

20-21



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The
Call Centre and Office
 Range

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Plantronics® - an introduction

Plantronics has been helping people communicate more easily and effectively for over 40 years. People appreciate the superior sound quality, all-day comfort and reliability that set our headsets apart. In Call Centres and busy Offices around the world, Plantronics has defined the standards in sound quality, using the very latest technologies.

With products proven to reduce muscle tension by up to 31%* and increase productivity by up to 43%**; along with service back-up that is second to none, Plantronics is the clear choice for your business.

As we move into a wireless, digital future, we know our customers are looking for comfort, style, mobility and freedom. Plantronics is responding with headsets that are vital communication tools, providing you with the freedom to move around and be able to use your hands while you are on the phone; we are the leader because we simply make communicating easier.

* University of Surrey
** HB Maynard

DECT™ Headsets

A range of headsets designed for particular wireless DECT telephones that have built-in headset connections. Choose the style that suits you best, and enjoy the freedom to take and make calls wherever you are.

- CHS52N
- M110
- CHS142N
- C65

Accessories

Plantronics headsets are very easy to maintain, with a range of user replaceable spares and accessories so you can keep your headset in perfect condition.

- Leatherette ear cushions
- Foam ear cushions
- Background noise suppressor
- 10" coil cable extension
- Training cable
- Headset stand
- Voice tubes
- Coloured voice tubes

Mobile Headset Range

Plantronics range of stylish mobile headsets means you can enjoy the benefits of hands free convenience when you are using your mobile phone.

See the Plantronics Mobile brochure for the complete range.

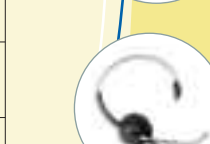
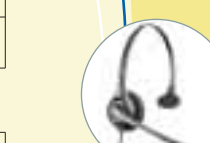
Computer Multimedia Headsets

Speech recognition, on-line chat, playing games – Plantronics have a range of analogue and digital headsets for any multi-media application.

See the Plantronics Computer brochure for the complete range.

Product selector

Features	Products	Adapters			Headsets						
		CS60	C65	CA40	Encore	DuoPro	SupraPlus	Supra	DuoSet	TriStar	Mirage
Totally Wireless Headset System		●	●								
Long Range Cordless				●							
Convertible		●	●			●		●			
Over-the-Ear		●	●			●		●	●	●	●
Over-the-Head		●	●		●	●	●	●			
Behind-the-Head		●	●			●		●			
Monaural		●	●		●	●	●	●			
Binaural					●		●	●			
Benefits											
The ultimate in wireless freedom for the office		●	●								
Long range cordless adapter with full choice of headsets				●							
All day comfort e.g. Call Centre use					●	●	●	●		●	●
General need for hands free convenience in a typical Office environment						●	●	●	●		
Need to use a PC or take notes while on a call					●	●	●	●	●	●	●
Need to confer with colleagues when taking or making calls					●	●	●	●	●	●	●
Working in an environment with background noise					●	●	●	●	●	●	●
Need total concentration on a call					●		●	●			
Quick Disconnect™ allows you to move away from your desk, without ending the call					●	●	●	●	●	●	●



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Wireless Solutions

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Headset Range

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Adapter Range

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**DECT™ Headset Range
and Accessories**

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Product Selector

Wireless Solutions

With business moving faster and faster every day, the ability to carry on working away from your desk is a real advantage – whether you need to liaise with colleagues during a call or to find important information for a customer.

Plantronics now gives you maximum choice. For totally wireless hands free convenience, choose our sleek new CS60; while the CA40 offers longer range and the choice of any of our professional series headsets.

So, enjoy the convenience of using a headset, together with the freedom to move around your workspace.





CS60 Wireless Headset System

The stylish CS60 wireless headset system gives excellent sound quality and hands free wireless freedom.

Designed for office professionals, the headset can be converted into any one of 3 headset wearing styles: over the ear, headband or our unique neckband design, and with our IntelliStand™ feature, using a headset is now as simple as picking up the telephone handset.

- Totally wireless solution – no headset cables
- Fully convertible with 3 wearing styles
- Up to 100m range
- Up to 9hrs talk time
- Fast battery recharge
- IntelliStand™
- Receive volume control
- Talk button
- Mute button
- HL10 Lifter compatible
- DECT™ technology

C65

As an extra option, you can purchase the headset separately (C65) and pair it with your GAP* compatible DECT telephone. The C65 is supplied with a charger and headset holder for your convenience.

**GAP - Generic Access Profile,
most modern DECT devices are GAP*

CA40 Cordless Adapter

The CA40 is a cordless headset system that allows you to walk and talk in comfort, and even pick up calls when you are away from your desk. CA40 is ideal if you want longer range (up to 150m) and maximum headset choice.

- Lightweight remote pack with volume and mute controls
- Can be used with all Plantronics Call Centre and Office headsets
- Works with DuoSet™ with Firefly™ – our unique headset with in-use indicator
- 12-hour continuous talk-time before recharge
- HL10 Lifter compatible
- DECT™ technology



The Plantronics **Headset** Range

Using a telephone headset improves your comfort and productivity when compared to a traditional telephone handset. Having your hands free while you're on the telephone increases your comfort, allows you to use your PC or take notes during the call and makes your conversations more natural.

Plantronics offers the widest choice of headsets in the industry. Whether you want a headset for your Call Centre or your Office, we have a range of styles so you can select the best one for your needs. Choose between headband or over the ear styles, or even a convertible headset for maximum versatility.

So, whatever your headset needs, Plantronics provides the right choice for you.





Call Centre

Office

Encore[®] Headset Family

Encore is a premium product both within the Plantronics portfolio and in the headset industry. Flexible, comfortable and lightweight, Encore also features a unique tone control system (SES[™]), which improves your listening experience.

- SES[™] (Sound Enhancement System)
- Available in Monaural and Binaural styles
- Binaural headset with lightweight single cable
- Lightweight: – Monaural 49g – Binaural 74g

Call Centre

Office

SupraPlus[™] Headset Family

Building on the strengths of Supra, the new stylish design and improved sound quality of SupraPlus sets high standards in headset style and performance.

SupraPlus is available in monaural and binaural styles, with either Plantronics trademark voice tube or high performance noise-cancelling microphones, and is compatible with all Plantronics adapters.

- Lightweight and stylish design
- All day wearing comfort
- Excellent sound quality
- Designed for the most demanding environments
- Single cable binaural
- Lightweight: – Monaural 49g – Binaural 74g
- Available in Black with foam ear cushions or Silver with leatherette ear cushions

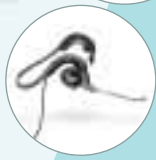
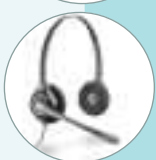
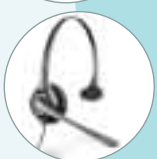
Call Centre

Office

DuoPro[®] Headset Family

The DuoPro convertible headset meets the varied needs of both Call Centre workers and Office professionals. DuoPro delivers a combination of versatility, comfort, durability and sound quality for crisp, clear conversation all day long.

- The first professional headset with a behind-the-head neckband option
- Available in over-the-head, over-the-ear, behind-the-head or fully convertible versions
- Superior comfort in all wearing configurations
- Innovative double T-pad headband design keeps the speaker pad balanced beside the ear without pressing against it
- Lightweight: – Over-the-head 38g
– Over-the-ear 19g – Behind-the-head 32g



Office

DuoSet™ Headset Family

A convertible headset, DuoSet provides a flexible choice for Office workers. As your use of the telephone varies during the day DuoSet will prove easy to put on and take off, call after call.

This stylish, lightweight headset has an adjustable headband and a conformable earloop, which will fit almost any shape or size of ear.

- Easily converts from over-the-head to over-the-ear versions
- Lightweight:
 - Over-the-head 41g – Over-the-ear 18g

Call Centre

Supra™ Headset Family

Recognised as an industry leading headset in the demanding Call Centre environment, Supra is one of the world's best sellers. Equally at home in the Office environment, Supra combines excellent sound quality with both durability and comfort.

- Available in Monaural and Binaural styles
- Durable, hardwearing
- Fully adjustable
- Lightweight: – Monaural 50g – Binaural 69g

Office

Call Centre

TriStar® Headset Family

Versatile, ultra-lightweight and exceptionally stable, TriStar is a discreet and comfortable over-the-ear headset. Popular with Call Centre and Office workers alike, the choice of earbuds for the TriStar mean it can be customised to suit you perfectly.

- Supplied with 4 different sized ear buds
- Ultra-lightweight: 12g

Office

Call Centre

Mirage™ Headset Family

Mirage headsets adjustable receiver rests gently against the outside of your ear and is suitable for both Call Centre and Office environments. This over-the-ear headset is easy to wear and remove, combining comfort with good sound quality.

- Easily adjustable to fit either ear
- Stylish and unobtrusive compact design
- Lightweight: 22g

Office



The Plantronics **Adapter** Range

Plantronics manufactures a wide selection of adapters, which enable you to connect your headset to your telephone and optimise sound quality. Certain models have the added benefit of adjustable volume, mute and tone controls.

Most telephone systems are suitable for headset use, and with the simple addition of a stylish Plantronics adapter, you'll soon be ready for hands free conversations.





Call Centre

Office

A22 Amplifier

The A22 amplifier's innovative design is ideal for maximum performance. A22 gives you the freedom to swap between an audio input and a telephone call, so you can listen to a CD on your computer, and still pick up a phone call at the press of a button.

- Unique under-the-phone design
- Automatically configures to your telephone
- On-line indicator shows call in progress
- The optional HL10 handset lifter lets you take and make calls at the touch of a button

Call Centre

Office

M12 Vista™ & MX10 Adapters

The M12 universal adapter is an industry standard with all the essential features for demanding headset users. It is easy to install and is compatible with virtually any telephone system.

The MX10 multimedia adapter is ideal for PC/Telephony integration allowing you to mix two audio channels or record calls.

- SoundGuard™ Plus™ and Call Clarity™ ensure optimum audio quality
- Volume and mute controls
- Can be used with all Plantronics Call Centre and Office headsets
- MX10 provides complete and independent control of 2 audio channels

Call Centre

Office

DA55/DA60 Adapter

DA55/DA60 is Plantronics solution for professional VoIP softphone telephony in the call centre. It improves quality of service by using digital technology to enhance call quality.

- Connects to the USB port of a computer
- DA60 includes PerSono Pro software to measure and track compliance with European legislation on employee sound exposure
- Full echo control (TIA810a reference specification)
- Microsoft® compatible - guaranteed compatibility with Windows® XP and Windows® 2000
- Supports both Polaris™ and Ultra headsets (P and H range)



Telephone not included



M12



S12 Amplifier

The S12 is the complete solution for those looking for hands-free, headset convenience with clean, uncluttered design, and it is ideal for use in a small or home office. The high value package features the DuoSet headset, with Plantronics unique Firefly in-use indicator.

- DuoSet convertible headset - choose your preferred wearing style
- Noise-cancelling microphone allows your voice to be heard clearly
- Works with the majority of corded business telephones
- Volume adjustment
- Mute button

T10 Adapter

Ideal for use in a small or home office, T10 is a complete headset solution for those looking for full telephony functionality in a compact form factor. The high value package of a single line analogue telephone and DuoSet headset offers hands-free convenience, and excellent sound quality.

- Full control of listening comfort
- Fully convertible headset
- Noise-cancelling headset
- Online indicator

BiWay™ Adapter

The BiWay switch allows convenient switching between headset and handset for telephones that are headset ready and that do not require any other adapter.

- Easy installation
- Built in headset stand

E10 Adapter

The E10 in-line adapter is ideal for connecting a headset to certain Call Centre systems, where a handset is not required.

P10 Adapter

The P10 plug prong adapter is designed for use with specific PBX and Call Centre systems.