

# Basic EnGenius Durafon 1X Troubleshooting

**First and foremost, if you encounter any issues with the system, do a power reset on both handset(s), and base station. Secondly, try resetting the handset and base unit. Note, you will have to re-register the handsets.**

**(1) Removing the “enter base ID” prompt:** If the handset asks for base ID every time you press talk, press Menu, 8, 2 (for outgoing calls for base 1 settings), and then off. This should only be on when multiple base stations are used.

**(2) Base station won’t go into registration mode:** Make sure only the power light is on with the base station. Commonly the unit is accidentally in broadcast or 2 way mode, which will not allow it to be reset, or have line access for that matter. Do a power reset on the base to clear.

**(3) Change from pulse to tone dialing:** You must have an Admin phone (ID 11, or 12). If not, do step 4, then 5. From the admin handset press Menu 9, then “10” for base ID, then 1 for dial mode.

**(4a) Resetting a handset for 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.

**(4b) Resetting a handset for serial numbers after 071100600:** Press Menu, 5, star, then 1 (clear all), then power recycle.

Note, you can choose option 2 (keep registration), which resets everything on the handsets EXCEPT the registration to the base. This is useful to clear the logbook, where no problems with the system are occurring.

**(5) Resetting the base:** First power-up the base for at least 5 seconds. Now locate the reset button. The reset button is near the phone lines plug in on back of the base unit, and next to the register button. Hold this button down until all four green LED lights illuminate on and off. This will happen quickly. The base is now reset. This means registration information now starts back at “11”. Now go to step Ref #6.

**(6) Registering handsets:** First power-up the base for at least 5 seconds. Now press and hold down the register (labeled REG) button on the base until all four green LED lights illuminate. Next, press menu on the handset followed by 6 (register) and 1(register). The display will say register and then new ID. The ID of the handset will be 11 for the first handset registered to base, and will go in consecutive order there after (12, 13, 14 etc.). Up to 9 handsets can be registered to one base. Keep in mind that ID 11 and 12 are the “Administrative handsets” These handsets have more options than the other handsets. They can add additional bases within the system.

Note, if you use all 9 ID’s (up to 19), you will get a register failed prompt. You must reset the base and start over if no more ID’s are available.

**(7) Deregistering a handset:** First power-up the base for at least 5 seconds. Press and hold the register button (REG) on the base, until all four green LED lights illuminate. Then on the handset press menu, followed by 6 (register), then 2 (deregister). The handset will display “Deregister” The ID of the handset is now removed from the base and the handset. If the handset won’t deregister, then it probably wasn’t registered to the base in the first place, or lost configuration. (Do steps Ref #5 and #6)

**(8) Using more than one base (linked):** The Durafon 1x system allows you to add additional bases, and therefore more than one line. To add additional base units, please first register all handsets to the primary base originally used in the system. Now get an administrator handset (ID 11, or 12) and the additional base unit you plan to add. First power-up that base for at least 15 seconds. Now press and hold down the register (labeled REG) button on the base until all four green LED lights illuminate. Next, press menu on the handset followed by 6 (register) 3 (add base), and then choose 20 (for base #2). Note additional bases 3, and 4 can be done the exact same way, however their base numbers would be 30, and 40 accordingly.