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1400 Series Digital Deskphones

The 1400 Series Digital Deskphones is a new, value-priced family of deskphones designed to meet communication needs with the quality and reliability you expect from Avaya.

The 1400 Series Digital Deskphones family is designed for the same user profiles as the 9600 Series IP Deskphones or the 1600 Series IP Deskphones. By providing a range of endpoints covering the differing needs of users, Avaya makes it possible for companies to equip their workforce with deskphones that look great, sound better, enhance productivity, and turn communications into a competitive advantage. With similar industrial design, the 1400 Series Digital Deskphones, 1600 Series IP Deskphones and the 9600 Series IP Deskphones may be deployed in mixed environments or on their own, delivering:

- Digital telephones for the value-oriented customer
- Straightforward, familiar access to the most common telephony features
- Cost effective, competitive price point
- Quality and reliability you expect from Avaya

For businesses seeking an easy, cost-effective solution for digital networks, Avaya presents the 1400 Series Digital Deskphones. With features and capabilities of the Avaya digital/DCP network, these phones offer an attractive upgrade from older systems or an addition to your existing Avaya phone solution portfolio.

The 1400 Series Digital Deskphones combine traditional telephone features such as dual LED indicators and fixed feature buttons (e.g., conference, transfer, hold) with contemporary innovations such as softkeys, navigation wheel and a context-sensitive user interface.

1403 Digital Deskphone
(For IP Office only)

1408 Digital Deskphone

1416 Digital Deskphone

Also standard on the 1400 Series Digital Deskphones: speakerphones, white backlit displays and multi-line capabilities. These stylish phones are a smart addition to any retail store, branch or corporate office.

A Familiar, Functional Interface

The 1400 Series Digital Deskphones combine the best of past and present. Fixed keys – familiar to any phone user – provide easy access to the most common features. Meanwhile, flexible softkeys provide contextual guidance and prompts for ease of use and efficiency.

Clear Sound, Clean Looks

The 1400 Series Digital Deskphones offer clear, clean audio that will more than satisfy the most discerning users. All models come with an integrated speakerphone.

The phone's streamlined industrial design reflects its function as a true business-class communications device.

Built-in Investment Protection

The 1400 Series Digital Deskphones have been engineered to adapt to your company's growing needs. The headset interface allows you to attach headsets on your 1408 Digital Deskphone and 1416 Digital Deskphone, while the 32-button expansion module for the 1416 Digital Deskphone can be custom-programmed to fulfill a wide range of specific user needs.

Top Value for Your Communications Dollar

You expect top quality and reliability from Avaya and the 1400 Series Digital Deskphones deliver by giving you a solidly built phone that can stretch your investment

and lower total cost of ownership. It's a cost-effective solution that delivers significant competitive advantages at its price point.

For Walkup users: the 1403 Digital Deskphone (IP Office only). The Avaya 1403 Digital Deskphone is designed for the Walkup user and the Everyday user. It's ideal for locations such as common areas in offices, stockrooms, lobbies, or drop-in desks. Visitors – including customers – are examples of Walkup users who need a phone with a simple, familiar interface. It's also perfect for the Everyday phone users for whom a phone is not the one critical piece of their communication needs.

1403 Digital Deskphone highlights:

- Supports 3 administrable feature buttons
- Each button includes dual LEDs (red, green) providing explicit status for the user
- Includes fixed feature keys for common telephone tasks including conference, transfer, drop, hold, mute
- Includes high-quality speakerphone
- Two-line by 16-character display, white backlit for easier viewing in all lighting conditions

For Everyday users: the 1408 Digital Deskphone. Everyday users typically rely on several forms of communication including voice and email – and while they require a quality telephone, their telephone use is relatively light or straight-forward in nature. Cubicle workers and sales staff within a retail store are examples of Everyday users for whom the 1408 Digital Deskphone delivers a productivity-enhancing telephone.

1408 Digital Deskphone highlights:

- Supports eight administrable feature buttons
- Each button includes dual LEDs (red, green) providing explicit status for the user
- Includes several fixed feature keys for common telephone tasks including conference, transfer, drop, hold, mute
- Includes high-quality speakerphone
- Supports a broad portfolio of wired and wireless headsets through its integrated headset jack
- Large capacity contacts and call log applications that can enhance productivity and personalization
- Context sensitive user interface along with three softkeys and a four-way navigation cluster – ideal for scrolling through the local contacts list or call logs
- The three-line by 24-character display is white backlit for easier viewing in all lighting conditions

For Navigators: the 1416 Digital Deskphone. The Avaya 1416 Digital Deskphone is designed for the Navigator type user. Receptionists, assistants, and managers are examples of Navigator users – people who answer incoming calls, transfer customers to different departments or extensions, and monitor several line appearances throughout a typical day. For the Navigator user, the 1416 Digital Deskphone provides the most one-touch line/feature/speed-dial buttons without the need to scroll through on-screen lists.

1416 Digital Deskphone highlights:

- The 1416 Digital Deskphone supports 16 administrable feature buttons on the phone itself – and a 32-button expansion module provides access to a total of 48 feature keys or speed dial buttons
- Each of the buttons features a dual LED (red, green) providing explicit status for the user
- For a familiar look and feel, the 1416 Digital Deskphone includes several fixed feature keys for common telephone tasks including conference, transfer, drop, hold and mute
- In addition, the 1416 Digital Deskphone includes a high-quality speakerphone, and supports a broad portfolio of wired and wireless headsets through its integrated headset jack
- Context sensitive user interface along with three softkeys and a four-way navigation cluster – ideal for scrolling through the local contacts list or call logs
- The viewing angle of the display on the 1416 Digital Deskphone is adjustable and measures four lines by 24 characters
- Additional caller related information is displayed with active appearances for easier call handling
- The display is white backlit for easier viewing in all lighting conditions

Connectivity

	1403	1408	1416	Button Module
Avaya Aura™ Communication Manager	✘	✓	✓	✓
	Avaya Aura Communication Manager 5.2.1 or later			
IP Office	✓	✓	✓	✓
	IP Office Release 6.0 or later			
Integral Enterprise	✘	✓	✓	✓
	E07, IEE2 or later			

Features

Key Features	1403	1408	1416
Color	Black	Black	Black
Handset with 9-foot cord	Yes	Yes	Yes
Stand	Wedge	Dual position flip	Dual position flip
Wall-mountable	Yes	Yes	Yes
Adjustable tilt Display	No	No	Yes
Graphical Display size: rows x pixels	128 x 25 pixels	181 x 40 pixels	181 x 56 pixels
# rows x characters (approximate)	~ 2 x 18	~ 3 x 26	~ 4 x 26
# Chinese characters (12x12 pixels per character)	2 x 10	3 x 14	4 x 14
Permanently-labelled feature buttons: Speaker, Mute, Volume, Avaya Menu, Hold, Conference, Transfer, Drop, Redial	Yes	Yes	Yes
Permanently-labelled feature buttons: Headset, Phone, Call Log, Contacts, Voicemail Message	No	Yes	Yes
Permanently-labelled Navigation Cluster (Up/Down, Left/Right, OK)	No	Yes	Yes
Message Waiting Indicator	Yes	Yes	Yes
Administrable Buttons	3	8	16
Contextual softkey buttons	No	3	3
Button Module 32 supported	No	No	Yes
Headset supported	No	Yes	Yes
2-way speakerphone	Yes	Yes	Yes
2-wired line interface	Yes	Yes	Yes
Call Control Protocol	DCP	DCP	DCP
Codecs	G711	G711	G711

Key Features	1403	1408	1416
Avaya Aura™ Communication Manager			
Alias on Communication Manager 5.2.1 and above	-	2410	2420
Native support on Communication Manager 6.0	-	Yes	Yes
Full access to Communication Manager call appearances and features	-	Yes	Yes
Line appearance/feature key buttons	-	8	16
Contacts and Call Log application	-	Yes	Yes
Avaya IP Office			
Native support on IP Office R6.0	Yes	Yes	Yes
Full access to IP Office call appearances and features	Yes	Yes	Yes
Line appearance/feature key buttons	3	8	16
Centralized Contacts and Call Log application	No	Yes	Yes
IP Office feature menu with status indication	No	Yes	Yes
Support of IP Office Hot Desking	Yes	Yes	Yes
Avaya Integral Enterprise			
Support with E07, IEE2 and above	-	Yes	Yes
Partner/feature/short dial key buttons	-	8	16

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 1400 Series Digital Deskphones, contact your Avaya Account Manager, Avaya Authorized partner or visit **avaya.com** for white papers, case studies and other information showcasing Avaya solutions in action.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

AVAYA

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