

# Empowering the modern contact center

Intelligent solutions for customer

# By the pros. For the pros (that's you).

We've got all contact center bases covered

Driving customer satisfaction has never been more important. But don't worry, we're on it. The transformation of the contact center demands for more intelligent, innovative solutions to drive customer satisfaction, and that's where we come in.

Our wide range of hardworking wireless and corded headsets doesn't just deliver incredible noise cancellation, sound, comfort, and usability as standard.

We've got compatibility covered too. Our intuitive plug-and-play headsets work with all leading contact center platforms, with call control integrations available for even greater efficiency.

But that's not all, as we're upping our software game to bring powerful new tools like **Engage+** into play. Simply put, a great call experience = great customer and agent experience, so we're utilizing real-time data and headset insights to help you deliver the best possible customer experience.

After all, making interactions more meaningful and effective is what we do.

So, wherever your agents are based, and wherever you are on your contact center journey, we've got the right headsets to support you.

**Jabra lets you focus on what matters.**

Find your headset and connect with confidence:

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## **JABRA ENGAGE SERIES**

Premium professional wireless and corded headsets

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## **JABRA BIZ SERIES**

Professional corded headsets

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## **JABRA PRO SERIES**

Affordable professional wireless headsets



# No one headset should have all this power

For the non-stop talkers

## Meet the JABRA ENGAGE SERIES

Jabra Engage 75 & 65 DECT wireless headsets are specifically designed for secure wireless communications, making them an ideal choice for call-intensive workers who need additional mobility. Boost customer satisfaction and make every call count, with the most powerful professional wireless headsets.

- Up to 150m/490ft range
- Up to 3x wireless density<sup>1</sup>, for three times more wireless users in the same space
- Goes beyond the highest DECT Security Level C
- Advanced noise-cancelling microphone
- Enhanced speakers with intelligent volume control
- Up to 13 hours talk time<sup>2</sup>
- Integrated busylight
- Works with leading desk & softphone providers



FEATURES	JABRA ENGAGE 75	JABRA ENGAGE 75	JABRA ENGAGE 65	JABRA ENGAGE 65
<b>Conversation</b>	Directional noise cancelling microphone	•	•	•
	Professional-grade speakers	•	•	•
	SafeTone™ 2.0 Hearing protection (comprises Intelligent Acoustic Shock protection, Speech Level Normalization, and IntelliTone™ 2.0)	•	•	•
	Call management controls on headset (answer/ reject calls; increase/decrease speaker volume; mute)	•	•	•
<b>Focus</b>	Busylight	•	•	•
	Non-clamping soft leatherette ear cushions	•	•	•
<b>Connect</b>	Meets Microsoft Open Office Requirements	•	•	•
	Wireless technology - DECT	•	•	•
	Desk phone connectivity	•	•	•
	Softphone connectivity	•	•	•
	Bluetooth connectivity	Up to 2	Up to 2	
	Number of devices that can be connected	Up to 5	Up to 5	Up to 2
	Talk time <sup>2</sup> - up to hours	13	9	13
	Wireless range - up to m/ft	180/590	150/490	180/590
	Wearing style <sup>3</sup>	Mono and Stereo	Mono, convertible (Neckband, headband, earhook)	Mono and Stereo
				Mono, convertible (headband, earhook)



<sup>1</sup> Find details on [Jabra.com/Engage](http://Jabra.com/Engage) <sup>2</sup> Dependent on usage  
<sup>3</sup> Works with leading desk & softphone providers



COMPATABILITY: Deskphone, softphone, smartphone and tablet (variant dependent)

# We'll have you sounding like a pro (it's kind of our thing)

For the talkative hybrid workers

## Meet the JABRA ENGAGE SERIES

**Engage 55** lets you have better conversations, both at home and in the office. This intuitive headset is designed for those who spend most of their day in calls or virtual meetings, giving you an extensive wireless range and the highest levels of security. And with no bulky base holding you back, you can go truly free range.

- Up to 150 meters / 490 feet DECT wireless range
- Goes beyond the highest DECT Security Level C
- Stereo sound<sup>1</sup> & wideband audio, optimized for speech clarity
- Pre-paired adapter for instant calls
- Durable USB DECT adapter is designed for portability
- Lightweight to keep you comfortable all day
- Works with all leading Unified Communications (UC) and contact center platforms



FEATURES	JABRA ENGAGE 55	JABRA ENGAGE 55	JABRA ENGAGE 55	
<b>Conversation</b>	Directional noise-cancelling microphone	•	•	•
	Professional-grade speakers	•	•	•
	SafeTone™ 2.0 Hearing protection (comprises Intelligent Acoustic Shock protection, Speech Level Normalization, and IntelliTone™ 2.0)	•	•	•
	Call management controls on headset (answer/reject calls; increase/decrease speaker volume; mute)	•	•	•
<b>Focus</b>	Busylight	•	•	•
	Non-clamping soft leatherette ear cushions	•	•	•
	Lightweight for all day use	83g/2.93oz	57g/2.01oz	21g/0.63oz
<b>Connect</b>	Certified for Microsoft Teams (variant dependant)	•	•	•
	Wireless technology - DECT	•	•	•
	DECT Security certified (to Step C)	•	•	•
	Connects to computer using USB DECT adapter (USB-A and USB-C variants available)	•	•	•
	Wireless range - up to m/ft	150/490	150/490	150/490
	Easy charging with charging cable (optional charging stand available)	•	•	•
Talk time - up to hours	13	13	9	
Wearing style	Stereo	Mono	Convertible - comes with earhook, headband and neckband	



<sup>1</sup> Variant specific

# A headset that's got your back

New levels of customer satisfaction

## Meet the JABRA ENGAGE SERIES

**Engage 50 II and 40** have been designed with you in mind. Calls become more effective, and the customer experience is instantly enhanced, thanks to innovative **Engage+** software<sup>1</sup> that provides valuable real-time insights, and on-screen, real-time guidance on issues like call duration, interruptions, long pauses, mute, microphone position<sup>2</sup>, and background noise.

- Real-time insights improve call quality
- Industry-leading microphones for better call clarity
- Protects hearing with our SafeTone™ 2.0 technology
- Lightweight and ultra-comfortable
- Busylight to deter interruptions
- Works with all leading contact center & Unified Communication platforms



JABRA ENGAGE 50 II



JABRA ENGAGE 40

FEATURES		JABRA ENGAGE 50 II	JABRA ENGAGE 40
<b>Conversation</b>	Number of microphones in noise-cancelling array	3	2
	Professional-grade speakers with super-wideband audio	•	•
	SafeTone™ 2.0 Hearing protection (comprises PeakStop™ 105dB, Intelligent Acoustic Shock protection, Speech Level Normalization, Balanced Voice™ and IntelliTone™ 2.0)	•	•
	Optional programmable link control unit to easily answer & control calls	Detachable link	In-line link
	Audible SmartRinger in control unit with wearing detection <sup>4</sup>	•	
	Integrated call controls for Amazon Connect, Genesys Cloud CX, and NICE CXone <sup>3</sup>	•	•
<b>Focus</b>	Busylight	•	•
	Maze-patterned comfort earcups	•	•
	Lightweight for all day use	45-65g	45-63g
<b>Connect</b>	Certified for Microsoft Teams (variant dependant)	•	•
	Corded	•	•
	USB-A and USB-C variants available	•	•
	Wearing style - Stereo and Mono variants available	•	•
	Warranty - years	3	3
<b>Transform</b>	Engage+ software for real-time actionable insights	•	•



<sup>1</sup> Free software download required. Integrations available for selected platforms. See [Jabra.com/Engageplus](https://www.jabra.com/Engageplus) for more details. <sup>2</sup> Microphone position only available in Engage 50 II

<sup>3</sup> Software may be needed for configuration. Refer to [jabra.com/platforms](https://www.jabra.com/platforms) for details. <sup>4</sup> SmartRinger detects when the headset is lying flat on a surface

# Simple and functional. It's in our DNA.

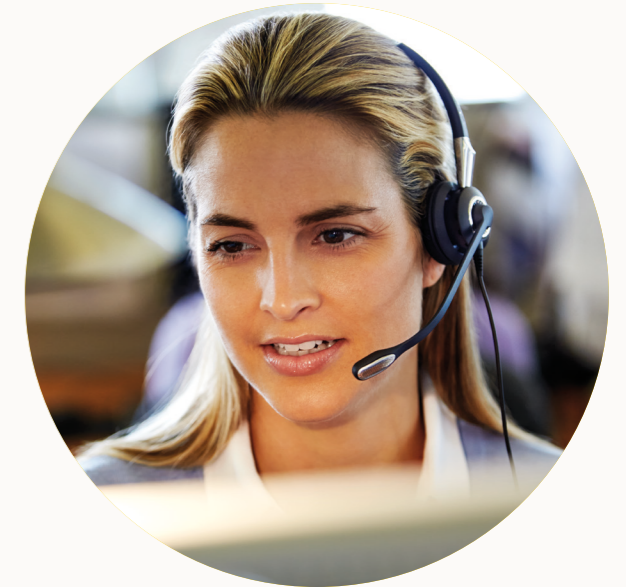
Professional corded headsets with great sound? Check.



## Meet the JABRA BIZ SERIES

Deliver clear sound quality at both ends of the call. The Jabra Biz Series offers a more professional sounding experience for contact center agents and customer service advisors alike.

- Made for all-day wear, with ergonomic, lightweight designs, and adjustable headbands and microphone boom arms
- Built for intensive use, with a boom arm that can be rotated without the risk of breaking
- Optimized for use with all leading desk phones and Unified Communications platforms<sup>1</sup>
- Easy to manage with Jabra Xpress. Configure all your company's USB audio devices from one central point<sup>2</sup>



JABRA BIZ 2400 II



JABRA BIZ 2300



JABRA BIZ 1500

FEATURES		JABRA BIZ 2400 II	JABRA BIZ 2300	JABRA BIZ 1500
<b>Conversation</b>	Noise-cancelling microphone	•	•	•
	User sound protection - PeakStop™	•	•	•
	User sound protection - SafeTone	•	•	•
	Boom arm adjustable	360°	360°	270°
	Boom arm flexible	•	•	•
<b>Focus</b>	Ear cushion comfort	Leatherette	Foam and leatherette	Foam
	Headband padding	•		
<b>Connect</b>	Desk phone connectivity <sup>4</sup>	•	•	•
	Softphone connectivity	•	• <sup>5</sup>	•
	Wearing styles	Stereo and Mono*	Stereo and Mono	Stereo and Mono

\* Mono 3-in-1 variants comes with earhook and neckband

<sup>1</sup> Applies to Biz 2300 and Biz 2400 II only. Excludes Biz 1500. <sup>2</sup> Go to [Jabra.com/xpress](http://Jabra.com/xpress) <sup>3</sup> Variant dependent.

<sup>4</sup> All QD headsets require a connection cable or enabler (GN1200, Jabra Link 180, 230, 260, 260 MS, 265 or Jabra Link 860). <sup>5</sup> USB-A and USB-C variants available



COMPATIBILITY: Desk phone or softphone (variant dependent)

# We went all-in on performance. So you can too.

For office-wide productivity

## Meet the JABRA PRO 900 SERIES

A professional wireless headset designed for maximum performance. Now everyone in your office can take advantage of the added productivity and comfort that wireless convenience delivers. Simple, intuitive and high quality, all-in-one wireless solution.

- Simple, intuitive design for fast user adoption
- Improves employee productivity
- Easy to deploy and manage
- Free software upgrades available
- Crystal-clear sound



FEATURES	JABRA PRO 930 <sup>1</sup>	JABRA PRO 925	JABRA PRO 920
<b>Conversation</b>	Noise-cancelling microphone	•	•
	Digital signal processing	•	•
<b>Focus</b>	Soft leatherette ear cushions	•	•
<b>Connect</b>	Wireless technology - DECT	•	•
	Wireless technology - Bluetooth <sup>1</sup>		•
	Talk time: up to - hours	8	12
	Range: up to -m/ft	120/395	100/330
	Wearing styles	Stereo and Mono <sup>2</sup>	Mono <sup>2</sup>
	Softphone	•	
	Desk phone		•



<sup>1</sup> Variant dependent /NFC enabled for easy pairing and connectivity  
<sup>2</sup> Earhook and neckband available as an accessory for Mono headset  
<sup>3</sup> End of manufacturing is planned for December 30, 2022



COMPATIBILITY: Desk phone or softphone (variant dependent)

# The missing link(s) to keep you connected

USB enablers and accessories



## JABRA ENGAGE 50 II LINK

Easy connectivity and call control



- Adjustable ringer so you never miss a call
- Answer, mute, and control the volume of your calls at the tip of your fingers
- Hop between platform screens and control the volume with programmable buttons for speedy call handling

## JABRA LINK 180

Manual switch for desk phones and softphones



- Enables any Jabra QD headset to be used with a PC-based softphone
- Switch easily between desk phone and softphone
- Cost effective option for mixed telephony environments

## JABRA LINK 860

The perfect accessory for businesses moving from deskphones to softphones



- Audio streaming<sup>2</sup> functionality at your employees' fingertips
- Connectivity for deskphone and softphone straight out of the box. Suitable for office and contact center environments.
- Built-in noise reduction capabilities

## JABRA LINK 400

Upgrade your Engage headset with portable DECT wireless connectivity



- USB DECT adapter
- Designed to bend and withstand your day
- Compatible with our award-winning Engage 55, 65 and 75 headsets<sup>1</sup>

## JABRA LINK 950

Connect a USB headset to a desk phone, softphone and mobile phone



- Use one USB headset with your desk phone or both softphone and desk phone
- Manage settings and product updates via Jabra Direct and manage centrally via Jabra Xpress
- Easy to set up, use and manage
- Compatible with leading desk phones and softphones
- Choose from a wide range of Jabra USB wireless and corded headsets



# Clever cords

Connect with confidence

## JABRA LINK 230

Connect your corded QD headset with a PC-based softphone



- Enables any Jabra QD headset to be used with a PC-based softphone
- Provides Digital Signal Processing (DSP) and noise filtering for a superior audio experience
- Offers cost-effective transition to a UC solution
- Delivers acoustic shock protection and complies with EU Noise at Work directives

## JABRA GN1200

Digital audio processor cord for desk phones



- Connect a Jabra QD headset to virtually any desk phone
- Offers microphone amplification with 8-volume settings to ensure outgoing call volume is at a comfortable level
- Easy-to-use. Just connect to the headset and flick the slider from one position to the next until a dial tone is heard

## JABRA LINK 260

Connect your corded QD headset to a softphone and get call control



- Provides Digital Signal Processing (DSP) and noise filtering for a superior audio experience
- Compatible with any Jabra QD headset and all leading softphone brands
- Offers cost-effective transition to a UC solution
- Convenient inline call controls offer quick, optimized use of your softphone
- Answer/end calls, put calls on hold, adjust volume and mute at the touch of a button
- Computer programmable buttons

## JABRA GN1221

Easy connectivity. Convenient noise-at-work compliance



- Protects your hearing and ensures compliance with the latest EU noise-at-work directive
- Connects to most desk phones, including IP phones
- Microphone amplification as needed
- Simple 8-position slider adjuster

## JABRA LINK 265

Boost agent proficiency by enabling supervisors to easily listen in or join



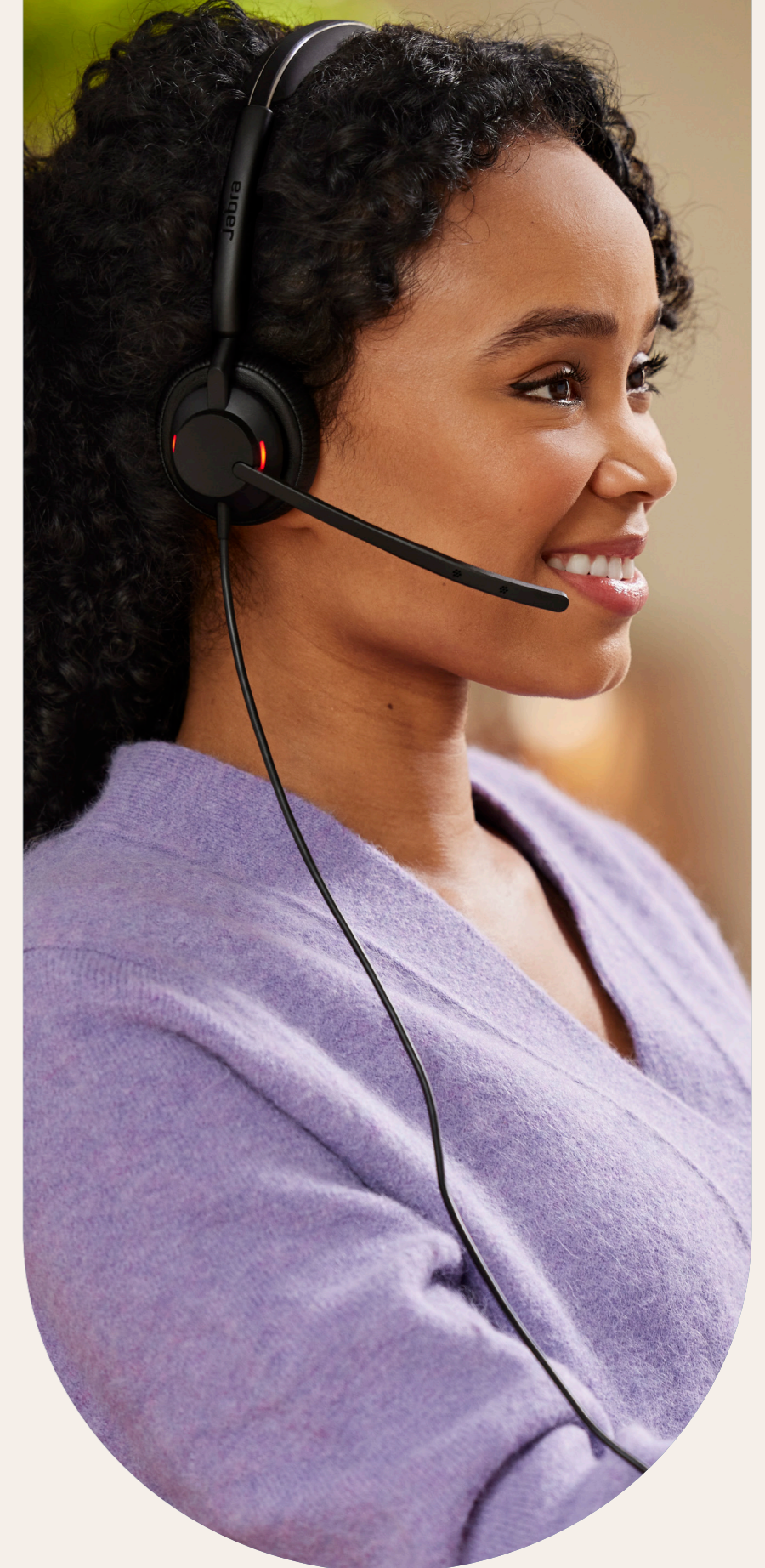
- USB Y-training cable connects two Jabra QD headsets to one PC
- Enables supervisors to either stay muted or join the conversation
- Convenient inline call controls including answer/end calls, adjust volume and mute
- Easy to connect, program and use
- Soft button controls light up when in use and can be programmed for individual call management preferences

## JABRA GN1216 AVAYA CORD

Digital audio processor cord for Avaya desk phones



- Easy connection to Avaya one-X® 9600 and 1600 series desktop phones
- Connects to all corded Jabra QD headsets
- Adjustable microphone volume setting



<sup>1</sup> Firmware upgrade required. Engage 65 and 75 headsets are compatible with all Link 400 variants. The full Microsoft Teams certified experience is only available when the Link 400 MS is used with the Engage 55 MS headset. <sup>2</sup> Compliant with Jabra Biz 2300, Jabra Biz 2400 II, GN 2000, and GN 21000 <sup>3</sup> Find out more about product compatibility at <https://www.jabra.com/accessories>

