

# 2021 HEADSET BUYERS GUIDE

## What's Inside?

You will get the latest models and insider information in this year's 2021 Headset Buyers Guide. Packed full of the information you care about, but condensed into a quick-to-read and understandable guide.

## New for 2021: VoIP Softphones & Microsoft Teams.

Softphones and working from home requires different headsets than traditional office deskphone headsets. Noise canceling capabilities become critical as your environment now has babies crying and dogs barking. New Microsoft Teams headsets also help companies with collaboration and initiate Teams features from the headset.

## Categories Include:

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



## Make Your Life EASY!!!

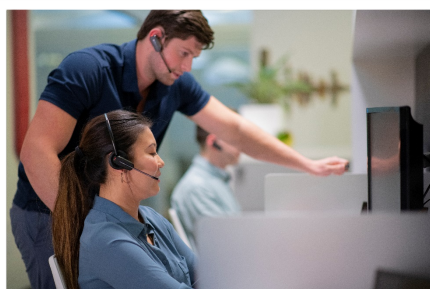
To simplify the buying process, the staff at Headsets Direct compiled what we feel are the best headset options for a variety of applications. From our internal testing to supporting our customers, we work hard to know every headset inside out and upside down. Please find the following product outlines 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 beneficial would it be to only order and stock one SKU that offers users three wearing options?**

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### **Extremely Versatile!**

- Hands-free up to 328 feet
- Comfortable for all-day wear, it's the lightest Bluetooth® headset for contact center use, weighing only 28 grams
- Bluetooth technology allows for seamless and easy global wireless deployment
- Any distracting noise is blocked by the noise-canceling microphone
- The connection with your customer is never lost thanks to continuous battery life with high-quality wideband audio
- Best Use:  
Office user looking for mobility, connecting to multiple devices, with multiple wearing options

## **PC, Deskphone & Mobile**



### **Poly Voyager 4245**

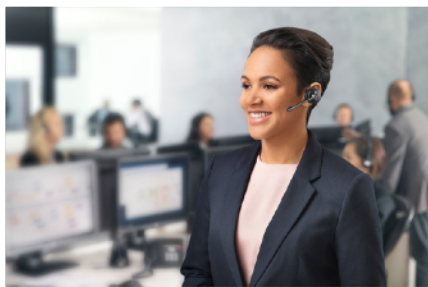
**Voyager 4245 Office** is a pleasure to wear—the lightest Bluetooth® headset of its kind. Everyone can move freely and collaborate in comfort, all day. Because losing connection with a customer is bad for business, Voyager 4245 has continuous battery life for unlimited talk time (using included second battery). If a battery runs low, it can be swapped out mid-call—so conversations stay on track, and customers stay happy. Three wearing options on a single device keep your teams happy too—and makes for easy ordering and stock control. And we topped it all off with high-quality audio, so you get a headset that delivers an all-around great experience.

Learn more at:

[www.headsetsdirect.com/product/poly-voyager-4245-cd-office-convertible-bluetooth-headset/](http://www.headsetsdirect.com/product/poly-voyager-4245-cd-office-convertible-bluetooth-headset/)

**How much frustration could you avoid if one headset covered all your devices?**

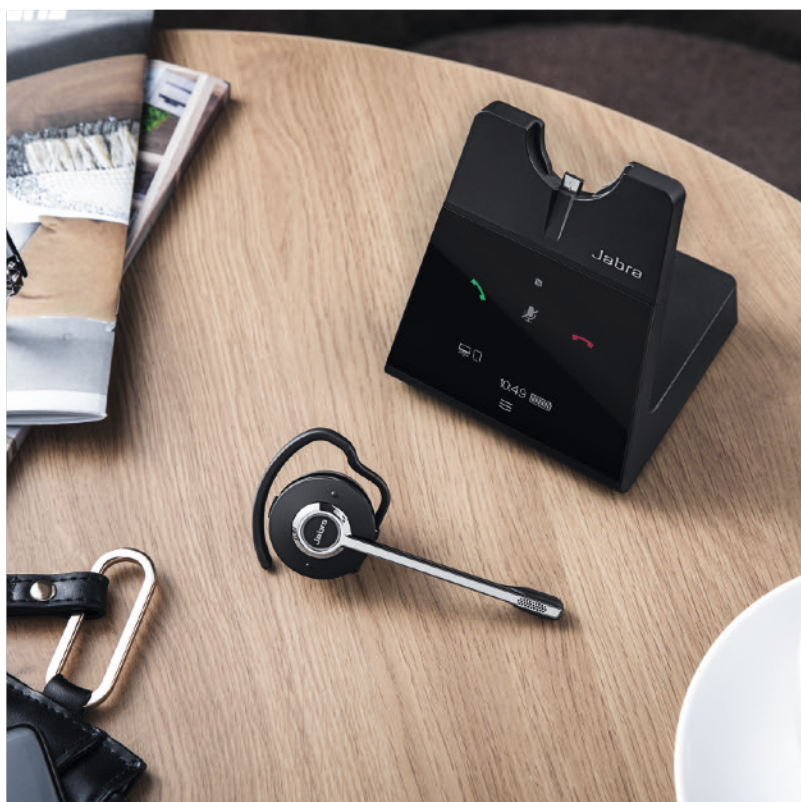
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### **Multiple Devices!**

- 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:

[www.headsetsdirect.com/product/jabra-engage-75-convertible-wireless-headset/](http://www.headsetsdirect.com/product/jabra-engage-75-convertible-wireless-headset/)

**Are you ready for an audio experience like never before?**

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### **Work Better, Wherever!**

- Speak confidently and be heard clearly on conference calls – an adaptive four-microphone system isolates your voice from surrounding noise
- Personalize your work environment with 11 levels of noise cancellation
- Enjoy a better listening experience with active equalization technology that provides rich, immersive audio
- Minimize interruptions with up to 20 hours of wireless battery life
- Bose USB Link Bluetooth® module provides a reliable wireless connection, so you can quickly jump on calls and easily switch between devices
- Best Use:  
Users Communicating through PC & Mobile phone

## **Astonishing Sound**



## **Bose Headphones 700 UC**

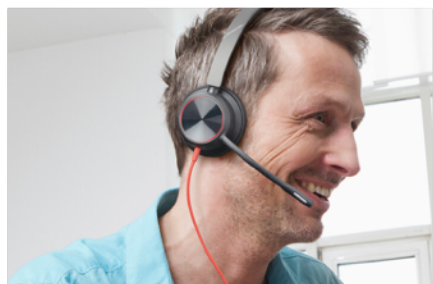
Turn any space into a meeting place with the critically acclaimed noise cancelling, astonishing sound, and unrivaled voice pickup of Bose Headphones 700 UC. They're bundled with the Bose USB Link Bluetooth® module to deliver a convenient, pre-paired wireless experience for conference calls. Together, the headphones and module are Microsoft Teams certified. They also work with Google Meet and are compatible with Zoom. So you can conduct meetings and collaborate with confidence.

Learn more at:

[www.headsetsdirect.com/product/bose-noise-cancelling-headphones-700-uc/](https://www.headsetsdirect.com/product/bose-noise-cancelling-headphones-700-uc/)



**Do you need to block dogs barking and babies crying from your callers?**



### **Ultimate Noise Canceling!**

- Flexible, noise-canceling microphone with Acoustic Fence technology
- Advanced hybrid Active Noise Canceling (ANC) with three settings to optimize
- On-call indicator lets others know when you're on a call
- Choose the variant for your device, USB-A or USB-C
- Lightweight design weighing only 186 grams
- Microsoft Teams version with dedicated Teams button for instant access
- Best Use:  
Office worker / Home worker using VoIP for communications in a loud and distracting environment

## **Loud Environments**



## **Poly Blackwire 8225 USB**

Is background noise affecting productivity? Help teams keep noise out and focus - with the **Poly Blackwire 8225** premium headset. Conversations stay clear and private with the flexible, noise-canceling microphone enhanced with Acoustic Fence technology. And users have less distractions with the built in on-call indicator. Users can customize their experience by adjusting the hybrid active noise canceling (ANC) to suit their environment. So sound quality for calls and stereo music is premium. And the fit is, too—lightweight and comfortable, designed for wearing all day.

Learn more at:

[www.headsetsdirect.com/product/poly-blackwire-8225-uc-usb-headset/](https://www.headsetsdirect.com/product/poly-blackwire-8225-uc-usb-headset/)

**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/](http://www.headsetsdirect.com/product/voyager-5200-uc-bluetooth-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/](http://www.headsetsdirect.com/product/plantronics-voyager-focus-uc/)

**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](http://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

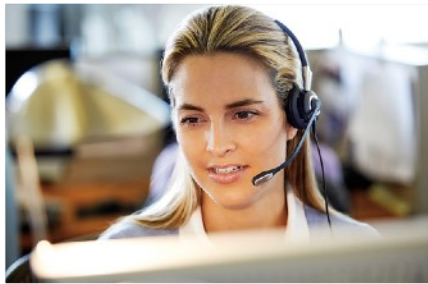
When you need to wear a headset all day, the Blackwire 5200 Series has you covered in the utmost of comfort. Ergonomically designed, it's comfortable enough to wear all day, on your longest calls. To make it easier for you to work anywhere in the office, it also gives you the freedom to plug into the 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-c5200-usb-headset/](http://www.headsetsdirect.com/product/plantronics-blackwire-c5200-usb-headset/)

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

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### **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 USB**

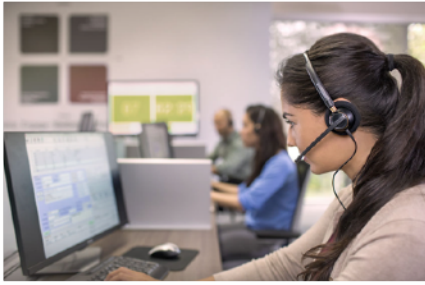
The Jabra Biz 2400 II USB Mono 3-in-1 headset delivers outstanding sound on both ends of the call. Weighing 40% lighter than competing headsets with soft leatherette ear cushion, it offers superior audio quality, reliability, and comfort. This headset is built to last with a reinforced cord and 360 degree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

Learn more at:

[www.headsetsdirect.com/product/jabra-biz-2400-ii-usb-mono-3-in-1/](http://www.headsetsdirect.com/product/jabra-biz-2400-ii-usb-mono-3-in-1/)

**How much would  
your users  
productivity improve  
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/](http://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/](http://www.headsetsdirect.com/product/hw710-encorepro-headset/)



## How much better can your audio be?



### Premium sound made easy!

- Let people talk simultaneously for natural conversations without missing a word with full duplex audio
- Work on the go all day long—the battery stays charged for up to 20 hours
- Enjoy easy connectivity for however you want to work with your devices—just connect smartphones wirelessly via Bluetooth® or computers via USB
- Access your favorite function—play/pause music, last-number redial, voice assistant and more—with the touch of the programmable button
- Know the call status, even from a distance, thanks to a highly visible light bar
- Best Use:  
PC (VoIP) & mobile phone conference call users

## Hear and Be Heard



## Poly Sync 20 Speakerphone

Let's face it: the audio on your laptop and smartphone aren't great. Sound like the professional you are with **Poly Sync 20 USB/Bluetooth® smart speakerphone**—for remarkable conference calls and music anywhere. Take it wherever you go—its battery lasts for hours and can charge your smartphone. You'll always hear and be heard. The multimedia quality sound is a music-lover's delight. Designed specifically for today's professional, it's sleek, compact, and filled with smart features to keep conference calls simple.

Learn more at:

[www.headsetsdirect.com/product/poly-sync-20-speakerphone/](http://www.headsetsdirect.com/product/poly-sync-20-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/](http://www.headsetsdirect.com/product/wireless-headset-training-adapter-03929-63/)

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**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](http://www.headsetsdirect.com)**