

Exhibit 8 -

www.aastratelecom.com/support

800-574-1611

From: pcruz@gta.net [mailto:pcruz@gta.net]
Sent: Monday, January 25, 2010 11:56 PM
To: support@aastra.com
Subject: WebForms Mail (401700) : Support Classic Telecom Ticket aastratelecom.com

GMT+1 Timestamp (Berlin): 26.01.2010 06:55
EST Timestamp (Toronto): 01/26/2010 12:55 AM

Company Information

Company Name: GTA TeleGuam

Designate Contact

First Name: Paul

Last Name: Cruz

Email address: pcruz@gta.net

Telephone Number: (671) 644-0186

Fax Number:

Country: United States (US)

Product Information

Product Model: 480e Screenphone (480e Screenphone)

Place of Purchase: Guam

Problem Information

Case Title: Digital Phone

Problem Type: Configuration (Configuration)

Problem Description: According to your website, the 480E is a "single line analog" telephone. Is there a way to convert the 480E such that it can provide a "Digital Business Phone System"?



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Products & Services - Telephones

Expand your options ...

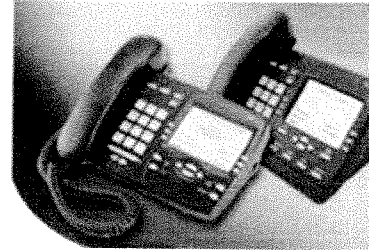
At **Aastra**, we understand the need to have the best options available for your communication needs. Our telephones with their customized programming are cost-effective, easy to use, full-featured, and have true interoperability.

All **Aastra** telephones have user-friendly programming that minimizes training time and maintenance costs while increasing productivity and efficiency.

Aastra [Analog telephone sets](#) can be specifically programmed to fully integrate with any number of PBX phone systems. You gain access to advanced telephone features with a single touch and manage your calls with confidence.

The new [Voice-over IP telephone](#) is designed to work with existing standards and protocols as well as being easily upgradeable as the technology develops.

Whether you are using a PBX analog system or an innovative Voice-over IP system, **Aastra** gives you quality options at the right price.



Managing Your Extension Has Never Been So EASY!

Forgot the code to forward a call?

Simply use the one-touch "**softkeys**" and follow simple prompts to transfer calls to another extension or to send calls to voicemail.

Create conference calls with confidence.

Save up to 200 numbers or speed dials in your directory for fast, easy dialing. You can even return calls **directly** from your call log.



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Analog Phones

Aastra screenphones are standards-based ADSI phones that work with all phone systems. They come with customized PBX programming, and the large display and 6 softkeys are a user friendly interface to all the phone system features.

We have collaborated with several of the leading communication system providers and manufacturers to develop telephone sets that integrate fully with their platforms. We can also program our telephones to work with almost every other PBX and IP-based communication system available. The possibilities are limitless!



Specifically Engineered

We ensure tight integration and full compatibility with the leading telephone systems.

Easily Upgradeable

The latest program releases can easily be applied to your phone set, maximizing your investment.



[Learn more about the 390](#)

[Learn more about the 480e](#)

The 9116 is a less expensive sibling that includes 8 programmable keys and a 3 line caller ID display.



[Learn more about the 9116](#)

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For more information on how to customize our telephones for your enterprise solutions, please go to our [PARTNERS](#) section.

*Functionality of some features assumes availability and customer
subscription to service provider offerings.*

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Telephones

Voice-over IP

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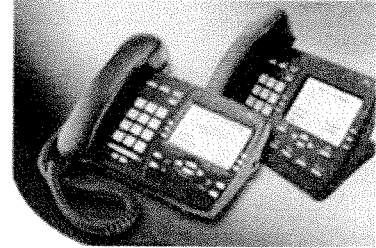
Interactive Applications

Locate a Dealer

Products & Services - Telephones - Analog



480e



We have partnered with the following companies to develop the 480e phone under their own brand-name OR as approved third-party compatible units, with programs and applications specific to their platforms. Explore how Aastra telephones can be programmed and specially matched to your system requirements.

[SPHERE](#)
[ALTIGEN](#)

[SHORETEL](#)

[INTERACTIVE INTELLIGENCE](#)

[VERTICAL](#)

[AVAYA](#)

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For more information on how to customize our telephones for your enterprise solutions, please go to our [PARTNERS](#) section.

FEATURES

- Large 8-line backlit display
- 6 Pre-programmed "Softkeys"
- Quality business set with ergonomic design
- Quality speakerphone with Mute
- Ringer and receiver volume controls
- Multi-functional FSK and Voltage Message waiting indicator (for Incoming Call, Extension-in-Use, Message Waiting, and Hold)
- Caller ID Display (100 name and number memory)
- 200-name and number Directory
- 10 Number Redial
- Copy Key (for saving Callers List information to the Directory)
- Current date and time display
- On-hook dialing
- Hearing aid compatible (ADA compliant)
- Access to [Interactive Branding](#) from the web
- One year warranty

480e special features not found on the 390:

- **Headset compatibility:** Choose how to make and receive calls, either by headset only or by a one-touch toggle between headset/hands free speakerphone. The headset port works with 2.5mm jack headsets. Choose how to make and receive calls, either by headset only or by a one-touch toggle between headset/hands free speakerphone. The headset port works with 2.5mm jack headsets.
- **Security numbers feature:** Prevents selected numbers (e.g. voicemail password, credit card number, etc.) from appearing on the display screen when dialed or redialed.
- **Live Dialpad option:** Save time by not having to press the "Dial" softkey while making a hands free call. With this new option, the phone dials the number instantly as you press the number pads.
- **Data port (Fax/modem)**

Functionality of some features assumes availability and customer subscription to service provider offerings.

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- [8009](#)
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- [9116](#)
- [9116LP](#)
- [9120](#)
- [9216](#)
- [9316CW](#)
- [9417CW](#)
- [390](#)

480e Screenphone

Single Line Analog Screenphone



With its large eight line display screen, customizable softkeys and improved headset options, the enhanced Model 480e provides even more features and more flexibility for Small Business communications.

Features

- [Screenphone](#)
- [470](#)
- [Screenphone](#)
- [480e](#)
- [Screenphone](#)
- [PC/PBX](#)
- [Telephones](#)
- [Vision 5050](#)
- [Ring](#)
- [Selector](#)
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- Web Configurator
- Access to display-based interactive services
- Call Display, Visual Call Waiting, and Visual Call Waiting Options
- Speakerphone with Mute
- 100-name and number Callers List
- 200-name and number Directory List
- 10-number Redial List
- Large eight-line backlit display with six display keys
- Headset port for use with PC type headset with microphone
- Dataport - plug another phone into this one
- Flash (Link, Switch or Answer) for getting Call Waiting calls
- Multi-function indicator light (incoming call, extension-in-use, message waiting*, and Hold)
- Copy key for saving Callers List information into the Directory*
- Options key - 9 programmable features
- On-hook dialing
- Goodbye key
- Current date and time display
- Contrast control for the Display Screen

More Analog Telephones

- [8004](#)
- [8009](#)
- [9110](#)
- [9116](#)
- [9116LP](#)
- [9120](#)
- [9216](#)
- [9316CW](#)
- [9417CW](#)
- [390 Screenphone](#)
- [470 Screenphone](#)
- [480e Screenphone](#)
- [PC/PBX Telephones](#)
- [Vision 5050](#)
- [Ring Selector](#)

Support

- [How to Buy](#)
- [Frequently Asked Questions](#)

Web Configurator

Use our Web based interface tool to customize the softkey values that appear on the

- Ringer, Speaker and Receiver (Handset) volume controls
- Desk or wall mountable
- English/French/Spanish language choices
- Hearing aid compatible
- ADA compliant

screen of your 480e.

[Web Configurator](#)

Specifications

- Dial: Tone
- Power: 16 Vac Transformer
- Weight: 2 lbs.
- Dimensions: 4.5" W x 7" L x 4.5" H
- Colors available: Charcoal

*Note: Functionality of some features assumes availability and customer subscription to service provider offerings.

Downloads

[Brochures](#)


[User manuals](#)

Brochures

 [480e Screenphone Datasheet , English , PDF , 221 KB](#)

User manuals

 [480e Screenphone User Guide , French , PDF , 1160 KB](#)

 [480e Screenphone User Guide , English , PDF , 1060 KB](#)

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For more information on how to customize our telephones for your enterprise solutions, please go to our [PARTNERS](#) section.

Products & Services - Telephones - VoIP

Voice over IP Phones

Aastra provides a family of Business-Class IP phone solutions for the Enterprise market. Easy to use and easy to upgrade, these Voice over IP products are perfect for use with Enterprise IPBX systems, or hosted solutions. We even offer the stand alone Venture IP system which has an IPBX built right into the phones.

For further details on these products, click the phone images below:



[480i IP Phone](#)

The 480i is an advanced, fully featured, IP screen Telephone that provides a flexible IP solution designed with interoperability and ease of use in mind.



[480i CT IP Base with cordless handset](#)

The 480i CT offers cordless mobility for the Enterprise workers. The cordless handset provides VoIP access anywhere within an office or warehouse with exceptional features and performance.



[9133i IP Phone](#)

The 9133i is an advanced, fully featured multi-line IP Telephone that takes full advantage of VoIP technology by offering a flexible, interoperable solution at an affordable price.



[9112i IP Phone](#)

The 9112i is a value priced, basic single line IP Telephone with speakerphone offering a flexible, interoperable IP solution that meets VoIP budgets for most applications.



[The Venture IPBX System](#)

The Venture phone system is a simple, low cost IP based Peer to Peer communication solution for Small and Medium business. This flexible and scalable IP telephone system eliminates the need for central switches and offers a complete set of PBX telephony features.

For more information or information about how to order, please contact us at:

Tel: (469) 365-3639

Email: sales@aastra.com



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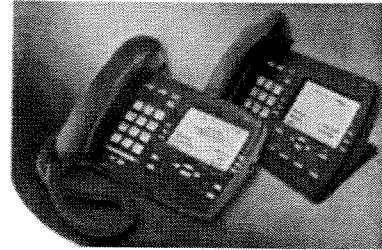
Products & Services - Telephones - VoIP

480i IP Telephone

The Model 480i is an advanced, fully featured, IP screen Telephone that provides a flexible IP solution designed with interoperability and ease of use in mind.



For more information on how to customize the 480i telephone for your enterprise solutions, please go to our [PARTNERSHIP](#) section.



The 480i works with a wide variety of enterprise and hosted VoIP solutions including:

[SPHERE](#)

[BROADSOFT](#)

[ASTERISK](#)

[VERTICAL](#)

[EPYGI](#)

[ADTRAN](#)

[SYLANTRO](#)

[NORTEL](#)

With each partner we are embracing standards like SIP but also extending those standards to provide features you expect from proprietary business class phones.

Please visit our [PARTNERSHIP](#) section to investigate the possibilities!

Features

- Large display — Eight-line backlit screen with six context sensitive softkeys provides more information and flexibility in call handling
- Enhanced Call Management — Large storage for personal directory, callers log, and redial list
- Tight Integration — Engineered to work with iPBX systems and Hosted IP solutions.
- Multiple Line/Call Appearance Lights — Support up to 9 simultaneous calls. Juggle multiple calls easily with a single press of a button
- Remarkable Audio — Quality speakerphone with excellent voice clarity and delivery

- Protect Your Investments — Firmware upgrades can be downloaded and installed in the field as standards develop and protocols evolve
- Less Wiring — Built in dual 10/100 switched Ethernet ports let you share a connection with your computer. Inline power support eliminates power adapters

Specifications

Physical

2 position desk stand

24.9 cm W x 14.7 cm D x 11.5cm D (9.8"W x 5.8"D x 4.5"H)

850 g (30.0 oz.)

Power

Compatible with IEEE 802.3af inline power device

Optional Power Over Ethernet (POE) injector available for networks that do not supply power

Handset / Headset

Modular RJ9 headset connector, compatible with amplified business headsets

Hearing aid compatible handset

Quality speakerphone

Display

3.5" x 2.25", 8 line, backlit display

Feature Keys

4 call appearance lines

4 navigational keys

6 customizable softkeys; programmable up to 18 functions.

8 predefined hard keys for most common call handling functions including Call

Transfer, Conference, Intercom, Hold, Redial, Mute

Networking

Dual 10/100 Mbps switched Ethernet ports

Manual or Dynamic Host Configuration Protocol (DHCP) IP address setup

Time and date synchronization using SNTP

Built-in HTTP server for web administration and maintenance

Server provisioned user configuration files

Protocols / Codecs

IETF SIP (RFC3261)

IETF MGCP (RFC3435)

G.711 μ -law / A-law

G.729

Feature Highlights*

Up to 9 call appearance lines

Personal directory

- Call forward
- Call transfer
- Call waiting
- Caller and calling line information
- Callers log
- Conference
- Hold
- Redial list
- Live dial pad or pre-dial support
- Broadsoft's BroadWorks enhanced SIP – support for Intercom, Shared Call Appearances, CommPilot Call Manager
- Nortel's MCS SIP support – Conferencing, Voicemail, and NAT Traversal support
- Sphere's SpheriCall MGCP support - Discovery Protocol, BLF, Intercom

** Feature availability dependent on IP telephony system*

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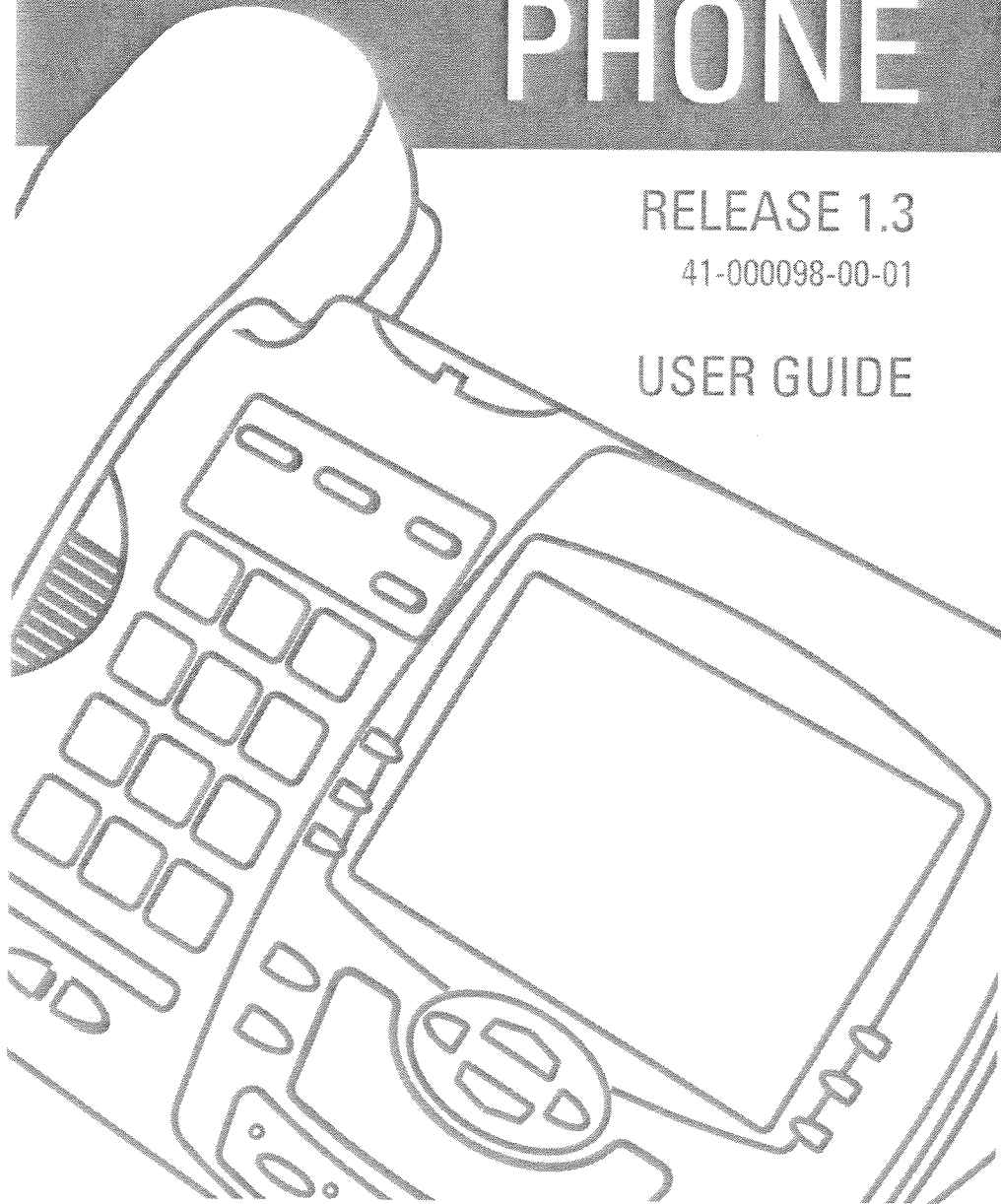


MODEL 480i SIP IP PHONE

RELEASE 1.3

41-000098-00-01

USER GUIDE



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About this Guide

This guide explains how to use the basic features of your new 480i phone. Not all features listed are available by default. Contact your system or network administrator to find out which features and services are available to you on your system. Your system administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, administrators should refer to the *Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*.

Documentation

- ***Aastra 480i Installation Guide*** – installation and set-up instructions, general features and functions, and basic options list customization. Included with the telephone.
- ***Aastra SIP 480i IP Phone User Guide*** – explains the most commonly used features and functions for an end user.
- ***Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*** – explains how to set the 480i phone up on the network and contains advanced configuration instructions for the 480i. This guide has instructions that are at a user level.

Introduction

This 480i IP telephone provides communications over an IP Network using the SIP IP telephony protocol. The 480i has all the features of a regular business set and more, allowing you to make and receive calls, transfer, conference and more.

Phone Features

- A 3.5" x 2.25" backlit display.
- 6 multi-functional softkeys - as default or customized settings
- 4 line/call appearance buttons with corresponding lights.
- Up to 5 additional line/call appearances as softkeys.
- Enhanced busy lamp fields.
- Full-duplex speakerphone for handsfree.
- Built-in-two-port, 10/100 Ethernet switch which lets you share a connection with your computer.
- Inline power support, which eliminates power adapters.

General Requirements

- A SIP-based IP PBX system or network installed and running with a number created for the new 480i IP phone.
- Adherence to SIP standard RFC 3261.
- Access to a configuration server where you can store the firmware image and configuration files.
The configuration server must be able to accept connections anonymously.
- The IP phone must be configured for a specific type of protocol to use. (TFTP is enabled by default). You can configure the following protocols on the IP phone:

← VoIP
Phone

← VoIP
PBX Requirement

- TFTP (Trivial File Transfer Protocol)
- FTP (File Transfer Protocol)
- HTTP (Hypertext Transfer Protocol)
- A 802.3 Ethernet/Fast Ethernet LAN
- Category 5/5e straight through cabling
- Power over Ethernet (PoE) power supply (optional accessory – necessary only if no inline power is provided on the network).

Installation and Setup

If your system administrator has not already setup your 480i phone, please refer to the *Aastra 480i Installation Guide* for basic installation and physical setup of the 480i. For more advanced administration and configuration information, system and network administrators should refer to the *Aastra SIP 480i/480i CT/ 9112i/9133i IP Phone Administration Guide*.