

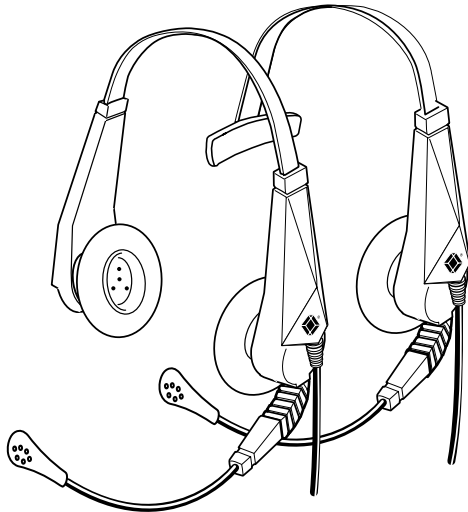
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Black Box Corporation.

# BLACK BOX<sup>®</sup>

## NETWORK SERVICES

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## CALL CENTER HEADSETS



**Get professional performance,  
hands-free comfort, and  
superior sound quality with  
Call Center Headsets.**

### Key Features

- ▶ **Noise-canceling microphone eliminates interference.**
- ▶ **Foam ear cushions provide extra comfort. The Traditional In-the-Ear model offers users a choice of foam or latex eartiplets.**
- ▶ **Flexible boom for swinging the microphone away from your face.**
- ▶ **Comfortable clothing clip prevents headset from dislodging.**

A headset is a headset is a headset, right? Wrong! When you're using a headset *all day, every day* in a noisy call center, not just any headset will do. Call Center Headsets offer all-day comfort, noise-canceling microphones, and deliver quality sound to either one or both ears.

Each Call Center Headset has a sturdy, lightweight design. Monaural models leave one ear free so you can carry on conversations with your coworkers. For especially noisy environments, choose a binaural model—it covers both ears—for staying focused on your customers.

In addition to crystal-clear sound quality and reliable performance, these headsets also provide the utmost in comfort with self-positioning ball-joint receivers that automatically align to the curve of your head; soft, padded ear cushions; and quality pivoting speakers.

Several headset models are available.

- Elite Monaural and Binaural Headsets (HS110A and HS111A) have BroadBass speakers for great sound quality. And a click-stop headband and pillow-soft ear cushions guarantee that this headset will have a secure fit. Elite headsets include a virtually indestructible DuraFlex™ cable and mic boom. Also included is a maintenance kit (ear pads, mouthpiece cover, and cleaner).
- Flexible-Boom Call Center Headsets (HS112A and HS113A) feature a flexible, swing-away microphone boom that's easy to adjust. Simply bend the boom until the microphone is in the correct position. Or you can easily swing the microphone out of the way if you want to take a sip of coffee while you're on the phone. Plus,

these headsets are comfortable enough to wear all day. Both models include a maintenance kit.

- If you're looking for the most headset for the least amount of money, consider a Genie Headset (HS115A).

This durable, comfortable, professional-quality headset has ergonomically correct, contoured speakers and soft ear cushions. A click-stop headband makes sure the headset stays comfortably in place. And the cable and boom feature superior RF suppression and shielding for the clearest possible signals.

- The Traditional In-the-Ear Headset (HS116A) offers a hinged ear capsule, a flexible microphone boom, and superior echo-canceling technology. This model includes latex or foam eartiplets in three sizes.

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# Specifications

## (HS110A, HS111A)

### Transmit

**Current Consumption:** <200 µa @ 1.5 VDC

**Distortion:** Less than 5%

**Frequency Response:** 300 to 3000 Hz

**Microphone:** Noise-canceling electret

**Operating Voltage:** 1.5 to 10 VDC

### Receive

**Automatic Gain Control (AGC):** -41 dBV with 1-kHz input

**Frequency Response:** 300 to 3000 Hz

**Input Impedance:** 300 ohms

**Maximum Output:** 114 dB spl peak unit

**Speaker:** Dynamic

**Volume Control Range:** 18 dB (typical)

### General

**Compliance:** Registered to UL® 1459; FCC Part 68 registered; OSHA Part 1910 subpart S; CSA C22.2 No. 225-M90

## (HS112A, HS113A)

### Transmit

**Current Consumption:** 300 µa @ 1.2 VDC

**Distortion:** Less than 3%

**Frequency Response:** 300 to 3300 Hz

**Microphone:** Noise-canceling electret

**Operating Voltage:** 1.1 to 9 VDC

### Receive

**Automatic Gain Control (AGC):** Threshold level with amplifier; -41 dBV with 1-kHz input

**Frequency Response:** 300 to 3300 Hz

**Input Impedance:** HS112A: 94 dB spl peak unit; HS113A: 90 dB spl peak unit

**Speaker:** Dynamic

**Volume Control Range:** 20 dB (typical)

### General

**Compliance:** Registered to UL® 1459; FCC Part 68 registered; OSHA Part 1910 subpart S; CSA C22.2 No. 225-M90

## (HS115A)

### Transmit

**Current Consumption:** <200 µa @ 1.5 VDC

**Distortion:** Less than 5%

**Frequency Response:** 300 to 3000 Hz

**Microphone:** Noise-canceling electret

**Operating Voltage:** 1.5 to 10 VDC

### Receive

**Automatic Gain Control (AGC):** -41 dBV with 1-kHz input

**Frequency Response:** 300 to 3000 Hz

**Input Impedance:** 300 ohms

**Maximum Output:** 114 dB spl speak unit

**Speaker:** Dynamic

**Volume Control Range:** 18 dB (typical)

### General

**Compliance:** Registered to UL® 1459; FCC Part 68 registered; OSHA Part 1910 subpart S; CSA C22.2 No. 225-M90

## (HS116A)

**Compliance:** Registered to UL® 1459; FCC Part 68 registered; OSHA Part 1910 subpart S; CSA C22.2 No. 225 M-90

**Current Consumption:** 300 µa @ 1.2 VDC

**Distortion:** Less than 3%

**Frequency Response:** 300 to 3300 Hz

**Microphone:** Noise-canceling electret

**Operating Voltage:** 1.1 to 9 VDC

## (HS117A)

**Compliance:** Registered to UL® 1459; FCC Part 68 registered

**Current Consumption:** 10 to 120 mA

**Distortion:** Less than 5%

**Frequency Response:** 300 to 3000 Hz

**Microphone:** Noise-canceling electret

**Operating Voltage:** 3V

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- The Call Center Combo Headset (HS117A) can switch between handset and headset with the flip of a switch. And because it has an amplifier built into the headset, you don't need an amplifier on your desk.

Volume control and mute buttons are included on the headset. And a quick disconnect feature lets you release the headset unit from the switch without disconnecting your call.

The headset's universal telephone interface makes it compatible with most domestically available phone systems.

## Ordering Information

ITEM	CODE
Call Center Headsets	
Elite Headsets	
Monaural .....	HS110A
Binaural .....	HS111A
Flexible-Boom Headsets	
Monaural.....	HS112A
Binaural .....	HS113A
Genie Headset	
Binaural .....	HS115A
Traditional In-the-Ear Headset .....	HS116A
Combo Headset.....	HS117A

*Don't forget to order an amplifier for your Elite, Flexible-Boom, Genie, and Traditional headsets*

Multi-Purpose (Compatible with GN Netcom MPA-II) .....	HS100A
Two-Prong Carbon (Compatible with GN Netcom 0452 Two-Prong Amplifier) .....	HS101A

*Order as many accessories as you need for your Elite, Flexible-Boom, Genie, Traditional, and Combo headsets*

Unamplified Connect Cord Quick Disconnect to Norstar Modular Plug .....	HS504
10-foot (3-m) Extension Cord for Use between Disconnects .....	HS505
Supervisory Cord (Inserts between Disconnects) .....	HS506
Supervisory Cord (Observe Only).....	HS507
Mobile Adapter, Quick Disconnect to 2.5-mm Headset Adapter .....	HS509
Clothing Clip, Plastic for Headset Tops .....	HS511
Elite Speaker Covers .....	HS516
Genie Ear Pads .....	HS517
Flexible-Boom Leatherette Ear Pad.....	HS520
Combo 2-Pack Batteries for Combo Headset.....	HS539



Black Box offers the best warranty program in the industry—Fido Protection®. For more information, request **FaxBack 24507**.

