



## 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.

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 brilliant audio quality, it's much easier to hear and understand other people which speeds business while reducing fatigue and stress. Avaya one-X Deskphone models now support voice commands for speech based dialing, and allow workers to dial personal contacts stored on the phone or a USB memory stick. The Avaya 9600 series deskphones 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 including support for customized display screen saver images and custom faceplates with company logos.

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, and comprehensive 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 partner and team features.

An embedded speech recognition engine within the Avaya 9600 Series deskphones allows for dialing of contacts by simply speaking the person's name. For those contact entries with more than one number (work, home), the user can specify "call John Smith at work" and the 9650 is intelligent enough to make it happen. For workers on the go, personal contacts can also be kept on a USB stick, so they can use the speech dialing capability to call these contacts. When the USB is inserted into a 9600 Series deskphone, it allows users to speech dial any of the up to 250 personal contacts supported by the phones.



The Avaya 9650 IP Telephone supports higher quality wideband audio in the handset, and headset 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 advanced Avaya Communication Manager features — such as simultaneously managing multiple calls 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 partners, speed dials and feature keys. And, with its dual position flip stand, the 9650 makes a smart looking addition to any desk.

## And keep in mind

**Improved total cost of ownership:** The Avaya 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 feature keys, the Avaya 9650 supports up to three 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 Avaya 9650 delivers the high level of security and reliability that you've come to expect from Avaya.

## Key Features

### Hardware

- Backlit display – 3.8” diagonal ¼ VGA quality gray-scale pixel-based with adjustable display angle
- Three line buttons with LEDs
- Eight Programmable feature keys (Softkeys); max. 16 partners
- 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 (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 three 24-button expansion modules (one 24 button expansion module for Avaya Communication Manager 3.1 and prior versions)

- POE 802.3af compliant class 2 device
- Two adapter interfaces
- USB interface – supports USB 1.1 compatible thumb drives for personal contacts
- 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 supported
- Standards-based G.722 wideband Codec and the following narrow band codecs: G.711, G.726, G.729A/B
- Support for the following languages: English, French, Spanish, German, Italian, Dutch, Russian Cyrillic, Czech, Slovenia, Hungarian, Polish and Turkey
- Speech dialing languages include: US and UK English, French, Spanish, Dutch, German, Italian, Brazilian Portuguese

### 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](http://avaya.com) and click on IP Telephony.

### 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>.

