

Headset compatibility guide Winter 2013



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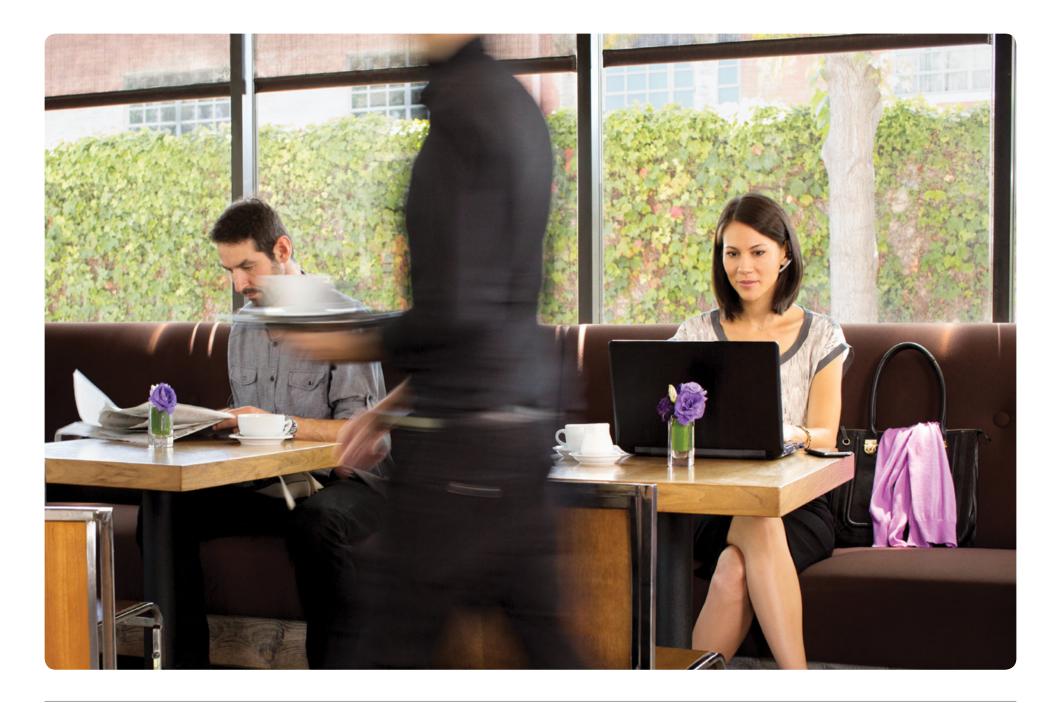
Headset solutions from Plantronics – always the first choice

The story of Plantronics began in the early 1960s, when the pilots Keith Larkin and Courtney Graham decided they had had enough of their old, cumbersome headphones and the bulky microphones that the airlines usedas standard back then.

Together, they developed a lightweight, comfortable headset with a microphone arm and were the first to bring a headset of this kind onto the market. In 1969, it was a Plantronics headset that transmitted the historic first words from the moon to the earth: "That's one small step for a man, one giant leap for mankind". Since then, Plantronics headsets have been first choice as far as business-critical applications are concerned – be that in air traffic control, in emergency call centres or on the New York Stock Exchange.

Even today, Plantronics continues to develop innovative communication solutions for various fields of application, such as unified communications, fixed line telephony or mobile communication. As a global industry leader in close co-operation with strategic partners, Plantronics develops integrated communications solutions that make daily work easier, increase productivity and that mean you can be contacted anytime, anywhere. Plantronics products are sold via a global network of authorised partners. These include OEMs and established manufacturers of telecommunications, speech recognition and audio devices.





Strategic partners

In developing products and solutions, Plantronics works closely with industry-leading partners to ensure optimum compatibility and a high degree of user-friendliness. Here is an overview of our current strategic partners.



Why use headsets?

Flexibility and freedom of movement

The most obvious advantage of headsets is that the user has both hands free. This means that he or she can complete several tasks whilst on the phone, for example look up files or work on the PC. A headset can turn the long-established standard practice in call centres into reality in every office and thus make work easier.

Cordless headsets that are based on DECT technology have another advantage: during the call, the employee can leave their workstation and move around in the office, for example to retrieve documents from the filing cabinet, consult with colleagues or get information. Thanks to the cordless headset, there is no need to end the call – saving a lot of time.

Another important plus point of modern, cordless headsets: no missed calls, since you can pick up the call simply by pressing a button on the earpiece of the headset – sophisticated software makes this possible. Sprinting to the desk to pick up the telephone in time when it rings is a thing of the past.

Modern headsets are so light that they can be worn comfortably for longer periods. Since every human ear is different, there are different configurations that all provide stability: ear hooks, overhead style or the hairstyle-saving neckband.

Excellent sound quality

Headset solutions provide an audibly better sound quality for you and the other party. Background noises are filtered out – an enormous advantage in open-plan offices.

Health aspects

Studies show that the majority of office workers suffer from neck tension, backache and headaches, even if they only use the phone for approximately two hours per day. The most frequent cause is clamping the receiver between the ear and the shoulder. Using headsets can reduce muscle tension and poor posture by up to 41%.

Higher productivity

One finding will make all employers happy: a study from the USA (H.B. Maynard & Co., Inc) has concluded that headsets can increase the productivity in offices by up to 43%. Above all, this is because normal time-intensive tasks such as entering information via the keyboard or checking documents during calls were performed much faster and more efficiently. Purchasing headsets for the office can thus pay off quickly.

In brief: the use of headsets makes communication easier, more comfortable and increases productivity. At the same time, you prevent the generation of noise and reduce health risks.

Connect Partner Programme



To provide our sales partners with the support they need, we have set up the three-level Connect programme. Our focus is constantly on your business activities in the headset area and how we can provide you with dedicated support. With measures tailored to your specific situation, we provide you with support from the sale of your first headset right up to Premium Partner status.

- Specialised sales programme with three partner levels
- Tailored to your specific business situation
- Your direct line to up-to-date information and advice
- Access to the online partner portal
- Profit from well thought-out campaign modules
- Easy ordering of samples with an online form

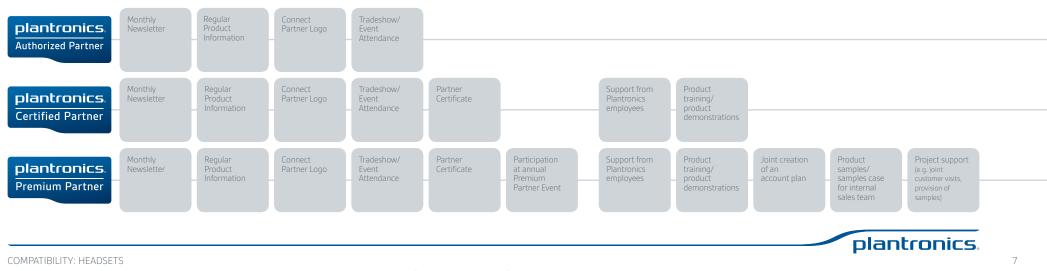
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Compatibility

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https://plantro.net/en/compatibility.html



plantro.net – the online digital library

Quick access to all relevant information that you need to sell Plantronics products. Up-to-date, extensive, practical. Register as a partner today and benefit from this attractive offer immediately – and from our monthly newsletter service.

Product range



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*Subject to budget availability and the individual agreement between Premium Partner and Plantronics Account Manager



Notes on using multiple cordless headsets

Introduction

Where multiple cordless headsets are used in a specific environment, the following important factors must be considered:

- 1. The number of people using headsets simultaneously
- 2. The building structure and layout
- 3. The cordless technology (e.g. Bluetooth or DECT) and the narrowband or wideband frequency range used
- 4. Use of other devices that use the same technology or frequency Bluetooth and DECT systems transmit at different frequencies so that neither technology can be subject to interference. Thus you can use both technologies at the same location, providing that the maximum concentration detailed below is observed.

DECT technology

A decisive advantage of DECT technology is in the use of a protected frequency band. This prevents any interference with other Wi-Fi or Bluetooth radio signals. In contrast to Bluetooth technology, you can use cordless headset systems at the same location if you use DECT technology. However, numerous related factors influence the maximum possible number of devices you can use. Depending on the working environment, you can use considerably more headsets. Some Plantronics customers have up to 500 cordless headsets in use at any time. For precise recommendations, a location survey is necessary.

Bluetooth technology

If cordless Bluetooth headsets are used, in a standard office space with a surface area of 15 x 20m, eight users (in active calls) are possible. If the surface area is doubled, the maximum number of active calls can be multiplied by 1.5. Normally, a much larger number of users is possible as it is unlikely that all users will be making calls simultaneously.

Bluetooth uses a frequency range that stretches over 79 frequencies. However, this does not mean that it is possible to have 79 users at one location. For every call, the Bluetooth device actually jumps backwards and forwards between all or most of these frequencies. This happens several times per second using a technology called Adaptive Frequency Hopping (AFH) and contributes to reducing interference from 802.11 Wi-Fi systems.

There are two different types of Bluetooth classes:

Class 1 for high transmission power and high range and class 2 for lower transmission power and lower range. Plantronics products with Bluetooth class 1 also have an adaptive transmission power that enables lower values, as in class 2, if the user is in the vicinity of the base station.

Since most users will be in the vicinity of the base station during telephone calls, it is highly probable that Plantronics products with Bluetooth class 1 will have no influence on the number of headsets that can be used at a location.

DECT and Bluetooth – safety overview

DECT and Bluetooth are wireless technologies for transmitting data over short distances. They involve much lower radiation levels than a normal mobile phone. According to current scientific studies, there are no known health risks connected to using DECT or Bluetooth headsets since the transmission power is considerably below the permitted safety restrictions.

Transmission power

The average transmission power of a standard GSM mobile phone with 900 MHz is up to 250 mW. The transmission power of a standard DECT phone is 10.43 mW (250 mW × [417 us/10,000 us]), whereas a Plantronics DECT headset has a transmission power of only 0.26 mW (6.3 mW × (417 us/10,000 us). Bluetooth headsets have an even lower transmission power, since they have a range of only 10m, compared to a range of 100 m for DECT headsets. In other words, the transmission power of DECT and Bluetooth headsets from Plantronics corresponds to approximately 0.1% of the transmission power of a normal mobile phone and 2.5% of the power of a normal DECT mobile phone.

Safety restrictions and SAR values

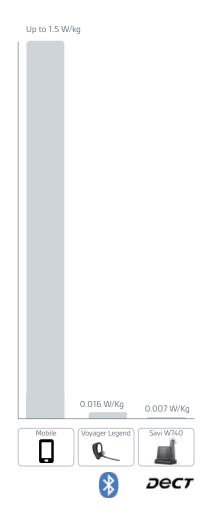
Today, the specific absorption rate (SAR) of wireless devices is measured as a matter of course. Measuring the SAR value can effectively determine how much energy is absorbed by biological tissue, in particular, the human body. SAR measurements are mainly concentrated on the head. There, the current SAR limit for uncontrolled load is 2 W/kg, averaged over 10g. This limit is valid in Europe, Japan and Korea. For DECT and Bluetooth headsets, no SAR value is usually determined since, due to the lower transmission power, this value would be considerably below the basic test restrictions. These headsets therefore meet the exclusion provisions of the European standards for this test type, for example, ES 59005 and EN50360/EN50361. Even though there is no obligation to do so, Plantronics has had independent tests performed. The results show that the SAR values fell considerably below the values required for compliance with international standards.

- SAR value of a mobile phone: generally 0.3 to 1.5 W/kg, averaged over 10g
- SAR value of the Bluetooth Voyager Legend headset from Plantronics: 0.016W/Kg, averaged over 10g of tissue.
- SAR value of the DECT Savi W740 headset from Plantronics: 0.007 W/kgm averaged over 10g

The figures stated above show that the transmission power of an average Bluetooth or DECT headset is between 0.03% and 1.5% of the recommended upper limit for SAR values in Europe. In light of the fact that average mobile phones reach between 15 and 75% of the SAR limit, it is clear just how low the transmission power of the headset actually is. The SAR values for headsets are so low that a precise measurement is quite difficult. The Bluetooth and DECT headsets from Plantronics meet the globally applicable standards for this field. Within the EU, standard EN 50360 applies for mobile phones and other devices worn close to the head.

Furthermore, we must not forget that the tests must be performed at maximum transmission power for all current specifications. If Bluetooth headsets are worn when there is no active call (for example, when the user is waiting for a call), they are in low power mode. This reduces the high-frequency load over a longer period. DECT headsets are set in listening mode when there is no active call taking place. In this mode their transmission power is zero.

Specific Absorption Rate (SAR)



Notes for eavesdropping security with cordless headsets

Eavesdropping security with DECT headsets

The cordless DECT headsets from Plantronics use digital technology and meet the requirements of the DECT security standard ETSI EN 300 175-7. Security is one of the many strengths of a DECT system. It combines TDMA-/TDD-based wireless transmission and dynamic channel selection with a three-level security system. This three-level security system is based on the following methods: registration, encryption and identification. This guarantees a high degree of security against eavesdropping.

1. Registration

Base stations and handsets are paired such that they can identify the correct base or handset easily. Using the DECT Standard Authentication Algorithm (DSAA), a secret authentication key is calculated. The complete specification of this algorithm is known only to the device manufacturers.

2. Encryption

During the wireless connection, the data is coded and decoded on the opposite side. This is done using a key that is known to the two stations but that is not transmitted itself.

3. Identification

Base stations and handsets check whether the correct authentication key has been used and also create a code key for encrypting the data transmitted. The encryption standard DECT Standard Cipher (DSC) is used, and its specification is known only to the device manufacturers.

HF protocol:

thanks to dynamic channel assignment, the HF protocol provides a high degree of security. In this procedure, one free channel is selected for each carrier (for the uplink and downlink) from 10 carrier frequencies and 12 time slots. This channel can be changed if disruptions occur.

Security with Bluetooth headsets

Thanks to highly developed authentication and encryption algorithms, the wireless contact between a phone and a Plantronics Bluetooth headset is very secure. The headsets must only be 'recognisable' (i.e. visible to other devices) for a short time, when they are configured for use with a new device (e.g. a mobile phone). In this process, known as ,pairing', the two devices exchange information to establish a secure connection. After pairing, Plantronics headsets are not visible to other devices and all transmissions are encrypted.

The pairing process

During pairing, the following information must be exchanged:

- 1. The Bluetooth address of each device
- 2. The PIN code entered by the user
- 3. A unique timestamp generated by the mobile phone

From this information, a 128-bit security key is created. This is then used for all connections between the headset and the phone (or Voyager base station). It is very difficult to determine the timestamp at a later point in time, even if potential spies already know the address and PIN code. A Frequency Hopping Spread Spectrum is used for communication between Bluetooth devices. This is a frequency spread procedure that offers a very high degree of security against eavesdropping.

Tap-proof calls

The Plantronics DECT headsets digitally encrypt the information transmitted between the headset and the phone (or Voyager base station) using a 64-bit security key. This method is similar to the encryption of GSM wireless signals between a mobile phone and base station. Many of the security gaps discovered for Bluetooth do not apply for headsets. However, some settings can still contribute to increasing the security, in particular, deactivating 'visible' mode. If they are used correctly, Bluetooth headsets and the phones paired with them are a difficult target for attackers.



Good for health and the environment: headsets with TCO certification

Plantronics is the first manufacturer globally whose products have been certified with the TCO '07 standard for headsets. Numerous models from the office, call centre and mobile communication ranges have all received the TCO certification. All current and future Plantronics products will be subjected to the TCO '07 testing process.

TCO – a globally recognised standard

TCO certification is a globally recognised standard in the IT industry. It has been awarded for headsets since 2007 (TCO '07). The Swedish Confederation for Professional Employees (Tjänstemännens Centralorganisation – TCO) uses it to distinguish particularly ergonomic products that protect the health of employees. These are mostly devices used in offices.

"We have always worked at making sure our products meet the latest standards since they have to work together with products from many other manufacturers. TCO certification confirms the Plantronics claim of developing first-rate headsets that offer the highest audio quality for business and private users." Philip Vanhoutte, Managing Director, Plantronics EMEA

Demanding test criteria

All headsets that receive the TCO '07 certification for headsets must fulfil certain criteria with regard to ergonomics, environmental protection and energy. These include integrated protection against acoustic shock, volume control, the replaceability of parts for better hygiene, recyclable products and the minimisation of materials that harm the environment. For cordless headsets, radiation values are also decisive: the SAR value for a cordless headset must not exceed 0.04 W/kg.

Make the right choice edge TCO is a global certification for headsets designed for maximum performance, usability and minimal environmental impact. It shows that Plantronics' products have passed 3rd party lab and CERTIFIED independent testing for low emissions, superior sound quality and high durability. TCO approved headsets have fulfilled the following criteria: Ergonomics Built-in acoustic safety protection Replaceable parts for better hygiene · Adjustable for individual comfort and highly durable · Great sound quality with a longer life Ecology ISO 14001 certified manufacturing Ethical employment practices Highly efficient energy usage TCO Edge Minimal use of harmful substances Premium Certification for maximum comfort Highly recyclable – reduced landfill Enhanced acoustic limiting Emissions Recognised sustainable design Very low electrical / magnetic fields and SAR Best-in-class acoustic performance Plantronics has a 100% pass rate More TCO certifications than any other headset manufacturer.



Wireless headsets



Savi® 700 Series

Enjoy wireless freedom while seamlessly managing PC, mobile and desk phone calls with a single intelligent headset system.

- Automatically routes calls to whichever device mobile phone or headset – is within easy reach
- Transfer audio from headset to mobile phone at the touch of a button, and take calls on the move
- UC presence* and status is automatically updated when on a PC, mobile or desk phone call
- Voice-dedicated DECT technology eliminates Wi-Fi interference

*With supported softphones, using supplied Plantronics software.

W745	P/N 86507-12
W740	P/N 83542-12
W740-M	P/N 84001-12
W730	P/N 83543-12
W730-M	P/N 84002-12
W720	P/N 83544-12
W720-M	P/N 84004-02
W710	P/N 83545-12
W710-M	P/N 84003-02





The Savi[®]440 is the lightest headset on the market and part of Plantronics' pioneering portable DECT range. Its 120 metre wireless range and hot swappable battery* make it a productivity powerhouse.

- Manage PC voice communications and multimedia wherever your work takes you
- Lightest DECT wireless headset on the market
- · Versatile, convertible headset with three comfortable wearing styles: over the ear, over the head, and behind the head
- Wireless range of up to 120 metre
- Up to 7 hours talk time on a single charge
- Hot swappable battery* for unlimited talk time
- One-touch call answer; hang-up; volume control, and mute and flash with supported softphones

*Additional battery sold separately.

W440A	P/N 83359-02		
W440A-M	P/N 83372-02	W410A	P/N 84007-04
W430A	P/N 82396-02	W410A-M	P/N 84007-02
W430A-M	P/N 82397-02	D100A	P/N 83550-02
W420A	P/N 84008-04	D100A-M	P/N 83876-02
W420A-M	P/N 84008-02		



Meeting the demands of mobile professionals like never before. With connectivity to PC, smartphone, or tablet, sensors, precisely-tuned audio, voice controls and advanced charging

Manage PC and mobile device calls from a single headset

accessories - it's the only headset you need for

- Smart Sensor[™] technology for a seamless and intuitive user experience
- Bluetooth mini USB adapter for always-ready PC connectivity
- Includes portable case and desktop stand for anywhere charging
- Precision tuned triple-mic with enhanced DSP for superior noise cancellation
- Three layers of wind noise protection
- · PC Wideband delivers heightened speech clarity

B235 P/N 87670-02 B235-M P/N 87680-02

your mobile life.

*Call control on the headset: if you want to answer or end calls with a wireless headset and require either the mechanical HL10 handset lifter or a vendor-specific electronic module (Electronic Hook Switch, EHS)



Wireless headsets



CS500[™] Series

Setting a new standard for wireless deskphone communications. The new convertible headsets – the lightest DECT headsets on the market - feature streamlined design, improved performance, and the same great reliability.

- Hands-free mobility to enable easier multitasking
- Adaptive power system delivers longer talk and standby times.
- Voice-dedicated DECT technology eliminates Wi-Fi interference
- Choose narrowband mode to preserve talk time or wideband mode for clearer conversations

CS510A	P/N 84691-02
CS520A	P/N 84692-02
CS530A	P/N 86305-02
CS540A	P/N 84693-02

Voyager Legend[™] CS

(⊞

The headset system that moves with you throughout your day. Enjoy intuitive call management and outstanding audio from your mobile phone on the road to your desk phone in the office, and everywhere in between.

- Manage desk phone and mobile device calls from a single headset
- Smart Sensor[™] technology for a seamless and intuitive user experience
- Roam up to 10 meters from desktop charging base or mobile device
- Use your voice to answer incoming calls and for a host of other commands¹
- · Enhanced voice alerts tell you connection status, talk time remaining and more
- Announces incoming caller's name¹

VOYAGER LEGEND CS 88863-02 88863-22 VOYAGER LEGEND CS/HL10 VOYAGER LEGEND CS/APS-11 200898-01 VOYAGER LEGEND CS/APA-23 200898-02

Savi[™] Go



Wideband audio support on PC communications.

- · Bluetooth wirelessly connects to Microsoft Office Communicator 2007, Microsoft Lync Server 2010 and your mobile phone
- One-touch multifunction call control:
- Call answer/end/volume adjust and mute controls all on one button
- In-use indicator light: Button lights up when phone is in use
- Extended boom with noise-cancelling microphone for clearer calls
- Convertible wearing styles for customisable comfort and fit

WG100/B P/N 38658-02 WG101/B P/N 38635-02



PLANTRONICS HEADSET GUIDE 2013

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Corded headsets



Supra Plus®

Winning combination of great audio performance and reliability

- Wide choice of models to meet personal preferences; monaural or binaural, voice-tube or noise-cancelling
- Single cable binaural for complete comfort and convenience
- QuickCall feature allows you to take a call quickly and easily
- Robust design and construction for exceptional reliability
- Available in the following options:
- hard of hearing
- silver
- wideband

HW251	P/N 36828-41
HW251N	P/N 36832-41
HW261	P/N 36830-41
HW261N	P/N 36834-41
HW351	P/N 82310-41
HW351N	P/N 82311-41
HW361	P/N 82312-41
HW361N	P/N 82313-41

EncorePRO[™]

Premium audio, comfort and styling for high quality customer conversations

- Enhanced noise-cancelling, and wideband audio give you clearer conversations with your customers enabling you to offer a better service
- Distinctive, unique design provide high performance and a stylish look
- VoIP ready through the use of enhanced echo control and wideband audio, allows you to preserve your investment through future phone system upgrades
- Seven axes of adjustability ensure you can wear the headset in the most comfortable and effective position

HW291NP/N 78712-02HW301NP/N 78714-02

Entera™

An entry level headset with limited features, available in a monaural style that can be worn on either ear or binaural, to block out background noise.

- Noise reducing microphone for improved intelligibility
- Choose the monaural style to confer with colleagues or the binaural style to block out background noise
- Wideband audio to help you preserve investment when moving to VoIP
- Comfortable and lightweight

HW111N	P/N 79180-03
HW121N	P/N 79181-03



Corded headsets for Unified Communications



Blackwire[®] 300 Series

The Blackwire 300 Series USB headsets are a simple-to-use, comfortable, and durable choice for conference calls, Web-based training, and PC multimedia applications.

- Two wearing styles available: binaural/hi-fi stereo or monaural design
- Lightweight metal headband offers durability and a customisable, comfortable fit
- Intuitive inline controls to answer/end calls, control volume, and mute
- Smartly placed indicator lights and helpful audio alerts give user call, mute, and volume status
- Wideband audio with noise-cancelling for high-quality PC telephony
- Dynamic EQ feature automatically adjusts audio for voice or multimedia use
- Enhanced Digital Signal Processing (DSP) provides more natural voice sound
- SoundGuard® technology provides protection against audio spikes
- Travel case provides secure and convenient transportation

C310	P/N 85618-02	C315	P/N 200264-02
C310-M	P/N 85618-01	C315-M	P/N 200264-01
C320	P/N 85619-02	C325	P/N 200263-02
C320-M	P/N 85619-01	C325-M	P/N 200263-01

plantronics.

Blackwire[™] 435

The Blackwire 435 is the first corded headset designed specifically for unified communications. Whether its video conferencing or listening to music – experience the perfect balance of style, sound quality and flexibility.

- Convertible headset for mono or stereo wearing options
- Discrete design is hairstyle, eye-glasses and Web-cam friendly
- Over the ear and behind the head* wearing options.
- Answer, end and mute controls simplify PC call management
- Inline indicator lights display call and mute status
- Noise-cancelling microphone filters out background noise
- Wideband audio delivers the best possible PC music clarity
- Dynamic EQ stereo automatically adjusts for voice or multimedia use
- Enhanced Digital Signal Processing (DSP) technology provides more natural sounding voice
- SoundGuard[™] technology provides protection against sudden loud noises
- Rugged, collapsible design easily stows away and durable travel case offers extra protection

C435 P/N 85800-05 C435M P/N 85801-05

Blackwire[®] 500 Series

The Blackwire 500 Series corded USB headsets with Smart Sensor[™] technology intuitively help you manage PC calls. Simply put the headset on to answer a call and you'll hear every word thanks to its premium audio quality.

- Smart Sensor technology lets you answer a call by simply putting on the headset
- One-touch call answer/end, vol +/-, and mute
- Inline indicator lights and user friendly audio alerts the user to connection, mute and volume statu
- Dynamic EQ automatically adjusts audio settings between voice calls and music
- Enjoy hi-fi stereo sound (C520) for unmatched audio clarity when listening to multi-media
- PC wideband audio with noise-cancelling microphones for high-quality PC telephony
- Digital Signal Processing (DSP) provides natural voice sound
- Carrying case for easy storage and portability

C510	P/N	88860-01
C510-M	P/N	88860-02
C520	P/N	88861-01
C520-M	P/N	88861-02



Blackwire® 700 Series

The versatile UC headset that offers highquality PC audio and seamless Bluetooth connectivity to mobile phones and tablets.

- Simple USB connectivity to your PC and detachable cable to take your mobile calls throughout the office
- Intuitive inline controls to answer/end PC and mobile calls, control volume, and mute
- Inline indicator lights and voice prompts give connection, mute and volume status
- Smart Sensor technology lets you answer a call by simply putting on the headset
- Smart Call Transfer automatically routes audio from the mobile phone to the headset whenever it's put on – and vice versa
- Built-in sensors provide contextual information, creating a long-lasting, adaptable platform
- PC wideband audio with noise-cancelling microphones for high-quality PC telephony
- Dynamic EQ automatically adjusts audio settings between voice calls and music
- Integrated A2DP lets you listen to streaming media from your mobile phone or tablet

Audio processors









Vista M12[™]/M22[™]

Better sound quality and enhanced intelligibility.

- Maintains volume at the user chosen level regardless of incoming call volume
- Outbound noise reduction enhances the performance of all Plantronics headsets to reduce the background noise a caller hears
- Incoming noise reduction lowers incoming noise to enhance the agents listening comfort

M12 P/N 33413-11

VistaPlus[™] DM15E

Digital Audio Processor for complete protection against acoustic incidents.

- Protection against sudden sounds removes sudden unwanted noises such as fax or DTMF tones, and feedback
- Keeps headset sound exposure level to below legislative limits (85 or 80dB)
- Maintains volume at the user chosen level regardless of incoming call volume
- Digital Signal Processing (DSP) frequency response shaping maximises speech intelligibility whilst phone line noise is reduced

DM15E/A P/N 39380-01

VistaPlus[™] AP15[™]

Plantronics VistaPlus AP15 is an Audio Processor that will help you improve the important measures of call time or first call resolution in your Contact Centre. Enabling them to make more calls and to improve customer satisfaction by removing unnecessary repetitions and recording customer details correctly first time.

- Improves poor or degraded audio quality on calls from sources such as mobile and cordless phones
- Helps eliminate echo and filter-out background noise
- Automatically adjusts the volume to the user's preferred level

AP15 79960-03

MDA200[™]

Designed to solve the communications challenges of businesses migrating to Unified Communications, the MDA200[™] makes it easy to manage PC voice and multi-media, while maintaining connectivity to your desk phone.

- Allows the choice of one corded or wireless USB headset for users in the office or on-the-go
- Simple user interface to easily answer, end, hold and switch between desk phone and PC calls
- Supports remote call control with Plantronics corded and wireless USB headsets
- Manage calls from PC, desk phone and even a mobile phone when used with Bluetooth USB headsets (like Voyager[™] PRO UC)
- Compatible with Plantronics corded desk phone headsets
 when used with a USB adapter
- True voice clarity with wideband/stereo audio support
- Plug-and-play, hassle-free installation
- Compatible with softphones from every major UC provider
- Upgradable firmware ensures future compatibility and ongoing feature support
- Use with Plantronics Electronic Hookswitch (EHS) cable or HL10 handset lifter to enable remote answer or end control from the desk phone

MDA200/A 83757-02



Calisto products



Calisto® 240

Make the evolution to PC communications simple with the Calisto[®] 240 USB handset.

- A familiar phone interface for managing PC calls
- Integrated full duplex speakerphone for hands-free convenience
- LCD screen for easy call ID viewing and menu navigation
- Answer/end/mute/dial/redial controls at your finger tips
- Wideband offers the best PC audio available
- Slim, portable design easily fits into laptop bag
- Enhanced protection with included carrying pouch
- SoundGuard[®] technology provides protection against audio spikes
- Powered by USB, no batteries required

P24057240.002P240-M57250.002

Calisto[®] 620

The first wireless speakerphone designed for UC, Calisto 620 seamlessly integrates calls from your laptop, smartphone or even tablet in a lightweight portable UC solution that sounds great and sets up easily, all without cords or fuss.

- Simplified call management with an easy interface on PC, smartphone or tablet
- Bluetooth mini USB adapter for always-ready PC connectivity
- Up to 7 hours wireless talk time, up to 5 days standby time
- PC wideband audio and Digital Signal Processing reduces drop-outs and echo
- Bi-directional microphones activate in the direction of speaker's voice
- Full duplex audio with 360° room coverage
- Integrated A2DP lets you listen to streaming media from your mobile device
- Compact, wireless design goes anywhere with included soft carrying case
- Flexible charging options: AC adapter with USB to micro USB cable
- P620 86700-02 P620-M 86701-02

Calisto[®] 800

Experience a whole new way to manage your PC, mobile and home* phone calls with the Calisto® 800 Series multi-device speakerphone system. Enjoy excellent audio quality and freedom of movement at home or in the office. "Home phone (analogue) connectivity is available only with the Calisto 835 model

- 2.4" colour display and touch sensitive keys for intuitive visual call management
- Premium sound with full duplex wideband audio support and advanced noise cancellation
- User friendly Caller ID and call log
- For privacy, use with Bluetooth or corded headsets/ headphones (3.5mm)
- Bright, backlit LCD displays incoming caller ID, time, and user's online status/presence
- Wireless microphone offers unparalleled voice transmission and freedom of movement

P825-M 84261-01 P835-M 85210-03

18

Headsets as the decisive interface for Unified Communications

The end of the classic office

Working in the office from '9 to 5'? If futurologists are to be believed, this model has already outlived itself. By 2020, 80% of the workforce in Germany, France and Great Britain will no longer work at fixed locations during conventional working hours. Even today, the increase in home office, desk sharing and mobile working styles shows that in the future, work will take place decentrally at flexible locations and times. Rapid technological developments are transforming the traditional working world into a new, virtual world in which interactive co-operation plays a decisive role.

But what are the reasons for this change? It is caused by the nature of work today: the focus of value creation is increasingly on creativity and innovation. This makes the flexible network of multi-faceted human resources a decisive competitive advantage for businesses – and good ideas and solutions need their own time and location. According to current surveys, employees having their best ideas at the traditional office desk is the exception.

But how can the decentralised workforce be consolidated? Businesses today are increasingly investing in Unified Communications to connect employees, customers and suppliers and to integrate co-ordination processes. For example, presence notifications and 'one number' concepts make it clear for all project participants how best to reach their contacts. Sophisticated collaboration tools ensure documents and business data are synchronised. This provides the flexible working culture with an effective infrastructure that makes classic office space increasingly superfluous.

On the other hand, the increase in virtual collaboration is also changing our business culture. More and more businesses are reducing the number of customer meetings in order to save on travel costs or to improve their CO² balance. This increase in mobile working styles also leads to fewer direct encounters amongst employees. Our communication is thus losing the important element of body language. Things that would have been indicated with a gesture or a look in a customer discussion survive at best as an emoticon in the age of the email.

The importance of the voice is growing

Therefore, in successful business communication, more emphasis is placed on the human voice and its wealth of expression. Our voice is our most important business card if we cannot meet colleagues and business partners personally. Especially in customer discussions, a good command and conscious use of the voice is decisive for the overall impression we give and for a high level of professionalism. Optimal speech transmission is therefore one of the decisive parameters for a successful Unified Communications solution. Voice over IP, telephony by means of a data connection via a softphone, currently offers excellent transmission rates. It is now up to ITC planners to add high-quality audio end devices that reproduce the human voice with as little loss as possible to their UC infrastructure.



Solutions from Plantronics for professional communication

Plantronics supports Unified Communications with a wide range of specially certified end devices. Professional headset solutions such as the Voyager Pro UC can be seamlessly integrated into any existing UC structure and, using Plug & Play, can be used together with softphones from all large manufacturers.

This considerably increases the freedom and flexibility enjoyed by UC users. Plantronics technologies enable voice communication even in the most difficult acoustic environments. Modern noise-cancelling procedures already filter out disruptive background noise in the headset microphone. Digital Signal Processing (DSP) ensures that disruptive line echoes, often experienced with mobile phone networks, are suppressed. Finally, broadband transmission reflects the frequency range of the human voice down to the very last detail. This means that important nuances are transmitted, maximising the speech intelligibility overall – regardless of the location of the speaker.

Plantronics headsets therefore offer ideal support, particularly in the mobile use of unified communications. Regardless of whether you're in a street cafe, on a business trip or using your home office (complete with noise from children): Plantronics solutions open up countless new opportunities for working efficiently outside the office.

For more information on Unified Communications and smarter working, visit: smarterworkingevolution.com

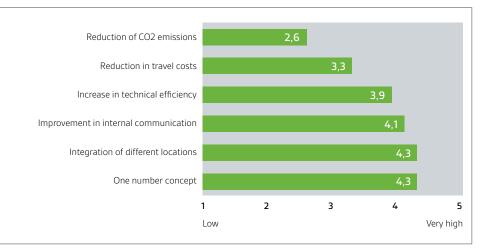


Greater productivity through Unified Communications

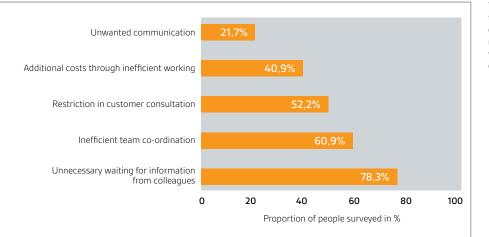
Current expert studies by Plantronics show that, in businesses, the PC is becoming a telephone

The experts are united: the use of Unified Communications (UC) leads to increased productivity in businesses. This assessment was given by industry experts surveyed by Plantronics. They evaluated the most important theories on this topic in the current 2009 Unified Communications Market Trends report. Twenty-five experts, representatives of leading solutions providers and device manufacturers, ITC consultants and specialist journalists, took part in the Plantronics expert study. These experts are intensively involved with the different UC architectures and their further development. Above all, the aim was to weight the findings gathered on the topic of UC in numerous studies in one study and have relevant industry experts classify them.

Advantages of UC solutions



Productivity losses from not using UC

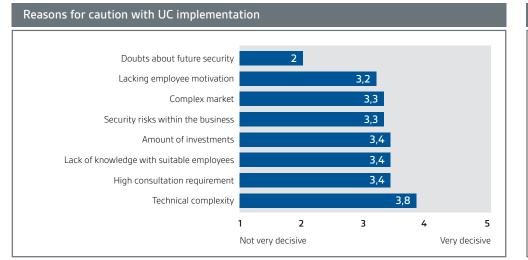


The greatest disadvantage of not using UC is the unnecessary waiting for information from colleagues. 78.3% of the experts surveyed rated the resulting productivity loss as high to very high. Doubts on the security of the future of UC were by far the least important factor.

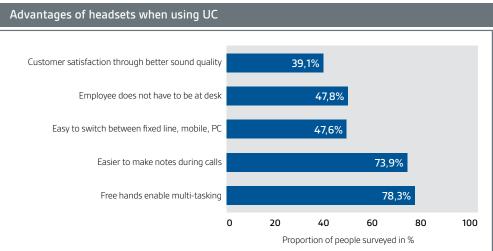


UC: Future development

With regard to the question of the future of business ITC, those surveyed were to a large extent united in the opinion that businesses will continue to upgrade to UC solutions. This will clearly lead to a reduction in fixed-line solutions in favour of IP telephony. Most people surveyed also predicted a move away from classic telephone systems in favour of softphones. This makes headsets more important, since they represent the decisive interface in UC.



As regards the question of what is holding businesses back from investing in a UC solution, the opinions are divided. However, according to those surveyed, the most important reason is the technical complexity of the topic.



78.3% of people surveyed rated the advantages of headsets as very important, whereby the decisive advantage was seen as the opportunity for multi-tasking thanks to free hands.



Compatible softphones

Compatibility and integration of Plantronics products

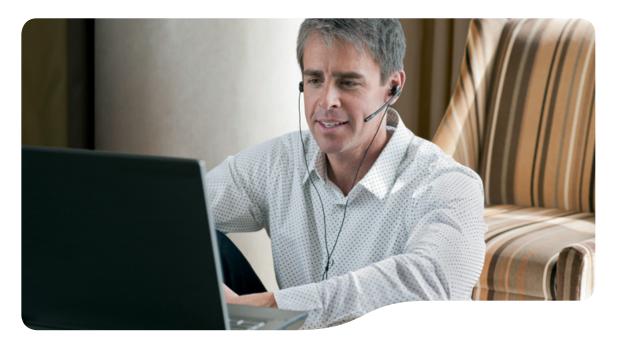
Plantronics works closely with all leading providers of UC applications to enable optimum compatibility and integration. In principle, all professional UC solutions are compatible with products from Plantronics and can be used for audio communication.

Furthermore, the following softphones also enable functions such as accepting or ending calls, call notification, volume control and muting the microphone via the headset:

- Aastra 2380ip for PC V3.5.4.0
- Aastra BluStar for PC V3.0.1876
- Alcatel-Lucent My Instant Communicator V2.7.023.005
- Avaya Aura Agent Desktop, V6.3
- Avaya IP Softphone V6.0 SP9 and V5.2 SP5
- Avaya IP Agent V7.0 SP8 and V6.0 SP18
- Avaya one-X Communicator V6.1 SP8 and V5.2 SP5
- Avaya one-X Agent V2.5 SP2
- Cisco IP Communicator V8.6.3.0 and V7.0.6.0, 7.0.5.0
- Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V8.0 (3)
- Cisco UC Integration for Microsoft Lync (CUCILync) V8.6 (2)
- Cisco Unified Personal Communicator (CUPC) V8.6(3) and V8.0(3)
- Cisco WebEx Connect V7.2.2
- Microsoft Office Communicator R2 3.5 (3.5.6907.268)
- Microsoft Lync 2013 (15.0,4517.1004) and 2010 (4.0.7577.4398)
- NEC Univerge SP350 V5.2 and V4.1
- Shoretel Communicator V14.0 and V13.2
- Skype V6.7

See plantronics.com/software for latest softphone compatibility information.





Plantronics SPOKES software (2.8 or later)

The Plantronics Spokes for Windows software enables remote call control with Plantronics headsets and the latest generation of UC and IP softphones. This means that users can answer and end calls remotely while away from their desks. The seamless integration of headset and softphone allows users to benefit from enhanced mobility. The wireless freedom improves work efficiency and ergonomics throughout the day. Integration with leading media players gives users additional controls such as auto pause of the media player when receiving/making a call and auto resume or media player at the end of a call.

This list summarizes the modules of the Plantronics software. More information about each of these features is available in the Help system:

Plantronics Unified Runtime Engine Process

The Plantronics Unified Runtime Engine is a required component and runs as a process on the system. The process is visible via the task manager and does not have an associated user interface.

Plantronics Control Panel

The Plantronics Control Panel is an optional component and is launched from the Start | Programs Menu. The control panel provides access to device settings such as ring tones, range, auto-answer, multi-media options etc. Available settings vary based upon the device.

Plantronics Battery Status Meter

A Battery Status Meter application which appears as an icon in the System Tray and monitors the battery charge level for all the current Plantronics wireless USB devices.

Plantronics Update Manager

The Plantronics Update Manager is launched from the Start | Programs Menu. The update manager provides automatic alerts when new software is available. By default, the "Check for Update Automatically" is enabled. * The Plantronics Enterprise Manager Tool (available as a separate download) can be used to customize the Plantronics provided .msi file and exclude the install of the update manager.

The download can be found plantronics.com/software

Plantronics Enterprise Manager

The Plantronics Enterprise Manager tool is available as a separate download. The Enterprise Manager tool was developed to support enterprise deployment requirements. The Enterprise Manager tool can be used to:

- a. Customize the Plantronics Software installer (.msi) default options
- b. Customize device settings for a uniform deployment

The download can be found at plantronics.com/software

What are the key features of the Plantronics device platform that applications can leverage using Spokes?

	HELP
General	
Default Line	PC 🔹
Range	Hgh 🔻
Deskphone Audio Bandwidth	Nerrowband -
PC Audio Bandwidth	Wideband
Initiate Mobile voice commands	
Buetooth Enabled	
Auto Connect to Mobile Phone	
	dset is docked
Stop auto connect to mobile when hea	daet is docked
Stop auto connect to mobile when hea Over the Air-Subscription	
Stop auto connect to mobile when hea Over the Air-Subscription Audio Protection Audio Limiting	85 dB •
Stop auto connect to mobile when hea Over the Air-Subscription Audio Protection Audio Limiting	
Stop auto connect to mobile when hea Cover-the-Ain-Subscription Audio Protection Audio Limiting Hours On Phone Per Day Ardi-Statle	85 dB •
Stop auto connect to mobile when hea Over-the-Air-Subscription Audio Protection Audio Limiting Hours On Phone Per Day	85 dB •
Stop auto connect to mobile when hea Coverthe-Air-Subscription Audio Protection Audio Limiting Hours On Phone Per Day Arti-Statle	85 dB •

	HELP
Action to Media Player: When a call begins	Pause -
When a call ends	Play -
General	
Launch audio devices control panel	
	allowing us to collect anonymous feature usage statistics
Enable auto presence update on	Mcrosoft OC/Lync and Skype
Ring both Headset and PC	
Maintain Headset to PC link	
Mcrosoft OC/Lync Dial-tone Ena	bled
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Plantronics is a Microsoft Gold Certified Partner







A strong partnership

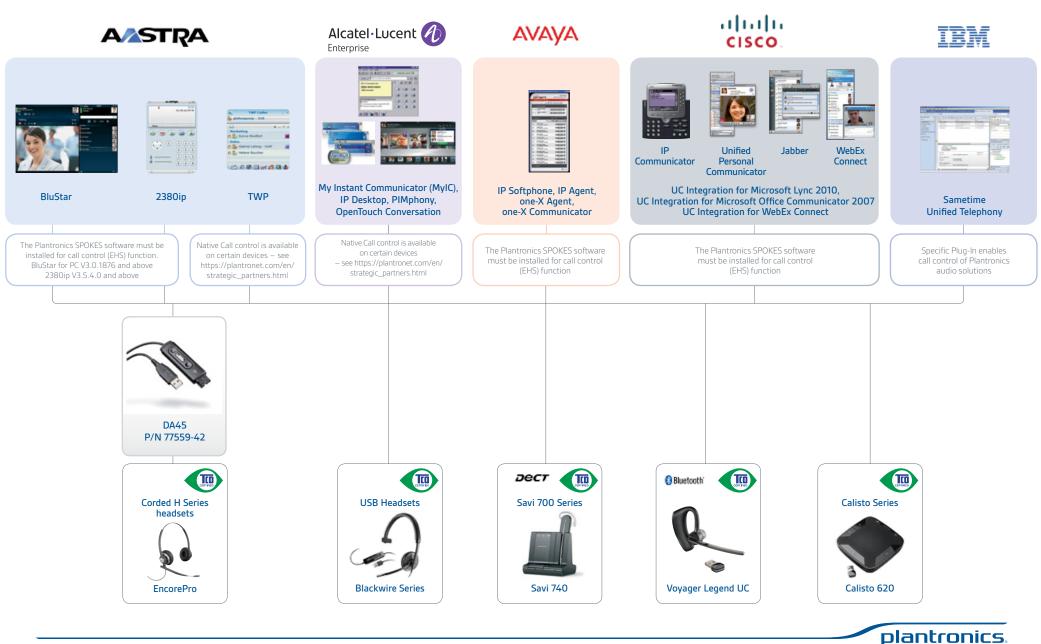
As a Microsoft Gold Certified Partner, Plantronics works closely with Microsoft in developing innovative communications solutions for unified communications. This ensures the optimal integration and perfect compatibility of Plantronics products with Microsoft applications and guarantees a high degree of user-friendliness.

Simple Plug & Play: Microsoft-certified communication solutions

Plantronics offers numerous communications solutions for unified communications. These have been specially optimised for use with Microsoft® Office Communicator 2007 and have been certified by Microsoft. For the user, this means guaranteed compatibility, simple Plug & Play without installing additional drivers or software and optimum usability. Calls can be received and ended via the connected Plantronics product. Calls coming in via Microsoft® Office Communicator 2007 and Microsoft® Lync[™] Server[™] 2007 are signalled by a ringtone on the device. The ring can also be relayed via the PC speaker. Users can also control the volume and mute the microphone via the connected Plantronics product.







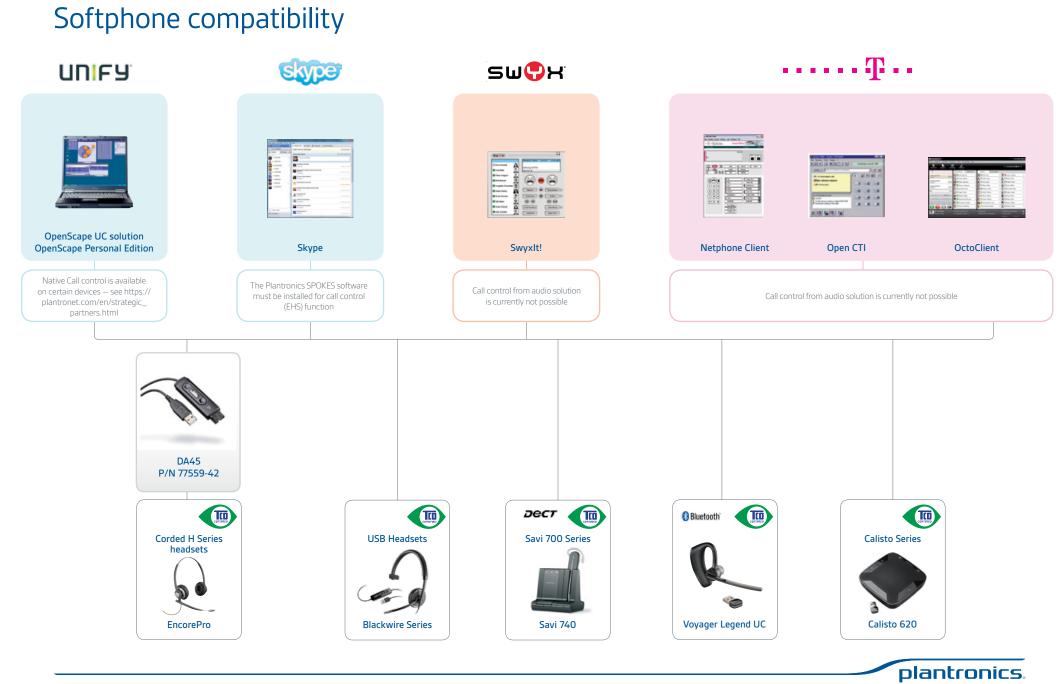
Softphone compatibility

COMPATIBILITY: HEADSETS

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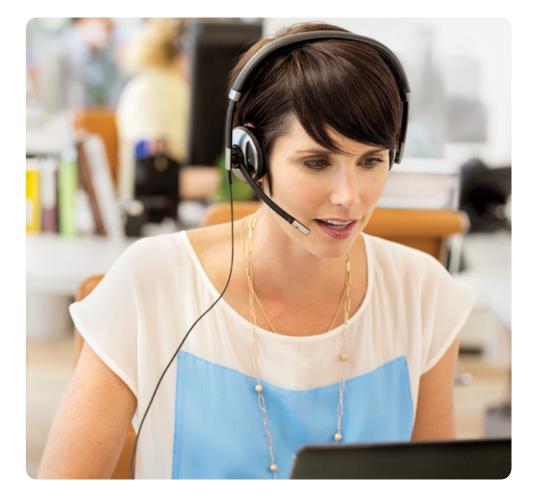
Softphone compatibility





Plantronics UC Toolkit

Accelerating Unified Communications audio device adoption



To help you conduct the smoothest UC audio device adoption possible, Plantronics has developed the UC Toolkit – a portfolio of IT best practices, guidelines, recommendations and tools, based on the collective wisdom of customers' experiences and lessons learned

For more information, visit: plantronics.com/uctoolkit



Plantronics UC Toolkit

Accelerating Unified Communications audio device adoption



Designed for IT professionals, the UC Toolkit offers guidance and tools aligned with each phase. Choose the advice that works best for your UC audio device integration.

TOOLKIT ASSETS	PHASE				
	TRIAL	PLAN	DEPLOY	ADOPT	EVOLVE
FAQs	•	•	•	•	•
Guidelines for success	•	•	•	•	•
Checklists	•	•	•	•	•
Surveys	•	•	•	•	•
Wireless voice in the office environment white paper		•			
Wireless voice office assessment tool		•			
Quick setup guides			•		
Interactive setup guides				•	

For more information, visit: plantronics.com/uctoolkit



Plantronics UC Toolkit

Accelerating Unified Communications audio device adoption

FAQs

The top FAQs asked, during each phase, by IT organisations. Review the FAQs first as a quick education of the topics included.

Guidelines for success

A series of documented best practices, recommendations and key insights for each phase of the UC platform integration process. Select ideas from the detailed guidelines that enhance your own UC goals and objectives.

Checklists

A list of suggested activities and actions for each phase. Use these checklists as reminders, with the ultimate goal of developing your own customised action lists.

Surveys

Questions for polling employees to understand their needs and satisfaction levels. Select all or the most relevant questions and then use your preferred survey tool.

Wireless voice in the office environment white paper

An overview of wireless technologies and wireless density capabilities, with suggested best practices and recommendations for implementing wireless UC audio devices. Use this white paper to understand the best option for your office environment.

Wireless voice office assessment tool

An online web tool that provides a quick assessment based on key office environmental elements and expected wireless UC audio device usage.Use this tool when planning an integration and print a customised report for your reference.

Quick setup guides

A library of step-by-step instructions on how to set up and use your Plantronics UC audio devices with the most popular enterprise softphones. Quick setup guides are best utilised when provided to users with their new UC audio device.

Interactive setup guides

An online library of media-rich, on-demand, audio training packages for many Plantronics UC audio devices. The menu-driven instructional clips can be hosted by IT organisations and made available to all employees.

To experience the UC Toolkit, please visit: plantronics.com/uctoolkit



Headset technology explained

Audio processor

Audio processors such as VistaPlus and Vista M12 offer optimal acoustic protection against noise peaks and keep the volume at a preset level. Special technologies reduce phone line noises and ensure a targeted adjustment of the frequency range. This improves speech intelligibility considerably.

Binaural headset model

If it is important to filter out or mask background noise, you should use a binaural (i.e. two-ear) ear hook model, such as the binaural version of the SupraPlus. This leaves you free to concentrate fully on your calls.

Bluetooth technology

Bluetooth[™] is a new, wireless technology for data transmission over a short distance. It can replace all of the cables that connect most computers and communication devices today. Plantronics uses this technology in products such as the Bluetooth headset system Voyager 510S.

Call Clarity[™]/Call Clarity[™] Digital

The in-house Call Clarity procedure is a system used in Plantronics amplifiers for electronic signal processing and noise reduction. It can significantly improve the send and receive quality.

DECT technology

DECT stands for 'Digital Enhanced Cordless Telecommunications' and is a wireless technology for cordless telephones, message transmission and data transmission. DECT was developed specially for optimised speech communication and provides a range of up to several hundred metres.

Electronic Hook Switch (EHS)

To be able to accept calls via a cordless headset even when you are not next to the phone, you need either a mechanical receiver lifter (see also HL10 receiver lifter) or an electronic module, the Electronic Hook Switch (EHS) module. This module is inserted into the end device and simulates the lifting of the receiver.

Monaural headset model

The monaural headsets from Plantronics are one-ear models. Unless otherwise specified, Plantronics headsets are monaural.

MultiPoint

Most cordless devices use point-to-point connections and therefore cannot be connected to more than one device simultaneously. For example, a mobile phone and a Bluetooth headset can be paired though a point-to-point connection. A PDA can also be connected to one computer. In contrast, a Multipoint[™] compatible headset can process information from several devices simultaneously. For example, the Plantronics Voyager[™] 510USB enables you to accept or initiate calls with both the PC softphone and the mobile phone (devices must be Bluetooth compatible).

Noise-cancelling

Noise-cancelling is a microphone design that considerably reduces the transmission of background noise and thus improves the sound quality of the headset. Headsets with noise-cancelling are ideal for Control Centres and offices where employees sit very close together.

Quick Disconnect[™] (QD)

Headsets in the H series have a Quick Disconnect[™] (QD) connection at the end of the headset cable. This enables you to disconnect your headset from an active call – for example, to retrieve a fax or a file – and then easily re-establish the connection again afterwards. With QD, you do not have to put the call on hold or take off your headset.

SoundGuard Plus[™]/SoundGuard Digital[™]

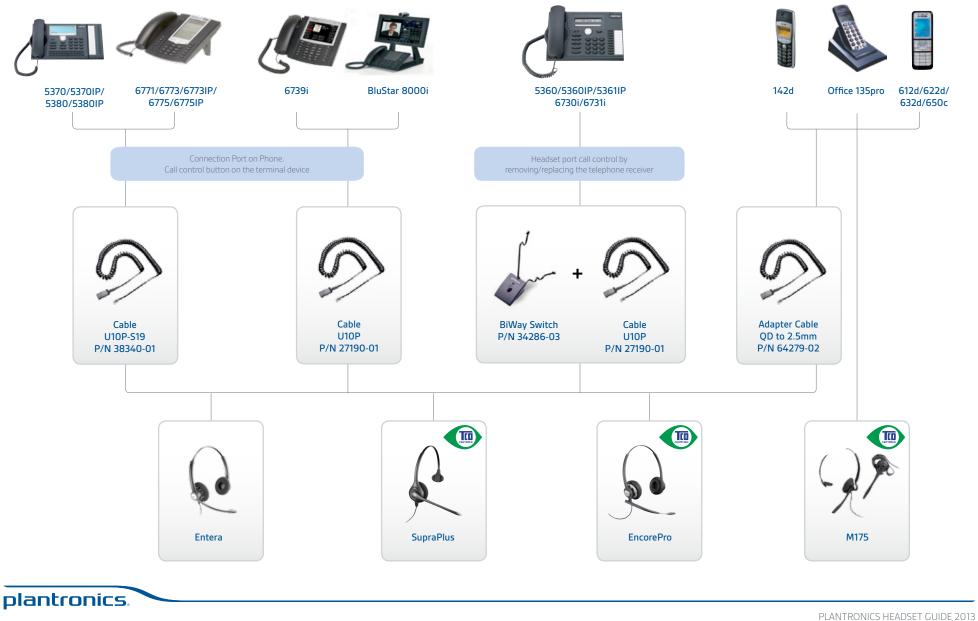
SoundGuard Plus, an automatic control system in Plantronics amplifiers, guarantees a natural voice tone and suppresses loud sounds, as well as occasional noise or crackling on the line.

Wideband

Traditional fixed-line telephony only covers a frequency range from 300 Hz to 3.4 kHz. Wideband audio uses an extended frequency range of 150 Hz to 6.8 kHz, thus enabling a clear, natural sound quality and better speech intelligibility.

Corded headset solutions





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Wireless headset solutions





Corded headset solutions





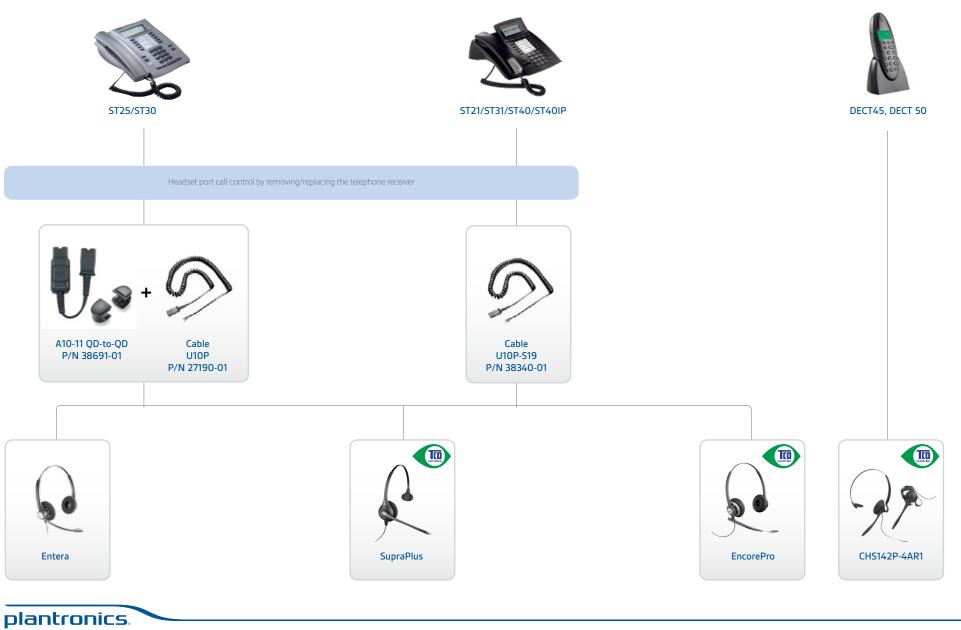
Wireless headset solutions



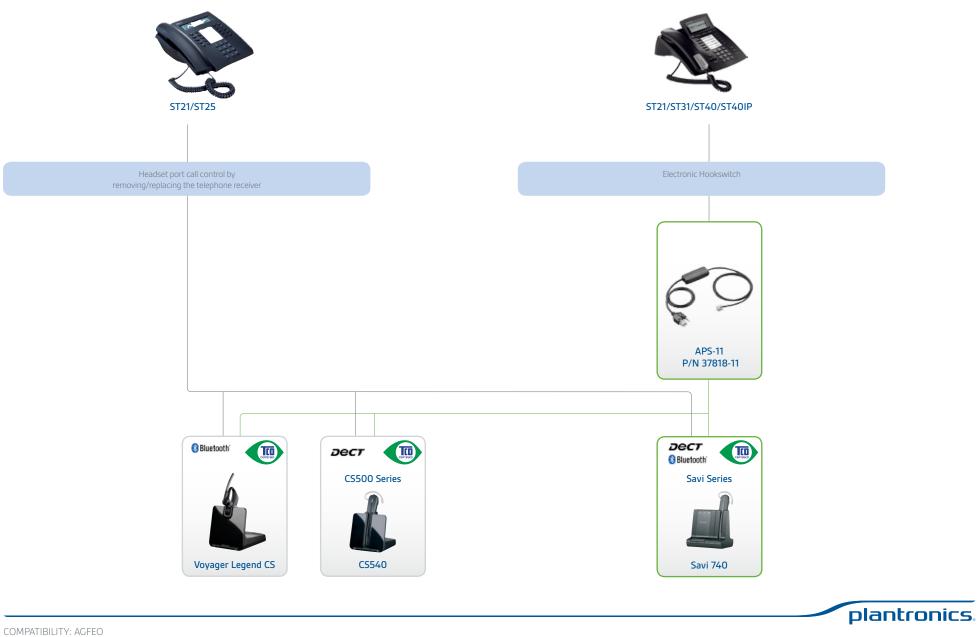


Corded headset solutions

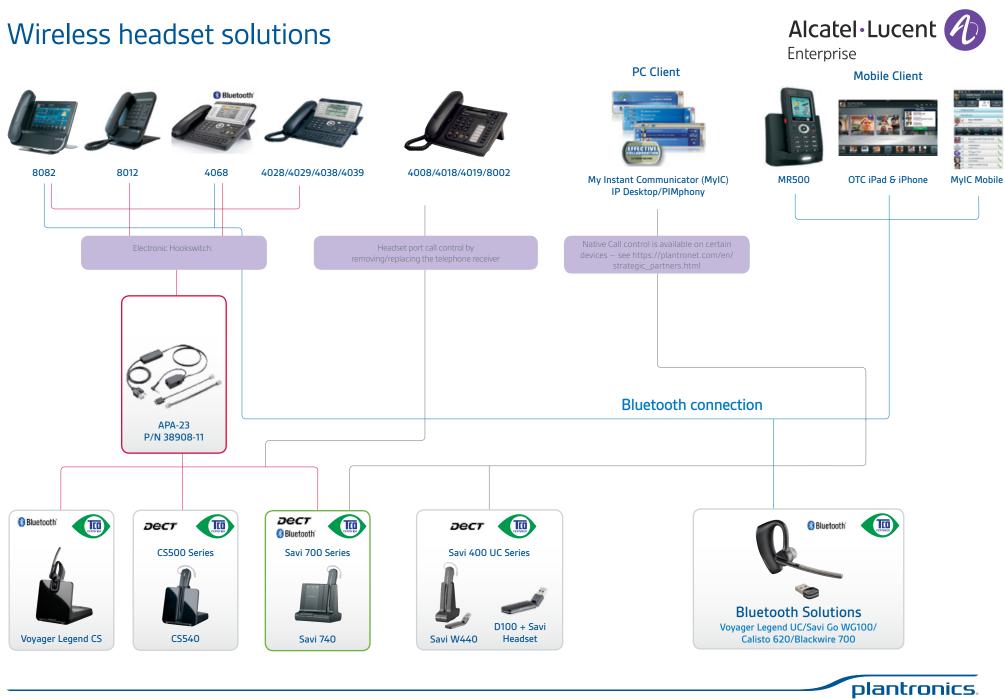










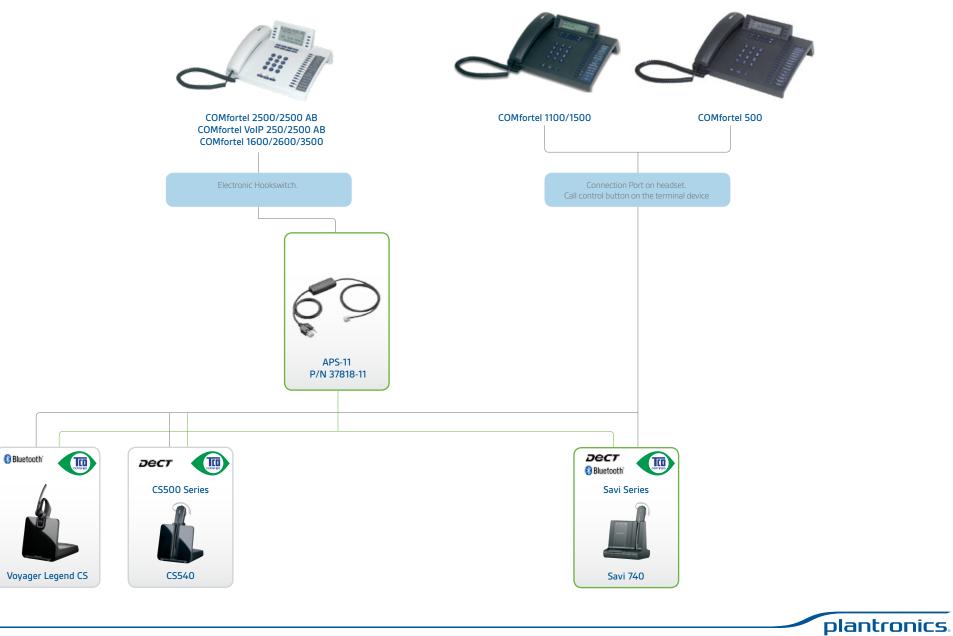


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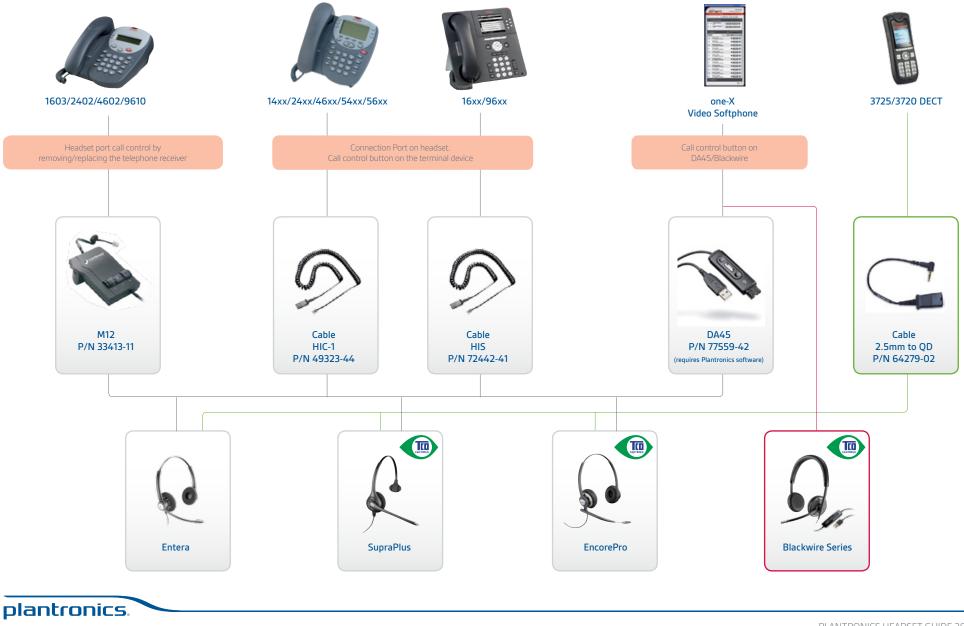






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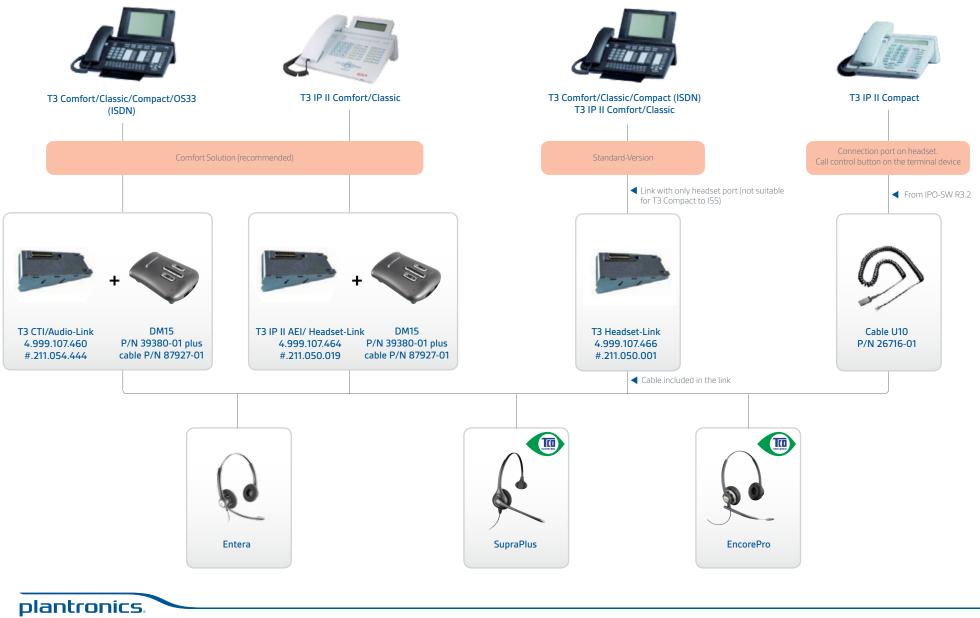






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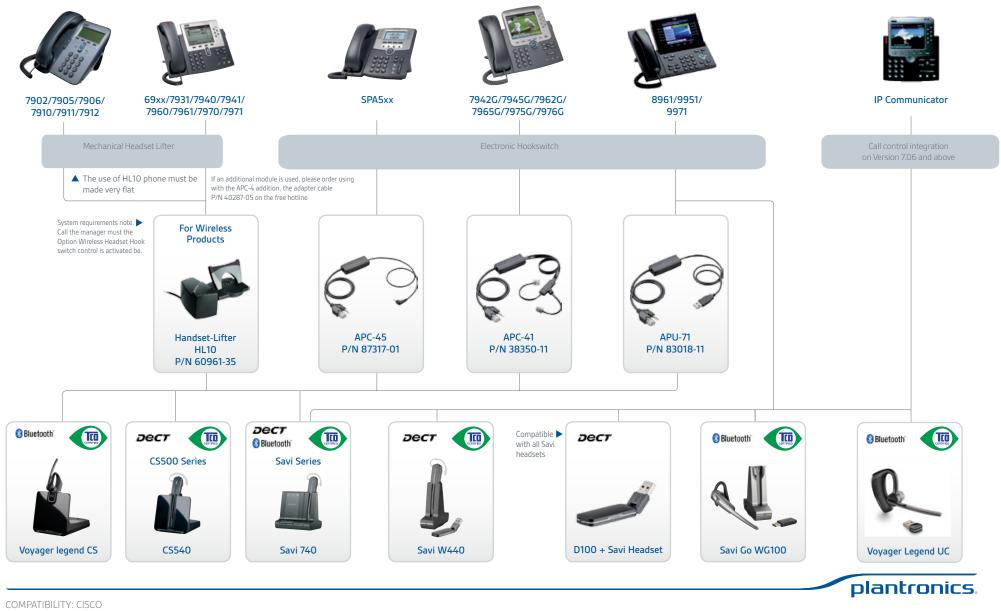


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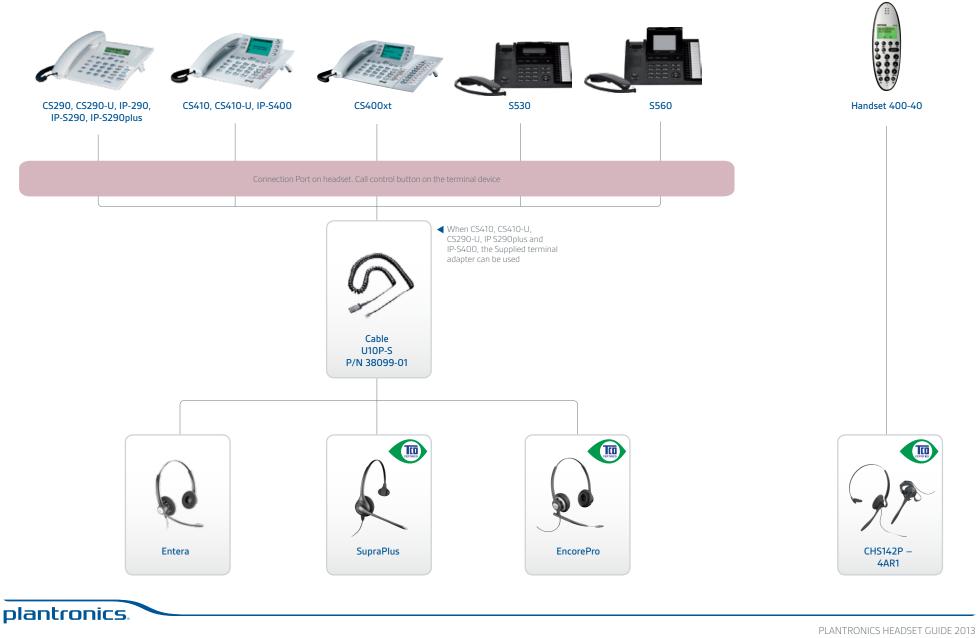
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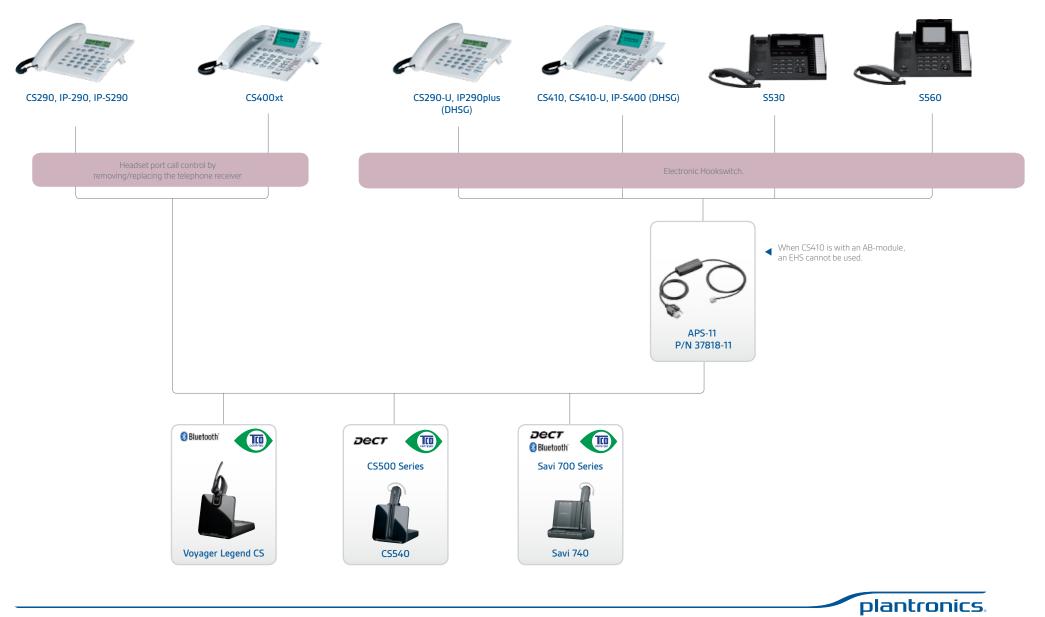


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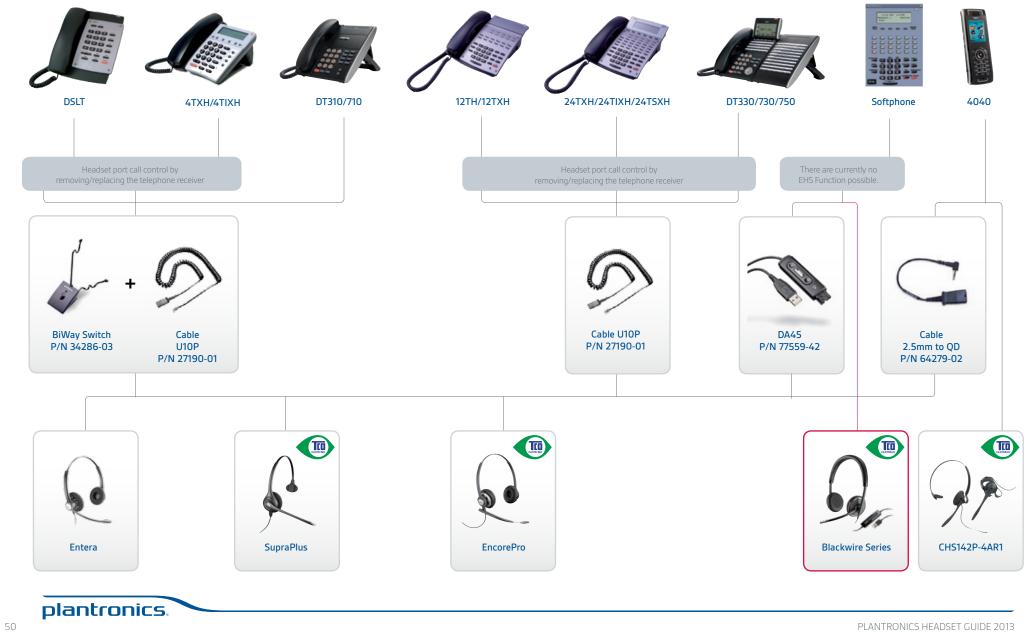












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Empowered by Innovation



NØRTEL



NØRTEL



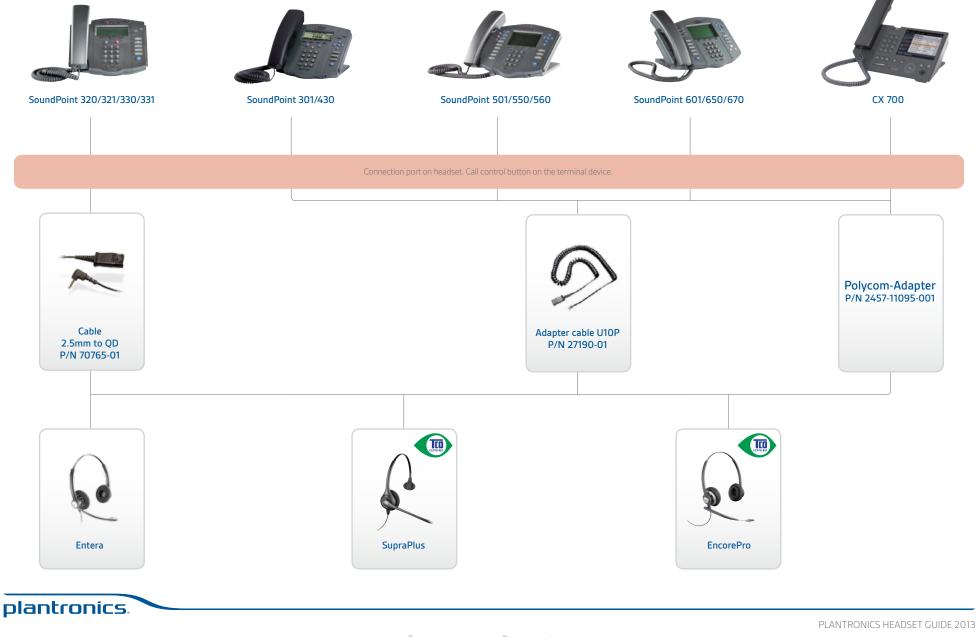


Wireless headset solutions **Panasonic** ideas for life KX-T 76xx KX-UT133/136 KX-UT670/248 **KX-NTxxx KX-DTxxx IP-Softphone** Phones include Plantronics EHS Currently no call answer end possible from headset Headset port call control by removing/replacing the telephone receiver 84757-01 *дест* 🕄 Bluetooth' *дест рест рест* 8 Bluetooth' Compatible 🕨 🕄 Bluetooth' 8 Bluetooth' with all Savi headsets CS500 Series Savi 700 Series 0 Voyager Legend UC Voyager Legend CS CS540 Savi 740 Savi W440 D100+ Savi Headset Savi Go WG100 plantronics.

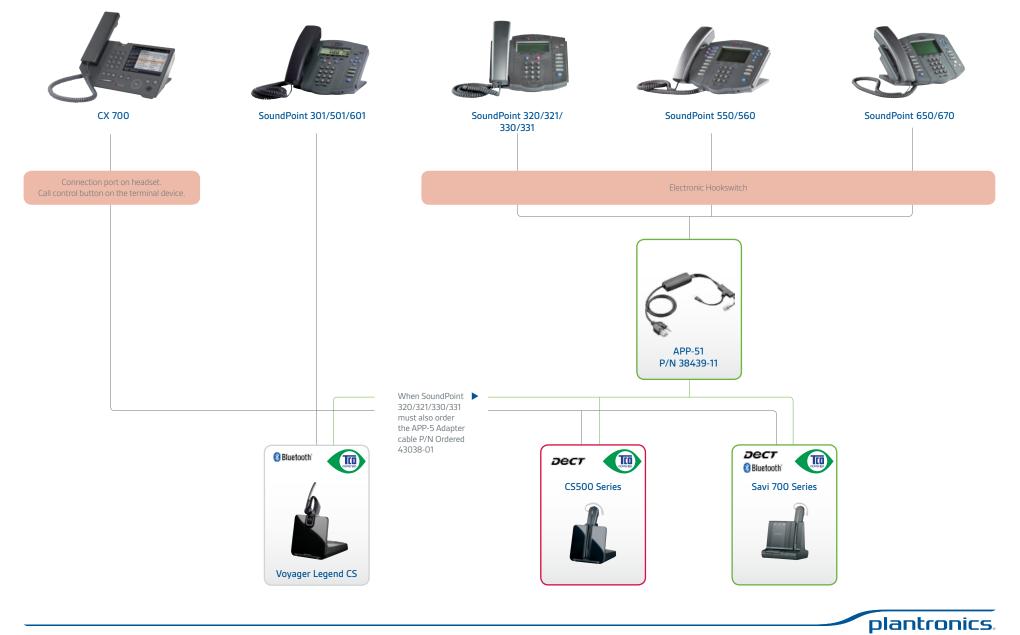
COMPATIBILITY: PANASONIC

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plantronics

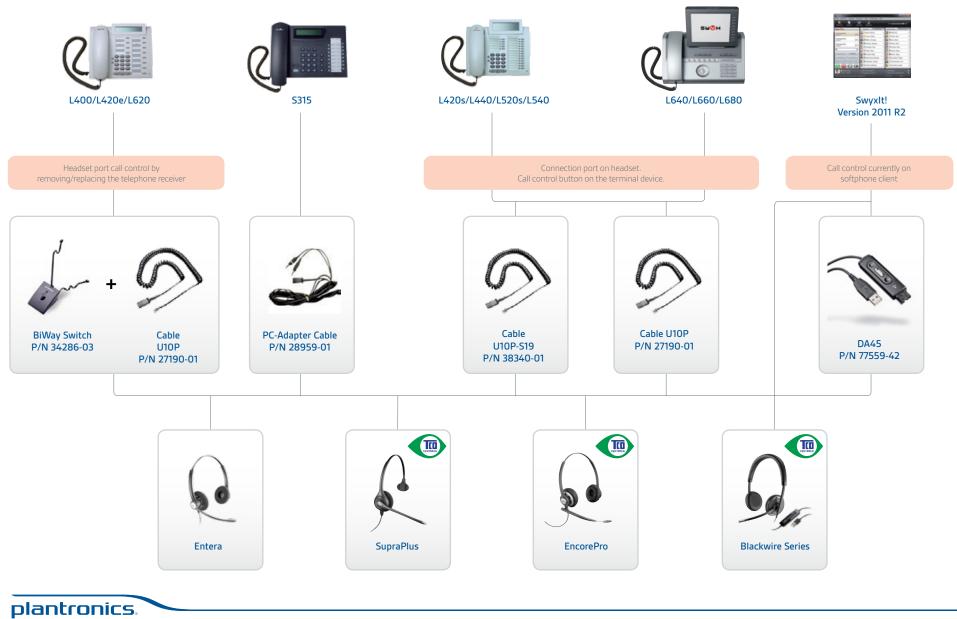




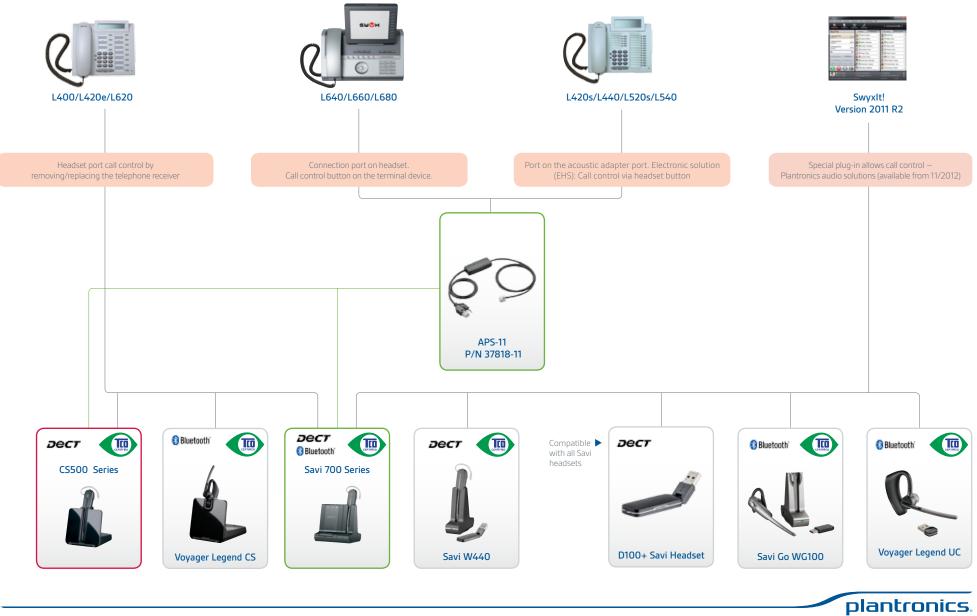
COMPATIBILITY: SNOM

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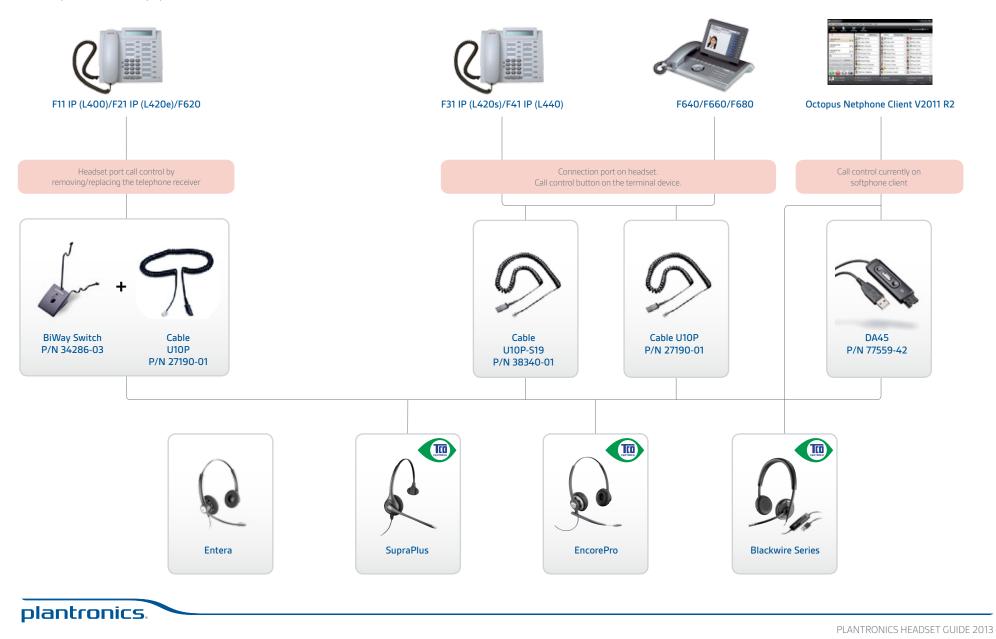




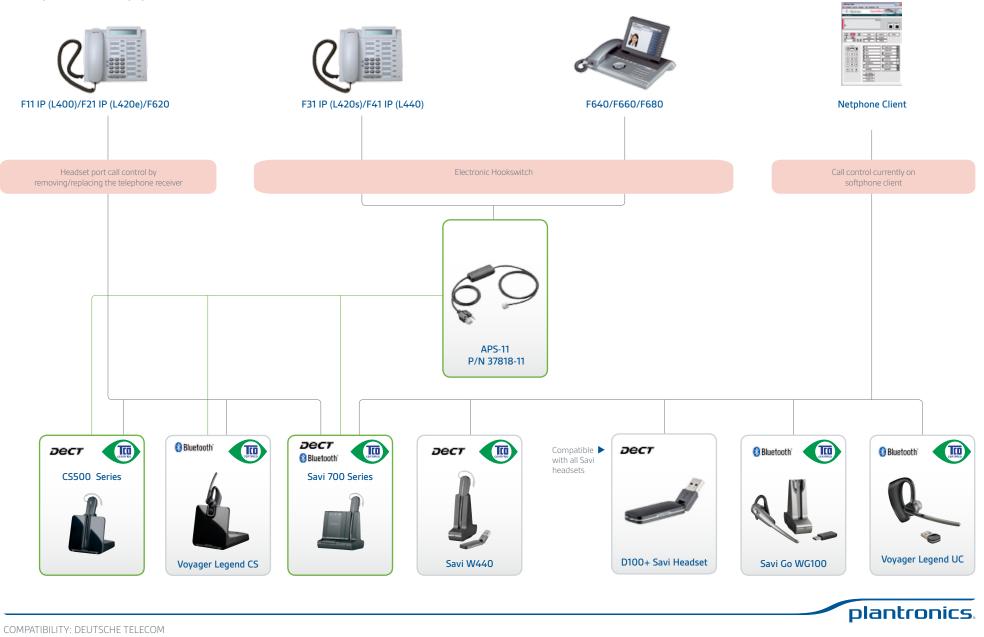


Netphone Application





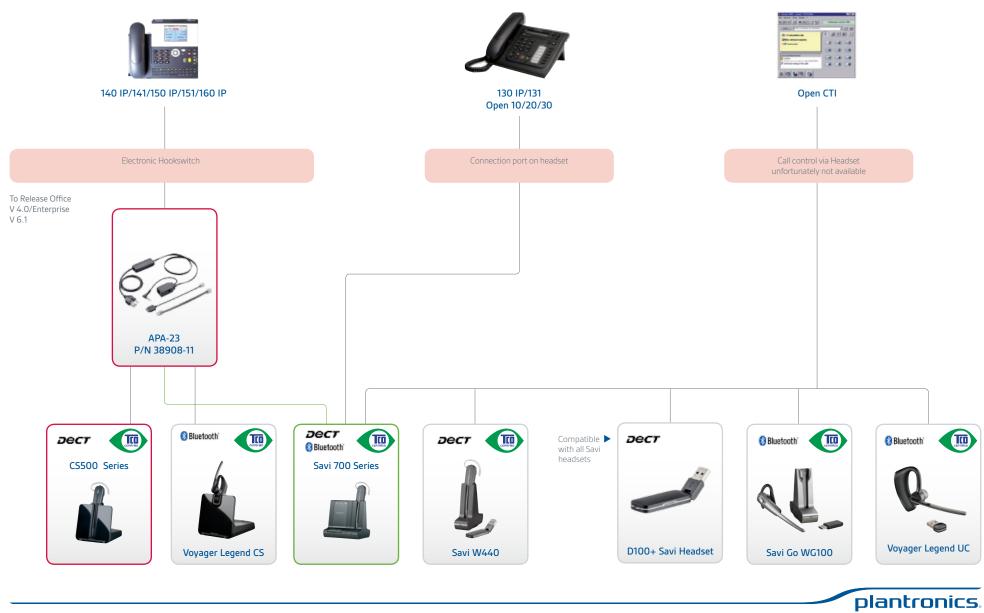
Netphone Application



Corded headset solutions Octopus Open ALLEI 8 68 68 140 IP/141/150 IP/151/160 IP 130 IP/131 Octophon IP 300/600 Octophon 400D Open CTI Open 10/20/30 Headset port call control by Call control button on the DA45/BlackWire Call control button on the terminal device removing/replacing the telephone receiver unfortunately not possible at this time Cable **BiWay Switch** Cable Audio Processor Cable DA45 3,5mm-Jack to QD P/N 34286-03 U10P VistaPlus 2.5mm to QD P/N 77559-42 P/N 38324-01 P/N 27190-01 P/N 70765-01 Entera SupraPlus EncorePro **Blackwire Series** CHS142P-4AR1 plantronics

Octopus Open





Corded headset solutions Octopus F T-Sinus 711, W500 Octophon internal Headset-Port Octophon without internal OctoClient Sinus 400 Octophon F640/F660/F680 or Universal-Adapter Headset-Port or Universal-Adapter Call control button Connection Port on headset. Headset port call control by Call control button on the terminal device removing/replacing the telephone receiver on DA45/Blackwire Cable Cable U10P **BiWay Switch** Cable Audio Processor MO300-SM2 DA45 U10P-S19 P/N 27190-01 P/N 34286-03 U10P VistaPlus P/N 78942-01 P/N 77559-42 P/N 38340-01 P/N 27190-01 Entera SupraPlus EncorePro **Blackwire Series** M0200-SM2 plantronics

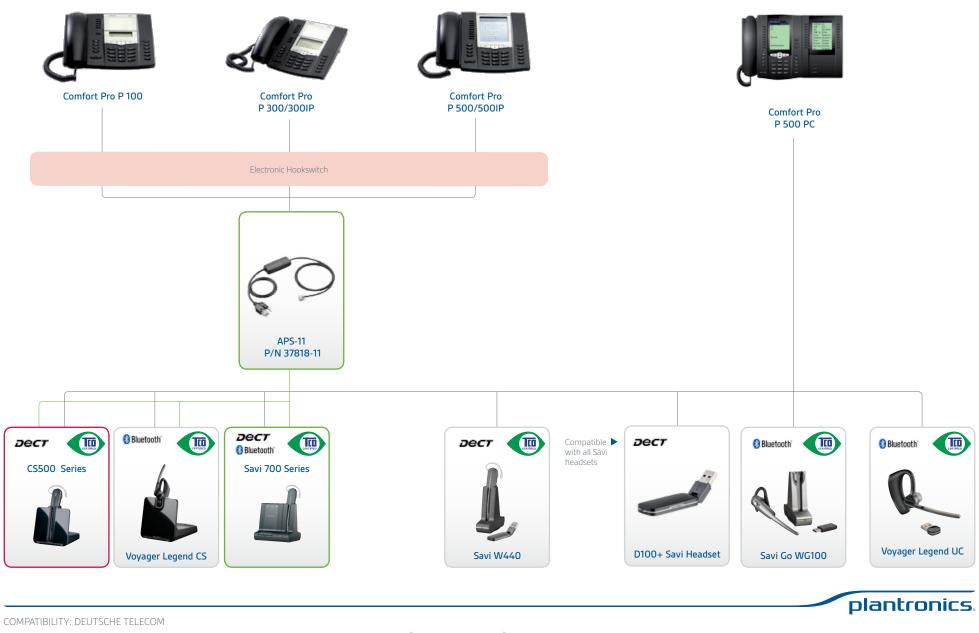
Octopus F











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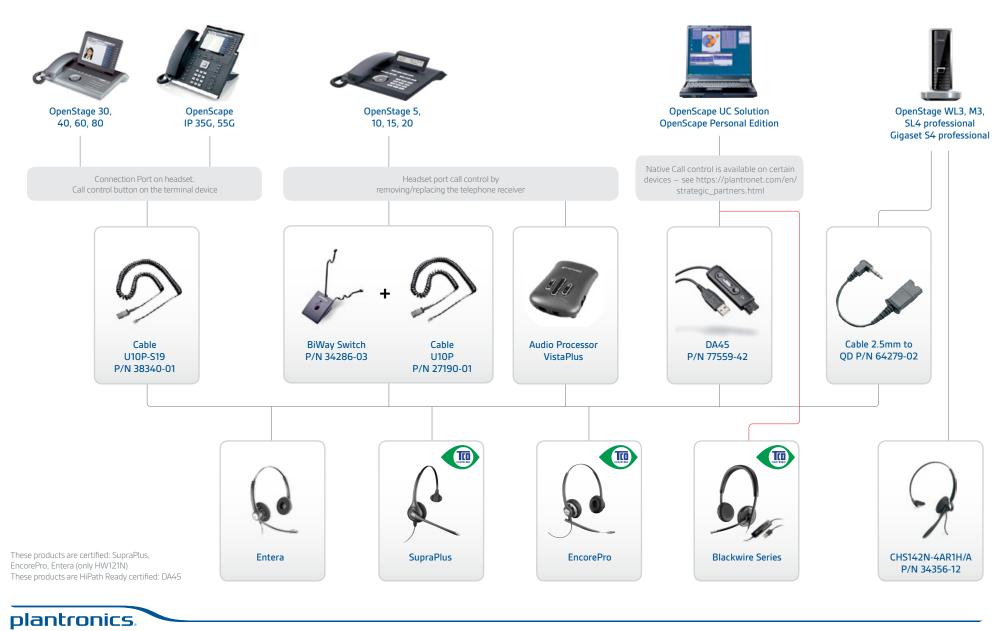
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