SMB Wireless (ML440) -
Frequently Asked Questions (FAQs)

SMB Wireless Solution

What platform is SMB Wireless supported on?

It is supported on NEC's UNIVERGE® SV8100 Communications Server – a high-performance, feature-rich platform.

What is the SMB Wireless Solution?

The SMB Wireless Solution provides true on-site wireless telephony and mobility through the superior quality of the well established Digital Enhanced Cordless Telephone (DECT) technology. It consists of a full-featured mobile handset and access points/base stations.

Will this solution interfere or cause any issues with my wireless laptop, network or other wireless devices?

No. All wireless IP DECT handsets operate in the 1.9GHz frequency band that has been specifically cleared for voice applications. Your laptop, wireless network and other wireless devices operate on 802.11x/WLAN/Wi-Fi.

When using this solution, do I need to worry about the security of my conversations?

DECT is a worldwide standard which uses advanced algorithms for voice and data encryption. You can be assured that all conversations between the handset and access points are protected against any interference or eavesdropping. The secure IP peer-to-peer air interface along with the uniquely identified handsets and encryption, make the SMB Wireless solution one of the most secure on the market.

Is this solution easy to deploy and manage?

The SMB Wireless solution provides you with site survey tools and an easy-to-use web-based management tool to make installation and management a breeze. Also, there are no dedicated cabling requirements.

SMB Wireless Handset (ML440)

What is the range of the handset?

It depends on any obstructions between the access point/base station and the handset. From the AP20 Access Pont/Base Station, the range in a typical workspace may be 75 feet up to approximately 150 feet if the workspace is fairly open. Wireless site surveys are highly recommended.

What occurs when someone is calling a handset user who is out of range?

The call will not be received. When a handset is out of range, the user's extension should be programmed with Call Forward/No Answer to send the caller immediately to voicemail or another designated number.

Can the Access Code for registering handsets be changed?

No. The Access Code that is entered at the handset for registration is always 0000. However, you are able to change the PIN. This is used for deregistration. This can be done via DHCP Option Code: DCHP Option 12: SystemId:xxxxx;A:yyy:zzz:PIN

What is typically on the handset display when it is ready to place and receive calls?

Typically when a handset is ready to place and receive calls, on the display you will see a telephone number assigned to the handset and most likely a user's name as well.

How do I change the date and time on my phone?

You cannot change the actual date and/or time on the handset, however you are able to change the format. The format settings are located in the MENU > Settings > Time & Date. The actual date and time is controlled by the SV8100 Communications Server. If there is a problem with the actual date and/or time, contact you technical support group.

How do I change my ring volume?

Press MENU > Audio settings > Ring volume > Then use the navigation keys – left for decreasing the volume or right for increasing the volume.

Note: You cannot adjust the ring volume using the + / - keys on the left side of the handset.

How do I change my ring tone?

Press MENU > Audio Settings > Ring melody > Then use the up and down navigation keys to browse ring tones, press the Play soft key to sample and the select button to choose ring tone.

What are the key features of the handset?

- Caller ID (name/number)
- Call history
- 4 Programmable keys
- 3 Dedicated soft keys (Hold/Transfer/Conf.) for easy call handling
- Talk-time 20 hours / Standby time 220 hours
- Brilliant color display with graphical user interface
- Backlit keypad
- Silent vibrator mode
- Wideband two-way speakerphone
- External headsets supported
- Volume up and down key for quick adjustment
- Mute key
- Polyphonic ringtones
- 100 personal phonebook entries
- Over the air synchronization and software upgrades

What call-handling features does this handset support?

The phone supports "Hold", "Conference", and "Supervised/Blind Transfer" which are initiated using soft keys while on an active call. The four bottom line keys are programmable and can be customized for an individual's needs, such as CAP keys, Trunk keys, an ICM key, Park, Virtual Extension, and other features. They are programmed through the SV8100 (PBX). Consult technical support for a complete list of features supported on the AP20 Access Point/SMB Wireless handset (ML440).

How do I create a contact and add a speed dial?

To program a speed dial, you must first have a contact to link it to. To create a contact, select MENU > Contacts > More > Add contact. Once the contact has been added, highlight the contact using the navigation keys and click "More" > Speed dial. Select the number you want to assign (2-9 represents the numbers 2-9 on the telephone keypad) then Store the number and it will be saved.

With this DECT solution, you can also upload a Central Directory to an access point (AP20) to share between all your DECT handsets.

How do I transfer a call?

There are 2 types of transfer:

Supervised / Attended Transfer – If you are on an active call…

1) Press the "Transfer" soft key

2) Dial the number to transfer to

3) Handset starts calling the number

4) That number is answered, and you announce your transfer

5) Press the "Transfer" soft key again

Blind Transfer – If you are on an active call…

1) Press the "Transfer" soft key

2) Dial the number to transfer to

3) Press the "Transfer" soft key again without waiting for an answer

How do I start a conference?

When you are on an active call…

1) Press the "Conf" soft key

2) Dial the number to add into the conference

3) Handset starts calling the number

4) That number is answered, and you announce that you are adding the party to a conference

5) Press the "Conf" soft key which puts the party on hold - You will hear a dial tone

6) Press the "Conf" soft key once more to begin the conference

What does it mean when you see "Searching" on the handset?

When you see "Searching" on the handset, it means that the handset is out of range from the nearest access point/base station. You must be within range of the access point to place and receive calls.

Why does the call break up at times when I am walking around?

This will occur when your handset is out of range from the nearest access point. You should note the location and contact your technical support group. There could be a need for additional access points to cover that area. There is also a feature that will alert a user with a tone when they are getting close to being out of range. This is called "Coverage Warning" and is found under Menu > Settings > Audio settings > Coverage warning.

A caller cannot hear me, why not?

Verify that your call is not on MUTE (button on left side of phone). If on mute, an icon appears at the top of your display.

I can barely hear the other party, what is most likely the problem?

When on an active call, use the + on the left side of the handset to increase the call volume.

My "Central Directory" list is empty, why is this occurring and why can't I add entries?

You would need to contact the Technical Support group to have an administrator of the access points/base stations import a Central Directory file to the access point. You cannot add or update Central Directory entries using the handset.

AP20 Access Point/Base Station

How far apart should access points/base stations be placed?

Signal strength between access points is the real determining factor. Typically, 70 feet will provide good signal strength, but this varies on the type of obstructions between the access points. Signal strength can be determined through the site survey tool or seen in the Base Station Group table on a access point's/base station's web configuration Multi Cell page.

How is power supplied to the access points (AP20)?

The access points are Power over Ethernet (PoE).

Can the access points have a static IP address?

Yes. The access point is by default set for DHCP. To statically assign an address, the access point must be initially connected or staged on a network with a DHCP server issuing addresses. After connecting to the access point's web interface with a dynamically assigned address, you can assign a static IP on the Network page.

Can I register more than one extension at a time?

Yes, if you don't mind which extension is given to which handset.

Can a handset be registered when the administrator is logged into any access point in a Multi Cell?

Yes, all access points in a Multi Cell open up for registration when "register" is selected on a given extension. This can be done on any access point in the Multi Cell.

Can a handset be deregistered when the administrator is logged into any base in a Multi Cell?

Yes, all access points in a Multi Cell are able to deregister when "deregister" is selected on a given extension. This can be done on any access point in the Multi Cell.

Why are the SIP re-registration messages occurring more frequently than configured in Servers – Re-registration?

If the Re-registration value is ≤ 600, then the actual re-registrations will occur in half that value. If the Re-registration value is > 600, then the actual re-registration time is 5 minutes less than what is configured.

Does the voice media travel via the SV8100 (PBX)?

Yes. The voice media travels between the handset and the access point wirelessly using the DECT protocol. The voice travels between the access point and the SV8100 over the LAN in RTP packets and then onto its destination.

What codecs are supported between the access points and the SV8100?

Only G.711.

What should be the minimum signal strength between access points?

The minimum signal strength should be in the range of -70 to -73 dBm. (-74 would be lower). The signal strengths between access points can be viewed in the DECT sync source drop down boxes. If lower signal strengths exist between access points, adjusting the access points' orientation might improve signal strength. If not, then move one or both of the access points closer together.

What happens when a handset user on a call roams away from an access point to a fully-utilized access point?

The user will start to experience poor voice quality, or the call will drop. This is the same as if a user goes out of a coverage area.

What is the maximum length of a name in the Central Directory?

It depends on the width of the letters in the name. Around 21 characters is the limit, but it could be lower if there are a lot of wide letters (i.e. 'W'). Also, digits (0…9) must be in the second field of each entry in the CSV file.

Can there be more than one person logged into the access point at a given time?

Yes. Multiple simultaneous access point logins are permitted.

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