

Max Wireless Questions

What wireless communication standard does Max Wireless use?

Max Wireless uses either the Digital Enhanced Cordless Telecommunications (DECT) or Worldwide Digital Cordless Telecommunications (WDCT) standard, depending on the country the phone will be sold into.

The DECT standard broadcasts at a 1.880 to 1.9 gigahertz (GHz) frequency using Time Division Multiple Access (TDMA) to allow up to 120 available channels. Audio is transmitted at 32 kbps using the G.726 ADPCM coding ITU standard.

The WDCT standard is the North American equivalent of DECT with one exception: WDCT broadcasts on the 2.4 GHz frequency with 75 channels available.

The Max Wireless uses digital spread spectrum and pseudo-random channel hopping to jump between the 75 channels in the 2.4 GHz range to provide security for audio calls. As the Max Wireless is broadcasting it will detect interference from other devices transmitting on the same frequency and will then attempt to skip that channel to avoid the interference.

Will Max Wireless interfere with my wireless LAN?

No. Using frequency hopping prevents Max phones from interfering with wireless local area networks (LANs). Typically, 802.11 wireless LANs use direct sequence transmission, which means they use a constant brand of frequencies. If the Max phone tries to transmit on one of the frequencies being used by the wireless LAN, it will detect the LAN and avoid that channel if possible. If Max uses the same frequency, audio quality will not be affected and conversations will not be interrupted. It is possible that the LAN may slow down for 100 milliseconds. However, since LANs are packet-based, the interference from Max will not be noticeable.

Is Max Wireless secure?

Yes. Max Wireless is designed with digital spread spectrum technology — one of the most reliable wireless technologies available — to ensure calls are private and secure. Spread spectrum technology has been used for more than 50 years by the military because it has a low probability of signal interception and interference. (See the Max Wireless Security brief for additional information.)

Can Max Wireless be used in a different room from where its base station is located?

Yes. Max can be used in any room within 150 feet of its base station.

Can more than one Max Wireless be used in the same area?

Yes. The Max pod and base unit will automatically adjust the frequency-switching pattern when interference (another device transmitting on the same frequency) is detected on the channel. This eliminates the possibility of interference when using multiple Max Wireless units are used in close proximity. Up to 15 Max phones may be used in the same vicinity with no discernable interference between phones, provided the base units and pods are not placed within six inches of other base units and pods.

How do I find the Max Wireless if it is misplaced?

The base unit has a paging button, which will cause the pod to beep.

Is the Max Wireless expandable?

No. It is designed for use in executive/small offices or small conference rooms seating up to eight participants. For larger rooms, use the Max EX.

How long will the battery last?

The battery will provide 8 hours of talk time or 2 days of standby time before it needs to be recharged.

What happens if the battery begins to run out during a call?

The phone provides several alerts when the battery's power begins to run low, including a numeric counter showing the amount of talk time left on the battery's current charge, a battery icon that flashes when the battery requires charging, and an audible tone that sounds periodically as the battery life runs down.

If the battery runs low during a call simply plug in the power supply and continue your conference while you recharge the Max.

How many times can I charge the battery before it stops taking charges.

The battery can be recharged 500-1000 times, which gives it a life of approximately two years.

If I unplug the base unit, the battery loses its charge very quickly. Why does this happen?

If the pod (phone unit) cannot locate the base, it switches to high power mode to search for it. This will drain the battery very quickly. To prevent this, keep the base unit plugged in at all times. The pod will go into a low power mode when not in use during a call.

What if my Max Wireless is not charged when I need it?

Plug in the power supply and charge the phone while you conference.

Max EX Questions**How many Max EX phones can be linked?**

Up to four phones can be linked to create an expanded system.

What differentiates Max EX from other expandable conferencing phones?

Max EX is unique in its expansion capabilities — you expand it by connecting additional phone units, not just microphones (as is the case with competing conferencing phones). This creates an even distribution of microphones, loudspeakers and controls for better sound quality and user access.

For what size of room is Max EX most appropriate?

Because of the unique expansion capabilities of Max EX, it is ideal for a wide variety of applications and room sizes. As a single unit, it is ideal for small conference rooms for up to 8 people. Link additional units (up to four) and it is perfect for medium conference rooms, large boardrooms or training rooms for up to 40 people.

General Max Questions

Why do the Max conferencing phones deliver superior audio quality?

Max incorporates technologies developed by ClearOne Communications for its high-end, professionally installed conferencing phones. According to market research firm Frost & Sullivan, ClearOne is the leader in the installed conferencing systems market with 45 percent market share. High-end technologies found in Max include:

- Gentner® Distributed Echo Cancellation® to eliminate echo
- Noise cancellation to remove background noise from such sources as computer or projector fans and HVAC systems
- Full-duplex sound, which engages microphones and speakers simultaneously so participants can speak and listen at the same time without cutting in and out
- Automatic level control, to keep participants' audio balanced and consistent
- First-microphone priority to eliminate hollow "tunnel" sound by activating only the microphone closest to the person speaking

How do I make calls to more than one party?

Max phones operate like any other telephone when calling out to multiple parties. If you subscribe to three-way calling as part of your telephone service, you can make a three-way call using the flash/hook key on the Max phone. You may also use a conference calling service, and may pre-program the phone number to your favorite conferencing service provider into the Max phone.

Can I use the Max with a video codec?

No. Max Wireless and Max EX do not have line inputs or outputs.

What tools do I need to install Max phones?

You don't need any tools to install Max. Simply plug in the power supply/base unit and run the provided telephone line from the power supply/base unit to a standard analog telephone jack and place the phone on a table or desk. (In the case of Max Wireless, make sure the battery is plugged in and fully charged prior to first use).