



Employee productivity is critical to the success of your business. Customer calls are getting longer and more complex. Meeting customer needs without compromising call handling time is therefore becoming more of a challenge. This impacts employee productivity and also retention.

The Jabra Link 860 is a flexible audio processor with dual connectivity to deskphone and softphone straight out of the box. With easy to reach buttons for mute, volume, switching calls between deskphone and softphone, the Jabra Link 860 now comes with added audio streaming; call recording, agent greeting and transcribing.

#### **BOOST AGENT EFFICIENCY**

Consistent sound clarity, background noise reduction and safe noise levels ensure fewer call interruptions so agents complete more calls – faster. Built-in noise reduction and easy call management features promote a safe, comfortable and more productive working environment.

#### **PREVENT STRESS AND HEARING INJURIES**

Call clarity, hearing protection features and background noise reduction ensure quick call resolution and create a comfortable and more productive working environment. The Jabra LINK 860 audio processor delivers acoustic shock protection and is compliant with the EU Noise at Work Directive and G616 in Australia.

#### **FUTURE-PROOF YOUR HEADSET INVESTMENT**

Whether you are moving offices or migrating from one telephony infrastructure to another, the Jabra Link 860 will allow you to maximise your existing headset investment for longer.



#### **REASONS TO CHOOSE**

- Audio streaming\* functionality at your employees fingertips
- Connectivity for deskphone and softphone straight out of the box. Suitable for office and contact centre environments
- Built in noise reduction capabilities

## PRODUCT FEATURES OVERVIEW



### PeakStop™

Protects the user by keeping the absolute sound level and the energy of the peak in the safe zone at all times providing safe, comfortable sound to your agents (max 118dB RMS).

- **Line Quieting**  
Removes line hiss, buzz and other distracting noises from the phone network.
- **Soft Squelch**  
Reduces background noise by only amplifying sounds over a certain level.





### Crystal Clear Sound

Clear sound makes it possible for the agent and the caller to understand each other, enabling personal and more effective conversations.

- **Digital Signal Processing (DSP)**  
Advanced technology that delivers crystal clear sound without echoes or artifacts so agents can have more effective conversations.
- **Tone Control Equalizer**  
Enables agents to adjust the sound of their headset to the optimal level of crispness and clarity.

## COMPARISON TABLE FOR THE JABRA LINK SERIES

Variant	SKU Number	Digital Signal Processing	Line Quieting	Soft Squelch	Tone Control	Noise At Work Regulations Compliant*	G616 Regulations*	*Audio Streaming	Volume Synchronisation	Deskphone and Softphone switch
 Jabra Link 850	850-09	•	•	•	•	•				
 Jabra Link 860	860-09	•	•	•	•	•	•	•	•	•

\*Call recording, agent greeting and transcribing

## JABRA HEARING PROTECTION

Jabra audio devices are designed to protect the hearing of those who use them. Jabra LINK 860 exceeds local compliance and legislation regulations, including the EU Noise at Work Directive (Directive 2003/10/EC) and leading US recommendations, enforcing an upper maximum exposure limit of 85 dB(A) (time weighted average over a full working day).

For G616 guideline, the Jabra LINK 860 provides greater levels of acoustic shock protection by either limiting the maximum output SPL to levels significantly lower than the maximum levels allowed by AS/CA S004 and AS/CA S042.1, and/or by suppressing the types of sounds that most commonly cause acoustic shock. The sound level limit suggested in this guideline of 102 dB(A).

For more information please visit [www.jabra.com/hearingprotection](http://www.jabra.com/hearingprotection)

\*Compliant with Jabra BIZ 2300, Jabra BIZ 2400 and Jabra BIZ 2400 II, GN2000, GN2100