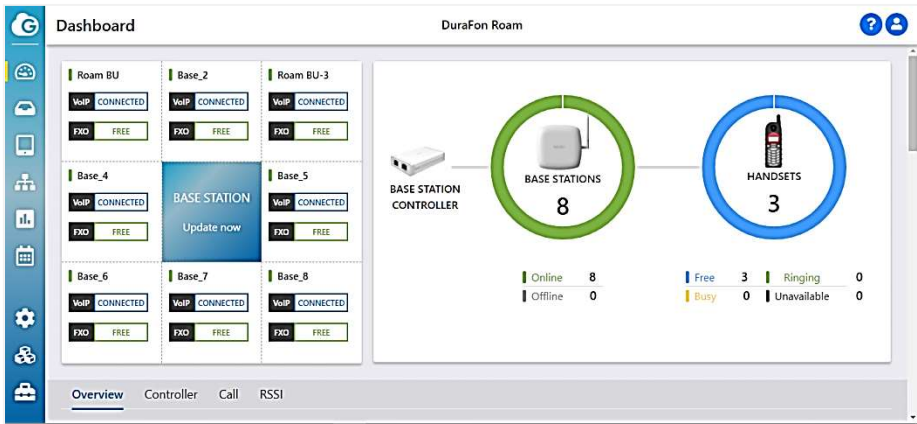
Click icon of handset 12



➤ Click “Apply” to remove handset 12

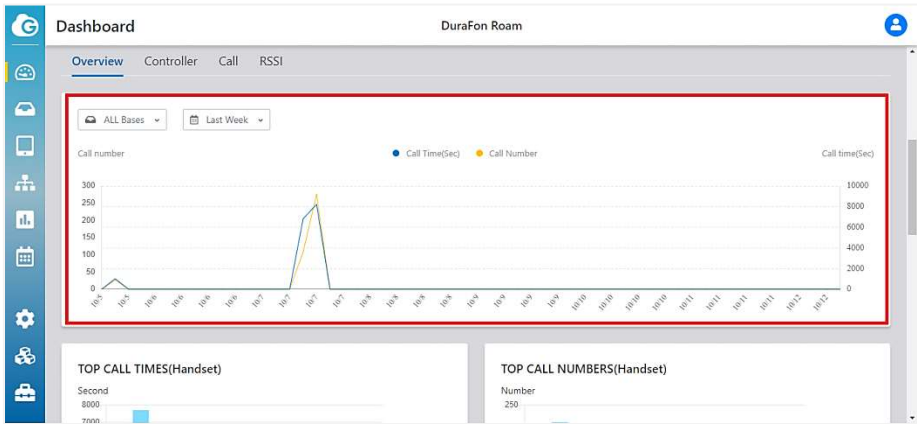
Dashboard

- Dashboard of DuraFon Roam provides you an overall picture of whole system operating status, the details including overall usage、BSC status、Call status and RSSI status.



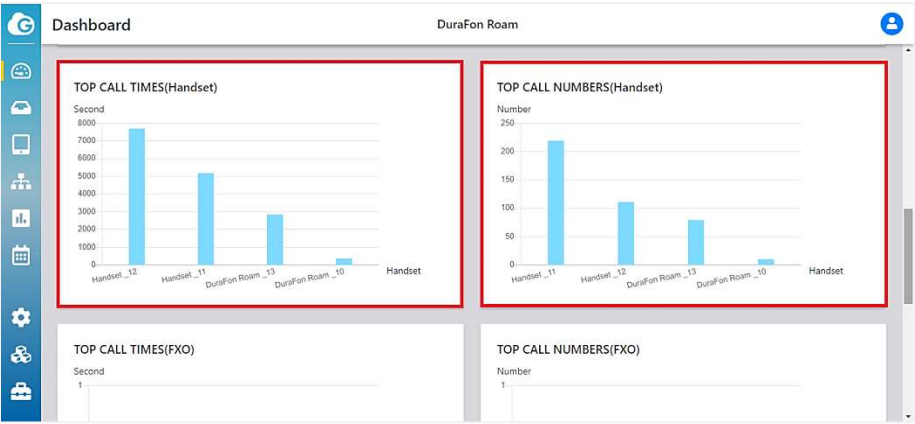
Overview

- Click “Overview”, you can check “Call number” and “Call time” with all bases, or dedicated base.
Also you can check at three periods: Last Hour、Last Day and Last Week.

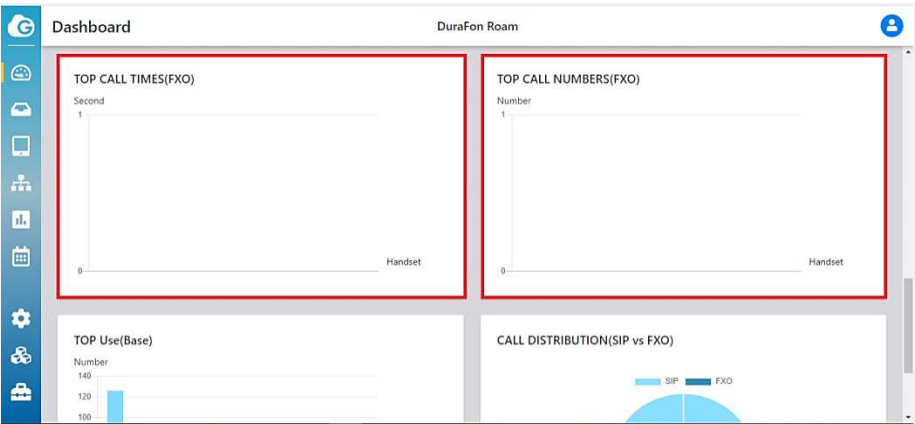


- When scrolling down, you can check the following six charts：

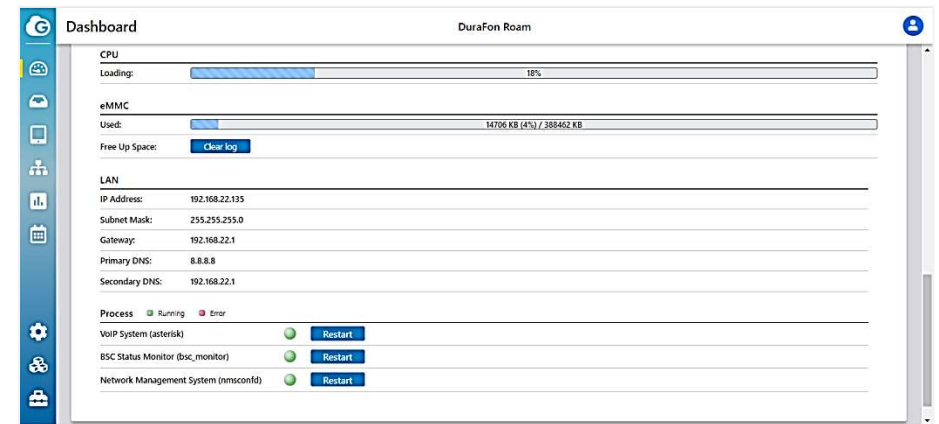
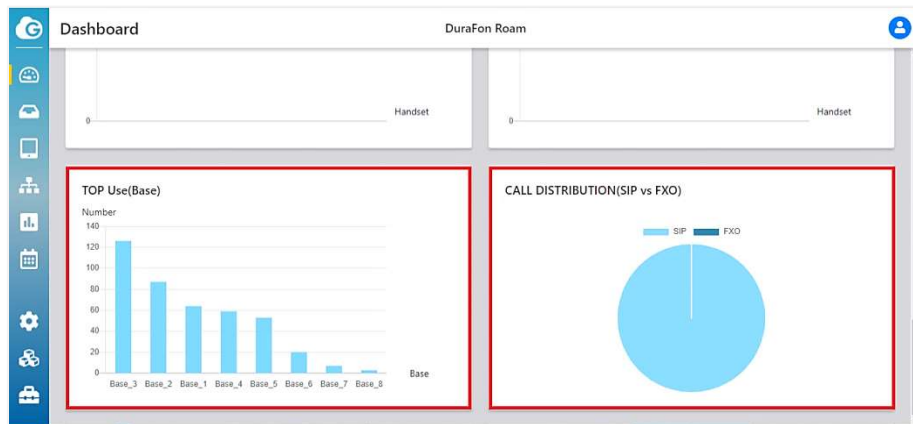
- 1) “TOP CALL TIMES(Handset)”
2) “TOP CALL NUMBERS(Handset)”



- 3) “TOP CALL TIMES(FXO)”
4) “TOP CALL NUMBERS(FXO)”

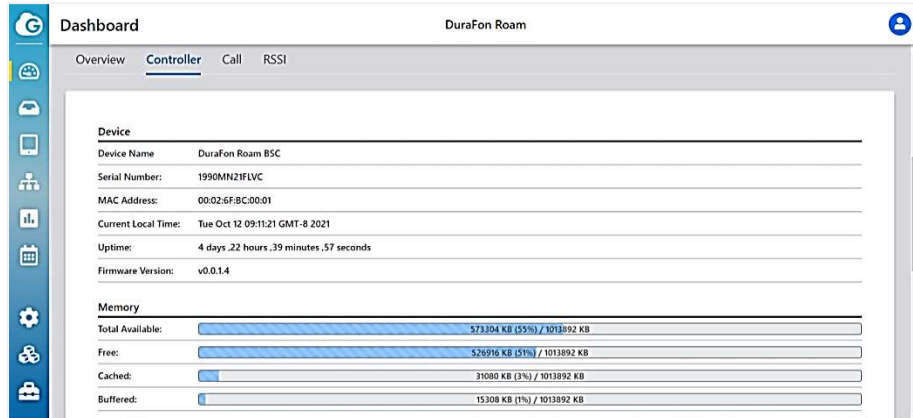


- 5) “TOP Use(Base)”
6) “CALL DISTRIBUTION(SIP vs FXO)”



Controller

- Click "Controller", you can check the following system status:
 - Device : including Device Name 、Series Number 、MAC 、Current Local Time 、Uptime and Firmware Version.
 - Memory : including Total Available 、Free 、Cached and Buffered.

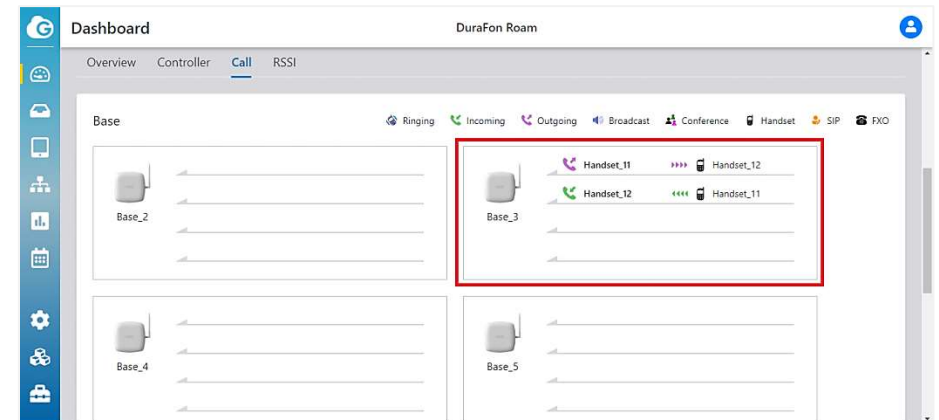


- CPU loading
- eMMC : including Used and Free Up Space.
- LAN : Including IP Address 、Subnet Mask 、Gateway 、Primary DNS and Secondary DNS.
- Process : VoIP System (asterisk) 、BSC Status Monitor (bsc_monitor) and Network Management System (nmsconfd)
- If Process indicator signals "Error", simply click Restart

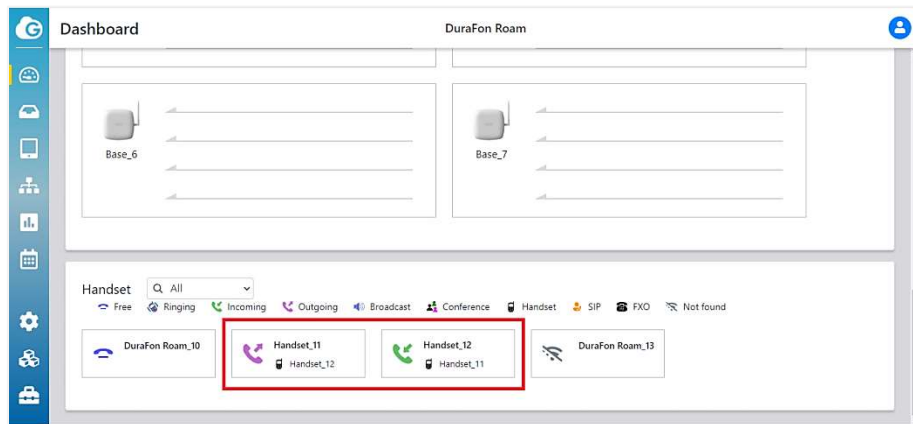
Call

- Click "Call", you can check the current call status in both base station and handset.

Ex. Checking from base 3, handset 11 call to handset 12.

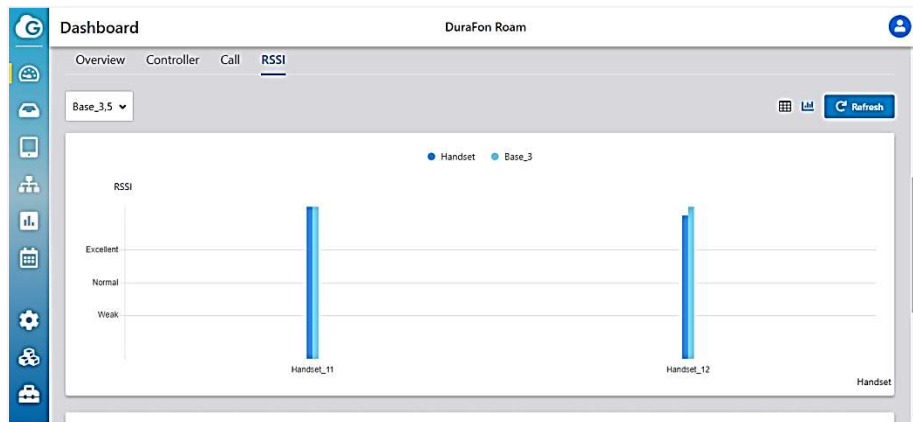


Ex. Checking from handset, handset 11 making the outgoing call, and handset 12 receiving the incoming call.



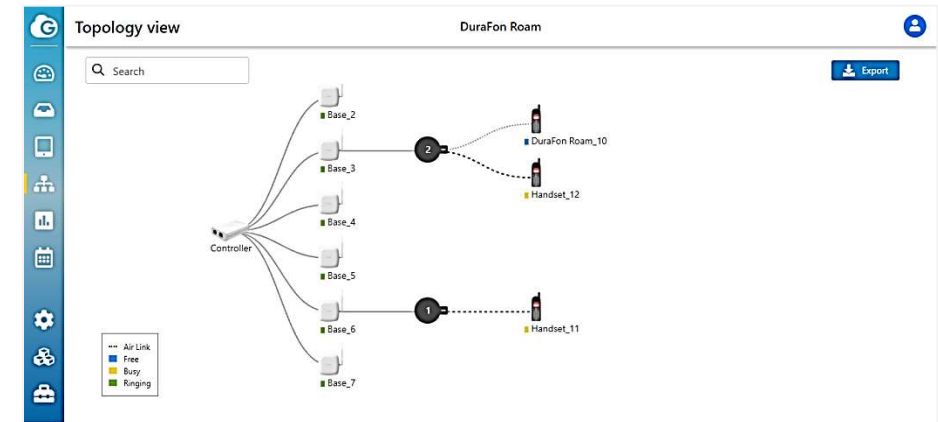
RSSI

- Click “RSSI”, you can check the receiving radio signal strength of handset and base. This info shows you the connection performance of handset and base.

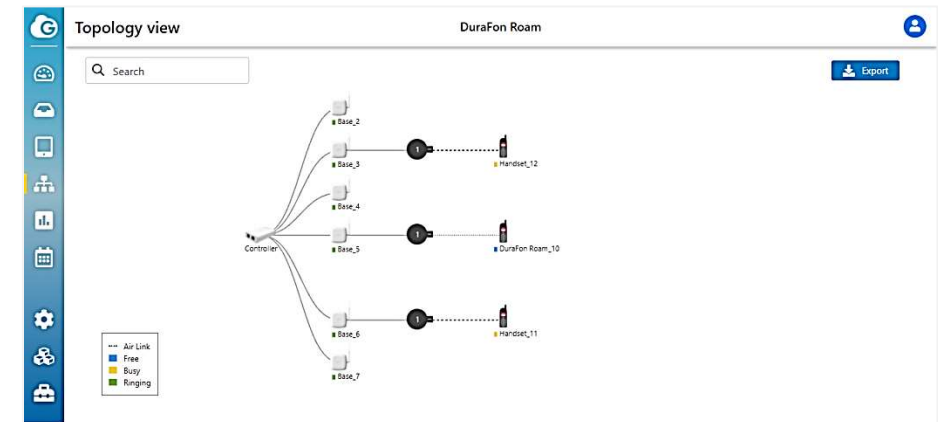


Topology

- Navigate to “Topology”, you can overall view the current connection between base(s) and handset(s).



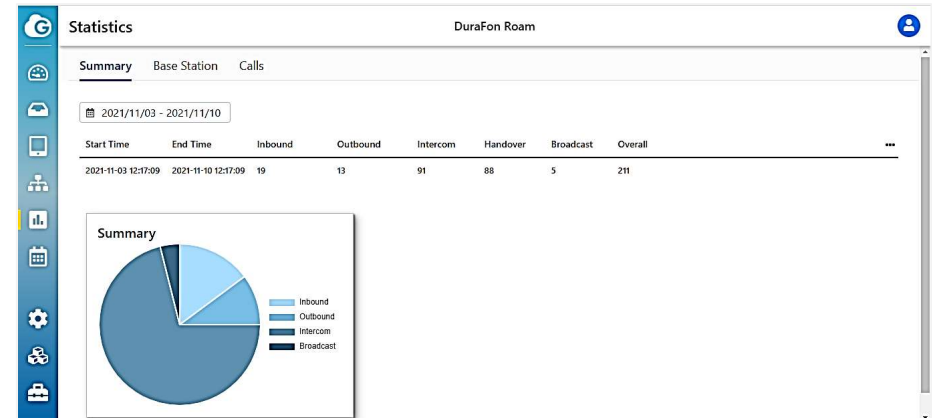
- When handset(s) is moving around, the handset will automatically hand-over from one to the other base, the topology will update the connection accordingly.



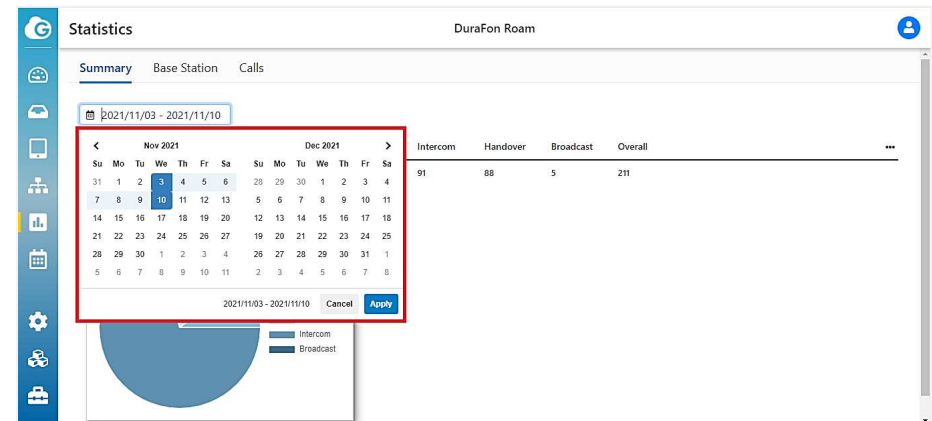
Statistics

Summary

- Navigate to Statistic, click “Summary”, you can view the various calls during a time period, including Incoming Calls 、Outgoing Calls 、Intercom 、Handover and Broadcast.



- Select time period.



Base Station

- Navigate to Statistic, click “Base Station”, you can view the following info :

ID	Air Time	Busy	Busy Time	Total Call	Handover	1588 Failed	SIP Failed
1	03:48:17	58	03:32:56	116	77	1	14
2	01:13:57	12	00:03:16	98	72	5	21
3	00:07:54	0	00:00:00	1	3	3	12
4	00:00:52	0	00:00:00	3	0	1	12
5	00:08:36	0	00:00:00	1	4	1	12

Re : "Air Time" is the accumulated time when handset link to base. "Busy" is the frequency of base full loading. "Busy Time" is the accumulated time when base full loading.

➤ Select time period.

ID	Air Time	Busy	Busy Time	Total Call	Handover	1588 Failed	SIP Failed
1	03:48:17	58	03:32:56	116	77	1	14
2	01:13:57	12	00:03:16	98	72	5	21
3	00:07:54	0	00:00:00	1	3	3	12
4	00:00:52	0	00:00:00	3	0	1	12
5	00:08:36	0	00:00:00	1	4	1	12
6	00:10:22	0	00:00:00	3	10	3	12

Calls

➤ Navigate to Statistics, click "Calls" to view call statistics over a time period.

Start Time	Call Type	Trunk	Caller ID	From	To	Base	Disposition	Duration(Sec)	Rssi(dBm)
2021-11-04 16:26:11	Inbound	SIP_555	111	111	555		Answered	4	
2021-11-04 16:27:17	Inbound	SIP_555	111	111	555		Answered	3	
2021-11-04 16:27:35	Inbound	SIP_555	111	111	555		Answered	5	
2021-11-04 16:47:31	Inbound	SIP_555	111	111	555		No answer	3	
2021-11-04 16:53:25	Inbound	SIP_555	111	111	555		No answer	5	
2021-11-04 16:55:22	Inbound	SIP_555	111	111	555		No answer	10	
2021-11-04 16:55:39	Inbound	SIP_555	111	111	555		No answer	3	
2021-11-04 17:23:36	Inbound	SIP_555	111	111	555		Answered	14	
2021-11-04 17:47:07	Inbound	SIP_555	111	111	555		No answer	4	
2021-11-04 18:05:34	Inbound	SIP_555	111	111	555		No answer	10	
2021-11-04 18:05:56	Inbound	SIP_555	111	111	555		No answer	8	

➤ Select time period.

String:

Date: 2021/11/03 - 2021/11/10

Base Station: All Bases

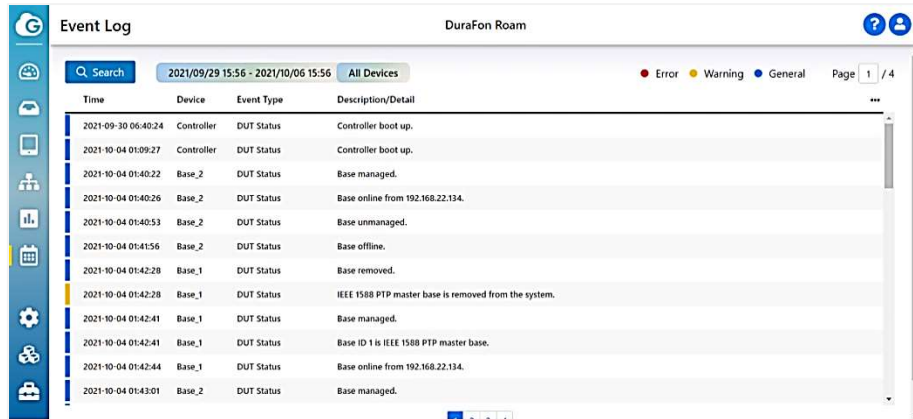
Handset: All Handsets

Cancel Apply

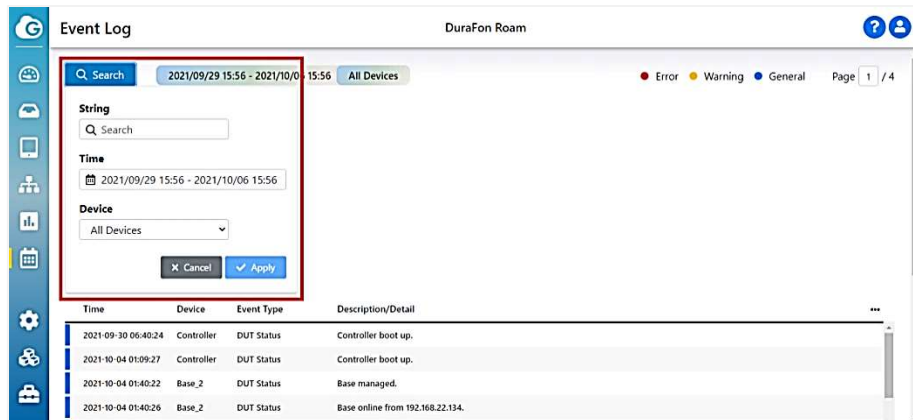
Start Time	Call Type	Trunk	Caller ID	From	To	Base	Disposition	Duration(Sec)	Rssi(dBm)
2021-11-04 16:26:11	Inbound	SIP_555	111	111	555		Answered	4	

Event Log

- Navigate to Event Log, you can view all events during a time period.



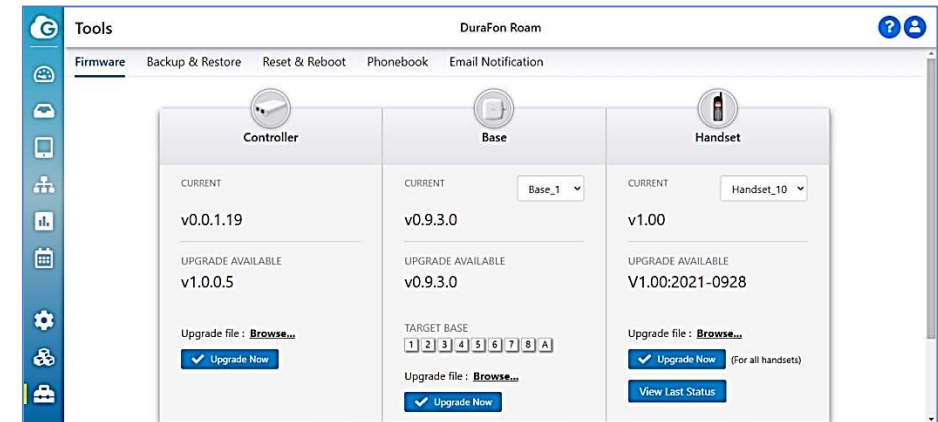
- Select time period.



Tools

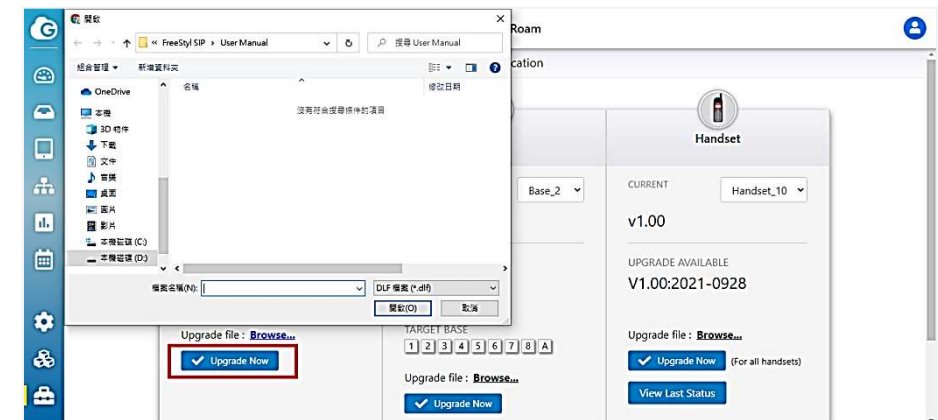
Firmware

- Navigate to Tools > Firmware, you can check the current firmware version and upgrade new firmware.
- Download F/W
When you want to upgrade firmware for Base Station Controller (BSC) – Base and Handset, please download the new firmware to your NB/PC first.

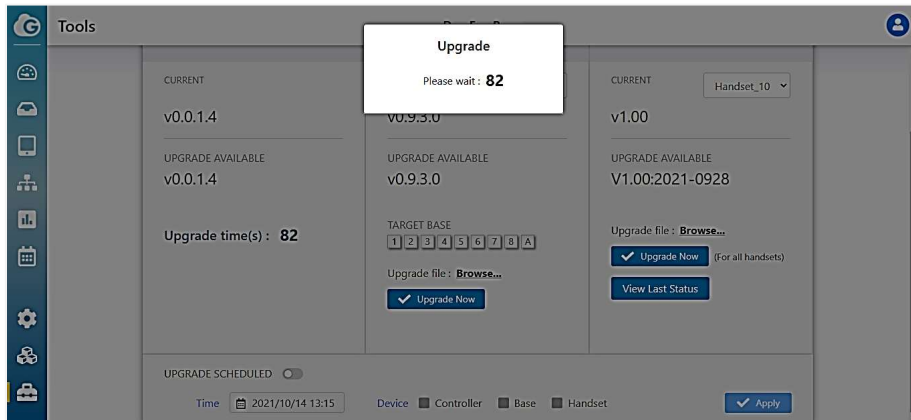


Upgrade BSC

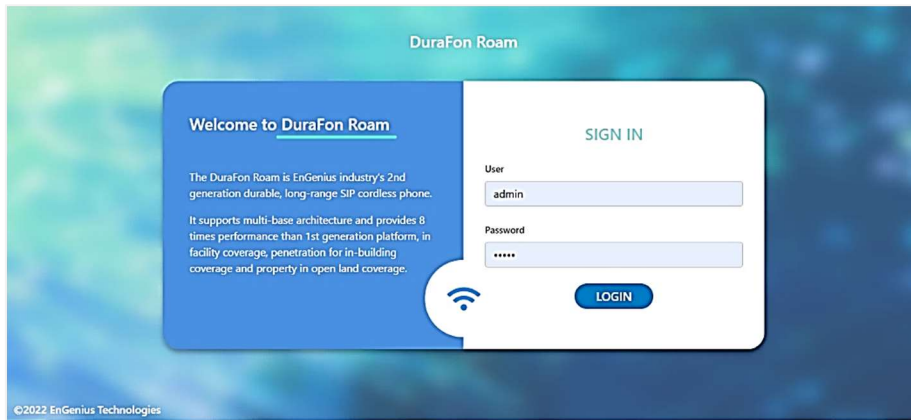
- Click “Browse...” to load the firmware (ie. the current version is v0.0.1.19), once the new firmware loaded, the new firmware version will show on screen(new firmware is v1.0.0.5), click “Upgrade Now” if you want to upgrade immediately.



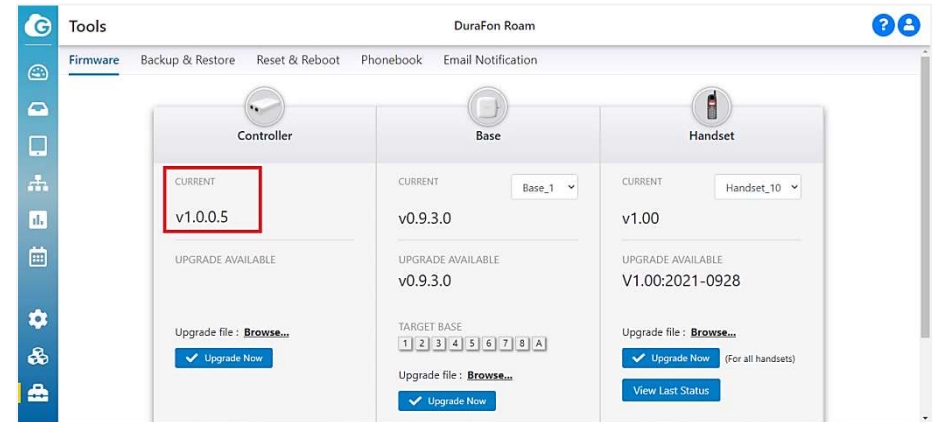
- It will 90 seconds to grade firmware.



- When firmware upgrade completely, you have to login from BSC again.
The default User ID & Password is admin/admin.

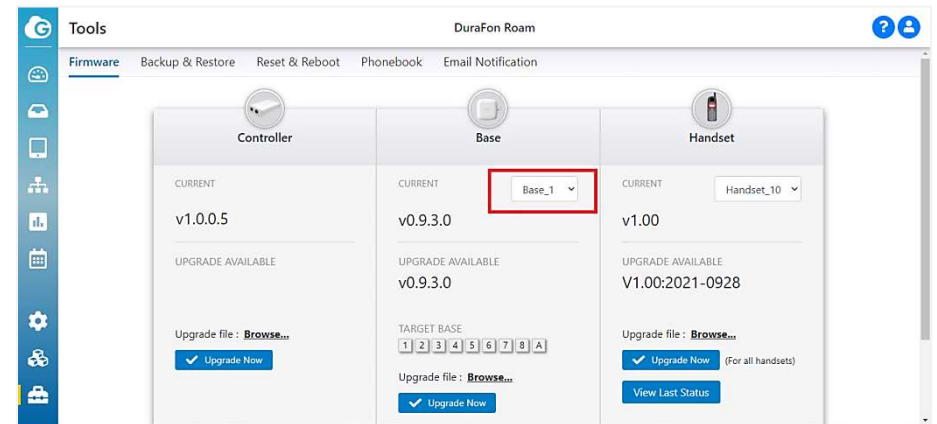


- Now the firmware is new version.

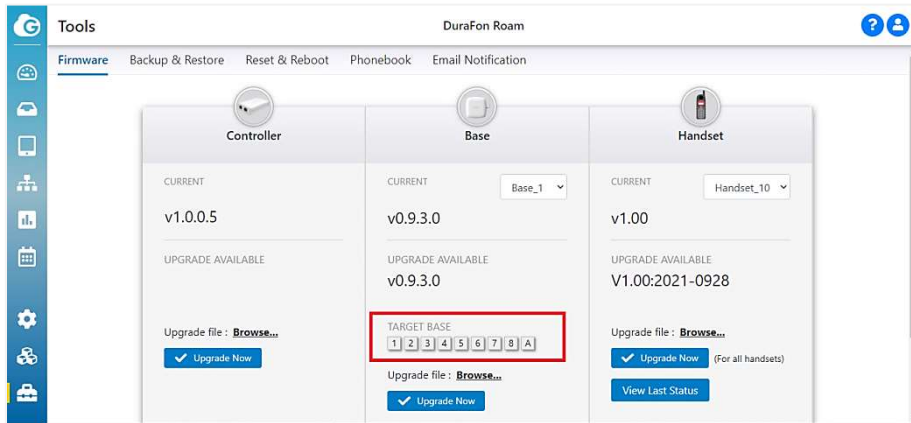


Upgrade Base

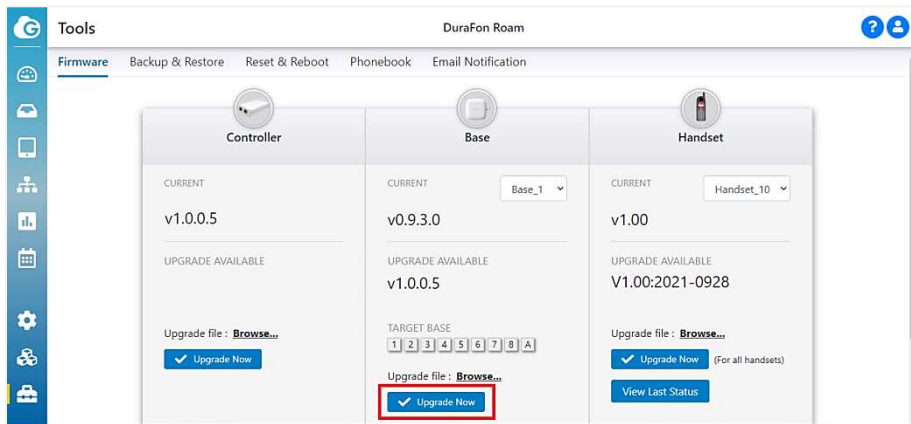
- You can check the firmware version of Base by clicking drop-down menu.



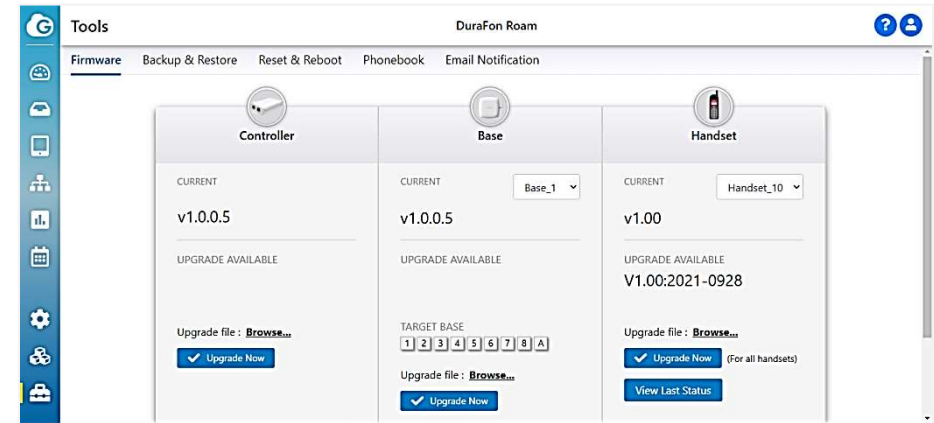
- Choose the Base which needs to upgrade new firmware.
Re : The number 1 ~ 8 means the Base ID. The A means for all bases.



- Click “Browse...” to load the firmware (ie. the new firmware version is v1.0.0.5), click “Upgrade Now” if you want to upgrade immediately.

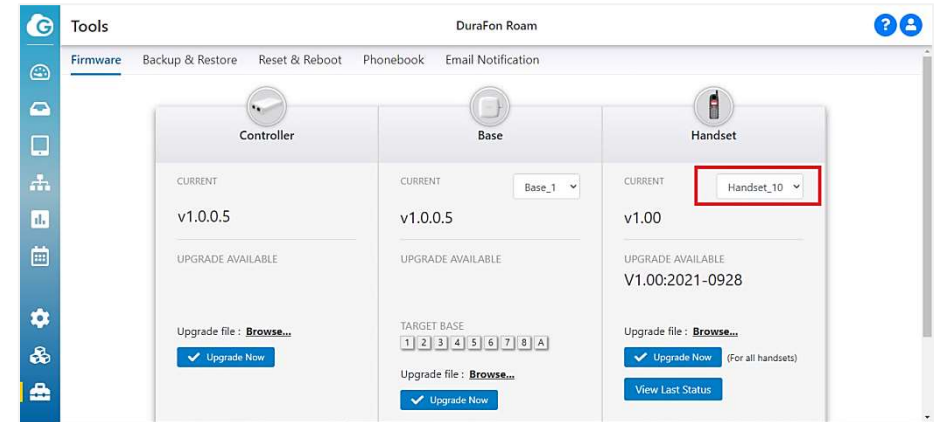


- When firmware upgrade completely, you will see the new firmware version(v1.0.0.5) showed on screen.

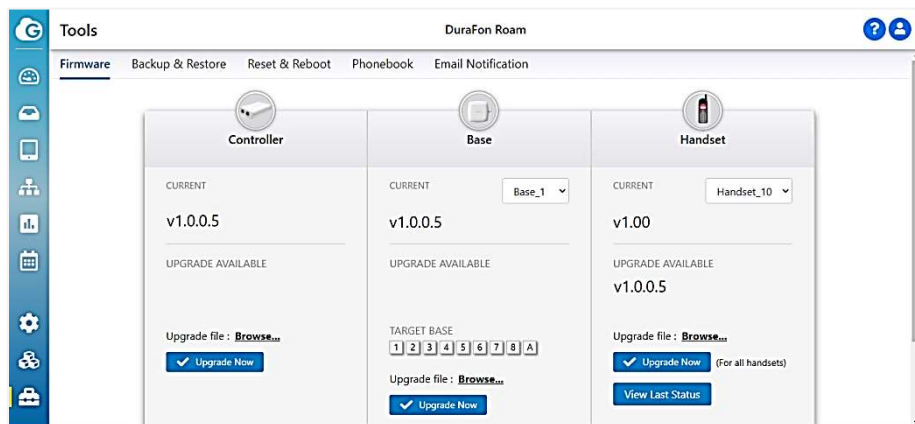


Upgrade Handset

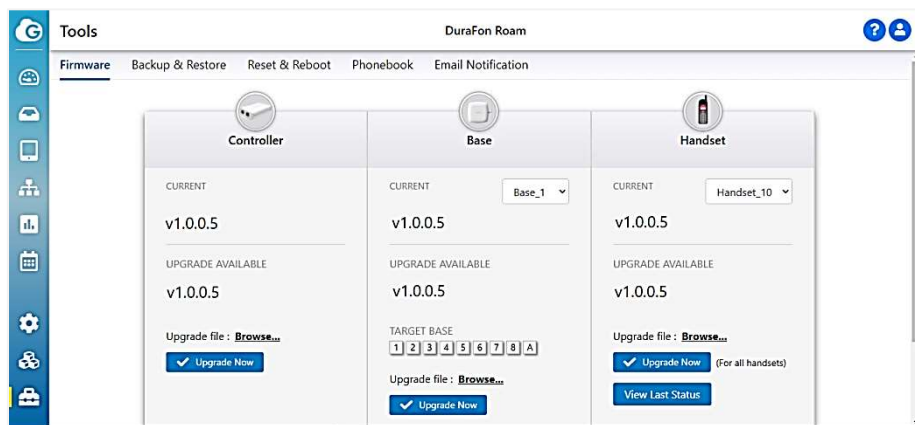
- Same as Base, you can check the firmware version of Base by clicking drop-down menu.



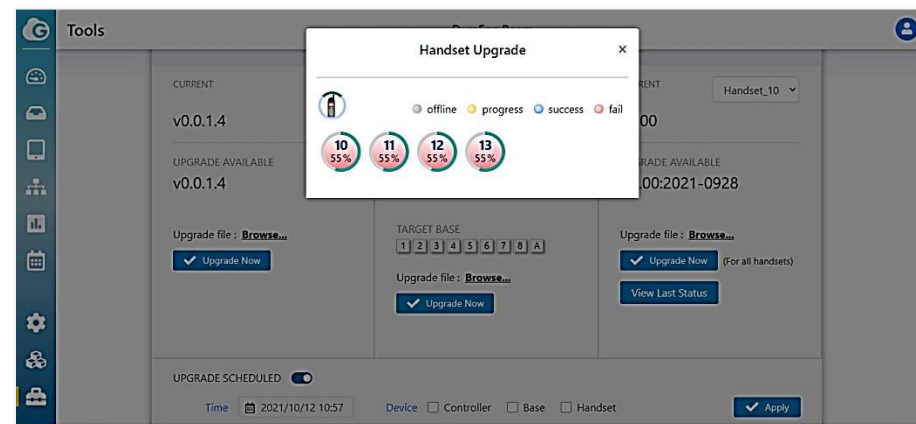
- Click “Browse...” to load the firmware (ie. the new firmware version is v1.0.0.5), click “Upgrade Now” if you want to upgrade immediately.



- When firmware upgrade completely, you will see the new firmware version(v1.0.0.5) showed on screen.

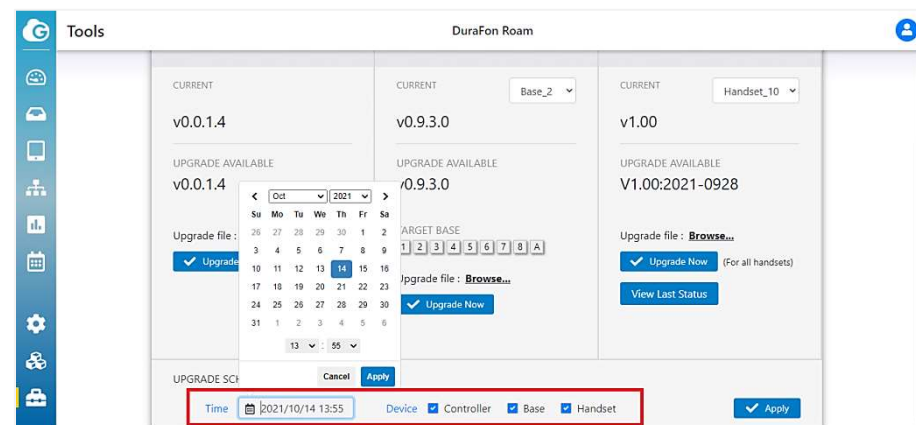


PS : You can check the status of last upgrade by click “View Last Status”.



Schedule Upgrade

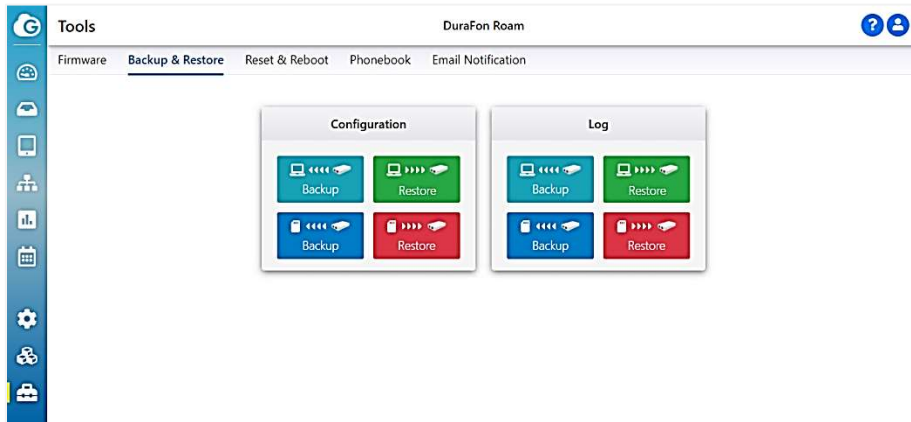
- In case you don't want to upgrade immediately, you can setup a proper time by setting “Time”, and click the device(Controller、Base or Handset). After setting up, click “Apply” to take effect.



Backup & Restore

Navigate to Tools > Backup & Restore.

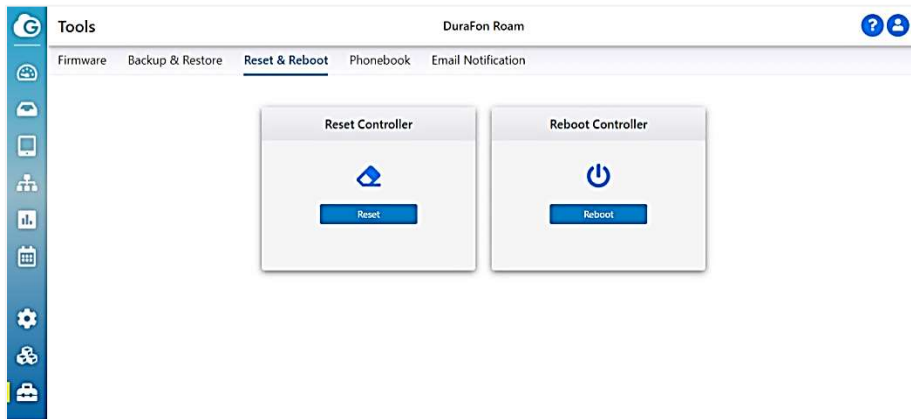
You can back-up the Configuration & Log of BSC to NB/PC or Micro-SD card. Also can restore the Configuration & Log of BSC from NB/PC or Micro-SD card.



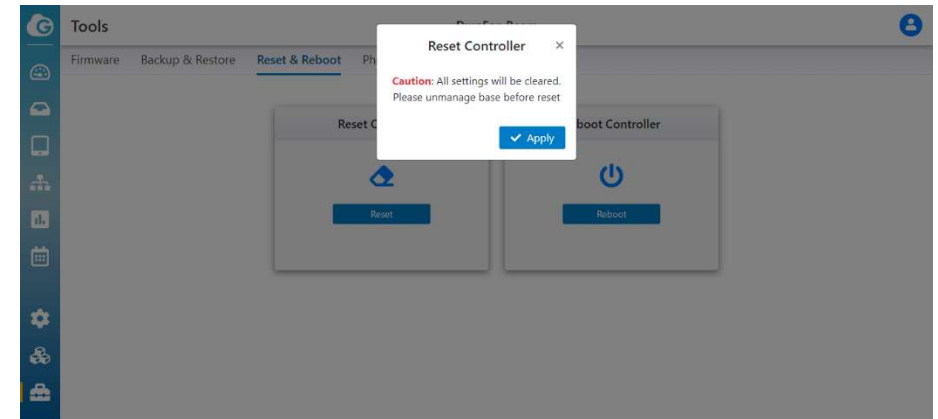
Reset & Reboot

Navigate to Tools > Reset & Reboot.

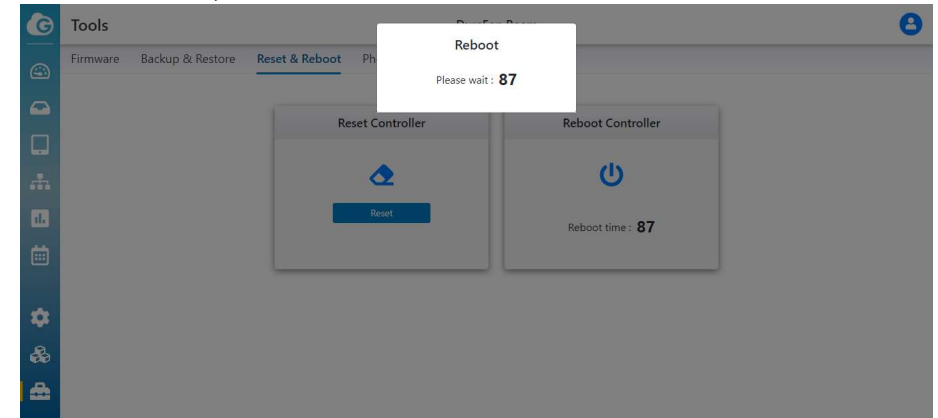
When system running abnormally, you can reset the system, or reboot it.



- Click “Reset”, followed by clicking “Apply” to reset BSC

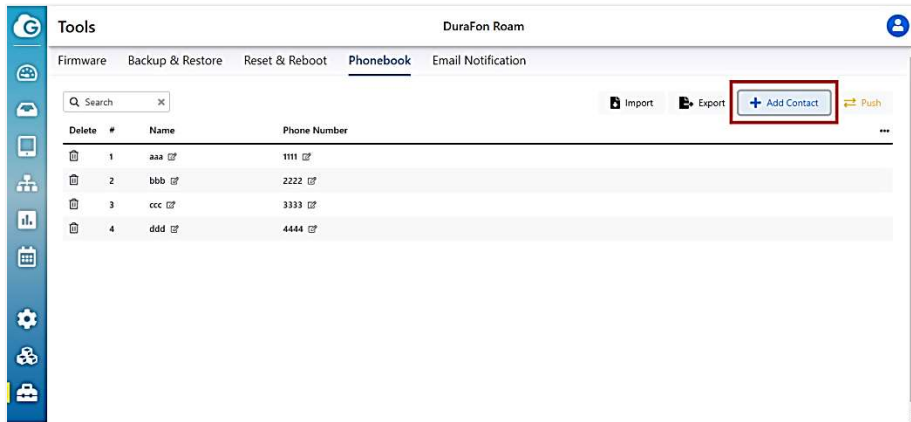


- Click “Reboot”, BSC will take 90 seconds to restart.

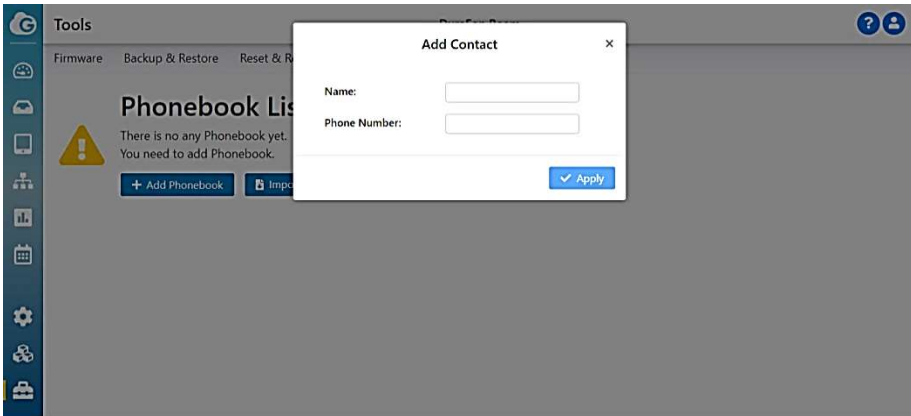


Phonebook

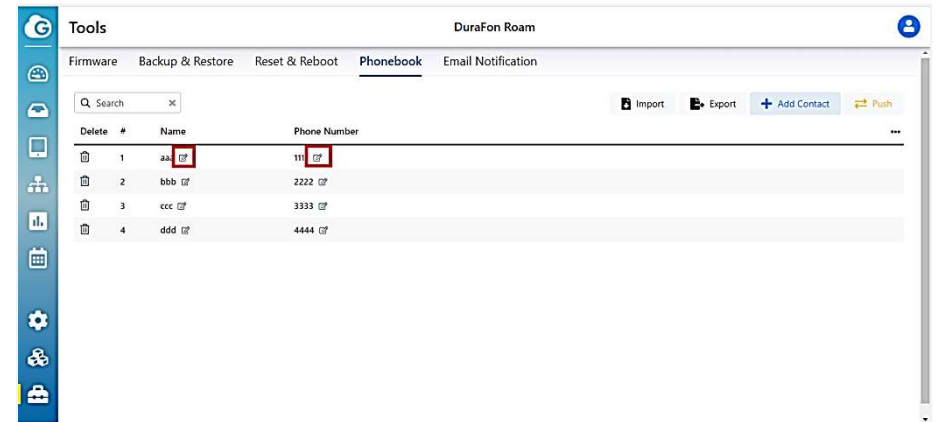
- Navigate to Tools > Phonebook, you can do the following:
 - 1) Create a phonebook list
 - 2) Edit a phonebook list
 - 3) Delete a phonebook list
 - 4) Push phonebook list to all handsets.
 - 5) Export a phonebook to PC/NB.
 - 6) Import a phonebook from PC/NB.
- Create a phonebook list by clicking “Add Contact”.



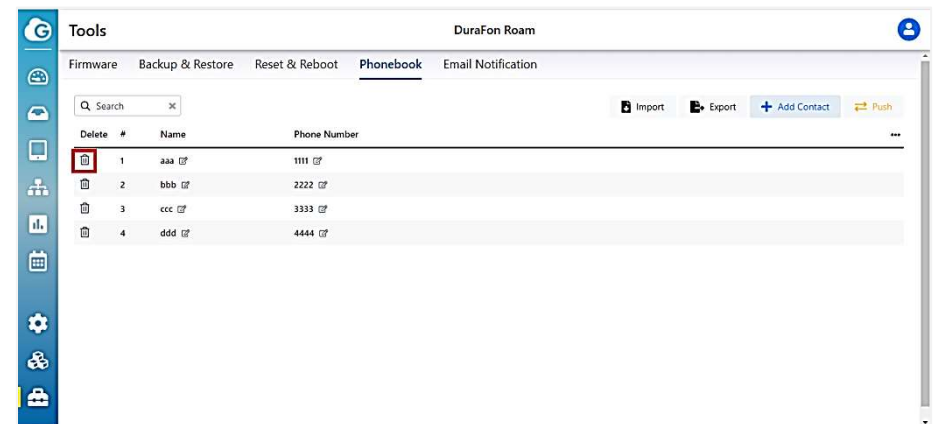
- Enter Name and Phone Number, click “Apply” to take effect.



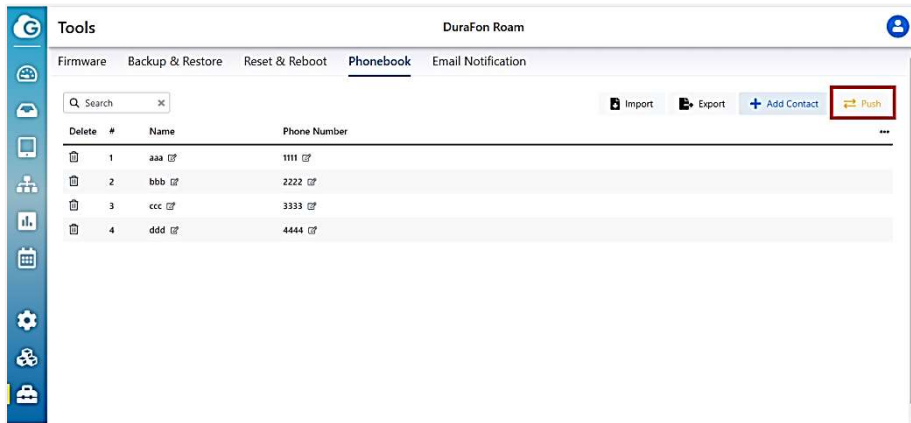
- Edit a phonebook list by clicking “”.



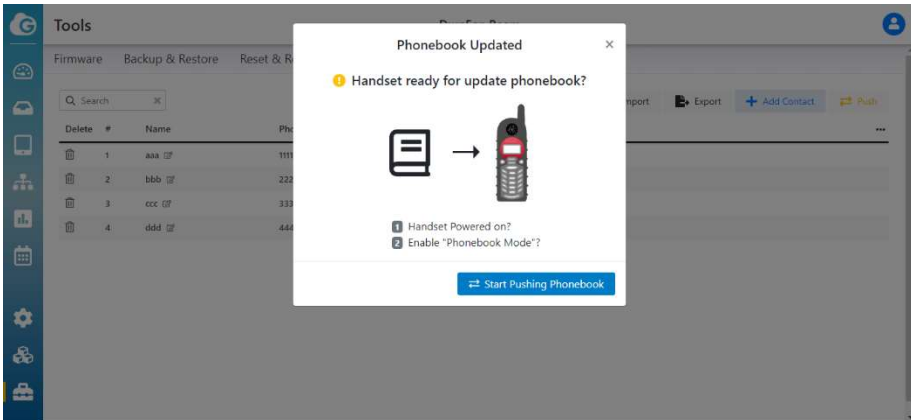
- Delete a phonebook list by clicking “”.



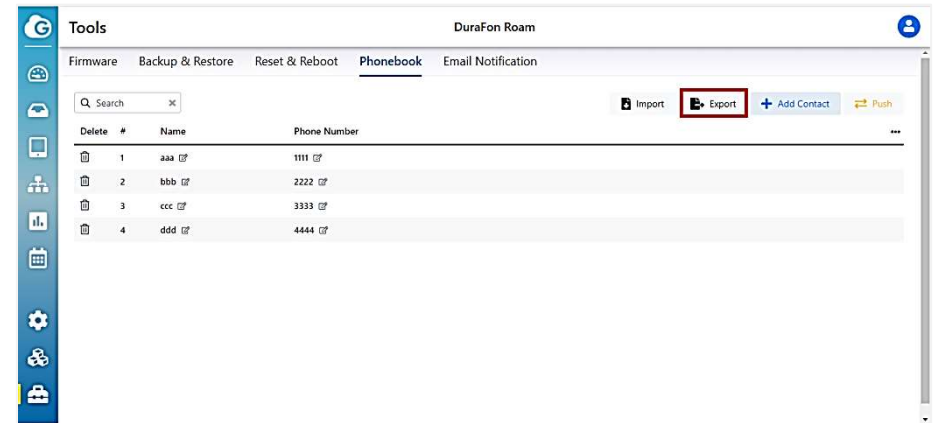
- Push phonebook to all handsets by clicking “Push”.



- Click “Start Pushing Phonebook” to send phonebook list to all handsets.

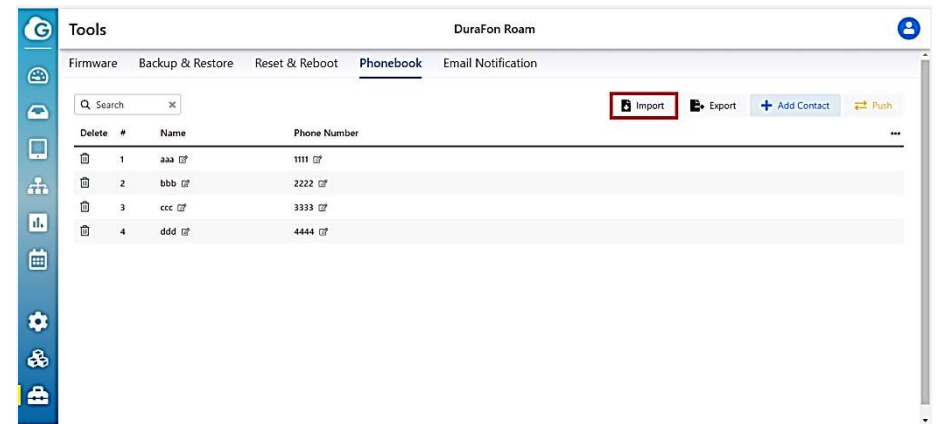


- Save phonebook list to NB/PC by clicking “Export”



Re: the default file name is “phonebook.csv”.

- Retrieve and open phonebook file from NB/PC by clicking “Import”.



Email Notification

- Navigate to Tools > Email Notification, you can setup a weekly email notification to send the Event & Call Log list to a designated address.

Tools DuraFon Roam

Firmware Backup & Restore Reset & Reboot Phonebook Email Notification

Mail Notification State ☒

SMTP Server

SMTP Port

SSL/TLS ☐

User Name

Password

From Mail Address

To Mail Address

Subject

➤ Below is an example when you receive the notification.

Task tracked last week (2021-09-29 11:36:58 ~ 2021-10-06 11:36:58)

eMMC

Used **4%**

Calls

Start Time	Call Type	Trunk	Caller ID	From	To	Base	Disposition	Duration	Rssi
2021-10-04 01:56:53	in	sip_00	222	222	Grp00	5	ANSWERED	10	-52
2021-10-04 02:45:19	in	sip_00	222	222	Grp00	2	ANSWERED	352	
2021-10-04 06:16:14	in	sip_00	222	222	Grp00	6	ANSWERED	4	-106
2021-10-04 07:23:13	in	sip_00	222	222	Grp00	4	ANSWERED	10	-52
2021-10-05 10:43:08	intercom		10	Hs10	Hs11	3	ANSWERED	5	-64,-101

Event log

■ Error ■ Warning ■ General

Time	Device	Event Type	Description/Detail
2021-09-30 06:40:24	Controller	DUT Status	Controller boot up.
2021-10-04 01:09:27	Controller	DUT Status	Controller boot up.
2021-10-04 01:40:22	Base_2	DUT Status	Base managed.
2021-10-04 01:40:26	Base_2	DUT Status	Base online from 192.168.22.134.
2021-10-04 01:40:53	Base_2	DUT Status	Base unmanaged.

Technical Specifications

Hardware Specification

CPU:

Model: Qualcomm IPQ4019
 Architecture: 32-bit
 Clock Rate: ARM A7 Quad Core 717MHz
 Hardware Encryption Acceleration: Yes

Memory:

System Memory: 1GB DDR3

Storage:

eMMC: 4GB (MLC)

Interfaces and LEDs

2 x 10/100/1000 Mbps RJ45 ports (1 x PoE)
 1 x Micro SD Slot
 1 x DC-Input Jack
 1 x Reset Button
 1 x Power LED (Orange)
 2 x LAN LED (Green)

Mechanical & Environment

Dimension

100mm(L) x 60mm(W) x 23.4mm(H)

Weight (Without accessories)

103g

Operating:

Temperature: 0°C~40°C (32°F~104°F)

Humidity: 0% ~ 90% typical

Storage:

Temperature: -40°C~80°C (-40°F~176°F)

Humidity: 0% ~ 90% typical

Compliance Regulatory

FCC Subpart15 B

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