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## ABOUT ADDASOUND



Originated from Denmark, a country that leads the world's sound technology, ADDASOUND is a global leading provider of voice solutions and unified communication devices.

ADDASOUND's products are designed and engineered in Denmark by a reputable team and now distributed all over the world. The professional team is enthusiastic and highly skilled in the industry. ADDASOUND always tries to provide the customers with the best experience of voice communication and guarantees the highest standard of reliability and quality.

### Industry strength:

- Leading technology: advanced noise canceling technology guarantees high-standard sound quality and the best user experience.
- Superior sound quality: wideband audio processing and excellent electro-acoustic design ensures clear sound transmission.
- Simple design: classic Nordic style design perfectly combines outer simplicity with inner excellence.
- Superior compatibility: compatible with all major phone brands and softphone platforms.
- Delicate details: from products to service, ADDASOUND looks deep into every detail to meet your every need.

ADDASOUND has the products from wired headsets to wireless headsets. These headsets and accessories are specially designed for CC&O (contact center and office), business and enterprise, speech recognition, unified communications and mobile communications.

They are deployed globally in all major verticals such as: healthcare, finance, insurance, education, government, transportation, energy and consumer.

ADDASOUND has a friendly channel-driven policy for distributors and resellers and strives to create a win-win culture with all global partners.

ADDASOUND welcomes the global partners to contact ADDASOUND and join the ADDASOUND distribution channel!

## ADDASOUND GLOBAL PRESENCE





## CONTACT CENTER AND OFFICE



## Crystal 2731 & 2732



Hard-working staff in contact centers and offices nowadays have higher requirements of their headsets. In order to provide outstanding customer experience, ADDASOUND has developed a wide range of professional and cost-effective headsets for contact centers and offices.

ADDASOUND's headsets comprise advanced noise canceling and electro-acoustical technology and deliver crystal-clear sound wrapped in a sleek and stylish Nordic design.

ADDASOUND's headsets and solutions will always be your reliable working companions even in a very noisy environment.

### Value-priced Entry Level Headset with Robust Design

- Noise-canceling microphone filters out ambient noise and interference
- 150-6800Hz wideband audio processing guarantees natural sound communication
- Memory steel headband allows you to adjust it tighter or looser for best fit of your head
- Robust design and high quality materials withstand intensive daily use
- Over 25 rigorous, intense tests guarantee reliability and durability
- Flexible uni-body boom design ensures durability and precise positioning of the microphone
- Ultra-lightweight design and soft foam ear cushions for all-day comfort
- Easy deployment on different platforms such as desk phones and soft phones via a variety of Quick-Disconnect cords
- Maximum volume control protects the hearing under intensive usage
- Only environmental-friendly materials are used



Crystal 2732

#### Works with:



Desk Phone



PC



Mobile Phone

The agents in contact centers and offices who handle high call volumes deserve a reliable telephone headset to manage their daily work. With contemporary design, ADDASOUND Crystal 2731/ 2732 headsets are an ideal solution for cost conscious organizations. With a small investment, agents and customers can have a smooth and clear conversation without annoying background noise and repeated dialogue. ADDASOUND headsets pass over 25 rigorous and intense tests before they are approved to launch to the market. With their noise cancelling, comfort and durability, ADDASOUND headsets consistently outperform the competition and improve call quality while at the same time reduce headset cost.

## Crystal 2831 & 2832



## Crystal 2871 & 2872



### Premium Quality Headsets with Superior Sound Quality and Advanced Noise Cancellation for Very Noisy Environments

- Superior noise canceling technology eliminates the background noise for information security and customer satisfaction
- Neodymium magnet speaker provides crystal-clear and powerful sound performance
- Stylish but robust structural design provides reliable 24/7/365 usage
- Reinforced metal joints for better connection and durability
- Flexible uni-body boom design ensures durability and precise positioning of the microphone
- 150-6800Hz wideband audio processing guarantees natural sound communication
- Easy deployment on different platforms such as desk phones and soft phones via a variety of Quick-Disconnect cords
- Ultra-lightweight design and soft foam ear cushions for all-day comfort
- ADDASOUND's headsets follow the International Noise Safety Standards and help create a safe and comfortable work environment



Crystal 2832

#### Works with:



ADDASOUND is always dedicated to delivering headsets with superior sound quality and wearing comfort. When agents use ADDASOUND headsets, they are impressed by how the headsets help increase their work efficiency and improve their productivity. ADDASOUND Crystal 2831/2832 headsets meet our high standards. They are exceptional among many other CC&O headsets with advanced noise canceling technology, elegant but robust design, natural sound quality and great comfort. This series is specially designed for high volume contact centers and offices working 24/7/365. The agents who handle large call volumes on a daily basis will appreciate the comfortable, ergonomic design and superior sound quality.

### Premium Headsets for Contact Centers and Offices

- Superior noise canceling microphone to eliminate background noise and enhance your voice
- Neodymium magnet speaker provides crystal clear hearing performance
- The 300° rotatable and bendable boom with one-body design for unbreakable daily use and precise positioning
- Metal joints made of aircraft grade aluminum alloy for better integrity and durability
- Easy deployment on different platforms such as phones and PCs via a variety of Quick-Disconnect cords
- Ultra-lightweight design and soft premium leatherette ear cushions for all-day comfort
- ADDASOUND's headsets follow the International Noise Safety Standards and help create a safe and comfortable work environment















Crystal 2872

#### Works with:



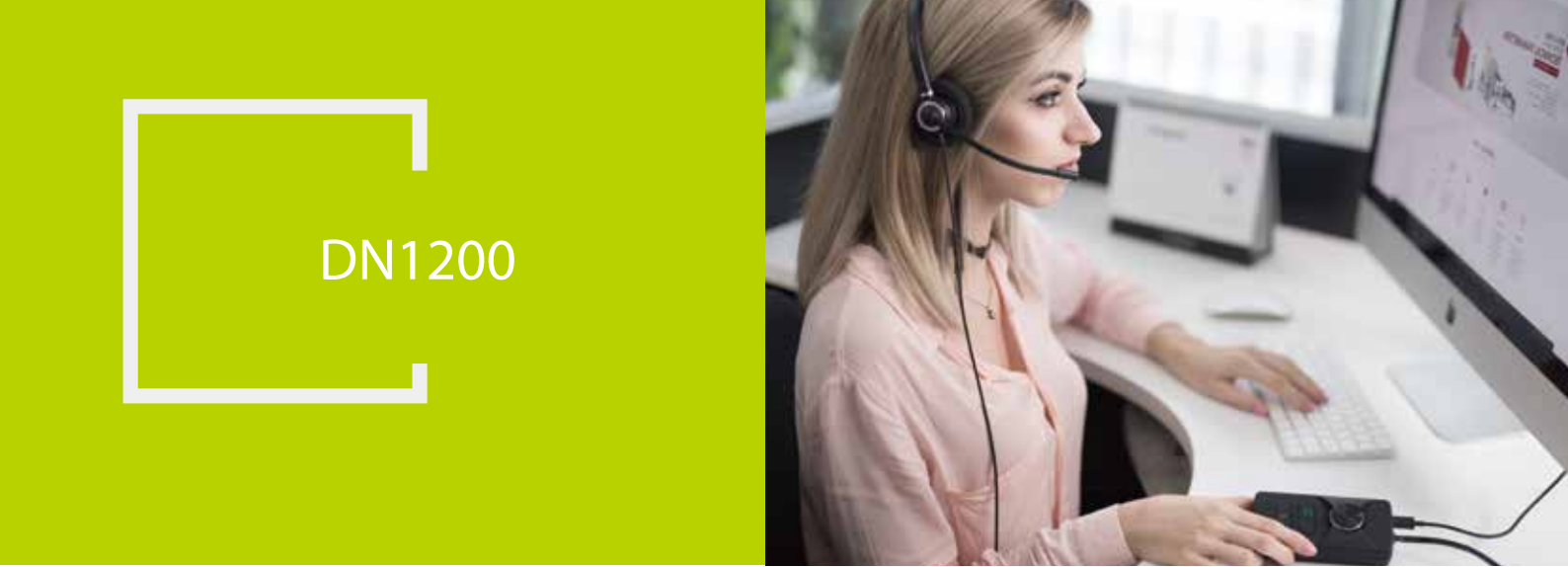
In order to meet the special demands of fast-growing contact centers and offices, ADDASOUND's premium and innovative Crystal 2871/2872 have arrived. The headsets are specially designed for professional users in call centers and offices who would like to have the best hands free device while experiencing superior noise canceling, crystal-clear voice transmission, all-day comfort and great durability. ADDASOUND will be an ideal choice and will deliver the best hands free experience in extremely noisy work environments.

ADDASOUND HEADSET PORTFOLIO FOR CONTACT CENTERS AND OFFICES

			
	Crystal 2732	Crystal 2832	Crystal 2872
Works With	   Desk Phone/ PC /Mobile Phone	   Desk Phone/ PC /Mobile Phone	   Desk Phone/ PC /Mobile Phone
Wearing Style	Over-the-head	Over-the-head	Over-the-head
Target Users	Users requiring comfortable noise canceling headset at an affordable price	Users requiring advanced noise canceling headset with natural sound quality, robust design and great comfort	Users requiring premium, advanced noise canceling headset with the best all-day comfort, crystal clear voice transmission and lightweight design
Rotation of Boom	300°	320°	300°
Rotation of Ear Cap	180°	180°	180°
Adjustable headband	Yes	Yes	Yes
Hearing Protection	Yes	Yes	Yes
Noise Canceling Effect	Better	Best	Best
Model Number	Crystal 2731 (Mono) Crystal 2732 (Duo)	Crystal 2831 (Mono) Crystal 2832 (Duo)	Crystal 2871 (Mono) Crystal 2872 (Duo)
Ear Cushions	Foam ear cushions	Foam ear cushions	Premium leatherette ear cushions
Accessories	Foam ear cushions	Foam ear cushions	Foam ear cushions
Warranty Period	2 Years	2 Years	2 Years

\*\*\* Headset Compatibility Guide

Use our Compatibility Guide to find the right solution for your desk phone or device: [www.addasound.com](http://www.addasound.com)



Multifunctional Amplifier for Deskphone and Softphone

- Reduction of noise picked up by microphone to highlight voice clarity
- DSP (Digital Signal Processing) enables the user to enhance the voice clarity and reduce the echo digitally.
- Premium volume control knob to adjust the volume of the incoming calls
- Compatible with most desk phones and soft phones
- Easily switch from handset to headset
- Easy access to incoming and outgoing volume and the ability to mute calls
- Dual connectivity for both desk phone and soft phone usage
- Dual headset jacks to connect two headsets for training
- Hearing protection to keep the user from sudden sound spikes



DN1200

Works with:



With Addasound’s DN1200 amplifier, the professionals in contact centers and offices could connect Addasound QD (Quick-Disconnect) headsets to any desk phones or soft phones, while enjoying the enhanced voice clarity for better call communications. The DN1200 will improve the sound quality of their existing headset, and give the user the ability to switch from their desk phones to softphones. The user will have easy access to incoming and outgoing volume control, and the ability to mute calls while easily managing calls on multiple platforms. This will make all calls more productive as well as “future proof your investment” with any future change to how you currently communicate today.



## UNIFIED COMMUNICATIONS



## EPIC 301 & 302



Unified Communications play a more and more important role in daily work and life. Users can manage their work easily in the office, at home or on the road seamlessly. ADDASOUND's UC headsets help increase efficiency and productivity, facilitate collaboration and integrate seamlessly with major UC platforms. When you want to get the full benefits of unified communication, you should try ADDASOUND's UC comfortable and lightweight headsets with crystal-clear sound quality and superior noise canceling wrapped in an elegant design.

### Economical and classic UC headset for CC&O and Home Office

- Directional noise canceling microphone
- Lightweight memory steel headband, rotatable ear cap and flat foam ear cushions
- Robust design and high quality materials
- Plug and play, easy to set up and fast to deploy
- Convenient call management including call answer/end, mute, volume+ and volume- 1
- Busy light indication shows the working status
- DSP (Digital Signal Processing) for clear voice communications
- Stereo sound for binaural headset (Epic 302), ideal for calls, music and multimedia
- Compatible with most leading UC platforms
- ADDASOUND's headsets follow the International Noise Safety Standards

- 1.Call answer/end only works on Skype for Business
- 2.Busy light only works on Skype for Business



Epic 302

### Works with:



PC

EPIC 301/302 headsets provide the customers with outstanding noise canceling and audio experience in contact centers, open offices and home offices where UC platforms are deployed. Busy light indication allows the customer to concentrate on the work more efficiently. Epic 302 has stereo sound which delivers richer audio quality, ideal for phone calls, music and other multimedia. With the arrival of EPIC 301/302, the customers could get a comfortable, durable and easy-to-use UC headset at an affordable price.

## EPIC 501 & 502



## EPIC 511 & 512



### Stylish and Multifunctional UC headset for UC Platforms

- Superior noise canceling microphone
- Neodymium magnet speaker
- Lightweight memory steel headband, rotatable ear cap and soft leatherette ear cushions
- Busy light indication shows the working status
- Plug and play, easy to set up and fast to deploy
- Convenient call controls including call answer/end, mute, volume+ and volume-
- Variants of connectivity including USB and 3.5mm jack for multi-devices such as PC, mobile phone and tablet
- DSP (Digital Signal Processing) and echo cancellation
- Stereo sound (Epic 502), and dynamic EQ optimize the sound quality
- ADDASOUND's headsets follow the International Noise Safety Standards

1. Call answer/end only works on Skype for Business
2. Busy light only works on Skype for Business



Epic 502

#### Works with:



Professionals may want a stylish and multi-functional headset solution to connect multiple devices such as mobile phone, tablet or PC for multitasking and collaboration. ADDASOUND EPIC 501/502 headsets are engineered for this demand. You can make calls or enjoy the music/multimedia from your PC, mobile phone or tablet via USB or 3.5mm jack connectivity. The elegant and ergonomics design of this headset offers you comfort for daily use. Busy light indication allows you to concentrate on the work without disturbance. Epic 502 has stereo sound for richer audio quality. Epic series headsets enable users to be hands free for a more productive work day.

### Advanced Dual-microphone Noise Canceling Technology An Ideal UC Headset in Extremely Noisy Environments

- Advanced dual-microphone noise canceling technology
- Neodymium magnet speaker
- DSP (Digital Signal Processing), echo cancellation and enhanced voice extraction
- Stereo sound (Epic 512), and dynamic EQ optimize the sound quality
- Convenient call controls including call answer/end, mute, volume + and volume-
- Lightweight memory steel headband, rotatable ear cap and soft leatherette ear cushions
- Plug and play, easy to set up and fast to deploy
- Busy light indication shows the working status
- ADDASOUND's headsets follow the international Noisy Safety Standards

1. Call answer/end only works on Skype for Business
2. Busy light only works on Skype for Business



Epic 512

#### Works with:



It is very hard to avoid the service complaints and essential information disclosure during calls in an extremely noisy environment. With ADDASOUND's EPIC 511/512, customers will have no such concerns. They are specifically engineered for those customers who have very high requirement of noise cancellation for better service and security, such as health-care, banking, insurance or any other businesses where essential information is exchanged over the phone.



ADDASOUND HEADSET PORTFOLIO FOR SPEECH RECOGNITION AND UNIFIED COMMUNICATIONS



EPIC 302



EPIC 502



EPIC 512

Works With	 PC	 PC	 Mobile Phone	 PC
Wearing Style	Over-the-head	Over-the-head		Over-the-head
Target Users	Users requiring a professional UC headset at a budget-friendly cost	Users requiring premium noise-cancelling headset with dual connection for calls, music or multimedia		Users requiring superior noise canceling headset in an extremely noisy environment
Control Button	Call answer/end <sup>1</sup> , volume +/-, mute	Call answer/end <sup>1</sup> , volume +/-, mute		Call answer/end <sup>1</sup> , volume +/-, mute
Noise cancellation	Good	Better		Best
Call Control on Skype for Business	Yes	Yes		Yes
DSP (Digital Signal Processing)	Yes	Yes		Yes
Busy Light <sup>2</sup>	Yes	Yes		Yes
Adjustable Headband	Yes	Yes		Yes
Rotation of Boom	315°	315°		315°
Rotation of Ear Cap	11°	11°		11°
Plug-and-Play	Yes	Yes		Yes
Connectivity	USB connection	USB or 3.5mm jack connection		USB connection
Stereo Sound (Binaural Headset)	Yes	Yes		Yes
Model Number	Epic 301 (Mono) Epic 302 (Duo)	Epic 501 (Mono) Epic 502 (Duo)		Epic 511 (Mono) Epic 512 (Duo)
Optional Color	Black	Black, red		Black, red
Ear Cushions	Foam ear cushions	Premium leatherette ear cushions		Premium leatherette ear cushions
With Travel Bag	No	Yes		Yes
Warranty Period	2 Years	2 Years		2 Years

1. Call answer/end only works on Skype for Business.  
2. Busy light only works on Skype for Business.

ADDASOUND  
PRODUCT FAMILY

