

# Avaya compatibility

## Sennheiser Communications solution overview

**AVAYA**

**DEVCONNECT**  
TECHNOLOGY PARTNER

 **SENNHEISER**  
The Pursuit of Perfect Sound

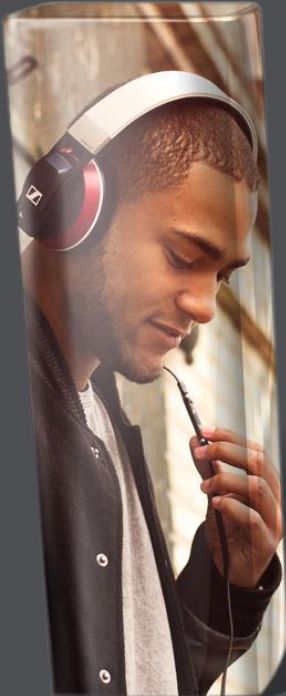
# Sennheiser at a Glance



- Founded in 1945 by Dr. Fritz Sennheiser
- Market leading audio brand
- Products range from headphones, headsets and microphones to integrated systems
- Workforce of more than 2700 people all over the world
- Annual turnover in 2014 of €635 million
- Production sites in Germany, Ireland and the USA
- International network of subsidiaries and distribution partners

# The Sennheiser Product Categories

Headphones  
& Headsets



Contact Center &  
Office (CC&O)



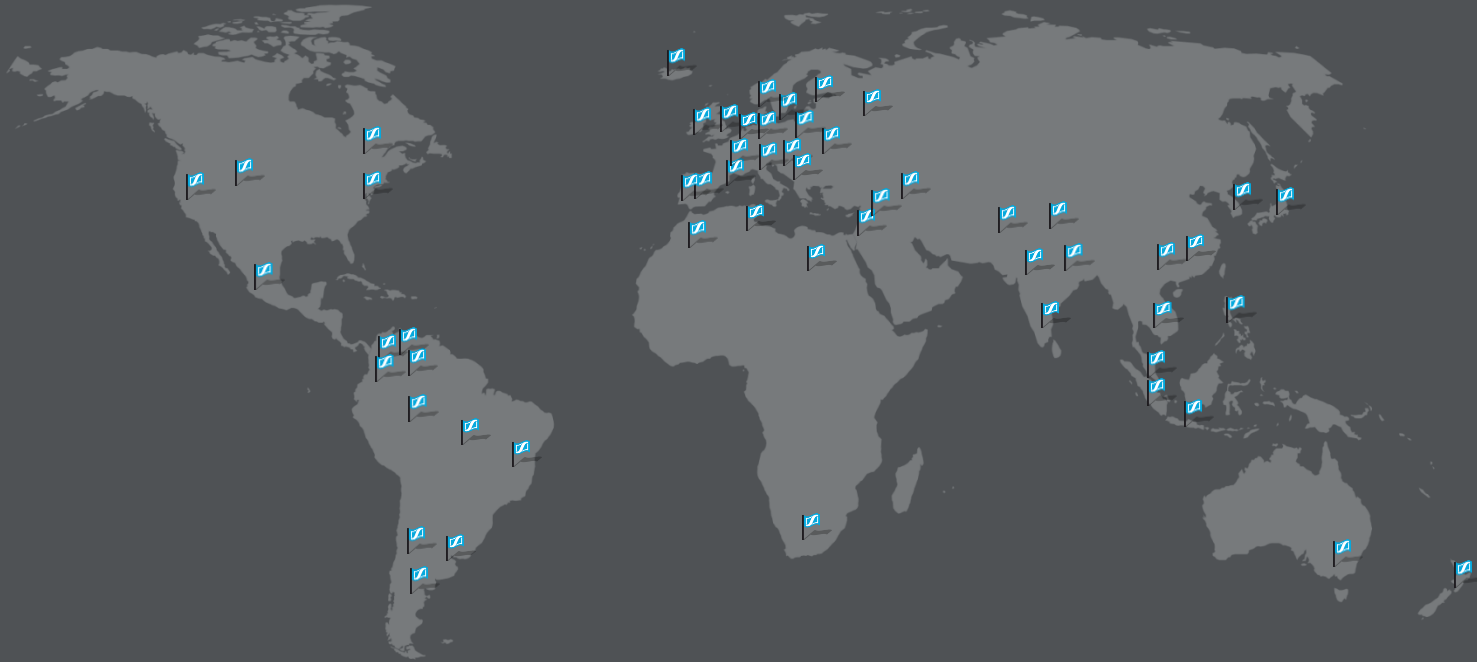
Microphones



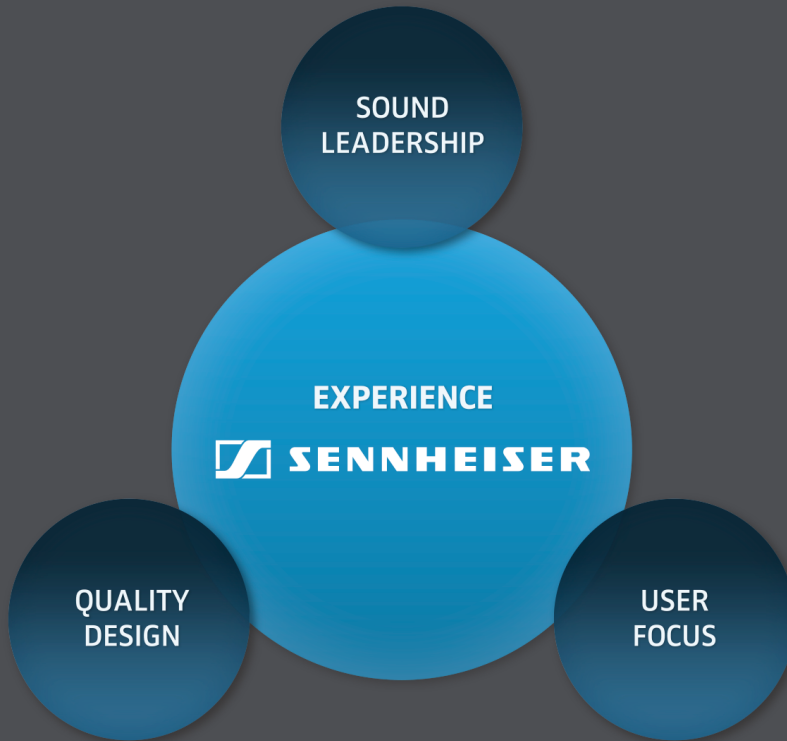
Integrated  
Systems



# Sennheiser's Worldwide Distribution Network



# The Sennheiser CC&O Value Proposition



## What will you experience from Sennheiser Headsets?

In the making of headsets for Contact Centers, Offices (CC&O) and Unified Communications professionals we are focusing on three main areas, which outline our value proposition - these are the areas which you need to experience:

- Sound Leadership
- Quality Design
- User Focus

# Product Introduction



# Sennheiser's Wireless DECT Portfolio



D 10 Series



DW Series



SD Series

# Sennheiser's Wireless Bluetooth Portfolio



**PRESENCE™**



**MB Series**



# Sennheiser's Speakerphone Portfolio



## Speakerphone Series

# Sennheiser's Wired Headset Portfolio



**Century Series   Circle Series   Culture Plus Series   Culture Series**

# Product Specifications



# Work Place and Device Definitions



Typical desk users spend limited time away from their desk and are not required to answer calls when away from their desk.



Typical office-based users have an allocated desk although they don't spend too much of their time at their desk.



Typical field-based users have no dedicated desk in the office and no fixed location but should be available while on the road.

Compatible with:



Desk phone



Softphone



Mobile phone

# DW Wireless Series



DW Pro 1



DW Pro 2



DW Office

- Sennheiser voice clarity for a more natural experience
- Noise-cancelling microphone
- Long distance wireless range - up to 55 m / 180 ft in typical office building. Up to 180 m / 590 ft in line of sight
- ActiveGard<sup>®</sup> - acoustic shock protection
- Full workday talk time
- Fast charging - 50% in 20 min
- Pairing for sharing (hot desking) and phone conferences



# D 10 Wireless Series



- 2-in-1 wearing style (headband or ear hook) for all-day use
- Noise-cancelling microphone
- Sennheiser voice clarity for a more natural experience
- Full workday of talk time
- Fast charging - 50% in just 20 minutes
- Long distance wireless range - up to 180 m (590 ft) with line of sight - 55 m (180 ft) in typical office environment
- ActiveGard® - acoustic shock protection



D 10 Phone



D 10 USB



# SD Wireless Series\*



SD Pro 1

SD Pro 2



SD  
Office

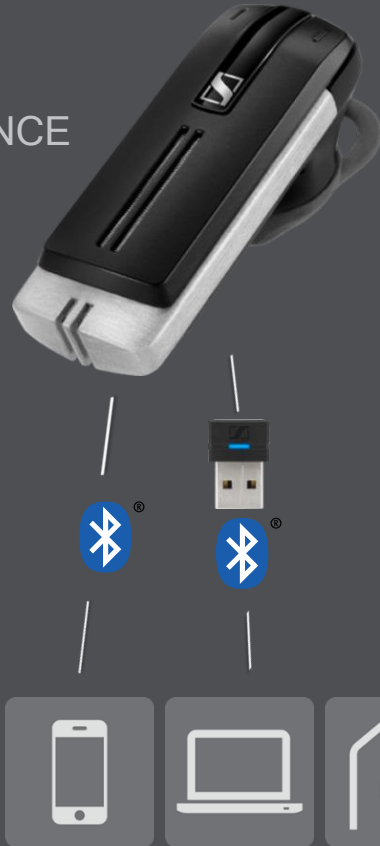
- Sennheiser voice clarity for a more natural experience
- Noise-cancelling microphone
- Long Distance Wireless Range - Up to 55 m in typical office building. Up to 180 m in line of sight
- ActiveGard® acoustic shock protection
- Full workday talk time
- Fast charge 50 % in 20 min.
- Pairing for desk sharing and phone conferences



\* Only available in the Americas

# PRESENCE™ Series

PRESENCE  
UC



- Full workday talk time
- Best -in-class sound quality with SpeakFocus™ and WindSafe™ technologies
- Premium quality design
- Intuitive user interface
- Multi-connectivity - seamlessly switch between softphone and mobile calls
- Extended range - up to 25 m / 80 ft
- Fully charged in 1 hour and 15 min
- Light weight - 13 grams
- Flexible wearing style



# Mobile Business Pro Series

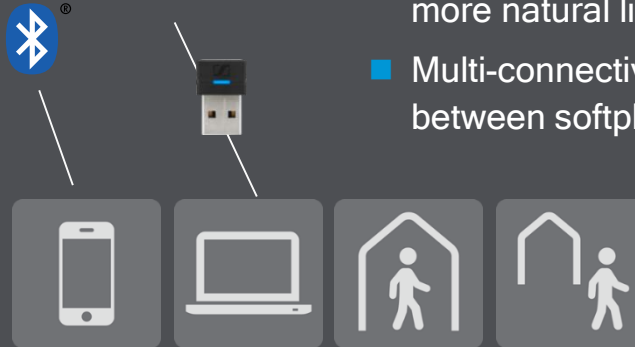


MB Pro 1 UC



MB Pro 2 UC

- Sennheiser voice clarity - ultra noise-cancelling microphone for a natural sounding conversation
- Sound-enhancement profiles - perfect for communication and multimedia/music
- Large leatherette ear pad - for exceptional wearing comfort and powerful sound
- Full workday talk time
- Room Experience\* technology - provides a more ambient, realistic sound giving users a more natural listening experience
- Multi-connectivity - seamlessly switch between softphone and mobile calls



\* Available for double-sided variants with on/off feature

# Sennheiser Speakerphone Series



SP 10 /  
SP 20

- Compact and portable - lightweight design for mobile business professionals
- Outstanding communications experience - Sennheiser voice clarity and echo cancelling for a natural speech and listening experience
- Exceptional sound - replace PC and mobile phone speakers and microphones with Sennheiser sound quality
- Sound-enhancement profile for music and video
- Connects to PC (Windows/Mac) and mobile phone or tablet
- Intuitive user interface - clear microphone mute button, call and volume control and easy cable management



# Century™ Wired Series

SC 630



SC 660



- Premium designed headset optimized for flexibility
- Sennheiser voice clarity for a more natural experience
- Optimum speech clarity through noise cancelling microphone
- ActiveGard® acoustic shock protection
- Stereo sound in double-sided USB variant
- 90° foldable brushed aluminium ear cups
- Large leatherette ear pads for perfect wearing comfort



Easy  
Disconnect  
Versions



USB CTRL  
Versions



# Circle™ Wired Series

SC 230



- Sennheiser voice clarity for a more natural experience
- Optimum speech clarity through noise cancelling microphone
- ActiveGard® acoustic shock protection
- High wearing comfort with CircleFlex™
- Bendable boom arm for optimal microphone position
- Robustness and durability in focus

SC 260



Easy  
Disconnect  
Versions



USB/ USB  
CTRL Versions



# Culture Plus™ Series

SC 40  
USB CTRL



- Lightweight headband with leatherette padding and 2-in-1 ear pad styles for maximum wearing comfort
- Sennheiser Voice Clarity for a natural listening experience
- Optimum speech intelligibility through noise-cancelling microphone
- Sennheiser ActiveGard® protects users against acoustic injury

SC 70 USB  
CTRL



# Culture™ Series

SC 30 USB  
CTRL



SC 60 USB  
CTRL



- Deployment friendly solution with integrated call control and USB connector
- Sennheiser voice clarity for a more natural experience
- Optimum speech clarity through noise cancelling microphone
- ActiveGard® - acoustic shock protection
- Lightweight - increased comfort
- Large, comfortable ear pads for long term use



# Sennheiser - Avaya Compatibility



In the following section, the Avaya DevConnect TESTED logo indicates a solution tested and compliance certified by Avaya DevConnect.



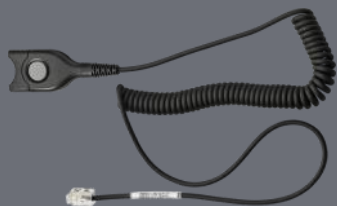
Other solutions are tested for compliance by Sennheiser.



# Avaya IP phones - 1400, 9400 and 9500 series



Avaya IP phones - 1400 , 9400 and 9500 series



CSTD 01 - Art. Nr. 005362



Century™ series



Circle™ series



SH 2xx / SH 3xx series

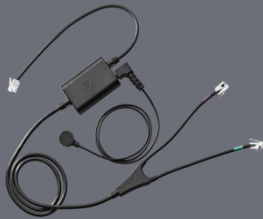


CC 5xx series

# Avaya IP phones - 1400, 9400 and 9500 series



Avaya IP phones - 1400, 9400 and 9500 series



CEHS-AV 03 - art.nr. 504536



DW, SD and D10 Series<sup>1</sup>

<sup>1</sup> The SD series is only available in the Americas

# Avaya IP phones - 1400, 9400 and 9500 series



Avaya IP phones - 1400, 9400 and 9500 series



CEHS-AV 04 - art.nr. 504589



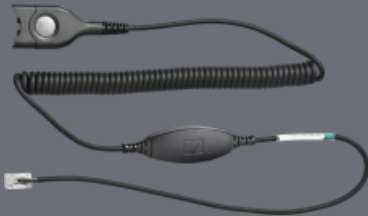
DW, SD and D10 Series<sup>1</sup>

<sup>1</sup> The SD series is only available in the Americas

# Avaya IP phones - 1600 and 9600 series



## Avaya IP phones - 1600 and 9600 series



CAVA 31 - art.nr 504149



Century™ series



Circle™ series



SH 2xx / SH 3xx series



CC 5xx series



## Avaya IP phones - 1600 and 9600 series



## CEHS-AV 03 art.nr. 504536



## DW, SD and D10 Series<sup>1</sup>

<sup>1</sup> The SD series is only available in the Americas



Avaya IP phones - 96x1 series



CEHS-AV 04 art.nr. 504589



DW, SD and D10 Series<sup>1</sup>

<sup>1</sup> The SD series is only available in the Americas

# Avaya IP phones - 9641



Avaya IP phones - 9641



Build-in Bluetooth



MB Pro series



PRESENCE™

- Avaya one-x Communicator
- Avaya one-x Agent
- Avaya Communicator<sup>2</sup>



HeadSetup™

Sennheiser  
HeadSetup™<sup>1</sup>

USB versions 



Culture™ Series



Culture™™ Plus Series



Circle™ Series



Century™ series

<sup>1</sup> Sennheiser HeadSetup can be downloaded at:  
<http://en-de.sennheiser.com/telecommunication-business-support-service-support-software>

<sup>2</sup> On request from Sennheiser



- Avaya one-x Communicator
- Avaya one-x Agent
- Avaya Communicator<sup>2</sup>



HeadSetup™

Sennheiser  
HeadSetup™<sup>1</sup>

USB versions 



SP10



SP20

Speakerphone  
Series

<sup>1</sup> Sennheiser HeadSetup can be downloaded at:  
<http://en-de.sennheiser.com/telecommunication-business-support-service-support-software>

<sup>2</sup> On request from Sennheiser

# Avaya soft phones



- Avaya one-x Communicator
- Avaya one-x Agent
- Avaya Communicator<sup>2</sup>



HeadSetup™

Sennheiser  
HeadSetup™<sup>1</sup>



UUSB 8 art.nr. 504004



Century™ series



Circle™ series



SH 2xx / SH 3xx series



CC 5xx series

<sup>1</sup> Sennheiser HeadSetup can be downloaded at:  
<http://en-de.sennheiser.com/telecommunication-business-support-service-support-software>

<sup>2</sup> On request from Sennheiser

# Avaya soft phones

- Avaya one-x Communicator
- Avaya one-x Agent
- Avaya Communicator<sup>2</sup>



Sennheiser  
HeadSetup™<sup>1</sup>



USB-ED-CC-01 - Art. Nr. 506578



Century™ series



Circle™ series



SH 2xx / SH 3xx series



CC 5xx series

<sup>1</sup>

Sennheiser HeadSetup can be downloaded at:  
<http://en-de.sennheiser.com/telecommunication-business-support-service-support-software>

<sup>2</sup> On request from Sennheiser

- Avaya one-x Communicator
- Avaya one-x Agent
- Avaya Communicator<sup>2</sup>



HeadSetup™

Sennheiser  
HeadSetup™<sup>1</sup>



USB Cable included in the package



DW, SD and D10 Series<sup>3</sup>

<sup>1</sup> Sennheiser HeadSetup can be downloaded at:  
<http://en-de.sennheiser.com/telecommunication-business-support-service-support-software>

<sup>2</sup> On request from Sennheiser

<sup>3</sup> The SD series is only available in the Americas

- Avaya one-x Communicator
- Avaya one-x Agent
- Avaya Communicator<sup>2</sup>



HeadSetup™

Sennheiser  
HeadSetup™<sup>1</sup>



BTD 800 USB



MB Pro series



PRESENCE™

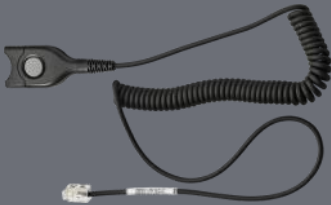
<sup>1</sup> Sennheiser HeadSetup can be downloaded at:  
<http://en-de.sennheiser.com/telecommunication-business-support-service-support-software>

<sup>2</sup> On request from Sennheiser

# Other Avaya IP phones



Avaya IP phones - 2420 , 5420, 4600 and 5600<sup>1</sup>



CSTD 01 - Art. Nr. 005362



Century™ series



Circle™ series



SH 2xx / SH 3xx series



CC 5xx series

<sup>1</sup> For compatibility between Avaya phones and Sennheiser headsets not listed in this Playbook Teaser, please refer to Sennheiser compatibility guide: [www.sennheiser.com/telephone-headset-compatibility](http://www.sennheiser.com/telephone-headset-compatibility)

# Other Avaya IP phones



Avaya IP phones - 2420, 5420, 4610, 4620, 4621, 4622, 4624, 4625, 4630<sup>1</sup> and 5610, 5620, 5621 and 5625<sup>2</sup>





CEHS-AV 05 art.nr. 506037



DW, SD and D10 Series<sup>3</sup>

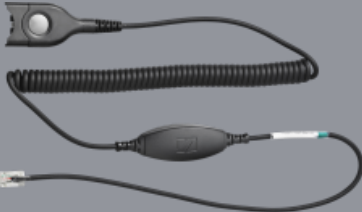
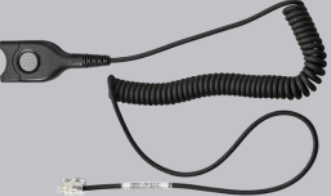
- <sup>1</sup> 4600 SW versions require AVAYA system software version 1.8 or higher
- <sup>2</sup> For compatibility between Avaya phones and Sennheiser headsets not listed in this Playbook Teaser, please refer to Sennheiser compatibility guide: [www.sennheiser.com/telephone-headset-compatibility](http://www.sennheiser.com/telephone-headset-compatibility)
- <sup>3</sup> The SD series is only available in the Americas

# Sennheiser wired headset accessory solutions for Avaya

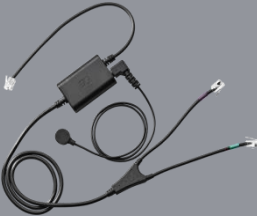

Art. Name	Art. Nr.	Picture	Details
USB-ED-CC-01	506578	 A black USB headset accessory with a coiled cable and a small inline control module.	Enables full call control for all wired headsets USB - Easy Disconnect
UUSB 8	504004	 A black USB headset accessory with a coiled cable and a larger inline control module.	UUSB 8 enables full call control for all wired headsets USB - Easy Disconnect




# Sennheiser wired headset accessory solutions for Avaya

Art. Name	Art. Nr.	Picture	Details
CAVA 31	504149		Headset cable. Easy Disconnect to modular plug, coiled cord. For connection to the Avaya 1600 & 9600 series phones.
CSTD 01	005362		Standard headset connection cable with standard microphone sensitivity. Easy Disconnect to Modular Plug RJ 9, coiled cord, Code 01.


# Sennheiser wireless headset Electronic Hook Switch (EHS) solutions for Avaya

Art. Name	Art. Nr.	Picture	Details
CEHS-AV 03	504536		Electronic Hook Switching (EHS) for Avaya IP phones <ul style="list-style-type: none"><li>• 1400 series</li><li>• 9400 series</li><li>• 9500 series</li></ul>
CEHS-AV 04	504589		Electronic Hook Switching (EHS) for Avaya IP phones <ul style="list-style-type: none"><li>• 1400 series</li><li>• 9400 series</li><li>• 9500 series</li></ul>

# Sennheiser wireless headset Electronic Hook Switch (EHS) solutions for Avaya

Art. Name	Art. Nr.	Picture	Details
CEHS-AV 05	506037		Electronic Hook Switching (EHS) for Avaya IP phones - 2420, 5420, 4610, 4620, 4621, 4622, 4624, 4625, 4630 <sup>1</sup> and 5610, 5620, 5621 and 5625

# Sennheiser integration software for Cisco Jabber and Cisco IP Communicator

Art. Name	Details
<p data-bbox="77 344 238 375">HeadSetup</p>  <p data-bbox="84 499 288 535">HeadSetup™</p>	<p data-bbox="319 344 1362 407">HeadSetup™ is an easy-to-use background software application working on your PC and enabling call control on Avaya softphones from the headset. Personal settings need to be inputted when running the program for the first time. Thereafter, HeadSetup™ ensures that your headset and the Avaya softphone speak the same call control language.</p> <p data-bbox="319 521 1298 584">HeadSetup™ is a plug and play solution that interfaces the Avaya softphone standards via the embedded drivers. HeadSetup can be downloaded at:</p> <p data-bbox="319 589 730 613"><a href="http://www.sennheiser.com/cco/software">www.sennheiser.com/cco/software</a></p>



## Experience Sennheiser

For more information about Avaya and CC&O headsets from Sennheiser, please go to:

[www.sennheiser.com/cco](http://www.sennheiser.com/cco)

