

Practica SP11/12®

Delivering value and performance to the Contact Center

The headsets of choice for the most cost-sensitive contact centers. Featuring a functional design, the Practica SP11/12 headset delivers call clarity with noise-cancelation technology. Adjustable components ensure comfort as well as ease of setup and maintenance.

PRACTICA SP11/12 KEY FEATURES

- **Wearing styles:** Monaural and binaural wearing styles.
- **Lightweight comfort:** Adjustable over-the-head design to meet most fit and comfort needs.
- **Noise reduction:** Noise-canceling microphone reduces background noise.
- **Warranty:** One year.

CHOICE OF THREE VERSIONS

- **Quick Disconnect version connects to:** Various bottom cables, enabling connectivity to PSTN, USB for PC, and audio processors for desk phones.
- **Modular version connects to:** Telephone.
- **PC Soundcard version connects to:** PC without need for USB.

Audio processors provide precise levels of listening comfort and superior sound performance.



SP-AP20 Audio Processor:

- Volume control
- Mute control
- Tone control
- Quick Disconnect (QD)



SP-USB20 USB Audio Processor:

- Inline volume control
- Inline mute control
- Inline Mute LED
- Quick Disconnect (QD)



Modular connection:
Connects direct to telephone

Quick disconnect (QD):
Connection flexibility allows different headsets to be used with different bases

PC Soundcard:
3.5mm jack-equipped models add connectivity to PC without USB

TECHNICAL ASSISTANCE CENTER

Backed by Plantronics industry-leading global service and support.

800-544-4660 (US and Canada)
831-458-7700 (outside US)

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Headset Microphone:	Noise-canceling
Ideal for:	Cost-sensitive contact centers seeking an economical way to achieve reliability, comfort, and good audio performance
Models:	SP11 (Over-the-head, monaural) SP12 (Over-the-head, binaural) SP11-QD (Over-the-head, monaural) SP12-QD (Over-the-head, binaural) SP11-PC (Over-the-head, monaural) SP12-PC (Over-the-head, binaural)
Headset Weight:	Monaural (SP11): 44g Binaural (SP12): 62g
Wearing Styles:	Over-the-Head
Limited Warranty:	One year

For more information about the Practica SP11/12 family of headsets or other Plantronics products, please visit our web site at plantronics.com

PRACTICA
by plantronics



VODANET İLETİŞİM HİZMETLERİ SAN. VE TİC. LTD. ŞTİ.
Altayçeşme Mah. Çam Sok. No:16 Dap Royal Center D Blok Kat 8/32 Maltepe - İSTANBUL
Tel: 0216 340 76 40 Fax: 0216 340 51 73 E-Mail: info@vodanet.com.tr

<http://www.vodanet.com.tr>