





HANDS-FREE SOLUTIONS FOR THE HOME-BASED CALL CENTER AGENT

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

The deployment of home-based agents 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, Plantronics offers a robust suite of professional communication solutions for the home-based agent.

INTEGRATED HEADSET / PHONE SOLUTIONS		HEADSETS FOR PC, CORDLESS / MOBILE PHONES		
 <p>T10™ Corded Headset Phone</p>		 <p>NEW CT14™ Cordless Headset Phone</p>		
 <p>M214i™ 3-in-1 VoIP Headset</p>		 <p>NEW IP40™ IP Audio Processor with SupraPlus® Headset</p>		
For use with	Landline (via RJ11 jack)	Landline (via RJ11 jack)	<ul style="list-style-type: none"> IP softphone (via USB) Cordless phone (via 2.5mm headset jack) Mobile phone (2.5mm jack) 	Ethernet IP connection
Ideal for	<ul style="list-style-type: none"> Those looking for a stationary landline phone solution Perfect for stationary call center agents who need easy dialing capabilities 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Those looking for a professional grade VoIP-based solution using PC soft client for dialing while avoiding the quality and reliability issues associated with using the PC for voice connection Perfect for stationary call center agents using PC for call control
Key features	<p>Single-line phone:</p> <ul style="list-style-type: none"> Adjustable volume and tone control Convenient, large dial pad with redial, flash and mute buttons <p>Convertible corded headset:</p> <ul style="list-style-type: none"> Headband or over-the-ear Extended mouthpiece with noise cancellation 	<p>Single-line phone:</p> <ul style="list-style-type: none"> Secure DECT™ 6.0 technology won't interfere with wireless networks or home appliances Dial on the go with up to 300' range throughout the home Ultra-compact, wearable dial pad with up to 10 hours of talk time, also supports Caller ID/ Call Waiting and voicemail Call control with volume adjustment and mute <p>Convertible corded headset:</p> <ul style="list-style-type: none"> Headband or over-the-ear Extended mouthpiece with noise cancellation 	<p>Corded headset:</p> <ul style="list-style-type: none"> Comfortable over-the-head wearing style Extended mouthpiece with noise cancellation In-line call control including volume adjustment and mute Included USB adapter for use with IP softphone 	<p>Audio processor:</p> <ul style="list-style-type: none"> Reliable "always on" audio Voice stream independent of the PC Key call control buttons on device PC can share IP40 network connection <p>Corded headset:</p> <ul style="list-style-type: none"> Superior reliability and wideband audio quality Bendable noise-cancelling microphone boom QuickDisconnect convenience, unplug headset without removing from head or dropping call for temporary mobility
Suggested list price	\$109.95	\$159.95	\$59.95	\$110 (HW251N) \$189 (IP40)

*Source: Survey of 332 Contact Center decision-makers "2009 Outlook for the Contact Center Industry" Frost & Sullivan, March 2009

HEADSETS FOR CORDED DESK PHONES



S12™ Headset System



M22™ Audio Processor with SupraPlus Headset



WIRELESS

CS55™ Headset System

For use with	Any corded desk phone	Any corded desk phone	Any corded desk phone
Ideal for	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	<p>Convertible corded headset:</p> <ul style="list-style-type: none"> • Headband or over-the-ear • Call Clarity™ technology filters phone line and room noise for clearer calls • Volume and mute controls on amplifier 	<p>Corded headset:</p> <ul style="list-style-type: none"> • Superior reliability and audio quality • Lightweight design for all-day comfort • Adjustable noise-canceling microphone/boom • QuickDisconnect: unplug headset without removing from head or dropping call for temporary mobility <p>M22 Audio Processor with Clearline™:</p> <ul style="list-style-type: none"> • Protects from loud noises • Reduces echoes and background noise • Equalizes call volume 	<p>Convertible wireless headset:</p> <ul style="list-style-type: none"> • Headband or over-the-ear wearing style • Extended mouthpiece with noise cancellation • Volume and mute control on earpiece • Secure DECT 6.0 technology won't interfere with wireless networks or home appliances • 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
Suggested list price	\$129.95	\$102 (H251N) \$120 (M22)	\$299.95 Optional HL10™ handset lifter \$79.95

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