



PHONE REPLACEMENT & RETURN GUIDE

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602-368-6400

How to replace a failed or unwanted phone

Unpack the new phone and attach the base, cord, and handset. We recommend always using the new handset and handset cord, in case the trouble was related to those. If your phone has a power supply (wall wart) you should use the new one. You can re-use the other parts if you'd like, or use the new ones.

The phone should be fully operational as soon as it boots up. Press the voicemail key to verify this. Once you have verified operation, please reply to your support ticket to let us know we can disable the old phone. This is important for security reasons.

If you need any help, you can call, e-mail, or visit our support site.

E-mail: support@initiatel.com

Web: support.initiatel.com

If your old phone is not under warranty, you should dispose of it as you would any other electronic items in your company. If you would like us to handle disposal, you may ship it back to us at the address below.

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In warranty

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Out of warranty

If this is a warranty replacement

If the "in warranty" box is checked, your phone is under warranty. If so, you must return the old phone and ALL OTHER PARTS within 7 days to avoid a replacement charge. Our vendor requires prompt return and will charge us for the phone if it is not returned promptly. Please package everything back in the original box with the same packing materials, and ship to:

Initiatel
6635 W. Happy Valley Road
Suite A104-457
Glendale, AZ 85310

Please retain your shipping receipt and/or tracking number in case of any loss or discrepancy.