

Plantronics Contact Center Portfolio

For more than 40 years, contact centers worldwide have turned to our trusted solutions for clear, precise sound, all-day wearing comfort and mission critical reliability. Learn more about our award-winning business solutions.

Wireless Solutions



Savi® 700 Series



NEW CS500™ Series

Connects to	Desk phone + PC + mobile phone	Desk phone
Recommended for	Agents and Supervisors using multiple audio sources, needing mobility, simplified training and call intervention by multiple headset subscription, and easy hot-desking through interchangeable docking modules	Agents and Supervisors needing mobility, with simplified training and call intervention by multiple headset subscription
Wearing style/usage	Lightweight convertible: Over-the-ear, Over-the-head, Behind-the-head options; Over-the-ear; Over-the-head (monaural or binaural)	Lightweight convertible: Over-the-ear, Over-the-head, Behind-the-head options; Over-the-ear; Over-the-head (monaural or binaural)
Roaming range	Up to 350 feet ²	Up to 350 feet ²
Wireless frequency	DECT™ 6.0, Bluetooth® v2.1	DECT 6.0
Audio performance	Narrowband or wideband (configurable)	Narrowband or wideband
Hearing protection	SoundGuard® DIGITAL™; SoundGuard (W730)	SoundGuard DIGITAL (CS510, CS520); SoundGuard (CS530, CS540)
Microphone noise reduction	Noise-canceling	Noise-canceling
Call control	Call answer/end/flash, mute, volume +/-	Call answer/end, mute, volume +/-
Talk time³	Up to 9 hours (W710, W720); Up to 6 hours (W730); Up to 7 hours (W740) ⁴ ; Unlimited (W745) ⁴	Up to 9 hours (CS510, CS520); Up to 6 hours (CS530); Up to 7 hours (CS540)
Limited warranty	1 year	1 year
Model number	W710 (monaural) ⁵ W720 (binaural) W730 (over-the-ear); W730-M (over-the-ear) ⁵ W740 (convertible); W740-M (convertible) ⁵ W745 (convertible + deluxe charging cradle kit) ⁵	CS510, CS510/HL10 ⁷ (monaural, over-the-head) CS520, CS520/HL10 ⁷ (binaural, over-the-head) CS530, CS530/HL10 ⁷ (over-the-ear) NEW CS540, CS540/HL10 ⁷ (convertible)
MSRP (USD)	\$399.95 (W740, W730, W710) \$421.95 (W720) \$449.95 (W745)	\$319.95, \$399.95 (CS540, CS540/HL10) \$329.95, \$409.95 (CS530, CS530/HL10) \$349.95, \$429.95 (CS520, CS520/HL10) \$329.95, \$409.95 (CS510, CS510/HL10)

1 CS540 (behind-the-head), sold separately.
 2 Features adaptive power, see technology legend.
 3 Performance dependent on battery and may vary by device.
 4 Unlimited talk time with deluxe charging cradle kit, comes standard with Savi 745.
 Available as an accessory with Savi 740.
 5 Image not shown.
 6 Optimized for Microsoft® Lync™ Microsoft OCS 2007.
 7 Includes HL10 Handset Lifter for remote desk phone call control.

Accessories for Remote Desk Phone Call Control

Electronic Hook Switch (EHS) Cables

Ideal for phones with electronic hookswitch (EHS) capabilities.

MSRP \$79.95

Multiple model numbers. Please contact us to find the right one for you.



HL10™ Lifter

Ideal for phones without electronic hookswitch (EHS) capabilities.

MSRP \$79.95



Plantronics Contact Center Portfolio

Corded Solutions



SupraPlus® Wideband



EncorePro®

Audio Processors¹



Vista® M22



VistaPlus® AP15™



DA Series



IP40®

Connects to	Desk phone via audio processor or Quick Disconnect™ cable	Desk phone via audio processor or Quick Disconnect cable	Desk phone, headset	Desk phone, headset	PC USB port, headset	RJ45 Ethernet to Quick Disconnect
Recommended for	Agents and Supervisors requiring premium comfort and audio quality	Agents and Supervisors requiring ultimate comfort, quality and style	Regular contact center environments	Noisy contact center environments	Agents and Supervisors using PC for VoIP telephony	Agents avoiding use of PC or desk phone for IP telephony
Wearing style/usage	Monaural ² , binaural	Monaural ² , binaural	N/A	N/A	N/A	N/A
Audio performance	Wideband	Wideband	Wideband, Clearline, advanced echo management, automatic gain control	Narrowband, AudioIQ dynamic EQ, advanced echo management, automatic gain control	Wideband	Wideband, advanced echo management, automatic gain control
Hearing protection	SoundGuard	SoundGuard	Clearline audio, loud noise protection	Loud noise protection	N/A	Loud noise protection
Microphone noise reduction	Noise-canceling (HW251N/ HW261N)	Noise-canceling	N/A	N/A	N/A	N/A
Call control	N/A	N/A	Volume +/-, mute	Call answer/end, volume +/-, mute	Call answer/end, volume +/-, mute	Call answer/end, volume +/-, mute
Limited warranty	2 years	2 years	2 years	2 years	2 years	2 years
Model number	HW251N (monaural) ² HW261N (binaural) HW251 (monaural, voicetube) ² HW261 (binaural, voicetube) ²	HW301N (binaural) HW291N (monaural) ²	M22	AP15	DA45 DA60 ¹	IP40
MSRP (USD)	\$102.00 (HW251N) \$122.00 (HW261N) \$82.00 (HW251) \$108.00 (HW261)	\$160.00 (HW301N) \$137.00 (HW291N)	\$120.00	\$150.00	\$99.00 (DA45) \$150.00 (DA60)	\$189.00

¹ If Audio Processor function is not desired and phone is headset ready, your phone requires a Direct Connect Cable. There are multiple model numbers, please contact us to find the right one for you.

² Image not shown.



MDA200™

The MDA200 headset communication hub allows a corded H-Series headset to connect to and switch between calls from both PC and desk phone when used with a DA Series USB adapter.
MSRP: \$129.95

Technology Legend

Adaptive Power Automatically downshifts to low power when the wireless headset is close to the base to save battery life and maximize density.

SoundGuard DIGITAL All the benefits of SoundGuard, plus anti-startle protection which detects sudden increase in sound and eliminates the increase, and Time Weighted Average (TWA) measurement which prevents average daily sound exposure from exceeding 85 dBA.

SoundGuard Acoustic limiting for protection against sounds above 118 dBA.

Narrowband Frequency range of 300 Hz to 3.4 KHz found within PSTN and mobile voice networks.

Clearline™ Audio Provides advanced echo management, automatic gain control and acoustic limiting. Is compatible with both traditional phones and headsets as well as with wideband VoIP phones and headsets

Quick Disconnect Lets agents conveniently unplug their headset so they can walk away from their phone without removing their headset.

AudioIQ dynamic EQ Automatically adjusts graphic EQ and voice levels so that every word can be clearly heard on both sides of the call.

Wideband Frequency range to 6,800 Hz. Meets TIA-920 standard for genuine wideband response found within IP telephone voice sound.