



FACT
SHEET

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
Format	Digital telephone	Digital telephone	Digital telephone	Expansion unit
System Requirements	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)
User Requirements	NA	NA	NA	5420 phone
Programmable Feature Buttons	2	12 (on 2 screens)	24 (on 3 screens)	24 (12 at a time)
Menu/Display Navigation Keys	0	4	4	—
Display Size (lines x characters)	2 x 24	5 x 29	7 x 29	12 x 16
Speakerphone	Listen only	Two way	Two way	—
Call Log and Speed Dial	Yes	48-entry call log, 48 local speed dials	100-entry call log, 104 local speed dials	—
Expansion Unit Port	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
Visual Voice (requires VoiceMail Pro or Embedded Voicemail)	No	Yes