



## FACT SHEET

# Avaya one-X™ Deskphone - SIP Software for 9620, 9630, 9630G, 9640, 9640G Telephones

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

Avaya one-X Deskphone 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, 9640, and the gigabit 9630G and 9640G 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.

### 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 SIP IETF RFC features for the 9620, 9630/G, and 9640/G telephones – including the following:

- Call Management – incoming, outgoing call screening. All within an enhanced, context-sensitive user interface
- Hold
- Consultation Hold
- Call Forward – unconditional, on busy, on no answer
- Call Forward integrated with the built in “call forward/mobility” button for the 9630/G and 9640/G telephones
- Conference

More IETF standard features for more SIP Services Examples

- Local 3-Way Conferencing
- Local Call Forwarding
- Transfer - attended and unattended
- Inbound and outbound
- Find Me

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

- Active appearance select
- Autodial buttons
- Automatic call back
- Busy Lamp Indicator

- Call Forwarding all calls and busy/don't answer
- Call park and retrieve
- Call pickup, extended group and directed call pickup
- Calling party number block/unblock
- Drop – last added party
- Extend a Call and EC500 support
- Malicious call trace – activate/deactivate
- Message Waiting Indication
- Priority Calling
- Send All Calls – enable/disable – including integration with the built in “call forward/mobility” button on the 9630/G and 9640/G telephones
- SIP Visiting User and emergency dialing from remote locations
- Third Party Call Control
- Transfer to voice mail
- Whisper page

### Increased Customizability

Tailor the user experience to create company branding on the phone with your logo, and to have your favorite features available to you directly. 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.

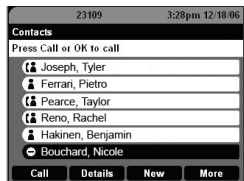
- Calendar button linked to your Microsoft Exchange server to display your next five meetings, and even dial the meeting phone number
- Changeable screen saver enhanced with your background image or company logo, as well as date and time
- Changeable telephone background display skins and background images, can mix and match with custom faceplates on the color 9640/G
- Contact search on contact screen
- Customizable translations for all messages and labels
- Customize your button labels



Avaya 9630/G IP Telephone



Avaya 9640/G IP Telephone



SIP presence of local Contacts

- Favorite features speeds your access to what you most commonly use
- Off-Avaya footprint, connect to a 3rd party SIP server (limited or no Avaya Services Support based on configuration)
- Phone based speed dials
- Presence information for your contacts, in your call history, and integrates with the Unified Communication client

### 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.

#### Security and increased enterprise integration:

- 802.1x EAP-MD5, EAP-TLS
- Asynchronous on/off for SNMP
- DoS resilience
- HTTPS and PPM for secure backups of user profiles and personal contacts
- Import and validate 3rd party root certificates
- LDAP directory access with WML browser
- LLDP, LLDP-MED
- Passwords, user ID for logon
- Port range QoS
- SRTP
- Signed firmware and validation
- TLS

- VLAN tagging
- Voice Monitoring Manager (VMM) & Converged Network Analyzer (CAN) for networking monitoring

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/G, and 9640/G supports the following languages:

- English
- Canadian French
- Parisian French
- Spanish
- Castilian Spanish
- German
- Dutch
- Portuguese
- Italian
- Russian (including Cyrillic for other languages)
- Simplified Chinese
- Japanese
- Korean

#### 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](http://avaya.com/iptelephony).

#### About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

