

Build the right headset systems for your Call Center

Select the headsets and headset amplifiers that meet the needs of your call center agents.

First choose a **HEADSET** from a wide selection of industry-leading styles. Then choose the **AMPLIFIER** to tailor a system to your environment.

Plantronics also offers **CORDLESS** solutions for the call center manager, where mobility means improved response times and competitive advantage.

Plantronics is the technology leader in communication solutions, providing the industry's widest choice of best-in-class products. More call centers partner with Plantronics than with anyone else. We make it our business to know your business.

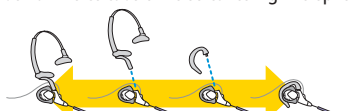
Plantronics is the only company you need for quality, selection and service.



Choose your headset style: over-the-head, over-the-ear, convertible or behind-the-head...

Convertible Model

This innovatively designed convertible headset will satisfy all your agents' wearing preferences and simplify your inventory management requirements. Converts from over-the-head to over-the-ear, right or left side wearing styles, and is available with our trademark voice tube or noise-canceling microphone.



Over-the-Head.....converts to.....Over-the-Ear



DuoPro™ Convertible Headset Family H171(N)

Best-in-class versatility, sound quality and comfort in one innovative, stylish headset. Breakthrough ergonomic design and rugged durability combine for the most demanding, extended use.
0.67 oz. (19 g) Over-the-ear
1.34 oz. (38 g) Over-the-head

New! DuoPro™ Behind-the-head Headset H181(N)

DuoPro sound quality and comfort in a stylish behind-the-head design.
1.13 oz. (32 g)



Over-the-head Models

Over-the-head styles provide comfort and stability. Available in monaural and binaural models, each converts for right or left wearing preferences and comes with a choice of our trademark voice tube or noise-canceling microphone.



Encore® Headset Family H91(N) / H101(N)

Top-of-the-line model offers all-day comfort and superior sound quality. Sound Enhancement System (SES®) lets you select bass or treble setting for fuller, richer tone.
1.76 oz. (51 g) Monaural
2.68 oz. (76 g) Binaural

Supra® Headset Family H51(N) / H61(N)

The most popular lightweight headset in the world, Supra comes with fully adjustable headband for extended-wear use.
1.37 oz. (39 g) Monaural
2.08 oz. (59 g) Binaural



Over-the-ear Models

Over-the-ear styling is more discreet and unobtrusive and provides easy on, easy off convenience. Each model converts for right or left wearing preferences and comes with a choice of our trademark voice tube or noise-canceling microphone.



TriStar® Headset Family H81(N)

Stable, over-the-ear headset design that's so discreet and comfortable, you'll forget you're wearing it. Four user-selectable earbud sizes for customizing fit. Ultra-lightweight: 0.46 oz. (13 g)



Mirage® Headset Family H41(N)

All-day, easy-on, easy-off comfort and convenience, ideal for intermittent calls while multitasking. External receiver rests lightly against the outside of the ear.
0.67 oz. (19 g)

Headset Selection Guide

All headsets are available in H-Series and Polaris™ direct-connect models.

Headset Models:	DuoPro	Encore	Supra	TriStar	Mirage	Benefit
Find the headset style you prefer to wear:						
Convertible	●					Switch between over-the-head and over-the-ear styles
Over-the-Ear	●			●	●	Over-the-ear designs are more discreet and unobtrusive
Over-the-Head	●	●	●			Over-the-head designs are more stable
Behind-the-Head	●					Behind-the-head designs are stable and discreet
Match headset features to your working style and office environment:						
Use the telephone intermittently while multitasking	●				●	Over-the-ear style is easy to put on and take off.
On the telephone for extended periods of time	●	●	●	●	●	Designed for maximum all-day comfort
Confer with colleagues while on calls	●	●	●	●	●	Monaural models let you hear background voices
Need total concentration while on calls	●	●	●	●	●	Binaural models cut out distracting background noises
Work under typical busy office noise levels	●	●	●	●	●	Voice tube models offer easy positioning, great sound
Work in very noisy environment	●	●	●	●	●	Noise-canceling models reduce background noise
Require tone control (treble/bass)		●				Sound Enhancement System (SES) for full, rich tone
Need robust durability	●	●	●	●	●	Industry-leading support and 2-year warranty

Quick Reference

Turn over for headset AMPLIFIERS



Headset Amplifiers and Complete Headset Telephones

...then choose an amplifier to connect your headset to your agent's telephone.

All Plantronics amplifiers deliver our unique Call Clarity™ and SoundGuard® Plus™ technologies to improve voice quality and maintain sound at a comfortable level.

Headset Amplifier Models

M12 Vista™ Telephone Headset Amplifier

This compact universal amplifier sets the industry standard and connects Plantronics headsets to nearly all call center telephones. Easy-to-use button controls for headset and handset selection, volume and mute.



MX10 Headset Switcher™ Adapter

Connects a single headset to a telephone and PC, making it ideal for computer-based training. Enables advanced features like music on hold and call recording. Separate controls adjust incoming and outgoing volume.

SQD Amplifier

The Switching Quick Disconnect Amplifier is RNA* enabled, to eliminate missed calls and improve customer satisfaction. Dual headset port provides improved training and supervisory capability. Optional knee well mount for cord and desktop management.



*Representative Not Available



P10 Plug Prong Adapter

The P10 plug prong adapter is designed for use with specific PBX and call center systems. Features adjustable volume control, and compatible with most ACD systems.

DA50 USB-to-Headset Adapter

Bring the quality and comfort of Plantronics call center headsets to VoIP softphones. The DA50 USB-to-headset adapter features Digital Signal Processing (DSP) technology and includes Plantronics' exclusive PerSono Pro™ software to optimize the audio qualities of your agents' headsets for enhanced communications with your customers.



Direct-Connect Headset Solutions

Many call centers have stations with headset-ready telephones and agent consoles. Plantronics has partnered with leading telephone manufacturers to provide the following direct-connect solutions, with no additional amplifier required:

- Polaris™ direct-connect headsets, a complete solution for headset-ready telephones.
- Adapter cables to connect your existing Plantronics H-Series headsets directly to headset-ready phones.

A20 Telephone Headset Amplifier and Accessory Deck

A unique and efficient under-the-telephone design streamlines your agents' workspace and provides a host of added features, including amplifier, in-use indicator, headset stand and cord management. Seamless telephone integration with audible visual cues for outgoing volume, tone control and mute. Add one-touch, call-answering convenience with the optional HL10 telephone headset lifter. Shown with HL10. Telephone not included.



HL10 Handset Lifter (Accessory for A20 and CA10)

This must-have accessory, featuring remote ring detection, adds remote call answer and end capability to CA10 cordless systems, and one-touch call-answering convenience to A20 corded desktop systems. Stylish design fits discreetly under your telephone handset.



CA10 Cordless Telephone Headset Amplifier

Perfect for the call center supervisor or mobile agent who must be on call from anywhere on the floor. Using a 900 MHz design, the CA10 connects to your corded business telephones and the compact remote delivers range of up to 150 feet. Add optional HL10 handset lifter for remote call answering and ending.



Headset Telephone

T10H Headset Telephone

This analog amplifier features a complete telephone dial-pad. A great cost-effective solution for outbound calling when no phone terminal is available, and it can be used with all Plantronics call center headsets. Includes in-use indicator and headset stand.



Quick Reference