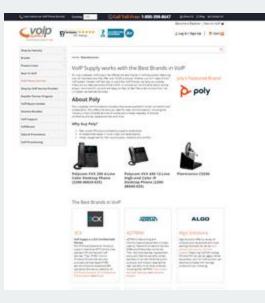


Presented by: Tom Uhteg Pierre Kerbage



#### Who is VoIP Supply

Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide. The team behind VoIP Fulfillment by VoIP Supply has been providing provisioning and fulfillment to VoIP Service Providers since the industry's beginning.







#### We are More than just a Website!

Best Places to Work in Western New York 500/5000 Company Buffalo Niagara Business Ethics Award Nominee VolP Experts Our experts have over ten years of experience

#### **Product Catalog**

Over 5,000 products from over 60 of the industry's leading manufacturers

### **VoIP Supply Programs**





Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

#### Hardware & Provisioning

featuring over 60 manufacturers that offer over 16,000 products and the ability to provision for you!

#### **VoIP Rental Program**

our Device as a Service (DaaS) rental program gives your customers the widest variety of VoIP Products for a low monthly payment!

#### CloudSpan MarketPlace

a single place to shop various VoIP service providers - build up your MRR and receive discounts on hardware selling through VoIP Supply

#### **Fulfillment**

provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

#### **Refresh & Reclaim**

offering certified reconditioned devices at a fraction of the cost plus offering an outlet for selling off used and excess VoIP equipment

### **Reclaim & Refresh**





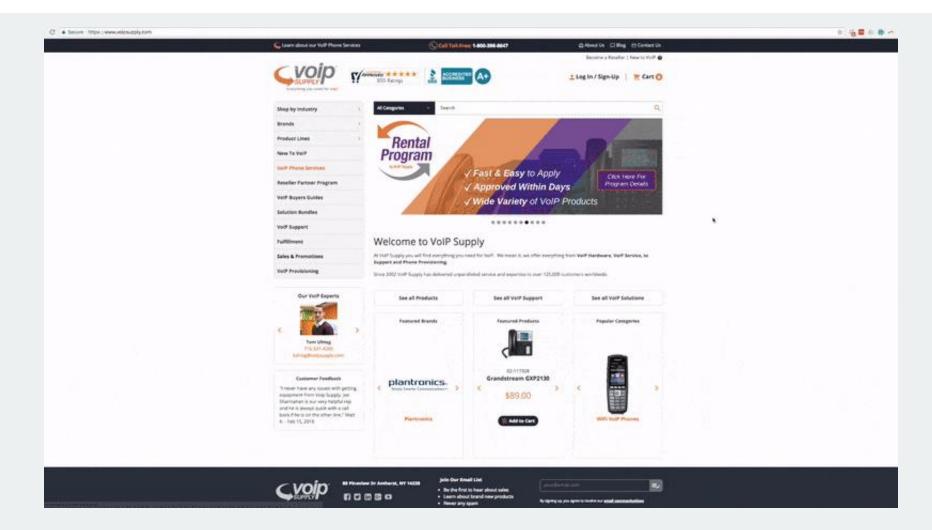
VoIP Supply's Reclaim equipment buyback program is your outlet for selling off your used and excess VoIP equipment. With Reclaim you can submit your equipment for sale to VoIP Supply and receive fair market value for it allowing you to "reclaim" a portion of your original investment.



VoIP Supply's exclusive Refresh program will allow you to replace a customers device with a **certified reconditioned device** at a **fraction of the cost** of a new device. With VoIP Supply's Refresh program, you can provide your customers the support and sense of security that comes with a Refresh product.

### **Reseller Portal**





#### https://www.voipsupply.com/partner-program

### **Reseller Advantage**





Are you struggling to be competitive in the marketplace?

VoIP Supply has partnered up with some of the top VoIP manufacturers and service providers to offer you a program you won't be able to find anywhere else!

Here are just a few key features:

- Earn High Residuals
- Equipment Discounts
- Expert Extended Sales Team Combined experience of 50+ years

By partnering with us, you will be able to grow your business and strengthen your position in the marketplace.

### Join Our Team



### **Become a VoIP Supply Partner**

- Exclusive Pricing Through VoIP Supply!
- Opportunity Support Consulting & Solution Design



Tom Uhteg VoIP Consultant (716) 531-4265 tuhteg@VoIPSupply.com



### WHAT'S NEW WITH POLYCOM & PLANTRONICS?

Pierre Kerbage | (512) 681-4672 VAD & Service Provider Manager CISSP, MCSE, CCDP, CCNP Pierre.Kerbage@Poly.com

ITSP Sales Support Hotline (844) 375-6913 Toll Free (916) 696-8425 Toll ITSPSales@Poly.Com







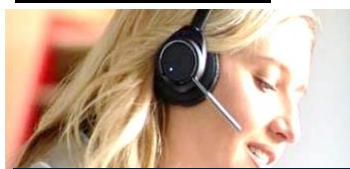
Setting industry standards for best in class audio since 1961.

"THE FIRST MOONLANDING" BUZZ ALDRIN WEARING A PLANTRONICS HEADSET ON THE APOLLO 11 MISSION

JULY 20, 1969

"Giant leap for mankind" were spoken on a Plantronics Headset by Neil Armstrong

### **NEW NAME:**



### Plantronics + Polycom = poly

#### • PLANTRONICS

- Founded in 1961: first customer was NASA!
   Plantronics went to the Moon!
- \$900M Annual Revenue
- **5,000+** employees worldwide
- **100%** Fortune 500
- Leader in contact center, business communications, and consumer headsets
- **12M** UC headsets sold globally
- Acquired Polycom July 2018

#### Poly

- **Founded** in 1990: revolutionized conference room audio with the iconic 'starfish' phone
- \$1.2B annual revenue
- **3,500+** employees worldwide
- **98%** Global 100 and Fortune 500
- Leader in business video & audio conferencing and desktop VoIP telephones
- **1.6M+** VoIP Phones annually to ITSP's in USA
- Acquired Obihai January 2018



### **VVX X50 SERIES IP PHONES**

VVX<sup>®</sup> 150 MSRP \$89 Dealer cost: \$48.95 DaaS: \$1.47 2-Line Monochrome Display 2-port 10/100 Ethernet 1 RJ-9 Port HD Voice ™



**VVX<sup>®</sup> 250** 

**MSRP \$179** 

Dealer: \$93

DaaS: \$2.82

4-Line Color 2.8" screen

2-port Gig-Ethernet

1 USB Port

1 RJ-9 Port

HD Voice ™

Wi-Fi via USB





VVX<sup>®</sup> 350 MSRP \$239 Dealer: \$128.46 DaaS: \$3.85 6-Line Color / 4 Soft Keys 2-port Gig-Ethernet 2 USB Port 1 RJ-9 Port HD Voice ™ Wi-Fi via USB



VVX<sup>®</sup> 450 MSRP \$279 Dealer: \$149.96 DaaS: \$4.50 12-Line Color 2-port Gig-E 2 USB Ports (Rear & Side) 1 RJ-9 Port HD Voice ™ EM50 Side Car Wi-Fi via USB



### FIRMWARE 6.1 – SUPPORTS 4 PAGES

- Now shipping with Firmware UC 6.1.0.6189
- Works on ALL x50 phones
- Multiply the buttons by 4 (a 4 button phone becomes 16, a 6 button becomes 24, a 12 line becomes 48)
- On VVX 501 and 601 phones, press the Next softkey. The page indicator icon displays on the screen.

**€** 

- On VVX 250, 350, 401, 411, and 450 phones, press the navigation keys. The page indicator icon displays on the screen.
- On VVX 301 and 311 phones, press the navigation keys. The page indicator icon

displays on the screen. Download from:

https://support.polycom.com/content/support/north-america/usa/en/support/voice/polycom-uc/polycom-uc-software-release.html



### PAGINATION







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### BETTER TOGETHER - PHONE BASED HEADSET DEVICE MANAGEMENT

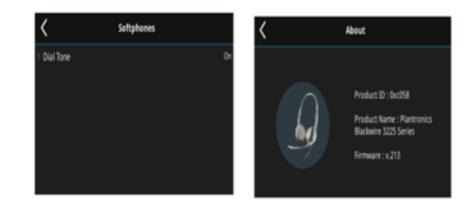
#### **Market Problem**

To change settings on a headset connected to the phone, it is necessary to unplug the phone and connect it to a PC

#### Solution

- Select VVX Phones now include Plantronics Hub software
- Once a Poly Headset is plugged to the USB, a welcome screen pops up with an option to configure headset is presented to the user
- Users can access the headset settings on the VVX phone from the Plantronics Hub menu.
  - General Settings
  - Ringtone & Volume Settings
  - Softphone Settings
  - Wireless Settings
  - Audio Tuning features
  - Advanced Settings





#### $\bigcirc$

#### Limitations

- Headset Firmware upgrade is not part of UCS 6.0.0
- Support is limited to VVX 501 and 601 in UCS 6.0.0
- Limited to Blackwire C3225, Savi W740 and Savi W420 headsets in UCS 6.0

### SUPPORTED PRODUCTS

#### https://documents.polycom.com/bundle/ucs-ag-6-1-0/page/c-ucs-ag-getting-started.html

Polycom UC software 6.1.0 supports Acoustic Fence on USB headsets for Polycom VVX 350, 450 business IP phones and VVX 401,411,501 and 601 business media phones.

Following are the headsets that support Acoustic Fence:

- Plantronics Blackwire C5220 USB headset
- Plantronics Blackwire C5210 USB headset
- Plantronics Blackwire C3220 USB headset
- Plantronics Blackwire C3210 USB headset

🔈 poly

• Plantronics Savi W420 Binaural USB Wireless Headset

Product Name	Model Name	Part Number
SoundStructure VoIP Interface	SSTRVOIP	3111-33215-001
VVX D60 Wireless Handset	VVXD60	3111-17823-001
VVX 101	VVX101	3111-40250-001
VVX 150	VVX150	3111-48810-001
VVX 201	VVX201	3111-40450-001
VVX 250	VVX250	3111-48820-001
VVX 300	VVX300	3111-46135-002
VVX 301	VVX301	3111-48300-001
VVX 310	VVX310	3111-46161-001
VVX 311	VVX311	3111-48350-001
VVX 350	VVX350	3111-48830-001
VVX 400	VVX400	3111-46157-002
VVX 401	VVX401	3111-48400-001
VVX 410	VVX410	3111-46162-001
VVX 411	VVX411	3111-48450-001
VVX 450	VVX450	3111-48840-001
VVX 500	VVX500	3111-44500-001
VVX 501	VVX501	3111-48500-001
VVX 600	VVX600	3111-44600-001
VVX 601	VVX601	3111-48600-001
VVX 1500	VVX1500	2345-17960-001

#### **INTRODUCING CALISTO 7200**

ρoly

### A new Poly-grade USB & Bluetooth Conference Speaker





### **VOXBOX & CALISTO**

Personal Speakerphone with 200Hz - 14kHz HD audio

Audio Quality on par with Poly's Trio 8800

Bluetooth + USB Interface

10-Hour Talk Time

4 Directional Mics for unmatched clarity + 3m range 20x20 Room

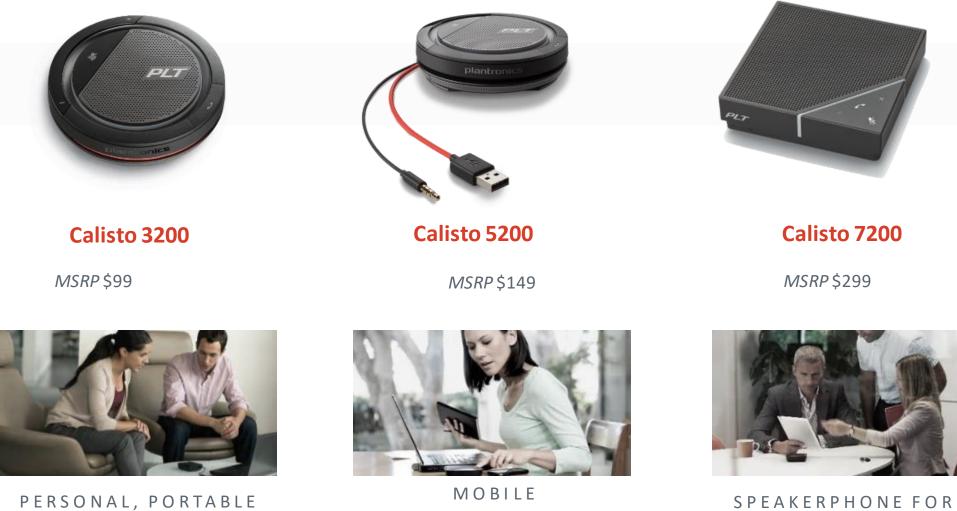
Featuring Noise Block



### VOXBOX/CALISTO VS JABRA SPEAK 710 ON YOUTUBE



#### The Calisto family of speakerphones



SPEAKERPHONE

SPEAKERPHONE FOR SMALL MEETING ROOMS

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SPEAKERPHONE

### POLY EAGLE EYE MINI

### **COMPACT CAMERA, BIG TIME PERFORMANCE**



#### **EagleEye Mini Applications**



VVX 501/601

Solution Overview

- 4x electronic zoom
- True color saturation and rendering
- Simulcast video
- Optimized autofocus
- Specially tuned for variety of lighting environments

Key Take-Aways

- Upgraded camera vs Logitech
- Works with Trio (8800 & 8500), VoxBox with PC app, VVX 501/601

PN 7200-84990-001 (MSRP \$155) includes mounting Kit for Laptop or Monitor PN 2200-85010-001 (MSRP \$129) for VVX 501 & 601 with no mounting kit



Trio 8800/8500 / 8300



PC Video Upgrade



### POLY VOXBOX + EAGLEEYE MINI WORK ANYWHERE KIT

#### FANTASTIC AUDIO/VIDEO EXPERIENCE ANYWHERE YOU GO!





VoxBox + EE Mini Combo: MSRP \$449

- Solution Overview
  - Package includes Poly VoxBox and EagleEye Mini orderable with a single PN (7230-49025-001)
- Key Take-away
  - Best personal audio & video quality for the road warrior, home office, or cubicle
  - Dramatically improves standard laptop audio and video quality

Poly



### POLY HEADSETS

The **Best** Wired and Wireless Business **Headset Solutions** for Every Wearing Style since 1961







Setting industry standards for best in class audio since 1961.

"THE FIRST MOONLANDING" BUZZ ALDRIN WEARING A PLANTRONICS HEADSET ON THE APOLLO 11 MISSION

JULY 20, 1969

"Giant leap for mankind" were spoken on a Plantronics Headset by Neil Armstrong

# MADE IN SANTA CRUZ

Our products are designed in Santa Cruz,

California by audio and ergonomic Engineers.

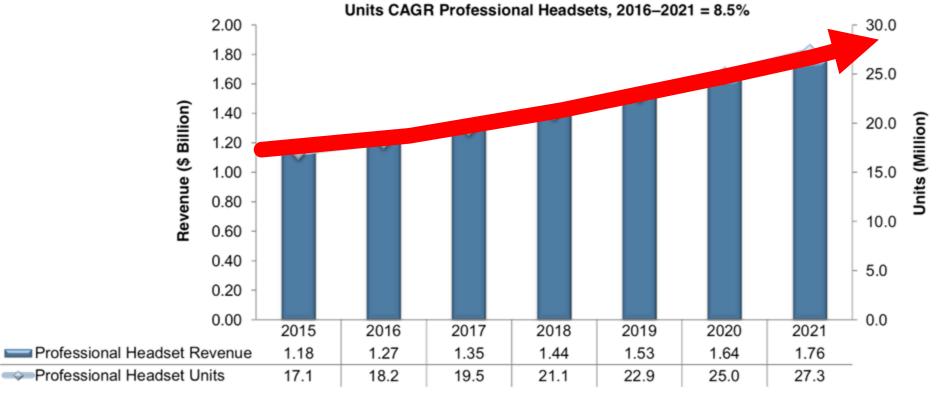
# Since 1961





### **OPPORTUNITY IN THE PROFESSIONAL HEADSET MARKET**

#### Unit Shipment and Revenue Forecast, Global, 2015-2021



Note: All figures are rounded. The base year is 2016. Source: Frost & Sullivan

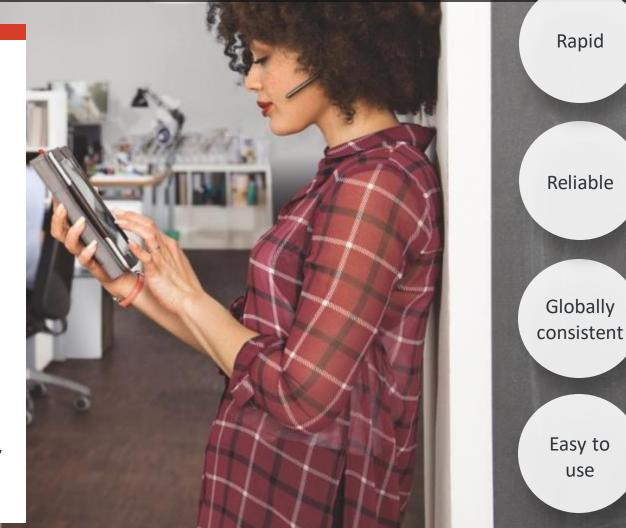
\* Frost & Sullivan: Growth Opportunities in the Global Communications Endpoints Market, Forecast to 2021 (Feb 2018)

### **NOW AVAILABLE FOR OUR ITSP PARTNERS:**

- Headsets Available NOW through your existing Poly distributor
- Free Support to our ITSP Partners or direct to your End Customers
- Self-Service Tools for 1<sup>st</sup> line support
- Online Compatibility Guide
- 60% Discount Code for Demos
- Best in class Warranty

poly

 Better Together sales via current process or 3<sup>rd</sup> party





#### **UC HEADSETS FOR EVERY WORK STYLE & APPLICATION**









Elara 60 Series (coming soon)



Blackwire UC **USB** Series

Voyager 4200 UC Series

Voyager 5200 **UC** Series

Voyager 8200 **UC DECT Series** 



Voyager 3200 **UC** Series

Blackwire UC 3.5mm/RJ9 Series



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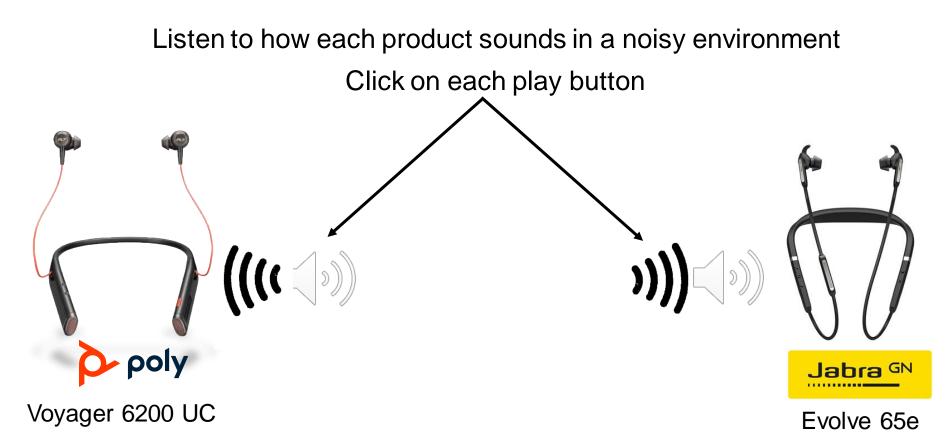
Voyager 6200 **UC** Series



Voyager 8200 UC Series

### **VOYAGER 6200 UC AUDIO DEMO - TRANSMIT**

Transmit Audio Comparison Test Results (What your caller hears)



#### Result: The Voyager 6200 UC prevented 30dB less noise being transmitted than the Jabra Evolve 65e

poly

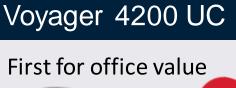
\*Testing performed by Poly in acoustic chamber under lab conditions; performance will vary depending on environment.

## <u>BLUETOOTH</u> <u>WIRELESS</u> <u>COLLABORATION</u>



### VOYAGER BLUETOOTH STEREO FAMILY

Four distinct wearing styles





- Hi-Fi Stereo or Mono version also available
- Full length Microphone
   boom
- S4B Open Office Certified

Voyager Focus UC First for communication



- Over-the-head with ANC
- Micro boom with triple microphone N/C
- Smart Sensor technology
- Charging desk stand

First for versatility

Voyager 6200 UC



- Behind-the-neck
- Stereo Bluetooth®
- Earbuds with ANC
- Charging desk stand

#### Voyager 8200 UC

#### First for concentration



- Over-the-head with ANC
- Boomless consumer design
- Dual-mode active noise cancelling
- +3.5mm cable options

### VOYAGER 8200 UC





Contemporary, Boomless design and two dual-paired microphones

Multi-connectivity across smartphones, laptops, tablets

Dual-Mode active noise cancelling

Hi-fi stereo

Smart sensor technology

Dynamic mute alert

3.5 mm audio cable for extended listening and in-flight sound

3.5 mm audio included with Voyager 8200 UC

MSRP \$379 B8200

poly

### VOYAGER 6200 UC





MSRP \$299.95 B6200



Ideal for working in multiple-environments and ambient noise is key pain point

Professional-grade audio in Boomless Bluetooth stereo headset

- Four microphone transmit noise cancelling

New neckband contemporary design with earbuds

- Offered in black or sand

Earbuds with Active and Passive Noise cancelling

Multi-connectivity across smartphones, laptops, tablets

Vibrate text and call alerts

**Dynamic Mute Alert** 

Charging stand and travel case

The Voyager family now offers multiple mobile wearing styles – options for everyone in and out of the office

# VOYAGER 4200 UC SERIES





MSRP \$199-\$219 B4200





Two wearing style options: mono & stereo

Only to offer choice of USB-A or USB-C

Excellent transmit – those on other end of call hear you, not your surroundings

Block out surrounding sound to focus with on-ear passive noise cancelling

Unique dynamic mute alert feature lets you know you are on mute when you begin to talk

Supported by Plantronics Manager Pro

### VOYAGER FOCUS UC



MSRP \$299 B825 B825-M



#### **Connected Manager**

#### Manage calls from PC and mobile devices

Active noise cancelling

Hi-fi stereo

Precision tuned triple-mic

Smart sensor technology

Enhanced voice alerts

Dynamic mute alert

Desktop stand provides an elegant charging and storage solution



### VOYAGER 5200 UC



Four adaptive microphones and proprietary DSP

Six layers of WindSmart® technology

Wideband audio

SoundGuard® technology

Up to seven hours of non-stop talk

P2i moisture protection

NFC pairing



Portable charging case with stand provides up to 14 hours of additional talk time

MSRP \$219.95 B5200

🄈 poly

### **CONNECT ANYTIME, ANYWHERE**

#### No matter where you work, connect with confidence.

٠

- Superb noise cancelling ٠ microphones enables 100% call confidence no matter where you are
- Always stay connected with long talk times; unique charging case for 3x battery charge (Voyager 5200 UC)
- Simple to use, exceptional audio personal and portable speaker phone options
- Easily manage remote devices with unique software and services

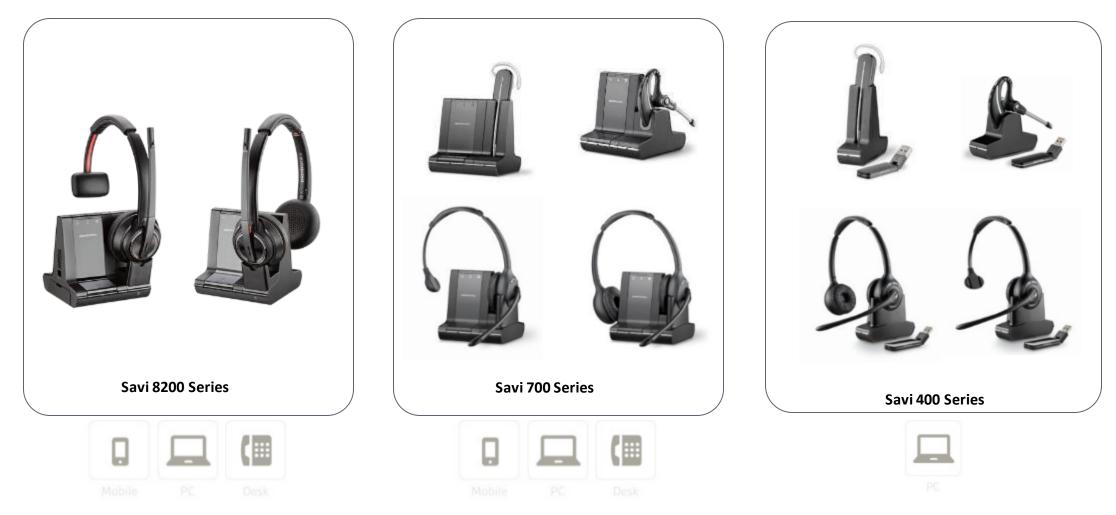


# DECT WIRELESS COLLABORATION





### SAVI FAMILY



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## SAVI 700 SERIES



MSRP \$465 w745/w745-M MSRP \$415 w740/w740-M MSRP \$419 w730/w730-M MSRP \$437 w720/w720-M MSRP \$415 w710/w710-M

poly

Savi 710 Over-the-head monaural —



Savi 720 Over-the-head binaural



Savi 730 Over-the-ear monaural

Convertible



Manages PC, mobile and desk phone calls

Poly's lightest DECT™ wireless headset (W740/W745)

Hot swappable battery for unlimited talk time included with W745 (Accessory available for W740)

One-touch remote call answer/end, vol +/-, mute

Adaptive power system

Bring calls together with advanced audio mixing

Conference in up to three additional headsets



# SAVI 400 SERIES



MSRP \$354 W445/W445-M | MSRP \$304 W440/W440-M | MSRP \$304 W430/W430-M | MSRP \$324 W420/W420-M |



Savi 720 Over-the-head binaural



Savi 730 Over-the-ear monaural

Savi 445 Convertible



Poly's lightest DECT™ wireless headset (W440/W445)

USB wireless headset system

One-touch call answer/end, vol+/-, mute and flash

Advanced wideband audio

More wearing style choices than any other wireless headset system on the market

Includes convertible headset offering unlimited talk time with hot swappable battery (W445 only) available as accessory for W440

Poly

# SAVI 8200 SERIES





Ideal for working in a mixed communication environment: Manage PC, mobile, and desk phone calls

Stereo over-the-head design with <u>active noise</u> <u>cancelling</u> (ANC) (Savi 8220)

Enterprise-grade DECT audio in mono or hi-fi stereo

DECT Security certified for secure conversations

Bring calls together with advanced audio mixing

Noise-cancelling microphone with <u>unique close</u> <u>conversation limiting</u> feature - optimizes your voice while minimizing nearby background noise

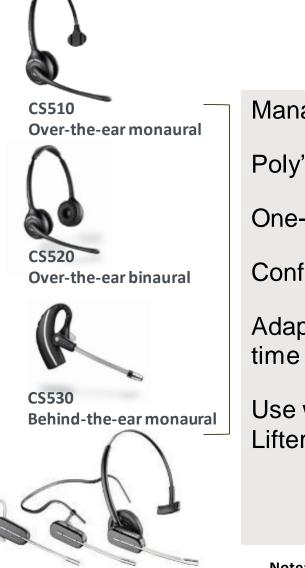
Call conference up to 4 Savi headsets

# CS500 SERIES



(Ⅲ

MSRP \$319 CS540 MSRP \$329 CS530 MSRP \$349 CS520 MSRP \$329 CS510



CS540 Convertible

Manages desk phone calls

Poly's lightest DECT<sup>™</sup> wireless headset (CS540)

One-touch remote call answer/end, vol +/-, mute

Conference in up to three additional headsets

Adaptive power system optimizes for range and talk time

Use with Electronic Hookswitch Cable or Handset Lifter to remotely answer/end calls

Note: For high density wireless environments consider the CS500 XD Series, our 900MHz version (North America only).

# <u>CORDED</u> COLLABORATION



### **BLACKWIRE FAMILY**



#### Desk Worker

### BLACKWIRE 725



MSRP \$179 C725 C725-M



Durable metal headband

Ultra-soft ear cushions

Smart sensor technology

Active noise cancelling speakers

Noise-cancelling microphone

Active noise cancelling (ANC) on/off switch

 INCLUDED ACCESSORIES
 Carrying case for easy storage and portability



ροly

## **BLACKWIRE 5200 SERIES**



MSRP \$99 **C5210** 



MSRP \$109 **C5220** 

poly



Multi-device connectivity USB-A / USB-C and 3.5 mm connectors All-day comfort Cushioned metal headband Outstanding audio – Passive noise cancelling/nearby talker mask Easy-to-use controls Dynamic mute alert Language Customisation for Voice Alerts Appealing Lava colour accents Advanced Acoustic Limiting - Time Weighted Average (TWA) and Anti-startle

#### Office Communicator

# BLACKWIRE 3200 SERIES

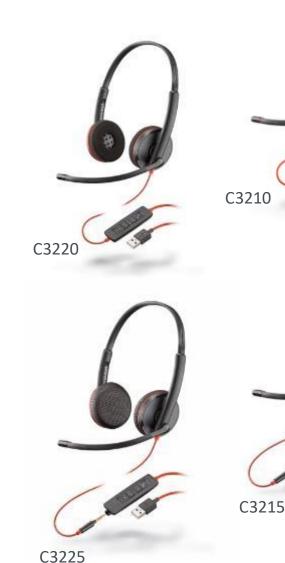


MSRP \$44.95 C3210 MSRP \$49.95 C3220



MSRP \$74.95 C3215 MSRP \$79.95 C3225

poly





- Appealing design including lava cables and speaker accents
- Future proof your investment with the latest connectivity options: available in USB-A or USB-C
- Easy-to-use, intuitive inline controls •
- Optimized voice quality and media sound through dynamic EQ feature ٠
- Two wearing style options for user preference ٠
  - Hi-fi stereo: Blackwire 3220/3225
  - Monaural: Blackwire 3210/3215
- Designed for user comfort

٠

- Lightweight metal headband
- Leatherette ear cushions (Blackwire 3215/3225)
- Foam ear cushions (Blackwire 3210/3220)
- Connectivity options & portability: (Blackwire 3215/3225)
  - 3.5mm connector to easily connect to mobile devices
  - Foldable headband to quickly pack-up and go



Travel case included (Blackwire 3215/3225)

# <u>CORDED</u> <u>TELEPHONY &</u> <u>CONTACT CENTER</u>



### ENCOREPRO FAMILY



#### **Contact Center**

# ENCOREPRO 510/520





Cutting edge design Unibody boom, intuitive bendability markings Tactile, visual and audible boom positioning Aircraft-grade structural aluminum joints

#### \$108 HW510 \$128 HW520

poly

#### **Contact Center**

### ENCOREPRO 540





Three wearing styles

Equal performance in all configurations

C-clip for easy style change

Bendable boom with flexible ribbing

Visual feedback on microphone positioning

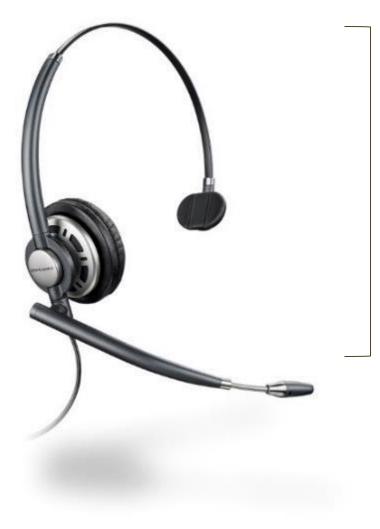
MSRP \$122 HW540

poly

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# ENCOREPRO 710/720





Microphone arm stays clear of wearer's peripheral vision Premium nylon composite materials Soft and comfortable leatherette ear cushions Unique, extendable boom

MDTP \$144 HW710 MSRP \$168 HW720

poly

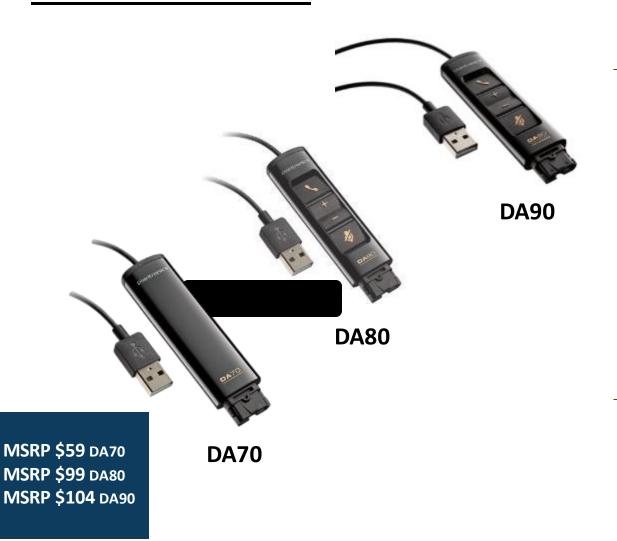
### UC ENABLERS



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#### **Contact Center**





poly

Superior noise and echo cancellation with DSP

Acoustic exposure algorithms helps meet OSHA and Noise@Work

Anti-startle algorithm

Hi-fi stereo support (DA90)

Unique base serial number asset management

#### Plantronics/Polycom Compatibility Guide



		PLANTRONICS SOLUTIONS					O Polycor
		ß		Ŀ	ů.	r Q	
	POLYCOM SOLUTIONS	SAVI 8200 SERIES	SAVI 700 SERIES	SAVI 400 SERIES	CS500 SERIES	VOYAGER UC SERIES	CONNECTIVITY OPTION     Requires additional AF     (29/20, 11) Electropic
	V VX 101	•	•		•		(38439-11) Electronic I Switch Cable or with ir Telephone Interface G (86007-01) and additi
	VVX 150	•	•		•		Handset Lifter HL10 (6
	VVX 201	•	•		•		<ul> <li>RJ9 U10P cable (2719</li> <li>Plug &amp; Play USB</li> </ul>
	VVX 250	•	•	•	•	•	<ul> <li>Bluetooth</li> </ul>
	VVX 301	•	•		•		
	VVX 311	•	•		•		
	V VX 350	•	•	•	•	•	
	V VX 401	•	•	•	•	•	
	VVX 411	•	•	•	•	•	
	VVX 450	•	•	•	•	•	
ļ	VVX 501	•	•	•	•	•	
<u></u>	V VX 601	•	•	•	•	••	
	OBi2182	•	•	•	•	••	

IONS:

APP-51 nic Hook h included e Cable ditional ) (60961-35)

7190-01)

### **POLY = BETTER TOGETHER**

#### Plantronics/Polycom Compatibility Guide



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# SAVI 700 SERIES



Savi 710 Over-the-head monaural -



Savi 720 Over-the-head binaural



Savi 730 Over-the-ear monaural

Convertible



**Desk Worker** 

Manages PC, mobile and desk phone calls

Plantronics lightest DECT<sup>™</sup> wireless headset (W740/W745)

Hot swappable battery for unlimited talk time included with W745 (Accessory available for W740)

One-touch remote call answer/end, vol +/-, mute

Adaptive power system

Bring calls together with advanced audio mixing

Conference in up to three additional headsets

# SAVI 8200 SERIES



Savi 8220 **Over-the-head stereo** 



Ideal for working in a mixed communication environment: Manage PC, mobile, and desk phone calls

Stereo over-the-head design with <u>active noise</u> <u>canceling</u> (ANC) (Savi 8220)

Enterprise-grade DECT audio in mono or hi-fi stereo

DECT Security certified for secure conversations

Bring calls together with advanced audio mixing

Noise-canceling microphone with <u>unique close</u> <u>conversation limiting</u> feature - optimizes your voice while minimizing nearby background noise

Call conference up to 4 Savi headsets © 2019 Plantronics Inc. All rights reserved. 59





### PLANTRONICS + POLYCOM NOW TOGETHER AS POLY

Thank, vou!

ITSP Sales Support Hotline (844) 375-6913 Toll Free (916) 696-8425 Toll ITSPSales@Poly.Com



Pierre Kerbage Manager, Service Providers Manager, VADs

(M) (512) 507-6375 (O) (512) 681-4672

(E) Pierre.Kerbage@poly.com

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