Aastra A340w and A342w Handsets

Quick Start Guide

Additional Resources

Online Reference

The *Aastra A34xw Handset User Guide* is your complete reference for utilizing all of the features of this handset.

Aastra A34xw Handsets *Safety Information*

Aastra A34xw Handsets *Regulatory Information*

All support documents may be downloaded from www.aastra.com.

Product Compatibility

Use only Aastra A34xw products with other A34xw products as identified by the model number located on the label of the product.

If you have any questions about product compatibility, contact your system administrator.

Battery Initial Set Up

You must fully charge your handset's battery before you use it for the first time. See page 25 for complete information.

Warning

This equipment will not operate when mains power fails.

Caution

The operation of the personal alarm features (i.e. man down and panic button) on your Aastra A340w and A342w handset is dependent on the functionality of infrastructure and systems (e.g. LAN, wireless LAN, call server, central provisioning server, server hosting services, and central security system and its servers), correct handset configuration, and a properly trained operator. Aastra assumes no responsibility and shall not be liable for any of the above dependency factors. In addition, please be aware that the personal alarm features should not be your sole solution to any of your safety concerns and are not a substitute for safe practices and procedures.

Table of Contents

Side / Rear View *4*

Front View *5*

Logging In *6*
- Sharing Handsets 6

The Home Screen *6*
- Home Icons 7
- Shortcut Menus 7

The Session Manager *8*

Status and Call Icons *9*

Basic Handset Features *10*
- Placing a Call 10
- Answering a Call 11
- Making an Emergency Call 11
- Incoming Call Management 11
- Microphone Mute 12
- Call Hold and Resume 12
- Keypad Lock 12
- Volume Adjustment 12
- Hands-free Options 12
- Transfer and Conference Calls 13
- Do Not Disturb (DND) 14
- Forwarding an Incoming Call 14
- Forward All Calls 14
- Voicemail 14
- Call Lists 14
- Contact Directory 15
- Set Profile 16

Push-to-Talk *17*

Advanced Features *18*
- Basic Settings 18
- Preferences 18

Using the Barcode Reader *19*

Chargers *20*
- Charging Icon 20
- Dual Charger 20
- USB Charger 22
- Quad Charger 22

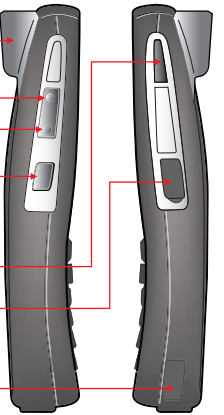
Speakerphone Dock *24*

Batteries *25*
- Battery Removal and Replacement 25

Notice for Aastra A34xw Handset Users *27*

Contact Information *28*

Side View



Barcode reader
(if available)

Volume up

Volume down

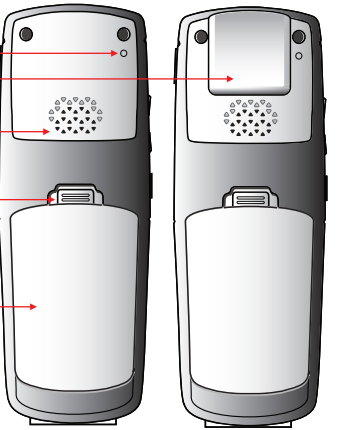
Push-to-talk button or Emergency Dial button
(if configured)

Barcode reader scan button (if available)

Headset jack
(Lift the cover for access)

USB interface
(Lift the cover for access)

Rear View



Noise-cancelling Microphone

Barcode reader
(if available)

Speakerphone

Battery removal latch

Battery

Front View

LED indicator

Full-color LCD display

Home key

Returns you to the *Home* screen

Start key

- Opens the Dialer from the *Home* screen
- Initiates a call from the Dialer
- Answers an incoming call

OK key

- Selects menu items
- Enables or disables menu items

Keypad

While in *Multi Key Answer Mode* you can use any keypad key to answer an incoming call instead of pressing the **Start** key or **Answer** soft key

Soft keys

Access context-sensitive features

Navigation keys

▲ and ▼
Scroll through menus and fields

◄ and ►
Move cursor

Back key

Returns to the previous menu level or to the *Home* screen

End key

- Ends the call or returns to the *Home* screen
- Rejects an incoming call
- Terminates a conference call
- Powers the handset on or off when held down for about two seconds

Logging In

In some environments, you will need to log in to your handset before it is operational.

Sharing Handsets

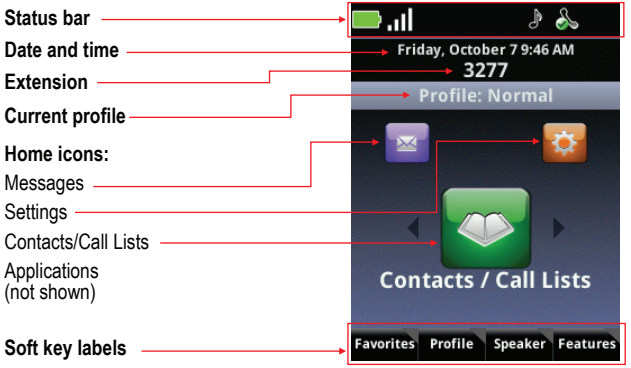
When User Profiles are deployed, a handset may be shared by any number of users. Users must turn on the handset and log in to access their custom settings, call lists, and other telephony features.

From the Home screen, press the **Features** soft key, and select **Login**. Enter your user name and password in the fields. If you have any question about what these are, contact your system administrator. Use the **Encoding** soft key for character entry variations.

Always log out when you have finished using your phone for the day. From the Home screen, press the **Features** soft key, and select **Logout**.

The Home Screen

The Home screen provides you with information about the status of the handset and the Home icons.



Home Icons

The Home icons allow you to access your handset's features from the Home screen. Use the ◄ and ► keys to rotate the Home icons. Press the **OK** key to select the center icon.

Contacts/Call Lists

The Contacts/Call Lists icon gives you access to your Contact Directory and your Corporate Directory, if available. For more information, see **Contact Directory** on page 15.

Messages

The Messages icon gives you access to Voicemail and Instant Messages. For more information, see **Voicemail** on page 14.

Settings

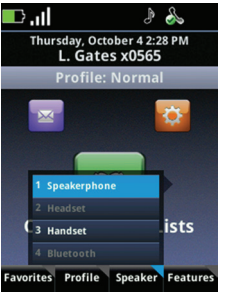
The Settings icon opens a menu for configuring many handset features. See your User Guide for a complete list of these options.

Applications

Depending on the configuration of your handset, a menu of custom applications may be accessible by selecting the Applications icon from the Home screen. See your system administrator for information about any applications listed on this menu.

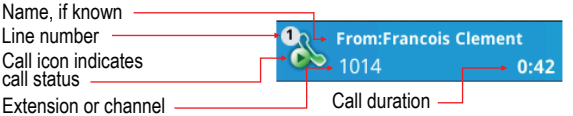
Shortcut Menus

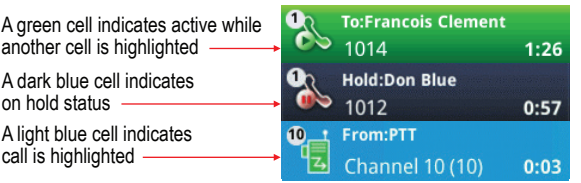
The soft keys at the bottom of the display allow you to select functions. The gray triangles in the upper right corner of the soft keys indicate that there is a shortcut menu with additional options. Use the shortcut menus to quickly find the options you want. Use the ▲ and ▼ navigation keys to highlight an option, and choose the option by pressing **OK**. Alternatively, you can press the number of the option on the keypad to instantly activate it. Grayed options are not available.



The Session Manager

Use your handset to manage up to eight communication sessions—calls, broadcasts, chats, and alerts—at any one time and in any combination. Each communication session is shown as a color-coded cell in the Session Manager screen. Cells display with a call icon indicating call status, a line number indicator, the name and extension/channel of the party, and the call duration, as shown next:





When a cell is highlighted, soft keys display that you can press to affect that call while other cells remain unaffected. Use the ▲ and ▼ navigation keys to scroll to and highlight a cell. Press the **OK** key to select the highlighted cell.

Status and Call Icons

Status Icon	Indication
	Battery full
	Signal strength with location services
	Mute
	Do not disturb
	Missed call with number indicator
	Voicemail with number indicator
	Bluetooth available
	Bluetooth connected
	Profile: Normal
	Profile: Silent
	Profile: Custom
	Profile: Meeting
	All phone lines are available
With green dot means active call With red dot means call on hold	
	Phone lines are unavailable

Personal Alarm Icons

	Alarm state
	Monitoring state
	Suspend state

Call Icon	Indication
	Incoming call ringing
	Outgoing call
	Call active
	Call on hold
	Conference call
	Conference leg/ with HD audio
	PTT/Page receive
	PTT/Page transmit
	PTT/Page idle
	Dialer–Outgoing call
	Dialer–Incoming call
	Dialer–Missed Call
	Call list–Outgoing
	Call list–Incoming
	Call list–Missed

Basic Handset Features

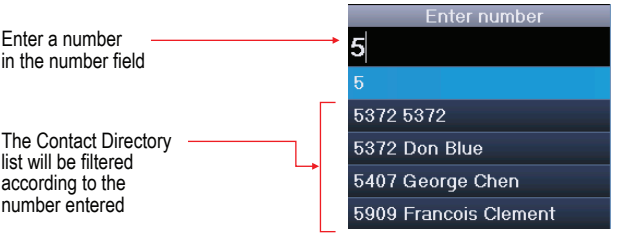
Basic handset features offer you the ability to place, answer, end, hold, resume, and otherwise manage your incoming and outgoing calls. Other basic features include muting, transferring, forwarding, and conference calls.

Placing a Call

You can begin a call using one of the following methods:

Enter a Number

Entering numbers using the handset keypad is the default dialing mode. Pressing any number on the keypad opens the Dialer, which will automatically display similar numbers from your Contact Directory for you to select. As you enter additional numbers, the list is filtered. You can choose a contact from the list or continue to enter the number. Press the **Start** key to make the call.



Enter a Name

To place a call to an existing directory contact by entering the name, press the **Start** key to open the Dialer. Select the **Entry Mode** soft key and select the **Name** option. As you enter the letters of the first or last name, the list of contacts shown is filtered. Highlight the name and press the **Start** key.

Call a Contact

Navigate to **Contacts/Call Lists > Contact Directory**. Contacts are sorted alphabetically. Scroll to highlight or use the **Search** soft key. Press the **Start** key to dial the number.

Use Speed Dial

Press the **Favorites** soft key from the Home screen to display the shortcut menu of Favorites—those contacts with speed dial numbers 1-10. Dial any contact by pressing the corresponding speed dial index number(s) on the keypad. Index numbers are assigned when a contact is entered. See **Contact Directory** on page 15.

Answering a Call

Press the **Start** key. If Multi Key Answer is enabled, press any keypad key (except soft keys and side buttons).

Making an Emergency Call

Emergency numbers can be programmed by the system administrator. Check to see which of these features is available.

- As a Speed Dial key. Press **Features > Speed Dial** and select the emergency number.
- The PTT Talk button may be reprogrammed to Emergency Dial. Test by pressing the button once. If the Emergency Dial popup appears, this feature has been enabled. Make an emergency call by pressing this button twice within two seconds. If the PTT Channel list appears, use one of the other two options for emergency calls.
- A New Call softkey opens an Authorized Call menu with up to five numbers listed that can be dialed by scrolling to select and pressing OK or by pressing the corresponding keypad number.

Incoming Call Management

When you are in an active call, the call window replaces the Session Manager when you receive another call. You can:

- Reject the call by pressing **End**. If voicemail is available, the call will be routed to voicemail.
- Silence the ring by pressing the **Ignore** soft key. The call will appear in the Session Manager until it stops ringing. If unanswered, it will be routed to voicemail, if available.
- Answer the call by pressing **Start** which places the active call on hold.

- To end the current call and answer the incoming call, press **Ignore** to open the Session Manager and press **End** to end the current call. Then press **Start** to answer the incoming call.
- Forward the call to another number by pressing the **Forward** soft key and entering the extension number. See **Forwarding an Incoming Call** on page 14.

Microphone Mute

The **Mute** soft key appears during active calls. Press this key to mute the microphone.

You can still hear all other parties while Mute is enabled, but other parties cannot hear you.

The **UnMute** soft key appears while Mute is enabled. To disable Mute, press the **UnMute** the soft key.

Call Hold and Resume

The **Hold/Resume** soft key appears during active calls. Press this key to place the highlighted call on hold. Press it again to resume the call.

Keypad Lock

Your keypad can be locked so you do not make inadvertent calls. From the Home screen, press the **Feature** soft key and select **Keypad Lock**. To unlock the keypad, press the **Unlock** softkey.

Volume Adjustment

Press the **volume** buttons on the left side of the handset to adjust the call volume of the active call. Press these buttons during ringing to adjust the ringer volume.

Hands-free Options

You can plug a headset into the headset jack on the right side of the handset. The headset icon will display. Bluetooth headsets can be used. Navigate to **Settings > Bluetooth** for pairing options. See the *User Guide* for additional directions.

Transfer and Conference Calls

During an active call, either the Transfer or Blind Transfer soft key will display. The key not displayed and the Conference options are listed as options on the Features shortcut menu.

Blind transfer

1. Connect to the first party.
2. Select the **Start** key or open a call list or start entering a number to open the Dialer (the active call is placed on hold).
3. Place a call to the target party and then press the **Transfer** softkey.
4. The transfer is complete when the target party answers.

Attended Transfer

1. Connect to the first party.
2. Select the **Transfer** soft key to open the Dialer.
3. Place a call to the target party.
4. When the party answers, you can explain that you are going to transfer the call to [the party on hold].
5. Press the **Transfer** softkey. The other two parties remain in call. If you want to remain on the call, do not hang up. Select the Conference option on the **Features** menu and all three parties are now connected.

Conference Call

1. Connect to the first party.
2. Select **Conference** from the **Features** menu.
3. Dial the next party.
4. Select the **Conference** soft key to join all parties in the conference call.

You can also conference two separate calls by using the **Join** option on the **Features** menu.

Conference Behavior

- When the Active Conference cell is highlighted, you can use the **Mute** key to mute your microphone. The **Hold** and **End** soft keys affect every participant in the conference call.
- When a participant cell is highlighted, you can use **FarMute** to mute the participant, the **End** key will disconnect the participant, **Hold** will place that participant on hold.

- Pressing the **Feature** soft key, **Split** option will split the conference into two separate held calls.

Do Not Disturb (DND)

DND sends all calls to Voicemail, if available. Navigate to **Settings > Feature Settings > Do Not Disturb**. Enable or disable as needed.

Forward an Incoming Call

While the handset rings, select the **Forward** soft key. The Forward-to-Dial screen appears. The screen displays the last number you forwarded calls to (either manually or automatically).

To forward the call to a different number, enter the target number as you would through the Dialer and press the **Forward** softkey.

Forward All Calls

1. Navigate to **Settings > Feature Settings > Forward**.
2. Select Forwarding Type: **Always**, **No Answer**, or **Busy**.
3. Enter the number of the desired call destination. For No Answer, enter the number of rings before forwarding.
4. Press the **Enable** soft key.

To disable call forwarding:

Perform steps 1 and 2 above, but press the **Disable** soft key.

Voicemail

When Voicemail is configured, the Voicemail icon in the Status Bar indicates one or more new Voicemail messages.

To listen to voice messages:

1. Select the Messages icon from the Home screen. Urgent, New and Old options are available. Select one of these options.
2. Press the **Connect** soft key, and then follow the voice prompts. Use the **Clear** soft key to clear Voicemail messages.

Call Lists

Navigate to **Contacts/Call Lists > Call Lists**. You can **Sort**, display by **Type, Clear** the list, or select a call and **Dial** the number. Select a call and press the **OK** key to view the call details. You may then **Edit/Dial** the number, **Save** the contact or **Delete** the call.

Contact Directory

Contacts can be dialed, added, edited, searched and deleted. Note that contacts can be added from the Corporate Directory if available in your facility.

Navigate to **Contacts/Call Lists > Contact Directory**. A Corporate Directory option may be available.

- Use the **Edit**, **Add**, **Search**, and **Delete** soft keys to customize your contacts. Note that you can only **Add** and **Search** the Corporate Directory.
- Press the **Encoding** soft key to access special characters, other languages and capitalization options.

Use the following as a guide when adding or editing a contact in the Contact Directory:

Field/Option	*Description/Function*
First Name/ Last Name	Both names are searchable; the list is sorted alphabetically by last name.
Contact	The phone number entered for the contact.
Speed Dial Index	Automatically assigned but can be changed overridden. Index numbers 1-10 will appear on the shortcut menu.
Label	Identify the contact with a short description, such as Sales.
Ring Type	Choose a ring identifier from the dropdown list to specify a unique ring tone for this contact.
Divert Contact	Enter a number to divert calls from this contact to if Auto Divert is enabled.
Auto Reject	Enable this option to block all calls from this contact.
Auto Divert	Enable this option to divert all calls from this contact to the Divert Contact number (see Divert Contact).

Set Profile

Your Aastra A34xw handset has four preset Profiles which can be customized for event notifications such as incoming calls or PTT sessions:

Normal	Audible alerts
Silent	All handset sounds are silenced
Meeting	Vibrates to notify you of incoming calls
Custom	Can be tailored to specific needs

The chosen active profile can be changed from the Home screen by pressing the **Profile** soft key and selecting one of the options from the Profile shortcut menu.

Push to Talk *(if configured)*

The PTT feature allows the Aastra A34xw handsets to operate in a group broadcast mode, where a single handset can transmit to multiple listeners, like a two-way radio.

Transmitter Receivers

To set Push to Talk (PTT) options, navigate to **Settings > Basic Settings > Preferences > Paging/PTT Config**.

Task	*Description/Function*
Make a PTT broadcast	Press and hold the **Talk** button. Wait for the display to show *Transmitting…* and then speak into the microphone.
Answer a PTT broadcast	Press and hold the **Talk** button during the 10-second wait period.
End a wait period	Press the **End** key.
Select a different PTT channel	Press and release the **Talk** button. Use the ▲ and ▼ keys to highlight the desired channel. Press **OK** to select.
Hear a PTT broadcast while on a phone call	Place the telephone call on hold. Now you can hear the PTT broadcast.
End a PTT broadcast	Press the **End** key to exit the PTT broadcast and close the session cell.
Change the PTT volume	Press the up/down volume buttons on the side of the handset while transmitting or receiving a PTT broadcast.
Start a telephone call during a PTT broadcast	Press the **Start** key and dial the number. PTT transmissions will not be heard during the telephone call.
Answer a telephone call during a PTT broadcast	Press the **Start** key. PTT transmissions will not be heard during the telephone call.
Turn off PTT	Disable PTT in the Settings menu accessed through the Settings icon on the Home screen.

Additional PTT information is available in the *User Guide*.

Advanced Features

Use the Settings menus to take full advantage of the features available in your A34xw handset. Explore these menus and discover how to optimize your handset's usability. Note that menu options will vary depending on the settings configured in your facility.

Basic Settings

Navigate to **Settings > Basic Settings** for the following configuration options:

1. Preferences
2. Backlight Intensity
3. Backlight Timeout
4. Notification Profiles
5. Login Credentials
6. Location Information
7. Update Configuration
8. Restart Phone
9. Bluetooth Settings
10. Hearing Aid Compatibility

Preferences

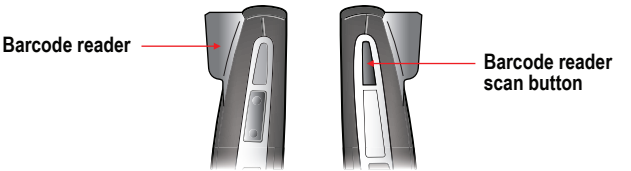
The first option on the Basic Settings menu is **Preferences**. Select it to access the following configuration options:

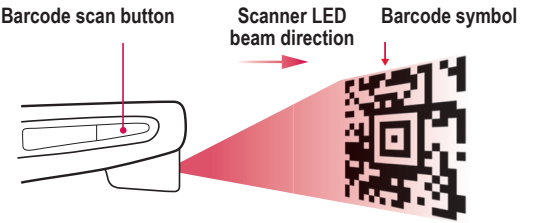
1. Language
2. Time and Date
3. Headset
4. Corporate Directory
5. Background
6. Screen Capture
7. Auto Answer
8. On-Hook dialing
9. Multi Key Answer
10. Paging/PTT Configuration

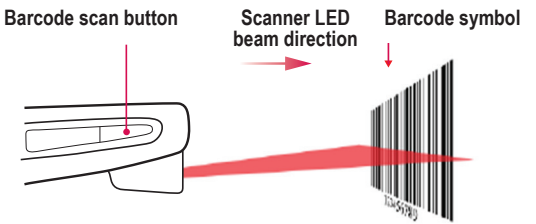
Some Options May Not Be Available
Some options may not be available in your facility.

Using the Barcode Reader

If your phone has a barcode reader, the barcode scanner is located at the top rear of the handset. It is used in conjunction with an on-board application or a PC-based application. See your system administrator or consult the *User Guide* for complete information.







Chargers

Four types of Chargers are available. Contact your system administrator if you need assistance with any of these options. The Dual Charger will charge the handset and a spare battery. The USB charger charges a single handset through the USB port on the right side of the handset. The Quad Charger can charge up to four batteries at a time. The Speakerphone Dock charges the battery while also functioning as a hands-free device.

Any battery for the Aastra A34xw handset can be charged in any Aastra A34xw charger.

Charging Icon

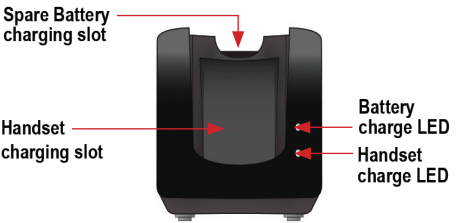
The charging icon on the handset indicates the charging status of the battery in the handset:

Battery charging, handset in charger

Battery fully charged, handset in charger

Contact your system administrator if you need additional charging devices.

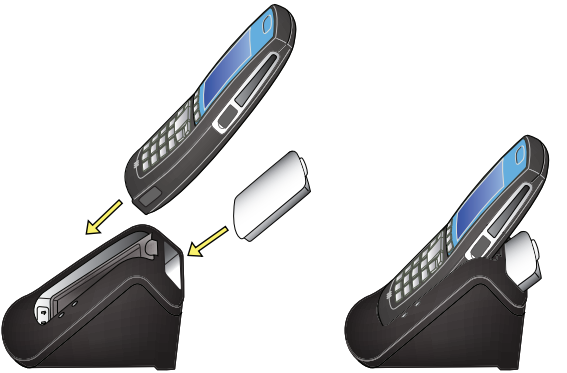
Dual Charger



The Dual Charger is designed to charge the battery while keeping the handset operational. You can charge one battery by placing the handset in the front charging bay, and charge a second battery in the rear charging slot.

While the handset is charging in standby mode, it will display the charging icon. When the handset is fully charged, the fully charged icon will display.

When the handset is fully charged or is removed, the battery in the rear slot will begin charging.



LED	*Battery charge*	*Handset charge*
Blinking	Charging	n/a
Solid green	Fully Charged	Properly seated
Off	Not seated or empty	Not seated or empty

Note that the time it takes for the battery to charge will be lengthened if its charging cycle is interrupted by the placement of a handset in the front slot.

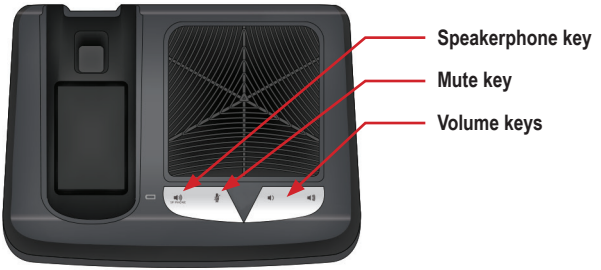
USB Charger

Plug the charger into a wall socket. Carefully open the hinged cover on the right side of the handset, near the bottom and plug in the USB cable. The charging icons will display as described above for the Dual Charger.

Quad Charger

The Quad Charger is used in facilities where other types of chargers are not efficient. The battery snaps into the charging slot. The LED above the occupied bay indicates the charging status of the battery in the bay. A flashing light indicates that the battery is charging. When the light is a steady green, the battery is fully charged. If the light is off, the bay is empty, the battery is not seated or there is no power to the bay.

Speakerphone Dock



The Speakerphone Dock combines the features of a speakerphone with the functionality of a charger and gives you all the features of the wireless handset while you are stationary.

When the handset is placed in the Dock, audio comes through the speaker and may be adjusted with the volume buttons on the front. Use the speakerphone key to get a dial tone or end a call.

The Speakerphone Dock operates as a charger for the handset and for a spare battery. Follow the instructions for using the Dual Charger.

Always be sure the handset has a battery in it before placing it in the Dock. The handset will malfunction if it is docked without a battery.

Online Reference
The *Aastra Speakerphone Dock for A34xw Quick Start Guide* is your complete reference for utilizing all of the features of the Speakerphone Dock.

Batteries

Standard Battery

Extended Battery

Your handset is powered by a removable battery that you will need to recharge periodically. You must fully charge your handset's battery before you use it for the first time. Depending on the type of charger you use, this might take several hours.

Type	*Talk Time*	*Standby Time*	*Charging Time**
Standard	8 hours	80 hours	3.5 hours typical*
Extended	12 hours	120 hours	5 hours typical*

*Using the Quad Charger

Battery Performance

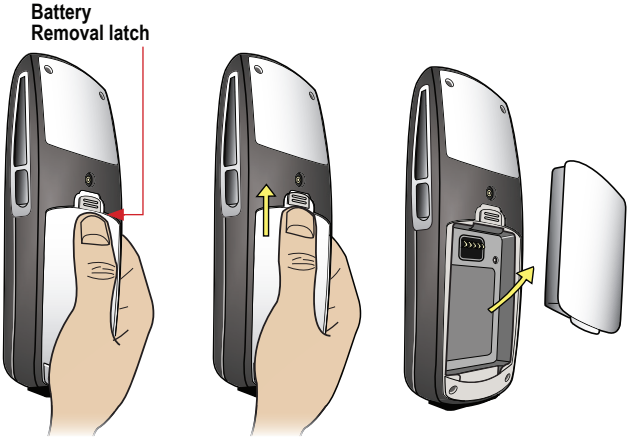
For optimal battery performance, fully charge your handset's battery before you use it for the first time.

Warning

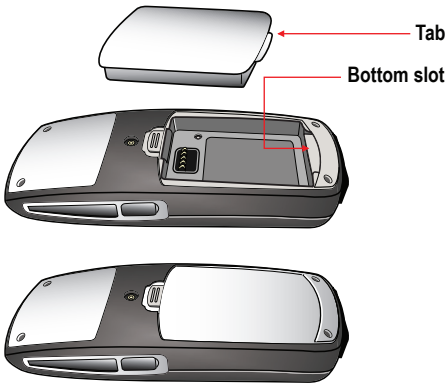
Do not remove the battery to power off the handset. Log off or power off the handset and then remove the battery if you need to replace it.

Battery Removal and Replacement

To remove the battery, slide the latch up. The battery releases outward.



To replace, slide the tab of the battery into the bottom slot of the handset cavity. Gently press the top of the battery until it snaps into place. The battery should snap into position with minimal pressure, as shown next.



Notice For Aastra A34xw Handset Users

OFFER for Source for GPL and LGPL Software

You may have received a Aastra A34xw handset from Aastra that contains—in part—some free software (software licensed in a way that allows you the freedom to run, copy, distribute, change, and improve the software).

A complete list of all open source software included in the Aastra A34xw handset, as well as related license and copyright information, is available at www.aastra.com.
You may also obtain the same information by contacting Aastra by regular mail or email at the addresses listed at the bottom of this notice.

For at least three (3) years from the date of distribution of the applicable product or software, we will give to anyone who contacts us at the contact information provided below, for a charge of no more than our cost of physically distributing, the items listed in the “OFFER of Source for GPL and LGPL Software”, which is available at www.aastra.com.

Contact Information for Requesting Source Code

North America
Aastra Technologies Limited
155 Snow Blvd.
Concord, Ontario Canada
L4K 4N9

Europe
Aastra Telecom Schweiz AG
Ziegelmattstrasse 1
CH-4503 Solothurn - Switzerland

http://www.aastra.com/contact-us.htm

Contact Information

Aastra

North America

Aastra Technologies Limited
155 Snow Blvd.
Concord, Ontario Canada
L4K 4N9

Europe

Aastra Telecom Schweiz AG
Ziegelmattstrasse 1
CH-4503 Solothurn - Switzerland

www.aastra.com

Copyright Notice

Copyright © 2013 Aastra Technologies Limited.

Aastra and the Aastra logo are trademarks or registered trademarks of Aastra Technologies Limited in the United States, Canada, European Union and other countries. Picture similar to product. The right for technical modifications is reserved.

1725-86982-200
Revision E