



9608 IP Deskphone



9611G IP Deskphone



9621G IP Deskphone



9641G IP Deskphone

Avaya 9600 Series IP Deskphones

Avaya 9600 Series IP Deskphones leverage the enterprise IP Network for sophisticated, high definition voice communications; from headquarters, remote locations or home offices. Competitively priced, high-performance models drive increased productivity for business users. Integrated with Avaya Aura™, the evolutionary approach of the 9600 series optimizes your communications experience with a flexible architecture that works with your existing investments and accommodates growth as your business needs change.

High Performance Phones, Mean High Performing People

- Make conference calls more efficient and enhance customer interactions with high fidelity audio
- Access information quickly through easy-to-read, high resolution displays (color screens available)
- Speed completion of common telephony tasks by using prompts on touch screens
- Improve productivity with context-sensitive graphical interfaces that enhance call control and management
- Leverage Session Initiated Protocol (SIP) for a survivable, scalable infrastructure that delivers reliable performance and flexible growth as business needs change
- Increase performance by deploying Gigabit Ethernet within your existing infrastructure
- Reduce energy costs using efficient Power-over-Ethernet (POE) including “sleep mode” which lowers energy consumption dramatically

Key Customer Benefits

Delivering a unique communications experience that can turn your business phone system into a competitive advantage, Avaya 9600 Series IP Deskphones provide high definition audio quality, sophisticated easy-to-use features, customized colors, choice of adapters, models for different user types, and a flexible, scalable design.

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 delivering voice quality that has been described as better than in person. Superior sound reduces fatigue and can increase productivity. Delivering high definition sound that makes multi-party calls easier to hear, the 9600 Series supports wideband audio codec in the handset, headset and most speakerphone models as well.

Easy to Use Interface

Reflecting the evolution of today’s smart phones, the Avaya 9600 Series IP Deskphones user interface is clearer and more intuitive than ever

before. High resolution graphical displays, able to anticipate user intentions and needs, make contextual menus, prompts, and instructions easier to read. Critical functions like call transfer, conferencing and forwarding are easy for the novice or veteran user. Softkeys, right on the display itself, and scrolling menus guide users through every process including third-party applications such as company-wide corporate directories that can be invoked and used easily. The Avaya 9600 Series IP Deskphone user interface is consistent with the entire Avaya one-X portfolio of solutions including desktop and mobile endpoints.

Increase Productivity

Features and design enhancements like one-touch access to key functions (with prompting), LED buttons, and color screens – work together to help users get more done in less time by speeding common telephony tasks.

- Complete common tasks rapidly using high resolution, easy-to-read displays with choice of color screen
- Increase call control and management with intuitive, context sensitive screens. At the touch of a finger, touch screen options provide easy to manage messages and quick access to key applications such as Call Log
- Use voice commands to dial local contacts and to interact with the phone and its productivity enhancing applications
- Resolve issues quickly by increasing availability while roaming using Bluetooth (integrated or optional adapter)
- Speed visual queues by taking advantage of integrated LED buttons, available on more traditional models

Reduce Total Cost of Ownership

Among the most energy-efficient deskphones available, 9600 Series IP Deskphones help reduce overall energy costs and other recurring expenses. Some models offer a “sleep mode” that conserves power when the deskphone is not in use.

With 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.

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.

Available Adapters and Modules

- Bluetooth Adapter – enables 9600 Series IP Deskphones to work with a Bluetooth headset
- Gigabit Ethernet Adapter (for models not directly supporting GigE) – adds 1000 Mbps support for both deskphone and an attached laptop or PC
- 12 or 24 Button Expansion Modules
- Wideband Headsets

Protect Your Investments with Open Standards and SIP

Built on open standards and a flexible platform, the 9600 Series leverages your existing Avaya Aura™ investments while providing a scalable platform on which future software and services can be deployed including 3rd party or Avaya solutions.

Session Initiation Protocol (SIP) support provides integration with productivity enhancing applications like Microsoft Outlook’s calendar. Appointments are displayed right on your 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.

Support Diverse User Types

No matter what your needs – everyday use, essential communications, monitoring multiple lines, call centre, a simple system for the lobby or even teleworkers – there is a 9600 Series Deskphone that can meet your current and future requirements. Through research we have identified four distinct user types and have designed offer deskphones for each type:

The Walkup user: People visiting your company such as customers or suppliers.

The Everyday user: Individuals who use a phone as one of many communications tools – along with IM, email, PDA, etc. While common functions such as directory and speed dial are important to Everyday users, many other features that would typically be found on a traditional business phone might not be.

The Essential user: Essential users are easy to recognize – they are always on the phone. This power user relies on real-time voice communication and makes use of many advanced phone applications.

The Navigator: Also spending a great deal of time on the phone, the Navigator typically handles calls for others. Receptionists and executive assistants are examples.

In addition to the 9600 Series Deskphones you've known and relied on for years, we have added a number of new* models to the portfolio as part of our continuing commitment to addressing your changing business and individual user needs. The table below will help identify which model is the right fit for you and your business.

The Avaya 3631 IP Wireless Handset

Hate to miss calls when you're away from your desk? Want the convenience of wireless and the benefits of

IP-based converged communications – without the high cost and service inconsistency of cellular technology?



3631 IP Wireless Headset

The Avaya 3631 IP Wireless Handset connects to your existing WLAN, giving you access to the full range of PBX functionality. It can be bridged to your desk phone enabling you to move calls easily between the two and providing the flexibility to initiate a call on your desk phone and then move it to your mobile device – or vice versa. With a 24 call appearance capacity, the Avaya 3631 offers ample capacity for monitoring multiple bridged lines, perfect for the power administrative assistant with a multi-line phone.

There is no learning curve because the Avaya 3631 IP Wireless Handset has an easy-to-read color screen and the same Avaya one-X Deskphone interface as Avaya 9600 Series IP Deskphones. All that's required is a Wi-Fi network and Avaya Aura™ Communication Manager or Avaya Distributed Office – no additional servers are necessary.

Learn More

With more than 100 years as a leader in communications, Avaya can help your company maximize productivity with the Unified Communications solutions specific to the needs of your workforce.

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.



24 Button Expansion Module



9620L/9620C IP Deskphone



9630G IP Deskphone



9640G IP Deskphone



9650/9650C IP Deskphone



9670G IP Deskphone

Features	9608* Everyday User	9611G* Essential User	9621G* Essential User	9641G* Navigator	9610 Walkup User	9620L/ 9620C Everyday User	9630G Essential User	9640 / G Essential User	9650 / C Essential User & Navigator	9670G Essential User
Wideband Audio	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Headset	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Speaker Phone	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Buttons or Touch Screen	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)	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	Color	Color	Color	Grey scale	Grey scale	Grey scale	Color	Grey scale C=color	Color touch
Administrative Buttons	24	24	24	24	No	12	24	24	24	24
Softkeys	4	4	0-5	0-5	2	4	4	4	4	0-5
USB	No	Yes	No	Yes	No	No	Yes	Yes	Yes	Yes
Bluetooth with external adapter	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes integrated (H.323)
Gigabit Support	No	yes	Yes	Yes	No	No	integrated	G = integrated	Yes adapter	Integrated
2 nd Ethernet line interface	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
POE Class	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	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
Colour Choice	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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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

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