EnGenius DuraFon PRO-HC

EnGenius DuraFon PRO-HC Handset Instruction Manual

Model: DuraFon PRO-HC

1. INTRODUCTION

The EnGenius DuraFon PRO-HC Handset is designed to extend the communication capabilities of your DuraFon PRO system. This handset functions as both a telephone and a two-way radio, offering robust and reliable communication over long distances. It supports full-duplex intercom and half-duplex broadcast functions, making it ideal for various professional environments. This manual provides essential information for setting up, operating, and maintaining your DuraFon PRO-HC Handset.

2. PACKAGE CONTENTS

Verify that your package contains the following items:

- DuraFon PRO-HC Handset
- Desktop Charging Cradle
- Rechargeable Battery Pack
- AC Power Adapter for Charging Cradle
- Belt Clip

3. PRODUCT OVERVIEW

The DuraFon PRO-HC Handset is a durable, long-range cordless phone designed for demanding environments. It integrates seamlessly with the DuraFon PRO system, allowing for extensive coverage and versatile communication options.

Figure 1: EnGenius DuraFon PRO-HC Handset with its desktop charging cradle. This image displays the front view of the handset, highlighting its keypad, screen, and antenna, alongside the cradle designed for charging and holding the device.

Key Features:

- **Telephone Functionality:** Make and receive calls within the DuraFon PRO system.
- **Two-Way Radio:** Supports full-duplex intercom for simultaneous two-way conversation and half-duplex broadcast for one-way announcements.
- **Speakerphone:** Integrated speakerphone for hands-free communication.
- **System Capacity:** Each integrated PRO system can support up to 90 DuraFon PRO and/or DuraWalkie handsets.
- **Desktop Charging Cradle:** Convenient charging and storage solution.

4. SETUP

4.1. Installing the Battery

1. Locate the battery compartment cover on the back of the handset.
2. Slide the cover down and lift it off.
3. Insert the rechargeable battery pack, ensuring the contacts align correctly.
4. Replace the battery compartment cover and slide it up until it clicks into place.

4.2. Charging the Handset

Before initial use, fully charge the handset for at least 4 hours.

1. Connect the AC power adapter to the Desktop Charging Cradle.
2. Plug the adapter into a standard electrical outlet.

3. Place the DuraFon PRO-HC Handset into the charging cradle. Ensure the charging indicator light on the handset or cradle illuminates, indicating proper connection.

4.3. Registering the Handset to the Base Unit

For the handset to function, it must be registered with a DuraFon PRO base unit. Refer to your DuraFon PRO Base Unit manual for specific registration instructions. Generally, this involves placing the base unit into registration mode and then initiating registration from the handset's menu.

5. OPERATING INSTRUCTIONS

5.1. Making and Receiving Calls

- **To Make a Call:** Press the **TALK** button, then dial the desired number. Press **TALK** again to connect.
- **To Receive a Call:** When the phone rings, press the **TALK** button.
- **To End a Call:** Press the **END** button.

5.2. Adjusting Volume

During a call, use the **Volume Up** and **Volume Down** buttons (typically located on the side of the handset) to adjust the earpiece or speakerphone volume.

5.3. Using the Speakerphone

To activate the speakerphone during a call, press the dedicated **SPEAKER** button. Press it again to switch back to the earpiece.

6. TWO-WAY RADIO FUNCTIONS

The DuraFon PRO-HC Handset offers two primary two-way radio modes:

- **Full-Duplex Intercom:** Allows for simultaneous two-way conversation between two DuraFon PRO handsets, similar to a regular phone call. This is typically initiated through a menu option or a dedicated intercom button.
- **Half-Duplex Broadcast:** Enables one-way communication to multiple handsets simultaneously. To use, press and hold the **PUSH-TO-TALK (PTT)** button, speak, and then release the button to listen.

Consult your DuraFon PRO system manual for detailed instructions on configuring and using these radio functions, including channel selection and group calls.

7. MAINTENANCE

7.1. Cleaning the Handset

Wipe the handset with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners. Ensure the handset is dry before placing it back in the charging cradle.

7.2. Battery Care

- Always use the original EnGenius battery pack and charging cradle.
- Avoid exposing the battery to extreme temperatures.
- If the handset will not be used for an extended period, remove the battery.

8. TROUBLESHOOTING

If you encounter issues with your DuraFon PRO-HC Handset, try the following solutions:

Problem	Possible Solution
No dial tone / Cannot make calls	- Ensure the handset is registered to the base unit. - Check if the base unit is powered on and connected to the telephone line. - Verify the handset battery is charged.
Handset not charging	- Ensure the AC adapter is securely plugged into the cradle and a working outlet. - Check that the handset is properly seated in the charging cradle. - Clean the charging contacts on both the handset and cradle with a dry cloth.
Poor call quality / Static	- Move closer to the DuraFon PRO base unit. - Check for sources of interference (e.g., other wireless devices, large metal objects). - Ensure the base unit antenna is positioned correctly.
Two-way radio not working	- Verify the handset is within range of the base unit. - Ensure the correct channel or group is selected for intercom/broadcast. - Check the base unit's configuration for radio functions.

If these steps do not resolve the issue, please contact EnGenius customer support.

9. SPECIFICATIONS

Feature	Specification
Brand	EnGenius
Model Number	DuraFon PRO-HC
Item Weight	0.01 ounces (approx. 0.28 grams)
Product Dimensions (LxWxH)	9.25 x 7.35 x 3.25 inches
Color	Black
Power Source	Battery Powered
Telephone Type	Cordless

Feature	Specification
Dialer Type	Single Keypad
Answering System Type	Digital (requires base unit)
Conference Call Capability	2-way
Multiline Operation	Single-Line Operation (per handset)
Date First Available	July 10, 2012

10. WARRANTY AND SUPPORT

For warranty information, technical support, or service inquiries, please refer to the official EnGenius website or contact EnGenius customer support directly. Keep your purchase receipt as proof of purchase for warranty claims.

EnGenius Support: https://www.engeniustech.com/support/