ClearOne®

TECH
NOTE

## MAX™ WIRELESS "NOT REGISTERED" ISSUE

If the MAX Wireless is left unplugged for an extended period of time the speakerphone pod can become de-synchronized from the base. If this has occurred, the user will not hear a dial tone when the on/off button is pressed and a Y-shaped antenna icon Ψ on the pod LCD will be flashing. This means the user must re-synchronize the phone pod(s) by following the steps listed below.

To re-synchronize a MAX Wireless phone pod to its base station, follow these steps.

1. If the Ψ icon is flashing, use these steps to re-sync the phone. **Remove** the battery pack and **unplug** the battery cable from the phone pod. **Unplug** the charging cable if connected. All pods must be completely off for the next step.
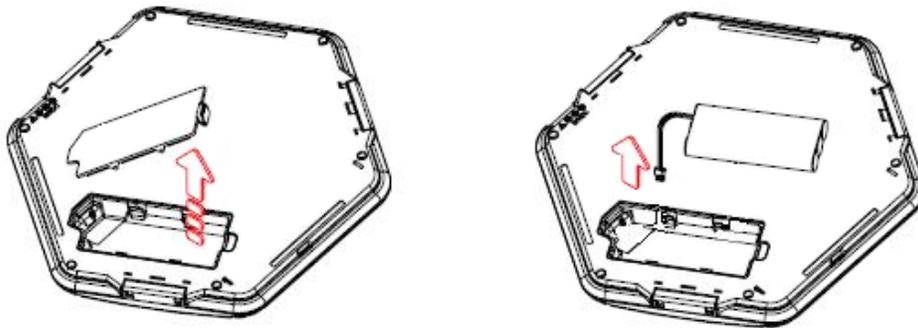
2. **Unplug** the wireless phone base from the power receptacle. Some versions have the power plug directly mounted on the back of the base unit.
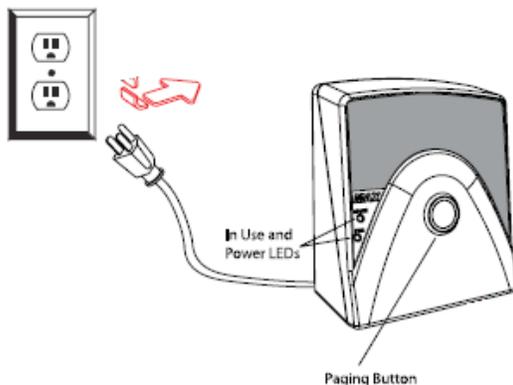
3. Press and hold the **PAGE** button on the base station. While holding the **PAGE** button **plug the unit into the power receptacle** and wait for in use light to go solid. Once solid, **unplug** the base station from the power receptacle again.

4. Next, hold the **CLEAR** button on the phone pod and **plug in** charging cable until you see ----------- (dashes) on the LCD screen. After the dashes appear, press **0** on the phone pod number pad. The LCD should display '0-dE-rE6'. **Unplug** the charging cable from the phone pod. If using two pods, **repeat step 4** for the second pod.

5. To ready the pod for re-sync, hold the **CLEAR** button on the phone pod and **plug in** charging cable until you see ----------- on the LCD screen. Leave the pod in this state for the next step. Repeat for each additional phone pod.

6. Hold the **PAGE** button on the base and **plug it in**, keeping the **PAGE** button pressed until the "in use" light blinks. Release the **PAGE** button.

7. Press **9** on the phone pod immediately. If successful, the pod will display '9-rE6IStEr' and 'rE6 0'. If you have a second pod, wait for the base to stop blinking, then **unplug** it and **plug it back in** holding the **PAGE** button to put it back into learn mode. Press 9 on the second pod immediately. If both pods displayed 'rE6 0' then you have successfully re-synced the system. If it says anything else start this process over again. Timing is important. Dual pod systems can be tricky to re-sync if **9** is not pressed quickly enough after the green light begins to flash on the base.

8. **Re-insert** the phone pod battery and **reconnect** the phone pod charging cable if needed. Make a test call. If you still experience problems contact Tech Support.

Tech Support Summary

This issue is intermittent. In most cases, communications can be restored by following these instructions. Tech Support has seen cases where one pod out of a dual pod system becomes de-registered, but the other pod is fine. When this occurs, it is necessary to re-sync both phone pods. We will continue to track this issue with newer revisions of the MAX Wireless phones and make these instructions available for our users.