

# NOTES ABOUT THIS PRESENTATION

This presentation was for a customer of The Headset Team who has implemented Avaya Systems Globally.

The focus on this presentation is on the Avaya to Plantronics Transition Announcement and related resources to assist our Avaya Customers.

If you are interested in learning more about Plantronics and The Headset Team contact us at:

877-848-2497 or

[AvayaHeadsetSupport@TheHeadsetTeam.com](mailto:AvayaHeadsetSupport@TheHeadsetTeam.com)



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# Welcome (Company Name Deleted)



This presentation was for a customer of The Headset Team who has implemented Avaya Systems Globally. We have removed the customers name and logo.



Presented By:  
The Headset Team



# Agenda

- Introduction
- Meeting Goals & Objectives
- Avaya & Plantronics Strategic Partnership
- Avaya to Plantronics Headset Transition Announcement
- Transition Examples
- Helpful Resources
- Next Step



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# The Avaya to Plantronics Headset Transition



Office Wireless    Bluetooth®    Corded Headsets    USB Phones

## The Avaya Advantage for Unified Communications



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# Plantronics The Voice of Business

**100% of Fortune 100 companies** use Plantronics for their business communications.



Source: Fortune 100 listing April, 2009 compared against Plantronics customer database December, 2009.



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# The Avaya & Plantronics Partnership



- Named Avaya Preferred Headset Provider in December 2009 for Avaya Unified Communications and Contact Center solutions.
- Only headset company to earn Avaya Platinum DevConnect membership.
- Only headset company with product integration and co-marketing agreement for 2010.
- Sole provider of headsets to Avaya for 40 years.
- Plantronics is a World Class Company that provides industry leading solutions and support.



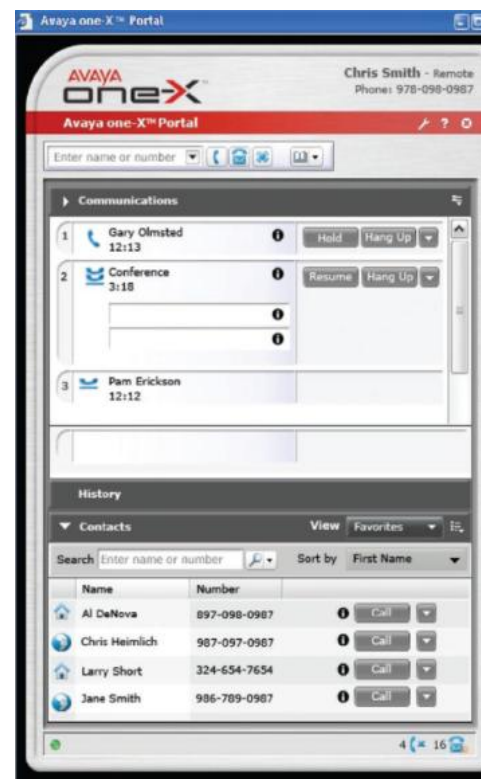
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# The Avaya & Plantronics Partnership

Plantronics certified compliant for Avaya UC solutions such as Avaya one-X<sup>®</sup> Communicator and one-X<sup>®</sup> Agent:

- ✓ Plantronics is the Preferred Headset Provider and brand of choice for Avaya solutions
- ✓ Compatible products with Avaya desk phones, soft phones and UC solutions
- ✓ 25 year partnership supporting business-critical communication to the contact center marketing



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# The Avaya to Plantronics Headset Transition

- Officially Announced December 2009. Avaya-branded headsets manufactured by Plantronics after February 8, 2010 will carry the Plantronics logo and product name.
- In addition, the old Avaya Material Codes have been transitioned to the new Plantronics Product Codes.
- The Plantronics branded headsets, speakerphones and USB Handsets designed for Avaya can be purchased through the Plantronics Authorized Channel.
- The Headset Team is a Plantronics Authorized Channel Partner as well as a Plantronics Authorized United States General Services Administration (GSA) Channel Partner.



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# Transition Example: Wireless Office Headset Systems

## “Old” Avaya Logo

- AWH55+
- AWH75N
- AWH450N
- AWH460N
- AWH54
- ABT35+
- AWH55-USB



## “New” Plantronics Logo + EHS

- CS50/CS55 + APV6A or APV6B
- CS70N + APV6A or APV6B
- CS351N + APV6A or APV6B
- CS361N + APV6A or APV6B
- CS50/CS55 + APV6A or APV6B
- Voyager 510S + APV6A or APV6B
- CS50-USB + APV6A or APV6B



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# Plantronics CS/AWH Model Phone Only Headset Systems



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# Plantronics CS Model Phone Only Headset Systems

## AWH55+ Transitioned to CS55 + EHS Cable

- In-building use – up to 300 feet from base unit
- Noise cancelling microphone
- Supports over the ear, and over the head wearing
- EHS Cable for remote answer/end



## AWH75N Transitioned to CS70N + EHS Cable

- In-building use – up to 300 feet from base unit
- Lightweight, over the ear form factor
- EHS Cable for remote answer/end



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# Plantronics CS Model Phone Only Headset Systems

## AWH450N Transitioned to CS351N + EHS Cable

- Designed for Call Center Supervisors and agents who require mobility around the desk or office
- In-building use – up to 300 feet from base unit
- Noise cancelling microphone
- Available in single and double ear configurations
- EHS Cable for remote answer/end



## AWH460N Transitioned to CS361N + EHS Cable

- Designed for Call Center Supervisors and agents who require mobility around the desk or office
- In-building use – up to 300 feet from base unit
- Noise cancelling microphone
- Available in single and double ear configurations
- EHS Cable for remote answer/end



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# Plantronics CS Model Phone Only Headset Systems

## AWH55-USB Transitioned to CS50USB

- Designed for Avaya IP Softphone users.
- Supports over the ear, and over the head wearing
- In-building use – up to 200 feet from base unit
- Noise cancelling microphone
- Supports over the ear, and over the head wearing



## ABT-35S+ Transitioned to Voyager 510S

- Designed for office professionals always on the go
- Connects via base unit to your desk phone – as well as bluetooth enabled cell phone.
- Answer, hangup, volume, mute controls on the headset itself
- Supports bluetooth standard 33 ft range



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# Avaya Headset Resources- Combo Packages (click image)

## Special CS Model and EHS Cable Combo Packages



CS55 + APV-6A EHS Cable  
Combo Package Special



CS55 + APV-6B EHS Cable  
Combo Package Special



CS70N + APV-6A EHS Cable  
Combo Package Special



CS70N + APV-6B EHS Cable  
Combo Package Special



CS351N + APV-6A EHS Cable  
Combo Package Special



CS351N + APV-6B EHS Cable  
Combo Package Special



CS361N + APV-6A EHS Cable  
Combo Package Special



CS361N + APV-6B EHS Cable  
Combo Package Special

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 **THE HEADSET TEAM**

# Transition Example: Corded Office Headsets

## “Old” Avaya Logo

- SupraElite AH450
- SupraElite AH460
- SupraElite AH450N
- SupraElite AH460N
- SupraElite AW450N
- SupraElite AW460N
- EncoreElite AH390N
- EncoreElite AH400N
- TriStar Ultra NC
- Cords, Amps, AP’s

## “New” Plantronics Logo

- SupraPlus HW251
- SupraPlus HW261
- SupraPlus HW251N
- SupraPlus HW261N
- SupraPlus HW251N
- SupraPlus HW261N
- EncorePro HW291N
- EncorePro HW301N
- TriStar H81N
- Cords, Amps, AP’s With Product #’s



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# Avaya to Plantronics Headset Transition Resources

- » [Plantronics Named Avaya Headset Partner- Newsletter](#)
- » [Official Avaya Transition to Plantronics Announcement](#)
- » [Avaya to Plantronics Transition by Product & Part #](#)
- » [Electronic Hookswitch \(EHS\) Cable Guide for Avaya](#)
- » [Avaya UC Solutions from Plantronics](#)
- » [Avaya/Plantronics Wireless Headset Systems](#)
- » [Avaya/Plantronics Corded Headsets](#)



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# Avaya to Plantronics Headset Transition Resources

- » Special Plantronics Wireless + Avaya EHS Combo Packages
- » All “Old” Avaya items on [www.TheHeadsetTeam.com](http://www.TheHeadsetTeam.com) website have links to correct “Transitioned to Plantronics” headset solution.
- » [AvayaHeadsetSupport@TheHeadsetTeam.com](mailto:AvayaHeadsetSupport@TheHeadsetTeam.com)
- » 877-848-2497 for THT or 800-544-4660 Plantronics



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# Why The Headset Team?

- » **Authorized** - Plantronics Authorized Partner & eCommerce Store. 6000+ Customers.
- » **Unique** - The Headset Team only provides Plantronics solutions. 90% of total revenue is Plantronics.
- » **Expert** - Experts in supporting Plantronics A-Z.



“Some organizations purchase headsets from their Phone Vendor, Megastore or Office Products Supplier. Our customers, on the other hand, find that having an expert headset resource saves time, money and frustration. We get it right the first time. Some suppliers are not headset experts. We are”. ---- The Headset Team



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# Corporate Accounts with The Headset Team



- »» Official Plantronics Authorized Partner
- »» Includes Corporate, Government and United States GSA
- »» Simple- One page application
- »» Quick & Easy- Order online, phone, fax, email
- »» Volume Discounts & Custom Agreements
- »» Vertical Market Expertise

»» Headset Selection Guides- Guide to customer defined Plantronics solutions (headsets, handsets, speakers phones). Customized per each customer location to address type of telephones, type of Plantronics solution needed (corded, wireless, UC, etc).

»» Customized Online Password Protected Headset Ordering Systems

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# Thank You (Company Name Deleted) for Your Business

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