



find your space

Plantronics SupraPlus® Headsets  
For every Contact Centre need

## Increased productivity, superior reliability and high standards in agent protection

As the world's most popular headset, the Plantronics SupraPlus® provides:

- **Premium** audio intelligibility optimising productivity and improving customer service
- **Exceptional** reliability and durability
- **Highest** standards in agent protection and all day wearing comfort

Each headset from the SupraPlus range gives you this and together with our best in class support and warranty services, it's the ideal headset solution for all your contact centre needs.

### TCO '07 certification for headsets



Plantronics is the first manufacturer to adopt the new TCO '07 headset standard across its range of headsets worldwide starting with key models from each of its business segments. The certification means that the headset is designed and manufactured according to some of the strictest performance and environmental criteria in the world. Headsets certified meet TCO Development's requirements on ergonomics, ecology and energy and cordless headsets also meet the requirements on emissions. Visit [www.tcodevelopment.com](http://www.tcodevelopment.com)



## A SupraPlus headset for every Contact Centre requirement:

### Plantronics SupraPlus®

Complete combination of performance, reliability and comfort

### Plantronics SupraPlus® Silver

High-tech look to recognise your team leaders or high performers

### Plantronics SupraPlus® Wireless

A wireless headset for those who need to roam the floor and stay connected

### Plantronics SupraPlus® Wideband

For IP telephony users looking for wideband audio clarity

### Plantronics SupraPlus® DIGITAL

Enhanced intelligibility for improved productivity and premium performance

### Plantronics SupraPlus® Hard of Hearing

For those who require a headset that is fully compatible with their hearing aid.

## Wide choice of models

All the SupraPlus headsets are available in the following wearing styles and choice of microphone:



Monaural  
Noise-Cancelling



Monaural  
Voice Tube



Binaural  
Noise-Cancelling



Binaural  
Voice Tube

## SupraPlus®



**Complete combination of performance, reliability and comfort**

**Best for:** Contact centres looking for a combination of performance, reliability and comfort.

Contact centre professionals need crystal-clear sound, all-day wearing comfort and reliability. The monaural design features a unique t-pad giving comfortable, natural support, while the binaural features a single cable design for increased comfort and convenience.

### Key features

- **Single cable binaural** – for complete comfort and convenience
- **QuickCall feature** – allows you to take a call quickly and easily
- **Robust design and construction** – for exceptional reliability

Part Numbers	
36828-01 Monaural Voice Tube	36830-01 Binaural Voice Tube
36832-01 Monaural Noise-Cancelling	36834-01 Binaural Noise-Cancelling

## SupraPlus® Silver



**All the features of SupraPlus with a stylish silver finish**

**Best for:** Giving your contact centre a hi-tech feel or recognise your team leaders or high performers, by choosing the silver variant.

### Key features

- **Stylish silver finish and upgraded leatherette ear cushions available** – allowing you to identify your supervisors and high performers.

Part Numbers	
36828-02 Monaural Voice Tube	36830-02 Binaural Voice Tube
36832-02 Monaural Noise-Cancelling	36834-02 Binaural Noise-Cancelling

## SupraPlus® Wireless



**Total wireless freedom and all-day**

**Best for:** Contact Centre supervisors who need to roam the floor and stay connected.

Wireless headsets improve customer satisfaction, training processes and productivity by allowing supervisors and agents to move freely and stay connected, resulting in clear improved metrics. That's the promise of the SupraPlus wireless, the wireless headset specifically designed for contact centres.

### Key features

- **Freedom to roam** – you can move up to 100 metres from your desk without missing a call
- **Multi-tasking made easy** – simultaneously write notes, access papers, or just enjoy your coffee, whilst talking business
- **One system, many users** – with QuickPair, hot-desk or shift workers can keep their own personal headset

Part Numbers	
39986-01 Monaural Noise-Cancelling	39263-01 Binaural Noise-Cancelling

## SupraPlus® Wideband



**Adapted for an IP softphone or an IP hardphone to provide absolute voice clarity**

**Best for:** IP telephony users looking for wideband audio clarity

### Key features

- **Wideband audio** – clearer and more intelligible conversations
- **Included software** – PerSonoCall® enables remote call answer with major softphones – visit [www.plantronics.com/personocall](http://www.plantronics.com/personocall)

Part Numbers	
39811-01 Monaural Voice Tube	39813-01 Binaural Voice Tube
75100-01 Monaural Noise-Cancelling	75101-01 Binaural Noise-Cancelling

## SupraPlus® DIGITAL



**The ideal complement to VistaPlus® for premium audio quality**

**Best for:** Contact Centres looking for improved productivity through enhanced intelligibility, and premium acoustic protection.

The SupraPlus DIGITAL is the ideal upgrade for Plantronics VistaPlus® users looking to get the best in acoustic protection and audio quality. It features on-board memory that enables it to communicate with the VistaPlus. The VistaPlus adapts to ensure ideal sound quality and clarity whilst maintaining sound exposure levels below legislative limits.

### Key features

- **Digital Signal Processing (DSP)** – frequency response shaping maximises speech intelligibility (when used with VistaPlus)
- **On board memory** – to enable perfect matching with VistaPlus for optimum sound quality

Part Numbers	
39403-01 Monaural Voice Tube	39404-01 Binaural Voice Tube
39405-01 Monaural Noise-Cancelling	39406-01 Binaural Noise-Cancelling

## SupraPlus® Hard of Hearing



**SupraPlus with added compatibility for hearing aids**

**Best for:** agents who require a headset that is fully compatible with their hearing aid.

### Key features

- **Compatible with hearing aids** – set to the T position
- **Complies with ETS 300 381** – (inductive coupling of telephone earphones to hearing aids)

Part Numbers	
39168-01 Monaural Voice Tube	36830-02 Binaural Voice Tube

## Accessories

### Headset enhancement

Headset	Part number & description	
SupraPlus/ SupraPlus Silver	39380-01 VistaPlus audio processor	
	33413-11 Vista audio processor	
	36818-03 DA55 USB audio processor	
SupraPlus DIGITAL	39380-01 VistaPlus audio processor	
SupraPlus Hard of Hearing	33413-11 Vista audio processor	
	36818-03 DA55™ USB audio processor	
SupraPlus Wireless	AP1-AP2-AEI-HL10 (electronic / mechanical hookswitch to answer the phone when away from your desk)	

### Optional accessories

Headset	Part number & description	
SupraPlus SupraPlus Silver SupraPlus DIGITAL SupraPlus Hard of Hearing	24460-01 Clothing clip	
	38300-25 Ear cushions, foam (2)	
	38310-25 Ear cushions, leatherette (2)	
	29960-70 Voice tubes, rainbow 6-pack	
	10778-01 Quick disconnect (QD) cord clip	
	27019-03 Y-adaptor trainer cord, with microphone mute switch and QD clamp	
SupraPlus Wireless	65116-01 On-line indicator light	

# Technology

## Noise-cancelling microphones (all headsets)

Reduce the background noise and so enhance the accuracy of the sounds being transmitted – ideal for noisy environments.

## QuickDisconnect (all headsets except SupraPlus wireless)

Cable enables the caller to be placed on hold whilst allowing users to leave their desk without removing the headset.

## QuickPair (SupraPlus Wireless only)

This feature allows different wireless headsets to be quickly and easily paired to a single base using a simple button press.

## Wideband (SupraPlus Wideband only)

Wideband audio or wideband telephony is a new approach to telephony enabled by Voice over Internet Protocol (VoIP). The effective doubling of the bandwidth and additional high frequencies enhance intelligibility through greater recognition of fricative sounds. This enhanced speech quality leads to greater intelligibility which means your agents are more productive and less fatigued.

## Warranty and support

All our headsets come with an industry-leading standard warranty and Plantronics offer other product services, such as extended warranty, maintenance agreements and out of warranty product replacement. Visit [www.plantronics.com](http://www.plantronics.com) for more details.

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Sound Innovation™ for missions to the moon. And for everyday life on this planet, too.



In 1969, a Plantronics headset carried the historic first words from the moon: "That's one small step for man..." From the man on the moon to the man on the street, Plantronics is an innovation leader dedicated to creating communication solutions for people who understand and appreciate the real freedom of space. From outer space to inner space, find your space.

Space photo imagery courtesy of NASA