

AIRWAY™

Network User Guide

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AirWay™ Network User Guide
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Home Wireless Networks, Inc.
3145 Avalon Ridge Place, Suite 200
Norcross, Georgia 30071-1582

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Introduction

About This Manual

This Network 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.
- **Setting Up Your Network** - detailed instructions for installing your network components.
- **Basic HandSet Operation** - commonly used HandSet features
- **Sharing Data Network Resources** - how to set up and use shared files, printers, and internet connections among network computers
- **Modifying Your Voice Network Settings** - how to set phone line and extension options, change Controller password, etc.
- **Modifying Your Data Network Settings** - how to register a DataJack on a different Controller, change your computer's network name, and modify settings for an Internet Gateway modem connected to the Controller.
- **Upgrading Your System Software** - how to download new software for your AirWay system from a HandSet
- **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.
- Toll-free Telephone Support - call 1-888-WHY-WIRE (949-9473).
- 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 is the world's first wireless networking product designed to provide both voice and data networking capabilities to the home and small business.

No additional wires to run!

The AirWay system allows you to easily build a wireless network that includes desktop and laptop computers, AirWay wireless HandSets, and standard analog devices such as wired telephones and fax machines, without the hassle and expense of running additional phone lines or data cables throughout your building. Because the networked devices are connected together wirelessly, you can move them virtually anywhere within your premises, anytime you wish, again without having to rewire your building.

Share all phone lines among all network devices!

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

Share computer data, peripherals, and Internet accounts!

Not only can you share files and peripherals such as printers and modems among networked computers, but your AirWay system also allows all computer users in the network to share a single Internet account - all at the same time.

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.

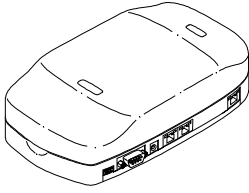
The first level of security involves peripheral registration and authentication. All network devices must be registered with the Controller using a unique Controller ID number and system password. In addition, network devices must continually re-authenticate themselves to the Controller during communications. 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.

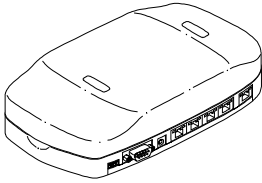
Additional Features

- Supports multiple phone lines
 - AirWay 516 - up to five telephone lines (four for voice, fax, etc., and one for Internet access via external modem)
 - AirWay 308 - up to three telephone lines (two for voice, fax, etc., and one for Internet access via external modem)
- Supports multiple network peripherals (16 for AirWay 516, 8 for AirWay 308)
- Interoperates with existing inside wiring
- Windows® compatibility allows computers to be easily connected to network
- 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 network.

When connected to an external modem, the Controller also performs as an Internet gateway to allow network computers to simultaneously access the same Internet account.

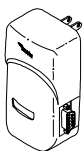
HandSet

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 network.

Note:

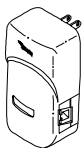
Caller ID features require subscription with your telephone company.

DataJack



The AirWay DataJack allows you to wirelessly add a desktop or laptop computer to your network. By adding several computers to the network, you can build a wireless Local Area Network (LAN) that allows you to share files, peripherals such as printers, scanners, etc., as well as Internet accounts among the networked computers.

PhoneJack



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

➡ Note:

PhoneJacks are not included in the AirWay Starter Kit.

Installation Sequence

Network components must be installed in the following order:

1. Controller
2. HandSet
3. DataJack
4. PhoneJack (not included in AirWay Starter Kit)

Checking Parts

Your AirWay Starter Kit contains the following items:

- Controller (1) & accessories
 - AC adapter & power cord
 - 9v alkaline battery
 - 6' RJ14 phone cable(s) - one with AirWay 308 Controller, two with AirWay 516 Controller
 - Sheet of self-adhesive protective feet
- HandSet (1) & accessories
 - HandSet Charging Cradle
 - AC Adapter & power cord
 - NiCad Battery Pack
 - Sheet of self-adhesive protective feet and phone number form with plastic cover
- DataJack (1) & accessories
 - 6' Serial Cable (9-pin)
 - DataJack software (on CD)
- User Documentation
 - Fold-out Quick Start Installation Guide
 - Network User Guide
 - HandSet Quick Reference Card
 - Product Registration Card

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 network. 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” on page 74.

HandSet Battery Recycling Instructions

The EPA-certified RBRC® Battery Recycling Seal on the Nickel-Cadmium (NiCad) battery used in AirWay HandSets indicates that Home Wireless Networks, Inc., is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful life, when taken out of service within the United States and Canada. The RBRC® program provides a convenient alternative to placing spent NiCad batteries into the trash or municipal waste streams, which may be illegal in your area.



Please call 1-800-8-BATTERY™ for information on NiCad battery recycling and disposal bans/restrictions in your area. Home Wireless Networks’ involvement in this program is part of our commitment to preserving our environment and conserving our natural resources.

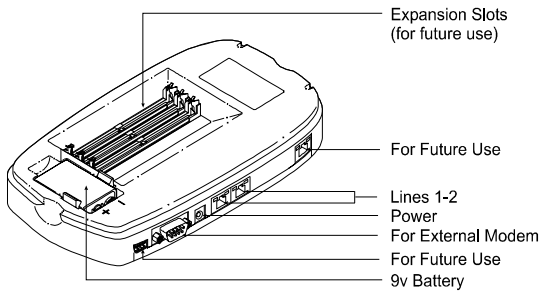
To order replacement HandSet batteries, call Home Wireless Networks toll-free at 1-888-WHY-WIRE (949-9473).

Installing the Controller

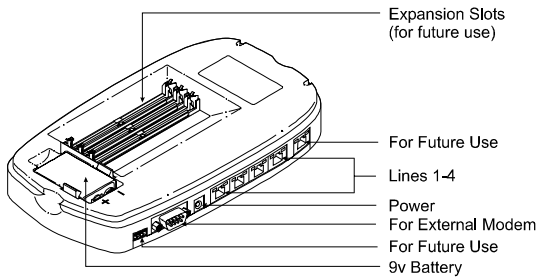
Getting Started

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 within 6 feet of an electrical outlet that is not controlled by a wall switch and within 6 feet of a wall jack or jacks that terminate all the telephone lines you wish to connect to it.

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

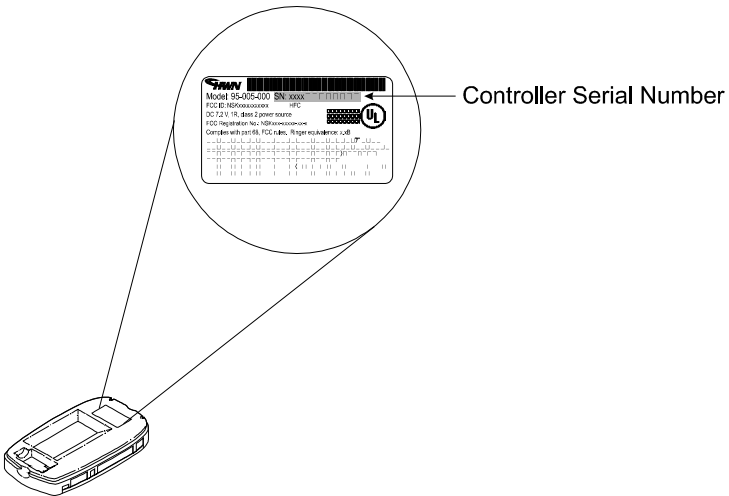
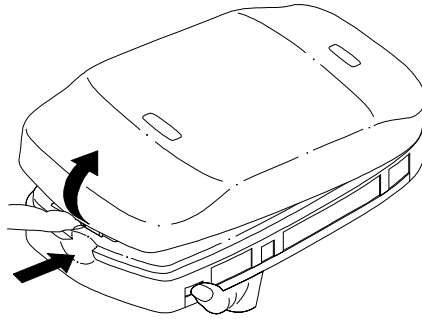
Avoid placing the Controller in the following locations:

- 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.

Recording the Controller serial number

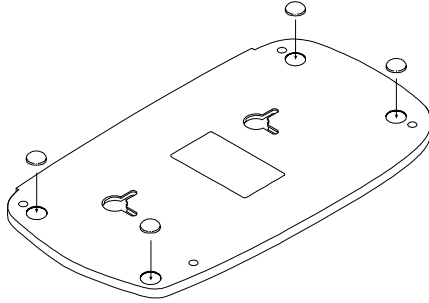
Before you begin installing your Controller, record the unit’s serial number in the space provided at the end of this manual. You will need the last eight digits of the serial number when adding extra HandSets and DataJacks to your network, and will need the full serial number should you ever need to contact Technical Support for your AirWay system.

The Controller serial number is located on the label beneath the cover. See the following illustrations.



Attaching protective feet to Controller base

If you are placing the Controller on a horizontal surface such as a desk or countertop, peel off the self-adhesive protective feet from the included sheet and affix them to the underside of the Controller as shown in the following illustration. (If you are wall-mounting the Controller instead, refer to the wall-mounting instructions at the end of this manual.)



Connecting Your Phone Lines

Determining the correct connection procedure

The line connection procedure varies depending on several factors, including your Controller model (308 or 516), whether you have 2-line or single-line wall jacks, whether or not you are installing an external Internet Gateway modem, and if so, if the modem will use a dedicated phone line or share a line with the Controller.

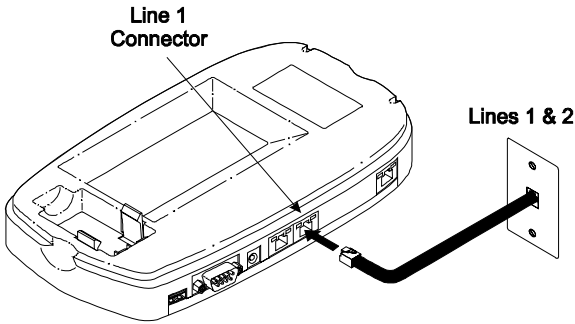
The following table will help you locate the correct procedure for your situation.

Controller Model	Connecting external modem to Controller?	Modem & Controller will share phone line?	Telephone Wiring Type	See page
308	No	N/A	2-line	22
			single-line	23
	Yes	No	2-line	24
			single-line	25
		Yes	2-line	26
			single-line	27
516	No	N/A	2-line	28
			single-line	29
	Yes	No	2-line	30
			single-line	31
		Yes	2-line	32
			single-line	33

Connecting the AirWay 308 without External Modem

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.*



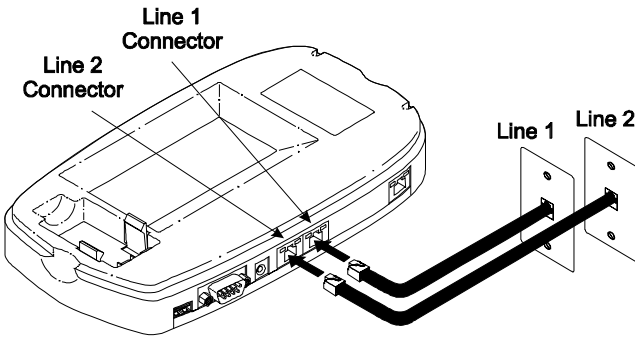
Connecting the AirWay 308 Controller to 2-line wall jacks if not installing an external modem

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.



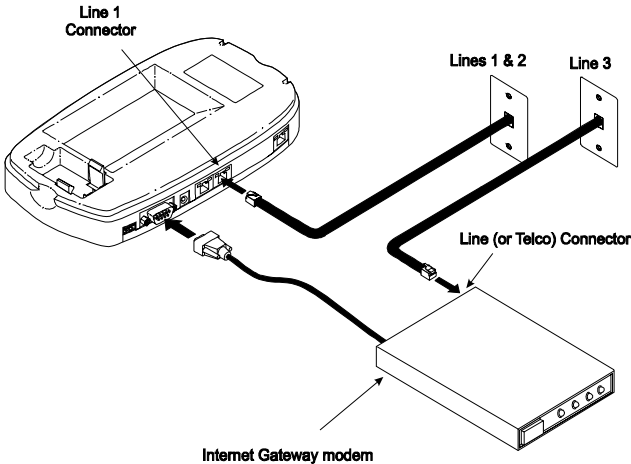
Connecting the AirWay 308 Controller to single-line wall jacks if not installing an external modem

Connecting the AirWay 308 and External Modem

If external modem will use a dedicated phone line

For two-line wall jacks

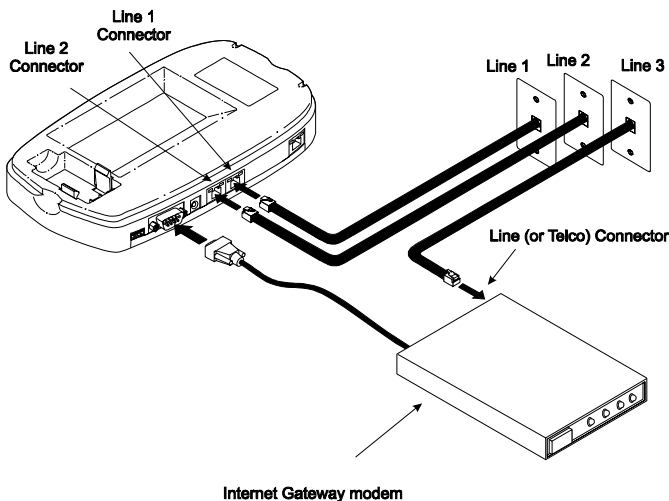
- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone lines (lines 1 and 2). Plug the other end of the cable into the Line 1 connector on the Controller. **Be sure to leave the Line 2 connector empty.**
- 2** Connect a phone cable to the wall jack carrying your secondary incoming phone line(s). Plug the other end of the cable into the Line (or Telco) connector on the modem.
- 3** Connect one end of the modem serial cable to the modem as described in the modem's user manual. Connect the other end of the cable to the serial port on the Controller.



Connecting the AirWay 308 Controller to 2-line wall jacks when installing an external modem using a dedicated phone line

For single-line wall jacks

- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone line. Plug the other end of the cable into the Line 1 connector on the Controller.
- 2** Connect a phone cable to the wall jack carrying your secondary incoming telephone line. Plug the other end of the cable into the Line 2 connector on the Controller.
- 3** Connect a phone cable to the wall jack carrying your third incoming phone line. Plug the other end of the cable into the Line (or Telco) connector on the modem.
- 4** Connect one end of the modem serial cable to the modem as described in the modem's user manual. Connect the other end of the cable to the serial port on the Controller.

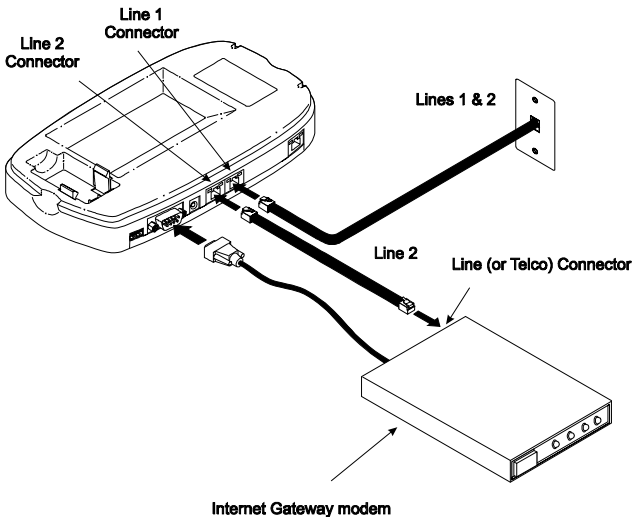


Connecting the AirWay 308 Controller to single-line wall jacks when installing an external modem using a dedicated phone line

If external modem will share a phone line with the Controller

For two-line wall jacks

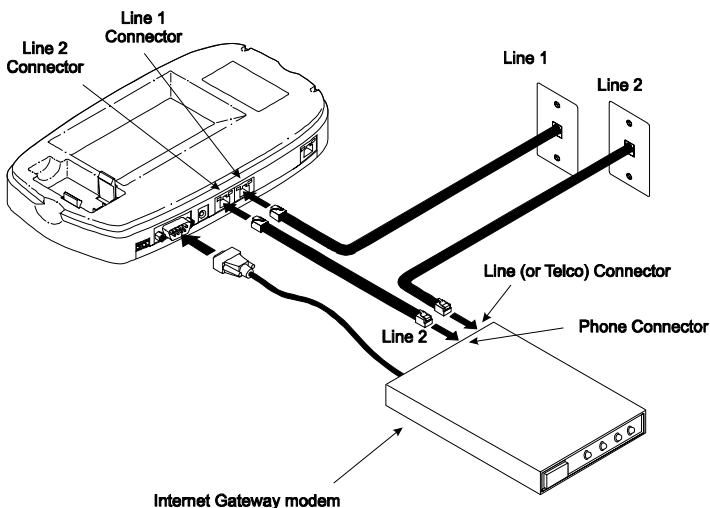
- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone lines (lines 1 and 2). Plug the other end of the cable into the Line 1 connector on the Controller.
- 2** Plug one end of the phone line included with your modem into the Line (or Telco) connector on the modem. Plug the other end into the Line 2 connector on the Controller. (The Controller and modem will share Line 2.)
- 3** Connect one end of the modem serial cable to the modem as described in the modem's user manual. Connect the other end of the cable to the serial port on the Controller.



Connecting the AirWay 308 Controller to 2-line wall jacks when installing an external modem that will share a phone line with the Controller

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 phone cable to the wall jack carrying your secondary incoming line (Line 2), then plug the other end of the cable into the Line (or Telco) connector on the modem.
- 3** Plug the phone cable included with your modem into the Phone Connector on the modem. Plug the other end into the Line 2 connector on the Controller. (The Controller and modem will share Line 2).
- 4** Connect one end of the modem serial cable to the modem as described in the modem's user manual. Connect the other end of the cable to the serial port on the Controller.

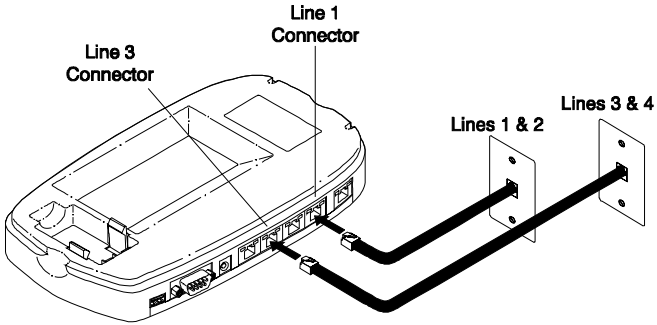


Connecting the AirWay 308 Controller to single-line wall jacks when installing an external modem that will share a phone line with the Controller

Connecting the AirWay 516 without External Modem

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.*



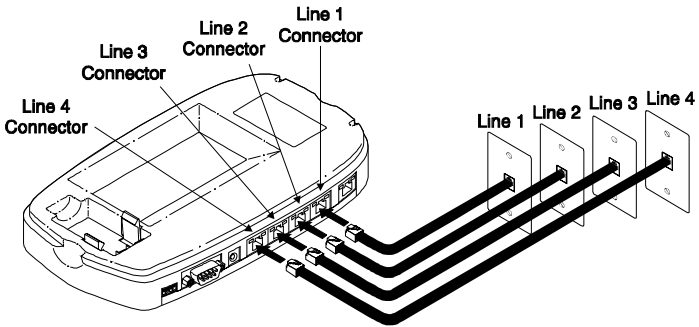
Connecting the AirWay 516 Controller to 2-line wall jacks if not installing an external modem

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.



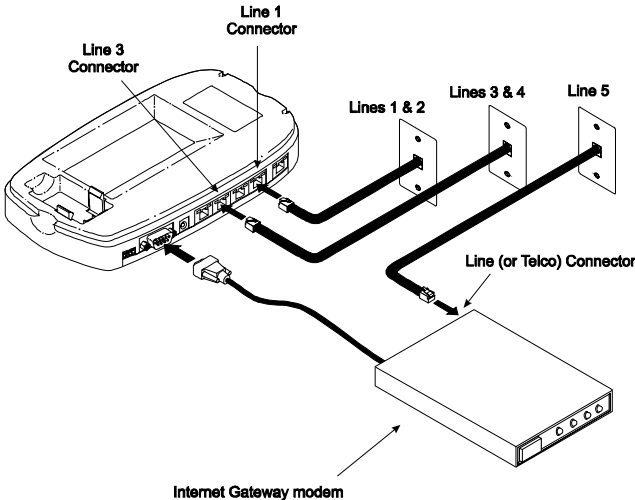
Connecting the AirWay 516 Controller to single-line wall jacks if not installing an external modem

Connecting the AirWay 516 and External Modem

If external modem will use a dedicated phone line

For two-line wall jacks

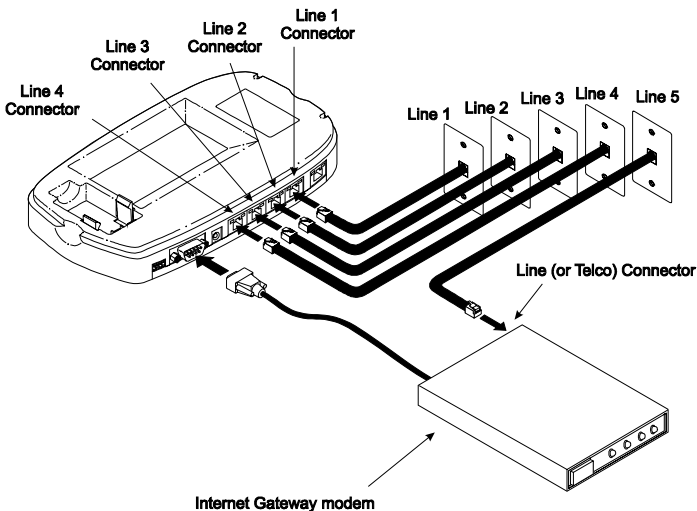
- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone lines (lines 1 and 2). Plug the other end of the cable into the Line 1 connector on the Controller.
- 2** Connect a phone cable to the wall jack carrying your secondary incoming telephone lines (lines 3 and 4). Plug the other end of the cable into the Line 3 connector on the Controller. **Be sure to leave the Line 2 and Line 4 connectors empty.**
- 3** Connect a phone cable to a wall jack carrying another incoming phone line. Plug the other end of the cable into the Line (or Telco) connector on the modem.
- 4** Connect one end of the modem serial cable to the modem as described in the modem's user manual. Connect the other end of the cable to the serial port on the Controller.



Connecting the AirWay 516 Controller to 2-line wall jacks when installing an external modem using a dedicated phone line

For single-line wall jacks

- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone line. Plug the other end of the cable into the Line 1 connector on the Controller.
- 2** Connect lines 2, 3 and 4 in the same manner.
- 3** Connect a phone cable to a wall jack carrying line 5. Plug the other end of the cable into the Line (or Telco) connector on the modem.
- 4** Connect one end of the modem serial cable to the modem as described in the modem's user manual. Connect the other end of the cable to the serial port on the Controller.

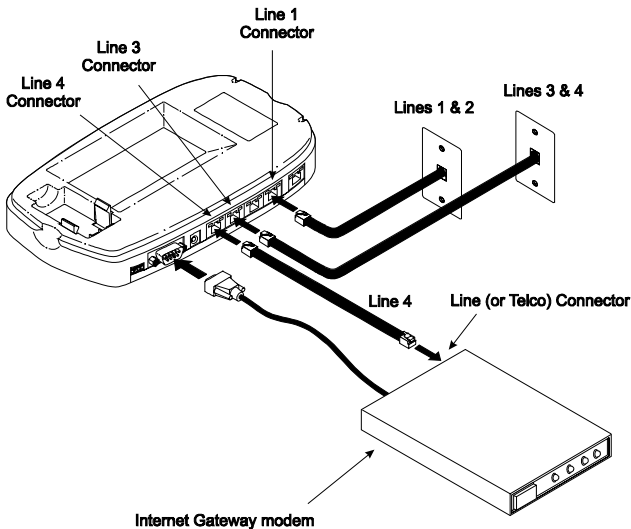


Connecting the AirWay 516 Controller to single-line wall jacks when installing an external modem using a dedicated phone line

If external modem will share a phone line with the Controller

For two-line wall jacks

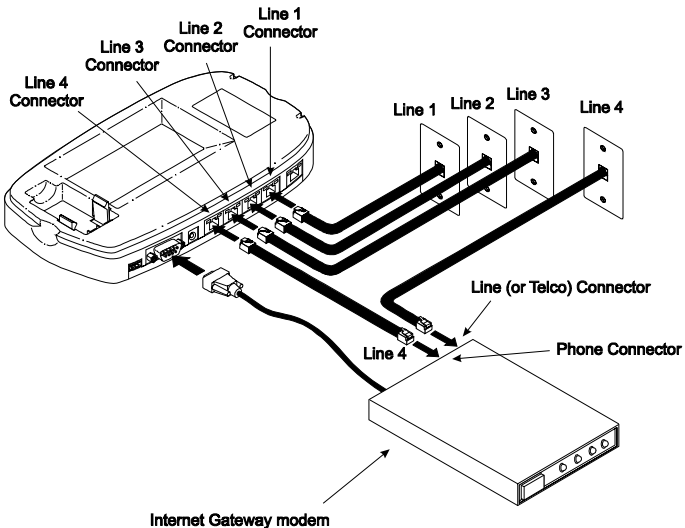
- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone lines (lines 1 and 2). Plug the other end of the cable into the Line 1 connector on the Controller.
- 2** Connect a phone cable to the wall jack carrying your secondary incoming telephone lines (lines 3 and 4). Plug the other end of the cable into the Line 3 connector on the Controller. **Be sure to leave the line 2 connector empty.**
- 3** Plug one end of the phone line included with your modem into the Line (or Telco) connector on the modem. Plug the other end into the Line 4 connector on the Controller. (The Controller and modem will share Line 4).
- 4** Connect one end of the modem serial cable to the modem as described in the modem's user manual. Connect the other end of the cable to the serial port on the Controller.



Connecting the AirWay 516 Controller to 2-line wall jacks when installing an external modem that will share a phone line with the Controller

For single-line wall jacks

- 1** Connect a phone cable to the wall jack carrying your primary incoming telephone line. Plug the other end of the cable into the Line 1 connector on the Controller.
- 2** Connect lines 2 and 3 in the same manner.
- 3** Connect a phone cable to the wall jack carrying Line 4, then plug the other end of the cable into the Line (or Telco) connector on the modem.
- 4** Plug the phone cable included with your modem into the Phone connector on the modem. Plug the other end into the Line 4 connector on the Controller. (The Controller and modem will share Line 4)
- 5** Connect one end of the modem serial cable to the modem as described in the modem's user manual. Connect the other end of the cable to the serial port on the Controller.



Connecting the AirWay 516 Controller to single-line wall jacks when installing an external modem that will share a phone line with the Controller

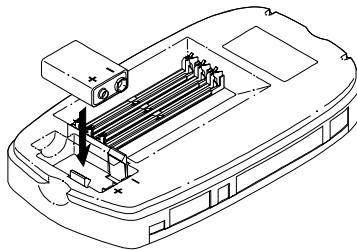
Installing the Battery

The Controller battery provides back-up power to your AirWay network in the event of a power outage. When the battery needs to be replaced, a low-battery warning displays on all HandSets in the network. 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 network 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:

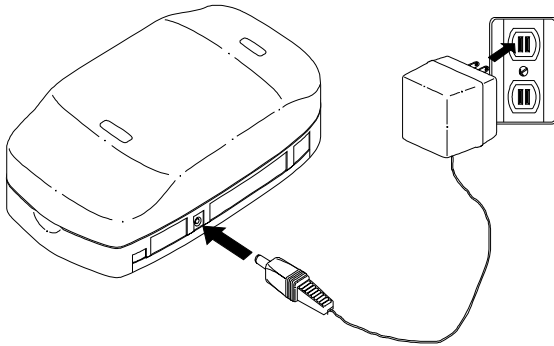
Do not leave the Controller in operational status with the cover removed. Always replace the cover after installing a battery.

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:

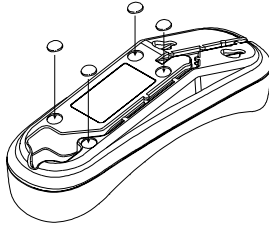
Line connector LEDs on the Controller illuminate when the Controller is receiving power.



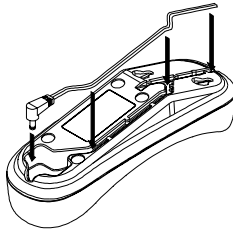
Installing HandSets

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.

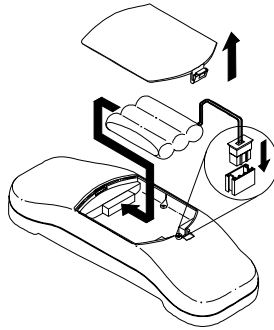


- 3 Plug the AC adapter into a standard 120V electrical outlet.

Installing and Charging the Battery Pack

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

- 1** Remove the battery cover.
- 2** Connect the battery jack and insert the battery pack into place.

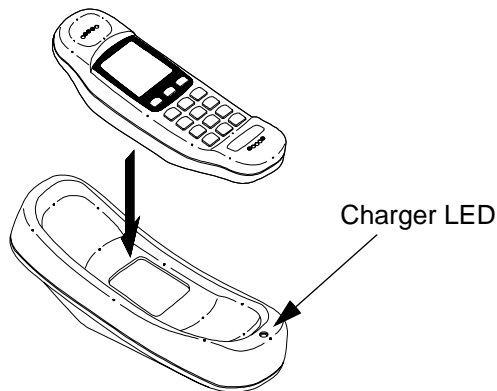


➔ Note:

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

For information on recycling spent NiCad batteries, see page 16.

- 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 fully drain the battery before recharging it. 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.

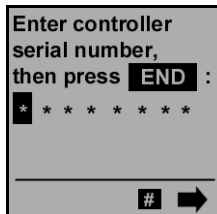
You can register additional HandSets via either self-registration, or from another HandSet already registered with the Controller. The following steps describe the self-registration procedure. To register additional HandSets from an already-registered HandSet, see page 75, "Adding HandSets and PhoneJacks to the network."

➔ 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**. (See page 16 for information about the Controller password.)



- 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.

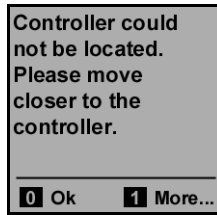


➔ Note:

You may want to set your system date & time at this point. See page 73, "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.



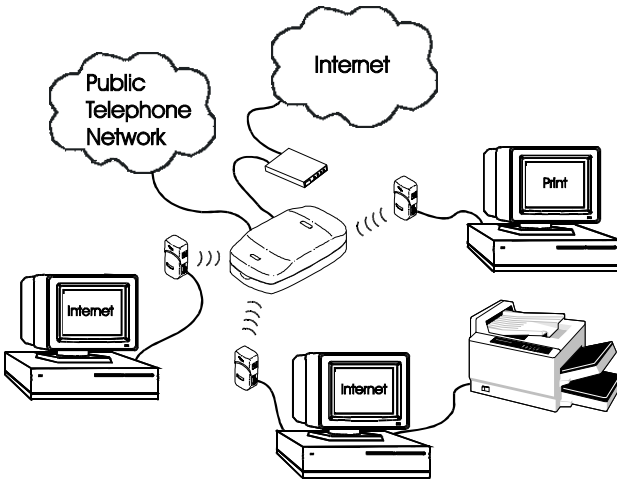
This can occur for several reasons.

- 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. The Controller's maximum range is 1500 feet. This range can be diminished by objects in the path of the signal. Move closer to the Controller and try again.

Installing DataJacks

Getting Started

DataJacks allow you to add desktop and laptop computers to your AirWay network. The networked computers can share not only files and peripherals such as printers, scanners, etc. but they can also access the same Internet account at the same time via an external modem connected to your Controller.



System requirements

- You must have one DataJack for each computer you wish to add to the network.
- You must have Windows 95, Windows 98, or Windows 98SE installed on each computer.
- The AirWay Controller must already be installed.
- You must have an available 9-pin serial port on your computer. If your computer has a 25-pin serial port instead, you can use a 9-to-25 pin converter available from your local computer supply store to adapt it to 9-pin.

Items to have on hand

You may be asked for the following items during the software installation process.

Windows CD-ROM

To prevent software conflicts, be sure to use the same version of Windows that is currently installed on your computer. If you do not have your Windows CD-ROM, the needed files may already be on your computer in the Windows directory.

Example: C:\Windows\options\cabs.

AirWay System Information

Controller Serial Number _____
(Last eight digits only)

Controller Password _____

Note:

The Controller serial number is located on the label beneath the Controller cover. For information about the Controller password, see page 16.

ISP Information

If you have not already set up your AirWay network to connect to the Internet but plan to do so, you will need to provide information about your Internet account during the software installation process. This information is known as an ISP profile. (If you do not have this information handy, you can obtain it from your Internet Service Provider.)

Use the worksheet on the following page to record info about your ISP Profile.

ISP Profile Worksheet

Name of Internet Service Provider _____
(ISP Profile Name)

Internet Account User Name _____

Internet Account Password _____

Dial-in Phone Number _____

Is your IP address assigned automatically or manually? _____

If assigned manually, what is the:

IP Address: _____ . _____ . _____ . _____

Subnet Mask _____ . _____ . _____ . _____

Remote gateway address: _____ . _____ . _____ . _____

Domain Name Server #1: _____ . _____ . _____ . _____

Domain Name Server #2: _____ . _____ . _____ . _____

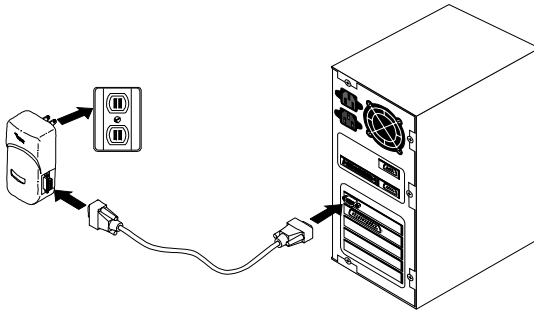
If your computer already has other LAN devices installed

In order for your DataJack to operate properly, it must be the only **active** LAN device on your computer. If you have other LAN devices such as Ethernet NIC, etc., installed on your computer, use the following procedure to disable them before installing the AirWay DataJack.

1. On your Windows desktop, right click on **My Computer**.
2. Click on **Properties**, then select the Device Manager tab in the System Properties window.
3. Under Network Adapter, select the device to be disabled and click the **Properties** button. (You may need to double-click on Network Adapters to see a drop-down list of available network devices.)
4. At the bottom of the General tab, click **Disable in this hardware profile**, then click **OK**. A red X will appear over the device to indicate that it has been disabled.

Connecting the DataJack

- 1 Connect one end of the DataJack cable to an available 9-pin serial port on the computer. Connect the other end of the cable to the DataJack.
- 2 Plug the DataJack into a standard 120V electrical outlet.



Installing the DataJack Software

- 1 Insert the AirWay DataJack CD-ROM in your CD drive.
➡ Note:
If the AirWay setup program doesn't start automatically, double-click My Computer, then double-click the icon for your CD-ROM drive (usually either D: or E:).
- 2 Follow the instructions on the screen to install the AirWay DataJack in Control Panel and copy the needed files to your computer. Restart your computer when prompted.


➡ Note:

You may be prompted during the install process to insert your Windows CD-ROM. Insert the CD-ROM and specify the location of the Windows files. **Examples:** D:\Win95, E:\Win95, D:\Win98, E:\Win98.

If you do not have your Windows CD-ROM, the needed files may already be installed on your computer. Specify the directory where your Windows files reside and click **OK**.

Example: C:\Windows\options\cabs.

- 3** After restarting your computer, the AirWay Installation Wizard checks to see if your DataJack has already been registered with the Controller. If not, it displays the DataJack Registration screen. Enter the **last eight digits** of your Controller serial number and your 4-digit Controller password, then click *Next*.

 **Notes:**

- DataJacks purchased as part of an AirWay Starter Kit are already pre-registered with the Controller.
- For information about your Controller password, see page 16.

- 4** At the Computer Name screen, enter a name for your computer to identify it on the network.

 **Note:**

If your computer has previously been set up as part of a network, it will already have a computer name. Do not change this name in the Computer Name screen.

- 5** If you have not already setup your AirWay network to connect to the Internet or you wish to modify previously specified ISP settings, select *Yes* at the Configuration Option screen, then click *Next*.

If you do not want to set up or change your ISP information at this time, click *No* and proceed to step 8.

- 6** If you selected Yes at the preceding step, the DataJack Installation Wizard checks to see if any ISP settings already exist on the Controller (through previous installation of a DataJack on another network computer).

- If it finds ISP settings on the Controller, the Installation Wizard searches for a modem attached to the Controller. If a modem is found, the Wizard gives you the opportunity to change the modem settings. If a modem is not found, the Wizard asks you to select a modem.

After you have defined the modem, the Wizard displays the Setup Summary screen. Proceed to step 8.

- If the Installation Wizard cannot find ISP settings on your Controller, it searches for the settings on your computer. If it finds valid settings on your computer, it displays the “Select Internet Settings” screen. Proceed to step 7.

7 The “Select Internet Settings” screen shows all existing ISP profiles found on your computer. Highlight the profile you wish to use when connecting to the Internet via the AirWay network, then click *Next*.

➔ Note:

If you wish to define a new ISP profile, click *Define New Settings*, then click *Next*. You will be asked to specify settings for the new ISP profile, including the user name, password, dial-up phone number, etc. Refer to the worksheet on page 43 to complete this section. When you have finished specifying the ISP information, click *Next*.

8 At the Setup Summary screen, click *Back* to modify any settings, or *Next* to accept the settings as is and send them to the Controller.

9 At the Installation Complete screen, select *Yes, restart my computer now*, then click *Finish*. (You must restart your computer in order for your changes to take effect.)

After restarting, your computer displays an AirWay icon in the system tray (lower right-hand corner of the screen, next to the time). This indicates a successful installation.

The AirWay icon is animated to show that the DataJack and Controller are communicating with each other.

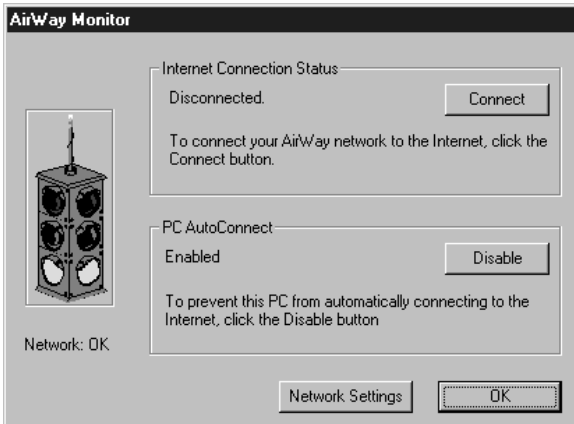


AirWay Icon

Checking status of the comm link

To check the status of the comm link between the the DataJack and Controller, double-click the AirWay icon in your system tray.

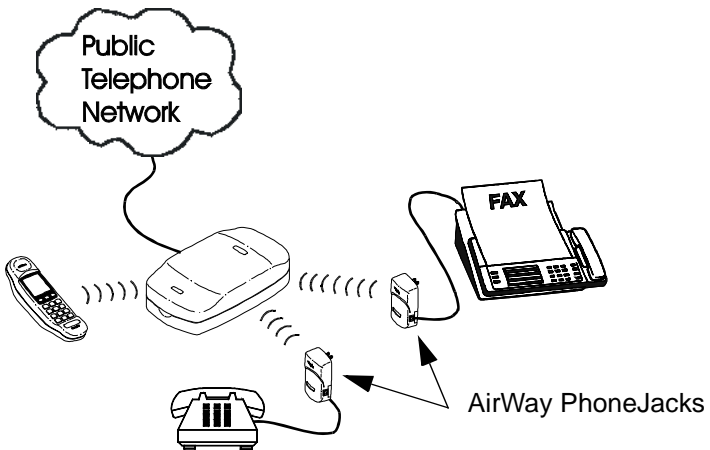
The AirWay Monitor utility will open. If the Monitor utility shows a green light, system status is normal and the DataJack and Controller are in communication with each other. If the light is not green, the DataJack has lost the comm link with the Controller. Refer to page 97 for troubleshooting information.



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 network. Once connected to the network, these devices can access any available line in the network (unless restricted via system setup).

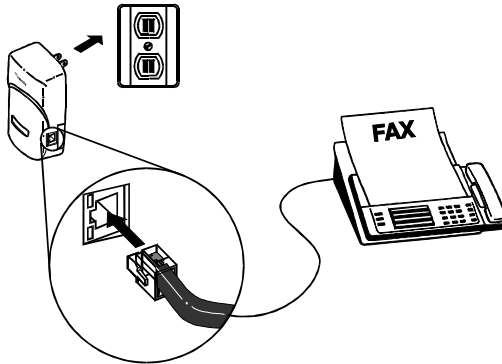


Recording the serial number

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 **9** (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” on page 77.
- 9** Press **0** when finished.

Configuring the Network 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 network 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 network devices except the PhoneJack your fax machine is connected to. For details, see “Setting inbound ringing options” on page 79.

If desired, you can also prevent other network 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” on page 78.

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.

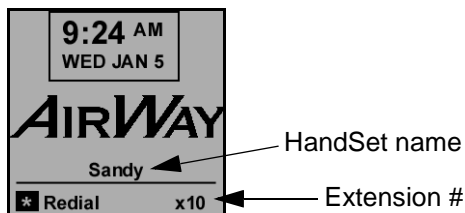
1. Press and release **MENU** until you reach the screen containing the Setup function.
2. Press **9** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **2** (PhoneJacks).
5. Press **3** (Configure).
6. Enter the desired extension number, or 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

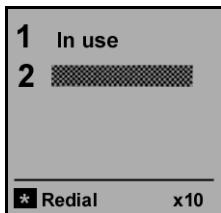
The Idle Screen

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

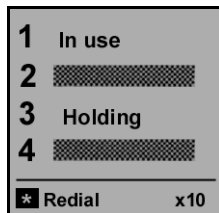


The Line Status Screen

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

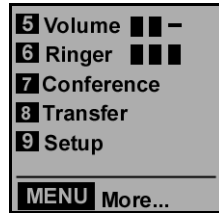
The menu screens allow you to access your HandSet's Caller ID, Directory, Extensions, Call Privacy, Call Mute, HandSet Volume, Ringer Volume, Conference, Transfer, and Setup options.

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.

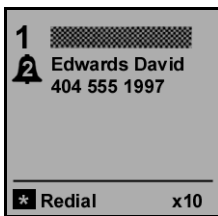
<p><i>Mute a call</i></p>	<p>The Mute function turns the HandSet microphone off. You can still hear the party on the other end, but they can't hear you.</p> <p>When a call is muted, a mute symbol  displays on the HandSet next to the muted call.</p> <ol style="list-style-type: none"> 1. While on a call, 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 network cannot access the line by pressing TALK.

Caller ID Features

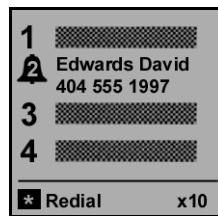
NOTE: In order to use the following Caller ID features, you must subscribe to the Caller ID service provided by your telephone company.

Incoming Caller ID calls

All HandSets in your AirWay network 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

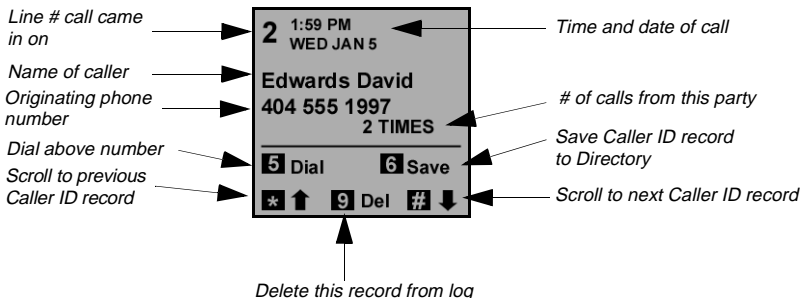


AirWay 516

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 network. 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.

<i>Delete an entry from the Directory</i>	<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

<i>Initiate a Conference Call</i>	<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.
<i>Join a Conference Call from another extension</i>	<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>
<i>Drop out of or end a Conference Call</i>	<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 network 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 network, see page 85, "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 network.

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

Sharing Data Network Resources


The following pages provide basic information on sharing files, printers and Internet access with other computers in your AirWay network. These procedures may differ slightly from one version of Windows to another. If you need additional help setting up shared files or printers, click the Start button on your Windows taskbar, then click Help to access your Windows online help files.

Sharing Files

Setting up shared folders on your computer

Before you can transfer files between network computers, you must designate which folders will be shared on each computer.

Note:

Shared folders are indicated by a  symbol in My Computer.

- 1** On the computer containing the folder you want to share, point to **My Computer** on the Windows desktop and click your right mouse button.
- 2** Click **Explore**, point to the folder you want to share, then click your right mouse button.
- 3** Click **Sharing**.

Note:

If you want to create a new folder to share, navigate to where you want the shared folder to be, then click **File**. Point to **New**, then click **Folder**. Name the new folder and press **Enter**. With the new folder still highlighted, click your right mouse button, then click **Sharing**.

- 4** Click *Shared As*, then specify the access type for the folder. You will also need to specify appropriate passwords for the access type.
 - *Read-Only* means that other computers can view files in the folder, but cannot change or delete them.
 - *Full* means that other computers can view, copy, change, save, and delete files in the folder.
 - *Depends on Password* allows you to control the type of access different computers have by setting separate passwords for Read-only and Full access.

Copying files to another computer

- 1** On your Windows desktop, double-click *Network Neighborhood*.
- 2** In the Network Neighborhood window, double-click on the destination computer to view the shared folders on that computer.
- 3** On the sending computer, navigate to the folder containing the file you want to transfer.
- 4** Point to the file you want to transfer, then press and hold down your left mouse button while you drag the file icon to the shared folder on the destination computer.

Sharing Printers

Remember the following points when setting your network up for printer sharing:

- The printer must be connected to a computer that is part of the AirWay network.
- Both the printer and the computer it is connected to must be turned on, and the printer must be set up as “shared” on the computer.
- File and print sharing must be enabled on both computers.
- The printer drivers must be installed on all computers you want to print from (not just the computer physically connected to the printer).

Note:

Some computers have a power-saving feature that puts them in “sleep” mode when not in use. If the printer you want to print to is connected to such a computer, make sure it is not in sleep mode when you send a document to the printer.

To set up a shared printer

- 1** On the computer that is connected to the printer, click **Start**, point to **Settings**, then click **Printers**.
- 2** In the Printers window, point to the printer you wish to share and click your right mouse button.
- 3** Click **Sharing**, then click **Shared As**.
- 4** Click **OK**.

To install a shared printer on another computer

- 1** On the computer where you want to install the printer, double-click **Network Neighborhood**.
- 2** Double-click on the computer that is connected to the printer.

- 3 Click on the printer you want to share, then click *File Install*.
- 4 Follow the instructions in the Add Printer Wizard to finish installing the printer.

⇒ Note:

You may be asked for the floppy disk or CD-ROM containing the drivers for the printer.

Printing to a shared printer from another computer

- 1 In a Windows application, click *File*, then *Print*.
- 2 In the Print window, click the down arrow to the right of Printer Name.
- 3 Click on the printer you want to use.

Sharing an Internet Connection

If you have connected an external modem to your AirWay Controller, your network computers can share a single Internet connection. This means that you only need to have *one* Internet account - everyone in the network can log on at the same time and surf the web, check e-mail, etc.

⇒ Note:

You cannot use these procedures to log onto an America Online (AOL) account. If you are using AOL, you must manually log onto AOL using the normal AOL dial-up procedure. Also, America Online (AOL) does not allow multiple computers to log on at the same time to the same account.

Configuring your computer to connect via the AirWay LAN

Normally, a computer connects to the Internet using its own local modem. To connect using the Controller's external modem instead, you need to change your computer's Internet connection properties. This procedure varies somewhat from one browser version to another.

If you are using Netscape Navigator, you must change your Internet connection settings in both Windows Control Panel and in Navigator. See the following tables for information on changing these settings.

Changing the Internet connection settings in Control Panel

1. Click Start>Settings>Control Panel.
2. Double-click the Internet icon.
3. Select the Connection folder.
4. Select “Never dial a connection.”
5. Click OK.

Changing the Internet connection settings in Navigator 3.0

1. Start Netscape Navigator.
2. Select File>Options/Network Preferences.
3. Select the Proxies folder.
4. Select “Automatic Proxy Configuration.”
5. Click OK.

Changing the Internet connection settings in Navigator 4.0

1. Start Netscape Navigator.
2. Select Edit>Preferences.
3. In the Category window, click the + symbol next to “Advanced.”
4. Select Proxies from the drop down list.
5. In the Proxy window on the right, select Automatic Proxy Configuration. (You do not need to enter a configuration URL.)
6. Click OK.

For Internet Explorer

If you are using Internet Explorer, you only need change the Internet connection settings in the browser. The changes are automatically reflected in Control Panel.

Internet Explorer 3.0

1. Start Internet Explorer.
2. Select View>Options.
3. Select the Connection folder.
4. Make sure “Connect to the Internet as needed” is NOT checked.

Internet Explorer 4.0

1. Start Internet Explorer
2. Select View>Internet>Options.
3. Select the Connection folder.
4. Under Connection, select “Connect to the Internet using a local area network.”
5. Click OK.

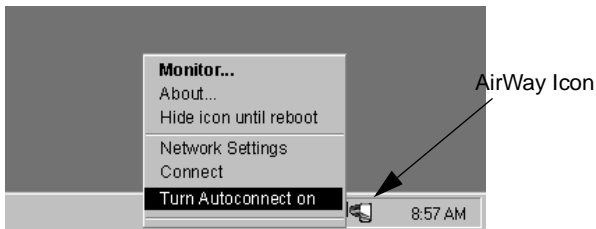
Accessing the Internet

You can set your computer up to autoconnect to the Internet whenever you open your web browser, or you can initiate a connection without opening your web browser.

Auto-connecting to the Internet by opening your web browser

Use the following procedure to set your computer up so that it connects automatically to the Internet whenever you open your web browser:

- 1 Right-click the AirWay icon in your system tray.
- 2 Select *Turn Autoconnect On* from the pop-up menu.



- 3 Open your web browser. If the AirWay network is not already connected to the Internet, it automatically dials your ISP.
- 4 To turn the auto-connect feature off, right-click the AirWay icon again and select *Turn Autoconnect Off* from the pop-up menu.

Note:

Exiting out of your web browser does not automatically terminate the Internet connection (the connection stays active until the time specified under Dialing Properties in AirWay Network Settings). If you wish to end the Internet connection immediately, right-click on the AirWay icon and select Disconnect from the pop-up menu. Be aware however that this option will also disconnect other users in the AirWay network.

Connecting to the Internet using the AirWay Connect option

Use the following procedure to initiate a connection to the Internet without opening your web browser.

- 1** Right-click the AirWay icon in your system tray.
- 2** Select Connect from the pop-up menu. If the AirWay network is not already connected to the Internet, it automatically dials your ISP.
- 3** To disconnect from the Internet, right-click the AirWay icon in your system tray and select Disconnect from the pop-up menu.

➔ Note:

The Disconnect option immediately terminates the Internet connection. It is therefore a good idea to make sure that no one else in the network is using the Internet before disconnecting or they will be disconnected also.

Modifying Your Voice Network Settings

You can perform system administration of your AirWay network 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	73
View software version	73
Change Controller password	74
Add new HandSets or PhoneJacks	75
Remove HandSets, PhoneJacks, and DataJacks	76
Change device names	77
Set outbound line selection options	78
Set inbound ringing options	79
Turn Call Waiting Deluxe on or off for PhoneJacks	80
Set call forwarding options	81
Set line call privacy options	82
Set line ringing pattern	82
Set system timer for Hold Recall	83
Set system timer for Transfer Recall	84
Set system timer for Call Forward Disconnect	84
Turn Voice Mail on or off	85

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 **9** (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 **9** (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 network.

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.

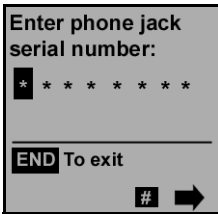
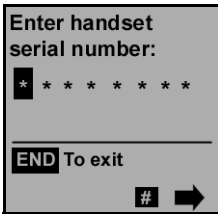
1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **1** (General), then **3** (Password).
4. Enter the current password, then press **END**.
5. Enter the new password, 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 Network Devices

Adding HandSets and PhoneJacks to the network



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

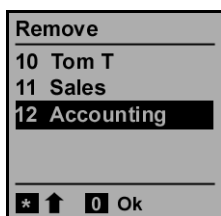
1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **1** if adding a HandSet or **2** if adding a PhoneJack.
5. Press **1** (Add), then 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 "HandSet Added" (or "PhoneJack Added"), press **0**.

Notes:

- HandSet serial numbers are located on the underside of the battery cover. PhoneJack serial numbers are located on the plug side of the PhoneJack.
- New network devices are added with a default name of "ExtXX," where "XX" is the next available extension number. HandSets are numbered sequentially beginning with Ext 10, while PhoneJacks and DataJacks are numbered sequentially beginning with Ext 51 (DataJacks can be added only from a network computer).

- 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 network



You can remove a HandSet, PhoneJack, or DataJack from the network 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 network.

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (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, or **5** if removing a DataJack.
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 or DataJack Removed), press **0**.

Changing a device name



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

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (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:

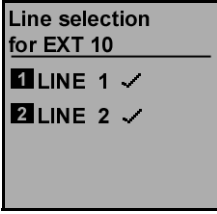
Continue pressing the key for each letter to scroll through the letters in CAPS and lower case. Use * and # as necessary to move back and forth from one space to another.

Example:

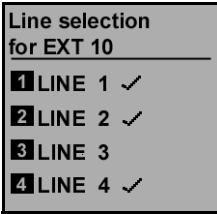
To enter the name “Tom” -

- 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 network 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.

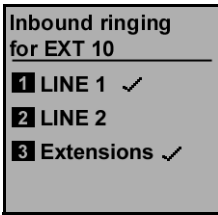
1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **1** if the extension being configured is a HandSet, or **2** if the extension being configured is a PhoneJack.
5. Press **3** (Configure), then enter the extension number you want to set outbound line selection for.

➡ Note:

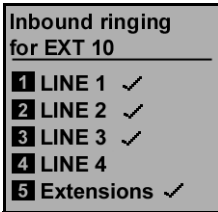
You can also use * and # to scroll through the entries. When the desired device is highlighted, press 0 (OK).

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 network.

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.

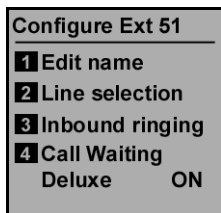
1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network).
4. Press **1** if the extension being configured is a HandSet, or **2** if the extension being 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

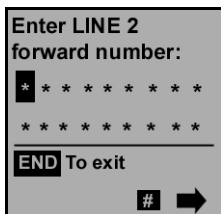
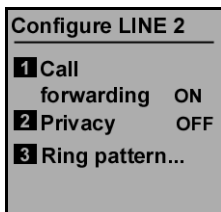


If you subscribe to your phone company's Call Waiting with Caller ID service (sometimes called Call Waiting Deluxe) and you have a Caller ID box or display phone connected to your AirWay system via a PhoneJack, you will need to turn on Call Waiting Deluxe for that PhoneJack so the Caller ID data will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

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (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



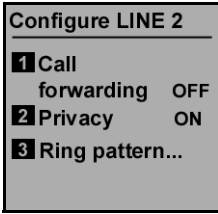
Your AirWay network allows you to forward incoming calls on a specific line to another external phone number. If desired, a different external Call Forwarding number can be set for each line in the network.

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 **9** (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



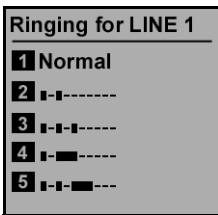
You can turn Call Privacy on or off for all calls on a particular line. When Call Privacy is set, other devices on the network (except one plugged into a wall jack carrying that line) cannot listen in or break in on an active call on the line.

Note:

To override this setting for a current call, see page 57, "Make the current call private."

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (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 **9** (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 network 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 **9** (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.

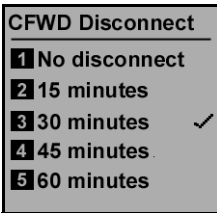
Setting the Transfer Recall Timer



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 **9** (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

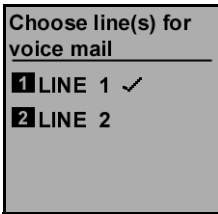


The Call Forward Disconnect Timer determines how long the system will allow a forwarded call to remain in progress. This prevents forwarded calls from tying up two lines on your system for longer than desired.

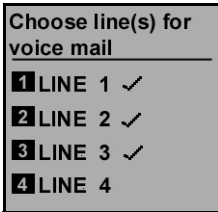
1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (Setup), then enter your Controller password. Press **END** when finished.
3. Press **2** (Network), then **5** (Timers).
4. Press **3** (Call Forward Disconnect) and select one of the five timer options.
5. Press **END** when finished.

Using Voice Mail

Turning Voice Mail On and Off



AirWay 308



AirWay 516

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

1. Press and release **HOLD/MENU** until you reach the screen containing the Setup function.
2. Press **9** (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.

Modifying Your Data Network Settings

The AirWay DataJack software allows you to make the following changes to your network settings:

- Register your DataJack with another Controller
- Change your computer's network name
- Change ISP profiles, modems, and dialing properties to use when connecting to the Internet via an external modem connected to the Controller.

Changing Controllers

There may be times when you wish to register your DataJack with a different AirWay Controller (for instance, if you carry a laptop back and forth between your home and office and need to connect its DataJack to the Controllers at each location). The following procedures explain how to add a new Controller to your list of installed Controllers and how to select a different Controller from the list.

Installing a new controller on your computer

- 1** Right click on the AirWay icon in your system tray and select "Network Settings" from the pop-up menu.
- 2** On the Controller tab, click *Install New Controller*.
- 3** In the New Controller window, enter the **last eight digits** of the new Controller's serial number, along with its password. Click *OK*.
- 4** The designated Controller becomes the registered Controller. Click *OK* to accept the change.

Selecting a different installed Controller

- 1** Right click on the AirWay icon in your system tray and select “Network Settings” from the pop-up menu.
- 2** In the Installed Controllers window, select the desired Controller and click **Register Controller**.
- 3** The designated Controller appears as the Registered Controller in the Controllers dialog box. Click **OK** to accept the change and exit AirWay Network Settings.

Changing Your Computer’s Network Name

Use the following procedures to change your computer’s name on the network.

- 1** Right-click on the AirWay cursor in your system tray and select **Network Settings** from the pop-up menu.
- 2** Select the **Identification** tab and enter a new name for your computer in the **Computer Name** field.
- 3** Click **OK**.

Note:

If your computer is set up to share files or peripherals such as printers with another network computer, you will need to reset the share parameters for your computer now that it has a new name. For information on this procedure, refer to page 64, “Sharing Data Network Resources.”

Modifying External Modem Settings

If you have set up your AirWay network to connect to the Internet using an external modem connected to the Controller, you can change your ISP profile, external modem type and dialing properties via the AirWay Network Settings dialog box.

About ISP profiles

Before your Controller can establish a connection with your Internet service provider, it must have certain data about your Internet account. This information is known as an ISP profile.

- The AirWay 516 Controller can store up to six different ISP profiles. The AirWay 308 Controller can store up to two different ISP profiles. Only one profile can be active at a time, however, you can easily switch between the ISP accounts using the AirWay Network Settings dialog box.
- If you specified an ISP profile during installation of the DataJack software, the settings for that profile already exist on the Controller. If you did not specify an ISP profile during the installation process and wish to do so now, or you need to add a second profile, use the following procedure.

Adding a new ISP profile

- 1** Right click on the AirWay cursor in your system tray and select *Network Settings* from the pop-up menu.
- 2** Select the *Profiles* tab. Windows retrieves any existing profiles found on the Controller and displays them in the Available Profiles field. The currently active profile appears in the Active Profile field.
- 3** To add a new profile to the Controller, click *Add New*. Windows searches for existing ISP profiles on your computer and displays them on the ISP Profile Selection screen.
 - To copy an existing profile to the Controller, click on it, then click the *Next* button. The new profile appears in the Available Profiles list of the Profiles dialog box and also becomes the Active Profile. Click either *OK* or *Apply* to have the profile copied to the Controller.

- To define settings for a new ISP profile, on the ISP Profile Selection screen, click ***Define new ISP settings***, then click the ***Next*** button. When the ISP Settings screen appears, name the new profile and define the appropriate IP address info for the profile.
- 4 Click ***Next*** to continue defining the necessary connection info for the profile. When finished, click ***OK*** to make the new profile as the active profile on the Controller.

 **Note:**

If the maximum number of profiles already exist on the Controller, you will receive an error message advising that you cannot add more ISP profiles. You will need to delete one of the existing profiles from the Available Profiles list before you can send a new profile to the Controller.

- 5 Restart your computer when prompted.

Selecting a different active profile

- 1 Right-click on the AirWay cursor in your system tray and select ***Network Settings*** from the pop-up menu.
- 2 In the Profiles dialog box, click on the desired profile in the Available Profiles list, then click ***OK***.
- 3 Reboot your computer when prompted.

Changing the modem type

If you change out the Controller external modem, you will need to modify the modem settings via the AirWay Network Settings dialog box.

- 1** After connecting the new modem to the Controller, right-click on the AirWay cursor in your system tray and select ***Network Settings*** from the pop-up menu.
- 2** Select the ***Modem*** tab. The ***Configured Modem*** is the modem set up on your AirWay network. The ***Detected Modem*** is the modem that is physically connected to the Controller. If you wish to change the Configured Modem settings, click on ***Change Modem*** and specify the correct parameters for the modem. (You may be asked to insert the driver disk for the modem.)

Modifying the modem's dialing properties

Use the following procedure to change the call waiting disable code, outside line access code, or idle disconnect properties for the Controller external modem.

- 1** Right-click on the AirWay icon in your system tray and select ***Network Settings*** from the pop-up window.
- 2** Select the ***Dialing Properties*** tab.
- 3** Make the appropriate changes and click ***OK***.

Upgrading Your System Software

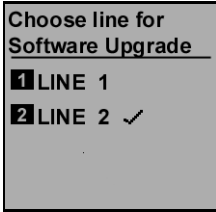
Your AirWay Controller contains an internal modem that allows you to download system software upgrades using a network HandSet. Contact HWN Customer Service at 888-WHY-WIRE (949-9473) for information about new software releases and to obtain a software download authorization code (you will need the authorization code in order to initiate the software download).

Getting Started

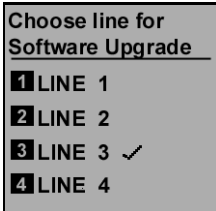
The following information will help ensure a successful download.

- Software downloads usually take about 10-20 minutes, depending on network traffic. Since other activity on the system may interfere with the download process, schedule the download at a time when you do not expect any incoming calls. Also refrain from making any calls or using a network computer during the download.
- If you subscribe to a Call Waiting service, be sure it is turned OFF before beginning the download. You can temporarily turn off Call Waiting using the procedure shown on page 92.

Choosing a line



AirWay 308

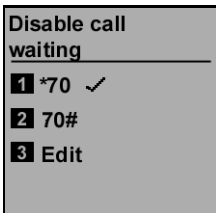


AirWay 516

Use the following procedure to choose which line to use for the software download.

1. Press and release **MENU** on a network HandSet until you reach the screen containing the setup function.
2. Press **9** (Setup).
3. Enter your Controller password, then press **END**.
4. Press **4** (Software Upgrade).
5. Press **2** (Choose Line).
6. Select the desired line for the download.
7. Press **END** when finished.

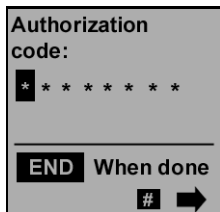
Turning off Call Waiting



Use the following procedure to temporarily turn off Call Waiting. Call Waiting will only be turned off while the download is in progress.

1. Press and release **MENU** on a network HandSet until you reach the screen containing the setup function.
2. Press **9** (Setup).
3. Enter your Controller password, then press **END**.
4. Press **4** (Software Upgrade).
5. Press **3** (Disable Call Waiting).
6. Select the appropriate disable code, or edit if necessary. (If you do not know your call waiting disable code, contact your local phone service provider.)
7. Press **END** when finished.

Start software download



Use the following procedure to initiate the download.

1. Press and release **MENU** on a network HandSet until you reach the screen containing the setup function.
2. Press **9** (Setup).
3. Enter your Controller password, then press **END**.
4. Press **4** (Software Upgrade).
5. Press **4** (Call Now).
6. At the authorization code screen, enter your software download authorization code, then press **END**.
7. At the confirmation screen, press **1** to confirm the authorization code, **2** to re-enter it, or **END** to cancel.

Notes:

- Once you have confirmed the authorization code, the Controller dials the AirWay code download service, verifies your authorization code, and downloads the new software.
- You can follow the progress of the download on your HandSet display. When the HandSet reflects that the download is complete, press **0** to reinitialize the Controller.
- The Controller lights blink and the HandSet displays "Out of Range" while the Controller is reinitializing. Once initialization is complete and the Controller re-establishes communication with the HandSet, the screen returns to normal.

Troubleshooting

General network 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 network is not operational during a power outage condition.

Your Controller back-up battery is probably dead. Replace the battery and limit network 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. The network's maximum range is 1500 feet. This range can be diminished by objects in the path of the signal. Move closer to the Controller unit and try again.

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

Check the following:

- Although your AirWay system has a maximum range of 1500 feet, this range can be diminished by objects in the path of the signal. Try moving closer to the Controller.
- 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 network 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.

DataJack questions

I have connected my computer to a DataJack and installed the software, but the AirWay icon does not appear in my system tray.

The DataJack drivers may not have installed properly. Insert the DataJack CD-ROM and re-run the DataJack Installation Wizard. Be sure to restart your computer when the installation process is complete.

I have connected my computer to a DataJack, but I cannot get it to communicate with the network.

Check the AirWay Monitor utility to verify the system status. To access the Monitor utility, double-click the AirWay icon in your computer’s system tray (opposite the Start button at the bottom of the screen).

The Monitor utility displays a traffic light symbol to indicate system status:

- **Green Light** - the DataJack is within range of the Controller and network status is normal.
- **Yellow Light** - the DataJack is within range but temporarily unable to communicate with the Controller for some reason. Wait a minute or two and check again. If still yellow, try rebooting your computer.
- **Red Light** - the DataJack cannot contact the Controller. To determine the source of the problem, click the Network Settings button on the Monitor screen.

If your computer displays the following screen when you click the Network Settings button, verify that the DataJack and Controller are both plugged into viable power outlets and that the DataJack serial cable is securely connected to both the DataJack and your computer.



The DataJack may also be out of range of the Controller. Move the DataJack closer to the Controller and check the Monitor utility again.

I have three computers connected to DataJacks, but I cannot see them when I click on the Network Neighborhood icon on my computer screen.

It sometimes takes Network Neighborhood a few minutes to find computers on the network. If the computers don't appear in Network Neighborhood after several minutes, check the following:

- Verify that the computers are turned on and are not in "sleep" mode.

- Verify that the DataJacks are connected to a viable power source and are securely connected to the computer.
- Verify that the DataJack Installation Wizard was run on each computer to install the DataJack drivers. If the installation process ran correctly, the computer will display the AirWay icon in the system tray (lower right-hand corner of the screen, next to the time).

If the AirWay icon is not present, insert the DataJack CD-ROM and re-run the Installation Wizard. Be sure to reboot the computer after installing the DataJack drivers.

- Verify that the computers are within range of the Controller.
- Verify that all computers in the network are in the same workgroup (go to *Start>Settings>Control Panel*, then double-click *Network* and select the *Identification* tab).

I changed my Controller password after setting up the network but I don't remember the new password. How can I add a new computer to the network?

You can reset your Controller password to the default ("1234") by disconnecting the Controller power cord and removing the Controller battery, waiting 10 seconds, then re-installing the battery and reconnecting the power. Remember to change the password back to one of your own choosing as soon as the network is operational again.

I can't print to the printer attached to another network computer.

- Verify that the computer the printer is attached to is turned on and is not in sleep mode.
- Verify that the printer on the remote computer is set up to be shared. See "Sharing Data Network Resources" on page 64 for more information.
- Make sure that your computer can see the printer. Double-click the Network Neighborhood icon on your Windows desktop. In the Network Neighborhood window, double-click the icon for the computer the printer is attached to. A window opens that shows the shared folders and printers on the computer.

I can't access the modem attached to another network computer.

Network computers can share an external modem that is connected to the Controller, but they cannot share their own internal or external modems with other computers. To access the Internet using an external modem connected to the Controller, see page 67, "Sharing an Internet Connection."

My Internet connection is sometimes slow over the wireless interface.

Open the AirWay Monitor utility in your system tray and look at the connection speed. Due to the challenges of dial-up networking, speeds can vary from connection to connection and this will impact your overall system performance. If you obtain a poor connection speed, disconnect from the Internet using the Monitor utility and re-connect.

PhoneJack questions

I have registered a PhoneJack with the network 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 Network 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 Network 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 network 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 3 telephone lines (2 for voice/data and 1 for dedicated Internet access). The AirWay 516 can support up to 16 devices and a total of 5 telephone lines (4 for voice/data and 1 for dedicated Internet access).

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 network 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 network? 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 network HandSet. For details, see “Modifying Your Voice Network Settings” on page 72.

What is the data rate for sending/receiving files over my AirWay system?

System throughput within your AirWay network is 960 kbps. Data throughput to the Internet is limited by the modem connected to the Controller.

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 Home Wireless Networks Customer Service at 1-888-WHY-WIRE (949-9473).

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 network. You should change the default Controller password to one of your own choosing when you have finished setting up your system.

How do I change the Controller password?

You can change the password via the setup menu of a network HandSet. For details, see page 74.

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 10 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 network 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 you to connect a standard Windows compatible analog modem to the Controller to provide simultaneous Internet access to all computers in your AirWay network.

Why do I need to connect an external modem to the Controller for Internet access? Can't I use the Controller's internal modem instead?

The internal modem in the Controller is used for system diagnostics and to obtain software upgrades for your system. It cannot be used for Internet access.

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 network.

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 network. 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 Home Wireless Networks Customer Service at 1-888-WHY-WIRE (949-9473).

Are the AirWay HandSet batteries recyclable?

Yes. For additional information, see “HandSet Battery Recycling Instructions” on page 16.

Are AirWay HandSets hearing-aid compatible?

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

About the DataJack

How many DataJacks can I have in my network?

This depends on how many HandSets and/or PhoneJacks you have in the network. AirWay 308 systems allow a total of 8 devices in the network. These devices can be in almost any

configuration of HandSets, DataJacks and PhoneJacks as long as you have at least one HandSet.

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

What if I don't have an available serial port on my computer?

If your computer does not have an available serial port, you will need to modify your system configuration. If you have a serial mouse connected to one of your serial ports, we recommend that you purchase a PS/2 or USB mouse. This will free up a serial port so you can connect your computer to the DataJack.

How will I know if a computer connected to a DataJack is out of range of the Controller?

You can check the status of your connection to the Controller via the AirWay Monitor Utility, which is available on all network computers. To access the AirWay Monitor Utility, double-click the AirWay icon in the system tray of your computer (the system tray is located in the lower right-hand corner of your screen, opposite the Start button).

I noticed that DataJacks are assigned extension numbers when they are added to the network, just like HandSets and PhoneJacks. Does this mean that I can call a DataJack?

No, you can not call a DataJack. DataJacks are given extension numbers for identification purposes in case you need to remove them from the network at some point.

About the PhoneJack

What kind of devices can I connect to the network 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 network?

Yes. Each PhoneJack can support only one ringing device.

How many PhoneJacks can I have in my network?

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

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

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 network HandSet. For details, see “Setting inbound ringing options” on page 79.

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 network HandSet. For details, see “Setting outbound line selection options” on page 78.

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” on page 82.

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 network (HandSets, DataJacks, and/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 - 3 (2 for voice, fax, etc. and 1 for dedicated Internet.) AirWay 516 - 5 (4 for voice, fax, etc., and 1 for dedicated Internet)
Total system data rate	1 Mbps

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

DataJack

Size	4.5" x 2.75" x 1.25"
Weight	9.5 oz.
Connectors	DB-9 Female
Channels	37
Data Rate	960 Kbps
Ambient temperature range	32°F to 122°F
Humidity	20% to 90% (non-condensing)
Power Source	120v AC power line

PhoneJack

Size	4.5" x 2.75" x 1.25"
Weight	10 oz.
Connectors	One RJ-11
Channels	37
Voice Transmission 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 (90) 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) or by sending your claim to Home Wireless Networks, Inc., Customer Service Department, 3145 Avalon Ridge Place, Suite 200, Norcross, GA 30071. 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.

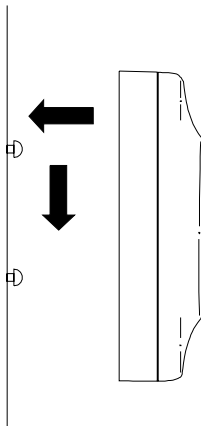
Critical Control Applications: HWN specifically disclaims liability for use of this product in critical control applications (including, for example only, safety or health care control systems, nuclear energy control systems, or air or ground traffic control systems) by any party, and such use is entirely 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.

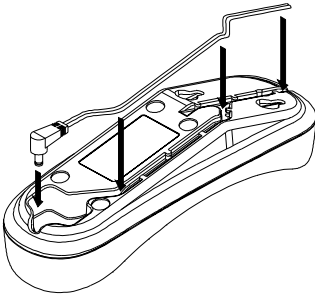


Seating the Controller on the wall

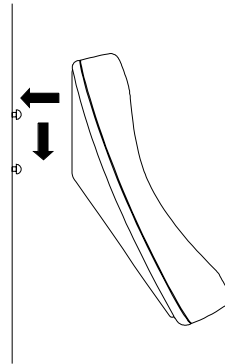
Mounting the HandSet charging cradle on a wall

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

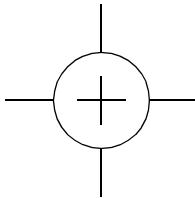
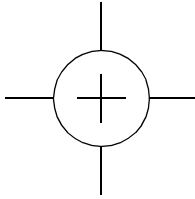


Seating the charging cradle on the wall

Controller Wall-Mounting Template

Use this template when mounting the Controller on a wall.

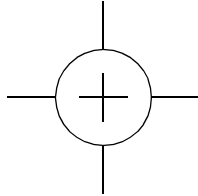
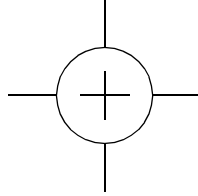
To mark the positions of the mounting screws, hold the template against the wall with the crossmarks centered on a wall stud. Push a pencil or pen point through the center of each crossmark to mark the wall.



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 and DataJacks to your network, 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 _____

