



## **Vista™ M22 Amplifier and SupraPlus® Wideband Headset**

**Enhanced audio in wideband-enabled VoIP systems  
for contact center and office professionals**

# Amplifier benefits

## Efficiency

Multi-task with ease  
while on the phone

## Hands-free

Use PC keyboard  
while on the phone

## Compatibility

Works with virtually  
all desk phones and  
all H-top Plantronics  
headsets



## Sound quality

Latest technology,  
safe listening levels

## Comfort

Adjust listening and  
talking volume levels.  
Choose from a full range  
of headset styles

## Ergonomic

Reduce back &  
neck strain



# What is Wideband?

- Using the data network for voice communications - with emergence of VoIP - provides greater audio bandwidth than traditional telephone networks which are set and limited
- Wider bandwidth allows for audio that was previously filtered out, providing more natural, richer sounds
- If on wideband network, need a VoIP softphone or a new VoIP wideband IP phone – and wideband amplifier\* and headset - to utilize wideband communication

## **Definitions:**

IP phone – looks like a regular telephone but connects to an IP network, rather than to a telephone line.

Softphone – is a software program that lets you use your computer to be your telephone, with the use of a headset (that uses a USB connection to your computer).

\* Unless have Direct Connect headset



# Why use Wideband VoIP



- Clearer, more natural and nuanced speech to facilitate more effective remote business communication



- :: Broader range of audio frequencies – you didn't even know you were missing!
- :: Virtual teams are proliferating, yet they can experience more conflict than face-to-face teams and are more impersonal by nature so clearer, richer communication can benefit the team
- :: Eliminates repetition, reduces fatigue and stress
- :: When easier to understand, calls are more productive, team members collaborate better

Analogy is going from AM radio quality sound to that from FM stereo or a CD



# Vista™ M22 Amplifier



- New wideband amplifier
  - :: For both standard and VoIP phones
  - :: Replaces popular Vista™ M12
  - :: Uses Clearline™ audio technology
  - :: Use with SupraPlus® Wideband Headset for wideband VoIP communications
- Public Announcement:  
Week of December 11, 2006
- General Availability in U.S.:  
December 18, 2006
- Pricing:
  - :: \$120 USD MSRP



# Benefits and Features




Customer Benefit	Product Feature
<b>Clearer, more natural speech.</b> When using in a wideband VoIP network*, reduces repeats, error and listener fatigue.	<ul style="list-style-type: none"><li>• Wideband technology</li></ul>
<b>Superior voice clarity.</b> Keeps incoming sounds at a consistent and comfortable listening level. Reduces background noise and echos for clearer calls.	<ul style="list-style-type: none"><li>• Clearline™ audio technology (formerly SoundGuard and Call Clarity) and echo management</li></ul>
<b>Investment protection.</b> Works with traditional phone lines as well as wideband ones for “future proofing.”	<ul style="list-style-type: none"><li>• Wideband technology</li><li>• Backward compatible</li></ul>
<b>Comfortable to use and easy to adjust.</b> One-button selection for headset or handset. Independently adjust outgoing and incoming call volume.	<ul style="list-style-type: none"><li>• Ergonomically designed volume, headset/handset, and mute controls.</li><li>• Separate controls for incoming and outgoing call volume.</li></ul>
<b>Compatibility.</b> M22 works with virtually all office and contact center phones. Works with all H-top Plantronics headsets, allowing you to choose your preferred one.	<ul style="list-style-type: none"><li>• Engineered for compatibility including both single and multi-line phones.</li></ul>
<b>Ease of mobility.</b> Move away from your phone without removing your headset or disconnecting the call. Move freely around your desk area.	<ul style="list-style-type: none"><li>• Quick Disconnect™ feature between M22 amplifier and headset</li><li>• Lightweight 10-foot coil cord included</li></ul>

\* Wideband audio benefits require wideband phone.

# M22 Amplifier vs. Direct Connect



	M22 amplifier with headset 	Direct Connect (unamplified headsets)
Selling point	Best sound for professional communication with guaranteed compatibility	Best Direct Connect solution in the industry, and at lower price point
Target	Contact center and office professionals, especially those using phone-intensive applications	Contact center and office professionals, especially those using phone-intensive applications
Main Benefits	Clearline™ audio – provides consistent call level, reduces background noise, decreases echos, protects from loud noises	Does not require amplifier, plugs directly into phone – but does not get any of the amplifier benefits
Typical usage	With traditional phones, standard IP phones, and wideband-enabled IP phone systems. All-day wearing, extended phone use.	With standard and wideband-enabled IP phone systems. All-day wearing, extended phone use.
Technology	Wideband, analog, VoIP ready with echo management	Wideband or narrowband, analog, VoIP ready



# SupraPlus® Wideband Headset



- New wideband headset
  - :: For use with Vista™ M22 amplifier
  - :: Wideband for both transmit and receive audio
  - :: Monaural and Binaural versions
  - :: Noise-Canceling microphone
  - :: Same industry-leading features as our SupraPlus headsets
- General Availability in U.S.: December 18, 2006
- Public Announcement: Week of December 11, 2006
- Pricing:
  - :: \$107 USD MSRP for Monaural version
  - :: \$132 USD MSRP for Binaural version
  - :: Same as SupraPlus SL; premium to SupraPlus



# Benefits and Features



Customer Benefit	Product Feature
<b>Clearer, more natural speech.</b> Richer, more effective communication with better sound quality. Fewer errors, repeats and less listener fatigue.*	<ul style="list-style-type: none"><li>• Wideband technology for both transmit and receive audio</li></ul>
<b>Superior voice clarity.</b> Filters out background noise to further heighten call clarity.	<ul style="list-style-type: none"><li>• Noise-Canceling microphone</li></ul>
<b>Choice of styles to fit your needs.</b> Binaural model for total-focus sound reduction or Monaural model offers ability to converse easily with co-workers while wearing the headset.	<ul style="list-style-type: none"><li>• Monaural and Binaural versions available.</li></ul>
<b>Ultra-comfort.</b> Headset optimized for comfortable all-day phone use	<ul style="list-style-type: none"><li>• Optimized over-the-head industry-leading proven design</li></ul>
<b>Reliability.</b> Best-in-class reliability reduces costs, reduces downtime, easier to manage inventory	<ul style="list-style-type: none"><li>• Reliability by design, Plantronics experience</li></ul>



*Note: You do not want to use a wideband headset unless also using a wideband phone, as a wideband headset can pick up extraneous “noise on the network.”*

\* Wideband audio benefits require wideband phone and network.



# Plantronics SupraPlus® headsets



	SupraPlus Wideband 	SupraPlus 
Key selling point	More natural sounding speech when used in wideband VoIP network – with M22 amplifier – as well as all-day wearing comfort and reliability, especially in noisy environments	For all-day wearing comfort and reliability, especially in noisy environments
Price	\$107 - \$132	\$79 - \$120
Typical usage	With wideband-enabled IP phone systems	For traditional phones and standard IP phones
Models	Monaural, Binaural - Noise-Canceling	Monaural, Binaural - Noise-Canceling and Voice Tube models available
Technology	TIA 920, wideband transmit and receive	Optimized for narrowband phones



# Summary



- Vista™ M22 amplifier
  - :: Clearline™ audio technology for superior call clarity
    - Provides advanced echo management
    - Delivers consistent and comfortable call volume
    - Reduces background noise
    - Protects against loud noises
  - :: Compatible with both traditional phone systems and headsets as well as with wideband VoIP systems
  
- SupraPlus® Wideband Headset
  - :: For use with M22 - for superior sound with wideband VoIP communication\*
  - :: Optimized Direct Connect models for Cisco and Avaya IP phones

\* Wideband audio benefits require wideband phone.





**Contact your favorite reseller  
or visit [www.plantronics.com](http://www.plantronics.com)**