

GLOBAL CUSTOMER CARE

The new EncorePro family is backed by Plantronics industry-leading global service and support.



Simple to use online system for logging faulty product, available 24/7



Rapid replacement of faulty product



Delivery and pick up from EU home or business addresses



Full tracking of returned products



Free of costs for the customer

The key to smarter customer interactions

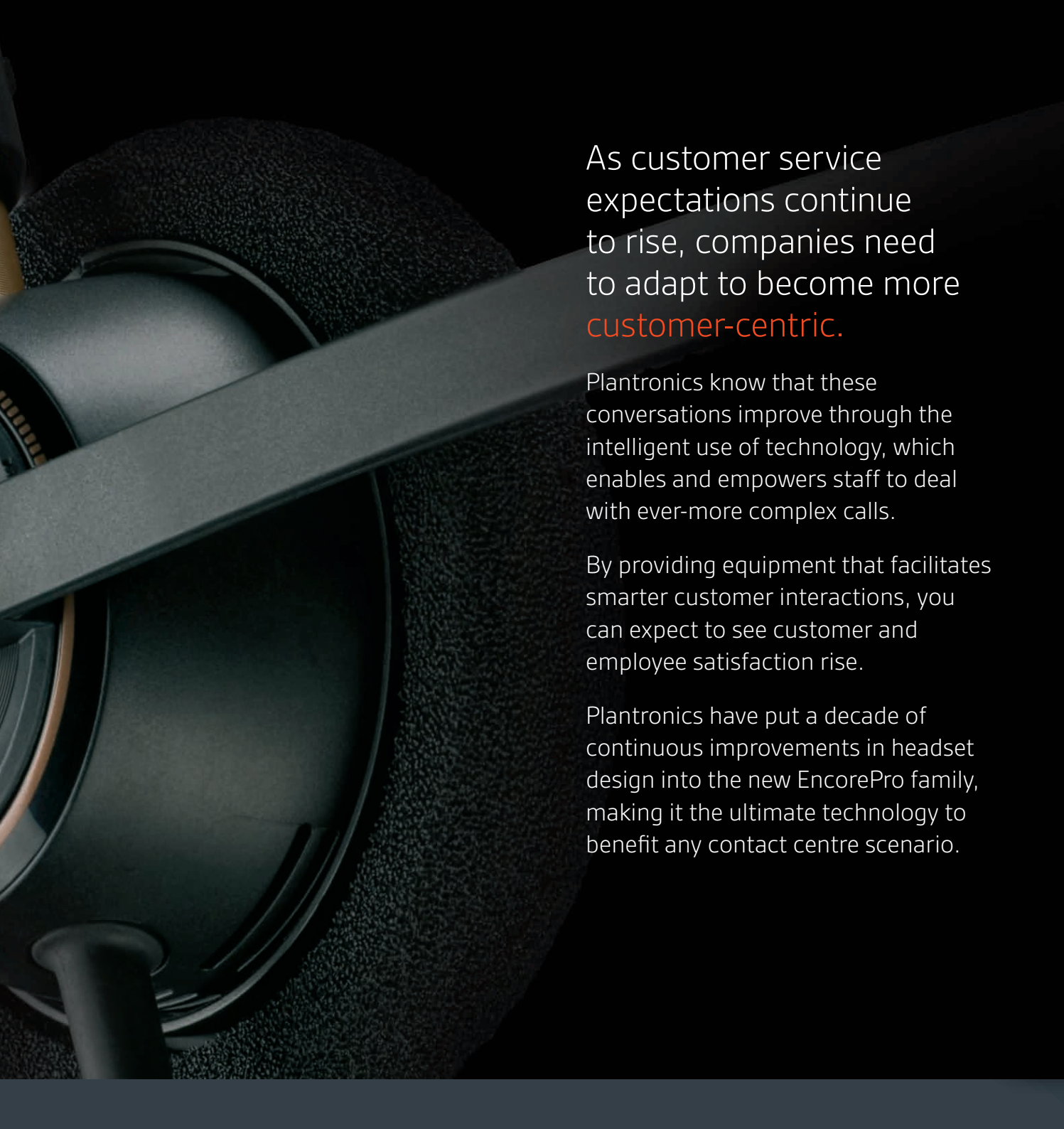
EncorePro Family



*Unless stated

©2014 Plantronics, Inc. Plantronics, EncorePro and SoundGuard are registered trademarks of Plantronics, Inc. registered in the US and other countries. DA70, DA80, DA90, HW510, HW520, HW530, HW540, HW710, HW720 and Quick Disconnect are trademarks of Plantronics, Inc. 09/14

plantronics

A close-up, low-angle shot of a Plantronics headset. The image shows the earpiece on the left, which is a large, dark, circular component with a textured surface. A thick, dark, cylindrical boom extends from the earpiece towards the right. At the end of the boom is a large, circular microphone with a fine, porous mesh grille. The background is dark and out of focus, emphasizing the headset's components.

As customer service expectations continue to rise, companies need to adapt to become more **customer-centric**.

Plantronics know that these conversations improve through the intelligent use of technology, which enables and empowers staff to deal with ever-more complex calls.

By providing equipment that facilitates smarter customer interactions, you can expect to see customer and employee satisfaction rise.

Plantronics have put a decade of continuous improvements in headset design into the new EncorePro family, making it the ultimate technology to benefit any contact centre scenario.

EncorePro 710/720

Experience the ultimate...

...in comfort, audio quality and reliability with our top-of-the-range EncorePro headset – featuring seven axes for easy adjustability plus an exclusive extendible microphone boom and three-year warranty.

- Contextual Intelligence-ready for smarter customer interactions
- Re-enforced, lightweight headband provides strength and durability, with plush, leatherette ear cushions for all-day comfort
- Enhanced noise-cancelling microphone, and wideband audio, ensures higher quality calls

3 YEAR
MANUFACTURER
WARRANTY

Ideal for intensive telephone users, in roles that warrant premium comfort, at both formal and informal contact centres.

EncorePro 510/520

Great customer interactions start with a great headset.

Featuring tactile feedback on microphone positioning for quality customer interactions, plus luxuriously soft ear cushions and aircraft-grade materials for all-day comfort and reliability.

- Contextual Intelligence-ready for smarter customer interactions
- Brand new, stylish and ergonomic design featuring robust laser welding
- Next-generation noise-cancelling boom and wideband audio with SoundGuard technology ensure quality sound
- QuickDisconnect for multiple connectivities and walkaway convenience

An ideal choice for intensive telephone users within formal and informal contact centres.

EncorePro 530

Introducing the lightest ever EncorePro.

What's more, they come with some great new features.

- Contextual Intelligence-ready for more successful calls
- Lightest-in-class headsets, with soft, luxurious ear cushions for all-day comfort
- Visual feedback on microphone positioning and wideband audio to ensure consistent, higher quality calls
- QuickDisconnect for multiple connectivities and walkaway convenience



An ideal choice for informal contact centres, or intensive phone users looking for a discrete headset.

EncorePro 540

Switch your style with the ultra-convertible HW540.

The 540's versatility is perfect when different departments have a range of needs.

- Contextual Intelligence-ready for more successful calls
- Lightest-in-class headsets, with soft, luxurious ear cushions for all-day comfort
- Visual feedback on microphone positioning and wideband audio to ensure consistent, higher quality calls
- QuickDisconnect for multiple connectivities and walkaway convenience



An ideal choice for informal contact centres, or intensive phone users looking for a headset with a choice of wearing styles.

DA70/80/90

Turn every call into a smarter customer interaction...

...with exclusive Contextual Intelligence on Plantronics DA Series audio processors – our new range of easy-to-operate USB audio enhancers for your PC softphone.

- Maximum ROI from softphone investment
- Reduces manual effort with automated functionality
- Enhanced audio for higher quality calls, with Noise@Work compliance built in
- Software applications for management reporting
- QuickDisconnect for multiple connectivities and walkaway convenience

An ideal choice for softphone users wanting to protect their staff, and improve operations through automation.

Create smarter customer interactions...

...across your softphone estate with exclusive Contextual Intelligence as standard when you combine Plantronics DA series audio processors with our latest range of EncorePro headsets.

- Maximum ROI from softphone investment
- Noise@Work compliance built-in
- Reduce manual effort with automated functionality
- Software applications for management reporting
- Headsets are lighter, more robust and ultra-comfortable, with enhanced audio for higher quality calls
- QuickDisconnect for multiple connectivities and walkaway convenience

An ideal choice for intensive telephone users within formal and informal contact centres, or those wanting to maximise softphone deployment.

COMPARISON

HEADSET GUIDE

FEATURE	HW700	HW510/ HW520	HW530	HW540
Monaural option	✓	✓	✓	✓
Binaural option	✓	✓	✗	✗
Convertible wearing styles	✗	✗	✗	✓
MICROPHONE				
Noise-cancelling option	✓	✓	✓	✓
Voice-tube option	✗	✓	✗	✗
Visual cues for microphone positioning	✗	✓	✓	✓
Tactile cues for microphone positioning	✗	✓	✗	✗
Wideband audio	✓	✓	✓	✓
RECEIVER				
Foam ear cushion fitted	✗	✓	✓	✓
Leatherette ear cushion fitted	✓	Available as spare	✗	Available as spare
Easy snap on/off ear cushions	✓	✗	✗	✗
Wideband audio	✓	✓	✓	✓
Extending microphone boom	✓	✗	✗	✗
WARRANTY	3 years	2 years	2 years	2 years

USB AUDIO PROCESSORS

FEATURE	DA70	DA80	DA90
Noise@Work compliance	✓	✓	✓
Base serial number*	✓	✓	✓
Download firmware updates (DFU)*	✓	✓	✓
Call control*	✗	✓	✓
Enhanced noise-cancelling	✗	✓	✓
Stereo (6 pin QD – digital headset support)	✗	✗	✓
Headset serial number*	✗	✗	✓
QD style	4 pin	4 pin	6 pin

*supported by software