

**CUSTOMER SERVICE POINT**



# **HEADSET BUYING GUIDE**

Erwin Steneker

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# Introduction

Us customer service folks spend a lot of time on the phone, don't we? Being able to do it in comfort and perhaps a little style is of the utmost importance, if we are to do a good job.

But when making a choice for a good headset, there are so much factors to consider: in the ear or over the head? Corded or wireless? Roaming distance? Security? Comfort? Price? Quality?

For this reason I wrote this headset buying guide. To educate you a little on the different aspects of the tool, what the pro's and con's are for each aspect, and which products have this particular function.

Hopefully it helps you in making the right decision for the right headset.

## *Introduction*

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# Headsets for Telephones

Headsets that can be used in existing Telephone sets come in both **corded** and **wireless** variants.

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## Corded headsets

**Corded headsets** offer wired interface for connection with an **amplifier** or a **telephone set**.

Most of the corded phones are compatible with a wide variety to office and PBX telephones sets and also with single and multi-line telephones.

For most of the headsets there is a **separate amplifier unit**, which connects telephone with the headset. The amplifier can be easily plugged into the receiver's port.

Some telephone sets have an **in-built amplifier**; in this case there is no need for a separate amplifier: the headset can be directly connected to the telephone sets, through a dedicated headset port.

You can also purchase the headset and the amplifier unit separately, as long as they are compatible.

Modern corded headsets offer the advance features like a noise canceling microphone, over the ear and over the head switch and advance controls to adjust bass, treble and volume level.

## Pros and Cons

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The main advantage of corded headsets is that they offer **minimal interference** and **minimal security risks**. They are also **less costly** as the wireless headset.

However, their wired nature hinders your maneuverability.

## Products

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Most of the good corded headsets have prices in the range \$100 to \$200, depending on how many advanced features you desire.

**Low end corded headsets** include headsets like **Executive Pro Overture** and **Executive Pro Symphony**. These products provide you basic office features like noise canceling.

Some **high end products** like **Plantronics Encore H101N** and **Plantronics SupraPlus H261N** provide a superior amplifier (**M12**) which offers rich sound effects.

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## Wireless headsets

**Wireless headsets** have become very popular over time.

Wireless headsets use **radio signals** for communication with their base unit. The technology they use can be **Bluetooth, FM, Infrared** or **Wi-Fi**.

Most wireless headsets come with all the advanced features offered by corded headsets, e.g. **noise canceling, mute option** and **setting volume levels**.

Some wireless headsets come with an **amplifier**; the main purpose for an amplifier is to enhance the signals coming from the telephone set, offering a roaming range up to 300 feet.

Good wireless headsets also implement **encryption schemes** to protect your privacy.

### **Pros and Cons**

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The main advantage of the wireless technology is that you can **move around** without interrupting an ongoing conversation, so it's an excellent choice for your office.

Some headsets offer a **remote headset lifter**, which enables you to remotely answer or hang up a call, by just clicking a button.

The basic flaw of wireless technology is its **lack of security** and **interference** from other frequencies like cordless and Wi-Fi networks. With recent enhancements in wireless technology these problems are gradually diminishing.

The wireless headsets are also **more expensive** than their corded counterparts.

### **Products**

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Some important manufacturers of wireless headsets include **Plantronics** and **Avaya**.

**Plantronics CS55** is a good headset with reasonable price. It offers 64 bit digital encryption with behind the head, over the head and over the ear switch wearing styles.

## *Headsets for Telephones*

Some other popular high end and expensive products include **Avaya AWH-55** and **Plantronics CS50EX** Wireless Headset System.

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# Wireless Telephone Sets

Wireless telephones do not use wires as medium of communication; instead they rely on radio waves for connectivity with their network.

**Cordless phones, cell phones (Camera/Smart Phones), Personal Communication Services (PCS), and pagers** all fall under the category of wireless telephones.

These telephones have an **in-built antenna** which allows them to receive signals from anywhere, at least where the network coverage is available.

In the United States, regulation of wireless telephones comes under the jurisdictions of **FCC** (Federal Communications Commission). FCC ensures that wireless products sold in the US follow a certain safety procedure, so that they do not pose any threat to the consumers.

Cordless telephones are sometimes they are referred to as wireless telephones. A cordless telephone comprises of a **base station** and a **wireless handset**.

The base station can be plugged into the **normal telephone line**. These sets are functional over a small range, even less than 100 meters, from the base unit.

## Wireless Telephone Sets

The base unit is **powered by electricity**, and the wireless handset contains a rechargeable battery that is **automatically charged** when the handset is connected to the base unit.

### Pros and Cons

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The main advantage of cordless telephone sets is that you can **move around** in your home or workplace while talking on the phone.

The disadvantage of cordless headset includes **lack of privacy** and higher **security risks** as some cordless phones transmissions can be picked up easily by radio scanners. Another disadvantage is **interference** from other frequencies. These flaws are gradually diminishing by the introduction of new technology.

### Products

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A few popular products are described below:

**Panasonic KX-TG5431S** is a good product offering features like call waiting, caller id, phone book, answering machine etc. It utilizes higher frequency for better security, sound clarity and longer range.

**Panasonic KX-TG5433M** is also a good cordless including all the standard features along with three handsets. Conferencing feature is also available between the headsets.

Some other popular wireless telephones include **Plantronics CT11**, **Plantronics CT12** and **VTech ip5850**.

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# Headsets for Computers

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## Corded Headsets

Computers have become extremely popular due to their **multimedia capabilities**. These days you can use computers to listen to music, play games and talk to your friends or customers.

In order to **preserve your privacy** and to keep **disturbance** to a minimum level, headsets can be used instead of normal speakers.

### Pros and Cons

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Most of the head sets are **compatible with a wide variety of sound cards** and are available at **reasonable prices**. The selection of your headphone totally depends on your requirements.

An important issue with PC headsets is its **comfort level**, as you may have to wear them for long sessions. So if you are purchasing headphone for multimedia purpose then you should choose a comfortable headset, having a **long cable**.

The main **disadvantage** of corded headsets is that you **can't move around** that much. This is not a big deal in gaming and watching movies but it certainly matters when you are listening to music or having a conversation on the internet.

## Products

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There are various good quality corded headsets available in the market.

**Koss CS100** offers better speech recognition features.

**Koss SB40** is a generic multimedia headset.

Some headsets are specially designed for gaming like **Plantronics GameCom X10 PC**, which is also compatible with Microsoft Xbox.

**Plantronics Audio 50 Skype** offers better VOIP experience by incorporating noise canceling technology.

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## Wireless Headsets

If you move around a lot during conversation or listening to the music, **wireless headsets** are your desired product. Similarly there are dedicated headphones for music, VOIP and speech recognition.

## Pros and Cons

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The important issues with wireless products are **security** and **interference** from other frequencies. With the introduction of **higher frequencies** and **Bluetooth** technology these problems have significantly diminished.

Most cordless headsets utilize the **USB port** of computer, and are very **easy to install**. Cordless headsets incorporate a battery as they don't have a direct (wired) connection with the USB port.

## **Products**

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**Plantronics CS50-USB** is a good example of wireless headset. It offers features like **USB connectivity, 200 feet roaming range, different wearing styles** and **support for VOIP technology**. The product utilizes 900 MHz frequency for crisp sound, less interference and better security.

**Bluetooth devices** offer better security by the help of **pairing mechanisms**, but they cover much less range.

Some products use the Bluetooth technology for example **Anycm Bluetooth Stereo Headset** and **Audio Gateway**. Good quality but the range is only 33 feet.

**IOGear Wireless Stereo Headphone Kit** is also a good product. It utilizes the Bluetooth technology, and has a range of about 66 feet. The kit includes audio cable, removable microphone and an audio transmitter. The product can also be used with other blue tooth compatible devices like Apple iPod and other portable media players; you might require a Bluetooth adapter if your device does not have a Bluetooth.



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# Amplifiers

**Head phone amplifiers** are devices that increase voice or music clarity and increases potential volume for various types of headphones.

In case of commercial use headset phones, amplifiers are required if a dedicated headset jack is not provided for the phone on which the headset is to be attached.

It offers precise talking and listening levels according to the device purchased and needs. Usually it connects the headset to the telephone and provides capabilities like call hold, mute and volume control.

Separate amplifiers are popular because most headphone, whether they are attached to a phone or music device, have **small amplifiers** that provide **inadequate volume** and **flimsy sound quality**.

Some companies manufacturing telephone and headsets for office environment now include **quality amplifiers** with the package.

## **Pros and Cons**

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Even the most advanced amplifiers are **limited** in the quality and volume of sound they can produce.

One major reason is the devices they are attached to, which normally cannot provide large amounts of **voltage**.

## *Amplifiers*

Choosing a headphone amplifier depends on your needs and budget with factors like frequency response, harmonic distortion, IMD etc. playing an important part in that choice. This makes it difficult to make a good choice!

**Long term use** of high powered amplifiers **can damage ears** because of the speakers close proximity to ears.

### **Products**

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Some popular amplifiers for telephone headsets tending to business environment are:

#### **Accessory Deck & A20 Telephone Headset Amplifier**

It provides an excellent overall package which reduces compatibility problems. This has an average price of 120 dollars.

#### **CA10 Cordless Telephone Headset Amplifier**

It's a comprehensive package with all benefits of cordless headphone. It provides the user with maneuverability and multitasking options, with an average price of \$180.

#### **MX10 Headset Switcher Multimedia Amplifier**

It can share the headset with a PC and a telephone and has an average price \$110. this is an excellent choice for secretarial staff and call center representatives.

#### **M12 Vista Universal Amplifier**

A basic product for office needs.

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# Headsets for Cell phones

Just as with headsets for normal telephones, the **headsets for cell phones** come in corded and wireless variants.

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## Corded Headsets

Almost all of the modern cell phones support corded headsets.

Most headsets support **stereo sound** while some less expensive ones don't. Stereo headsets enable your cell phone to be used as a portable media player.

Some headsets also offer a **noise canceling** facility. Different wearing style for these headsets include monaural, ear bud, on the ear etc. Most of the '**ear bud**' style headsets have microphone located on the cord.

### Pros and Cons

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The advantage of a corded headset is **utilizing the features** of you cell phone while performing other tasks. You can easily listen to music while jogging and also receive an incoming call.

The potential risk is that people try to listen to phone calls while driving.

An important thing to keep in mind is the **compatibility** of the headset with the cell phone. For example most of Nokia cell phones use their own pop-port technology, so only headsets that are compatible with the technology can be used. Some good headsets offer compatibility for **multiple** cell phone brands.

### **Products**

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Some stereo headsets like **Plantronics MX100s** work with both your cell phone and your portable MP3 player. The headset enables you to attend a call while listening to your music.

**Plantronics MX300** also provides a good noise canceling microphone, earpiece headset and an automatic cord winder to make your headset as compact as you desire.

**Executive Pro Overture Cellular Headset** offers excellent sound quality, non stereo though, because of its monaural design. The microphone has noise canceling capabilities.

**Plantronics M220** provides on the ear interface, and a noise canceling microphone. This headset is more suitable to multimedia enthusiasts, because of its non-stereo nature.

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## **Wireless Headsets**

**Wireless headsets** are gradually replacing wired ones in mobile use. Bluetooth technology enables a cell phone to be connected wirelessly to a headset.

Most important point to be kept in mind, while purchasing a wireless headset, is to make sure that your cell phone **supports Bluetooth** technology. If it does not you might have to purchase a separate **Bluetooth adapter** to connect such headsets to your cell phone.

### **Pros and Cons**

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The main advantage of Bluetooth technology is its **increased security level** over other wireless technologies. High security in the Bluetooth headsets is implemented by using the **pairing** feature.

All the Bluetooth headsets have to be paired first before they can be used.

In the modern headsets pairing is made pretty simple. Once the headset is paired to your cell phone you are free to use the headset.

Another advantage of wireless headsets is that it allows you to get rid of your headset wires, although the range for most of the Bluetooth enabled cell phones is much less, mostly **10 meters**.

Another important aspect of this technology is its **standardization**, now a Bluetooth headset can theoretically support *all* Bluetooth enabled cell phones. This means **increased compatibility** over corded headsets.

## *Headsets for Cell phones*

The disadvantage of wireless headsets is its **expensive** nature. Normal non-stereo Bluetooth are commonly available at reasonable prices, while Bluetooth stereo headsets for cell phones are rare and expensive. Hence, wireless cell phone headsets are not popular with keen music listeners.

Also, keep in mind that talking on the cell phone can be dangerous while driving.

Because of their wireless nature these headsets also contain batteries, so while purchasing **power consumption** of a headset has to be kept in mind.

### **Products**

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Some of the low priced Bluetooth headsets include **Logitech Mobile Express Headset**. It is a compact product offering adjustable ear loop. The headset contains the control buttons like call answer, end, redial and mute.

Another similar product is **Plantronics Explorer 320**. This headset also contains standard control buttons. The advantage of this headset is its less power consumption, hence better suited for user who spends a long time traveling.

Some high end Bluetooth headsets include **Plantronics Voyager 510S**. The main advantage of this headset is its superior sound quality and a noise canceling microphone hence it is well suited for office environment. This product also allows you to quickly switch between your other Bluetooth devices like computer, PDA or a notebook.

Another high end product from Plantronics is the **Plantronics Pulsar 590A**. The main advantage of this product is its **binaural** design. Hence this product is best for people you are looking for stereo wireless headset, offering rich multimedia experience. Unfortunately this headset **lacks a microphone**.

## *Headsets for Cell phones*

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# Microphones galore...

The **microphone** is a device used to convert voice into electrical signals. These acoustic electric transducers convert **voice to electric signals** at one end and **reproduce it on a speaker** at the other end. This device is used in many diverse fields like Voice over Internet Protocol, telephone, in television and radio broadcasting, movie productions etc.

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## Working

When a sound is generated it is captured by a **diaphragm**, a thin flexible device or in case of ribbon microphones a **ribbon**.

An analog of the original sound is produced when it is converted to electrical signals. Modern microphones use various methods like **piezoelectric generation, capacitance change** or **electromagnetic generation** to produce these signals.

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## Types of Standard Microphones

In microphones you find the following methods of signal generation:

- **Piezo microphones** – These microphones are used as contact microphones, i.e. they amplify sounds made by musical instruments. This is done by using some materials that convert vibrations into electric signals. This principle is called piezoelectricity.

- **Ribbon microphones** – These microphones are used for high quality sound reproduction. These microphones use a thin ribbon suspended in a magnetic field and connected to the microphones output.
- **Dynamic microphones** – These are cheap and robust microphones often used during live performances. These microphones use an induction coil attached to a diaphragm and suspended in a magnetic field.
- **Carbon Microphones** – These were used in early model telephones. The workings of carbon microphones involve placing carbon granules between electric plates and passing a voltage through them.
- **Speaker microphones** – These are poor quality mikes which are normally used in walkie-talkies or intercoms.

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## **Voice tube technology**

One of the many types of mics available in the market is **voice tube** variety. Voice tube or **omni directional** microphones convey the speaker's voice and his surrounding sounds to the other side without interference. Voice tube are **similar to speaker phones** in this regard and the very opposite of noise canceling.

### **Pros and Cons**

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Voice tube technology provides voice clarity with less weight than others. However, these microphones are not suitable in an office environment because they do not filter out unnecessary background noise.

## **Products**

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These are popular voice tube products:

### **Plantronics H81: Tristar Voice Tube**

This high quality headset comes with a voice tube microphone.

### **Clear Voice Tube for Tristar**

This accessory is made for the H81 Tristar head set.

### **Mirage H41 Headset**

This is a lightweight voice tube headset with hands free convenience and behind the ear wearing style.

### **Plantronics H91 Encore: Voice Tube Headset with Microphone**

This headset is top of the line in voice tube technology. Prominent features includes quick disconnect, tone control, excellent sound quality and comfortable design. This product comes with a one year warranty.

### **Plantronics Pulsar 590A Bluetooth Headset**

This product is made to work as a communications device as well as a stereo headset. It uses voice tube and blue tooth technology. It works for up to 12 hours and has a roaming distance of 33 feet.

### **Plantronics STARSET**

This lightweight headset with voice tube technology and behind the ear wearing style is available for a little over \$50.

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## Noise Cancelling Microphones

The **noise cancelling microphone** is greatly preferred in office environments to filter unwanted noise from surroundings and conveying only the user's voice at the other end.

This process is completed by using '**active noise control**'. Active noise control involves producing sound of opposite frequency arriving at the earphones, resulting in destructive interference hence canceling out the noise.

Other use of noise canceling is to **filter out unwanted noise** to let a person enjoy music or rest while traveling in noisy environments.

### Pros and Cons

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The advantages of noise canceling technology are obvious.

In office or call center environments this technology has become critical for **better communication** with customers. Some airlines employ such systems to allow passengers a quiet rest despite the continuous humming of engine.

They let people **enjoy music** without turning the volume loud and damaging their ears.

However, noise canceling has its disadvantages too. This technology is **only effective against continuous sound** and not sudden noise. From time to time mobile signals produce additional noise.

Headsets with this technology are **heavier** and **consume more power**. Sometimes the anti noise produces noise in itself!

## **Products**

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Some popular microphones with noise canceling technology are listed below.

### **Executive Pro Overture**

This wired headset has a very good microphone with noise canceling technology built in. Excellent for office environments.

### **Plantronics SupraPlus**

With a good price, one year warranty and decent headset plus microphone this is an ideal and inexpensive communication device that is used with a phone.

### **Plantronics CS50**

This versatile wireless headset comes with a noise canceling mike. It allows secure communication for up to 300 feet and offers several functionalities directly controllable through the headset.

### **Logitech: USB Desktop Microphone**

This is a specialized microphone to be used with a PC through USB. It has noise canceling technology.

*Microphones Galore...*

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# Wear it as you like!

So many people, so many uses, so many wearing styles. Manufacturers recognize that different persons may find different wearing styles more comfortable than others, so they've made a number of different wearing styles.

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## Over the head

This design is usually employed in **heavier** headsets. Their placement over the ear prevents them from slipping and falling. These headsets have a band that goes over your head providing stability to the speakers.

There are two possible options available in over the head design, i.e. **monaural** and **binaural**.

**Monaural designs** offer **cheaper** price, because of providing mono sound instead of stereo through its single speaker. These types of headsets are common in office environment.

**Binaural headsets** offer stereo sound capability by the help of two speakers transmitting sound to both ears. These headsets cover both ears to block the background noise.

Some of the modern binaural headsets only have a single cable connected to one of the speaker; this configuration provides more comfort to users. These headsets are a bit expensive than the monaural sets.

*Wear it as you like!*

## **Products**

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**Plantronics H161 DuoPro** is a good, cost effective headset with over the head wearing style. It is a comfortable monaural headset with reasonable sound quality.

Other similar products from **Plantronics** include **Plantronics M110** having an low price. This product is very light weight, comfortable and compatible with many cordless and cellular phones. It also offers a noise-canceling microphone.

**Sennheiser SH 250** is a good choice in the binaural category. It provides rich sounds.

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## **Binaural**

**Binaural headsets** enable users to listen to stereo sound. These headsets have the ability to block most of the background noise, by covering both ears, and provide stereo sound.

These headsets come in various wearing styles for example **over the head**, and **behind the neck**. User can select any wearing style according to his/her own comfort.

Although most of binaural headsets have separate wires connected to both of the speakers, some modern over the head products offer a single wire interface.

Binaural headsets give an all-round performance, attracting office and home users. However, these headset are a bit **more expensive** than monaural ones. Some binaural headsets have Bluetooth and offer wireless connectivity.

## **Products**

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**Plantronics Supra Binaural Headset** is a popular headset. This product offers stereo sound and comes with a microphone. This headset is very comfortable and light weighted. It also comes with a different configuration containing an amplifier and a noise canceling microphone in a single package, but at a higher price. The M12 amplifier offers superior sound quality and makes the headset compatible both with single and multi-line phones.

**Plantronics Supra H61N** is also a good product. This headset provides binaural sound and comes with a noise canceling microphone. The disadvantage of this product is that it requires an amplifier or adapter.

**Plantronics Pulsar 590A** is a wireless product from Plantronics. This headset offers rich stereo sounds. This headset comes with a Bluetooth adapter, which makes it compatible some other devices (cell phones, portable media players) lacking Bluetooth. Unfortunately this product does not have microphone making it attractive only to multimedia enthusiasts.

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## **On the ear**

**On the ear** headset design is preferred by many call center representatives because it allows them to multitask.

The headset's speakers are placed outside the ear; a clip or an over the ear loop, supports the speaker and prevents it from falling. The clip is wrapped around the outer ear.

However, the placement of clip might **annoy** you if you **wear glasses!**

*Wear it as you like!*

Many such headsets provide the facility to place the set on either ear. Currently all of these models are monaural and possess a single speaker. Hence they are not very good for multimedia purposes. On the ear headsets can either be corded or cordless depending on you preference.

## **Products**

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Some good corded over the ear models include **Plantronics M120**, this product provides you a **cost effective** hands free solution. This product offers **reasonable speakers** and a **noise canceling microphone**.

**Plantronics DuoPro H151N** is a **high quality** headset, but also much **more expensive**. This headset offers **superior sound quality** and a good **noise canceling microphone**. It is a good choice for noisy office environments.

**Bluetrek G2** is a **good cordless Bluetooth** headset with an **average price** tag. This product contains all **standard controls** like make a call and adjusts volume etc. Its range is approximately **33 feet** and is **compatible** for a variety of cell phones and other Bluetooth enabled devices.

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## **In the ear**

Headphones in which '**in the ear**' style is used, the speakers are inserted into the ear canal while the microphones are located at the cords.

These headphones are usually **very light** and **use little power**.

Because of speaker positioning, these headphones allow user to enjoy music with lower volume levels than other types.

There are two types of 'in the ear' phones called **universal** and **custom**.

**Universal types** provides various sizes, one of which will be used by user. **Custom types** are made according to individual needs. These earphones are usually safer in noisy environments than any other type.

## **Products**

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### **Etymotic ER-6i Isolator**

These very high quality earphones employ in the ear wearing style. This product **isn't cheap**, but it provides **high quality sound and bass**, while isolating outside noise to give **maximum clarity** by using eartips.

### **Belkin: Gold series Headset**

This **lightweight** headset is aimed at business users. It provides **crisp sound** with the convenience of being **hands free**. The **microphone can be extended** to desired length. This product is reasonably priced.

### **Etymotic Research ER6I Headphone**

These earphones provide **high quality sound** and **excellent bass** and isolate noise through the use of eartips. These are designed specifically for portable music players and are **more expensive**.

*Wear it as you like!*

### **Koss 144428 Headphone**

This headphone provides **stereo quality sound** and **terrific isolation** to filter unwanted noise. This product is a **cheap choice**.

### **Panasonic RP-HJE50 Headphone**

These headphones are made to be used with high end portable music players and come with **3 different sizes of earpieces**. The product is averagely priced.

### **Shure E4C Headphone**

This headphone is **one of the best** in its class, delivering **excellent sound and bass quality** with the help of 'Tuned Port Technology'. However, this is an **expensive** but **high end** product.

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## **Behind the Neck**

**Behind the neck** or **behind the head**, refers to headsets in which the headset is held near the neck positions.

### **Pros and Cons**

These headsets can be used with hats and do not disturb hair. However they can be awkward to use when lying down. Most of the headsets employing this style are used for listening to music and are seldom employed in office environments.

### **Products**

#### **IOGEAR Bluetooth Stereo Headphone**

This wireless headphone is designed to work with the music player, Ipod. It employs behind the neck wearing style and has up to 6 hours of battery life.

### **IOGEAR GBMHKIT Headphone**

This wireless headphone offers beautiful sound and has a roaming distance of up to 66 feet.

### **Panasonic RP-HG10 Headphone**

This simple headphone uses behind the neck wearing style and has a low price. This comfortable product provides good sound quality and the neck band can be unscrewed to form a clip-on headphone.

### **Philips HS500 Headphone**

Philips presents a stylish, comfortable and decent product in the form of HS500. It gives a powerful bass performance for a low price.

### **Sennheiser PMX60 Headphone**

This behind the neck headphone provides excellent sound quality and is an ideal product for music players in its price category. This is a sturdy headphone.

### **Toshiba PA1381U-1ETC Headphone**

This high quality wireless headphone employs blue tooth technology and provides excellent sound quality. It comes with behind the neck style. It comes with controls that function well with Windows Media Player and WinDVD.

### **Sony MDR-G74SL**

This product comes from Sony's Street Style lineup and employs behind the neck wearing style.

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## **Convertible**

Head phones style described as **convertible** can be used as two or more wearing styles for the same product. Usually these products can be converted between **over-the-ear** for easy on off convenience or **over-the-head** for stability. These styles are usually not aimed for any particular group and are used for office use as well as listening to music.

### **Products**

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#### **Plantronics CS50 Wireless Headset**

This high quality product uses wireless technology and decent talk times and roaming distance. It has a convertible wearing style to suit a customer's need.

#### **Plantronics DuoSet H141 Headset**

This product can be used as over the head or behind the ear and provides good quality communication in its price class.

#### **Plantronics H171N DuoPro: Convertible Telephone Headset**

This versatile product with noise canceling technology is an ideal communications device for an office or call center environment.

#### **Plantronics MI 70 headset**

This product can be used as over the head or over the ear, according to the needs of an individual user. With noise canceling technology this product is aimed for office environment.

#### **GN Netcom 405-UNC-SF convertible headset**

This unique headset can be used in three ways, i.e. earloops, earhook and over the head and can be used with a computer.

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# My personal favorite

My personal favorite is the **Plantronics CS50**.

With its **streamlined look**, this headset not only looks good but also offers a **powerful** communications tool for the office.

You can **attend or end a call** by pressing a button on the earpiece or simply lifting it of the base unit.

The entire unit comes with a **light weight earpiece** and a **small base** attached to the phone. Some people might be frustrated at the complex speaker and microphone settings (4 for each). However this variety allows for **great reception** in various office environments.

The microphone volume setting can be adjusted from the base while speaker volume button is kept on the earpiece.

**Secure communication** is possible because of the 900 MHz signal without interference to blue tooth devices. The CS50 offers a **range of 300 feet** with excellent reception available a little over two third the distance.

The set offers **excellent recharge time** (less than 180 minutes), features a **talk time of almost 8 hours** and its **noise canceling** feature offers crystal clear reception. The manufacturer expects battery life of one to two years depending on use, in my case the battery lasted just over 16 months, after which the battery depleted much quicker.

*Wear it as you like!*

With **excellent phone compatibility** (single/multi-line, digital and analog) and variable settings, this is an ideal product for most office environments. However, its **high price tag** is not easy to ignore and there is no way to start an outbound call.

Overall this set is an excellent choice and carries a warranty of one year.

### **Technical Specs:**

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- **900MHz signal for secure communication**
- **6 to 8 hours of talk time**
- **Light weight (26 grams) earpiece**
- **Compatible with a lifter**
- **Over the head and over the ear wearing options**
- **Completely hands free**
- **Roaming distance of 300 feet**

<http://www.customerservicepoint.com/plantronics-cs50.html>

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# Stay in touch...

After reading the book, you may have been left with a few questions. Or you'd like to stay informed on good customer service. Here's the information you need!

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## If you have a question!

Well, this is a simple one.

### Just ask!

Simply go to the **contact information** page at Customer Service Point at this address:

<http://www.customerservicepoint.com/contact-info.html>

Enter your information, and I'll get back to you as soon as possible. Don't be shy!

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**Stay in touch!**

At your service,

Erwin Steneker

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# Notes

*Notes*