



plantronics®

Product Catalog



2013

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Technology

Why use a headset?

Flexibility and freedom of movement

The most obvious advantage of headsets is that the user has both hands free and can complete several tasks while on the phone. For example, look up files or work on the PC. A headset can turn the long-established standard practice in call centers into reality in every office and thus make work easier.

Excellent sound quality

Our research shows that over 90% of the information is transmitted by the tone of voice. Headset solutions provide an audibly better sound quality for you and the other party. Background noises are filtered out – an enormous advantage in open-plan offices.

Health aspects

Many office workers suffer from neck tension, backache and headaches. The most frequent cause muscle tension is clamping the receiver between the ear and the shoulder; using headsets can reduce this tension.

Higher productivity

One finding will make all employers happy: a study from the USA (H.B. Maynard & Co., Inc) has concluded that headsets can increase the productivity in offices by up to 43%. Above all, this is because normal time-intensive tasks such as entering information via the keyboard or checking documents during calls were performed much faster and more efficiently. Purchasing headsets for the office can thus pay off quickly.



Why Plantronics?

Plantronics: Simply Smarter Communications™

Plantronics is a global leader in audio communications for business and consumers. For over 50 years we've pioneered innovations in audio technology, creating solutions that combine superior call clarity and noise reduction with uncompromising quality and service. Originally designed for commercial aviation, today Plantronics products are used by 911 emergency call operators, US air traffic controllers, the New York Stock Exchange, and every company in the Fortune 100, as well as by consumers around the world. From unified communications to Bluetooth® headsets, our products allow you to simply communicate.



1991

MOBILSTAR HEADSET INTRODUCED
MobilStar, Plantronics' first mobile headset is introduced.



1980

STARSET IN SPACE
Astronaut Sally Ride communicating aboard the space shuttle Challenger's flight.

1997

1997 MOBILE DIVISION LAUNCHED
Plantronics forms its Mobile Communications Division to address the cordless and mobile phone market.

2000

CT10 CORDLESS HEADSET INTRODUCED



2010



TOP COMPANY AWARDS
Plantronics is recognized for Top Companies Great Place to Work for Women and Top Companies Great Place to Work in Latin America.

2011

50 YEARS OF INNOVATION



2012



Simply Smarter Communications™

1975

NEW QUICK DISCONNECT FEATURE

The Quick Disconnect (QD) feature is added to StarSet headset.

1969

**MAN ON THE MOON**

The first words from the moon are transmitted via a Pacific Plantronics SPENCOM headset

1961

**PACIFIC PLANTRONICS**

Two pilots, Courtney Graham and Keith Larkin, form the company in a small garage in Santa Cruz, CA.



OUR COMMITMENT TO GLOBAL CITIZENSHIP

Plantronics commits to being good to our customers, our employees, our communities, and our planet



Planet

Respect our planet and conserve its resources



People

Engage with people to build enduring relationships.



Product

Deliver quality and innovational products today and for generations to come

PLANTRONICS GLOBAL CITIZENSHIP



Contact Center

The power of the Contact Center

In an ever more competitive world, delivering an exceptional customer experience is crucial. How customers feel about a company – a key part of the overall Contact Center business offering – is vitally important. A great customer experience – no matter how it is achieved – will always influence purchasing behavior.

To deliver on this, the Contact Center must embrace change. They have to invest in their people and trust and empower them to be more productive. And they should relentlessly explore more flexible ways of working, new styles of leadership and advanced technology.

The Contact Center's changing face

Far from its traditional 'factory farm' image, the modern Contact Center is a model of advanced HR practice. People are its means and also its product, delivering empathy along with effective service calls for new ways of working and different styles of leadership.

When businesses engage Contact Center talent in the most rewarding ways, they will transform customer experience.

Making real contact is key

Contact Centers must always remember that the power of the human voice is crucial in making a genuine connection. It is essential that customer advisors can hear and be easily understood.

Attracting and keeping the right people

The number one challenge facing Contact Centers is customer advisor turnover. And when people leave, they take valuable knowledge, skills and experience with them.

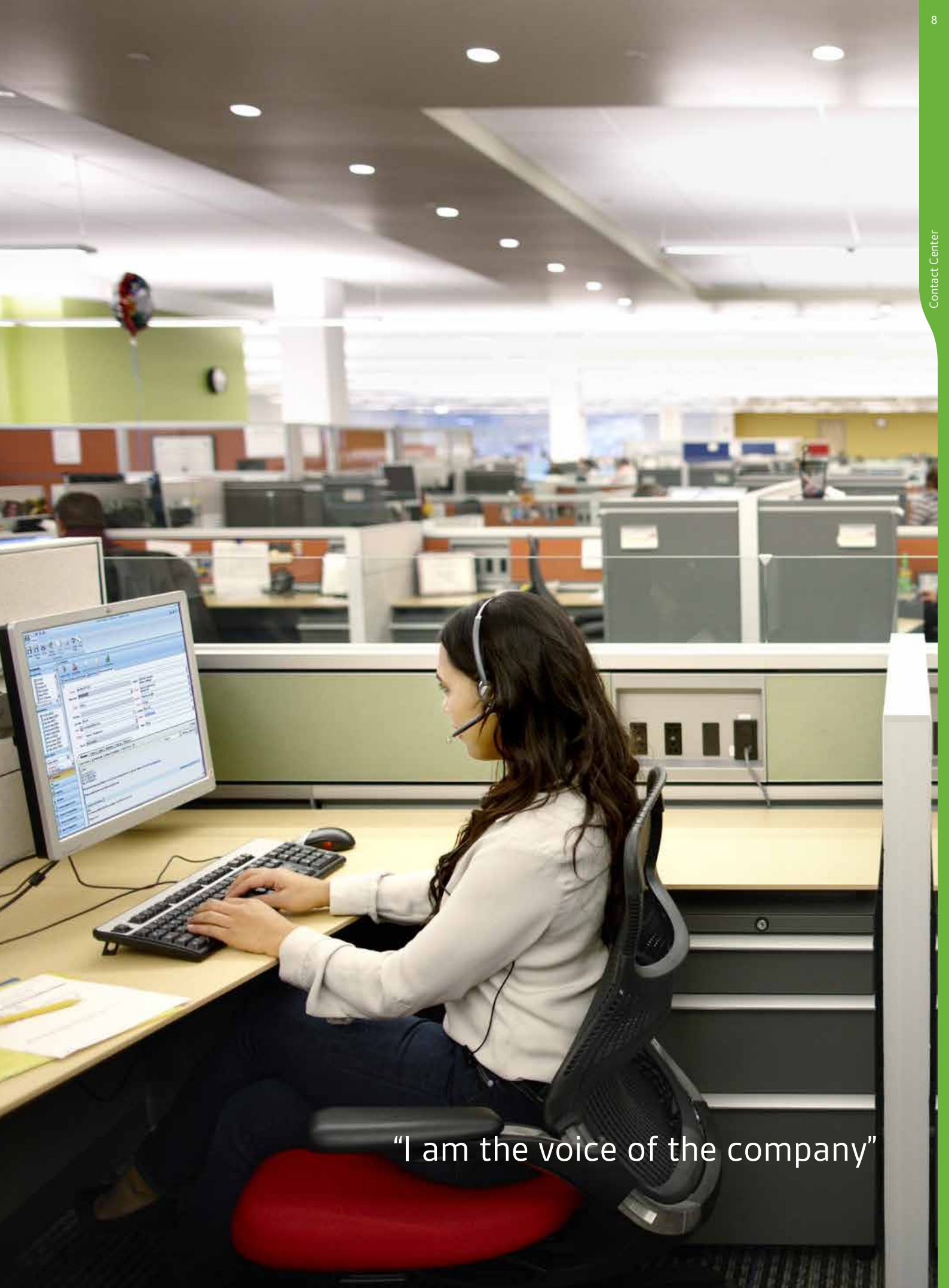
Today's Contact Center workers want flexible working practices, the opportunity to work remotely and be trusted to do so with the latest technology and equipment.

Recruitment and retention of experienced customer advisors is now a key performance indicator for Contact Centers – and crucial to delivering a great customer experience.

Liberating the workplace

The workplace is changing. New technology is creating opportunities to work in new places and in more flexible ways. That means Contact Centers can recruit from their immediate communities, through local hubs or directly from home.

Empowering people to choose their ideal workplace helps modern Contact Centers control costs more easily, better satisfy demand and improve their customers' experiences.



"I am the voice of the company"

Wireless Headsets

Savi® 700 Series

office phone smart phone Mac / PC

BEST FOR

Office professionals requiring a wireless headset to maximize collaboration through multiple devices

- Three-way connectivity lets you easily switch and mix audio
- Automatically routes mobile audio to whichever device you pick up
- UC presence automatically updated when on a PC, mobile or deskphone call
- Conference-in up to three additional headsets
- Advanced wideband audio using CAT-iq technology for high definition voice quality
- Noise-cancelling microphone reduces background noise interruptions
- Enhanced Digital Signal Processing (DSP) provides more natural voice sounds



Savi W710



Savi W720



Savi W730



Savi W740

Savi® 400 Series

Mac / PC

BEST FOR

Mobile professionals, in and out of the office, using their PC for voice communications and multimedia

- DECT quality wireless audio for the PC
- Unsurpassed versatility with ease-of-use, modular design and cross-platform support
- 180° articulation of dongle providing the durability and stability needed in a portable environment
- Control panel settings – optional software install for easy setting of headset, base and PC media manager
- Excellent wideband PC audio quality that meets the highest industry standards
- Control call answer/end, volume and mute with a single button



Savi W410



Savi W420



Savi W430



Savi W440



CS500™ Series

office phone

BEST FOR

Office and desk-centric workers across the enterprise looking for a simple-to-set-up, simple-to-use wireless offering for managing desk phone calls

- Gain mobility – multi-task hands-free up to 100 meters
- Audio controls volume/mute at your fingertips
- Conference-in up to three additional headsets
- Use with Electronic Hookswitch Cable or Handset Lifter for remote call control
- DECT technology provides better audio; eliminates interference from Wi-Fi networks
- Advanced wideband audio using CAT-iq technology for high-definition voice quality
- Noise-cancelling microphone reduces background noise interruptions
- Enhanced Digital Signal Processing (DSP) provides more natural sounding voice



CS510



CS520



CS530



CS540

Corded Headsets

EncorePro®



office phone

BEST FOR

Contact Center agents looking for unmatched comfort, style and audio quality

- Enhanced noise-cancelling and wideband audio give you clearer conversations with your customers
- Distinctive and unique design provides high-performance and a stylish look
- Seven axes of adjustability ensure you can wear the headset in the most comfortable position
- Choose the monaural style to confer with colleagues, or the binaural style to block out background noise
- VoIP ready, preserve your investment through future phone system upgrades



HW291N Monaural



HW301N Binaural

SupraPlus®



office phone

BEST FOR

Contact Center agents looking for a combination of performance, reliability and comfort

- Wide choice of models – to meet personal preferences, monaural or binaural, voice-tube or noise-cancelling
- Single cable binaural – for complete comfort and convenience
- QuickCall feature allows you to take a call quickly and easily
- Robust design and construction for exceptional reliability



HW251N Monaural



HW261N Binaural

Entera™



office phone

BEST FOR

Occasional Contact Center phone users looking for simplicity with basic functionality

- Everything you need to start talking – the headset includes a connection to the phone
- Noise reducing microphone for improved intelligibility
- Choose the monaural style to confer with colleagues or the binaural style to block out background noise
- Wideband audio to help you preserve investment when moving to VoIP
- Comfortable and lightweight



HW111N Monaural



HW121N Binaural



Enhance your headset solution with an Audio Processor

Varying call quality, background noise and chatter can all have a negative effect on the productivity and well-being of staff and the customer experience. Using a Plantronics Audio Processor can help improve efficiency, quality and help you hold clearer conversations with your customers.

How do I choose an Audio Processor?

This depends on the priorities you have as an organization. We can group Contact Center priorities into five key areas and for each of these, a Plantronics Audio Processor can improve the metrics and performance of your Contact Center.

The table opposite shows the five key priorities and recommended Audio Processor.

Priority	Audio Processor
Agent productivity	VistaPlus® AP15
Clearer conversations	Vista® M22, VistaPlus® AP15, DA60
Employee retention	VistaPlus® M15D
Employee safety	VistaPlus® M15D
Accuracy of data input	VistaPlus® AP15

Audio Processors

VistaPlus® AP15



office phone

BEST FOR

Contact Center managers who need to improve first call resolution and call time through better intelligibility

- Improves poor or degraded audio quality on calls from sources such as mobile and cordless phones
- Helps eliminate echo and filter-out background noise
- Automatically adjusts the volume to the user's preferred level



VistaPlus® M15D



office phone

BEST FOR

Contact Center managers looking for improved productivity through enhanced intelligibility and premium acoustic protection for their agents

- Digital Signal Processing (DSP) – frequency response shaping maximizes speech intelligibility
- Protection against sudden sounds – removes sudden unwanted noises such as fax or DTMF tones, and feedback
- Keeps headset sound exposure level to below 85dB
- Maintains volume at the user chosen level regardless of incoming call volume



Vista® M22



office phone

BEST FOR

Contact Center managers who want better sound quality and enhanced intelligibility for their agents

- Maintains volume – at the user chosen level regardless of incoming call volume
- Outbound noise reduction – enhances the performance of all Plantronics headsets to reduce the background noise a caller hears
- Incoming noise reduction – lowers incoming noise to enhance the agent's listening comfort



DA Series



Mac / PC

BEST FOR

Contact Center managers who want better sound quality and enhanced intelligibility for their agents on IP softphones

- Maintains volume – at the user chosen level regardless of incoming call volume
- Outbound noise reduction – enhances the performance of all Plantronics headsets to reduce the background noise a caller hears
- Incoming noise reduction – lowers incoming noise to enhance the agents listening comfort
- Echo suppression – for improved VoIP call quality



DA60

DA55

DA40

“I need to answer my calls, anywhere, in the office”





In the Office




Office-based workers spend much of their day speaking to customers and colleagues on the phone. They're very busy and can't afford to waste time repeating information, or asking callers to do so, even though their desks are often located in a fairly noisy, open-plan office.

Office workers have to get the information they need from telephone conversations as quickly as possible, and sometimes they have to be highly persuasive during calls. They often have to wander around the office to speak with colleagues or attend meetings, and always have to be contactable. Clear communications are vital, so they must rise above the background noise anywhere in the office.

Office-based professionals need lightweight, easy-to-use tools that deliver the best possible audio quality with all-day talk time. These tools have to offer exceptional call quality and, ideally, the ability to roam away from desks within the same building. Workers need simple technologies that make life easier and require minimal support from the internal helpdesk.

Whether it's for Unified Communications (UC) or traditional office communication needs, our Plantronics office headsets meet these everyday business demands.

Recommended headset solutions

How do I work?	What do I want to connect to?	Wireless headsets	Corded headsets	USB phone/speakerphone	
Desk-based office professional 	 office phone		 SupraPlus EncorePro		
	 Mac / PC		 Blackwire 300 Series Blackwire 500 Series		
Office professional wanting to move around the office 	 office phone	 CS500 Series			
	 smart phone	 Savi 700 Series	 Voyager Legend UC	 Blackwire 700 Series	 Calisto 620
	 Mac / PC	 Savi 400 Series			
Home-based worker 	 smart phone	 Voyager Legend UC	 Savi 400 Series	 Blackwire 700 Series	 Calisto 825
	 Mac / PC				 Calisto 835
	 home phone				
Mobile professional in and outside of the office 	 smart phone	 Voyager Legend UC		 Calisto 620	
	 Mac / PC			 Blackwire 435	

Wireless Headsets

Voyager Legend™ UC

smart phone Mac / PC



BEST FOR

Mobile professionals who are always on the move, usually on the phone, and hard at work wherever they go

- Manage PC and mobile device calls from a single headset
- Smart Sensor™ technology for a seamless and intuitive user experience
- Bluetooth® mini USB adapter for always-ready PC connectivity
- Includes portable case and desktop stand for anywhere charging
- Precision tuned triple-mic with enhanced DSP for superior noise cancellation
- Three layers of wind noise protection
- PC Wideband delivers heightened speech clarity



B235/235-M



OPTIMIZED FOR
Microsoft® Lync™

OPTIMIZED FOR
Microsoft® Office Communicator

Standard version:
built for PC audio softphones from Avaya, Alcatel, Lucent, Cisco, IBM, Siemens and Skype



Savi® 400 Series

Mac / PC

BEST FOR

Mobile professionals, in and out of the office, using their PC for voice communications and multimedia

- DECT quality wireless audio for the PC
- Unsurpassed versatility with ease-of-use, modular design and cross-platform support
- 180° articulation of dongle providing the durability and stability needed in a portable environment
- Control panel settings – optional software install for easy setting of headset, base and PC media manager
- Excellent wideband PC audio quality that meets the highest industry standards
- Control call answer/end, volume and mute with a single button



Savi W410/410-M



Savi W420/420-M



Savi W430/W430-M



Savi W440/W440-M



OPTIMIZED FOR
Microsoft® Lync™

OPTIMIZED FOR
Microsoft® Office Communicator

Standard version:
built for PC audio softphones from Avaya, Alcatel, Lucent, Cisco, IBM, Siemens and Skype

Savi® 700 Series

office phone smart phone Mac / PC

BEST FOR

Office professionals requiring a wireless headset to maximize collaboration through multiple devices

- Three-way connectivity lets you easily switch and mix audio
- Automatically routes mobile audio to whichever device you pick up
- UC presence automatically updated when on a PC, mobile or deskphone call
- Conference-in up to three additional headsets
- Advanced wideband audio using CAT-iq technology for high definition voice quality
- Noise-cancelling microphone reduces background noise interruptions
- Enhanced Digital Signal Processing (DSP) provides more natural voice sounds



Savi W710/W710-M Savi W720/W720-M



Savi W730/W730-M



Savi W740/740-M

OPTIMIZED FOR
Microsoft® Lync™

OPTIMIZED FOR
Microsoft® Office Communicator

Standard version:
built for PC audio softphones from Avaya, Alcatel, Lucent, Cisco, IBM, Siemens and Skype

Wireless Headsets



office phone

CS500™ Series

BEST FOR

Office and desk-centric workers across the enterprise looking for a simple-to-set-up, simple-to-use wireless offering for managing desk phone calls

- Gain mobility – multi-task hands-free up to 100 meters
- Audio controls volume/mute at your fingertips
- Conference-in up to three additional headsets
- Use with Electronic Hookswitch Cable or Handset Lifter for remote call control
- DECT technology provides better audio; eliminates interference from Wi-Fi networks
- Advanced wideband audio using CAT-iq technology for high-definition voice quality
- Noise-cancelling microphone reduces background noise interruptions
- Enhanced Digital Signal Processing (DSP) provides more natural sounding voice



Corded Headsets



smart phone Mac / PC

Blackwire® 700 Series

BEST FOR

Users with extensive PC audio and some mobile phone communication needs

- Premium UC headset seamlessly manages calls to and from your PC and mobile devices
- Smart Sensor™ technology lets you answer a call by simply putting on the headset
- Detachable cable with integrated clothing clip to take your mobile calls throughout the office
- Dynamic EQ automatically adjusts audio settings between voice calls and music
- PC wideband audio with noise-cancelling microphones for high-quality PC telephony
- Digital Signal Processing (DSP) provides natural voice sound



Blackwire® 500 Series



Mac / PC

BEST FOR

Users with extensive PC communication and multimedia needs, featuring Smart Sensor™ technology

- Ideal for all-day use, long conference calls, and listening to multi-media
- Smart Sensor™ technology lets you answer a call by simply putting on the headset
- One-touch call answer/end, vol +/-, and mute
- Inline indicator lights and user friendly audio alerts the user to connection, mute and volume status
- Dynamic EQ automatically adjusts audio settings between voice calls and music
- PC wideband audio with noise-cancelling microphones for high-quality PC telephony



Blackwire® 435



BEST FOR

Mobile professionals using their PC for UC and multimedia applications

- Convertible headset provides mono or stereo wearing options
- Discreet design is hairstyle, eyeglass and webcam friendly
- Over-the-ear or behind-the-head* wearing options
- Inline indicator lights display call and mute status
- Dynamic EQ stereo automatically adjusts for voice and multimedia use
- Enhanced Digital Signal Processing (DSP) technology provides more natural sounding voice
- Durable travel case offers extra protection



Portable
Multimedia
Accessories
Category

OPTIMIZED FOR
Microsoft® Lync.

OPTIMIZED FOR
Microsoft®
Office Communicator

Standard version:
built for PC audio softphones from
Avaya, Alcatel, Lucent, Cisco, IBM,
Siemens and Skype



Blackwire 435/435-M

Blackwire® 300 Series



BEST FOR

Large UC deployments who need high quality headsets

- Lightweight metal headband offers durability and a customisable, comfortable fit
- Intuitive inline controls to answer/end calls, control volume, and mute
- Smartly placed indicator lights and helpful audio alerts
- Wideband audio with noise-cancelling for high-quality PC telephony
- Dynamic EQ feature automatically adjusts audio for voice or multimedia use
- Enhanced Digital Signal Processing (DSP) provides more natural voice sound
- Travel case provides a secure and convenient transportation option (optional accessory)



Blackwire C310/C310-M



Blackwire C320/C320-M

OPTIMIZED FOR
Microsoft® Lync.

OPTIMIZED FOR
Microsoft®
Office Communicator

Standard version:
built for PC audio softphones from
Avaya, Alcatel, Lucent, Cisco, IBM,
Siemens and Skype



SupraPlus®



office phone

BEST FOR

Intensive phone users who require the ultimate in performance and comfort with full wideband audio

- Wide choice of models – to meet personal preferences, monaural or binaural, voice-tube or noise-cancelling
- Single cable binaural – for complete comfort and convenience
- QuickCall feature allows you to take a call quickly and easily
- Robust design and construction for exceptional reliability



HW251N

HW261N

Practica™ SP11



soft phone

BEST FOR

Small office or home office workers who need to call clarity with noise-cancelation technology and comfort as well as ease of setup and maintenance

- Wearing styles: Monaural and binaural wearing styles.
- Lightweight comfort: Adjustable over-the-head design to meet most fit and comfort needs.
- Noise reduction: Noise-canceling microphone reduces background noise.



SP11



Speaker Phone and Headset Communication Hub

Calisto® 620

smart phone Mac / PC

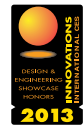
BEST FOR

PC users on-the-go to transform any workspace into a conference room

- Simplified call management with an easy interface for call answer/end, mute and volume on PC, smartphone or tablet
- Bluetooth® mini USB adapter for always-ready PC connectivity
- Talk-time up to 7 hours, standby time up to 5 days
- Intelligent bi-directional microphones activate in the direction of the speaker's voice
- 360-degree room coverage with active background noise cancellation
- PC wideband audio and Digital Signal Processing reduces drop-outs and echo
- Full duplex audio support creates natural rich sound
- Integrated A2DP lets you listen to streaming media from your mobile device
- Compact, wireless design goes anywhere with included soft carrying case



Calisto 620/620-M



OPTIMIZED FOR
Microsoft® Lync™

OPTIMIZED FOR
Microsoft® Office Communicator

Standard version:
built for PC audio softphones from Avaya, Alcatel, Lucent, Cisco, IBM, Siemens and Skype

Calisto® 800 Series

home phone smart phone Mac / PC

BEST FOR

Home or private office workers with multiple communication devices

- Connects, and seamlessly switches, between calls from PC, mobile and home phone*
 - A 2.4" color display and a touch-sensitive dial pad for easy caller ID viewing, dialing, answering, switching and muting across devices
 - For privacy, use with Bluetooth® or corded headsets/headphones (3.5mm)
 - Wireless microphone offers unparalleled voice transmission and freedom of movement
 - Enables 360° small group conferencing when placed flat on a table
- * Home landline (analog) connectivity is available only with the Calisto 835.



Calisto 825/825-M/835/835-M



Computer Accessories Product Category

OPTIMIZED FOR
Microsoft® Lync™

OPTIMIZED FOR
Microsoft® Office Communicator

Standard version:
built for PC audio softphones from Avaya, Alcatel, Lucent, Cisco, IBM, Siemens and Skype

MDA200™

Mac / PC

BEST FOR

Enterprises embracing flex workers, hoteling environments, and call centers transitioning from desk phone reliance to PC-centered communications

- Allows the choice of one corded or wireless USB headset for users in the office or on-the-go
- Simple user interface to easily answer, end, hold and switch between deskphone and PC calls
- Supports remote call control with Plantronics corded and wireless USB headsets
- Manage calls from PC, deskphone and even a mobile phone when used with Bluetooth USB headsets
- Compatible with Plantronics corded deskphone headsets when used with a USB adapter
- True voice clarity with wideband/stereo audio support
- Plug-and-play, hassle-free installation
- Compatible with PC calling from every major UC provider



MDA200



Technology

From the day two airline pilots working in a garage set out to invent a new kind of aviation headset until today, we have considered breakthroughs in audio technology as our daily business. We pioneered the lightweight headset, the mobile headset, noise-cancelling technology and the personal speakerphone, always driven by a single obsession: remove the barriers to simply smarter communications.

Adaptive Power

Automatically downshifts to low power when the wireless headsets close to the base to save battery life and maximize density.

AudioIQ²

Includes dual-microphones to further cancel noise while retaining the unique sound of your voice due to the 20-band graphic equaliser. Increased receive volume so you always hear your caller clearly.

Clearline™ Audio

Provides advanced echo management, automatic gain control and acoustic limiting. Is compatible with both traditional phones and headsets as well as with wideband VoIP phones and headsets.

Call Clarity™

Call Clarity enhances transmit and receive sound quality, so that the phone user doesn't have to adjust the volume to compensate for the differences on the incoming call volumes.

Call Clarity DIGITAL™

Call Clarity DIGITAL uses digital signal processing to enhance, transmit and receive sound quality so that the phone user doesn't have to adjust the volume to compensate for the differences on the incoming call volumes.

Digital Signal Processing (DSP)

Digital Signal Processing is a sound treatment technology which delivers up to 35% reduction in background noise, while maintaining crisp, clear voice transmission. If you are planning to use your .Audio headset for chatting over the Internet, or for games which rely on voice recognition, it is well worth looking for a DSP model – especially if you live in a lively household where there is a lot of background noise.

Dynamic EQ

Automatically adjusts graphic EQ and voice levels so that every word can be clearly heard on both sides of the call.



Noise-cancelling

Plantronics noise-cancelling microphones reduce the background noise and so enhance the accuracy of the sounds being transmitted. They are ideal for noisy environments.

QuickAdjust™

Enables ideal microphone boom placement.

Quick Disconnect

Lets agents conveniently unplug their headset so they can walk away from their phone without removing their headset.

SoundGuard™

Acoustic limiting for protection against sounds above 118 dBA.

SoundGuard™ DIGITAL™

protects against sound levels above 118dBA; enables acoustic protection and limiting compliant to ACIF G616, protecting users from sound levels above 102dBA; Anti-startle (detects and eliminates any large sudden increase in signal level); Time-Weighted Average prevents average noise level from exceeding 85dBA.

VoIP

VoIP (Voice over Internet Protocol) is the transmission of voice over IP-based networks (data networks). VoIP offers many advantages over normal telephony including enhanced features, lower cost and greater integration.

Wideband

Wideband audio gives richer communication with natural sound and enhanced audio clarity when used with wideband enabled IP hardphones and softphone systems.

WindSmart®

Plantronics patent-pending WindSmart® technology uses a specially designed material over the microphone to diffuse wind noise, so that even in windy environments – such as the car or the street – users can enjoy crisp, clear conversations.

plantronics.com

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plantronics®

