

NOTES ABOUT THIS PRESENTATION

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

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

877-848-2497 or
AvayaHeadsetSupport@TheHeadsetTeam.com



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Welcome (Company Name Deleted)

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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 Partnership
- Plantronics UC Portfolio Overview
- CS Model Versus Savi Model Comparison
- Helpful Resources
- Next Step



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The Avaya Advantage for Unified Communications



The Avaya Advantage
for Unified Communications

Office Wireless

Bluetooth®

Corded Headsets

USB Phones



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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[®] Communicator and one-X[®] 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



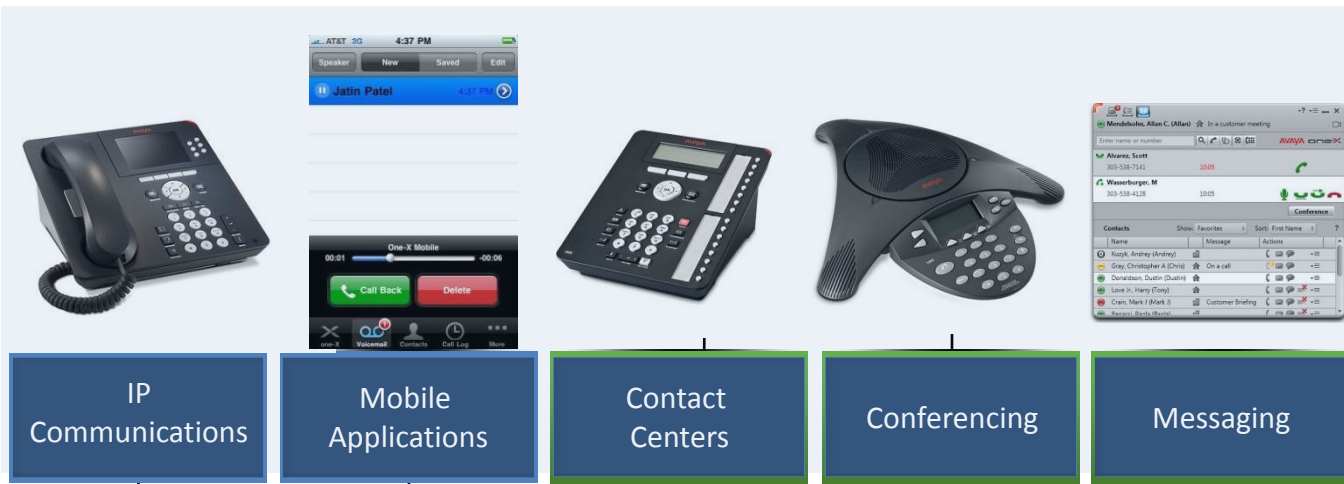
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Plantronics Unified Communications



Plantronics Portfolio for Avaya Collaboration



Plantronics Unified Communications



Blackwire 600 Series



Blackwire 420



Voyager PRO UC



Calisto 210



Blackwire 200 Series



Savi Office



Calisto 540



Calisto 420



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Plantronics Blackwire C210 and C220



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Plantronics Blackwire C210 and C220

USB Coded Headsets
(Replaces .Audio 615/630)



C220: 80299-03
C220-M: 80299-02

C210: 80298-03
C210-M: 80298-02



Target Customer

Office professionals looking for economical headset with high-quality audio and comfort

Key Features

- Wideband PC audio
- Full-range stereo sound
- **Call control: answer/end/vol/mute**
- Noise-canceling mic
- Quick Adjust boom
- Comfortable usability with soft, swivel mounted ear cushions
- Flexible designs

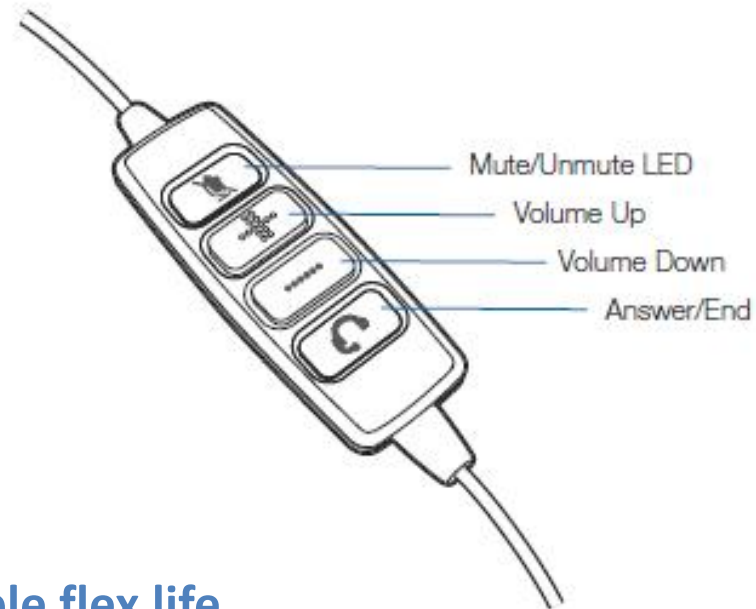
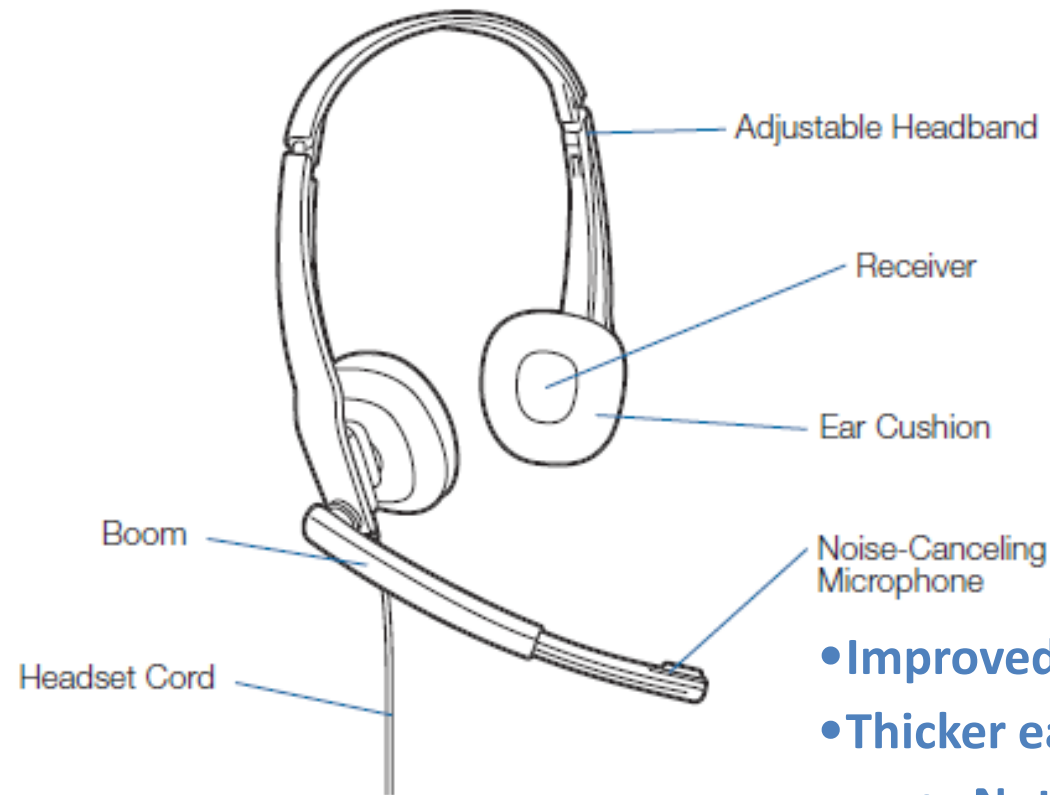
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Plantronics Blackwire C210 and C220



- Improved cable flex life
- Thicker ear pillows for comfort
 - Not foam, velour like, leather back to help
 - stay on, wont come off easy!

Plantronics Blackwire C420



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Plantronics Blackwire C420



C420: 82632-01

C420-M: 82633-01

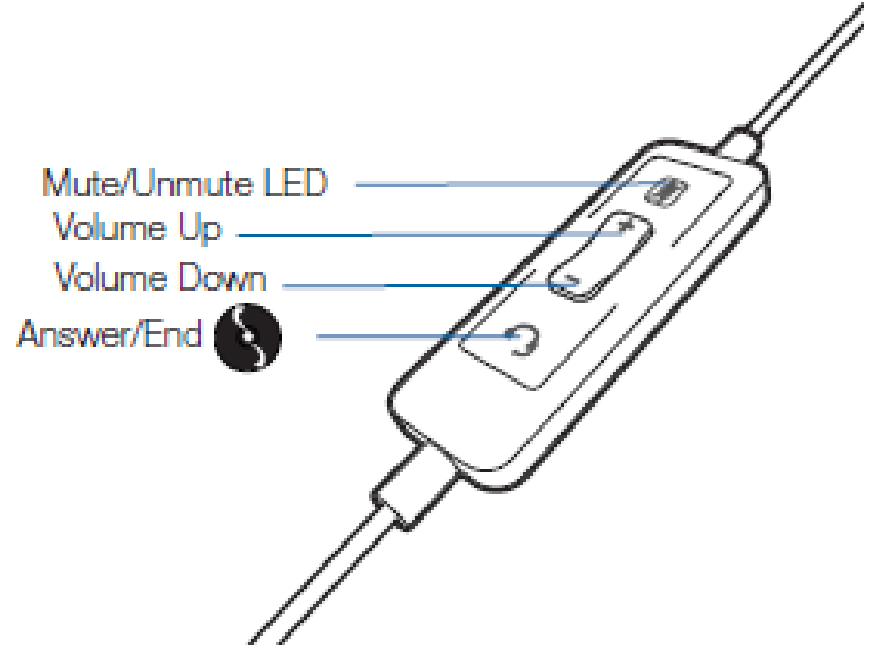
Target Customer

Mobile office professionals looking for a portable and durable USB headset

Key Features

- Lays flat no higher than a laptop for portability
- 4 button Inline Controls (answ/end/vol/mute)
- Leatherette Ear Cushions
- Call control for UC applications
- DSP enabled echo cancellation
- DSP tuned receive audio
- Soft carrying case

Plantronics Blackwire C420



Plantronics Blackwire C610 and C620



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Plantronics Blackwire C610 and C620

USB Corded Headsets
(formally known as Entera USB)



C610: 81964-41
C610-M: 81272-41



C620: 81965-41
C610-M: 79930-41

Target Customer

Looking for PC telephony and high-quality audio

Key Features

- 4 button Inline Controls (answ/end/vol/mute)
 - Call control for UC applications
 - DSP enabled echo cancellation
 - DSP tuned receive audio
- Carrying pouch
- Noise-canceling mic
- Wideband PC audio
- Adjustable boom angle

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Plantronics Calisto P420



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Plantronics Calisto P420

USB Speakerphone
(formally known as MCD-100)



P420: 82136-02

P420-M: 81402-02

Target Customer

Looking for a portable speaker phone for ad hoc conference calls in small and medium-sized work areas

Key Features

- Plug-and-play USB speakerphone with 360-degree room coverage
- Full duplex, conf. quality audio
- Wideband audio
- Powerful digital signal processing
- Integrated mute/volume controls
- Headphone jack for privacy
- Includes carrying case

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Plantronics Calisto P210-A Optimized for Avaya



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Plantronics Calisto P210-A Optimized for Avaya

USB Handset
(Replaces .Audio 1100M)



P210-A: 57725.001

Target Customer

Looking for familiar design of a telephone handset to ease the transition to PC audio

Key Features

- The P210-A is a high quality USB handset that is designed for use with Avaya one-X.
- By simply connecting the P210-A into the USB port on your PC or laptop, you can make or receive calls and access the communication functions of Avaya one-X.
- Call control: answer/end/vol/mute
- Noise-canceling microphone
- Plug-and-play USB connection
- Convenient cradle clip for desktop storage
- Protective carrying pouch for use on-the-go

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Plantronics DA55 Audio Processor for UC

Leverage existing investments - Migrating to a VoIP infrastructure? The DA series is compatible with your current Plantronics headsets. H-Series and Polaris Headsets are compatible.



DA55 USB Audio Processor

Part Number: 63725-03

List price: \$120.00

Target Customer

The DA55 adapter delivers digital audio excellence to contact centers, other VoIP-based organizations, and to remote employees using softphones.

Key Features

- Clearline™ audio reduces the level of loud noise on incoming calls to a comfortable level.
- Advanced echo cancellation ensures clear, natural conversations.
- Quick Disconnect™ capability allows the headset to detach without losing the call.
- **Inline Volume and Mute provide convenient access and control. (DA60 only.)**



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Plantronics DA60 Audio Processor for UC

Leverage existing investments - Migrating to a VoIP infrastructure? The DA series is compatible with your current Plantronics headsets. H-Series and Polaris Headsets are compatible.



DA60 USB Audio Processor with PerSono Pro 2.0 Software

Part Number: 63725-01 List price: \$150.00

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Target Customer

Ideal for VoIP-based contact centers and offices using softphones

Key Features

- Clearline™ audio reduces the level of loud noise on incoming calls to a comfortable level.
- Advanced echo cancellation ensures clear, natural conversations.
- Quick Disconnect™ capability allows the headset to detach without losing the call.
- **Inline Volume and Mute provide convenient access and control. (DA60 only.)**

Plantronics Wireless Product Portfolio

PC and Deskphone

Savi Office



PC and Mobile

Voyager PRO UC



Savi Go



Deskphone
And Mobile

Voyager 510S



Deskphone

CS Series



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Plantronics Savi Go



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Plantronics Savi Go WG100B

A single wireless headset connects you to your mobile phone and your PC, allowing you to seamlessly switch between the two



Savi Go WG100B: 38658-01

Savi Go For Microsoft WG101B: 38635-01

Target Customer

Take calls from both your PC or mobile device

Key Features

- Class 1 Bluetooth® range on the PC with up to 210 feet of range
- Wideband technology for crisp PC audio
- PerSono® Suite software included for feature setting capabilities and selected softphone call control
- UC standard version supporting one-touch call control with softphones and UC applications from Cisco, Avaya, Microsoft, IBM and more.

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Plantronics Voyager PRO UC



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Plantronics Voyager PRO UC



Target Customer

High quality mobile UC

Key Features

- One wireless headset for PC and mobile phones
- Dual mics, AudioIQ2 noise canceling, and WindSmart
- Wideband sound (150-6,800 Hz) on PC
- Simple one touch call control
- Up to 6 hours of talk time
- Range up to 33

Voyager Pro UC: 38667-01

Voyager Pro UC for Microsoft: 38659-01

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Plantronics Savi Office W430



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Plantronics Savi Office W430

Target Customer

Best-in-class audio in a wireless, portable headset

Key Features

- Superior DECT™ 6.0 technology
- USB adapter with 180-degree articulation
- Advanced wideband audio using CAT-iq
- Noise-canceling microphone
- SoundGuard™ technology mitigates audio spikes
- Digital Signal Processing (DSP) provides more natural voice sound
- Multitask, hands-free for up to 300 feet
- Conference in up to three additional headsets



W430: 82396-01

W430M for Microsoft: 82203-01

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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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Plantronics Savi Office Convertible WO100



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Plantronics Savi Office Convertible WO100



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Plantronics Savi Office: Headset Charging Cradle WO100



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Plantronics Savi Office Convertible WO100

Wireless headset system connecting to both PC and deskphone audio



WO100: 79956-01

WO101 for Microsoft: 82203-01

Target Customer

In office knowledge worker looking for flexible wireless headset

Key Features

- Over-the-head and over-the-ear wearing style in each box
- Similar to AWH55+ and CS55
- APV-62 EHS Cable
- APV-65 EHS Cable

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Plantronics Savi Office Over-the-ear WO200



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Plantronics Savi Office Over-the-ear WO200



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Plantronics Savi Office: Headset Charging Cradle WO200



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Plantronics Savi Office Over-the-ear WO200

Wireless headset system connecting to both PC and deskphone audio



WO200: 79957-01

WO201 for Microsoft: 82204-01

Target Customer

In office knowledge worker looking for wireless headset

Key Features

- Over-the-ear wearing style
- Similar to AWH75N and CS70N in wearing style and fit.
- APV-62 EHS Cable
- APV-65 EHS Cable

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Plantronics Savi Office: Over the Head Monaural WO300



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Plantronics Savi Office: Over the Head Binaural WO350



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Plantronics Savi Office: Over the Head WO300 & WO350

Wireless headset system connecting to both PC and deskphone audio



WO300 (mono): 81794-01

WO350: (binaural): 81802-01

Target Customer

In office knowledge worker looking for wireless headset

Key Features

- Over-the-head wearing style
- Monaural or Binaural models
- APV-62 EHS Cable
- APV-65 EHS Cable

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Plantronics Savi Office: Accessories



Savi Charge Base (1 Unit)
Part Number: 81409-01
List price: \$29.95



Savi Charge Base (5 Unit)
Part Number: 81421-01
List price: \$99.95



Savi HL10, Straight Plug
Part Number: 60961-35
List List price: \$79.95



Savi EHS Cable APV-62 (Avaya)
Part Number: 38734-01
List price: \$79.95



Savi EHS Cable APV-65
Part Number: 38633-01
List price: \$79.95



Savi OLI, Online Indicator
Part Number: 80287-01
List price: \$29.95



Savi Office Features and Benefits



Connects to both the Desk Phone and PC

Easily *mix* and switch calls



Adaptive Power System – senses proximity to base station

Conference 4 Savi headset users for training or conference calls



Add multiple headsets to a single base – Maximizes ROI

Stay up-to-date with downloadable firmware and software

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Plantronics Savi versus CS Model Wireless

Are using a Plantronics CS Model Wireless Headset System or looking for a new headset altogether?

Check out the Plantronics Savi Office versus CS Models to make sure you are getting the best solution to meet your needs today and in the future.



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Plantronics Savi versus CS Model Wireless – Price

Pricing is about equal when you take advantage of both the Plantronics More for (Wire)less Promotion and The Headset Team Special Pricing on all of the items listed in the box below

<p>CS55 HL10 or AWH55+ \$249.99</p>	<p>Savi Office Convertible WO100 \$249.99 + <u>Free Savi Electronic Hookswitch (EHS) Cable or a FREE HL10 Handset Lifter Using Plantronics Get More for (Wire)less Promotion*</u></p>
<p>CS70N HL10 or AWH75N \$249.99</p>	<p>Savi Office Over-the-ear WO200 \$249.99 + <u>Free Savi Electronic Hookswitch (EHS) Cable or a FREE HL10 Handset Lifter Using Plantronics Get More for (Wire)less Promotion*</u></p>
<p>CS351N HL10 or AWH450N \$249.99</p>	<p>Savi Office Over-the-head Monaural WO300 \$249.99 + <u>Free Savi Electronic Hookswitch (EHS) Cable or a FREE HL10 Handset Lifter Using Plantronics Get More for (Wire)less Promotion*</u></p>
<p>CS361N HL10 or AWH460N \$259.99</p>	<p>Savi Office Over-the-head Binaural WO350 \$259.99 + <u>Free Savi Electronic Hookswitch (EHS) Cable or a FREE HL10 Handset Lifter Using Plantronics Get More for (Wire)less Promotion*</u></p>



Plantronics Savi versus CS Model Wireless - UC

- CS Models- Only Connects to your desk phone.
- Savi Office- Both PC and desk phone.



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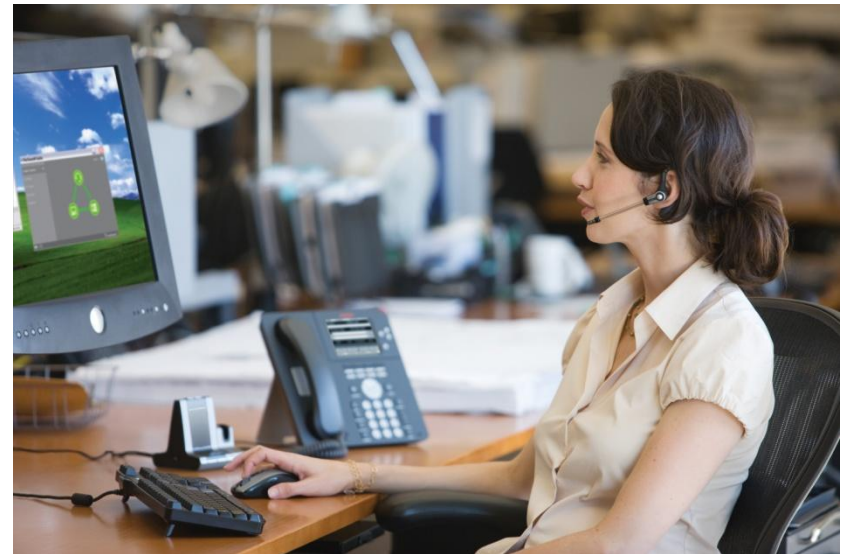
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Plantronics Savi versus CS Model Wireless - Multi Shift/Sharing

» **CS Models-** One unit charging station. The CS50/CS55, CS70N and CS351N/CS361N all have separate charging stations.

- » Limits types of headsets per phone
- » Less flexibility
- » More expense



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Plantronics Savi versus CS Model Wireless- Multi Shift/Sharing

Savi Office

- » Share a Savi Office System without having to share their personal headsets.
- » Savi Office headset models and charging units can be purchased independently. WO100, WO200, WO300, WO350
- » Now you can buy headsets to use without having to purchase full systems.
- » Every Savi Office spare headset comes with a headset cradle. The headset and cradle snap into both the Savi Office base and the spare charging unit, making recharging multiple headsets even easier.



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Plantronics Savi versus CS Model Wireless- Conferencing

- CS Models- No conferencing via headset systems.
- Savi Office- While on a call you can subscribe up to three additional Savi Office headsets to your base for on the fly conferencing.



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Avaya Headset Resources- Click to View

- » [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 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**

Thank You (Company Name Deleted) for Your Business

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**



Why The Headset Team?

- » **Authorized** - Plantronics Authorized Partner & eCommerce Store. 6000+ Customers.
- » **Unique** - The Headset Team only provides Plantronics solutions. 90% of total revenue 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



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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