



voice & data networks solutions catalog



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Avaya 1600 Series IP Phones

Avaya 1603



Avaya 1603 3-line IP Telephone

Material Code # 700415540 / # 700458508 - SW Version

The Avaya 1603 is designed for Walkup and Everyday user profiles (this telephone is especially practical when used in conjunction with the Avaya IP Softphone).

- Supports 3 line appearances/feature keys.
- The display on the 1603 measures two lines by 16 characters.

Avaya 1608



Avaya 1608 IP Telephone

Material Code # 700415557

The Avaya 1608 is Designed for the Everyday user profile.

- Supports eight line appearances/feature keys.
- Support for a broad portfolio of Avaya wired and wireless headsets through its integrated headset jack.
- A context-sensitive user interface and three softkeys and a four-way navigation cluster for scrolling through local contacts list or call logs.
- The display on the 1608 measures three lines by 24 characters.

Avaya 1616



Avaya 1616 IP Telephone

Material Code # 700450190

The Avaya 1616 IP Telephone is designed for the Navigator user profile and managers needing one-touch access and a large display. It supports 16 line appearances/feature keys on the phone itself and includes a 32-button expansion model, which provides access to a total of 48 feature keys or speed dial buttons.

Avaya BM32



Avaya 32-Button Module (BM32)

Material Code # 700415573

32 Button Expansion Module for 1616 IP Telephone

- Provides Access to a total of 48 feature keys or speed dial buttons
- Each of the buttons features a Dual LED providing explicit user status
- Buttons can be administered as line appearances, bridged appearances, feature keys or speed dials.

Avaya 2402



Avaya 2402 Digital Phone

Material Code # 700381973

The 2402 is a new, cost effective 2-wire digital telephone, for general office applications and designed to compliment the 2420 executive telephone set. The 2402 has a 2 x 24 display with two paper-less call appearances, a Listen-Only Speaker, 10 Fixed Feature Keys: Conference, Transfer, Drop, Redial, Speaker, Message, Hold, Mute, Volume Up & Down, and Feature (to access 12 additional dial pad features).

Avaya 2410



Avaya 2410 Digital Phone

Material Code # 700381999

The Avaya 2410 Digital Telephone features a large display screen with a 5-line x 29-character Liquid Crystal Display (LCD). The unit is fully adjustable for optimum viewing from many angles. This large-scale display offers an effective user interface that can improve workforce productivity and serviceability. All buttons are labeled on the display, eliminating the time and cost of using and maintaining paper labels. All hard feature buttons are labeled with both global-ready icons and English names for enhanced usability.

Avaya 2420



Avaya 2420 Digital Phone

Material Code # 700381585

The Avaya 2420 Digital Telephone has all the features of the 2410, plus a large display screen with a 7-line x 29-character LCD. Customers can change the settings of the standard display from 8 to 12 call appearance/feature button labels. When you select this mode, the bottom line of the screen display, which is used for softkey labels in standard mode, can contain four more call appearance/feature buttons with shortened labels.

Avaya EU24



Avaya EU24 Expansion Module

Material Code # 700381817

The EU24 Button Expansion Module can expand the Avaya 2420 Digital Telephone with 24 additional call appearance/feature buttons. This unit features a large display for button labels (no paper labels needed) and is ideal for use in coverage applications.

Avaya 20B Module Adapter

Material Code # 700381650

For added flexibility, customers can replace the Avaya 2420 Digital Telephone stand with the 20B Telephone Set Module Adapter, which provides two headset jacks to support call center environments. This module also expands functionality with support for the 200B Tip/Ring Module, and the 201B Recorder Interface Module (RIM).

Avaya 200B Tip/Ring Analog Adapter

Material Code # 700381643

Simply plug the 200B Tip/Ring Module into a 20B Telephone Set Module Adapter and the Avaya 2420 Digital Telephone can interface with any current analog devices. This module optimizes usability by providing an interface that can connect analog devices, such as your fax machine or TTY/TDD text telephone for the hearing and/or speech impaired, directly to the phone.

* The 2400 series Digital Phone are internally amplified. To support a corded headset you need a 49323-04 headset interface cord.

Avaya 4600 Series IP Phones

Avaya 4601



Avaya 4601 Non-Display Telephone

Material Code # 700304926

This basic single line telephone (no display) features 2 programmable feature keys, message waiting indicator and 7 fixed feature buttons. The Avaya 4601 VoIP phone is compatible with Avaya's Definity and IP Office platform. It connects via the LAN to the Avaya IP Office server. 2 Line Appearance/Feature Keys, 8 Fixed Feature Keys: Transfer, Conference, Drop, Redial, Message, Hold and Volume Up and Down 10/100 Base T Ethernet Connections, Wall Mountable, Message Waiting Indicator Downloadable Software for future upgrade capability, Hearing Aid Compatibility 8 Personalized Ring Patterns.

Avaya 4602



Avaya 4602D01/SW IP Telephone

Material Code # 700381916

The 4602 Telephone is an economical IP telephone with two programmable call appearance/feature keys, ten fixed feature buttons, and display. 10 fixed feature buttons: Conference, Transfer, Drop, Hold, Redial, Mute, Volume up & down, Speaker, Voice Mail 2 X 24 Character-based Eurofront Display Message, Waiting Indicator 10/100 BaseT Ethernet Connection, Single Ethernet Port, Hearing Aid Compatible Microsoft® NetMeeting Compatible, IP Address Assignment - DHCP Client Or Statically Configured Downloadable Firmware for Future Upgrades, Wall Mountable with Included Desk/Wall Mount Stand.

Avaya 4606



Avaya 4606 IP Display Telephone

Material Code # 700059314

The Avaya 4606 Telephone brings the extensive set of Avaya MultiVantage Software features directly to the desktop. This IP telephone offers 6 programmable line and feature buttons, a two line LCD display and a full duplex speakerphone. The display informs the user of date, time, call timer, calling party information and access to state dependent user features.

Avaya 4610



Avaya 4610SW IP Telephone

Material Code # 700381957

The 4610 display features - 5 lines x 29 characters, 10 Fixed Feature Buttons - Conference, headset, transfer, drop, redial, speaker, hold, mute, volume up and down, 24 Programmable Feature Buttons - Provided in 4 switchable display pages of 6 matching the 6 physical display buttons, Message Waiting Indicator, Two-way hands-free speakerphone, Embedded Applications - Speed Dial List (48) and Call Log (Missed, Incoming, Outgoing). Desk or Wall Mountable - Includes adjustable desk stand Ethernet Ports - Two port full-duplex 10/100 BaseT Ethernet switch for PC pass through connection, 8 Personalized Ring Patterns, Hearing Aid Compatible.

Avaya 4600 Series IP Phones

Avaya 4621SW



Avaya 4621SW IP Telephone

Material Code # 700345192

Multi-line digital telephone for use with systems running Avaya Communication Manager
24 programmable feature keys, 10 fixed feature keys - Speaker, Mute, Drop, Hold, and Volume Up & Down, Large graphical gray-scale backlit display (168 x 132 dots)
3 fixed feature keys below display - Conference, Transfer, Redial, 3 application buttons - Speed Dial, Call Log, Web Browser, Integrated switched ports for PC connection
Full-duplex speakerphone, Feature Key Module (FKM) interface jack, Integrated headset jack, Infrared port to support PDA dialing and additional future applications.

Avaya 4622



Avaya 4622 Telephone

Material Code # 700345200

This provides a large back-lit screen graphic display, paperless button labels, call log, speed dial, 24 programmable feature keys, and Web browser. The 4622 supports \ the EU24 (expansion module). The 4622SW al so includes a 2 port Ethernet switch. The 4622 was specifically designed for call center use, so it has no handset or switchhook. The 4622 provides dual modular headset jacks.

Avaya EU24



Avaya EU24 Expansion Module

Material Code # 700345192

Expansion Module (4620/4621/4622 only) - The expansion module supports up to 24 additional buttons (in 2 pages of 12 each) that can be used in any combination of call appearances and/or feature buttons for Communication Manager. A single EU24 is supported on the following phones - 2420/5420, 4620/5620, 4621/5621, and 4625. Power Supply - Requires an Avaya 1151 series power supply for digital telephones. For IP phones, use of PoE is supported if the PoE is Class

Avaya EU24BL



Avaya EU24BL Backlit Expansion Module

Material Code # 700381825

Expansion Module with backlight (4621/4622) - The EU24BL is a back-lit version of the EU24 expansion module. It is a backlit, 24 button expansion module designed for use with the 4621 and 4622 IP Telephones. Local power is required when an expansion module is added to an IP Telephone.

- Expansion Module (4620/4621/4622 only) - The expansion module supports up to 24 additional buttons (in 2 pages of 12 each) that can be used in any combination of call appearances and/or feature buttons for Communication Manager.

Avaya 5400 Series Phones

Avaya 5402



Avaya 5402 DCP Phone Material Code # 700381981

The 5402 - is a cost effective two-wire digital telephone, for many office applications. The 5402 has a 2-line x 24-character display with two label-less call appearances, a Listen-Only Speaker, 10 Fixed Feature Keys: Conference, Transfer, Drop, Redial, Speaker, Message, Hold, Mute, Volume Up & Down, and Feature (to access 12 additional dial pad features). The 5402 is Hearing Aid Compatible, has a Message Waiting Indicator that flashes when ringing, eight Personalized Ring Patterns and is either desk or wall mountable.

Avaya 5410



Avaya 5410 DCP Phone Material Code # 700382005

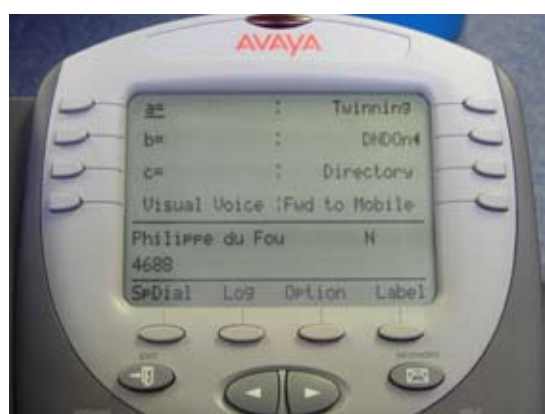
The Avaya 5410 is a flexible display telephone with several capabilities such as local call log and speed dial not available on previous generations of digital telephones. It has a 5 x 29 display with 12 label-less call appearances (in two screens); two-way speakerphone, 14 fixed feature keys, four softkeys, 12 shifted feature buttons, large message waiting indicator, headset jack, local language customization, eight Personalized Ring Patterns and is either desk or wall mountable. The 5410 telephone is designed with 12 system call appearance/feature buttons. They include four local softkey feature buttons, Exit, Previous, and Next buttons for display navigation, a Message button for expedited access to voicemail, and several fixed feature buttons along with a highly visible Message Waiting Indicator for effective message notification.

Avaya 5420



Avaya 5420 DCP Phone Material Code # 700381627

The Avaya 5420 has many convenient features, while supporting expansion capabilities and effective integration with current infrastructure investments. This phone provides a large-scale display for easy viewing and call control with 24 call appearance/feature buttons. Administration and ongoing maintenance is simplified as the switch automatically performs key/button labeling. Additional features include call logging and a speed-dial directory help enhance overall productivity. The 5420 telephone is designed with 24 system call appearance/feature buttons. They include four local softkey feature buttons, Exit, Previous, and Next buttons for display navigation, a Message button for expedited access to voicemail, and several fixed feature buttons along with a highly visible Message Waiting Indicator for effective message notification.



* Please Note - The Avaya 5400 Series DCP phones only work with the Avaya IP Office product. These phones are NOT compatible with the Avaya Communication Manager product .

Avaya 6400 Series Phones

Avaya 6402



Avaya 6402 Non-Display Phone

Material Code # 700283849

The Definity 6402 Digital Telephone is a single line phone with 6 fixed feature buttons including, adjustable volume controls for handset, speaker, and ringer. It is hearing aid compatible and comes with a choice of 8 ringing patterns. A message waiting light alerts you of a new voicemail message. 2 programmable call appearance/feature buttons. Fixed feature buttons for conference, transfer, hold, speaker, and last number dialed. Built-in 1-way (listen only) speakerphone, and eight personal ring options. Fixed feature button, allowing access via the dialpad to 12 Definity system features.

Avaya 6402D



Avaya 6402D Display Phone

Material Code # 108180571

- 2 line x 24 character LCD
- 2 programmable call appearance/feature buttons
- Fixed feature buttons for conference, transfer, hold, speaker, and last number dialed
- Built-in 1-way (listen only) speakerphone, and eight personal ring options
- Fixed feature button, allowing access via the dialpad to 12 Definity system features

Avaya 6408



Avaya 6408 Non-Display Phone

Material Code # 108018888

- Digital voice terminal, Built-in 2-way speakerphone
- 8 programmable call appearance/feature buttons
- Fixed buttons for Conference, Transfer, Hold, Redial, Speaker and Mute
- 4 Soft Keys for menu functions and 4 Navigator keys for Menu, Next, Previous and Exit
- Group listening (optioned by user)
- Group paging (if administered)

Avaya 6408D+



Avaya 6408D+ Display Phone

Material Code #

- Digital voice terminal, 2 x 24 display, built-in 2-way speakerphone
- 8 programmable call appearance/feature buttons
- Fixed buttons for Conference, Transfer, Hold, Redial, Speaker and Mute
- 4 Soft Keys for menu functions and 4 Navigator keys for Menu, Next, Previous and Exit
- Group listening (optioned by user)
- Group paging (if administered)

Avaya 6400 Series Phones

Avaya 6416D+



Avaya 6416D+ Voice Terminal

Material Code # 3306-16G

- Digital voice terminal, Built in 2-way speakerphone, Group Listening, Group paging
- 16 programmable call appearance/feature buttons
- 2-line, 24-character Liquid Crystal Display (LCD) shows Called Party/Calling Party ID (where available), Date and Time
- 4 Soft Keys for menu functions and 4 Navigator keys for Menu, Next, Previous and Exit
- Fixed buttons for Conference, Transfer, Hold, Redial, Speaker and Mute
- Accepts XM24 Expansion Module for 24 additional programmable buttons

Avaya 6416D+M



Avaya 6416D+M Voice Terminal

Material Code # 3306-6MG

- Same functionality as the D+ model above with the addition of “M” Module-ready
- “Module-ready” means you can add functionality when and where you need it, including an analog fax machine, modem or analog full-duplex speakerphone
- Includes built-in amplification for direct connect headset (HIC-Cord 49323-04)

Avaya 6424D+



Avaya 6424D+ Digital Voice Terminal

Material Code # 3307-24G

- 24 programmable call appearance/feature buttons
- 2-line, 24-character Liquid Crystal Display (LCD) shows Called Party/Calling Party ID (where available), Date and Time
- 4 Soft Keys for menu functions and 4 Navigator keys for Menu, Next, Previous and Exit
- Fixed buttons for Conference, Transfer, Hold, Redial, Speaker and Mute
- Built-in 2-way speakerphone
- Group listening (optioned by user)
- Group paging (if administered)
- Accepts XM24 Expansion Module for 24 additional programmable buttons

Avaya 6424D+M



Avaya 6424D+M Voice Terminal

Material Code # 3307-4MG

- Same functionality as the D+ model above with the addition of “M” Module-ready
- “Module-ready” means you can add functionality when and where you need it, including an analog fax machine, modem or analog full-duplex speakerphone
- Includes Built-in amplification for Direct Connect headset (HIC-Cord 49323-04)

Avaya 7400 Series Phones

Avaya 7406+



Avaya 7406+ Digital Voice Terminal

Material Code # 3186-15D

- 48 character LCD for access to the messaging features of your system
- Provides for message retrieval and storage
- Built in 2 way speakerphone for conferencing and listen use only
- Message waiting indicator
- 5 call appearance buttons, 8 buttons for conference, transfer, drop, hold, volume mute, personalized ringing and 18 programmable buttons for features including: send all calls, leave word calling.

Avaya 7407+



Avaya 7407+ Plus Digital Voice Terminal

Material Code # 3180-PLS

- Raised display for better viewing
- Calibrating built-in speakerphone
- 22 programmable feature buttons without LEDs
- 10 flexible call appearance buttons
- 8 buttons for Transfer, Conference, Drop, Hold, Speaker, Volume, Mute, Select Ring and Display
- 9 additional programmable feature buttons with LEDs
- Includes jack for additional speakerphone or headset adapter
- Compatible with S201A Speakerphone (3152 007) for conference a

Avaya 7410+



Avaya 7410 Plus Digital Voice Terminal

Material Code # 3186-PLS

- 17-button voice terminal offering one way speaker for hands-free listening or monitoring
- 10 call appearance/flexible feature buttons, 2 with LEDs
- 7 fixed feature buttons for Conference, Drop, Transfer, Hold, Select, Volume, Speaker (2 buttons accommodate alternate features when used with the Select button)
- Adjunct jack for headset or speakerphone
- Message waiting indicator
- Wall mount included
- Compatible with Model S201A Speakerphone (3152-007)
- Requires available port on Digital Line Circuit Pack TN 754B (63114)

Avaya 7444



Avaya 7444 Voice Terminal with Display / Power

Material Code # 3187-PWR

- Versatile terminal with 49 buttons for up to 34 call appearances or optional features
- Auxiliary power source required
- Built-in vacuum fluorescent display
- Fixed feature buttons: Hold, Transfer, Drop/Conference, Select Ring
- Privacy, speed dialing, call forwarding
- Calibrating built-in speakerphone
- Includes jack for additional speakerphone or headset adapter and designation strips
- Compatible with Model S201A Speakerphone
- Headset-compatible

* All 7400 Series phones require a station port from a TN754, B or C circuit card

Avaya 8403



Avaya 8403 Voice Terminal

Material Code # 107702144

- Digital terminal designed for simpler customer requirements
- 3 call appearance/feature buttons
- 8 fixed feature buttons
- Listen only speaker
- Adjunct port for speakerphones or headsets

Avaya 8405D+



Avaya 8405D+ Voice Terminal with 2-Way Speaker/Display

Material Code # 107858110

- 5 call appearance/feature buttons
- 2-line, 24-character LCD
- 4 Soft Keys located under display activate 12 different system features
- 2-way speakerphone
- 9 fixed feature buttons
- Adjunct port for speakerphones or headsets

Avaya 8410B



Avaya 8410B Non-Display Voice Terminal

Material Code # 107703696

- 10 call appearance/feature buttons
- 2-way speakerphone
- 9 fixed feature buttons
- Adjunct port for speakerphones or headsets

Avaya 8410D



Avaya 8410D Voice Terminal

Material Code # 107702870

- 10 call appearance/feature buttons
- 2-line, 24-character display
- 4 Soft Keys located under display activate 12 different system features
- 2-way speakerphone
- 9 fixed feature buttons
- Adjunct port for speakerphones or headsets
- Conference, Transfer, Drop and hold, Digital Line buttons built in
- Supported on TN754B/C, TN2181, or TN 2224/B/C/CP

Avaya 8434DX



Avaya 8434DX Voice Terminal

- 34 call appearance / feature buttons
- 2-line, 40-character display-bright and easy to read
- 5 Soft Keys located under display activate 15 different system features including automatic Call Back, Call Forward, and Call Park
- 2-way speakerphone



Avaya ZE801A Expansion Module

Material Code # 32300

Added to the 8434DX, the ZE801A Expansion gives you the added power of:

- 24 LED buttons
- First 18 LED buttons may be administered as call appearances / features
- Remaining 6 LED buttons have single green LED buttons for additional administered features only

Avaya 8411D



Avaya 8411D Voice Terminal with Display / Power

Material Code # 107703696

- Send and receive e-mail messages through a fax/data modem card
- Plug in local fax machine or analog product
- 10 call appearance/feature buttons
- 2-line, 24-character display
- 4 Soft Keys located under display activate 12 different system features
- 2-way speakerphone
- 9 fixed feature buttons
- Adjunct port for speakerphones or headsets

Avaya 8403



Avaya 8403 ISDN Phone

Material Code # 107702144

- 3 call appearance feature buttons
- 8 fixed feature buttons
- Listen only speaker
- Adjunct port for speaker phones or headphones

Avaya 9600 Series IP Phones

Avaya 9610



Avaya 9610 IP Telephone

Material Code # 700383912

The Avaya 9610 IP Telephone, part of the Avaya one-X™ Deskphone Edition family, is designed for a "walk-up" user profile, for use in common areas such as building lobbies, break rooms and hallways.

- Intuitive User Interface
- New Design and Display
- Designed for the walkup profile

Avaya 9620



Avaya 9620 IP Telephone

Material Code # 700426711

Material Code # 700461197 - 9620L

Material Code # 700461205 - 9620C

The 9620 IP Telephone is specifically designed for the everyday telephone user—those who rely on multiple communications tools such as e-mail and IM, yet still require a high quality and intuitive telephone for voice communications.

- Superior Audio Quality
- New design and display
- Investment Protection - Modules and Adapters

Avaya 9630



Avaya 9630 IP Telephone

Material Code # 700426729

Material Code # 700405673 - 9630G, Gigabit version

The 9630 is designed specifically to meet the needs of the essential telephone user: The person for whom the telephone is critical to complete their job. The 9630 features a large, high resolution backlit display and several LED buttons to explicitly convey status to the end user. The 9630 provides direct "one touch" access to key Avaya Communication Manager mobility features such as Extension to Cellular. Like all one-X Deskphone Edition telephones, the 9630 features high fidelity audio, flexible support for add-ons in the future, and a very stylish and professional design.

Avaya 9640



Avaya 9640 D01 Telephone

Material Code # 700383920

Material Code # 700419195 - 9640G, Gigabit version

The 9640 IP Telephone with high resolution color display is specifically designed for the essential telephone user. Essential users are those who deem the telephone as essential for doing their jobs. Sales people, relationship managers, and attorneys are typical examples of essential users. The 9640 provides superior high fidelity audio, built-in "one touch" access to key Avaya Communication Manager mobility features, protocol independence (H.323 and SIP) and a stylish and professional design. The 9640G model has the same functionality as the 9640, and adds native support for Gigabit Ethernet.

Avaya 9600 Series IP Phones

Avaya 9650



Avaya 9650 IP Telephone

Material Code # 700383938
700461213 - C version

A member of the Avaya one-X Deskphone Edition family, the 9650 IP Telephone is specifically designed for the "navigator" telephone user. Navigators, such as building receptionists and executive admin staff, manage calls for themselves and for groups of people as a big part of their jobs. The 9650 features built-in button module functionality with one-touch access to bridged appearances, speed dials and feature keys. When used with Avaya Communication Manager 4.0, the 9650 supports up to three SBM 24-button expansion modules

Avaya 9670

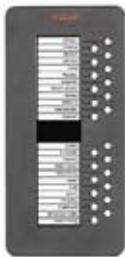


Avaya 9670 IP Telephone

Material Code # 700460215
700416395 - G version

This telephone provides the Communication Manager (CM) features over your IP network, which increase employee productivity. This release of the 9670G provides a new IP Telephone with a large, color touch screen and an enhanced user interface, integrated Bluetooth and Gigabit Ethernet support. The 9670G release feature content is based on the 96xx 2.0 GA release with improvements in: Usability, Application Enablement, Networking, Security, Administration and Management Accessibility

Avaya SBM24



Avaya 9600 Button Module

Material Code # 700462518

The SBM24 Button Module extends the number of call appearances and feature buttons on your telephone. It provides 24 additional lines for incoming calls, outgoing calls, and calling features.

Face Plate Kit Colors

	GRAY	BLUE	YELLOW	SILVER	RED	WHITE	PINK
9610	✓	✓					
9620	✓	✓			✓	✓	✓
9630	✓	✓	✓	✓	✓	✓	✓
9640	✓	✓	✓	✓	✓	✓	
9650	✓				✓		

* Headset adapter requires HIS cord #700409881 for 9600 / 1600

MAX EX



ClearOne Max EX Tabletop Conferencing

Part Number # 910-158-500

The MAX EX conference phone provides premium, full-duplex audio with unmatched expansion capabilities. Integrating ClearOne's industry-leading professional audio technology and advanced processing, MAX™ EX brings you unbelievable clarity, unique expandability — and incredible ease of use. MAX EX is the perfect solution for small conference rooms as a single unit, and also covers medium to large conference rooms as an expanded system.

MAX Attach



ClearOne MAX Attach Tabletop Conferencing

Part Number # 910-158-500-00

ClearOne, the company that first brought you wireless tabletop conferencing, now brings you another first in innovation. Only the ClearOne MAXAttach™ conferencing system provides unprecedented expansion capabilities to ensure complete microphone and loudspeaker coverage. No matter where participants are seated, conversations are natural and effortless. The two phone units included in the MAXAttach conferencing system enable even distribution of microphones and loudspeakers as well as centralized access to dialing, mute and volume controls.

MAX Wireless



ClearOne MAX Wireless Tabletop Conferencing

Part Number # 910-158-400

Interact naturally — without wires in your way on the table and the floor. MAX™ Wireless brings you ClearOne's industry-leading professional audio technology and advanced processing for crisp, clean sound in an easy-to-use wireless speakerphone. Simply plug in the base unit and start talking. With MAX Wireless you can experience high quality, secure wireless conference calls in your executive office or small conference room.

MAX Attach Wireless



ClearOne MAX Attach Wireless Tabletop Conferencing

Part Number # 910-158-400-00 (two pods and one base)

MAXAttach™ Wireless is the industry's first dual-unit wireless conference phone. It features the same audio technologies as ClearOne's award winning MAX Wireless to deliver crystal clear sound, but has two wireless phones instead of one. This provides double the number of speakers and microphones for expanded coverage and enhanced communication in larger rooms. Each phone has its own controls so participants, regardless of where they are seated in the room, can conveniently dial a call, mute microphones or adjust volume settings.

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The MAX EX conference phone provides premium, full-duplex audio with unmatched expansion capabilities. Integrating ClearOne's industry-leading professional audio technology and advanced processing, MAX™ EX brings you unbelievable clarity, unique expandability — and incredible ease of use. MAX EX is the perfect solution for small conference rooms as a single unit, and also covers medium to large conference rooms as an expanded system.

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Interact naturally — without wires in your way on the table and the floor. MAX™ Wireless brings you ClearOne's industry-leading professional audio technology and advanced processing for crisp, clean sound in an easy-to-use wireless speakerphone. Simply plug in the base unit and start talking. With MAX Wireless you can experience high quality, secure wireless conference calls in your executive office or small conference room.

MAX IP



ClearOne MAX IP Tabletop Conferencing

Part Number # 910-158-301

With MAXAttach IP™ and MAX IP™, customers with SIP-based VoIP systems can now enjoy outstanding audio clarity and superior room coverage, at a price point well below the competition. The MAXAttach IP and MAX IP offer a unique ability, unmatched by competitive products, that allows customers to daisy-chain multiple phones together, up to a total of four. This provides multiple speakers, multiple microphones, and multiple dial pads distributed throughout the room for unrivaled coverage.

MAXAttach



ClearOne MAXAttach Tabletop Conferencing

Part Number # 910-158-500-00

ClearOne, the company that first brought you wireless tabletop conferencing, now brings you another first in innovation. Only the ClearOne MAXAttach™ conferencing system provides unprecedented expansion capabilities to ensure complete microphone and loudspeaker coverage. No matter where participants are seated, conversations are natural and effortless. The two phone units included in the MAXAttach conferencing system enable even distribution of microphones and loudspeakers as well as centralized access to dialing, mute and volume controls.

MAXAttach Wireless



ClearOne MAXAttach Wireless Tabletop Conferencing

Part Number # 910-158-400-00 (two pods and one base)

MAXAttach™ Wireless is the industry's first dual-unit wireless conference phone. It features the same audio technologies as ClearOne's award winning MAX Wireless to deliver crystal clear sound, but has two wireless phones instead of one. This provides double the number of speakers and microphones for expanded coverage and enhanced communication in larger rooms. Each phone has its own controls so participants, regardless of where they are seated in the room, can conveniently dial a call, mute microphones or adjust volume settings.

MAXAttach IP



ClearOne MAXAttach IP Tabletop Conferencing

Part Number # 910-158-355 (two pod system)

The MAXAttach IP and MAX IP offer a unique ability, unmatched by competitive products, that allows customers to daisy-chain multiple phones together, up to a total of four. This provides multiple speakers, multiple microphones, and multiple dial pads distributed throughout the room for unrivaled coverage. Also, the phones included with the MAXAttach IP can be split up and used in separate rooms with the addition of an extra base unit, which results in an even lower cost per phone.

DuraFon 1X



DuraFon 1X Industrial Cordless Phone

Part Number # DURAFON-1X-SY

The DuraFon 1X offers durability with its ruggedized housing, shock resistant antenna, and double-locked battery. User-programmable PBX Keys offer ease of use with intuitive menu selections: telephone / two-way radio broadcast / intercom. Very high antenna sensitivity means reliability for your call link even if you are far away from the base unit. EnGenius brings you 25 years of long range RF manufacturing experience providing affordability, low per user cost and low installation cost. The 1X gives you communications with no monthly airtime fees, no monthly serviced fees and superior sound quality. **Includes: Base unit, 1 handset, 1 Li-Ion Battery Pack, 1 AC Charger, Low-Profile Antenna, Optimal Coverage Antenna**

DuraFon 4X



DuraFon 4X Industrial Cordless Phone System

Part Number # DURAFON-4X

Up to:

12 floors in building

250,000 sq. ft. in a warehouse or retail store

3,000 acres on a farm or ranch

Features: Multiple handsets (up to 36 per base unit), Multiple lines (4-ports / lines per base unit), Works behind any analog port of a PBX, phone system or analog phone line, Durable, Reliable, Easy to use, 6 hours talk time, 50 hours stand-by time
Optional external antenna for indoor use in warehouses and manufacturing plant or outdoor use on farms and car lots

DuraFon PRO



DuraFon PRO Industrial Cordless Phone System

Part Number # DURAFON-PRO

Up to:

12 floors in building

250,000 sq. ft. in a warehouse or retail store

3,000 acres on a farm or ranch

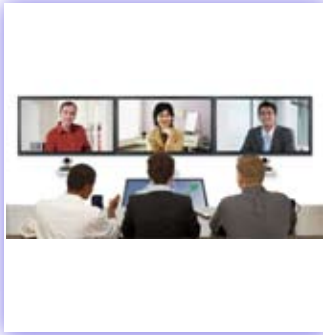
Features: Multiple handsets (up to 90), Multiple lines (4-ports / lines per base unit) Expandable to 8 base units, Ability to broadcast to handsets via analog port or line as well as from another PRO or DuraWalkie handset directly, Works behind any analog port of a PBX, phone system or analog phone line, Durable, Reliable, Ease to use, Speakerphone, 6 hours talk time, 50 hours stand-by time

DuraFon Accessories



DuraFon System Accessories

The DuraFon systems offer a variety of different accessory items with everything from chargers and antenna's to splitters, adapters and batteries. Check with your VDN Sales executive to get pricing and the right configuration for your system.



LifeSize Conference Series

LifeSize Video Conferencing

[Consult your sales rep for pricing and configuration details](#)

Now more users in more places can realize the benefits of telepresence. LifeSize Conference 200 is the next step in telepresence with Full HD video, 1/3 the bandwidth of comparable solutions and designed for deployment beyond the fixed telepresence suite.



LifeSize Room Series

[Consult your sales rep for pricing and configuration details](#)

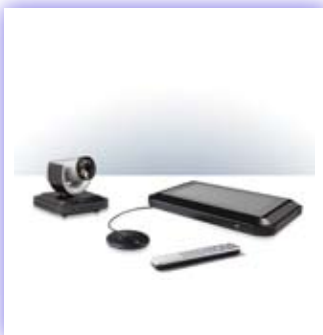
High Definition video conferencing equipment just got better – the new LifeSize Room 200. Experience the world's first, Full HD video conferencing system. One look and you can see for yourself that the LifeSize® difference is the LifeSize experience - superior video experiences across cities, countries and continents.



LifeSize Team Series

[Consult your sales rep for pricing and configuration details](#)

LifeSize Team 200 is the next step in workgroup video communications. With LifeSize Team 200, you get True HD video quality - 720p30 – for natural, realistic interactions. Supporting dual high definition displays and cameras, LifeSize Team 200 includes dual microphones and digital I/O – ultimate flexibility to suit any environment. Establishing video calls with multiple participants is simple and easy with the embedded 4-way HD Continuous Presence multipoint video conferencing bridge complete with transcoding. View four callers simultaneously without needing external equipment, advanced scheduling, or a technician.



LifeSize Express Series

[Consult your sales rep for pricing and configuration details](#)

LifeSize® Express 200™ is a feature-packed, True HD video communications system that supports dual display video and content in High Definition. Ideal for small working groups, teams or individual knowledge workers who want to take communication over distance to the next level, Express 200 enables natural, effective interaction. With LifeSize Express 200, you not only get True HD 720p30 video, as well as 720p60 received video, at just 1Mbps, but also crisp, crystal clear data-sharing, at 1280x768.

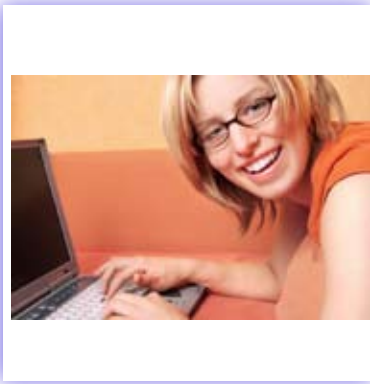


LifeSize Desktop Video

[Consult your sales rep for pricing and configuration details](#)

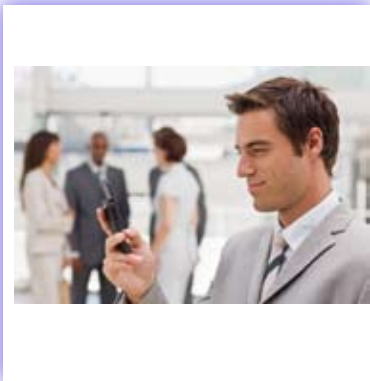
LifeSize® Desktop™ delivers HD video communications from the convenience of your PC - enabling mobile users to stay connected, anytime, anywhere. A natural extension of your existing LifeSize HD video environment, LifeSize Desktop keeps remote teams in sync without compromising on quality.

Enterprise Communications



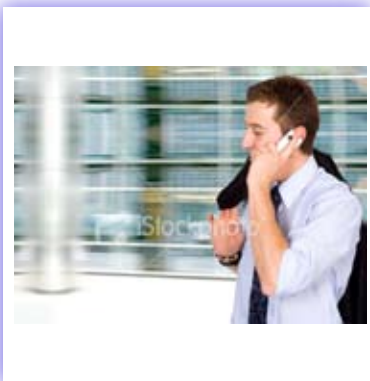
Enabled Voice Mail (EVM)

Mutare's Enabled VoiceMail (EVM) solution provides unified, one-stop access to voice and fax messages from your email inbox. EVM allows you to view, play, and manage all of your messages, any time, whether at your desk or on the road. It's one more way that Mutare Software is Changing Communications - and making life easier. With the optional Speech to Text service from SpinVox, your EVM message will include a text conversion of the voicemail message which you can read from your PC or mobile device, any time, anywhere.



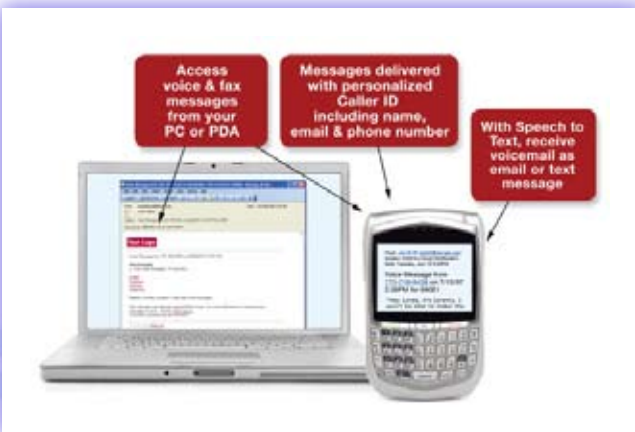
Enterprise Notification System (ENS)

Mutare's Enterprise Notification System (ENS) solution automates the rapid delivery of announcements to large groups using simultaneous voice, text and email broadcasts. Powerful enough for major events, simple enough for everyday notices, ENS helps ensure the continuity of your business and the security of your people. It's one more way that Mutare Software is Changing Communications - and supporting your enterprise - even when the unexpected happens. The Message Mirror option provides secure backup for your voicemail system in near-real time, ensuring swift recovery of messages and related data in the event of a main server outage. Message Archive archives all messages on your voicemail system for permanent storage and easy retrieval. Especially crucial for compliance and legal applications.



Interactive Voice Response (IVR)

Mutare Software is among the most experienced, and most respected, custom IVR developers in the industry. For more than 20 years Mutare has helped its customers improve efficiency, reduce costs, save staff time and enhance responsiveness through innovative Interactive Voice Response solutions. Mutare custom IVRs can be used for a wide range of business applications, including automated benefits enrollment, absentee reporting, service dispatch, staffing calls, delivery notice and appointment reminders. Mutare's experienced team of developers will help you and your management team define process areas that could most benefit from IVR automation, and then write a program tailor-made for you.



Mutare Software has teamed up with SpinVox to launch a revolutionary new offering that will change forever the way you view messaging. EVM with Speech to Text delivers text conversions of your voicemail messages right to your inbox, BlackBerry, PDA or cell phone. You won't believe your eyes - or the improved productivity you will experience.



Plantronics AWH75 Wireless Headset

Material Code # 77306-01

Ideal for on-the-move office executives, the AWH-75 boasts a lightweight, over-the-ear design that combines sophisticated style with all-day wearing comfort. Whether moving between meetings, conferring with colleagues, or taking calls in offices, executives can use the Plantronics Avaya AWH-75 to go wherever business takes them—up to 300 feet from their desk phone. Leading-edge, voice-dedicated DECT 6.0 (1.9Ghz) technology provides best-in-class audio quality, digitally-secure communications, and the lowest probability of interference with other wireless devices.



Plantronics AWH55+ Wireless Headset

Material Code # 63120-07

The NEW Plantronics Avaya AWH-55+ Wireless Headset System brings the ultimate in mobility and sound quality for hands-free conversations to your office phone. Totally wireless, the Plantronics AWH-55 gives you up to 8 hours talk time and the wireless convenience to roam up to 300 feet while having secure conversations. The Plantronics AWH55 headset can be worn on either ear or over-the-head for maximum, long wearing comfort. With the built in electronic hookswitch, which is compatible with most Avaya phones, remotely take or end a call with a press of a button.



Plantronics CS55 Wireless Headset

Material Code # 69702-06 - With Lifter # 69700-06 - Without Lifter

Plantronics CS55 wireless headset use the new 1.9 GHz voice-dedicated frequency which provides users with strong sound quality for optimal voice and hearing clarity. Using the new voice-dedicated 1.9 GHz DECT standard frequency, business professionals don't have to worry about interference from nearby Wi-Fi networks, cordless telephones, and other wireless office equipment common on other frequencies. The result is a less crowded radio frequency that provides superior audio clarity with no interruptions.



Plantronics CS70N Wireless Headset

Material Code # 70450-06 - Headset + Base only # 70460-01 With Lifter

Ideal for on-the-move office executives, the CS70N boasts a lightweight, over-the-ear design that combines sophisticated style with all-day wearing comfort. Whether moving between meetings, conferring with colleagues, or taking calls in offices, executives can use the CS70N to go wherever business takes them—up to 300 feet from their desk phone. Leading-edge, voice-dedicated DECT 6.0 (1.9Ghz) technology provides best-in-class audio quality, digitally-secure communications, and the lowest probability of interference with other wireless devices.



Plantronics CS351 Wireless Headset

Material Code # 70510-01 - Headset + Base only # 70530-01 - Headset, Base, Lifter

The Plantronics CS351 Wireless Headset System lets contact center supervisors who desire mobility answer or end calls while away from the workstation - in unmatched comfort and with best-in-class audio quality. Combining the clarity of traditional corded technology with the mobility of wireless, the Plantronics CS351 SupraPlus Wireless encourages hands-free productivity for employees and lets contact center supervisors monitor agents and handle escalation cases up to 300 feet from their desk phone.



Plantronics CS361 Wireless Headset

Material Code # 70520-01 - Headset + Base only # 70540-01 - Headset, Base, Lifter

Plantronics CS361 is for office professionals with phone-intensive responsibilities can now answer or end calls while moving about the office—in unmatched comfort and with premium audio quality. Built on digitally-encrypted DECT 6.0 1.9Ghz technology, the Plantronics CS361 SupraPlus Wireless Professional Headset System combines the clarity of traditional corded technology with the mobility of wireless, so conversations can continue up to 300 feet from a desk phone.

Savi Office/Go



Savi Office / Savi Go Wireless Headsets

Material Code # 79956-01 - Office

Material Code #

Cross device. Cross platforms. Cross applications. That's Savi Office, the next-generation headset system that lets users connect to multiple communication applications and devices--desk phones, PC softphones, and PC audio--with a single headset.

Choose your site and source for in-office phone calls with the Plantronics Savi Go wireless headset. Designed for in-office mobile professionals, this single headset lets you seamlessly switch between calls on your mobile phone and those received through your PC via Microsoft® Office Communicator 2007

- Requires an APU-60 (38666-01 or 38633-01 (EU24) for remote switch hook operation)

Voyager 510



Voyager 510 Wireless Bluetooth Headset

Material Code # 72272-01 - 510S

Material Code # 72273-01 - 510SL

Material Code # 72274-01 - 510SL+

Wireless freedom and unparalleled versatility, in the office and on the go. Remote call notification and answer/end capability. With this system you can seamlessly switch between an office phone and a voice-enabled Bluetooth mobile device.

CS510-USB



CS510 USB-Bluetooth Headset System

Material Code # 72830-01

The Plantronics Voyager 510-USB Bluetooth Headset System is the ultimate plug-and-play wireless headset for the mobile professional who relies on PC communications. It features a USB Bluetooth adapter that, with the headset, enables instant, wireless access to PC softphones, such as Skype. Exclusive multipoint technology lets users seamlessly transition between multiple wireless devices - softphones, and Bluetooth mobile phones - without changing headsets, while the headset brings improved sound quality to calls with its advanced noise-canceling and WindSmart technologies.

CS50-USB



CS50-USB Wireless Headset

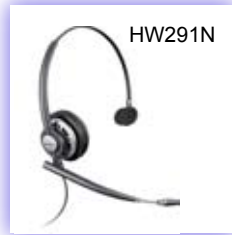
Material Code # 67000-01

You've eliminated the phone, now remove the wires. The CS50-USB from Plantronics extends wireless freedom to your softphone. It's the first wireless headset for VoIP applications with remote call detection and answer/end capability via PerSonoCall software. Experience superior sound quality, stylish design, four comfortable wearing options and hands-free convenience via your USB port.

Encore



HW301N



HW291N



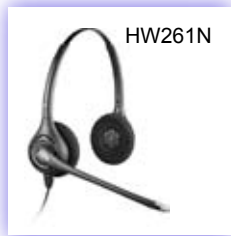
H101N



H91N

HW301N Binaural/Noise Canceling
HW291N Monaural/Noise Canceling
H101N Binaural/Noise Canceling
H91N Monaural/Noise Canceling

Supraplus



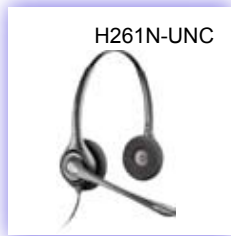
HW261N



D261N



D261N-USB



H261N-UNC

HW261N Binaural/Noise Canceling
D261N Noise/Echo/Stereo Headset
D261N-USB Noise/Echo/Stereo USB
H261N-UNC Binaural/Noise Canceling



H251N-UNC



HW251N



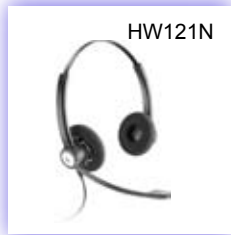
H261N



H251N

H251N-UNC Monaural/Noise Canceling
HW251N Monaural/Noise Canceling
H261N Binaural/Noise Canceling
H251N Monaural/Noise Canceling

Entera

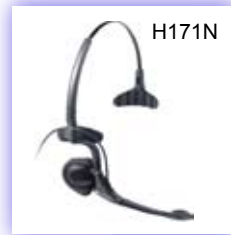


HW121N



HW111N

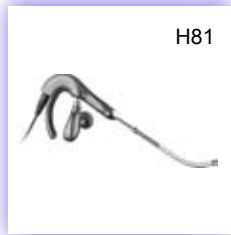
Duopro



H171N

HW121N Microsoft Office '07 Ready
HW111N Microsoft Office '07 Ready
H171N Monaural/Noise Canceling

Tristar



H81

Headset Systems



S11

H81 Voice Tube
S11: Amplifier Base, Headset, Stand
AC Power Supply, User Guide



CS55



CS50



CS50USB

64402-11 (CS50)
72195-03 (CS55)



64394-11



65700-01



66735-01



67063-01



64401-01



64399-01



66291-01



92358-01



Spares / Accessories

Part Number	Description
64402-11	CS50 Spare Headset
72195-03	CS55 Spare Headset
64394-11	Ear Loops (set of 4)
65700-01	Ear Cushions for Headset Ring (3)
66735-01	Uniband Headband
67063-01	Ear Cushions, Leatherette (2)
64401-01	AC Power Supply
64399-01	Headset Battery
64400-01	Headset Battery Door (<i>not shown</i>)
66291-01	Dual Filter Cable (CS50 only)
92358-01	Spare Charging Unit (CS50/CS55)

64397-01



65116-01



60961-28



70584-01



Accessories

Part Number	Description
64397-01	Behind-the-Head Neckband
65116-01	On-Line Indicator Light
46429-01	On-Line Indicator Extension cord
60961-28	HL10 Handset Lifter
70584-01	RFI Filter (CS50 only)

SoundStation 2



SoundStation 2W - 2.4ghz Wireless Conference Phone

Part Number # 2200-15100-001

The SoundStation2, industry-leading full duplex for natural, simultaneous two-way conversation, the SoundStation2 will exceed your expectations in medium to small conference rooms. Delivering remarkable voice quality equal to the SoundStation Premier® and a 50% increase in microphone sensitivity, Users can speak in a normal voice and be heard clearly up to ten feet away – making every call a more productive call. There are three SoundStation2 models: SoundStation2, nonexpandable, SoundStation2, non-expandable, with display, and SoundStation2, expandable, with display.

SoundStation 2



SoundStation 2 Non-Exp. (Analog) with Display

Part Number # 2200-16000-001

The SoundStation2, Polycom's next generation conference phone, is redefining the standard for business quality voice conferencing. With industry-leading full duplex for natural, simultaneous two-way conversation, the SoundStation2 will exceed your expectations in medium to small conference rooms. Delivering remarkable voice quality equal to the SoundStation Premier® and a 50% increase in microphone sensitivity over the award-winning SoundStation, users can speak in a normal voice and be heard clearly up to ten feet away – making every call a more productive call.

SoundStation 2EX



SoundStation 2EX w/o Mics (Analog) Conference Phone

Part Number # 2200-16200-001

The SoundStation2EX, With industry-leading full duplex for natural, simultaneous two-way conversation, the SoundStation2EX will exceed your expectations in medium to small conference rooms. Delivering remarkable voice quality equal to the SoundStation Premier® and a 50% increase in microphone sensitivity over the award-winning SoundStation, users can speak in a normal voice and be heard clearly up to ten feet away – making every call a more productive call. Expandable with optional EX microphones, now sold separately

Avaya 2490



Avaya 2490 Digital Direct Polycom

Part Number # 2305-16375-001

Connect your Avaya 2490 directly into a DEFINITY ECS digital wall jack. No need for an analog port, analog adapter, or complicated connections to take advantage of natural two-way conversations with Polycom's breakthrough Acoustic Clarity Technology. Polycom's SoundStation2 product line has redefined the standard for business-quality voice conferencing. The 2490 allows users to speak normal voice and be heard clearly up to ten feet away – making every call a more productive call.

VTX 1000



Soundstation VTX 1000 Conference Phone

Part Number # 2200-07300-001 - no Mics or Sub

Part Number # 2200-07142-001 - with Mics and Subwoofer

The Polycom SoundStation VTX 1000 with Acoustic Clarity Technology is truly a leap in voice conferencing technology. It's the world's first conference phone that automatically adapts to each meeting environment, providing high fidelity voice clarity for all participants. With the SoundStation VTX 1000, conference call participants can speak at a normal, natural conversation level and be heard clearly from up to 20-feet away from the microphone – even in large conference rooms.

SoundStation 2W



SoundStation 2W - 2.4ghz Wireless Conference Phone

Part Number # 2200-07880-001

Now there's a conference phone without cords that gives you the freedom to conference anywhere team collaboration is important – even in rooms where there are no phone lines. With superior voice quality to the award winning SoundStation® conference phone, proven wireless technologies, added security of voice encryption, up to 24 hours of talk time, and the ability to dial through a cell phone or computer, the SoundStation2W wireless conference phone is the new standard for everyday conferencing.

SoundStation 2W EX



SoundStation 2W EX Wireless Conference Phone

Part Number # 2200-07800-001

Now there's a conference phone without cords that gives you the freedom to conference anywhere team collaboration is important – even in rooms where there are no phone lines. With superior voice quality to the award winning SoundStation® conference phone, proven wireless technologies, added security of voice encryption, up to 24 hours of talk time, and the ability to dial through a cell phone or computer, the SoundStation2W wireless conference phone is the new standard for everyday conferencing. The EX model is also expandable

2W EX Mics



SoundStation 2W EX Mics

Part Number # 2200-07840-001

Expanded room coverage for wireless Polycom SoundStation conference phones, including Polycom SoundStation2W™ EX

- Clearer, more natural conferencing and higher productivity
- Each accessory kit includes two Extended Microphones for optimal coverage

Accessories



Conference Phone Accessories

At VDN we carry the full line of Polycom conference phone accessories. Cell phone cable, computer calling kits, extended microphones, carrying cases, batteries, and lapel mics, we carry the full line to meet all your needs.

SoundStation IP 7000



SoundStation IP 7000 IP Conference Phone

Part Number # 2200-40000-001

The SoundStation IP 7000 is a breakthrough conference phone that delivers outstanding performance and a robust feature set for SIP-based VoIP platforms. It is the most advanced conference phone ever developed, and is ideal for executive offices, conference rooms, and board rooms. The SoundStation IP 7000 features Polycom HD Voice technology, boosting productivity and reducing listener fatigue by turning ordinary conference calls into crystal-clear interactive conversations.

SoundStation IP 6000



SoundStation IP 6000 Conference Phone

Part Number # 2200-15600-001

The SoundStation IP 6000 is an advanced IP conference phone that delivers superior performance for small to midsize conference rooms. With advanced features, broad SIP interoperability and remarkable voice quality, the SoundStation IP 6000 is a price performance breakthrough for SIP-enabled IP environments. The SoundStation IP 6000 features Polycom HD Voice technology, boosting productivity and reducing listener fatigue by turning ordinary conference calls into crystal-clear interactive conversations.

Avaya 4690 IP



Avaya 4690 IP Conference Phone

Part Number # 700411168

The Avaya 4690 IP Speakerphone provides the convenience and productivity benefits inherent in a powerful, hands-free conference phone. It delivers the extensive set of Avaya Communication Manager features directly to small, mid-sized and large conference rooms.

Avaya 4690 IP



Avaya 4690 IP Conference Phone with ext. Mics

Part Number # 700411176

The Avaya 4690 IP Speakerphone provides the convenience and productivity benefits inherent in a powerful, hands-free conference phone. It delivers the extensive set of Avaya Communication Manager features directly to small, mid-sized and large conference rooms.

SoundPoint 220



SoundPoint PRO SE-220 2-Line Conference Phone

Part Number # 2200-06315-001

With the touch of a button, SoundPoint Pro lets you hold clear, multipoint conference calls with up to two additional participants. Polycom's Acoustic Clarity Technology enables callers to speak when they want, without the clipped sentences and one-way conversations that are common with ordinary business speakerphones. The SoundPoint Pro has versatile features like a front-facing microphone for voice conferencing. You can also connect an optional headset for high-quality, hands-free applications.

SoundPoint 225



SoundPoint PRO SE-225 2-Line Conference Phone

Part Number # 2200-06325-001

With the touch of a button, SoundPoint Pro lets you hold clear, multipoint conference calls with up to two additional participants. Polycom's Acoustic Clarity Technology enables callers to speak when they want, without the clipped sentences and one-way conversations that are common with ordinary business speakerphones. The SoundPoint Pro has versatile features like a front-facing microphone for individual use and a rear microphone for dual-mic, 360-degree coverage in group conferencing situations. Plus, you can connect an optional headset for high-quality, hands-free applications.

VoiceStation 300



VoiceStation 300 Analog Conference Phone

Part Number # 2200-17910-001

The Polycom VoiceStation 300 is a small conference phone ideally suited for desktops, offices, and other small rooms. With a microphone range of up to seven feet, the VoiceStation 300 is ideal for small conferences with three to four participants. Plus its compact industrial design fits well on a desk or small table, making it a great solution for offices. The VoiceStation 300 provides Polycom's legendary voice quality at an affordable price.

VoiceStation 500



VoiceStation 500 Analog Bluetooth Conference Phone

Part Number # 2200-17900-001

The Polycom VoiceStation 500 is a small Bluetooth-enabled conference phone ideally suited for desktops, offices, and other small rooms. With a microphone range of up to seven feet, the VoiceStation 500 is perfect for small conferences with three to four participants. Plus its compact industrial design fits well on a desk or small table, making it a great solution for offices. With the VoiceStation 500, you can enjoy Polycom's legendary voice quality at an affordable price.



VOICE & DATA MAINTENANCE

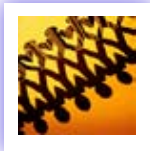
Voice & Data Networks offers comprehensive and flexible maintenance programs for Avaya and complimentary telephony products. Our maintenance services bring our highly skilled resources together with intelligent systems and reliable telephony products from Avaya and a host of other vendors to better leverage your communication investment.



SINGLEPOINT SUPPORT



Let VDN take the complexity out of managing your communications network. We give you one place to go for all your answers. Hardware, Software, Infrastructure, Maintenance, Licensing, we manage it all...Focus on your business not your equipment Simplified Administration Process, Engaged Authorized Personnel, Enterprise Wide Maintenance Coverage, and Customized Processes built for you to meet your standards.



PREMIER SERVICE for Avaya (VDN is certified for Joint Service Delivery by Avaya)

VDN's Premier Service Plan offers clients highly skilled resources to respond to product incidents. A truly all inclusive service plan to ensure business continuity.

- Single toll free number or direct email address for all your service needs.
- Priority access to Avaya 3-4 tier support - 24 x 7 Alarm Monitoring
- Technical staff of experts with the highest level of certification - Question Desk
- Emergency Service and Disaster Recovery Priority Response - Remote Diagnosis
- Next Business Day Parts Replacement - Verification of Standard Backup Procedures
- Service Activity Reports - Fully Stocked Warehouse - Parts & Labor Coverage

We allow you the freedom to do what you do best while VDN insures your systems are working properly.



ISAM - IP CONNECT One Product covers all of your Avaya Platforms

ISAM - Intelligent Switch Alarm Monitoring is a software system designed for those that have the maintenance responsibilities for Avaya switches and adjuncts. ISAM consists of a Server that receives alarm notifications from PBX, voicemail and other adjuncts. The software solution enters the alarms into the ISAM ticketing system, where they are tracked by severity, status and time. It then sends event notifications to administrators via email, pager or fax.

AVAYA
ADTRAN
BLUE SOCKET
BOGEN
CALL COPY
CISCO
CITEL
CLEARONE
DUVOICE
EATON
ENGENIUS
EXTREME
GN NETCOM
HP
IBM
JUNIPER
KENTROX
LENOVO
LIFESIZE
MERU
MICROSOFT
MULTITECH
MUTARE
PLANTRONICS
POLYCOM
POWERWARE
RAD
SEMANTEC
SPECTRALINK
TANDBERG
TASKE
TRISYS
VERAMARK



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