



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
 - 4 menu/display navigation keys (5410 and 5420 only)
- Call log (48 entries on 5400; 100 entries on 5420)
- Local Speed Dials (48 with 5410, 104 with 5420)
- Two 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 (5410 and 5420 only)
- Wall mountable with included desk/wall mount stand
- Local language customization for phone menu (5410 and 5420 only)

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 Sets 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) | |
| User Requirements | NA | NA | NA | 5420 phone | |
| Programmable Feature Buttons: | 2 | 12 (on 2 screens) | 24 (on 3 screens) | 24 | |
| Menu/Display Navigation Keys | 0 | 4 | 4 | — | |
| Display Size (lines x characters) | 2 x 54 | 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 dial | — | |
| Expansion Unit Port: | No | No | Yes | — | |
| Feature Detail | | | | 5402 | 5410, 5420 |
| 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 | | | | Yes | Yes |
| Dial Ahead | | | | No | No |
| Dial Emergency/Dial On Pickup (Hotline) | | | | Yes | Yes |
| Directory Access | | | | No | Yes |
| Distinctive Ringing/Do Not Disturb/Exceptions/E911 | | | | Yes | Yes |
| Extension Password Change | | | | No | No |
| Follow Me Here/Follow Me To/Forward on Busy/Forward on No Answer/Forward to Specified Number/Forward on Unconditional | | | | Yes | Yes |
| Group In-Out/Group Paging-Make-Receive | | | | Yes | Yes |
| Handsfree Speech | | | | No | Yes |
| Headset Capability/Hold/Hot Desking/Hot Transfer/Least Cost Routes/Line Appearance | | | | Yes | Yes |
| Login | | | | Yes | Yes |
| Message Waiting Light/Monitor Calls/Multi Language/Mute/Night Service/On Hook Dialing/Park | | | | Yes | Yes |
| Personalized Ring | | | | No | Yes |
| Queuing Transferred Call to Busy Extension/Record Call/Redial/Relay On-Off-Pulse/Conference/Ring Back When Free | | | | Yes | Yes |
| Self Administer/Soft Key Labeling | | | | No | Yes |
| Speed Dialing/Suspend Call Waiting/Suspend-Resume/Time-Date/Toggle Calls/Voicemail Collect/Voicemail On-Off/Voicemail Ringback On-Off/Volume Adjustment | | | | Yes | Yes |
| Volume Adjustment | | | | Yes | Yes |

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

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