Offer Definition: 9600 Series IP Deskphones

Release History:
- August 2010 with information on 9608/9611G/9621G/9641G
- December 2010 with information on 9601 SIP Deskphone
- October 2012 with information on latest software as well as contact center hardware
- May 2013 with updated information on 9601 SIP Deskphone
- September 2013 with updated information on 9608/9611G/9621G/9641G
- January 2014 with updated information on 9608 Global, 9608G
- June 2014 with updated information on 9601 Global, 9611G Global and latest software
- July 2014 with updated information on 9621G Global, 9641G Global
- November 2014 with updated information regarding custom faceplates
- January 2015 with updated information on latest SIP software
- April 2015 with updated information about the 9641GS and latest H.323 software
- August 2015 with updated information on latest SIP software
- August 2015 with updated information about 9608, 9621G, and 9641G transitions

Summary

In 2010, new models were added to the 9600 Series IP Deskphone family – extending the portfolio's reach while retaining the award winning industrial design. These new models are available alongside the current deskphones, providing customers with consistency and choice when purchasing for new or extending a customer's installation. The new models continue to provide exceptional audio performance and are environmentally green. These models take the portfolio to new levels of power efficiency including a PoE Class One model that includes integrated gigabit and a color screen. All the new models consume even less power when not active than prior models. In 2014, an additional model (9608G) was added to the portfolio. Also in 2014, the portfolio transitioned to encompass "Global" models. In 2015, the 9641GS was added to the portfolio, enhancing the touch screen user experience.

In August of 2015 the transitions of, the 9608 to the 9608G, and of the 9621G and 9641G to the 9641GS, were announced. The 9608G offers the benefit of Gigabit Ethernet throughput on the integrated dual port switch, denoted by the 'G' suffix. The 9641GS enhances the size and performance of the touch screen, making it lighter, more accurate, and more responsive, through the use of capacitive touch technology. The 'S' suffix denotes the enhanced touch screen.

The new models extend the capabilities of the 9600 Series portfolio to include more color, integrated gigabit and touch screen models at differentiated price points. The 9601 is a SIP only deskphone. It has been designed to meet the needs of basic SIP telephony profiles including lobbies, and hallways This device meets the needs of end users with simple call handling requirements. The 9601/9608/9608G/9611G are designed to appeal to users who value the traditional Avaya user

interface, with dual-color lamps in buttons on one or both sides of the screen.   The 9621G/9641G/9641GS have color touch screens to provide more flexible access to telephony features and non-telephony applications.   Providing an enhanced button interface and a new touch interface offers customers greater choice and the flexibility to choose the best option for their needs.

Five of the new models support both SIP and H.323 software, allowing customer to choose a traditional H.323 solution centered on Communication Manager / IP Office or upgrade to Avaya Aura®. The software continues to provide highly integrated access to Avaya core applications. The H.323 software is backwards compatible to earlier versions of Communications Manager / IP Office; the SIP software is compatible with the newest version of Session Manager and Communication Manager. The 9601 is supported using Avaya IP Deskphone SIP software only.

Pricing is available through the configuration tools including Avaya Solution Designer and EzQuote.

Contents

Description

The new models include button-orientated models, the 9601, 9608, 9608G and 9611G, and touch-screen models, the 9621G, 9641G and 9641GS. All models have been developed to provide an intuitive user interface that allows existing and new users of Avaya products to easily transition to the new Deskphones.

Avaya continues an unparalleled focus on low power, audio performance, industrial and user interface design. The button-orientated 9601, 9608, 9608G and 9611G are Class 1 PoE (802.3af) and the color touch-screen 9621G, 9641G and 9641GS are PoE Class 2. Low power consumption allows customers to minimize the total cost of ownership by minimizing power costs, minimizing infrastructure upgrade requirements, minimizing cooling costs and minimizing environmental impact. All the 9600 Series IP Deskphones support the G.722 wideband codec, sometimes referred to as HD audio, including the entry level 9601, although the 9601 sacrifices some acoustic fidelity in the speakerphone to deliver a significantly lower price.

Five of the 9600 Series IP Deskphones, the 9608, 9608G, 9611G, 9621G, 9641G and 9641GS, support both SIP and H.323 software and interoperate with the corresponding core applications. For both SIP and H.323, the software encompasses the base capabilities that are available on the earlier 9600 series models. This allows customers to implement these models with minimal disruption. Support for primary Avaya applications, including Phone, Contacts, History (formerly Call Log) and Message, as well as Avaya APIs, is maintained.

The application formerly known as "Call Log" has taken a new name, "History", to reflect Avaya's evolution from telephony to Unified Communications. With Avaya IP Deskphone SIP 6.2.x or later software, the "History" application has been extended to include Instant Messages in addition to voice calls.

The new models provide existing customers with options that do not exist in the portfolio today and new customers with alternatives that may be of greater appeal. The button-orientated models are of interest to customers who value the more traditional user experience that was provided on digital sets or earlier button-centric IP phones. The 9601, 9608, 9608G and 9611G allow such users to upgrade or move to IP phones while retaining a familiar and comfortable experience. The touch-screen models provide an interface that is more easily adapted or modified to a particular customer's needs and future software variations will leverage that flexibility to adapt to other types of users.

Models and Hardware Portfolio Additions

The 9600 Series IP Deskphones build on the award winning industrial design of the portfolio, including exceptional audio capabilities and productivity improving software. One enhancement to the design for the 9608, 9608G, 9611G, 9621G, 9641G and 9641GS is a Kensington® security slot that can be used to secure the IP Deskphone and reduce the risk of theft.

9601, 9608, 9608G and 9611G IP Deskphones

The button-oriented models, the 9601, 9608, 9608G and 9611G, provide a more traditional user experience with dual color buttons. The 9601 supports two buttons to the right of the display and the 9608/9608G/9611G have four buttons on either side of the graphical display. These are ideal for customers who are migrating from a traditional digital environment and desire to move to IP with minimal change. As well as targeting more traditional users, these models are suited for Entry level and Everyday users who use voice as an element within their business communications but are not considered power users.

The 9601 has a graphical display with a total of 4 lines including a top informational line, two call appearance or feature lines and a row of three soft keys. Compared to the other new models, the display on the 9601 is significantly smaller and has fewer lines and soft keys.

The 9608/9608G/9611G models have 8 buttons, 4 on the left and 4 on the right side of the display, and four soft keys. Users can select to display information in a single column with four rows or in two columns with four rows each, depending on their needs. In two-column mode, approximately thirteen characters can be displayed on a line in each column. The exact number depends on the language and the characters because the phones use a variable width font.

The soft keys along the bottom of the display provide context-sensitive functions and allow the IP Deskphone to walk the user through multi-step processes and prompt the user to select from multiple options. These models also incorporate red and green LEDs with the buttons alongside the display to provide additional visual cues that are familiar to users accustomed to Avaya digital phones and first generation IP phones. The LEDs provide information about the current state of a line or feature. The dual color LEDs for line/feature buttons with context sensitive soft keys are a winning combination for customers accustomed to the operation of digital or early IP telephones.

Avaya continues to focus on low power and these three models are all Power over Ethernet (802.3af) Class 1 when used without button modules or other add-on devices.

The 9601, 9608, 9608G and 9611G all support the G.722 codec and have wideband handsets and a wideband-capable headset port to provide a complete wideband experience. The 9608/9608G/9611G models include hands-free support with a speaker and microphone that provide good wideband

support.   The 9601 hands-free audio components provide a more traditional design well-suited to G.711 and other narrow-band codecs, but sacrifice some wideband fidelity to achieve a low price.

The 9608/9608G/9611G support the pre-existing 24 button module and a new 2 x 12 button module on which features, speed dials, bridged or individual call appearances can be programmed. A maximum of 3 button modules of either type can be connected to these IP Deskphones and 12 and 24 button modules *cannot* be intermixed when connected to a single phone. There are some limitations on programming of features on the button modules which can be found in the detailed product documentation.

Each model also includes one touch access to key applications including Contacts, History (previously labeled "Call Log") and Home (previously "Menu"). One touch access to these core applications simplifies the user experience and eliminates the need to navigate through menus to get to the most commonly used features.

The 9611G includes a USB interface (v2.0) and a color screen. The 9608/9608G have a backlit monochrome display and the 9601 includes a monochrome display with *no* backlight.

These models support a dual position stand that can position the phone at approximately 40⁰ or 60⁰. The display on each of these models is fixed and is not adjustable. The 9601, 9608, 9608G, 9611G, and 9621G do not have removable/customizable faceplates. The 9641G and 9641GS support the custom faceplate offer through the "without faceplate" material codes. Custom faceplates are not supported with any other material codes.

The 9608 and 9601 models are both 10/100 and cannot use the Avaya IP Phone 9600 Gigabit Ethernet Adapter. The 9608G and 9611G include integrated gigabit capabilities.

	9601	9608	9608G	9611G
Buttons	2	8	8	8
Color	No	No	No	Yes
Backlight	No	Yes	Yes	Yes
Display (fixed)	2.7 inch / 6.8 cm 132 x 69 pixels	3.8 inch / 9.7 cm 181 x 120 pixels	3.8 inch / 9.7 cm 181 x 120 pixels	3.5 inch / 8.9 cm 320 x 240 pixels
Softkeys	3	4	4	4
Dual Position Stand	Yes	Yes	Yes	Yes

	9601	9608	9608G	9611G
Integrated Switch	10/100	10/100	10/100/1000	10/100/1000
USB Interface	No	No	No	Yes
Wideband	Limited	Good	Good	Good
Speaker	Yes[1]	Yes[1]	Yes[1]	Yes[1]
Applications Buttons	Contacts, Home, History, Message, Phone	Contacts, Home, History, Message, Phone	Contacts, Home, History, Message, Phone	Contacts, Home, History, Message, Phone
Other Keys	Volume, Mute, Headset, Speaker	Volume, Mute, Headset, Speaker	Volume, Mute, Headset, Speaker	Volume, Mute, Headset, Speaker
5 Way Navigation Cluster	Yes	Yes	Yes	Yes
Customizable Faceplate	No	No	No	No
Maximum Button Modules (2x12 or 24 buttons)	0	3	3	3
Administrable Lines	5	24	24	24
PoE Class	1	1[2]	1[2]	1[2]
Power consumption Typical Maximum Conservation Mode	1.73 Watts 2.02 Watts 1.73 Watts	2.08 Watts 2.55 Watts 1.93 Watts	2.08 Watts 2.55 Watts 1.93 Watts	3.12 Watts 3.78 Watts 2.64 Watts
Software protocol	SIP only	H.323 (default) / SIP	H.323 (default) / SIP	H.323 (default) / SIP

[1]All the new 9600 Series IP Deskphones use the same wide-band capable handset and can support a wide-band capable headset. Speakerphone quality, however, varies across the models. The 9601 speakerphone interoperates with the G.722 codec, but has lower fidelity than the speakerphone on the 9608/9608G/9611G. The 9621G and 9641G speakers are optimized for wide-band audio and will produce noticeably better audio than the other models when used with the G.722 codec.

[2]The PoE Class rating reflects the power required by the deskphone only. Any add-on button modules or USB devices will increase the total power consumption.

Please note: Ethernet cables are not included with any of the new 9600 series models and must be separately ordered.

9621G, 9641G and 9641GS IP Deskphones

The color touch-screen models, the 9621G, 9641G and 9641GS, evolve the user experience of the 9600 Series with a touch interface. With flexible software that can be enhanced in the future, these IP Deskphones provide a platform for near and long term enhancements that leverage the touch-screen capabilities. The 9621G, 9641G and 9641GS are targeted at Essential users who rely on the phone for business communications or those users that can benefit from tighter integration with and easier access to a wide range of Avaya applications such as Avaya Aura® Conference or Avaya Aura® Call Center Elite.

The 9621G, 9641G and 9641GS include a "Quick Touch Panel" which can be displayed at the bottom of the main phone screen to provide the user with one-touch access to four or eight features. These Quick

Touch Buttons can include feature functions, team buttons, pickup groups, etc. and function much like the Auxiliary buttons on a 9650, but are more intuitive and easier to use.

The "Home" screen includes options for users to access Avaya Applications (for H.323 only), Customer Applications, and Favorite Contacts. The Customer Applications can be any web-based application that renders a web page onto the phone, for example a daily sales chart. Favorite Contacts are easily programmed to the Home screen to provide one touc dialing. To dial a contact, a user simply touches the corresponding contact.

The 9621G, 9641G and 9641GS support the G.722 wide-band codec and complement it with optimized hardware to provide exceptional audio performance. All audio channels (handset, headset and speaker phone) provide the full wideband audio experience and the hands-free audio performance is truly differentiating for heavy speaker phone users.

All the new 9600 Series IP Deskphones are low power including the 9621G, 9641G and 9641GS which are all PoE Class 2. The 9641G and 9641GS are one of the first IP Deskphones that can provide Gigabit Ethernet, a color screen *and* a button module while consuming only PoE Class two power.

The 9621G, 9641G and 9641GS have a similar look and feel to the other 9600 series models and include a dual position flip stand that positions the phone at approximately 20⁰ in the low position or 60⁰ in the upright position; the high resolution touch-screen displays are independently adjustable to 4 positions. Faceplates are not removable/replaceable from these models. The 9641G/9641GS can be ordered with material code: 700480635/ 700509981 which ship without a faceplate and can therefore have a Contact Center or custom faceplate applied.

The 9641G and 9641GS can be used with the new 2 x 12 button module or the original 24 button module. A maximum of three button modules can be connected at one time and the 12 and 24 button modules cannot be intermixed on a single phone. There are some limitations on programming of features on the button modules which can be found in the detailed product documentation. The 9621G does not support button modules.

The 9641G and 9641GS also include a USB interface (v2.0) and support for Bluetooth headsets via the integrated Bluetooth hardware; but the 9621G does not.

Please note that adding button modules and USB devices will increase power consumption and may cause it to exceed the PoE Class 2 limit. The 9641G and 9641GS include a low/high power switch for this situation.

	9621G	9641G	9641GS
Touch Screen	Yes Resistive Technology	Yes ResistiveTechnology	Yes Capacitive Technology
Color	Yes	Yes	
Display (Adjustable)	4.3 inch / 10.9 cm 480 x 272 pixel	4.7 inch / 11.9 cm 480 x 272 pixel	5.0 inch / 12.7 cm 480 x 272 pixel
Dual Position Flip Stand	Yes	Yes	Yes
Integrated Switch	10/100/1000	10/100/1000	10/100/1000
USB Interface	No	Yes	Yes
Wideband	Best	Best	Best
Speaker	Yes	Yes	Yes
Applications Buttons	Contacts, Home, History, Message, Phone, Forward	Contacts, Home, History, Message, Phone, Forward	Contacts, Home, History, Message, Phone, Forward
Other Keys	Volume, Mute, Headset, Speaker	Volume, Mute, Headset, Speaker	Volume, Mute, Headset, Speaker
Customizable Faceplate	No	Without Faceplate Material Code Only 700480635	Without Faceplate Material Code Only 700509981
Integrated Bluetooth® [1]	No	Yes	Yes
Maximum Button Modules (2x12 or 24 buttons)	0	3	3
Administrable Lines	24	24	24
PoE Class	2	2	2
Power consumption Typical Maximum	3.49 Watts 4.27 Watts 3.18 Watts	3.44 Watts 4.12 Watts 3.28 Watts	3.55 Watts 4.50 Watts 2.40 Watts

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[1] The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Avaya is under license.

Conservation Mode			
Software Protocol	H.323 (default) / SIP	H.323 (default) / SIP	H.323 (default) / SIP

Please note: Ethernet cables are not included with any of the new 9600 series models and must be ordered separately.

Button Module 12

The 2 x 12 Button Module provides dual color LEDs in buttons aligned with 12 rows on the graphical display. It includes two pages with 12 buttons each, and left and right arrow lamp/buttons to indicate which page is currently not visible and switch a page. When both pages are programmed, the module provides access to up to 24 buttons and lamps.

The 12 button module also includes a new quick-labeling feature with one-touch access using a button that is located under the display. The user is able to touch the labeling button and a line key to quickly access the personalized labels option that previously was under the Home (Menu) key.

Three 12 button module can be simultaneously connected to any one of the new 9600 Series IP Deskphones except the 9601 and 9621G. This button module ships with the same dual position stand as the 9608/9608G/9611G. *When used with a 9641G or 9641GS in the lowest 20° position, a spare flip stand is required.*

	Max Power	Typical Power	Conservation Mode
12 Button Module	0.62	0.31	0.10

Dual Headset Adapter

The Dual Headset Adapter (DHA) can be used
with 9608, 9608G, 9611G, 9641G and 9641GS IP
Deskphones. It attaches to the right side of the
IP Deskphone and has connectors for two
headsets. The DHA is typically used in a Call
Center environment to allow a supervisor or
trainer to listen to an agent's call.

Contact Center Faceplate for 9641G and 9641GS

This faceplate can be used with the 9641G and
9641GS IP Deskphone only and when that
model is used in a Call Center environment. It
covers the handset pocket as well as the
"Forward" and "Headset" buttons. The
"Speaker" button is renamed as "Release".

SPPOE-1A – Single port PoE Adapter

The single port PoE adapter (SPPOE-1A) provides local power to the phones through the Ethernet
interface. **The external power supplies (1151C1/1151C2/1151D1/1151D2) for the earlier 9600 Series
IP Deskphones are *not* supported with these models.**

The SPPOE-1A can be deployed at the desktop or in a centralized networking location. The adapter can
support phones located up to a maximum of 100 meters from the PoE adapter. This allows customers
greater flexibility when installing these units and the new 9600 series models.

Global (ICONS ONLY) Transition

Avaya is now shipping "Global" versions of these IP Deskphones. On these "Global" versions, the English text that appears below the buttons on the faceplate of the IP Deskphone has been removed for a cleaner, improved look. The change aligns the language of the physical phone with the multitude of languages in software and documentation by using the universal language of icons. The removal of the English text also brings Avaya in line with the majority of IP phone vendors. As the "Global" versions are introduced, Avaya will move the corresponding non-Global models to an end-of-sale status.

The table below identifies the "Global" versions which are currently offered by Avaya and the models which they replace.

"Global" Model			Replaces	
Comcode	Description	Note	Comcode	Description
700506783	9601 Global	Must use SIP 6.3.1.21 or later software	700500254	9601
700504844	9608 Global	Must use SIP 6.3.1.13 or later, or H.323 6.3.1.16 or later	700480585	9608
700507947	9608 Global (TAA)	Must use SIP 6.3.1.13 or later, or H.323 6.3.1.16 or later	700501428	9608 (TAA)
700505424	9608G	Must use SIP 6.3.1.13 or later, or H.323 6.3.1.16 or later	N/A	N/A
700507946	9608G (TAA)	Must use SIP 6.3.1.13 or later, or H.323 6.3.1.16 or later	N/A	N/A
700504845	9611G Global	Must use SIP 6.4.0.33 or later, or H.323 6.4.0.14 or later	700480593	9611G
700507948	9611G Global (TAA)	Must use SIP 6.4.0.33 or later, or H.323 6.4.0.14 or later	700501429	9611G (TAA)
700506514	9621G Global		700480601	9621G
700506516	9621G Global (TAA)		700500254	9621G (TAA)
700506517	9641G Global		700480627	9641G
700506519	9641G Global (TAA)		700501431	9641G (TAA)
700505992	9641GS Global	Must use SIP 6.5.x or later, or H.323 6.6.x or later	N/A	N/A
700509409	9641GS Global (TAA)	Must use SIP 6.5.x or later, or H.323 6.6.x or later	N/A	N/A
700509981	9641GS Global w/o faceplate	Must use SIP 6.5.x or later, or H.323 6.6.x or later	N/A	N/A

9608 to 9608G Transition

The 9608G has the same form factor, display, and features as the 9608. In addition, the 9608G has higher speed 10/100/1000 Mbps throughput on the dual-port Ethernet switch, whereas the 9608 has only 10/100 Mbps throughput. The higher bandwidth throughput is ideal when connecting laptops or workstations through the phone on gigabit Ethernet capable data networks. Avaya recommends the 9608G IP Deskphone. The 9608G has been available since February 2014. Avaya has announced the End of Sale of the 9608 IP Deskphone.

9621G and 9641G to 9641GS Transition

The 9641GS is similar to the 9621G and 9641G and features a 5" capacitive touch screen, for improved touch performance. The change improves the user experience by making touch response lighter and more accurate. The 9641GS has been available since April 2015. Avaya recommends the 9641GS IP Deskphone to customers that are interested in, or have previsouly purchased the 9621G and 9641G. Avaya has announced the End of Sale of the 9621G and 9641G IP Deskphones.

Customers that require faceplate customization will need to purchase the 9641GS W/O Faceplate Material code: 700509981 IP PHONE 9641GS W/O FCPLT.

Avaya IP Deskphone SIP 7.0.0 Software

Interoperability between the 9601, 9608, 9608G, 9611G, 9621G, 9641G and 9641GS IP Deskphones and Avaya's SIP infrastructure is provided by *Avaya IP Deskphone SIP 7.0.0* software. *Avaya IP Deskphone SIP 7.0.0* delivers functionality to the 9601, 9608, 9608G, 9611G, 9621G, 9641G and 9641GS that exceeds what is available on previous 9600 Series IP Deskphones with Deskphone SIP 2.6.x.

Please refer to the 9600 Series Software Release Notes on support.avaya.com for a complete summary of the new features introduced with *Avaya IP Deskphone SIP* 7.0.0 and prior releases.

With Avaya Aura® Session Manager and Avaya Aura® Communication Manager

For customers with Avaya Aura®, *Avaya IP Deskphone SIP 7.0.0* maximizes reliability and scalability while minimizing the need for core infrastructure.

- Simultaneous registration with multiple active instances of Session Manager and an optional generic SIP proxy allows an Avaya 9600 Series IP Deskphone to continue functioning as long as one of the configured proxies is reachable. This provides enhanced reliability and faster switching between instances of Session Manager.
    - Avaya IP Office in a Centralized Branch configuration can be used as the "generic SIP proxy" to provide basic telephony when the centralized Avaya Aura® system is not reachable.
- Support for Registration Redirects enables an Avaya 9600 Series IP Deskphone to re-register with another instance of Session Manager if the first registration fails because the user has an account on a different instance, enhancing mobility and robustness to administration errors.
- Early direct media and capability negotiation mean that Avaya 9600 Series IP Deskphones require less media processing infrastructure and provide improved scalability. An added benefit is that Deskphones can negotiate codecs and encryption more effectively.

With Avaya Aura® Presence Services

Avaya IP Deskphone SIP 7.0.0 interoperates with Avaya Aura® Presences Services to allow users to share information about their telephony state (available, busy, away, do not disturb, out of office, offline) with others and to see other's presence state on their IP Deskphone. This enables presence information to be shared with anyone else in the same enterprise with a compatible Avaya endpoint and other presence enabled systems.

With Avaya Aura® Application Enablement Services

Avaya IP Deskphone SIP 7.0.0 interoperates with Avaya Aura® Application Enablement Services. Avaya Aura® Application Enablement Services (AE Services) is a software platform that leverages the capabilities of Avaya Aura® Communication Manager. AE Services provides an enhanced set of Application Programming Interfaces (APIs), protocols, and web services that expose the functionality of

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Avaya Communication solutions to corporate application developers, third-party independent software vendors, and system integrators.

With Avaya Aura® Call Center Elite

Avaya IP Deskphone SIP 7.0.0 interoperates with Avaya Aura® Call Center Elite to provide functionality to SIP Call Center agents. A user interface which is optimized for Call Center agents provides needed information at a glance. This functionality is not supported on the 9601 SIP Deskphone.

With Avaya Aura® Conference 7

Avaya IP Deskphone SIP 7.0.0 interoperates with Avaya Aura® Conference 7.0 or later to allow both participants and moderators to easily see who is on a conference call through a roster of all conference participants. The conference moderator has additional controls through the ability to selectively drop or mute participants. The conference details information is not available with the 9601 SIP Deskphone.

Application Integration - SIP

For integration with server-based applications available from Avaya and DevConnect partners, such as the Avaya Directory Service which allows users to search any LDAP compatible directory from an Avaya IP Deskphone and click to dial or store an entry in the phone, *Avaya IP Deskphone SIP 7.0.0* provides a WML browser (images are not supported on the 9601) as well as the Avaya Push API and Web API.

Remote Workers - ASBCE

Avaya IP Deskphone SIP 7.0.0 can be used by remote workers connecting to the enterprise over the Internet by pairing it with the Avaya Session Border Controller for Enterprise. The Session Border Controller will allow only authorized users to connect and all signaling and media is completely encrypted while it is traversing the Internet.

Integration with Microsoft® Exchange Server 2010/2013

Avaya IP Deskphone SIP 7.0.0 simplifies the maintenance of contacts by allowing the direct retrieval of contacts from Microsoft® Exchange Server 2010/2013. Reminders for upcoming calendar meetings can be provisioned to appear on the screen of the IP Deskphone and include the ability to directly dial a number with one touch of a softkey.

Avaya IP Deskphone H.323 6.6.0 Software

Interoperability between the 9608, 9611G, 9621G, 9641G and 9641GS IP Deskphones and Avaya's H.323 infrastructure is provided by *Avaya IP Deskphone H.323 6.6.0* software. *Avaya IP Deskphone H.323 6.6.0* software delivers functionality to the 9608, 9608G, 9611G, 9621G, 9641G and 9641GS that exceeds what is available on previous 9600 Series IP Deskphones with Deskphone H.323 3.x

Please refer to the 9600 Series Software Release Notes on support.avaya.com for a complete summary of the new features introduced with *Avaya IP Deskphone H.323 6.6.0* and prior releases.

***Avaya IP Deskphone H.323* is NOT available for the 9601.**

Avaya IP Deskphone H.323 6.6.0 includes support for the same one-touch local applications available with earlier versions. The contacts application supports 250 contacts, each with three contact numbers per person e.g. Work, General, or Mobile, that are easily searched using the adaptive search algorithm in the phone. The History application (formerly call log) includes 100 answered, outgoing, missed and all calls. The user is able to simply search these different views of calls to more easily find and use a number to call back. The History application includes a softkey ("+Contacts") to seamlessly add a number to the local contacts phone application. The Home button (formerly Menu) takes the user to the home screen. Please see below for the additional functions that are available on the touch screen models.

User specific information, such as the call logs, contacts and personal settings, are optionally backed up in a network file. This file is backed up on a regular basis and is loaded onto any phone when a user logs in.   For example, in a free seating environment, when a user logs onto a phone all their personal information is automatically available on that phone.

With Avaya Aura® Call Center Elite

Avaya IP Deskphone H.323 6.6.0 interoperates with Avaya Aura® Call Center Elite to provide functionality to H.323 Call Center agents. A user interface which is optimized for Call Center agents provides needed information at a glance.

IPv6

IPv6 has met the requirements of United States government with Avaya IP Deskphone H.323 software, as specified by Joint Interoperability test Command (JITC). Avaya does not support IPv6 for the general market, and makes the software available to a specific set of customers with known limitations documented in the Administering 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones H.323 guide at this link.

9621G, 9641G and 9641GS Home Screen – Avaya Applications

The "Home" screen on the 9621G, 9641G and 9641GS includes three Avaya applications.

The Avaya applications are:

- Weather application to display the current weather in a particular location
- World Time giving details of the local time for locations around the world
- Calculator for simple calculations using the phone's touch screen

USB Companion Tool

Deskphone H.323 supports three applications that can be used with the USB interface on the 9611G, 9641G and 9641GS. The same USB Companion Tool available for use with earlier releases allows users to download their contacts from Outlook, create a personal log-in profile, and modify photos to be rendered correctly onto the phones.

The USB Companion Tool is an application that runs on a Microsoft Windows[i] PC. It can be used to create a contact list extracted from Microsoft Office that can be used directly from the USB stick connected to the phone or can be used to download the contacts onto the phone from the USB stick.

In addition, a log-in profile for a user can be created, including the server IP address, extension number and password. Once the profile has been created, the user simply inserts the USB stick into the phone and it will register to the user's server and log the user into that device.

Finally, the USB Companion Tool can reformat and copy photos onto a USB flash drive and these photos can then be displayed on a 9611G, 9641G or 9641GS when the drive is connected.

Remote Workers – IPSec VPN

IPSec VPN is supported in the new version of the 9600 Series IP Deskphones providing customers the ability to use these models in the home or small office locations and leverage high speed internet to connect to the main location. Users are able to access all the core communications capabilities of the

central site, leverage their internet connections to avoid toll charges, reduce travel times and the associated financial and environmental impact of travel.

The 9600 Series IP Deskphones VPN version includes a Sleep option that turns off the phones backlight and tears down the VPN connection. This is an alternative to powering down the VPN phone.
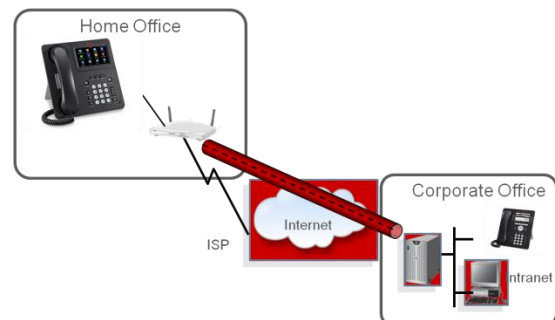
The VPN tunnel is used exclusively for voice and voice signaling with the customers VPN gateways and the Avaya solution. The VPN tunnel set up by the 9600 Series IP Deskphone cannot be used by the co-

resident PC. However, a PC can use the second Ethernet port and connect to the internet or LAN using a separate VPN connection. This configuration will not impact the performance of the Voice VPN.

Integration notes and a VPN setup guide are included on the support site. Please refer to these documents when implementing the VPN phones.

Backlight Off

In order to reduce power consumption, *Avaya IP Deskphone H.323 6.6.0* allows a user to turn off the backlight when the phone is not in use by pressing the soft button with the [icon] icon. The phone will immediately return to full operation when a call is received or a button or the screen is touched.

Voice Initiated Dialing

Voice Initiated Dialing is no longer supported as of *Avaya IP Deskphone H.323 6.3.0.* Customer's that require voice dialing functionality should consider the Experience Portal server based solution.

Accessibility - UAPS

Avaya Universal Access Phone Status (UAPS) is a Microsoft Windows PC software application for visually impaired users of the IP Deskphone. Information typically conveyed to sighted users is presented automatically by voice through a headset or through the PC's speakers. UAPS is only supported with Avaya Aura® Communication Manager.

Application Integration – H.323

Avaya IP Deskphone H.323 6.6.0 supports the same Avaya Push API and Web API interfaces for application developers as earlier releases. It includes a WML browser and supports image maps on the two touch-screen models. The push APIs are fully supported and allow an application to push a web page, top-line message or an audio file to the phones.

Comparison - Avaya IP Deskphone SIP and H.323 Software

	Deskphone H.323 6.6.0	Deskphone SIP 7.0.0
Telephony Signaling Protocol	H.323	SIP
Contacts	Local with optional per user backup files. Ability to import from USB.	Local with per user backups to PPM. Optional integration with Microsoft Exchange Server 2010.
History	Local with optional per user backup files. Avaya Aura® 6.2 FP4 or later – optional Online/Offline Call Journal	Avaya Aura® 6.2 FP3 or earlier - Local only Avaya Aura® 6.2 FP4 or later – optional Online/Offline Call Journal
USB support on 9611G, 9641G, 9641GS	Yes (Use flash drive for login, contact backup/restore and pictures)	Provide USB power only.
Remote Access	VPN (IPSEC)	Avaya SBCE, ACME SBC
Agent Greeting	Yes	No
Customized Background Image	No	Yes (9611G/9621G/9641G/9641GS)
Customized Screen Saver	Yes	Yes (9611G/9621G/9641G/9641GS)
Single-Sign-On API	Yes	No
Downloadable Ring Tones	No	Yes
Weather, calculator and world clock applications	Yes	No
Integrated Bluetooth on 9641G/9641GS	Yes	Yes[2]
UAPS with Communication Manager	Yes	No
Presence	Reporting Only (via CES)	Reporting and Display
Instant Messaging	No	9621G / 9641G/9641GS only
Conference Roster & Controls	No	Yes
Microsoft Exchange Calendar Reminders	No	Yes

There are differences in feature operation on Deskphone H.323 6.6.0 and Deskphone SIP 7.0.0 on Avaya Aura®. For more details, refer to the document noted in the "Additional Information" section.

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[2] Bluetooth headsets are supported with H.323 6.0.0 or later software and SIP 7.0.0 or later software.

DevConnect Partners

4What

4What's IP Phone Training and Support Program is a powerful multimedia application that allow companies to provide end-user training to employees at their desk, demonstrating the functionality of their 9600 Series telephone and Avaya Aura® Communication Manager, from the most basic features to the more advanced, by using an exact replica of the user's Avaya products in the demonstrations.

In addition, 4What's training products provide the following key features:

- Customization – Match the training to the features and functions available on each individual user's phone
- Easy Access – Use the Show Me Soft Key to launch training and reference directly to an end-user's PC with the push of a button for on-screen demonstrations more info
- Multilingual – Training and support content can be localized into any language for consistent training and support at offices in multiple countries

For additional information, please visit www.4what.com/avaya

Plantronics

Interoperability testing of select Plantronics (http://www.plantronics.com) headsets is undertaken via the DevConnect program at the Avaya Solution and Interoperability Test Lab.

GN Netcom / Jabra

Interoperability testing of select GN Netcom / Jabra (http://www.jabra.com) headsets is undertaken via the DevConnect program at the Avaya Solution and Interoperability Test Lab.

Sennheiser

Interoperability testing of select Sennheiser (http://www.sennheiserusa.com/home) headsets is undertaken via the DevConnect program at the Avaya Solution and Interoperability Test Lab.

VXi

Interoperability testing of select VXi (http://www.vxicorp.com) headsets is undertaken via the DevConnect program at the Avaya Solution and Interoperability Test Lab.

Integrated Research

Interoperability testing of Prognosis(http://www.ir.com) is undertaken via the DevConnect program at the Avaya Solution and Interoperability Test Lab.

Product Availability

The new 9600 series models are available now.

Avaya IP Deskphone H.323 6.6.x for the 9608, 9608G, 9611G, 9621G, 9641G and 9641GS is available from http://support.avaya.com.

Avaya IP Deskphone SIP 7.0.x for the 9601, 9608, 9608G, 9611G, 9621G, 9641G and 9641GS is available from http://support.avaya.com.

Localization Summary

The new 9600 series models support the same set of languages as the current versions. Below is a summary of languages support for documentation, display and text entry.

	Deskphone H.323 6.6.0		Deskphone SIP 7.0.0	
	Display	Input	Display	Input
Arabic	✓	✗	✓[1]	✗
Chinese (Simplified)	✓	✗	✓	✗
Dutch	✓	✓	✓	✓
English	✓	✓	✓	✓
French (Canadian)	✓	✓	✓	✓
French (Parisian)	✓	✓[2]	✓	✓[2]
German	✓	✓	✓	✓
Hebrew	✓	✗	✓	✗
Italian	✓	✓	✓	✓
Japanese	✓	✗	✓	✗
Korean	✓	✓[2]	✓	✗
Portuguese (Brazilian)	✓	✓	✓	✓
Russian	✓	✓[2]	✓	✓[2]
Spanish (Castilian)	✓	✓	✓	✓
Spanish (Latin American)	✓	✓	✓	✓
Turkish	✓	✓	✗	✗
Polish	✓	✓	✗	✗
Thai	✓	✓	✗	✗

1. Arabic language is not supported on the 9601 and 9608/9608G IP Deskphones.
2. Localized on-screen keyboard is available on the 9621G/9641G/9641GS IP Deskphones.

Type Approval Summary

The following table lists all countries in which the 9601, 9608, 9608G, 9611G, 9621G, 9641G and 9641GS are approved for sale. Countries not listed below will be restricted from sale using the price files. Avaya can support efforts by local partners to complete type approvals with test results and documentation.

Argentina	Germany	Lithuania	Singapore
Australia	Greece	Luxembourg	Slovakia
Austria	Hong Kong	Macedonia	Slovenia
Belgium	Hungary	Malaysia	South Africa
Brazil	Iceland	Malta	Spain
Brunei	India	Mexico	Srilanka
Bulgaria	Indonesia	Morocco	Sweden
Canada	Ireland	Netherlands	Switzerland
China	Israel	New Zealand	Taiwan
Colombia	Italy	Norway	Thailand
Croatia	Japan	Oman	Turkey
Cyprus	Jordan	Philippines	UAE
Czech Republic	Kazakhstan	Poland	UK
Denmark	Korea	Portugal	Ukraine
Egypt	Kuwait	Romania	United States
Estonia	Latvia	Russia	
Finland	Lebanon	Saudi Arabia	
France	Liechtenstein	Serbia	
If you have questions please contact your local representative.			

Support and Maintenance Offers

The support for these new models will continue to follow the standard processes for Avaya IP Deskphones. They have the same warranty terms as the other 9600 Series IP Deskphones.

Pre Sales Support

Please utilize the various resources available to support pre-sales questions. Avaya Sales Engineers and the technicenter have been trained on the new 9600 Series IP Deskphones and are prepared to support your enquiries.

Please direct all pre-sales questions to the technicenter explicitly listing the model and software version you are enquiring about in the title line or following the prompts.

Additional Information

Brochures and Sales Tools are available at https://sales.avaya.com under "Products and Solutions" -> "9600 Series IP Deskphones".

Software and Documentation are available at http://support.avaya.com under "9600 Series IP Deskphones".

A comparison of features offered on 9600 Series IP Deskphones on Avaya Aura® can be found at https://sales.avaya.com under "Products and Solutions" -> "Avaya Aura® Platform" -> "Collateral" titled "Avaya Aura® with 9600-Series IP Deskphones – Aura Platform 7.0".

Information on the Push API, Push SDK and PushSDK API can be found at https://devconnect.avaya.com/public/dyn/d_dyn.jsp?fn=534.

Product Material Codes

The table below identifies the material codes associated with this portfolio. **NOTE: Material codes indicated with an asterisk (*) are either end-of-sale or pending end-of-sale and include a link to the corresponding end-of-sale document.**

Material Code	Description	Note
Hardware – IP Deskphones, Button Modules, Dual Headset Adapter, Faceplates		
700500254*	IP PHONE 9601	Ethernet cable is not included.
700506783	IP PHONE 9601 GLOBAL	Ships with SIP software. Ethernet cable is not included. *Must use SIP 6.3.1.21 or later.*
700480585*	IP PHONE 9608	Ethernet cable is not included.
700504844*	IP PHONE 9608 GLOBAL	Ethernet cable is not included. *Must use SIP 6.3.1 or later, or H.323 6.3.1 or later.*
700501428*	IP PHONE 9608 (TAA)	Ethernet cable is not included.
700507947*	IP PHONE 9608 GLOBAL (TAA)	Ethernet cable is not included. *Must use SIP 6.3.1 or later, or H.323 6.3.1 or later.*
700505424	IP PHONE 9608G	Ethernet cable is not included. *Must use SIP 6.3.1 or later, or H.323 6.3.1 or later.*
700507946	IP PHONE 9608G (TAA)	Ethernet cable is not included. *Must use SIP 6.3.1 or later, or H.323 6.3.1 or later.*
700480593*	IP PHONE 9611G	Ethernet cable is not included.
700504845	IP PHONE 9611G GLOBAL	Ethernet cable is not included.

Material Code	Description	Note
700501429*	IP PHONE 9611G (TAA)	Ethernet cable is not included.
700507948	IP PHONE 9611G GLOBAL (TAA)	Ethernet cable is not included.
700480601*	IP PHONE 9621G	Ethernet cable is not included.
700506514*	IP PHONE 9621G GLOBAL	Ethernet cable is not included.
700500254*	IP PHONE 9621G (TAA)	Ethernet cable is not included.
700506516*	IP PHONE 9621G GLOBAL (TAA)	Ethernet cable is not included.
700480619*	IP PHONE 9621G WITHOUT FACEPLATE	Ethernet cable is not included.
700480627*	IP PHONE 9641G	Ethernet cable is not included.
700506517*	IP PHONE 9641G GLOBAL	Ethernet cable is not included.
700501431*	IP PHONE 9641G (TAA)	Ethernet cable is not included.
700506519*	IP PHONE 9641G GLOBAL (TAA)	Ethernet cable is not included.
700480635*	IP PHONE 9641G WITHOUT FACEPLATE	Ethernet cable is not included.
700505992	IP PHONE 9641GS GLOBAL	Ethernet cable is not included.
700509409	IP PHONE 9641GS GLOBAL TAA	Ethernet cable is not included.
700509981	IP PHONE 9641GS GLOBAL W/O FCPLT	Ethernet cable is not included.
700480643	BUTTON MODULE 12	For 9608, 9608G, 9611G, 9641G, and 9641GS only.
700462518	9600 SBM24 BUTTON MODULE	Not supported on 9601 and 9621G.
700503227	9600 DUAL HEADSET ADPTR KIT	For 9608, 9608G, 9611G, 9641G, and 9641GS only.
700500728	9641G CC FCPLT KIT (PK25)	For 9641G and 9641GS only.
700500723	FCPLT KIT 9621G / 41G (25PK)	For 9621G, 9641G, and 9641GS only.
Power over Ethernet		
700500725	IP PHONE SINGLE PORT POE INJECTOR	PoE adapter – separately order regional power cord.
405362641	US POWER CORD (POE ADAPTER)	
407786623	EUROPEAN POWER CORD (POE ADAPTER)	
407786599	UK POWER CORD (POE ADAPTER)	
407786631	AUTRALIAN POWER CORD (POE ADAPTER)	
407790591	INDIA POWER CORD (POE ADAPTER)	
408161453	ARGENTINA POWER CORD (POE ADAPTER)	
700405681	JAPANESE POWER CORD (POE ADAPTER)	

Material Code	Description	Note
Wall Mount		
700500907	9601 WALL MOUNT	
700383375	9620/08/11 AND 94/9500 WALL MOUNT	
700383383	9630/40/50/21/41 WALL MOUNT	
Stands		
700500869	IP PHONE 9601 RPLCMNT STND	
700500726	IP PHONE 9608/11 RPLCMNT STND	
700416563	9630/40/50/21/41 RPLCMNT STND SLV	
700500727	BUTTON MODULE 12 RPLCMNT STND	
700416571	IP PHONE SBM24 RPLCMNT STAND	
00383888	9630/40/50/21/41 WEDGE STAND	
Ethernet Cable		
700383326	96XX RPLCMNT LINE CORD	Ethernet cable CAT5E – 9 feet / 3 meter
Handsets and Cables		
700416548	96XX REPLACEMENT SPEECH HANDSET	
700446370	96XX AMPLD SPEECH HANDSET	
700383318	96XX RPLCMNT HANDSET CORD 9FT	Replacement coiled cord for handset – 9 feet
700383821	96XX RPLCMNT HANDSET CORD 25FT	Replacement coiled cord for handset – 25 feet

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[i] Windows is a registered trademark of Microsoft Corporation in the United States and other countries.