Avaya one-X® Deskphone 9640/9640G 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 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 streamlined access to Intelligent Communications, to drive productivity and competitive advantage.

Smart, sleek, stylish and highly functional, the Avaya 9640 IP Telephone is designed for the Essential user, those for whom the telephone is essential in order to perform their jobs. Workers who conduct much of their business on the phone — moving from one call to the next. The Avaya 9640 delivers advanced communications capabilities — high definition audio, a brilliant — high resolution pixel based color display, an integrated WML application interface, one-touch access to Avaya Aura™ Communication Manager mobility or forwarding features — in a solution designed for those who are absolutely dependent on voice communications for their business operations.

The Avaya 9640 is the ideal telephone to support productivity enhancing phone applications such as corporate directories, integration with Microsoft Outlook calendars and surveillance cameras/webcams (refreshed still images).

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 9640 is intelligent enough to make it happen. For workers on the go, a USB stick can be used to log into a phone and store personal contacts. When the USB is inserted into a 9600 Series deskphone, it logs the user in and allows users to speech dial any of the up to 250 personal contacts supported by the phones.

The Avaya 9640 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 color display and intuitive interface simplifies access to advanced Avaya Aura™ Communication Manager features — such as simultaneously managing multiple calls and selectively muting and dropping conference call participants. And, with its dual position flip stand, the 9640 makes a smart-looking addition to any desk.

Workers on the go will appreciate the convenience of the Avaya 9640's forwarding button, which provides one-touch access to Avaya Aura™ Communication Manager features.

Standard color faceplates supported with all 9600 models. In addition, custom designs including company logos are also supported.

FACT SHEET

Avaya also features a 9640G model, which provides built-in Gigabit Ethernet support with an energy efficient PoE Class 2 rating.

And keep in mind

Improved total cost of ownership: The 9640 supports a portfolio of telephone modules, adapters and accessories such as wideband audio headsets. Adapters for Gigabit Ethernet and Bluetooth are now available, allowing for flexible and cost effective enhancements and investment protection.

Security and reliability: With enhanced protection against denial of service attacks and support for 802.1x, LLDP as well as improved VLAN separation, the 9640 delivers the high level of security and reliability that you've come to expect from Avaya.

Key Features

Hardware

- Color display — 3.8" diagonal QVGA quality pixel-based with adjustable display angle
- Six line appearance buttons with LEDs
- 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

- Forward/mobility button (LED)
- 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
- 9640G Model supports 10/100/1000 Mbps with a secondary GigE port for workstation or PC
- Module interface to support add-ons
- Supports three 24-button expansion modules (one 24 button expansion module for Avaya Aura™ Communication Manager 3.1 and prior versions)
- PoE 802.3af compliant class 2 device – both 9640 and 9640G
- 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 and SIP protocol supported

- 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.
- Speech dialing languages include: US and UK English, French, Spanish, Dutch, German, Italian, Brazilian Portuguese.

Requirements

- Avaya Aura™ 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 is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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