# AVAYA

# End User Product Reference Guide

## Software, Phones, and Headsets

# October 2006

**Welcome to the October 2006 edition of the Avaya Software, Phones, and Headsets End User Product Guide.** This is designed as an overview of the broad products offered for our end user customers. Products are organized into several categories: **Software, Enterprise Phones, Small & Medium Business Phones, and Headsets.** For more details on these products or Avaya's other solutions such as Servers, Gateways, In-Building Wireless, Analog Phones, and Services, please go to *www.avaya.com.*

# Table of
## Contents

# SOFTWARE

| | Mobility Bundle ("Click to Dial", "Easy Mobile Switcher", and "Mobile Dashboard") | Extension to Cellular ("Easy Mobile Switcher") | IP Softphone ("Click to Dial") | one-X™ Mobile Edition for Symbian S60 ("Mobile Dashboard") | one-X Mobile Edition for Windows Mobile 5 ("Mobile Dashboard") | Softphone for Pocket PC ("Click to Dial") |
|---|---|---|---|---|---|---|
| Material Code* | 182126, 202820 | 172071, 182206, 186906, 190342, 190344 | 176576 through 176579, 700245293, 181427 through 181431, 700293111 | Included with Extension to Cellular | Included with Extension to Cellular | Included with IP Softphone |
| Main User Interface | | | | | | |
| Overview | Seamless integration between the deskphone and PC & deskphone with mobile phone. | Call Control Application for Communication Manager. | H.323-based PC softphone for the Communication Manager. | Symbian S60 cell phone application to complement the Avaya Extension to Cellular. | Windows Mobile 5 cell phone application to complement the Avaya Extension to Cellular. | H.323-based PPC softphone for the Communication Manager. |
| Typical User Profile | (1) Anyone who wants to easily dial phone numbers on their PC. (2) Anyone who finds it awkward to transition from their mobile phone to desk phone or vice versa. | Anyone who is away from their desk frequently and communicates via their cell phone. Extension to Cellular works with any cell phone. | Anyone who has a laptop and high-speed internet access while traveling or working away from their desk, and needs to maintain communications with their customers and coworkers. | Road warriors who travel frequently and use their mobile devices a significant portion of the time. | Road warriors who travel frequently and use their mobile devices a significant portion of the time. | Anyone who has a PDA and high-speed internet access while traveling or working away from their desk, and needs to maintain communications with their customers and coworkers. |
| Benefits** | (1) Minimize manually dialing phone numbers (2) Reduce corporate cell phone expenses (3) Seamlessly transfer calls between mobile and deskphone | Offers one-number convenience. When your desk phone is dialed, both your desk and cell phone ring. Seamlessly transfer calls between your desk and cell phones. | Desk phone – on your PC! User sees a virtual phone on their PC, and can access their desk phone functionality. When calls are made to your desk phone, the PC rings and calls can be taken via a headset. Cost savings are realized since calls are VoIP. | Desk phone – on your mobile device! Offers all the benefits of Extension to Cellular as well as access to features available on your desk phone, such as conference and transfer. Calls made from your Mobile can show your desk phone caller ID. | Desk phone – on your mobile device! Offers all the benefits of Extension to Cellular as well as access to features available on your desk phone, such as conference and transfer. Calls made from your Mobile can show your desk phone caller ID. | Desk phone – on your PDA! User can access their desk phone functionality. When calls are made to your desk phone, the PDA rings and calls can be taken via a headset. Cost savings are realized since calls are VoIP. |
| Call Control | Avaya Communication Manager, included with MultiVantage Express® | DEFINITY® 9.5, Avaya Communication Manager, included with MultiVantage Express | DEFINITY 9.5, Avaya Communication Manager, included with MultiVantage Express | Avaya Communication Manager, MultiVantage Express | Avaya Communication Manager, MultiVantage Express | Avaya Communication Manager, MultiVantage Express |
| IM & Presence | Optional via the Avaya SES SIP Server | | Optional via the Avaya SES SIP Server | | | |
| Operating Systems | Windows XP & 2000 (NT/4.0, Me, & 98 – R4 only) | N/A | Windows XP & 2000 (NT/4.0, Me, & 98 – R4 only) | Symbian S60 V2 & V3 | WM5 | PPC 2002 & 2003 |
| Languages | English, Simplified Chinese, French, German, Italian, Japanese, Korean, Portuguese, Spanish, Russian, Dutch | N/A | English, Simplified Chinese, French, German, Italian, Japanese, Korean, Portuguese, Spanish, Russian, Dutch | English, Arabic, Traditional Chinese, Dutch, Finnish, French, German, Italian, Japanese, Portuguese, Russian, Spanish | English, Traditional Chinese, Taiwanese Chinese, Dutch, Finnish, French, German, Italian, Japanese, Portuguese, Russian, Spanish | English |
| Communication Protocol | H.323, SIP | N/A | H.323, SIP | GSM | GSM, CDMA | H.323 |
| Connection Types | VoIP (Road Warrior), Telecommuter, Telephone Control | Cell/Remote | VoIP (Road Warrior), Telecommuter, Telephone Control | Cell | Cell | VoIP (Road Warrior), Telecommuter, Telephone Control |
| Video Support | ✓ | N/A | ✓ | | | |
| Directory Integration | Microsoft Outlook, Lotus Notes, LDAP | N/A | Microsoft Outlook, Lotus Notes, LDAP | Device contacts | Device contacts, Pocket Outlook | Pocket Outlook, Lotus Notes, LDAP |
| Integrated Application Support | Outlook 2000, XP, 2003, IE (highlighted), any Window (sys tray) | N/A | Outlook 2000, XP, 2003, IE (highlighted), any Window (sys tray) | | | Pocket Outlook |
| Voice Codecs | G.711, G.729A, G.723 | N/A | G.711, G.729A, G.723 | AMR for GSM | AMR for GSM, EVRC for CDMA | G.711 |

\* Talk to your sales representative for details on the different Material Codes.
\*\* Not all benefits are available on older versions.

# SOFTWARE (CONT.)

| | Softphone for Windows Mobile 5 ("Click to Dial") | one-X™ Desktop Edition | Softconsole® | Phone Manager | Phone Application Suite | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **Material Code\*** | Included with IP Softphone | 186989, 186916, 191596 | 700253214, 700257066 | 177468 through 177474, depending on number of licenses | Software License – 195677, Server – 700346059 | |
| **Main User Interface** |  |  |  |  |  | |
| **Overview** | H.323-based WM5 softphone for the Communication Manager. | SIP-based PC softphone. | H.323-based PC attendant's console for the Communication Manager. | H.323-based PC user software for controlling IP Office desk phones. | Powerful applications designed to run on the 4600 and 9600 IP phones to increase productivity and reduce cost. | |
| **Typical User Profile** | Anyone who has a PDA and high-speed internet access while traveling or working away from their desk, and needs to maintain communications with their customers and coworkers. | Anyone wishing to use a SIP based PC softphone. | Usually a receptionist who received and routes calls to many users. | Phone Manager PC Softphone is for anyone who has a laptop and high-speed internet access while traveling or working away from their desk. Phone Manager Lite and Phone Manager Pro are for the user who needs to frequently access advanced phone applications and prefers to do this via PC. | Anyone that has a 4600 or 9600 based IP Phone at their desk and needs to maximize their investments and enhance productivity. | |
| **Benefits\*\*** | Desk phone – on your PDA! User can access their desk phone functionality. When calls are made to your desk phone, the PDA rings and calls can be taken via a headset. Cost savings are realized since calls are VoIP. | SIP Phone on your PC. User sees a virtual phone on their PC and can make and receive calls via a headset. | Simple interface allowing the user to easily route calls to available recipients. | The Phone Manager application offers control of the user's telephone from their PC. Phone Manager is available in three versions; Phone Manager Lite, Phone Manager Pro and Phone Manager PC and Phone Manager Pro, this is similar to the PC-based IP Soft-phone except that the conversation actually takes place via a standard telephone telephone rather than the PC's soundcard. The Phone Manager PC Softphone adds PC-based telephony via a sound card or USB headset/handset to the product. | Allows express directory, broadcast alerts (Text, Audio, or Graphics) and text messaging on the phones. Also offers click-to-call functionality and a tool to aid in designing custom WML applications. | |
| **Call Control** | Avaya Communication Manager, MultiVantage Express | Avaya SES SIP Server, any standard SIP server, or Peer to Peer | Avaya Communication Manager, MultiVantage Express | IP Office | Avaya Communication Manager, MultiVantage Express | |
| **IM & Presence** | | Included via the Avaya SES SIP Server | | | | |
| **Operating Systems** | WM5 | Windows XP & 2000 | Windows XP & 2000 | Windows XP & 2000 | N/A | |
| **Languages** | English | English, Simplified Chinese, German, Italian, Japanese, Korean, Russian | Simplified Chinese, Dutch, French, German, Italian, Portuguese, Spanish | Simplified Chinese, Dutch, French, German, Italian, Portuguese, Spanish | English, Spanish, German, Italian, French and Portuguese | |
| **Communication Protocol** | H.323 | SIP | H.323 | H.323 | | |
| **Connection Types** | VoIP (Road Warrior), Telecommuter, Telephone Control | VoIP (Road Warrior) | VoIP (Road Warrior), Telecommuter, Direct DCP connection | | VoIP | |
| **Video Support** | | | | | | |
| **Directory Integration** | Pocket Outlook, Lotus Notes, LDAP | Microsoft Outlook, Lotus Notes, LDAP | LDAP, CM, Master Directory | | LDAP | |
| **Integrated Application Support** | Pocket Outlook | Microsoft Office, IE | | | Click-to-Call from Web applications and Outlook | |
| **Voice Codecs** | G.711 | G.711, G.729A, G.723 | G.711, G.729A, G.723 | G.711, G.729A, G.723 | | |
| | | | | | | |

\* Talk to your sales representative for details on the different Material Codes.
\*\* Not all benefits are available on older versions.

# 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.

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 9630 | IP 9620 | IP 4690 | IP 4625SW | IP 4622SW | IP 4621SW |
|---|---|---|---|---|---|---|---|
| **Overview** | | Designed for the essential telephone user, such as sales people, relationship managers, and attorneys. | Designed for the everyday phone user. | Speakerphone for Conference Rooms. | Top-line phone supporting color applications. | Designed for contact centers. | Designed for demanding users needing more on-screen quick-access. |
| | Material Code | 700383409 | 700383391 | 700411168 (no Mics) 700411176 (with Mics) | 700381551 | 700381569 | 700381544 |
| **Features** | Context Sensitive User Interface | ✓ | ✓ | | | | |
| | Speakerphone | Wideband Full Duplex | Full Duplex | Full Duplex | Full Duplex | Listen Only | Full Duplex |
| | High Fidelity Audio | ✓ | ✓ | | | | |
| | Headset Interface | Wideband | Wideband | | ✓ | ✓ | ✓ |
| | Call Log | ✓ | ✓ | | ✓ | ✓ | ✓ |
| | Integrated Speed Dial/ Contacts | 250 | 250 | 50 | 108 | 108 | 108 |
| | Administered Call Appearances/Features Accessible | 24 | 12 | 24 | 24 | 24 | 24 |
| | Message Waiting LED | 2 | 2 | | ✓ | ✓ | ✓ |
| | Visual Alerting | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Display | Backlit Grayscale, Adjustable Angle | Backlit Grayscale, Adjustable Angle | Backlit | Backlit, Color | Backlit | Backlit |
| **User Interface** | Display Size (cm, w x h) | 7.9 x 5.9 | 7.8 x 4.0 | 6.0 x 2.2 | 11.4 x 8.1 | 11.4 x 8.1 | 11.4 x 8.1 |
| | Display Resolution | 320 x 240 Pixels | 320 x 160 Pixels | 248 x 68 Pixels | 320 x 240 Pixels | 168 x 132 Pixels | 168 x 132 Pixels |
| | Fixed Feature Buttons | 12 | 5 | 5 | 10 | 10 | 10 |
| | Softkey Buttons | 4 | 4 | 3 | 4 | 4 | 4 |
| | Administered Call Appearance/Feature Buttons | 6 | 3 (LED only) | 2 | 12 | 12 | 12 |
| | Administered Call Appearance/Feature Expansion Unit | 24 Button, SBM24, 700383417 | | | 24 Button, EU24BL, 700381825 | 24 Button, EU24BL, 700381825 | 24 Button, EU24BL, 700381825 |
| | Call Appearance/ Feature LEDs | 6 | 3 | | | | |
| | Multi-Language Support | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 4-Way Navigation Cluster | ✓ | ✓ | | | | |
| | 2-Way Navigation Cluster | | | ✓ | ✓ | ✓ | ✓ |
| **Specifications** | Communication Protocol | H.323 | H.323 | H.323 | H.323 | H.323 | H.323, SIP |
| | Voice Codecs | G.711, G.729A/B, G.726, G.722 | G.711, G.729A/B, G.726, G.722 | G.711, G.729A | G.711, G.729A/B | 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 | 2 | 1 | | | | |
| | Gigabit Adapter Available | 700383771 | 700383771 | | 700416985 | 700416985 | 700416985 |
| | USB Port | ✓ | ✓ | | | | |
| | Power Class | 2 | 2 | | 3 | 2 | 2 |
| **Applications Support** | Supports Phone Application Suite | ✓ | ✓ | | ✓ | ✓ | ✓ |
| | one-X™ Quick Edition Version Available | | | | | | 700387830 |
| | Upgradeable to VPN Phone Firmware | | | | ✓ | ✓ | ✓ |
| | WML Application Interface | ✓ | ✓ | | ✓ | ✓ | ✓ |
| | Communication System Compatibility | CM 3.0, MVE | CM 3.0, MVE | CM 1.1, MVE | CM 1.1, MVE, IP Office | CM 1.1, MVE | CM 1.1, MVE, IP Office |

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.

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

| | | IP | IP | IP | Digital | Digital | Digital |
|---|---|---|---|---|---|---|---|
| | | **4610SW** | **4602SW+** | **4601+** | **2420** | **2410** | **2402** |
| **Overview** | | Mid-range business set for everyday use. | Basic IP phone for users needing only limited features. | Simple phone for lobbies, common areas. | 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 uses. |
| | Material Code | 700381957 | 700381916 | 700381890 | 700381585 | 700381999 (grey) 700416605 (white) | 700381793 |
| **Features** | Context Sensitive User Interface | | | | | | |
| | Speakerphone | Full Duplex | Listen Only | | Full Duplex | Full Duplex | Listen Only |
| | High Fidelity Audio | | | | | | |
| | Headset Interface | ✓ | | | ✓ | ✓ | |
| | Call Log | ✓ | | | ✓ | ✓ | |
| | Integrated Speed Dial/ Contacts | 48 | | | | | |
| | Administered Call Appearances/Features Accessible | 24 | 2 | 2 Fixed Call Appearances | 24 | 12 | 2 (+12 Feature only) |
| | Message Waiting LED | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Visual Alerting | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Display | Monochrome | Monochrome | | Monochrome | Monochrome | Monochrome |
| **User Interface** | Display Size (cm, w x h) | 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 80 Pixels | 2 x 24 Characters | | 7 x 29 Characters | 5 x 29 Characters | 2 x 24 Characters |
| | Fixed Feature Buttons | 10 | 10 | 6 | 14 | 14 | 11 |
| | Softkey Buttons | 4 | | | 4 | 4 | |
| | Administered Call Appearance/Feature Buttons | 6 | 2 | 2 Fixed Call Appearances | 8 | 6 | 2 |
| | Administered Call Appearance/Feature Expansion Unit | | | | 24 Button, EU24, 700381817 | | |
| | Call Appearance/ Feature LEDs | | | 1 | | | |
| | Multi-Language Support | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 4-Way Navigation Cluster | | | | | | |
| | 2-Way Navigation Cluster | ✓ | | | | | |
| **Specifications** | Communication Protocol | H.323, SIP | H.323, SIP | H.323 | TDM | 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.711 | G.711 |
| | Ethernet Switch | ✓ | ✓ | | | | |
| | QoS SUPPORT (802.1 p/Q DiffServ) | ✓ | ✓ | ✓ | | | |
| | Adapter Ports | | | | | | |
| | Gigabit Adapter Available | 700416985 | 700416985 | | | | |
| | USB Port | | | | | | |
| | Power Class | 2 | 2 | 2 | | | |
| **Applications Support** | Supports Phone Application Suite | ✓ | | | | | |
| | one-X Quick Edition Version Available | 700387848 | | | | | |
| | Upgradeable to VPN Phone Firmware | ✓ | | | | | |
| | WML Application Interface | ✓ | | | | | |
| | Communication System Compatibility | CM 1.1, MVE, IP Office | CM 1.1, MVE, IP Office | CM 1.1, MVE, IP Office | CM 1.1, MVE | CM 1.1, MVE | CM 1.1, MVE |

# SMALL & MEDIUM BUSINESS PHONES

| | | 5600 Series IP Telephones, developed specifically to meet the needs of small and medium businesses, bring rich features and functions directly to the desktop, while also supporting desktop applications above and beyond telephony. | | | 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

| | | IP | IP | IP | Digital | Digital | Digital |
|---|---|---|---|---|---|---|---|
| | | **5621SW** | **5610SW** | **5602SW+** | **34D** | **18D** | **6D** |
| | | Designed for demanding users needing more on-screen quick-access. | Mid-range business set for everyday use. | Basic IP phone for users needing only limited features. | "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 use. |
| **Material Code** | | 700381544 | 700381957 | 700381916 | 700340227 (Black) 700340243 (White) | 700340193 (Black) 700340219 (White) | 700340169 (Black) 700340185 (White) |

## Features

| | | 5621SW | 5610SW | 5602SW+ | 34D | 18D | 6D |
|---|---|---|---|---|---|---|---|
| **Context Sensitive User Interface** | | | | | | | |
| **Speakerphone** | | Full Duplex | Full Duplex | Listen Only | Yes | Yes | Yes |
| **High Fidelity Audio** | | | | | | | |
| **Headset Interface** | | ✓ | ✓ | | ✓ | ✓ | |
| **Call Log** | | ✓ | ✓ | | ✓ | ✓ | |
| **Integrated Speed Dial/ Contacts** | | 108 | 48 | | 20 | 20 | 20 |
| **Administered Call Appearances/Features Accessible** | | 24 | 24 | 2 | 36 | 20 | 4 |
| **Message Waiting LED** | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| **Visual Alerting** | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| **Display** | | Backlit | Monochrome | Monochrome | Backlit LCD | Backlit LCD | Backlit LCD |

## User Interface

| | | 5621SW | 5610SW | 5602SW+ | 34D | 18D | 6D |
|---|---|---|---|---|---|---|---|
| **Display Size (cm, w x h)** | | 11.4 x 8.1 | 8.2 x 4.4 | 7.4 x 1.6 | 8.8 x 1.2 | 8.8 x 1.2 | 5.6 x 1.2 |
| **Display Resolution** | | 168 x 132 Pixels | 168 x 80 Pixels | 2 x 24 Characters | 2 x 24 Characters | 2 x 24 Characters | 2 x 16 Characters |
| **Fixed Feature Buttons** | | 10 | 10 | 10 | 10 | 10 | 10 |
| **Softkey Buttons** | | 4 | 4 | | 4 | 4 | |
| **Administered Call Appearance/Feature Buttons** | | 12 | 6 | 2 | 36 | 20 | 4 |
| **Administered Call Appearance/Feature Expansion Unit** | | 24 Button, EU24BL, 700381825 | | | 48 Buttons, CA-48, 700353618 (Black), 700345515 (White) | 48 Buttons, CA-48, 700353618 (Black), 700345515 (White) | |
| **Call Appearance/ Feature LEDs** | | | | | 32 | 16 | 4 |
| **Multi-Language Support** | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| **4-Way Navigation Cluster** | | | | | | | |
| **2-Way Navigation Cluster** | | ✓ | ✓ | | | | |

## Specifications

| | | 5621SW | 5610SW | 5602SW+ | 34D | 18D | 6D |
|---|---|---|---|---|---|---|---|
| **Communication Protocol** | | H.323, SIP | H.323, SIP | H.323, SIP | TDM | 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 | | | |
| **Ethernet Switch** | | ✓ | ✓ | ✓ | | | |
| **QoS SUPPORT (802.1 p/Q DiffServ)** | | ✓ | ✓ | ✓ | | | |
| **Adapter Ports** | | | | | | | |
| **Gigabit Adapter Available** | | | | | | | |
| **USB Port** | | | | | | | |
| **Power Class** | | 2 | 2 | 2 | | | |

## Applications Support

| | | 5621SW | 5610SW | 5602SW+ | 34D | 18D | 6D |
|---|---|---|---|---|---|---|---|
| **Supports Phone Application Suite** | | ✓ | ✓ | | | | |
| **one-X Quick Edition Version Available** | | | | | | | |
| **Upgradeable to VPN Phone Firmware** | | | | | | | |
| **WML Application Interface** | | ✓ | ✓ | | | | |
| **Communication System Compatibility** | | IP Office | IP Office | IP Office | PARTNER ACS & MERLIN MAGIX® | PARTNER ACS & MERLIN MAGIX | PARTNER ACS & MERLIN MAGIX |

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.

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

| | | Digital | Digital | Digital | Digital | Digital | Digital | Digital |
|---|---|---|---|---|---|---|---|---|
| | | 4424LD+ | 4424D+ (4412D+)* | 4406D+ | 4400D | 5420 | 5410 | 5402 |
| **Overview** | | Receptionist or Executive set. | Designed for demanding users needing quick access to features. | Digital telephone with 8 fixed feature keys, 6 programmable feature keys. | Basic digital single line set. | 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 uses. |
| | Material Code | 108429598 (White) 108429580 (Black) | 108199076 (White)* 108199084 (Black)* | 108199019 (White) 108199027 (Black) | 108198987 (White) 108198995 (Black) | 700381627 | 700382005 | 700381981 |
| **Features** | Context Sensitive User Interface | | | | | | | |
| | Speakerphone | Yes | Yes | Yes | | Full Duplex | Full Duplex | Listen Only |
| | High Fidelity Audio | | | | | | | |
| | Headset Interface | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| | Call Log | | | | | ✓ | ✓ | |
| | Integrated Speed Dial/Contacts | 48 | 24 | 24 | 24 | | | |
| | Administered Call Appearances/Features Accessible | 24 | 24 | 6 | | 24 | 12 | 2 (+12 Feature Only) |
| | Message Waiting LED | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Visual Alerting | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Display | Vacuum Florescent Display | LCD | LCD | LCD | Monochrome | Monochrome | Monochrome |
| **User Interface** | Display Size (cm, w x h) | 9.8 x 6.0 | 9.3 x 1.5 | 5.9 x 1.4 | 5.9 x 1.4 | 10.1 x 7.2 | 7.9 x 4.0 | 8.0 x 1.7 |
| | Display Resolution | 7 x 24 Characters | 2 x 24 Characters | 2 x 16 Characters | 2 x 16 Characters | 7 x 29 Characters | 5 x 29 Characters | 2 x 24 Characters |
| | Fixed Feature Buttons | 8 | 8 | 8 | 6 | 14 | 14 | 11 |
| | Softkey Buttons | 10 | 4 | | | 4 | 4 | |
| | Administered Call Appearance/Feature Buttons | 24 | 24 | 6 | | 8 | 6 | 2 |
| | Administered Call Appearance/Feature Expansion Unit | 150 Buttons, DSS4450, 108199696 (Black), 108199407 (White) | 150 Buttons, DSS4450, 108199696 (Black), 108199407 (White) | | | 24 Button, EU24, 700381817 | | |
| | Call Appearance/Feature LEDs | 24 | 24 (12 for 4412D+)* | 6 | | | | |
| | Multi-Language Support | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 4-Way Navigation Cluster | ✓ | ✓ | | | | | |
| | 2-Way Navigation Cluster | | | | | | | |
| **Specifications** | Communication Protocol | TDM | TDM | TDM | TDM | TDM | TDM | TDM |
| | Voice Codecs | | | | | G.711 | G.711 | G.711 |
| | Ethernet Switch | | | | | | | |
| | QoS SUPPORT (802.1 p/Q DiffServ) | | | | | | | |
| | Adapter Ports | | | | | | | |
| | Gigabit Adapter Available | | | | | | | |
| | USB Port | | | | | | | |
| | Power Class | | | | | | | |
| **Applications Support** | Supports Phone Application Suite | | | | | | | |
| | one-X Quick Edition Version Available | | | | | | | |
| | Upgradeable to VPN Phone Firmware | | | | | | | |
| | WML Application Interface | | | | | | | |
| | Communication System Compatibility | IP Office & MERLIN MAGIX | IP Office & MERLIN MAGIX | IP Office & MERLIN MAGIX | MERLIN MAGIX | IP Office | IP Office | IP Office |

* 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 108199043 (White) 108199050 (Black). Please go to www.avaya.com for details.

# HEADSETS

| Product Description | Picture | Material Code | Noise Canceling | One Ear Headband | Two Ear Headband | Over the Ear | Advanced Features |
|---|---|---|---|---|---|---|---|
| **Global Headsets (excluding Europe, Middle East, and Africa)** | | | | | | | |
| **Encore Ultra II NC [KS23822-L20]** | | 407547074 | ✓ | | ✓ | | Tone Control |
| **Encore Ultra II VT [KS23822-L55VA]** | | 408021095 | | | ✓ | | Tone Control |
| **Encore Ultra NC [KS23822-L46NA]** | | 408020980 | ✓ | ✓ | | | Tone Control |
| **Encore Ultra VT [KS23822-L49VA]** | | 408021004 | | ✓ | | | Tone Control |
| **Supra Elite Bi NC [AH460N]** | | 700343742 | ✓ | | ✓ | | |
| **Supra Elite Bi VT [AH460]** | | 700343734 | | | ✓ | | |
| **Supra Elite Mon NC [AH450N]** | | 700343726 | ✓ | ✓ | | | |
| **Supra Elite Mon VT [AH450]** | | 700343718 | | ✓ | | | |
| **SupraElite Wideband Bi NC [AW460N]** | | 700413529 | ✓ | | ✓ | | Wideband (for 9600 Series Phones) |
| **SupraElite Wideband Mon NC [AW450N]** | | 700413511 | ✓ | ✓ | | | Wideband (for 9600 Series Phones) |
| **Tri-Star Ultra NC [KS23822-L56NA]** | | 408020758 | ✓ | | | ✓ | |
| **Tri-Star Ultra VT [KS23822-L17]** | | 407547058 | | | | ✓ | |
| **Europe, Middle East, and Africa Headsets** | | | | | | | |
| **Encore Ultra II NC [KS23822-L47]** | | 700413974 | ✓ | | ✓ | | Tone Control |
| **Encore Ultra II VT [KS23822-L55]** | | 700413883 | | | ✓ | | Tone Control |
| **Encore Ultra NC [KS23822-L46]** | | 700413867 | ✓ | ✓ | | | Tone Control |
| **Encore Ultra VT [KS23822-L49]** | | 700413982 | | ✓ | | | Tone Control |
| **Supra Elite Bi NC [AH460N – EURO]** | | 700413958 | ✓ | | ✓ | | |
| **Supra Elite Bi VT [AH460 – EURO]** | | 700413941 | | | ✓ | | |
| **Supra Elite Mon NC [AH450N – EURO]** | | 700413933 | ✓ | ✓ | | | |
| **Supra Elite Mon VT [AH450 – EURO]** | | 700413925 | | ✓ | | | |
| **SupraElite Wideband Bi NC [AW460N – EURO]** | | 700413545 | | | ✓ | | Wideband (for 9600 Series Phones) |
| **SupraElite Wideband Mon NC [AW450N – EURO]** | | 700413537 | | ✓ | | | Wideband (for 9600 Series Phones) |
| **Tri-Star Ultra NC [KS23822-L56]** | | 700414006 | ✓ | | | ✓ | |
| **Tri-Star Ultra VT [KS23822-L45]** | | 700413966 | | | | ✓ | |

**Wired**

# HEADSETS (CONT.)

| Product Description | Picture | Material Code | Noise Canceling | One Ear Headband | Two Ear Headband | Over the Ear | Advanced Features |
|---|---|---|---|---|---|---|---|
| **Wireless Headsets** | | | | | | | |
| **AWH-55 Wireless Headset** | | 700340870 | ✓ | ✓ | | ✓ | 300 foot range, Electronic Hook Switch Control, No Lifter Required. Phone dependent, Please go to www.avaya.com for details. |
| **AWH-65 Wireless Headset – UK** | | 700413800 | ✓ | ✓ | | ✓ | |
| **AWH-65 Wireless Headset – EURO** | | 700413818 | ✓ | ✓ | | ✓ | |
| **AWH-54 Wireless Headset\*** **Requires LHL1 Lifter: 700414105** | | 700373301 | ✓ | ✓ | | ✓ | |
| **Bluetooth\* Wireless Headsets** | | | | | | | |
| **ABT-35S Headset & Base – NA** | | 700382435 | ✓ | | | ✓ | 30 foot range, Multi-Point, Electronic Hook Switch Control, No Lifter Required. Phone dependent, Please go to www.avaya.com for details. |
| **ABT-35S Headset & Base – UK** | | 700414014 | ✓ | | | ✓ | |
| **ABT-35S Headset & Base – EURO** | | 700414022 | ✓ | | | ✓ | |
| **Computer Headsets** | | | | | | | |
| **AVDSP400 [Stereo Corded Headset]** | | 700414071 | ✓ | | ✓ | | |
| **AWH-55 USB Wireless Headset** | | 700373335 | ✓ | ✓ | | ✓ | |
| **AWH-65 USB Wireless Headset – UK** | | 700413826 | ✓ | ✓ | | ✓ | |
| **AWH-65 USB Wireless Headset – EURO** | | 700413834 | ✓ | ✓ | | ✓ | |
| **QD to USB Adapter Cable** **\*Allows wired headset connection to PC** | | 700414139 | | | | | |
| **Base Units/Headset Cables** | | | | | | | |
| **HIC Cord – 64xx, 24xx, 4610/20/21/22/25 Series** | | 700414089 | Used to connect headset to the phone. | | | | |
| **HIP Cord – 4612/24/30 Series** | | 700414121 | | | | | |
| **HIS Cord – 9600 Series** | | 700409881 | | | | | |
| **M12LUCM Network Amp CCC/CE** **Headset Adapter for All Terminals** | | 700414147 | Adds wired headset capability to phones that do not have a headset jack. Also offers advanced features such as call leveling, receive and transmit background noise reduction, and enhanced noise protection. | | | | |

Side labels: Wireless | PC | Headset Accessories

# 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 cell 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 Appearances/ 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. Listing represents the earliest server version the phone is compatible with. Avaya phones are forward compatible. For example, the 9630 works with CM 3.0 and all later revisions. MVE stands for MultiVantage Express. CM stands for Communication Manager. |
| **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 Buttons** | 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. |
| **one-X Quick Edition Version Available** | This phone hardware is available as a separately orderable part, pre-installed with one-X 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. |
| **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. |

# AVAYA

**COMMUNICATIONS
AT THE HEART OF BUSINESS**

avaya.com

ISO CERTIFIED

9001 • 14001