



The Power of We™

Avaya 9600 Series IP Deskphones



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 Avaya IP Office, the 9600 series IP Deskphones break new ground in what is possible in desktop communications.

Leverage the Power and Flexibility of the Enterprise IP Network

The 9600 Series Deskphones are designed to help your users be more productive and collaborative.

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

SIP: Leverage Session Initiated Protocol (SIP) on Avaya Aura for a survivable, scalable infrastructure that delivers reliable performance and flexible growth as business needs change.¹

Touch Screens: Speed completion of common telephony tasks by using touch screens.

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

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.

Green: Reduce your energy costs and carbon footprint—Avaya IP Deskphones use 40-60% less energy than the competition.²

Productivity, Teamwork and Collaboration

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 time on the phone and 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 displays, and touch screens on select models, combine to set a new standard in usability.

¹Functionality 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.

²Avaya 9600 Series Voice over IP Phones: Energy Consumption Evaluation versus Cisco Unified IP Phone 7900 Series; Tolly Group, September 2010

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 handling everyday , such as retrieving messages.

Integrated LED buttons, available on more traditional models, provide

additional visual queues that enhance usability.

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 IP 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
			
<p>Walkup Users: Visitors such as customers or suppliers. The 9601 IP Deskphone is ideal for Walkup situations.</p>	<p>Everyday Users: Those whose phone is one of many communications tools—along with IM, email, smart phone, etc. The Avaya 9608, 9611G and 9621G IP Deskphones meet their needs.</p>	<p>Essential User: Those who rely on real-time voice communication many advanced phone applications will find this wide range of IP deskphones geared to their needs: Avaya 9611, 9621G.</p>	<p>Navigators: Navigators (such as receptionists and executive assistants) are on the phone throughout the day because they handle calls for others. The Avaya 9641G meets the needs of Navigators.</p>

Communications via SIP

Using the industry-standard SIP protocol on the Avaya 9621G and Avaya 9641G IP Deskphones enables you to take 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/Calendar 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.

With SIP software, 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.

Support for Gigabit Ethernet

With Gigabit Ethernet (GigE) your business doesn't miss a beat. GigE helps ensure 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 Models

Contact center versions of the 9608/9611G/9641G IP deskphones 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 button modules and dual headset adapters to provide future flexibility and adaptability.

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.

The 9608 and 9611G IP Deskphones are available as a global model, in which English language text is removed from the faceplate. Available in select locations. Contact your Avaya Account Manager or Avaya Authorized Partner for details.



Save Energy with Avaya 9600 IP Deskphones

Did you know that IP phones are among the biggest energy users in an IP network, accounting for up to 80%



VoIP Network Energy Consumption

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.²

Features	9601	9608	9611G	9621G	9641G	9620C	9620L	9630G	9640 / G	9650 / C	9670G
User Type	Walkup/ Everyday User	Everyday User	Essential User	Essential User	Navigator	Everyday User	Everyday User	Essential User	Essential User	Essential User & Navigator	Essential User
Wideband Audio	Yes ¹	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Headset	Yes	Yes	Yes	Yes	Yes	Yes	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	Red LED	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	3.1 x 1.6	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	Mono- chrome	Mono- chrome	Color	Color touch	Color touch	Color	Grey scale	Grey scale	Color	Grey scale C=color	Color touch
Adminis- trative Buttons	5	24	24	24	24	12	12	24	24	24	24
Softkeys	3	4	4	0-5	0-5	4	4	4	4	4	0-5
USB	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes	Yes
Integrated Bluetooth	No	No	No	No	Yes (H.323)	No	No	No	No	No	Yes integrated (H.323)
Gigabit Support	No	No	Integrated	Integrated	Integrated	Yes adapter	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	SIP	H.323 + SIP	H.323 + SIP	H.323 + SIP	H.323 + SIP	H.323 + SIP	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, 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	grey, red, yellow, blue, white, silver
Custom Face Plate	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

¹Acoustic fidelity differs from the other 9600 models.

Learn More

To learn more about the 9600 Series IP Deskphones contact your Avaya Account Manager, 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 provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

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