



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

Digital & IP Telephones

2400/5400 Series Digital Telephones

Avaya 2400 and 5400 series digital telephones deliver advanced productivity boosting features, including a large display, key labeling and a 100-entry call log. They are designed for both general business and contact center needs.



4600/5600 Series IP Telephones

Avaya 4600 and 5600 series IP telephones are designed for organizations that want the benefits of converged communications. These H.323 IP telephones connect directly to your office LAN, simplifying your communications infrastructure. With the 4600 and 5600 series telephones, remote employees can access the full set of features while working outside the office location.

Capabilities

- Easy access to features:
 - Fixed feature keys: Hold, Conference, Transfer, Drop, Redial, Mute, Volume, Speaker, Headset, Voicemail
 - Programmable call appearance/feature keys that are electronically labeled (only on display phones)
 - Menu/display navigation keys (including 4 that are electronically labeled)
- Speed Dial, Call Log
- Web Browser/Wireless Markup Language (WML) compliant (on select IP phones only)
- Speakerphone (on select models)
- Message waiting indicator
- Built-in headset jack
- Multiple language support
- Personalized ring patterns
- G.711, G.729a/B Voice CODECs; QoS Options - UDP Port Selection, DiffServ and 802.1p/B (VLAN) (IP phones only)
- Integrated 10/100 BaseT Ethernet port to connect PC to phone (IP phones only)
- Hearing aid compatibility
- IP address assignment - DHCP client or statically configured (IP phones only)
- Backlit display with the 5621 and EU24BL

Benefits

Avaya telephones deliver a wide range of productivity boosting features in a device that is easy to use and designed for today's communication environments.

Avaya Advantage

Electronic key labeling eliminates paper bills, simplifying phone administration and management.

2400/5400 Digital Series Telephones Compatible with IP Office

	2402/5402	2410/5410	2420/5420	EU24
Format	Digital telephone	Digital telephone	Digital telephone	Expansion unit
System Requirements	Any IP Office platform	Any IP Office platform	Any IP Office platform	Any IP Office platform*
Programmable Feature Buttons	2	12 (on 2 screens)	24 (on 3 screens)	24
Display Size	2 x 24	5 x 29	7 x 29	2 x 12
Speakerphone	Listen only	Two way	Two way	—
Call Log/Speed Dial	Yes	Yes	Yes	—
Expansion Unit Port	No	No	Yes (max 2 per DS Module)	—

Features Available On All Digital Telephones

Absent Text/Account Codes/Auto-Answer/Automatic Call Distribution/BLF/Bridged Appearance/Call Appearance/Call Bearing/Call Coverage/Call Forwarding/Call History/Call Intrude/Call Park/Call Pickup/Call Queue/Call Steal/Call Timer/Call Transfer/Call Waiting/Callback/Caller Display/Clear Call Waiting/Conference Calls/Dial Ahead/Dial Emergency/Dial On Pickup (Hotline)/Directory Access/Distinctive Ringing/Do Not Disturb/Exceptions/E911/Extension Password Change/Follow Me Here/Follow Me To/Forward on Busy/Forward on No Answer/Forward to Specified Number/Forward on Unconditional/Group In/Out/Group Paging-Make-/Receive/Handsfree Speech/Headset Capability/Hold/Hot Desking/Hot Transfer/Least Cost Routes/Line Appearance/Lock/Login/Manager-Secretary Working/Message/Message Waiting Light/Monitor Calls/Multi Language/Mute/Night Service/On Hook Dialing/Park/Personalized Ring/Queuing Transferred Call to Busy Extension/Record Call/Redial/Relay On-Off-Pulse/Conference/Ring Back When Free/Self Administer/Soft Key Labeling/Speed Dialing/Suspend Call Waiting/Suspend-Resume/Time-Date/Toggle Calls/Voicemail Collect/Voicemail On-Off/Voicemail Ringback On-Off/Volume Adjustment

Features On Select Digital Telephones

Directory Access/Personalized Ring/Dial Ahead/Handsfree Speech/Lock/Message/Self Administer/Soft Key Labeling

Note: 5400 series phones are not supported with IP Office Release 3.0 DT available in EMEA and APAC.

*Connects directly to 2420/5420 phone (2 max per DS module).

4600/5600 IP Series Telephones Compatible with IP Office

	4601/5601	4602/5602	4610/5610	4620/5620	4621/5621	EU24BL
Format	IP telephone	IP telephone	IP telephone	IP telephone	IP telephone	Expansion unit
System Requirements	Any IP Office platform	Any IP Office platform	Any IP Office platform	Any IP Office platform	Any IP Office platform	Any IP Office platform**
Programmable Feature Keys	2	2	12 (on 2 display pages)	24 (on 2 display pages)	24 (on 2 display pages)	24
Speakerphone	No	Listen only	Full duplex	Full duplex	Full duplex	—
Display Size	—	2 x 24	5 x 29 168 x 80 pixels	7 x 29 168 x 132 pixels	7 x 29 168 x 132 pixels	2 x 12
Ethernet Port	No	4602SW/5602SW	Yes	Yes	Yes	No
Exp. Unit Port	No	No	Yes	Yes (max 2 per DS Module)	Yes	—
Backlit display	No	No	No	No	No/Yes - Color	Yes

Features Available on All IP Telephones

Account Codes/Auto-Answer/Automatic Call Distribution/Call Bearing/Call Coverage/Call Forwarding/Call Intrude/Call Park/Call Pickup/Call Queue/Call Steal/Call Transfer/Call Waiting/Callback/Clear Call Waiting/Conference Calls/Dial Emergency/Dial On Pickup (Hotline)/Distinctive Ringing/Do Not Disturb/Exceptions/E911/Follow Me Here/Follow Me To/Forward on Busy/Forward on No Answer/Forward to Specified Number/Forward on Unconditional/Group In-Out/Group Paging-Make-Receive/Hold/Hot Desking/Hot Transfer/Least Cost Routes/Lock/Login/Message Waiting Light/Monitor Calls/Night Service/On Hook Dialing/Park/Queuing a Transferred Call to a Busy Extension/Record a Call/Redial/Relay On-Off-Pulse/Meet Me Conference/Ring Back When Free/Speed Dialing/Suspend Call Waiting/Suspend-Resume/Toggle Calls/Voicemail Collect/Voicemail On-Off/Voicemail Ringback On-Off/Volume Adjustment

Features on Select IP Telephones

Absent Text/BLF/Bridged Appearance/Call Appearance/Call History/Call Timer/Caller Display/Headset Capability/Line Appearance/Multi Language/Mute/Time-Date/Dial Ahead/Message/Directory Access/Extension Password Change/Handsfree Speech/Soft Key Labeling/Manager-Secretary Working/Self Administer/Personalized Ring/WML Capability (Wireless Markup Language)

Notes: 5600 series phones are not supported with IP Office Release 3.0 DT available in EMEA and APAC.

**Connects directly to 4620/5620 phones (2 max per DS module).