

Press release (Global)
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GN Netcom unveils new series of “built-to-last” contact center headsets

- *Sturdy, impact-resistant design*
- *True wideband frequency response*

Copenhagen, Denmark/Hannover, Germany (March 10, 2005) - GN Netcom, a global innovator of hands-free communication technologies, will be unveiling a new series of corded contact center headsets at this year’s CeBIT exhibition. The GN 2000 series is the latest addition to their growing line of contact center headsets and supplements their popular GN 2100 and GN 2200 series.

“We’ve listened to the market and used our extensive experience to create a value-priced headset that’s really built to last. And that makes the GN 2000 perfect for busy contact centers,” says Hans Henrik Lund, President and CEO of GN Netcom. “And it’s not just tough. We’ve also made sure it’s designed to stay firmly, yet comfortably in place throughout the workday.”

The GN 2000 is a straightforward, easy-to-use headset designed to eliminate adjustment hassles and breakage. It is available in both mono and duo styles with either a special noise-canceling microphone mounted on a flex boom arm or SoundTube equipped with a standard microphone. By reducing unwanted background noise, GN Netcom’s noise-cancelling technology enables crystal clear communications with customers, each and every call, even in busy offices.

Feather-light, self-adjusting ear cushions provide both comfort and better acoustical coupling, ensuring a rich incoming signal. “Unlike other so-called ‘wideband’ headsets that cut off around 4000 Hz, the GN 2000 provides full frequency response from 150 - 6800 Hz so agents enjoy optimum call clarity with significantly less need to ask customers to repeat themselves. And that can really increase productivity,” explains Hans Henrik Lund.

In addition to units featuring QuickDisconnect cords (QD), the GN 2000 will also be available with a USB connector for VoIP applications. In fact, all the headsets in the GN 2000 series can be retrofitted with a USB adaptor if technical needs change. Complete with in-line sound controls, the GN 2000 USB is a true plug-and-play product that is Microsoft Windows® compliant. The GN 2000 noise-cancelling version will be released in May and the SoundTube and USB versions will follow later this year.

To download high-resolution photo material, please visit: <http://imageweb.gnnetcom.dk>



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About GN Netcom

GN Netcom is a world leader in hands-free communication technologies. The company develops, manufactures and markets a broad portfolio of corded as well as wireless headsets and related products. GN Netcom provides solutions covering the hands-free communication needs of professionals working in contact centers and offices. For information about products please visit www.gnetcom.com

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