AVAYA

IP Office Fact Sheet

54xx Series Digital Telephones

Overview

Avaya 54xx 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 54xx series digital telephones come standard with the following capabilities:

- The 54xx series Digital telephones simplify access to important features with:
  - 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 and Speed dials
- 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 54xx 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.

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54xx 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	Full duplex	Full duplex	—
Call log and speed dial	Yes	Yes	Yes	—
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	Yes	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
Lock	Yes	No
Login	Yes	Yes
Manager-Secretary Working	No	No
Message	Yes	No
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	Yes	Yes
Volume Adjustment	Yes	Yes