

AIRWAY™

System User Guide

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Introduction

About This Manual

This System User Guide is designed to provide detailed information on installing and using your AirWay system. It contains the following sections:

- **Before You Begin** - an introduction to your AirWay system, information about product documentation, how to get help, safety precautions, and so on.
- **Basic HandSet Operation** - commonly used HandSet features
- **Modifying Your Settings** - how to set phone line and extension options, change Controller password, etc.
- **Troubleshooting and Frequently-Asked Questions**
- **Specifications, Regulatory Statements, and Warranty & Return Instructions**

Getting Help

If you need help installing or using your AirWay system, you can refer to the following resources:

- The Troubleshooting section in this manual.
- Telephone Support - call: 905-480-9271
- Internet Support - go to AirWaySystem.com.

Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Do not use this product near water or when you are wet (for example, near a bath tub, kitchen sink, laundry tub, wash bowl, wet basement, or swimming pool). Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning. Do not plug the product back in until it is thoroughly dry.
4. Avoid using a telephone (other than a cordless one) during an electrical storm. There may be a remote risk of electric shock.
5. Do not use a telephone in the vicinity of a gas leak. If you suspect a gas leak, report it immediately using a telephone located away from the area where the gas is leaking. Also make sure the Controller unit is located away from the area of the suspected leak.
6. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power that is supplied to your location, consult your dealer or local power company.
7. Do not overload the wall outlets or extension cords as this can result in the risk of fire or electric shock.

8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by people walking on it.
9. This product must not be installed in an attic, garage or other temperature-extreme environment.
10. To reduce the risk of electric shock, do not disassemble the telephone equipment. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly could cause electric shock. If service or repair work is required, take the unit to a qualified technician.
11. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - The power cord is damaged or frayed.
 - Liquid has been spilled into the product.
 - The product has been exposed to rain or water.
 - The product has been dropped or the enclosure has been damaged.
 - The product exhibits a distinct change in performance.
 - The product does not operate normally by following the operating instructions.

Use with medical devices

This device operates in the frequency range of 902-928 MHz and has a power output level that ranges from 0.001 to 0.10 watts. Before installing and using the device in a location where personal medical devices such as pacemakers, etc., are in use, consult the manufacturer of the medical device to determine if it is adequately shielded from external RF (radio frequency) energy in the indicated range. Do not use this unit in health-care facilities when regulations posted in the area so indicate. Hospitals or health-care facilities may be using equipment that could be sensitive to external RF (radio frequency) energy.

Battery cautions

To reduce the risk of fire or injury to persons caused by batteries, read and follow these instructions.

1. Use only the proper type and size batteries.
2. Do not dispose of batteries in a fire. The cell may explode. Check with local codes for possible special disposal instructions. See page 16 for information on recycling spent HandSet batteries.
3. Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to eyes or skin. It may be toxic if swallowed.
4. Exercise care in handling the battery in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
5. Charge the HandSet battery pack provided with or identified for use with this product only in accordance with the instructions and limitations specified for this product.
6. Observe proper polarity orientation when installing batteries.

Preventing static electricity damage

The components inside your system are extremely sensitive to static electricity, also known as electro-static discharge (ESD). Static electricity can cause irreparable damage to your system. You can help prevent such damage by taking the following precautions:

- Avoid touching expansion slot connectors.
- Avoid placing static-causing surfaces such as plastic and Styro-foam near your unit.
- Avoid sliding the unit across any surface.

Before You Begin

About Your AirWay System

Your AirWay wireless communication system provides high quality multi line wireless communications for home and small business.

Share all phone lines among all system devices!

Your AirWay system allows you to share all your phone lines among all system devices, so you can pick up incoming calls or place outgoing calls on any line from any phone in the system. Because the AirWay system is so flexible, you can also easily configure it to restrict a line to a particular extension or extensions.

Advanced telephone features on a wireless HandSet!

Besides offering the convenience and portability of a wireless telephone, your AirWay HandSet also provides such advanced telephone features as multi-line call handling with Caller ID, conference calling, extension-to-extension calling, call transfer, and speed dialing using custom dialing directories.

Secure communications!

Your AirWay system uses Digital Spread Spectrum Technology to help ensure robust, secure communications. The system provides five levels of security, the highest available for 900 MHz products.

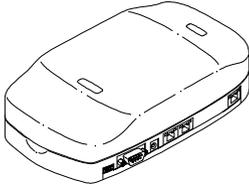
The first level of security involves peripheral registration and authentication. All system devices must be registered with the Controller using a unique Controller ID number and system password. In addition, system devices must continually re-authenticate themselves to the Controller during communications. This authentication process takes place automatically, with no action required by the user.

Other security measures involve a unique, seven-layer call processing protocol in which all calls are authorized, digitized, scrambled, and dynamically rephased before transmission to help ensure privacy from eavesdropping.

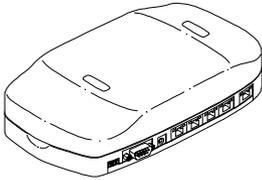
Additional Features

- Supports multiple phone lines
 - AirWay 516 - up to four telephone lines (for voice, fax, etc.)
 - AirWay 308 - up to two telephone lines (for voice, fax etc.)
- Supports multiple system peripherals (16 for AirWay 516, 8 for AirWay 308)
- Interoperates with existing inside wiring
- Easy system administration from AirWay HandSets
- Low Battery & Out of Range warnings on HandSet

System components



AirWay 308 Controller



AirWay 516 Controller



Controller

The Controller is the primary component of your AirWay system. It connects to your incoming telephone lines and controls all communications between devices on the system.

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HandSet

The AirWay HandSet is a sophisticated wireless telephone. It provides many features found only on larger, business telephone sets, such as line status screen, Caller ID display and log, call conferencing, call forwarding, call transfer, call privacy and muting, custom dialing directory, and extension-to-extension dialing. In addition, the HandSet can be used for system administration of your AirWay system.

Note:



Caller ID features require subscription with your telephone company.



PhoneJack

The AirWay PhoneJack allows you to wirelessly add analog devices such as FAX machines, standard wired telephones, and answering machines to your system.

Checking Parts

Your AirWay components should include the following items:

- Controller includes
 - AC adapter & power cord
 - 6' RJ14 phone cable(s) - one with AirWay 308 Controller, two with AirWay 516 Controller
- HandSet includes
 - HandSet Charging Cradle
 - AC Adapter & power cord
 - NiCad Battery Pack
- User Documentation
 - Network User Guide

If any parts are missing or broken, contact your equipment provider.

About Your Controller Password

The Controller password prevents unauthorized individuals from registering devices on your system. The default password is “1234.” You should change this password to one of your own choosing as soon as you have finished setting up your system. You can change the password from any registered AirWay HandSet. For more information on changing your system password, see “Changing the Controller password”

HandSet Battery Recycling Instructions

The EPA-certified RBRC® Battery Recycling Seal on the Nickel-Cadmium (NiCad) battery used in AirWay HandSets. The RBRC® program provides a convenient alternative to placing spent NiCad batteries into the trash or municipal waste streams.



Please call 1-800-8-BATTERY™ for information on NiCad battery recycling and disposal bans/restrictions in your area.

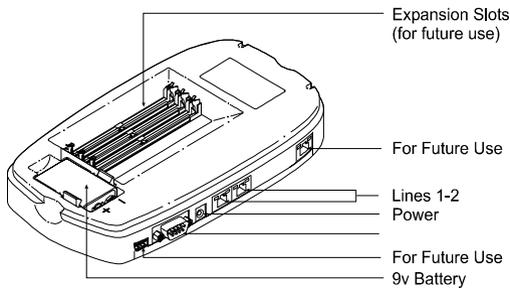
To order replacement HandSet batteries, call toll-free at: 1-888-WHY-WIRE (949-9473).

Installing the Controller

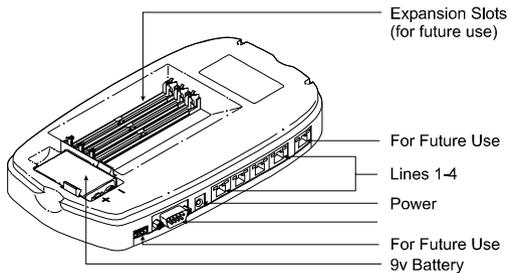
Getting Started

Learning about your Controller

Refer to the following illustrations to become familiar with your AirWay Controller.



AirWay 308 Controller



AirWay 516 Controller

Choosing a location

Remember the following points when deciding where to install the Controller.

- To facilitate battery replacement, your Controller must be placed in an easily-accessible location.
- The Controller should be either wall-mounted or placed on a stable horizontal surface such as a desk or countertop.
- The Controller must be located at least 10 feet away for other wireless products.

Note:

- ➡ If there is no single location where all telephone lines are present, you will need to reroute the lines so they have a common entry point into the building. Contact a qualified telephone technician to arrange for this service.

Locations to avoid

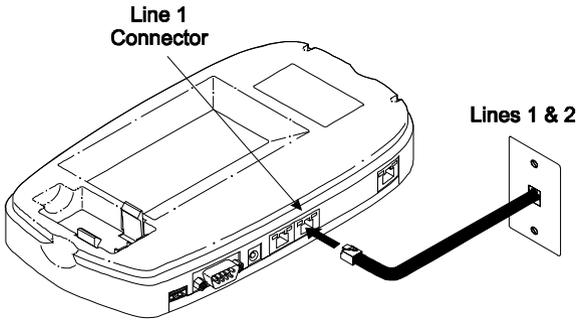
Avoid placing the Controller in the following locations:

- Attics, garages, or other temperature-extreme locations.
- On top of or immediately adjacent to a TV, VCR, stereo system, or computer.
- Beside a window facing a street with heavy traffic.
- Near heat sources such as radiators or air ducts, near a microwave oven, or in direct sunlight.
- Where it might be subject to water splash, dust, or mechanical vibration.
- Near large metal objects, such as metal shelving, etc.

Connecting the AirWay 308

For two-line wall jacks

- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone lines (lines 1 and 2).
- 2** Plug the other end of the cable into the Line 1 connector on the Controller. *Be sure to leave the Line 2 connector empty.*



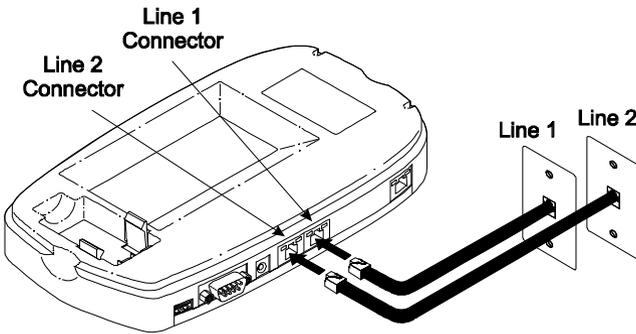
Connecting the AirWay 308 Controller to 2-line wall jacks

For single-line wall jacks

- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone line (line 1). Plug the other end of the cable into the Line 1 connector on the Controller.
- 2** Connect a second phone cable to the wall jack carrying your secondary telephone line (line 2). Plug the other end of the cable into the Line 2 connector on the Controller.

Note:

The AirWay 308 Controller is packaged with one RJ14 telephone cable. If needed, you can obtain additional phone cables from your local telephone supply store.

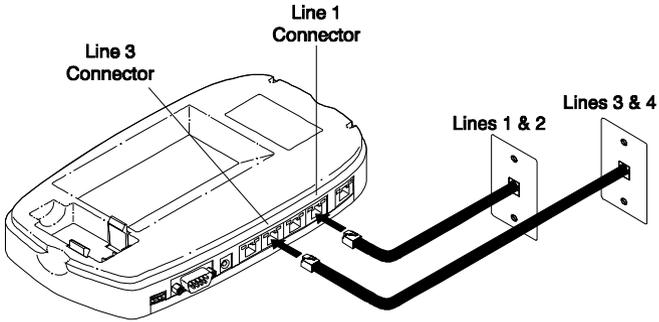


Connecting the AirWay 308 Controller to single-line wall jacks

Connecting the AirWay 516

For 2-line wall jacks

- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone lines (lines 1 and 2). Plug the other end of the cable into the Line 1 connector on the Controller.
- 2** If you have a second wall jack carrying additional incoming lines, connect a phone cable from that wall jack to the Line 3 connector on the Controller. *Be sure to leave connectors 2 and 4 empty.*



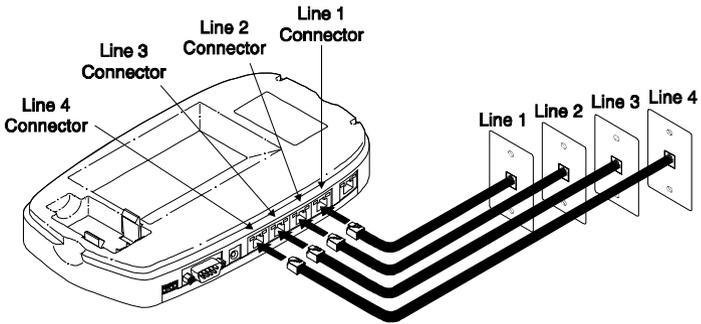
Connecting the AirWay 516 Controller to 2-line wall jacks

For single-line wall jacks

- 1 Connect a phone cable to the wall jack carrying your primary incoming telephone line (line 1). Plug the other end of the cable into the Line 1 connector on the Controller.
- 2 Connect lines 2, 3, and 4 to the Controller in the same manner.

Note:

The AirWay 516 Controller is packaged with two RJ14 telephone cables. If needed, you can obtain additional phone cables from your local telephone supply store.



Connecting the AirWay 516 Controller to single-line wall jacks

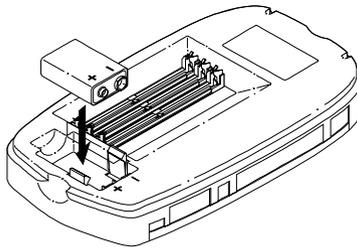
Installing the Battery

The Controller battery provides back-up power to your AirWay system in the event of a power outage. When the battery needs to be replaced, a low-battery warning displays on all HandSets in the system. You should replace the Controller battery as soon as possible when you see this warning.

➔ Notes:

- It is a good idea to change your Controller battery at least once a year. Use only non-rechargeable 9V alkaline batteries.
- To preserve battery life, you should limit use of the system during power outages to emergencies only.

- 1 With the Controller cover removed, insert the 9V battery in the battery well. Be sure to observe proper polarity of the connectors.



- 2 Replace the Controller cover.

➔ Note:

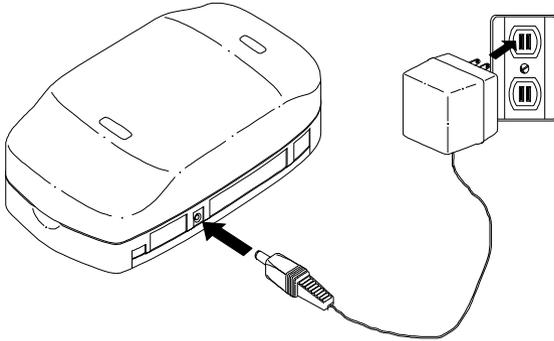
Do not leave the Controller in operational status with the cover removed. Always replace the cover after installing a battery.

Connecting the Power

- 1** Connect the AC adapter power cord to the Controller.
- 2** Plug the AC adapter into a standard 120V electrical outlet.

➡ Note:

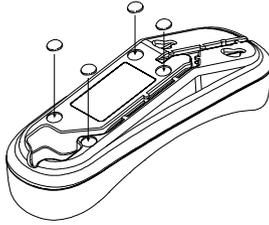
Line connector LEDs on the Controller illuminate when the Controller is receiving power.



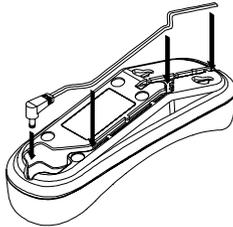
Installing HandSets

Preparing the Charging Cradle

- 1 Determine a location for the charging cradle.
 - If mounting the charging cradle on a wall, refer to the wall-mounting instructions at the end of this manual.
 - If placing the charging cradle on a horizontal surface, attach the enclosed self-adhesive feet to the underside of the cradle as shown in the following illustration.



- 2 Route the AC adapter cord through the channel in the charger base.



- 3 Plug the AC adapter into a standard 120V electrical outlet.

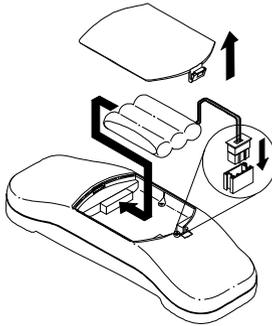
Installing and Charging the Battery Pack

To achieve full battery capacity, charge new HandSet batteries for a full 10 hours before initial use.

1

2 Remove the battery cover.

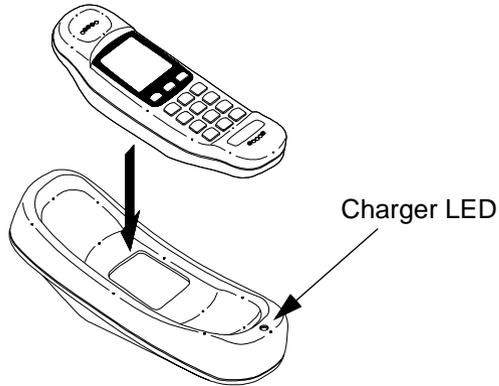
Connect the battery jack and insert the battery pack into place.



⇒ Note:

When replacing batteries, use only Nickel Cadmium (NiCad) batteries supplied by AirWay. To order replacement batteries, call 1-888-WHY-WIRE (949-9473).

- 3 After replacing the battery cover, place the HandSet in the charging cradle and charge it for at least 10 hours before use. The HandSet will beep and the charger LED will illuminate when the HandSet is properly seated in the charging cradle.



⇒ Notes:

- If the charger is desk-mounted, the HandSet can be placed either face up or face down in the cradle. If the charger is wall-mounted, the HandSet must be face-up.
- For best results and to prolong battery life, be sure to charge the battery before it is completely dead. Batteries can be recharged only while in the HandSet.

Registering a HandSet

About HandSet Registration

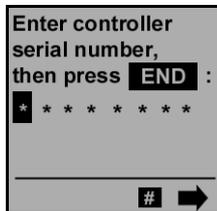
HandSets must be registered with the AirWay Controller in order to communicate with it. HandSets packaged with the Controller in an AirWay Starter Kit are already registered with that Controller - all you need to do before using the HandSet is install and charge the battery.

Notes:

- If you change Controllers for any reason, you must register your HandSets with the new Controller.
- If you carry your HandSet to a new location served by a different Controller, you will need to re-register it with the new Controller. Your HandSet will display an “Out of Range” message when it loses communication with its registered Controller. To register it with a different Controller, press Hold/Menu, then 1. When the HandSet prompts you for the Controller serial number, follow the procedure shown below.

Self-registration

- 1** When the HandSet asks for the Controller serial number, enter the **last eight digits** of your Controller serial number. Press **END** when finished.



- 2 When asked to confirm the serial number, press **1** (Yes) to confirm or **2** (No) to re-enter the Controller serial number.
- 3 When asked for the Controller password, enter your current Controller password, then press **END**. (Default is 1234)



- 4 When the HandSet locates the designated Controller, it displays the idle screen. (Your screen may differ slightly from the one shown below.) Your HandSet is now ready for use.

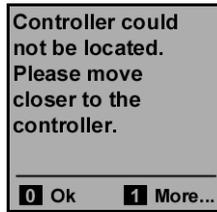


➔ Note:

You may want to set your system date & time at this point. See "Setting the time and date."

If the HandSet cannot contact the Controller

If the HandSet is unable to contact the Controller, it displays the screen shown below.



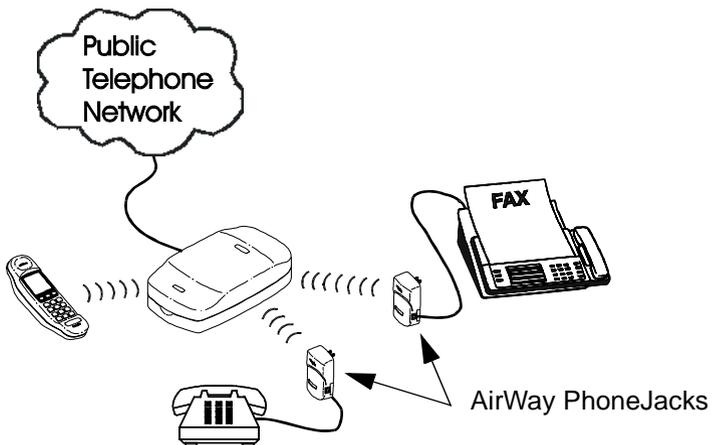
This can occur for several reasons.

- The Controller is not plugged into a viable power source.
- The Controller serial number and/or password were not entered correctly. (Be sure to enter only the last eight digits of the Controller serial number.)
- You may be out of range of the Controller. This range can be diminished by objects in the path of the signal. Move closer to the Controller and try again.

Installing PhoneJacks

Getting Started

AirWay PhoneJacks allow you to add wired (analog) telephone devices such as fax machines, Caller ID boxes, or standard telephones to your system. Once connected to the system, these devices can access any available line in the system (unless restricted via system setup).

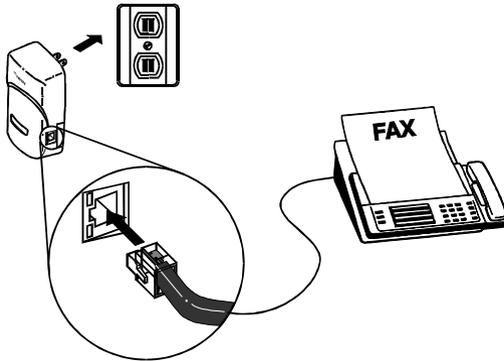


Recording the serial number

Write down the PhoneJack serial number before beginning the installation process - you will need this information in order to register the PhoneJack with the Controller. (The serial number is located on the label on the jack.)

Connecting the PhoneJack

- 1** Plug the phone line from the standard telephone, fax machine, etc., into the PhoneJack.
- 2** Plug the PhoneJack into a standard 120V electrical outlet. The LED on the PhoneJack illuminates when it is receiving power and in communication with the Controller.



Registering the PhoneJack

- 1** From a HandSet that is registered with the Controller, press and release **MENU** until you reach the screen containing the Setup function.
- 2** Press **5** (Setup).
- 3** Enter your Controller password, then press **END**.
- 4** Press **2** (Network).
- 5** Press **2** (PhoneJacks).

6 Press **1** (Add).

7 Enter the **last eight digits** of the PhoneJack serial number.
Press **END** when finished.

8 Press **1** (Yes) to confirm the PhoneJack serial number and name, or **2** (No) to re-enter the data.

⇒ **Note:**

New PhoneJacks are added with default names that match their extension numbers. To change the default name, see “Changing a device name”

9 Press **0** when finished.

Configuring the System For Use With PhoneJacks

Using a PhoneJack with a fax machine

If you are connecting a fax machine to your PhoneJack and have a line that is used primarily for fax calls, use the following steps to prevent other system devices such as HandSets from ringing during incoming fax calls.

1. Set the fax machine to answer on the first ring.
2. Turn off inbound ringing for all system devices except the PhoneJack your fax machine is connected to. For details, see “Setting inbound ringing options”

If desired, you can also prevent other system devices from placing outbound calls on the fax line by turning off outbound line selection for all devices except the PhoneJack your fax machine is connected to. To turn off outbound line selection, see “Setting outbound line selection options”.

Using a PhoneJack with Caller ID/Call Waiting devices

If you subscribe to your phone company's Call Waiting with Caller ID service (sometimes called Call Waiting Deluxe) and you have connected a Caller ID box or display phone to an AirWay PhoneJack, you will need to turn on Call Waiting Deluxe for the PhoneJack so the Caller ID data will be displayed.

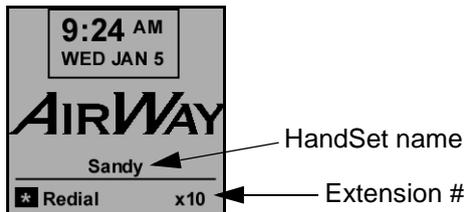
1. Press and release **MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **2** (PhoneJacks).
5. Press **3** (Configure).
6. Enter the desired extension number, or scroll to it and press **0** (OK).
7. Press **4** to toggle Call Waiting Deluxe on or off. A checkmark indicates that Call Waiting Deluxe is turned ON.

Basic HandSet Operation

About Your HandSet Screens

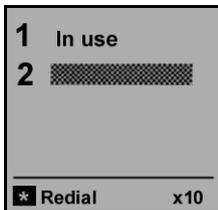
The Idle Screen

The Idle screen displays the system date and time, along with the HandSet extension number and extension name.

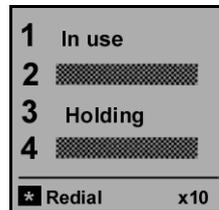


The Line Status Screen

To view the status of each line, press and release **HOLD/MENU** until you reach the Line Status screen. See the following examples.



AirWay 308



AirWay 516

The Menu Screens

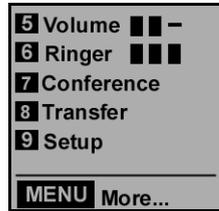
The menu screens allow you to access your HandSet's Caller ID, Directory, Extensions, Call Privacy, Call Mute, HandSet Volume, Ringer Volume, Conference, Transfer, and Setup options.

To reach the menu screens

Press and release **HOLD/MENU** until Main Menu Screen 1 appears. Press **HOLD/MENU** again to reach Main Menu Screen 2. The following examples show Main Menu Screens 1 and 2. Some of these screens also have sub-menus.



Main Menu Screen 1



Main Menu Screen 2

Scrolling through the menus

When in a menu screen, you can press **END** to return to the previous screen. On some menu screens, you can also press * and # to move back and forth in an entry.

Using Your HandSet Features

Basic Calling Features

<i>Answer an incoming call</i>	Press TALK .
<i>Answer a specific line</i>	Press the line number of the ringing line. Example: To answer a call on line 3, press 3.
<i>Make a call using the first available line</i>	<ol style="list-style-type: none">1. Press TALK.2. When you hear dial tone, enter the desired number.
<i>Make a call using a specific line</i>	<ol style="list-style-type: none">1. Select the desired line number.2. Dial the phone number. Example: To make a call on Line 3, press 3, then dial the phone number.
<i>End a call</i>	Press END .
<i>Place a call on hold</i>	While on an active call, press HOLD . The line number of the Held call will flash.
<i>Retrieve a held call</i>	<ol style="list-style-type: none">1. Press and release HOLD until you reach the screen showing the held call.2. Press the line number of the held call.

<p><i>Answer a waiting call</i></p>	<p>When you hear the Call Waiting tone, press TALK/FLASH to answer the waiting call. Press TALK/FLASH again to return to your original call. You can then toggle between the two calls using TALK/FLASH.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ You must subscribe to your telephone company's Call Waiting service in order to use this feature. ■ If you subscribe to Caller ID with Call Waiting, the waiting party's Caller ID information appears on the HandSet preceded by "W:".
<p><i>Call another extension</i></p>	<ol style="list-style-type: none"> 1. From the Idle screen or Main Menu Screen 1, press 7. 2. Enter the desired extension number or scroll down to it and press 0. <p>Notes:</p> <ul style="list-style-type: none"> ■ The HandSet extension number is displayed in the lower right hand corner of the Idle and Line Status screens on each HandSet. ■ To ring all extensions, scroll down to the Ring All option and press 0.
<p><i>Redial the last number called</i></p>	<p>From a non-menu screen, press *.</p>
<p><i>Transfer a call</i></p>	<ol style="list-style-type: none"> 1. Press and release HOLD/MENU until you reach the screen containing the Transfer option. 2. Select Transfer from the list of menu options. 3. Select the extension number you want to transfer the call to. 4. Press 0 (Okay) to transfer the call.

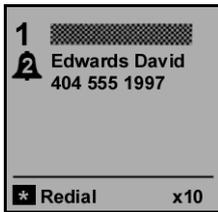
<p><i>Mute a call</i></p>	<p>The Mute function turns the HandSet microphone off. You can still hear the party on the other end, but they can't hear you.</p> <p>When a call is muted, a mute symbol  displays on the HandSet next to the muted call.</p> <ol style="list-style-type: none"> 1. While on a call, press HOLD/MENU and select Mute from the menu. 2. Select Mute again to unmute the call.
<p><i>Make the current call private</i></p>	<ol style="list-style-type: none"> 1. Press and release HOLD/MENU until you reach the screen containing the Call Privacy option. <p>When Call Privacy is turned on, a lock symbol  displays next to the line number during active calls.</p> <ol style="list-style-type: none"> 2. To turn Call Privacy off for the current call, select Call Privacy again, or hang up. <p>NOTES:</p> <ul style="list-style-type: none"> ■ The above procedure affects only the current call. To turn Call Privacy on or off for all calls on a particular line, see “Setting the Line Call Privacy option” on page 82. ■ When Call Privacy is in effect, other devices on the system cannot access the line by pressing TALK.

Caller ID Features

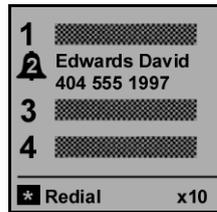
NOTE: In order to use the following Caller ID features, you must subscribe to the Caller ID service provided by your telephone company.

Incoming Caller ID calls

All HandSets in your AirWay system will display available Caller ID data, unless inbound ringing for the line handling the call has been turned off for a HandSet. Caller ID data is automatically saved in a Caller ID log. The following example depicts a typical incoming Caller ID call.



AirWay 308

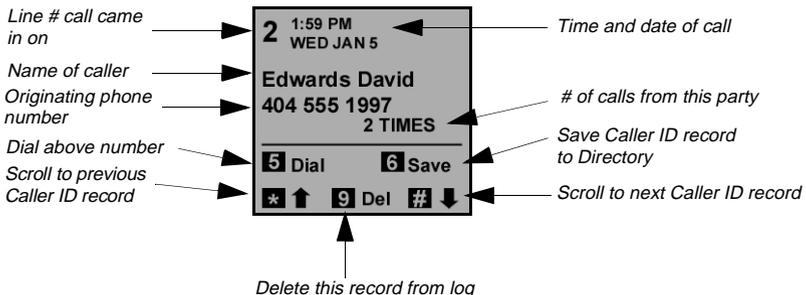


AirWay 516

Caller ID Log

You can reach the Caller ID Log by pressing **5** from the Idle Screen, or by pressing **HOLD/MENU** until you reach the screen containing the Caller ID option, then pressing **5**.

Calls are displayed in the Caller ID log in a first-in, first-out order. You can dial from the Caller ID log, save a Caller ID record to your Directory, or delete records from the Caller ID log. The following example depicts a typical entry in a Caller ID log.



<i>Dial from the Caller ID log</i>	<ol style="list-style-type: none"> 1. Select the desired Caller ID record. 2. Press 5 and select the appropriate dialing string from the “Dial As” screen.
<i>Save a Caller ID record to the Directory</i>	<ol style="list-style-type: none"> 1. Select the desired Caller ID record. 2. Press 6 to save the Caller ID information to the Directory. 3. For AirWay 516 systems, press 1 to save to the System Directory or 2 to save to the Personal Directory. 4. Select the appropriate dialing string from the “Save As” list. 5. Press END.
<i>Delete a specific record from the Caller ID Log</i>	<ol style="list-style-type: none"> 1. Select the desired Caller ID record. 2. Press 9 to delete the record.
<i>Delete all records from the Caller ID Log</i>	<ol style="list-style-type: none"> 1. While in the Caller ID log, press and hold 9 for at least 3 seconds. 2. When the confirmation screen appears, press 1 (Yes) to clear all records from the Caller ID log.

Directory Features

The AirWay system allows you to store frequently called numbers in custom dialing directories. The AirWay 308 and AirWay 516 both provide System Directories that are available to all HandSets in the system. The System Directory on the AirWay 308 can store up to 200 entries, while the System Directory on the AirWay 516 can store up to 50 entries.

The AirWay 516 also provides a Personal Directory for each HandSet. Each Personal Directory can store up to 40 entries (up to a maximum of 400 Personal Directory entries for the entire system). Entries in a Personal Directory are available only to the HandSet that stored them.

To reach the Directory Main Menu, press **6** from the Idle Screen, or press **HOLD/MENU** until you reach the screen containing the Directory option, then press **6**. (On the AirWay 516, you must then press **1** at the Directory Main Menu to reach the System Directory, or **2** to reach the Personal Directory.

<i>Dial from the Directory</i>	<ol style="list-style-type: none">1. Locate the desired Directory entry.2. Press 5 to dial the number.
<i>Add an entry to the Directory</i>	<p>Note: Directory names and numbers can be up to 18 characters in length.</p> <ol style="list-style-type: none">1. In the desired Directory, press 0 (Add entry).2. To enter the name, press and release the key for the desired letter until the letter appears. Use * and # as necessary to move back and forth from one space to another. Press END when finished.3. Enter the telephone number exactly as it must be dialed, including “1” and/or area code if appropriate. Press END when finished.4. Press 1 (Yes) if the directory entry is correct, or 2 (No) to re-enter the data.

Delete an entry from the Directory	<ol style="list-style-type: none"> 1. Locate the desired Directory entry. 2. Press 9 to delete the record from the Directory.
---	--

Conference Calling Features

Initiate a Conference Call	<ol style="list-style-type: none"> 1. Place all outside parties on hold. 2. Press and release HOLD/MENU until you reach the screen containing the Conference option. 3. Select Conference from the list of menu options.
Join a Conference Call from another extension	<p>Press a line number corresponding to one of the outside lines in the conference.</p> <p>Example: If Line 2 is being used for the conference call, press 2.</p>
Drop out of or end a Conference Call	<p>Press END.</p> <p>Note: The last internal extension to drop out terminates the conference call.</p>

Miscellaneous General Features

<i>Adjust the HandSet Volume</i>	<ol style="list-style-type: none">1. Press and release HOLD/MENU until you reach the screen containing the Volume option. Note: If you were on an active call, press the line number corresponding to the call to return to it.2. Select Volume from the list of menu options to adjust the HandSet volume up and down.
<i>Adjust the Ringer Volume</i>	<ol style="list-style-type: none">1. Press and release HOLD/MENU until you reach the screen containing the Ringer volume.2. Select Ringer from the list of menu options to adjust the HandSet volume up and down.
<i>Use Call Forwarding</i>	You can forward all incoming calls on a particular line to another number via the Setup menu. For information on this procedure, see page 81, "Setting the Line Call Forwarding option."
<i>Use Voice Mail</i>	If you subscribe to a Voice Mail service, all HandSets in the system display a "Message Waiting Line x" message on the Idle screen when a message waiting signal is sent by the telephone company. Note: For information on activating the Voice Mail feature on your system, see "Turning Voice Mail On and Off."

Locate a misplaced HandSet

Option 1

If you know the extension number of the missing HandSet, you can dial it from another HandSet. This option causes only the called HandSet to ring.

Example: To locate extension 12, select Extension 12 on the Extensions menu, or simply press “12.”

Option 2

If you don't know the extension number of the missing HandSet, you can use another HandSet to ring all HandSets in the system.

1. From the Idle Screen, press **7** (Extensions).
2. Scroll through the displayed items until “Ring all” is highlighted.
3. Press **0** (Ring all).

Modifying Your Sysystem Settings

You can perform system administration of your AirWay system using the Setup menu of a registered HandSet. (You will be required to enter your Controller password to enter the Setup menu.)

To do this...	See page
Set system time/date	46
View software version	46
Change Controller password	47
Add new PhoneJacks	48
Remove HandSets, PhoneJacks	49
Change device names	50
Set outbound line selection options	51
Set inbound ringing options	52
Turn Call Waiting Deluxe on or off for PhoneJacks	53
Set call forwarding options	54
Set line call privacy options	55
Set line ringing pattern	55
Set system timer for Hold Recall	56
Set system timer for Transfer Recall	57
Set system timer for Call Forward Disconnect	57
Turn Voice Mail on or off	58

General System Information

Setting the time and date

Set Time/Date	
1 Hour:	11AM
2 Minute:	39
3 Day:	WED
4 Month:	DEC
5 Date:	30

Use the following procedure to set your system date, time, and day of week.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press 5 (Setup) and enter your Controller password. Press **END** when finished.
3. Press **1** (General), then **1** (Time/Date).
4. Enter the correct time and date as follows:
 - Press **1** to increment the hour
 - Press **2** to increment the minute
 - Press **3** to increment the day
 - Press **4** to increment the month
 - Press **5** to increment the date.
 - Press **END** when finished.

➡ Note:

If you subscribe to your local telephone company's Caller ID service, the system time and date is verified against incoming Caller ID data and reset if necessary.

Verifying the system software version

System info	
Product Version #	01.00.01.09
Build	0000
Controller #	09348349
0 Ok	

You can verify your system's software version using the following procedure.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press 5 (Setup) and enter your Controller password. Press **END** when finished.
3. Press **1** (General), then **2** (System Info).

Changing the Controller password



You may find it necessary to change your Controller password from time to time. The password is used to prevent unauthorized individuals from registering devices on your system.

The Controller comes with a default password of 1234. You should change this password to one of your own choosing as soon as you have finished installing and setting up your system.

Passwords must be a 4-digit number. Write your password down and keep it in a safe place. You will need the password to perform all system administration tasks.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press 5 (Setup), then enter your Controller password. Press **END** when finished.
3. Press **1** (General), then **3** (Password).
4. Enter the current password, then press **END**.
5. Enter the new password, then press **END**.
6. Press **1** to confirm the new password, **2** to re-enter the new password, or **3** to cancel.

Notes:

- You can reset your Controller to the system default of 1234 by disconnecting the Controller power cord and removing the battery, waiting 10 seconds, then reinserting the battery and reconnecting the power cord.
- In case of a power failure accompanied by a low Controller battery condition, the password automatically resets to 1234.

Managing System Devices

Adding PhoneJacks to the system

You can add additional PhoneJacks to your AirWay system from a registered HandSet using the following procedure.



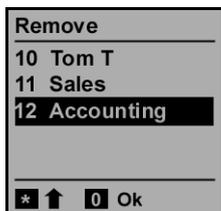
1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **1** if adding a HandSet or **2** if adding a PhoneJack.
5. Press **1** (Add), then enter the **last eight digits** of the new device's serial number.
6. Press **END** to accept the default name or use the keypad to overwrite the default name with a new name.
7. Press **1** to verify the serial number and name, **2** to re-enter the data, or **END** to cancel.
8. When the display reads "PhoneJack Added", press **0**.

Notes:

- PhoneJack serial numbers are located on the plug side of the PhoneJack.
- New system devices are added with a default name of "ExtXX," where "XX" is the next available extension number. PhoneJacks are numbered sequentially beginning with Ext 51.

- To enter a new name for the device, press and release the key for the desired letter until the letter appears. Use * and # as necessary to move back and forth from one space to another. Press **END** when finished entering the new name.

Removing Devices from the system



You can remove a HandSet or PhoneJack from the system using the following procedure. Removing a device disables the Controller's ability to communicate with that device. It is generally a good security measure to remove lost devices from the system.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **1** if removing a HandSet, **2** if removing a PhoneJack.
5. For HandSets or PhoneJacks, press **2** (Remove).
6. Enter the extension number of the device to be removed, or scroll through the entries to select it and press **0** (OK).
7. Press **1** to verify removal of the device, **2** to end the procedure without removing the device, or **END** to cancel.
8. When the display reads "HandSet Removed" (or PhoneJack), press **0**.

Changing a device name



You can change the name of a system device using the following procedure.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **1** for a HandSet or **2** for a PhoneJack.
5. Press **3** (Configure).
6. Enter the extension number of the device to be renamed. (You can also use * and # to scroll through the entries. When the desired device is highlighted, press **0** (OK).)
7. Press **1** (Edit Name), then enter the new name using the keypad. Press and release the key for the desired letter until the letter appears.

➔ Note:

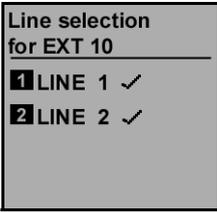
Continue pressing the key for each letter to scroll through the letters in CAPS and lower case. Use * and # as necessary to move back and forth from one space to another.

Example:

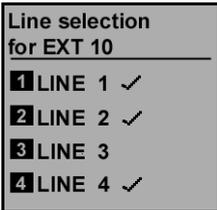
To enter the name “Tom” -

- Press 8 one time to add “T”;
 - Press 6 three times to add “o”;
 - Press # to advance to the next space;
 - Press 6 one time to add “m”;
 - Press # to advance to the next space;
 - Press 0 as many times as necessary to delete any remaining unwanted text.
8. Press **END** when finished editing the device name.

Setting outbound line selection options



AirWay 308



AirWay 516

Outbound Line Selection options determine which lines an extension can access for outgoing calls by pressing the Talk key. The extension is only prevented from reaching the restricted line when pressing Talk - it can still access the line by pressing the line number.

Example: You have connected a fax machine to your AirWay system using a PhoneJack. You want to keep Line 2 free for the fax machine, so you restrict all HandSets from dialing out on Line 2 via the Talk key.

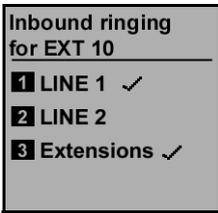
1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **1** if the extension being configured is a HandSet, or **2** if the extension being configured is a PhoneJack.
5. Press **3** (Configure), then enter the extension number you want to set outbound line selection for.

➡ Note:

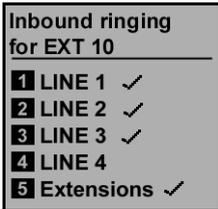
You can also use * and # to scroll through the entries. When the desired device is highlighted, press 0 (OK).

6. Press **2** (Outbound line selection).
7. Toggle the desired lines on or off by pressing the corresponding line number. A check mark indicates that outbound line selection is turned ON for that extension.
8. Press **END** when finished.

Setting inbound ringing options



AirWay 308



AirWay 516

Inbound Ringing options allow you to specify which extensions ring with inbound calls on a particular line. When you turn off inbound ringing on a line for an extension, that extension does not ring when calls come in on the line.

When inbound ringing from other extensions is turned off, the extension will not ring with calls from other extensions in the system.

Note:

Turning off inbound ringing for an extension also prevents the extension from using the Talk key to answer calls on the restricted line. The extension is only prevented from answering the restricted line when pressing Talk - it can still access the ringing line by pressing the line number.

Example: One of your phone lines (Line 2) is an 800 number. You want incoming calls on that line to ring only on certain extensions, so you turn off inbound ringing on Line 2 for other extensions.

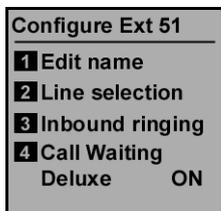
1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **1** if the extension being configured is a HandSet, or **2** if the extension being configured is for a PhoneJack.
5. Press **3** (Configure), then enter the extension number you want to set inbound ringing for.

Note:

You can also use * and # to scroll through the entries. When the desired device is highlighted, press 0 (OK).

6. Press **3** (Inbound ringing).
7. Toggle the desired lines on or off by pressing the corresponding line number. A check mark indicates that inbound ringing is turned ON for that extension.
8. Press **END** when finished.

Turning Call Waiting Deluxe on/off for PhoneJacks

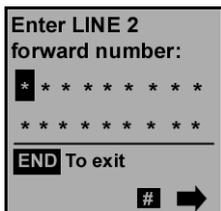
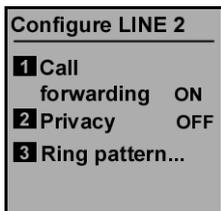


If you subscribe to your phone company's Call Waiting with Caller ID service (sometimes called Call Waiting Deluxe) and you have a Caller ID box or display phone connected to your AirWay system via a PhoneJack, you will need to turn on Call Waiting Deluxe for that PhoneJack so the Caller ID data will be displayed.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **2** (PhoneJacks).
5. Press **3** (Configure).
6. Enter the desired extension number, or scroll to it and press **0** (OK).
7. Press **4** to toggle Call Waiting Deluxe on or off. A checkmark indicates that Call Waiting Deluxe is turned ON.

Setting Phone Line Options

Setting the Line Call Forwarding option



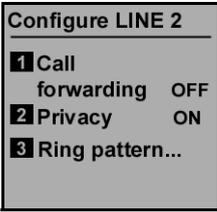
Your AirWay system allows you to forward incoming calls on a specific line to another external phone number. If desired, a different external Call Forwarding number can be set for each line in the system.

Note:

This procedure will tie up two lines while a forwarded call is in progress. To avoid tying up your system for long periods of time, you may want to set the Call Forward Disconnect timer. See page 84 for information on setting the Call Forward Disconnect timer.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network), then **3** (Lines).
4. Select the desired line number.
5. Press **1** to toggle Call Forwarding on or off.
6. If you turned Call Forwarding “ON” in the preceding step, enter the phone number the calls should be forwarded to. (Enter the number exactly as it should be dialed, including 1 and/or area code if needed.) Press **END** when finished.
7. Press **1** (Yes) to confirm the Call Forwarding number, or **2** (No) to re-enter the number.

Setting the Line Call Privacy option



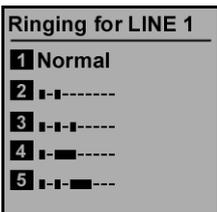
You can turn Call Privacy on or off for all calls on a particular line. When Call Privacy is set, other devices on the system (except one plugged into a wall jack carrying that line) cannot listen in or break in on an active call on the line.

Note:

To override this setting for a current call, see "Make the current call private."

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network), then **3** (Lines).
4. Select the desired line number.
5. Press **2** to toggle Line Privacy on or off. A checkmark indicates that Call Privacy is turned ON for that line.
6. Press **END** when finished.

Setting Ring Patterns



You can specify a different ring pattern for all incoming calls on a specific line. This is convenient if you have a particular line dedicated for business calls, for instance, and you want to be able to distinguish incoming calls on that line from other incoming calls.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network), then **3** (Lines).
4. Select the desired line number.

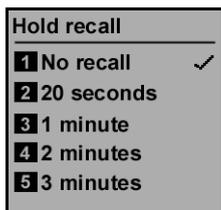
5. Select **3** (Ring pattern).
6. Select one of the five ringing pattern options.
7. Press **END** when finished.

 **Note:**

If you subscribe to your telephone company's Distinctive Ringing service and want to use that pattern instead of one of the system patterns, be sure to select Normal.

Setting System Timers

Setting the Hold Recall Timer



The Hold Recall Timer determines how long a call will remain on hold before a reminder tone sounds on the extension that placed it on hold. When a held call recalls back to the extension, the user hears a ring tone and the HandSet displays "Recall Line X."

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network), then **5** (Timers).
4. Press **1** (Hold recall) and select the desired timer option.
5. Press **END** when finished.

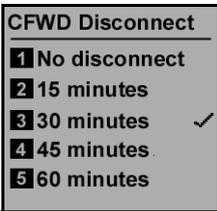
Setting the Transfer Recall Timer



The Transfer Recall Timer determines how long a transferred call will go unanswered before it rings back to the transferring extension. When a transferred call recalls to the transferring extension, the user hears a ring tone and the HandSet displays “Recall Line X.”

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network), then **5** (Timers).
4. Press **2** (Transfer recall) and select the desired timer option.
5. Press **END** when finished.

Setting the Call Forward Disconnect Timer



The Call Forward Disconnect Timer determines how long the system will allow a forwarded call to remain in progress. This prevents forwarded calls from tying up two lines on your system for longer than desired.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network), then **5** (Timers).
4. Press **3** (Call Forward Disconnect) and select one of the five timer options.
5. Press **END** when finished.

Using Voice Mail

Turning Voice Mail On and Off

Choose line(s) for voice mail	
1	LINE 1 ✓
2	LINE 2

AirWay 308

Choose line(s) for voice mail	
1	LINE 1 ✓
2	LINE 2 ✓
3	LINE 3 ✓
4	LINE 4

AirWay 516

If you subscribe to your telephone company's voice mail service, you can configure your system to display a "Message Waiting" indicator on each HandSet in the system.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **5** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **3** (Voice Mail).
4. Press the desired line number to toggle message waiting detection on and off. A checkmark indicates that message waiting detection is turned on.
5. Press **END** when finished.

Troubleshooting

General system questions

The line connector on the Controller does not light when I plug a phone line into it.

Check the following:

- Verify that the Controller is connected to a viable power source.
- Check for dial tone on the line by removing the line cord from the Controller and connecting it to a standard wired telephone. If there is no dial tone, then the wall jack the line is connected to is not active. Contact a qualified telephone technician to add service to that jack.

Some of my phone lines enter my building in one room, while others enter in another room. How can I set my system up to use all of my phone lines?

The Controller must be located within six feet of a jack or jacks that carry *all* the phone lines you intend to plug into it. Contact a qualified telephone technician to reroute your telephone wiring so that all the phone lines have a common entry point near your Controller.

The system is not operational during a power outage condition.

Your Controller back-up battery is probably dead. Replace the battery and limit system use to emergencies only until power is restored.

Calls to my primary telephone number ring on Line 2 instead of Line 1.

Check the following:

- Verify that your primary line is plugged into the Line 1 connector on the Controller.
- Verify that the Call Forwarding setting for Line 1 is not set up to forward to your Line 2 number.

I cannot answer calls on a certain line.

If you cannot answer the call by pressing the TALK key, but you can answer it by pressing the number of the ringing line, check the Inbound Ringing settings for your extension. If this setting is turned off for that line, you will not be able to answer incoming calls on that line by pressing the TALK key.

I cannot access a certain line to place outgoing calls.

Check the Outbound Line Selection settings for your extension. If it is turned off for that line, you will not be able to place outgoing calls on that line.

HandSet questions

I'm trying to register a new HandSet, but it keeps displaying "Unable to contact Controller".

Check the following:

- Verify that the Controller power cord is plugged into a viable power source.
- Verify that you are entering the correct Controller serial number and password (be sure to enter the last eight digits of the serial number).
- Verify that the new HandSet was charged for at least 10 hours before beginning the registration process.
- Make sure you are not out of range of the Controller. This range can be diminished by objects in the path of the signal. Move closer to the controller and try again.

My HandSet sometimes displays an “Out of Range” message.

Check the following:

- The Controller may have lost power. Check the power connection to the Controller and the Controller back-up battery.
- If you have changed Controllers for any reason, you must re-register all system devices with the new Controller.

If I take my HandSet to my neighbor’s house, the display blanks out.

The HandSet goes into power save mode whenever it is out of range of the Controller for more than five minutes. Once you are back in range, any activity on the system (incoming or outgoing call, pressing a key, etc.) will reactivate the display.

My HandSet doesn’t ring with incoming calls.

Check the following:

- Make sure that the HandSet ringer is not turned off.
- Verify that inbound ringing is not turned off for your extension.

How can I stop other people from picking up calls I put on hold?

You can prevent others from accessing your calls by making the call Private.

When I place a call, the called party cannot hear me.

Verify that your HandSet is not in MUTE mode.

Every time I try to place someone on another extension on hold, the call is dropped.

The Hold feature works only on outside calls. Extension to extension calls cannot be placed on hold.

I cannot mute my HandSet when calling another extension.

The Mute feature works only on outside calls. Extension to extension calls cannot be muted.

My HandSet is not charging properly.

Check the following:

- Confirm that the HandSet charging cradle is plugged into a viable power source.
- Verify that the HandSet is seated correctly in the charging cradle (the HandSet beeps one time and the charger LED illuminates when the HandSet is placed correctly in the charger).

The “last-number redial” feature on my HandSet does not appear to be working properly.

The redial feature will not work if a phone line has already been selected from the HandSet. Also, the HandSet must be on the Idle screen in order to use “*” to redial the last-number called.

PhoneJack questions

I have registered a PhoneJack with the system and plugged a standard telephone into it, but I cannot get it to work.

Check the following:

- Verify that the PhoneJack is showing up in your system Setup. If not, you may have mis-entered the PhoneJack serial number during the registration process. The serial number must be entered correctly or the Controller will not be able to contact the PhoneJack. Try the registration process again, making sure that you enter the last eight digits of the PhoneJack serial number.
- If the PhoneJack does show up in your system Setup, verify that the standard telephone is working correctly by unplugging it from the PhoneJack and connecting it directly to an active wall jack.
- If you have moved the PhoneJack since registering it, or placed shelving or other obstructions between it and the Controller, it may be out of range of the Controller. Try moving the PhoneJack and its associated device closer to the Controller.

The fax machine connected to my PhoneJack rings with incoming calls but it won't answer them.

Many fax machines require that a standard (1-on, 3-off) ring pattern be used. Check your system setup to be sure that the Ring Pattern is set to normal for any inbound lines used by the fax machine.

Frequently Asked Questions

About AirWay products in general

What frequency range is used by AirWay products?

AirWay systems operate in the 902-928 MHz frequency range.

What is the maximum range of my AirWay system?

Your AirWay system has a maximum range of 1500 feet. This range can be diminished by walls or other objects in the path of the signal.

What is the difference between the AirWay 308 and the AirWay 516?

The AirWay 308 can support up to 8 devices (HandSets, Data-Jacks and PhoneJacks) and a total of 2 telephone lines
The AirWay 516 can support up to 16 devices and a total of 5 telephone lines.

How secure is my AirWay system? Can my neighbor eavesdrop on my calls, or place calls off my system using his AirWay HandSet?

Your AirWay system is one of the most secure wireless communication systems available to the consumer. The system uses Digital Spread Spectrum Technology to provide robust and secure transmissions that prohibit unauthorized use by recognizing and communicating only with devices that are registered with the Controller. In addition, a system password is used to prevent unauthorized registration of HandSets and other devices.

Your system also provides five levels of security, the highest available for 900 MHz products (most other 900 MHz products

provide only two levels of security). The first security level involves not only device registration, but also a complex authentication process in which all system devices must re-authenticate themselves to the Controller each time they connect to it. This authentication process takes place automatically, with no action required from the user.

Other security measures provided by your system involve a unique, seven-layer call processing protocol in which all calls are authorized, digitized, scrambled, and dynamically rephased before transmission to help ensure privacy and prevent eavesdropping.

How do I add or delete devices from my system? What about making other changes to my system configuration?

You can add and delete devices and make other changes to your system configuration via the Setup menu of a system HandSet. For details, see “Modifying Your System Setting”

Do I need to worry about possible adverse health effects caused by radio emissions from my AirWay system?

Numerous studies have been conducted over the years by various groups to determine the appropriate safety levels for human exposure to RF energy. These studies have found no indication of adverse health effects caused by radio emissions in the frequency range used by AirWay products.

In addition, your AirWay system meets the 1992 ANSI Standard for RF safety levels. This standard was developed by over 100 scientists, engineers, and physicians from both private and public sectors, and has been adopted by the Federal Communications Commission (FCC), the federal governing body responsible for overseeing the communications industry in the United States.

How can I obtain technical assistance for my AirWay system?

For technical support, software upgrades, etc. contact Customer Service at 905-480-9271

About the Controller

What is the purpose of my Controller password?

The Controller password is an important security measure designed to prevent unauthorized access to your system. You should change the default Controller password to one of your own choosing when you have finished setting up your system.

What happens if I forget my password?

You can reset the Controller password to the default (1234) using the following procedure:

1. Disconnect the Controller power cord and remove the Controller battery.
2. Wait 60 seconds, then reinstall the battery and reconnect the power cord.

How do I shut off my Controller?

The Controller does not have an On/Off switch. If you need to turn it off for any reason, unplug it from the electrical outlet and remove the battery. (Be sure to first switch your phone lines from the Controller to a standard telephone.)

Why does my Controller need a battery?

The 9-volt battery in the Controller provides temporary backup power in the event of a power failure.

How will I know when the Controller battery needs to be replaced?

When your Controller battery reaches a critical state, all Hand-Sets in the system display a “Controller Battery Low” message. You should replace your Controller battery as soon as possible when you see this message. You can use any standard 9-volt battery.

What is the serial port used for on the Controller?

The serial port allows us to perform service and upgrades to your controller.

If I have two active phone lines on one wall jack, do I need to put a splitter on the jack in order to connect the lines to the Controller?

No - the AirWay Controller was designed to accommodate either single-line or two-line telephone cables. For the Airway 308, simply connect an RJ-14 phone cable from your two-line wall jack to the Line 1 connector on the Controller. The Line 1 connector will thus support both Lines 1 and 2.

For the AirWay 516, both the Line 1 and the Line 3 connectors will accept two-line phone cables. Connect one RJ-14 phone cable from your primary two-line wall jack to the Line 1 connector on the Controller, then connect a second RJ-14 phone cable from your secondary two-line wall jack to the Line 3 connector. The Line 1 connector will support Lines 1 and 2, while the Line 3 connector will support Lines 3 and 4.

About the HandSet

Why doesn't the AirWay HandSet have an antenna?

Your HandSet contains an internal antenna.

Can I tell when someone else is using a particular line?

Yes. All AirWay HandSets show the status of all lines available on the system.

Can I place callers on hold?

Yes. To place a caller on hold, press the Hold button on your HandSet. The line number of the held call will flash on the Line Status screen. To retrieve the held call, press its line number.

Note:

Only outside calls can be placed on hold.

Can I make extension-to-extension calls?

Yes. Each HandSet has an extension number assigned to it when it is added to the system. This extension number is located in the bottom right-hand corner of your HandSet display. To make an extension-to-extension call, press 7 from the Idle Screen, then select the desired extension number.

Can the microphone be muted on a AirWay HandSet?

Yes. To mute your HandSet, press and release the Hold/Menu key until you reach the screen containing the Mute option, then select Mute from the list of menu items. When a call has been muted, a mute symbol  is displayed on the HandSet next to the muted call. To unmute the call, select the Mute option again.

How do I adjust the volume on my HandSet?

To adjust the HandSet volume, press and release the Hold/Menu key until you reach the screen containing the Volume

option, then press and release 6 to adjust the volume up or down.

Is there a way to adjust my HandSet ringer volume?

Yes. Your HandSet has four ringer settings: Low, Standard, High, and Off. To adjust the ringer volume or turn the ringer off, press and release the Hold/Menu key until you reach the screen containing the Ringer option, then press and release 6 to toggle through the volume selections.

Will the AirWay HandSet battery last longer than the one in my old 900MHz cordless phone?

Yes. The AirWay HandSet incorporates a power-saving feature that puts it into “sleep-mode” after five minutes of inactivity. Activity such as an incoming call or pressing a key causes the HandSet to wake up.

How do I obtain replacement batteries for my HandSet?

The AirWay HandSet uses a special type of Nickel-Cadmium (NiCad) battery. You can obtain replacement batteries by calling Customer Service at 1-888-WHY-WIRE (949-9473).

Are the AirWay HandSet batteries recyclable?

Yes.

Are AirWay HandSets hearing-aid compatible?

Yes. Your AirWay HandSet conforms to all regulations regarding hearing aid compatibility.

About the PhoneJack

What kind of devices can I connect to the system via a PhoneJack?

The PhoneJack allows you to connect analog devices such as standard telephones, fax machines, and answering machines to your AirWay system.

Note:

Although it is also possible to connect to the Internet using a modem connected to a PhoneJack, you will achieve better performance by connecting a DataJack to your computer and dialing out via an external modem connected to the Controller.

Do I need a separate PhoneJack for each analog device I want to connect to my system?

Yes. Each PhoneJack can support only one ringing device.

How many PhoneJacks can I have in my system?

This depends on how many HandSets you have in the system. AirWay 308 systems allow a total of 8 devices in the system. These devices can be in almost any configuration of HandSets and PhoneJacks (as long as you have at least one HandSet).

AirWay 516 systems allow up to 16 devices in the system. These too can be in almost any configuration, as long as at least one HandSet is present on the system.

About Software Features of your AirWay System

Can I assign certain lines to ring only on certain extensions?

Yes, you can set this option via the Setup menu of a system HandSet. For details, see “Setting inbound ringing options”.

Can I restrict an extension from using a certain line to place outgoing calls?

Yes, you can set this option via the Setup menu of a system HandSet. For details, see “Setting outbound line selection options”

Does my AirWay HandSet provide a Call Privacy feature?

Yes. Your AirWay system provides both Current Call Privacy feature and Line Call Privacy features. Current Call Privacy makes only the current call private. Line Call Privacy makes ALL calls on the line private. Line Call Privacy is turned OFF by default. To override this setting for the current call, press and release the Hold/Menu key until you reach the screen containing the Call Privacy option, and select Call Privacy from the list of menu items.

To turn Line Call Privacy ON for all calls on a line, see “Setting the Line Call Privacy option”

What is the purpose of the Hold Recall Timer?

The Hold Recall Timer defines the amount of time that a call can be placed on hold before it rings back to the extension that placed it on hold.

What is the purpose of the Transfer Recall Timer?

The Transfer Recall Timer defines the amount of time that a transferred call will ring at the new extension before it rings back to the transferring extension.

What is the purpose of the Call Forwarding Disconnect Timer?

Forwarded calls tie up two phone lines - one for the incoming call, and one for the forwarded call. The Call Forwarding Disconnect Timer allows you to specify a maximum allowed time for each forwarded call so your lines are not tied up for longer than desired.

Appendix

Specifications

General

Frequency range	902—928 MHz
Effective range	1500 feet
Maximum number of devices allowed on system (HandSets or PhoneJacks)	AirWay 308 - 8 AirWay 516 - 16
Maximum number of devices that can be active at any one time	AirWay 308 - 6 AirWay 516 - 6
Maximum number of phone lines that can be connected to Controller	AirWay 308 - 2 . . AirWay 516 - 4 . .
.	.

Controller

Size	8.5" x 4.75" x 2.25"
Weight	14.7 oz.
Channels	37
Ambient temperature range	32°F to 122°F
Humidity	20% to 90% (non-condensing)
Power Source	7.2v DC via external AC Adapter 9v alkaline battery backup

HandSet

Size	6.75" x 2" x 1.25"
Weight	6.6 oz.
Channels	37
Voice Transmission Rate	64 Kbps
Ambient temperature range	32°F to 122°F
Humidity	20% to 90% (non-condensing)
Power Source	rechargeable NiCad battery pack
Charging Cradle AC Adapter	+9v

PhoneJack.

Size	4.5" x 2.75" x 1.25"
Weight	10 oz.
Connectors	One RJ-11
Channels	37
Data Rate	64 Kbps
Ambient temperature range	32°F to 122°F
Humidity	20% to 90% (non-condensing)
Power Source	120v AC power line

System Defaults at Shipping

Controller Password	1234
Outbound Line Selection	ON for all lines
Inbound Ringing	ON for all lines
Hold Recall Timer	AirWay 308 - No recall AirWay 516 - 20 seconds
Transfer Recall Timer	AirWay 308 - No recall AirWay 516 - 20 seconds
Call Forwarding per Line	OFF
Ring Pattern per Line	Normal (CO pattern)

Regulatory Statements

United States

Information for general telephones

1. This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.
2. The applicable registration jack (connector) USOC-RJ11C is used for this equipment.
3. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. The FCC compliant telephone cord and modular plug is provided with this equipment.
4. The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.
5. If your equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advanced notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
6. The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
7. If trouble is experienced with this equipment, for repair or warranty information, please contact the Home Wireless Networks Customer Service Center at 1-888-WHY-WIRE. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

8. All repairs will be performed in an authorized Home Wireless Networks service center.
9. This equipment cannot be used for party lines or coin lines.
10. This equipment is hearing aid compatible.

For telephones equipped with automatic dialers

When programming emergency numbers and/or making test calls to emergency numbers:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in off-peak hours, such as early morning or late evenings.

Caution

Your are cautioned that any changes or modifications not expressly approved in the product documentation could void your authority to operate this equipment.

Interference information

Some telephone equipment generates, uses, and can radiate radio frequency energy, and if not installed and used properly, may cause interference to radio or TV reception.

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 in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the 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 operation.

 **Note:**

Privacy of communications may not be ensured when using this phone.

Canada

Equipment attachment limitations

NOTICE: The Industry Canada label identifies certain equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Ringer Equivalence Number (REN)

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Interference Information

Operation is subject to the following two conditions:

1. This device may not cause interference
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Warranty & Limitation of Liability

Limited Warranty

Home Wireless Networks, Inc. ("HWN") warrants to the original consumer purchaser of this product that the product delivered in this package will be free from defects in material and workmanship for a period of one (1) year from the date of purchase by the original consumer purchaser of this product. If this product or one of its material components is found defective during the warranty period, HWN will repair or replace (at HWN's option) the product or the applicable component with the same or a similar model, which may be a reconditioned unit or part, without charge for parts or labor. This warranty is not transferable and applies only to the original consumer purchaser. HWN will not honor this warranty if there is any evidence of tampering with the product or its components. This warranty is conditioned upon your reasonably cooperating with HWN in the evaluation of your warranty claim and the implementation of any remedy.

HWN RESERVES THE RIGHT TO REPAIR OR REPLACE THE PRODUCT OR ANY OF ITS COMPONENTS WITH A PRODUCT CONTAINING NEW OR REMANUFACTURED COMPONENTS, OR TO SUBSTITUTE A PRODUCT OR PARTS OF COMPARABLE VALUE AND DESIGN FOR ANY DISCONTINUED DESIGNS. THE ABOVE WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF NONINFRINGEMENT OF INTELLECTUAL PROPERTY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTY ARISING OUT OF ANY PROPOSAL, SPECIFICATION, SAMPLE OR OTHERWISE.

Any replaced or repaired product or component will have either a ninety (30) day warranty, under the conditions described herein, or the remainder of the initial one (1) year warranty, whichever is longer.

This warranty shall apply only to a product that is purchased and installed within the United States. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

To Receive Warranty Service (RMA)

If you need warranty service, you must, prior to the lapse of the applicable warranty period, file a claim, together with proof of purchase and confirmation from you that you are the original consumer purchaser of the product, with HWN by contacting Home Wireless Networks, Inc. Customer Service at 1-888-WHY-WIRE (1-888-949-9473)

After a warranty claim is properly filed, HWN will designate a representative to evaluate the warranty claim. If the representative verifies that the product is defective and that a valid warranty claim was made, they will issue you an RMA (Return Material Authorization) number to place on the outer package of the product and give you instructions for returning the defective product. HWN can not accept any product without an RMA number on the package. You will be responsible for shipping charges, if any, and for presenting proof of the original purchase date.

LIMITATION OF LIABILITY

HOME WIRELESS NETWORKS, INC. ("HWN") WILL NOT BE LIABLE FOR, AND DOES NOT ASSUME ANY RESPONSIBILITY FOR, ANY INDIRECT OR SPECULATIVE DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITING THE FOREGOING, CONSEQUENTIAL, INCIDENTAL, PUNITIVE AND SPECIAL OR OTHER DAMAGES) ARISING FROM THE USE OF, THE INSTALLATION OF OR THE INABILITY TO USE THIS PRODUCT (OR ANY DERIVATIVE TECHNOLOGY THEREOF), WHETHER ARISING OUT OF CONTRACT, NEGLIGENCE, TORT, OR UNDER ANY WARRANTY, EVEN IF HWN HAS ADVANCE NOTICE OF THE POSSIBILITY OF ANY SUCH DAMAGES, INCLUDING, BUT NOT LIMITED TO LOSS OF USE, INFRINGEMENT OF INTELLECTUAL PROPERTY, BUSINESS INTERRUPTIONS, AND LOSS OF PROFITS. NOTWITHSTANDING THE FOREGOING, HWN'S TOTAL CUMULATIVE LIABILITY TO YOU OR ANY OTHER PARTY FOR ANY LOSS OR DAMAGES RESULTING FROM ANY CLAIMS, DEMANDS, OR CAUSES OF ACTIONS (WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE) ARISING OUT OF OR RELATING TO THE USE OF, OR THE INABILITY TO USE, THIS PRODUCT WILL NOT EXCEED THE PRICE PAID BY YOU FOR THIS PRODUCT. HWN NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER LIABILITIES.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

The duration of any implied warranties are limited to the duration of the coverage provided by this limited warranty as indicated above; provided, however, that nothing in this limited warranty shall give you any implied warranties you would not otherwise have, extend the same beyond their customary duration, or make HWN liable for any implied warranties that it would not be liable for if this limited warranty had not been given. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

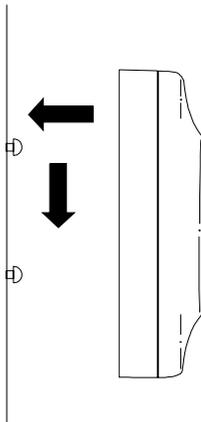
Critical Control Applications: HWN specifically disclaims liability for use of this product in critical control applications (including, for example only, safety or health care control systems, nuclear energy control systems, or air or ground traffic control systems) by any party, and such use is entirely at the using party's risk. Using party agrees to defend, indemnify, and hold HWN harmless from and against any and all claims arising out of use of this product in such applications by the using party or representative thereof.

Wall Mounting Instructions

Mounting the Controller on a wall

Use the template on page 123 to help position the Controller on the wall.

1. Locate a wall stud in the area where you want to mount the Controller.
2. Hold the template against the wall with the crossmarks centered on the stud and mark through the center of each crossmark with a pencil or other sharp-pointed object.
3. Insert the mounting screws through the wallboard and into the stud at the marked locations. Leave enough of the screw protruding to hold the Controller.
4. Position the Controller against the wall so the mounting screws align with the holes on the underside of the Controller base.
5. Slide the Controller down until it seats firmly on the mounting screws.

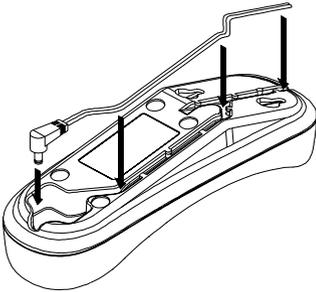


Seating the Controller on the wall

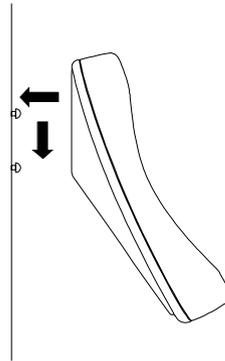
Mounting the HandSet charging cradle on a wall

Use the template on page 124 to help position the HandSet charging cradle on the wall.

1. Locate a wall stud in the area where you want to mount the charging cradle.
2. Hold the template against the wall with the crossmarks centered on the stud and mark through the center of each crossmark with a pencil or other sharp-pointed object.
3. Insert the mounting screws through the wallboard and into the stud at the marked locations. Leave enough of the screw protruding to hold the cradle.
4. Connect the HandSet AC Adapter to the charging cradle and route the Adapter cord through the channel in the base.
5. Position the cradle against the wall so the mounting screws align with the holes on the underside of the unit.
6. Slide the cradle down until it seats firmly on the mounting screws.



Routing the Adapter cord

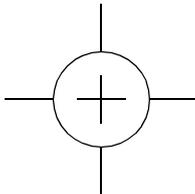
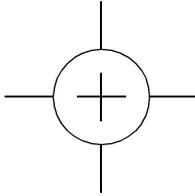


Seating the charging cradle on the wall

Controller Wall-Mounting Template

Use this template when mounting the Controller on a wall.

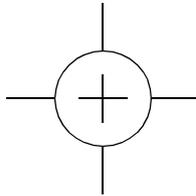
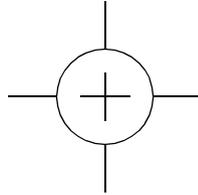
To mark the positions of the mounting screws, hold the template against the wall with the crossmarks centered on a wall stud. Push a pencil or pen point through the center of each crossmark to mark the wall.



HandSet Charging Cradle Wall-Mounting Template

Use this template when mounting the HandSet charging cradle on a wall.

To mark the positions of the mounting screws, hold the template against the wall with the crossmarks centered on a wall stud. Push a pencil or pen point through the center of each crossmark to mark the wall.



System Info

Use this page to record information about your AirWay system.

Controller S/N _____

Controller Password _____

(Note: You will need the last eight digits of the Controller serial number in order to add new PhoneJacks to your system, and will need the full serial number should you ever need to contact Technical Support for your AirWay system.

Record the number of each incoming telephone line connected to the Controller.

Line 1 _____

Line 2 _____

Line 3 _____

Line 4 _____