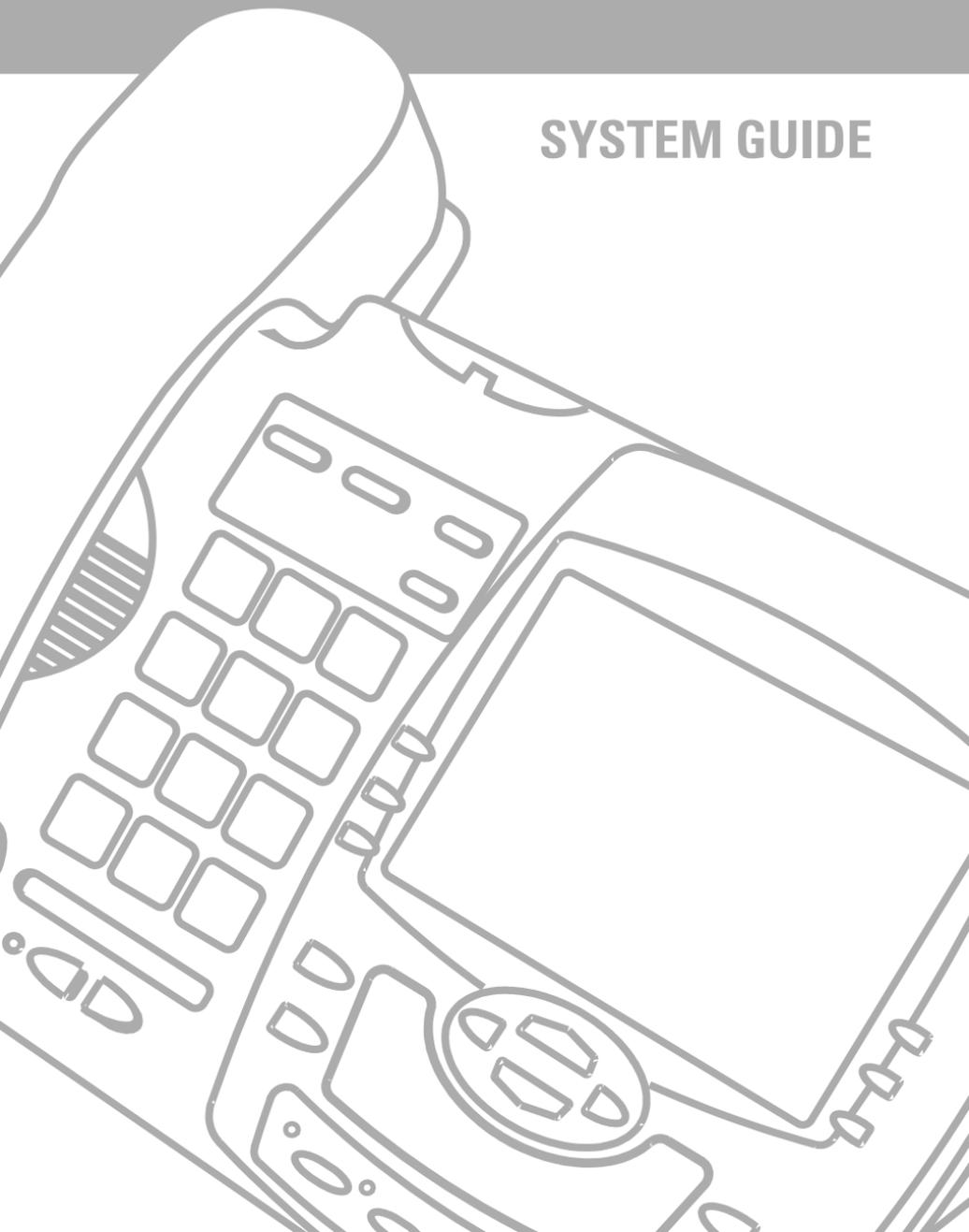




# Venture IP Telephone System

**SYSTEM GUIDE**



# Table of Contents

<b>Introduction</b> .....	<b>Gateways</b> .....
Installation and Configuration .....	Auto Attendant .....
Network Guidelines .....	Direct Inward Dialing
<b>System Options Menu</b> .....	(for Incoming Calls) .....
Login .....	Private Line
Change Password .....	(for Outgoing Calls) .....
Entering Letters and Characters .....	Audio-on-Hold
<b>Web Administration</b> .....	(Music on Hold) .....
<b>Set Management</b> .....	<b>Dialing Rules / Restrictions</b> .....
Set Extension/Directory	Step 1 - To define dialing patterns
Number (DN) .....	to be used as restrictions: .....
Paging Zone Setup .....	Step 2 - To define dialing patterns
Select Paging Zone .....	to be used as overrides: .....
Upgrade .....	Step 3 - To apply restrictions
Load .....	and overrides to groups of
Prompts .....	extensions: .....
Load and Prompts .....	<b>Troubleshooting</b> .....
Fresh Start .....	Acknowledgements .....
Reset Password .....	<b>Limited Warranty</b> .....
Remove Extension .....	
<b>Group Options</b> .....	
Add New Group.....	
Edit Group Name .....	
Delete Group .....	
Add a Set.....	
View Sets.....	
Remove Set.....	
Remove All Sets .....	
Date and Time.....	
Date .....	
Time.....	
<b>Network Options</b> .....	
IP Address .....	

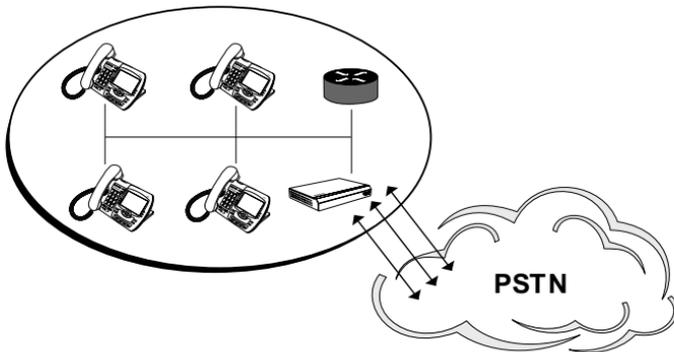
## Introduction

This guide provides instructions for administering all VentureIP 480i telephones operating on the same network.

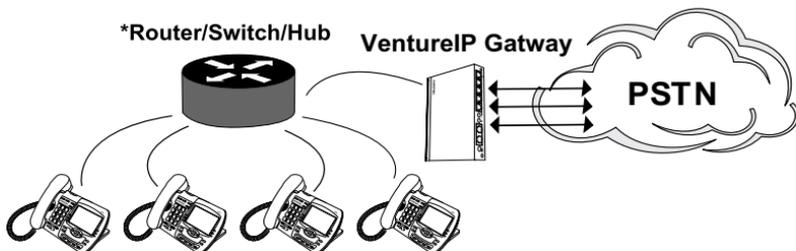
While administering the VentureIP telephone system does not require the technical expertise of a traditional “system administrator” or IT professional, it is recommended that one person controls the advanced feature settings contained in this guide.

## Installation and Configuration

A typical Venture IP system configuration is as follows:



A typical configuration consists of a standard IP Router or Switch (not included), Cat5 cabling to each phone, and a Venture IP Gateway for access to standard analog phone lines provided by a Public Network Service Provider. No Central Server is required. All the features are in the Phone.



\* The device must support multicast traffic.

System hookup is easy with the Venture IP System. Simply plug each phone and the Venture IP Gateway into an unused port of a Fast Ethernet 100Mbps Router or Switch, connect the Venture IP Gateway (provided separately) to the analog phone lines provided by your service provider, apply power, and the system auto configures itself. Note that the example above assumes a Router or Switch equipped with POE (Power Over Ethernet) to supply power to the Venture IP Gateway and phones. Mid-span POE injectors are also an option and can be ordered separately from Aastra.

## Network Guidelines

- Multicast IP traffic must be permitted on the network (default multicast address is 239.192.228.123)
- Ensure CAT5 or better cabling is installed to get best performance
- Place all sets & gateways in the same subnet
- Do not place servers or printers behind the dual port phone. Provide a dedicated port on the switch for these devices
- Do not leave an un-powered device connected to the network

If a DHCP (Dynamic Host Configuration Protocol) server is available on the network, the Venture IP telephone sets and Gateways will obtain their IP Addresses and Netmask through communication with the server. On networks without a DHCP server, the sets and the Gateways will automatically obtain a unique address in the Zeroconf range (169.254/16), and set their Netmask to 255.255.255.0.

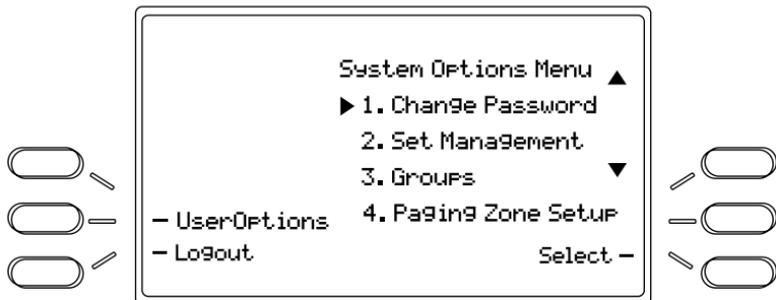
The system administrator may choose to apply fixed IP addresses and Netmasks using the Network Options settings. Once applied, these settings will be persisted in the set unless (a) changed manually or (b) another device is detected at boot time using the same IP address.

To enable a set with manually configured IP settings to resume automatic operation (DHCP/Zeroconf), reset its IP Address to 0.0.0.0.

## Systems Options Menu

The System Options menu lets you set the System Options from any telephone set. The available functions are:

- **Change Password** – lets you change the administrator's password;
- **Set Management** – lets you manage all the sets in your network including:
  - **Set Extension** – lets you change the extension number of a set
  - **Paging Zone Setup** – lets you setup various paging zones
  - **Upgrade** – lets you upgrade the software load in the telephone sets
  - **Fresh Start** – lets you return a telephone set to factory settings
  - **Reset Password** – lets you reset a user's password
  - **Remove Extension** – remove data for a set or gateway from the network, for example in the event that the device is broken.
- **Groups** – lets you create groups for simultaneous ringing, to apply dialing restrictions to, or to set up direct inward dialing
- **Date and Time** – lets you set system date and time
- **Network Options** – lets you change the IP address of a telephone set
- **Gateways** – lets you manage:
  - **Auto Attendant** – lets you customize the Auto Attendant
  - **Lines** – lets you set up direct inward dialing and authorize access for outgoing calls
  - **Audio-on-Hold** – lets you configure music-on-hold in your system
  - **Dialing Rules** – lets you apply dialing restrictions for outgoing calls



## Login

You need to login to access System Options.

To login:

1. Press **O**ptions.
2. Press **S**ystem**O**ptions.
3. Enter the **A**dmin Password. The default is 5-4-3-2-1.
4. Press **D**one.

The System Options Menu appears.

## Change Password

Once you have logged into System Options, you can change the default system password.

To change the System Password:

1. Navigate to **C**hange **P**assword.
2. Press **S**elect.
3. Enter the new password.
4. Press **N**ext.
5. Confirm the new password.
6. Press **D**one.

The display indicates "Password Changed."

## Entering Letters and Characters

Certain system operations require the entry of text characters. You can enter characters using the telephone's dial pad. To enter a letter, press the key with that letter on it. If the letter is the second one on that key, press the key twice. For example, to enter 'R', press **7** three times. The cursor will advance to the next space after a delay of 2 seconds or if you press a different key.

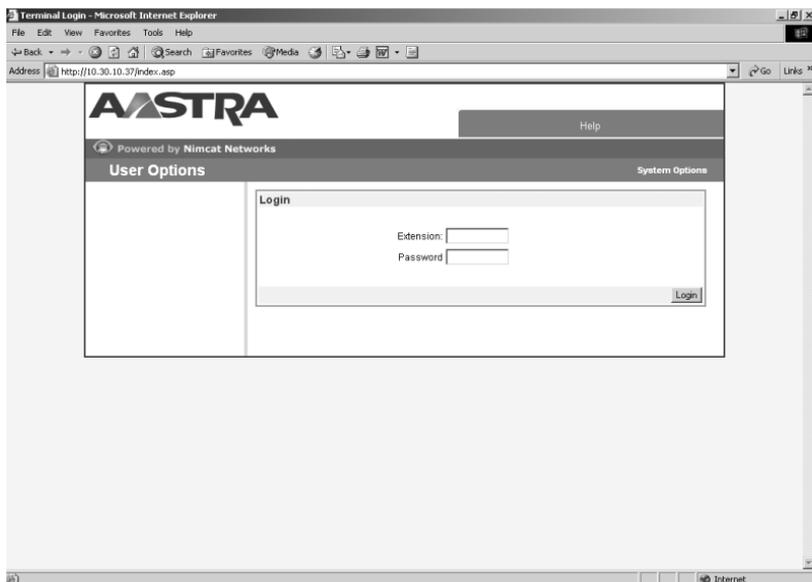
To change the case of a letter, press the **C**hange**C**ase softkey, and then enter the letter. By default the first letter of a word or name will be capitalized, and the letters following will be lower case.

Special characters are entered by pressing the **1** and the **#** keys. Characters will appear in this order:

**1**: \*, , ( ) ` . - 1. **#**: # / \ @.

## Web Administration

The VentureIP Telephone System provides users and administrators with the ability to manage the VentureIP 480i Telephones via the web using the Web Administration tool. Simply, point your web browser to one of the VentureIP 480i Telephone's IP address, you will be able to log in to the individual telephone by entering the extension number and the user password of that extension (Figure 1).



Functions available from the Web Administration are:

User Options	Functions
Home	Configure call forwarding
Home	Enabling/disabling do not disturb (DND)
Home	Set speed dial list
Caller's Log	View incoming calls
Caller's Log	View dialed calls
Directory Settings	Set default directory
Directory Settings	Set directory list sort order
Terminal Settings	Change terminal/user name

## Set Management

Set Management lets you manage all the sets in your network, including

- Set Extension/Directory Number (DN)
- Paging Zone Setup
- Upgrade
- FreshStart

### Set Extension/Directory Number (DN)

Set Extension lets you change the extension of your telephone.

To change the DN

1. Navigate to **Set DN**.
2. Press **Select**.
3. Press **Change**.
4. Enter the new set DN.
5. Press **Done**.

The system confirms the change.

### Paging Zone Setup

You can change the paging zones that individual sets belong to.

General Zone includes all sets on the network as well as any external paging device connected to the Gateway(s). Please see section on External Paging in **VentureIP Gateway Installation Guide**. Members of General Zone cannot be changed.

By default, Zone 2 includes all the sets on the network and Zones 3 to 9 have none.

Telephone sets can be placed in any one zone from Zone 2 to Zone 9. Placing sets in any of these zones does not remove them from the General Zone. External paging devices are only activated when the General Zone is paged.

### Select Paging Zone

To select a Paging Zone

1. Navigate to **Paging Zone Setup**.
2. Press **Select**.
3. Use the   keys to select the Paging Zone.
4. Press **Select**.

The system confirms the paging zone of the set.

## Upgrade

You can upgrade the set software load, the gateway software load, voicemail system prompts and AutoAttendant system prompts. When you upgrade the software load and system voicemail prompts, you upgrade the

- Software load for a set
- Software load for a Venture IP Gateway
- Voicemail system prompts for a set (not individual greetings)
- AutoAttendant prompts

When you upgrade the system voice prompts only, you upgrade the

- Voicemail system prompts for a set (not individual greetings)
- AutoAttendant prompts

For more information on obtaining a software load, please contact Aastra support at **978-436-4111** or **www.aastra.com/support**

## Load

To upgrade the software load

1. Navigate to **Upgrade**.
2. Press **Select**.

The display indicates “**Item to Upgrade.**”

3. Press **Load**.

The display indicates the Load Name.

4. Press **Change** to edit the Load Name; otherwise, proceed to Step 7.
5. Edit the Load Name
6. Press **Done**.
7. Press **Next**.

The display indicates the Server Address.

8. Press **Change** to edit the Server Address; otherwise, proceed to Step 11.
9. Edit the Server Address.
10. Press **Done**.
11. Press **Next**.

The display indicates “**Clean Database?**” By default, it is disabled.

*Caution:* Cleaning the database removes ALL user data.

12. Press **Change** to enable Clean Database.
13. Press **Next**.

The display indicates “**Test Load First?**” By default, it is enabled (recommended).

14. Press **Change** to disable Test Load First.
15. Press **Next**.

The display indicates “**Upgrade All?**” By default, it is disabled.

*Caution:* Upgrade All upgrades ALL the sets and gateways in your network.

16. Press **Change** to enable Upgrade All.

17. Press **Next**.

The display indicates "Start Upgrade?"

18. Press **Yes**.

The display indicates "Upgrade In Progress..."

The phone restarts. The process takes a few minutes.

### **Prompts**

To upgrade the voicemail system and AutoAttendant prompts

1. Navigate to **Upgrade**.

2. Press **Select**.

The display indicates "Item to upgrade."

3. Press **Prompts**.

The display indicates the Server Address.

4. Press **Change** to edit the Server Address; otherwise, proceed to Step 7.

5. Edit the Server Address.

6. Press **Done**.

7. Press **Next**.

The display indicates "Upgrade All?" By default, it is disabled.

*Caution:* Upgrade All upgrades ALL the voicemail system and AutoAttendant prompts in your network.

8. Press **Change** to enable Upgrade All.

9. Press **Next**.

The display indicates "Start Upgrade?"

10. Press **Yes**.

The display indicates "Upgrade In Progress..."

The phone FreshStarts.

### **Load and Prompts**

To upgrade the software load and prompts

1. Navigate to **Upgrade**.

2. Press **Select**.

The display indicates "Item to upgrade."

3. Press **Load**.

The display indicates the Load Name.

4. Press **Change** to edit the Load Name; otherwise, proceed to Step 7.

5. Edit the Load Name

6. Press **Done**.

7. Press **Next**.

The display indicates the Server Address.

8. Press **Change** to edit the Server Address; otherwise, proceed to Step 11.

9. Edit the Server Address.

10. Press **Done**.

11. Press **Next**.

The display indicates "Clean Database?" By default, it is disabled.

*Caution:* Cleaning the database removes ALL user data.

12. Press **Change** to enable Clean Database.

13. Press **Next**.

The display indicates "Test Load First?" By default, it is enabled (recommended).

14. Press **Change** to disable Test Load First.

15. Press **Next**.

The display indicates "Upgrade All?" By default, it is disabled.

*Caution:* Upgrade All upgrades ALL the sets in your network.

16. Press **Change** to enable Upgrade All.

17. Press **Next**.

The display indicates "Start Upgrade?"

18. Press **Yes**.

The display indicates "Upgrade In Progress..."

The phone restarts. The process takes a few minutes.

## Fresh Start

FreshStart returns a set to its factory settings. **This option should be used with caution.** It deletes user data, including directory information, voicemail settings and messages, and the DN.

To FreshStart a phone

1. Navigate to **FreshStart**.

The display indicates "Extension: <xxx> Remove & Refresh?"

2. Press **Yes**.

## Reset Password

Reset Password allows the administrator to reset a user's password to the default value "12345". To reset a password, this must be done at the user's telephone.

1. In **System Options**, navigate to **Set Management** and press **Select**.

2. Navigate to **Reset Password** and press **Select**.

3. Press **Yes** to reset the user's password to "12345".

## Remove Extension

Remove Extension allows the administrator to remove all information about a set or gateway from the network. For example, this operation would be done to remove all references to a broken device prior to replacing it.

To remove information about a set or gateway by extension number:

1. In **System Options**, navigate to **Set Management** and press **Select**.
2. Navigate to **Remove Extension** and press **Select**.
3. Enter the extension number to be removed, and press **Next**.

**Note:** The extension number of a Gateway may be found through the Gateway option under the System Options menu.

4. Review the information presented on the confirmation screen, and press **Yes** to complete the operation.

To remove information about a set using the Corporate Directory:

1. In **System Options**, navigate to **Set Management** and press **Select**.
2. Navigate to **Remove Extension** and press **Select**.
3. Press the **FromDir** key to open the Corporate Directory.
4. Navigate to the set to be removed, and press **Select**.

**Note:** Gateways do not appear in the Corporate Directory.

5. Review the information presented on the confirmation screen, and press **Yes** to complete the operation.

**Caution:** Prior to performing this procedure, please ensure that all other sets and gateways are active and connected to the network (with the exception of the set or gateway that is being removed). Subsequent to this operation, other sets and gateways getting connected to the network must be in factory setting, i.e. the sets or gateways must either be brand new, or Fresh Started as described on page 6.

## Group Options

A Group lets you ring a select group of phones. It supports applications such as customer service, support groups, help desks, and such. It allows all sets in a group ring on an incoming call. Calls can be answered by any of the phones in the group. In the event that the call is not answered, the specific group settings take effect, forwarding the call to a specific phone where it can be answered or handled by that phone's specific settings.

The System Administrator can

- Establish groups
- Assign the DN for the group<sup>1</sup>
- Assign sets to a group
- Assign Call Forward or No Answer destination point

### Add New Group

To add new groups

1. Navigate to **GROUPS** and press **AddNew**.
2. Enter the name of the new group.
3. Press **Next**.
4. Enter the Primary DN. The Primary DN is a virtual number that must be the number 300 or higher.
5. Press **Done**.

The display indicates "Create Group" with the data you entered.

6. Press **Yes**.

### Edit Group Name

To edit a group name

1. Navigate to the group name you want to edit.
2. Press **Edit**.
3. Edit the name.
4. Press **Done**.

### Delete Group

To delete a group

1. Navigate to the group you want to delete.
2. Press **Delete**.

The group is deleted.

---

<sup>1</sup>A Group DN is a virtual number that MUST be 300 or higher.

### **Add a Set**

To add sets to a group

1. Navigate to the group you want to add a set to.
2. Press **ViewSets**.
3. Press **AddNew**.
4. The display indicates "Add DN to Group."
5. Enter the DN.
6. Press **Done**.

The system confirms the set addition.

### **View Sets**

To view sets in a group

1. Navigate to the group you want to view.
2. Press **ViewSets**.
3. Use the ◀ ▶ keys to move between sets.

### **Remove Set**

To remove a single set

1. Navigate to the group you want to remove a set from.
2. Press **ViewSets**.
3. Navigate to the set you want to delete.
4. Press **Remove**.

The set is removed from the group.

### **Remove All Sets**

To remove all sets

1. Navigate to the group you want to remove all sets from.
2. Press **ViewSets**.
3. Press **RemoveAll**.

All sets are removed from the group.

### **Date and Time**

You can set the date and time on your network from a single phone.

#### **Date**

To change the date

1. Navigate to Date and Time.
2. Press **Select**.
3. Navigate to Date.
4. Press **Select**.
5. Enter the date in the following format: DD/MM/YYYY. The top-right softkey changes to a slash [/] to facilitate formatting.
6. Press **Done**.

## ***Time***

To change the time

1. Navigate to Date and Time.
2. Press **Select**.
3. Navigate to Time.
4. Press **Select**.
5. Enter the time in the following format: HH:MM. It is a 24 hour format, for example, **15:36**. The top-right softkey changes to a colon [:] to facilitate formatting.
6. Press **Done**.

## Network Options

You may have to change the following for network configuration reasons:

- IP Address
- SMTP Settings

### **IP Address**

To change the IP Address

1. Navigate to **Network Options**.
2. Press **Select**.
3. Navigate to **IP Address**.
4. Press **Select**.
5. The display indicates the IP Address.
6. Press **Change** to change the IP Address.
7. Edit the IP Address. The top-right softkey changes to a dot [.] to facilitate formatting.
8. Press **Next**.
9. Enter the Netmask address. The top-right softkey changes to a dot [.] to facilitate formatting.
10. Press **Next**.
11. Enter the Gateway address. The top-right softkey changes to a dot [.] to facilitate formatting.
12. Press **Next**.
13. The display indicates "Reprogram i/f?"
14. Press **Yes**.

## Gateways

Within Gateways you can manage:

- Auto Attendant – lets you customize the Auto Attendant which acts as a system receptionist
- Lines – lets you set up direct inward dialing and authorize access for outgoing calls
- Audio-on-Hold – lets you configure music-on-hold in your system

### Auto Attendant

The Auto Attendant feature acts as a system receptionist. It answers an incoming call and invites the caller to dial an extension number, enter the name of the person they are trying to reach, or be transferred to the receptionist. The Auto Attendant supports up to three greetings: System Default, Day greeting and Night greeting. You can record Day and Night greetings of the Auto Attendant. Only one greeting can be enabled at any time.

To record Day and Night greetings, and enable a greeting:

1. In **System Options**, navigate to **Gateways** and press **Select**.
2. Navigate to Auto Attendant and press **Select**.
3. Use the ◀ ▶ keys to select the desired Venture IP Gateway.
4. Press **Select**.
5. Use the ◀ ▶ keys to select **Day**, **Night** or **Default** greeting.
6. Press **Record** to record a greeting. This option is applicable to Day and Night greetings.
7. Press **Enable** to select the desired greeting. Please note that switching between Day and Night greetings is not performed automatically.

Following the greeting, the callers will receive short prompts guiding them to use the system. You can set the language for these prompts to English or French. English language is used by default. To change the language:

1. Follow the above steps to step 4
2. Press **Language**
3. Navigate to the desired language and press **Select**

## Direct Inward Dialing (for Incoming Calls)

You can assign a physical PSTN line to a telephone or a group of telephones. Incoming calls on this line will bypass Auto Attendant and will be forwarded to the specified telephone(s) immediately. If a line is assigned to a group of telephones, all telephones will ring until one of them answers the call.

If you are assigning a line to a group of telephones, please note that you have to have the group already defined before proceeding. Please refer to Group Options on page 8 for further information.

To assign a PSTN line or a telephone or a group:

1. In System Options, navigate to **Gateways** and press **Select**.
2. Navigate to the desired Gateway to which the PSTN line is connected (please note its MAC address).
3. Press **Select**.
4. Navigate to **Lines** and press **Select**.
5. Navigate to the desired line. Line number is indicated on the back of the Gateway to which you have connected that PSTN line.
6. Navigate to **Incoming** and press **Select**.
7. Press **Change**.
8. The Corporate Directory is displayed. Navigate to the desired telephone number or the group name.
9. Press **Assign**.
10. Confirm the assignment by pressing **Yes**.

## Private Line (for Outgoing Calls)

You can select the individuals who can access a certain PSTN line for outgoing calls. The individuals can be selected based on their telephone number or the group they belong to. All others will be prevented from using that line for making outgoing calls.

If you are selecting a group of telephones, please note that you have to have the group already defined before proceeding. Please refer to “**Group Options**” on page 8 for further information.

By default all individuals can access all PSTN lines for outgoing calls. To restrict access to a line to an individual or a group:

1. In System Options, navigate to **Gateways** and press **Select**.
2. Navigate to the desired Gateway to which the PSTN line is connected (please note its MAC address).
3. Press **Select**.
4. Navigate to **Lines** and press **Select**.
5. Navigate to the desired line. Line number is indicated on the back of the Gateway to which you have connected that PSTN line.
6. Navigate to **Outgoing** and press **Select**.
7. Press **Change**.
8. The Corporate Directory is displayed. Navigate to the desired telephone number or the group name.
9. Press **Assign**.
10. Confirm the assignment by pressing **Yes**.

## Audio-on-Hold (Music on Hold)

The Venture IP Gateway has a Music Input jack for Music on Hold (MOH). Before proceeding to enable music on hold for your system, please ensure that the music source volume is set to 50%.

1. In System Options, navigate to **Gateways** and press **Select**.
2. Navigate to the desired Gateway to which the music source is connected (please note its MAC address).
3. Press **Select**.
4. Navigate to **Audio On Hold** and press **Select**.
5. Press **Enable**.

## Dialing Rules / Restrictions

Dialing Restrictions can prevent users from making certain external calls from their telephones. These restrictions are specified as prefix patterns or complete dialing numbers. Dialing Restrictions can be applied to groups of extensions (see “**Group Options**” on page 8).

Applying dialing restrictions is a two or three step activity as follows:

1. Define dialing patterns to be used as restrictions - these are prefixes for certain external calls. For instance “91” is the prefix for long distance calls. Prefixes can follow by “?” indicating a single digit, or “\*” indicating all subsequent digits. The use of these special characters is optional.
2. Define dialing patterns to be used as overrides - these are potential exceptions to the restrictions. For instance “918” is the prefix for toll free 1-800 calls. Or “912146850000” may be the telephone number of the office in Dallas.
3. Apply restrictions and overrides to groups of extensions. You may need to define specific groups for this purpose (see “**Group Options**” on page 8).

### Step 1 - To define dialing patterns to be used as restrictions:

1. In System Options, navigate to Dialing Rules and press **Select**.
2. Press **AddNew**.
3. Enter a name for the pattern you are specifying, such as Long Distance.
4. Press **Next**.
5. Enter the dialing pattern, such as 91.
6. Press **Done**.
7. Press **Yes** when “Add This Rule?” is displayed.

### Step 2 - To define dialing patterns to be used as overrides:

1. Follow step 1 above if required.
2. Press **AddNew**.
3. Enter a name for the pattern you are specifying, such as 800 Calls.
4. Press **Next**.
5. Enter the dialing pattern, such as 918.
6. Press **Done**.
7. Press **Yes** when “Add This Rule?” is displayed.

## Step 3 - To apply restrictions and overrides to groups of extensions:

Please note that you have to have a group already defined before proceeding to this step. Please refer to Group Options on page 8 for further information.

1. In System Options, navigate to **Groups** and press **Select**.
2. Navigate to the group to which you are applying dialing restrictions and press **Settings**.
3. Navigate to **AssignRules** and press **Select**.
4. Press **Add**.

To apply a restriction:

5. Navigate to a dialing pattern, for example Long Distance, and press **Disallow**.

To apply an override:

6. Navigate to a dialing pattern, for example 800 Calls, and press **Allow**.

To review the settings:

7. Press **Back**. Restrictions are indicated by an "X" and overrides by the "√" symbol.

## Troubleshooting

### ***Music on hold is not working***

Ensure that a music source is plugged into the MOH port and that the volume is set to 50%. Verify that the source is working by connecting a headset to the source's output. Check the Venture IP Gateway configuration menu to ensure that this feature is enabled.

### ***The external page attached to Venture IP Gateway is not working***

Check the Venture IP Gateway configuration menu to ensure that this feature is enabled.

### ***AutoAttendant doesn't answer incoming calls***

Check the Venture IP Gateway configuration menu to ensure that the correct calling parameters are configured.

### ***There's a fast busy signal when trying to make external calls***

A fast busy indicates that all lines of the Venture IP Gateway are currently in use. Wait and try your call later.

### ***All the phones in a paging zone are not receiving pages***

Ensure that all phones are on-hook and that the Do Not Disturb feature is disabled.

### ***Groups are defined, but they weren't added***

Ensure the Primary DN is 300 or higher.

### ***There's no dial tone on the phone when plugged into the Bypass port***

An analog telephone connected to the Bypass port works only when power is removed from the Venture IP Gateway. Ensure that power is removed from Venture IP Gateway. Also ensure that a phone line is connected to LINE 4 of the Venture IP Gateway.

### ***Voicemail messages don't forward to email***

Ensure that the SMTP IP Address is setup.

## Acknowledgements

- This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).
- This product includes cryptographic software written by Eric Young ([eay@cryptosoft.com](mailto:eay@cryptosoft.com)).

## Limited Warranty

Aastra Telecom warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase. If there is a defect or malfunction, Aastra Telecom shall, at its option, and as the exclusive remedy, either repair or replace the telephone set at no charge, if returned within the warranty period.

If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials.

If it is necessary to replace the telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

### Exclusions

Aastra Telecom does not warrant its telephone sets to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession.

Aastra Telecom shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra Telecom with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

### Warranty Repair Services

Should the set fail during the warranty period;

**In North America**, please call 978-436-4111 for further information.

**Outside North America**, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

### After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions;

**In North America**, contact our service information number: 978-436-4111.

**Outside North America**, contact your sales representative.

**Note:** Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.

**A**

- Add
  - a Set 11
  - New Group 10
- Audio-on-Hold
- (Music on Hold) 16
- Auto Attendant 14

**C**

- Change Password 3

**D**

- Date and Time 11
- Delete Group 10
- Dialing Rules / Restrictions 17
- Direct Inward Dialing
- (for Incoming Calls) 15

**E**

- Edit Group Name 10
- Entering letters/characters 3

**F**

- Fresh Start 8

**G**

- Gateways 14
- Group Options 10

**I**

- IP Address 13

**L**

- Load 6
- Load and Prompts 7

**N**

- Network
  - Guidelines 2
  - Options 13

**P**

- Paging Zone Setup 5
- Phone Parts 3
- Private Line
- (for Outgoing Calls) 16

**R**

- Remove
  - All Sets 11
  - Extension 9
  - Set 11
- Reset Password 8

**S**

- Select Paging Zone 5
- Set Extension/Directory
- Number (DN) 5
- Set Management 5
- Step 1 - To define dialing
- patterns to be used as
- restrictions 17
- Step 2 - To define dialing
- patterns to be used as
- overrides 17
- Step 3 - To apply restrictions
- and overrides to groups
- of extensions 18
- Systems Options Menu 2

**T**

- Time 12
- Troubleshooting 19

**U**

- Upgrade 6

**V**

- View Sets 11

**W**

- Warranty 20
- Web Administration 4

If you've read this owner's manual and consulted the Troubleshooting section and still have problems, please visit our website at [www.aastra.com](http://www.aastra.com) or call 978-436-4111 for technical assistance.

© Aastra Telecom Inc. 2005 41-0087-00 Rev 00