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IP Phone 9102

Installation Instructions



Teo IP Phone 9102 Installation Instructions

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Introduction

For operation instructions and user setup options, please refer to the IP Phone 9102 User Guide, doc. #14-280227.

General Features

The **Teo IP Phone 9102** is a powerful 2-line desk phone, designed for practical and affordable office communications. It offers advanced Teo UC feature access, full duplex speakerphone, and remote provisioning.

Features of the IP Phone 9102 include:

- Up to two SIP accounts
- Color display
- Two Line Appearance keys
- Local Directory (500 entries)
- Call log (600 entries, in/out/missed)
- Blacklist call blocking
- Keyboard lock
- Message waiting indicator
- Microphone mute/unmute
- Call hold / resume
- Call waiting
- Station-level multicast paging (receive only)
- Caller ID display
- Time/date display
- Speed dial
- Call transfer (attended or blind)
- Redial
- Do-Not-Disturb
- Voicemail access
- Local 3-way conference
- Hot / warm line
- Network and PC ports
- Power over Ethernet or optional local power
- Full duplex speakerphone
- Headset interface with EHS support for Plantronics headsets
- Desktop or wall mount installation

Various features may not be available with some SIP services.

Controls and Indicators



- 1) **Display** – color screen shows call progress, line states, missed calls, and other information. Softkey options are shown above the four softkeys.
- 2) **Softkeys** – select the function displayed above the key on the bottom line of the display.
- 3) **Navigation Keys** – navigate within menus. The **OK** key exits the current menu, saves any changes made, and returns to the previous menu options. The Left (-) and Right (+) Navigation keys are also used to set the ringer and receive volume.
- 4) **Line Keys** – allow direct access with status indication for two line appearances.
- 5) **Voice Mail Key** – accesses your voicemail system.
- 6) **Message Waiting Indicator**– a red indicator flashes when messages are waiting; controlled by the network.
- 7) **Dial Pad** – dials telephone numbers, and sends DTMF tones to external equipment such as voice mail systems. The dial pad is also used for text and number entry.
- 8) **Headset Key** – activates an optional headset.

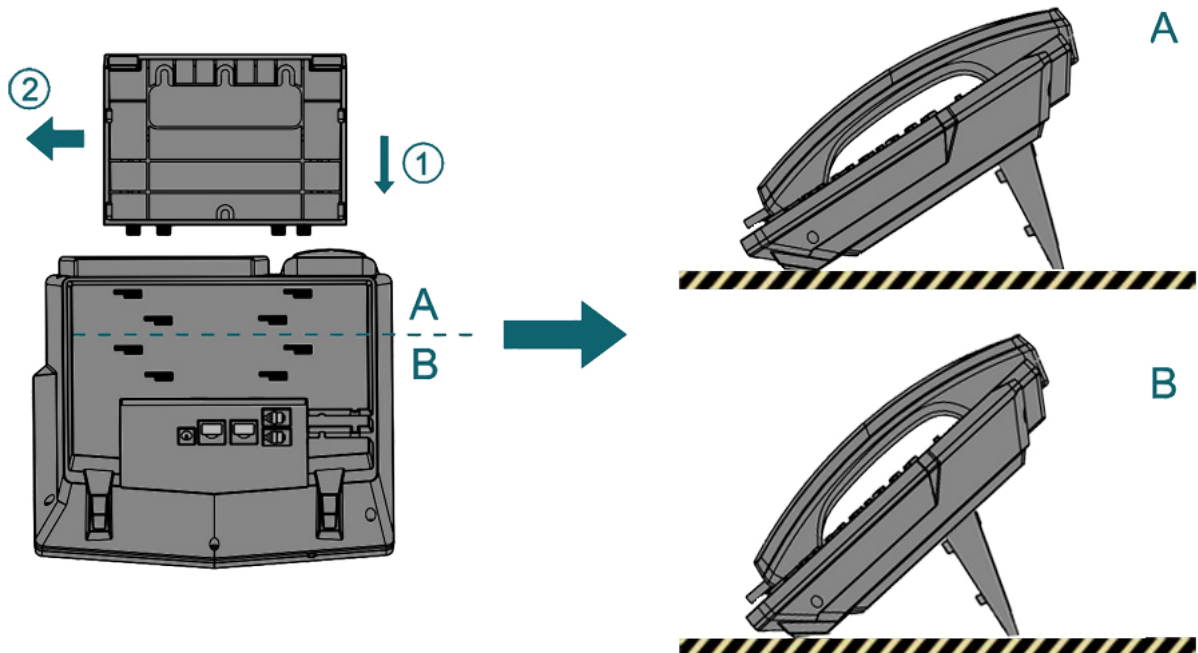
- 9) **Mute Key** – mutes the microphone when using the speakerphone or handset/headset. A mute icon is shown in the main display when mute is active.
- 10) **Redial Key** – press to access the Dialed Call Log, then select a previously dialed call to redial.
- 11) **Speaker Key** – activates the speakerphone.
- 12) **Microphone** – used for hands-free (speakerphone) calling; located on the front edge of the phone.

Installation

Desktop Installation

The stand can be installed in two positions for desktop use. Select the position that provides the best screen readability and easy control operation for the phone's location.

- ① Insert the four tabs on the short edge of the stand into one of the pairs of inner slots on the phone. Use "A" slots for a low angle, or "B" slots for a high angle as shown.
- ② Press the stand toward the side of the phone until it locks into place.

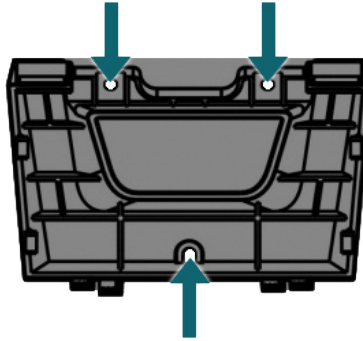


Wall Mounting

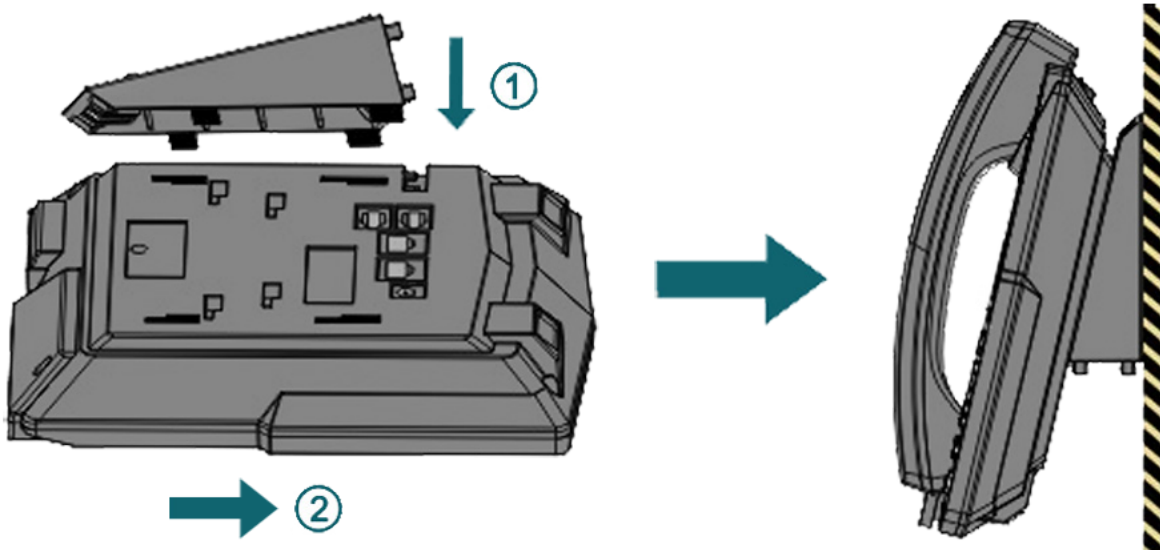
To save space, you can directly hang the phone on a wall. You need three screws that will fit the holes in the stand.

Note: Wall mounting screws are not supplied with the phone.

1. Mount the stand to the wall with the tabs facing out as shown, using three screws suitable for the wall material.

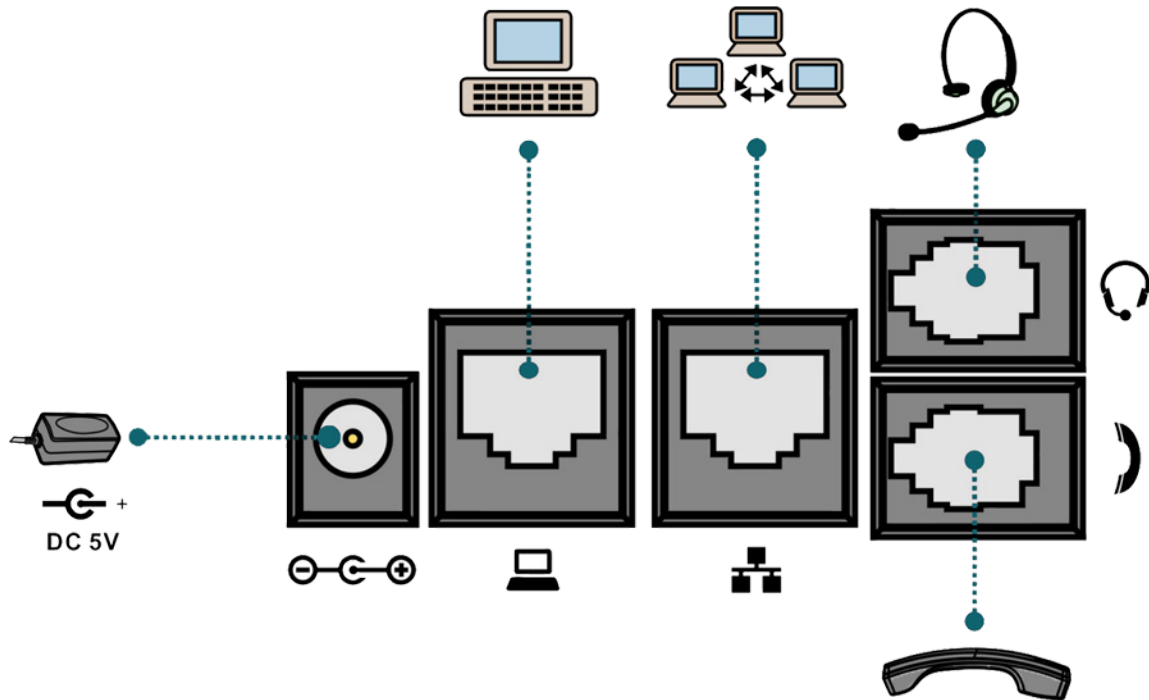


2. Connect cables to the phone as shown on page 11.
3. To attach the phone to the stand, ① insert the four tabs on the long edge of the stand into the outer slots on the phone, and then ② press the phone down until it locks into place.




Connecting the Phone


Connect the IP Phone 9102 to power, LAN, WAN, and the handset or a headset as shown below.





Network Connection

Connect the LAN switch to the phone's  LAN jack using a Category 5 or better cable. If the network switch provides 802.3af Power over Ethernet (PoE), a local power supply connection is not needed.

PC Connection

If you want to use a PC on the same network connection, connect the PC network interface to the phone's  PC jack using a Category 5 or better cable.

Handset/Headset

Plug the supplied handset into the  Handset jack. Plug a compatible headset into the  Headset jack. Route the cords through the guides on the phone.

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Power

The IP Phone 9102 is compatible with IEEE 802.3af power over Ethernet cabling, utilizing either power over spare cable pairs (midspan power source) or phantom power (powered switch/hub port). The phone provides an 802.3af PD Class 2 indication to the power sourcing equipment and requires a maximum of 1.8 watts of power.



Power may also be provided by a local power supply.

WARNING: Select a Listed ITE "Limited Power Source, LPS or Class 2" power supply rated 5 VDC, 600 mA or better, (**Teo Model PWR8**, Part Number 901058).

Connect power after all other connections are complete. If PoE is not provided, plug the power supply barrel connector into the round jack on the back of the phone. Connect the power supply to a standard 100-240 VAC, 50-60 Hz power outlet.

Configuration

The IP Phone 9102 is typically configured by the Teo UCM (Unified Communications Manager) Admin Portal. Using the Admin Portal, you can simplify the deployment of multiple phones by creating reusable configuration templates.

Phone configuration is summarized in the following steps:

1. *(Optional)* Configure DHCP Options.
2. Configure the phone in the UCM Admin Portal
 - Add the device to a user extension. The default template will be used if a new one is not added.
 - Enter passwords and identifying label.
 - Enter the UC server address and other network options as needed.
 - Configure ringing and dialing options.
 - Configure multifunction keys (*page 21*).
3. Complete setup at the phone.
 - Reset to default configuration, if needed.
 - Configure login credentials.
4. Wait for the phone to read its configuration information from the UC server, update its settings, and complete registration with the system. This process can take up to two minutes.
5. Verify phone registration and make a test call.

DHCP Server Configuration

Automatic IP Configuration (DHCP)

DHCP (Dynamic Host Configuration Protocol) assigns IP addresses to telephones, and can provide other information to the phones, such as update server address. When using DHCP, phones do not need to be configured with static IP addresses.

The DHCP server can supply:

- Phone IP Address
- Phone Subnet Mask
- Domain Name
- Default Gateway IP Address (Router)
- DNS Server(s) IP Address(es)
- NTP Server IP Address
- Update Server IP Address (Boot Server Host Name)

Settings not supplied by DHCP must be entered locally at the phone, or in a configuration file which is supplied to the phone via the Teo UC update server.

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Configuring the DHCP Server

The DHCP server requires a scope of IP addresses that can be assigned to the phones. The scope must be configured with the router address, vendor-specific info, and the update server address.

You can use an existing DHCP server for assigning IP addresses to the telephones, or add a new server.

Scope Options

The following scope options are supported:

1 Subnet Mask

Enter the network subnet mask for the phone IP address range.

3 Router

Enter the router IP address.

6 DNS Server

Enter the DNS server IP address.

42 NTP Server

Enter the NTP server IP address.

66 Update Server (Boot Server Host Name)

Enter the Teo UC server IP address or fully qualified domain name with the protocol prefix **teo://**. For example:

teo://10.10.10.10 (IP address) or
teo://myserver.com (fully qualified domain name)

This option allows the IP Phone 9102 to automatically download a configuration file from the Teo UC server at initialization.

Note: If DHCP Option 66 is not configured, the installer must manually enter the update server address at each phone.

Phone Configuration in Teo UCM

1. Log on to the UCM as an administrator.
2. If the server handles multiple tenants, select a tenant from the popup list at the lower left of the Dashboard screen.
3. Find or add the user that will be assigned to this phone (CONFIGURATION→USERS),
4. Click the **DEVICE ASSIGNMENTS** tab.

DEVICE TYPE	LABEL
TEO 9102	

TEO 9102 - DEFAULT

+ ADD NEW DEVICE

5. From the **SELECT A DEVICE TEMPLATE** list, select a TEO 9102 template. Your system may have custom templates in addition to the default template.
6. Click **+ ADD NEW DEVICE**. The phone will be added to the list.
7. Select a device in the list to view or edit its options, as explained below.

Device Info and Passwords

DEVICE TYPE
TEO 9102

LABEL
Mike's Office 9102

WEB PASSWORD
x3r&b2xnDd3

INSTALL PIN
123

LOCK PASSWORD
123456

MAC ADDRESS
03:00:2C:FD:10:73

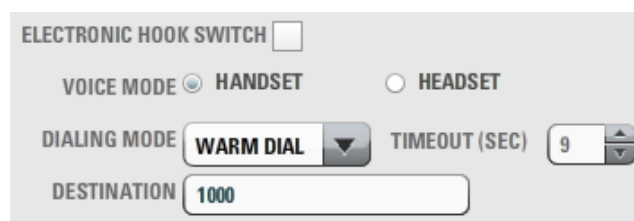
USER AGENT
Teo 9102/12.1183.742.24.D_03002cff107e

- LABEL – enter a name to identify the phone (optional).
- WEB PASSWORD – restricts access to the phone's web-based configuration utility.
- INSTALL PIN – restricts access to some configuration items on the phone display.

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- **LOCK PASSWORD** – password used to unlock the phone keyboard. The phone can be locked by pressing and holding the # key. If LOCK PASSWORD is blank, the phone cannot be locked.
- **MAC ADDRESS** – this read-only field is blank when a device configuration is created; it displays the MAC address of the phone after it is registered to the extension. To move a phone to a different extension number, or to replace the phone with a different one, you must first clear the registered MAC address by clicking the X at the right of this field, and then click **SAVE**.
- **USER AGENT** – displays the SIP User Agent string, which includes the phone's revision level and MAC address.

Call and Interface Options



The screenshot shows a configuration panel with the following options:

- ELECTRONIC HOOK SWITCH**: A checkbox that is currently unchecked.
- VOICE MODE**: Two radio buttons, **HANDSET** (selected) and **HEADSET** (unselected).
- DIALING MODE**: A dropdown menu currently set to **WARM DIAL**.
- TIMEOUT (SEC)**: A numeric input field set to **9**.
- DESTINATION**: A text input field containing the number **1000**.

Electronic Hook Switch

When **ELECTRONIC HOOK SWITCH** is enabled, control signaling is provided on the Headset interface to allow remote on-hook/off-hook control using a cordless headset.

Note: this feature is only compatible with Plantronics CS500 and Savi headsets and requires an APD-80 adapter cable.

Voice Mode

- **HANDSET** – all operations that automatically go off-hook (such as Answer, speed dial or DSS) will connect to the speakerphone first. Ringing for incoming calls is heard on the speaker.
- **HEADSET** – automatic off-hook operations connect to the headset instead of the speakerphone. Ringing for incoming calls is heard in the headset.

Dialing Mode

Dialing Mode controls automatic dialing.

- **NORMAL** – after the user has entered all digits, they must select Dial or press OK to manually initiate dialing, or wait for the number of seconds set in **TIMEOUT (SEC)** for automatic dialing.
- **WARM DIAL** – when the goes offhook, it will automatically dial the number in the **DESTINATION** field after the number of seconds set in **TIMEOUT (SEC)**. A user can dial a different number before the timeout, canceling the automatic dialing.
- **HOT DIAL** – similar to WARM DIAL, but automatic dialing occurs immediately.

Network Resources

Basic network information is typically provided by DHCP. **SIP OPTIONS** and **SIP PROXY SERVERS** should be set explicitly via configuration download.

- IP Address – To set the IP address, subnet mask, and default gateway statically, uncheck **AUTOMATICALLY OBTAIN FROM DHCP**. Leaving the fields blank will allow static network information to be set locally at the phone, otherwise set values as desired.
- DNS – To set the DNS server(s) statically, uncheck **AUTOMATICALLY OBTAIN FROM DHCP**. Leaving the fields blank will allow static name server values to be set locally at the phone, otherwise set values as desired.
- NTP – To set the NTP server(s) statically, uncheck **AUTOMATICALLY OBTAIN FROM DHCP**. Leaving the field blank will allow the time server(s) to be set locally at the phone, otherwise set value as desired.
- SYSLOG – To manually enable syslog, check **ENABLE SYSLOG**, and fill in the **SERVER ID** and **LOG LEVEL** information.
- SIP OPTIONS – Change the **TRANSPORT**, **NAT KEEP ALIVE**, and **NAT TIMER (SEC)** options if required by your network.
- SIP PROXY SERVERS – Select **+PROXY** and enter the Teo UC server IP address or fully qualified domain name and port. If a backup server is installed, enter that address below the primary server. The primary server address may alternatively be provided by DHCP Option 66.

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Multifunction Key Settings

On the IP Phone 9102, multifunction keys **L1** and **L2** are used for line appearances and should be configured as:

- **LINE** – L1 is the first appearance of the primary line (extension number); LED indicator shows line appearance status
- **ADDITIONAL LINE** – L2 is an additional appearance of the primary line; LED indicator shows line appearance status

Multicast Paging

The IP Phone 9102 can be configured to respond to multicast pages initiated from another device, such as the IP Phone 9160 or 9104. IP Addresses and Ports associated with paging zones must match between senders (multicast multifunction keys on IP Phone 9160 and/or 9104) and intended listeners on the IP Phone 9102.

Configuring Multicast Listeners


1. Click the **MULTICAST** tab.

PRIORITY	NAME	IP ADDRESS	PORT
1	Paging Zone 1	239.1.1.1	5000
2	Paging Zone 2	239.1.1.2	5001
3	Paging Zone 3	239.1.1.3	5002
4	Paging Zone 4	239.1.1.4	5003
5			0
6			0
7			0
8			0
9			0
10			0

2. If **ENABLE PRIORITY** is selected, paging zones are prioritized (1 is the highest priority) and will preempt lower priority zones. For example, a Priority 1 page will preempt a Priority 2 page in progress. If **ENABLE PRIORITY** is not checked, all paging zones have the same priority and will not preempt each other.
3. **NORMAL CALL PRIORITY** sets the priority of normal calls. For example, if a normal (non-multicast) call is in progress with **NORMAL CALL PRIORITY** = 2 and a Priority 1 multicast page is initiated, the phone will automatically place the call on hold and

respond to the multicast page. If a Priority 1 multicast page is in progress when a normal call is placed to the phone, the incoming call will be immediately redirected to voicemail and the page will not be interrupted. Likewise, if the same or lower priority page (e.g. Priority 2) is initiated when the phone is on a normal call, the normal call will not be interrupted. If the same or lower priority multicast page is in progress when a normal call is placed to the phone, the phone will ring, allowing the user a choice of remaining on the page or answering the incoming call. If **NORMAL CALL PRIORITY** is set to **DISABLED**, normal calls are never preempted.

4. For each priority paging zone you wish to configure, click a row in the **MULTICAST LISTENERS** table. The IP Phone 9102 can be configured to listen to up to 10 multicast zones.
5. Enter a paging zone **NAME**, **IP ADDRESS** and **PORT**. The recommended IP address range is 239.0.0.2 to 239.255.255.254. Port numbers must be in the range of 1025 to 65535, and each zone should have a unique port number. IP addresses and port numbers must be consistent between sending and listening devices.
6. To change a paging zone's priority, click arrows in the rightmost column to move a paging zone up or down in the list.

When finished with phone configuration, click  .

It may take a couple of minutes for the configuration to load into the phone.

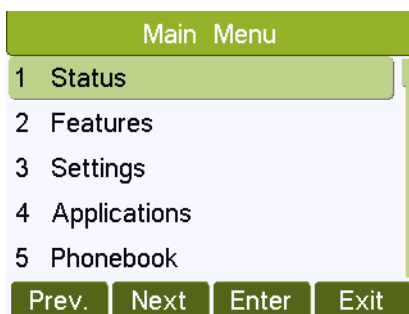
Completing Configuration at the Phone

After completing device setup in Teo UCM Admin Portal, perform the following steps at the phone.

Using Menus

Configuration items are accessed through the phone's menus.

1. Select **Menu** to enter the Main Menu.

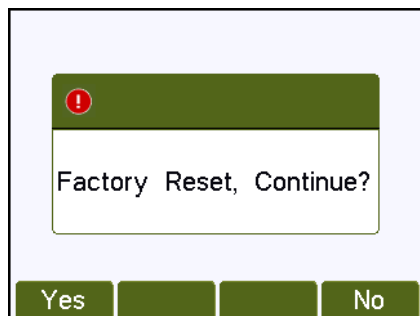


2. Scroll through the list with the **Up** and **Down Navigation** keys, or by selecting **Prev./Next**.
3. Select **Enter** or press the **OK** key to select an item.
You can also press a dial pad key to jump to and select an item, e.g. **5** for Phonebook.
Advanced Settings may be password protected (INSTALL PIN). The default password is 123.
4. If a double-headed arrow is shown next to an item, you can change the value with the **Left** and **Right Navigation** keys, then select **Ok** or **Save** to retain the new setting.
5. Select **Exit** to return to the previous screen.

Reset to Default Configuration

If this phone was configured on another extension, reset it to the factory default configuration before proceeding.

1. Select **Reset to Default**.
(Main Menu → Settings → Advanced Settings → Reset to Default)



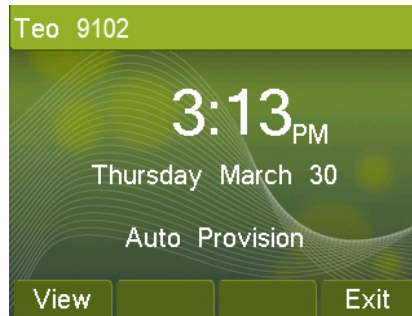
2. Select **Yes** to continue.

The reset process will take about one minute.

Login Credentials

If the UC server address has been configured through DHCP Option 66:

1. Within a minute after the phone initializes following power-up or reboot, the **Auto Provision** message will appear:



2. Select **View**, then enter the authentication username and password.
User is the *extension number@tenant domain* (e.g. 1000@teo) for multitenant systems, or just the *extension number* (e.g. 1000) for single tenant systems.
Passwd is the SIP password assigned to the extension.

Auto Provision	
User	1000@teo
Passwd	*****
Delete	2aB
Start	Exit

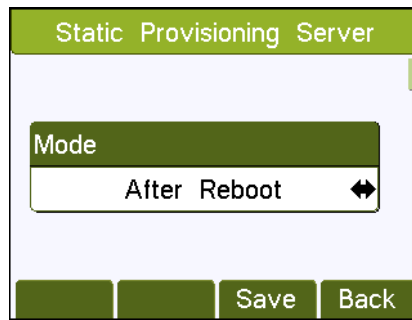
3. Select **Start**.
4. The phone will read its configuration information from the UC server, update its settings, and complete registration with the system
5. Verify phone registration and make a test call.

If the UC server address has not been configured:

You will need to set the appropriate server address and login credentials in the phone menu to enable auto provisioning.

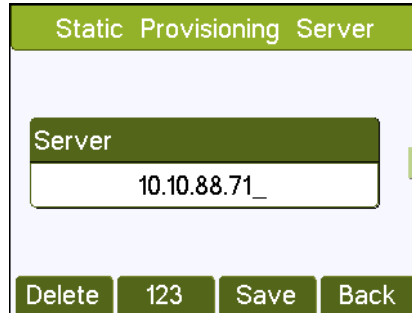
1. Select **Static Provisioning Server**.
 (Main Menu → Settings → Advanced Settings → Maintenance → Auto Provision → Static Provisioning Server).

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The screenshot shows a screen titled "Static Provisioning Server". Below the title is a field labeled "Mode" with a dropdown menu showing "After Reboot" and a double-headed arrow icon. At the bottom of the screen are two buttons: "Save" and "Back".

2. Press the **Up** or **Down Navigation** key until Server is shown.



The screenshot shows a screen titled "Static Provisioning Server". Below the title is a field labeled "Server" with a text input showing "10.10.88.71_". At the bottom of the screen are four buttons: "Delete", "123", "Save", and "Back".

3. Enter the server address with the dial pad.
4. Press the **Down Navigation** key to display User.
5. Enter *extension number@tenant domain* (e.g. 1000@teo) for multitenant systems, or just the *extension number* (e.g. 1000) for single tenant systems.
6. Press the **Down Navigation** key to display Password.
7. Enter the SIP password assigned to the extension.
8. Select **Save** to save Static Provisioning parameters.
9. From the main menu, select **Reboot System**.
(Main Menu → Reboot System)
10. After the phone has restarted, the provisioning process will start within 30 seconds. The phone will read its configuration information from the UC server, update its settings, and complete registration with the system
11. Verify phone registration and make a test call.

Appendix A

Menu Tree

1 **Status** *(view only)*

- 1 **Mode** *(IP address mode)*
- 2 **IP** *(phone IP address)*
- 3 **Software** *(version)*
- 4 **WEB Portal** *(QR code for phone web portal)*
- 5 **More...**
 - 1 **Network**
 - 1 **MAC** *(phone MAC address)*
 - 2 **Mode** *(IP address mode)*
 - 3 **IP** *(phone IP address)*
 - 4 **Mask** *(subnet mask)*
 - 5 **Gateway**
 - 6 **DNS1**
 - 7 **DNS2**
 - 2 **Accounts**
 - 1 **SIP1**
 - 2 **SIP2**
 - 3 **Phone**
 - 1 **Model** *(model number)*
 - 2 **Hardware** *(version)*
 - 3 **Software** *(version)*
 - 4 **RAM** *(used / total memory)*
 - 5 **ROM** *(used / total memory)*
 - 4 **TR069** *(remote management)*

2 **Features**

- 1 **Call Forward** *(forward incoming calls)*
 - 1 **SIP1**
 - 1 **Unconditional** *(all calls)*
 - 2 **Busy** *(only when busy)*
 - 3 **No Answer** *(only when call not answered)*
 - 2 **SIP2**
- 2 **Auto Answer** *(answer incoming calls)*
 - 1 **SIP1**
 - 2 **SIP2**
- 3 **Auto Hangup**
- 4 **Call Waiting** *(alert for incoming calls when busy)*
- 5 **DND** *(reject incoming calls, per line or all lines)*
- 6 **Blocking Anonymous Call** *(block calls without caller ID)*
 - 1 **SIP1**
 - 2 **SIP2**
- 7 **Ban Outgoing** *(prevent outgoing calls)*
- 8 **Hotline** *(auto dial number when going offhook)*
 - 1 **SIP1**

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2 SIP2

- 9 **Dial Plan** *(enable pressing # to dial)*
- 10 **Dial Peer** *(rules to simplify dialing)*
- 11 **Intercom** *(auto answer calls with Alert-Info SIP header)*
- 12 **Auto Redial** *(prompt to redial if busy or rejected)*
- 13 **Call Completion** *(prompt to redial when called line is idle)*
- 14 **Ring From Handset** *(plays ringtone in handset)*
- 15 **Hide DTMF**
- 16 **Password Dial** *(hide digits after password prefix)*
- 17 **Pre Dial** *(enable dialing before going offhook)*
- 18 **Call Logs** *(enable call logs)*
- 19 **Default Line** *(use a default line for outgoing calls)*
- 20 **Auto Switch Line** *(automatically select default line)*

3 Settings

1 Basic Settings

1 Keyboard

- 1 **DSS Key Settings** *(L1 / L2 key functions)*
 - 1 **DSS Key 1**
 - 2 **DSS Key 2**
- 2 **Programmable Keys** *(navigation key functions)*
 - 1 **OK**
 - 2 **Arrow Up**
 - 3 **Arrow Down**
 - 4 **Arrow Left**
 - 5 **Arrow Right**
- 3 **Desktop Long Pressed** *(navigation key functions when held down)*
 - 1 **OK**
 - 2 **Arrow Up**
 - 3 **Arrow Down**
 - 4 **Arrow Left**
 - 5 **Arrow Right**
- 4 **Softkey** *(idle screen softkey functions)*
 - 1 *(softkey 1)*
 - 2 *(softkey 2)*
 - 3 *(softkey 3)*
 - 4 *(softkey 4)*

2 Screen Settings

- 1 **Energysaving** *(screen dimming timeout)*

3 Ring Settings

- 1 **Ring Volume** *(default ring volume levels)*
 - 1 **Headset Volume**
 - 2 **Handsfree Volume**
- 2 **Ring Type** *(ringtones)*

4 Voice Volume

(default voice receive volume levels)

- 1 **Handset Volume**
- 2 **Handsfree Volume**
- 3 **Headset Volume**

5 Time & Date

(set automatically or manually)

6 Greeting Words

(text at top of idle screen)

- 7 **Language**
- 2 **Advanced Settings** *(password protected)*
 - 1 **Accounts**
 - 1 **SIP1**
 - 1 **Basic Settings** *(SIP server address)*
 - 2 **Advanced Settings** *(domain realm)*
 - 3 **Feature Code** *(custom codes to enable / disable features at server)*
 - 1 **Mode** *(enable sending feature codes to server)*
 - 2 **DND**
 - 3 **CFWD Unconditional**
 - 4 **CFWD on Busy**
 - 5 **CFWD on No Answer**
 - 6 **Blocking Anonymous Call**
 - 2 **SIP2**
 - 2 **Network**
 - 1 **Network Settings**
 - 1 **Connection Mode** *(IP address mode)*
 - 2 **Static IP Settings** *(static IP addresses and mask)*
 - 3 **DHCP Settings** *(DHCP DNS)*
 - 4 **PPPoE Settings** *(status and credentials)*
 - 2 **QoS&VLAN**
 - 1 **LLDP Settings**
 - 2 **QoS**
 - 3 **WAN VLAN**
 - 4 **LAN VLAN**
 - 3 **VPN** *(mode, server, credentials)*
 - 4 **Web Setting**
 - 1 **Web Server Type** *(protocol)*
 - 2 **Web Authentication** *(authentication type)*
 - 3 **Default WEB User** *(user, admin, none)*
 - 3 **Security**
 - 1 **Menu Password** *(password for Advanced Settings)*
 - 2 **Keyboard Status** *(locks phone keys)*
 - 3 **Keyboard Password** *(password to unlock phone keys)*
 - 4 **Maintenance**
 - 1 **Auto Provision**
 - 1 **DHCP Option**
 - 2 **SIP Plug and Play**
 - 3 **Static Provisioning Server**
 - 2 **TR069**
 - 1 **Settings**
 - 2 **Status**
 - 5 **Reset to Default** *(reset ALL settings to factory defaults)*

4 Applications

- 1 **SMS** *(view or send SMS text messages)*
- 2 **Memo**
- 3 **Voice Message**
 - 1 **SIP1**
 - 2 **SIP2**

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- 4 **Ping** *(verifies connectivity to a network device)*

5 Phonebook

- 1 **Contacts** *(manage contacts)*
- 2 **Groups** *(manage groups of contacts)*
- 3 **Blacklist** *(reject calls from contacts)*
- 4 **Cloud Phonebook**
- 5 **LDAP**
- 6 **Speed Dial**
- 7 **Broadsoft Directory**

6 Call Logs

- 1 **Local Call Logs** *(view call activity logs)*
- 2 **Broadsoft Call Logs**

7 Agent

- 8 **Reboot System** *(restart the phone, settings are retained)*

Appendix B

Service and Warranty

Service

The Teo IP Phone 9102 has no user-serviceable parts inside; repair must be done by Teo.

Prior to equipment removal, call Teo Customer Technical Support for assistance in determining the source of the problem. This critical action can often prevent needless removal of equipment and subsequent customer inconvenience.

Teo
Technical Support Department
11609 49th Place West
Mukilteo, WA 98275-4255 USA

Phone: (425) 349-1000
(800) 524-0024

Fax: (425) 349-1010

E-mail: tech@teotech.com

Web: www.teotech.com

Teo is committed to meeting the product needs of our customers. Please write or call us with any suggestions for improvement.

Teo Product Warranty

For a period of one year from date of dealer purchase, but not to exceed 16 months from date of manufacture, Teo Technologies, Inc. (Teo) warrants its products to be free from defects in material and workmanship under conditions of normal use and service. Teo shall, at its option, repair or replace any defective product which, in its opinion, has not been misused, damaged, or improperly installed.

Repair or replacement under this warranty will be performed at Teo's factory. Authorization must be obtained from Teo prior to returning a product for repair. Freight must be prepaid for all units returned to Teo. Units repaired under warranty will be shipped UPS Ground (or equivalent), freight prepaid by Teo.

Products that are older than the warranty period, but less than 7 years old, or still manufactured by Teo may be repaired at the factory for a flat rate charge. Repaired out-of-warranty units are warranted for 90 days from the date of repair.

The repair or replacement of a product under this warranty represents the entire obligation of Teo; Teo shall not be liable for any special or consequential damages resulting from or caused by any defect, failure, incapacity or malfunction of any of its products.

The foregoing express warranty is in lieu of all other warranties, express or implied, including but not limited to any implied warranty of merchantability, fitness, or adequacy for any purpose or use, quality, productiveness or capacity; Teo, to the extent permitted by law, hereby disclaims all such other warranties.

Appendix C

Specifications

Contents of Shipping Container

- Telephone + Stand
- Handset
- Modular handset coil-cord
- Ethernet cable

Standards Compliance

- FCC Part 15
- Hearing Aid Compatible
- CE Listed

Network Compatibility

- 10/100BaseT Ethernet

Power Requirements

- Power over Ethernet: 802.3af Class 2
- Optional Local Power: 5 VDC nominal @ 600 mA max.

Physical Dimensions

- 7.7" H x 6.5" W x 2.9" H, excluding handset

Weight

- 1.45 lbs.

Environmental

- Operating Temperature: 32° to 104° F (0° to 40° C)
- Humidity: 10% to 65% non-condensing

Appendix D

Regulatory Statements



Important Safety Instructions

1. Read the installation instructions before connecting the system to its power source.
2. Installation of equipment must not route interconnecting cables or external power supply sources outdoors. This is defined as "Network Environment 0" by IEC TR 62101.
3. Never install network jacks in wet locations unless the jacks are specifically designed for wet locations.
4. Never touch uninsulated wires or terminals.
5. Do not connect this product to telephone network voltage (TNV) circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

6. Read and understand all instructions.
7. Follow all warnings and instructions marked on the product.
8. Unplug all cables before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
9. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
10. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
11. This product should be operated only from the type of power source indicated on the marking label.
12. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
13. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
14. This product contains "No User-Serviceable Parts."
15. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled into the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - E. If the product has been dropped or the case has been damaged.
 - F. If the product exhibits a distinct change in performance.

SAVE THESE INSTRUCTIONS

FCC Requirements

The Teo IP Phone 9102 is hearing-aid compatible (HAC) per Section 68.316, FCC Rules and Regulations.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.