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avaya 9620l

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Avaya 9620L: The Ultimate Business Phone for Modern Workplaces

In today's fast moving corporate landscape, clear and reliable communication is no longer a luxury—it's a necessity. Whether you're a small to medium enterprise looking to streamline your call handling or a large organization seeking a unified communications backbone, the **Avaya 9620L**stands out as a versatile, feature rich IP phone that delivers exceptional audio quality, flexible connectivity, and seamless integration with Avaya's broad suite of collaboration tools.

Designed with the modern workplace in mind, the Avaya 9620L offers a compact footprint, intuitive touch screen interface, and a suite of advanced features that help teams stay connected, productive, and responsive. In this comprehensive guide, we'll explore the phone's key specifications, highlight its standout features, walk through installation and configuration, compare it to other Avaya models, and provide troubleshooting tips to keep your communication infrastructure humming smoothly.

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Key Specifications

The Avaya 9620L is engineered for performance and reliability. Below is a snapshot of its core specifications:

- Display: 5 inch high definition touch screen (480 /× /320 /px)
- Processor: Dual core 1.2 /GHz (ARM Cortex A9)
- Memory: 512 /MB RAM, 1 /GB eMMC storage
- Connectivity: 10/100 /Mbps Ethernet (RJ 45), optional 802.11ac Wi Fi, optional Bluetooth 4.2
- Audio: 32 /bit/48 /kHz codecs (G.722, G.729, G.711), dual channel speakerphone, noise cancelling microphones
- Power: Power over Ethernet (PoE) 802.3af/at, 12 /V DC adapter
- Operating System: Avaya IP Phone OS 9.3 (Linux based)
- Supported Protocols: SIP, H.323, MGCP, MME
- Form Factor: 1 U rack mountable, optional desktop stand
- Warranty: 2 year limited warranty, optional extended support

Core Features

Intuitive Touch Screen Interface

The 5 inch display offers a clean, touch friendly UI that simplifies navigation. Users can quickly access call logs,

contact lists, and conferencing options without digging through menus. The responsive interface supports both portrait and landscape orientations, making it ideal for on the go usage.

Advanced Audio Quality

With support for G.722 wideband audio, the 9620L delivers crystal clear voice even over congested networks. Dual channel speakerphone and noise cancelling microphones reduce background noise, ensuring that every conversation is professional and intelligible.

Multimedia Conferencing

Beyond voice, the 9620L can host audio only and video conferencing sessions via Avaya's Collaboration Suite. Integrated support for WebRTC and Avaya Connect enables instant collaboration with colleagues and clients, all from the same device.

Unified Communications Integration

When paired with Avaya's Cloud or on premises UC solutions, the 9620L becomes a central hub for instant messaging, presence, and call routing. The phone's native support for Avaya Aura and Avaya OneCloud ensures seamless handoff between voice and data channels.

Power over Ethernet (PoE) Support

PoE simplifies deployment by eliminating the need for separate power cables. With 802.3af/at compliance, the 9620L can be powered directly from a PoE enabled switch, reducing cable clutter and installation costs.

Security Features

Built on a Linux kernel, the 9620L incorporates robust security mechanisms such as TLS, SRTP, and secure boot. Firmware updates are signed and delivered via Avaya's secure update channel, protecting against unauthorized modifications.

Customizability

Administrators can push custom skins, logos, and shortcuts via the Avaya Phone Administration Console. This level of branding allows companies to maintain a cohesive visual identity across all devices.

Integration with Avaya Ecosystem

The Avaya 9620L is designed to work in harmony with Avaya's broader communication stack. Below are some key integration points:

- Avaya Aura Platform – The phone can register to Avaya's central PBX, enabling advanced call routing, voicemail, and auto attendant features.
- Avaya OneCloud – Cloud based services such as Avaya Spaces and Avaya Teams can be accessed directly from the phone, providing instant messaging and file sharing.
- Avaya Call Manager – The 9620L supports real time presence and instant messaging via Avaya Call Manager, allowing users to see colleagues' status and start chats without leaving the device.
- Third Party APIs – RESTful APIs and SDKs enable developers to create custom applications that run on the phone, such as CRM integrations or call analytics dashboards.

Installation & Configuration

Physical Setup

1. Mount the Phone – Attach the 9620L to a rack or use the optional desktop stand.

2. Connect Ethernet – Plug the RJ 45 cable into the PoE port. If using a PoE switch, the phone will power on automatically.
3. Power on – The phone will boot within 30 /seconds, displaying a splash screen.
4. Initial Configuration Wizard – The first time setup wizard guides you through language selection, network settings, and registration with Avaya Call Manager.

Network Configuration

For optimal performance, configure the following network settings:

- IP Address – Static IP or DHCP with reservations to ensure consistent addressing.
- QoS – Prioritize SIP/VoIP traffic on the network to minimize latency and jitter.
- Firewall Rules – Allow UDP/TCP ports 5060–5061 for SIP, 16384–32767 for RTP, and 5062 for media.

Phone Administration

Use the Avaya Phone Administration Console to manage multiple devices:

1. Provisioning – Upload configuration files (.xml) to the console and push them to the phone.
2. Firmware Updates – Schedule automatic updates or trigger manual updates as needed.
3. Custom Skins – Upload branding assets to replace the default UI with company logos.

Integration with CRM Systems

Many businesses integrate the 9620L with CRM platforms like Salesforce or Microsoft Dynamics. By installing the Avaya CRM integration plugin, users can see caller information, log call details, and access customer records directly from the phone’s display.

Common Issues & Fixes

1. “No Signal” on the Display

Cause: Network connectivity issue or PoE failure.\n**Fix:** Verify that the Ethernet cable is securely connected and that the PoE switch is functioning. Check the device’s LED indicators for power status.

2. Poor Call Quality (Echo, Dropouts)

Cause: Network congestion, insufficient bandwidth, or misconfigured QoS.\n**Fix:** Implement QoS policies prioritizing RTP traffic. Ensure at least 100 /kbps per call and reduce background traffic on the same VLAN.

3. Phone Fails to Register with Call Manager

Cause: Incorrect SIP credentials or firewall blocking SIP traffic.\n**Fix:** Confirm SIP username/password match the Call Manager configuration. Open the required ports on the firewall and verify that the phone’s IP is authorized in Call Manager.

4. Firmware Update Fails

Cause: Unstable network connection or corrupted firmware file.\n**Fix:** Re download the firmware from the official Avaya site, verify checksum, and retry the update. Use a wired connection to avoid Wi Fi interruptions.

5. Touch Screen Not Responding

Cause: Calibration issue or hardware fault.\n**Fix:** Navigate to Settings !’ Touch Screen !’ Calibrate. If the problem persists, contact Avaya support for hardware replacement.

9620L vs. 9620E & 9620L S

Avaya offers several variants of the 9620 line. Below is a concise comparison to help you choose the right model.

Feature	9620L	9620E	9620L S
Display	5 inch HD touch	4 inch LCD (no touch)	5 inch HD touch
Audio Codec	G.722, G.729, G.711	G.729, G.711	G.722, G.729, G.711
Connectivity	PoE, optional Wi Fi, Bluetooth	PoE, no Wi Fi, no Bluetooth	PoE, optional Wi Fi, Bluetooth
Form Factor	1 U rack mountable	1 U rack mountable	1 U rack mountable
Price Range	Mid range	Lower mid range	High end (due to Wi Fi/ Bluetooth)
Ideal Use Case	Small to medium enterprises needing advanced audio and Wi Fi	Basic voice needs, cost conscious deployments	Remote or mobile workers requiring Wi Fi and Bluetooth connectivity

Frequently Asked Questions

What is the difference between the 9620L and the 9620E?

The 9620L features a larger 5 inch touch screen, wideband audio (G.722), and optional Wi Fi/Bluetooth, making it suitable for modern collaborative environments. The 9620E, while still reliable, offers a smaller non touch display and lacks Wi Fi/Bluetooth, positioning it as a cost effective option for basic voice needs.

Can the 9620L be used in a VoIP only environment?

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