Avaya 9611G IP Deskphone

Provide everyday users with enriched communications capabilities

The 9611G IP deskphone is an 8-line intermediate telephone ideally suited for Everyday users who consider their phone to be one of many useful communication tools and who rely on common functions like directory and speed dial to enhance productivity and communications. Enabling digital customers to transition easily to the best of IP phone technology, the 9611G delivers intelligent communications with a traditional look and feel, graphical color display, high definition audio quality with full duplex speaker, and a wideband handset and headset. Competitively priced and high-performing, it supports Bluetooth®, a USB interface, integrated Gigabit Ethernet (1000MBps for both deskphone and attached PC), a secondary Ethernet port, and up to three 12 or 24 Button Expansion Modules. Part of the 9600 Series IP Deskphones, the 9611G leverages your enterprise IP Network to deliver sophisticated communications from headquarters or remote locations. Integrated with Avaya Aura® and IP Office, the 9611G's evolutionary approach optimizes communications through a flexible architecture that leverages existing investments and accommodates changing business needs.

- Offers flexibility through support of DECT Headsets and Bluetooth (with adapter)

- Enables efficient, high-speed call management through support for up to three 12 or 24 Button Expansion Modules

- Supports reduced energy consumption and costs through Power-over-Ethernet Class 1 design with "sleep mode"

- Provides choice through integrated Gigabit Ethernet and USB interface support

- Accommodates changing business needs with Session Initiated Protocol (SIP) based infrastructure

Key Features and Benefits

- Delivers high-definition audio that can increase productivity by reducing fatigue and provides easier-to-understand multi-party calls using the wideband audio codec in the handset and headset

- Facilitates access to information through an easy-to-read, high resolution color display and a permanently labeled Navigation Cluster (Up/Down, Left/Right, OK)

- Delivers visual queues that can speed task management through 8 Red/Green LEDs

- Helps increase productivity through context-sensitive graphical interfaces

- Simplifies call control on the display using softkeys to transfer, conference and forward calls and to access everyday processes including third-party applications such as company-wide corporate directories

- Provides consistency through a common Avaya one-X® interface (including mobile endpoints)

Contact Center Model

An adaptation of the 9611G designed for contact centers simplifies 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. An optional dual headset adapter makes it a valuable addition to any contact center.*

*Availability: 3Q FY11

Specifications

Hardware

- Color display 2.8 inches x 2.1 inches (7.0 cm x 5.3 cm)

- 8 button's with dual LED's (red, green)

- 4 Softkeys

- Permanently-labeled feature buttons: Speaker, Mute, Volume, Headset, Contacts, Home, History, Message, Phone

- Permanently-labeled Navigation Cluster (Up/Down, Left/Right, OK)

- 24 administrative buttons and up to 8 lines displayed simultaneously with green / red LEDs

- Wideband audio in handset and headset

- Full duplex speakerphone

- Ergonomic hearing aid compatible handset supports TTD acoustic coupler

- Two message waiting indicators

- USB application support

- Gigabit support

- Bluetooth and DECT headset support with additional adapter

- Wall-mount option and dual-position stand

- Ethernet (10/100/1000) line interface

- Secondary Ethernet interface 10/100/1000 Mbps

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

Software

- SIP protocol support on Avaya Aura

- H.323 protocol support

- Standards-based codec support: G.711, G.726, G.729A/B, G.722 (G.726 is not available in SIP)

- Supports the following languages: Arabic, Brazilian Portuguese, Simplified Chinese, Dutch, English, Canadian French, Parisian French, German, Hebrew, Italian, Japanese (Kanji, Hiragana and Katakana), Korean, Latin American Spanish, Castilian Spanish, and Russian.

Requirements and Platform Support

- Avaya Aura® Communication Manager 3.1.4 and greater (H.323)

- Avaya Aura® Communication Manager 6.0 with Avaya Aura® Session Manager 6.0 or Avaya Midsize Business Template 5.2.1 (SIP)

- Local or centralized electrical power; through a 802.3af switch, or local power supply

- HTTP file server

Learn More

To learn more about the 9611G IP Deskphone and 9600 Series IP Deskphones contact your Avaya Account Manager, Avaya Authorized 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 business communications systems. The company provides unified communications, contact centers, data solutions 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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