



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

Avaya one-X™ Deskphone Edition 9620 IP Telephone

Avaya one-X™ Deskphone Edition is a family of next generation IP telephones that delivers a new and unique communications experience to drive increased productivity.

Created by users for users, the Avaya one-X Deskphone Edition family features an intuitive user interface which helps to make users proficient and confident in performing common telephone tasks such as setting up a conference call or completing a transfer. With enhanced high-fidelity audio, it's much easier to hear and understand other people which speeds business while reducing fatigue and stress. The one-X Deskphone Edition models are built with future growth and enhancement in mind, with many modular add-ons that can be added as they are needed — protecting investments and leading to improved total cost of ownership. The new telephones also feature a very stylish and professional design.

Avaya one-X™ is a portfolio of communications solutions which deliver a powerful and consistent communications experience for the end user — across a variety of devices and interfaces. Avaya one-X solutions provide intelligent access to Intelligent Communications, to drive productivity and competitive advantage.

Avaya 9620 IP Telephones are specifically designed for the everyday telephone user — those who rely on multiple communications tools such as e-mail and IM, yet still require a high quality and intuitive telephone for voice communications.

The high fidelity audio of the 9620 IP Telephone provides crystal clear sound, eliminating background noise, while the backlit display and intuitive interface simplifies access to critical telephone features — such as one-touch dialing from the contact list and accessing recent call information from call logs.

Through its integrated web browser and application interface, the 9620 supports productivity enhancing phone applications such as corporate LDAP directories



and the receipt of broadcast reminders and alerts. And, with its dual position flip stand, the 9620 makes a smart-looking addition to any desk.

And keep in mind:

Improved total cost of ownership: The 9620 supports a portfolio of telephone modules and adapters and accessories such as wideband headsets and an adapter to support Gigabit Ethernet* — allowing for flexible and cost-effective enhancements and investment protection.

Security and reliability: With enhanced protection against denial of service attacks and support for 802.1x, as well as improved VLAN separation, the 9620 delivers the high level of security and reliability that you've come to expect from Avaya.

Key Features:

Hardware:

- Backlit display — 3.45" diagonal ¼ VGA quality gray-scale pixel based with adjustable display angle

*when available

- Full duplex speaker phone
- Ergonomic wideband hearing aid compatible handset supporting TTD acoustic coupler
- Two message waiting indicators
- Flip-stand/dual position
- Wall mountable
- Four way navigation cluster button
- Four contextual softkey buttons
- Volume button (separate volume levels in the handset, speaker, and ringer)
- Avaya Menu button (browser, options and settings access)
- Message button (LED)
- Telephony application (hard button)
- Mute button (LED)
- Speaker button (LED)
- Headset button (LED)
- Contacts button
- Call log button (LED)
- Three line appearance LEDs
- Ethernet (10/100) line interface with secondary ethernet interface
- Module interface (for future modules such as speakerphone module)
- POE 802.3af compliant class 2 device (auxiliary power available)
- Adapter interface
- USB interface
- Wideband Headset Interface

Software:

- Supports 12 Call Appearances or Administrable Feature keys
- Contacts application (250 entry) with hard button
- Call log (100 entry) with hard button/LED for missed call indication
- H.323 protocol with future support for SIP
- Standards-based wideband Codec G.722 and the following narrow band codecs: G.711, G.726 G.729A/B
- Support for the Avaya Push API application interface — for third party telephone applications (<http://www.support.avaya.com>)
- Support for the following languages: English, Canadian French, Parisian French, Latin American Spanish, Castilian Spanish, German, Italian, Dutch, Brazilian Portuguese, Japanese (Kanji, Hiragana, Katakana), Simplified Chinese, Korean, Russian Cyrillic, and Hebrew.

Requirements:

- Avaya Communication Manager 3.0 or greater
- Local or Centralized Electrical Power — through POE 802.3af switch, or local power supply

Learn More

For more information about how Avaya IP Telephony solutions may be leveraged to help grow revenue and reduce costs, please contact your Avaya Client Executive, Avaya Authorized BusinessPartner or visit avaya.com and click on IP Telephony.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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