

Professional headsets for contact centres



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Jabra



We listen to your needs

Today's contact centre managers are charged with three key tasks: lowering costs, boosting agent productivity, and improving customer service. Innovative headsets from GN can help managers achieve all these goals. Here is how.

Achieving three key goals

By creating the optimum balance between price and performance, we help keep operational expenses low. Proven technologies and tested designs help ensure long useful lifetime and good return on investment.

When it comes to productivity and service, sound quality is critical – and ours ranks among the very best in the industry. Sound is only part of the story, our lightweight, comfortable designs help reduce both stress and physical complaint.

In fact, some of our customers even credit our headsets with reducing employee turnover!

An investment for the future

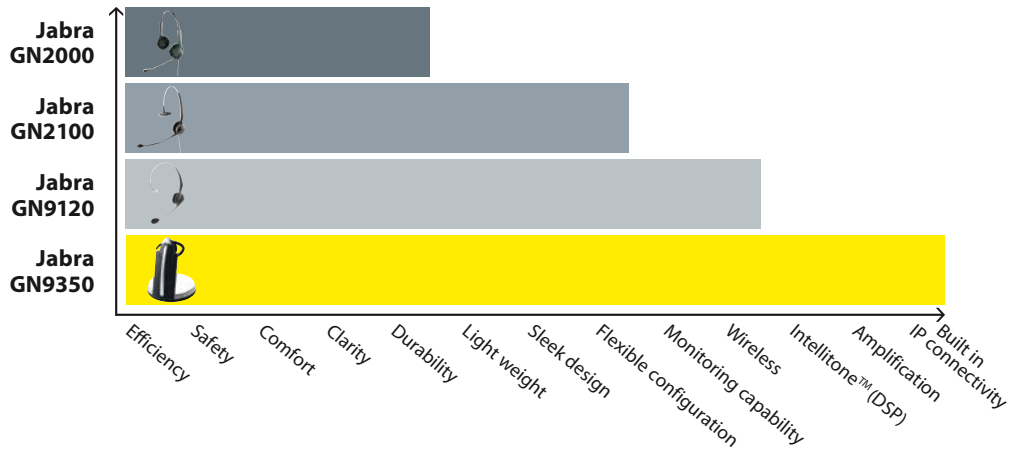
More and more companies are converting to IP telephony. For contact centres IP telephony represents an easy way to reduce operational costs. Converting to IP telephony represents a major investment and in this process it is worthwhile to consider the benefits the small incremental investment in headsets for IP will bring. But IP telephony makes more than just economic sense. Your customer service and relationships can benefit from the wideband quality that provides an unparalleled level of clarity.

IP telephony with state-of-the-art lightweight headsets is also a powerful motivator. Reward your contact centre staff with the best available technology and watch as productivity rises and the number of absent days fall.

The Jabra contact centre programme

Each of the four professional headsets shown here is available with a choice of microphones and often in a variety of wearing styles. All in all, there are over a

dozen variants from which to choose, so you can tailor a solution that meets the specific needs of your organization.



Microphones

Contact centre environments can be very quiet, but more often they are noisy. That is why GN has developed a range of microphones for this professional segment:

Standard/omni

For individual offices and quiet areas



Noise filtering

For moderately quiet open environments



Noise cancelling

For open and noisy office areas



Ultra noise cancelling

For very noisy environments



Safety

All Jabra contact centre headsets are equipped with our PeakStop™ technology, which immediately eliminates harmful spikes and other loud sounds over 118 dB SPL (RMS)*.

To achieve the highest possible safety standards, our analog and digital amplifiers provide the latest in protection technology and call control functions.

* SPL: Sound Pressure Level. RMS: Root Mean Square

Jabra GN2000



Designed to perform. Built to last.

Jabra GN2000

The Jabra GN2000 series of corded headsets is our value-priced contact centre workhorse, featuring superb call clarity yet designed to withstand the roughest handling.

For example, our headbands are made of impact-resistant materials that are strong and resilient. They keep the unit firmly, yet comfortably, in place throughout the workday.

Jabra GN2000 comes with either a standard microphone and SoundTube or a special noise cancelling microphone mounted on a flex boom arm. By reducing unwanted background noise, this technology increases productivity by enabling crystal clear communications – even in noisy environments.

Available in both mono and duo versions, the earpieces adjust automatically and are

fitted with large, feather-soft ear cushions for better acoustical coupling. Moreover, our PeakStop™ technology cuts off sudden loud noises. Jabra GN2000 comes in two versions: a standard version optimized for normal phone systems, and an IP version offering enhanced digital sound.

Choose Jabra GN2000 if you have a normal narrow band telephony system. If you decide to switch to IP telephony later, you can use our USB connector. Complete with in-line sound controls, this is a true plug-and-play product that is Microsoft Windows® compliant.

For the full IP telephony experience choose the Jabra GN2000 IP. Unlike other so called “wide band” headsets that cut off at around 4000 Hz, it provides full frequency response from 150-6800 Hz for full, rich sound for IP telephony.

Jabra GN2000 headset solutions

Microphone



Standard/Omni,
SoundTube Noise Cancelling,
Flex boom

Wearing style



Headband

Sound



Mono

Duo





Jabra GN2100



Ultralight design. Unsurpassed quality.

Jabra GN2100

In just a few years, the Jabra GN2100 has become one of the most popular headsets in the contact centre market – and for good reason. Not only is it one of our most attractive and lightweight models, it is also one of the most flexible and acoustically advanced units available on today's market.

The Jabra GN2100 comes in several interchangeable wearing styles including mono and duo over-the-head versions, and mono on-the-ear styles. The boom arms are available with a choice of three different

microphones to suit all office environments – from quiet cubicles to noisy open spaces. As a result, conversations are always crystal clear and users are protected from sudden loud noises by our PeakStop™ technology.

The Jabra GN2100 series includes headsets for both regular and IP telephony. And for the ultimate hi-fi stereo sound, Jabra GN2100 is available in a plug-and-play Microsoft Windows® compliant USB version with in-line sound controls.

Jabra GN2100 headset solutions

Microphone



Standard/Omni,
Micro boom



Noise
Cancelling,
Flex boom



Ultra Noise
Cancelling,
Flex boom

Wearing style



3-in-1*

* The 3-in-1 wearing style offers headband, earhook and earloop

Sound



Mono



Duo

Jabra
GN9120



Jabra
GN9300



Wireless headsets More freedom. Greater productivity.

Jabra GN9120

The headset that sparked the wireless movement. It can revolutionize the way your contact centre staff performs. Imagine the benefits of being 100% available the entire work day – even when going for coffee. Your staff can walk around, ask colleagues for help, and look for information without losing touch with the customer.

Available with three different boom arm designs and now also in a duo version, Jabra GN9120 Duo, for even the most noisy contact centre environment, this field-proven solution is a perfect choice for businesses looking to raise productivity.

Jabra GN9300

The Jabra GN9300 series represents the most recent in wireless headset technology for standard telephony and IP telephony. Here you will find our flagship: the state-of-the-art Jabra GN9350. It combines the best in wireless technology with the sound enhancement features of the Jabra GN8210 amplifier, giving you full protection against acoustic shock and compliance with the European Noise at Work legislation.

With the Jabra GN9350 your contact centre staff get the very best technology available today. It is light, comfortable and can deliver around-the-clock talk time, with a second battery.*

*optional accessory

Wireless headset solutions

Jabra GN9120 microphones



Standard/Omni,
Micro boom



Noise
Filtering,
Midi boom



Noise
Cancelling,
Flex boom

Wearing style



Jabra GN9120
2-in-1*



Jabra GN9350
3-in-1**

* The 2-in-1 wearing style offers headband and earhook

** The 3-in-1 wearing style offers earhook, headband and neckband

Sound



Mono



Duo*

* The Duo sound is available only with Jabra GN9120



Jabra
GN8210



Jabra
GN8000



Headset amplifiers Clearer sound. Greater safety.

Jabra GN8210 digital amplifier

The 100% digital Jabra GN8210 amplifier utilises state-of-the-art, Digital Signal Processor (DSP) technology to provide the best possible sound quality as well as meet the world's toughest standards for noise at work and acoustic shock. It is the perfect solution for contact centres looking to comply with the Noise at Work legislation.

The Jabra GN8210 reduces incoming noise by digitally enhancing the signal and filtering out interference. Automatic volume adjustment keeps all incoming calls at levels set by users according to their preferences.

Jabra GN8000 multi-purpose amplifier

The Jabra GN8000 multi-purpose amplifier connects our corded headsets to virtually any phone. It enhances the quality of calls by reducing background noise and providing a consistent volume level.

This analogue amplifier also provides better acoustic protection than a directly connected headset. The Jabra GN8000 comes complete with volume control, mute function, and headset/handset switch.

USB adaptors – Softphone connectivity for standard headsets.



Jabra GN8110 USB^{XP} adaptor

Certified for use on Microsoft Windows® operating systems, the Jabra GN8110 USB provides distortion-free, CD-quality sound for PC-based voice applications without the need for a special soundcard. Plug-and-play. Can be used with any corded Jabra headset.



Is your contact centre still legal?

New Noise at Work legislation was introduced April 2006 in EU member states. Contact centres are now legally bound to make noise protection available at an average noise exposure of 80 dB throughout a working day. And at a daily or weekly exposure of 85 dB, or with peak sound pressure of 137 dB the employer must take action to reduce noise exposure. Contravening these rules could result in prosecution by the Health and Safety Commission.

Noise at work and GN

With the PeakStop™ technology of Jabra headsets, the sound automatically cuts off at 118 dB. So your staff will never be exposed to the 137 dB limit of the Noise at Work legislation. You can also make sure that your staff are never exposed to more than the maximum average noise of 85 dB. The Jabra GN8210 amplifier - along with any corded Jabra headset - or the Jabra GN9350 headset alone, allows users to set a fixed volume that all calls automatically adjust to. It can be set well below the limit of the legislation.



Jabra GN8120 USB digital voice system

The Jabra GN8120 USB combines a digital USB-to-headset adaptor for superior voice quality with in-line softphone call controls for quick and easy access to the most common calling functions: answer, mute, and volume. Visual LEDs alerts users of incoming calls or voice mails. Plug-and-play. 100% Microsoft Windows® compatible. Can be used with any corded Jabra headset.

About GN

GN delivers added value and lowers total costs for contact centres. As the global No. 1 headset provider, we have 135 years of telecommunications excellence. In fact, we are continuously launching innovative solutions to the market.

All of our contact centre headset solutions are made with uncompromising attention to detail, durability, sound quality, comfort and ease of use. Our superior products work within your existing infrastructure,

increasing the quality of your agents' interactions with customers.

In 2007 we will integrate our former GN Netcom products for contact centres under the Jabra brand. Jabra combines the best of technology and design to give you innovative headset solutions with excellent sound quality and great comfort.

For more information, please visit us online at www.jabra.com.



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