



## Avaya Headsets L100 Series

### Professional-grade Headsets With Unique Technology That Maximizes the Business Communications Experience.

Avaya research indicates about 1 out of every 3 fulltime workers prefer to use a headset when communicating at work. Using the right professional grade headset can significantly improve the communications experience— both for your employees and your customers.

There are two primary reasons why employees like to use headsets— to improve their audio experience and to increase their productivity.

Using a headset can significantly improve the communication experience for both the employee and for customers on the other end of the call. A headset can improve audio consistency due to the microphone always staying in the same position as the employee moves their head and speaks. If the environment has noise, the headset microphone can significantly filter out the background sounds so that the audio of the person talking is clearer. Use of a binaural headset (covering both ears) can also reduce distracting background noise— enabling the employee to better concentrate and listen to what is being said.

Using a headset can also increase productivity since both hands remain free to use a computer, make notes, handle documents, etc. Some studies suggest that employee productivity can be increased by over 40%.

In addition, the use of a headset can improve posture and reduce back pain and fatigue caused by cradling a phone handset on the shoulder—so that employees will always feel their best when handling that important customer issue.

## AcousticEdge™

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## Why Avaya Headsets

**Noise Cancellation:** Best-in-class microphones that eliminate background noise—now you can focus and be productive when you are on that important call with your customers or having a meeting with your colleagues.

**Safe and Harmless:** Avaya's breakthrough patented AcousticEdge™ technology delivers crystal clear sound and protects employee hearing by limiting the effects of long-term acoustic exposure. It is supported in combination with Avaya devices and phones, offering complete hearing protection for end-users. The peak audio energy is limited to keep total daily exposure below the safety standard limits specified under Global Workspace Safety Standards.

**Easy Web Management:** Enjoy one-click firmware upgrades and integration with various soft clients—all via the cloud.

**Magnetic Quick Connect:** Allows the modern worker to seamlessly move from the desk phone, to his laptop device, and his mobile device, all using the same headset. Supervisors have the option to connect and join a call using supervisor-trainee cable.

**LED Indicators:** Some models offer a LED busy light indicator on the microphone boom that lights up when calls are placed on mute, preventing users from attempting to speak when muted. A second LED on the ear cup shows when a call is active, preventing users from being interrupted during a call.

Avaya's L100 Series consists of 5 different headset models that support enterprise-grade audio for various use-cases in the form of entry-level, mid-range and premium headsets—all providing brilliant sound quality. From supporting excellent customer service in your contact center or providing latest audio tool for collaboration and conferencing for employees across your business—Avaya L119, L129, L139, Headsets are your one-stop shop!





## Why Avaya Headsets



### Avaya Headsets L119

Avaya Headsets L119 are entry-level headsets with an adjustable headband, bendable boom and directly wire to the phone using a RJ9 connection.



### Avaya Headsets L129

Avaya Headsets L129 are entry-level, monoaural headsets designed for the call center or UC worker. Its magnetic Quick Connect feature allows a user to move seamlessly from desk phone to laptop to a mobile phone..










### Avaya Headsets L139

Avaya Headsets L139 are mid-range monoaural headsets perfect for the call center. It features a smooth brushed aluminium headband and a 360-degree boom microphone. Users can easily move from desk phone to laptop to a mobile phone.

## Headsets Matrix

|                           |  |  |  |
|---------------------------|---|--|---|
| Model                     | L119  | L129   | L139  |
| Business Segment          | Entry-Level   | Entry-Level  | Mid-Range   |
| Audio                     | Monaural  | Monaural   | Monaural  |
| Adjustable Boom Arm       | Yes   | Yes  | Yes (360°)  |
| Flexible Headband         | Yes   | Yes  | Yes   |
| Quick Connect (QC)        | No  | Yes  | Yes   |
| Connector Type            | RJ9 only  | RJ9, USB or 3.5mm (via QC)   | RJ9, USB or 3.5mm (via QC)  |
| Call Control Unit         | No  | Yes (via QC)   | Yes (via QC)  |
| Noise Cancellation        | Yes   | Yes  | Yes   |
| Busy Light                | No  | No   | No  |
| Mute Light                | No  | No   | No  |
| Proximity Sensor          | No  | No   | No  |
| Bluetooth                 | No  | No   | No  |
| Ear Cushion               | Leather   | Leather  | Leather   |
| Hearing Protection        | Yes   | Yes  | Yes   |
| Acoustic Shock Protection | Yes   | Yes  | Yes   |

**Optimized for multimedia and communications, our headsets not only offer features that help our customers be more productive but also be safe—thanks to Avaya patented AcousticEdge™ technology—now you can worry less about spending long hours engaging with others.**

| Headset Accessories                          |   |
|--|---|
| <p>Avaya Quick Connect Cables/Connectors</p> | <p>Phone 3.5mm – Quick Connect</p>  <p>Phone RJ9 – Quick Connect</p>  <p>Phone RJ9 – Supervisor Cabler</p>  <p>Phone USB – Quick Connect</p>  |
| <p>Avaya L100 Controller</p>                 | <p>L100 Controller</p>  <p>L100 Touch Controller</p>  <p>L100 Touch BT Controller</p>   |



### About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at [www.avaya.com](http://www.avaya.com).