AVAYA

IP Telephony
Contact Centers
Mobility
Services

**FACT
SHEET**

5400 Series
Digital Telephones

Overview

Avaya 5400 series digital telephones deliver advanced productivity-boosting features, including a large display, key labeling and a 100-entry call log. They are designed to be a cost effective choice for any business or contact center using IP Office.

Capabilities

The Avaya 5400 series digital telephones come standard with the following capabilities:

- The 5400 series digital telephones simplify access to important features with:

  – Up to 10 fixed feature keys with global-ready icons: Hold, Conference, Transfer, Drop, Redial, Mute, Volume up/down, Speaker, Message and Feature (to access additional dial pad features)

  – Up to 24 programmable call appearance/feature keys that are electronically labeled (except 5402)

  – 4 menu/display navigation keys (5410 and 5420 only)

- Call log (48 entries on 5410; 100 entries on 5420)

- Local speed dials (48 with 5410, 104 with 5420)

- 2-way speakerphone (listen-only on 5402)

- Message waiting indicator

- Built-in headset jack (5410 and 5420 only)

- 8 personalized ring patterns

- Hearing aid compatibility

- Investment protection with downloadable firmware (except 5402)

- Wall mountable with included desk/wall mount stand

- Local language customization for phone menu (except 5402)

Benefits

The 5400 series telephones bring Avaya state-of-the-art technology directly to your desktop, delivering efficient service, superior voice quality, along with cutting-edge communications features. Label-less call appearance/feature keys simplify administration. Local call log and speed dial directory enhance productivity.

Avaya Advantage

Electronic key labels eliminate paper labels, simplifying phone administration and management.

5400 Series Digital Telephones Compatible with IP Office

	5402	5410	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; connects directly to 5420 phone (2 max per DS module; total 8 max on an IP Office system)
User Requirements	NA	NA	NA	5420 phone
Programmable Feature Buttons	2	12 (on 2 screens)	24 (on 3 screens)	24 (12 at a time)
Menu/Display Navigation Keys	0	4	4	—
Display Size (lines x characters)	2 x 24	5 x 29	7 x 29	12 x 16
Speakerphone	Listen only	Two way	Two way	—
Call Log and Speed Dial	Yes	48-entry call log, 48 local speed dials	100-entry call log, 104 local speed dials	—
Expansion Unit Port	No	No	Yes	—

Feature Detail	5402	5410, 5420
Absent Text/Account Codes/Auto-Answer/Automatic Call Distribution/Busy Lamp Field/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 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, Login, Message Waiting Light/Monitor Calls/Multi Language/Mute/Night Service/On Hook Dialing/Park, Queuing Transferred Call to Busy Extension/Record Call/Redial/Relay On-Off-Pulse/Conference/Ring Back When Free, Speed Dialing/Suspend Call Waiting/Suspend-Resume/Time-Date/Toggle Calls/Voicemail Collect/Voicemail On-Off/Voicemail Ringback On-Off, Volume Adjustment	Yes	Yes
Directory Access	No	Yes
E-mail Alerts (requires VoiceMail Pro and voicemail e-mail configured)	No	Yes
Extension Password Change	No	No
Hands-free Speech	No	Yes
Headset Capability/Hold/Hot Desking/Hot Transfer/Least-Cost Routes/Line Appearance	No	Yes
Personalized Ring	No	Yes
Self Administer/Soft Key Labeling	No	Yes

Note: 5400 digital telephones are not supported with IP Office Release 3.0DT available in EMEA and APAC

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5600 Series IP Telephones

Overview

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

Capabilities

- The 5600 series IP telephones simplify access to important features with:

    – Up to 10 fixed feature keys: Hold, Conference, Transfer, Drop, Redial, Mute (except 5601), Volume, Speaker, Headset (except 5601 and 5602), Voicemail

    – Up to 24 programmable call appearance/feature keys that are electronically labeled (5610 and 5621 only)

    – Up to 7 menu/display navigation keys, including 4 that are electronically labeled (5610 and 5621 only)

- Embedded applications: Speed Dial, Call Log (except 5601 and 5602), web browser/Wireless Markup Language (WML) compliant (5621 only)

- Two way speakerphone (5610 and 5621 only)

- Backlit display with 5621 and EU24BL

- Message waiting indicator

- Built-in headset jack (5610 and 5621 only)

- Multiple language support built in: English, French, Italian, Spanish and Katakana

- 8 personalized ring patterns

- G.711, G.729a/B Voice CODECs; QoS Options - UDP Port Selection, DiffServ and 802.1p/q (VLAN)

- Integrated 10/100 BaseT Ethernet port to connect PC to phone (except with 5601)

- Hearing-aid compatibility

- IP address assignment — DHCP client (must for 5601) or statically configured

- Downloadable firmware for future upgrades

Benefits

The 5600 series IP telephones deliver a wide range of productivity boosting features in a device that is easy-to-use and designed for converged communications environments.

Avaya Advantage

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

5600 Series IP Telephones Compatible with IP Office

	5601	5602	5610	5621	EU24BL
Format	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; connects directly to 5621 phones
User Requirements	NA	NA	NA	NA	5621 phones
Programmable Feature Keys	No	2	12 (on 2 display pages)	24 (on 2 display pages)	24
Menu/Display Nav. Keys	NA	NA	7	7	NA
Speakerphone	No	Listen only	Two-way speakerphone	Two-way speakerphone	NA
Display Size (lines x characters)	NA	2 x 24	5 x 29 168 x 80 pixels	7 x 29 168 x 132 pixels	NA
Ethernet Port for PC	No	Yes	Yes	Yes	No
Expansion Unit Port (DSS port)	No	No	Yes	Yes	NA
Backlit Display	No	No	No	Yes	Yes

Feature Detail	5601	5602	5610	5621
Absent Text/Busy Lamp Field/Bridged Appearance/Call Appearance/Call History/Call Timer/Caller Display/Headset Capability/Line Appearance/Multi-language/Mute/Time-Date	No	Yes	Yes	Yes
Directory Access/Extension Password Change/Hands-Free Speech/Soft Key Labeling	No	No	Yes	Yes
WML (Wireless Markup Language) Capability	No	No	No	Yes
Account Codes/Auto-Answer/Automatic Call Distribution/Call Barring/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	Yes	Yes	Yes	Yes
Visual Voice (requires VoiceMail Pro or Embedded Voicemail)	No	No	Yes	Yes

Note: 5600 series IP telephones are not supported with IP Office Release 3.0 DT available in EMEA and APAC.
Not all features are available on all phones, please check Product Description for details.