Fact Sheet

Avaya 9408 Digital Deskphone New-Redesigned!



The Avaya 9408 Digital Deskphone delivers durable, reliable, high-quality communications — now on both Avaya Aura and Avaya IP Office. A single digital set operates across either platform. Its smart design and crystal-clear sound make it an easy choice for teams that rely on dependable, everyday voice communications.

Looks Great, Sounds Better: A large, eye-friendly display; paperless, all-digital labeling; and a high-quality integrated speakerphone so everyone can hear and be heard.

Familiar, Functional Interface: Intuitive user-friendly interface. Fixed keys reach the most common features, and contextual soft keys guide users with on-screen prompts.

A Sound Investment: An economical way to add or replace desk phones in digital/TDM environments where IP to the desktop isn't possible — protecting existing wiring while lowering total cost of ownership.

Built for essential and "power" users: Customer-facing staff and navigators who spend much of their day on the phone — answering calls, transferring customers, and monitoring multiple line appearances — depend on the 9408 for dependable, real-time voice communications.

Key Features

- 8 administrable feature buttons on 3 levels (24 button positions) for call, bridged, and line appearances or features
- Button label reprogramming
- 10 fixed feature keys for common tasks (contacts, history, messages)
- Dual red-green LEDs to display status
- Integrated two-way speakerphone with group listening
- Headset jack
- 4-way navigation cluster and 4 contextual softkeys
- Line appearance / feature keys: 8 x 3 levels
- Contacts up to 100; call log (missed / answered / outgoing) up to 100
- User-selectable display language
- No Expansion Modules

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Hardware Specs

- Graphite finish
- Coiled handset with 9-ft cord (extended)
- Removable stand; wall-mountable (Wall Mount Kit 700383375)
- 4.1-inch white backlit display, 8 lines x 32 characters
- Permanently labeled keys: Speaker, Headset, Mute, Volume, Avaya Menu, Phone, History, Contacts, Message
- Navigation cluster (Up/Down, Left/Right, OK)
- Message Waiting indicator (red LED, upper corner)
- 2-wired line interface DCP digital proprietary phones, compatible exclusively with Avaya AURA® and IP Office.

Software

- Call control protocol: DCP | Codec: G711
- Secondary line alerting
- Call handling: Answer, Hold, Redial, Transfer, Conference, Forward, Send All Calls, Contacts, History, EC500
- Firmware delivered automatically on connection to IP Office or Communication Manager

Size and Weight

- Length (depth), low position: 8.07 in (205 mm)
- Width: 8.03 in (204 mm)
- Height off desk, low / high position: 6.34 in (161 mm) /7.91 in (201 mm)
- Weight including handset and stand: 2.2 lb (992 g)

Platform Support

- Avaya Aura Communication Manager 10.2 or higher
- Avaya IP Office 12.3 with Critical Patch. Please check **https://support.avaya.com/support/en/home** for the availability
- Full access to CM and IP Office call appearance keys and features

Languages

- Canadian and Parisian French, Latin American and Castilian Spanish, German, Italian, Dutch, Brazilian Portuguese, Russian, Simplified and Traditional Chinese, Korean, Japanese, Hebrew, Arabic, and accented Latin input.

Models:

- 9408 Digital Phone – Global (700520302)
- 9408 Digital Phone – TAA (700520303).

Both operate on Avaya Aura and Avaya IP Office

Learn More

Contact your Avaya Account Manager or Authorized Partner or visit **www.avaya.com**.

About Avaya

Avaya is a global enterprise software leader that helps the world's largest organizations and government agencies forge unbreakable customer connections. The Avaya Infinity® platform is built to unify fragmented experiences, equipping enterprises to evolve their contact centers into connection centers and strengthen relationships that create business value. Learn more at www.avaya.com.

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