Aastra Model 6735i IP Phone

Installation Guide

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Welcome

Congratulations on your purchase of the Model 6735i IP phone! The 6735i communicates over an IP Network, allowing you to place and receive calls in the same manner as a regular business telephone. The 6735i is capable of supporting the SIP IP protocol.

Phone Features

- 8 line graphical LCD screen (144 x 75 pixels) with white backlight
- Built-in-two-port, 10/100/1000 Gigabit Ethernet switch - lets you share a connection with your computer
- 12 programmable keys
  - 6 Top keys: Programmable hard keys (up to 6 programmable functions)
  - 6 Bottom keys: Programmable state-based softkeys (up to 20 programmable functions)
- 4 call appearance lines with LEDs
- Supports up to 9 call lines
- HD audio (wideband)
- Full-duplex speakerphone for hands free calls
- Headset support (modular connector)
- Inline power support (based on 802.3af standard) that eliminates power adapters
- Enhanced busy lamp fields*
- Set paging*

* Availability of feature dependant on your phone system or service provider

Requirements

The 6735i IP phone requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6735i phone
- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS)
- Ethernet/Fast Ethernet LAN (10/100 Mbps) (Gigabit Ethernet LAN (1000 Mbps) recommended)
- Category 5/5e straight through cabling (category 6 straight through cabling required for optimum Gigabit Ethernet performance)
- Power source
  - For Ethernet networks that supply in-line power to the phone (IEEE 802.3af):
    - For power, use the Ethernet cable (supplied) to connect from the phone directly to the network for power. (No 48v AC power adapter required.)
  - For Ethernet networks that DO NOT supply power to the phone:
    - For power, use the 48V AC Power Adapter (optional equipment - not included) to connect from the DC power port on the phone to a power source.
      or
    - (optional) For power, use a Power over Ethernet (PoE) power injector or a PoE switch. A PoE power injector is available as an optional accessory from Aastra Telecom. Contact your Administrator for more information.

About This Guide

This manual describes how to physically set up your new 6735i. Not all features listed are available by default and some may depend on your phone system or service provider. Contact your system administrator if you have any questions on what features and services are available to you on your system. This guide complements the ***Aastra Models 9000i and 6700i Series IP Phones Administrator Guide*** and the ***Aastra Model 6735i IP Phone User Guide***.

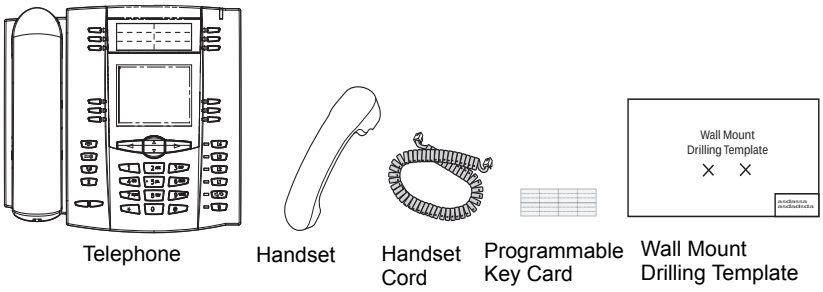
Aastra Models 9000i and 6700i Series IP Phones Administrator Guide – is designed for network administrators, system administrators, developers and partners who need information on installing this product on an IP network.

Aastra Model 6735i IP Phone User Guide – explains the most commonly used IP telephone features for an end user.

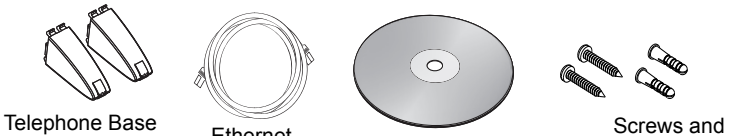
These guides along with release notes, system updates, etc. can be downloaded from our Web site at http://www.aastra.com.

Phone Parts

When you unpack your phone, you should ensure that you have all of the following items. If any part is missing, contact the supplier of your phone.



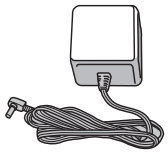
Telephone | Handset | Handset Cord | Programmable Key Card | Wall Mount Drilling Template



Telephone Base Desk Legs | Ethernet Cable | 6735i Documentation CD | Screws and Anchors for Wall Mounting

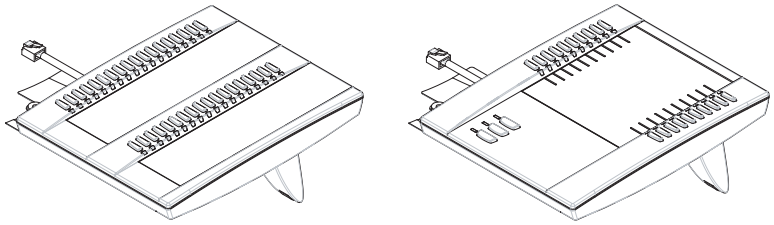
Optional Accessories (Not Included)

For a network that does not support Power Over Ethernet (PoE), an optional power adapter is available.



Power Adapter

The optional M670i and M675i Expansion Modules attach to the right side of the phone to provide additional softkeys.

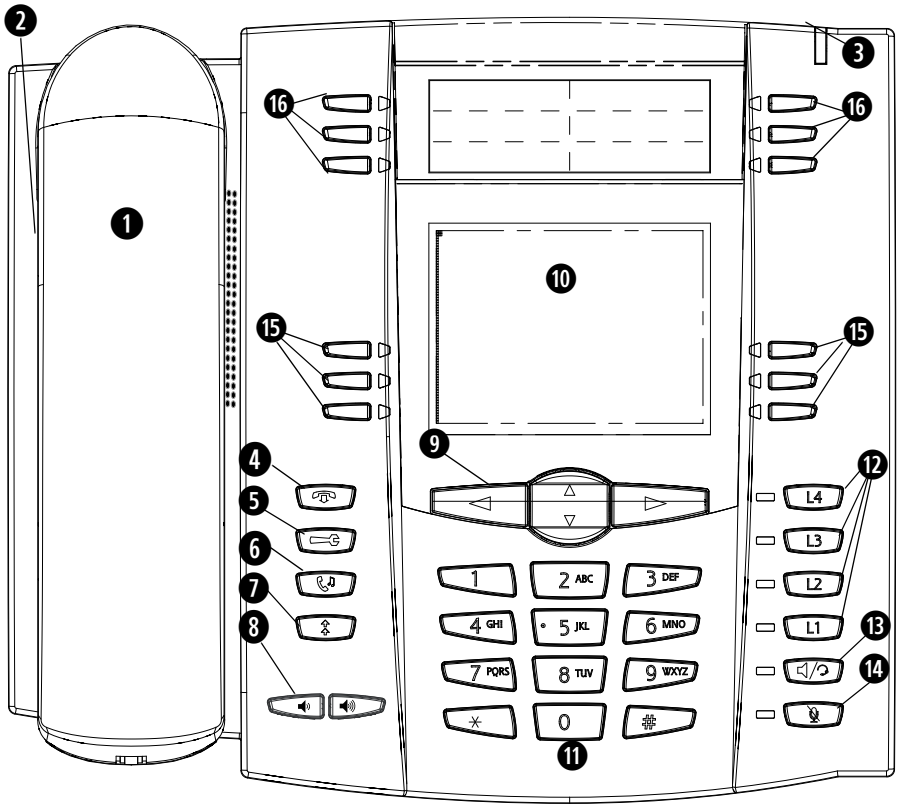


Model M670i Expansion Module | Model M675i Expansion Module

Model M670i provides 36 additional softkeys for the phone. Model M675i provides 60 additional softkeys. For more information about the expansion modules, see the section, Model M670i and M675i Expansion Modules on page page 18.

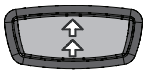
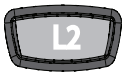
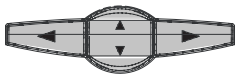
IP Phone Keys

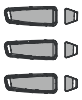
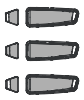
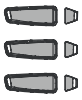
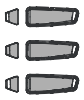
Key Panel



1	6735i Handset	9	Navigation Keys
2	High Quality Speakerphone	10	8-Line LCD Screen
3	Message Waiting Lamp	11	Keypad
4	Goodbye Key	12	4 call appearance lines
5	Options Key	13	Speakerphone/Headset Key
6	Hold Key	14	Mute Key
7	Redial Key	15	6 Dynamic Context Sensitive Softkeys
8	Volume Control	16	6 Programmable Keys with LEDs

Key Descriptions*

Text Keys	Symbol Keys	Key Description
		Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
		Options key - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
		Hold key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
		**Redial key** - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
		Volume Control key - Adjusts the volume for the handset, headset, ringer, and hands free speaker. See "Adjusting the Volume" on page 15 for more information.
     	  	**Line/Call Appearance key** - Connects you to a line or call. The Aastra 6735i IP phone supports up to 4 line hold keys.
		Speakerphone/Headset key - Activates hands free for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the hands free speakerphone. See "Accessing Your Options via the Phone UI" on page 13 for more information.
		Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).
		**Navigation keys** - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.

Text Keys	Symbol Keys	Key Description
		**Programmable keys** - 6 Top keys: programmable hard keys (up to 6 programmable functions) By default, keys 1 through 4 are assigned as Services, Directory, Callers List, and Intercom, respectively. Keys 5 and 6 have no assigned functions. All 6 keys are programmable and can be assigned to perform specific functions. The following are the default functions for the programmable keys on the 6735i IP phone: **1** - **SERVICES**: Accesses enhanced features and services such as XML applications and voicemail, provided by third parties. **2** - **DIRECTORY**: Displays up to 200 names and phone numbers (stored in alphabetical order) **3** - **CALLERS LIST**: Accesses the last 200 calls received. **4** - **INTERCOM**: Accesses another extension on the network. **5** - **NONE**: No assigned function **6 - NONE**: No assigned function **Note:** For more information about programming keys 1 through 6 to perform specific functions, see the *Aastra Model* 6735i *User Guide*.
		**Softkeys** - 6 Bottom keys: programmable state-based softkeys (up to 20 programmable functions) **Note:** For more information about programming keys 1 through 6 to perform specific functions, see the *Aastra Model* 6735i *User Guide*.

*See the Aastra 6735i User Guide for more information about each of these keys.

Installation and Setup

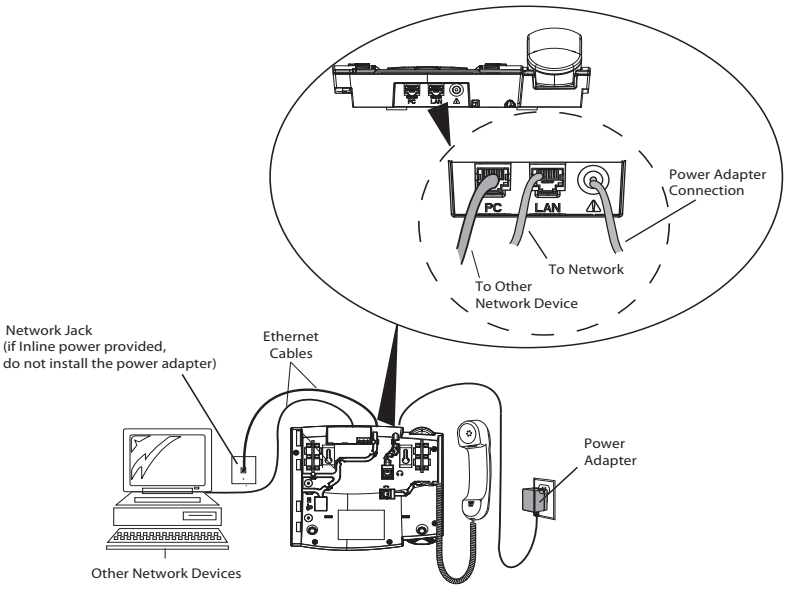
The 6735i can be setup to share a network connection with another network device. Power can be provided by the power adapter (optional accessory), or by an 802.3af compliant network power source, or with a PoE inline power injector (optional accessory). It can also be installed on a desk or mounted on the wall. If your System Administrator has already setup your phone, please refer to the ***Aastra Model 6735i IP Phone User Guide*** for call handling information or contact to your System Administrator.

Direct or Shared Network Connection

The phone can be set up as a direct network connection to the Ethernet wall jack or as a shared network connection as a pass-through if connecting a computer or another network device.

Direct Network Connection

Located at the top of the phone are two fully switched 10/100/1000 Mbps Ethernet cable ports. The port marked with **LAN** is used to connect the phone to the network, as well as provide power to your phone (if required). See the section "Connecting to the Network and to Power" on page 8 for more information.



Shared Network Connection

To connect a network device (such as a computer) to the phone, connect an Ethernet cable into the network port on the top of the phone marked with **PC**. Plug the other end of the Ethernet cable into the network jack on the network device for which you are sharing the network connection.

Note:

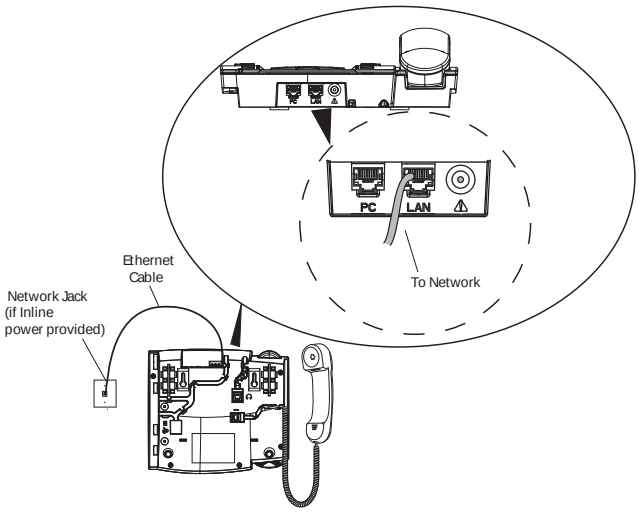
1. The PC jack on the 6735i does not supply inline power onto other network devices. All Ethernet cables used must be minimum category 5/5e straight-through cables, such as the cable provided with your phone.
2. Category 6 straight through cables are recommended for Gigabit Ethernet performance.

Connecting to the Network and to Power

Inline Power Provided

If your network provides 802.3af compliant in-line power, the phone is powered through the network.

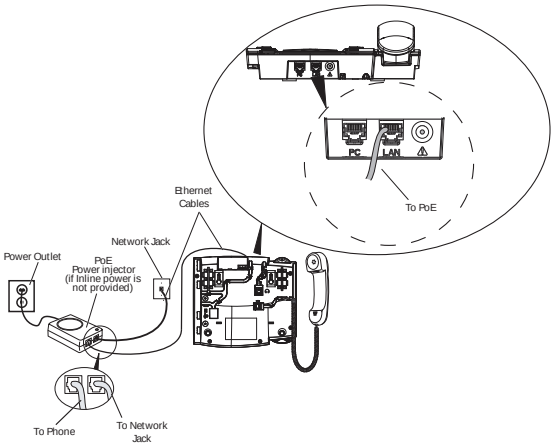
1. On the top of your phone, connect the Ethernet cable (provided with your phone) into the network port marked with **LAN**.
2. Plug the other end of the Ethernet cable directly into the network jack on the wall.



Inline Power Not Provided

If your network does not provide 802.3af compliant in-line power, you need to install the PoE inline power injector (optional accessory).

1. On the top of your phone, connect the Ethernet cable (provided with your phone) into the network port marked with **LAN**.
2. On the PoE power injector, plug the other end of the Ethernet cable into the network jack marked as indicated in the illustration below.
3. On the PoE power supply, connect an additional Ethernet cable into the network port as indicated in the illustration below.
4. Plug the other end of the Ethernet Cable into the network jack on the wall.
5. Plug the PoE power injector into a power outlet.



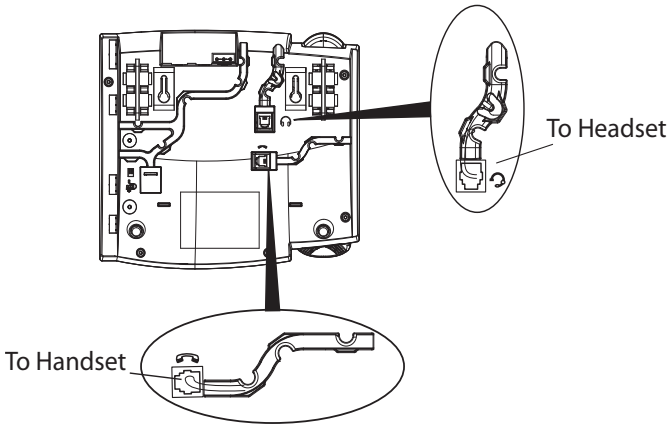
Note:

1. You should connect the power supply to a surge protector or power bar. All Ethernet cables used must be minimum category 5/5e straight-through cables, such as the cable provided with your phone.
2. Category 6 straight through cables are recommended for Gigabit Ethernet performance.

Connecting a Handset or Headset

Handset

Turn the phone over and locate the handset jack marked . Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the illustration below. Attach the handset to the other end of the handset cord.



Headset (Optional)

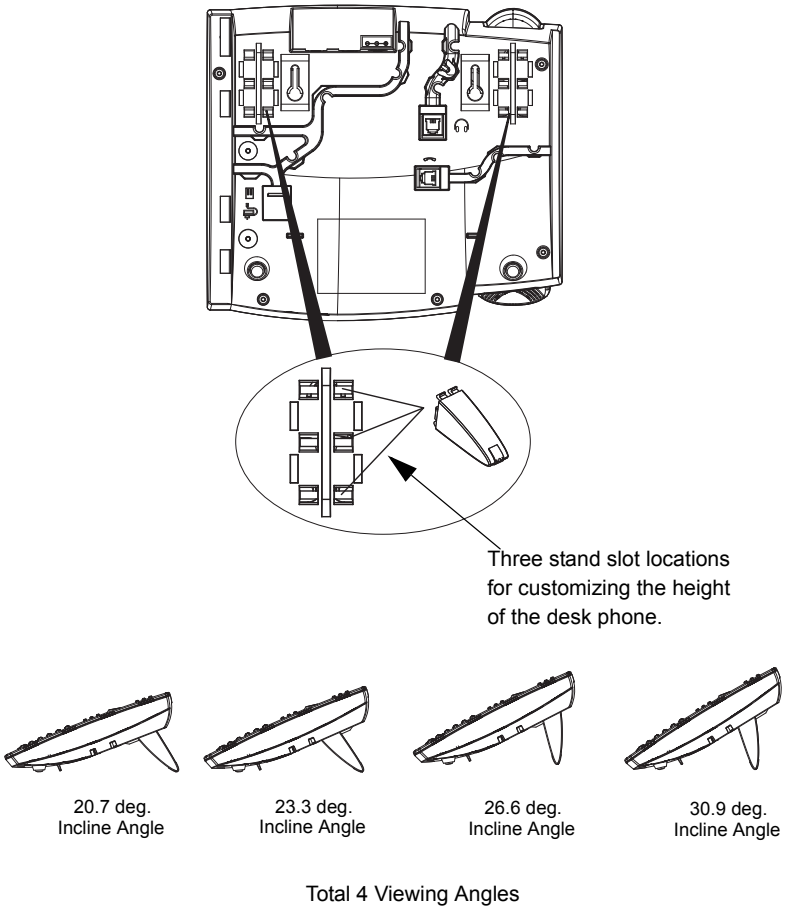
Turn the phone over and locate the headset jack marked . Insert the headset cord into the jack until it clicks into place. Then route the headset cord through the groove as shown in the above illustration.

Desk or Wall Installation

Install on the Desk

The desk installation for the 6735i IP phone consists of two legs that attach to the back of the phone near the top corners. A total of four different viewing angles allows users to personalize their phone viewing preference.

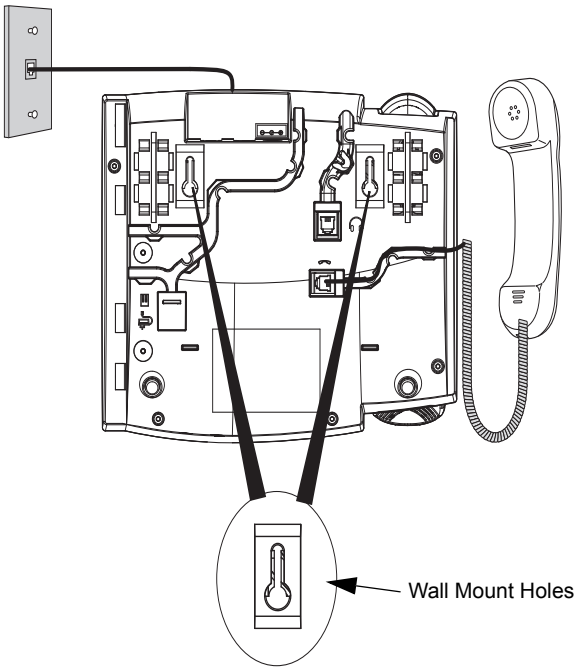
1. Attach each leg by inserting the tabs on the leg into the slots on the bottom of the phone. There are three pair of leg slots on each corner of the phone; each leg uses two pairs (1&2, or 2&3) giving two leg positions designating different viewing angles. Furthermore, the legs can be reversed which offer two additional viewing angles.
2. For a higher viewing angle, use the second and third slots from the top
3. For a lower viewing angle, use the first and second slots from the top.
4. Push the stand towards the phone until it snaps into place.



Install on the Wall

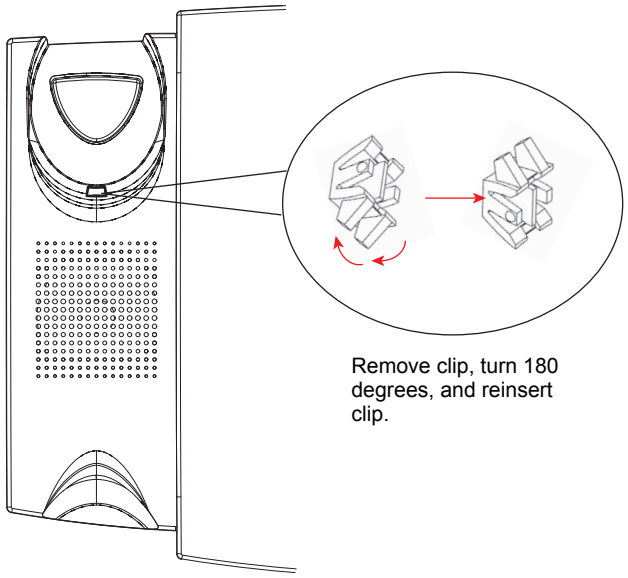
The 6735i IP phone has two pre-drilled wall mounting holes on the back of the phone.

1. Using the provided wall mount drilling template, locate and mark the position for the mounting screws on the wall. Depending on the wall type, you may need to use wall anchors. Both the screws and wall anchors are included with your phone.
2. Place the wall mount holes on the phone over the screw heads on the wall and pull down to lock the phone in.
   Note:
   You may wish to purchase a short Ethernet cable from a local supplier for a wall installation. Also, if 802.3af compliant in-line power is not provided on your network, and you are installing the 6735i on a wall using a PoE in-line power injector, you may also wish to use an equivalent flat Ethernet cable rather than the one provided.

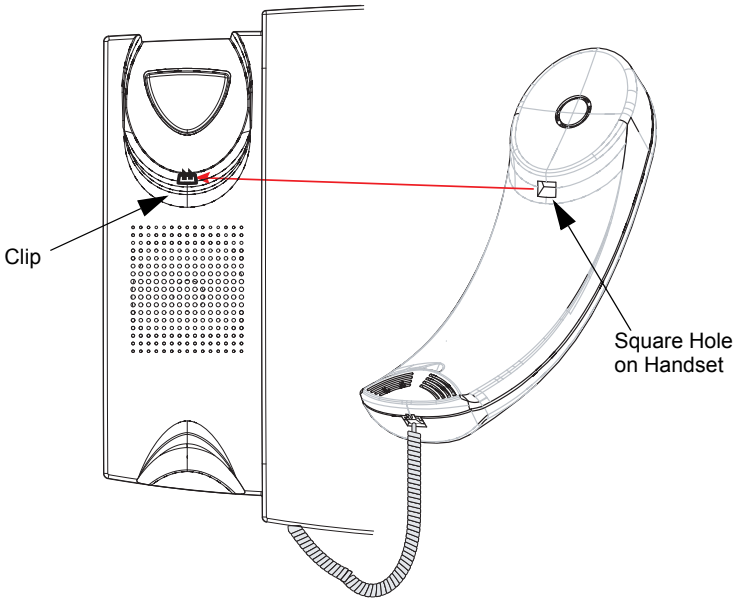


3. In the handset cradle, there is a small clip that sits flush with the cradle surface. Using a small flathead screwdriver, pull the clip up and remove it from the phone.
4. With the arms on the clip facing you and the flat side of the clip towards the phone, turn the clip 180 degrees and reinsert it back into the clip cavity in the phone's cradle.

5. Push the clip in until it snaps into the slot flush with the surface and only the legs on the clip are sticking up.



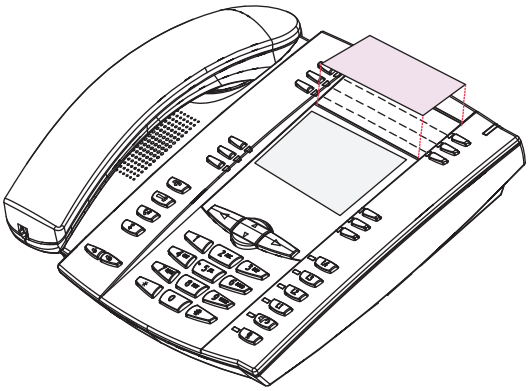
6. Place the handset into the phone's cradle, inserting the legs on the clip into the square hole on the handset. This allows the handset to rest in the cradle in a vertical position without slipping off when the phone is installed on the wall.



Inserting the Key Card on your Phone

This card contains the label identification spaces for 6 programmable keys.

1. Remove the clear plastic lens from the top front panel of the telephone by gently pressing down on the lens and sliding upward.
2. Place the card into the programmable key card slot on the top front panel of the telephone using the indentation of the plastic for alignment.
3. With one hand holding the label card in place, gently slide the clear plastic lens into the slots at the top of the programmable key panel.



Accessing Your Options via the Phone UI

IP Phone UI

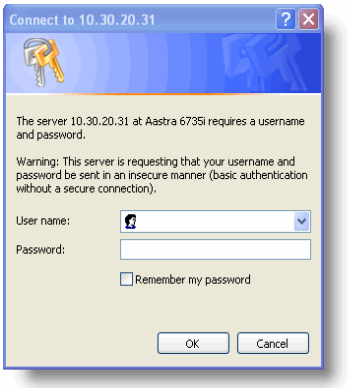
1. Press the **Options** key on the phone to enter the Options list.
2. To go to an Option, use ▲ and ▼ to scroll through the list, or press the number corresponding to the option.
3. Press the **Show** softkey, the ► button, or press the digit number of the corresponding option to select an option.
4. Use the softkeys to change a selected option.
5. Press the **Done** softkey at any time to exit the option and save the change.
6. Press the **Cancel** softkey, the ◄ button, or the **Goodbye** key at any time to exit without saving changes.

Accessing Your Options via the Aastra Web UI

You can use the following procedure to access the phone options using the Aastra Web UI.

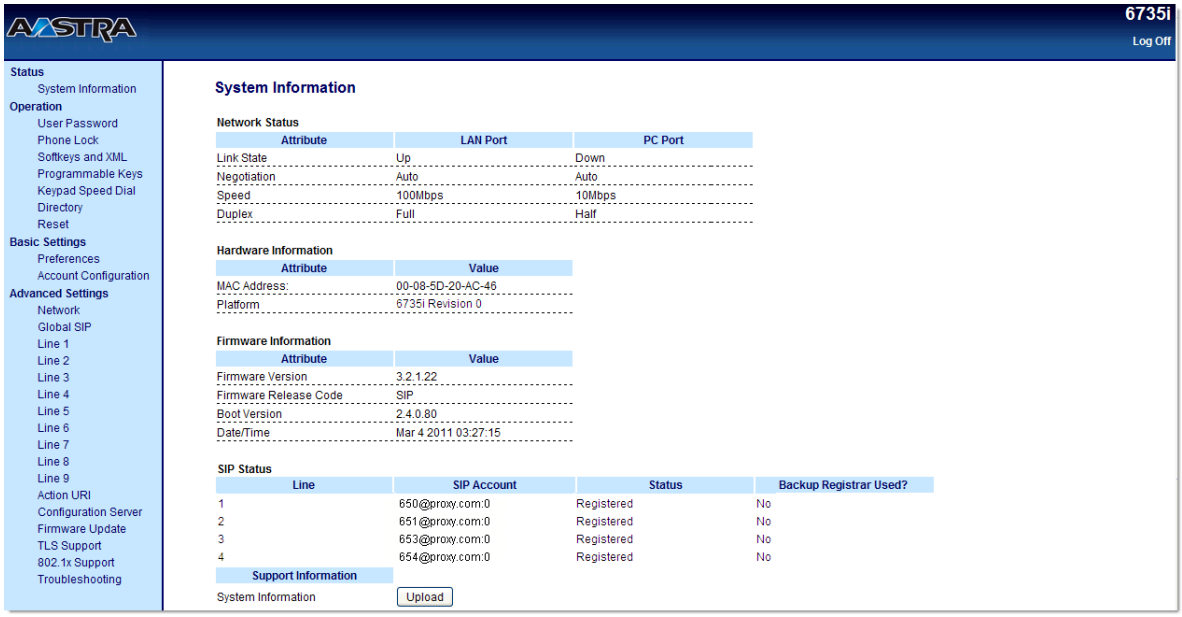
Aastra Web UI

1. Open your web browser, enter the phone's IP address or host name into the address field and press <Enter>.
   The following logon screen displays:



2. At the prompt, enter your username and password and click OK.
   Note:
   For a user, the default user name is "**user**" and the password field is left blank

   The Network Status window displays for the IP phone you are accessing.



3. Click **Log Off** at any time to logout of the Aastra Web UI.

The side menu options that display in the Network Status window are dependant on whether you log in as an Administrator or User. A longer list of options display in the side menu for an Administrator.

Reference

For more information about using the side menu options in the Aastra Web UI, see the ***Aastra Model 6735i Phone User Guide***.

Other Phone Features

Set Audio

The 6735i allows you to use a handset, a headset, or hands free to handle incoming and outgoing calls. The audio mode option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options to choose from:

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or hands free speakerphone. In handset audio mode, pressing the Speakerphone/Headset key on the phone switches to hands free speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the Speakerphone/Headset key on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the hands free speakerphone first when the Speakerphone/Headset key is pressed. By pressing the button again, you can switch back and forth between the hands free speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the hands free speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the Speakerphone/Headset key is pressed. By pressing the button again, you can switch back and forth between the headset and the hands free speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the hands free speakerphone.

Headset Mic Volume

To adjust the headset microphone volume, press Advanced after selecting the audio option, and then select the **Low**, **Medium**, or **High** volume level.

Adjusting the Volume

Pressing the volume button adjusts the receiver, headset, speaker, and ringer volume.

- To adjust the ringer volume, leave the handset in the cradle and press the volume button while there is no active call. There are 10 settings for the ringer including Off — the display will temporarily indicate the current ringer volume setting
- To adjust the handset volume, lift the handset and press the volume button while the handset is off hook. The handset will remain at this volume until it is adjusted again.
- To adjust the headset volume, press the volume button while the headset is activated (activate the headset by pressing ; ensure headset audio mode is set). The headset will remain at this volume until it is adjusted again.
- To adjust the speaker volume, press the volume button while the speaker is activated (activate the speaker by pressing ; ensure hands free speakerphone audio mode is set). The speaker will remain at this volume until it is adjusted again.

Status Lights (LEDs)

The speaker LED, beside the Speakerphone/Headset key, and the Message Waiting Indicator (MWI) LED, on the top right of your phone, provide visual indications of your phone's status.

Speaker LED

Speaker LED Status	Description
ON Solid	Indicates a call is on hands free (speakerphone)
Slow Flash	Indicates you are using the headset.
Rapid Flash	Indicates the call is muted. Press the **Mute** key to take the call off mute.

Message Waiting Indicator (MWI)

MWI LED Status	Description
Slow Flash	Indicates you have a message(s)
Rapid Flash	Indicates you have an incoming call.
Even Flash	Indicates one or more calls are on hold.

Call Timer

When you make or answer a call, the Timer shows the elapsed time of the call.

Line/Call Appearance Keys

The 6755i has 4 hard line/call appearance keys each with a corresponding status light. Additional line/call appearances may also be set up on your phone as softkeys.

These line/call appearance buttons and lights represent physical lines or calls for your extension. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call.

When the phone is taken off-hook, the phone will automatically select a line for you.

Line/Call Appearance LED Status	Description
OFF	Indicates idle line or no call activity
Rapid Flash	Indicates ringing on the line.
Slow Flash	Indicates a call is on hold.

For more information about the Line/Call Appearance keys, see the ***Aastra Model 6735i IP Phone User Guide***.

Using a Headset with your Telephone

The 6735i accepts headsets through the modular jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. A non-amplified headset is required. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Note:
For best headset performance, Aastra recommends non-amplified headset equipped with modular connector.

Making and Receiving Calls using a Headset

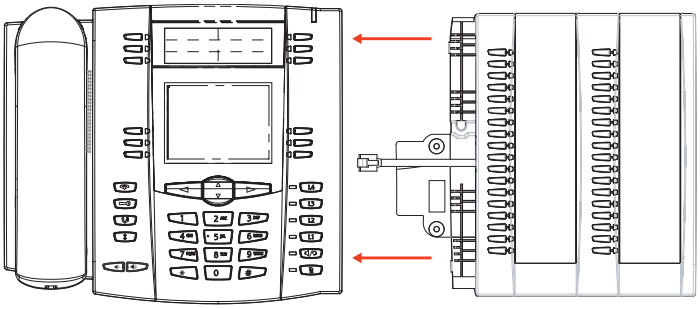
1. Ensure that you have selected a headset audio mode by accessing the Options menu. See the section "Accessing Your Options via the Phone UI" on page 13 for detailed information.
2. Plug the headset into jack
3. Press the **Speakerphone/Headset** key to obtain dial tone or answer an incoming call. Depending on the audio mode selected from the Options menu, dial tone or an incoming call will be received on either the headset or the hands free speakerphone.
4. Press the **Goodbye** key to end the call.

Model M670i and M675i Expansion Modules

The 6735i IP phone offers optional M670i and M675i Expansion Modules that attach to the right side of the phone to provide additional softkeys.

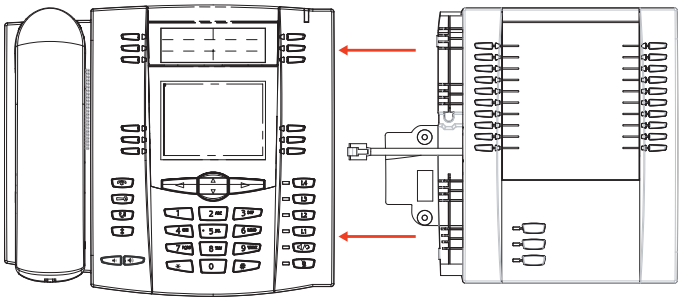
The 6735i phone supports up to 3 expansion modules (either M675i or M670i) when powered via an optional power adapter. When using a PoE power source, 1 expansion module is supported.

Model M670i



The M670i provides 18 softkeys in each column (totalling 36 keys) on the keypad. Each key provides an LED for indicating call status. The M670i provides a paper label for convenient key labelling.

Model M675i



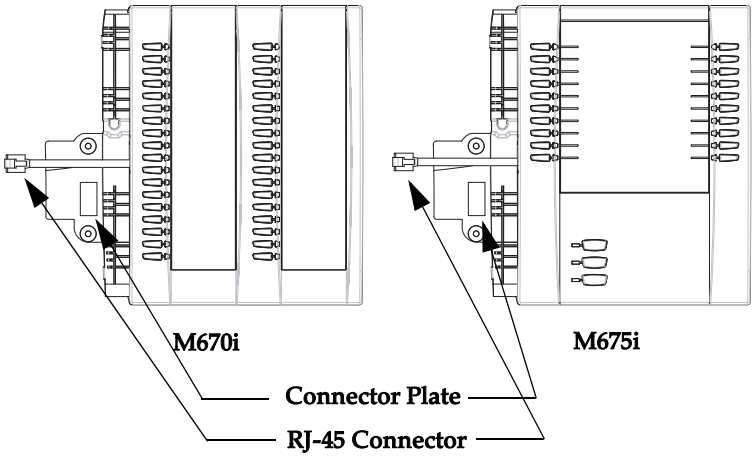
The M675i provides 10 softkeys in each column (totalling 20 keys) on the keypad. The M675i also provides 3 keys at the bottom left of the unit. These keys represent "Page 1", "Page 2", and "Page 3" of the LCD display. The M675i has 20 keys available on each page (totalling 60 softkeys). Each key provides an LED for indicating call status. The M675i provides an LCD for displaying key labels.

The expansion module softkeys support all of the same key types as the phone's softkeys and programmable keys. You can configure the softkeys using the Aastra Web UI only.

For more information about configuring the expansion module softkeys, see the ***Aastra Model 6735i IP Phone User Guide***.

Installing the Expansion Modules

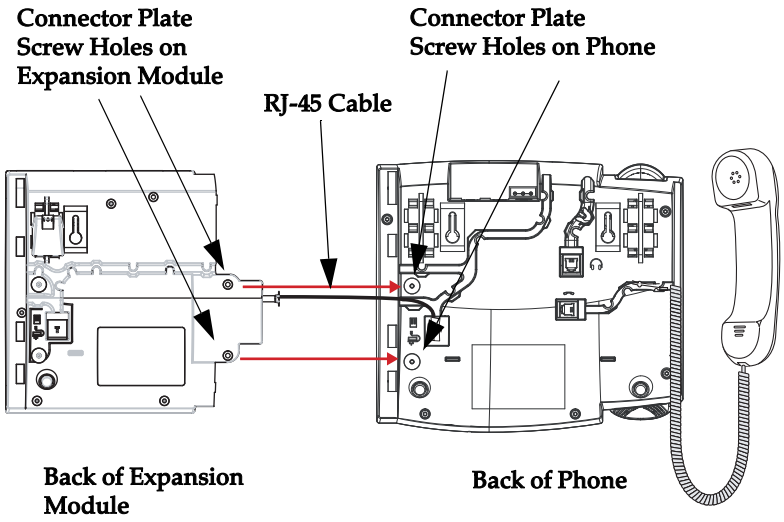
The M670i and M675i Expansion Modules connect to the right side of a 6735i IP phone via an RJ-45 connector and a connector plate.



Connecting the Expansion Modules to Your Phone

Use the following procedure to connect the Expansion Modules to your 6735i IP phone.

1. Turn your phone over to show the bottom of the phone.
2. Turn the expansion module over to show the bottom of the module.
3. Connect one end of the RJ-45 cable to the RJ-45 port on the back of your phone as indicated in the illustration below.
4. Connect the other end of the RJ-45 cable to the RJ-45 port on the back of the expansion module as indicated in the illustration above.



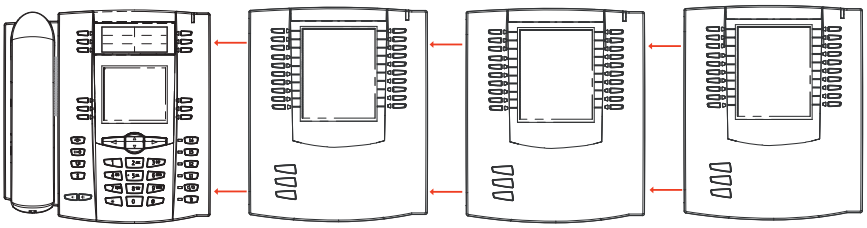
5. Line up the screw holes on the connector plate with the screw holes on the back of the phone.

6. Insert the two screws (included with your expansion module) into the connector plate holes and secure to the IP phone.
7. Turn over both units to sit face up on the desk with the expansion module sitting flush against the right side of the phone.

   The following example shows the M670i attached to a 6735i IP phone:

Attaching Multiple Expansion Modules

Multiple modules (up to 3 total modules) can be piggy-backed to an IP phone providing an additional 108 softkeys with M670is and an additional 180 softkeys with M675is. You connect the additional modules to the right side of an existing module. The following figure illustrates the addition of multiple M675i modules on the 6735i IP phone.



For more information about setting the softkeys, see the ***Aastra Model 6735i IP Phone User Guide***.

Troubleshooting Solutions

Why is the light not coming on with a new Voice Mail Message?

Your phone system or service provider must provide "Visual" Message Waiting service for this function to work. Check with your system administrator for more information.

Why is my handset not working?

Check to ensure that the handset cord is fully connected to both the phone and handset. See the section "Connecting a Handset or Headset" on page 9 for information.

Why is my speakerphone not working?

If you press and the speaker light flashes and you do not hear dial tone, the Set Audio option has been used to set up the phone for headset use; press a second time. If the light goes out, the phone is set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, you can alternate between the speakerphone and the headset by pressing . See the section, "Set Audio" on page 15 for instructions on how to change the Set Audio feature.

Why is my display blank?

Ensure that power is being provided to your phone. If your Network does not provide Inline power over Ethernet, you can obtain an additional accessory, the a PoE inline power injector, to provide power over Ethernet locally to your phone. See the section "Connecting to the Network and to Power" on page 8 for details.

Why can I only see 4 options when the installer or user guide says there are more?

The telephone screen will only show 4 options at a time. To see more, press the down arrow button ▼ .

Can I turn the backlight for the screen on and off?

Yes. You can use the IP phone UI to turn ON and OFF the backlight for the screen.

1. Press the **Option** key.
2. Select **Display->Backlight**.
3. Press the **Change** key to turn the backlight on and off.
4. Press **Save** to save the change.

Why does the telephone wobble?

Make sure the cords are routed properly through the back of the phone, as indicated in the section, "Connecting a Handset or Headset" on page 9. Check that the leg stands have been properly snapped into place. Since the legs can be oriented in two different ways and in two different positions to offer four different phone viewing angles, check that both legs are oriented in the same direction and in the same position on either side of the phone.

What is a softkey?

There are 6 bottom, state-based softkeys that are programmable up to 20 functions. These keys are located at the center of the phone on either side of the display panel. See the section "Line/Call Appearance Keys" on page 16 or refer to your ***Aastra Model 6735i IP Phone User Guide*** for more information.

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 1-800-574-1611 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: 1-800-574-1611.
- **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.

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