

## Avaya Flare™ Experience for the 9600 Series IP Deskphones

With the Avaya Flare Experience interface on IP deskphones, users throughout the enterprise can get access to advanced features for teamwork and collaboration



Traditional deskphones have always been best suited to simple, one-to-one communications, but Avaya is changing that by putting the innovative Avaya Flare™ Experience on the Avaya 9621G and Avaya 9641G IP Deskphones.

Avaya Flare Experience provides an interface specifically designed to manage voice, video, e-mail, IM, social media, and enterprise applications. It was first implemented by Avaya in 2010 on the Avaya Desktop Video Device (a high-definition, 11.6" display unit with a multi-touch screen), enabling collaboration that is effective, efficient and productive.

Providing the Avaya Flare Experience on the Avaya 9621G and Avaya 9641G IP Deskphones is a continuation of Avaya's commitment to support better collaboration by blending familiar communications capabilities with other applications through a touchscreen interface that's sized to the task.

Avaya Flare Experience on the Avaya 9621G and Avaya 9641G IP Deskphones takes advantage of the large, color displays on these phones to deliver touchscreen calling and easy access to a select group of features that are critical to collaboration, including<sup>1</sup>:

**Microsoft Outlook Integration:** Integration with Microsoft Exchange Server means you can download up to 250 contacts from Outlook into the phone's directory. To make a call or send an IM, simply scroll through your phonebook and press the icon.

**Consolidated Phonebook/Call-IM History:** Store up to six phone numbers for up to 250 contacts and see a history of recent calls and IMs for each one.

**Avaya Aura™ Conferencing:** Managing a conference call from a deskphone has never been easier. Use the Avaya Flare touchscreen interface to set up a call, add/drop participants, hold a sidebar conference, make another call, send an IM—all while the conference call is in progress. Participants who put their phone

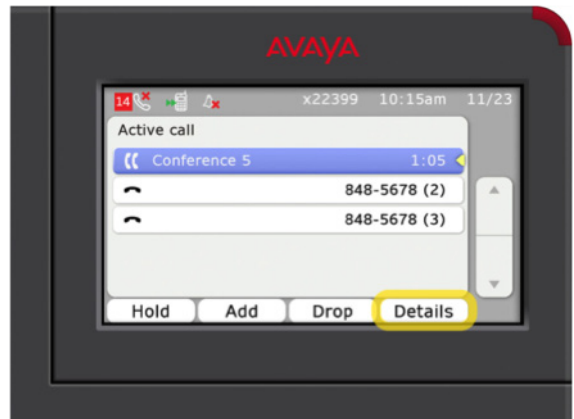
on mute are given a convenient, flashing reminder and also an audible alert if they attempt to speak while mute is activated. Support for conferencing is a key way Avaya Flare Experience enhances collaboration, while simplifying and increasing the use of a company's conference bridge, rather than expensive alternatives.

**Instant Messaging:** For Instant Messages, the Avaya Flare Experience provides both a touchscreen keyboard as well as a set of pre-written IMs (e.g., "I'm on a call, I will call you back.").

**Browser:** A built-in browser, based on WebKit, supports HTML and Javascript to let you access websites and enterprise applications.

The availability of Avaya Flare Experience on traditional deskphones—like its implementation on the large screen Avaya Desktop Video Device —demonstrates the Avaya commitment to put Avaya Flare interface on endpoints best suited to user needs, whether it's a large-screen tablet or a traditional phone.

<sup>1</sup> Note: Not all features were available at initial General Availability in 2010.



## About the 9600 Phones

Avaya 9600 Series IP deskphones are competitively priced, high-performance, SIP-based phones designed to drive increased productivity for business users.

Avaya 9621G and 9641G deskphones feature:

- Superb audio via the handset and speakerphone
- Large, color touchscreens: 3.7 x 2.1 inches (9621G) or 4.1 x 2.3 inches (9641G)
- 25 administrative buttons
- Up to five softkeys
- Support for Gigabit Ethernet
- Support for Bluetooth and USB (9641 only)

**SIP:** Support for Session Initiation Protocol (SIP) on the Avaya 9600 series phones enables integration with Avaya Flare Experience as well as a wide range of productivity enhancing applications—calendars, customer service and other third party applications. Having these applications on the deskphone screen enhances the value of the phone (no need to boot up the computer) and helps make everyone more productive.

**Presence:** A key feature of the Avaya 9600 series phones is their ability to display the presence status of other network users, making it easy to tell at a glance who is available. For today's mobile, widely dispersed workforce, presence is a critical capability.

## Learn More

To learn more about Avaya Flare Experience on the Avaya 9621G and 9641G deskphones, contact your Avaya Account Manager or Authorized Partner. Or, visit us online at [avaya.com](http://avaya.com).

## 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](http://www.avaya.com).

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