



IP Telephony

Contact Centers

Mobility

Services

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# 5400 Series Digital Telephones

## Overview

Avaya 5400 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 5400 series digital telephones come standard with the following capabilities:

- The 5400 series digital telephones simplify access to important features with:
  - Up to 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 (except 5402)
  - 4 menu/display navigation keys (5410 and 5420 only)
- Call log (48 entries on 5410; 100 entries on 5420)
- Local speed dials (48 with 5410, 104 with 5420)
- 2-way 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 (except 5402)
- Wall mountable with included desk/wall mount stand
- Local language customization for phone menu (except 5402)

## Benefits

The 5400 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.



### Avaya Advantage

Electronic key labels eliminate paper labels, simplifying phone administration and management.

## 5400 Series Digital Telephones Compatible with IP Office



	5402	5410	5420	EU24
<b>Format</b>	Digital telephone	Digital telephone	Digital telephone	Expansion unit
<b>System Requirements</b>	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; total 8 max on an IP Office system)
<b>User Requirements</b>	NA	NA	NA	5420 phone
<b>Programmable Feature Buttons</b>	2	12 (on 2 screens)	24 (on 3 screens)	24 (12 at a time)
<b>Menu/Display Navigation Keys</b>	0	4	4	—
<b>Display Size (lines x characters)</b>	2 x 24	5 x 29	7 x 29	12 x 16
<b>Speakerphone</b>	Listen only	Two way	Two way	—
<b>Call Log and Speed Dial</b>	Yes	48-entry call log, 48 local speed dials	100-entry call log, 104 local speed dials	—
<b>Expansion Unit Port</b>	No	No	Yes	—

Feature Detail	5402	5410, 5420
Absent Text/Account Codes/Auto-Answer/Automatic Call Distribution/Busy Lamp Field/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, Dial Emergency/Dial On Pickup (Hotline), Distinctive Ringing/Do Not Disturb/Exceptions/E911, Follow Me Here/Follow Me To/Forward on Busy/Forward on No Answer/Forward to Specified Number/Forward on Unconditional, Group In-Out/Group Paging Make-Receive, Login, Message Waiting Light/Monitor Calls/Multi Language/Mute/Night Service/On Hook Dialing/Park, Queuing Transferred Call to Busy Extension/Record Call/Redial/Relay On-Off-Pulse/Conference/Ring Back When Free, Speed Dialing/Suspend Call Waiting/Suspend-Resume/Time-Date/Toggle Calls/Voicemail Collect/Voicemail On-Off/Voicemail Ringback On-Off, Volume Adjustment	Yes	Yes
Directory Access	No	Yes
E-mail Alerts (requires VoiceMail Pro and voicemail e-mail configured)	No	Yes
Extension Password Change	No	No
Hands-free Speech	No	Yes
Headset Capability/Hold/Hot Desking/Hot Transfer/Least-Cost Routes/Line Appearance	No	Yes
Personalized Ring	No	Yes
Self Administer/Soft Key Labeling	No	Yes

Note: 5400 digital telephones are not supported with IP Office Release 3.0DT available in EMEA and APAC