



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
  - 4 menu/display navigation keys (5410 and 5420 only)
- Call log ( 48 entries on 5400; 100 entries on 5420)
- Local Speed Dials (48 with 5410, 104 with 5420)
- Two 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 (5410 and 5420 only)
- Wall mountable with included desk/wall mount stand
- Local language customization for phone menu (5410 and 5420 only)

## 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 Sets 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)	
<b>User Requirements</b>	NA	NA	NA	5420 phone	
<b>Programmable Feature Buttons:</b>	2	12 (on 2 screens)	24 (on 3 screens)	24	
<b>Menu/Display Navigation Keys</b>	0	4	4	—	
<b>Display Size (lines x characters)</b>	2 x 54	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 dial	—	
<b>Expansion Unit Port:</b>	No	No	Yes	—	
<b>Feature Detail</b>				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				No	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				No	Yes
Login				Yes	Yes
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/Volume Adjustment				Yes	Yes
Volume Adjustment				Yes	Yes

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