



# PLANTRONICS Savi Office

## DESIGNED FOR SEAMLESS COMMUNICATION

Plantronics introduce the NEW Savi Office headset system – a premium convertible headset designed especially for the office professional, it enables collaboration across mixed audio – desk and PC and its interchangeable headsets also make it ideal for working from desk to desk!

### SEAMLESS MIXING

#### COLLABORATE OVER UC AND DESKPHONE

The Savi Office headset system allows workers to simultaneously listen and communicate on both their UC client and deskphone. Meaning they can open up and work across applications – such as conferencing or consulting with colleagues over UC whilst maintaining a customer call on the deskphone, or sharing recorded media from the PC over the deskphone.

### SEAMLESS WORKING

#### INTERCHANGEABLE HEADSETS FOR HOT DESKING

The Savi Office charging cradle allows easy disconnect meaning workers can move to different desks as their day demands. And of course being wireless headsets they also offer full working mobility in the office.

### SEAMLESS CONVERSATIONS

Wideband audio telephones are now an industry standard so to maximise your investment, you need a wideband headset. The Savi Office and Savi Go headsets come with wideband audio to provide clear, intelligible conversations that businesses need.

\* Over the ear wearing style - Available Autumn 2009



## WIRELESS TECHNOLOGY FREQUENTLY ASKED QUESTIONS – EVERYTHING YOU NEED TO KNOW

### What technology should I use?

The answer depends on how you want to use a headset. DECT is best for guaranteed audio quality, long range and a large number of users – so the best application for a headset is in an office environment. Bluetooth is best for connecting to multiple devices – so the best application is for using a single headset to connect to a mobile phone and either your desk phone or PC.

### Are there health risks associated with wireless headsets?

No, there are only health benefits. In fact, using a headset is proven to significantly reduce the risk of headaches, back, and neck pain compared with using a handset. There are no known health risks associated with DECT phones and the power they transmit falls well below permissible safety limits.

### How many wireless headsets can I use in my office?

For a typical office, 70 wireless headsets can be used with no problems. It is possible to use more, but you should contact Plantronics to complete a site survey questionnaire so that we can advise based on the building structure, layout and other environmental factors.

### What range can I expect?

Open-space range with DECT headsets (CS60, CS70N and Savi Office) is up to 100m. In a most offices, with walls, partitions, etc. the typical range is about 50m. Our Voyager headset uses Bluetooth, which has an official range of 10m, but can often provide twice that.

### Should I be concerned about security?

DECT is one of the most secure wireless standards for civil use, and provides a high level of protection against unauthorised access.

## REMOTE CALL ANSWERING – ENHANCE YOUR WIRELESS HEADSET SOLUTION

Plantronics offers a range of both mechanical and electronic hook switches which allow calls to be answered using your headset while away from your desk. Check the list below to see the hook switch which is compatible with your deskphone.

Manufacturer	Phones supported	CS60 / CS70N / Voyager EHS type	Savi Office Range EHS type
Agfeo	ST30, ST40, ST31	APS-1	APS-10
Alcatel	IP Touch 4068, IP Touch 4028, IP Touch 4038, 4029, 4039	APA-2	APA-20
Auerswald	Comfort 2500	APS-1	APS-10
Avaya GmbH	Avaya versions of Plantronics wireless headsets have this feature integrated	APT-3	APT-30
Avaya Integral	T3 Classic with Interface Adapter, T3 Comfort with Interface Adapter, TH13, TM13	N/A	APV-60/65
Aastra DeTeWe	6771/6773/6775/6773IP/6775IP, OpenPhone 71/73/75/73IP/75IP	APS-1	APS-10
Aastra Intelligate	Office 60IP, 70IP, 80IP, 70/80/5370/5380/5370IP/5380IP	APS-1	APS-10
Cisco Systems	790X Series – 7906G; 791X Series – 7911G; 794X Series – 7940, 7940G, 7941G, 7942G, 7945G; 796X Series – 7960, 7960G, 7961G, 7962G, 7965G; 797X Series – 7970G, 7975G	APC-4	APC-40
Funkwerk	CS290U, CS410, CS410U, IP-S400	–	–
Polycom	SoundPoint® 320, SoundPoint 330, SoundPoint 430, SoundPoint 550, SoundPoint 650, SoundPoint 560 and SoundPoint 670	APP-5	APP-50
Siemens	optiPoint 410 with Acoustic Adapter, optiPoint 500 with Acoustic Adapter, optiPoint 600 with Acoustic Module, optiPoint 420 with Acoustic Adapter, Openstage 40/60/80	APS-1	APS-10
Snom	320, 360, 370	from Snom	from Snom
T-Com	Octophon F20 with Acoustic Adapter, Octophon F30 with Acoustic Adapter, Octophon F40 with Acoustic Adapter, Octophon F50 with Acoustic Adapter, System F900 and F20/F30/F40 with Acoustic Adapter	APS-1	APS-10
Tiptel	85 System, Tiptel 274/275	APS-1	APS-10

## CALL CONTROL

A number of Plantronics headsets integrate with enterprise softphones allowing call answer/end using a button on the headset. This adds convenience, and is particularly useful if the PC's screen saver has locked – allowing a call-answer with a simple button press without the need to enter a password to unlock the PC. On wireless headsets this feature also allows calls to be taken away from your PC.

If your phone is not listed in this table, don't worry. A mechanical handset lifter (HL10\*) is also available which works with most other telephone models.



## COMPATIBILITY GUARANTEED

### Buy with confidence

Plantronics work very closely with major phone suppliers to ensure compatibility and we offer a money back guarantee if these headsets don't work with the particular phone you have. To check compatibility simply visit [www.plantronics.com/guaranteed](http://www.plantronics.com/guaranteed)



### MAKE THE RIGHT CHOICE

TCO'07 Headsets is a global labelling certification for headsets. It demonstrates that Plantronics products have passed independent research and testing across users, manufacturers, researchers and industry experts.

TCO approved headsets have fulfilled the following criteria:

- ✓ Ergonomics
- ✓ Emissions
- ✓ Ecology
- ✓ Energy



# OFFICE HEADSET RANGE QUICK SALES GUIDE

SPRING 09

Plantronics Limited,  
Wootton Bassett, UK  
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[www.plantronics.com](http://www.plantronics.com)

CHOOSE YOUR OFFICE HEADSET SOLUTION	WIRELESS SOLUTIONS			
	Plantronics Voyager® 510 System	Plantronics CS70N™	Plantronics CS60™	Plantronics Savi™ Office <span style="color:red">NEW</span>
<b>Best for</b>	Sharing a single headset between deskphone and mobile	Office-workers who want a discreet headset to multi-task more easily	Office managers wanting to standardise on a wireless headset whilst offering users a choice of wearing style	Next generation of wireless headsets to maximise collaboration through multiple devices
<b>Description</b>	Ideal for mobile professionals who desire the ability to make and take phone calls from their mobile or desk phone.	Wireless office headset, with great comfort. CS70N gives you the freedom to move where business takes you with sophisticated style and superior all-day comfort.	This general purpose wireless headset with a choice of wearing styles is cost-effective, offers excellent sound quality and lets you move around the office without missing a call.	Savi Office is the wireless headset system to unify voice communications. This enterprise-grade headset system connects to both your desk phone and PC.
<b>Key features</b>	<ul style="list-style-type: none"> <li>A single headset for your mobile and office phone</li> <li>Simplified multi-tasking – be hands-free whether you are using office or mobile phone</li> <li>You'll hardly notice you're wearing it – light, comfortable and incredibly discreet</li> <li>Good sound quality – the noise-cancelling microphone with WindSmart® technology ensures you can be heard when out and about</li> </ul>	<ul style="list-style-type: none"> <li>A more efficient way to work – enables you to multi-task easily</li> <li>You'll hardly notice you're wearing it – light, comfortable and incredibly discreet</li> <li>Freedom to move – 50m range in a typical office means you no longer need to be tied to your desk when on the phone</li> <li>Excellent sound quality – DECT wireless technology combined with a noise-cancelling microphone ensures you can clearly hear and be heard</li> </ul>	<ul style="list-style-type: none"> <li>Genuine productivity tool – hands-free phone calls for easier multi-tasking</li> <li>All-day comfort – free both hands whilst on the phone</li> <li>A choice of three wearing styles – headband, over-the-ear or optional neckband</li> <li>Excellent sound quality – DECT wireless technology combined with a noise-cancelling microphone ensures you can clearly hear and be heard</li> <li>Now available with full support for Alcatel IP Touch phones (CS60X variant)</li> </ul>	<ul style="list-style-type: none"> <li>Work smarter with real-time communication and collaboration on your PC and desk phone</li> <li>Unsurpassed versatility with ease of use, modular design and cross platform support</li> <li>Delivers business critical sound quality, whether on a desk phone or PC, with a noise-cancelling microphone that filters distracting background noise</li> <li>Wideband support for PC audio provides life-like fidelity, improving call clarity</li> <li>Multiple wearing styles for personal style and comfort</li> <li>Simple plug and play</li> <li>Up to 120hrs standby</li> </ul>
<b>Product specification</b>				
<b>Technology</b>	Bluetooth, WindSmart	DECT	DECT	DECT, USB
<b>Range – typical (max)</b>	10m	50m (100m)	50m (100m)	50m (115m)
<b>Wearing style</b>	Over-the-ear	Over-the-ear	Over-the-ear, Headband or optional Neckband	Over-the-ear or Convertible
<b>Talk time (up to)</b>	6hrs	5hrs	9hrs	8hrs
<b>Weight</b>	17g	22g	27g	Over-the-ear 27g / Convertible 25g
<b>Also use with mobile</b>	✓	✗	✗	✗
<b>Other features</b>	Volume Control, Mute	Volume Control, Mute	Volume Control, Mute	Volume Control, Mute, PC Connection
<b>Part numbers</b>				
<b>Part number</b>	72272-44	39448-01	36995-10	Over-the-ear: 79957-02
<b>EAN code</b>	5033588018391	5033588019251	5033588017226	5033588030041
	with HL10: 72273-44	with HL10: 39449-01	with HL10: 39159-11	Convertible: 79956-02
	5033588018407	5033588019275	5033588017356	5033588029991

\* Over the ear wearing style – Available Autumn 2009

CORDED SOLUTIONS		
Plantronics S12™	Plantronics SupraPlus®	Plantronics EncorePro™ <span style="color:red">NEW</span>
Small office or home office workers who need to carry out other tasks whilst on a call and who want a complete headset solution	Winning combination of great audio performance and reliability	Unmatched comfort, style and audio quality
Headset system for home or small office offering hands-free convenience and a choice of wearing styles for stability and comfort.	With great style and performance, SupraPlus has wideband audio response. Lightweight design makes it comfortable for the most demanding of environments.	The award winning EncorePro™, incorporates form and function, resulting in a lightweight headset that is stylish and practical, with unsurpassed sound quality, comfort and reliability.
<ul style="list-style-type: none"> <li>Choose your preferred wearing style – the DuoSet headset is convertible (headband or over-the-ear)</li> <li>Crystal-clear sound – the noise-cancelling microphone ensures clear calls</li> <li>Full compatibility – the package works with the majority of corded business telephones</li> <li>Convenient features – in-use indicator let others know when you are on the phone, volume adjustment for comfortable sound level</li> </ul>	<ul style="list-style-type: none"> <li>Wide choice of models – to meet personal preferences; monaural or binaural, voice-tube or noise-cancelling</li> <li>Single cable binaural – for complete comfort and convenience</li> <li>QuickCall feature – allows you to take a call quickly and easily</li> <li>Robust design and construction – for exceptional reliability</li> <li>Available in the following options: <ul style="list-style-type: none"> <li>hard of hearing</li> <li>silver</li> <li>wideband</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Enhanced noise-cancelling and wideband audio give you clearer conversations with your customers</li> <li>Distinctive and unique design provides high performance and a stylish look</li> <li>Choose the monaural style – to confer with colleagues or the binaural style to block out background noise</li> <li>Seven axes of adjustability ensure you can wear the headset in the most comfortable position</li> <li>VoIP ready, preserve your investment through future phone system upgrades</li> </ul>
<b>Acoustic Shock Protection</b>	Acoustic Shock Protection	Acoustic Shock Protection
N/A	N/A	N/A
Over-the-head or Over-the-ear	Over-the-head	Over-the-head
N/A	N/A	N/A
41g	Monaural 49g / Binaural 74g	Monaural 49g / Binaural 74g
✗	when used with MO300 cable	when used with MO300 cable
Volume Control, Mute, In-use Indicator	Quick Disconnect, QuickCall	Quick Disconnect, QuickCall
36784-01	Mon/VT: 36828-01   Bi/VT: 36830-01	Monaural: 78712-02
5033588015123	5033588015284   5033588015307	5033588029137
UK Power Supply 35505-01 (FOC at time of purchase)	Mon/NC: 36832-01   Bi/NC: 36834-01	Binaural: 78714-02
	5033588015321   5033588015345	5033588029298

AUDIO PROCESSORS	
Plantronics DA55™ USB	Plantronics VistaPlus™
Better sound quality and enhanced intelligibility for agents on IP softphones	Complete protection against acoustic incidents
DA55 USB Audio Processors offer a superior audio performance for IP softphones. Maintains volume at a user selectable level, reduces line noise levels and removes echo.	The VistaPlus DM15 Audio Processor uses Digital Signal Processing (DSP) to deliver unsurpassed acoustic protection and sound quality.
<ul style="list-style-type: none"> <li>Maintains volume – at the user chosen level regardless of incoming call volume</li> <li>Outbound noise reduction – enhances the performance of all Plantronics headsets to reduce the background noise a caller hears</li> <li>Incoming noise reduction – lowers incoming noise to enhance the agents listening comfort</li> <li>Echo suppression – for improved VoIP call quality</li> </ul>	<ul style="list-style-type: none"> <li>Protection against sudden sounds – removes sudden unwanted noises such as fax or DTMF tones, and feedback</li> <li>Keeps headset sound exposure level – to below legislative limits (85 or 80dB)</li> <li>Maintains volume – at the user chosen level regardless of incoming call volume</li> <li>Digital Signal Processing (DSP) – frequency response shaping maximises speech intelligibility whilst phone line noise is reduced</li> </ul>
SoundGuard Plus, Call Clarity, Digital Signal Processing	SoundGuard Digital, Call Clarity Digital, Digital Signal Processing
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
In-line Volume Control, Mute Switch	Volume Control, Mute Switch, Tone Control, Headset/Handset Switch
36818-03	39380-01
5033588016427	5033588017974
–	–
–	–

## WHY INVEST IN A HEADSET?

### Productivity

Overall productivity could be increased by up to 43%\* simply by using a telephone headset rather than a traditional handset.

*\*Research by HB Maynard & Co*

A study at the MIS Helpdesk at Kingston Technology showed that using a Plantronics wireless headset:

- boosted productivity by 30% in the first seven months
- reduced customer hold times
- improved customer satisfaction.

### Intelligibility/Call Clarity

Business communications rely heavily on call clarity. Ensuring staff can hear and be heard clearly:

- improved customer satisfaction
- improved call accuracy
- saves time and reduces stress.

### Well Being

Companies today face ergonomic challenges to protect the wellbeing of their employees. Plantronics office headsets relieve stress in employees' upper bodies – so no more cradling a handset between their shoulder and neck.

In the University of Surrey study, headset users experienced:

- 31% less neck pain,
- 16% less back pain
- 27% fewer headaches.

### Customer intimacy

What effect does using a headset have on customer relationships?

- 44% of customers feel their experience is better when talking to someone using a headset
- 28% of customers say that they feel closer to a sales rep using a headset
- 68% of support staff say they are better able to solve customer problems when using a headset
- 89% agree that using a wireless headset enables them to work more effectively and provide a more efficient service to their customers.

*\*\*Plantronics Customer Intimacy Study – January 09*

### Privacy

Our wireless headsets let workers move away from the desk to find some privacy to take an important call.

- 82% of graduates told us they feel self conscious about conducting phone calls at their desks and feel a headset would allow them to carry out conversations in greater privacy.

*\*\*\*Plantronics Graduate research – March 2008*

### Mobility

No more being tied to the phone. Headsets allow workers to move around the office and continue to talk, less calls are missed stopping diversion to voicemail – which improves customer satisfaction.

### Efficient handsfree

Our office headsets allow workers to carry on working handsfree throughout the course of a phone call – so its easy to type, take notes and reach for files while you talk.

## Enhance your headset with an Audio Processor

Varying call quality, background noise and chatter can all have a negative effect on the productivity and wellbeing of staff and the customer experience. Using a Plantronics® Audio Processor can help improve efficiency, quality and help you hold clearer conversations with your customers.

## Mobile Office Extension headset use your office headset with your mobile phone

This cable has a mobile handset connector on one end and a Plantronics Quick Disconnect with integrated hookswitch control on the other. When plugged into a corded office headset it provides outstanding audio quality, all-day comfort and ease of operation.

## Headset technology

**Bluetooth®** – Bluetooth wireless technology provides a way for devices to communicate with each other using short-range radio frequency instead of wires. Any two Bluetooth devices can communicate as long as they both have Bluetooth turned on, they are within range, and they have been paired – a quick “handshake” that connects the two devices. Bluetooth range is up to 10m. For optimal performance, place your headset and phone on the same side of your body.

**DECT** – DECT (Digital Enhanced Cordless Telecommunications) is a wireless radio access technology for cordless telephones, wireless offices and even wireless telephone lines to the home. DECT has been designed and specified to work with other types of network including PSTN, ISDN and GSM.

**Call Clarity™** – With the noise from air conditioners, printers, copiers, and the chatter of voices from around the contact centre (not to mention the customer's dog barking), it can be difficult to hold a clear conversation. Call Clarity filters out unwanted noise at both ends, helping agents to have clear, focused conversations with your customers.

**Call Clarity DIGITAL™** – When customers call contact centres from the wide range of networks and phones available (PC softphone over a VoIP network, mobile, cordless phone at the bottom of the garden), the sound quality of calls can vary dramatically. This increases the potential for misunderstanding, high agent handle time and repeat calls. Audio processors with Plantronics' Call Clarity DIGITAL optimise sound quality – making all calls crystal clear wherever your customers are calling from.

**SoundGuard® Plus™** – Acoustic shock caused by DTMF or fax tones, feedback and other sudden loud noises on the phone have been linked with a range of physiological and psychological symptoms that have been reported amongst phone users. Audio processors with Plantronics SoundGuard Plus instantly reduce loud noises to a more comfortable level leaving human speech unchanged and your customer conversations uninterrupted.

**SoundGuard® DIGITAL™** – SoundGuard DIGITAL gives you the same protection as SoundGuard Plus and also stabilizes the volume of calls so there's never the need to adjust the volume, meaning you can't talk to customers in comfort – call after call.

**WindSmart™** – Plantronics WindSmart technology uses a specially designed material over the microphone to diffuse wind noise, so that even in windy environments – such as the car with the air conditioning running, or on the street – you can enjoy crisp, clear conversations. It is combined with noise-cancelling microphones to offer the best possible audio in any environment.