

AVAYA

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Avaya 9608 IP Deskphone

Provide everyday users with enriched communication capabilities



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Key Features and Benefits

- Delivers high definition audio that can increase productivity by reducing fatigue and provides easier-to-understand multi-party calls through the wideband audio codec in the handset and headset. Multiparty calls require DSP (Media Gateway).
- Simplifies call control on the display using softkeys for everyday functions such as transfer, conference and forwarding and to access everyday processes including third-party applications such as company-wide corporate directories
- Provides visual queues that can speed task management through 8 Red/Green LEDs
- Improves flexibility through support of a secondary Ethernet port for a PC as well as Bluetooth and DECT Headsets
- Enables more efficient, high-speed call management through support of up to three 12 or 24 Button Expansion Modules
- Offers consistency through a common Avaya one-X® interface (including mobile endpoints)
- Accommodates changing business needs with Session Initiated Protocol (SIP) based infrastructure on Avaya Aura.
- Supports reduced energy consumption and costs through Power-over-Ethernet Class 1 design with "sleep mode"

Contact Center Model

An adaptation of the 9608 specially designed for contact centers simplifies access to a range of features, enhancing agent productivity, making it easier for agents to use the touch screen to handle their greetings, monitor calls in the queue, update their status and complete many

other day-to-day tasks. An optional dual headset adapter makes it a valuable addition to any contact center.

Specifications

Hardware

- Monochrome display – 3.2 inches x 2.2 inches (8.2 cm x 5.5 cm)
- 8 buttons with dual LEDs (red, green)
- 4 softkeys
- Hard buttons for phone, messages, contacts, history, home, navigation cluster, headset, speaker, volume, mute
- Red LEDs for speaker, mute, headset, message, history
- 24 administrative buttons
- Wideband audio in handset and headset
- Full duplex speakerphone
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Bluetooth and DECT headset support (with adapter)
- 2 message waiting indicators
- IC call alerting with 360 visibility
- Rich, classic and alternate ringtones
- Wall-mount and dual-position stand
- Ethernet (10/100) line interface
- Second Ethernet interface 10/100 Mbps
- PoE Class (IEEE 802.3af) registers as class 1 device

Software

- SIP protocol support
- 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)
- IP Office 6.1 Maintenance Release or greater (H.323)
- Local or centralized electrical power through a 802.3af switch, or local power supply.
- HTTP file server

Learn More

To learn more about the 9608 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 provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.



The 9608 IP Deskphone is available in a global model. English language text on the faceplate has been removed. Contact your Avaya Account Manager or Avaya authorized partner for details.

