



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](http://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](http://avaya.com) for white papers, case studies and other information showcasing Avaya solutions in action



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