



Enhance **customer satisfaction**

Upgrade from Jabra Pro 9400 to
Jabra Engage Series wireless headsets





Customer calls are changing

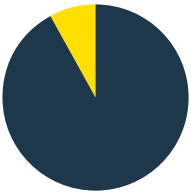
Calls are becoming longer, more complex and more important to the customer experience. So call quality is more important than ever. Yet workers taking customer calls face noisy office environments, challenging the delivery of customer satisfaction.

Enhance customer satisfaction

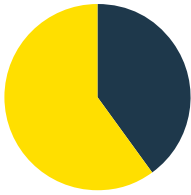
Up to 90% of organizations perceive customer satisfaction as a competitive differentiator.¹

Jabra Engage wireless headsets are specifically engineered for people who talk to customers throughout the day.

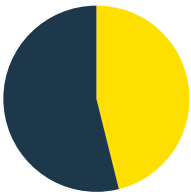
Offering superior call quality, office mobility and features to drive productivity, Engage innovations enable users to power customer satisfaction.



While **80%** of organizations claim to deliver excellent customer satisfaction, only **8%** really achieve it.²



Nearly **60%** view investments into live agent telephony as a priority³



Nearly **54%** say lacking the right information during calls negatively affects their ability to deliver customer satisfaction⁴

Jabra Engage gives you more

Jabra Pro 9400 users already know the benefits of going wireless. Jabra Engage headsets feature the latest wireless technology, ushering in a new class of performance. All for a similar price.

Highlights at-a-glance

More amazing sound for customer satisfaction

- Advanced noise-cancelling microphone filters out background office noise
- Enhanced speakers
- Meets Skype for Business Open Office requirements⁵

More freedom to solve customer challenges

- Enables users to talk up to 150 meters/490 feet from their desk⁵
- Up to 13 hours' talk time⁵

More productivity and customer focus

- Features a “do-not-disturb” busylight
- Able to switch seamlessly between up to 5 devices⁶
- Highly secure wireless calls

The engineering work behind Jabra Engage:



115,440 hours of R&D time



40 engineers involved



4 new patents registered

¹ Global Contact Centre Benchmarking, Dimension Data 2016.
² Frost & Sullivan, white paper, 2015 ³ CCW Market Study, Nov 2018
⁴ Jabra Call Centric Study, 2017 ⁵ Jabra Engage 75/65 Stereo and mono versions.
⁶ Jabra Engage 75 connects to up to 5 devices (desk phone, softphone, analog phone, and 2 Bluetooth devices); Jabra Engage 65 connects to up to 2 devices (desk phone and softphone)

Introducing Jabra Engage wireless headsets through ScanSource

Taking conversations to the next level

In creating Jabra Engage, we engineered wireless functionality to the next level – incorporating new, exclusive technologies to further enhance the call experience for both user and customer. Now available through ScanSource, your trusted partner and leading global provider of technology products and solutions.



Jabra Engage 75 models

- Connect to up to five devices at once
- Modern touch screen base with intuitive controls
- Choice of three models to suit all workstyles



Jabra Engage 65 models

- Connect to up to two devices including desk phone and softphone
- Modern base with easy to use buttons
- Choice of three models to suit all workstyles

Jabra Engage wireless headsets give you more...

More amazing sound to improve customer satisfaction



Better sounding calls

The Engage microphone filters out sound from people nearby, making sure that your customer's focus is on the person speaking to them, not background noise. New advanced algorithms ensure all incoming calls to a user-defined sound level that is constant throughout the day. Jabra Engage also has Skype for Business Open Office certification.²



Better functionality

Jabra has engineered a completely new, modern base with a smaller footprint than the Jabra Pro 9400. The Engage 75 base features a touch screen interface, while the Engage 65 has simple buttons (similar to the Pro 9450).



More talk time

With up to 13 hours talk time, compared to up to 10 hours with the Pro 9400, employees are always available for customer calls.



Better security

Jabra Engage has security features going beyond DECT security Step C providing enhanced protection against eavesdropping.³



Better usability

Based on user feedback, Jabra has designed separate buttons to control volume up, volume down, answer/end, and mute functions on the headset.

More freedom to solve customer challenges



More wireless users

Jabra Engage compress data more efficiently using the DECT wireless frequency. Audio signals are transported in the exact size needed, instead of a uniform size (and at a faster bit rate). This enables up to 3x more users to work wirelessly in the same office.¹



Easy hot-desking (pairing a new primary device to the same base). With Engage 75 models, simply pair the headset to the base via DECT and press 'Accept' on the base screen. Engage 65 models enable hot-desking using a similar process to the Jabra Pro 9400.



Better charging

A micro-USB charger in the base makes it easier to dock the headset correctly in one simple action and ensure it is charging. With the fast charge feature, you can power the headset to 40% in just 30 minutes. If the battery gets critically low during a call, Jabra Engage can also be charged using a standard wall charger while you are still on the call or used as a corded headset.



Better mixed deployments

Jabra Engage headsets work alongside Jabra Pro 9400 and other wireless headsets, making mixed deployments easy.¹ When replacing legacy wireless headsets, be aware that the wireless range settings should be aligned.⁴



Easier home working

Users who leave their base unit at the office can now work from home by connecting the headset to their PC with a USB cable.

More productivity and focus on the customer



Better productivity

Jabra Engage features a first-in-category busylight that acts as a do-not-disturb sign – helping to prevent colleague interruptions. There's now no need to buy an external busylight.



Hi-Fi audio

Users listening to music will hear a noticeable improvement with stereo audio.



Better comfort

Jabra Engage offers a choice of wearing styles to suit all work styles, including a new lightest-in-category convertible model weighing just 18 grams.

Don't take our word for it—demo today

ScanSource offers free demo kits of Jabra products, now including the Engage audio endpoint series. With the [ScanSource Jabra Demo Program](#), resellers may request units for their own education or to hold customer demonstrations. Demo units are:

- Available for 10 business days at a time
- Limited in quantity—so get your orders in early
- Not for resale








Questions about our ScanSource Jabra Demo Program? Reach out to jabra@scansource.com.

¹ For more details, please refer to our Density white paper. ² Stereo and mono versions
³ For more details, please refer to our Security white paper. ⁴ Contact Jabra Support for more information.

Leverage new technology to deliver results

Jabra Engage. The world’s most powerful professional wireless headsets*

At-a-glance comparison chart

Variant	Series/model	   				   			
		Jabra Engage 75 Mono/Stereo	Jabra Engage 75 Convertible	Jabra Engage 65 Mono/Stereo	Jabra Engage 65 Convertible	Jabra Pro 9470	Jabra Pro 9465	Jabra Pro 9460	Jabra Pro 9450
Conversation & concentration	Intelligent volume control	•	•	•	•				
	User sound protection (PeakStop, Noise@Work, Acoustic Shock)	•	•	•	•	•	•	•	•
	Directional noise-cancelling microphone	•	•	•	•		•	•	•
	Skype for Business certified	•	•	•	•	•	•	•	•
	Skype for Business Open Office certified	•		•					
	Integrated busylight	•	•	•	•				
Wireless freedom	Wireless capacity – wideband (number of users – up to) NA/EU ¹	80/160	80/160	80/160	80/160	20/40	20/40	20/40	20/40
	Wireless capacity – narrowband (number of users – up to) NA/EU ²	105/210	105/210	105/210	105/210	40/80	40/80	40/80	40/80
	Wireless range (meter – up to)	150	100	150	100	150	150	150	150
	Talk time (hours – up to) ³	13	9	13	9	10	10	10	10
	Fast charge from 0% (% battery charged after 30 mins)	40	40	40	40	25	25	25	25
	Emergency charging	•	•	•	•				
	Connectivity (devices – up to)	5 ⁴	5 ⁴	2 ⁵	2 ⁵	3	3	2	2
	Wireless technology	DECT	DECT	DECT	DECT	DECT	DECT	DECT	DECT
	Secure DECT (level)	C	C	C	C	A	A	A	A
Comfort	Boom arm adjustable	270°	360°	270°	360°	360°	270°	270° (Stereo) 360° (Mono)	270° (Stereo) 360° (Mono)
	Wearing styles	Stereo and mono ⁶ versions	Choice of earhook, neckband or headband	Stereo and mono ⁷ versions	Comes with earhook and headband ⁸	Choice of earhook, neckband or headband	Headband only	Headband (Stereo) Choice of earhook, neckband or headband (Mono)	Headband (Stereo) Choice of earhook, neckband or headband (Mono)
	Headset weight (grams)	90 (Stereo) 64 (Mono)	18	83 (Stereo) 57 (Mono)	18	28	70	70 (Stereo) 31 (Mono)	70 (Stereo) 31 (Mono Flex) 28 (Mono Basic)

¹ Relates to Jabra Engage 75/65 Stereo and Mono variants. February 19, 2018. See facts on [Jabra.com/commercial-claims](https://www.jabra.com/commercial-claims)

² DECT capacity, number of theoretical users in wideband. Actual numbers may vary. See our Density White Paper for more details.

³ Dependent on usage

⁴ Can connect to 2 USB devices (softphone and/or desk phone), 2 Bluetooth® devices and 1 analog desk phone

⁵ Can connect to 1 USB device (softphone or desk phone) and 1 analog phone

⁶ Engage 75 Mono: comes with neckband accessory






















⁷ Engage 65 Mono: neckband is available as an accessory

⁸ Engage 65 Convertible: neckband is available as an accessory

Product migration

Jabra recommended migration path from Pro 9400 Series to Engage Series

At-a-glance migration chart

Jabra Pro 9400 variant name	To be replaced by	Jabra Engage variant name
 Jabra Pro 9470 Mono		 Jabra Engage 75 Mono
 Jabra Pro 9465 Duo		 Jabra Engage 75 Stereo
 Jabra Pro 9460 Duo		 Jabra Engage 75 Stereo
 Jabra Pro 9460 Mono		 Jabra Engage 75 Mono
 Jabra Pro 9450 Duo		 Jabra Engage 65 Stereo
 Jabra Pro 9450 Mono		 Jabra Engage 65 Mono
 Jabra Pro 9450 Flex Mono		 Jabra Engage 65 Mono

The Jabra Engage Wireless Series also offers a new wearing style with Jabra Engage 75 and 65 convertible models which can be worn in 3 ways (earhook, neckband and headband).

Engage with Jabra through ScanSource

To get answers to questions, sales advice, or demo kits, ScanSource partners can reach out to our supplier business manager and business development manager by emailing jabra@scansource.com.

