

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-PLANTRONICS

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BUSINESS PRODUCTS GUIDE

RECOMMENDED SOLUTIONS

SPRING 2013



plantronics®



BRINGING BUSINESS TOGETHER

You are no longer defined by where you work. You work between meetings or between flights. You might work in a contact center or be a home-based agent. You might not even go to an office at all anymore. But you carry one around on your smartphone or tablet.

The constancy of work, although providing unprecedented convenience, has also brought challenges. Offices are open but not always quiet. Technology designed to help often complicates. We can reach anyone almost anywhere, but it can still be hard to hear them.

We want to make your voice be heard. To make working on multiple platforms and devices simpler and easier. Be one less thing you have to think about, not one more. And take down the barriers that exist between you and the way you work best.

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We've identified four major types of work styles: Office, Mobile, Virtual, and Contact Center. Choose your working style and see what products work best for you. If you don't fit neatly into one category? See our handy matrix on page 2.

RECOMMENDED PRODUCTS MATRIX 2

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SUPPORTED COMMUNICATIONS DEVICE LEGEND


Desk Phone


PC/Computer/Softphone


Smartphone/Mobile Phone


Tablet


Home Phone/Landline

Recommended Products 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® GO	Blackwire® 300 Series	Blackwire 435	Blackwire 500 Series	Blackwire 700 Series	Calisto® 620	Calisto 800 Series	CS500™ Series	DuoSet®	EncorePro®	M55™	Marque 2™ M165™	MDA200™	Savi® 400 Series	Savi 700 Series	SupraPlus®	TriStar®	Voyager Legend™ / Voyager Legend UC
Office Worker			✓	✓	✓	✓	✓	✓	✓					✓	✓	✓			
Mobile Worker		✓		✓			✓					✓	✓						✓
Virtual Worker				✓	✓	✓	✓	✓							✓				✓
Contact Center Worker	✓								✓	✓	✓			✓		✓	✓	✓	

THE OFFICE WORKER

Today's office has taken on many different forms. Whether you have a traditional setup or find yourself in an open-office floor plan, where you work is more than your desk or cubicle. Rather, it's how you work — how you feel most productive — that's paramount. Do you need to connect to a primary device or to many? Is your desk phone the key communication point or are you on your mobile as you shuttle between campuses? In either case, you must be hands free and comfortable. You need hassle-free choices to stay efficient and sound professional.

Plantronics has high-quality options that work equally well with mobile devices, PC softphones, and landlines. Headsets that can switch from a reliable USB connection to Bluetooth® and back. Whether your office is quiet and traditional or a beehive of activity, we have solutions that match your unique working style so you can be at your best.



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 comes as an accessory for Savi 740 but is included in Savi 745.



CS500™ Series

The legendary Plantronics CS family sets a new wireless standard for desk-phone communication. 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. Enjoy the new system's sleek contemporary design, premium wideband audio quality, and wireless mobility. 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.

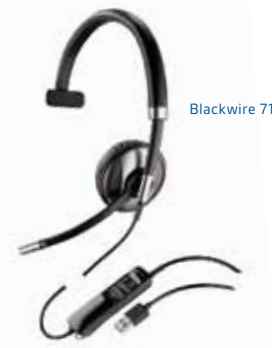




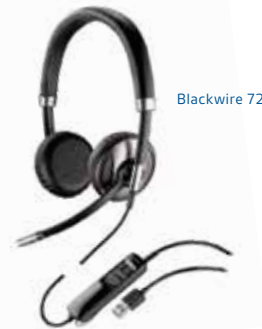
Savi 400 Series

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 increased portability — with a high-quality carrying case. Choose from four wearing styles, including the Savi 440 headset, the lightest Plantronics DECT headset on the market featuring a replaceable battery for unlimited talk time.*

**Additional battery sold separately.*



Blackwire 710



Blackwire 720

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 mobile phone with the freedom of Bluetooth. Get professional audio quality, simple call controls to answer and end calls, adjust volume, and mute, and intuitive call management with advanced Smart Sensor™ technology — answer calls by simply putting on the headset, or pause mobile-device media playback by taking 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

Blackwire 500 Series

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. And the unique Dynamic EQ feature adjusts and optimizes audio settings on the fly, creating the best sound for voice, music, and multimedia.

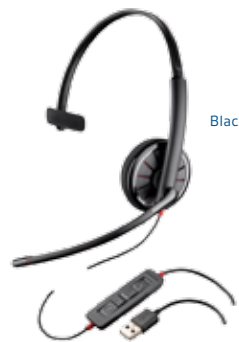


Blackwire 435

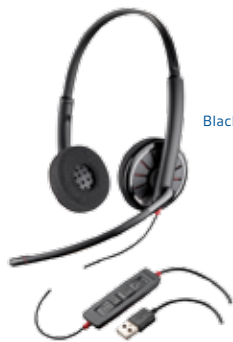
Blackwire 435

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 310



Blackwire 320

Blackwire 300 Series

Blackwire 300 Series corded USB headsets are an 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.



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.



Calisto 825, 835

Calisto 800 Series

The Calisto 800 Series speakerphone lets you easily manage your devices — PC, mobile phone, and home* phone — with one system. Dialing, answering, switching, and muting across devices have never been easier, thanks to its touch-sensitive dial pad. Sleek and intuitive, it provides premium sound and unparalleled audio quality, with full-duplex wideband audio support and advanced noise cancellation. And with the unique wireless lapel microphone, you can roam around your office or even place it on a table to host conference calls with colleagues at a moment's notice.

*Home-phone (analog) connectivity is available with the Calisto 835.



MDA200



MDA200™

The MDA200 is perfectly designed for businesses that are migrating to Unified Communications. It enables you to smoothly manage PC voice and multimedia while maintaining connectivity to your desk phone and even to take calls on your mobile phone when used with a Plantronics Bluetooth USB headset. Simply connect it to your desk phone, PC, and your favorite USB corded or wireless headset (or Plantronics H-Series headset with USB adapter). With a flip of a switch, you can manage and switch calls between the desk phone and PC. The MDA200 is plug-and-play and compatible with all major UC applications, with no need for extra headsets or firmware headaches.



THE MOBILE WORKER

Your entire office fits in your carry-on. Perhaps it's the softphone on your laptop, or the collaboration software on your tablet, or the wireless speakerphone that instantly converts your mobile phone into a high-quality conferencing tool.

Working on the road can be challenging. With the wrong audio device you can struggle to hear and be heard. You need simplicity. Something that connects easily the first time and integrates with your smartphone — and everything else.

The average mobile professional now carries 3.5 devices with them. But any Plantronics audio device can handle them all, enabling you to hear, speak, and work with unprecedented clarity.

Our devices are designed with the mobile professional in mind, enabling rich audio connections no matter where you touch down.



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. And the Voyager Legend UC headset brings this best seller to Unified Communications, providing connectivity to PC, smartphone, and tablet. With either headset, 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.



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 bag, the small, lightweight speakerphone is the right size for your laptop bag or carry-on.





BackBeat® GO

The BackBeat GO wireless earbuds are the sound choice for those who enjoy chatting with their friends on a mobile phone and listening to their favorite songs. These comfortable earbuds are small and light and have Bluetooth technology so you can connect to a smartphone or tablet, with up to 4.5 hours of listening/talk time. Digital noise reduction means clear calls, and these sound-isolating buds let rich stereo sound come through. Also, inline controls let you pause music to take calls, adjust volume, or skip tracks when listening to music.



M55™

The Plantronics M55 Bluetooth headset is ideal for those who want to do more with their voice, like answer calls without buttons by saying “Answer” or “Ignore.” With the DeepSleep™ power-saving mode, the M55 can stay charged for up to five months, so it’s ready when you want to hear music, Internet radio, or simply take a call. And with voice alerts that whisper battery level and connection status, it makes calls worry free.



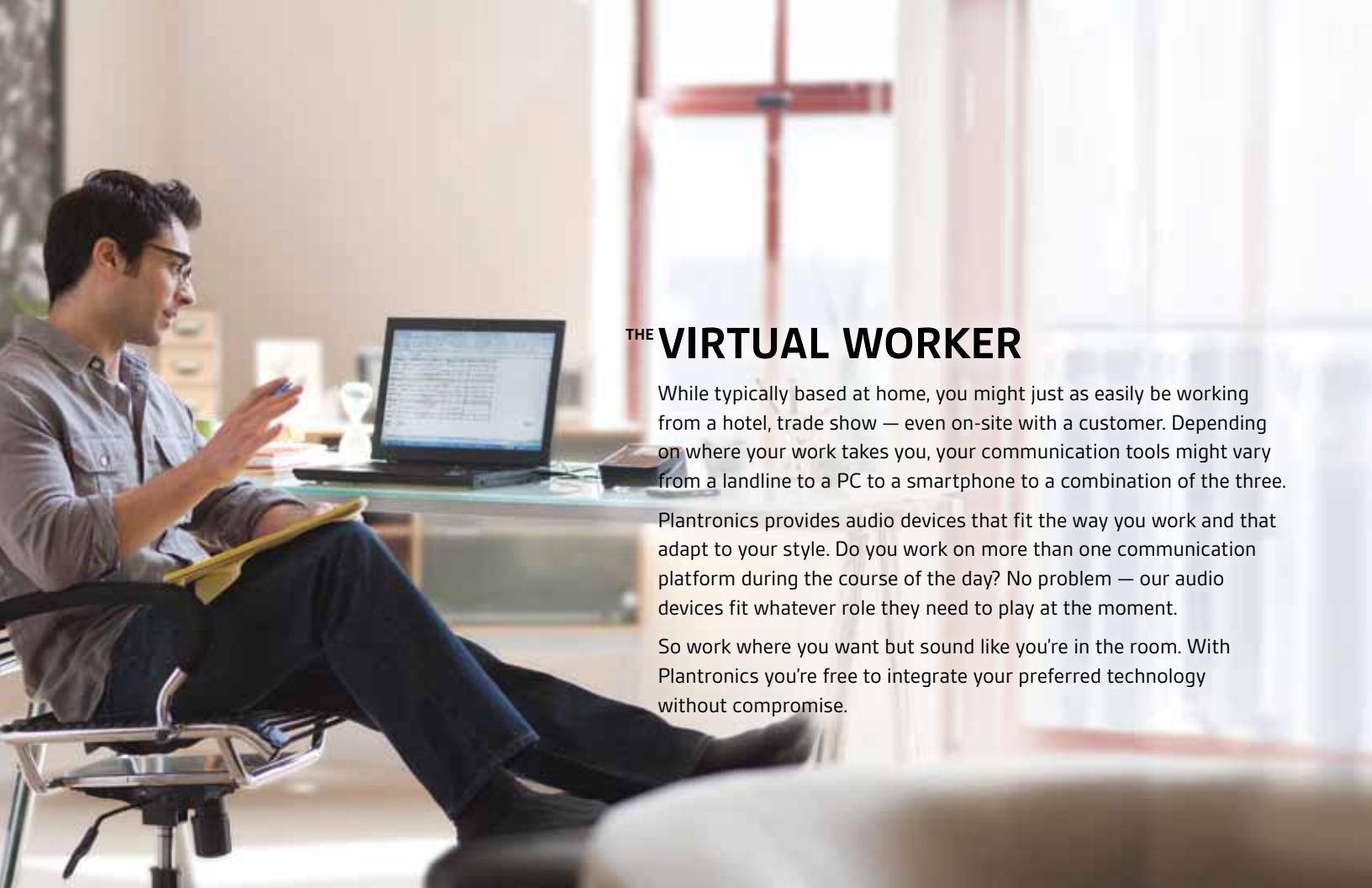
Marque 2™ M165™

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. And it’s easy on the hands, because you can manage your calls without pressing buttons — just say “Answer” or “Ignore.”



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.



THE **VIRTUAL WORKER**

While typically based at home, you might just as easily be working from a hotel, trade show — even on-site with a customer. Depending on where your work takes you, your communication tools might vary from a landline to a PC to a smartphone to a combination of the three.

Plantronics provides audio devices that fit the way you work and that adapt to your style. Do you work on more than one communication platform during the course of the day? No problem — our audio devices fit whatever role they need to play at the moment.

So work where you want but sound like you're in the room. With Plantronics you're free to integrate your preferred technology without compromise.



Calisto 825, 835

Calisto 800 Series

The Calisto 800 Series speakerphone lets you easily manage your devices — PC, mobile phone, and home phone* — with one system. Dialing, answering, switching, and muting across devices have never been easier, thanks to its touch-sensitive dial pad. Sleek and intuitive, it provides premium sound and unparalleled audio quality, with full-duplex wideband audio support and advanced noise cancellation. And with the unique wireless lapel microphone, you can roam around your office or even place it on a table to host conference calls with colleagues at a moment's notice.

*Home-phone (analog) connectivity is available with the Calisto 835.



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.





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Blackwire 500 Series

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. And the unique Dynamic EQ feature adjusts and optimizes audio settings on the fly, creating the best sound for voice, music, and multimedia.



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 mobile phone with the freedom of Bluetooth. Get professional audio quality, simple call controls to answer and end calls, adjust volume, and mute, and intuitive call management with advanced Smart Sensor technology — answer calls by simply putting on the headset, or pause mobile-device media playback by taking 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.



Carrying Case





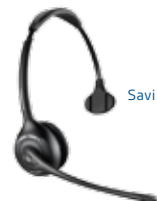
Savi 440



Savi 440



Savi 430



Savi 410



Savi 420

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 increased portability — with a high-quality carrying case. Choose from four wearing styles, including the Savi 440 headset, the lightest Plantronics DECT headset on the market featuring a replaceable battery for unlimited talk time.*

**Additional battery sold separately.*



Voyager Legend UC



Desktop Charging Stand



Charging Case

Voyager Legend UC

The Voyager Legend UC headset is ideal for mobile professionals, 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.





THE **CONTACT CENTER WORKER**

You know it better than anyone: Agents must have a noise-free, professional conversation on every customer call — whether they're at their workstation, conferring with a supervisor across the room, or home-based. To raise customer satisfaction and improve First-Call Resolution (FCR) metrics, it's vital that agents remain focused all day, without listener fatigue or headset discomfort.

Corded or wireless, with single or multiple connectivity, Plantronics audio devices enable clear, natural conversations, making your customers feel like they're right there with you. Designed to be comfortably worn all day, every day, our headsets help raise agent satisfaction and retention.



EncorePro (Monaural)



EncorePro (Binaural)



SupraPlus (Monaural)



SupraPlus (Binaural)

EncorePro®

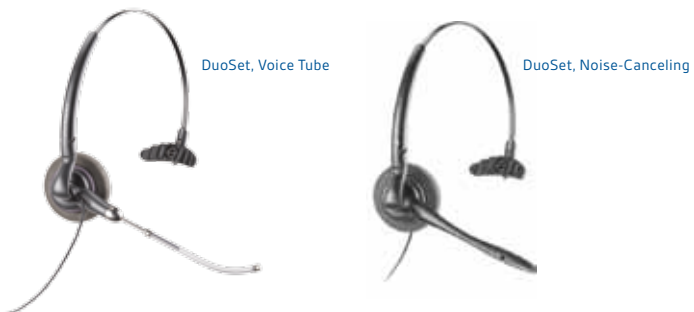
The EncorePro headset takes comfort to a new level. Materials and design come together to create a headset that's as wearable as it is effective. Built with premium nylon composite materials, this premier corded headset is exceptionally light. Plush leatherette ear pads provide all-day comfort and the reinforced, lightweight headband provides strength and durability. The extendable microphone ensures precise positioning so customers hear every word. And with high-frequency wideband response, the EncorePro headset ensures crystal-clear, efficient customer communications.

H-Series headsets can connect to a desk phone or PC. See related connector cables on pages 24 and 25.

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.

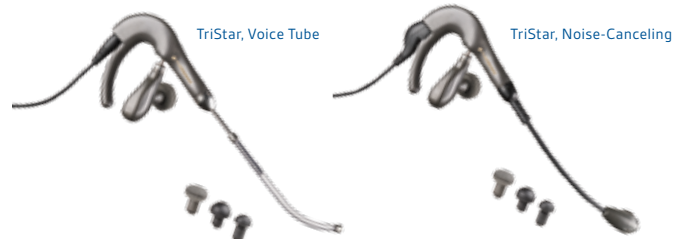
H-Series headsets can connect to a desk phone or PC. See related connector cables on pages 24 and 25.



DuoSet®

For clear conversations even in noisy environments, the DuoSet headset offers audio clarity and many wearing styles. Its versatile design means there's one that fits you — choose from over-the-ear, over-the-head, or behind-the-head styles, with an optional neckband. The convertible DuoSet headset is available with a noise-canceling microphone to cut out background sound. And with a Quick Disconnect™ feature, you can walk away from your phone while still wearing your headset. With superb sound quality and a comfortable, secure fit, nobody will miss a word.

H-Series headsets can connect to a desk phone or PC. See related connector cables on pages 24 and 25.



TriStar®

The TriStar is an exceptionally lightweight, single earpiece/earloop headset and is available with a noise-canceling microphone. Use it anywhere and anytime you need dependable performance and wearability. It provides optimal comfort and clarity — even in noisy environments. The TriStar headset delivers a comfortable, custom fit with its unique, three-point design that provides support behind, on top of, and in the ear for extra stability.

H-Series headsets can connect to a desk phone or PC. See related connector cables on pages 24 and 25.



CS500 Series

The legendary Plantronics CS family sets a new wireless standard for desk-phone communication. 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. Enjoy the new system's sleek contemporary design, premium wideband audio quality, and wireless mobility. 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.



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 comes as an accessory for Savi 740 but is included in Savi 745.*





MDA200

MDA200

The MDA200 is perfectly designed for businesses that are migrating to Unified Communications. It enables you to smoothly manage PC voice and multimedia while maintaining connectivity to your desk phone. Simply connect it to your desk phone, PC, and your favorite Plantronics H-Series headset with USB adapter. With a flip of a switch, you can manage and switch calls between the desk phone and PC. The MDA200 is plug-and-play and compatible with all major UC applications, with no need for extra headsets or firmware headaches.



DA60

DA45

DA40

DA Series USB Audio Processor

Harness the Power of Unified Communications with a DA Series USB audio processor. Paired with a Plantronics professional headset, DA Series audio processors infuse digital signal clarity into every VoIP communication. Connect any H-Series headset to a softphone with the DA40™, DA45™, DA55™, or DA60™ USB-to-headset professional audio processor.



A10

A10™ Direct Connect Cable

This provides extremely clear sound quality and superior reliability. It easily connects any Plantronics H-Series headset to a premium headset-ready desk phone.



Vista M22

Vista® M22™ Audio Processor

The Vista M22 audio processor delivers precise levels of listening comfort, sophisticated hearing protection, and superior audio performance. The Vista M22 includes Clearline® technology to improve call quality in any environment, especially wideband VoIP.



VistaPlus AP15

VistaPlus® AP15™ Audio Processor

The VistaPlus AP15 audio processor delivers clearer audio through AudiolQ® DSP-powered multiband compression and noise- and echo-reduction algorithms. It's ideal for noisy environments that require the highest audio accuracy and clarity.