

2019 HEADSET BUYERS GUIDE

What's Inside?

You will get the latest models and insider information in this year's 2019 Headset Buyers Guide. Packed full of the information you care about, but condensed into a quick-to-read and understandable guide.

VoIP. The New Era.

The telecom industry is at the brink of a new era...we call it the VoIP age. As high speed connections are readily available, for the first time, we're seeing companies both small and large migrating to VoIP, which is using your computer for voice communications. Within the coming years you will see the desk phone become an iconic symbol of years past...much like the typewriter.

Categories Include:

Office Corded & Wireless
Business VoIP/PC
Home Office Wireless
Bluetooth Mobility
Must-Have Training



Make Your Life EASY!!!

To simplify the buying process, the staff at Headsets Direct compiled what we feel are the best headset options for a variety of applications. From our internal testing to supporting our customers, we really know every Plantronics headset inside out and upside down. Please find the following product outlines your way to easily navigate and understand the headset world.

Nothing beats the comfort, productivity benefits, and value of a great headset. Start by consulting one of our Plantronics Certified Headset Experts for a great headset experience!



How valuable would it be to walk about your office, pulling files and other information while talking to your clients?



Outstanding Audio Quality!

- Hands-free up to 350 feet
- Voice-dedicated DECT™ technology provides better audio and eliminates interference from Wi-Fi networks
- Choose narrowband mode to preserve talk time or wideband mode for clearer conversations
- Noise-canceling microphone reduces background noise interruptions, ensuring great audio quality and easing listener fatigue
- Enhanced Digital Signal Processing (DSP) provides more natural sounding voice
- Best Use:
Office user looking for mobility, multiple wearing options and comfort for all-day wearing

Comfort Beyond Belief



Plantronics CS540

Plantronics legendary CS family is setting a new wireless standard for desk phone communication with the CS540 headset. The CS540 headset offers multiple wearing options making your personalized fit so comfortable, you'll forget you're wearing a headset. Using the over-the-ear configuration, the CS540 only weighs 21 grams, making it the lightest headset in the commercial grade industry. Opting for the headband will provide a secure fit with a soft ear cushion sealing out sound from your environment, giving you a clear and crisp conversation with your caller.

Learn more at:

www.headsetsdirect.com/product/plantronics-cs540-wireless-headset/

How much frustration could you save if ONE headset was able to replace THREE?

.....



Multiple Devices!

- Adaptive power system delivers longer talk and standby times
- Hands-free up to 350 feet
- Don't just manage calls, bring them together with advanced audio mixing
- Voice-dedicated DECT™ technology eliminates Wi-Fi interference
- Digital Signal Processing (DSP) provides more natural voice sound
- Noise-canceling microphone filters out background noise
- Up to 13 hours talk time on a single charge (W710/ W720)
- Best Use:
Executive/Office Worker
Communicating through
Desk Phone, PC and Mobile

One Headset for 3 Devices



Plantronics Savi Series

The Savi® 700 series is changing the way productivity-focused office professionals communicate. With three-way connectivity, easily manage and switch between PC, desk phone, and now mobile calls from a single wireless headset. With a new convertible headset, we've added the lightest DECT™ headset on the market to our suite of wearing styles so you can choose the one that's best for you. Optimized for Unified Communications, compatible systems automatically update your status to "busy" on PC, mobile, and even desk phone calls so colleagues can see your availability. This intelligent system combines best-in-class sound quality, hands-free mobility and hours of talk time for ultimate efficiency.

Learn more at:

www.headsetsdirect.com/plantronics-wireless-headsets/wireless-office/savi-wireless-headsets/

How important is your business productivity with a headset built for 8 hour a day use and abuse?

.....



Terrific Time Creator!

- Business-critical reliability and all-day wearing comfort
- Choose from six different headsets finding the perfect match for your wearing style and environment needs
- Wideband audio with noise-canceling microphone decreases listening errors, repeats and listener fatigue
- Quick Disconnect™ feature ensures mobility within the work environment
- Best Use:
Office worker using multiline telephone, spending more than an hour on calls per day

Your Next Corded Headset



Plantronics HW500 Series

The Plantronics EncorePro 500 headset series is an all-new generation of headsets for individuals, customer service centers and offices, designed for the future, and built on experience. Six innovative models deliver greater comfort for all-day wearing, voice tube and noise-canceling microphones for clearer calls, and increased reliability so conversations can continue without worry. The HW540 convertible (pictured above) offers three different wearing options to ensure you find the perfect fit for all-day wear.

Learn more at:

www.headsetsdirect.com/encorepro-hw500-series-office-headsets/

Active Noise Canceling greatly improves your ability to hear callers and enjoy your music!

.....



Sound Like No Other!

- ANC - Active Noise Canceling technology helps block out distracting sound around you
- Smart Sensor™ technology allows you to answer calls by simply putting on the headset
- Works seamlessly across PC, mobile phones, tablets, Bluetooth-enabled desk phones and smart watches
- High-quality stereo design provides hi-fi stereo sound and a more immersive experience
- Leatherette ear cushions wrapped around pillow-soft memory foam provide all day comfort
- Best Use:
Representatives
Communicating through
PC & Mobile phone

Pillow-Soft Ear Cushions



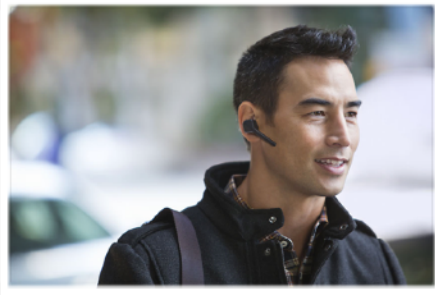
Voyager Focus UC

Amp up your performance and keep distractions to a minimum with the Plantronics Voyager Focus UC stereo Bluetooth headset. Enjoy the freedom to move to the music, or to the sound of business getting done, with up to 150-feet of wireless range. Active noise canceling (ANC), sophisticated muting options, three microphones, and immersive stereo combine to take sound quality to a new level of clarity.

Learn more at:

www.headsetsdirect.com/product/plantronics-voyager-focus-uc/

How much safer would you be using voice commands to control your calls while walking or driving?



Just say 'Answer' or 'Ignore'!

- Announces incoming caller's name and lets you say "answer" to accept the call or "ignore" to decline
- Activate Siri, Google Now, or Cortana with the touch of a button to call phone contacts, send messages, or schedule meetings
- Triple-microphones optimize your voice and minimize noise caused by wind, movement, and background sounds
- Up to 6 hours talk time and an additional 10 hours from included charging case
- Best Use:
Mobile phone & PC softphone

Simply Smarter



Voyager 3200 UC

The world is your office. But it doesn't have to look that way. Sleek and discreet, Voyager 3200 UC cancels the noise and keeps the conversation going. Anytime, anywhere. Quickly put your Voyager 3200 UC headset on to take a call and take it off just as easily when you're done. The sleek, in-ear design and three sizes of silicone eartips ensure a discreet and comfortable fit every time. With three precisely tuned microphones and enhanced noise-cancelling technology, Voyager 3200 UC separates your voice from disruptive background sounds so your caller hears what you're saying, not where you're saying it.

Learn more at:

www.headsetsdirect.com/product/plantronics-voyager-3200-uc-headset/

How would triple the talk-time ease your mind about always being charged?



Must Have for Mobile Users!

- Recharge on the go with the portable charging case with integrated docking stand for an extra 14 hours of talk time
- Simply say "answer" or "ignore" to manage incoming calls
- Four adaptive microphones and proprietary DSP work together to reduce disruptive background noise while Six layers of WindSmart® technology ensure your voice comes through clearly
- Activate Siri, Google Now, or Cortana with the touch of a dedicated button
- Smart sensors answer calls by simply putting on the headset and transfers calls between mobile phone and headset
- Best Use:
Mobile Phone & PC User

Case with Charging Power



Plantronics Voyager 5200 UC

You never stop. Not even to take a call. Your challenge: being heard and being productive on your chosen device—smartphone, PC, tablet or desk phone. The Voyager 5200 UC headset lets you get work done on the go. Its advanced, adaptive noise cancelling with WindSmart technology reduces disruptive background noises like wind and chatter, enabling you to seamlessly transition from one environment to the next. Smart sensors automatically route and answer calls, and its comfort-tested ergonomic design feels as good at the end of the day as it does at the start. And the portable charging case with integrated docking stand keeps you up and running, ready to take the call.

Learn more at:

www.headsetsdirect.com/product/voyager-5200-uc-bluetooth-headset/

How can you stay under budget when you need new headsets for everyone in your center?



Great Value for the Price!

- Two wearing styles available: hi-fi stereo (C3220) or monaural (C3210) design
- Intuitive inline controls to answer/end calls, control volume, and mute
- The dynamic EQ feature optimizes your voice quality when you're on a call and automatically adjusts the EQ settings when you're listening to music or multimedia.
- PC wideband audio with noise-canceling microphones for high-quality PC telephony
- Best Use:
Users transitioning to PC telephony for webinars, conference calls, music, and other multimedia applications

VoIP/Softphone Solution



Plantronics C3200 Series

The Blackwire 3200 Series corded UC headsets are durable, lightweight, easy to deploy and come in a variety of connectivity and wearing options. Add insights from Plantronics Manager Pro, an additional service, and you've got a future proof solution. The Blackwire 3200 series with Plantronics signature audio provides top notch features at a price you can afford.

Learn more at:

www.headsetsdirect.com/computer-headsets/corded-usb-headsets

How refreshing will you feel while using a headset with exceptional comfort?



Quality and Comfort!

- Ideal for all-day use, long conference calls and listening to multimedia
- Available in monaural (Blackwire 5210) or hi-fi stereo with passive noise reduction (Blackwire 5220)
- Noise canceling microphone masks nearby talkers for maximum call privacy
- One-touch call answer/end, volume +/-, and mute
- Connectivity to smartphone and tablet via 3.5 mm
- PC wideband audio with noise-canceling microphones for high-quality PC telephony
- Best Use:
Office worker using VoIP for communications

Multi Device Connectivity



Plantronics C5200 Series

When you need to wear a headset all day, the Blackwire 5200 Series has you covered in the utmost of comfort. Ergonomically designed, it's comfortable enough to wear all day, on your longest calls. To make it easier for you to work anywhere in the office, it also gives you the freedom to plug into the compatible device of your choice: All models are available with 3.5 mm connectivity and you can choose USB or USB-C. Today's workplace can be noisy and filled with distractions. With the Blackwire 5200 Series, you'll be able to hear and be heard more clearly with soft, conforming ear cushions which provide passive noise canceling, while a precisely tuned microphone masks nearby conversations.

Learn more at:

www.headsetsdirect.com/product/plantronics-blackwire-c5220-usb-headset/

Can you improve your order accuracy with better audio?



Best of the Best!

- Plush ear cushions for hours of comfortable wear
- Premium, lightweight nylon composite materials provide an ultra-lightweight design - taking comfort to a new level
- Wideband response translates to clearer conversations and more satisfied customers
- Extendable microphone ensures precise microphone positioning so customers hear every word
- Superior noise-canceling microphone means customers never miss a word
- Quick Disconnect™ feature ensures mobility within the work environment
- Best Use:
Executive/Manager using multiline phone for communications

Premium Sound & Comfort



Plantronics EncorePro

Blending luxurious comfort with superior audio clarity and sleek, polished looks, the Plantronics® EncorePro™ headset delivers unprecedented style and performance to contact center professionals. The EncorePro is built with premium lightweight nylon composite materials providing an ultra-lightweight design and taking comfort to a new level. Plush leatherette ear pads provide all-day comfort, and the reinforced, lightweight headband provides strength and durability. And with high-frequency wideband response, the EncorePro ensures crystal-clear, efficient customer communications - with an elegant satin finish and featherweight design.

Learn more at:

www.headsetsdirect.com/product/hw710-encorepro-headset/

How much time could you save by picking up the house while you talked to friends and family?



Terrific Time Creator!

- Single-line phone has up to 10 hours of talk time
- Work outside, pour a cup of coffee – with a range of up to 300 feet you can multi-task and roam while on important calls
- Position mouthpiece to pick up the sound of your voice and reduce unwanted background noise with the noise-canceling microphone
- Voice-dedicated DECT 6.0 wireless technology provides uncompromising sound and won't interfere with wireless networks or home appliances
- Best Use:
Home/Home Office
Single Line Telephone

Home Office Wonder



Plantronics CT14

Plantronics' CT14 Cordless Headset Phone offers the ideal combination of size, mobility and hands-free convenience. The CT14 combines an ultra-portable dial pad that lets you make or take calls up to 300 feet away from the charging base with an integrated noise-canceling headset. This complete DECT 6.0 single-line telephone system won't interfere with wireless networks or home appliances. The dial pad has up to 10 hours of talk time and includes features like Caller ID (from phone service), redial, mute, and volume controls. The convertible headset offers two wearing options – over-the-head stability or over-the-ear convenience.

Learn more at:

www.headsetsdirect.com/product/ct14-cordless-telephone/

How valuable would it be to message members of your sales staff with what to say to instantly close the sale??



Reach your next Level!

- Allows listening in using corded and wireless headsets
- Easy to set up and start using in a matter of minutes
- Help close a sale with your sales team
- Monitor customer service to standardize your responses and make sure you're exceeding customer expectations
- Have new hires listen into veteran staff members and become up to speed much quicker
- Best Use:
Executive/Manager
for listening to employees

New hires for listening to experienced agents

Don't Miss Opportunities



Wireless Training Adapter

How valuable would it be to coach your sales team or customer service staff to the next level?

Companies like yours use headsets to be more productive, but very few take advantage of the tremendous training capabilities they offer. Think of the benefits of listening in on your customer calls and coaching your staff during the call. With the use of this training adapter, you can instant message your staff with the responses they need to increase sales and improve customer service.

Learn more at:

www.headsetsdirect.com/product/wireless-headset-training-adapter-03929-63/

**Need a headset but not sure where to start?
Call one of our Plantronics Certified Headset Experts!**



**We want to understand your needs so
we can recommend the best possible solution:**

We will ask questions like the following:

- How much time do you spend on the phone
- What background noise do your callers hear
- What wearing style will suit you best
- Is corded or wireless a better solution
- How important is talk time and battery life
- How much distance do you need
- Is answering remotely critical
- And much more!

Call now 1-800-914-7996

or visit us on line at

www.headsetsdirect.com