

# PARTNER® Release 8 Product Update

## Avaya 3920 Wireless Telephone

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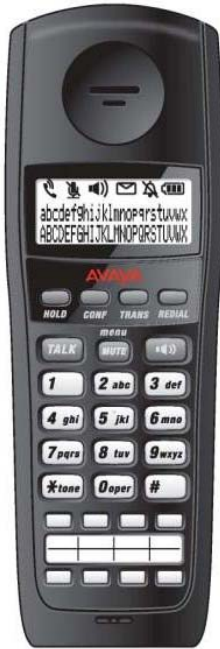
<b>IOC Document Definition:</b>		
	<b>Product/Platform Summary</b>	This document is an ongoing, evolving summary incorporating the latest updates on the entire product platform. (e.g., any version of IP Office). It is global and will note any regional distinctions within.
	<b>Detailed Product Description</b>	This document is the detailed version of the product/platform summary. It is the “everything you need to know” source for the respective product platform. It is global and will note any regional distinctions within.
✓	<b>Product Update</b>	<b>(Formerly known as the Offer announcement.) This is a communication that summarizes “what’s new” within a given release regarding any changes or enhancements to an existing GA (Generally Available) product.</b>
	<b>Sale Guide</b>	This document provides coaching on the key selling points to highlight with customers. It typically also includes information pertaining to implementation guidelines and “need to know” facts.



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# 1 Executive Summary:

Avaya is pleased to announce the general availability of the 3920 wireless phone for the Avaya PARTNER® Advanced Communications System,.



The Avaya 3920 wireless telephone is a wireless solution designed specifically for small businesses, making it simple to respond to customer needs whenever and wherever they want. The Avaya 3920 wireless telephone is fully integrated with the PARTNER® Advanced Communications System, making it a powerful option for users that can't always be at their desk – increasing productivity and maximizing customer service.

Unlike consumer-type wireless telephones, typically connected to analog interfaces, the Avaya 3920 offers full access to the features of the PARTNER® Advanced Communications System, including two dedicated Intercom keys plus 6 line/feature keys with LED-status indication. The convenience of the built-in speakerphone and headset compatibility increase productivity and responsiveness for the user.

Utilizing next-generation DECT 6.0 technology, the Avaya 3920 wireless telephone offers crystal-clear, high quality voice communication. Unlike other wireless technologies, (such as 900 MHz Technology or ISM spectrum, e.g. WIFI phones) DECT utilizes a dedicated frequency that prevents interference from other devices and has an increased coverage area to allow wider range in warehouse or campus like environments. For a growing small business, up to 6 Avaya 3920 wireless handsets can be deployed on the same system to

ensure key personnel will always be reached.

The 3920 is not only a single cell wireless telephone; the system can be expanded with repeaters to cover larger areas without the need of additional wiring. As a result, the system provides long range – in excess of 80,000 square feet of coverage – with seamless roaming and handover when moving across larger areas, while remaining cost-efficient for even the smallest of locations

The 3920 can therefore both be sold instead of the current 3910 handset where the added functionality like additional buttons and hands-free is needed. Additionally, the Avaya 3920 can replace the discontinued TransTalk handset, having the same number of keys and a similar range if equipped with additional repeaters, allowing a “custom-fit” installation at the customer site.

### Key messages:

3920	Resellers	Customers
<ul style="list-style-type: none"> <li>8 Intercom/Feature keys</li> <li>Reliable DECT 6.0 technology</li> <li>Repeaters to expand coverage</li> <li>Hands-free operation</li> </ul>	<ul style="list-style-type: none"> <li>More choice in PARTNER® phones</li> <li>Trouble free installation</li> </ul>	<ul style="list-style-type: none"> <li>More functionality with one touch easy access</li> <li>Crystal clear, reliable voice communication</li> <li>Coverage can be adjusted to location requirement</li> <li>Easy to use without the need to hold</li> </ul>

## 2 3920 Wireless Telephone: Details

The 3920 is a wireless telephone, using DECT 6.0 technology. The 3920 was explicitly designed to be used in a business environment in combination with the PARTNER® R8 solution.

The standard package contains:

- A base station with local power supply that can be connected in the optimal position to achieve good radio coverage
- A handset with LCD display, dedicated feature keys and hands free operation
- A charger that can charge both the handset as well as a second optional battery, allowing continuous use if required for 24 hours on 7 days.

Additionally, wireless repeaters are available to extend the range of the telephone.

### 2.1 Handset Features:



## 2.2 Base station and Handset with Charger:



Base station can be located in convenient position to achieve best possible coverage. The base station is connected to a port of the PARTNER® telephone system.

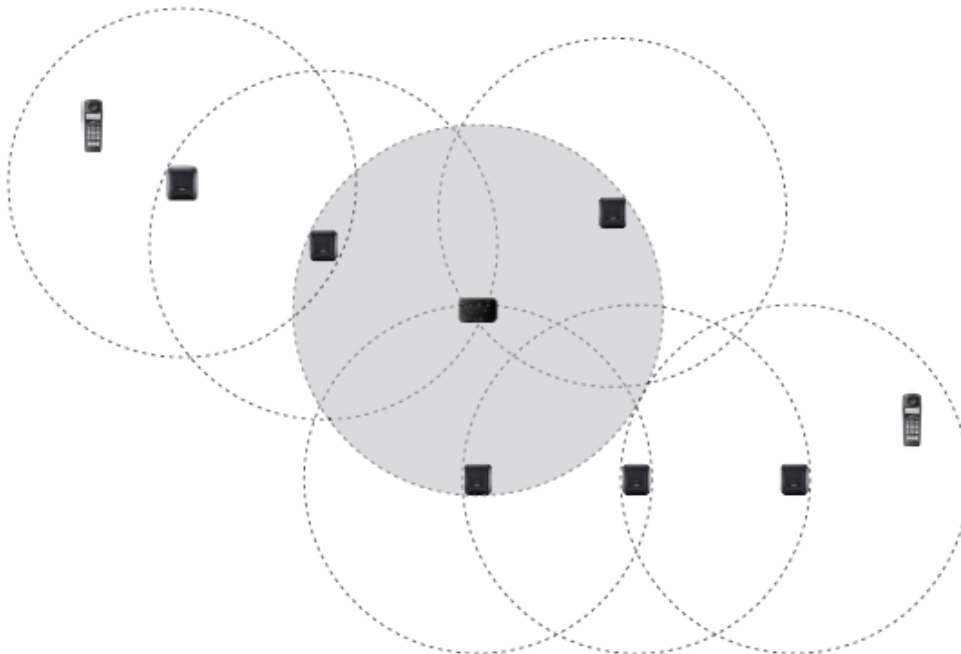
## 2.3 Wireless Repeater:

To extend the range of a 3920, a wireless repeater is available. The wireless repeater only needs a connection to power. It will pick up the radio-signal of the base stations and extends that so a larger area can be covered.



Up to 6 repeaters can be installed to extend the coverage of a base-station. Please note that each base-station needs its own set of repeaters.

The sample below shows an installation of a base station with 6 repeaters



For details on the different possibilities for installing repeaters with a 3920 telephone, please refer to the “Avaya 3920 Wireless Telephone Planning and Installation Guide” on [support.avaya.com](http://support.avaya.com)

## 2.4 Maximum number of phones per site:

The following limitations apply for the Avaya 3920 Wireless Telephone:

- ▶ A maximum of six base units can be installed at one site
  - For best performance, Base units need to be placed 17 feet apart from each other
- ▶ A maximum of 20 radio transmitting devices (base units and repeaters) can be installed at one site. *Up to six of those devices can be base units.* This number may be reduced if other wireless telephones using DECT 6.0 technology are used at the same site.
  - For best performance, repeaters must be located at least 35 feet apart from base units and other repeaters
- ▶ For sites with several 3920 telephones, please refer to the details about proper spacing between base stations and repeaters in the installation manual.

## 2.5 Radio Technology and Range:

The 3920 uses DECT 6.0 technology to provide crystal-clear, high-quality voice communication. Unlike other wireless technologies (such as 900 MHz Technology or ISM spectrum, e.g. WIFI phones), DECT 6.0 uses a dedicated frequency that is free from interference from other devices. The frequency range used in this product is approved for usage in the United States of America and Canada only. It may not be used outside these countries as it could interfere with other systems.

DECT 6.0 is fully self configuring, no channel selection and planning is required. As phones are always registered with the base-stations, the solution is protected from accidental usage by other phones.

As with every radio technology, the range can vary depending on location and building material. Best range is achieved in open field/line of site installation. Walls and ceiling impact the range also depending on the material they are constructed of.

The following parameters are guidelines to the achievable range:

- Open field/line of site: up to 700 feet
- In-building: 100 to 350 feet. When planning a solution, start with an assumption of a range of 160 feet if no massive walls are in the way

We strongly recommend doing a site survey to assure decent coverage is given in the required area. If the range is not sufficient, 3920 can be expanded with Wireless Repeaters to achieve the desired coverage area.

## 2.6 Technical Parameters:

General Parameters	
Radio-Technology	DECT 6.0, (1920 MHz to 1930 MHz)
Base Unit:	
Size	Width: 14 4/5 inches Depth: 10 4/5 inches Height: 4 2/5 inches
Weight	Approximately 14.3 oz.

<b>Handset:</b>	
Size	Width: 2 1/5 inches Depth: 1 2/3 inches Height: 6 1/4 inches
Weight	Approximately 5.4 oz. with battery
Battery	Capacity . 910 mAh, 2.4 V Typical Talk Time: 12 hours (A typical business day) Typical Standby Time: 6 days (A typical business Week) (Talk time and Standby time measured with new batteries, Provided for informational purposes only. They can vary according to usage patterns, location etc.)
<b>Repeater</b>	
Size	Width: 2 inches Depth: 6 inches Height: 9 inches
Weight	Approximately 5 oz.

### 3 General Availability Dates of Material:

#### 3.1 Availability for Avaya Distributors

August 3, 2009 – all new Avaya material codes are added to Price List Administration Tool (PLAT) files.

August 10, 2009 – new products are shipped from Avaya to Distributors.

#### 3.2 Availability for Avaya Authorized Business Partners

August 17, 2009 – new physical material codes available for volume shipment from Avaya Distributors.

### 4 Avaya Global Services:

Avaya Global Services can provide a variety of services:

- Network assessments to insure the integrity of customer network infrastructure
- Installation by an experienced team of project managers, software specialists and field technicians
- Maintenance support agreements are available with a variety of coverage options including on-site and remote support, remote parts support, etc.

Not all services are available in all countries and regions. Please check with your country channel managers for availability.

### 5 List of new Material Codes for 3920:

All pricing of new material codes will be notified to distribution Partners through the normal Price List Administration Tool (PLAT) procedure.

Material Code	SAP Description	Comments
700471121	AVAYA 3920 WRLS PHONE	3920 phones, charger, Base-station and needed Power supplies, NLP \$ 499
700471345	AVAYA 3920 WRLS REPEATER	3920 Repeater and Power supply; NLP \$ 299
700471337	AVAYA 3920 WRLS PHONE AND REPEATER	Package of both 3920 phone, base station and repeater (Same as the two order codes above) NLP \$ 649

A range of accessories and spare parts for this phone can be ordered directly on-line at the following WEB-page of our product Partner. They are not available through AVAYA:

[www.unidendirect.com/avaya](http://www.unidendirect.com/avaya)

Accessories include headset, leather carrying case, spare power adapters, batteries and chargers as well as paper labels and plastic covers.

## 6 Contacts:

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