



Plantronics Corded USB Solutions for Avaya one-X™

Blackwire Corded USB vs. Traditional Corded with DA USB Adapters

Blackwire™ Corded USB Series is a full range of portable, wideband audio USB corded headsets (6 wearing styles) with premium audio and comfort optimized for PC communications. EncorePro™ and SupraPlus™ Wideband are traditional corded headsets with superior audio clarity, comfort and style designed for contact center professionals. When used with a DA USB Adapter, the headset can be used for PC communications.

<p>1. Can I disconnect either headset type one from the PC?</p>	<p>The Blackwire is designed to stay connected to the PC during calls.</p> <p>The QD interface on the traditional corded headset is specifically designed for the Contact Center environment to allow the agent to quickly, safely and repeatedly disconnect/re-connect.</p>
<p>2. Will I lose calls if I disconnect the headset?</p>	<p>No, your call is not lost with either solution.</p>
<p>3. Can I do training with the Y-training cable?</p>	<p>The Y-training cable takes advantage of the QD design on the traditional corded headset, only, to allow the supervisor to listen in on customer calls.</p>
<p>4. Are both for Contact Center Agents?</p>	<p>The Blackwire is for the “knowledge worker” who intermittently uses the headset throughout the day.</p> <p>The traditional corded headset is designed specifically for the Contact Center agent and supervisor who wear/use the headset continuously throughout the day.</p>
<p>5. Are the call control features the same for both?</p>	<p>Yes, the call control features are the same and include: in-line mute, volume up/down, noise cancellation technology, wideband/narrowband support, echo cancellation, and multiple wearing styles.</p> <p>The DA60, however, has far greater processing power to support the audio signal features in the Contact Center.</p>
<p>6. Is software needed for both?</p>	<p>The Blackwire is designed to work with Spokes, Plantronics Enterprise Software.</p> <p>The traditional corded headset has compatibility with the DA60 adapter only.</p>