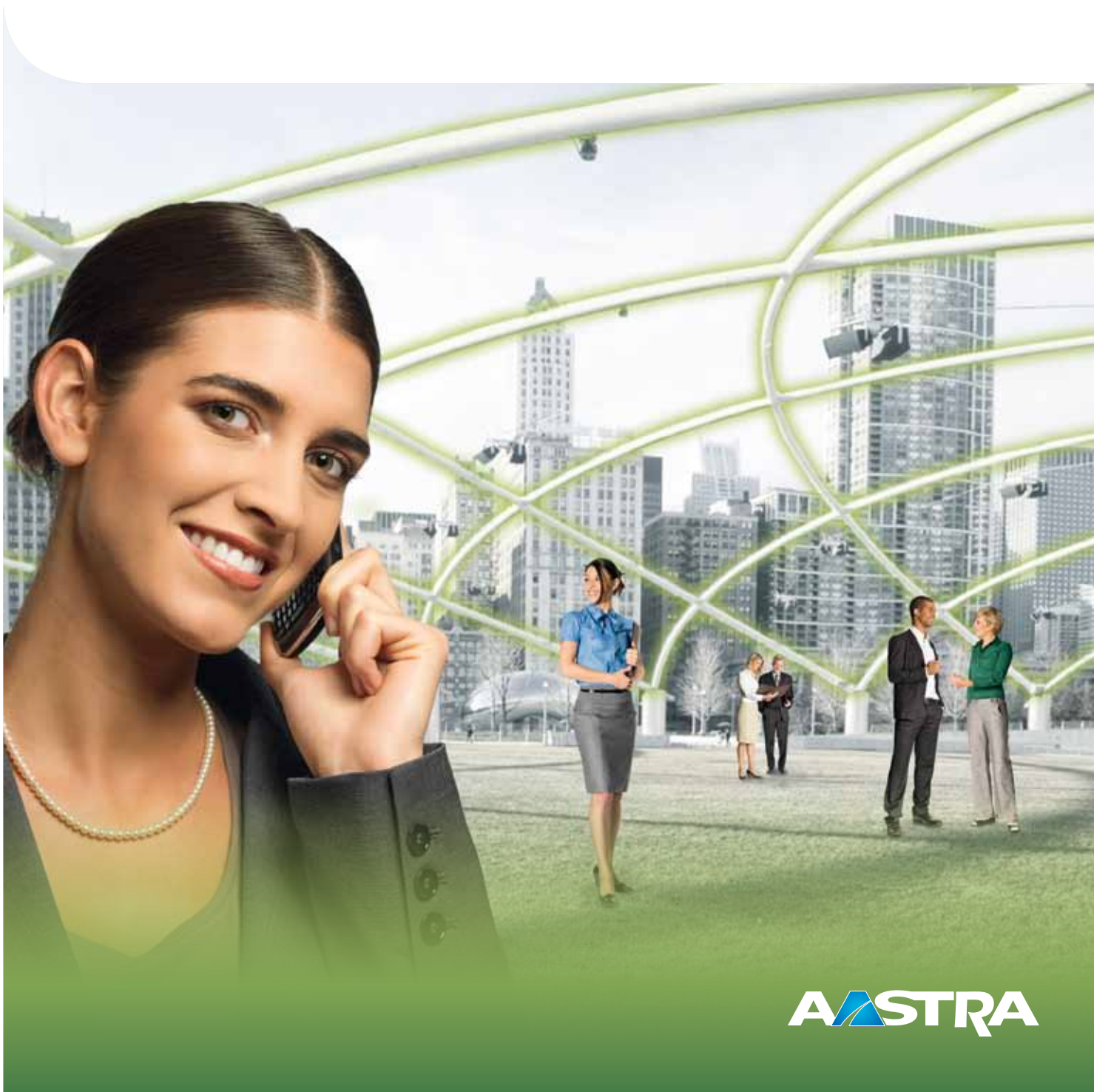


# Aastra 400 – Telephony and more

Best Performance for your Business Communication




**AASTRA**

## Aastra Connects you with the World

**Aastra is a global supplier of telecommunication systems which address the needs of small, medium-sized and large companies. The basis for our success are innovations, a comprehensive product portfolio and years of experience.**

Our focus is on solutions that offer freedom and flexibility thanks to an open architecture. Our aim is to support our customers as best as we can in their daily communication and to help them achieve more effective processes.



*Aastra communication solutions are synonymous with long-term investment sustainability and adapts to your company's growing daily needs.*

## Aastra's Major Skills

**Aastra develops and markets innovative and integrated communications solutions specially designed to meet the users' needs. In so doing, Aastra focuses, beyond its product range, on open standards, modern IP-based but also traditional analogue and digital communication. Unified Communications and mobility solutions round off the portfolio perfectly and enable you to freely adapt the communication system to your business needs.**

### VoIP

The main points of convergence solutions and the use of VoIP systems are that they can reduce costs, increase productivity and flexibility, and offer many possibilities to improve customer service. No additional costs are incurred for all calls made via the company's own network. The care and maintenance costs of the communication infrastructure are also reduced. Combinations of IT and communication systems inside a company enhances daily business activities and enables everyone to benefit from the advantages of IP technology.

### Unified & Collaborative Communications

Aastra's Unified Communications solutions integrate various IP-based communication services and applications, such as VoIP, e-mail, voicemail, fax, video, etc., as a solution package. The unified work environment can be used with mobile and PC-based terminals, or with a contact centre application.

In addition, practical functions like presence management can be integrated. This ensures, for example, that employees are reachable and that calls are automatically forwarded through various communication channels.

### Open Standards

Aastra has consistently focused the development of its products on open standards. These allow better interoperability and, more flexible solutions. Thanks to the use of open standards and open interfaces like SIP, XML, LDAP or Aastra Web services, communication is easily integrated into existing business processes, and flexible, intuitive solutions created.

### Mobility Solutions

Aastra solutions reinforce mobility and improve team work. SIP-DECT, WLAN solutions, networked applications and, above all, the integration of mobile phones ensure that people are reachable at any time and via the medium of their choice – both inside and outside the company.

FMC (Fixed Mobile Convergence) solutions, especially Aastra Mobile Client (AMC), offer employees the possibility to integrate their mobile phone into the corporate network and to act like an internal subscriber, even when they are away from the company. All calls can be routed to and from mobile and fixed telephones, without the mobile phone number being displayed during switch-over to the mobile phone number.

Mobility solutions are an important component of Aastra's Unified & Collaborative Communications portfolio.

# Aastra 400 – The Key to Successful Business Communication

**Decades of experience in the area of business communication and a well-developed sense for trends have left their mark on Aastra 400. That is why it is perfectly suited to the needs of small and medium-sized businesses: Aastra 400 can be used everywhere – in industries, businesses, hotels, homes and care facilities or in administrations and organisations.**

## For 4 to 400 users

Aastra 400 can be expanded for deployment by up to 400 users; ideal for use in small and medium-sized businesses as well as in institutions. Furthermore, the communication system can be easily and rapidly adapted to new business processes, or expanded accordingly.

## Multimedia

Aastra 400 not only supports traditional phones but also other, innovative communication systems. The aim is to unify different services (voice, e-mail, video, chat, etc.) – Unified Communications – and offer them on a single user interface. Employees located at various branches can also benefit from video telephony. Added value is also offered with the possibility to process documents together through desktop-sharing (collaboration).

## State-of-the-Art Technologies

Aastra 400 is an IP-based system: the company's data network (LAN) is used for voice transmission. The phones are connected directly to the network like PCs. Aastra 400 is the basis for transition to various technologies. Even analogue terminals, such as corded phones or fax machines, can continue to be used with their existing telephony wiring. Whether you prefer analogue and digital (ISDN) trunk lines or wish to take advantage of the latest technology from SIP providers, there are numerous possibilities to connect to public telephone networks.

## Benefits of Aastra 400

- ✦ Cutting-edge technologies like VoIP, SIP and XML, as basis for innovative communication solutions
- ✦ Seamless availability on the company premises (DECT, SIP-DECT and WLAN) and outside the company premises (FMC) with professional, integrated mobility solutions
- ✦ Broad range of terminals
- ✦ Uniform and intuitive deployment of all terminals integrated into the system (fixed phone, cordless handsets, Softphone, mobile phone)
- ✦ Unified and collaborative communications
- ✦ Specific solutions for contact centres, care facilities and hotels as well as monitoring; and alarm systems
- ✦ Technological independence and future-proof development, thanks to an open system architecture and use of global standards (SIP)
- ✦ Huge connection possibilities for multi-site companies



Aastra 400 is synonymous with modern business communication with a guaranteed future. The product range includes communication servers, terminals, software and mobility solutions as well as unified and collaborative communication applications. Invest today in a future-oriented solution!



## *Work Together Anywhere, Anytime*

**With modern technologies, your staff can work together regardless of their location; essential for project teams for instance. For this, video phone applications or solutions that allow your staff to process documents together from different locations are particularly practical.**

**Unified & Collaborative Communications (UCC) is currently a catchword in modern communication. At Aastra, this means that various media, such as e-mail, fax, video and, of course, telephony, are deployed together as a solution package.**

### **Work as a Team, Regardless of Location**

Travelling to meet team members at different locations who you are working with is not necessary as, Aastra's innovative applications enable collaborative work anywhere, any time.

Aastra 400 offers an all-in-one Unified & Collaborative Communications solution which can be seamlessly integrated into the system. Individual software modules can be combined with separate modules based on the modular design principle. Apart from standard telephony functions, the services include e-mail, SMS and chat.

Other modules exist for video telephony and conferences as well as for call recording. Desktop-sharing enables several subscribers to access a PC from different locations and to work on the same document in real time.



### **Unified & Collaborative Communications Solutions**

- ✧ Standardise the use of different communication services
- ✧ Support team work
- ✧ Shorten communication processes
- ✧ Improve customer service
- ✧ Reduce travel expenses
- ✧ Increase productivity

## Team Functions

Aastra Unified & Collaborative Communications solutions enhance productivity and team work, regardless of location. In doing so, practical presence-management functions give an overview of business communications.

Team members and their availability can be displayed separately. Therefore, their colleagues always have a view of the most important information about them and their status: this can enable no loss of calls.

Users of an Aastra 5380ip system with keypad expansion module can define their own team keys. At a glance via the LED team keys, you can see when a colleague is engaged on a call, and you can also determine whether the call is internal (green LED), or external (red LED). Team keys are capable of much more, with calls being taken, made, transferred and ended all by a touch of a button.

*The team functions of Aastra 400 work on sites and terminals integrated into the network, even in home offices.*

*Mobile phone users can also enjoy the practical team functions, with Aastra Mobile Client.*



*Unified Communications Solutions from Aastra support productivity and collaborative work, regardless of location.*

## Joint Access

Joint access offers many advantages for staff working in large offices, with low telephony requirement. Although each staff member may have his own handset if required, several staff members use the same number.

The pick-up function offers additional comfort. No matter the handset that is ringing, any staff member can take the call by pressing a button. At the same

time, the modern Aastra phones offer the possibility to display customer information on screen. All important data is displayed once the call comes in.

Teams can also set up joint voicemail boxes. With all team members having equal access rights. When a message is left, this is indicated on all the team's telephones. Even users of mobile phones with AMC are notified about the new message.



## Conferences

Phone conferences are among the most used communication system functions in companies. Above all, when external partners or customers are participating, it is important for the conference to be set up quickly and easily. It is also important that no calls are lost.

Including a third participant during an ongoing conference, in order to ask him his opinion? With Aastra 400 each phone call can intuitively be changed to a conference involving up to six participants, regardless of the media deployed.

Furthermore, for regular conferences taking place with the same circle of participants, the corresponding settings can be stored on to the function keys. Pressing the relevant key automatically sets up the connection with all the participants concerned.

## Home Office

Field workers living long distances from their company, or part-time workers with unfavourable travel time and working hours, like to work from home.

However, home workstations cannot be used effectively without proper integration into the company infrastructure. Aastra 400 integrates this staff category fully and transparently into the company's network. All office workstation functions (taking or transferring calls, setting up phone conferences, team members' presence and status displays) are accessible in exactly the same manner and without limitations on home-office workstations.

The only prerequisite is the presence of an internet connection (DSL), so the IP system phone or Aastra 2380ip Softphone can be used. If the home worker's PC applications are connected via a secure data connection of a Virtual Private Network (VPN), the VPN can also be used for voice connections. This reinforces data security during voice communications.

## Unified Messaging

Aastra's Unified Messaging solutions facilitate day-to-day message management in an intelligent, flexible and intuitive manner. They allow users access to messaging services, anywhere and at any time.

The central access point enhances efficiency and productivity. All voice messages, faxes and e-mails are conveniently accessible via the PC or mobile phone. Users can then listen to their voicemails, outside the company or from their home office, provided there is e-mail access.

*The Aastra 2380ip Softphone brings the telephone to the PC and is the perfect solution for home office workers. It offers time-saving functions, ease of use and excellent information overview with a mouse click.*



*Home offices can be adequately equipped and fully integrated into the company's communication system.*

## Fax over SIP

With fax over SIP, faxes can also be received and sent simply, using a full IP system like Aastra 400. If you have an IP trunk line, fax information is conveyed inside the company over SIP and using the transmission standard open for the IP environment, T.38.

If fax mail is used, companies and organisations can enjoy the advantages offered by a wide range of fax options. Faxes may be sent and received via the PC desktop.

## Clever Applications for the Aastra 400

In addition to the innovative collaborative work solutions, Aastra 400 offers a wide range of industry solutions for:

- ✦ Hotels, hospitals and care facilities
- ✦ Contact Centres
- ✦ Building management
- ✦ Industries with high security requirements

They support communication in the most diversified sectors:

- ✦ Efficiency enhancement (amongst others, Computer Telephony Integration, phone books)
- ✦ Easier processes
- ✦ Better collaborative work
- ✦ Integration of office applications (i. e. Microsoft)

*Be it a fax machine or PC fax, Aastra 400 connects standard terminals with state-of-the-art communication systems.*



## Voice over IP (VoIP) and Session Initiation Protocol (SIP)

Voice over IP (VoIP) means: preparing voice in such a way that it can be conveyed over IP data connections. Existing data connections are used for voice communication, and a separate telephony installation is not necessary.

Session Initiation Protocol (SIP) is a global standard used to set up and cut links on VoIP networks.

With the comprehensive SIP implementation, Aastra 400 communication systems play a key role for:

- ✦ The integration of IP and WLAN terminals
- ✦ Professional, mobile voice communication
- ✦ Trunk interfaces to public networks
- ✦ A network of various SIP-capable communication systems
- ✦ Integration of SIP-based applications (for call centres, operator consoles, Softphones, etc.)

## Accessibility redefined

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**Accessibility is a basic requirement for business success. Although various media are available today, the telephone is usually the first choice for potential and existing customers. However, what is most important is that your customers actually reach you!**

With the Aastra 400 product range, Aastra offers a wide range of functions and solutions with which accessibility can be organised individually. However, accessibility should not be equated with permanent availability. The Aastra solutions ensure that you do not miss your calls in those moments when you do not wish to or cannot be reached, but prefer that your calls be taken by your representative or routed to your personal voicemail box.

### Professional Call Switching

Customers have a good feeling that they are handled professionally when their calls are taken with a personal greeting message to then be transferred to the right contact person. This is particularly important if a customer is calling because of a problem or to submit a complaint. In such cases, they must reach the right person quickly.

Aastra 400 offers professional call switching solutions. The operator, Aastra switching wizard, already displays the caller's name when the call is signalled (ringing phase). This way, the caller can be greeted personally. As the operator can view the status of all staff members on screen (call status, calendar inputs, etc.), the call can be channelled to the right person or his representative.

If both of them are not available, with just a few clicks the switchboard can send an e-mail, with the most important information (caller name, phone number, date, time, request). Once the called party returns to his workstation, he will have all important data in his e-mail inbox and can return the customers call.

*First contact with interested parties is often by phone. Aastra provides the technically professional framework – you take care of the rest.*





The PC switchboard Office 1560 combines the most important desktop items: a PC and a telephone. Calls can be taken, made or forwarded via the PC or any of the Aastra 400 system

phones. This gives switchboard operators direct access to a wide range of information as well as flexible and very easy call management.

## Forwarding

Each staff member has the possibility to set up his own call forwarding operations and to activate/deactivate them by pressing a button. This way, calls are forwarded to the personal voicemail box when he is attending a meeting, and to a colleague or representative when he is on leave.

Moreover, different forwarding rules can be defined. Calls from a selected call number circle can, for instance, be forwarded to a specific staff member. It may also be indicated that calls to a specific call number should be forwarded to the mobile phone even during meetings.

In addition, calls can be forwarded to the voicemail box.

## Presence Indicator

Need to know if your colleague is at their desk or attending a meeting before dialling their number? With Aastra 400 presence indicator solutions, all subscribers can view the current availability status of colleagues.

Furthermore, the presence indicator can be integrated into PC applications (e.g. Microsoft). This "exchange integration" enables the calendar to be automatically synchronised with the presence indicator. This means that colleagues often have access to the entire team's availability and accessibility status – of course, subject to individual access rights.

The requested party's presence status is visible during name search. It does not matter whether the fixed phone, a cordless handset, mobile phone or CTI application, such as Aastra Office Suite, is used (Computer Telephony Integration). If the called party is attending a meeting, the system even displays the time the meeting will end.

With Aastra Mobile Client a user is displayed as busy if he is making a call with the mobile phone!

*The practical forwarding options of Aastra 400 products guarantee that no call remains unanswered.*



Unaccessed voice messages are displayed on screen – in this case on the Aastra 5380ip screen.

## Faster to the target: with "One Number"

The one-number concept from Aastra allows several terminals (including fixed phones, Softphones, DECT handsets, mobile phones), registered with the Aastra 400 communication system, to use one and the same call number.

No matter the telephone you have with you, you are always reachable (for colleagues and customers) under the same call number. Changes in the phone book or call list are automatically synchronised and immediately visible on all handsets. This means that you only give one phone number to business partners and decide, depending on the situation, on which terminal to make and take calls.

Once you leave your office and remove the cordless phone from the charger cradle, the DECT phone automatically becomes the active device.

If you are away from the company, you can activate the mobile phone by pressing a button. From that moment you can conveniently use it to make calls. Meanwhile, the caller does not know whether you are in your office or on your way to another customer's.

## Voicemail: No calls lost

Calls are not lost, even if the called party is not reachable at that moment or is on another call. It is automatically forwarded to the voicemail box. The caller can leave a message there or, if necessary, ask to be called back.

Individual settings can also be made on the voicemail box. For instance, callers may be allowed to leave a message outside business hours or to listen to an announcement during public holidays.

The Aastra voicemail system is very easy to use with the system devices. With easy configurations, the deployment possibilities are flexible and can be conveniently adapted to each user's need.

Furthermore, you can decide how you wish to be informed about new messages:

- ✦ As a message displayed on the screen of the system device
- ✦ As a message on the DECT handset
- ✦ By text message to the mobile phone
- ✦ By mail, with the message attached as a file



With Aastra 400 you decide when you wish to be reached and when not to be reached via any of the handsets. With the "One Number" concept, your correspondent does not know whether or not you are at your office.

## Accessibility – Basis for more customer satisfaction

**A key factor of business success is being able to guarantee accessibility by customers and partners alike. However, the reality shows that professional response to customer enquiries is sometimes limited by technology.**

### On the wrong track or: if a customer has a question

A customer ordered some goods a few days ago and is now calling to know the delivery date. He dials the main number. Since all lines are busy, he is first prompted by the recorded announcement to please wait.

Finally, a line becomes free, and the customer explains to the switchboard operator the purpose of his call. The operator forwards the caller to a colleague at the customer service department.

*The Aastra 400 offers much more: thanks to call and occupation statistics, you can check whether the capacity of your connection, as well as the number of incoming lines in the call centre, is sufficient.*



### With Aastra 400, the simple solution.

The customer dials the main number and is greeted by the interactive voice response (IVR) of Aastra 400. A friendly voice takes the caller through a list of possible contacts. The customer first presses, for instance, “2” for customer service, then “1” for “order-related questions”.

The call is directly forwarded to an employee at the order processing section. However, the employee is not at their desk but on her way to the personnel office. No problem!

Before leaving her office, she had removed her cordless DECT handset from the charger cradle; this means that all calls are automatically routed to this phone. With the DECT phone she can freely move around the company premises and still remain reachable.

While the employee is asking the customer about the purpose of his call she has already rushed back to her desk to obtain the customer data from the PC. The customer knows the delivery date in less than two minutes into the call.

The person in charge of technical questions then connects the caller – after a short enquiry – with the colleague at the order-processing section.

Unfortunately, this colleague is on his way to the personnel office and is not reachable.

The customer has no other choice but to hang up and try again later via the main number.

His telephone “adventure” then starts all over again.



*With Aastra 400 mobility solutions, mobile workers are always connected to their team while away from the company site.*

## Mobile but Reachable

**Colleagues must be reachable and accessible while on business trips or at the customer's. Aastra mobility solutions enable mobile workers to work when, where and with the devices they want.**

Depending on the field of application and requirement profile, different mobile communication solutions are available. Whether in or outside the company, with FMC, SIP-DECT, WLAN or other additional Aastra solutions, you are always connected to all business applications, both via wired and wireless networks.

The Aastra 400 enables staff members to move freely around the company premises, i.e., DECT and SIP-DECT.

With Mobile Extension, in connection with Aastra Mobile Client, the Aastra FMC solution; Aastra 400 also offers a simple and intuitive solution for mobile radio communication integration (FMC – Fixed Mobile Convergence).

Furthermore, the system solution has a special package for home workers which integrates them into the company network and enables them to enjoy full telephony comfort.

## Free Movement within the Company Premises

**Thanks to forwarding and voicemail, employees can leave their workstation with a clear conscience. Better still: with Aastra DECT and SIP-DECT solutions, they can simply take their phone while moving around the company premises.**

### DECT

The DECT (Digital Enhanced Cordless Telecommunications) technology always offers you a reliable connection to the base station, even during call traffic congestion in the smallest space.

DECT connections are switched via broadband and have a significantly better voice quality than mobile phones.





*With a Bluetooth headset and an Aastra 600d DECT phone; your employees have their hands free.*

Thanks to the installation of a multi-cellular radio network with a wide area coverage, you can be reached anywhere on the company premises. Integrated DECT encryption enhances security: the mobile phone must log on with a secret code each time a call is set up.

DECT handsets work in a reserved frequency band. Therefore, they can also be deployed in areas in which mobile phones are not recommended as a result of potential radio wave interferences, i.e. in hospitals and at doctors' practices.

In terms of functions, modern DECT handsets, such as Aastra 600d, scarcely differ from "normal" fixed telephones. On the contrary: they have a colour display, a wide range of ring tones and intuitive menu prompting. Therefore, mobile employees do not need any separate fixed phone at their workstation. The excellent voice quality is cherished in the day-to-day deployment.

In addition to DECT phones, Aastra offers a model with integrated security features for the business environment (emergency alarm, site detection, protection against explosion) for more personal protection.

## SIP-DECT

The SIP-DECT technology brings the comfort of mobility into VoIP networks. The use of SIP-DECT is ideal for all businesses that are already using the VoIP technology and who wish to integrate an extensive business premises into the communication system.

This is where the additional features of Aastra 400 offer added value: person location systems, amongst others, can be integrated.

*Even harsh conditions, such as rain, dust and snow, cannot hamper the use of Aastra DECT solutions. A special outdoor variant has been specially designed for use outdoors or in wet areas.*



### Benefits of SIP-DECT

- ✦ Excellent voice quality and data transmission
- ✦ The same concept of mobile voice and data communication on one network
- ✦ Possibility to easily create a network between sites at a moderate cost, and to expand existing networks
- ✦ Roaming between sites connected via WLAN (Wide Area Network)
- ✦ Easy expansion of an existing network, if necessary

## Well Connected Outside

Replying to e-mails or customer enquiries on the train is a practical sign of efficiency. However, enquiries from a staff member out of the office to colleagues in the sales department are often essential.

**With Aastra 400, staff members on business trips, on the road or working from home can be optimally integrated into the company's communication system. The range of services offered by the terminals meets all your communication needs.**

### Fixed Mobile Convergence – Reachable whenever and wherever you want

For customers and suppliers, always being reachable can be a blessing. However once business partners know someone's mobile number, that person's well-earned holiday or weekend rest may well be over. With Fixed Mobile Convergence (FMC), the user decides when and where he wishes to be reached.



*Mobile but reachable: Aastra makes it possible.*

When Aastra Mobile Client (AMC) is installed on a mobile phone, the mobile phone behaves like any other telephone registered with the Aastra 400 communication system. This way, the user has access to all features of Aastra 400, even outside the business premises, including conference, brokering, and call transfer.

### Only One Number

Internal subscribers can be easily reached through their internal call numbers. Incoming and outgoing calls are conveniently made via the company's fixed network number (the one-number concept). The mobile phone number remains "hidden".

All calls reach the fixed phone on the desk and the mobile phone at the same time. It does not matter where the called party is at that moment and which call number to dial, since there is only one number!

Call forwarding can(not) be forgotten: the forwarding profile can also be used later and from the mobile phone.

### Aastra Mobile Client (AMC)

With Aastra Mobile Client, the mobile phone behaves like a system terminal. During a call via the mobile phone, the status is displayed as "busy" on the switchboard and on the colleagues' team key. All important telephony functions, such as forwarding, enquiry call or conference, are offered in a menu and can be deployed on the fixed phone. Access to the system's voicemail box is also menu-driven.

*With the Aastra Mobile Client, you have access to all the functions of your Aastra 400 at any time.*

## Take

With the "Take" feature, the subscriber can continue on his desktop any calls originally set up on the move, without any interruption.

Likewise, he can transfer calls that started in the office directly to his mobile phone and then continue with them. With this seamless switchover, the correspondent is not even aware.

If you do not wish to be disturbed, just activate the "Do not disturb" or "Forward to voicemail" function on AMC. This will then allow you to be contacted only by those who already have your mobile number.

## Softphones

Apart from the integration of mobile phones into the communication system, the innovative Aastra Softphones also ensure mobile communication – for instance the Aastra 2380ip.

In branches, public areas such as railway stations and airports, or from home; in short, wherever there is access to the internet via the network connection or WLAN, you can make and receive calls with Aastra Softphone just like at the office. Aastra Softphones are also ideal for field workers and home-workers.



The Aastra 2380ip Softphone offers other functions, in addition to the complete features of the Aastra 5380 fixed phones: the locally integrated Microsoft Outlook allows access to personal Outlook contacts. Users can dial from Outlook contacts and, if necessary, record their calls on the PC. The collaborative functions can also be fully used. Whilst away or working from home, employees can see which colleagues are currently engaged in a call or attending a meeting.

The advantage of Softphones lies in the fact that you can always use your phone wherever you want. Aastra Softphones can, of course, also be integrated into the one-number concept.



*Aastra mobility solutions link the phone with the PC. In addition to traditional telephony functions, the numerous practical options, especially video, offer some added value and facilitate collaborative work regardless of location.*

## Comfort means: No Compromises

**Time is a valuable commodity, especially in business life. This is why Aastra aims to support businesses in their day-to-day activities, with intelligent communication solutions, and to make processes more efficient. To this end, it is important for all terminals and applications to be convenient and user-friendly.**

### The same Operating Concept

The fact that all Aastra 400 phones and telephony applications have the same operating concept guarantees optimum user comfort.

Whether using a fixed phone or mobile DECT handset, PC application or even Aastra Mobile Client for mobile phone integration, you will be able to find your way in the menu easily and access all the functions you want. You can also manage all personal profiles at any time, from all terminals – as an Aastra user, you always have priority!

The Aastra operating concept is outstanding for comfortable handling and the intuitive menu structure of all the terminals. For this, you do not need to spend a long time studying the handbooks. The intelligent, fox-key-based structure automatically offers functions that are useful in any situation. 90% of the required functions can be accessed by turning the page just once. The most important options are listed right at the beginning.



### Personalisation

You do not have to adapt to the telephones as the telephones will adapt to you! This is because you know very well which functions offer you added value and comfort. The many personalisation options are very easy to set up. From personal key programming and labelling up to ring tones: with Aastra, communication can be adapted to personal habits and needs in just a few steps.

This is why Aastra has, amongst others, included programmable keys in its handsets. These keys can be programmed with functions according to personal needs and preferences. A favourite key function amongst teams is, forwarding: a call is forwarded and then ended automatically, by a touch of a button.

*Aastra 6739i SIP phone with its large colour touchscreen brings telephony comfort to your desk.*



*With over 50 different ring tones, the 600d phones have a large selection. For individualists, Aastra 2380ip offers the possibility to use mp3 data.*

## Move around Freely

With Aastra 400 mobility solutions you can make and receive calls almost everywhere in the world. In addition to the integrated headset socket, available on all Aastra 400 terminals, the hands-free function enables you to move about as you wish. You can then place the phone somewhere briefly, to look up something in a file, and still continue with the call. With Aastra 400 handsets, this is possible by a touch of a button.

With the innovative Aastra Hi-Q technology, Aastra 5300ip handsets and Aastra 6700i SIP phones, are also outstanding in hands-free mode due to their excellent voice quality.



A personal register is available for personal and private contacts, for instance on Aastra 5300 and 600d handsets. Therefore, you can assign several numbers to one correspondent if some of your contacts do not yet benefit from the one-number concept.

All callers can be greeted personally, thanks to the phone books. If incoming call numbers are stored in the phone book and can be linked to a name, the caller's name will be displayed. This applies for both stored, private contacts and public, linked phone books.



The full-duplex hands-free function, used in almost all Aastra system phones, guarantees an excellent voice quality, even during conference calls involving several participants.

## Phone book

The phone book makes information available, you cannot or do not want to keep in mind. It is directly integrated into the communication system and is available to all users on all the company's terminals. For companies with distributed sites, the shared company phone book can of course also contain all branches, including their country code.



### Flexibility and comfort are a catchword for Aastra 400:

- ✧ The same system range with the same software
- ✧ Terminals with the same deployment methods
- ✧ Identical functions for small and medium-sized businesses, branch offices and home offices

✧ Highly scalable, with 4 to 400 users (up to 600 subscribers can even be integrated via the network)

✧ Various networking possibilities guarantee expandability (internationally and over many locations).



Even connection quality and security aspects can be taken into consideration. Though, it may be specified that outgoing calls from the management staff should not be set up through LCR via the least-cost internet provider, but via the standard telephone network provider.

### Intelligent Networking

Geographically distributed locations but still as a company single entity: this is possible thanks to Aastra 400 networking solutions. For companies with subsidiaries, up to 40 locations can be integrated into a homogeneous communication system via the data network. Employees see it as a single system; even colleagues in a foreign location are reached as in-house employees.

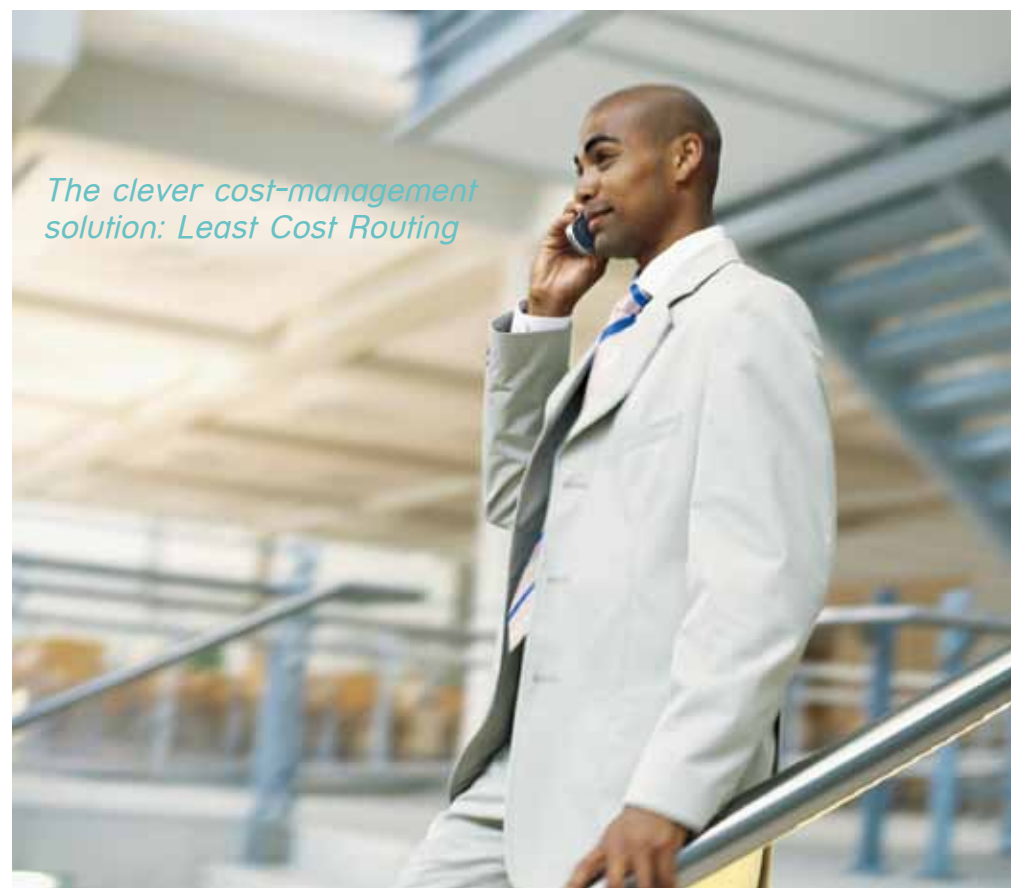
## A Worthwhile Investment

**Increasing cost efficiency is an important target for many businesses. This is why existing processes are continuously examined, and all expenditures and investments analysed. Aastra VoIP solutions offer the same management concept and can be perfectly integrated into the company's IT infrastructure. This can lead to considerable cost reductions.**

Least Cost Routing ensures that the pre-defined, least-cost routing path is fixed for each external call connection and that the call is routed accordingly. In the process, Least Cost Routing creates a link between the dialled number and other parameters (week, day, time of the day, etc.) based on available routing tables.

### Least Cost Routing (LCR)

Costs can easily and directly be cut through Least Cost Routing (LCR). This is based on the fact that network providers sometimes have very different price models for calls to mobile radio networks, for distant and international connections.



*The clever cost-management solution: Least Cost Routing*

No call charges are incurred, since internal voice communications between locations pass through the company's data network. Another advantage is that connection to the public network (exchange access) only takes place at the headquarters. This leads to a further decrease in fixed costs.

Call switching workstations can also be centralised or distributed at will over the locations; representing each other according to the company's specific needs.

Above all, the central network management and administration leads to significant cost reductions. Users can be managed centrally, and duplicating work avoided in several locations.

If the systems are separated from the main system following a data network failure, after a predefined time they start with an emergency configuration. Furthermore, the connections are controlled through local integration into the public network, for instance with ISDN or SIP connections. Business continuity is then guaranteed.

*The intelligent networking possibilities with Aastra 400 contributes considerably to cost-savings.*

## SIP Networking

Networking based on the open, global SIP is the most universal method of linking several systems together via a private data network or via the internet. SIP is supported by many manufacturers worldwide.

The Aastra 400 communication platform allows the networking of up to 100 other Aastra systems or SIP-capable, third-party systems.

The most important benefits:

- ✦ With SIP networking, more functions are available than with normal dial-up connections via the public network
- ✦ Reduces communications costs significantly, since it is often far less expensive to make calls via the internet than via dial-up connections in the public network

## Virtual Networking

Virtual networking is needed, in particular, by companies with geographically distributed locations without interconnected data network. This is especially important if the level of call traffic between individual locations is rather low; such that it is not worth having leased lines or to set up a private data network.

A virtual network is set up in such a way that employees in other locations can be called with their internal call numbers. Connection is automatically set up by the system, via the public network. Many network providers have special offers for customers with subsidiaries, which also contributes to cost efficiency.

The Benefits:

- ✦ Inter-site internal call numbers
- ✦ Central services, i. e. forwarding
- ✦ Minimum network installation and maintenance costs
- ✦ No monthly fees for leased lines



## Operation and Maintenance

**Aastra 400 is a modern communication system which is outstanding for its flexibility and versatility. So that operation and maintenance, including expandability and adjustment to new events, do not hinder but rather support day-to-day communication, Aastra 400 is based on state-of-the-art technology.**

The comprehensive management system (Aastra Management Suite – AMS) supports online and offline configuration. It also allows direct and secure remote access via the internet, ISDN or analogue trunk lines. Furthermore, it can be used by the system partner as a pool management application to manage its entire system installation.

In addition to AMS, a web-based application, directly integrated into the system, is also available. This is best suited for easy and clear management of individual systems.

Corresponding access levels (e.g. installer, system administrator, switchboard operator) are offered for the various administration needs, so that work can be carried out effectively on each level. The clear Aastra system management also contributes to error prevention and high availability.

Also integrated into the system is a monitoring system, which runs in the background. This system continuously checks the system behaviour. In defined error situations, for instance in case of a synchronisation problem on ISDN trunk lines, the remote maintenance centre is automatically notified – before the error affects the system user.

### System Maintenance

Aastra makes a web-based application specially available for easy maintenance of the most important data in the company. Specific adjustments (e.g. name modifications, corrections in the system phone book) can be made via this specially designed and user-friendly web application. The authorised user can make the adjustments with a few mouse clicks, and does not require extensive training.



*Aastra uses open standards and enables you to freely integrate specialist and industry solutions into the communication system.*

### Open Standards

The open system architecture and use of global standards guarantee the technological independence and future proof Aastra 400 systems.

SIP, for example, has been fully implemented:

- ✦ For the trunk line to the public network
- ✦ To connect SIP devices
- ✦ To network Aastra systems
- ✦ To integrate applications

Apart from SIP, other protocols like XML, LDAP, KNX and TAPI guarantee easy and efficient – but, above all, problem free – integration of various solutions. This includes client-specific applications as well as networking with other systems.

## Expandable and Flexible

Companies are always changing. New employees are recruited; a department expanded and new locations acquired. Aastra 400 adapts flexibly to the new requirements. The system can be expanded at any time; new jobs can be created in no time and with little inputs.

For instance, an additional IP terminal for a new employee can be integrated with little or no settings. Applications can also be quickly and, above all, uniformly maintained.

## Integration into the existing IT Environment

The wide range of standardised interfaces facilitates the connection of all standard voice and data terminals. Aastra 400 is also easy to integrate into the existing IT infrastructure:

- ✦ Only one network (LAN) for voice and data transmission
- ✦ Integrated switches for easy installation of IP phones
- ✦ IP standards for seamless integration of voice communication
- ✦ Quality of service guarantees best voice quality



- ✦ Quick and easy installation of Aastra IP phones through automatic configuration
- ✦ Automatic recognition: when employees change their workstation, the IP phone is easily connected to the new workstation, and the phone can continue to be used with the same settings
- ✦ In case of remote maintenance on the AIN (Aastra Intelligent Network), network-based access to satellite nodes is secured so that third parties cannot log on to the customer network even during a maintenance operation
- ✦ The DECT (Digital Enhanced Cordless Telecommunications) standard offers the highest security, since the mobile phone must log on with a secret code each time a call is set up

## Security

Protection against unauthorised access is very important, especially with the use of modern telephony via the internet.

Aastra has integrated international standards and developed its own solutions, in order to offer you and your communication the highest level of security:

- ✦ Voice data encryption and call signaling based on the international standards TLS and SRTP
- ✦ Remote system access is protected, for example, using HTTPS
- ✦ Aastra Management System offers various password-protected access levels so that only authorised users are allowed access

- ✦ Aastra terminals are also PIN-protected against unauthorised access
- ✦ Voicemail encryption guarantees that messages cannot be listened to by third parties

*Excellent investment protection: Aastra 400 adapts to company growth.*

*Thanks to professional training, Aastra partners are well versed in Aastra 400 system installation and maintenance.*

# Overview of Telephones

## Aastra 5300/5300ip Phones



## Aastra 5361/5361ip

The convenient standard scope of the Aastra 5361/5361ip designed to address the various needs of modern business communications. Its clear display, numerous pre-programmed and easily configurable function keys, as well as user-friendly operation via the integrated navigation key and “Fox” key guarantee user comfort. Inputs in the redial list or personal phone book are available by pressing a button. With its wall-mountable option, ideal for the maintenance and service area.

## Aastra 5380/5380ip

The Aastra 5380/5380ip fits elegantly into any working environment. Satisfying the highest demands placed on modern telephony and is ideally suited to increasing communications efficiency. Expandable with up to 3 additional key modules, each with 15 or 20 freely-configurable keys, and with its large-area alphanumeric key modules, highly efficient operation is assured. When used together with a headset, the Aastra 5380/5380ip is also ideal for telephony workstations, for call-switching and call-centre operations. As an option the phone can be expanded with a Bluetooth module.



## Aastra 5370/5370ip

The 5370/5370ip stands out as a result of its intuitive prompting and excellent voice quality. Integrated telephone book, hands-free operation and conference calls are just some of the many features available. With the integrated DHSG interfaces, call functions (volume adjustment, on-hook and off-hook) can be directly deployed on the cordless headset.

## Expansion Keypad Modules

With expansion keypad modules, many call numbers or system functions can be easily stored on keys. Two types of expansion keypad modules can be used for system terminals Aastra 5370/5370ip and Aastra 5380/5380ip. The expansion keypad module M530 with labelling strips comprises of 20 freely configurable keys, each with two storage areas. The expansion keypad module M535 with digital display and backlit background has 15 keys, on which functions can be stored on three levels.

## Aastra 6700i SIP Phones



**Aastra 6730i**

The Aastra 6730i is a powerful SIP terminal. It has a broad performance spectrum that meets the requirements of modern communication in a business environment. It is ideal for simple telephone applications in small businesses and home offices.



**Aastra 6753i**

The Aastra 6753i broadens the range of functions of the Aastra 6731i to include a headset socket and a backlit display. This means that the Aastra 6753i can also be used in any situation where users need to have their hands free.



**Aastra 6731i**

Compared to the Aastra 6730i, the Aastra 6731i also has an integrated switch. It can be powered either via Power-over-Ethernet (IEEE 802.3af) or a separate plug-in power supply unit. The handset is hearing aid compatible, which means it can also be used by people with impaired hearing. It offers nine local, abbreviated dialling destinations.



**Aastra 6755i**

Graphic items are conveniently supported among the XML functions; this guarantees, with the Aastra 6755i, a corresponding, large backlit and graphics-compatible display. Six of the configurable keys have storage spaces for context-sensitive functions or contents on up to three levels. Like with the Aastra 6753i, six other keys can be identified via a paper label.



### **Aastra 6757i**

The Aastra 6757i has a large, backlit display which can be used to label all individually configurable function keys. The Aastra 6757i supports a heavy phone user in his daily work, with up to 30 function keys. The XML-capability can be used to integrate client-specific functions.



### **Aastra M670i**

Expansion keypad module M670i adds a further 36 function keys to Aastra SIP terminals 6753i, 6755i, 6757i and 6739i, including line, direct dialling and busy indicator. Each key has a status LED. Up to three Aastra M670i extensions can be connected without an additional power supply.



### **Aastra 6739i**

The Aastra 6739i has a graphic, 5.7" (14.5 cm), high-resolution full colour VGA touchscreen display. Moreover, it is very appealing with its touchscreen softkeys, full-duplex, broadband hands-free function and handset, fixed LED displays, integrated Bluetooth interface and a USB connection. In addition to the numerous headset connection options, two gigabit Ethernet interfaces and comprehensive caller management functions are available. Not only the caller's name, but also a stored photograph, are displayed on this handset. (picture ID).



### **Aastra M675i**

The Aastra M675i module expands Aastra SIP terminals 6755i, 6757i and 6739i with an additional 20 softkeys (function and destination keys), each of which can be assigned functions at three levels. The keys are easily labelled using the illuminated display. In addition, each key has an LED for status indication. Up to three Aastra M675i systems can be connected without an additional power supply.

*Installation cannot be easier:  
Aastra SIP phones are already fully  
equipped and simply need to  
be integrated into the company's IP  
network.*

## PC Operator Console

### Office 1560

Taking, making or forwarding calls: this is very easy with the Office 1560 connection point. A PC phone is already integrated into the Office 1560IP variant. The Office 1560 variant is deployed together with an Aastra 5300 system phone or 600d DECT phone. On the PC monitor, the user can see at a glance who is calling, who is internally busy or absent; or who has enabled the forwarding function on his phone. When several calls are waiting, the most important one can be chosen directly. If a subscriber is busy, the representative's number can be dialed, a text message left on the phone or an e-mail sent. Additional calendar information is available for call forwarding, thanks to integration into Microsoft Exchange. This absence information supports yet more customer-friendly service.



### Aastra 5380 Operator Console

The Aastra 5380 Operator offers all the business call management functions needed by small and medium-sized enterprises. The Aastra 5380 Operator can be intuitively deployed based on Aastra 5380 or Aastra 5380ip (together with the display-based M535 expansion module). Details about and an overview of incoming calls are given on the expansion keypad module display. Additional information, such as name (if known), call number and time, can be called up over two sub-levels. Once the call is taken, all caller related details are displayed on the wide telephone display.

## Aastra 600d DECT phones

### Aastra 610d

The Aastra 610d adapts easily to individual user habits and communication needs. Freely programmable keys, 52 ring tones and a backlit, monochrome 2" display guarantee good overview and easy operation. Other user-friendly features include access to the company directory, a local directory with up to 350 contacts, each with three inputs and a headset socket.



### Aastra 620d

Its large TFT colour display provides excellent graphic displays and guarantees perfect legibility. Freely configurable keys facilitate navigation. The Aastra 620d offers maximum freedom of movement, thanks to a Bluetooth interface for a wireless headset. The lithium ion battery can be charged via the charging station or USB interface. An optional power battery offers up to 200 operating hours in standby mode.



### Aastra 630d

The Aastra 630d is designed for use in tough working environments. The device is compliant with industrial standard IP65 and can also be used in open-air spaces or in production facilities. The 630d can fall onto concrete from a height of up to 2 metres without being damaged (DIN EN 60068-2-32). It also offers the high comfort of the Aastra 620d. With its integrated sensor alarm, the 630d is not only ideal for use in care facilities and hospitals, but also for security professions or prison and detention sectors.



## Overview of 5300/5300ip and 6700i Phones



	5361/5361ip	5370/5370ip	5380/5380ip	5380 Operator
<b>Hardware Features</b>				
Wall mounting	•	•	•	•
Headset socket		DHSG	DHSG	DHSG
Bluetooth®			• (optional)	• (optional)
<b>Display and Control Systems</b>				
Display	1 x 16 characters	5 x 22 characters	7 x 34 characters	7 x 34 characters
Backlighting			•	•
Indicator LED	2	2	2	2
Programmable hard keys	10 (LED)	12 (LED)	0	0
Fixed function keys	10	10	10	10
Configurable keys (Softkeys)	0	0	0	0
Alpha keyboard			•	•
<b>Features</b>				
Multi-line (number of lines)				
Call preparation	•	•	•	•
Name dialling	•	•	•	•
Open listening	•	•	•	•
Full-duplex speakerphone		•	•	•
Transfer	•	•	•	•
Conference	•	•	•	•
Call forwarding	•	•	•	•
Voicemail	•	•	•	•
Send/receive text messages	•	•	•	•
Access to central phone book	•	•	•	•
Entries in private telephone directory	350	350	350	350
Last number redial list	4	10	10	10
(Unanswered/answered) call list	4/4	10/10	10/10	10/10
<b>Expansion Key Modules</b>				
M530/M535	0	1	3	2
M670i				
M675i				
<b>Networks, Configuration and Management</b>				
Switched Ethernet ports	–	10/100 Mbps <sup>(1)</sup>	10/100 Mbps <sup>(1)</sup>	10/100 Mbps <sup>(1)</sup>
Power over Ethernet 802.3af	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>
Codec G729A – G711 μ-law/A-law	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>
Diffserv, 802.1Q/P: VLAN tagging and QoS	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>
802.1x	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>
NAT support	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>
SRTP, TLS	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>	• <sup>(1)</sup>
LLDP-MED				

(1) Only on 5300ip series

(2) Multi-colour touchscreen

(3) Programmable softkeys on the display



## Overview of DECT Phones



	610d	620d	630d
Comfort device	•	•	
Industrial device			•
<b>Display Elements</b>			
Indicator LED	•	•	•
Display	LC Display (2", 176 x 160 pixel, monochrome)	TFT colour display (2", 176 x 220 pixel, 65'536 colours)	TFT colour display (2", 176 x 220 pixel, 65'536 colours)
Backlit display	•	•	•
Illuminated key module	•	•	•
<b>Operating Controls</b>			
Navigation key	•	•	•
Foxkey	•	•	•
Configurable keys		3	3
Hotkey	1 (6 entries)	1 (6 entries)	1 (6 entries)
<b>Features</b>			
No-movement alarm			•
Man-down alarm			•
Call preparation	•	•	•
Name dialling	•	•	•
Suppression of call number display	•	•	•
Call waiting	•	•	•
Brokering	•	•	•
Call list	10	10	10
Last number redial	10	10	10
Entries in private telephone directory	350	350	350
Access to central phone book	•	•	•
Discreet call	•	•	•
Open listening	•	•	•
Hands-free operation	•	•	•
Conference Call	•	•	•
Voice Mail	•	•	•
Receive text messages	•	•	•
Send text messages	•	•	•
Private call with PIN	•	•	•
Phone lock	•	•	•
Vibra call		•	•
GAP mode	•	•	•
Protection class	IP50	IP50	IP65
<b>Optional Connections</b>			
Headset	•	•	•
<b>Operating Data</b>			
Standby time Standard / Power battery	100 hr/-	120 hr/200 hr	120 hr/200 hr
Talk time Standard / Power battery	12 hr/-	12 hr/24 hr	12 hr/24 hr

## Applications



### Aastra 2380ip

With its Aastra-system-terminal-based functions, the Aastra 2380ip offers full convenience, providing all the important telephone functions; on a PC. Operation is via mouse and keyboard inputs. To make and receive calls, all that is required is a headset (USB, cordless, Bluetooth) connected to the PC. All the important functions, such as call log and telephone book, are simply available at the click of the mouse. The Softphone offers all logical and possible options during a call, including conference, forwarding and enquiry call.



### Aastra OfficeSuite

Aastra OfficeSuite is a PC-based call management application. It offers a range of functions and options that make call and message management even easier. The clearly laid-out journal permits rapid access to call lists, messages and personal notes. The telephone book integrates all available contacts from corporate directories and personal contacts in one place. The presence indicator, incorporated into the team key, gives the current telephone and presence status of all stored subscribers – with calendar information if Microsoft Exchange is integrated.



### Aastra Telephony Web Portal (TWP)

TWP is a Unified & Collaborative Communications application that offers comprehensive multimedia services. Apart from call functions, e-mail, SMS and chat can also be used. The video conference function and desktop-sharing are also available. Furthermore, TWP offers a wide range of team work options, including presence indicator and abbreviated dialling. TWP has a modular structure and allows individual solutions to be put together.

### Aastra Mobile Client (AMC)

Aastra Mobile Client (AMC) ensures easy and in-depth FMC integration of GSM mobile phones. The specially designed software\* offers a user-friendly interface for quick access to numerous options and functions. Call recording, enquiry call and conferences can be controlled with AMC. The busy indicator changes automatically when a call is made with the mobile phone via AMC.



*\* The functions are activated directly on the mobile phone and fully integrated using the software. Go to [www.aastra.com](http://www.aastra.com) to see the list of supported mobile phones and smartphones.*

## The Heart of Aastra 400: Communication Server

**Aastra 400 consists of three communication servers, for different company sizes. The server handles the setting up and cutting of connection, both internally and externally. It also makes all telephony functions and communication services available. Switchover from IP-based to traditional analogue or digital telephony is ensured with integrated Media Gateways.**

In companies with several locations, Aastra 400 communication servers can seamlessly be connected to a complete system. This way, the full functional spectrum is available to all users in all locations. A broad range of interface cards allows the use of traditional analogue and digital terminals, as well as connection to public networks via analogue or ISDN trunk lines.

All three communication servers are fitted with the same system software and offer the entire functions.

Aastra 400 systems are meant to be installed in a 19" cabinet. Aastra 415 and Aastra 430 are also wall-mountable.

### Aastra 415 and 430

The Aastra 415 and Aastra 430 can be used in smaller businesses and organisations with up to 12 and/or 50 employees. Both systems are modular and in principle with an identical structure. The Aastra 430 offers as standard more connections and a total of four instead of two expansion slots.

Both systems are perfectly suitable for the integration of smaller offices in a company's headquarters.

### Aastra 470

The standard version of Aastra 470 has been activated for 36 users.

The communication server capacity can be expanded for up to 400 subscribers, through an additional user licence.

Within a network of up to 600 users and 40 systems or sites have access to the full range of services offered by the Aastra 400 communication servers.

Furthermore, the Aastra 470 can be fitted with an integrated application server. This server allows innovative communication services to be seamlessly integrated into the system. Examples are multimedia communication, unified communications (voice, e-mail, chat, etc.) as well as collaborative work.





Aastra 415



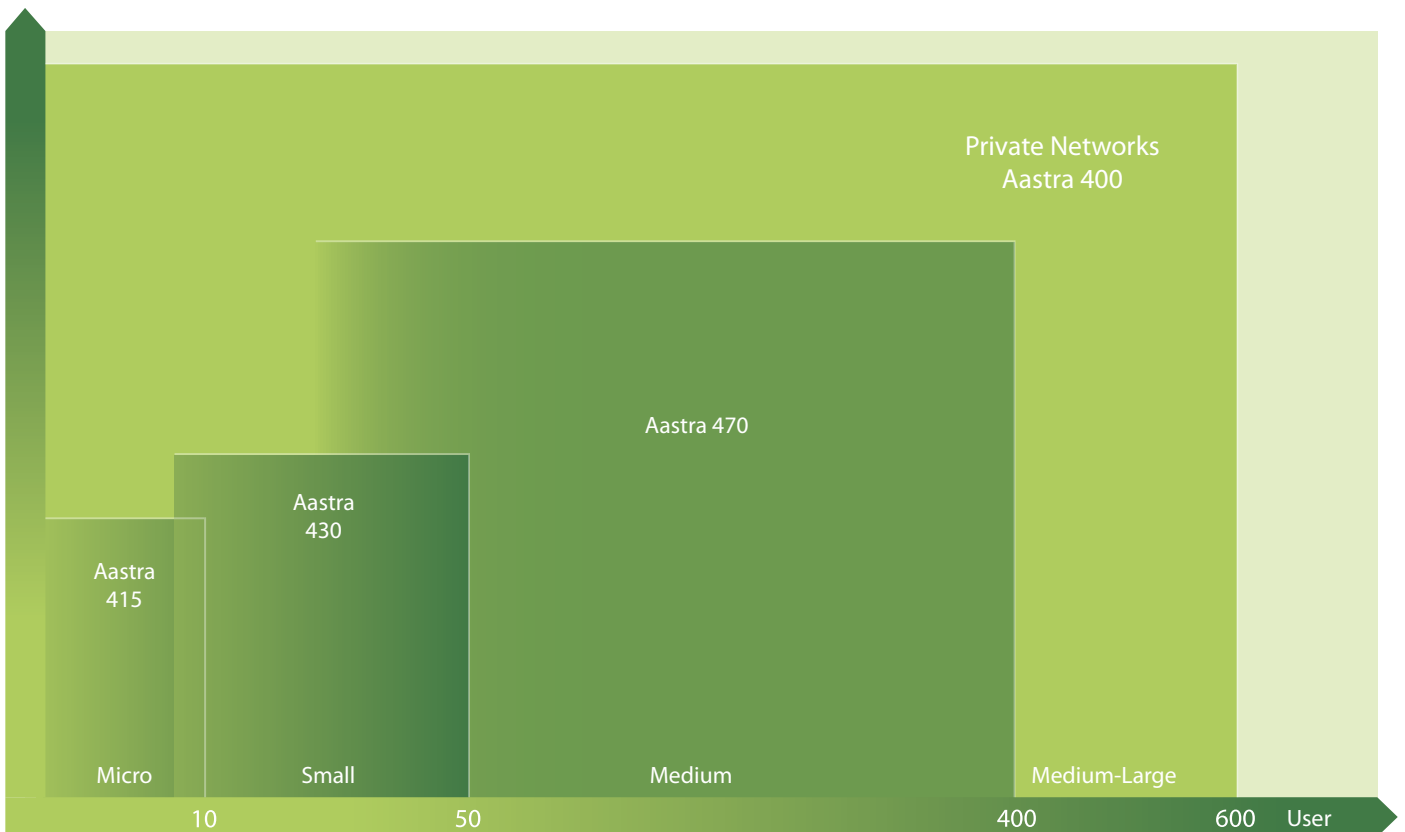
Aastra 470



Aastra 430



Private Networking





## About Aastra

Aastra Technologies Limited (TSX: "AAH"), is a leading company at the forefront of the enterprise communication market. Headquartered in Concord, Ontario, Canada, Aastra develops and delivers innovative communications products and applications for businesses. Aastra has representatives across the globe, with over 50 million installed connections and direct as well as indirect presence in more than 100 countries. The portfolio includes multi-function

Call Managers for small and medium-sized businesses, as well as highly scalable Call Managers for big companies. These range from feature-rich call managers for small and medium businesses and highly scalable ones for large enterprises, integrated mobility, call centre solutions to a wide selection of terminals. Aastra enables businesses to have effective communication and collaborative work, with a strong focus on open standards and customer-specific solutions.

**For more information about Aastra, visit our website at: [www.aastra.com](http://www.aastra.com)**



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