

2009 Headset Guide



**for the Small Office / Home
Office / Call Center Agent**

Provided by: Headsets Direct, Inc.

80% of Contact Centers are already using or plan to use home-based call center agents in 2009.*

The deployment of home-based agents and small business owners working from home is on the rise. Whether you are looking for a hands-free phone system or a headset to work with an existing phone or IP phone, the following guide will provide a suite of professional communication solutions for the home-based owner or agent.



*Source: "2009 Outlook for the Contact Center Industry" Frost & Sullivan, March 2009

Headset / Phone Solution: T10 Corded Headset Phone



The Plantronics T10 Single-Line Headset Telephone is a stand-alone headset system that includes the convertible headset (Headband & Over-the-Ear wearing styles) and standard features such as redial, flash and mute. The T10 Headset Telephone features a headset rather than a traditional telephone handset, making it ideal for telephone-intensive small business or home office applications. The T10 Headset Telephone connects to a standard telephone jack.

Ideal For: Those looking for a stationary landline phone solution. Perfect for stationary call center agents who need easy dialing capabilities.

Key Features: Single-line phone
Adjustable volume and tone control
Convenient, large dial pad with redial, flash and mute buttons
Convertible corded headset
Extended mouthpiece with noise cancellation

Expect to Pay: \$95-105 (MSRP \$109.95)

Headset / Phone Solution: CT14 Cordless Headset Phone



Ideal for home and small-office use, the CT14 cordless headset phone offers enhanced sound quality and DECT 6.0 wireless technology for an interference-free wireless range of up to 300 feet. Equipped with everything your busy life and work require, the CT14 includes a convertible headset that can be worn over-the-head or over-the ear, a phonebook for up to 70 entries, a 30-caller ID memory with a simple "save to phonebook" feature, and a convenient charging base.

Ideal For: Those looking for a stand-alone landline solution with long range for ultimate mobility. Perfect for call center agents who prefer mobility and remote answer/dialing capabilities.

Key Features: Single-line phone
Secure DECT™ 6.0 technology won't interfere with wireless
Dial on the go with up to 300' range throughout the home
10 hours of talk time, also supports Caller ID / Call Waiting and voicemail
Call control with volume adjustment and mute
Convertible corded headset
Extended mouthpiece with noise cancellation

Expect to Pay: \$135-145 (MSRP \$159.95)

Headset for PC, Cordless/Mobile Phones: M214i 3-in-1 VoIP Headset



With the M214i 3-in-1 Headset you will sound like a Pro even on your phone at home. Let them hear you, not background noise, with crystal clear sound when using Internet/VoIP, cordless or mobile phones. With echo reduction, a mute button and noise canceling microphone you'll come through loud and clear while eliminating background distractions.

Ideal For: Those looking for a single, economical headset with 3-in-1 versatility. Perfect for call center agents who also do web conferencing or online training.

Key Features: IP softphone (via USB) - Included USB adapter for use with IP
Cordless phone (via 2.5mm headset jack)
Mobile phone (2.5mm jack)
Comfortable over-the-head wearing style
Extended mouthpiece with noise cancellation
In-line call control including volume adjustment and mute

Expect to Pay: \$50-55 (MSRP \$59.95)

Headset for Corded Desk Phones: S12 Headset System



Plantronics S12 Telephone Headset System offers hands-free convenience and comfort. Includes a 2-in-1 convertible headset for over-the-head stability or over-the-ear convenience, a noise-canceling microphone for superior sound clarity and the Firefly in-use indicator light that lets others know you are on the phone.

Ideal For: Those looking for a stationary landline solution with signal improvement and flexible wearing style. Perfect for stationary call center agents who need an economical solution.

Key Features: Convertible corded headset
Call Clarity™ technology filters phone line and room noise for clearer calls
Volume and mute controls on amplifier

Expect to Pay: \$95-110 (MSRP \$129.95)

Headset for Corded Desk Phones: M22 Audio Processor with H251N Headset



Ideal for professionals, the Vista M22 audio processor delivers precise levels of listening comfort, sophisticated hearing protection, and superior audio performance. The H251N headset provides all-day comfort and reliability to telephone professionals.

Ideal For: Those looking for stationary landline solution with top-of-the line audio processing and a professional-grade headset. Perfect for stationary call center agents who spend 5 – 8 hours / day on the phone.

Key Features: Superior reliability and audio quality
Lightweight design for all-day comfort
Adjustable noise-canceling microphone/boom
QuickDisconnect: unplug headset without removing from head
M22 protects from loud noises, reduces echoes and background noise

Expect to Pay: \$150-165 (MSRP \$222.00)

Headset for Corded Desk Phones: CS55 Wireless Headset System



The CS55 wireless headset system combines the clarity of traditional corded technology with the mobility of wireless, so you can move around your office or home to wherever business takes you—without interrupting or missing a call.

Ideal For: Those looking for a wireless landline solution with long range for ultimate mobility. Perfect for call center agents who prefer mobility and remote answer capabilities.

Key Features: Headband or over-the-ear wearing style
Extended mouthpiece with noise cancellation
Secure DECT 6.0 technology won't interfere with wireless
300' wireless range throughout the home
Up to 10 hours of talk time, 50 hours standby
Optional HL10 lifter enables remote call answer /end from earpiece

Expect to Pay: \$220-250 (MSRP \$299.00)

Headset for Corded Desk Phones & VoIP: Savi WO100 Wireless Headset System



The Savi WO100 is the wireless headset system that unifies voice communications and integrates your desk phone with VoIP/computer softphone applications.

Ideal For: Those looking to simplify all day talking and use one headset for both your landline calls and VoIP/softphone computer calls.

Key Features: Headband or over-the-ear wearing style
Extended mouthpiece with noise cancellation
Secure DECT 6.0 technology won't interfere with wireless
350' wireless range throughout the home
Up to 9 hours of talk time, 50 hours standby
Optional HL10 lifter enables remote call answer /end from earpiece

Expect to Pay: \$275-300 (MSRP \$379.95)



If you have any questions or headset needs, please call
Headsets Direct at 1-888-244-0483.

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