9600 Series IP Telephones

9620L, 9620C IP Telephones

Avaya 9620 IP Telephones are specifically designed for the everyday telephone user – those who typically rely on multiple communications tools such as e-mail and instant messaging (IM), yet still require a high quality and intuitive telephone for voice communications.

The Avaya one-X Deskphone family features an intuitive user interface which helps to make users proficient and confident in performing common telephone tasks such as setting up a conference call or completing a transfer.

With access to up to 12 lines and features through a simple-to-navigate interface, plus a clear view of 3 lines/ features with LED indicators, the telephones are efficient to use while the small footprint consumes minimal space on a user's desktop.

Works on:	IP Office	Communication Manager
9620L	✔	✔
9620C	✔	✔

Common Features
Display/Housing:

- 7-line 3.45 inch backlight graphical display with 320 x 160 pixels. 9620L: grayscale; 9620C: color

- Flip stand/dual position

Fixed Buttons: 10 plus Four-way navigation cluster button.

- Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button (LED), Speaker button (LED), Headset button (LED).

- Avaya Menu button (browser, options and settings access), Telephony application button – to return to main telephone screen.

- Contacts button, Call log button (LED), quick-access voicemail Message button with LED and corner message indicator.

Programmable/Contextual buttons:

- 4 contextual softkey buttons. Context sensitive allocation of e.g. Hold, Transfer, Conference and more.

- 12 virtual Appearance/Feature buttons, accessible through navigation cluster. Three features shown at a time with three LED indicators.

Key Labels: Icons and text used on fixed feature keys.

Features Menu: Mobile cell phone style menu with access to most often used features like Call Forwarding, Park, Settings etc. On screen status indication for activated features like call forwarding.

Speakerphone: Full duplex speakerphone

Hearing Aid Compatible: Yes - ergonomic hearing aid compatible handset also supporting TTY acoustic coupler.

Message Waiting Indicator: Yes - also useable as a ringing call alert indicator.

Personalized Ring Patterns: Yes - 8.

Headset Socket: Yes.

Embedded Applications:

- Centralized call log and contact application, fully transparent between 9600 telephones, 1408/1416/1608/1616 telephones and Avaya one-X™ Portal for IP Office.

- Contacts application (up to 100 entries) and Call Log (Missed, Incoming, Outgoing, up to 30 calls). Please note that the Voice-dial feature of the 9600 telephones on Communication Manager is not available on IP Office.

- Access to company directory and Visual Voice applications on IP Office.

External Applications: WML Application Interface

Upgradeable Firmware: Yes.

Expansion:

- **Adapter interface:** 9620L none, 9620C, one expansion module interface for e.g. Gigabit Ethernet adapter.

- **USB adapter:** 9620L none, 9620C: yes

Color: Black.

Mounting: Desk or wall mountable with optional wall mount adapter.

Supports the following languages: English, French, Spanish, German, Italian, Dutch, Portuguese and Russian (English and 4 of the other languages at once in the phone).
Note: While it may be possible to download other languages onto the phone, this will not be applicable to any data sent by IP Office. If you switch the language to any other not listed above, the display will show a mixture of the new language and the user's default language on IP Office.

Requirements for IP Interface

Power Supply: IEEE 802.3af Power over Ethernet (PoE) or optional wall plug local power supply. 9620L: PoE Class 1, 9620C PoE Class 2

Codecs/audio: G.711, G.729a/b, G.726, Dynamic Jitter buffer, Echo Cancellation, Comfort Noise, Automatic Gain Control.
Ready for future support of G.722 wideband codec.

QoS Options: UDP Port Selection, DiffServ and 802.1p/q (VLAN).

SNMP Support: Yes.

IP Address Assignment: Static or dynamic IP address assignment.

Ethernet Ports: Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC with VLAN separation.

Support of optional Gigabit Ethernet Adapter: 9620L: external. 9620C integrated adapter using adapter interface.

9630, 9640, 9640G Telephones

Smart, sleek, stylish and highly functional, the Avaya 9640 IP Telephone is designed for the Essential user, those for whom the telephone is essential in order to perform their jobs. Workers who conduct much of their business on the phone — moving from one call to the next. The Avaya 9630/9640 delivers advanced communications capabilities — high definition audio, a brilliant high resolution pixel based color display on the 9640, an integrated WML application interface, one-touch access to Avaya IP Office mobility or forwarding features — in a solution designed for those who are absolutely dependent on voice communications for their business operations.

With built in Gigabit Ethernet on the 9630G and 9640G, these telephones are also perfectly suited for customers with very high requirements for data network performance.

Works on:	IP Office	Communication Manager
9630G	✔	✔
9640	✔	✔
9640G	✔	✔

Common Features
Display/Housing:

- 9-line 3.8 inch backlight graphical display with 320 x 240 pixels. 9650: grayscale; 9650C: color

- Flip stand/dual position

Fixed Buttons: 11 plus Four-way navigation cluster button.

- Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button (LED), Speaker button (LED), Headset button (LED).

- Avaya Menu button (browser, options and settings access), Telephony application button – to return to main telephone screen. Call Forward shortcut button

- Contacts button, Call log button (LED), quick-access voicemail Message button with LED and corner message indicator.

Programmable/Contextual buttons: 10.

- 4 contextual softkey buttons. Context sensitive allocation of e.g. Hold, Transfer, Conference and more.

- 6 self-labeled Appearance/Feature buttons with LED for access to 24 administered Appearances/Features at the side of the display.

Key Labels: Icons and text used on fixed feature keys.

Features Menu: Mobile cell phone style menu with access to most often used features like Call Forwarding, Park, Settings etc. On screen status indication for activated features like call forwarding.

Speakerphone: Full duplex speakerphone

Hearing Aid Compatible: Yes - ergonomic hearing aid compatible handset also supporting TTY acoustic coupler.

Message Waiting Indicator: Yes - also useable as a ringing call alert indicator.

Personalized Ring Patterns: Yes - 8.

Headset Socket: Yes.

Embedded Applications:

- Centralized call log and contact application, fully transparent between 9600 telephones, 1408/1416/1608/1616 telephones and Avaya one-X™ Portal for IP Office.

- Contacts application (up to 100 entries) and Call Log (Missed, Incoming, Outgoing, up to 30 calls). Please note that the Voice-dial feature of the 9600 telephones on Communication is not available on IP Office.

- Access to company directory and Visual Voice applications on IP Office.

External Applications: WML Application Interface

Upgradeable Firmware: Yes.

Expansion:

- 2 Adapter interface:

- USB 1.1 adapter

- SBM24 Module interface for up to 3 x SBM 32-button expansion modules (Note: If more than one button module is used, Power Class of phone needs to be switched to Power Class 3)

Color: Black.

Mounting: Desk or wall mountable with optional wall mount adapter.

Supports the following languages: English, French, Spanish, German, Italian, Dutch, Portuguese and Russian (English and 4 of the other languages at once in the phone).
Note: While it may be possible to download other languages onto the phone, this will not be applicable to any data sent by IP Office. If you switch the language to any not listed above, the display will show a mixed of the new language and the user's default language on IP Office.

Requirements for IP interface

Power Supply: IEEE 802.3af Power over Ethernet (PoE) or optional local power supply: Power Class 2 for all models including GiG-E versions.

Codecs/audio: G.711, G.729a/b, G.726, Dynamic Jitter buffer, Echo Cancellation, Comfort Noise, Automatic Gain Control. Ready for future support of G.722 wideband codec.

QoS Options: UDP Port Selection, DiffServ and 802.1p/q (VLAN).

SNMP Support: Yes.

IP Address Assignment: Static or dynamic IP address assignment.

Ethernet Ports:

- 9640: Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC with VLAN separation.

- 9630G/9640G: Gigabit Ethernet (10/100/1000) line interface with a secondary 10/100/1000 port for co-located laptop or PC with VLAN separation.

- Support of optional integrated Gigabit Ethernet adapter using adapter interface.

9650, 9650C IP Telephones

Smart, sleek, stylish and highly functional, the Avaya 9650 IP Telephone is designed for the Essential and Navigator user profiles who need one touch access to features and bridged appearances of team/Partner buttons. Building receptionists, executive admin staff are examples of Navigator users who answer incoming calls, transfer customers to other extensions and monitor several bridged appearances throughout the day. This is the ideal solution for receptionists, executive assistants, Contact Center Agents as well as Knowledge workers that need quick access to partner and team features.

Works on:	IP Office	Communication Manager
9650	✔	✔
9650C	✔	✔

Common Features

Display/Housing:

- 9-line 3.8 inch backlight graphical display with 320 x 240 pixels. 9650: grayscale; 9650C: color

- Flip stand/dual position

Fixed Buttons: 10 plus Four-way navigation cluster button.

- Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button (LED), Speaker button (LED), Headset button (LED).

- Avaya Menu button (browser, options and settings access), Telephony application button – to return to main telephone screen.

- Contacts button, Call log button (LED), quick-access voicemail Message button with LED and corner message indicator.

Programmable/Contextual buttons: 15.

- Four contextual softkey buttons. Context sensitive allocation of e.g. Hold, Transfer, Conference and more.

- 3 self-labeled Appearance/Feature buttons with LED for access to 24 administered Appearances/ Features at the side of the display.

- 8 Additional self-labeled Appearance/Feature buttons with LED with direct access to 2 x 8 Appearances/Features.

Key Labels: Icons and text used on fixed feature keys.

Features Menu: Mobile cell phone style menu with access to most often used features like Call Forwarding, Park, Settings etc. On screen status indication for activated features like call forwarding.

Speakerphone: Full duplex speakerphone

Hearing Aid Compatible: Yes - ergonomic hearing aid compatible handset also supporting TTY acoustic coupler.

Message Waiting Indicator: Yes - also useable as a ringing call alert indicator.

Personalized Ring Patterns: Yes - 8.

Headset Socket: Yes.

Embedded Applications:

- Centralized call log and contact application, fully transparent between 9600 telephones, 1408/1416/1608/1616 telephones and Avaya one-X™ Portal for IP Office.

- Contacts application (up to 100 entries) and Call Log (Missed, Incoming, Outgoing, up to 30 calls). Please note that the Voice-dial feature of the 9600 telephones on Communication is not available on IP Office.

- Access to company directory and Visual Voice applications on IP Office.

External Applications: WML Application Interface

Upgradeable Firmware: Yes.

Expansion:

- 2 Adapter interface:

- USB 1.1 adapter

- SBM24 Module interface for up to 3 x SBM 32-button expansion modules (Note: If more than one button module is used, Power Class of phone needs to be switched to Power Class 3)

Color: Black.

Mounting: Desk or wall mountable with optional wall mount adapter.

Supports the following languages: English, French, Spanish, German, Italian, Dutch, Portuguese and Russian (English and 4 of the other languages at once in the phone).
Note: While it may be possible to download other languages onto the phone, this will not be applicable to any data sent by IP Office. If you switch the language to any not listed above, the display will show a mixture of the new language and the user's default language on IP Office.

Requirements for IP interface

Power Supply: IEEE 802.3af Power over Ethernet (PoE) or optional local power supply: Power Class 2

Codecs/audio: G.711, G.729a/b, G.726, Dynamic Jitter buffer, Echo Cancellation, Comfort Noise, Automatic Gain Control. Ready for future support of G.722 wideband codec.

QoS Options: UDP Port Selection, DiffServ and 802.1p/q (VLAN).

SNMP Support: Yes.

IP Address Assignment: Static or dynamic IP address assignment.

Ethernet Ports: Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC with VLAN separation.

- Support of optional integrated Gigabit Ethernet adapter using adapter interface.

SBM24 Adapter Module

The SBM24 Expansion Module is an optional device that extends the number of call appearances and Feature buttons available on the telephone. The SBM24 Expansion Module is supported on the 9630, 9640 & 9650 IP telephones and provides 24 additional programmable buttons - to be configured as call appearances, bridged appearances, or feature keys. A maximum of three SBM24 modules are supported on a single phone.

- 24 programmable call appearance/feature keys.

- Two backlight LCD screens for button labels. Buttons automatically labeled from the system (no paper labels).

- Connects directly to the associated phone.

- No separate power supply needed. However, using more than one button module changes the power class of the phone to Class 3.

The total number of SBM24 button modules supported on one IP Office system is 42, subject to the total system limits.

A Button Module adapter (Ferrite adapter), is required when SBM24 button expansion module is used with the 9630G or 9640G IP telephones.

96x1 Series IP Telephones

The 96x1 Series IP Telephones are not recommended for deployment (9608, 9621G, 9641G) or supported (9611G) on the IP Office Release 8.0. The 96x1 IP Telephones will be re-launched with the next IP Office release after Release 8.0.

9608 IP Telephones

This button-orientated models provides a more traditional user experience with dual color buttons on either side of the graphical display. These are ideal for customers who are migrating from a traditional digital environment and desire to move to IP with minimal change. As well as targeting more traditional users, the 9608 is suited for Everyday users who use voice as an element within their business communications but are not considered power users.

The 9608 model has 8 buttons around the display with 4 on the left and 4 on the right. Users can select to display information in a single column with four rows or in two columns with four rows each, depending on their needs. In two-column mode, approximately thirteen characters can be displayed on a line in each column. The exact number depends on the language and the characters because the font includes variable width characters.

Avaya continues to focus on low power and this model is Power over Ethernet Class 1 (802.3af). The 9608 retains the industrial design of the other 9600 Series models. Please note that the power requirement and PoE class of the sets varies based on the configuration of connected interfaces such as button modules.

The 9608 telephone is ready for future support of Wideband Audio on IP Office, giving a future proof investment path. Both models include full duplex hands-free support with a speaker and microphone.

The 9608 includes support for a new 2 x 12 button module on which features, speed dials, bridged or individual call appearances can be programmed. A maximum of 3 button modules can be connected.

Each model also includes one touch access to key applications including Contacts, History and Home. One touch access to these core applications simplifies the user experience and eliminates the need to navigate through menus to get to the most commonly used features.

On top of that, when connected to IP Office these telephones will offer access to advanced IP Office features like Visual Voice, IP Office Feature menu or centralized storage for call log, system directory and personal directory. With that they offer full support of the hot-desking capabilities of IP Office.

The 9608 has a monochrome display and supports a dual position stand at approximately 40° or 60°. The display is fixed and is not adjustable like other 9600 Series IP Deskphones. The 9608 does not support removable faceplates.

Product Overview:

	9608
Buttons	8
Administrable buttons (3 pages)	24
Color	No
Display (fixed)	3.8 inch / 9.7 cm
Softkeys	4
Dual Position Stand	Yes
Integrated Switch	10/100
USB Interface	No
Wideband Capability	Handset, headset

Speaker	Yes
PoE Class (base level)	1
Applications Buttons	Contacts, Home, History, Message, Phone
Other Keys	Volume, Mute, Headset, Speaker
5 Way Navigation Cluster	Yes
Customizable Faceplate	No
Maximum Button Modules (2 x 12 buttons)	3

Features

Display: Monochrome display – 3.2 inches x 2.2 inches (8.2 cm x 5.5 cm)
Fixed Feature Buttons: 10 plus Four-way navigation cluster button.

- o Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button (LED), Speaker button (LED), Headset button (LED).

- o Avaya Menu button (browser, options and settings access), Telephony application button – to return to main telephone screen.

- o Contacts button, history (Call log) button (LED), quick-access voicemail Message button with LED and corner message indicator.

Programmable /Contextual buttons:

- o 24 - in 3 switchable display pages of 8 matching the 8 physical display buttons. All 8 buttons with Dual LED indicator

- o 4 contextual softkey buttons. Context sensitive allocation of e.g. Hold, Transfer, Conference and more.

Key Labels: Icons and text used on fixed feature keys.

Speakerphone: Full duplex speakerphone.

Hearing Aid Compatible: Yes.

Message Waiting Indicator: Yes - can also be used as a ringing call alert indicator.

Personalized Ring Patterns: Three distinct ringtone styles. These include Classic, Alternate and Rich. The Classic and Alternate versions provide more legacy sounding ring tones. The Rich ringtones are more elaborate and nontraditional.

Headset Socket: Yes. Bluetooth and DECT headset support (with adapter)

Embedded Applications:

- o Centralized call log and contact application, fully transparent between 9600 telephones, 1408/1416/1608/1616 telephones and Avaya one-X™ Portal for IP Office.

- o Contacts application (up to 100 entries) and Call Log (Missed, Incoming, Outgoing, up to 30 calls). Please note that the Voice-dial feature of the 9600 telephones on Communication is not available on IP Office.

- o Access to company directory and Visual Voice applications on IP Office.

Upgradeable Firmware: Yes.

Expansion:. Support of up to 3 x BM12 button (2 x 12 buttons per module, total of max. 64 available buttons)

Color: Gray

Mounting: Desk or wall mountable.

Adjustable Desk Stand: Yes two-position stand, approx 40° and 60°angle

IP-Details

Power Supply: IEEE 802.3af Power over Ethernet (PoE) or individual power supply unit

Power Class: PoE Class (IEEE 802.3af) registers as class 1 device

Codecs: G.711, G.729a/b. ready for G.

Supported Standards including Quality of Service:

- o TCP/UDP/RTP/RTCP

- RSVP
- LLDP/LLDP-MED (including VLAN assignment)
- ARP/DNS
- 802.1Q (Layer 2 QoS)
- VLAN Separation
- DiffServ (Layer 3 QoS)
- Port Range (Layer 4 QoS)
- 802.1X (MD-5)

SNMP Support: Yes.

IP Address Assignment: Static or dynamic IP address assignment.

Ethernet Ports: Two port full-duplex 10/100 BaseT Ethernet switch for PC pass-through connection.