

Aztek Networks Turn-up Service



Aztek's turn-up service provides a convenient and efficient method of incorporating your newly installed Aztek products into your network and verifying their functionality and interoperability with other applicable equipment in your network.

The service includes the following:

- Pre-Turn-Up consultation to plan the commissioning and to ensure that your needs are being met.
- Collect information required for proper operation of our product in your network.
- Upgrade your new units to the latest release of software.
- Provision your Aztek product(s).
- Establish and verify the connection to the Class 5 switch via the AIMS application or to the Primary Proxy via the 5000I SIP product.
- Verify creation of the dial plan by AIMS and automatic download to the 5000S.
- Verify complete connectivity and functionality of the Aztek product in your environment.
- Perform optional service-affecting test of the failover capability of the 5000S/SL or the 5000I products.
- One-on-one training during turn-up so that your personnel can provision and verify operation of additional units.

This service does not include the physical installation of the products and assumes that the physical installation has been successfully completed prior to turn-up.

Aztek offers the turn-up service remotely or on site.

For the remote service, we will work with your IT department to create a secure connection into your network to access the AIMS and 5000S/SL or 5000I units.

Please contact Aztek sales or support for pricing and more information.

Support Contact:

Dina Elder
delder@azteknetworks.com
Office: 303.786.9100

Sales Contact:

Rob Picker
rpicker@azteknetworks.com
Office: 303.786.9100

Aztek Customer Support

Hours of Operation:

M-F, 8 a.m.-5 p.m. (MST)
24 x 7 for service-affecting issues

Email:

azteksupport@azteknetworks.com

Phone:

1.800.787.2477

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