[inspiring people, inspiring change]

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accutone®

Product Catalogue. 2016

Accutone Product Catalogue 2016.

Professional Telephone Headsets For Your Business.

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(Image Credits: Kristen Smith)

Balance.

"...three main reasons why millions of call center agents are switching to Accutone, it is because we make our solutions reliable, simple and affordable."

Why choose Accutone® telephone headsets?

The race between headset brands in providing the most sophisticated and complex product have resulted in many so-called acoustic technologies that neither the end-users nor the developers understand what they are for. However, this race have dramatically increased the development and end-product costs, which in turn are borne by businesses who buy these products.

At Accutone®, we strike a balance between professional-level acoustic requirements and cost-conscious affordability. A telephone headset, no matter what you call it or what technologies you claim it has, is still just a headset. There are three main reasons why millions of call center agents are switching to Accutone, it is because we make our solution reliable, simple and affordable.

Who is Accutone?

Unlike many other headset brands, Accutone® is a direct manufacturer, product designer and global marketer of telephone headset and related solutions. Derived from a long history of loudspeaker manufacturing since 1969, Accutone is an expert in electroacoustics as well as an experienced electronic product manufacturer. Pairing with an award-winning in-house product design team, Accutone's products are considered the best in terms of industrial-cosmetics as well as engineering-mechanics, in many parts of the world.

In terms of marketing and distribution, Accutone has offices and Brandname Partners™ throughout the world. With global vision of product development and local expertise in channel distribution, Accutone is quickly growing into a favorite brand-name for most contact centres.

Background.

"...with global vision of product development and local expertise in channel distribution, Accutone is quickly growing into a favorite brand-name for most contact centres."

What is the product range of Accutone?

Accutone solely focuses on producing telephone headsets & related solutions for call centers and offices. From various wearing methods of telephone headsets, to multi-functional headset amplifiers that pair with most telephone systems, to special-usage headset adaptors and cables, to wireless telephone systems, Accutone offers a complete product basket for the traditional PSTN/PaBX market.

Accutone has also expanded into the VoIP market, offers USB headsets with proprietary softwares and special applications, USB conference machines as well as VoIP gateways.

Benefits.

"...researches showed that workers (especially CSR) equipped with a telephone headset out-perform those without a headset in terms of productivity by 43%!"

Prevent Work-related Injuries & Chances of Damage Claims

In today's business world, office workers spend increasing amount of time on the telephones, while contact centers representatives are on the phone for even longer time. Improper sitting posture due to the need to work on the computer at the same time can cause a lot of discomfort and sometimes may lead to long-term injuries. Yet, with a proper telephone headset, you can prevent your staff from these work-related injuries, whilst also reduce the chance of worker's damage-compensation claims.

Increase Overall Productivity & Improve Quality of Customer Services

Research showed that workers (especially Customer Service Representatives) equipped with a telephone headset out-perform those without a headset in terms of productivity by 43%! In terms of call volume per day, workers with headsets on the average placed 16 more calls per day than those using traditional telephone handset. Other areas of improvements include better call response, reduced work time, higher efficiency in handling time-intensive tasks, lower error rates and improved customer services reported.

So the question does not lie on whether we should equip our staff with headsets, but rather telephone headset brand to buy...

(Image Credit: Hosszuka)

Connectivity.

Headsets are undoubtedly the most essential part of business communications, and although in recent years different types of standards and connectivity have risen, Accutone's focus on providing users with the best possible tools remains unchanged.

Within our product basket, we have four main types of connectivity, and our headsets are sorted accordingly, aside from their business environments. The four main types are (1) Desk Telephones, (2) Computers (3) Smartphones and Tablets and (4) DECT Phones and Walkie-Talkie.

Desk Telephone refers to any business telephone with a handset, whether it is connected via PSTN, PABX or IP. These telephones are still the most popular communication devices within office environments, and therefore is our main focus. The most common connection method for telephone with handsets is RJ9.

Voice communication via computer is a key environment for enterprises and global corporations, now more than ever, with the success of various platforms of Unified Communication. USB is the most popular connection method for computers, but dual-3.5mm connection is still popular for simple solutions.

As the computing power of smartphones and tablets exploded in recent years, communication via mobile platform is also a key area we focus. Smartphones helped standardize the headset connection to single 3.5mm plug.

The remaining group consists of marginal communication tools including business DECT phones, Walkie-Talkie, or Feature Phones which still uses 2.5mm plug as it connection method.

Office and Enterprise.

Large offices, enterprises and corporations have a wide variety of headset needs. From receptionists, secretaries, executives to managers and directors, everyone looks for something different when they choose their headsets.

However, there are certain common attributes corporate users share. Acoustics, flexibility and design are the most important selection criteria in this segment. This is why Accutone offers a wide range of headset solutions including monaural or binaural, over-the-head or over-the-ear models designed to connect to PABX, IP or Unified Communications for the office and enterprise segments.

Call Center.

Call centers are often mistaken as one business segment for headsets. A 3-shift cold-calling catalogue-sales business is very different from a personal investment consultant service or a software technical support hotline in terms of headset choices.

Although headset preference depends hugely on caller traffic, agent education level and time of usage, we know that reliability, durability and noise-control are by far the most important attributes. This is why Accutone offers a wide range of headset solutions including monaural or binaural, over-the-head or over-the-ear models designed to connect to PABX, IP or Unified Communications for the call center market.

(Image Credit: Secretaría de Movilidad de Medellín)

SOHO.

Small Office and Home Office is a segment often neglected when it comes to headset. But in fact, the demands for a proper communication tool is huge for these businesses which represent the largest portion of our economy. Buyers in this segment are often the end-user as well, so they are usually very particular in terms of their preferences and needs.

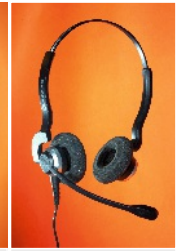
Although there can still be huge variations in selecting the most suitable headset, users of this segment can often be very opposite in their preferences. On one end, some prefer simple headsets at affordable prices while on the other end, some users choose a sharp-looking headset with the top-end features.

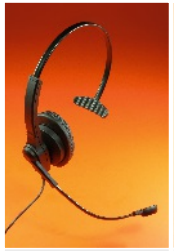
This is why Accutone offers a wide range of headset solutions including monaural, binaural or stereo, over-the-head or over-the-ear models designed to connect to PABX, IP telephones or USB softphones for the SOHO market.

accutone®
Headsets.

Headset Comparison Table.

DESKTOP TELEPHONE	PC & MAC COMPUTERS	SMARTPHONES & TABLETS	DECT PHONES & WALKIE TALKIE





	PRO|NC Series	1010 Series	M1000 Series	910 Series	310 Series	610 Series	710 Series	200 Series	800 Series	DW1
ENVIRONMENT										
OFFICE & ENTERPRISE	●	●	●	●	●	●				●
CALL CENTER	●			●		●	●	●		
SMALL OFFICE / HOME OFFICE		●	●		●		●	●	●	●
ON THE GO			●						●	
WEARING STYLE										
WIRED MONAURAL	●	●	●	●	●	●	●	●	●	
WIRED BINAURAL	●	●		●	●	●	●			
WIRED STEREO	●	●	●			●		●		
WIRELESS MONAURAL										●
WIRELESS BINAURAL										●
CONNECTION										
DESKTOP TELEPHONE (RJ9)		●		●	●	●	●			●
PC / MAC (USB)	●	●	●			●	●	●		●
PC (DUAL 3.5mm)									●	
SMARTPHONES / TABLETS (3.5mm)			●							
DECT PHONES / WALKIES (2.5mm)									●	
NOISE CANCELING										
DEEPOCEAN TECHNOLOGY	●									
STANDARD NOISE CANCELING		●	●	●	●	●	●	●		●
UNIFIED COMMUNICATION										
UC / VOIP / SOFTPHONES	●	●	●			●		●		●
SPECIAL FEATURES										
ACOUSTIC SHOCK PROTECTION		●		●	●	●	●			
QUICK DISCONNECT		●		●	●	●	●			
UNIVERSAL CABLE		●								
DIRECT RJ							●			
CLEAR TUBE							●			
EHS CABLE										●
SPECIAL FEATURES										
MUTE CALLS	●	●	●			●		●	●	●
VOLUME CONTROL	●	●	●			●		●	●	●

ACTIVE NOISE CANCELING
PRO|NC 1010 MONAURAL

ENC
DEEPOCEAN™

PRO|NC

Monaural | Over-the-Head
Call Centers | Offices | Enterprises
2 Versions | Telephone & UC
DeepOcean™ Reduces 30dB Noises
Dual Microphone Design
28mm Wideband Speaker for VoIP
Recyclable Aluminum Design
Digital Inline Control
UC compatible with Microsoft® Lync

PRO|NC

Stereo | Over-the-Head
Call Centers | Offices | Enterprises
2 Versions | Telephone & UC
DeepOcean™ Reduces 30dB Noises
Dual Microphone Design
28mm Wideband Speakers for VoIP
Recyclable Aluminum Design
Digital Inline Control
UC compatible with Microsoft® Lync

ACTIVE NOISE CANCELING
PRO|NC 1010 STEREO

ENC
DEEPOCEAN™

PREMIUM ACOUSTICS
1010 MONAURAL

1010

Monaural | Binaural | Over-the-Head
SOHO | Offices | Enterprises
2 Versions | Telephone & UC
Universal Cable fits Most Telephones
Wideband Speakers for IP phones
UC compatible with Microsoft® Lync
Noise Canceling with Pre-amp Mic
Aluminum Microphone Arm Design
Quick Disconnect Cable

M1000

Monaural | Stereo | Over-the-Head
SOHO | Offices | On-the-Go
For Computers | Smartphones & Tablets
Single 3.5mm Plug Converts to USB
Powerful 28mm Stereo Speakers
Detachable 3.5mm to USB Adapter
Noise Cancelling Microphone
3.5mm Plug Supports iOS and Android
Driver Free for Windows and Mac

FOR TABLETS & USB
M1000 STEREO

910

Monaural | Over-the-Head
Call Center | Offices | Enterprises
Desk Telephone Usage
Multiple-Pivot Ultra-Comfort Design
Premium Design for Executives
Enhanced-Grade NC Mic Chamber
Voice-centric 28mm Loudspeakers
Detachable Leatherette Cushion
Quick Disconnect Cable

910

Binaural | Over-the-Head
Call Center | Offices | Enterprises
Desk Telephone Usage
Multiple-Pivot Ultra-Comfort Design
For Professionals & Executives
Enhanced-Grade NC Mic Chamber
Voice-centric 28mm Loudspeakers
Optional Foam Ear Cushion
Quick Disconnect Cable

ELEGANT | VERSATILE
310 MKII MONAURAL

310 Mark II

Monaural | Binaural | Over-the-Head
SOHO | Offices | Enterprises
Desk Telephone Usage
For Professionals & Executives
Lightweight | Slim | Elegant & Stylish
Noise Canceling Microphone
Voice-centric 28mm Loudspeaker
High-grade Leatherette Cushion
Quick Disconnect Cable

310 Mark II+

Monaural | Binaural | Over-the-Head
SOHO | Offices | Enterprises
Desk Telephone Usage
Leatherette Cushion Headband+
Elegant Metallic Chrome Decoplate+
Noise Canceling Microphone
Voice-centric 28mm Loudspeakers
High-grade Leatherette Cushion
Quick Disconnect Cable

ELEGANT | VERSATILE
310 MKII+ BINAURAL

STRONG | DURABLE
610 MONAURAL

610

Monaural | Over-the-Head
Call Centers | Offices | Enterprises
2 Versions | Telephone & UC
Super-strong Structure | Heavy Usage
40mm Powerful Wideband Speaker
UC compatible with Microsoft® Lync
Noise Canceling Mic | Bendable Arm
Single Earpiece | Aware of Surroundings
Quick Disconnect Cable

610

Binaural | Over-the-Head
Call Centers | Offices | Enterprises
2 Versions | Telephone & UC
Super-strong Structure | Heavy Usage
40mm Powerful Wideband Speaker
UC compatible with Microsoft® Lync
Noise Canceling Mic | Bendable Arm
Double Earpiece | Better Concentration
Quick Disconnect Cable

STRONG | DURABLE
610 BINAURAL

SIMPLE | COMFORTABLE
710 MONAURAL

710

Monaural | Over-the-Head
Call Centers | SOHO
2 Versions | Telephone & USB
Durable | Comfortable | Reliable
28mm Voice-Centric Loudspeaker
Noise Cancelling or ClearTube Version
Acoustic Shock Protection
Single Earpiece | Aware of Surroundings
Quick Disconnect Cable or Direct RJ

710

Binaural | Over-the-Head
Call Centers | SOHO
2 Versions | Telephone & USB
Durable | Comfortable | Reliable
28mm Voice-Centric Loudspeaker
Noise Cancelling or ClearTube Version
Acoustic Shock Protection
Double Earpiece | Better Concentration
Quick Disconnect Cable

SIMPLE | COMFORTABLE
710 BINAURAL

DESIGNED FOR AUDIO
200 MONAURAL | STEREO

200

Monaural | Stereo | Over-the-Head
Call Centers | SOHO
Standard USB version and UC version
40mm Speakers for Audio Applications
Excellent Bass Performance
UC compatible with Microsoft® Lync
Noise Canceling Microphone
Large Comfortable Earfoam
Driver Free for Windows and Mac

800

Monaural | Over-the-Head
SOHO | On-the-Go
For DECT Phones | Walkie-Talkie
Single 2.5mm Plug
Built-in Anti-Radiation Circuitry
40mm Voice-Centric Loudspeaker
Omni-Microphone with Bendable Arm
Inline Volume Control with Mute
Lightweight and Comfortable

DECT | WALKIE TALKIE
800 MONAURAL

accutone®
Wireless.

WIRELESS DECT
DW1

DW1

GAP ETSI STANDARD EN 330 444
GENERIC ACCESS PROFILE

DECT WIRELESS

Monaural | Binaural | Over-the-Head
SOHO | Offices | Enterprises
Support both Telephone & USB
DECT Standard at 1.88 to 1.9GHz
GAP | Eco-Mode | Support EHS Cable
Charge and Align Pin at Base Unit
On-hook Switch on Headset
Replaceable Rechargeable Battery
8h Talk Time | Range: 400m/1300 feet

WL99

Optional Accessory for DW1
Connects DW1 Base Unit
Headset On-hook Switch Lifts Handset
Allows Answer/End Calls via Headset
Microphone Sensor (Alert Call Coming)
LED-Indicator for Base Unit Pairing
Adjustable Lift-arm for Different Phones
Different Levels of Lift Height
Reliable and Durable Design

HANDSET LIFTER
WL99

(Image Credit: Géry Parent)

Accessories.

Accessories Comparison Table.

DESKTOP TELEPHONE / PC & MAC COMPUTERS / SMARTPHONES & TABLETS / DECT PHONES & WALKIE TALKIE					
	J1	**A20**	**A10**	**C100**	**LEXSUS I**
CONNECTION					
DESK TELEPHONE (RJ9)	●	●	●	●	●
MAC & PC (USB)	●	●	●		
DESK TELEPHONE (2.5mm)					
DECT TELEPHONE (2.5mm)					

DESKTOP TELEPHONE / PC & MAC COMPUTERS / SMARTPHONES & TABLETS / DECT PHONES & WALKIE TALKIE					
	LEXSUS 3	**A10|A2A|STANDARD CORD**	**AUC**	**AU200 CABLE**	**ADC25**
CONNECTION					
DESK TELEPHONE (RJ9)	●	●			
MAC & PC (USB)			●	●	
DESK TELEPHONE (2.5mm)					●
DECT TELEPHONE (2.5mm)					●

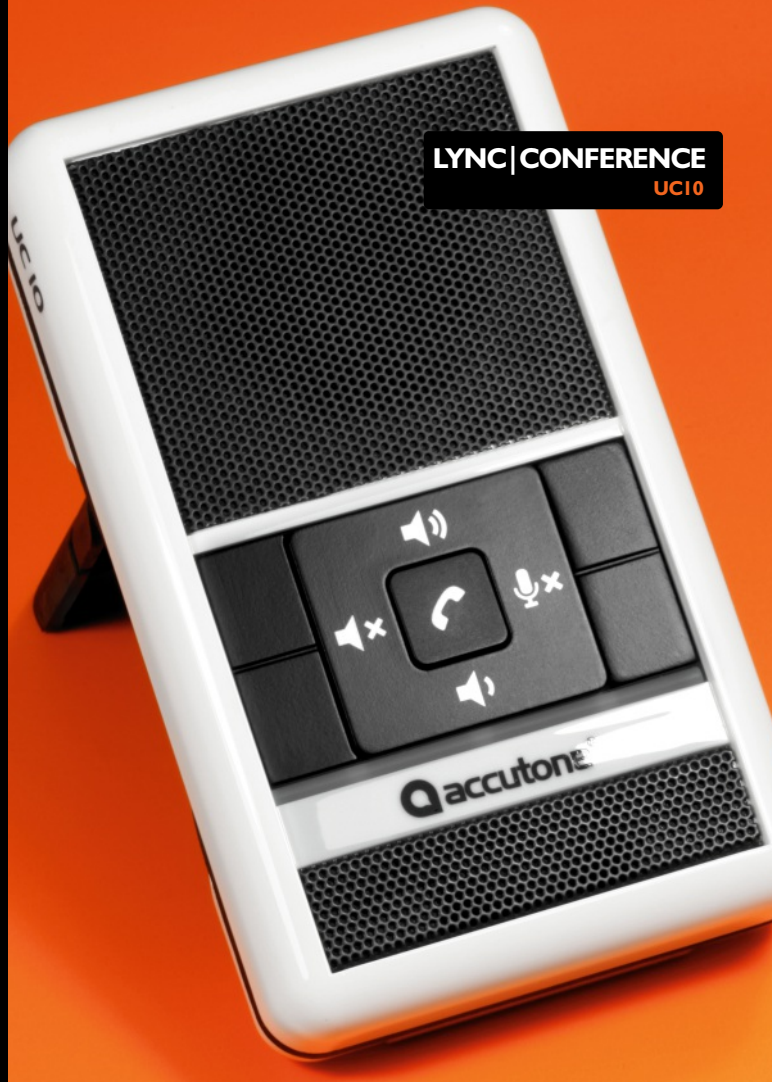
TELEPHONE DIALER
T3

T3

Call Centers | SOHO
Connects Directly to Wall Jack
Soft Rubber Keypads
Online | Mute LED Indicators
Strong and Durable Design
Automatic Line Loss Compensation
Superb Acoustics | AMS IC Solutions
3 Levels of Flash Selections
Fits all Accutone Telephone Headsets

UC10

SOHO | Enterprises | On-the-Go
UC compatible with Microsoft® Lync
Designed for VoIP Voice Conference
One-Click Hook Switch for UC
Superb Echo-Cancellation Design
Digital Volume Control & Mute
Portable Design | Hide Cord Inside Unit
Multi-colored LED Indicators
Driver Free for Windows and Mac



LYNC|CONFERENCE
UC10

TEL | USB SWITCHER
J1

J1

SOHO | Offices | Enterprises
Connects Both Telephone & Computer
Share One Headset for Two Usage
Large Switch to Choose Environment
Pin-Alignment for Pairing with Telephone
Driver Free for Windows and Mac
Online LED-Indication
Fits all Accutone Telephone Headsets
No Batteries Required

A10

SOHO | Offices | Enterprises
Connects Both Telephone & Computer
Signal Amplification for Headset
Share One Headset for Two Usage
Pin-Alignment for Pairing with Telephone
Dual 3.5mm Connection to Sound Card
Quick Headset/Handset Switch
Volume Adjustments | Mute Switch
Also Supports 3.5mm PC Headset

SIMPLE AMPLIFIER
A10

ADVANCED AMPLIFIER
A20

A20

SOHO | Offices | Enterprises
Connects Both Telephone & Computer
Signal Amplification for Headset
Support the Widest Range of Systems
Pin-Align | Mic Types | Gain Controls
Recording Capability via Recording Port
Online | Mute LED-Indication
Fits all Accutone Telephone Headsets
Volume Adjustments | Mute Switch

ATP550

Offices | Enterprises
Connects Console Telephone
Signal Amplification for Headset
Support Most Avaya Call Master Console
Standard PJ327 Metal Prongs
Control Dial for Headset Volume
Fits all Accutone Telephone Headsets
Strong and Durable Casing
No Batteries Required

CONSOLE AMPLIFIER
ATP550

QD | AUC ADAPTOR
AUC

AUC

Call Center | Offices | Enterprises
Connects Computer via USB
Accutone Unified Communcation (USB)
Convert Telephone Headset to AUC
Digital Inline Control
Online | Mute LED-Indication
Connects Telephone Headset via QD
Strong and Durable SR Design
Driver Free for Windows and Mac

AU200

Call Center | Offices | Enterprises
Connects Computer via USB
Convert Telephone Headset to USB
Fits all Accutone Telephone Headsets
Basic Solution to Avoid Tampering
Save Desktop Space
Connects Telephone Headset via QD
Durable Design
Driver Free for Windows and Mac

QD | USB ADAPTOR
AU200

3.5MM | USB ADAPTOR
AU300

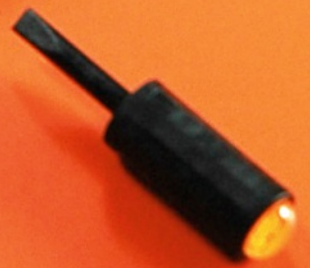
AU300

SOHO | Offices | Enterprises
Connects Computer via USB
Convert 3.5mm PC Headset to USB
Convert Multimedia Speakers to USB
Convert any 3.5mm Devices to USB
Digital Volume Control | Mute
Online | Mute LED-Indication
Complementary to CM300 Headset
Driver Free for Windows and Mac

LEXSUS I

SOHO | Offices | Enterprises
Connects Telephone Headset via QD
Pair Headset to Most System Telephones
8-Position Selection Switch
Automatic Microphone Pre-Amplification
Fits all Accutone Telephone Headsets
Complementary to 1010 Headset
Comes with Adjustment Tool
No Batteries Required

UNIVERSAL PAIRING
LEXSUS I



AVAYA ADAPTOR
LEXSUS 3

LEXSUS 3

Connects Telephone Headset via QD
Pairs with Avaya 9600 | 1600 Series
Adjust Microphone Tuner to Pair Phone
Cost-Effective Solution
Excellent Acoustics

PIN CONFIGURATOR
C100

C100

Connects Telephone Headset via RJ9
Pair with Telephone by Aligning Pins
12 Different Configuration Settings
Quick Switch Between Headset/Handset
Mute Function

Y CORD

Use for Training Purposes
Split Audio Sources for Two Headsets
Incoming and Outgoing Paths are Shared

TRAINING CABLE
Y CORD

QD MUTE

Connects Telephone Headsets via QD
Quick Microphone Mute During Calls
Use between Headset and Bottom Cord

MUTE CONNECTOR
QD MUTE

CORDS

(1) Standard Direct Connect Cord
(2) A10 | A2A Direct Connect Cord
(3) ADC25 2.5mm Conversion Cord

PRESET PAIRING
CONNECT CORDS