



The Power of We™

Avaya 9611G IP Deskphone

Provide everyday users with enriched communications 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 using the wideband audio codec in the handset and headset
- Facilitates access to information through an easy-to-read, high resolution color display and a permanently labeled Navigation Cluster (Up/Down, Left/Right, OK)
- Delivers visual queues that can speed task management through 8 Red/Green LEDs
- Helps increase productivity through context-sensitive graphical interfaces
- Simplifies call control on the display using softkeys to transfer, conference and forward calls and to access everyday processes including third-party applications such as company-wide corporate directories
- Provides consistency through a common Avaya one-X® interface (including mobile endpoints)
- Wired/wireless headset compatible
- Enables efficient, high-speed call management through support for up to three 12 or 24 Button Expansion Modules
- Supports reduced energy consumption and costs through Power-over-Ethernet Class 1 design with "sleep mode"
- Provides choice through integrated Gigabit Ethernet and USB interface support
- Accommodates changing business needs with Session Initiated Protocol (SIP) based infrastructure

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.

Contact Center Model

An adaptation of the 9611G designed for contact centers simplifies access to a range of features for enhancing agent productivity, such as handling greetings, monitoring calls in the queue, updating status and quickly completing many other day-to-day tasks. An optional dual headset adapter makes it a valuable addition to any contact center.

Specifications

Hardware

- Color display 2.8 inches x 2.1 inches (7.0 cm x 5.3 cm) – Diagonal width: 3.5 inches (8.8 cm)
- 8 button's with dual LED's (red, green)
- 4 Softkeys
- Permanently-labeled feature buttons: Speaker, Mute, Volume, Headset, Contacts, Home, History, Message, Phone
- Permanently-labeled Navigation Cluster (Up/Down, Left/Right, OK)
- 24 administrative buttons and up to 8 lines displayed simultaneously with green / red LEDs
- Wideband audio in handset and headset
- Full duplex speakerphone
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Two message waiting indicators
- USB application support
- Gigabit Ethernet support
- Bluetooth and DECT headset support with additional adapter
- Wall-mount option and dual-position stand
- Ethernet (10/100/1000) line interface



The 9611G 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.

- Secondary Ethernet interface 10/100/1000 Mbps
- PoE Class (IEEE 802.3af) registers as class 1 device

Software

- SIP protocol support on Avaya Aura
- 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)
- Local or centralized electrical power; through a 802.3af switch, or local power supply
- HTTP file server

Learn More

To learn more about the 9611G 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



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