This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

Some features may require subscription to the relevant ISDN service from your network provider.
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Introduction

The Airway ISDN card connects your Airway controller to an ISDN2, ISDN2e or BT Highway line. You will be able to make use of 2 extra channels for voice calls, give your handsets individual telephone numbers with Multiple Subscriber Numbering and combine both channels to provide a data speed of up to 128 kbit/s.

Please read the instructions carefully before use and keep this user guide for future reference.

Unpacking your Airway ISDN Card

If any of these parts are missing or broken please contact your retailer.

Airway ISDN card
ISDN line cord

For your records

Date of purchase:
Place of purchase:
Serial number:
Purchase price:

For warranty purposes, proof of purchase is required, so please keep your receipt.

For details on the more advanced settings available with your Airway system, see the Airway System Guide.

Note

The actual data speed obtained is dependent upon the data speed offered by your Internet Service Provider or that of the remote site you connect to.
Safety instructions

Radio signals transmitted between the handset and base may cause interference to hearing aids. This product should not be used near emergency/ intensive care medical equipment and should not be used by people with pacemakers.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as in bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your product could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cords for the duration of the storm.
**Setting up**

1. **Prepare the controller**

   Unplug the controller from the power.

   Remove the controller cover and take out the back-up battery.

2. **Install the Airway ISDN card**

   Remove the card from its electrostatic bag and insert it into an empty expansion slot on the Controller. The label should face the edge of the Controller with the sockets.

   - Place the card carefully into the slot at an angle.
   - Pull gently on the card until it is sitting in an upright position. Press firmly and evenly down on the card to ensure that it is properly seated in the slot.

3. **Restart the controller**

   Replace the battery and controller cover.

   Reconnect the power cable.
Plug one end of the ISDN line cord into the ISDN socket on the Controller. Plug the other end of the ISDN line cord into your ISDN wall socket.

The orange light on the controller ISDN socket will now light and stay on.
Using ISDN with Airway

Your Airway handsets will now show the 2 ISDN channels underneath your other telephone lines in the main menu. Your handsets can now use your ISDN to make and receive calls. The ISDN line will also be able to be assigned to specific extensions for ringing in and out. The Airway System Guide contains details on how to configure your controller to do this.

Does your ISDN line have more than one number?
In point-to-multipoint mode your 2 ISDN channels can make and receive calls using up to six separate phone numbers in addition to your normal phone line numbers. These are called Multiple Subscriber Numbers (MSNs). Airway treats MSNs like all other lines. So you can assign an MSN number to an individual handset for incoming and outgoing calls. If you want to have more than one number on an ISDN line, contact your network provider.

Note
To change the ISDN card settings you will need an Airway handset registered to your controller and the system password for your controller.

Airway works with ISDN in both point-to-point and point-to-multipoint modes.

Does your ISDN line have a single number?
A single number means your ISDN line is in point-to-point mode. Calls are made and received on both channels with this number.
To change ISDN mode

Press to display the main menu.
Scroll down to Settings.
Press to select.
Scroll down to Controller.
Press to select.

Enter the system password. (Original password = 0000)
Press to confirm.
Scroll down to ISDN.
Press to select.
Scroll down to Number.
Press to select.
Enter the national code (e.g. 44 for the UK).
Press to confirm.
Enter the area code.
Press to confirm.
Enter the local number for your ISDN line.
Press to confirm.

Note
If the ISDN P to MP screen is displayed, your system is in point to multi-point mode. Follow the steps under “To change ISDN mode” to set point to point mode then return to this section.

To enter your point to point ISDN number into the system

Press to display the main menu.
Scroll down to Settings.
Press to select.
Scroll down to Controller.
Press to select.

Enter the system password. (Original password = 0000)
To add an MSN into the system

Press to display the main menu.
Scroll down to Settings.
Press to select.
Scroll down to Controller.
Press to select.
0000 Enter the system password. (Original password = 0000)
Press to confirm.
Scroll down to ISDN.
Press to select.

Press to select Add MSN.
Enter the number.
Press to confirm.

Note
If the ISDN P to P screen is displayed, your system is in point to multi-point mode. Follow the steps under “To change ISDN mode” to set point to point mode then return to this section.

To change an MSN

Press to display the main menu.
Scroll down to Settings.
Press to select.
Scroll down to ISDN.
Press to select.
0000 Enter the system password. (Original password = 0000)
Press to confirm.
Scroll down to Msns.
Press to select.
Scroll down to the MSN you want to change.
Press to select.
Press to select Edit.
Edit the number.
Press to confirm.

Note
If you receive the message No Free Line when trying to make a call using ISDN1 or ISDN2, check that your handset is set up to Ring Out on the MSNs you have added. Consult the Airway System Guide for details.
Press to display the main menu.

Scroll down to **Settings**.

Press to select.

Scroll down to **Controller**.

Press to select.

Enter the system password. (Original password = 0000)

Press to confirm.

Scroll down to **ISDN**.

Press to select.

Scroll down to **Msns**.

Press to select.

Scroll down to the MSN you want to delete.

Press to select.

Scroll down to **Delete**.

Press to delete.
**Service**

*Within the 1 year guarantee period*

If you experience a problem with your Airway product you should contact the Airway Helpline on **0845 602 1790**. Calls are charged at local rates.

An extended Helpline scheme is available which extends the Helpline service beyond the initial 12-month period. Please contact the Airway Helpline on **0845 602 1790** for details.

*Outside the 1 year guarantee period*

If your Airway product needs repair after the warranty period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Airway Helpline on **0845 602 1790** and ask for details of our recommended repair agents.

**If you have to return your Airway product**

Contact the Airway Helpline on **0845 602 1790**. They will arrange for collection of your product and the delivery of any replacement items whilst within the guarantee period or extended Helpline scheme. Pack the item to be returned securely, preferably in the original packaging. All parts must be returned including line cords, power supplies and original batteries. (Please note that we cannot take responsibility for goods damaged in transit).
Help and advice

There is no dial tone when using ISDN
Check that ISDN line cord is plugged into the controller and the ISDN wall sockets.

There is dial tone but I cannot make a call
Check the level of call barring set for the extension.

The message No Free Line appears when I try to make a call with ISDN
Check that your handset is set up to Ring Out on ISDN or on any MSNs you have added.

The handsets do not ring when a call is received on ISDN
Check that the handsets are set to ring in on ISDN or on any MSNs you have added.

I cannot connect to my Internet Service Provider at 128 kbit/s
Check that your Internet Service Provider supports 128 kbit/s connection.
Check that the telephone number you are dialling is correct for connecting to your Internet Service Provider using ISDN.

Airway uses Multi-link PPP i.e. a simultaneous PPP connection over 2 ISDN channels. Check that your Internet Service Provider also uses Multi-link PPP.
Check that you have entered the following command into the Reset String text box on the Internet settings page of the Airway controller web pages. ATE0B31.

Still Having Problems?
The Airway System User Guide contains more detailed information on how to set up the controller.
If there is someone else in charge of your Airway system, ask them for help as they will have more information on the configuration of the system.

If you are still having problems call the Airway Helpline on 0845 602 1790. Please have the serial number of your ISDN card and controller available when you call.
## Technical Specifications

- **Controller Internet access protocol**: RFC 1661  Basic PPP definition
- **ISDN Channel bonding Protocol**: Multi-link PPP
- **D-Channel Protocol**: DSS1
- **Controller Authentication**: RFC 1994  CHAP and PAP
- **Multiple Subscriber Numbering**: Up to 6
- **Permitted ambient conditions for operation (maximum)**: 0°C to 55°C, 15% to 90% rel. humidity
- **Permitted storage temperature**: −10°C to +60°C
- **Dimensions (L x W xH)**: 97mm x 40mm x 10mm
- **Weight**: 35g
- **B-Channel Protocols**: X.75, Fax G3, V.120
- **Application Interface**: MS Dial-up Network
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