



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

Avaya one-X Deskphone

9650 IP Telephone

Avaya one-X™ Deskphone 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 solution 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 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.

Smart, sleek, stylish and highly functional, the Avaya 9650 IP Telephone is designed for the Navigator user profile (someone hired primarily to speak on the phone for the majority of each day. Building receptionists, executive admin staff are examples of users answering incoming calls, transferring customers to other extensions, monitoring several bridged appearances throughout the day) and delivers advanced communications capabilities — high definition audio, an integrated WML application interface, and comprehensive one-touch access to Avaya Communication Manager line appearances or features — in a solution designed for users that need one touch access to features. This is the ideal solution for receptionists, executive assistants, Contact Center Agents as well as Knowledge workers that need quick access to features and call appearances.

The Avaya 9650 IP Telephone supports higher quality wideband audio in both the handset as well as the speakerphone, which provides crystal clear audio with the elimination of background noise. The backlit display and intuitive interface simplifies access to Avaya Communication Manager features — such as simultaneously managing multiple calls and selectively muting and dropping conference call participants. The 9650 supports built-in button module functionality (8 physical buttons with shift capability for a total of 16 feature keys) to provide simple one-touch access to bridged appearances, speed dials and feature keys. And, with its dual position flip stand, the 9650 makes a smart-looking addition to any desk.

Through its integrated web browser and application interface, the 9650 supports productivity enhancing phone applications such as LDAP corporate directories and integration with Microsoft Outlook calendars.

And keep in mind:

Improved total cost of ownership: The 9650 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. For those requiring support for additional line appearances or feature keys, the 9650 supports up to three (with CM 4.0) 24 button expansion modules.

Security and reliability: With enhanced protection against denial of service attacks and support for 802.1x, LLDP as well as improved VLAN separation, the 9650 delivers the high level of security and reliability that you've come to expect from Avaya.

Features:

Hardware:

- Backlit display — 3.8" diagonal ¼ VGA quality gray-scale pixel-based with adjustable display angle



- Three line appearance buttons with LEDs
 - Eight additional “auxiliary” buttons used as line appearances or feature keys
 - one aux shift button
- Full-duplex wideband speaker phone
 - Ergonomic wideband hearing aid compatible handset supporting TTD acoustic coupler
- Two message waiting indicators
- Innovative dual position flip stand
- Wall mount kit available
- 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)
- Ethernet (10/100) line interface with secondary Ethernet interface
- Module interface to support add-ons
- Supports one 24-button expansion module (up to three with Avaya Communication Manager 4.0*)
- POE 802.3af compliant class 2 device
- Two adapter interfaces

- USB interface
- Wideband Headset Interface

Software:

- Supports 24 Call Appearances or Administrable Feature keys
- 250 entry contacts application (hard button)
- Call log (100-entry) with hard button and LED for missed call indication
- H.323 protocol with future support for SIP
- Standards-based G.722 wideband Codec 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, 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 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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