

2020 HEADSET BUYERS GUIDE

What's Inside?

You will get the latest models and insider information in this year's 2020 Headset Buyers Guide. Packed full of the information you care about, but condensed into a quick-to-read and understandable guide.

New for 2020: Multiple Devices & Microsoft Teams.

To simplify the way you communicate, headset manufacturers have introduced many new headsets and adapters that connect to multiple devices. This makes your life easy as you only need to manage one headset. Also gaining popularity are headsets to work with Microsoft Teams, helping companies with collaboration.

Categories Include:

Office Corded & Wireless
Business VoIP/PC
Bluetooth Mobility
Must-Have Training
1-6 User Speakerphone



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 work hard to know every 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 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?

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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 avoid if ONE headset covered all your devices?

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Multiple Devices!

- Connect to desk phone, softphone, analog phone, and 2 Bluetooth devices
- Advanced noise-cancelling microphone and enhanced speakers
- All day battery life with up to 9 hours' talk time
- Lightweight headset at just 18g for all day comfort. with earhook, headband, and neckband wearing options
- Keep the sound level at a comfortable and consistent level throughout the day
- The busylight acts as a do-not-disturb sign for colleagues
- Best Use:
Executive/Office Worker
Communicating through
Desk Phone, PC and Mobile

One Headset for 5 Devices



Jabra Engage 75 Convertible

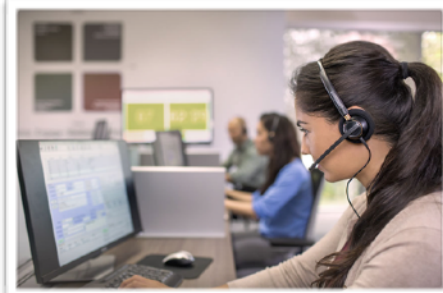
The Jabra Engage 75 is an entirely new class of DECT wireless professional headsets engineered with superior wireless connectivity giving you range up to 330ft, while also enabling up to 3x more users to operate in the same office space. Experience superior audio quality with advanced noise-cancelling microphones and enhanced speakers which deliver crystal-clear calls even in noisy offices. Increase your call availability with the ability to connect up to five devices simultaneously, increasing your team's availability for customer calls. Connect to 2 USB devices (softphone and/or desk phone), 2 Bluetooth® devices and 1 analog desk phone .

Learn more at:

<https://www.headsetsdirect.com/product/jabra-engage-75-convertible-wireless-headset/>

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

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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

Multiple Wearing Options



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/

**Can you improve
your order accuracy
with better audio?**

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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/

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

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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

VoIP/Softphone Solution



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

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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

VoIP/Softphone Mobility



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?

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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

Softphone Affordability



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



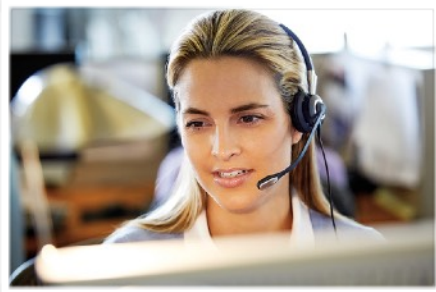
Plantronics C5200 Series

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!

- Multiple wearing options to find your perfect fit
- Premium performance headset weighing only 45 grams
- Hi-fi sounds with HD voice technology
- Noise cancelling mic even filters out sharp breathing sounds
- Reinforced cord and 360 degree rotating boom arm
- Best Use:
Office worker using VoIP for communications needing superior quality

Premium VoIP/PC Headset



Jabra BIZ 2400 II Series

The Jabra Biz 2400 II USB Mono 3-in-1 headset delivers outstanding sound on both ends of the call. Weighing 40% lighter than competing headsets with soft leatherette ear cushion, it offers superior audio quality, reliability, and comfort. This headset is built to last with a reinforced cord and 360 degree rotating boom arm.

Learn more at:

<https://www.headsetsdirect.com/product/jabra-biz-2400-ii-usb-mono-3-in-1/>

How much better can your audio be?



Easy to Pair. Easy to Use!

- Greatly improve your audio quality instead of your mobile phone's built-in mic and speakers
- USB and Bluetooth connectivity
- Pair two Jabra 710's together for 12 people and stereo music
- Crystal-clear calls with an omnidirectional mic for up to 6 people
- Wireless range up to 100 feet with 15-hour rechargeable battery
- Best Use: PC, VoIP & mobile phone conference call users

Next Level Speakerphone



Jabra Speak 710

Connect to your smart phone or laptop via USB or Bluetooth, and with a wireless range of 100 ft, you can take this portable speakerphone anywhere. The Speak 710 also has a 15 hour battery and in-room coverage for up to 6 people. If you are looking for true stereo sound, or have a larger group, you can pair two of the Speak 710's together in seconds and can cover up to 12 people, or immerse yourself in powerful stereo music.

Learn more at:

<https://www.headsetsdirect.com/product/jabra-speak-710-speakerphone/>

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 in to 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