

# Experience Sennheiser



Headsets & Speakerphones for UC,  
Office & Contact Center Professionals

 **SENNHEISER**  
The Pursuit of Perfect Sound

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# It All Comes Down to Communication

*86% of communication over the phone comes from tone of voice\* – using your voice effectively through the way you use inflection, pace and volume depends very much on the quality of the sound your headset microphone transmits to your listener.*

At Sennheiser, everything we do is about improving communication. Effective communication is vital to your company's success: It can increase sales, create an improved brand perception, solve problems faster and boost performance and productivity. It can even create happier staff and customers. Communication is at the heart of all businesses.

That's why our headsets are designed to create the most natural, comfortable listening experience possible for both speaker and listener. Enhancing verbal communication is where our product solutions excel.

\* "Call Centres: Maximising performance training manual."  
Fenman Professional Training Resources





# Choose the Sound Experts







# YEARS

## Sound leadership

For more than 70 years the name Sennheiser has been synonymous with the highest quality products across all areas of sound recording, transmission and reproduction. This expertise has enabled us to create a range of business headsets that lets you and your listener focus fully on your conversation – even in noisy environments. Add Sennheiser Voice Clarity and you'll experience audio quality like you've never heard before.

## Quality design

Every headset we create is designed to look as good as it sounds. This unique combination of form, function and quality has been recognized by many international award panels and millions of professional users around the world. There's an unmistakable sense of quality in the design of a Sennheiser headset and the right choice of materials is crucial when we build to last.

## User focus

Sennheiser headsets are designed for long use throughout a working day. That's why we pay so much attention to comfort – from super soft ear pads to personalized fittings and varied wearing styles. However comfort is nothing without safety, and therefore hearing protection is paramount in all our headsets. ActiveGard® technology always protects from possible sound bursts ensuring that your hearing is never at risk.

## Experience Sennheiser

No matter how much we try and explain, the only way to truly judge our products and understand what makes Sennheiser unique – is through your senses. That's why we invite you to experience Sennheiser. Your senses will tell you what we can't describe in words: This is how great sound feels.

When Business  
**Demands**  
The **Best**  
Performance



DW Pro 2





ABN·AMRO

ABN·AMRO

“Our headset specialists made the selection. With the first few tests, we couldn’t really tell the difference between the brands. Then they presented the Sennheiser headsets. The difference was enormous. It was clear that these were the best.”

#### ABN AMRO

*ABN AMRO serves retail, private and commercial banking customers in the Netherlands and across the globe.*

# Headsets are crucial to our new way of working

SIEMENS



“At Siemens we were looking for new headsets, because we were switching to a Siemens office concept, where employees don’t have a fixed work space and can use different ways of communication. The headsets have an important role in this scheme.”

## Siemens Nederland

*Siemens is active in more than 200 countries, focusing on the areas of electrification, automation and digitalisation. Siemens is one of the world’s largest producers of energy-efficient, resource-saving technologies.*



SC 60 ML



# Headset advantages speak for themselves

## Ergonomy



With many hours of a normal working day spent in front of a computer screen while talking to customers on the phone, it's vital that you are sitting correctly. A headset solution allows you to maintain an ergonomically correct position and reduces the back ache and neck ache associated with bad phone posture.

## Productivity



With both hands free it's simpler to get your job done effectively. Typing and other tasks can be performed with confidence while you maintain contact with your caller – allowing you to effectively do two jobs at the same time.

## Mobility



With a wireless headset, you're no longer limited to your table by a headset or phone cable. Take your conversation with you as you move around the office – or on the road with a Bluetooth® headset.



# Choose the right Headset



## How will you use your headset?



### **Desk**

When you are not required to answer calls away from your workstation.



### **Office**

When you need to be able to handle calls while away from your desk – although you probably spend most of your time at your workstation.



### **Field**

When you're on the road, with no dedicated office desk and find yourself hot-desking on your travels.

## What device do you use?

You need your devices to work seamlessly with your headset. It's that simple. Sennheiser headsets are designed to cover every possibility – check our headset compatibility guide at [www.sennheiser.com/headsetcompatibility](http://www.sennheiser.com/headsetcompatibility).



### **Softphone/PC**

Connection via USB cable or USB dongle (Bluetooth®) to Microsoft Windows or Apple Mac OS



### **Desk phone**

Connection via multiple types of cables



### **Mobile phone**

Connection via Bluetooth® or 3.5 mm jack cable



### **Tablet**

Connection via Bluetooth®, 3.5 mm jack cable or USB depending on tablet.





## How noisy is your workplace?

In a noisy environment, such as a contact center or open plan office, your choice of headset should be based as much on the quality of the microphone's noise cancelling capabilities as its ability to let you hear your caller clearly. Voice clarity for your listener is an often overlooked consideration.



**Low noise environment**  
Omni-directional microphone



**Medium noise environment**  
Noise-cancelling microphone



**High noise environment**  
Ultra noise-cancelling microphone

## Single or double-sided?



**Single-sided**  
Ideal for situations where you need to both hear your caller clearly, and pay attention to what's going on around you.



**Double-sided**  
Delivers calls in quality sound while reducing background noise – ideal for contact centers, where you need to focus solely on your caller.

## Unified Communications



**UC optimized**  
Products with this icon are optimized for major UC and softphone brands.



**Certified for Skype for Business**  
Products with this icon are certified for Skype for Business.

# Sennheiser Voice Clarity



## The natural listening experience

For the best possible communication between caller and listener, Sennheiser Voice Clarity uniquely enhances the most important frequencies and details of the human voice. For the caller, sound is crisper and clearer, allowing them to hear the nuances contained in spoken conversation; for the listener, a noise-cancelling microphone sends the clearest signal to improve speech intelligibility. In combination this results in better, more natural sounding conversations where no important details are lost.



Play sound without  
Voice Clarity



Play sound with  
Voice Clarity



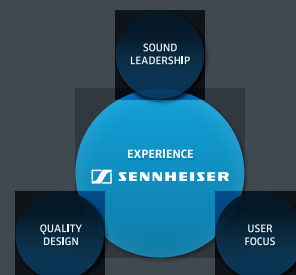
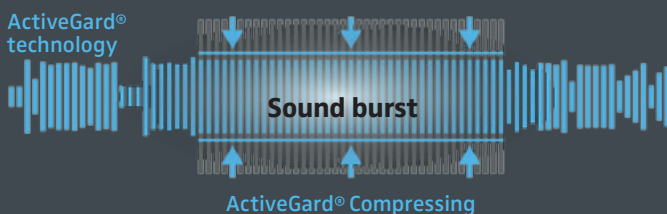


# ActiveGard® Technology



## Hearing protection

During the course of a day, headset users may be exposed to seldom, but hazardous incoming noises that can be dangerous to the hearing. Technically referred to as a sound burst, this can potentially cause long-lasting damage to the human ear. To safeguard users, all Sennheiser headsets for contact center and office environments are equipped with the innovative ActiveGard® technology.



## Experience Sennheiser

Hear the difference at  
[www.sennheiser.com/experiencesennheiser](http://www.sennheiser.com/experiencesennheiser)  
or demo by scanning the QR-codes below.



Play sound without  
ActiveGard®



Play sound with  
ActiveGard®

Please be warned that the sound without ActiveGard® can be extremely high.  
We recommend the volume should be set low when playing.



# Unified Communications

## Moving towards a UC environment

A Unified Communications solution does precisely what it says: It brings together a company's voice, text and video based communication under one unified solution.

The advantages of a Unified Communications solution include enhanced overall efficiency of a business through increased productivity and mobility, resulting in a positive return on investment. The ability to view colleagues' availability status and send instant messages, reduces unnecessary emails and missed calls to an absolute minimum.

Whether in the office, at a meeting, traveling, or working from home, Sennheiser offers a comprehensive range of

quality wired and wireless headsets and speakerphones to enhance your Unified Communications experience and helping you to stay in touch.

The human voice is still at the heart of all Unified Communications systems. It's the swiftest and most effective way of delivering and receiving important information. A Sennheiser headset for Unified Communications is designed to work seamlessly with major UC platforms and completes the solution with the best possible sound for both user and listener – ensuring your message always gets across clearly.





“We want to provide the very best customer service experience for our residents so we are moving from reactive to proactive management of residents’ needs. The implementation of Microsoft Lync\* with Sennheiser optimized DW Series headsets is an important step in that transformation process.”

### Sovereign Housing

*Sovereign Housing Association owns and manages over 36,000 homes across the south and south west England, making it one of the largest housing associations in England.*

\* From March 2015 Microsoft Lync changed its name to Skype for Business.





# Our Strategic Alliances

Sennheiser works with strategic alliance partners to ensure that our headsets and speakerphones are easy to deploy and are fully compatible with all major Unified Communications platforms and desk phones.

Our headsets are designed to maximize the performance of your chosen communications solution by seamlessly delivering the ultimate in sound and design quality and productivity enhancing features.

Sennheiser headsets and speakerphones are thoroughly tested with our partners for compatibility and optimal acoustic performance. Based on the test results, our products are certified by our partners.

For more information please see [www.sennheiser.com/cco](http://www.sennheiser.com/cco)



# Try our Headsets first Hand



## Experience Sennheiser

The Sennheiser professional trial program gives you the opportunity to test and experience our range of headsets and speakerphones before you decide on the best choice for your office, contact center or Unified Communications solution.

[www.sennheiser.com/tryyourheadsets](http://www.sennheiser.com/tryyourheadsets)

# Sennheiser Wireless DECT Headset Solutions



## Experience the quality of freedom

For busy business professionals, the advantages of a wireless headset solution are obvious: Users are no longer tied to their desks and conversations on the go keep business moving. The ability to use both hands for other tasks and to answer calls when away from a desk can also boost job satisfaction and help to create a pleasant working environment, while improving a company's overall efficiency.

A Sennheiser DECT solution offers a wide range of wearing styles to suit all individual preferences and work situations. Designed for maximum comfort, they are ideal for fatigue-free, all day use in a wide variety of office environments.





# DW Wireless DECT Series

## When business demands the best performance

The DW Series of DECT wireless headsets has been designed to provide the ultimate in sound, quality and iconic design to demanding business users. With a wide choice of supremely comfortable wearing styles, professional users can choose their headset according to their personal needs.



- Sennheiser Voice Clarity for natural listening experiences
- Noise-cancelling (DW Office variants) and ultra noise-cancelling (DW Pro 1 and DW Pro 2 variants) microphone for perfect speech clarity
- Dual-connectivity – connects to both desk phone and softphone/PC
- Iconic design combined with functionality for premium looks and performance
- Wide choice of wearing styles with extra soft ear pad(s)
- Lightweight headset design for all day comfort
- Long, bendable microphone boom arm – easy to be adjusted to an optimal mouth position
- Intuitive user interface with answer/end\*, microphone mute and volume +/-
- Full workday of talk time – 8 hours wideband and 12 hours narrowband
- Intelligent fast charging delivers 50% battery in just 20 minutes
- DECT protected frequency band that doesn't interfere with WiFi networks enabling a greater number of headset users
- Efficient encryption for secure conversations





- Long distance wireless range – up to 180 m / 590 ft with line of sight and 55 m / 180 ft in typical office environment
- Hot desking with fast, secure pairing – simply dock in the base station
- Phone conferences with intuitive and easy setup of up to 4 headsets with the same base station
- ActiveGard® technology protects users against acoustic injury caused by sudden sound burst on the line

See product video and learn more at [www.sennheiser.com/dw](http://www.sennheiser.com/dw)

\* answer/end call requires EHS cable for desk phone and Sennheiser software for certain softphones



Ear hook



Headband



## DW Office

- DW Office is a single-sided DECT headset for your desk phone and softphone
- Choose between ear hook and headband wearing style
- Noise-cancelling microphone
- Headset supplied with leatherette ear pad
- Product variants are available for use only with desk phone or softphone



Art. no.:  
504300 (EU)  
504301 (UK)  
504303 (AUS)

## DW Pro 1

- DW Pro 1 is a single-sided DECT headset for your desk phone and softphone
- Single-sided headband wearing style
- Ultra noise-cancelling microphone for noisy working environments
- Headset supplied with extra soft leatherette ear pad
- Product variants are available for use only with desk phone or softphone



Art. no.:  
504304 (EU)  
504305 (UK)  
504307 (AUS)

## DW Pro 2

- DW Pro 2 is a double-sided DECT headset for your desk phone and softphone
- Double-sided headband wearing style
- Ultra noise-cancelling microphone for noisy working environments
- Headset supplied with extra soft leatherette ear pads
- Product variants are available for use only with desk phone or softphone



Art. no.:  
504308 (EU)  
504309 (UK)  
504311 (AUS)





## DW Office ML

- DW Office is a single-sided DECT headset for your desk phone and Skype for Business
- Choose between ear hook and headband wearing style
- Noise-cancelling microphone
- Headset supplied with leatherette ear pad
- Certified for Skype for Business
- Another product variant is available with single-connectivity to Skype for Business

Art. no.:  
504454 (EU)  
504456 (UK)  
504457 (AUS)



Ear hook

Headband

## DW Pro 1 ML

- DW Pro 1 is a single-sided DECT headset for your desk phone and Skype for Business
- Single-sided headband wearing style
- Ultra noise-cancelling microphone for noisy working environments
- Headset supplied with extra soft leatherette ear pad
- Certified for Skype for Business
- Another product variant is available with single-connectivity to Skype for Business

Art. no.:  
504458 (EU)  
504460 (UK)  
504461 (AUS)



## DW Pro 2 ML

- DW Pro 2 is a double-sided DECT headset for your desk phone and Skype for Business
- Double-sided headband wearing style
- Ultra noise-cancelling microphone for noisy working environments
- Headset supplied with extra soft leatherette ear pads
- Certified for Skype for Business
- Another product variant is available with single-connectivity to Skype for Business

Art. no.:  
504462 (EU)  
504464 (UK)  
504465 (AUS)



	DW Office	DW Pro 1	DW Pro 2	DW Office ML	DW Pro 1 ML	DW Pro 2 ML
<b>Features</b>						
Single-sided headset	●	●		●	●	
Double-sided headset			●			●
Leatherette ear hook	●			●		
Leatherette ear pad	●			●		
Extra soft leatherette ear pad		●	●		●	●
Noise-cancelling microphone	●			●		
Ultra noise-cancelling microphone		●	●		●	●
Bendable and long boom arm		●	●		●	●
Certified for Skype for Business				●	●	●
Optimized for major UC and softphone brands	●	●	●			
Product variants available with single-connectivity (desk phone only or softphone only).	●	●	●	●	●	●



# D 10 Wireless DECT Series

## Streamlined design – uncompromising sound

The streamlined design of the D 10 wireless DECT headsets makes no compromises when it comes to exceptional sound. With single connectivity to either a desk phone or softphone/PC, it's simple to roll out and manage.

The perfect headset solution for all sizes of companies, the D 10 series brings wireless freedom within reach of even more everyday users.

Learn more at [www.sennheiser.com/d10](http://www.sennheiser.com/d10)

- Sennheiser Voice Clarity for natural listening experiences
- Noise-cancelling microphone for perfect speech transmission
- Single-connectivity – connects to either desk phone or softphone/PC
- Secure base station with solid metal plate for stability
- Built-in cable management keeps your desk tidy
- Magnetic charge interface for secure placement when charging
- Status indicators show available talk time
- 2-in-1 wearing style (headband or ear hook) for all day use
- Energy saving DECT technology delivers a full workday of talk time
- Fast charging delivers 50% battery in just 20 minutes
- Up to 55 m / 180 ft range in typical office environment – up to 180 m / 590 ft with line of sight
- Convenient phone conferencing with up to 4 headsets per call and simple hot desking
- One-touch call management\* answer/end, vol. +/-, mute for control on the go
- ActiveGard® technology protects users against acoustic injury caused by sudden sound burst on the line

\* answer/end call require EHS cable for desk phone



## D 10 Phone

- D 10 Phone is a single-sided DECT headset for use with desk phone.
- Choose between ear hook and headband wearing style
- Noise-cancelling microphone

Art. no.  
506408 (EU)  
506409 (UK)  
506411 (AUS)



## D 10 USB

- D 10 USB is a single-sided DECT headset
- Choose between ear hook and headband wearing style
- Noise-cancelling microphone
- Optimized for major UC and softphone brands

Art. no.  
506412 (EU)  
506415 (AUS)



## D 10 USB ML

- D 10 USB ML is a single-sided DECT headset
- Choose between ear hook and headband wearing style
- Noise-cancelling microphone
- Certified for Skype for Business

Art. no.  
506416 (EU)  
506419 (AUS)



	D 10 Phone	D 10 USB	D 10 USB ML
<b>Features</b>			
Noise-cancelling microphone	•	•	•
Use with desk phone	•		
Certified for Skype for Business			•
Optimized for major UC and softphone brands		•	



DW Pro 2





# When Communication Counts

“In a situation where a caller is reporting an ongoing emergency with life or death consequences, we cannot have a communications failure.”

## Leicestershire Police

*Leicestershire Police provides a policing service to the people of Leicester, Leicestershire and Rutland 24-hours a day, 365-days of the year.*

# Sennheiser Wireless Bluetooth® Headset Solutions



## Experience the quality of freedom

Whether working on the move, out in the field, at home or abroad, Sennheiser Wireless Bluetooth® headsets and accessories are sleek, smart, and easy to use. Equipped with the latest technology, these ideal communication companions are designed for busy professionals and business travelers who value the perfect blend of high quality sound and speech, day in, day out.

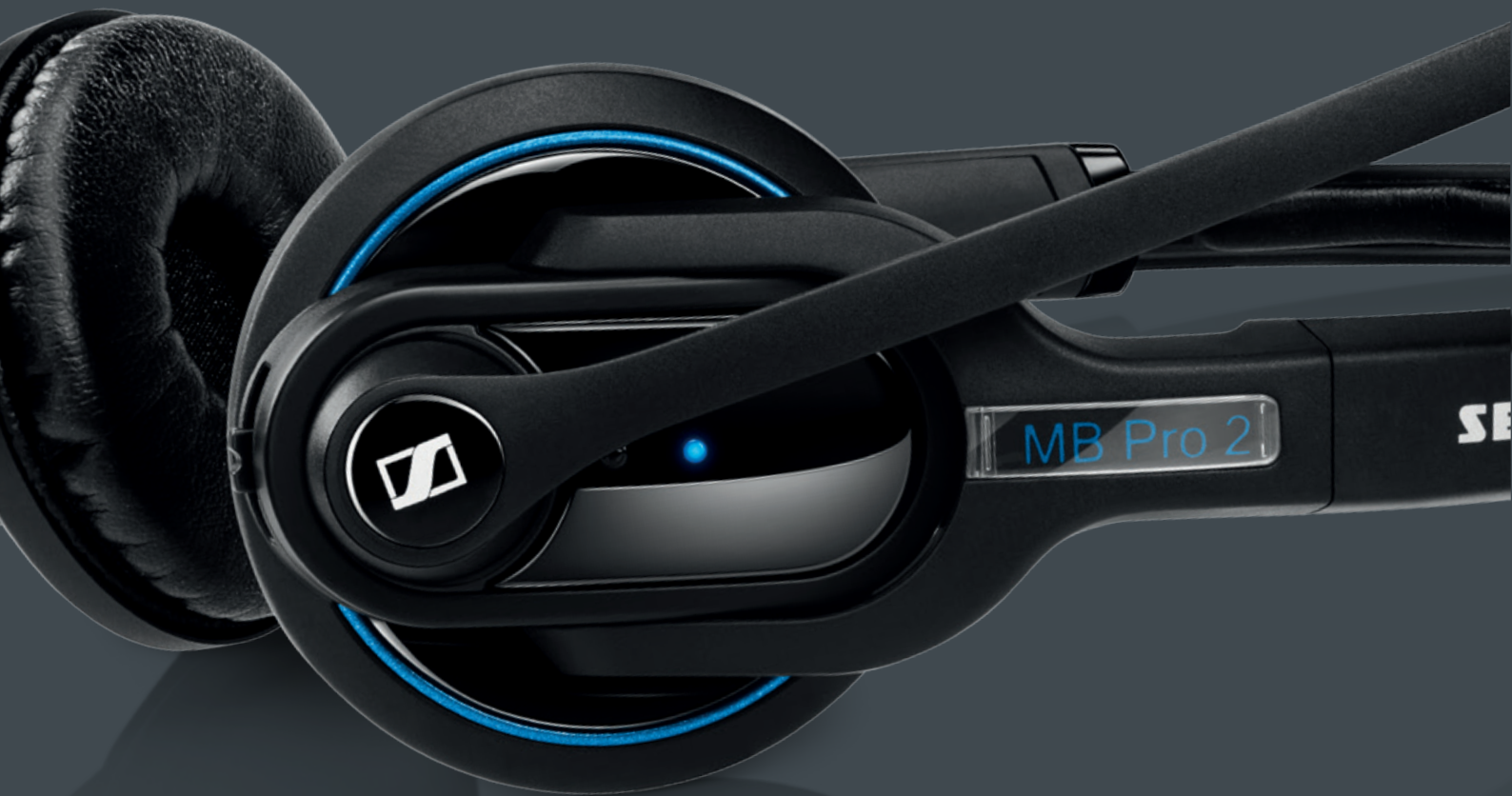
Bluetooth® is a hands-free, wireless technology that allows a user to connect a Bluetooth® headset to a mobile phone, laptop or other portable Bluetooth® ready devices,

allowing those devices to communicate directly and securely within closed networks. The benefits of Bluetooth® are numerous and span multiple performance categories, including convenience, compatibility and efficiency.

Whether you are in the office or on the road, you will be able to easily keep in touch with your customers and colleagues around the world with our Bluetooth® headsets. For ultimate comfort you can choose between different wearing styles – ear sleeve, ear hook and headband wearing – or a combination.







# MB Pro Series

## Brilliant sound, exceptional comfort

Sennheiser's MB Pro Series offers premium wireless Bluetooth® headsets for business professionals on the move who demand high quality audio for speaker and listener – and exceptional wearing comfort.

- Sennheiser Voice Clarity for a natural listening experience
- Ultra noise-cancelling microphone for perfect speech transmission
- High-quality neodymium speaker for outstanding high definition audio quality
- Sound-enhancement profile for multimedia and music listening
- Multi-connectivity to seamlessly manage softphone/PC and mobile phone calls from a single headset
- Large leatherette ear pads for exceptional wearing comfort and powerful sound all day
- Up to 15 hours talk time for all day use
- Voice prompts for device status on the go
- ActiveGard® technology protects users against acoustic injury caused by sudden sound burst on the line
- Battery meter on iPhone® keeps you aware of your available talk time

The MB Pro Series is the first to feature Sennheiser Room Experience™\*, which reduces listener fatigue for all day users by giving them the impression they are having a conversation with a person in the same room. This realistic sound provides a more natural and comfortable listening experience with less stress in noisy environments.

	MB PRO 1	MB PRO 2	MB PRO 1 UC	MB PRO 2 UC	MB PRO 1 UC ML	MB PRO 2 UC ML
<b>Features</b>						
Single-sided headset	●		●		●	
Double-sided headset		●		●		●
Room Experience™ technology		●		●		●
USB dongle			●	●	●	●
Charger stand			●	●	●	●
Certified for Skype for Business					●	●
Optimized for major UC and softphone brands			●	●		

See more at [www.sennheiser.com/mbpro](http://www.sennheiser.com/mbpro)

\* Please see next page. Room Experience™ only included in MB Pro 2 variants.



## MB Pro 1

- Single-sided headset with flexible wearing on left or right
- Multi-connectivity – seamlessly manage calls between mobile devices
- Ultra noise-cancelling microphone for perfect speech transmission
- Sound-enhancement profile for multimedia and music listening
- USB charging cable provides easy charging

Art. no. 506041



## MB Pro 2

- Double-sided headset with flexible wearing on left or right
- Multi-connectivity – seamlessly manage calls between mobile devices
- Ultra noise-cancelling microphone for perfect speech transmission
- Stereo streaming sound-enhancement profile for multimedia and music listening
- Room Experience™ feature – for a more realistic sound and to increase call comfort

Art. no. 506044



## MB Pro 1 UC

- Single-sided headset with flexible wearing on left or right
- Multi-connectivity – seamlessly switch between softphone and mobile phone
- Ultra noise-cancelling microphone for perfect speech transmission
- Sound-enhancement profile for multimedia and music listening
- Compatible with major UC and softphone brands
- Comes with USB dongle and charger stand

Art. no. 506042



## MB Pro 2 UC

- Double-sided headset with flexible wearing on left or right
- Multi-connectivity – seamlessly switch between softphone and mobile phone
- Ultra noise-cancelling microphone for perfect speech transmission
- Room Experience™ feature – for a more realistic sound and to increase call comfort
- Stereo streaming sound-enhancement profile for multimedia and music listening
- Compatible with major UC and softphone brands
- Comes with USB dongle and charger stand

Art. no. 506045



## MB Pro 1 UC ML

- Single-sided headset with flexible wearing on left or right
- Multi-connectivity – seamlessly switch between softphone and mobile phone
- Ultra noise-cancelling microphone for perfect speech transmission
- Sound-enhancement profile for multimedia and music listening
- Certified for Skype for Business
- Comes with USB dongle and charger stand

Art. no. 506043



## MB Pro 2 UC ML

- Double-sided headset with flexible wearing on left or right
- Multi-connectivity – seamlessly switch between softphone and mobile phone
- Ultra noise-cancelling microphone for perfect speech transmission
- Room Experience™ feature – for a more realistic sound and to increase call comfort
- Stereo streaming sound-enhancement profile for multimedia and music listening
- Certified for Skype for Business
- Comes with USB dongle and charger stand

Art. no. 506046





# Room Experience™ Technology

## A relaxed listening experience

In our ongoing quest for an even better user listening experience, Sennheiser has created a unique new way to experience headset sound on calls. We call it Sennheiser Room Experience™ and it's designed to reduce listener fatigue for all-day users. By externalizing the sound from your head, Room Experience™ gives you the impression that you are having a conversation with a person in the same room. This more realistic sound gives you a more natural and comfortable listening experience with less stress in noisy environments.

## MB Pro Series

The MB Pro Series is the first product range to incorporate the Sennheiser Room Experience™ technology in the MB Pro 2 headsets. This ground-breaking new feature can be activated and de-activated on the headset as the user requires.

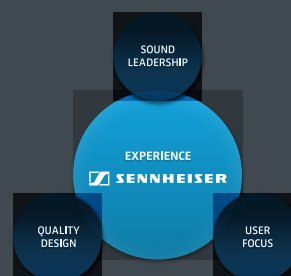




## Without Room Experience™



## With Room Experience™



## Experience Sennheiser

Hear the difference at  
[www.sennheiser.com/mbpro](http://www.sennheiser.com/mbpro)  
or demo by scanning the QR-codes below.\*



Play sound without  
Room Experience™



Play sound with  
Room Experience™

\* Listen to the Room Experience™ sound demo with a double-sided stereo headset.



# PRESENCE™ Series

Hear and be heard. Wherever

With Sennheiser PRESENCE™ you get the best of both worlds: You get the benefit of superb sound and your listener gets to hear you clearly – no matter where you're calling from. Because PRESENCE™ intelligently adapts to different environments, it always delivers the best sound possible – especially for your listener. From a noisy office, through a windy car-park to your car, PRESENCE™ takes background noise in its stride and adapts seamlessly to give the consistent listening experience that professional communication demands.

See product video and learn more at [www.sennheiser.com/presence](http://www.sennheiser.com/presence)

- Sennheiser Voice Clarity for a natural listening experience
- Adapts to all sound environments due to 3 digital noise-cancelling microphones
- Optimized speech clarity – unique SpeakFocus™ enhances voice clarity
- Wind noise reduction – WindSafe™ technology cuts down wind noise in outdoor situations
- ActiveGard® technology protects users against acoustic injury caused by sudden sound burst on the line
- Increased range – up to 25 meters dependent on device and environment
- Multi-connectivity – seamlessly switch between softphone and mobile calls
- Up to 10 hours' narrowband and 8 hours' wideband call time between charges
- Simple to use – intuitive user interface is fast to learn
- Voice prompts for device status on the go
- Battery meter on iPhone® keeps you aware of your available talk time
- Lightweight iconic design – looks and feels as good as it sounds



## PRESENCE™ UC

- Single-sided headset with flexible wearing on left or right
- Choice of wearing style with ear hook or ear sleeve (size S–L)
- Compatible with major UC and softphone brands
- Multi-connectivity – seamlessly switch between softphone and mobile phone
- Carry case
- BTD 800 USB dongle for optimized audio and music quality

Art. no. 504576



## PRESENCE™ UC ML

- Single-sided headset with flexible wearing on left or right
- Choice of wearing style with ear hook or ear sleeve (size S–L)
- Certified for Skype for Business
- Multi-connectivity – seamlessly switch between softphone and mobile phone
- Carry case
- BTD 800 USB ML dongle for optimized audio and music quality

Art. no. 504575



## PRESENCE™ Business

- Single-sided headset with flexible wearing on left or right
- Choice of wearing style with ear hook or ear sleeve (size S–L)
- Multi-connectivity – seamlessly switch between two mobile phones and handle calls from both

Art. no. 506066

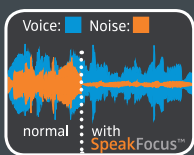


	PRESENCE™ BUSINESS	PRESENCE™ UC	PRESENCE™ UC ML
<b>Features</b>			
For use with mobile phones and mobile devices	●	●	●
USB dongle		●	●
Carry case		●	●
Certified for Skype for Business			●
Optimized for major UC and softphone brands		●	

# Finding the perfect sound balance on the move

The PRESENCE™ headset automatically adapts to environmental differences to deliver the best sound possible with the help of SpeakFocus™ and WindSafe™ technologies.

## SpeakFocus™ Technology



You never know when that important call will come. Be confident that wherever you take it – on the road, on the street or in the check-in queue, your voice can be clearly heard. SpeakFocus™ technology focuses on your

voice to deliver a crystal clear sound that enhances speech intelligibility for your listeners.

The unique 3 digital microphone system in the PRESENCE™ headset focuses on the target sound – your voice – to deliver a calm, steady sound picture, which enhances voice intelligibility for listeners.

SpeakFocus™ technology ensures that your listener receives all the important details of your call to reduce misunderstandings – no matter where you are calling from. The technology zooms in on your voice, works in all sound environments and adapts intelligently whatever the environment.

## WindSafe™ Technology

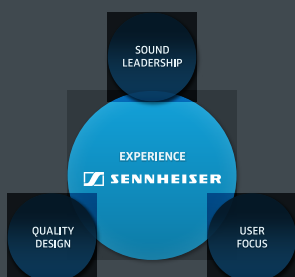


Wind noise can make it hard to hear what people are saying on the phone. However, it's the sender that causes the problem not the receiver. Even the best microphones can suffer during breezy conditions, making sound

and voices indistinct and difficult to understand. With WindSafe™ technology, you can be sure that your listener won't be troubled by wind noise and that your message gets through, no matter what the weather forecast says.

WindSafe™ technology reduces wind noise to ensure the clearest possible sound is sent to your listener. By choosing the best mix of three microphones and processing the sound, WindSafe™ technology finds the best way to balance and enhance the user's voice when speaking outside in windy conditions.





## Experience Sennheiser

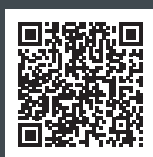
Hear the difference at  
[www.sennheiser.com/presence](http://www.sennheiser.com/presence)  
 or demo by scanning the QR-codes below.



## SpeakFocus™ demo



Play sound without  
 SpeakFocus™



Play sound with  
 SpeakFocus™

## WindSafe™ demo



Play sound without  
 WindSafe™



Play sound with  
 WindSafe™



# Sennheiser Speakerphone Series

## Conference calls with style

The Sennheiser Series of compact, portable speakerphones is designed to provide flexible conferencing solutions for business professionals. Literally plug in and talk, it is ideal for both personal and small group conferences. Streamlined styling, superb finish and a lightweight design signal high-end quality on the desk – or wherever you choose to make your office.

The Sennheiser Speakerphone Series ensures an outstanding communication experience for listeners and users alike. Both callers experience a more natural interaction, making conference calls less stressful and more productive. For relaxation between calls, a dedicated music function lets you listen to music.

The Sennheiser Speakerphone Series puts an end to searching for an available conference room and lets you set up an impromptu conference with your customer, or share a call with high quality sound.

- Sennheiser Voice Clarity and echo cancelling for a natural speaking and listening experience
- Compact and portable – lightweight design for mobile business professionals
- Exceptional sound – replace PC/Mac and mobile phone speakers and microphones with Sennheiser sound quality
- Sound-enhancement profile for multimedia and music
- Better interaction – dual talk function allows you to converse naturally and interrupt conversations discretely
- Intuitive user interface – mute button, call and volume control and easy cable management
- Conferencing across devices\* – merges softphone/PC and mobile calls into one conference and allows you to talk simultaneously on PC and mobile calls
- Long talk time – up to 20 hours with easy charging in just 2½ hours via USB cable\* – or unlimited talk time with constant charging during use via USB cable
- Convenience and protection – tailored carry pouch

See more at [www.sennheiser.com/speakerphone](http://www.sennheiser.com/speakerphone)

\* SP 20 and SP 20 ML only



## SP 10

- Sennheiser Voice Clarity and echo cancelling for a natural speech and listening experience
- Sound-enhancement profile for multimedia and music
- Connect to softphone/PC
- Compatible with major UC and softphone brands

Art. no. 506047



## SP 10 ML

- Sennheiser Voice Clarity and echo cancelling for a natural speaking and listening experience
- Sound-enhancement profile for multimedia and music
- Connect to softphone/PC
- Certified for Skype for Business

Art. no. 506048



## SP 20

- Sennheiser Voice Clarity and echo cancelling for a natural speech and listening experience
- Sound-enhancement profile for multimedia and music
- Connect to softphone/PC and mobile phones
- Merges softphone/PC and mobile calls into one conference
- Compatible with major UC and softphone brands

Art. no. 506049



## SP 20 ML

- Sennheiser Voice Clarity and echo cancelling for a natural speaking and listening experience
- Sound-enhancement profile for multimedia and music
- Connect to softphone/PC and mobile phones
- Merges softphone/PC and mobile calls into one conference
- Certified for Skype for Business

Art. no. 506050



	SP 10	SP 10 ML	SP 20	SP 20 ML
Features				
Connection to mobile devices (3.5 mm jack)			●	●
Connection via USB	●	●	●	●
Optimized for major UC and softphone brands	●		●	
Certified for Skype for Business		●		●

# Sennheiser Wired Headset Solutions



## The simple and secure solution

A wired headset solution is ideal for desk-centric users, who perform all their daily tasks at their workstation. The Sennheiser portfolio of wired headsets is ideal for contact centers, offices and Unified Communications professionals – where users are mostly stationary.

## No density limits

A wired headset solution has no limitation on the number of users in a given space, and can safely be used alongside DECT and Bluetooth® solutions without causing density issues. It's also a highly secure solution as users' conversations are transmitted physically via a cable. Simple to use,

with no battery or charging, a wired solution is as easy as it gets, with plug and play connectivity.

## Safe, clear and comfortable for all phone types

All wired headsets feature Sennheiser Activegard® technology to protect users from acoustic injury and Sennheiser Voice Clarity for a more natural and relaxed listening experience. Sennheiser wired headsets are designed to be compatible with all traditional desk phones and soft-phones. The wide range of wearing styles and ear pads make it simple to find a headset that you can wear comfortably all day.







# Century™ Series

## Quality speaks louder than words

The Sennheiser Century™ Series headsets are premium headsets specifically designed for quality conscious contact center and office professionals requiring outstanding sound performance.

Century™ headsets offer superb sound in a high-quality durable design. All feature Sennheiser Voice Clarity and ultra noise-cancelling microphones for an incredibly accurate and clear listening experience.

- Sennheiser Voice Clarity – for a natural listening experience
- Ultra noise-cancelling microphone for perfect speech output
- High-quality neodymium speaker for outstanding sound quality
- Brushed aluminum and stainless steel components for strong, lightweight design
- Unibody headband construction for maximum strength at stress points
- Large leatherette ear-pads for exceptional wearing comfort and powerful sound
- Extension headband with number indications for accurate adjustment
- 90 degree turnable speaker-housing for space saving storage and transport
- ActiveGard® technology protects users against acoustic injury caused by sudden sound burst on the line
- 3 years international warranty

With a comfortable fit that lasts all day and a robust sense of quality, Century™ is built to sound superb, look stunning and outlast the competition – even in the toughest contact center or office environment. It's a headset that says you put your people and customers first.

	SC 630	SC 660	SC 632	SC 662	SC 630 USB CTRL	SC 660 USB CTRL	SC 630 USB ML	SC 660 USB ML
Features								
Single-sided headset	●		●		●		●	
Double-sided headset		●		●		●		●
Easy Disconnect to various devices	●	●	●	●				
USB to softphone/PC					●	●	●	●
Call control unit					●	●	●	●
Low impedance devices			●	●				
Certified for Skype for Business							●	●
Optimized for major UC and softphone brands					●	●		

See product video and learn more at [www.sennheiser.com/century](http://www.sennheiser.com/century)



## SC 630 / SC 632

- Single-sided wearing style
- Ultra noise-cancelling microphone
- Easy Disconnect
- SC 632 for devices with low impedance output

Art. no. 504556 (SC 630)  
Art. no. 504558 (SC 632)



## SC 660 / SC 662

- Double-sided wearing style
- Ultra noise-cancelling microphone
- Easy Disconnect
- SC 662 for devices with low impedance output

Art. no. 504557 (SC 660)  
Art. no. 504559 (SC 662)



## SC 630 USB CTRL

- Single-sided wearing style
- Ultra noise-cancelling microphone
- HD speaker sound
- Integrated call control unit for easy call management
- Unique magnetic holder for one-touch use of call control unit
- Optimized for major UC and softphone brands

Art. no. 504554



## SC 660 USB CTRL

- Double-sided wearing style
- Ultra noise-cancelling microphone
- HD speaker sound
- Integrated call control unit for easy call management
- Unique magnetic holder for one-touch use of call control unit
- Optimized for major UC and softphone brands
- Provides stereo sound for listening to music

Art. no. 504555



## SC 630 USB ML

- Single-sided wearing style
- Ultra noise-cancelling microphone
- HD speaker sound
- Integrated call control unit for easy call management
- Unique magnetic holder for one-touch use of call control unit
- Certified for Skype for Business

Art. no. 504552



## SC 660 USB ML

- Double-sided wearing style
- Ultra noise-cancelling microphone
- Unique magnetic holder for one-touch use of call control unit
- Integrated call control unit for easy call management
- HD speaker sound
- Provides stereo sound for listening to music
- Certified for Skype for Business

Art. no. 504553





# Circle™ Series

## The working tool for all day performance

Aimed at users that require durability, high quality sound and exceptional comfort, Sennheiser Circle™ Series of light-weight headsets are ideal for all day use and deployment in contact center, offices and Unified Communications environments.

High quality components and a design that adds strength at stress points ensure that the Circle™ Series is robust enough to handle a hectic contact center environment.

Users get best-in-class comfort thanks to Circle's light-weight construction and Circleflex™ patented dual-hinge ear cups that adapt seamlessly to your ears, for instant perfect fit and relaxed all-day wearing.

- Sennheiser Voice Clarity for a natural listening experience
- Noise-cancelling microphone for optimum speech clarity
- ActiveGard® technology protects users against acoustic injury caused by sudden sound burst on the line
- Unique robust construction – crafted with look and feel in mind
- Numbered headband grooves for step-by-step adjustment
- Bendable boom arm – easy to adjust to optimal mic position
- Pivotal boom – rotates 350 degrees for precision microphone placement and wearing flexibility on right or left side
- Name tag personalization – easy user ID helps to avoid wearing a colleague's headset

See product specification and learn more at [www.sennheiser.com/circle](http://www.sennheiser.com/circle)

	SC 230	SC 232	SC 260	SC 262	SC 230 USB	SC 260 USB	SC 230 USB CTRL	SC 260 USB CTRL	SC 230 USB ML	SC 260 USB ML
<b>Features</b>										
Single-sided headset	●	●			●		●		●	
Double-sided headset			●	●		●		●		●
Connect to various devices via Easy Disconnect	●	●	●	●						
USB to softphone/PC					●	●	●	●	●	●
Call control unit							●	●	●	●
For low impedance devices	●		●							
Certified for Skype for Business									●	●
Optimized for major UC and softphone brands					●	●	●	●		



## SC 230 / SC 232

- Single-sided wearing style
- Easy Disconnect
- Noise-cancelling microphone
- SC 232 for low impedance devices

Art. no. 504401 (SC 230)  
Art. no. 504409 (SC 232)



## SC 260 / SC 262

- Double-sided wearing style
- Easy Disconnect
- Noise-cancelling microphone
- SC 262 for low impedance devices

Art. no. 504402 (SC 260)  
Art. no. 504410 (SC 262)



## SC 230 USB / SC 260 USB

- SC 230: Single-sided wearing style  
SC 260: Double-sided wearing style
- Connect via USB
- Noise-cancelling microphone
- HD speaker sound
- Work with major UC and softphone brands

Art. no. 504403 (SC 230 USB)  
Art. no. 504404 (SC 260 USB)



## SC 230 USB CTRL / SC 260 USB CTRL

- SC 230 USB CTRL: Single-sided wearing style  
SC 260 USB CTRL: Double-sided wearing style
- Call control for easy call-handling
- Noise-cancelling microphone
- HD speaker sound
- Work with major UC and softphone brands

Art. no. 504405 (SC 230 USB CTRL)  
Art. no. 504406 (SC 260 USB CTRL)



## SC 230 USB ML / SC 260 USB ML

- SC 230 USB ML: Single-sided wearing style  
SC 260 USB ML: Double-sided wearing style
- Call control for easy call-handling
- Noise-cancelling microphone
- HD speaker sound
- Certified for Skype for Business

Art. no. 504407 (SC 230 USB ML)  
Art. no. 504408 (SC 260 USB ML)





# Culture™ Series

## Everybody deserves Sennheiser sound

The Sennheiser Culture™ Series headsets are specially designed as a deployment-friendly solution for enterprises transitioning from traditional telephony systems to Unified Communications.

All Culture™ headsets offer Sennheiser Voice Clarity for a more natural listening experience and quality sound. Combine this with its lightweight design and comfort enhancing details for an experience you'll appreciate immediately.

When changing from a traditional system to a Unified Communications environment, high quality, easy to use tools, with their richer and more rewarding experience make it easier for users to understand the benefits of change – which makes the transition simpler and more productive. Combine this with plug and play implementation, and you have the ideal deployment headset.

See product specification and learn more at  
[www.sennheiser.com/culture](http://www.sennheiser.com/culture)

- Sennheiser Voice Clarity for a natural listening experience
- Noise-cancelling microphone filters out ambient noise for optimum speech clarity
- Ultra lightweight headset with large, very comfortable ear pads for increased comfort
- ActiveGard® technology protects users against acoustic injury caused by sudden sound burst on the line



## SC 30 USB CTRL

- Single-sided wearing style
- Noise-cancelling microphone
- Call control for easy call-handling
- Compatible with major UC and softphone brands

Art. no. 504548



## SC 60 USB CTRL

- Double-sided wearing style
- Noise-cancelling microphone
- Call control unit for easy call handling
- Compatible with major UC and softphone brands

Art. no. 504549



## SC 30 USB ML

- Single-sided wearing style
- Noise-cancelling microphone
- Call control for easy call-handling
- Certified for Skype for Business

Art. no. 504546



## SC 60 USB ML

- Double-sided wearing style
- Noise-cancelling microphone
- Call control for easy call-handling
- Certified for Skype for Business

Art. no. 504547



	SC 30 USB CTRL	SC 60 USB CTRL	SC 30 USB ML	SC 60 USB ML
<b>Features</b>				
Single-sided headset	●		●	
Double-sided headset		●		●
Certified for Skype for Business			●	●
Optimized for major UC and softphone brands	●	●		



# CC Series

## For maximum productivity

Working in a busy contact center or a noisy, open office, you need a headset that delivers premium quality sound, and that's comfortable to wear all day. CC wired Series delivers powerful, accurate sound for excellent speech comprehension.

The ultra noise-cancelling microphone filters out background noise keeping your voice clear, so you'll be able to talk to your customers without raising your voice – and without disturbing your colleagues. Its durable construction makes it perfect for any type of office or professional communication.

- Sennheiser Voice Clarity for natural listening experiences\*
- Ultra noise-cancelling microphone filters out ambient sounds for clearer speech
- 300° adjustable microphone boom for personalized microphone placement
- Wearing flexibility on right or left side
- Generous padding on the headband and ear pads for extra comfort
- ActiveGard® technology protects users against acoustic injury caused by sudden sound burst on the line

	CC 510	CC 515	CC 515 IP	CC 520	CC 520 IP	CC 530	CC 540	CC 550	CC 550 IP
<b>Features</b>									
Single-sided headset	●	●	●			●			
Double-sided headset				●	●		●	●	●
Ear hook						●			
Large sized ear pads		●	●					●	●
Optimized for wideband sound			●		●				●



## CC 510

- Single-sided wearing style
- Easy Disconnect
- Ultra noise-cancelling microphone

Art. no. 005357



## CC 515 / CC 515 IP\*

- Single-sided wearing style
- Easy Disconnect
- Supplied with large ear pads
- Ultra noise-cancelling microphone

Art. no. 500215 (CC 515)  
Art. no. 504015 (CC 515 IP)



## CC 520 / CC 520 IP\*

- Double-sided wearing style
- Easy Disconnect
- Ultra noise-cancelling microphone

Art. no. 005358 (CC 520)  
Art. no. 504016 (CC 520 IP)



## CC 530

- Single-sided wearing style
- Choose between ear hook and headband wearing style
- Easy Disconnect
- Ultra noise-cancelling microphone

Art. no. 005359



## CC 540

- Double-sided wearing style
- Easy Disconnect
- Ultra noise-cancelling microphone

Art. no. 005360



## CC 550 / CC 550 IP\*

- Double-sided wearing style
- Easy Disconnect
- Supplied with large ear pads
- Ultra noise-cancelling microphone

Art. no. 005361 (CC 550)  
Art. no. 504017 (CC 550 IP)



\* IP variants – Optimized for wideband sound





# SH Series

## The true classic

If you value reliability, comfort and superb speech definition in any professional situation, our robust, all-purpose, SH Series headsets are ideal for longer conversations. Whether you're working in a contact center or at the reception desk of a large corporate office, the sound quality is so high you'll never have to raise your voice to be heard on the phone – and you'll make all your calls in comfort.

- Sennheiser Voice Clarity for natural listening experiences\*
- 300° adjustable microphone boom for personalized microphone placement and wearing flexibility on right or left side
- ActiveGard® technology protects users against acoustic injury caused by sudden sound burst on the line

	SH 230	SH 230 IP	SH 250	SH 330	SH 330 IP	SH 335	SH 350	SH 350 IP
Features								
Single-sided headset	●	●		●	●	●		
Double-sided headset			●				●	●
Ear hook						●		
Large sized ear pads				●	●		●	●
Optimized for wideband sound	●				●			●

## SH 230 / SH 230 IP\*

- Single-sided wearing style
- Easy Disconnect
- Omni-directional microphone

Art. no. 500222 (SH 230)  
Art. no. 504012 (SH 230 IP)



## SH 250

- Double-sided wearing style
- Easy Disconnect
- Omni-directional microphone

Art. no. 500223 (SH 250)



## SH 330 / SH 330 IP\*

- Single-sided wearing style
- Easy Disconnect
- Supplied with large ear pad
- Noise-cancelling microphone

Art. no. 005354 (SH 330)  
Art. no. 504013 (SH 330 IP)



## SH 335

- Single-sided wearing style
- Choose between ear hook and headband wearing style
- Easy Disconnect
- Noise-cancelling microphone

Art. no. 500631 (SH 335)



## SH 350 / SH 350 IP\*

- Double-sided wearing style
- Easy Disconnect
- Supplied with large ear pads
- Noise-cancelling microphone

Art. no. 005356 (SH 350)  
Art. no. 504014 (SH 350 IP)



## MB 50

The MB 50 is a wired headset for business professionals using the mobile phone as primary communication tool demanding same sound experience and high performance on-the-go as in the office.

- Single-sided wearing style
- Noise-cancelling microphone
- Convenient call control for easy take/end of calls
- Compatible with latest smartphones of major mobile phone brands\*\*

Art. no. 506097



\* IP variants – optimized for wideband sound

\*\* Please check headset compatibility guide for further information.







Sennheiser CC 550



“The headset is the key working tool for our employees. For the selection of models: safety, voice clarity and wearing comfort were the most important criteria. The Sennheiser solution has really convinced us on all parameters.”

### Deutsche Telekom Customer Service

*Deutsche Telekom, the leading German-based telecom provider, decided to consolidate its customer support operations (DTKS).*





# Software for Headsets and Speakerphones

## Sennheiser PC software

The free Sennheiser PC software adds value to your Sennheiser products. The software includes call control applications that enable connection between headset and UC client as well as Sennheiser Updater that facilitates fast and easy updates of products.

## Take control of your call

The simple-to-install Sennheiser call control software, HeadSetup, combined with specific softphone plugins ensures that your Sennheiser headsets always work seamlessly with your chosen softphone platforms. Once plugged in, you can make full use of all call control functions and experience exceptional Sennheiser sound.





## Always up to date

Fast and easy to use, Sennheiser Updater saves time on mass deployment of headset software and reduces headset maintenance in your organization.

Keeping your Sennheiser products compliant with the latest software version has never been simpler.

For more information on PC software, please visit our website at [www.sennheiser.com/cco/software](http://www.sennheiser.com/cco/software)

# Accessories

## Wired headsets

### Easy Disconnect bottom cables for desk phones

The bottom cables are phone cables for the adaptation of different microphone sensitivities. They ensure that users of wired headsets get the best and most comfortable Sennheiser sound quality experience when connected to a desk phone. Easy Disconnect (ED) allows you to use any wired Sennheiser headset with a variety of desk phones. For further details please visit: [www.sennheiser.com/headsetcompatibility](http://www.sennheiser.com/headsetcompatibility)

### Easy Disconnect bottom adapter cables for USB and mobile devices

Connect wired headsets with Easy Disconnect (ED) plug to a computer, smart phones or DECT handsets: USB-ED 01, UUSB 8, CBB 01, CMB 01 CTRL and CCEL 19x. Check the individual device connections at the Headset Compatibility Guide on [www.sennheiser.com/headsetcompatibility](http://www.sennheiser.com/headsetcompatibility)



USB ED 01:  
Art. no. 506035

CMB 01 CTRL:  
Art. no. 506090



Art. no. 504534



ATC 01:  
Art. no. 500106

ATC 02:  
Art. no. 502175



Art. no. 506491

### UI 770 / UI 760 – Phone/PC switch box

- Dynamic volume control keeps incoming calls at the same sound level and prevents sudden noises
- Sound clarity system reduces background noise and enhances the caller's voice
- Easy switching option between handset and headset as well as between phone and PC use
- UI 770 is compatible with wideband headsets\*
- UI 760 is compatible with narrowband headsets

\* UI 770 do not comply with the Noise at Work EU Directive for narrowband headsets. In case of narrowband headset used together with UI 770 we recommend to use an EU limiter adapter (EU limiter switched off in UI 770).

### Training cables

The Y cables with three Easy Disconnect sockets (ATC 01 and ATC 02) are placed between a bottom cable and two headsets.

The Y cable allows a trainer to supervise the trainee during customer calls. Additionally, the Y cable ATC 02 allows the trainer to mute the microphone at any given time.

### Security Cable Lock

The security cable lock safely attaches devices such as speakerphones, headsets and web cameras to tables in meeting rooms and to desks.

- Ensures that the speakerphone or headset remains where it was placed.
- Reduces risk of theft
- Discrete small design takes minimum table space
- Secures two devices simultaneously
- Choice of four fixing options

# Accessories

## Wired headsets

### HZP 34 and HZP 36

Leatherette ear pads (size L) for Century™ Series.

HZP 34 is a pack with 2 ear pads and HZP 36 is a pack with 26 ear pads.



HZP 34:  
Art. no. 504560

HZP 36:  
Art. no. 504562

### HZP 30

Foam ear pads for Circle™ Series.



Art. no. 504411

### HZP 31

Leatherette ear pads for Circle™ and Culture™ Series.

HZP 31 is a pack with 2 ear pads.



Art. no. 504412

### HZP 32 and HZP 33

Foam ear pads for Culture™ Series.

HZP 32 is a pack with 2 ear pads and HZP 33 is a pack with 26 ear pads.



HZP 32:  
Art. no. 504550

HZP 33:  
Art. no. 504551

### Fixation kit 01

The fixation kit ensures via a magnet holder that the call control unit stays in the same position on the desk. Suitable for SC 630 USB CTRL, SC 660 USB CTRL, SC 630 USB ML and SC 660 USB ML.



Art. no. 504594



# Accessories

## Wireless headsets



Art. no. 506040



Art. no. 504365



Art. no. 504348



Art. no. 504579



Art. no. 504578

### CH 10 USB – Headset charger cable for DW Series

- Charges the DW Series' headsets directly without a charger stand to save even more space
- Flexible usage due to compact size

### CH 20 MB USB – Headset charger cable for MB Pro Series

- CH 20 MB USB headset charger (without stand) for Mobile Business Pro Series is designed as an alternative to base station charging.
- Flexible usage due to compact size

### MCH 7 – Multi-USB power source for CH 10 and CH 20

- Multi-USB power source
- Powers up to 7 Sennheiser CH 10 and CH 20 headset chargers simultaneously
- Charging time: 3 hours
- Works with the following Sennheiser power supplies:  
UNI PS EU 01 (Art. no. 94707), UNI PS UK 01 (Art. no. 92892),  
and UNI PS AUS 01 (Art. no. 520334).

### BTD 800 USB – USB dongle for MB Pro & PRESENCE™ Series

- BTD 800 USB is a small USB dongle for Bluetooth® telecommunication with Unified Communications platforms like Cisco, Avaya and IBM Sametime
- Without requiring any technical installation, the dongle provides your computer with a Bluetooth® connection to a PRESENCE™ or MB Pro headset.
- Sennheiser Voice Clarity – wideband sound for a natural listening experience
- High quality audio mode (A2DP) for enhanced listening to music
- Small size dongle – easy to carry in your pocket and stays discretely plugged in to the PC

### BTD 800 USB ML – USB dongle for MB Pro & PRESENCE™ Series

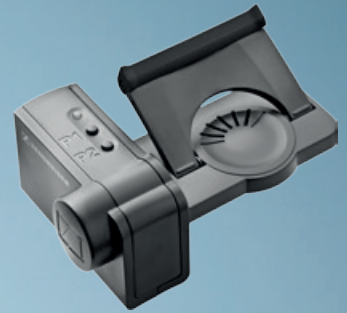
- BTD 800 USB ML is a small dongle for Bluetooth® telecommunication with Skype for Business.
- Without requiring any technical installation, the dongle provides your computer with a Bluetooth® connection to a PRESENCE™ or MB Pro headset.
- Sennheiser Voice Clarity – wideband sound for a natural listening experience
- High quality audio mode (A2DP) for enhanced listening to music
- Small size dongle – easy to carry in your pocket and stays discretely plugged in to the PC

# Accessories

## Wireless headsets

### HSL – Mechanical handset lifter

- Completes the wireless package when used with a Sennheiser wireless headset solution
- Enables you to conveniently answer calls and hang up again while away from your desk



Art. no. 500712

### EHS solutions for desk phones

EHS (Electronic Hook Switch) is used together with wireless DECT headsets to give you the ability to answer and end calls while you are away from your desk.

EHS solutions are available for all major phone manufacturers, including Cisco, Avaya, Alcatel-Lucent, Polycom, Aastra, ShoreTel and SNOM. Please check the individual phone's possibilities for EHS at the Headset Compatibility Guide at [www.sennheiser.com/headsetcompatibility](http://www.sennheiser.com/headsetcompatibility)

While EHS was intended for desk phones, it is also possible to connect your mobile phone to the DECT base stations instead of a desk phone. In this case, use CEHS-MB 01



CEHS-SN 01:  
Art. no. 504101



CEHS-MB 01:  
Art. no. 506033

### CH 10 – Headset charger stand for DW Series

- Designed for desk sharing or shift work environments such as emergency centers or contact centers
- Charging time: Only 1½ hours with dedicated external power supply or 3 hours when connected to Sennheiser MCH 7 multi-USB power source
- Multiple mounting options: stand alone, cascaded or wall mounted, where space is limited
- Discreet and elegant in design, Sennheiser CH 10 matches the DW Series' modern style



Art. no. 504366

### CH 20 MB – Headset charger stand for MB Pro Series

- CH 20 MB headset charger (with stand) for Mobile Business Pro Series is designed as an alternative to base station charging.
- Especially suitable for desk sharing or shift work environments such as emergency centers or contact centers.
- Charging time: 1½ hours with dedicated external power supply or 3 hours when connected to Sennheiser MCH 7 multi-USB power source



Art. no. 506039

# Accessories

## Transport cases

### Carry Case 02

#### – Protection while travelling or storing

- The Carry Case 02 is suitable for all Century™ Series, MB Pro Series and MB 50 headsets, but also fits existing SH Series and CC Series headsets.
- Attractive durable design with embossed Sennheiser logo and high quality materials
- Velcro fixed inlay holds headset in place for maximum protection
- Removable inlay gives more space if needed
- Separate zipped compartment for USB dongle, cables etc.
- Additional compartment with Velcro closure



Art. no. 506059

### Pouch – Speakerphone Series

- Protection pouch for the Sennheiser Speakerphone Series
- Easy storage and protection of the speakerphone



Art. no. 506051

### Carry Case – PRESENCE™ Series

- Protection case for the Sennheiser PRESENCE™ Series
- Easy storage and protection of the PRESENCE™ Mobile Series headset



Art. no. 504580

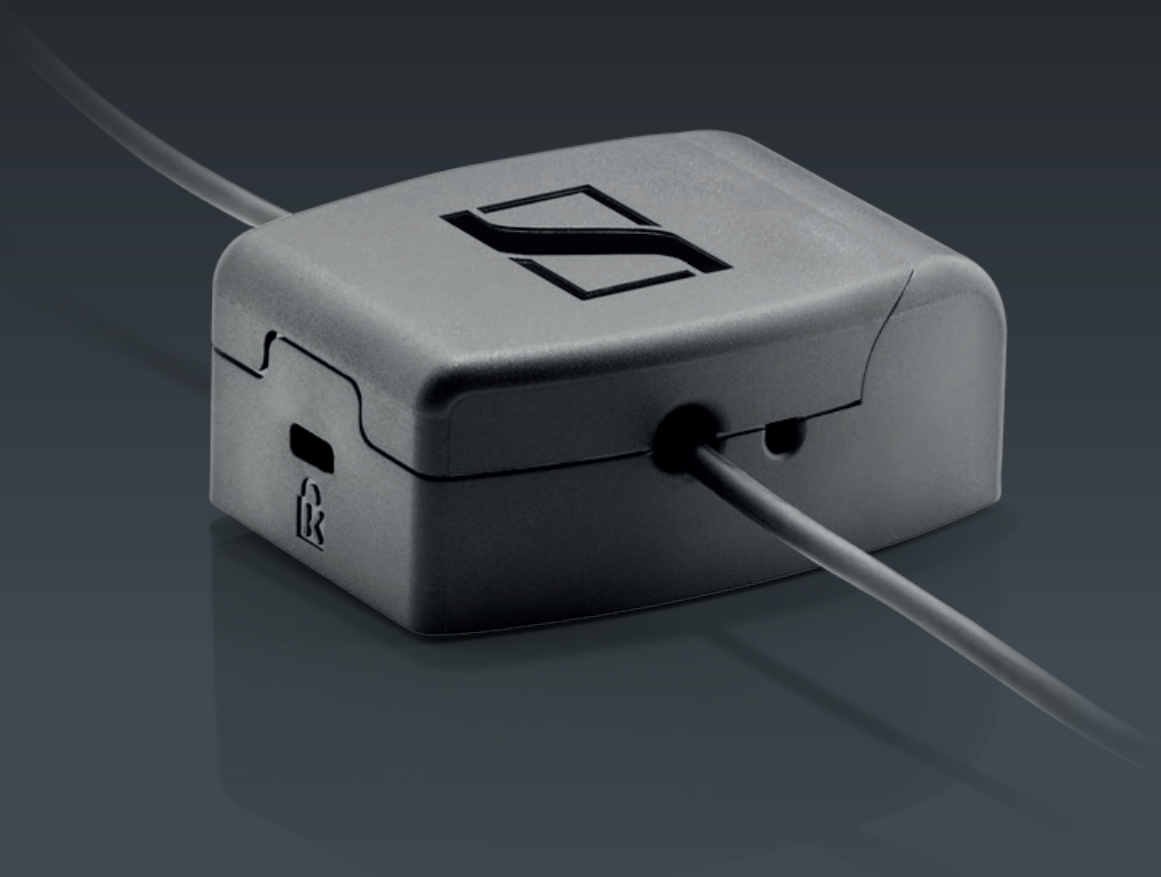
### Carry bag/pouch – CB 01

- Suitable for Century™ Series, CC Series, SH Series, Circle™ Series, Culture™ Series and MB 50.



Art. no. 092818







# Headset Comparison Guide

## Headsets for DESK users

- = Yes
- = Option available with additional accessories
- (●) = Yes, if your device has a USB port

	DESK users																			
	SC 630	SC 632	SC 660	SC 662	SC 630 USB CTRL	SC 660 USB CTRL	SC 630 USB ML	SC 660 USB ML	SC 230	SC 232	SC 260	SC 262	SC 230 USB	SC 260 USB	SC 230 USB CTRL	SC 260 USB CTRL	SC 230 USB ML	SC 260 USB ML	SC 30 USB CTRL	SC 60 USB CTRL
<b>Environments</b>																				
Low noise																				
Medium noise									●	●	●	●	●	●	●	●	●	●	●	●
High noise	●	●	●	●	●	●	●	●												
<b>Connectivity</b>																				
Desk phone	●	●	●	●					●	●	●	●								
Softphone/PC	○		○		●	●	●	●	○		○		●	●	●	●	●	●	●	●
Mobile phone	○		○						○		○									
Tablet	○		○		(●)	(●)	(●)	(●)	○		○		(●)	(●)	(●)	(●)	(●)	(●)	(●)	(●)
<b>Features</b>																				
Wired	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Wireless																				
ActiveGard® Technology	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Noise At Work (EC directive)*	○		○						○		○									
Omni-directional microphone																				
Noise-cancelling microphone									●	●	●	●	●	●	●	●	●	●	●	●
Ultra noise-cancelling microphone	●	●	●	●	●	●	●	●												
Call control unit					●	●	●	●							●	●	●	●	●	●
Wideband sound	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Narrowband sound																				
Software upgrade support					●	●	●	●					●	●	●	●	●	●	●	●
<b>Wearing style</b>																				
Single-sided headset	●	●			●		●		●	●			●		●		●		●	
Double-sided headset			●	●		●		●			●	●		●		●		●		●
Ear hook																				
<b>Unified Communications</b>																				
Certified for Skype for Business							●	●									●	●		●
Compatible with major UC and softphone brands					●	●							●	●	●	●		●	●	

\* Noise At Work: The EU's "Noise At Work Directive" (2003/10/EC) sets limits for two types of noise in the workplace: Acoustic Bursts and Sustained Noise.

- = Yes
- = Option available with additional accessories
- = Yes, if your device has a USB port

	DESK users																
	CC 510	CC 515	CC 515 IP	CC 520	CC 520 IP	CC 530	CC 540	CC 550	CC 550 IP	SH 230	SH 230 IP	SH 250	SH 330	SH 330 IP	SH 335	SH 350	SH 350 IP
<div>● = Yes</div> <div>○ = Option available with additional accessories</div> <div>(●) = Yes, if your device has a USB port</div>																	
Environments																	
Low noise										●	●	●					
Medium noise													●	●	●	●	●
High noise	●	●	●	●	●	●	●	●	●								
Connectivity																	
Desk phone	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Softphone/PC																	
Mobile phone																	
Tablet																	
Features																	
Wired	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Wireless																	
ActiveGard® Technology	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Noise At work (EC directive)*	○	○		○		○	○	○		○		○	○		○	○	
Omni-directional microphone										●	●	●					
Noise-cancelling microphone													●	●	●	●	●
Ultra noise-cancelling microphone	●	●	●	●	●	●	●	●	●								
Call control unit													●	●	●	●	●
Wideband sound			●		●				●		●			●			●
Narrowband sound	●	●		●		●	●	●		●		●	●		●	●	
Software upgrade support																	
Wearing style																	
Single-sided headset	●	●	●			●				●	●		●	●	●		
Double-sided headset				●	●		●	●	●			●				●	●
Ear hook						●									●		
Unified Communications																	
Certified for Skype for Business																	
Compatible with major UC and softphone brands																	

Do you need help choosing a headset and related products, or need assistance setting up your headset? If so, please visit:  
[www.sennheiser.com/headsetcompatibility](http://www.sennheiser.com/headsetcompatibility).

All Sennheiser Communications headsets are covered by a 2-year international warranty for maximum peace of mind.





# Headset Comparison Guide

## Headsets for OFFICE users

- = Yes
- = Option available with additional accessories

	OFFICE users															
	DW Office	DW Office ML	DW Office PHONE	DW Office USB	DW Office USB ML	DW Pro 1	DW Pro 1 ML	DW Pro 1 PHONE	DW Pro 1 USB	DW Pro 1 USB ML	DW Pro 2	DW Pro 2 ML	DW Pro 2 PHONE	DW Pro 2 USB	DW Pro 2 USB ML	D 10 Phone
Environments																
Low noise																
Medium noise	●	●	●	●	●											●
High noise						●	●	●	●	●	●	●	●	●	●	●
Connectivity																
Desk phone	●	●	●			●	●	●			●	●	●			●
Softphone/PC	●	●		●	●	●	●		●	●	●	●		●	●	●
Mobile phone																
Tablet																
Features																
Wired																
Wireless	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Conferencing	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
ActiveGard® Technology	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Noise At Work (EC directive)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Noise-cancelling microphone	●	●	●	●	●										●	●
Ultra noise-cancelling microphone						●	●	●	●	●	●	●	●	●	●	
Multimedia & music listening																
SpeakFocus™ Technology																
WindSafe™ Technology																
Room Experience™ Technology																
Software upgrade support	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Wearing style																
Single-sided headset	●	●	●	●	●	●	●	●	●	●					●	●
Double-sided headset											●	●	●	●	●	
Ear hook	●	●	●	●	●										●	●
2-in-1 wearing style	●	●	●	●	●										●	●
Unified Communications																
Certified for Skype for Business		●			●		●			●		●			●	●
Compatible with major UC and softphone brands	●			●	●			●		●				●		●

\* Noise At Work: The EU's "Noise At Work Directive" (2003/10/EC) sets limits for two types of noise in the workplace: Acoustic Bursts and Sustained Noise.



# Headset Comparison Guide

## Headsets for FIELD users

- = Yes
- = Option available with additional accessories

	OFFICE & FIELD users				FIELD users			
	MB Pro 1 UC	MB Pro 2 UC	MB Pro 1 UC ML	MB Pro 2 UC ML	PRESENCE UC	PRESENCE UC ML	MB Pro 1	MB Pro 2
<b>Environments</b>								
Low noise								
Medium noise					●	●		●
High noise	●	●	●	●			●	●
<b>Connectivity</b>								
Desk phone								
Softphone/PC	●	●	●	●	●	●		●
Mobile phone	●	●	●	●	●	●	●	●
Tablet	●	●	●	●	●	●	●	●
<b>Features</b>								
Wired								●
Wireless	●	●	●	●	●	●	●	●
<b>Conferencing</b>								
ActiveGard® Technology	●	●	●	●	●	●	●	●
Noise At Work (EC directive)								
Noise-cancelling microphone					●	●		●
Ultra noise-cancelling microphone	●	●	●	●			●	●
Multimedia & music listening	●	●	●	●	●	●	●	●
SpeakFocus™ Technology					●	●		●
WindSafe™ Technology					●	●		●
Room Experience™ Technology		●		●			●	
Software upgrade support	●	●	●	●	●	●	●	●
<b>Wearing style</b>								
Single-sided headset	●		●		●	●	●	●
Double-sided headset		●		●			●	
Ear hook					●	●		●
2-in-1 wearing style					●	●		●
<b>Unified Communications</b>								
Certified for Skype for Business			●	●	●			
Compatible with major UC and softphone brands	●	●			●			

### Sennheiser Speakerphone Series

In addition to headsets you can choose speakerphones for your conference calls. Please see page 38.

### Compatibility

Sennheiser Headset Compatibility Guide is a tool to help you find Sennheiser solutions (headsets and/or connectors) that works with your device(s).

Please visit:  
[www.sennheiser.com/headsetcompatibility](http://www.sennheiser.com/headsetcompatibility)

### Warranty

All Sennheiser Communications headsets are covered by a 2-year international warranty for maximum peace of mind.

# Glossary



## Sound Quality

**Sennheiser Voice Clarity** uniquely enhances the most important frequencies and details of the human voice. For you, sound is crisper and clearer, allowing you to hear the nuances contained in spoken conversation – and for your listener, a noise-cancelling microphone sends the clearest signal to improve intelligibility. In combination, this results in better, more natural sounding conversations where no important details are lost.

**SpeakFocus™ technology** ensures that your listener receives all the important details of your call to reduce misunderstandings – no matter where you are calling from. The technology zooms in on your voice, works in all sound environments and adapts intelligently whatever the environment – for instance in the car, in the office, at a seminar or at the airport.

**Room Experience™ technology** reduces listener fatigue for all-day users. By externalizing the sound from your head, Room Experience™ gives you the impression that you are having a conversation with a person in the same room. This more realistic sound gives you a more natural and comfortable listening experience and reduces listener fatigue.

**Wideband audio technology** operates in the extended frequency range of 150 – 6800 Hz and offers higher quality speech transmission than narrowband. To be able to use wideband, all components of the communication line must support this standard (PPX, mobile network operator etc.).

**Narrowband audio technology** operates in the 300 – 3400 Hz frequency. As many traditional desk phones only support these narrowband frequencies, we have a range of narrowband headsets, which get the best performance available from this standard.

**Noise-cancellation technology** is incorporated in our microphones to reduce background noise, filter out disturbing ambient noise and enable crystal clear telephone conversations. On certain models in our range we offer ultra-noise cancelling microphones, which are able to improve voice transmission in particularly noisy environments.

**WindSafe™ technology** reduces wind noise to ensure the clearest possible sound is sent to your listener. By choosing the best mix of three microphones and processing the sound, WindSafe™ technology finds the best way to balance and enhance the user's voice when speaking outside in windy conditions.

**Low impedance** Some desk phone/devices have low impedance output which means that the speaker output is lower than most devices. Devices with low impedance output need a headset which compensates for the lower speaker output to ensure the same sound level as for most devices.

## Hearing Protection

**ActiveGard® hearing protection technology** protects users from the potential danger of acoustic injury from unexpected and sudden sound bursts on the line. ActiveGard® is like a fast-acting intelligent volume control. If an incoming signal rises to a level that is harmful to your hearing, it is instantly reduced to a lower, and more comfortable level. When the sound level returns to normal, the volume returns to the original level.





## Wireless technologies

**Bluetooth® technology** is a global radio transmission standard, which supports the application of a wide range of wireless electronic devices. The technology connects devices over a distance of up to 100 meters in line of sight, depending on the Bluetooth® class and device.

**DECT** is an abbreviation for “Digital European Cordless Telephony”, a digital transmission standard for wireless telephony. DECT is primarily used for wireless voice transmission in office and contact center environments. DECT provides a cleaner, more stable sound and does not interfere with nearby WiFi devices. In addition DECT protects voice calls with highly secured DECT authentication and encryption. Sennheiser’s Wireless DECT Series have a range up to 55 m (180 ft.) in typical office environments and up to 180 m (590 ft.) with line of sight.

**DECT vs Bluetooth®** – One of the chief advantages of a DECT solution is that it doesn’t interfere with 2.4 GHz WiFi, whereas a Bluetooth® solution uses the same frequency as WiFi. This means that it is possible to have more users in the same area when a DECT solution is used. On the other hand, a Bluetooth® headset gives more mobility as it can connect directly with the user’s mobile phone. This gives the user the advantage of being able to use it both in the office and on the go.

	DECT	Bluetooth®
Frequency	EU/Asia-Pacific: 1,8 GHz US/Canada: 1,9 GHz	2,4 GHz
Range	Typical office environment: 55 m/180 ft  Line of sight: 180 m/590 ft	Typical office environment: Up to 25 m/82 ft*  Line of sight: Up to 100 m/328 ft
Connectivity	Desk phone and/or PC via bottom cables to base station.	Mobile phone, tablet and/or PC (via dongle)

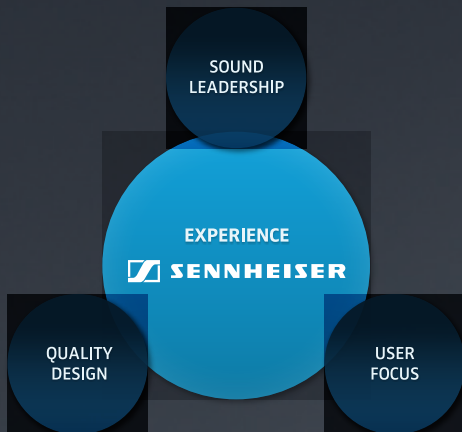
\* device dependent

## Unified Communications

**UC Optimized** means that headsets and speakerphones are compatible with major Unified Communications platforms and softphone brands. A Unified Communications brings together a company’s voice, text and video based communication under one unified solution. The advantages of a Unified Communications solution include enhanced overall efficiency of a business through increased productivity and mobility, resulting in a positive return on investment.

## Other

**Easy Disconnect (ED)** is the plug that connects Sennheiser wired headsets to desk phones, DECT terminals and mobile phones via the correct bottom cable. Disconnect the headset from the bottom cable, simply by pressing the ED plug. The spring loaded contacts in the ED plug ensure reliable connection in everyday use.



## Experience Sennheiser

Perfection is always relative: Users have different expectations from their headsets and speakerphones depending on their needs. For professional users, that need is to communicate as effectively as possible.

With Sennheiser's range of headsets and speakerphones, the combination of Sennheiser sound leadership, quality design and build – and a focus on real life usability – give the best performance possible in offices, contact centers and Unified Communications environments.

Please visit us at: [www.sennheiser.com/cco](http://www.sennheiser.com/cco)



Sennheiser is one of the world's leading manufacturers of headphones, microphones, wireless transmission systems and high-quality headsets for both business and entertainment.

Drawing on the electro acoustics expertise of Sennheiser and the leading hearing healthcare specialist William Demant, Sennheiser Communications' wireless and wired headsets and speakerphones for contact centers, offices and Unified Communications professionals are the result of Sennheiser's and William Demant's joint leadership in sound quality, design, wearing comfort and hearing protection.

**Sennheiser Communications A/S**  
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