

## Avaya 9408 Digital Deskphone

A Power Solution for Essential Users and Navigators

The Avaya 9400 Series Digital Deskphones allow companies to deliver highly reliable, high quality, communication solutions for a range of user types within the organization. With an appearance and functionality similar to that of the well-established Avaya 9600 Series IP Deskphones, the 9400 Series can be deployed in mixed digital/IP telephony environments and are an ideal choice for companies wanting to add digital endpoints - with a consistent look and user experience - to their existing portfolio. The 9400 Series' smart design, crystal-clear sound and productivity features make these phones an easy choice for companies looking to gain strategic competitive advantage from their communications infrastructure.

**Looks Great, Sounds Better:** The 9400 series features large, eye-friendly displays; paperless, all-digital labeling; and a high-quality integrated speakerphone that ensures everyone can hear and be heard.

**Familiar, Functional Interface:** There's almost no learning curve with the 9400 Series. Almost any user will intuitively know to use the fixed keys to access the most common features and the flexible softkeys with contextual guidance and prompts.

**A Sound Investment:** The 9400 Series is an excellent value for your growing company – and it's designed to remain that

way, with expansion options including a headset interface. The 9400 Series delivers significant competitive advantages at its price point while lowering total cost of ownership for your company.

### The Avaya 9408 Digital Deskphone: An Indispensable Phone for Essential Users and Navigators

Essential or “power users” are customer-facing workers who spend a great deal of time on the phone. They rely on advanced telephony features and depend on high quality, real-time voice communications, for the success of their roles. Navigators are people who answer incoming calls, transfer customers to various departments or extensions and monitor several line appearances throughout a typical day.

#### The 9408 Digital Deskphone delivers what Essential users and Navigators need:

- 8 administrable feature buttons on 3 levels (total of 24 button positions), plus optional 12-button expansion module for a total of 96 feature keys or speed dial buttons with dual red-green LEDs to display status



- 10 fixed-feature keys for common tasks (e.g. contacts, history and message)
- Integrated, two-way speakerphone
- Headset jack supports wide array of wired and wireless Avaya headsets
- Additional caller related information is displayed with active appearances for easier call handling
- Context-sensitive interface, 4-way nav cluster and 4 softkeys simplify and speed up operations
- 8 line X 32 character display, white backlit for easy viewing

### Avaya 9408 Digital Deskphone Key Features

#### Connectivity

- Avaya Aura™ Communications Manager CM 5.2.1 SP7, CM 6.0.1 SP1, CM 6.2 or later
- Integral Enterprise E07, IEE2 or later

## Hardware Specs

- Charcoal gray
- Handset with 9-ft cord
- Dual-position stand
- Wall-mountable
- White backlit graphical display  
181 x 121 dots; 8 rows x 32 characters
- Permanently-labeled buttons: Speaker, Headset, Mute, Volume, Avaya Menu, Phone, History, Contacts, Voicemail Message
- Permanently-labeled navigation cluster (Up/Down, Left/Right, OK)
- Message Waiting indicator
- 8 administrable buttons
- 4 contextual softkey buttons
- Button Module 12 (BM12) supported; up to 3 can be connected
- Headset support
- Two-way speakerphone
- 2 wired line interface

## Size and Weight

- Length (depth) in low position: 8.07in (205mm)
- Width: 8.03in (204mm)
- Height off desk in low position/high position: 6.34in (161mm) / 7.91in (201mm)
- Weight including handset and stand: 2.2 lbs (992g)

## Software

- Call control protocol: DCP
- Codec: G711
- Two-way speakerphone
- Secondary line alerting

## Platform Support

Avaya Aura Communication Manager

- Alias on CM 5.2.1SP7 and CM 6.0.1SP1: 2420
- Alias on CM 6.0.1SP1: 1416
- Native support on CM 6.2
- Full access to CM call appearances and features

- Line appearance/feature key buttons: 8 x 3 levels
- Contacts application: 100
- Call Log application, with Missed/ Answered/Outgoing calls,: 100
- User option for language selection

Avaya Integral Enterprise

- Support with E07, IEE2 and above
- Partner buttons: 8 x 2 levels
- Feature/short dial key buttons: 8 x 5 levels

## Learn More

With more than 100 years as a leader in communications, Avaya can help your company maximize productivity with the Intelligent Communications solutions specific to the needs of your workforce.

To learn more about the 9400 Series Digital 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.

## 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](http://www.avaya.com).

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

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The text "avaya.com" is written in a white, lowercase, sans-serif font and is centered within a solid red rectangular background.

## Avaya 9404 Digital Deskphone

A Value-Oriented Solution for the Everyday User

The Avaya 9400 Series Digital Deskphones allow companies to deliver highly reliable, high quality, communication solutions for a range of user types within the organization. With an appearance and functionality similar to that of the well-established Avaya 9600 Series IP Deskphones, the 9400 Series can be deployed in mixed digital/IP telephony environments and are an ideal choice for companies wanting to add digital endpoints – with a consistent look and user experience – to their existing portfolio. The 9400 Series’ smart design, crystal-clear sound and productivity features make these phones an easy choice for companies looking to gain strategic competitive advantage from their communications infrastructure.

**Looks Great, Sounds Better:** The 9400 series features large, eye-friendly displays; paperless, all-digital labeling; and a high-quality integrated speakerphone that ensures everyone can hear and be heard.

**Familiar, Functional Interface:** There’s almost no learning curve with the 9400 Series. Almost any user will intuitively know to use the fixed keys to access the most common features and the flexible softkeys with contextual guidance and prompts.

**A Sound Investment:** The 9400 Series is an excellent value for your growing company – and it’s designed to remain that

way, with expansion options including a headset interface. The 9400 Series delivers significant competitive advantages at its price point while lowering total cost of ownership for your company.

### The Avaya 9404 Digital Deskphone: An Extraordinary Phone for Everyday Users

Everyday users are those for whom the deskphone is one of an array of communications tools – that is, they are generally lighter users with straightforward needs. Cubicle workers or sales staff within a retail environment are typical of Everyday users.

#### The 9404 Digital Deskphone delivers what Everyday users need:

- 4 administrable feature buttons on three levels (total of 12 button positions), each with dual red-green LEDs to display status
- 10 fixed-feature keys for common tasks (e.g. contacts, history and message)
- Integrated, high-quality speakerphone
- Headset jack supports wide array of wired and wireless Avaya headsets



- Large capacity contacts and call log functions
- Context-sensitive interface, 4-way nav cluster and 4 softkeys simplify and speed up operations
- 4 line X 32 character display, white backlit for easy viewing

### Avaya 9404 Digital Deskphone Key Features

#### Connectivity

- Avaya Aura™ Communications Manager CM 5.2.1 SP7, CM 6.0.1 SP1, CM 6.2 or later
- Integral Enterprise E07, IEE2 or later

#### Hardware Specs

- Charcoal gray
- Handset with 9-ft cord
- Dual-position stand
- Wall-mountable

- White backlit graphical display (201mm) 181 x 56 dots; 4 rows x 32 characters;
- Permanently-labeled buttons: Speaker, Headset, Mute, Volume, Avaya Menu, Phone, History, Contacts, Voicemail Message
- Permanently-labeled navigation cluster (Up/Down, Left/Right, OK)
- Message Waiting indicator
- 4 administrable buttons
- 4 contextual softkey buttons
- Headset support
- Two-way speakerphone
- 2 wired line interface

### Size and Weight

- Length (depth) in low position: 8.07in (205mm)
- Width: 8.03in (204mm)
- Height off desk in low position/high position: 6.34in (161mm) / 7.91in

- Weight including handset and stand: 2.0 lbs (926g)

### Software

- Call control protocol: DCP
- Codec: G711
- Secondary line alerting

### Platform Support

Avaya Aura Communication Manager

- Alias on CM 5.2.1SP7 and CM 6.0.1SP1: 2410
- Alias on CM 6.0.1SP1: 1408
- Native support on CM 6.2
- Full access to CM call appearances and features
- Line appearance/feature key buttons: 4 x 3 levels
- Contacts application: 100

- Call Log application, with Missed/ Answered/Outgoing calls: 100
- User option for language selection

Avaya Integral Enterprise

- Support with E07, IEE2 and above
- Partner buttons: 4 x 2 levels
- Feature/short dial key buttons: 4 x 3 levels

## Learn More

With more than 100 years as a leader in communications, Avaya can help your company maximize productivity with the Intelligent Communications solutions specific to the needs of your workforce.

To learn more about the 9400 Series Digital 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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