



Applicable to: MAX Wireless, MAXAttach Wireless

MAX™ Wireless Battery and Base Roaming

Background

The MAX Wireless phone was designed to provide users with a high-performance audio conferencing experience without the need for any cables on the table top. The vast majority of MAX Wireless users follow ClearOne's recommendations regarding charging the unit's battery and experience absolutely no problems. However, under certain conditions, users may find that their phone's batteries have been completely drained and the unit is unable to make calls when needed.

A new MAX Wireless conference phone comes with a battery pack that has not been fully charged. New batteries should be charged for at least 15 hours prior to first use (see CHAPTER 2: GETTING STARTER of the MAX Wireless Installation & Operation Manual, page 5). Once fully charged, the MAX Wireless phone should typically provide 12 hours of uninterrupted talk time and 36 hours of standby time.

Recharging a MAX Wireless phone should typically take 6-8 hours.

As described in the same chapter of the manual, the MAX Wireless base unit is usually placed near a wall phone jack and power supply, where it is connected to both.

MAX Wireless users typically place their phones on a credenza or side table and connect the power supply when the phone is not in active use. When needed for a conference call, they would remove the power cable and place the phone on the conference table, ready for use. In situations where a conference room is used more frequently, the user may recharge the phone overnight and then place the phone on the table in the morning, ready for use throughout the day.

Base Roaming

In some situations, a user may place their MAX Wireless phone in a desk drawer, closet, or even in a separate room when not in use. This may cause the phone to lose radio contact with the base unit. When this happens, the phone automatically goes into a high power mode as it seeks to re-establish a connection. This can also happen if the base unit is not connected to a power source. In this mode, the phone's battery can be drained in as little as 4 hours.

If you need to store your MAX Wireless where it cannot easily maintain a radio connection or if you need to unplug the base unit for an extended period of time, you should unplug and remove the phone's battery pack. Later, the battery can be easily reconnected so that the phone can either be recharged or used for conference calls.

If you have additional questions, please contact ClearOne Technical Support at +1-800-283-5936 or at tech.support@clearone.com.