



## CS to CS500™ Series Transition: FAQ

### 1. Why are we refreshing?

- The CS family has been a best-seller for Plantronics for nearly a decade without a significant refresh
- With the advent of our premium Savi® Office product, we were able to leverage new design and technology improvements without facing a significant cost increase
- With the new CS family we have streamlined our portfolio of wireless offerings to include the CS500 Series as well as our newly announced Savi 700 Series – both featuring an exciting new headset design

### 2. Which products are being refreshed?



### 3. What is the transition timeline?

- July: CS500 Samples available for evaluation
- August: CS500 ships (End-of-life announced for current CS except for CS70N)
- Nov 30, 2011: Last order date for current CS
- December 31, 2011: Transition complete to CS500

### 4. What is happening to CS70N?

CS70N will continue and transition to the new CS530 series in Spring 2012. End-of-life for the CS70N will be announced when the CS530 ships.

### 5. How long will Plantronics support old CS models?

Plantronics will support spares and accessories for two years after product end-of-life. If product is returned under warranty it will be replaced with the same model while supplies last.

**6. What are the new CS500 Series part numbers and pricing that I should know (for North America)?**

Part Number	Description	MSRP
84693-01	CS540, CONVERTIBLE, DECT 6.0, NA	\$319.95
84691-01	CS510, OTH, MON, DECT 6.0, NA	\$329.95
84692-01	CS520, OTH, BIN, DECT 6.0, NA	\$349.95
TBA	CS530, OTE, DECT 6.0, NA	\$319.95

**7. What are the new features in CS500?**

- Updated design
- New convertible headset (CS540):
  - a. Lightest DECT headset in the market (21 grams!)
  - b. Up to 7 hours talk time on single charge
  - c. Elegant magnetic docking and instant mute
- Narrowband and Wideband support
- Conference in up to 3 additional CS500 or Savi headsets
  - a. Auto subscription – just dock the headset!
- New DECT™ technology: up to 350 foot range
- Adaptive power for optimal range and battery life
- Full handset lifter support and Savi style Electronic Hookswitch (EHS) cable support

**8. How does the old convertible (CS55) compare to the new convertible (CS540)?**



Feature Comparison	CS55™	CS540™
Wearing Options	Over-the-ear, over-the-head, behind-the-head*	Over-the-ear, over-the-head, behind-the-head*
Wideband Audio	No	Yes
Talk Time	Up to 9 hours	Up to 7 hours
Headset weight	27 grams	21 grams
Range	Up to 300 ft.	Up to 350 ft.
Noise-canceling	Yes	Yes
Conferencing	No	Yes, up to 4 headsets
Adaptive power	No	Yes
Elegant docking	No	Yes (magnetic)

\*Neckband sold separately

**9. Why is the talk time on CS540 slightly less than CS55?**

CS540 has up to 7 hours of talk time which is sufficient for the majority of users, by using lighter materials and smaller battery we were able to reduce the headset weight by over 22% making the headset extremely light, discrete and more comfortable for long conference calls. The CS540 also features a quick charge battery that reaches 50% charge after 60 minutes. For power users the CS510 and 520 models support up to 9 hours of talk time.

**10. Since the new CS500 Series uses Savi style EHS cables, what does that mean for the EHS cables or other accessories used with current CS?**



The current HL10 handset lifter is compatible with the CS500 bases.



The CS Series EHS cables are **NOT** compatible with the CS500 bases (they have a different sized audio connector).

**11. There are no lifter (HL10) or Electronics Hookswitch (EHS) bundles of the new CS series, is this a price increase?**

No, due to the increasing number of manufacturers that Plantronics support with Electronic Hookswitch, it is far more efficient for the distributor to stock common accessories and bundle with either the Savi or CS500 series. The HL10/EHS bundle preferential pricing will still be available to the channel and end user when they order the headset and accessory together.

**12. What is adaptive power and why is it a benefit in the office?**

DECT wireless technology can give you a range up to 350 ft. in the office environment, but there is a limit to the number of concurrent users and this is called “user density”. The adaptive power feature detects how far you are from the base unit and turns the DECT radio power down to match your distance. Therefore the closer to the base unit the less radio power is emitted. This has two benefits, you can have more DECT users in the same area (better user density) and the headset uses less battery power thus improving talk and standby time.

**13. What is audio benefit of wideband over narrowband?**

Traditional desk phones are limited in their audio bandwidth (300 to 3.6KHz). As a comparison the human voice has a bandwidth of approximately 100 to 5KHz so the very low and high voice frequencies are lost making you sound less natural. More modern telephones such as IP desk phones and softphones enable a much wider range of voice frequencies to be transmitted and received. CS500 series can take advantage of these wideband phone systems which improves voice intelligibility.

**14. Can I conference in other wireless headsets with the new CS500 series?**

Yes, if you have the same style of headset your guest can simply dock their headset in your cradle to join your call, if they have a different style of headset they can also join your call using over the air subscription process as detailed in the full user guide. You can conference with up to 3 additional CS500 headsets or even Savi DECT headsets.