



April 2009 Product Catalog

Client Software, Phones and Headsets

AVAYA

INTELLIGENT COMMUNICATIONS

Welcome to the April 2009 edition of the Avaya Client Software, Phones and Headsets catalog.

This is designed as an overview of the broad products offered for our end user customers. Products are organized into several categories:

- › **Client Software**
- › **Enterprise Phones**
- › **Small & Medium Enterprise Phones**
- › **Integral Phones**
- › **Video and Conference Phones**
- › **IP Phone Software**
- › **In-Building Wireless Solutions**
- › **Headsets**

For more details on these products or Avaya's other solutions such as Servers, Gateways, Analog Phones and Services, please go to www.avaya.com.





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Focus On Desktop Phones

Avaya continues to increase its leadership in desktop phones. We have expanded our Avaya one-X® Deskphone 9600 family of phones to offer solutions for a wide range of use cases, from walk-up phones for lobbies to solutions for essential users such as sales people. We are also proud to introduce our Avaya one-X Deskphone Value Edition 1600 family which is value priced, but feature rich.



9600 Series of IP Telephones

- › High fidelity, wideband audio
- › Sleek design
- › High resolution, context sensitive user interface
- › SIP support
- › PoE Class 2 or Class 1
- › Bluetooth support
- › Gigabit Ethernet support

1600 Series of IP Telephones

- › Value priced
- › Feature rich



Avaya offers a broad range of mobility solutions enabling users to work from anywhere – regardless of device, location, or network. Generally speaking these solutions offer cost reduction and dramatically enhanced productivity while allowing businesses to leverage existing infrastructure for workers away from a desk in a corporate location.

Mobility Solution Guide				
<div> <div>■ Ideal Solution</div> <div>◆ Suitable Solution</div> </div>				
	Remote Workers	Mobile Workers	Office Roamers	Hot Desking
Avaya IP Office Phone Manager	■	■		
Avaya IP Office SoftConsole	■	■		
Avaya IP Softphone	■	■		
Avaya one-X® Communicator	■	■		◆
Avaya one-X® Mobile	◆	■	■	
Avaya one-X® Portal	■	■		◆
Avaya one-X® Speech	■	■	■	
Avaya Operator Set PC	■			
Avaya VPN Phone	■			
Divitas Dual Mode Client	■	■	■	
Enterprise Mobility User				■
IP DECT Solutions			■	◆
IP Wireless Telephones, VoWLAN			■	◆

Focus On Avaya one-X® Mobile

"Avaya has one of the strongest mobility plays in the market. The company remains on the leading edge with mobile product development and is as good or better than any of its competitors."

- Wainhouse Research, April 2008, E. Brent Kelly

With solutions for all major mobile operating systems, such as BlackBerry, iPhone, Palm, Windows Mobile, Symbian and Java support, Avaya enables you to integrate existing mobile devices into your PBX's to enhance your employees productivity and reduce your costs. Avaya one-X® Mobile makes available visual voicemail, access to corporate directory lookup, synchronized call logs across deskphones and mobile devices, user controlled call routing and more.



- › BlackBerry
- › iPhone
- › Palm
- › Windows Mobile
- › Symbian
- › Java




Focus On In-Building Wireless

Avaya's 3631 Wi-Fi phone offers mobility to a new group of Office Roamers. The 3631 offers a crisp user interface nearly identical to our 96xx series of deskphones. Color screens, multiple line appearances, and the ability to transfer calls between the 3631 and deskphone ensure a good user experience. The easy-to-deploy serverless solution offers a simple rollout for IT. Ideal for executives, administrative assistants, or anyone that is frequently mobile on campus - but doesn't require rugged devices - the 3631 increases connectivity and efficiency while reducing costs.





- › No additional servers required
- › Complements your desk phone
- › 9600 series telephone interface
- › Bright, color screen
- › Compatible with Avaya Aura™ Communication Manager and Avaya Aura™ Communication Manager Branch
- › Transfer calls seamlessly to/from a deskphone
- › Wi-Fi connectivity (802.11 b/g)




Software Solutions for Mobile Devices

	Extension to Cellular	Avaya one-X® Mobile UC (BlackBerry, iPhone, Windows Mobile, Nokia and Palm)	Avaya one-X® Mobile Telephony (Windows Mobile and Nokia)
			
Overview	Offers one-number convenience. When your desk phone is dialed, both your desk and cell phone ring. Seamlessly transfers calls between your desk and cell phones.	Mobile client which works on hundreds of mobile devices and offers a Unified Communication experience, with features like one number reachability, visual voicemail, synchronized call logs and more.	Use your mobile device like your deskphone. One-number access, advanced PBX feature availability while mobile, and the ability to leverage existing infrastructure - all with the mobile device you use today.
Material Code¹	Standalone and part of the UC All-Inclusive Offer.	Standalone and part of the UC All-Inclusive Offer.	Included with Extension to Cellular. Included with IP Office Mobility User License, 195569 through 195573.
Typical User Profile	Anyone who is away from his/her desk frequently and requires one-number access. Extension to Cellular works with any cell phone.	Anyone with a mobile phone.	Road warriors who work remotely or dial internationally frequently and use their mobile devices a significant portion of the time and frequently access mid-call features like conference and transfer while mobile.
Benefits²	<ol style="list-style-type: none"> 1. Improves user responsiveness and substantially reduces caller wait time, contributing to an enhanced customer experience. 2. Easily deployed globally and managed centrally. 	<p>Enhanced Productivity:</p> <ol style="list-style-type: none"> 1) One number access - calls to your desk phone will ring your mobile phone, or any other DID, as well. 2) The user can easily enable or disable this feature and use the same device for both personal and professional use. 3) Visual Voicemail - look at a list of your voicemails and select which one to listen to. 4) Access corporate directory on your mobile device. 5) Synchronized call log with your desk phone. <p>Cost Savings:</p> <ol style="list-style-type: none"> 1) International calls can be dialed via the PBX. 2) Simple user interface and the ability to easily disable/enable this means users will not require a separate business device. <p>Leverage Existing Infrastructure:</p> <ol style="list-style-type: none"> 1) Use existing call infrastructure to get lowest cost call routing, even from your mobile phones. 2) Record calls on mobile phones, same as from a desk phone. 3) Capture call log information for cost tracking purposes. 	Your mobile phone becomes an extension of your desk phone allowing you to remain productive while mobile. Access advanced PBX features like conference and transfer and dial internationally through the PBX while mobile. Calls are dialed via the PBX so existing infrastructure, like call recording or call detail recording, is leveraged. International calls can be dialed via the PBX as well for significant cost savings.
Supported Devices³	Device Independent	Hundreds of leading mobile devices. Please see support.avaya.com, under "Avaya one-X Mobile" for the supported devices list which is updated regularly. http://support.avaya.com/japple/css/japple?temp.d ocumentID=327824&temp.productID=251422&temp. releaseID=344580&temp.bucketID=344581&PAGE= Document	Hundreds of leading mobile devices. Please see support.avaya.com, under "Avaya one-X Mobile" for the supported devices list which is updated regularly. http://support.avaya.com/japple/css/japple?temp.d ocumentID=327824&temp.productID=251422&temp. releaseID=344580&temp.bucketID=344581&PAGE= Document For IP Office: http://support.avaya.com/japple/css/japple?temp.d ocumentID=346547&temp.productID=129487&temp. releaseID=343839&temp.bucketID=108025&PAGE= Document
Operating Systems	N/A	RIM Blackberry OS, Microsoft Windows Mobile OS, Symbian S60, Apple iPhone G3, Palm OS and Java	Symbian and Windows Mobile 5 & 6
Languages	N/A	English US, French Canada, French, German, Italian, Swedish, Dutch, Finnish, Russian, English UK, Spanish (Lat), Brazilian Portuguese, Simplified Chinese, Traditional Chinese, Japanese, and Korean	English US, English UK, French, German, Spanish, Italian, Swedish, Brazilian Portuguese, Japanese, Simplified Chinese, Traditional Chinese, Finnish, Dutch, Arabic, Russian (Cyrillic)
Communication Protocol	N/A	GSM and CDMA	
Connection Types	Cell/Remote	Cellular	
Directory Integration	N/A	Corporate Directory & Device Contacts	Device Contacts
Voice Codecs	N/A	AMR for GSM	
Communication System Compatibility	Communication Manager - all versions, DEFINITY 9.5 and above, Communication Manager Branch - all versions	Communication Manager 3.1.4, 4.x, 5.x - Communication Manager 5.x is needed to support Virtual Extensions	Communication Manager 3.0 and above, IP Office 4.2 and above



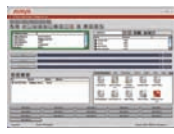
Software Solutions for Mobile Devices (CONT.)

	Avaya one-X® Speech	Divitas Dual Mode Client
		
Overview	Speech access from any phone, to check email, voicemail, make calls via the PBX and more.	Offers one number reach and advanced feature access on a dual-mode smartphone over both Cellular and Wi-Fi connectivity.
Material Code¹	Included with Modular Messaging.	Purchased through Divitas and Avaya Business Partners globally (Contact devconnect@Divitas.com for list of approved Avaya Business Partners)
Typical User Profile	Mobile professionals who can't afford to be out of touch.	Enterprises with road warriors and corridor warriors - the population mobile within a fixed geography, such as hospitals, universities and warehouses.
Benefits²	From any phone, user can listen to voicemails, hear emails, delete messages, initiate conference calls, transfer calls and access the corporate LDAP directory - all through speech.	<p>Enhanced Productivity/Accessibility:</p> <ol style="list-style-type: none"> 1) Seamless active call roaming between WiFi & Cellular networks. 2) One number reach - calls to your desk phone will ring your dual-mode mobile phone. 3) The user can use the same device for both personal and professional calls. 4) Group Presence reported to all DiVitas users - available for voice/text, voice-only, text-only, or not available. 5) Micro-blog - personal status message supplements group presence state. 6) Visual Voicemail - look at a list of your voicemails and select which one to listen to. 7) Secure Instant Messaging for DiVitas federated users. 8) Access corporate directory on your mobile device for calling. 9) Conference bridging capability supports calls from mobile and PSTN phones. <p>Cost Savings:</p> <ol style="list-style-type: none"> 1) Lower cellular charges by leveraging WiFi services for telephony (on and off campus). 2) Lower international roaming charges via DiVitas Transparent callback (tm). 3) Lower International charges when dialed through the diVitas Mobile UC server. 4) Eliminates conference bridging charges. <p>Leverage Existing Infrastructure:</p> <ol style="list-style-type: none"> 1) Use existing call infrastructure to get lowest cost call routing, even from your mobile phones. 2) Capture call and mobile detail recording information for cost tracking purposes. 3) Access your Modular Messaging voicemails.
Supported Devices³	Any phone	See Divitas.com for details
Operating Systems		Symbian and Windows Mobile
Languages	English	English
Communication Protocol		GSM & CDMA for Cellular Services and SIP for WiFi/Internet Services
Connection Types		Cellular and Wi-Fi
Directory Integration	Corporate Directory & Device Contacts	Outlook Directory Access
Voice Codecs		G.711 & GSM
Communication System Compatibility		Communication Manager 4.0 and above

Software Solutions for Desktops and Laptops





	Avaya one-X® Portal	Avaya one-X® Communicator	Avaya Operator Set PC
			
Overview	Avaya one-X® Portal is a web-based software solution that provides users with control of telephony, conferencing, messaging, mobility administration presence, 24x7 call logs, and access to corporate and personal contact information.	Thick-client softphone offering an optimal user experience and traditional softphone functionality. When integrated with one-X Portal, user additionally gets conferencing and messaging integration.	H.323-based PC attendant's console to help receptionist manage routing high volume of calls and optimize their workflow.
Material Code¹	Ala-carte and part of the UC All-Inclusive Offer.	Ala-carte and part of the UC All-Inclusive Offer.	214372 through 214377 and 214623 and 700451156
Typical User Profile	Anyone wishing for visual control of telephony, conferencing, messaging, mobility and presence information in office, home or remote.	Enterprises wanting to improve productivity via a Windows desktop application that combines softphone, intelligent presence, voice/video calling, visual voicemail, visual voice/video conferencing, as well as access to corporate directories and call logs.	Usually a receptionist or a group of receptionists who receives and routes calls to many users.
Benefits²	<ol style="list-style-type: none"> 1. Deliver a solution that increases both the frequency and the intensity of interactions between and among employees and customers. 2. Provide a solution for home and temporary work locations that is inexpensive to deploy and manage. 3. Provide a desktop tool for improving productivity of daily communications activity. 4. Provide a single, coherent user experience across multiple Avaya products. 5. Allows users to see other users presence before initiating communication. 	Streamline Personal Communications - Manage voice, video, voicemail, audio/video conferencing, directories, communication history, and initiate instant messaging and email—all in one interface. Work from Anywhere, Yet Never Miss an Important Call - Usage modes provide users options whether they're working in the office, from a temporary worksite, at home, or from anywhere they have internet access.	User configurable and simplified interface allowing the user to easily route calls to available recipients. Connections to external databases e.g. Active Directory System, and Presence information allows a deep integration into the customers environment. Provides a customizable phone book, busy lamp fields, configurable buttons, drag and drop routing for incoming calls, comfortable call on hold handling and a lot more.
IM & Presence	Presence through Presence Services. It is integrated with Microsoft Office Communications Server.	Available with Avaya one-X Portal and Presence Services IM capability through existing supported IM solutions such as Microsoft Office Communicator or Lotus Sametime.	Presence from MS Outlook and Lotus Notes calendar, from MS Outlook. Out of Office Assistant and from integrated web access application.
Operating Systems	XP, Vista, Apple OS X V 10, RHEL Desktop 4, Update 4	Windows XP or Vista SP1 Enterprise or Ultimate (32-bit only). Please note that the operating system language must be English or match the language of the one-X Communicator application. For example; one-X Communicator in Italian is only supported on an English or Italian operating system. It is not supported on a German operation system.	Windows XP and Server 2003 (also with VMWare)
Languages	French, German, Japanese and Simplified Chinese, Italian, Russian, International Spanish, Brazilian Portuguese and Korean	English, French (International), German, Italian, Spanish (International), Japanese, Korean, Russian, Brazilian Portuguese, Simplified Chinese, Dutch	Czech, Dutch, English, French, German, Hungarian, Italian, Korean, Russian, Spanish and Turkish
Communication Protocol		H.323, SIP	H.323
Connection Types	Desktop Worker, Telecommuter or Road Warrior	Desktop Worker, Telecommuter or Road Warrior	My Computer (VoIP via the PBX), Other Phone (Telecommuter)
Video Support	No	H.323 Point-to-Point or 6 Party Conference. Point to Point Communication Manager 4.0.4 (+SP1) or 5.1.1, Video Telephony Solution 3.0, Optional: Polycom MGC R9.0.2 video bridge. 6 Party Conference: Communication Manager 5.1.1 + SP1, Video Telephony Solution 5.0, Polycom RMX R2.0.2.25 or MGC 9.0.1.8 video bridge, or Meeting Exchange R5.0.2.00 deployed on S6800	✓
Directory Integration	<ul style="list-style-type: none"> • Microsoft Active Directory service for Windows 2003 Server, SP1 • IBM Domino Server 7.0 • Novell eDirectory 8.8 SP1 • SUN ONE Directory Server 5.1 	<ul style="list-style-type: none"> • Microsoft Active Directory • IBM Domino Server • Novell eDirectory Server 	MS Active Directory System, Lotus Notes, any LDAP or ODPC database
Integrated Application Support	Microsoft Office Communicator Microsoft Outlook	Microsoft Outlook, Microsoft Internet Explorer, Microsoft Office Communicator Sever 2007, IBM Lotus Notes, IBM Sametime Connect, Mozilla Firefox, Citrix Presentation Server, Lenovo ThinkPad MS	Microsoft Outlook, IBM Lotus Notes, any e-mail client.
Voice Codecs		G.711, G.729, G729.b, G.723.1	G.711, G.729A, G.723
Communication System Compatibility	Application Enablement Services 4.2, Communication Manager 4.0 with build 730.2, 5.0, 5.1; Modular Messaging 3.1 or 4.0; Meeting Exchange Enterprise 4.2.1 or 5.0; Presence Services 1.0	H:323 Communication Manager 4.0.4 (+SP1) SIP: Communication Manager 5.1.1, SIP Enablement Services 5.1	Communication Manager 3.1 and higher

Software Solutions for Desktops and Laptops (CONT.)

	Avaya IP Softphone	Avaya IP Office Phone Manager	Avaya IP Office SoftConsole
			
Overview	H.323 PC softphone allowing users to remain connected with just their PC and an internet connection.	H.323-based PC user software for controlling IP Office desk phones for users who prefer to control their phone via the PC.	H.323-based PC attendant's console to help receptionist manage routing high volume of calls.
Material Code¹	176576 through 176579, 700245293, 181427 through 181431, 700293111, 205710-205727, 700431604	Phone Manager Pro: 177468 through 177474. PC Softphone: 171992, 174463 through 174467	171987, 174456
Typical User Profile	Anyone with a laptop and internet access while working away from their desk who needs to maintain communications. Also for those wishing to control their phone via the PC.	Anyone with a laptop and internet access while working away from their desk who needs to maintain communications. Also for those wishing to control their phone via the PC.	Usually receptionist or main answering position.
Benefits²	Your PC or laptop becomes your deskphone. Access advanced features, make and receive calls, and dial via the corporate infrastructure.	Phone Manager Lite and Phone Manager Pro offer a simple PC GUI for users to access advanced deskphone features, offering convenience and efficiency. Phone Manager Pro PC Softphone (VoIP mode) allows you to use your laptop as a phone and make and receive calls.	Assists receptionists in routing incoming calls efficiently. Provides a view of Individual Workers, Calling Groups, Queue & BLF Panel, Held & Parked Calls, Park Slots and more.
IM & Presence	Available via the SIP Enablement Services	Via Microsoft Live Communications Server	
Operating Systems	Microsoft Vista, Windows XP & 2000 (NT/4.0, Me, & 98 - R4 only)	Windows XP SP2 & 2000 Professional SP4	Windows XP SP2 & 2000 Professional SP4
Languages	English, Simplified Chinese, French, German, Italian, Japanese, Korean, Portuguese, Spanish, Russian, Dutch	Danish, Dutch, Finnish, French, German, Italian, Korean, Norwegian, Portuguese Brazil, Portuguese, Russian, Simplified Chinese, Spanish Argentina, Spanish Colombia, Spanish Mexico, Spanish Spain, Swedish, UK English, and US English	Brazilian, Chinese (Simplified), Danish, Dutch, English, Finnish, French, German, Italian, Korean, Latin Spanish, Norwegian, Portuguese, Russian, Spanish and Swedish
Communication Protocol	H.323, SIP	H.323	H.323
Connection Types	VoIP (Road Warrior), Telecommuter, Shared Control, Instant Messaging only	VoIP (Road Warrior) for Phone Manager Pro PC Softphone, Deskphone for Phone Manager Lite and Phone Manager Pro	Deskphone
Video Support	✓		
Directory Integration	Microsoft Outlook, IBM Lotus Notes, LDAP	Microsoft Outlook, ACT, Goldmine, Maximizer	
Integrated Application Support	Outlook 2000, XP, 2003, IE (highlighted), any Window (sys tray), Microsoft Office Communicator, IBM Sametime Connect, Citrix Presentation Server		
Voice Codecs	G.711, G.729A, G.723	G.711, G.729A, G.723	G.711, G.729A, G.723
Communication System Compatibility	Communication Manager - all versions, R6 - Communication Manager 2.0 and above, DEFINITY 9.5 and above, Communication Manager Branch - all versions	IP Office 1.0 and above	IP Office 1.0 and above




Enterprise Phones

The 9600 Series is Avaya's newest, high end IP Phone family offering high fidelity audio, stylish, professional design, context sensitive user menus and flexibility for future needs.

		IP	IP	IP	IP
		9670G	9650 and 9650C	9640/9640G	9630/9630G
Overview					
		Designed for the Essential telephone user who spends considerable time on the phone, such as business line leaders, executives, and attorneys who like the simplicity of a touch screen and one touch application access.	Designed for the Essential and Navigator user profile, including those who like to have immediate access to feature buttons or monitors the line appearances of others, in addition to their own. These types of uses include sales people, managers and building receptionists and executive admin staff.	Designed for the Essential telephone user who spends considerable time on the phone, such as sales people, relationship managers, and attorneys who prefer a color display.	Designed for the Essential telephone user who spends considerable time on the phone, such as sales people, relationship managers, and attorneys.
	Material Code ¹	9670G: 700460215	9650: 700383938 9650C: 700461213 9650 - Integral Enterprise: 4999120603	9640: 700383920 9640G: 700419195 9640 - Integral Enterprise: 4999120602	9630: 700426729 9630G: 700405673 9630 - Integral Enterprise: 4999120600
	Voice Based Dialing	✓	✓	✓	✓
Features	Home Screen + One Touch Apps Access	✓			
	Context Sensitive User Interface	✓	✓	✓	✓
	Touch Screen	✓			
	Speakerphone	Wideband	Wideband	Wideband	Wideband
	Headset Interface	Wideband	Wideband	Wideband	Wideband
	Call Log	✓	✓	✓	✓
	Integrated Speed Dial/Contacts	250	250	250	250
	Administered Call Appearances/Features Accessible	24	24	24	24
	Message Waiting LED	2	2	2	2
	Visual Alerting Display	✓ Color VGA, Adjustable Angle	✓ Backlit, Grayscale or Color Adjustable Angle	✓ Color QVGA, Adjustable Angle	✓ Backlit Grayscale, Adjustable Angle
User Interface	Display Size (cm, w x h)	13 x 9.75	7.9 x 5.9	7.9 x 5.9	7.9 x 5.9
	Display Resolution	640 x 480 Pixels	320 x 240 Pixels	320 x 240 Pixels	320 x 240 Pixels
	Fixed Feature Buttons	10	9	10	10
	Softkey Buttons	12 (Touch Screen)	12	4	4
	Administered Call Appearance/Feature Buttons	11 (Touch Enabled)	11 +8 additional 'Shift'	6	6
	Administered Call Appearance/Feature Expansion Unit		3 x 24 Button 700462518	3 x 24 Button 700462518	3 x 24 Button 700462518
	Call Appearance/Feature LEDs	11 (Touch Enabled)	11 +8 additional 'Shift'	6	6
	Multi-Language Support	✓	✓	✓	✓
	4-Way Navigation Cluster		✓	✓	✓
	Communication Protocol	H.323	H.323	H.323, SIP	H.323, SIP
Specifications	Voice Codecs	G.711, G.729A/B, G.726, G.723	G.711, G.729A/B, G.726, G.722	G.711, G.729A/B, G.726, G.724	G.711, G.729A/B, G.726, G.725
	Ethernet Switch	✓	✓	✓	✓
	Integrated Gigabit	✓		✓	✓
	Gigabit Adapter Available	Embedded	700383771	700383771	700383771
	Adapter Ports	1	2	2	2
	USB Port	1	1	1	1
	Power Class	2	2	2	2
	QoS Support (802.1 p/Q DiffServ)	✓	✓	✓	✓
	Upgradeable To VPN Phone Firmware	Planned end 2009	Planned end 2009	Planned end 2009	Planned end 2009
	WML Application Interface	✓	✓	✓	✓
	Communication System Compatibility	Communication Manager 3.1+	Communication Manager 3.1+ Integral Enterprise	Communication Manager 3.1+ Integral Enterprise	Communication Manager 3.1+ Integral Enterprise






Enterprise Phones (CONT.)

The 9600 Series is Avaya's newest, high end IP Phone family offering high fidelity audio, stylish, professional design, context sensitive user menus and flexibility for future needs.

		IP 9620C	IP 9620 and 9620L	IP 9610
Overview				
		Designed for the Everyday phone user, someone who relies on multiple communication tools such as email, IM in addition to their phone and prefer a color display.	Designed for the Everyday phone user, someone who relies on multiple communication tools such as email, IM in addition to their phone.	Designed for the walk-up user – such as in a common area or a visitor lobby. The 9610 is designed to be simple and intuitive for the user who has never seen it before.
	Material Code ¹	9620C: 700461205	9620L: 700461197 9620: 700426711 9620 – Integral Enterprise: 4999120599	9610: 700383912
	Voice Based Dialing	✓	✓	✓
Features	Home Screen + One Touch Apps Access			
	Context Sensitive User Interface	✓	✓	✓
	Touch Screen			
	Speakerphone	✓	✓	Listen Only
	Headset Interface	Wideband	Wideband	
	Call Log	✓	✓	✓
	Integrated Speed Dial/Contacts	250	250	250
	Administered Call Appearances/Features Accessible	24	24	1
	Message Waiting LED	2	2	1
	Visual Alerting	✓	✓	✓
User Interface	Display	Color QVGA, Adjustable Angle	Backlit, Grayscale Adjustable Angle	Backlit, Grayscale
	Display Size (cm, w x h)	7.8 x 4.0	7.8 x 4.0	6.0 x 6.5
	Display Resolution	320 x 160 Pixels	320 x 160 Pixels	320 x 160 Pixels
	Fixed Feature Buttons	9	9	3
	Softkey Buttons	4	4	2
	Administered Call Appearance/Feature Buttons	3 LED Status Lights	3 LED Status Lights	
	Administered Call Appearance/Feature Expansion Unit			
	Call Appearance/Feature LEDs	3	3	
	Multi-Language Support	✓	✓	✓
	4-Way Navigation Cluster	✓	✓	✓
Specifications	Communication Protocol	H.323	H.323, SIP (9620)	H.323
	Voice Codecs	G.711, G.729A/B, G.726, G.726	G.711, G.729A/B, G.726, G.722	G.711, G.729A/B, G.726, G.722
	Ethernet Switch Integrated Gigabit	✓	✓	
	Gigabit Adapter Available	700383771	700383771 (not on 9620L)	
	Adapter Ports	1	1 (not on 9620L)	
	USB Port	1	1 (not on 9620L)	
	Power Class	2	9620L = 1 9620 = 2	2
	QoS Support (802.1p/Q DiffServ)	✓	✓	✓
	Upgradeable To VPN Phone Firmware	Planned end 2009	Planned end 2009	
	WML Application Interface	✓	✓	✓
	Communication System Compatibility	Communication Manager 3.1+	Communication Manager 3.1+ Integral Enterprise	Communication Manager 3.1+

Enterprise Phones (CONT.)







The 4600 phone family is Avaya's broad, feature and functionality rich family of IP telephones. The current portfolio of seven IP phones allows for a close match of customer needs to hardware selection.

		IP	IP	IP	IP	IP	IP
		4625SW	4622SW	4621SW	4610SW	4602SW+	4601+
Overview							
		Top-line phone supporting color applications.	Designed for contact centers.	Designed for demanding users needing more on-screen quick-access.	Mid-range business set for everyday user.	Basic IP phone for users needing only limited features.	Simple phone for lobbies and common areas.
	Material Code ¹	700381551	700381569	700381554	700381957	700381916	700381890
Features	Context Sensitive User Interface						
	Speakerphone	✓	Listen Only	✓	✓	Listen Only	
	High Fidelity Audio						
	Headset Interface	✓	✓	✓	✓		
	Call Log		✓	✓	✓		
	Integrated Speed Dial/Contacts	108	108	108	48		
	Administered Call Appearances/Features Accessible	24	24	24	12	2	2 Fixed Call Appearances
	Message Waiting LED	✓	✓	✓	✓	✓	✓
	Visual Alerting	✓	✓	✓	✓	✓	✓
	Display	Backlit, Color	Backlit	Backlit	Monochrome	Monochrome	
User Interface	Display Size (cm, w x h)	11.4 x 8.1	11.4 x 8.1	11.4 x 8.1	8.2 x 4.4	7.4 x 1.6	
	Display Resolution	320 x 240 Pixels	168 x 132 Pixels	168 x 132 Pixels	168 x 80 Pixels	2 x 24 Characters	None
	Fixed Feature Buttons	10	10	10	10	10	6
	Softkey Buttons	4	4	4	4		
	Administered Call Appearance/Feature Buttons	12	12	12	6	2	2 Fixed Call Appearances
	Administered Call Appearance/Feature Expansion Unit	24 Button, EU24BL, 700381825	24 Button, EU24BL, 700381825	24 Button, EU24BL, 700381825			
	Call Appearance/Feature LEDs						1
	Multi-Language Support	✓	✓	✓	✓	✓	✓
	4-Way Navigation Cluster						
	2-Way Navigation Cluster	✓	✓	✓	✓		
Specifications	Communication Protocol	H.323	H.323	H.323, SIP	H.323, SIP	H.323, SIP	H.323
	Voice Codecs	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726
	Ethernet Switch	✓	✓	✓	✓	✓	
	QoS Support (802.1 p/Q DiffServ)	✓	✓	✓	✓	✓	✓
	Adapter Ports						
	Gigabit Adapter Available	700416985	700416985	700416985	700416985	700416985	700416985
	Integrated Gigabit Adapter						
	USB Port						
	Power Class	3	2	2	2	2	2
	Upgradeable to VPN Phone Firmware	✓	✓	✓	✓		
	WML Application Interface	✓	✓	✓	✓		
	Communication System Compatibility	Communication Manager 1.1 and above, IP Office 3.2 and above	Communication Manager and above	Communication Manager 1.1 and above, IP Office 3.1 and above, Communication Manager Branch - all versions	Communication Manager and above, IP Office 3.1 and above, Communication Manager Branch - all versions	Communication Manager 1.1 and above, IP Office 1.3 and above	Communication Manager 1.1 and above, IP Office 3.0 and above

Enterprise Phones (CONT.)

Avaya one-X® Deskphone Value Edition is a family of cost effective IP Telephones that deliver familiar features at an attractive price point for the user with basic communications needs.







The 2400 family of digital telephones provide high quality choices for enterprises with TDM voice networks.

		IP	IP	IP	IP	Digital	Digital
		1616	1608	1603SW	1603	2410	2402
Overview							
		High end phone for Navigator end users.	Midrange phone for Everyday users.	Basic phone for Everyday users.	Basic phone for Walkup users.	Standard business set for those who use their phone every day but not intensively.	Basic digital set for non-intensive users.
Features	Material Code ¹	700450190	700415557	700458508	700415540	700381999	700381793
	Context Sensitive User Interface	✓	✓	✓	✓		
	Speakerphone	✓	✓	✓	✓	✓	Listen Only
	High Fidelity Audio						
	Headset Interface	✓	✓			✓	
	Call Log	✓	✓			✓	
	Integrated Speed Dial/Contacts	✓	✓				
	Administered Call Appearances/Features Accessible	16	8	3	3	12	2 (+12) Feature Only
	Message Waiting LED	✓	✓	✓	✓	✓	✓
	Visual Alerting	✓	✓	✓	✓	✓	✓
User Interface	Display	Backlit Monochrome	Backlit Monochrome	Backlit Monochrome	Backlit Monochrome	Monochrome	Monochrome
	Display Size (cm, w x h)	8.5 x 3.0	8.5 x 2.5	6.5 x 1.5	6.5 x 1.5	7.9 x 4.0	8.0 x 1.7
	Display Resolution	4 x 24 Characters	3 x 24 Characters	2 x 16 Characters	2 x 16 Characters	5 x 29 Characters	2 x 24 Characters
	Fixed Feature Buttons	14	14	9	9	14	11
	Softkey Buttons	3	3			4	
	Administered Call Appearance/Feature Buttons	16	8	3	3	6	2
	Administered Call Appearance/Feature Expansion Unit	32 button, 700415573					
	Call Appearance/Feature LEDs	16	8	3	3		
	Multi-Language Support	✓	✓	✓	✓	✓	✓
	4-Way Navigation Cluster	✓	✓				
Specifications	2-Way Navigation Cluster						
	Communication Protocol	H.323	H.323	H.323	H.323	TDM	TDM
	Voice Codecs	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711	G.711
	Ethernet Switch	✓	✓	✓			
	QoS Support (802.1p/Q DiffServ)	✓	✓	✓	✓		
	Adapter Ports						
	Gigabit Adapter Available	✓	✓	✓	✓		
	Integrated Gigabit Adapter						
	USB Port						
	Power Class	2	2	2	2		
	Upgradeable to VPN Phone Firmware						
	WML Application Interface						
	Communication System Compatibility	Communication Manager 3.0 and above, Communication Manager Branch - all versions IP Office 4.2 and above	Communication Manager 3.0 and above, Communication Manager Branch - all versions IP Office 4.2 and above	Communication Manager 3.0 and above, Communication Manager Branch - all versions	Communication Manager 3.0 and above, Communication Manager Branch - all versions IP Office 4.2 and above	Communication Manager 1.1 and above, IP Office 3.0 and above	Communication Manager 1.1 and above, IP Office 3.0 and above

Small & Medium Enterprise Phones

5600 Series IP Telephones, developed specifically to meet the needs of Small and Medium Enterprises, bring rich features and functions directly to the desktop, while also supporting desktop applications above and beyond telephony.






The 5400 family of digital telephones provide high quality choices for Small and Medium Enterprises with TDM voice networks.

		IP	IP	IP	Digital	Digital	Digital
		5621SW	5610SW	5602SW+	5420	5410	5402
Overview							
		Designed for demanding users needing more on-screen quick-access.	Mid-range business set for everyday users.	Basic IP phone for users needing only limited features.	Top-line set designed for those whose phone is critical in their business life.	Standard business set for those who use their phone everyday but not intensively.	Basic digital set for non-intensive users.
Features	Material Code ¹	700381544	700381957	700381916	700381627	700382005	700381981
	Context Sensitive User Interface						
	Speakerphone	✓	✓	Listen Only	✓	✓	Listen Only
	High Fidelity Audio						
	Headset Interface	✓	✓		✓	✓	
	Call Log	✓	✓		✓	✓	
	Integrated Speed Dial/Contacts	104	48		104	48	
	Administered Call Appearances/Features Accessible	24	24	2	24	12	2 (+12 Feature only)
	Message Waiting LED	✓	✓	✓	✓	✓	✓
	Visual Alerting	✓	✓	✓	✓	✓	✓
	Display	Backlit	Monochrome	Monochrome	Monochrome	Monochrome	Monochrome
User Interface	Display Size (cm, w x h)	11.4 x 8.1	8.2 x 4.4	7.4 x 1.6	10.1 x 7.2	7.9 x 4.0	8.0 x 1.7
	Display Resolution	168 x 132 Pixels	168 x 80 Pixels	2 x 24 Characters	7 x 29 Characters	5 x 29 Characters	2 x 24 Characters
	Fixed Feature Buttons	10	10	10	14	14	11
	Softkey Buttons	4	4		4	4	
	Administered Call Appearance/Feature Buttons	12	6	2	8	6	2
	Administered Call Appearance/Feature Expansion Unit	24 Button, EU24BL, 700381825			24 Button, EU24, 700381817		
	Call Appearance/Feature LEDs						
	Multi-Language Support	✓	✓	✓	✓	✓	✓
	4-way Navigation Cluster						
	2-way Navigation Cluster	✓	✓				
	Communication Protocol	H.323	H.323	H.323	TDM	TDM	TDM
Specifications	Voice Codecs	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726			
	Ethernet Switch	✓	✓	✓			
	QoS Support (802.1p/Q DiffServ)	✓	✓	✓			
	Adapter Ports						
	Gigabit Adapter Available						
	USB Port						
	Power Class	2	2	2			
	Upgradeable to VPN Phone Firmware	✓ (IP Office 4.1)	✓ (IP Office 4.1)				
	WML Application Interface	✓	✓				
	Communication System Compatibility	IP Office 3.2 and above, VPN IP Office 4.1	IP Office 3.0 and above, VPN IP Office 4.1	IP Office 3.0 and above	IP Office 3.0 and above	IP Office 3.0 and above	IP Office 3.0 and above

Small & Medium Enterprise Phones (NAR and CALA)

The Avaya 4400 Series Digital Voice Telephones deliver the right combination of business communication functionality. With their sleek, global styling and user interface, and availability in white or black, these telephones look great in any location.








PARTNER telephones have a sleek, modern design and improved tactile feel complete with enhanced buttons and a new handset. PARTNER telephones are perfect for price-sensitive customers that want to take full advantage of PARTNER's comprehensive feature set.

Overview	Digital	Digital	Digital	Digital	Digital
	4424D+ (4412D+*)	4406D+	34D	18D	6D
					
	Designed for demanding users needing quick access to features.	Digital telephone with 8 Fixed feature keys, 6 Programmable feature keys.	"Executive" or "Receptionist" set designed for those whose phone is critical in their business life.	Standard business set for those who use their phone everyday.	Basic business set for non-intensive users.
Material Code¹	108199084 (Black)*	108199027 (Black)	700420052 (Black)	700420011 (Black) 700420029 (White)	700419971 (Black) 700419989 (White)
Features	Context Sensitive User Interface				
	Speakerphone	✓	✓	✓	✓
	High Fidelity Audio				
	Headset Interface	✓	✓	✓	
	Call Log		✓	✓	
	Integrated Speed Dial/Contacts	24	24	20	20
	Administered Call Appearances/Features Accessible	24	6	36	4
	Message Waiting LED	✓	✓	✓	✓
	Visual Alerting	✓	✓	✓	✓
	Display	LCD	LCD	Backlit LCD	Backlit LCD
User Interface	Display Size (cm, w x h)	9.3 x 1.5	5.9 x 1.4	8.8 x 1.2	5.6 x 1.2
	Display Resolution	2 x 24 Characters	2 x 16 Characters	2 x 24 Characters	2 x 16 Characters
	Fixed Feature Buttons	8	8	10	10
	Softkey Buttons	4	0	4	
	Administered Call Appearance/Feature Buttons	24	6	36	4
	Administered Call Appearance/Feature Expansion Unit	150 Buttons, DSS4450, 108199696 (Black)			
	Call Appearance/Feature LEDs	24 (*12 for 4412D+)	6	32	4
	Multi-Language Support	✓	✓	✓	✓
	4-way Navigation Cluster	✓			
	2-way Navigation Cluster				
Specifications	Communication Protocol	TDM	TDM	TDM	TDM
	Voice Codecs				
	Ethernet Switch				
	QoS Support (802.1 p/Q DiffServ)				
	Adapter Ports				
	Gigabit Adapter Available				
	USB Port				
	Power Class				
	Upgradeable to VPN Phone Firmware				
	WML Application Interface				
	Communication System Compatibility	IP Office 1.0 and above, MERLIN MAGIX®	IP Office 1.0 and above, MERLIN MAGIX®	PARTNER ACS™, MERLIN MAGIX®	PARTNER ACS, MERLIN MAGIX®

*The 4412D+ is similar to the 4424D+ except the 4412D+ has fewer buttons with LED's and some UI differences. Picture and Material Codes are for the 4424D+. 4412D+ Material Codes are 108199050 (Black). Please go to www.Avaya.com for details.

Integral T3 Digital and IP Phones (EMEA and CALA)

The Integral T3 phone family offer innovative solutions to meet all your requirements. Linked into a modular concept, various ISDN or IP levels of comfort can be optimally adapted to suit any work situation.

Overview	IP		IP		IP		Digital (UpN and SO)	Digital (UpN and SO)	Digital (UpN and SO)	Digital (UpN)
	T3 IP Comfort		T3 IP Classic		T3 IP Compact		T3 Comfort	T3 Classic	T3 Compact	E3 Digital
										
	Top-line IP phone for for demanding, power users and teams.		Targeted for demanding users needing more on-screen quick-access.		Basic IP phone for users needing only limited features.		Top-line phone for demanding, power users and teams.	Targeted for demanding users needing more on-screen quick-access.	Basic phone for users needing only limited features.	Basic phone without display for lobbies, common areas.
Material Code¹	4999103639 (graphite grey) 4999103638 (polar white)		4999103630 (graphite grey) 4999103629 (polar white)		4999103624 (graphite grey) 4999103623 (polar white)		4999107436 (graphite grey) 4999107435 (polar white)	4999107427 (graphite grey) 4999107426 (polar white)	4999107381 (graphite grey) 4999107382 (polar white)	4999107488 (graphite grey) 4999107487 (polar white)
Features	Context Sensitive User Interface	✓	✓	✓	✓	✓	✓	✓	✓	
	Speakerphone	Full Duplex	Full Duplex	Full Duplex	Full Duplex	Full Duplex	✓	✓	✓	
	Headset Interface	✓	✓	✓	✓	✓	✓	✓	✓	
	Call Log	✓	✓	✓	✓	✓	✓	✓	✓	
	Integrated Speed Dial/Contacts	100	100	100	100	100	100	100	100	
	Message Waiting LED	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Visual Alerting	✓	✓	✓	✓	✓	✓	✓	✓	✓
User Interface	Display	Monochrome Graphic	Monochrome Graphic	Monochrome	Monochrome	Monochrome	Monochrome Graphic	Monochrome Graphic	Monochrome	
	Display Size (cm, w x h)	11.8 x 8.8	9.5 x 2.6	8.5 x 1.4	8.5 x 1.4	8.5 x 1.4	11.8 x 8.8	9.5 x 2.6	8.5 x 1.4	
	Display Resolution	17 x 40 Characters	4 x 26 Characters	1 x 24 Characters	1 x 24 Characters	1 x 24 Characters	17 x 40 Characters	4 x 26 Characters	1 x 24 Characters	
	Fixed Feature Buttons	5	5	5	5	5	5	5	5	4
	Softkey Buttons	10	4				10	4		
	Administered Partner Line/Feature	14	8				14	8	5	4
	Administered Partner/Line/Feature Expansion Base Unit	36 Buttons*** (4999107455 polar white 4999107456 graphite grey)	36 Buttons*** (4999107455 polar white 4999107456 graphite grey)	36 Buttons** (4999107455 polar white 4999107456 graphite grey)	36 Buttons*** (4999107455 polar white 4999107456 graphite grey)	36 Buttons*** (4999107455 polar white 4999107456 graphite grey)	36 Buttons*** (4999107455 polar white 4999107456 graphite grey)	36 Buttons*** (4999107455 polar white 4999107456 graphite grey)	36 Buttons** (4999107455 polar white 4999107456 graphite grey)	
	Administered Partner/Line/Feature Expansion Extension Unit	36 Buttons****	36 Buttons****	2 units, each 36 Buttons**	36 Buttons****	36 Buttons****	36 Buttons****	36 Buttons****	2 units, each 36 Buttons**	
	Partner/Line/Feature LEDs	6	6	2	6	6	6	6	2	
	Multi-Language Support	✓	✓	✓	✓	✓	✓	✓	✓	
	4-way Navigation Cluster	✓	✓	✓	✓	✓	✓	✓	✓	
Specifications	Colour	Graphite Grey or Polar White	Graphite Grey or Polar White	Graphite Grey or Polar White	Graphite Grey or Polar White	Graphite Grey or Polar White	Graphite Grey or Polar White	Graphite Grey or Polar White	Graphite Grey or Polar White	Graphite Grey or Polar White
	Communication Protocol	H.323 Avaya Tunneling	H.323 Avaya Tunneling	H.323 Avaya Tunneling	H.323 Avaya Tunneling	H.323 Avaya Tunneling	UpN, So TN1R6	UpN, So TN1R6	UpN, So TN1R6	UpN, So TN1R6
	Voice Codecs	G.711, G.729A	G.711, G.729A	G.711, G.729A	G.711, G.729A	G.711, G.729A	G.711	G.711	G.711	G.711
	Ethernet Switch	✓	✓	✓	✓	✓				
	QoS Support (802.1p/Q DiffServ)	✓	✓	✓	✓	✓				
	VLAN (Virtual Local Area Network) According to 802.1p/Q DiffServ)	✓	✓	✓	✓	✓				
	Adapter Ports	Audio	Audio	Audio	Audio	Audio	CTI, Audio, Analog, SO	CTI, Audio, Analog, SO	CTI, Audio, Analog, SO	
	Communication System Compatibility	Integral 5, Integral Enterprise IP Office 3.2 and above	Integral 5, Integral Enterprise IP Office 3.2 and above	Integral 5, Integral Enterprise IP Office 3.2 and above	Integral 5, Integral Enterprise IP Office 3.2 and above	Integral 5, Integral Enterprise IP Office 3.2 and above	Integral 5, Integral Enterprise IP Office 3.1 and above	Integral 5, Integral Enterprise IP Office 3.1 and above	Integral 5, Integral Enterprise IP Office 3.1 and above	Integral 5 Integral Enterprise

** Connection to IS and IP Office




*** Connection to IS, IP Office and Integral Enterprise

**** Connection to IS and IP Office: 2 Units, each 36 Buttons Connection to Integral Enterprise: 1 Unit, 36 Buttons

Conference and Video Solution

Avaya's video telephone enables on-demand, face-to-face communication with dispersed colleagues from the convenience of your desk.

Avaya's conference phones provide the functionality needed for high end audio conferences.




		IP	IP	Digital
		Tandberg 150 MXP Videophone R1.1*	4690	2490
Overview				
		Significantly, yet cost-effectively, enhanced communications with visual context; a simple user interface and features.	Speakerphone for Conference Rooms.	Speakerphone for Conference Rooms.
	Material Code¹	700454465 (Videophone), 700453343 (optional Handset Kit)	700411168 (No Mics) 700411176 (With Mics)	700396591 (NAR)**
Features	Context Sensitive User Interface	✓	✓	✓
	Speakerphone	✓	✓	✓
	High Fidelity Audio			
	Headset Interface	✓		
	Call Log	✓		
	Integrated Speed Dial/Contacts	✓	50	25
	Administered Call Appearances/Features Accessible	1	3	2
	Message Waiting LED			
	Visual Alerting	✓	✓	✓
	Display	Backlit	Backlit	Backlit
User Interface	Display Size (cm, w x h)	Integrated 8.4" LCD	6.0 x 2.2	6.0 x 2.2
	Display Resolution		248 x 68 Pixels	132 x 65 Pixels
	Fixed Feature Buttons	16	5	5
	Softkey Buttons	5	3	3
	Administered Call Appearance/Feature Buttons		2	1
	Administered Call Appearance/Feature Expansion Unit			
	Call Appearance/Feature LEDs			
	Multi-Language Support	Selectable Menu Languages: Simplified Chinese, Traditional Chinese, English, French, German, Italian, Japanese, Korean, Norwegian, Portuguese, Russian, Spanish, Swedish and Thai Chinese, Korean and Japanese Input Editor	✓	✓
	4-Way Navigation Cluster	✓		
	2-Way Navigation Cluster		✓	✓
Specifications	Communication Protocol	H.323	H.323	TDM
	Voice Codecs	G.711, G.722, G.722.1	G.711, G.729A	
	Ethernet Switch	✓		
	QoS Support (802.1 p/Q DiffServ)	✓	✓	
	Adapter Ports			
	Gigabit Adapter Available		700416985	
	Integrated Gigabit Adapter			
	USB Port			
	Power Class	Auto-sensing power supply; 100–250 VAC, 50–60 Hz; 24 watts max. (12.95 with PoE 802.3af)		
	Upgradeable to VPN Phone Firmware			
	WML Application Interface			
	Communication System Compatibility	Communication Manager 3.14	Communication Manager 1.1 and above	DEFINITY

* Required Licenses: 700382633 (1 Video enablement license per phone), 155150 (1 Video RTU activation fee/order)

** NAR only. Material codes for APAC and EMEA: 700396609 UK, Singapore, India, HK, Indonesia, Vietnam; 700396617 EMEA; 700447733 Australia; 700447741 Japan; 700445729 Taiwan; 700448764 Korea; 700445380 China

IP Phone Software

Delivering the Value of VoIP and IP Telephones

	Avaya VPNremote™ for IP Telephones	Avaya IP Phone Applications	Avaya one-X® Deskphone – SIP
			
Material Code'	No Cost Firmware Download	Application Dependent	No Cost Firmware Download
Overview	<p>A software VPN (virtual private network) client built directly into the Avaya IP Telephone. Allows employees to plug Avaya IP Telephone at home or anywhere in the world and use corporate phone network with any broadband Internet connection. No separate license required. VPN Firmware is freely available on support.avaya.com</p>	<p>Now your Avaya IP phones can do even more. With IP Phone Applications from Avaya Global Services you can also use the displays of your IP phones for instant “always on” access to information and popular business applications, allowing you to:</p> <ul style="list-style-type: none"> • View your e-mail • Direct dial contacts • Keep up on the latest news and more • View your calendar • View photos <p>A great addition to an Avaya IP Telephony solution, IP Phone Applications bring common business, contact center, and custom applications to the phone's display, opening a new world of real-time, intelligent communications and maximizing the benefit of your total solution.</p>	<p>Avaya one-X Deskphone Edition telephones set the new standard for end user productivity with high fidelity audio, an intuitive context sensitive display, phone models designed specifically for user profiles, and a modular, flexible architecture allowing for enhanced total cost of ownership. With the latest release of SIP telephone firmware, the Avaya 9620, 9630, and 9640 telephones deliver best-in-class SIP telephony along with powerful application capabilities. Upgrading to the SIP version of phone firmware for 9600 Series telephones is simple and free of charge – providing great flexibility and investment protection.</p>
Examples	<p>Scenario: Teleworkers For full time work at home associates as well as those teleworking part time or simply extending their work day, VPNremote software allows end users to take advantage of all the benefits of their Avaya IP Telephone from home.</p> <p>Scenario: Home Agents For companies that deploy Home Contact Center Agents, whether full time or on an exception basis, such as inclement weather, snowfall or other conditions making it challenging for support representatives to travel to the center, VPNremote for Avaya IP Telephones provide the sound quality and reliability that Contact Centers require.</p> <p>Scenario: Business Continuity/Disaster Recovery Beyond all its uses in home environments, VPNremote for the Avaya IP Telephones creates a very flexible and powerful Business Continuity/Disaster Recovery solution.</p>	<p>Popular Business Applications: Use IP Phone Applications to access popular business applications directly from the phone's simplified user interface, such as LDAP directories, Microsoft Exchange, and Internet RSS feeds. Other applications include a webcam, access to personal calendars and contacts, messaging options, and custom directories.</p> <p>Contact Center Applications: Contact center managers can use the Avaya IP Phone Applications to access real-time statistics and supporting graphics from a phone display, even from locations outside the contact center. Features include real-time agent monitoring, access to information portals, customer profile screen pops and consolidated reports.</p> <p>Financial Information: IP Phone Applications can deliver real-time financial information to employees and customers such as live stock feeds, currency rates, the latest financial news, and more.</p> <p>Hospitality: Hotels and other hospitality organizations can use IP Phone Applications to enable hotel guests to easily view and access front-end services, restaurant menus, hotel facilities, local sites of interest, promotions, personal messages and more, all from the convenience of their room phones.</p>	<ol style="list-style-type: none"> 1. SIP Presence information, displayed within the Contact List, allows end user to view telephone status of co-workers. 2. The phone can be programmed to link to your Microsoft Exchange server and display your next five meetings. You can even dial the meeting phone number automatically (R1.0, 2.0, 2.2, 2.5 only). 3. Customizable telephone background display skins. With SIP software on the 9600 telephones, users can personalize their phone displays with choices of skins and background images – including company logos. 4. Customizable screen saver enhanced with your background image or company logo, as well as date and time.
Supported Models	VPNRemote is supported on the 4610SW, 4620SW, 4621SW, 4622SW and 4625SW models	4610, 4620, 4621, 4625, or new 96XX (9610 have limited support)	9620, 9630, and 9640

Avaya DevConnect Member Applications

For Avaya's 9600 and 4600 IP Telephones

With the Avaya implementation of Unified Communications and IP telephony, deskphones can move beyond use as exclusively voice communication devices. Avaya Phone Applications allow our 9600 series and 4600 series IP Telephones to become multi-function intelligent endpoints. 3rd party application developers, who are members of Avaya's Developer Connection program offer unique application to meet specific business or industry requirements.

SDC, a division of Amcom provides access to critical contact information via **IPSERVICES**, an IP-based application that allows users to perform directory lookup, on-call schedule lookup, event and emergency notification, and single button click-to-dial directly from any IP display phone. **IPSERVICES** helps the customer leverage their investment in IP technology by allowing users to perform critical communications without operator assistance.

Computer Instruments, Inc. Schedule Pager/Announcements – Broadcast IP phone pages on a predetermined schedule to designated IP phones. Desired messages can be delivered “like clockwork” for a wide variety of purposes (as classroom bells, company meeting notification, or routine reminders, etc.)

Computer Instruments, Inc. Data Lookup – Administer a data-locator via IP phone with Computer Instruments' Data Lookup solution. Look-up and retrieve information by locator query without the need for a networked workstation. “Dip” into local or remote databases and display the information found on the IP phone screen.

PensEra Knowledge Technologies provides **TimeKM** Extend VOIP for Avaya. **TimeKM** Extend VOIP facilitates call chargeback for service professionals where potentially both the time spent on call and associated costs are candidates for client billing. **TimeKM** Extend VOIP eliminates the need for explicit account code designation at “moment of dial” by providing a persistent and intelligent account code list available to the user throughout the duration of the call. **TimeKM** Extend VOIP is an extension of the **TimeKM** Enterprise Time Inventory Management System for professional service firms. For more details refer to www.timekm.com.

SDC IPBANNER is a stand-alone application that turns any IP display phone into a powerful message delivery tool, helping transmit timely special offers, targeted messages and a 5-star customer experience. IPBanner is perfect for sporting venues or any company that wants to leverage their IP display phones to broadcast informative banners that are quickly created using a simple web tool.

Computer Instruments, Inc. 911 DialAlert – Computer Instruments' 911 DialAlert is an emergency notification telephony monitoring system that broadcasts an alert that 911 has been dialed and locates which extension the call was made from. IP phones of those designated (security, management, etc.) are immediately notified by Screen Pop when an emergency 911 call is made, as well as identifying the phone from which the call was placed.

Computer Instruments, Inc. Student Absentee Notification for Education – Manage the Computer Instruments' Absentee Notification application from an IP phone. Teachers or administrators simply select absent students from their IP phone based attendance list and initiate notification to their parents at home or work by phone or email. IP phone convenience eliminates the need for a networked work station.

DuVoice Corporation provides the messaging and PMS interface system that enables IP Office to address hotel/motel/and other hospitality applications. In addition to the guest and staff messaging, PMS interface, wake-up call, housekeeping tracking, and other hospitality features, DuVoice systems deliver critical content to IP telephones.

Examples include:

- DuVoice passes guest name to IP telephones when guests call staff positions from any type of telephone.
- DuVoice delivers an alarm to any specified staff IP telephone whenever 911 is dialed even before the call is completed.
- DuVoice can deliver custom content to guest IP telephones. This may take the form of room service menus, hotel amenities, local attractions, and more.
- DuVoice can create other custom content to staff IP telephones to facilitate functions such as concierge, valet parking, room service and more.

Computer Instruments, Inc. IP Phone Pager – Reaching beyond a traditional overhead paging system, Computer Instruments' IP Phone Pager allows internal paging communication by voice or text messaging (live or archived) via your IP Phone. Any extension can initiate a voice or text message to be delivered internally to an individual or a designated group of recipients.

Computer Instruments, Inc. Campus Emergency Notification – Computer Instruments' Campus Emergency Notification enables you to broadcast security alerts by screen pop to a designated network of IP phones (security, management, etc.). A virtually unlimited number of emergency announcements can be created and archived for broadcast, or announcements can be generated “on the fly”. Warnings can be quickly displayed on all appropriate IP Phone screens.

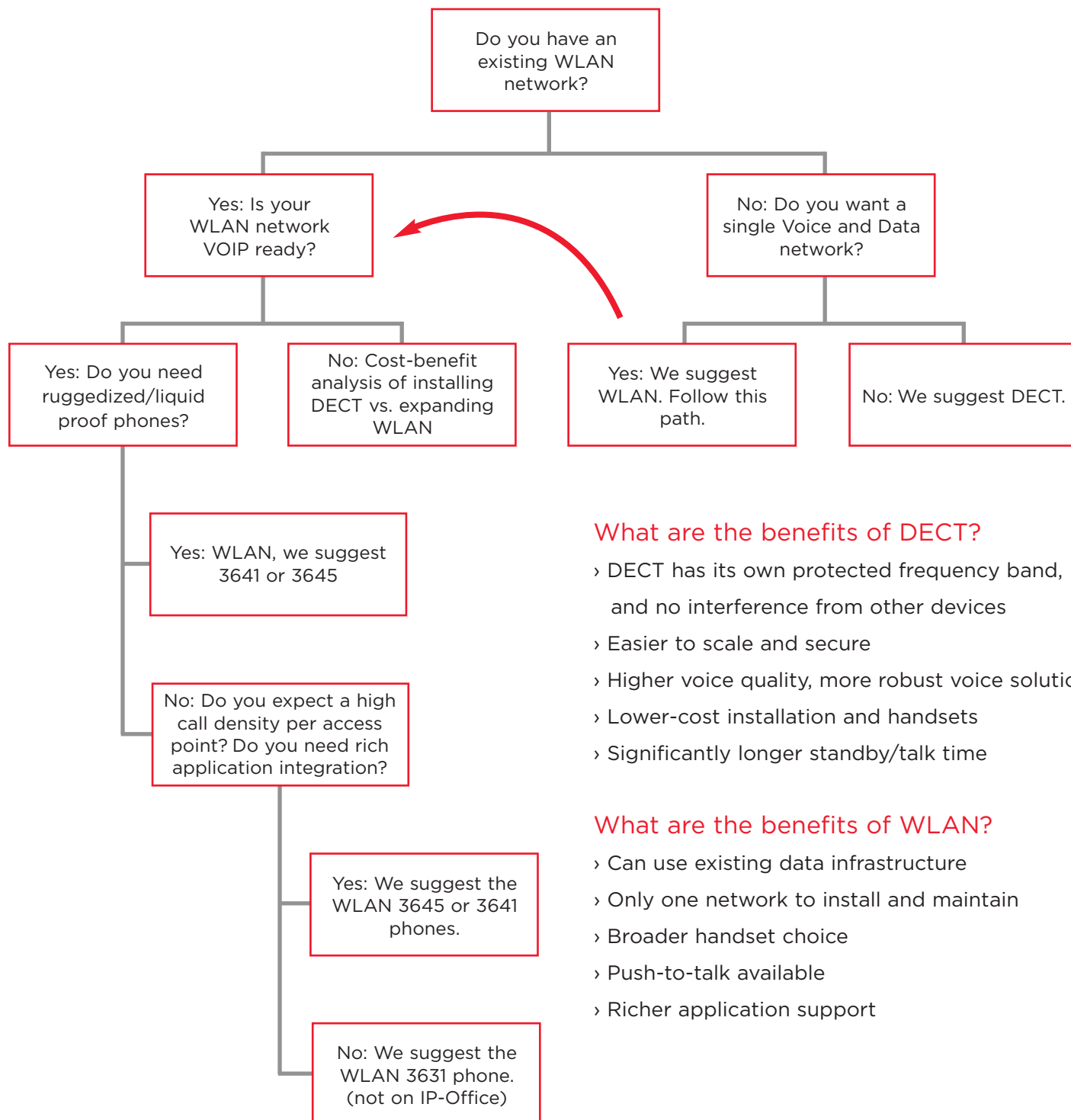
Computer Instruments, Inc. Screen Pop – Identify a caller immediately with a Computer Instruments screen pop solution by running their phone number against an internal contact database, then retrieve and display by screen pop the appropriate information on the IP phone screen. Have personal or account information (or any type of data desired) “at your fingertips” as a call comes in. Eliminate awkward delays with quick access to caller's records.

IgeaCare, as a member of the Avaya DevConnect program, provides an exclusive application for the growing senior healthcare and acute care markets through the Avaya channels. Igeacom nurse call units are the first telephony-based nurse solution that operates as an analog station leveraging the power of the Avaya telephony platform for call routing and escalation. With our integration of the IgeaCare apoloDS software and igeacom nurse call units, we can push a patient or resident's information to the Avaya browser phone. When that individual summons for assistance, the person's personal information, such a wheelchair required, heavy lifting, or oxygen cart needed, can be tagged as information display to the Avaya browser set. Additional and subsequent information can be driven through “text to speech” communication to enhance the overall critical communication.

FCS. Today's guests expect to be as “connected” in your hotel as they are at home and in the office. With FCS iServices, you not only bring them that connection, you open up channels to new revenue streams for your establishment. iServices integrates smoothly with the browsers on Avaya's 9600 IP phones to provide features such as:

- Customized welcome screen
- Help information on interface
- Full communication services – phone, voicemail, Internet, assisted text messaging
- Group member dialing
- IDD dialing assistance
- Guest-set speed dial options
- Do-Not-Disturb call forwarding
- Client-specific promotional messages and videos
- Full hotel services/amenities information
- Easy access to common in-room service requests
- Simple setup of auto wakeup calls
- Access to up-to-date folio and billing information
- Reservation interface for hotel restaurants, spa, etc.
- Access to stock market info, flight schedules, news, weather, other information feeds
- Solicitation and collection of guest feedback
- Multiple language interface options
- Local tourism information – attractions, timetables, maps, navigation
- Logging tool for real-time tracking of room/maid/minibar status
- Compatibility with more than 25 different PMS systems

Choosing In-Building Wireless



What are the benefits of DECT?




- › DECT has its own protected frequency band, and no interference from other devices
- › Easier to scale and secure
- › Higher voice quality, more robust voice solution
- › Lower-cost installation and handsets
- › Significantly longer standby/talk time

What are the benefits of WLAN?

- › Can use existing data infrastructure
- › Only one network to install and maintain
- › Broader handset choice
- › Push-to-talk available
- › Richer application support







IP Wireless Telephones, VoWLAN

The Avaya IP Wireless Phone Solution is designed for the Enterprise Networks of today and tomorrow. Based on the global standards for wireless LANs, the Wireless Phone Solution simplifies network infrastructure by combining voice and data traffic over the same wireless network.

	IP		IP		IP	
	3645		3641		3631	
Overview						
	Advanced ruggedized phone with push-to-talk and extended battery life.		Advanced ruggedized phone with push-to-talk and extended battery life.		Top-line phone for office solutions requiring no additional servers.	
	Material Code ¹		700430416		700430408	
Handset Features	Context Sensitive User Interface				✓	
	Speakerphone		✓		✓	
	Headset Interface		✓		✓	
	Contact List				✓	
	Phone Book				✓	
	Display Languages		5		5	
	Ringing Tones		Customizable Ringtones		5	
	Vibrating Ringer Option		✓		✓	
	Push to Talk		✓			
	Number of Push to Talk Channels		24+1 Priority Channel			
	Talk Time		Standard: 4 hrs Enhanced: 6 hrs Ultra Enhanced: 8 hrs		4 hrs	
	Standby Time		Standard: 80 hrs Enhanced: 120 hrs Ultra Enhanced: 160 hrs		40 hrs	
	Charging Time		Standard: 2 hrs Enhanced: 3 hrs Ultra Enhanced: 4 hrs			
	Battery		Li-ion		Li-ion	
	Protection Class		IP 53			
	Display		Backlit Black & White		Color	
	Display Resolution		128 x 96 Pixels		128 x 128 Pixels	
	Weight		120 gr (w. Std. Batt. Pack)		106 gr	
	Dimensions (cm, h x w x l)		14.5 x 4.7 x 2.3		13.9 x 4.6 x 1.7	
	Fixed Feature Buttons		4		2	
	Softkey Buttons		4		2	
	4-way Navigation Cluster		✓		✓	
	2-way Navigation Cluster					
	GAP (Generic Access Profile)					
	Key Lock		✓		✓	
	WML Application Interface				WML Browser	
Specifications	Communication Protocol		WLAN		WLAN	
	Radio Frequency		802.11a/b/g		802.11b/g	
	Encrypted Connections		✓		✓	
	Roaming		✓		✓	
	Handover		✓		✓	
	Supported Access Points		Meru Networks Wireless LAN System with AP 150, Aruba Mobility Controllers 200, 800, 2400, 6000 with AP 41, 60, 61, 65, 70, as well as solutions from 3COM, Alcatel-Lucent, BelAir, Bluesocket, Cisco, Colubris Networks, Extreme Networks, Nortel, Siemens, Motorola, and Trapeze Networks. Please see support.avaya.com for full details.		Any access point that supports WMM Basic.	
	QoS Support (802.1 p/Q DiffServ)		SVP (requires AVPP Server)		WMM-Basic	
	Application Middleware Server		Open Application Interface (OAI) Server. Material Codes are 700413107, 700413115, 700413123, 700419633, and 700419641 depending on the number of phones supported.			
	Communication System Compatibility		Communication Manager 2.2 and above IP Office 4.1 and above		Communication Manager 3.0 and above, Communication Manager Branch – all versions	





IP DECT Solutions

The Avaya IP DECT solution delivers secure, scalable and reliable high-quality wireless voice communications to organizations ranging from small business to large enterprises. It leverages Digital Enhanced Cordless Telecommunications (DECT), a proven wireless communications technology. DECT is ideal for secure, high-quality, high-density voice communications.

	IP DECT Phones	IP DECT Base Station	IP DECT Base Station	IP DECT Phones	IP DECT Base Station	IP DECT Base Station
Overview	3711	RFP32	RFP34	3711NAR	RFP32NAR	RFP34NAR
						
	High End phone with full feature functions.	Indoor Base Station.	Outdoor Base Station (also indoor use with external antenna).	High End phone with full feature functions.	Indoor Base Station	Outdoor Base Station (also indoor use with external antenna).
Material Code ¹	700346810	700420789	700420797	700430267	700430275	700430283
Handset Features	Context Sensitive User Interface	✓		✓		
	Speakerphone	✓		✓		
	Headset Interface	✓		✓		
	Contact List	✓		✓		
	Phone Book	100 Entries		100 Entries		
	Display Languages	10		10		
	Ringing Tones	30		30		
	Vibrating Ringer Option	✓		✓		
	Push to Talk					
	Number of Push to Talk Channels					
	Talk Time	20 hrs		20 hrs		
	Standby Time	200 hrs		200 hrs		
	Charging Time	6 hrs		6 hrs		
	Battery	3 AAA (NiMH)		3 AAA (NiMH)		
	Protection Class	IP 50		IP 50		
	Display	Backlit 5-line graphic display		Backlit 5-line graphic display		
	Display Resolution	96 x 60 Pixels		96 x 60 Pixels		
	Weight	138 gr included Batteries		138 gr included Batteries		
	Dimensions (cm, h x w x l)	14.6 x 5.5 x 2.8		14.6 x 5.5 x 2.8		
	Fixed Feature Buttons	4		4		
	Softkey Buttons	2		2		
	4-way Navigation Cluster					
	2-way Navigation Cluster	✓		✓		
	GAP (Generic Access Profile)	✓		✓		
	Key Lock	✓		✓		
	WML Application Interface	✓		✓		
Specifications	Communication Protocol	DECT	IP/DECT	DECT	IP/DECT	IP/DECT
	Radio Frequency	1880-1900MHz	1880-1900MHz	1920-1930MHz	1920-1930MHz	1920-1930MHz
	Average Transmission Power	10 mW	10 mW/ch	4 mW	4 mW/ch	4 mW/ch
	Encrypted Connections		✓		✓	✓
	DFS (Dynamic Frequency Selection)		✓		✓	✓
	Roaming	✓	✓	✓	✓	✓
	Handover	✓	✓	✓	✓	✓
	Voice Channels		8		8	8
	Signalling Channels		4		4	4
	Supported Base Stations		Communication Manager: up to 256 Communication Manager Branch: up to 256 IP Office: up to 32		Communication Manager: up to 256 Communication Manager Branch: up to 256 IP Office: up to 32	
	Supported Handsets		Communication Manager: up to 16,320 Communication Manager Branch: up to 16,320 IP Office: up to 120		Communication Manager: up to 16,320 Communication Manager Branch: up to 16,320 IP Office: up to 120	
	PoE		Standard, Optional: via external Power Supply	Standard	Standard, Optional: via external Power Supply	Standard
	External Antennas			Optional		Included
	QoS Support (802.1 p/Q DiffServ)	Not necessary as DECT is Optimized for Voice.				
	Communication System Compatibility	Communication Manager 3.1.2 and above, IP Office 3.1 and above, Communication Manager Branch - all versions	Communication Manager 3.1.2 and above, IP Office 3.1 and above, Communication Manager Branch - all versions	Communication Manager 3.1.2 and above, IP Office 3.1 and above, Communication Manager Branch - all versions	Communication Manager 4.0 and above, IP Office 4.0 and above, Communication Manager Branch - all versions	Communication Manager 4.0 and above, IP Office 4.0 and above, Communication Manager Branch - all versions

DECT Solutions

The Avaya Digital DECT solution delivers secure, scalable and reliable high-quality wireless voice communications to organizations ranging from small to large enterprises. It leverages Digital Enhanced Cordless Telecommunications (DECT), a proven wireless communications technology. DECT is ideal for secure, high-quality, high-density voice communications.

Digital DECT Phones		Digital DECT Phones		Digital DECT Base Station		Digital DECT Base Station	
Overview		DECT D3	FC1 Ex	RM617	RM717		
							
		Phone is for standard and industrial solutions.	Phone for industrial DECT solutions with special requirements to explosion protection.	Indoor Base Station to connect DECT D3 or FC 1 Ex phones.	Outdoor Base Stations to connect DECT D3 or FC 1 Ex phones (also indoor use with external antenna).		
	Material Code¹	4999109226	4999109472	4999117297	4999117298		
Handset Features	Context Sensitive User Interface	✓	✓				
	Speakerphone	✓	✓				
	Headset Interface	✓					
	Contact List	✓	✓				
	Phone Book	250 Entries	250 Entries				
	Display Languages	12	11				
	Ringing Tones	Based on System	Based on System				
	Vibrating Ringer Option	✓	✓				
	Push to Talk						
	Number of Push to Talk Channels						
	Talk Time	8 hrs	8 hrs				
	Standby Time	80 hrs	80 hrs				
	Charging Time	5 hrs	5 hrs				
	Battery	NiMH	NiMH				
	Protection Class	IP 65	IP 65 Ex T4				
	Display	Backlit 4-line graphic display	Backlit 4-line graphic display				
	Display Resolution	4 x 32 Characters	4 x 32 Characters				
	Weight	100 gr included Batteries	100 gr included Batteries				
	Dimensions (cm, h x w x l)	13.7 x 4.6 x 2.1	13.7 x 4.6 x 2.1				
	Fixed Feature Buttons	5	5				
	Softkey Buttons	2	2				
	4-way Navigation Cluster						
2-way Navigation Cluster	✓	✓					
GAP (Generic Access Profile)	✓	✓					
Key Lock	✓	✓					
WML Application Interface							
Specifications	Communication Protocol	DECT	DECT	ISDN/DECT	ISDN/DECT		
	Radio Frequency	1880-1900MHz	1880-1900MHz	1880-1900MHz	1880-1900MHz		
	Average Transmission Power	10 mW	10 mW	10 mW/ch	10 mW/ch		
	Encrypted Connections						
	DFS (Dynamic Frequency Selection)						
	Roaming	✓	✓	✓	✓		
	Handover	✓	✓	✓	✓		
	Voice Channels			8	8		
	Signalling Channels			4	4		
	Supported Base Stations			ISE: 32, ISD: 8. I55: 2000	ISE: 32, ISD: 8. I55: 2000		
	Supported Handsets	I5: 96, I55: 5000	I5: 96, I55: 5000				
	PoE						
	External Antennas				✓		
	QoS Support (802.1 p/Q DiffServ)	Not necessary as DECT is Optimized for Voice.					
	Communication System Compatibility	Integral 5, Integral Enterprise	Integral 5, Integral Enterprise	Integral 5, Integral Enterprise	Integral 5, Integral Enterprise		

Headset Compatibility – North America

Quick Reference for Popular Telephones

For Wireless Headsets

1 FIND YOUR PHONE

96XX SERIES



1608, 1616



46XX SERIES
56XX SERIES



24XX SERIES
54XX SERIES



6416D+M
6424D+M



QE4610



PC Softphones



No handset lifter or cables are needed when using any of these wireless headsets

Wireless for softphones

2 PICK YOUR HEADSET

9600 Space-saving Solution



Bluetooth Deskphone Adapter and standalone Bluetooth headset

Bluetooth Adapter
700383789
ABT-35H Headset Only
700382492

AWH-55+ Convertible



Converts to over-the-ear, over-the-head or behind-the-head styles. Up to 8 hrs. talk time and up to 300 ft. range.

700428204

ABT-35S+ Bluetooth



Use with both your office phone and Bluetooth device. Up to 6 hrs. talk time and up to 33 ft. range.

700428170

AWH-75N Executive



Premium audio and sleek, comfortable styling. Up to 6 hrs. talk time and up to 300 ft. range.

704446313

SupraElite Professional



Unmatched comfort and premium audio quality.

1-ear AWH450N
700420276
2-ear AWH460N
700420300

AWH-55 USB Convertible



Four comfortable wearing options. Up to 8 hrs. talk time and up to 200 ft. range.

700373335

ABT-35 USB Bluetooth



Lets you switch between Bluetooth softphone and mobile phone. Up to 6 hrs. talk time and 33 ft. range.

700438534

For Wired Headsets

1 FIND YOUR PHONE

96XX SERIES



1608, 1616



46XX SERIES
56XX SERIES



24XX SERIES
54XX SERIES



6416D+M
6424D+M



QE4610



PC Softphones



2 FIND YOUR ADAPTER CABLE

These deskphones require:
HIS Cable
700409881



Match the Adapter Cable to your telephone. Cables will connect with all of these headsets.

These deskphones require:
HIC Cable 700414089



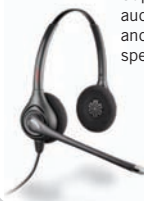
Softphones require:
USB Adapter
700414139



3 PICK YOUR HEADSET

SupraElite All-Day Wideband Audio Headsets—Exclusively for 96XX Series

Superior wideband audio performance and improved speech clarity.



1-ear AW450N
700413511
2-ear AW460N
700413529

SupraElite All-Day Headset

Raises the standard in all-day comfort and reliability. Enhanced receive-side audio, flexible boom, and stylish design provide greater performance.



1-ear Noise Canceling
AH450N 700343726
2-ear Noise Canceling
AH460N 700343742

EncoreElite Headset

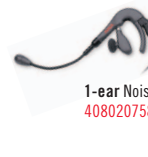
Blends luxurious comfort and sleek, polished looks. High-frequency wideband response ensures crystal-clear, efficient customer communications.



1-ear Noise Canceling
700470578
2-ear Noise Canceling
700470586

TriStar Over-the-Ear Headset

Three-point support—on top, in, and behind the ear—helps this headset stay securely attached even during long periods of use.



1-ear Noise Canceling
408020758

To order your Avaya headset, or for more information, please call your Avaya representative. To learn more about these products visit www.avaya.com and click on Products > Products A-Z > Headsets. For service support, please call your local customer service number: **1 800 544 4779**.

Headset Compatibility - EMEA

Quick Reference for Popular Telephones

For **Wireless** Headsets

1 FIND YOUR PHONE

96XX SERIES



1608, 1616



46XX SERIES
56XX SERIES



24XX SERIES
54XX SERIES



6416D+M
6424D+M



QE4610



PC Softphones



No handset lifter or cables are needed when using any of these wireless headsets

Wireless for softphones

2 PICK YOUR HEADSET

9600 Space-saving Solution



Bluetooth Deskphone Adapter and standalone Bluetooth headset

Bluetooth Adapter
700383789
ABT-35H Headset Only
UK 700414055
EURO 700414063

AWH-65+ Convertible



Converts to over-the-ear, over-the-head or behind-the-head styles. Up to 8 hrs. talk time and up to 300 ft. range.

UK 700428212
EURO 700428220

ABT-35S+ Bluetooth



Use with both your office phone and Bluetooth device. Up to 6 hrs. talk time and up to 33 ft. range.

UK 700428196
EURO 700428188

AWH-75N Executive



Premium audio and sleek, comfortable styling. Up to 6 hrs. talk time and up to 300 ft. range.

UK 700446339
EURO 700446321

SupraElite Professional



Unmatched comfort and premium audio quality.

1-ear AWH450N
UK 700420284
EURO 700420292
2-ear AWH460N
UK 700420318
EURO 700420326

AWH-65 USB Convertible



Four comfortable wearing options. Up to 8 hrs. talk time and up to 200 ft. range.

UK 700413826
EURO 700413834

ABT-35 USB Bluetooth



Lets you switch between Bluetooth softphone and mobile phone. Up to 6 hrs. talk time and 33 ft. range.

EMEA 700438559
(in EMEA, USB power only, no AC)

For **Wired** Headsets

1 FIND YOUR PHONE

96XX SERIES



1608, 1616



46XX SERIES
56XX SERIES



24XX SERIES
54XX SERIES



6416D+M
6424D+M



QE4610



PC Softphones



2 FIND YOUR ADAPTER CABLE

These deskphones require:
HIS Cable
700409881



Match the Adapter Cable to your telephone. Cables will connect with all of these headsets.

These deskphones require:
HIC Cable 700414089

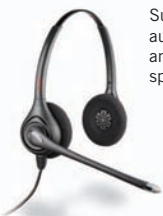


Softphones require:
USB Adapter
700414139



3 PICK YOUR HEADSET

SupraElite All-Day Wideband Audio Headsets Exclusively for 96XX Series



Superior wideband audio performance and improved speech clarity.

1-ear AW450N
700413537
2-ear AW460N
700413545

SupraElite All-Day Headset

Raises the standard in all-day comfort and reliability. Enhanced receive-side audio, flexible boom, and stylish design provide greater performance.



1-ear Noise Canceling
AH450N 700413933
2-ear Noise Canceling
AH460N 700413958

EncoreElite Headset

Blends luxurious comfort and sleek, polished looks. High-frequency wideband response ensures crystal-clear, efficient customer communications.



1-ear Noise Canceling
700470594
2-ear Noise Canceling
700470602

To order your Avaya headset, or for more information, please call your Avaya representative. To learn more about these products visit www.avaya.com and click on Products > Products A-Z > Headsets. For service support, please call your local customer service number listed here. If you are in a country not listed, call the Avaya UK number. • Avaya UK 01793 842370 • Avaya US and Canada 1 800 544 4779 • Avaya Germany 0800 182 6971 • Avaya Spain 900 95 8957 • Avaya Italy 800 783015 • Avaya France 0800 91 7840 • Avaya Netherlands 0800 0234256

Definitions

Phone Definitions	
2-Way Navigation Cluster	User interface feature offering quicker, and more intuitive navigations.
4-Way Navigation Cluster	Advanced user interface feature offering quicker, and more intuitive navigations. Similar to a mobile phone, includes 4-way direction keys plus a central “ok” button.
Adapter Ports	Ports built into the phone to provide support for additional future wired and wireless network environments.
Administered Call Appearance/Feature Buttons	Number of buttons that can be programmed as either lines or specific server-based features. The administrator can configure these buttons as either line appearances or server feature access.
Administered Call Appearance/Feature Expansion Unit	Avaya's expansion unit is used to increase the number of speed dial and programmable feature buttons available.
Administered Call Appearance/Features Accessible	Number of server-based features/lines a phone can access. This is a combination of the number of Administered Call Appearance/Feature buttons and the number of choices per button available either by scrolling or paging. The administrator can configure these keys as either line appearances or server feature access.
Call Appearance/Feature LEDs	Number of LEDs either by themselves or embedded in a button used to indicate Call Appearances or Feature LEDs.
Call Log	A history of missed, answered, and outgoing phone calls.
Communication Protocol	H.323 is an International Telecommunication Union (ITU) standard, while SIP is an Internet Engineering Task Force (IETF) standard.
Communication System Compatibility	Describes which Avaya servers the phones are compatible with.
Context Sensitive User Interface	An advanced UI feature whereby the softkeys change depending on the state of the phone. For example, when the phone is being used, transfer and conference will appear on the softkeys.
Display	Monochrome = Black Only, Grayscale = Shades of Gray and Black, Color
Display Resolution	The number of pixels or characters on the display.
Display Size (cm, w x h)	Size of the display, width and height in centimeters.
Ethernet Switch	An Ethernet port that allows you to run one Ethernet cable to your phone, and then connect your PC direct to your phone, reducing cabling to the desktop.
Fixed Feature Button	Number of hard coded buttons on the phone used for features like Mute, Speaker etc.
Gigabit Adapter Available	Provides Gigabit Ethernet connectivity to a phone via an optional adapter (sold separately).
Headset Interface	A port for a headset to be plugged into. The 9600 series support wideband headsets.
High Fidelity Audio	An advanced feature offering high-quality, wider audio response to your calls. Reduces “listener fatigue” and results in more effective communication. Only available on 9600 series phones.
Integrated Speed Dial/Contacts	Phone stores a customizable list of numbers to speed dial. Used to store frequent contacts. This is separate from the corporate directory.
Message Waiting LED	An LED alerting the user when he or she has unheard voicemails in his or her voicemail box. The 9600 family has two LED's for increased visibility.
Multi-Language Support	Please go to www.avaya.com for a list of languages supported.
Avaya Quick Edition Version Available	This phone hardware is available as a separately orderable part, pre-installed with Avaya Quick Edition software – Avaya's peer-to-peer solution for small offices embedding all the functionality of an IP-PBX in the phones, eliminating the need for a central server.
Power Class	Defined in the POE Standard. Following are the maximum power levels of the powered device. Class 0: 0.44 W to 12.95 W, Class 1: 0.44 W to 3.84 W, Class 2: 3.84 W to 6.49 W, Class 3: 6.49 W to 12.95 W.
QoS Support (802.1 p/Q DiffServ)	A standard for quality of service over IP phone systems.
Regions	EMEA is Europe, Middle East, and Africa. APAC is Asia Pacific. NAR is North America. CALA is Central America, Latin America.
Softkey Buttons	Buttons which control options presented on the display; they will vary by screen and are used to access phone controls such as timers.
Speakerphone	Full Duplex means Speak and Listen. Wideband Full Duplex on the 9630, offers high quality, wider audio response for more effective communication. Listen only means it acts as just a speaker.
Supports Phone Application Suite	The phone is capable of being used with Avaya's Phone Application suite, which offers advanced features to improve user efficiency
Upgradeable to VPN Phone Firmware	VPN Phone is an Avaya Mobility solution allowing anyone with internet access to use their desk phone remotely. Note that this requires a separately purchased license.
USB Port	This port accepts standard USB accessories. For example, a keyboard can be plugged in to easily enter contacts.
Visual Alerting	When a call comes in, the LED on the phone will flash. Useful in crowded environments where noise should be minimized, loud environments where the ringer cannot be heard, and for those with hearing disabilities.
Voice Codecs	Codec used to transmit voice. Each codec has different tradeoff of bandwidth and quality.
WML Application Interface	Advanced feature allowing customized web pages & applications programmed in WML to be presented on the phone.
Integral Definitions	
Administered Partner/Line/Feature Buttons	Number of buttons that can be programmed as either partner, line or specific features.
Administered Partner/Line/Feature Expansion Base Unit	Expansion Base Unit is the Base Unit used to increase the number of speed dial or programmable partner, line or specific feature buttons available.
Administered Partner/Line/Feature Expansion Extension Unit	Expansion Extension Unit is used to increase the number of speed dial or programmable partner, line or specific feature buttons available. It can be connected only to a Expansion Base Unit.
Partner/Line/Feature LEDs	Number of LEDs either by themselves or embedded in a button used to indicate Partner/Line or Feature LEDs.
VLAN (Virtual Local Area Network)	VLAN enables to split the traffic on an IP-Network into several, different Virtual channels. Separating voice and Data into separate networks (virtual) channels enables the network to handle the traffic differently and give priority to voice. Also, the risk of interception and risk of a traffic overflow in one network influencing the other network get's minimized
Headset Definition	
Tone-Control	Adjust relative volume of bass and treble for enhanced sound.
Noise-Canceling	A microphone design that greatly reduces the transmission of background noise, enhancing headset sound quality. Noise-canceling headsets are especially effective for offices with employees in close proximity to one another. In mobile applications, noise-canceling microphones reduce background noise in cars, airports or on the street.
Multipoint	The ability for the headset to pair with more then one bluetooth device. Allows the same headset to be used with a mobile phone, softphone on a laptop, deskphone, etc.

Definitions

In-building Wireless Definitions	
2-Way Navigation Cluster	Advanced user interface feature offering quicker, and more intuitive navigations. Similar to a mobile phone, includes 2-way direction keys.
4-Way Navigation Cluster	Advanced user interface feature offering quicker, and more intuitive navigations. Similar to a mobile phone, includes 4-way direction keys.
Average Transmission Power	For a DECT handset, which has a voice link with a base station, the mean transmitting power is approx 10 mW, as transmission only takes place for approx 390ls (packet length 368 ls + amplifier's switching times) within 10 ms and with 250 mW (250 mW * (390 ls/10 ms) ? 10 mW)
Application Middleware Server	A server which acts as the interface between the WLAN phones and any application specific servers.
Battery	Rechargeable power pack.
Charging Time	The time required to fully charge the battery.
Communication Protocol	DECT is an ETSI Wireless Communication Standard while ISDN is a digital European Telephone Standard.
Contact List	A history of missed, answered, and outgoing phone calls.
Context Sensitive User Interface	Based on the status and menu, context of the display will vary.
DFS (Dynamic Frequency Selection)	Enables the System to automatically find an interference free frequency.
Display	The display presents information for the user.
Display Languages	Number of languages the handset supports.
Display Resolution	Defines the resolution of the display in pixels.
Encrypted Connections	DECT allows an additional encryption of the voice connection for higher security.
External Antennas	Antenna that extends beyond the body of the unit itself.
Fixed Feature Buttons	Assigned keys for common features.
GAP (Generic Access Profile)	Supplementary DECT standard, which is intended to secure interoperability between the FPs and PPs of different manufacturers.
Handover	The process of switching over a current connection from one physical channel to another physical channel. A differentiation is made between two physical forms of handover: Handover within the cell (always internal) and handover between the cells (internal or external).
Headset Interface	A port for a headset to be plugged into.
Key Lock	Allows to disable the keypad to protect the user against unwanted calls.
Number of Push to Talk Channels	Number of different channels that a user can listen and talk to when doing Push To Talk.
Phone Book	An integrated phone book.
PoE	Power over Ethernet.
Protection Class	The IP Protection Class defines the protection of a product against Water and Dust. A higher number indicated superior protection.
Push to Talk	Broadcasting the voice of a single user to a list of users that listen to the same channel.
QoS Support	Quality of Service Support.
Radio Frequency	Transmit and receive frequency.
Regions	EMEA is Europe, Middle East, and Africa. APAC is Asia Pacific. NAR is North America. CALA is Central America, Latin America.
Ringling Tones	Signalling an incoming call. Different melodies can be chosen by users.
Roaming	The ability to have calls seamlessly transferred from one base station/access point to a neighboring one to allow users to walk freely while on a call.
Signalling Channels	4 of the 12 channels are dedicated for internal use and signalling, i.e. for roaming and handover.
Softkey Buttons	Function of the softkeys will vary by context of the menu.
Speakerphone	Ability of handsets to be used as a speakerphone.
Standby Time	The time a battery supports the device to be powered up, while not on any calls.
Talk Time	The time a battery supports an uninterrupted call.
Vibrating Ringer Option	Vibrator allows the silent signalling of an incoming call.
Voice Channels	This is the non-blocking capacity of each base station. The use of multiple base stations enables the full capacity of a single DECT system to be leveraged (60 channels for NAR and 120 for EMEA).
WML Application Interface	Wireless Markup Language used in mobile phones with Wireless Application Protocol, WAP.

¹ Talk to your sales representative for details on the different Material Codes.

² Benefits listed are for the most recent version of the product.

³ Device support may depend on the device firmware version. Please see support.avaya.com for details and the complete listing.



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