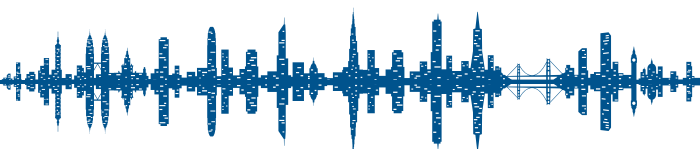


# Unified Communications


Bringing focus to the voice of business

Summer 2012



plantronics®





**50%** of IT managers said that audio quality was extremely important to open-plan office workers' overall UC experience.

*Plantronics UC Gatekeeper Survey 2010*

## Inspired by the promise of greater productivity.

**Unified Communications is the ability to drive all voice and text-based communications through a single gateway so that they can be managed more easily.**

It saves everybody's time and can greatly help improve productivity – nobody bothers to call someone if they know they are unavailable, so neither do they leave a time-consuming voice message, nor is there any need for the call to be returned. Instead, they can send a more efficient instant text message or e-mail for when the person returns, or seek help from someone else in the meantime who they can see is currently available.

Unified Communications (UC) technology includes anything that can help achieve more efficient communication practices. It can recognise your presence, and knows which devices you are most contactable on at any given moment, and also whether you are available to receive calls, instant messages or e-mails. That means UC devices have to be able to measure and feed presence back to the gateway which, itself, has to be able to broadcast the information out to UC devices.

Plantronics headsets are the crucial enabling tool, bridging mobile, PC and deskphones with a single, consistent voice presence – your own.





## The workplace has changed, but voice remains crucially important.

These days, there is much greater flexibility in the workplace, with more and more people operating off-site, and coming into the office only for very specific reasons. Indeed, according to a recent study\*, only 56% of people work at a fixed desk for more than three days a week.

Unified Communications (UC) technology enables business to support these new flexible working practices, keeping everyone under the same communications umbrella, no matter where in the world they are.

Meanwhile, the power of voice – the human touch – remains critically important. Almost 80% of professionals prefer face-to-face meetings or voice calls for status meetings\*. For brainstorming, the figure is even higher at 99% and voice is an essential component of all decision-making meetings.

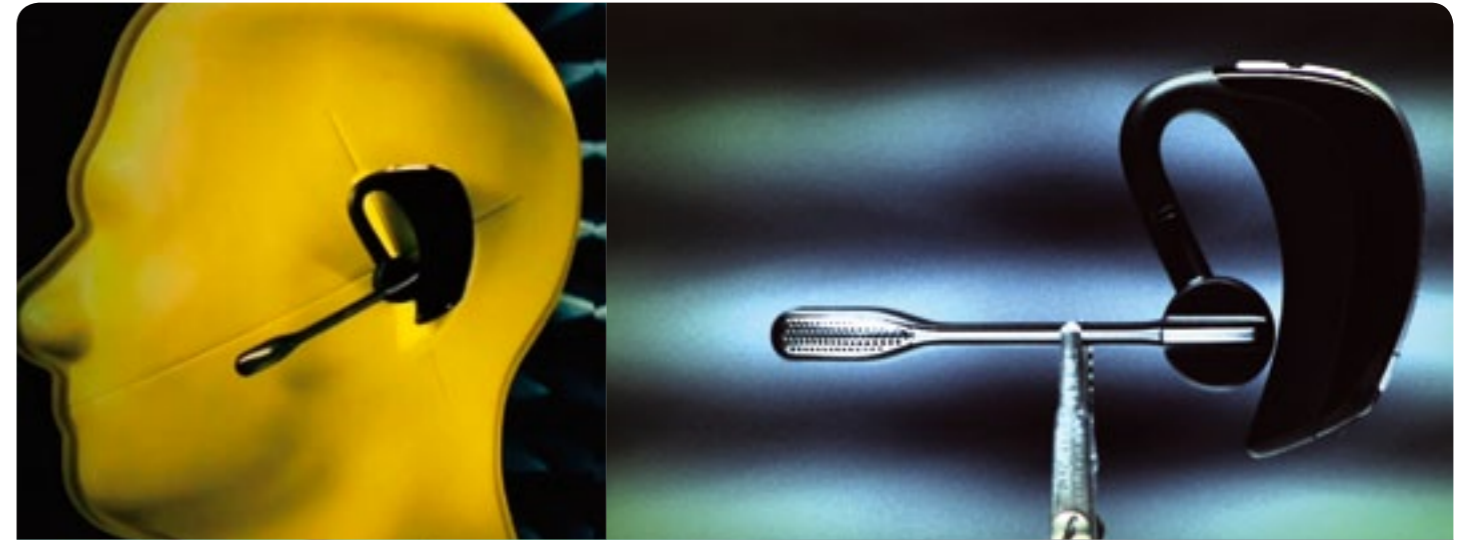
Plantronics headsets enable UC to truly harness the power of voice. Not only do they work across different telephony devices and provide consistent, smart presence, but they come in many different forms to suit the varied needs of modern workers.

\* "How We Work: Communication Trends of Business Professionals", Plantronics, 2010.



90% of the surveyed Enterprise employees stated that they spend at least some time working away from their office.

Communication Trends of Business Professionals  
An International Study Conducted by Plantronics



## With Plantronics, Acoustic Intelligence comes as standard.

With the need to share open-plan office spaces, rush between meetings and travel between sites, background noise is often a serious problem for the modern worker.

To counter its effects, all Plantronics headsets feature noise-cancelling microphones, and many models also feature WindSmart® technology to suppress disruptive outdoor weather sounds. Plantronics SoundGuard® instantly reduces sudden loud noises to more comfortable levels, preventing acoustic shock from fax machines and other sharp blasts, and AudioIQ® technology automatically adjusts volume so that users can be more clearly heard.

Plantronics' UC devices also feature wideband audio, which delivers a wider audio frequency range including more high frequency signals. That means much richer and more natural sound, which is easier to listen to and understand. Many of Plantronics' very latest devices also feature Digital Signal Processing (DSP) technology for the most precise audio reproduction and greatest possible call clarity.

Plantronics' lightweight headsets are ergonomically designed, and have the perfect weight balance between microphone boom and battery for all-day comfort. Headsets enable more natural upper-body and head movements, with 31% less neck pain, 16% less back pain and 27% fewer headaches\*, and free-up both hands for improved productivity.

\* "The Effect of Telephone Headset Use on Working Posture and Self Reported Musculoskeletal Symptoms: An Intervention Study", The University of Surrey, 2006.

The right headset design can improve productivity by 23%.

University of Surrey







# Simplify

Voice is key to Unified Communications (UC). Optimise your UC investment by using UC audio devices that make every communication experience smarter, clearer and simpler – and watch your UC adoption grow.



## Key IT challenges in UC audio device deployments.

### Support jobs' needs

Providing each employee with the right audio device for their specific functional job responsibilities:

- Executives
- Managers
- Office employees
- Mobile professionals
- Home workers

### Support technical needs

Understanding multi-device capabilities and needs, as well as wireless audio device and office implications.

### Support organisation needs

Determining the right support coverage, process and tools to meet adoption goals and ongoing employee satisfaction.

### Support to reach your goals

Optimising ROI through high adoption and ongoing employee satisfaction.

## Integrating UC audio devices – it's all about adoption.

Plantronics understands audio devices and users' diverse UC requirements. We have worked closely with thousands of customers and together we have acquired vast amounts of knowledge and expertise. As knowledge is meant to be shared, we have created the Plantronics UC Toolkit – a portfolio of customer experiences and lessons learned while integrating audio devices into a UC environment. The UC Toolkit is aligned around a common approach for integrating any new product or technology, namely – Trial, Plan, Deploy, Adopt, and Evolve. By leveraging the shared experiences of best practices, recommendations and insights, plus off-the-shelf training tools, IT organisations can avoid unforeseen mistakes and greatly reduce the cost, time and effort of their organisation's audio device UC integration.



## UC Toolkit

Portfolio of IT best practices, recommendations and tools

Collective wisdom of customers' lessons learned

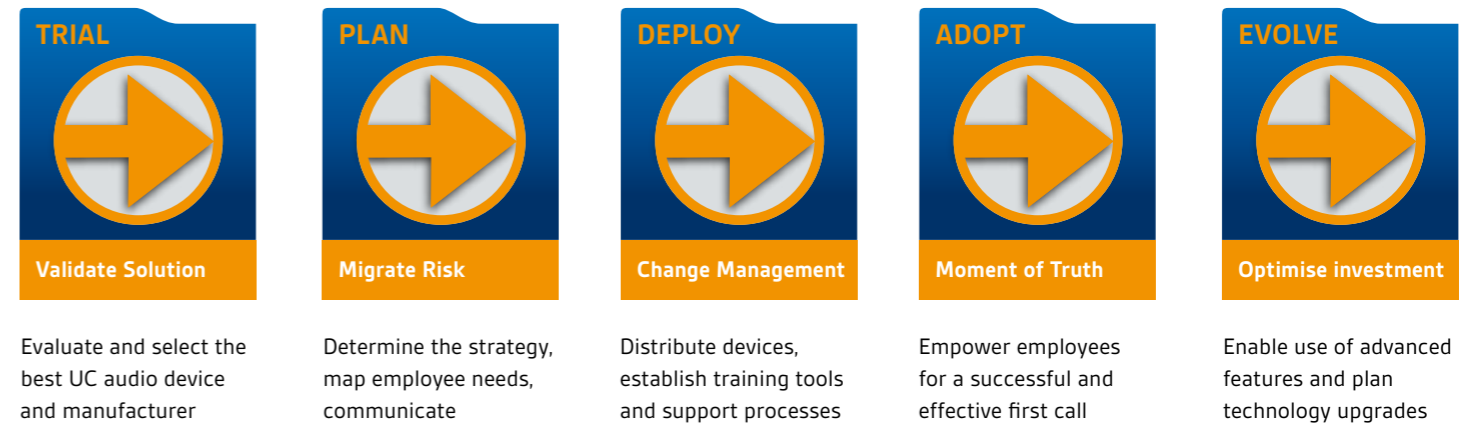


Customised tools for many Plantronics UC audio devices

Aligned with a common approach to technology integration

## UC Toolkit supports a phased approach.

All successful IT deployments have a phased approach, and it's no different for UC audio devices. The Plantronics UC Toolkit provides helpful resources for each phase.



To experience the UC Toolkit for yourself, visit [plantronics.com/uctoolkit](https://plantronics.com/uctoolkit)





## Wireless headsets

### Savi range

The wireless Savi range bridges the gap between traditional deskphone telephony and PC-communications, with wireless headset systems that simplify call management from a single wireless DECT™ headset. All Savi headsets feature DSP and CAT-iq high definition audio for the very clearest call quality.

#### Savi® 700 series

The ground-breaking Savi 700 series of wireless headsets will manage calls seamlessly from PCs, mobiles and deskphones, all at the same time. In fact – incredibly – they enable users to easily switch calls between, and mix calls from, any of those three sources and up to three other Savi 700 headsets.

It means that, for example, if a call comes in on your mobile while you're already speaking with someone on your deskphone, you can create a three-way conversation with both people through the headset. Alternatively, you can include up to three other Savi headset users on calls, creating collaboration and training opportunities.

Savi 700 series headsets are ideal for professionals who have a fixed deskphone, but are frequently out of the office and also use mobile and PC phones, and they're also great for home workers. Their UC presence will automatically update when on calls, showing which device is in use. Plus, if you're not wearing the headset, it will automatically route mobile calls to whichever device you pick up first.

#### Savi® 440 and Savi® 430

The wireless Savi 440 and Savi 430 headsets both connect to your PC via a USB adaptor. They are ideal for business users who have to move around the office and use their laptops for voice calls. UC presence updates automatically when they are in use, and up to three other Savi headsets can be connected to calls via a single base unit. The Savi 440 also has long-lasting, hot swappable batteries that can be changed mid-conversation.

**Savi 700® series**

- Connects to deskphone, PC and mobile
- Ideal for fixed and flexible desk workers
- Smarter PC softphone presence status
- Hot swappable battery\*
- Choice of wearing styles




\*Additional battery sold separately.

**Savi® 440**

- Connects to PC
- Ideal for flexible desk workers
- Unique portable DECT dongle solution
- Hot swappable battery\*
- Choice of wearing styles




\*Additional battery sold separately.



### Voyager™ PRO UC

The next generation Voyager PRO UC Bluetooth® headset enables you to manage both PC and mobile calls through a single device.

Simply placing the headset on your ear is enough to answer calls, thanks to Plantronics' revolutionary Smart Sensor technology. And, if you're already speaking on your mobile, the call will be automatically transferred to the headset when you put it on.

The Voyager PRO UC seamlessly manages calls from your PC softphone and your mobile, and updates presence automatically when you're on calls. It delivers outstanding audio quality with wideband audio and DSP and is therefore ideal for mobile professionals who are frequently in and out of the office, or have to travel, and also home-based workers.

Advanced voice alerts that update your connection status and remaining talk-time help make the Voyager PRO UC the smartest device for communication on the move.

**Voyager™ PRO UC**

- Connects to PC and mobile
- Ideal for mobile professionals in and out of the office
- Automatically answers calls simply by placing on your ear
- New Smart Sensor technology provides a seamless and intuitive user experience
- Noise cancellation with dual microphone Audio IQ² technology








## Corded headsets

### EncorePro® and SupraPlus® with DA45

EncorePro and SupraPlus headsets are ideal for office workers, who are permanently based at the same desk and rarely need to work from elsewhere.

They're designed for maximum comfort and everyday use with PC and deskphones, and deliver great call clarity. Both headsets offer hands-free productivity, enabling users to type, take notes and multi-task more easily while on calls.

Used with Plantronics DA45 USB audio processors, both EncorePro and SupraPlus headsets have automatic UC softphone presence, wideband audio support, and plug-and-play USB connectivity for fast, simple set-up.

#### EncorePro® and SupraPlus® with DA45

- Connects to deskphone and PC (with DA45)
- Enhanced noise-cancelling and wideband audio
- High performance and stylish look
- Seven axes of adjustability



### Blackwire

The Blackwire range of USB corded headsets provides exceptional comfort, portability and voice clarity for PC calls, multi-media and web-conferencing. The following three Blackwire headsets all feature DSP and wideband audio for natural sounding calls.

#### Blackwire® 300

The Blackwire 300 headset is the best-featured headset you never thought your budget could afford. Blackwire 300 Series USB headsets are a simple-to-use, comfortable, and durable choice for conference calls, Web-based training, and PC multimedia applications. Plus, they're priced right, easy to deploy, and offer a simple-to-upgrade UC solution that IT can roll out easily and rely on.

#### Blackwire® 420

The Blackwire 420 is a high-quality stereo headset designed for mobile access to PC-based audio, video, music and calls. Designed for all-day comfort, this durable, stowable headset provides users with the freedom to experience PC audio, through a high-quality headset, anytime, anywhere.

#### Blackwire® 435

The Blackwire 435 is the first corded headset designed specifically for UC. Its discreet design is aimed at mobile professionals who often take part in PC based video conferencing or listening to music. Providing a choice of mono/ stereo audio options and wearing styles, a durable protective carrying case and the superior audio quality you've come to expect from Plantronics, the new Blackwire 435 has the perfect balance of style, sound quality and flexibility.

#### Blackwire® 600 series

The Blackwire 620 is designed for office and home-based workers who spend hours each day on long conference calls, webinars and video-conferencing. It offers exceptional voice clarity, automatic PC softphone presence and all-day comfort, making communications more effective and productive.

#### Blackwire® 300

- Ideal for those new to PC telephony or managing other multi-media applications
- High quality headsets ideal for large unified communication deployments
- IT-managed mass deployment opportunities where cost is a major factor



#### Blackwire® 420

- Connects to PC
- Ideal for mobile professionals
- Folds flat for easy mobility
- Noise-cancelling microphone limits outside noise interference



#### Blackwire® 435

- Connects to PC
- Ideal for mobile professionals
- Convertible headset provides mono or stereo wearing options
- Discreet design is webcam friendly

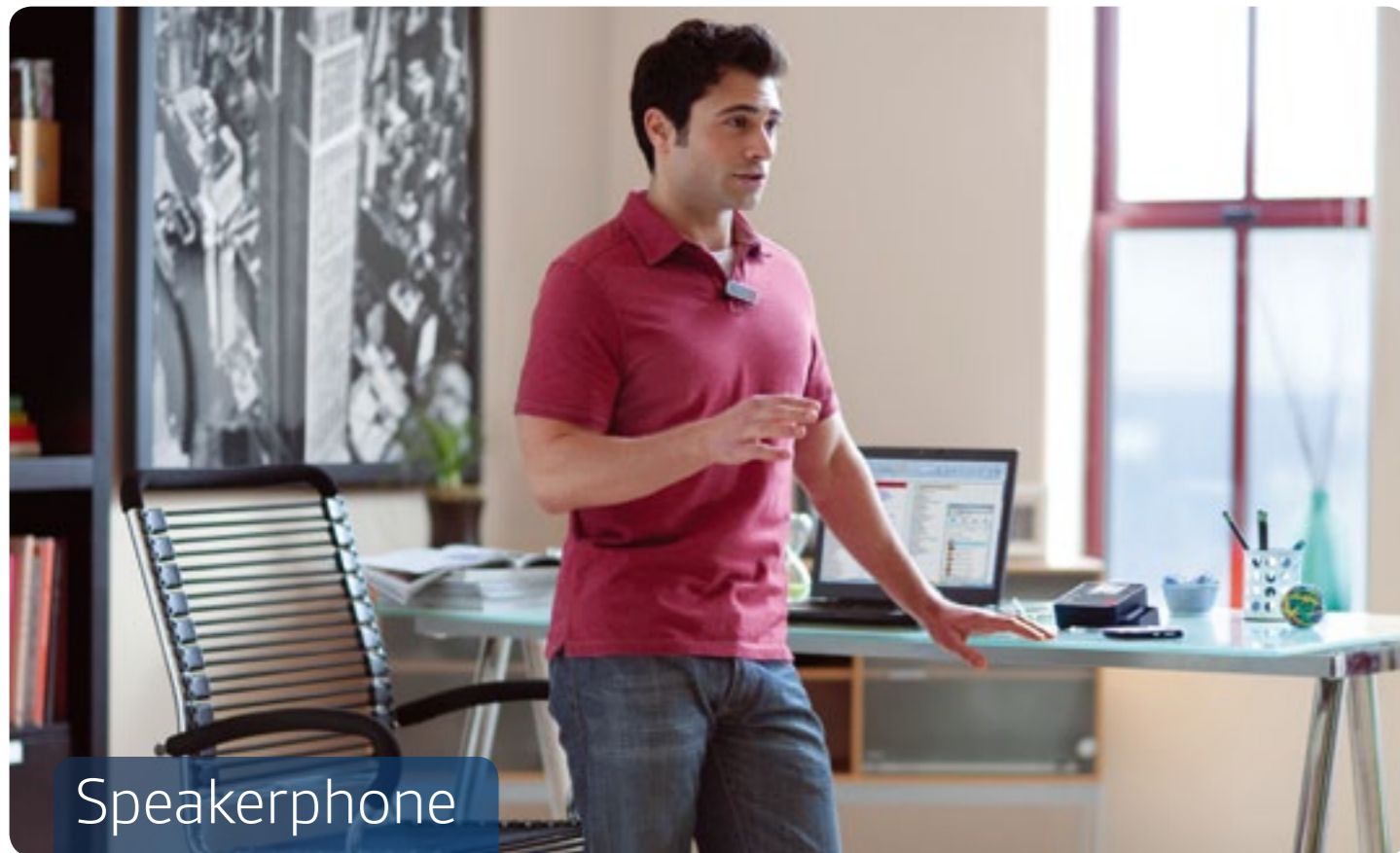


#### Blackwire® 600 series

- Connects to PC
- Ideal for mobile professionals who spend hours on conference calls
- Hi-fi stereo sound ensures audio quality
- Easy call controls







## Calisto

The Calisto range includes USB deskphones and speakerphones that help users easily manage calls, and now also includes the Calisto 800 series, which is the only speakerphone that can multi-task like you do. All three of the following Calisto devices feature wideband audio for natural sounding calls.

### Calisto® 420

The Calisto 420 speakerphone simplifies PC calls and web-conferencing. It connects quickly and easily via USB with your laptop, giving 360° microphone and speaker coverage for small to medium sized rooms. It's ideal for PC-based home workers or even just for arranging improvised conference calls around the office, and keeps your UC presence up-to-date automatically.

### Calisto® 540

The Calisto 540 is a familiar-looking desktop telephone that is designed for fixed-desk workers to use with their PCs as an introduction to UC and presence.

### Calisto® 800 series

The Calisto 800 series multi-device Smart Speaker system will seamlessly manage calls on PCs, mobiles and deskphones, and automatically update your UC presence with whatever device is in use. They are ideal tools for people who work predominantly from a home office, and help ensure no call is missed.

The Calisto 800 series features advanced DSP audio, along with a colour display and touch-sensitive dial pad for easy viewing of caller ID, plus dialling, answering and switching between devices. There's even a wireless lapel microphone that you can take with you when roaming away from the device.


**Calisto® 420**

- Connects to PC
- Ideal for home/ small office worker
- Simple USB plug-and-play design



**Calisto® 540**

- Connects to PC
- Ideal for home/ small office worker
- Simple USB plug-and-play design
- Excellent wideband PC audio quality
- Powered through the USB connection
- Simple user control



**Calisto 800® series**

- Connects to PC and mobile
- Ideal for home/ small office worker
- Seamlessly switch between audio devices
- 2.4" screen and touch sensitive dual pad for easy caller ID



Depending on how you work, there is an audio solution for you – use this simple chart to find the one that best meets your working style:

<p>Mobile traveller: on the move</p> 	 	Voyager PRO UC
<p>Mobile traveller: at leisure</p> 		Blackwire 300 / Blackwire 420 / Blackwire 435 / Blackwire 600 series
<p>Mobile professional in and outside of the office</p> 	  	Voyager PRO UC / Savi 400 / Savi 700 series
<p>Desk-based office professional</p> 	 	Encore PRO / SupraPlus + DA45
		SupraPlus + DA45 / Calisto 540 / Blackwire 600 series / Savi 700
<p>Office professional wanting to move around the office</p> 	  	Savi 700
		Savi 440
<p>Home-based worker</p> 	 	Voyager PRO UC / Calisto 800 series
		Voyager PRO UC / Calisto 420





# The Unified Communications Toolkit.

The Plantronics UC Toolkit is a comprehensive set of assets designed to help IT successfully deploy and drive adoption of Unified Communications audio devices within their organisations.

Based on the collective experiences of existing UC users and Plantronics customers, it includes a comprehensive portfolio of FAQs; guidelines for success; checklists with suggested activities; user surveys; white papers; setup guides, and other useful tools.

The resources are grouped together so you can help advise your customers on whatever phase their UC deployment is at.

Portfolio of IT best practices,  
recommendations and tools

Collective wisdom of  
customers' lessons learned



Customised tools for many  
Plantronics UC audio devices

Aligned with a common approach  
to technology integration

To experience the UC Toolkit for yourself, visit [plantronics.com/uctoolkit](http://plantronics.com/uctoolkit)

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