



# AVAYA

## AVAYA 9504 DIGITAL DESKPHONE

### A Value-Oriented Solution for the Everyday User

The Avaya 9500 Series Digital Deskphones allow small and medium sized businesses to deliver highly reliable, high quality, communication solutions for a range of user types within the organization.

The Avaya 9500 Series Digital Deskphones allow small and medium sized businesses 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 9500 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 9500 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 9500 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 9500 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 9500 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 9500 Series delivers significant competitive advantages at its price point while lowering total cost of ownership for your company.

### The Avaya 9504 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 9504 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)

## About Avaya

Avaya enables the mission critical, real-time communication applications of the world's most important operations. As a global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for contact center and unified communications — offered on premises, in the cloud, or a hybrid. Today's digital world requires communications enablement, and no other company is better positioned to do this than Avaya. For more information, please visit [www.avaya.com](http://www.avaya.com).

- 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
- Height off desk in low position/high position: 6.34in (161mm) / 7.91in (201mm)
- Weight including handset and stand: 2.0 lbs (926g)

## Avaya 9504 Digital Deskphone Key Features

### Connectivity

- Avaya IP Office Release 7.0 or later

### Hardware Specs

- Charcoal gray
- Handset with 9-ft cord
- Dual-position stand
- Wall-mountable
- White backlit graphical display  
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)

### Software

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

### Platform Support

#### Avaya IP Office

- Native support on IP Office Release 7.0
- Full access to IP Office call appearances and features
- Line appearance/feature key buttons: 4 x 3 levels
- Contacts application: 100
- Call Log application, with Missed/ Answered/Outgoing calls: 30
- User option for language selection

## Learn More

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

To learn more about the 9500 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.

© 2018 Avaya Inc. All Rights Reserved.

Avaya and the Avaya logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All other trademarks identified by ®, TM, or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc.

Other trademarks are the property of their respective owners.  
02/18 • UC4681-02



Provide feedback  
for this document