

Avaya 3905 Digital Deskphone

The customer care specialist

In today's call centers, efficient, professional call processing has a direct impact on customer service and profitability. The 3905 Digital Deskphone is designed to satisfy the specialized needs and enhance the productivity of the most demanding call center agents and supervisors. It features headset jacks for both agent and supervisor and provides instant access to the most-often-used call center features.

Display-based interface – Simple, clean, efficient

The display-based user interface helps increase productivity by giving call center agents and supervisors access to more features with fewer keys. The 3905 Digital Deskphone's four-line by 24-character display – the largest in its

class – is bordered by eight programmable line/feature keys and four interactive soft keys providing access to the features you need – when you need them. The navigation cluster conveniently guides you through on-screen menus and prompts, helping to provide an unparalleled level of customization and personalization.

need to contact faster than ever. The phone's Personal Directory will store up to 100 entries, delivering convenient dial-by-name access. Adding names to the directory is a snap—you can instantly copy names and numbers from Calling Line ID, Call Party Name Display, or the Call Log, as well as entering them through the dial pad. For added convenience, the Personal Directory PC Utility further simplifies directory entry by creating the directory on your PC and downloading it to your 3905.



Self-labeling keys for fast, easy setup

All of the display-based keys are self-labeling, which puts an end to paper labels and time-consuming set designation. The display immediately shows the lines and features assigned to each key for convenient access. As new features and services are introduced or programming changes occur, key labels are automatically updated, further simplifying desktop management.

Snap-in accessories

The 3905 Digital Deskphone supports a variety of snap-in accessory cartridges, providing the flexibility to add new features and capabilities easily and cost effectively. For example, you can conveniently connect an analog device such as fax machine, PC, or laptop modem directly through the phone, eliminating the need for separate analog wires to the desktop.

Directory services

The 3905 Digital Deskphone will help you find the names and numbers of the people you

Expansion Modules

With the addition of one or two 22-button Key-based Expansion Modules, the 3905

phone can accommodate up to 44 additional programmable keys supporting multiple line extensions or features such as Display Queue, Observe Agent, and Agent keys ideal for call center agents and supervisors.

Investment Protection

The 3900 Series Digital Deskphones are designed to protect your investment by keeping the future in mind as the portfolio continues to evolve, offering enhanced features and services.

The features you need for maximum productivity

- Supports up to seven lines
- Optimized for call center environments
- Display
- Dual headset jacks
- Supervisor monitoring (talk/listen or listen only)

- Interactive soft keys for quick feature access to numerous features
- Options list for maximum customization and personalization
- Multiple language selection capability
- Desk or wall mount
- Handset optional
- Supports two snap-in cartridge accessories

Specifications

Dimensions

Width:	11.25 in. (286 mm)
Depth 1:	7.75 in. (197 mm)
Depth 2:	6.75 in. (171 mm)
Height 1:	5.13 in. (130 mm)
Height 2:	7.00 in. (178 mm)
Weight:	2.38 lb (1.08 kg)

Depth 1 and Height 1 measured with the phone in the lowest position on the footstand.

Depth 2 and Height 2 measured with the phone in the highest position on the footstand.

Colors

Charcoal or Platinum

Operating Environment

Temperature

0° C to 50° C (32° F to 122° F)

Relative Humidity

5% to 95%

Auxiliary Power

Local Plug-in AC Transformer for cartridge-style accessories

Loop Length

4,000 ft (1,220 m) 24 AWG

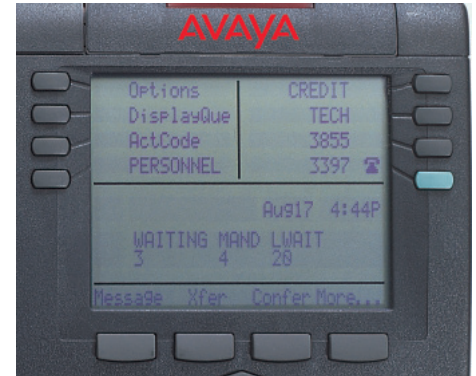




Incoming calls automatically present call information about skillset/ ACD queue and calling line ID, calling party name, or dialed number.



Agents have easy access to the Not Ready state for catching up on post call paperwork.



The Display Queue feature offers one-touch access to vital queue statistics including number of waiting calls and longest waiting time.

Standards

Meets or exceeds applicable CSA, UL, and EIA specifications. Complies with FCC requirements for hearingaid compatibility. Maximum handset volume control levels are compliant with the Americans with Disabilities Act (ADA).

Prerequisites

Avaya Communication Server 1000

Intelligent Peripheral Equipment (IPE) based Digital Line Card

Avaya Communication Server 2100

Intelligent Peripheral Equipment (IPE) based Digital Line Card with Enhanced XPEC card

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.



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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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