

Unsurpassed Service and Support

Whether you need help installing your systems, training your agents, managing your inventory, or replacing your headsets, we are here when you need us. It's all part of our commitment to ensuring world-class global support.

Global Customer Care

Plantronics Global Customer Care offers 24-hour online support via email and an extensive knowledge base of answers to frequent questions.

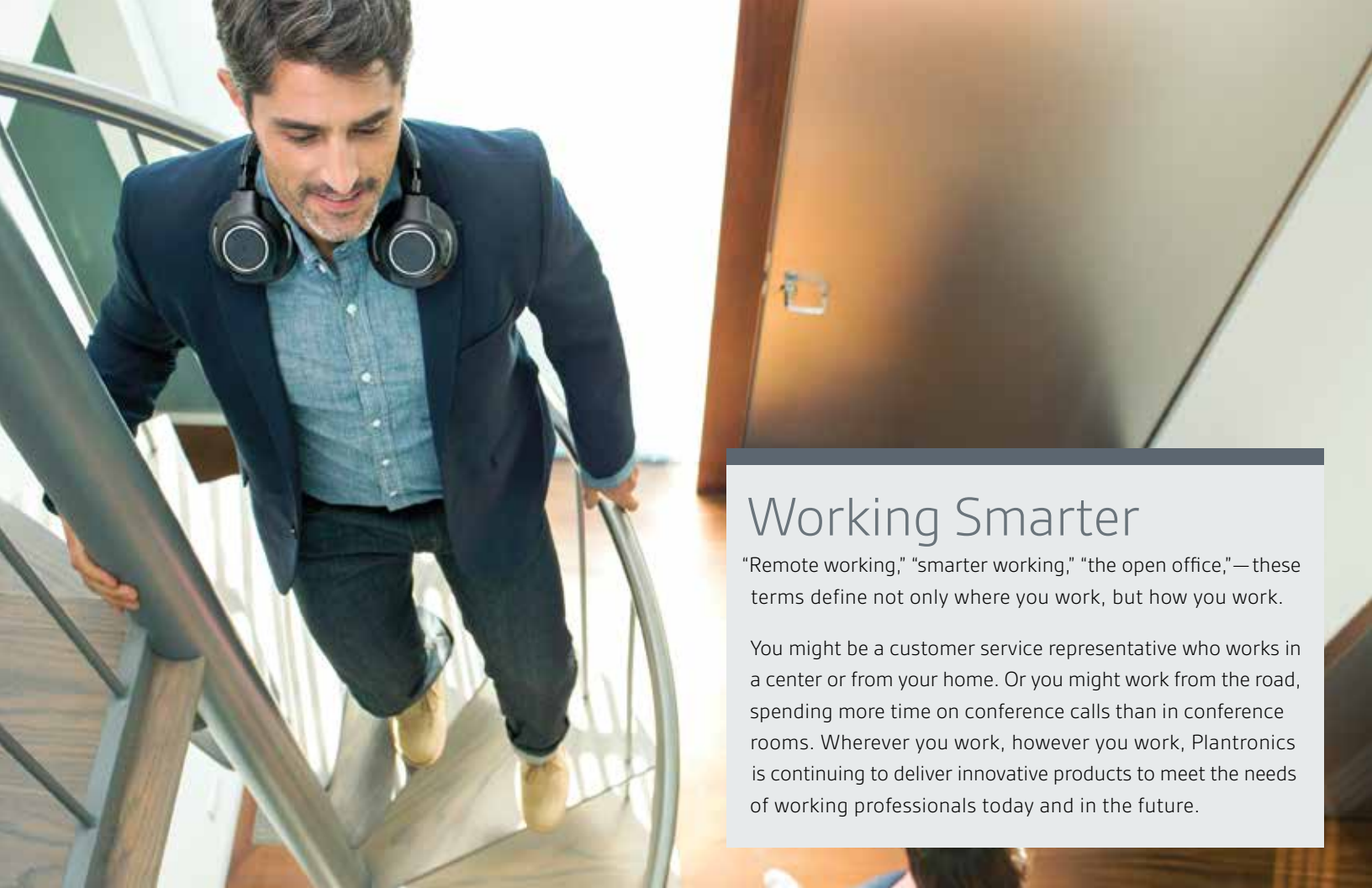
Visit the Technical Assistance Center online:

plantronics.com/support

1-888-752-6876

Business Product Guide

2014/15



Working Smarter

“Remote working,” “smarter working,” “the open office,”—these terms define not only where you work, but how you work.

You might be a customer service representative who works in a center or from your home. Or you might work from the road, spending more time on conference calls than in conference rooms. Wherever you work, however you work, Plantronics is continuing to deliver innovative products to meet the needs of working professionals today and in the future.

Contents

We've identified four major types of work styles: Office, Mobile, Virtual, and Customer Service. Choose your working style and see which products work best for you. If you don't fit neatly into one category, see our handy matrix on the following page.

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For more information and to view our full suite of products and solutions visit: plantronics.com

SUPPORTED DEVICE



PC/Computer/
Softphone



Desk Phone



Smartphone/
Mobile Phone



Tablet

Product Matrix

Find recommended products that match your working style. If you are a "hybrid" worker, look for products that apply to all your working styles.

	Audio Processors	BackBeat FIT	BackBeat PRO	BackBeat GO 2	Blackwire 700 Series	Blackwire 500 Series	Blackwire 435	Blackwire 300 Series	Calisto 620	CS500 Series	EncorePro 700 Series	EncorePro 540	EncorePro 530	EncorePro 510/520	Marque 2 M165	Savi 700 Series	Savi 400 Series	SupraPlus	Voyager Edge	Voyager Legend CS	Voyager Legend UC		
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Office Worker

Today your office may be a cube, a traditional office, or an open, collaborative area.

This year Plantronics has introduced four new products to help you work and communicate more effectively:

Voyager Legend CS Bluetooth Headset System: the office headset that connects to your desk and mobile phones.

BackBeat PRO Wireless Headphones: premium sound, active noise cancellation, and 24 hours of listening time.

EncorePro 540 Headset: cutting-edge design that converts to three wearing styles for maximum flexibility.

DA Digital Adapter Series: turn every call into a smarter conversation with these USB audio adapters.



SAVI® 700 SERIES

Savi 700 series headsets give you the freedom to roam up to 350 feet from your desk and still stay connected to multiple communication devices. Easily manage and switch between PC, desk phone, and mobile calls from a single wireless headset. Choose from four different wearing styles, including the lightest Plantronics DECT™ headset on the market (Savi 740/745) that features a replaceable battery for unlimited talk time.* You can also answer/end, mute, and control volume right from your headset. This intelligent system combines Savi best-in-class sound quality and hands-free mobility for ultimate efficiency.

*Additional battery is available as an accessory for Savi 740 but is included in Savi 745.



SAVI 400 SERIES

Savi 400 series headsets are perfect for PC-based office and virtual workers. It's the only portable USB wireless headset system with DECT technology and it lets you roam up to 300 feet from your PC. You can also control call answer/end, volume, and mute functions right from your headset. Experience amazing audio quality, and for increased portability, there's a high-quality carrying case. Choose from four wearing styles, including the Savi 440/445 headset, the lightest Plantronics DECT headset on the market. The Savi series also features a replaceable battery for unlimited talk time.*

*Additional battery is available as an accessory for Savi 440 but is included in Savi 445.





New Product



CS500™ SERIES

The CS500 series continues to set the standard in desk phone communication and wireless mobility with a sleek contemporary design and premium wideband audio quality. Choose from four wearing styles, including the lightest Plantronics DECT headset on the market (CS540). Go mobile and multitask up to 350 feet from your desk with simple call controls to answer and end calls, adjust volume, and mute. With its reputation for reliability, and its power to increase your hands-free productivity, this latest generation of CS systems carries the banner forward with new ergonomics and technology.

VOYAGER LEGEND® CS

The Voyager Legend CS headset system lets you work how and where you want. Allowing users to connect to both a desk phone and a mobile phone, it features our flagship Bluetooth® headset with a sleek and contemporary design. The headset includes industry-first smart sensor technology, enabling you to answer calls simply by placing the headset on your ear. At your desk or in a café, enjoy enterprise-grade audio, with noise-canceling technology that blocks out nearby voices, car horns, even wind. The Voyager Legend CS is simple to set up and use, and with its available accessories such as a portable charging case and USB adapter, you can customize it to match your work style.

VOYAGER LEGEND AND VOYAGER LEGEND UC

The Voyager Legend headset is ideal for those who are on the go. It delivers all-day comfort as well as unsurpassed audio clarity with precision-tuned triple-mics that cancel noise and wind. The Voyager Legend UC headset brings this best seller to Unified Communications, providing connectivity to PC*, smartphone, and tablet. With Voyager Legend, you'll be treated to smart sensor technology that anticipates your needs, voice alerts that keep you informed, and voice commands that put you in charge. With technology this nimble, Voyager Legend and Voyager Legend UC headsets truly are built for how you work today — and into the future.

*PC connectivity is available with the Voyager Legend UC.

BLACKWIRE® 700 SERIES

The Blackwire 700 series takes USB corded headsets to another level, connecting to your PC with the reliability of a cord or to a mobile phone with the freedom of Bluetooth. Get professional audio quality, and simple call controls to answer and end calls, adjust volume, and mute. Advanced smart sensor technology lets you answer calls by simply putting on the headset, and also pauses mobile-device playback when you take it off. Take mobile calls in or out of the office with the detachable cable. Enjoy up to 10 hours of talk time, ear cushions that fold flat, and a durable carrying case.





Blackwire 510

Blackwire 520

Carrying Case



Blackwire 435

Carrying Case



Blackwire 310/315

Blackwire 320/325



Calisto 620

Carrying Case

BLACKWIRE 500 SERIES

The Blackwire 500 series corded USB headsets are the smart choice for anyone who needs unmatched audio quality, all-day comfort, and easy portability—all in a durable package. When a call comes in, just put the headset on. Its smart sensor technology automatically answers and provides audio alerts to manage connection, mute, and volume status. With wideband audio, noise-canceling microphone, and hi-fi stereo, you always get clear, natural, and rich audio. The unique Dynamic EQ feature adjusts and optimizes audio settings on the fly, creating the best sound for voice, music, and multimedia.

BLACKWIRE 435

The Blackwire 435 is a professional-quality USB headset that's discreet and portable. The headset features a modular over-the-ear design, so you can wear it with two earbuds for stereo or convert it to one earbud for mono use—it's up to you. The streamlined design and superior audio quality make this headset ideal for videoconferencing, PC telephony, and multimedia use. It offers call controls to answer and end calls, adjust volume, and mute for easy call management, with inline indicator lights that show call or mute status. Includes a carrying case for portability.

BLACKWIRE 300 SERIES

The Blackwire 300 series corded USB headsets are the economical choice for individuals new to PC communications and for organizations that want a powerful but easy-to-use UC solution to roll out and manage. It's the clear, entry-level choice for conference calls, Web-based training, and multimedia, with simple controls to answer and end calls, adjust volume, and mute. The metal headband is light and durable, delivering a comfortable and secure fit. And the unique Dynamic EQ feature lets you enjoy vibrant, clear sound quality while adjusting settings on the fly.

Blackwire 315/325 comes with carrying case and leatherette ear cushions that fold flat.

CALISTO® 620

The Calisto 620 speakerphone is a completely wireless speakerphone that's built to seamlessly manage PC, smartphone, or tablet communications. It's ideal for impromptu conference calls or marathon working sessions. You'll find unmatched audio clarity, with intelligent bidirectional microphones that activate in the direction of the speaker's voice, and 360-degree room coverage with active background noise reduction. With its own high-quality travel case, the small, lightweight speakerphone is the right size for your laptop bag or carry-on.



New Product



BackBeat PRO



Travel Sleeve and Cables

BACKBEAT® PRO

The BackBeat PRO wireless headphones provide the perfect answer to tune out the world and tune into your thoughts—Active Noise Canceling. Switch it on when you need to silence the noise around you, turning a modern, open office layout or long flight into a private concert. You can also listen longer with up to 24 hours of listening time, and when you want to check back in, use the adjustable OpenMic™ to control the level of ambient noise you hear without having to remove your headphones. When you're on the road, the fold-flat earcup design, travel sleeve and cables let you travel with ease.



New Product



EncorePro 540

ENCOREPRO® 540

The EncorePro 540 headset has a cutting-edge design that converts to three wearing styles, delivering no-compromise audio performance regardless of how it's worn. Each call is unique, and so is the way your team wears their headsets. All three styles of the 540 are tough but comfortable, and the flexible design lets you simplify inventory. Give your team a choice that matches their personal style with performance.

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following page.



New Product



DA70

DA80

DA90

DA SERIES USB AUDIO PROCESSOR

The DA series of audio processors brings a new level of intelligence to communications, providing insights into your operation, simplifying inventory, and helping you fulfill requirements for acoustic compliance. Your team will enjoy premium audio and call controls. Make the move to softphones and maintain your high standards on every call.



A10

A10™ DIRECT CONNECT CABLE

The A10 easily connects any Plantronics Quick Disconnect-equipped headset to a headset-ready desk phone, for extremely clear sound quality and superior reliability.

Mobile Worker

Working on the road presents its own challenges—battling noise or struggling to hear and be heard. Plantronics has introduced five innovative products for those who carry their office in their carry-on:

Voyager Edge Bluetooth Headset: an inspired blend of performance and comfort with a sleek charging case.

Voyager Legend CS Bluetooth Headset System: the office headset that connects to your desk and mobile phones.

BackBeat PRO Wireless Headphones: premium sound, active noise cancellation, and 24 hours of listening time.

BackBeat GO 2 Wireless Earbuds: incredibly small and amazingly light with a charging case to keep you going.

BackBeat FIT Wireless Headphones: powerful audio to power you through a week of workouts.



Voyager Legend UC



Desktop Charging Stand



Charging Case

VOYAGER LEGEND AND VOYAGER LEGEND UC

The Voyager Legend headset is ideal for those who are on the go. It delivers all-day comfort as well as unsurpassed audio clarity with precision-tuned triple-mics that cancel noise and wind. The Voyager Legend UC headset brings this best seller to Unified Communications, providing connectivity to PC*, smartphone, and tablet. With Voyager Legend, you'll be treated to smart sensor technology that anticipates your needs, voice alerts that keep you informed, and voice commands that put you in charge. With technology this nimble, Voyager Legend and Voyager Legend UC headsets truly are built for how you work today—and into the future.

*PC connectivity is available with the Voyager Legend UC.



New Product



ADDITIONAL COLOR OPTIONS

● Grey

○ White

Voyager Edge with Charging Case

VOYAGER® EDGE

Smart and powerful, the Voyager Edge Bluetooth headset is designed for your nonstop life. The slim, lightweight design fits quickly and comfortably in your ear and signature Plantronics audio technology eliminates disruptive background noise. Call management features let you take a call by simply putting on the headset, or manage an incoming call by saying "answer" or "ignore." And the portable charging case keeps Voyager Edge ready when you are.





Voyager Legend CS

VOYAGER LEGEND CS

The Voyager Legend CS headset system lets you work how and where you want. Allowing users to connect to both a desk phone and a mobile phone, it features our flagship Bluetooth headset with a sleek and contemporary design. The headset includes industry-first smart sensor technology, enabling you to answer calls simply by placing the headset on your ear. At your desk or in a café, enjoy enterprise-grade audio, with noise-canceling technology that blocks out nearby voices, car horns, even wind. The Voyager Legend CS is simple to set up and use, and with its available accessories such as a portable charging case and USB adapter, you can customize it to match your work style.



ADDITIONAL
COLOR OPTION

○ White



Marque 2 M165

MARQUE 2™ M165™

The Marque 2 Bluetooth headset is ideal for those who have smartphones. It's perfect for quick conversations or for longer listening. The DeepSleep® power-saving mode extends battery readiness up to six months, and with enhanced dual-microphone noise reduction, clear, crisp call quality is standard. You can even listen to music or stream audio and Internet radio. It's also easy on the hands, because you can manage your calls without pressing buttons—just say "answer" or "ignore."



Calisto 620

CALISTO 620

The Calisto 620 speakerphone is a completely wireless speakerphone that's built to seamlessly manage PC, smartphone, or tablet communications. It's ideal for impromptu conference calls or marathon working sessions. You'll find unmatched audio clarity, with intelligent bidirectional microphones that activate in the direction of the speaker's voice, and 360-degree room coverage with active background noise reduction. With its own high-quality travel case, the small, lightweight speakerphone is the right size for your laptop bag or carry-on.



Carrying Case



Blackwire 710

Blackwire 720

Carrying Case

BLACKWIRE 700 SERIES

The Blackwire 700 series takes USB corded headsets to another level, connecting to your PC with the reliability of a cord or to a mobile phone with the freedom of Bluetooth. Get professional audio quality, and simple call controls to answer and end calls, adjust volume, and mute. Advanced smart sensor technology lets you answer calls by simply putting on the headset, and also pauses mobile-device playback when you take it off. Take mobile calls in or out of the office with the detachable cable. Enjoy up to 10 hours of talk time, ear cushions that fold flat, and a durable carrying case.





Blackwire 435

Carrying Case

New Product



BackBeat PRO

Travel Sleeve and Cables

BACKBEAT PRO

The BackBeat PRO wireless headphones provide the perfect answer to tune out the world and tune into your thoughts—Active Noise Canceling. Switch it on when you need to silence the noise around you, turning a modern, open office layout or long flight into a private concert. You can also listen longer with up to 24 hours of listening time, and when you want to check back in, use the adjustable OpenMic to control the level of ambient noise you hear without having to remove your headphones. When you're on the road, the fold-flat earcup design, travel sleeve and cables let you travel with ease.



New Product



ADDITIONAL
COLOR OPTION

○ White

BackBeat GO 2

Carrying Case

BACKBEAT GO 2

BackBeat GO 2 wireless earbuds and charging case deliver immersive audio for your non-stop life with up to 14.5 hours of use on the go. You can lose the cord, free your music, and still take that call. Designed to seal in the bass and block out the noise, you'll quickly lose yourself in the soundtrack of your day. If you tuck it away and forget to power it off, the DeepSleep hibernation mode keeps earbuds charged and ready to use for up to six months.



New Product



ADDITIONAL
COLOR OPTION

● Lime Burst

BackBeat FIT

Armband

BACKBEAT FIT

BackBeat FIT wireless headphones keep pace with you, and let you stay connected even when you're taking a break. The BackBeat FIT delivers powerful audio to power you through a week of workouts with up to 8 hours of use and 16 days standby. The armband secures your smartphone, and easy on-ear controls let you manage your music or calls without missing a beat.



BLACKWIRE 435

The Blackwire 435 is a professional-quality USB headset that's discreet and portable. The headset features a modular over-the-ear design, so you can wear it with two earbuds for stereo or convert it to one earbud for mono use—it's up to you. The streamlined design and superior audio quality make this headset ideal for videoconferencing, PC telephony, and multimedia use. It offers call controls to answer and end calls, adjust volume, and mute for easy call management, with inline indicator lights that show call or mute status. Includes a carrying case for portability.





Virtual Worker

You seldom see the inside of an office, so clear communications is critical for your success. Whether you're based at home working from a hotel, or visiting a customer site, you need the right communication tools to keep you connected.

Plantronics has a full range of solutions to meet your work style, from the Savi 400 wireless headsets with DECT technology, to Bluetooth and corded options or the Calisto 620 portable speakerphone for an impromptu conference call—whatever you need, wherever you need it.



SAVI 400 SERIES

Savi 400 series headsets are perfect for PC-based office and virtual workers. It's the only portable USB wireless headset system with DECT technology and it lets you roam up to 300 feet from your PC. You can also control call answer/end, volume, and mute functions right from your headset. Experience amazing audio quality, and for increased portability, there's a high-quality carrying case. Choose from four wearing styles, including the Savi 440/445 headset, the lightest Plantronics DECT headset on the market. The Savi series also features a replaceable battery for unlimited talk time.*

*Additional battery is available as an accessory for Savi 440 but is included in Savi 445.



VOYAGER LEGEND UC

The Voyager Legend UC headset is ideal for virtual workers, offering connectivity to PC, smartphone, or tablet. Smart sensors anticipate your needs, voice alerts keep you informed, and voice commands keep you in charge. A portable case and desktop stand are included for anywhere charging, while precision-tuned triple-mics cancel noise and wind like never before—it's built for how you work today and into the future.





Calisto 620



Carrying Case

CALISTO 620

The Calisto 620 speakerphone is a completely wireless speakerphone that's built to seamlessly manage PC, smartphone, or tablet communications. It's ideal for impromptu conference calls or marathon working sessions. You'll find unmatched audio clarity, with intelligent bidirectional microphones that activate in the direction of the speaker's voice, and 360-degree room coverage with active background noise reduction. With its own high-quality travel case, the small, lightweight speakerphone is the right size for your laptop bag or carry-on.



Blackwire 710

Blackwire 720

Carrying Case

BLACKWIRE 700 SERIES

The Blackwire 700 series takes USB corded headsets to another level, connecting to your PC with the reliability of a cord or to a mobile phone with the freedom of Bluetooth. Get professional audio quality, and simple call controls to answer and end calls, adjust volume, and mute. Advanced smart sensor technology lets you answer calls by simply putting on the headset, and also pauses mobile-device playback when you take it off. Take mobile calls in or out of the office with the detachable cable. Enjoy up to 10 hours of talk time, ear cushions that fold flat, and a durable carrying case.



Blackwire 510

Blackwire 520

Carrying Case

BLACKWIRE 500 SERIES

The Blackwire 500 series corded USB headsets are the smart choice for anyone who needs unmatched audio quality, all-day comfort, and easy portability—all in a durable package. When a call comes in, just put the headset on. Its smart sensor technology automatically answers and provides audio alerts to manage connection, mute, and volume status. With wideband audio, noise-canceling microphone, and hi-fi stereo, you always get clear, natural, and rich audio. The unique Dynamic EQ feature adjusts and optimizes audio settings on the fly, creating the best sound for voice, music, and multimedia.



Blackwire 435

Carrying Case

BLACKWIRE 435

The Blackwire 435 is a professional-quality USB headset that's discreet and portable. The headset features a modular over-the-ear design, so you can wear it with two earbuds for stereo or convert it to one earbud for mono use—it's up to you. The streamlined design and superior audio quality make this headset ideal for videoconferencing, PC telephony, and multimedia use. It offers call controls to answer and end calls, adjust volume, and mute for easy call management, with inline indicator lights that show call or mute status. Includes a carrying case for portability.



Customer Service Worker

In a customer service center the stakes are high with every call. Comfort, call clarity, and reliability all play a critical role.

This year Plantronics has introduced an all-new generation of customer service headsets and digital adapters that together bring a new level of power and intelligence to customer service:

EncorePro 500 Headset Series: three innovative models that deliver greater comfort for all-day wearing, superior noise-cancellation, and increased reliability.

DA Digital Adapter Series: turn every call into a smarter conversation with these USB audio adapters that deliver high-quality audio and help meet regulatory requirements.



SAVI 700 SERIES

Savi 700 series headsets give you the freedom to roam up to 350 feet from your desk and still stay connected to multiple communication devices. Easily manage and switch between PC, desk phone, and mobile calls from a single wireless headset. Choose from four different wearing styles, including the lightest Plantronics DECT headset on the market (Savi 740/745) that features a replaceable battery for unlimited talk time.* You can also answer/end, mute, and control volume right from your headset. This intelligent system combines best-in-class sound quality and hands-free mobility for ultimate efficiency.

*Additional battery is available as an accessory for Savi 740 but is included in Savi 745.



CS500 SERIES

The CS500 series continues to set the standard in desk phone communication and wireless mobility with a sleek contemporary design and premium wideband audio quality. Choose from four wearing styles, including the lightest Plantronics DECT headset on the market (CS540). Go mobile and multitask up to 350 feet from your desk with simple call controls to answer and end calls, adjust volume, and mute. With its reputation for reliability, and its power to increase your hands-free productivity, this latest generation of CS systems carries the banner forward with new ergonomics and technology.





EncorePro 710

EncorePro 720

New Product



EncorePro 540

New Product



EncorePro 530

New Product



EncorePro 510

EncorePro 520

ENCOREPRO 700 SERIES

The EncorePro 700 headset series has a distinctive design that is slim and stylish, with an elegant satin finish. Its featherweight materials and leatherette earpads ensure luxurious comfort, while its unique curved, telescoping microphone and pivoting boom deliver crystal-clear, private conversations. The EncorePro 700 Series—the thoroughbred of headsets.

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.

ENCOREPRO 540

The EncorePro 540 headset has a cutting-edge design that converts to three wearing styles, delivering no-compromise audio performance regardless of how it's worn. Each call is unique, and so is the way your team wears their headsets. All three styles of the 540 are tough but comfortable, and the flexible design lets you simplify inventory. Give your team a choice that matches their personal style with performance.

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.

ENCOREPRO 530

The EncorePro 530 is our lightest headset in the series, designed to be discreet and easy to put on and take off. Superior noise cancellation lets the conversation flow, and when connected over softphones, Plantronics technology can uncover insights to make your operation more successful. Give your team the EncorePro headset for more comfortable conversations where callers feel heard, understood and valued.

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.

ENCOREPRO 510/520

The EncorePro 510/520 are the next generation of our most popular over-the-head headsets. Completely re-imagined for the demands of the modern customer service center and office, the 510/520 have soft ear cushions for all-day wearing comfort, metal joints that deliver durability and reliability and a flexible mic with visual and tactile positioning guides for precise positioning and clearer conversations.

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.



New Product



HW251N HW261N



DA SERIES USB AUDIO PROCESSOR

The DA series of audio processors brings a new level of intelligence to the customer service center, providing insights into your operation, simplifying inventory, and helping you fulfill requirements for acoustic compliance. Your team will enjoy premium audio and call controls. Make the move to softphones and maintain your high standards on every call. The customer service center is changing, and with the DA Series, it will never be the same.



VISTA® AUDIO PROCESSORS

The Vista audio processors deliver clear, accurate audio and sophisticated SoundGuard Plus hearing protection for customer service centers and offices. The VistaPlus AP15 is ideal for noisy environments that require the highest audio accuracy and clarity. The Vista M22 improves call quality in standard environments, and optimizes wideband VoIP performance.



A10 DIRECT CONNECT CABLE

The A10 easily connects any Plantronics Quick Disconnect-equipped headset to a headset-ready desk phone, for extremely clear sound quality and superior reliability.



SUPRAPLUS®

The SupraPlus sets the standard for durable, lightweight corded headsets. It features wideband capability and an outstanding noise-canceling microphone complete with an extended boom for background-noise reduction and echo performance. In addition, the comfortable, over-the-head design of the SupraPlus makes it perfect for intensive, all-day use.

SupraPlus headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.





1961
Pacific Plantronics
is incorporated

1969
First words from the
moon spoken through
a Plantronics headset



1983
The new **StarSet
Supra** soon
becomes the
call center
industry standard



1995
FreeHand, an ultra-
lightweight in-the-ear
headset is introduced



2003
The **CS50** brings
wireless freedom
to the office



2011
Contextual Intelligence
introduced with
Voyager PRO UC

2012
Plantronics launches
a **developer community**
to focus on delivering
intelligent context-aware
data into applications

plantronics
Developer Connection



2014
Voyager Edge
Bluetooth headset
and charge case
deliver powerful
performance and
stylish design

plantronics

1963
FAA selects Plantronics
as its sole headset provider



1972
Plamex
(Plantronics Mexico)
opens in Tijuana

1983
Sally Ride uses a
Plantronics headset
in space



2000
**Digitally
enhanced**
USB headsets
for PC and
Mac computers
are introduced



2010
Savi Office wireless
headset system
unifies PC and desk
phone communications



2011
Plantronics celebrates
50 years of innovation



2013
Contextual Intelligence
expanded in
Voyager and
Blackwire lines



2014
All-new **EncorePro**
family of customer
service headsets brings
innovative design
and intelligence to
the contact center