

1600 Series IP Telephones - one-X Deskphone Value Edition



OVERVIEW AND DETAILS

The 1600 Series IP Telephones - Avaya one-X™ Deskphone Value Edition is a family of cost-effective IP Telephones that deliver familiar features at an attractive price point for customers with basic communications needs. The family includes a portfolio of phones designed to meet a range of end-user needs including the call center. Designed as a stand-alone portfolio, these telephones may be intermixed with other Avaya IP telephones, especially the Avaya one-X™ Deskphones (9600 series) and the Avaya IP Office 5600 Series IP Telephones. Combining the features of traditional telephones and the latest in telephone user experience, 1600 Series IP Telephones - Avaya one-X™ Deskphone Value Edition telephones provide critical capabilities not often found in competitively priced models.



Product Details

The 1600 Series IP Telephones - Avaya one-X Deskphone Value Edition are cost-effective IP Telephones designed to support four user profiles: Walkup, Everyday, Navigator, and Call Center.



- Walkup users use phones in locations such as common areas in offices, stockrooms, lobbies, or drop-in desks. Users are building visitors, employees, or even customers who need a phone with a simple, familiar interface.
- Everyday users typically rely on several forms of communication, including voice and email. While Everyday users require a quality telephone, they rarely receive more than five or six calls per day. Cubicle workers, and sales staff within a retail store, are examples of Everyday users.
- Navigator Users (Receptionists including those in the Branch and admins) are people who answer incoming calls, transfer customers to different departments or extensions, and monitor several line appearances throughout a typical day.
- Call Center Agents are interfacing with customers throughout each work shift - and spend the majority of their time in conversation on the deskphone. Call Center Agents require specific ACD features to be available from their deskphone.

Common Value Edition Telephone Features:

- Each line button includes dual LEDs (red, green) providing explicit status for the user. For a familiar look and feel, these telephones include several fixed feature keys for common telephone tasks including conference, transfer, drop, hold and mute.
- The display on all phone models is backlit for easier viewing in all lighting conditions.
- A high quality two-way speakerphone. Full duplex on Avaya Communication Manager.

The Avaya 1603 IP Telephone:

- Designed for Walkup and Everyday user profiles (this telephone is especially practical when used in conjunction with the Avaya IP Softphone on Communication Manager or Phone Manager application on IP Office).
- Supports 3 line appearances/feature keys.
- The display on the 1603 measures two lines by 16 characters.

The Avaya 1608 IP Telephone:

- 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.

The Avaya 1616 IP Telephone:

- Designed for the Navigator user profile and managers needing one-touch access and a large display.
- 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.
- 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 1616 has an adjustable viewing angle and measures four lines by 24 characters.

- Additional caller related information is displayed with active appearances for easier call handling.

The Avaya 16CC Agent Deskphone (SIP)

- Purpose-Built for the call center, the 16CC features two headset jacks (for agent and supervisor) and no handset.
- 16 available dual LED programmable buttons for one touch access to common ACD features such as logging in/out, changing work modes.
- A context-sensitive user interface and three softkeys and a four-way navigation cluster for scrolling through Call Center Agent specific commands and features.
- The display on the 1616 has an adjustable viewing angle and measures four lines by 24 characters.
- Available on Avaya Communication Manager.