

Business Product Guide

FALL 2015

A call center agent wearing a headset and glasses is smiling while talking to a customer. He is sitting at a desk with a laptop and a yellow mug. Other agents are visible in the background.

**ENGAGEMENT**WARE

A call center agent wearing a headset and glasses is looking intently at a laptop screen. He is wearing a white and black striped shirt. The background is a blurred office setting.

**FOCUS**WARE



**Living a connected life.**  
In today's always-connected, mobile device-centric world, Plantronics gives you the tools to fine-tune your work/life balance to your favor. The smart technology powering our newest headsets enables you to effortlessly converge work, play, and everything in between. So you can fully commit to the moment, immerse yourself in any experience, and be entirely in the zone—whether you're in the office, behind the wheel, or at the gym.

Contact Us







# Contents

We've identified four major types of work styles: office, mobile, virtual, and customer service. Choose your working style and see which products work best for you. If you don't fit neatly into one category, see our matrix on the following page.

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## SUPPORTED DEVICES

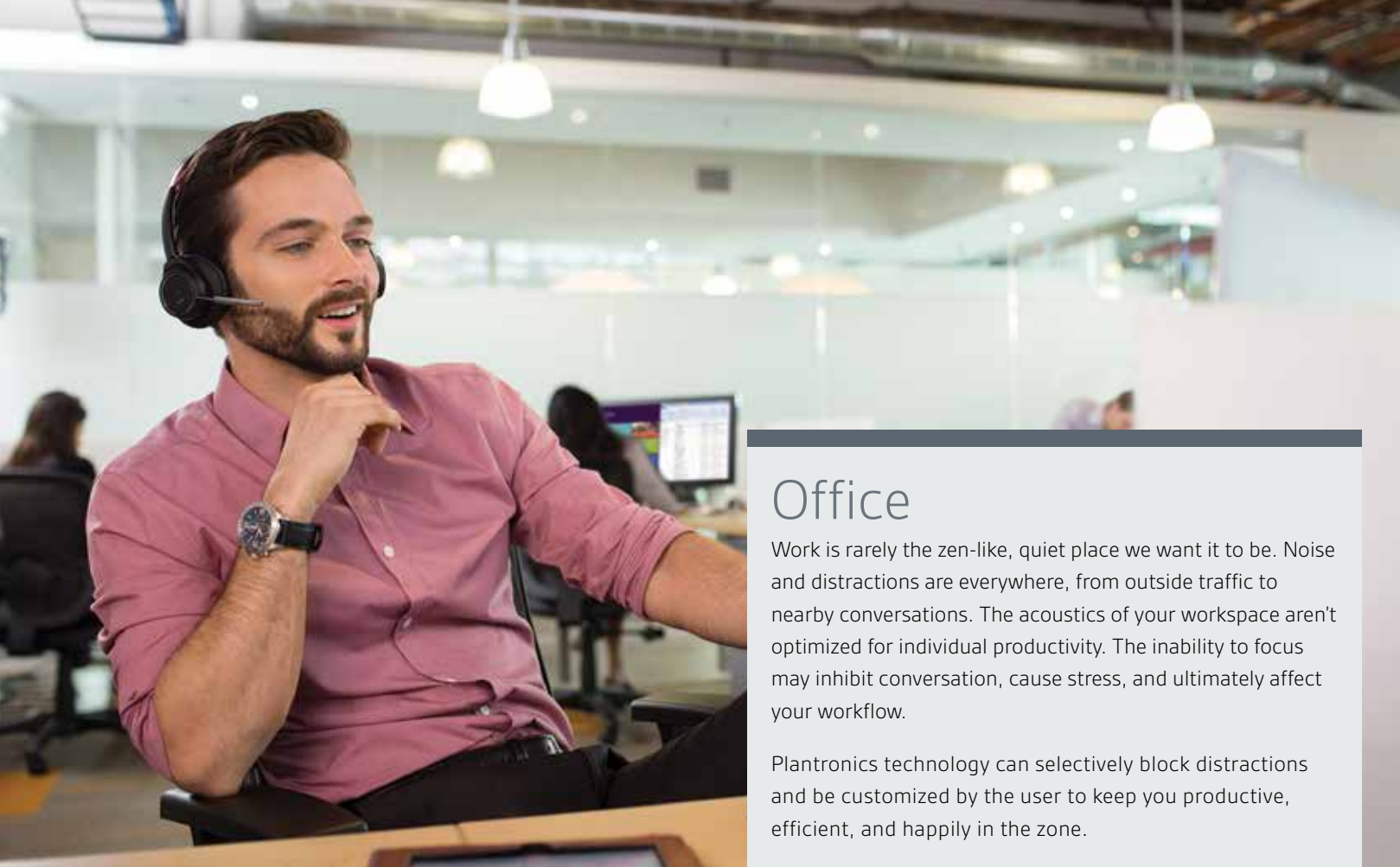
-   
PC/Computer/  
Softphone
-   
Desk Phone
-   
Smartphone/  
Mobile Phone
-   
Tablet

For more information, and to view our full suite of products and solutions, visit: [plantronics.com](http://plantronics.com)

# Product Matrix

Find recommended products that match your working style. If you are a hybrid worker, look for products that apply to all your working styles.

	Audio Processors	BackBeat GO 2	BackBeat PRO+	Blackwire 500 Series	Blackwire 300 Series	CS500 Series	EncorePro 540	Explorer 500	Savi 400 Series	Voyager Focus UC	Voyager Edge UC	
		BackBeat FIT	BackBeat SENSE	Blackwire 700 Series	Blackwire 435	Calisto 600 Series	EncorePro 700 Series	EncorePro 510/520/530	Savi 700 Series	SupraPlus	Voyager Legend UC	Voyager Legend CS
Office	p. 12		p. 13	p. 8	p. 9	p. 9	p. 10	p. 11	p. 11	p. 12		
Mobile		p. 21	p. 20	p. 19	p. 20	p. 17	p. 18	p. 18-19	p. 17		p. 16	
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## Office

Work is rarely the zen-like, quiet place we want it to be. Noise and distractions are everywhere, from outside traffic to nearby conversations. The acoustics of your workspace aren't optimized for individual productivity. The inability to focus may inhibit conversation, cause stress, and ultimately affect your workflow.

Plantronics technology can selectively block distractions and be customized by the user to keep you productive, efficient, and happily in the zone.

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### SAVI® 700 SERIES

- Manage PC, desk phone, and mobile calls up to 350 feet from your desk
- Lightest DECT™ headset\* on the market offers unlimited talk time with hot-swappable battery\*\*
- One-touch call answer/end/flash, volume +/-, and mute
- Conference in up to three additional headsets and participants can continue through multiple calls

\* Savi 740/745 only  
 \*\* Unlimited talk time kit, comes standard with Savi 745, and as an accessory with Savi 740. Additional battery is available as an accessory for Savi 740, but is included in Savi 745.



### SAVI 400 SERIES

- Manage PC voice communications with up to 300 feet of wireless range
- Lightest DECT™ headset\* on the market offers unlimited talk time with hot-swappable battery\*\*
- One-touch call answer/end/flash, volume +/-, and mute from the headset for simple PC call management

\* Savi 440/445 only  
 \*\* Unlimited talk time kit, comes standard with Savi 445, and as an accessory with Savi 440. Additional battery is available as an accessory for Savi 440, but is included in Savi 445.



New



Voyager Focus UC

## VOYAGER® FOCUS UC

- Active noise canceling (ANC) helps block sounds in loud environments
- Smart sensors answer a call when the headset is put on, and automatically mutes when the headset is taken off
- High-fidelity stereo sound creates a more immersive experience
- Dynamic Mute Alert™ feature alerts when you talk while muted
- OpenMic™ button allows you to hear your surroundings when needed



Voyager Legend UC

## VOYAGER LEGEND® AND VOYAGER LEGEND UC

- Smart sensors answer a call when the headset is put on
- Announces caller name with voice answer/ignore option
- Brilliant, rich streaming audio
- Voice alerts for battery status, connection, and more
- UC version connects to PC via mini-USB\* and includes desktop charging stand and charging case



Desktop Charging Stand



Charging Case

ADDITIONAL COLOR OPTIONS\*

● Grey

○ White



Voyager Edge UC

## VOYAGER® EDGE AND VOYAGER EDGE UC

- Case provides up to a total of 10 hours of power for headset recharging
- Smart sensors answer a call when the headset is put on
- Brilliant, rich streaming audio
- Announces caller name with voice answer/ignore option
- UC version connects to PC via mini-USB\*



Charging Case

Contact Us



Voyager Legend CS

## VOYAGER LEGEND CS

- Manage desk phone call up to 33 feet from headset base
- Manage mobile calls anywhere via Bluetooth® technology
- Smart sensors answer a call when the headset is put on
- Three mics with enhanced digital signal processing (DSP) for optimal noise cancellation





Blackwire 725



Carrying Case

### BLACKWIRE® 725

- Active noise canceling (ANC) helps block sounds in loud environments
- Smart sensors answer a call when the headset is put on
- High-fidelity stereo performance
- Includes durable carrying case for use on-the-go
- Simple USB connectivity to PC



Blackwire 710



Blackwire 720



Carrying Case

### BLACKWIRE 710/720

- Simple USB connectivity to PC; Bluetooth connectivity to mobile phone or tablet
- Smart sensors answer a call when the headset is put on
- Detachable cable to take mobile calls throughout the office
- Includes durable carrying case for use on-the-go



Blackwire 510



Blackwire 520



Carrying Case

### BLACKWIRE 500 SERIES

- Smart sensors answer a call when the headset is put on
- Intuitive inline controls to answer/end calls, control volume, and mute
- Dynamic EQ automatically adjusts audio for voice and multimedia
- Includes durable carrying case for use on-the-go



Blackwire 435



Carrying Case

### BLACKWIRE 435

- Convertible headset provides mono or stereo wearing options
- The perfect balance of style, sound, and flexibility
- Call answer/end, mute, and volume +/-
- Includes durable carrying case for use on-the-go



New



Blackwire 315      Blackwire 325      Carrying Case

## BLACKWIRE 315/325

- Dual USB/3.5 mm connectivity for PC, mobile phone, or tablet
- Lightweight metal headband offers durability and a customizable, comfortable fit
- Leatherette ear cushions fold flat for easy portability with included carrying case
- Intuitive inline controls for call answer/end, mute, and volume +/-



Blackwire 310      Blackwire 320

## BLACKWIRE 310/320

- Lightweight metal headband offers durability and a customizable, comfortable fit
- Dynamic EQ automatically adjusts audio for voice and multimedia use
- Intuitive inline controls for call answer/end, mute, and volume +/-



CS540      CS530      CS510      CS520

## CS500™ SERIES

- 900 MHz wireless technology allows for the highest number of available channels for clear conversation
- High-quality solution for fitting more wireless headsets in a single office environment
- Extraordinary sound quality while roaming or multi-tasking up to 350 feet from your desk phone



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Calisto 610\*      Calisto 620

## CALISTO® 600 SERIES

- Wireless connectivity to PC, smartphone, and tablet, so you can take your conversation anywhere (Calisto 620)
- Plug-and-play USB connection transforms PC or Mac into wideband audio speakerphone (Calisto 610\*)
- Improves meeting productivity by reducing echo, cut-outs, and background noise
- Compact and portable for on-the-go use with included carrying case





EncorePro 540



DA70

DA80

DA90



A10

New

Contact Us



BackBeat PRO+



Travel Sleeve and Cables

## ENCOREPRO® 540

- Includes three comfortable and lightweight wearing styles in one
- Unique C-clip design for easy change of style
- Flexible boom for optimal positioning and noise canceling
- High-quality wideband audio with SoundGuard® hearing protection

## DA SERIES USB AUDIO PROCESSOR

- Detects and reports on call events
- Firmware updates ensure deployment consistency
- Fingertip call controls
- Superior noise and echo cancellation
- Helps meet OSHA and Noise at Work regulations

## A10™ DIRECT CONNECT CABLE

- Connects any Plantronics Quick Disconnect-equipped headset to a headset-ready desk phone
- Extremely clear sound quality and superior reliability

## BACKBEAT® PRO+

- Stream music wirelessly from computers, smartphones, and tablets.
- On-demand active noise canceling (ANC)
- Up to 24 hours of continuous wireless streaming
- High-fidelity Bluetooth USB adapter and travel sleeve

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following products.





## Mobile

With a Plantronics headset, a morning commute can become the most productive time of the day, offices can be anywhere, and private conversations can happen in the most public places. When you need to take a break, Plantronics also has you covered, whether you need to work out, or just chill out.

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Voyager Legend UC



Desktop Charging Stand



Charging Case

## VOYAGER LEGEND AND VOYAGER LEGEND UC

- Smart sensors answer a call when the headset is put on
- Announces caller name with voice answer/ignore option
- Brilliant, rich streaming audio
- Voice alerts for battery status, connection, and more
- UC version connects to PC via mini-USB\* and includes desktop charging stand and charging case



Voyager Edge UC



Charging Case

ADDITIONAL COLOR OPTIONS

● Grey

○ White

## VOYAGER EDGE AND VOYAGER EDGE UC

- Case provides up to 10 hours of power for headset recharging
- Smart sensors answer a call when the headset is put on
- Brilliant, rich streaming audio
- Announces caller name with voice answer/ignore option
- UC version connects to PC via mini-USB\*





Voyager Legend CS

New



Explorer 500



USB Charge Strap

ADDITIONAL COLOR OPTION

○ White



Calisto 610\*



Calisto 620



Blackwire 710



Blackwire 720



Carrying Case

Contact Us



## VOYAGER LEGEND CS

- Manage desk phone call up to 33 feet from headset base
- Manage mobile calls anywhere via Bluetooth technology
- Smart sensors answer a call when the headset is put on
- Three mics with enhanced digital signal processing (DSP) for optimal noise cancellation

## EXPLORER™ 500

- GSMA-certified HD Voice clarity
- Voice control for Siri®, Google Now®, and Cortana™
- Dual-purpose magnetic USB charge strap
- DeepSleep® power-saving mode

## CALISTO 600 SERIES

- Wireless connectivity to PC, smartphone, and tablet, so you can take your conversation anywhere (Calisto 620)
- Plug-and-play USB connection transforms computer into wideband audio speakerphone (Calisto 610)\*
- Improves meeting productivity by reducing echo, cut-outs, and background noise
- Compact and portable for on-the-go use with included carrying case

## BLACKWIRE 710/720

- Simple USB connectivity to PC; Bluetooth connectivity to mobile phone or tablet
- Smart sensors answer a call when the headset is put on
- Detachable cable to take mobile calls throughout the office
- Includes durable carrying case for use on-the-go



\*PC only





Blackwire 435



Carrying Case



Blackwire 315



Blackwire 325



Carrying Case



Blackwire 310



Blackwire 320

## BLACKWIRE 315/325

- Dual USB/3.5 mm connectivity for PC, mobile phone, or tablet
- Lightweight metal headband offers durability and a customizable, comfortable fit
- Leatherette ear cushions fold flat for easy portability with included carrying case
- Intuitive inline controls for call answer/end, mute, and volume +/-



## BLACKWIRE 310/320

- Lightweight metal headband offers durability and a customizable, comfortable fit
- Dynamic EQ feature automatically adjusts audio for voice and multimedia use
- Intuitive inline controls for call answer/end, mute, and volume +/-



New

New

Contact Us



ADDITIONAL COLOR OPTION

● Black/Espresso

BackBeat SENSE

Travel Sleeve

## BACKBEAT SENSE

- Up to 18 hours wireless use per charge
- Smart sensors automatically play/pause music
- Lightweight, memory-foam comfort
- Includes travel sleeve and 3.5 mm cable for PC and airplane mode cables

(3.5mm)



New

Contact Us



BackBeat PRO+



Travel Sleeve and Cables

ADDITIONAL COLOR OPTION

○ White



BackBeat GO 2



Carrying Case

ADDITIONAL COLOR OPTION

● Green



BackBeat FIT



Armband\*

### BACKBEAT® PRO+

- Stream music wirelessly from computers, smartphones, and tablets.
- On-demand active noise canceling (ANC)
- Up to 24 hours of continuous wireless streaming
- High-fidelity Bluetooth USB adapter and travel sleeve

### BACKBEAT GO 2

- Immersive, high-fidelity audio
- Stable, comfortable fit with small, medium, and large eartip options
- Fully-charged case enables up to 10 hours power for earbud recharging
- Sweatproof coating by P2i on earbuds

### BACKBEAT FIT

- Flexible design for stable, comfortable fit
- Sweat and waterproof\*\* coating by P2i (IP57 rating) for an active lifestyle
- Up to eight hours of listening per charge
- Reversible neoprene armband to store smartphone and headphones



\*Phone not included  
 \*\*Waterproof in fresh water up to one meter (3.28 feet) for 30 minutes. However, Bluetooth does not transmit under water. See [plantronics.com/waterproof](http://plantronics.com/waterproof)



## Virtual

It used to be easy to gather a team. All you had to do was book a room and put out bagels. But today, keeping coworkers connected is just the beginning. Now, you have to enable seamless collaboration from virtually any location. You have to provide full desktop capabilities from any device. Today, business productivity is driven by a truly mobile workforce. A workforce that thrives on integrating the full benefits of mobile devices with the remarkable hands-free performance of Plantronics devices.

New



Voyager Focus UC

## VOYAGER FOCUS UC

- Active noise canceling (ANC) helps block sounds in loud environments
- Smart sensors answer a call when the headset is put on, and automatically mutes when the headset is taken off
- High-fidelity stereo sound creates a more immersive experience
- Dynamic Mute Alert™ feature alerts when you talk while muted
- OpenMic™ button allows you to hear surroundings when needed



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Voyager Legend UC

## VOYAGER LEGEND UC

- Connects to PC, mobile, or tablet for a complete UC audio solution
- Smart sensors answer a call when the headset is put on
- Includes portable case and desktop stand for charging anywhere



Desktop Charging Stand



Charging Case



Calisto 610\*

Calisto 620

## CALISTO 600 SERIES

- Wireless connectivity to PC, smartphone, and tablet, so you can take your conversation anywhere (Calisto 620)
- Plug-and-play USB connection transforms computer into wideband audio speakerphone (Calisto 610)\*
- Improves meeting productivity by reducing echo, cut-outs, and background noise
- Compact and portable for on-the-go use with included carrying case



Blackwire 725

Carrying Case

## BLACKWIRE 725

- Active noise canceling (ANC) helps block sounds in loud environments
- Smart sensors answer a call when the headset is put on
- High-fidelity stereo performance
- Includes durable carrying case for use on-the-go
- Simple USB connectivity to PC



Blackwire 710

Blackwire 720

Carrying Case

## BLACKWIRE 710/720

- Simple USB connectivity to PC; Bluetooth connectivity to mobile phone or tablet
- Smart sensors answer a call when the headset is put on
- Detachable cable to take mobile calls throughout the office
- Includes durable carrying case for use on-the-go



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Blackwire 510

Blackwire 520

Carrying Case

## BLACKWIRE 500 SERIES

- Smart sensors answer a call when the headset is put on
- Intuitive inline controls to answer/end calls, control volume, and mute
- Dynamic EQ automatically adjusts audio for voice and multimedia
- Includes durable carrying case for use on-the-go





Blackwire 435



Carrying Case

## BLACKWIRE 435

- Convertible headset provides mono or stereo wearing options
- The perfect balance of style, sound, and flexibility
- Call answer/end, mute, and volume +/-
- Includes durable carrying case for use on-the-go



New



Blackwire 315



Blackwire 325



Carrying Case

## BLACKWIRE 315/325

- Dual USB/3.5 mm connectivity for PC, mobile phone, or tablet
- Lightweight metal headband offers durability and a customizable, comfortable fit
- Leatherette ear cushions fold flat for easy portability with included carrying case
- Intuitive inline controls for call answer/end, mute, and volume +/-



Blackwire 310



Blackwire 320

## BLACKWIRE 310/320

- Lightweight metal headband offers durability and a customizable, comfortable fit
- Dynamic EQ automatically adjusts audio for voice and multimedia use
- Intuitive inline controls for call answer/end, mute, and volume +/-



Contact Us



Savi 440



Savi 440/445



Savi 430



Savi 410



Savi 420

## SAVI 400 SERIES

- Manage PC voice communications with up to 300 feet of wireless range
- Lightest DECT™ headset\* on the market offers unlimited talk time with hot-swappable battery\*\*
- One-touch call answer/end/flash, volume +/-, and mute from the headset for simple PC call management

\* Savi 440/445 only

\*\* Unlimited talk time kit, standard for Savi 445, and as an accessory for Savi 440





## Customer Service

Contact centers are no longer just places to solve problems; they're proving grounds for your brand. Where every call builds a relationship, and where every conversation upholds a reputation. Thanks to all day comfort and superior noise canceling technology our products provide, every associate's voice is the clear, natural, human side of your brand shining through.

Contact Us



### SAVI 700 SERIES

- Manage PC, desk phone, and mobile calls up to 350 feet from your desk
- Lightest DECT™ headset\* on the market offers unlimited talk time with hot-swappable battery\*\*
- One-touch call answer/end/flash, volume +/-, and mute
- Conference in up to three additional headsets and participants can continue through multiple calls

### CS500 SERIES

- 900 MHz wireless technology allows for the highest number of available channels for clear conversation
- High-quality solution for fitting more wireless headsets in a single office environment
- Extraordinary sound quality while roaming or multi-tasking up to 350 feet from your desk phone

\* Savi 740/745 only  
 \*\* Unlimited talk time kit, standard for Savi 745, and as an accessory for Savi 740.  
 Additional battery is available as an accessory for Savi 740, but is included in Savi 745.





EncorePro 710

EncorePro 720



EncorePro 540



EncorePro 530



EncorePro 510

EncorePro 520

## ENCOREPRO 700 SERIES

- Adjustable fit enhances all day wearing comfort
- Unique, extendable boom ensures precise positioning and enables optimal noise cancellation
- Wideband audio with SoundGuard®
- Designed for the rigors of call-intensive environments, minimizing operational disruptions and costly downtime

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.



## ENCOREPRO 540

- Includes three comfortable and lightweight wearing styles in one
- Unique C-clip design for easy change of style
- Flexible boom for optimal positioning and noise canceling
- High-quality wideband audio support with SoundGuard® hearing protection

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.



## ENCOREPRO 530

- Super lightweight, robust design
- Flexible boom for optimal boom positioning and noise canceling
- High-quality wideband audio support with SoundGuard® hearing protection

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.



## ENCOREPRO 510/520

- Aircraft-grade aluminum joints and unibody boom construction for maximum robustness
- Adjustable fit for all day comfort
- Bendable boom with visual and tactile positioning enables precise microphone positioning
- Custom noise canceling microphone
- Wideband audio with SoundGuard®

EncorePro headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.





HW251N

HW261N



DA70

DA80

DA90

## SUPRAPLUS®

- Wideband audio for more natural sound and clearer conversations
- Over-the-head, all day comfortable design for intensive use
- Monaural and binaural wearing styles with noise canceling or voice tube options

## DA SERIES USB AUDIO PROCESSOR

- Detects and reports on call events
- Firmware updates ensure deployment consistency
- Fingertip call controls
- Superior noise and echo cancellation
- Helps meet OSHA and Noise at Work regulations



VistaPlus AP15

Vista M22

## VISTA® AUDIO PROCESSORS

- Vista audio processors deliver clear, accurate audio, and sophisticated SoundGuard® Plus hearing protection, and eliminate high level sudden noises for customer service centers and offices
- AP15 is ideal for noisy environments that require the highest audio accuracy
- M22 improves call quality in standard environments, and optimizes wideband VoIP performance



A10

## A10 DIRECT CONNECT CABLE

- Connects any Plantronics Quick Disconnect-equipped headset to a headset-ready desk phone
- Extremely clear sound quality and superior reliability

SupraPlus headsets can also connect to a desk phone or PC via audio processors or connector cables. See following pages.





1961  
**Pacific Plantronics**  
is incorporated

1969  
First words from the  
moon spoken through  
a Plantronics headset



1983  
The new **StarSet  
Supra** soon  
becomes the  
call center  
industry standard



1995  
**FreeHand**, an ultra-  
lightweight in-the-ear  
headset, is introduced



2003  
The **CS50** brings  
wireless freedom  
to the office



2011  
Contextual intelligence  
introduced with  
**Voyager PRO UC**

2012  
Plantronics launches  
a **developer community**  
to focus on delivering  
intelligent context-aware  
data into applications

**plantronics.**

**Developer Connection**



2014  
**Voyager Edge**  
Bluetooth headset  
and charge case  
deliver powerful  
performance and  
stylish design



2015  
**Voyager Focus UC**  
Focus on the conversation, not  
background noise, with noise  
canceling, immersive stereo sound  
in a lightweight wireless design

**plantronics**

1963  
**FAA** selects Plantronics  
as its sole headset provider



1972  
**Plamex**  
(Plantronics Mexico)  
opens in Tijuana

1983  
**Sally Ride** uses a  
Plantronics headset  
in space



2000  
**Digitally  
enhanced**  
USB headsets  
for PC and  
Mac computers  
are introduced



2010  
**Savi Office** wireless  
headset system  
unifies PC and desk  
phone communications



2011  
**Plantronics** celebrates  
50 years of innovation

2013  
Contextual  
Intelligence  
expanded in  
**Voyager** and  
**Blackwire** families



2014  
The **EncorePro**  
family of customer  
service headsets brings  
innovative design  
and intelligence to  
the contact center



2015  
**Blackwire 725**  
The Blackwire 725 USB headset  
offers active noise canceling (ANC)  
technology, high-fidelity stereo  
performance, and all-day comfort



**Contact Us**



Contact Us



## Plantronics Global Customer Care

One global team, one unified service experience

Our customers depend on our headsets day in and day out. We know that. That's why when there's a problem with our products or a question about how to use them, we have tools and resources to support you 24/7.

Because we hire and train all our service associates, you can expect consistent and personalized service anywhere around the globe, with local language support from one of seven service centers. We'll work with you on your terms and your schedule to resolve issues and get you back to full productivity.

Visit the Technical Assistance Center online:

[plantronics.com/support](http://plantronics.com/support)

1-888-752-6876

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