



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

Avaya one-X Deskphone Edition - SIP Software for 9620, 9630, and 9640 Telephones

Avaya one-X Deskphone Edition telephones deliver standards-based SIP telephony and advanced phone application capabilities to further enhance end user productivity.

Avaya one-X Deskphone Edition telephones set the new standard for end user productivity with high fidelity audio, an intuitive context sensitive display, phone models designed specifically for user profiles, and a modular, flexible architecture allowing for enhanced total cost of ownership. With the latest release of SIP telephone firmware, the Avaya 9620, 9630, and 9640 telephones deliver best-in-class SIP telephony along with powerful application capabilities. Upgrading to the SIP version of phone firmware for 9600 Series telephones is simple and free of charge – providing great flexibility and investment protection.



Avaya 9630 IP Telephone

Enhanced End User Productivity

Avaya one-X Deskphones have a context-sensitive user interface that provides simple prompting for the user during common telephone tasks such as setting up a multi-party conference or completing a transfer. 9600 Series phones feature enhanced high fidelity audio with standards-based wideband (G.722) support for both the handset and speaker. All of these innovations are preserved and enhanced with SIP software that supports IETF “Sipping 19” features for the 9620, 9630, and 9640 telephones – including the following:

- Call Management – incoming, outgoing call screening. All within an enhanced, context-sensitive user interface
- Hold
- Consultation Hold
- Transfer – both attended and unattended
- Call Forward – unconditional, on busy, on no answer
- Conference – with the added ability to selectively mute and drop conference call participants.

9600 Series SIP phones also support feature name extensions. The 9620, 9630, and 9640 telephones support the following Avaya Communication Manager telephony features:

- Active appearance select
- Automatic call back

- Call park
- Call pickup
- Calling party number block/unblock
- Conference on answer
- Drop – last added party
- Group paging
- Malicious call trace – activate/deactivate
- Message Waiting Indication
- Send All Calls – enable/disable – including integration with the built in “call forward/mobility” button on the 9630 and 9640 telephones
- Transfer to voice mail
- Whisper page

Investment Protection and Simple Migrations: H.323 to SIP

For current Avaya 9600 Series telephone users, the migration from H.323 protocol to SIP is simple and transparent. SIP firmware is a no cost download to the telephone – providing for great investment protection and protocol flexibility today and in the future. For the end user, several common telephone functions are preserved in the SIP environment:

- Call log

- Programmable Speed Dial buttons
- Personal profiles are stored in the Personal Profile Manager for easy back-up and restore

New - Enhanced Capabilities Specific to the 9600 Series Telephones:

- Local SIP presence information – displayed within the phone Contact List. Allows end users to view telephone presence of co-workers.
- Calendar button can be programmed to link to your Microsoft Exchange server and display your next five meetings. You can even dial the meeting phone number automatically.
- Changeable telephone background display skins. With SIP software on the 9600 telephones, users can personalize their phone displays with choices of skins and background images – including company logos.
- Changeable screen saver enhanced with your background image or company logo, as well as date and time.

With SIP firmware, the 9600 Series telephones are capable of capturing and storing both phone numbers and SIP URI information (user@domain.com) within the call log and speed dial buttons.

For administrators, the process of setting up and maintaining Avaya telephones with SIP is consistent with H.323 environments – including similar procedures for granting application permissions, telephone settings file and script downloads, and user-selectable telephone options.

SIP firmware for the Avaya 9620, 9630, and 9640 supports the following languages:

- English
- Canadian French
- Parisian French
- Spanish
- German
- Portuguese

Support for additional European and Asian languages will be available soon

Avaya 9640 IP Telephone



SIP presence of local Contacts



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/iptelephony.

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 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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