

Headsets Are Required

for each Agent & Supervisor

There are a wide variety of choices, styles, and preferences.

Important Note: Our Type 1 & Type 2 Predictive Dialers use **different** types of headsets.

Type 1: (use powered headset only)

(1 agent, dialing independently on 1 to 3 telephone lines)

If you have our
Single Agent Predictive Dialing Station
You will need 1 of the following types of headsets:

Recommended:

For corded headsets: Plantronics S11 or S12

...or...

For wireless headsets: Plantronics CS50 or CS55

These headsets may be purchased from vendors such as
www.headsetexperts.com or Office Depot.

For vendors and best prices, go to: www.google.com/products



Type 2: (use telephone with headset)

(2 or more agents, dialing on multiple telephone lines from a server computer)

If you have our
Multiple Agent Predictive Dialing System
You will need 1 of the following types of headsets
for each agent and supervisor:

Recommended:

For corded headsets: Plantronics T10

...or...

For wireless headsets: Plantronics CT11 or CT12

These headsets may be purchased from vendors such as
www.headsetexperts.com or Office Depot.

For vendors and best prices, go to: www.google.com/products



Note: Installation should be done locally. We highly recommend a dedicated twisted pair wire run to each agent station from the station breakout box at the server. Cat5 wiring is ideal as long as a dedicated twisted pair is used for each agent station. Station wiring is always analog wiring – even when a digital T1-PRI lines are installed.

If you need help or want to use different kinds of headsets,
please contact your sales person or one of our technicians.