

## Solution Overview

Plantronics' lightweight communications headsets bring added value to Cisco Unified Communications solutions by offering a variety of headsets designed for the corporate and small/home offices, and contact centers.

### Advantages

- **What is the Plantronics Advantage?**

Plantronics headsets are widely used by organizations worldwide, including many Fortune 500 corporations.

- **What is the Business Advantage?**

Plantronics wireless headset solutions empower users with the freedom to conduct business anytime and anywhere.

### Product Range

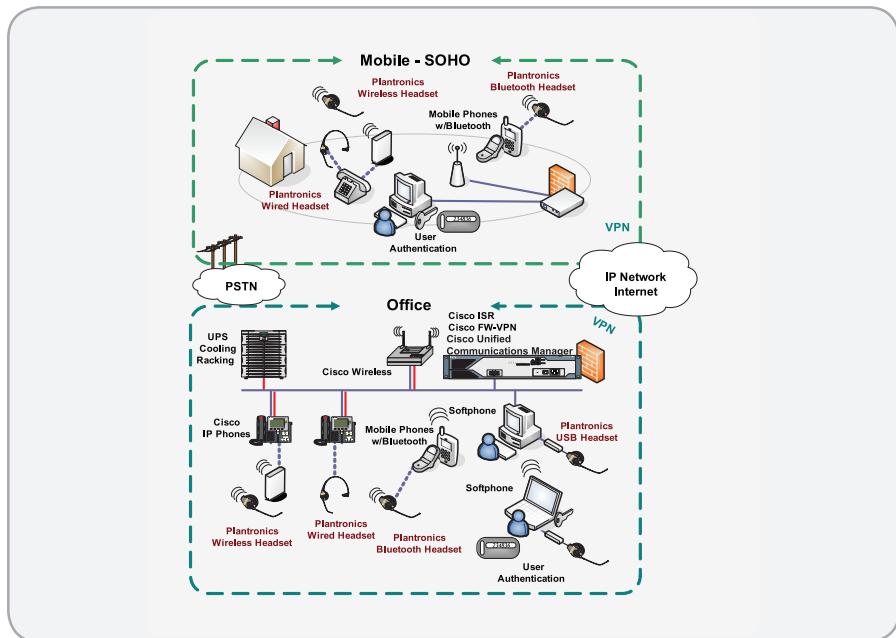
Corded Headsets

Wireless Headsets

Digital Adapters

### Questions to Ask

- Do you want to provide added comfort for users who spend hours on the phone?
- Do you prefer headsets that eliminate unwanted noise and provide superb sound quality?
- Do you want to extend wireless freedom to softphone users?
- Could you benefit from a headset system that dramatically improves performance for IP Communications voice applications?
- Do you need users to stay in close contact with customers, suppliers and other employees while away from their desk?
- Are you looking for a call center solution that provides "face-to-face" quality call audio?
- Do you need headset solutions that offer numerous customizable adjustments?



### Benefits

- **Improved Customer Service** Minimizes background noise and gives customers a crystal clear call experience
- **Acoustics** Delivers premium sound quality for VoIP users without the distracting echo effect common to VoIP
- **Reduced Worker Stress** Reduces stress on the neck, shoulders, and upper back by as much as 40%
- **Hands-free Convenience** Allows users to make and take calls using the handset or the headset
- **Increased Productivity** Enables users to easily multi-task and improve workplace efficiency and productivity by as much as 43%

### Target Markets

- **Mobility** Innovative Bluetooth® headsets provide users with complete wireless mobility and the freedom to get work done wherever they are
- **Small Office/Home Office** Makes it possible for small/home offices to enhance productivity and customer service without a costly investment
- **Medium & Large Business** Helps corporate employees to conduct business anytime, anywhere, and improve their overall efficiency
- **Contact Center** Call Centers can offer superior sound quality and reliability for employees, and improved service for customers



## Product Overview

Plantronics solutions for Cisco Unified Communications include the following products:

### Corded Headsets

- **Encore Corded Headset** 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 that improves your listening experience.

### Wireless Headsets

- **CS60 Wireless Headset System** The stylish CS60 wireless headset system provides hands-free convenience for your office phone. It offers the best range (up to 100m from a desk) and sound quality for the most effective way to use your phone whilst away from your desk. Designed for office professionals, the headset can be converted into any one of 3 headset wearing styles: over the ear, headband or a unique neckband design with up to 9 hours talk time. Using a headset is now as simple as picking up the telephone handset.
  - **CS60** Standard Long boom headset incorporating noise cancelling technology, especially suitable for noisier offices.
  - **CS60-USB** Wireless freedom for VoIP Softphone applications. Noise cancelling technology incorporated.
- **CS70N™ Wireless Headset System** The extremely stylish CS70N™ lets you talk on the phone whilst up to 50m from your desk, but it is so discreet and comfortable you may forget you are wearing it. With a noise cancelling microphone to ensure you are heard clearly, it weighs just 22g but provides 5 hours' talk-time. With the HL10 lifter or an electronic hook switch module, you can answer incoming calls when away from your telephone, helping to avoid calls unnecessarily going to voicemail. DECT™ digital wireless technology ensures excellent audio quality and is compatible with most popular business telephones.
- **C65 Wireless Headset System** C65 is a wireless headset that can be registered to your GAP compatible DECT telephones (or DECT PBX). Once registered, the C65 becomes an extension to your DECT phone or wireless PBX, allowing you to take or make calls.
- **Plantronics Voyager 510-USB** The ultimate VOIP-optimised Bluetooth headset solution. The multi-point Plantronics Voyager 510 headset with its noise-cancelling microphone and WindSmart technology provides excellent sound quality and allows seamless headset sharing between a mobile phone and PC. The Plug-and- Play USB Voice Adapter allows Bluetooth headset use with a PC, without the hassle and complexity of loading any Bluetooth drivers.

All Wireless DECT headsets have the option for remote call answering when you are away from your telephone with the additional Handset lifter (HL10) or Electronical Hookswitch Control.

### Digital Adapters

- **DA40 Adapter** DA40 is an entry level USB to QD (Quick Disconnect) adapter that enables the use of the Plantronics professional range of headsets with VoIP Softphones.
- **DA55/DA60 Adapter** DA55/DA60 is a USB to QD (Quick Disconnect) adapter that enables the use of the Plantronics professional range of headsets with VoIP Softphones and includes Sound Guard Plus & Call Clarity for exceptional sound quality. The DA60 also includes Persono Pro software to improve a call centre agents experience of VoIP. This enables managers to easily measure and track compliance with European legislation on employee sound exposure.
- **M12 Vista Adapter** The M12 Vista Amplifier allows you to choose between handset and headset at the flick of a switch and delivers precise volume control. Suitable for use with the full range of Plantronics office headsets.
- **MX10 Adapter** The MX10 Computer/telephone switching with dual channel volume control MX10 gives you full control of 2 separate audio channels allowing you to switch and mix between them.
- **VistaPlus DM15 Digital Adapter** VistaPlus DM15 digital adapter delivers unsurpassed acoustic protection and exceptional sound quality. With SoundGuard Digital, daily noise exposure is monitored and controlled inline with new legislation, whilst loud sounds are identified and eliminated. Call Clarity Digital enhances sound quality, with automatic volume leveling, selective frequency- response shaping and phone-noise reduction. The VistaPlus DM15 also includes Volume, mute and tone control and a headset/handset switch.

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