



The enterprise guide to

PROFESSIONAL-GRADE HEADSETS

6 TIPS FOR CHOOSING AUDIO
DEVICES THAT ENABLE
PRODUCTIVITY ANYWHERE

63% of high-growth companies have adopted a “productivity anywhere” workforce model.¹

Enabling productivity across an enterprise relies on communication that is easy, accessible, and clear, no matter where workers are located. The ability to hear and speak clearly on both sides of a call makes collaboration more effective and provides a better experience for everyone.

Professional-grade headsets are designed with features that boost productivity and satisfaction while enabling IT to ensure maximum uptime and service.



UP TO
78%
OF IT PROS

say professional headsets
improve business performance via
productivity improvement.²



UP TO
74%
OF IT PROS

say professional headsets
improve business performance via
faster decision-making.²



UP TO
72%
OF IT PROS

say professional headsets
improve business performance via
better experience.²

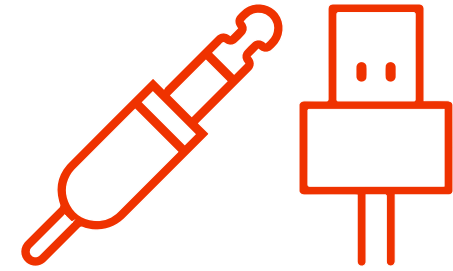
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HOW TO CHOOSE: WIRED OR WIRELESS?

Professional headsets are available as wired, wireless, or both. Luckily, it's simple to choose which device works best for different styles of workers.

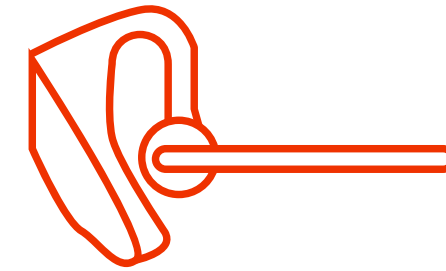
A headset needs to suit the workstyle of your users as well as the needs of their workspace. Do they need freedom to move around during calls? Do they need wired simplicity and security while they take calls at their desk? Or do they need something that can be used in both wired and wireless modes? Consider the pros and cons of wired headsets and Bluetooth® and DECT™ wireless headsets.



WIRED HEADSETS

With outstanding audio, ease of use, security, and affordability, wired headsets are the most common type of headsets for the office.

- Professional audio quality.
- No worries about charging.
- Sound quality is protected as there is no risk of signal interference.
- Unlimited talk time.
- Exceptional security.
- Not compatible with most mobile phones.



WIRELESS BLUETOOTH® HEADSETS

If you have highly mobile users who rely on smartphones for most of their communications, consider Bluetooth® headsets.

- Professional audio quality.
- 2.4 GHz radio frequency (available globally).
- Connect/remember multiple devices.
- Range of up to 328 feet or 100 meters (Class 1 devices).
- Excellent talk time plus very good user density and security.



WIRELESS DECT™ HEADSETS

For office and home office-centric environments where density, sound quality and range are paramount, opt for DECT™ (Digital Enhanced Cordless Communications) wireless headsets.

- Professional audio quality.
- 1.9 GHz radio frequency (protected band—differs globally).
- Range of up to 590 feet or 180-meter line of sight.
- Excellent user density, talk time and security.
- WiFi interference free.

NOISE CANCELLATION TECHNOLOGIES FOR BUSINESS-QUALITY SOUND

For business it's critical that both sides of the call are clearly heard. It's all too easy to disrupt an important business call with poor audio or the fact that your voice is drowned out by lots of background noise. Headsets designed for work use both noise-canceling microphones that reduce background noise and Active Noise Cancellation which helps the wearer concentrate no matter their surroundings.



**UP TO 75%
OF WORKPLACE NOISE**

can be screened by noise-canceling ear/headphones.³

MICROPHONE TECHNOLOGIES

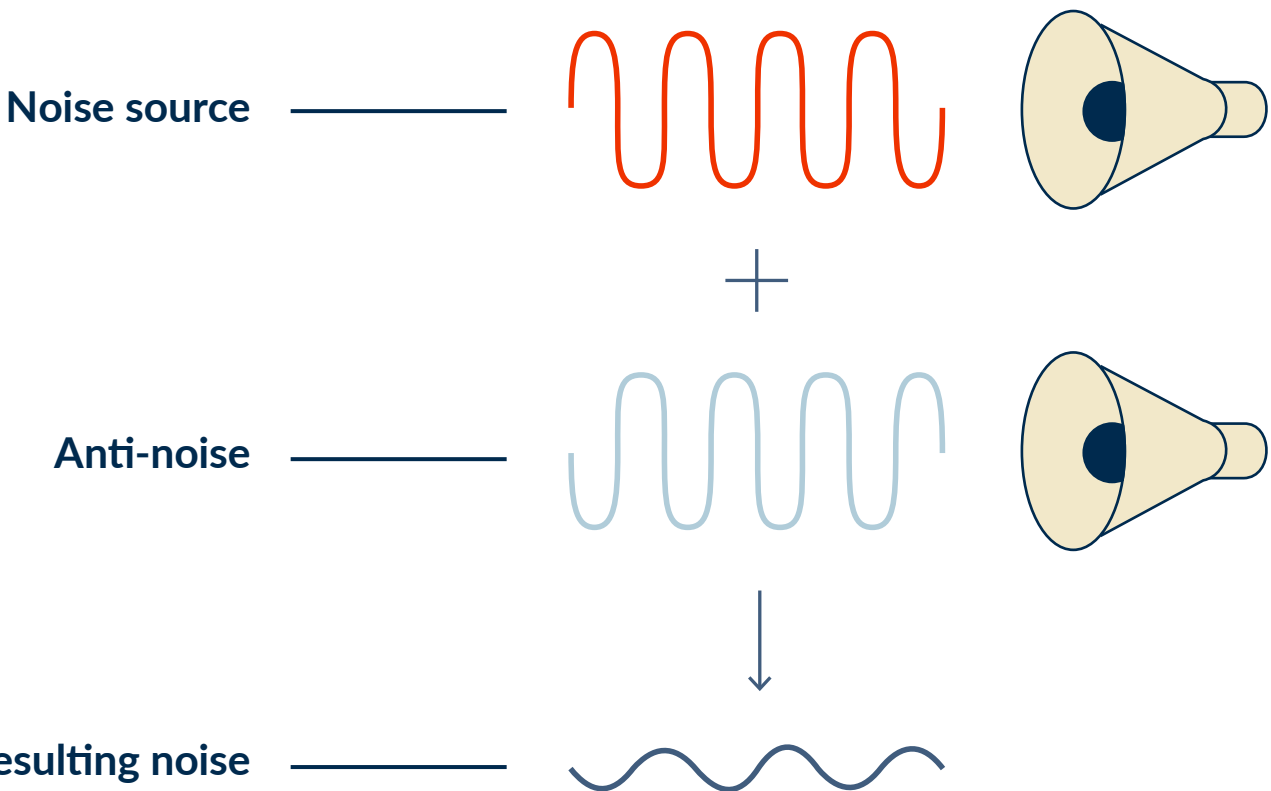
No matter which headset shape or form the employee is using, the microphone picks up their words and clearly transmits what they are saying to the people on the other side of the call. In an ideal world, the closer the microphone is to the mouth the larger the signal that can be picked up, and hence the less impact of background noise. Since users want varying styles, a variety of methods to remove background noises are used — from special noise canceling microphones to multiple microphones that focus on voice to DSP (Digital Signal Processing) that can process and remove the background noise.

Acoustic Fence uses spatially aware microphones to keep nearby sounds from competing with the headset wearer's voice and ensure their words are the only thing listeners hear.

NoiseBlockAI uses the headset's microphones to listen for paper rustling, typing, and other sounds that aren't speech and mute the microphone so they can't be heard on the other side of the call. The microphone is automatically unmuted when they start speaking.

ACTIVE NOISE CANCELLATION (ANC)

ANC puts microphones to work to enable the employee wearing the headset to focus. Four microphones (one inside and one outside of each ear cup) reduce background noise and distraction. Because of this, users can expect better performance, wider frequency response, and more tolerance for headset mispositioning. ANC headsets also reduce fatigue on business calls by allowing users to hear voices more naturally. Because of these advantages, professional headsets increasingly feature ANC technology.



THE ANATOMY OF PROFESSIONAL-GRADE AUDIO DEVICES

Professional headsets are specifically designed to improve employee productivity, with a full range of features that enable clear audio on both sides of the call. A choice of styles lets you match individual preferences.

ENTERPRISE EARBUDS

Designed for both calls and music.

- **Discreet design** for those who prefer minimal headsets.
- **Superior voice quality** thanks to multiple microphones per earbud and noise-reducing technology like WindSmart.
- **Active noise cancellation (ANC)** that automatically adapts to your environment.
- **Optimized/certified** to work with top virtual meeting platforms to boost employee productivity.
- **Customizability** with several silicone ear tip options to guarantee a comfortable fit.
- **Remote monitoring and management** capabilities enable IT to easily track and maintain devices.
- **Integrated, easy-to-use controls** for call answer, mute, and raising or lowering the volume.
- **USB Plug-and-Play Adapter** ensures easy use with employee computers.
- **Enterprise grade spares and support** keep your teams up and running.



PROFESSIONAL HEADSET

Designed to help workers focus on calls and present a professional image.

- **Active noise cancellation (ANC)** optimized for office/home office environments.
- **Connectivity to multiple devices** via Bluetooth® or various USB ports.
- **Voice comes through crystal clear** with flexible, noise-canceling microphones that utilize technologies like Acoustic Fence.
- **Optimized/certified** to work with top virtual meeting platforms to boost employee productivity.
- **Durable headset design** and high-quality materials stand up to daily use.
- **Remote monitoring and management** capabilities enable IT to easily track and maintain devices.
- **USB Plug-and-Play Adapter** ensures easy use with employee computers.
- **Enterprise grade spares and support** keep your teams up and running.

TIPS FOR SELECTING HEADSETS FOR YOUR WORKERS

Of course, not all employees work the same way. And they now work anytime and anywhere, across varied locations and spaces. Professional headsets are designed with this kind of flexibility in mind. In order to choose the right headsets, take a look at your workers' workstyles and workspaces to identify and understand what's needed. You may recognize some of these examples in your organization.

PRO TIP:

Establish collaboration device standards for your organization and provide a shortlist of approved or certified vendors and solutions. Guidelines will help IT avoid the time-consuming hassles that come with managing, updating, and monitoring disparate devices and platforms. A corporate standard will also help control costs.

WORKSTYLES



CONNECTED EXECUTIVE

- A tech savvy business leader who goes and works wherever needed – at a desk, car, airport, etc.
- A heavy user of communication tools and needs seamless connections across all devices.
- Look for a Bluetooth headset that can connect to multiple devices.



FLEX WORKER

- Splits time between office, home, and travel, so needs to be always-on and communicating across several devices.
- A natural innovator – always utilizing multiple communication channels and needs devices that easily transition between locations and minimize noise.
- Look for a Bluetooth headset that can connect to multiple devices.



OFFICE COLLABORATOR/COMMUNICATOR

- Office-based worker who spends most of their time at a desk.
- Collaborative and open to new tech but needs seamless communication across devices while blocking distractions and maintaining privacy.
- Look for a DECT™ device that can connect to their desk phone and PC.

WORKSPACES



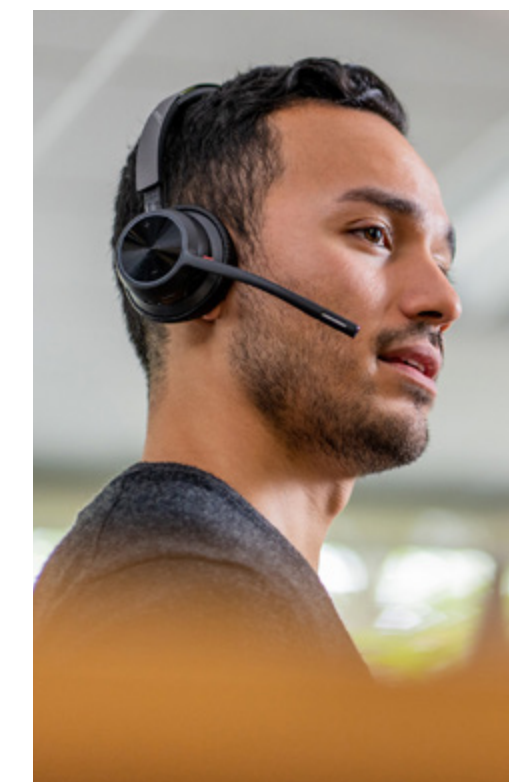
ON THE GO

- An ad hoc workspace away from home or work office, where activity is often focused on collaboration with customers, partners, or suppliers.
- Relies on a mixture of voice and video devices that are lightweight.
- Look for a Bluetooth headset that is portable.



AT THE DESK

- A personal workspace for a single worker; it may be a desk, office, or home office location, with or without privacy.
- Users at this location are primarily focused on work and collaboration over voice/video.
- Look for a wired or DECT™ headset.



CALL CENTER

- A high-density environment designed for inbound/outbound customer support calls.
- Sometimes includes distributed or virtual environments, where individuals are working from home.
- Look for comfortable, lightweight devices that are resilient enough for high-demand usage.

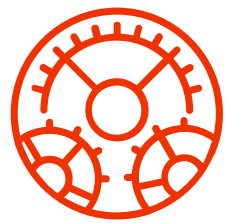
PROFESSIONAL SERVICES ENABLE A STRONG ROLLOUT

To sustain a remote work environment that fosters collaboration and productivity, you need to do more than choose the right headsets. Managing the end-to-end lifecycle helps ensure success: planning, selection, installation, deployment, plus cleaning and reconditioning. This also provides an immediate way to obtain replacements for failed devices. Yet, many organizations don't have the staff to do all of this. That's where professional and support services come in to help your team be successful, as shown by these common scenarios.

CHALLENGE	SOLUTION
You're rolling out new headsets and need to make sure that they're being effectively deployed, worn and used. But you can't dedicate the onsite resources to support the full initiative and rollout.	Consider engaging a partner for tasks like helping your users position headphone mics, connect to a cloud-based app, and learn best practices. It will free up your IT team and accelerate adoption and ROI, while improving productivity and the user experience.
You're deploying a large number of headsets and you only have the IT resources onsite to do it very gradually.	A faster deployment means faster productivity gains. Partners are set up for ultra-fast deployment and can free up your IT team from the repetitive and time-consuming tasks of unpacking, assembling, connecting and charging your headsets. And after initial installation they can act as floorwalkers to assist users and troubleshoot any issues, increasing user confidence and adoption.
You're deploying a cloud-based service to monitor, manage, and maintain your audio device environment and need to help with the initial onboarding to ensure you roll it out quickly across your organization.	Getting everyone to use the software in the same way makes things easier all round. Jumpstart your use of your cloud subscription and accelerate getting headsets connected to the Cloud, increased headset-connection rates, and a consistent user experience.
Your company has health and safety initiatives , or you're deploying a large number of headsets in an environment with high user turnover.	The cost of reconditioning headsets for redeployment is much less than the cost of purchasing new ones. Hiring a partner to test, clean and replace parts such as microphones and earpads can provide significant savings.
You're having a hard time forecasting your headset requirements , or you're concerned that you'll have a hard time replacing any headsets that fail.	Even if you have a warranty on a headset, you can contract additional services with a partner that covers beyond the warranty period. With this 24/7 service, you can have an advance replacement, freight paid both ways, the next business day to reduce downtime at much less than the cost of buying a new headset.
You're getting ready to set up a new workspace or increase the number of people working in a current space.	Deploying several wireless headsets into an office has an element of risk. A partner can conduct a remote wireless density study for you to minimize the risk of interference with the wireless Bluetooth technology.

REMOTE MANAGEMENT ENSURES PRODUCTIVITY

Remote management enables your IT team to easily monitor audio devices across the organization and keep employees collaborating productively. A single cloud-based app simplifies:



UPDATES

Quickly update firmware and software across your fleet in bulk, eliminating the time-consuming hassle of updating headsets one-by-one.



TROUBLESHOOTING

Monitor headsets in real time to detect and quickly troubleshoot issues before it escalates into downtime.



INVENTORY MANAGEMENT

Keep track of headsets wherever they're used with clear cross-vendor visibility of deployment across your organization and geolocating capabilities.



REPORTING AND ANALYTICS

Gain insight into deployment, adoption, usage, and acoustics with unique data captured directly from the headset to keep a pulse on device status, meeting performance, and worker experience.

HOW CAN POLY HELP?

Whether your employees are in the office, at home, or on the go, Poly can help you create an environment that keeps them connected, collaborating, and performing at their best from anywhere.

With the union of Poly and HP, our professional-grade audio and video devices are part of a broad ecosystem of solutions that deliver innovation and ease across your hybrid work environment.

Count on us for ANC and other built-in smart features, worry-free interoperability across leading UC platforms, simplified device management, and the services you need to roll out the right audio and video solutions for your team.

[LEARN MORE ABOUT PROFESSIONAL HEADSETS >](#)

[CONTACT A POLY PRODUCT EXPERT >](#)



¹ Accenture, "The future of work: A hybrid work model," October 2021.

² An End User Perspective on Workplace Communications and Collaboration, Global 2020, Frost & Sullivan, October 2020.

³ Do noise-cancelling headphones increase productivity? Medium.com, January 22, 2019, <https://medium.com/@theleadspace/do-noise-cancelling-headphones-increase-productivity-60ac172a6298>