



**Jabra®**

## CONTACT CENTRE

Durable, professional headsets are a key requirement for agents working within the contact centre environment. Jabra contact centre headsets are not only built to withstand the rigours of daily use, but also provide high quality sound, comfort and noise protection.

Jabra headsets offer excellent sound quality for clearer conversations between agent and customer, which not only enhance the customer experience but also reduce call time due to less repetition. As Jabra are the industry leaders in noise-cancelling technology our headsets feature noise-cancelling or Noise Blackout™ microphones. Hearing protection is another key element within Jabra headsets, where technology such as PeakStop™ is included as standard across the entire portfolio, to safeguard agents hearing from unexpected sound spikes. Other developments such as

EU Noise-at-Work compliancy and SafeTone, which secures safe daily average sound levels are also included in a number of Jabra headsets to protect agents hearing at all times. Jabra headsets are also designed to ensure accurate fit and comfort over long periods, by incorporating softer ear cushions and a choice of wearing styles for individualisation.

By combining the key features outlined above Jabra has created a portfolio of contact centre headsets that offer high quality and cost-effectiveness, to ensure agent's outstanding customer service is never compromised.

### Jabra BIZ™ 2400

Better Audio, Better Build, Better Comfort



- Superior professional corded headset
- Extended 3-year warranty to help protect the investment
- Produced with surgical steel for maximum strength
- Features an ultra-strong Kevlar-reinforced cord
- Stereo sound and neodymium speakers provide superior audio
- Gold contacts ensure crystal-clear voice transmission
- Noise-cancelling microphone that eliminates background noise for clearer call quality
- Patented break-proof FreeSpin boom-arm with 360 degree rotation, for dramatic reduction in breakages and to quickly swap the headset from one ear to the other
- PeakStop™ technology to protect agents hearing from unexpected sound spikes
- Mono and Duo options available
- Supersoft ear cushions for all-day comfort and improved sound clarity



A BRAND BY

**GN Netcom**

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# CORE PRODUCTS

## Jabra GN2000 Noise-cancelling (NC) Designed to perform. Built to last



- Professional corded headset that is ideal for busy contact centres or customer service departments
- Robust design featuring high quality materials to reduce the risk of breakages
- Noise-cancelling microphone that eliminates background noise for clearer call quality
- PeakStop™ technology to protect agents hearing from unexpected sound spikes
- USB version available to support IP telephony
- King-size ear cushions for extra comfort and better sound transmission
- Mono and Duo options available
- Choice of leatherette or foam ear cushions available
- Includes 2-year warranty



## Jabra PRO™ 9460 Stay in touch around the office



- State-of-the-art wireless headset featuring touch-screen base
- Multiuse connectivity – works with both deskphone and softphone
- Noise-cancelling microphone that eliminates background noise for clearer call quality
- Jabra SafeTone technology includes: PeakStop™ protects against unexpected sound spikes and IntelliTone™ secures safe average daily sound levels, making this headset Noise-at-Work compliant
- Wideband sound (150 – 6,800 Hz)
- Digital Signal Processing which provides digitally enhanced speech for clearer conversations
- Up to 150 metres range
- Up to 10 hours talk-time
- Conference call or training compatibility – up to 2 users can participate in one call
- Call recording functionality, (supported by sound recording software in Windows 7 and Vista or via an additional software download for earlier versions and Mac hardware)
- Mono and Duo options available (Duo option available end June 2010)
- Includes 2-year warranty



## Jabra GN9120 Flex Stylish design. Exceptional wireless range



- Award-winning wireless headset
- Noise-cancelling microphone that eliminates background noise for clearer call quality
- Up to 150 metres range
- Up to 12 hours talk-time
- PeakStop™ technology to protect agents hearing from unexpected sound spikes
- Multi-unit conference call capability – up to 4 people can participate in one call
- Two wearing styles available: headband and ear hook
- Includes 2-year warranty



- Professional corded headset for the cost-conscious contact centre
- Noise-cancelling microphone that eliminates background noise for clearer call quality
- PeakStop™ technology to protect agents hearing against acoustic shocks
- USB version available to support IP telephony
- Flexible boom-arm tip to ensure correct microphone position for optimum voice clarity
- Features QD (Quick Disconnect) plug for instant connectivity to a range of amplifiers and systems, for flexibility of use
- Lightweight and comfortable with durable quality
- Adjustable speaker chambers
- Mono and Duo options available
- Includes 2-year warranty



## Jabra BIZ™ 1900 Simple to use. Cost-effective solution



## Noise-at-Work compliance – Ultimate sound, ultimate protection

- Noise-at-Work relates to the complete acoustic presence within your place of work
- Noise can be harmful in two ways:
  - Sudden, loud sound spikes can cause damage to ears such as temporary deafness, tinnitus (ringing in the ears) or even permanent hearing loss in extreme cases
  - Constant exposure to high levels of noise during the working day can also be equally damaging
- Potential risks of sound damage can come from three sources:
  - Acoustic trauma - where a system failure allows equipment to emit a loud sound spike
  - Acoustic shock - when a sudden, unexpected loud noise is experienced. Contact centres can be at risk of this via malicious callers using whistles
  - High average noise levels - when the permitted average noise levels outlined here are exceeded. Someone who spends a lot of time on a telephone could be subjected to this type of damage
- EU Noise-at-Work legislation, introduced in 2006, protects the workforce from hearing damage caused by noisy working environments
- The regulations require employers to provide hearing protection to any employees requesting it, keep daily or weekly exposure levels below 85dB (A) and peak sound pressure must not exceed 137dB (A)
- To help comply with the legislation all Jabra headsets feature PeakStop™ sound limiting technology and a number include IntelliTone™ as well as Noise-at-Work compliance

# ADAPTERS

- Superior digital amplifier that provides the best possible sound quality and helps companies comply with EU Noise-at-Work legislation
- First headset amplifier to use Digital Signal Processing (DSP), for reducing noise on incoming calls and to avoid sudden peaks in volume
- Automatically keeps the volume of incoming calls at a level chosen by the agent
- Includes mute functionality
- Compatible with virtually any deskphone and Jabra GN2000, Jabra GN1900 and Jabra BIZ™ 2400 corded headsets
- Includes 2-year warranty

## Jabra GN8210 Digital Amplifier Great sound quality. Digital acoustic protection



# ADAPTERS

## Jabra GN1200 Smart Cord

Simple connectivity.  
Greater convenience



- Instantly connects all Jabra QD corded headsets to virtually all telephone systems, including IP hardphones
- Future-proof adapter with extensive compatibility, ensuring that if you change your phone system you can continue to use the same headset
- Provides microphone amplification to boost transmit levels when connecting to low transmit volume phone systems
- Simple slide adjustment for easy set-up
- Specific Avaya variant available for 9600 and 1600 phones (Jabra GN1216 cord)
- Includes 2-year warranty

## Jabra GN Supervisor Y Cord

Supports agent training



- Connects two corded headsets to one deskphone
- Suitable for training staff
- Listen in to calls
- Often used by Supervisors and Contact Centre/Customer Service Managers to ensure agents maintain a high level of customer service
- Variant available with one side muted
- Quick disconnect to quick disconnect mute switch available as an accessory
- Includes 2-year warranty

## Jabra GN1000 RHS



Jabra EHS

### Jabra GN1000 Remote Handset Lifter

- Allows users to answer and end calls via their wireless headset whilst away from their desks
- Ideal for telephone systems that do not provide Electronic Hook Switch (EHS) functionality
- Electro-magnetic sensor to detect incoming calls and prevent 'false call' notification
- Works with all Jabra wireless headsets and virtually any deskphone, to ensure compatibility and ease of set-up and use
- Includes 2-year warranty

### Jabra Electronic Hook Switch Adapters (EHS)

- Enhances the performance of your Jabra wireless headset
- Hear ring tones, answer and end calls remotely, adjust volume levels and mute calls via a Jabra wireless headset when up to 150 metres away from the desk\*
- Simple plug-and-play for easy installation
- Works with the Jabra GN9300e series and Jabra PRO™ 9400 series wireless headsets
- Includes 2-year warranty

\* Dependent on the range of the Jabra wireless headset used with the EHS

Jabra is actively engaged in the developer programmes of the major companies driving Unified Communications

