



PLANTRONICS AUDIO SOLUTIONS FOR  
**ENTERPRISE SOFTPHONES**

**plantronics**

Seamless connectivity for enterprise communications

## A Sound Solution

Devices and software for integrated enterprise communications

### New mobility, new edge

The business world no longer is tethered to the desk. We work while we're on the move, and we need better information, faster — wherever we are. As a result, Plantronics has partnered with leading softphone providers and software developers to create solutions that give people the freedom to work hands-free. It is our mission to create Simply Smarter Communications™ and enable people to do their best work.

This brochure outlines how our products enable mobility and boost efficiency, and it provides a guide to hardware-to-softphone compatibility by model.

### Take calls here, end them there — with remote call control

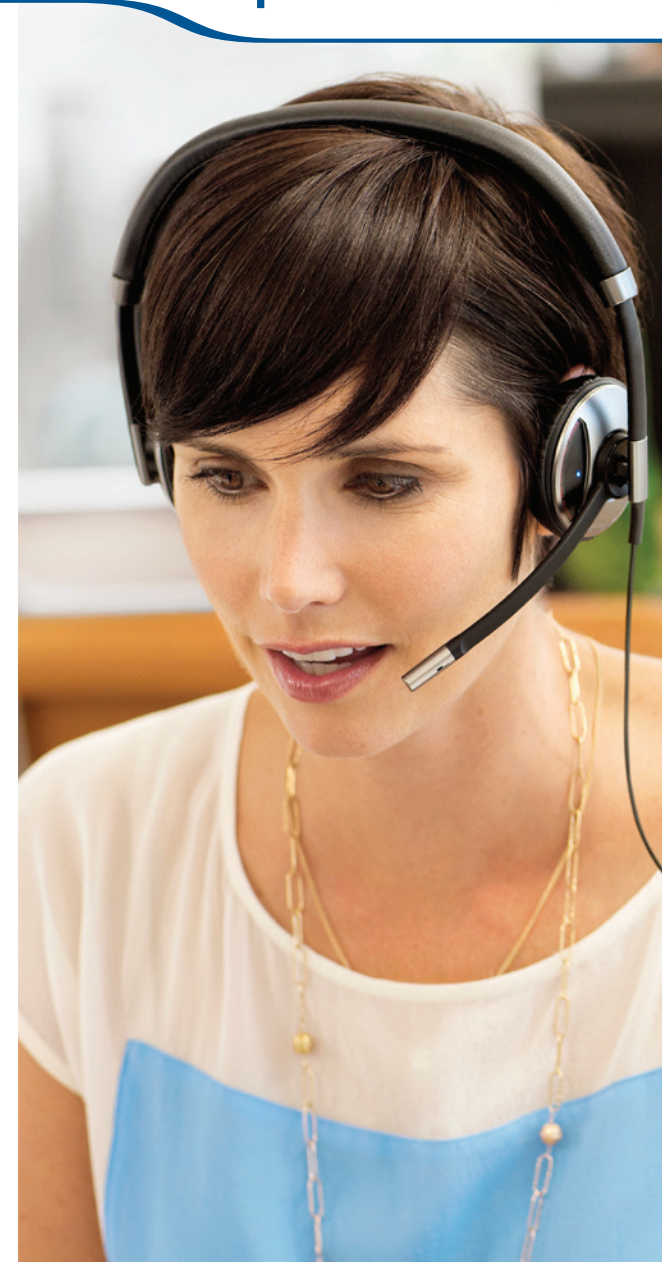
The *remote call control (RCC)* function on Plantronics devices enables users to start and end calls, with the touch of a button on their headset. And controls such as *volume* and *mute* eliminate the need to use the softphone interface to control calls. With our wireless headsets, you can enjoy the remote call control functionality from up to 350\* feet away from your desk. Bottom line? Newfound efficiency and flexibility — from virtually anywhere.

\*Not all features are supported on all audio devices.

### Enabling remote call control and more

Our devices are designed to enrich the way we work. They offer more than just freedom from your PC; they can be integrated with how your organization conducts business.

- **Plug-n-Play:** In most applications, Plantronics built-in drivers enable users to have basic RCC functionality, right out of the box. For these standard functions, there's no further installation required — just plug it in and go.
- **New levels of functionality:** Spokes™ software enables IT to customize RCC functions for individual users or to standardize RCC functionality across an organization. (See next page for more on this.)
- **Plantronics Enterprise Manager:** Bringing the Spokes platform to the next level by providing IT with the ability to create and lock custom settings, ensuring a uniform configuration. Via a simple check-box interface, IT can select the components most relevant for the environment. The result? A consistent user experience, more collaboration, fewer help-desk calls, and better Unified Communications (UC) ROI.



BY WORKING WITH LEADING SOFTPHONE PLATFORMS AND A RANGE OF OPERATING SYSTEMS, PLANTRONICS ENSURES COMPATIBILITY AND A QUALITY CONNECTION.

## Transforming the Way We Communicate

We've made the best headsets and audio devices even more valuable to the enterprise. Our devices can connect to applications and detect information about a user's mobility, identity, and presence to enable deeper, richer, and more secure communication.

### The headset is open for development

The Spokes™ software platform is the code behind this magic. The platform is modular, versatile, and easy to work with. And we're sharing the code, as a complete Spokes Software Development Kit (SDK), with open APIs available at no cost. Enterprise developers interested in creating their own unique programming can use our SDK to tap technology native to Plantronics devices, bringing value to their users, platforms, software — even infrastructure.

### The headset that knows it's on your head:

#### Smart Sensor™ technology

What if you could answer calls without having to press a button? Introducing Plantronics Smart Sensor technology — it enables you to answer simply by putting on the headset. In mobile applications, your headset “knows” when it's not being worn and lets you answer the call on your smartphone without having to toggle. It is this technology, working in conjunction with the Spokes platform, that enables headsets to detect proximity and other context-based information.

### Customize your softphones with Spokes

The Spokes platform also enables a high level of customization for all major softphones. As the “translator” between Plantronics audio devices and leading softphones and UC softphone clients, it can enable end users to customize personal features, IT staffers to customize user preferences across the enterprise, and developers to create new applications regardless of softphone vendor.



TECHNOLOGY THAT MAKES ENTERPRISE COMMUNICATIONS SEAMLESS, INTUITIVE, AND EFFICIENT.

## Plantronics Audio Solutions for Enterprise Softphones

### QUICK REFERENCE GUIDE

With a focus on clear, consistent, and reliable voice collaboration, Plantronics is dedicated to partnering with enterprises to provide superior audio devices for Unified Communications (UC) deployments. The Plantronics UC portfolio offers a broad range of solutions for diverse working styles, with high-quality audio and world-class technical support.



	Blackwire® 300 Series	Blackwire 400 Series	Blackwire 600 Series	Blackwire 700 Series	Calisto® 240	Calisto® 620	Calisto 800 Series	Savi® 400 Series	Savi 700 Series	Voyager Legend™ UC
<b>Connects to</b>	PC via USB <sup>1</sup>	PC via USB <sup>1</sup>	PC via USB <sup>1</sup>	PC via USB1 + mobile phone/tablet via Bluetooth	PC via USB	PC + mobile phone	PC + mobile phone <sup>5</sup>	PC <sup>1</sup>	Desk phone + PC + mobile phone	PC + mobile phone <sup>1</sup>
<b>Recommended for</b>	Users transitioning to PC telephony	Users requiring a portable PC headset	Users with extensive PC communication	Users with extensive PC audio and some mobile phone communications	PC telephony users in the office or on the road	Users on the go to transform any workspace into a conference room	Home and private office workers with multiple communication devices	Users with PC communication in office or on the go	Office workers with mixed desk phone, mobile, and PC communication	Mobile professionals who use PC audio and mobile phone communications; now with Smart Sensor™ technology
<b>Wearing style/usage</b>	Monaural, stereo	Stereo, folds flat (C420); Stereo/mono convertible (C435)	Monaural, stereo	Monaural, stereo	Handset	Speakerphone	Speakerphone + wireless mic <sup>6</sup>	Lightweight convertible: over-the-ear, over-the-head, behind-the-head options; Over-the-ear	Lightweight convertible: over-the-ear, over-the-head, behind-the-head options; Over-the-ear (monaural or binaural)	Over-the-ear
<b>Roaming range</b>	N/A	N/A	N/A	Up to 33 feet (mobile)	N/A	Up to 33 feet	N/A	Up to 300 feet <sup>2</sup>	Up to 350 feet <sup>2</sup>	Up to 33 feet
<b>Wireless frequency</b>	N/A	N/A	N/A	Bluetooth® v2.1 + EDR	N/A	Bluetooth v2.1 + EDR	N/A	DECT™ 6.0	DECT 6.0, Bluetooth v2.1	Bluetooth v2.1 + EDR
<b>Audio performance</b>	Dynamic EQ; wideband (voice), hi-fi stereo (C320 only); echo cancellation	Dynamic EQ; wideband (voice), hi-fi stereo; echo cancellation	Dynamic EQ; wideband (voice), hi-fi stereo (C620 only); echo cancellation	Dynamic EQ; wideband (voice), hi-fi stereo (C720 only), A2DP (up to 6 hours listening time)	Wideband, echo cancellation, full-duplex speakerphone	PC wideband, echo cancellation, A2DP	PC wideband, echo cancellation, noise reduction, full-duplex	PC wideband	PC + desk phone wideband	PC wideband, echo cancellation, A2DP
<b>Hearing protection</b>	SoundGuard®	SoundGuard	SoundGuard	SoundGuard DIGITAL™ (PC)	SoundGuard	N/A	N/A	SoundGuard DIGITAL (W440), SoundGuard (W430)	SoundGuard DIGITAL, SoundGuard (W730)	SoundGuard
<b>Microphone noise reduction</b>	Noise-canceling	Noise-canceling	Noise-canceling	Noise-canceling	Noise-canceling	Noise reduction with bidirectional auto-switching microphones	Wireless mic: dual omni-switching microphones	Noise-canceling	Noise-canceling	Two noise-canceling mics, AudioQ™ DSP, WindSmart® technology
<b>Call control</b>	Call answer/end, mute, volume +/-	Call answer/end, mute, volume +/-	Call answer/end, mute, volume +/-	Call answer/end, mute, volume +/-	Call answer/end, mute, volume +/-, dial pad	Call answer/end, mute, volume +/-	Call answer/end, volume +/-, mute, dial pad, call switching; wireless mic: call answer/end, mute	Call answer/end/flash, mute, volume +/-	Call answer/end/flash, mute, volume +/-	Call answer/end, mute, volume +/-
<b>Talk time<sup>3</sup></b>	N/A	N/A	N/A	up to 10 hours talk time (mobile)	N/A	Up to 7 hours	N/A	Up to 7 hours (W440) <sup>4</sup> ; Up to 6 hours (W430)	Up to 7 hours (W740) <sup>4</sup> ; unlimited (W745) <sup>4</sup> ; up to 6 hours (W730); up to 9 hours (W720, W710)	Up to 6 hours
<b>Limited warranty</b>	2 years	2 years	2 years	2 years	1 year	2 years	2 years	1 year	1 year	1 year
<b>Model number</b>	C310 (monaural) C320 (stereo)	C420 (stereo) C435 (stereo, convertible)	C610 (monaural) C620 (stereo)	C710 (monaural) C720 (stereo)	P240	P620	P820 (PC+mobile) P825 (PC+mobile+mic) P830 (PC+mobile+home landline) P835 (PC+mobile+home landline+mic)	W440 (convertible) W430 (over-the-ear)	W740 (convertible) W745 (convertible+deluxe charging cradle kit) W730 (over-the-ear) W720 (binaural) W710 (monaural)	B230
<b>Contextual Intelligence/ Smart Sensors</b>										

1. Add desk phone connectivity when used with MDA200.

2. Features adaptive power, which optimizes for range and talk time to save battery life and maximize density.

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 740/440.

5. The Calisto 830/835 connects to PC + mobile phone + home landline.

6. Wireless mic available as an accessory for the Calisto 820/830.

Plantronics Audio Solutions for Enterprise Softphones

COMPATIBILITY GUIDE FOR Avaya

Plantronics works closely and partners with the industry's leading softphone providers to ensure integration and compatibility with our Unified Communications (UC) products. Plantronics products optimized for UC offer remote call control (RCC) — call answer/end, mute, volume control, and in certain products, flashing capabilities — right from the headset, with many of the softphones listed in this guide. And because we offer headsets for every employee work style, your IT staff does not need to worry about integrating and troubleshooting a complex mix of endpoints and headsets from different vendors. This guide will walk you through all the levels of softphone support we offer with our UC audio solutions.



	Blackwire® 300 Series	Blackwire 400 Series	Blackwire 600 Series	Blackwire 700 Series	Calisto® 240	Calisto 620	Calisto 800 Series	Savi® 400 Series**	Savi 700 Series	Voyager Legend™ UC
Avaya® Avaya one-X® Agent	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)
Avaya Avaya one-X Communicator	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)
Avaya IP Agent	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)
Avaya IP Softphone	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)	✓ (Spokes required)
Avaya IP Office 8.0	Compatible as an audio device	✓ (Plug-n-Play)	✓ (Plug-n-Play)	✓ (Plug-n-Play)	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device

- ✓ = Audio and RCC.
- RCC = remote call control. The ability to answer/end softphone calls and possibly other call-related functions remotely from a Plantronics® device.
- Spokes – Plantronics enterprise software platform that enables remote call control. Supported operating systems: Microsoft Windows XP, Windows Vista (32-bit/64-bit), Windows 7 (32-bit/64-bit)\*

For remote call control with Plantronics Spokes software, visit [plantronics.com/us/support/software-downloads.com](http://plantronics.com/us/support/software-downloads.com)

\*Plantronics Spokes is also available for Mac. Spokes for Mac 1.0.1 supports Skype on Mac OS X and enables headset call control and synchronized mute in addition to basic receive and transmit audio capabilities. Both Lion and Snow Leopard versions of Mac OS X operating system are supported  
 \*\*Blackwire 435 is compatible as an audio device only.