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Avaya 9600 Series IP Deskphones

Avaya 9600 Series IP Deskphones—leveraging the power and flexibility of the enterprise IP Network—are designed for productivity, teamwork and collaboration. The competitively priced, high-performance models that make up the Avaya 9600 IP Deskphone series provide you with choices for a wide range of locations in your business, from the executive suite or the manager's desk to the call center, the lobby or a home office. Integrating with Avaya Aura™ and also (on select models) supporting a version of the innovative Avaya Flare™ Experience touch-screen interface, the 9600 series IP phones break new ground in what is possible in desktop communications.

Productivity: Take advantage of advanced collaboration and productivity features for conference calls, instant messaging, and Web-access to applications.

Touch Screens: Speed completion of common telephony tasks by using touch screens, and, on select models, the new Avaya Flare Experience.

Applications: See your calendar instantly on your phone (no need to boot up the PC) and get instant presence information so you know who is available.

SIP: Leverage Session Initiated Protocol (SIP) for a survivable, scalable infrastructure that delivers reliable performance and flexible growth as business needs change.*

GigE: Increase performance by deploying Gigabit Ethernet within your existing infrastructure.

Green: Reduce your energy costs and carbon footprint—Avaya IP Deskphones use 40–60% less energy than the competition.

* Functionality will vary based on the user profile of the phone and whether it is used with the SIP or H.323 protocol. Most 9600 series phones support both. Support for Avaya Flare, for example, is available on 9621G/41G phones using SIP.

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Productivity, Teamwork and Collaboration

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Brilliant Audio Quality

Avaya 9600 Series IP Deskphones set a high standard for audio quality. Superior acoustics in the phone and handset reduce background noise and provide a broader range of audio frequencies.

The enhanced sound will delight any employee, particularly those who spend a lot of time on the phone and/or frequently have multi-party conference calls.

Easy to Use Interface

The superior sound quality on the Avaya 9600 Series IP Deskphones is matched by the interface.

High resolution monochrome and color screens, touch screens on select models, as well as the availability of the Avaya Flare Experience, combine to set a new standard in usability.

The high resolution displays are context-sensitive, able to anticipate user intentions while making the contextual menus, prompts, and instructions easier to read.

Softkeys, on the display itself, and scrolling menus, guide users through every process simplifying applications such as call logs and company-wide corporate directories.

Touch-screens on certain models provide a new level of simplicity in handing common tasks, such as retrieving messages.

Integrated LED buttons, available on more traditional models, provide additional visual queues that enhance usability.

When the touchscreen and buttons won't do, just start talking: the 9600 Series phones accept voice commands.

The Avaya 9600 Series IP Deskphone user interface is consistent with the entire Avaya one-X® portfolio of solutions including desktop and mobile endpoints.

Choose the Phone That Best Meets Your Needs

There is a 9600 Series Deskphone that can meet the needs of everyone in your organization.
For more detailed information on each phone and its user profile, see the table on the last page.

Walkup	Everyday	Essential	Navigator
Walkup Users: People visiting your company such as customers or suppliers. The 9601 and 9610 IP Deskphones are ideal for Walkup situations.	**Everyday Users**: Individuals who use a phone as one of many communications tools—along with IM, email, PDA, etc. The Avaya 9608 and 9620L/C IP Deskphones are designed to meet the needs of Everyday Users.	**Essential User**: This power user relies on real-time voice communication and makes use of many advanced phone applications. Avaya offers a wide range of IP deskphones geared toward the needs of Essential users: Avaya 9611, 21G, 30G, 40G, 50 and 70.	**Navigators**: Also spending a great deal of time on the phone, the Navigator typically handles calls for others. Receptionists and executive assistants are examples. The Avaya 9610, 9641G and 9650/C meet the needs of Navigators.

Avaya Flare Experience

Avaya Flare Experience on the Avaya 9621G and Avaya 9641G IP Deskphones takes advantage of the large, color displays on these phones to deliver touchscreen calling and easy access to a select group of features that are critical to collaboration, including Microsoft Outlook integration, Instant Messaging, a consolidated phonebook/call/IM history, Avaya Aura™ Conferencing and a web browser.

Productivity

Avaya 9600 phones make it easy to take advantage of applications, such as calendars and presence.

Appointments can be displayed on the deskphone screen so there is no need to boot up the computer to review the day's schedule.

In addition, 9600 models display presence status of other network users by indicating on the phone contact list when someone is on a call or in "do not disturb" mode. Button modules are available with select 9600 IP deskphones to simplify call handling.

SAVE ENERGY WITH AVAYA 9600 IP DESKPHONES

VoIP Network Energy Consumption

Did you know that IP phones are among the biggest energy users in an IP network, accounting for up to 80% of the energy consumption? You can save energy, reduce your carbon footprint and lower your costs by choosing Avaya 9600 Series IP Deskphones. Testing by Avaya and Tolly Consultants agree: Avaya 9600 Phones use 40–60% less energy than phones from other manufacturers. Avaya has designed energy saving capabilities into all of our 9600 phones and voluntarily adopted Energy Star® Guidelines.*

*Avaya 9600 Series Voice over IP Phones: Energy Consumption Evaluation versus Cisco Unified IP Phone 7900 Series; Tolly Group, September 2010

Support for Gigabit Ethernet

With Gigabit Ethernet (GigE) your business doesn't miss a beat. GigE ensures compatibility with your current network and leverages existing bandwidth efficiently. Meeting your requirements by handling data intensive traffic for high performance, GigE facilitates the demands of future services and applications.

Contact Center Model

Contact center versions of the 9621G/9641G IP deskphones take advantage of the touch screen to simplify access to a range of features for enhancing agent productivity, such as handling greetings, monitoring calls in the queue, updating status and quickly completing many other day-to-day tasks. The 9641G model is available with a contact center faceplate (eliminating the handset) and a dual headset adapter.*

Customize Your Deskphone

Given the continuous evolution of new features and enhancements, it's natural to ask whether it makes sense to buy a new phone now—or to wait. The 9600 Series answers this question by building adaptability and flexibility into the phone itself.

Supporting your changing needs, adapter interfaces accommodate additional wired and wireless network environments as well as gigabit Ethernet.

Deskphone customization is provided via interchangeable color faceplates (available in standard colors on select models) and custom designs including logo treatments, enhancing corporate identity and branding. Screen saver and background display images can be customized as well.

The modular design of the series lets you leverage your phone investment today and into the future.

*Availability 2Q FY11

Features	9601	9608*	9611G*	9621G*	9641G*	9610	9620L/ 9620C	9630G	9640 / G	9650 / C	9670G
User Type	Walkup/ Everyday User	Everyday User	Essential User	Essential User	Navigator	Walkup User	Everyday User	Essential User	Essential User	Essential User & Navigator	Essential User
Wideband Audio	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Headset	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Speaker Phone	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Buttons or Touch Screen	3 buttons LED	8 buttons w red green LED	8 buttons w red green LED	Touch screen	Touch screen	NA	Red LED	6 with red LED	6 with red LED	3 lines with red LED 8 or 16 additional buttons with red LED	Touch screen
Display Size (inches)	2.4 x 1.0	3.2 x 2.2	2.8 x 2.1	3.7 x 2.1	4.1 x 2.3	2.4 x 2.6	3.1 x 1.6	3.1 x 2.3	3.1 x 2.3	3.1 x 2.3	5.1 x 3.8
Display Type	Monochrome	Monochrome	Color	Color	Color	Grey scale	Grey scale	Grey scale	Color	Grey scale C=color	Color touch
Administra-tive Buttons	-	24	24	24	24	No	12	24	24	24	24
Softkeys	3	4	4	0-5	0-5	2	4	4	4	4	0-5
USB	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes	Yes
Bluetooth with external adapter	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes integrated (H.323)
Gigabit Support	Yes	No	yes	Yes	Yes	No	No	integrated	G = integrated	Yes adapter	Integrated
2nd Ethernet line interface	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
POE Class	1	1	1	2	2	2	1	2	2	2	2
Call Control Protocol	H.323 + SIP	H.323 + SIP	H.323 + SIP	H.323 + SIP	H.323 + SIP	H.323	H.323 + SIP	H.323 + SIP	H.323 + SIP	H.323 + SIP	H.323
Web Browser Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Colour Choice	grey	grey	grey	grey or custom	grey or custom	grey, red, yellow, blue	grey, red, yellow, blue, white, silver	grey, red, yellow, blue, white, silver	grey, red, yellow, blue, white, silver	grey, red, yellow, blue, white, silver	grey, red, yellow, blue, white, silver
Custom Face Plate	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

To learn more about the 9600 Series IP Deskphones contact your Avaya Client Executive, Avaya Authorized Business Partner or visit **avaya.com** for white papers, case studies and other information showcasing Avaya solutions in action.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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INTELLIGENT COMMUNICATIONS

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.
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