



<http://www.comfortcanada.com>

DuraFon 1X Help Note

If a DuraFon performance has degraded for no apparent reason, and replacing the battery in the handset does not solve the problem, try resetting the base system and handsets. Note that once the base system and handsets are reset, you will have to re-register the handset(s) to the base system to resume the operations.

There are instructions for troubleshooting the DuraFon 1X in the user manual available for download at this link:

<http://www.comfortcanada.com/Engenius/technical.htm>

(A) To reset the base system:

With the power on:

1. Press the Reset button on the bottom of the Base unit (it is recessed, so you will need a pen or small screw driver)
2. Hold the Reset button for 3 ~ 5 seconds until the 4 LED green lights on the base unit flash momentarily, then go out. Then release the Reset button.
3. Unplug the power to the base, then restore the power and wait for a "beep".

(B) To reset the Handset(s):

The DuraFon manual alludes to this process on Page 23.

Turn on the handset;

1. Press the Menu button (top right soft-key button on keypad)
2. Press 5 (for Settings sub-menu)
3. Press * (for Factory Reset sub-menu)
4. Press 1 (Clear all)
5. Press OK soft-key (Factory Reset, Cycle Power)
6. Press End twice (to return to Main menu)
7. Press and hold End button for 3 ~ 5 seconds to turn the handset off
8. Press and hold End button for 3 ~ 5 seconds to turn the handset on

(C) Re-register the handset(s) to the base system (as described on p.31 in user manual)

1. Press Menu, 6 on handset to enter the registration mode
2. Press and hold the base unit's Registration (REG) button for 3 ~5 seconds until 4 LED green lights lit up. Then release the button.
3. Press 1 on handset to complete the registration process. (The assigned ID of a 2-digit number will be displayed on the handset's LCD, indicating registration complete.)
4. Press End button twice to return to the Main menu
5. Repeat steps 1 to 3 for all additional handsets.

If you still have trouble, please call the EnGenius Canada Customer Support line at 1-888-397-2788, Ext 109.