



# THE ENTERPRISE PROFESSIONAL'S GUIDE TO HEADSETS

HELP YOUR WORKFORCE COMMUNICATE  
THEIR BEST, ANYWHERE THEY WORK

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## 88% of organizations worldwide now either encourage or require their employees to work from home.<sup>1</sup>

Because of this, there have never been so many workplace devices out of the direct supervision of IT. The lack of visibility and control creates new and sometimes unexpected challenges, and there's no going back to the old normal.

Collaborating across an professional depends on communication that is easy, accessible and clear, no matter where workers are located or when work is performed. However, use are built for leisure, not work. And if your workforce is using a broad range of devices from different manufacturers, it makes your fleet that much more difficult to maintain and troubleshoot when things go wrong.

It's a modern business problem, but one that can be solved. Professional headsets are designed with features that boost the productivity and satisfaction of your 'anywhere' workers while enabling your IT team to manage your remote workplace smoothly and at scale. Let's take a look into how professional headsets work for business.



**78%**  
**OF IT PROS**

say professional headsets improve business performance via productivity improvement<sup>2</sup>



**74%**  
**OF IT PROS**

say professional headsets improve business performance via improvement and faster decision-making<sup>2</sup>



**72%**  
**OF IT PROS**

say professional headsets improve business performance via experience improvement<sup>2</sup>



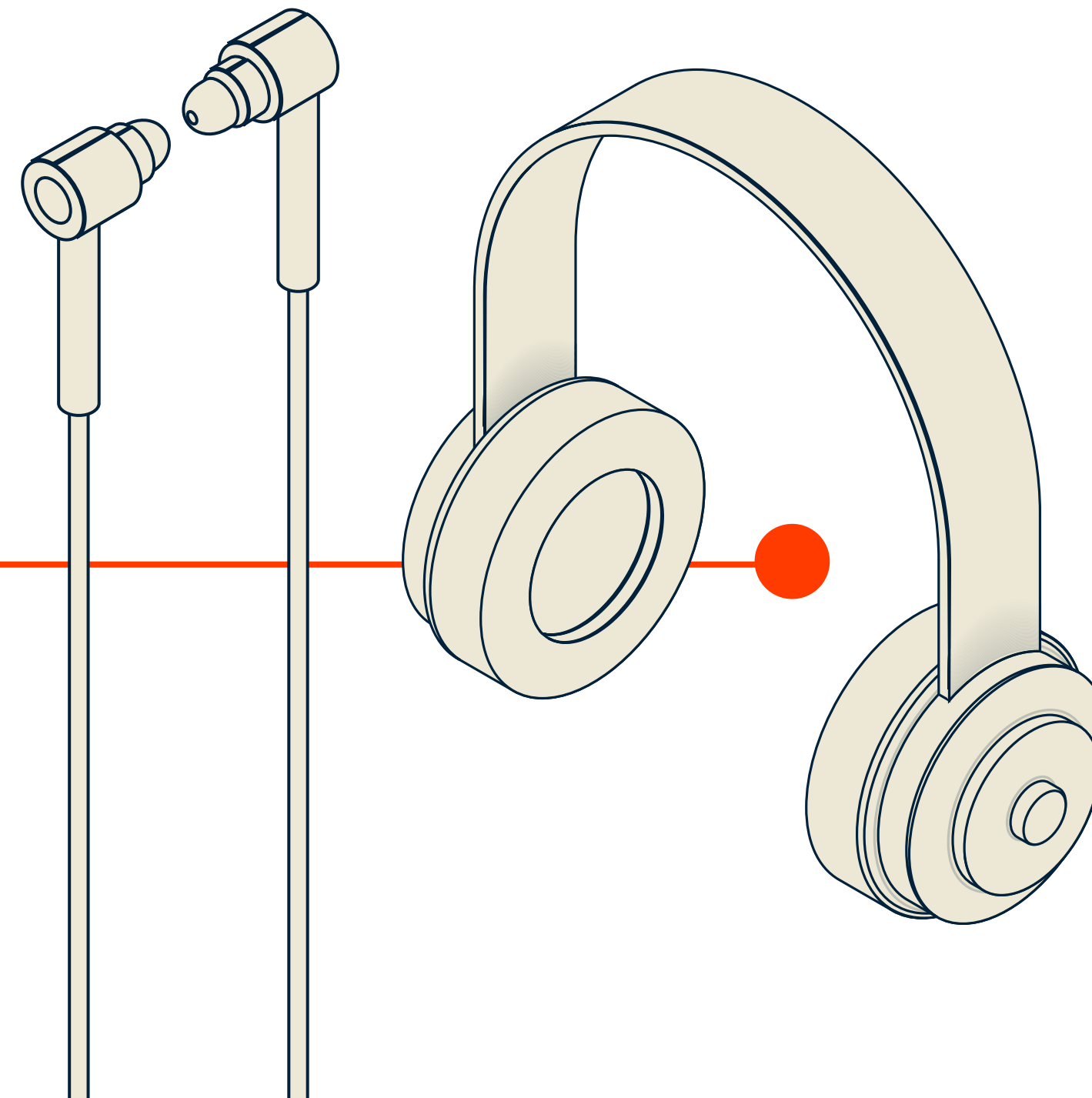
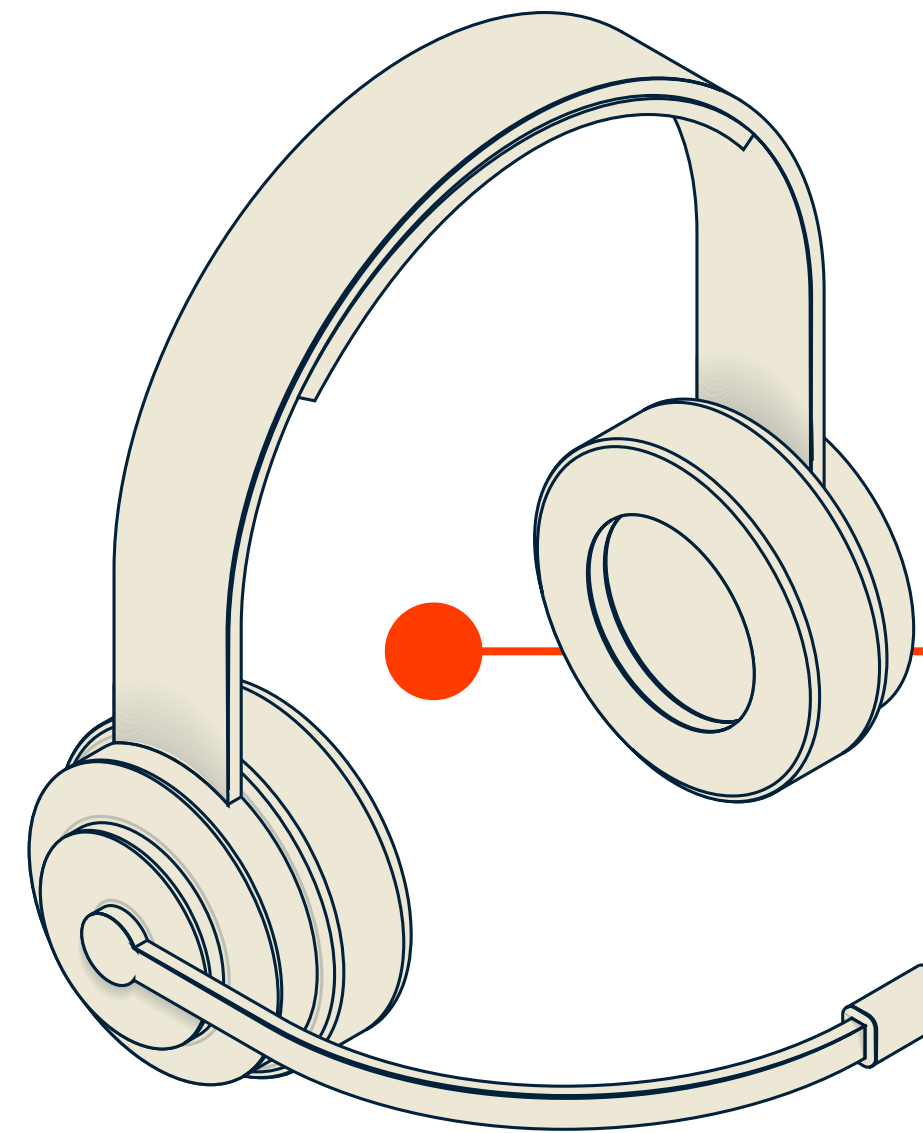
# HEADSETS FOR WORK VS. CONSUMER AUDIO DEVICES

Headphones or ear buds designed for music don't function the same as headsets made for professional use. Take a look at these important differences.

## CONSUMER HEADPHONES AND EAR BUDS

Designed for music and multimedia listening

- **HiFi stereo** listening quality
- **Active noise cancellation** is optimized mainly for travel
- **Offers a basic level** of hearing protection
- **Microphone** is built for occasional personal calls
- **Not intended to integrate** with enterprise UC apps
- **Lacks remote monitoring** and management capabilities
- **Provides limited controls** or adjustments for comfort



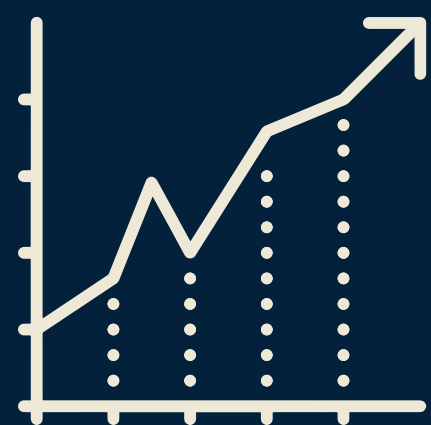
## PROFESSIONAL HEADSET

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

- **Dynamically switches** between Hi-Fi stereo listening quality and optimized for voice—so the user gets the best audio experience depending on the task
- **Active noise cancellation technology (ANC)** optimized for office/home office environments. Workers' hearing is protected from long-term daily noise exposure and loud sudden sounds
- **Voice comes through crystal clear** with noise-cancelling microphones, blocking out unprofessional background noises
- **Optimized/certified with enterprise UC apps** like Microsoft Teams, Zoom, and GoToMeeting helps 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
- **Integrated, easy-to-use controls** and adjustable settings make it easy to manage calls
- **Comfortable for all-day wear** with spare ear cushions

# HOW TO CHOOSE: WIRED OR WIRELESS?

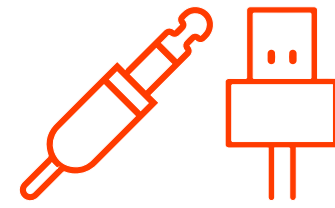
Like consumer audio devices, professional headsets are available as wired, wireless, or both. Luckily, it's pretty simple to choose. A headset needs to suit the workstyle of your users as well as the needs of their workspace. Do they need freedom to move around during calls? Do they need secure simplicity without the need to worry about charging? Or do they need something that can be used in both wired and wireless modes? Consider the pros and cons of wired headsets and DECT™ and Bluetooth® wireless headsets.



Professional PC USB and UCC headset adoption is expected to

## QUADRUPLE

between 2019 and 2026.<sup>2</sup>



### WIRED HEADSETS

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

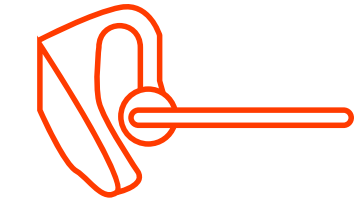
- Professional Audio Quality
- No worries about charging
- Sound quality is protected as there is no risk of signal interference
- Unlimited talk time
- Exceptional security
- Not compatible with most mobile phones



### WIRELESS 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 350 feet or 106.68 meters
- Excellent user density, talk time and security
- WiFi interference free
- Not compatible with 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 30 feet or 9.14 meters (Class 2)
- Very good user density, excellent talk time and security
- WiFi interference free



# NOISE CANCELLATION TECHNOLOGIES FOR BUSINESS-QUALITY SOUND

For a business call, it's more than just what the user hears—it's also about how they sound. 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-cancelling 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-cancelling ear/headphones.<sup>3</sup>

Learn more about noise cancellation technologies.

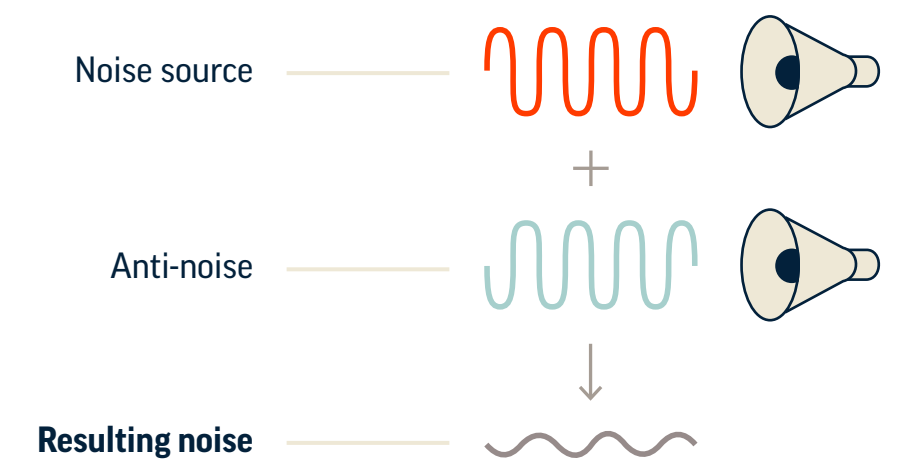
## MICROPHONE TECHNOLOGIES

Headsets come in many different shapes and forms, from discreet in ear to large over the head designs. All of these designs have to pick up the human voice as it leaves the mouth. 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 the impact of background noise. Since users want varying styles, a variety of methods to remove background noises are used—from special noise cancelling microphones to multiple microphones that focus on voice to DSP (Digital Signal Processing) that can process and remove the background noise.



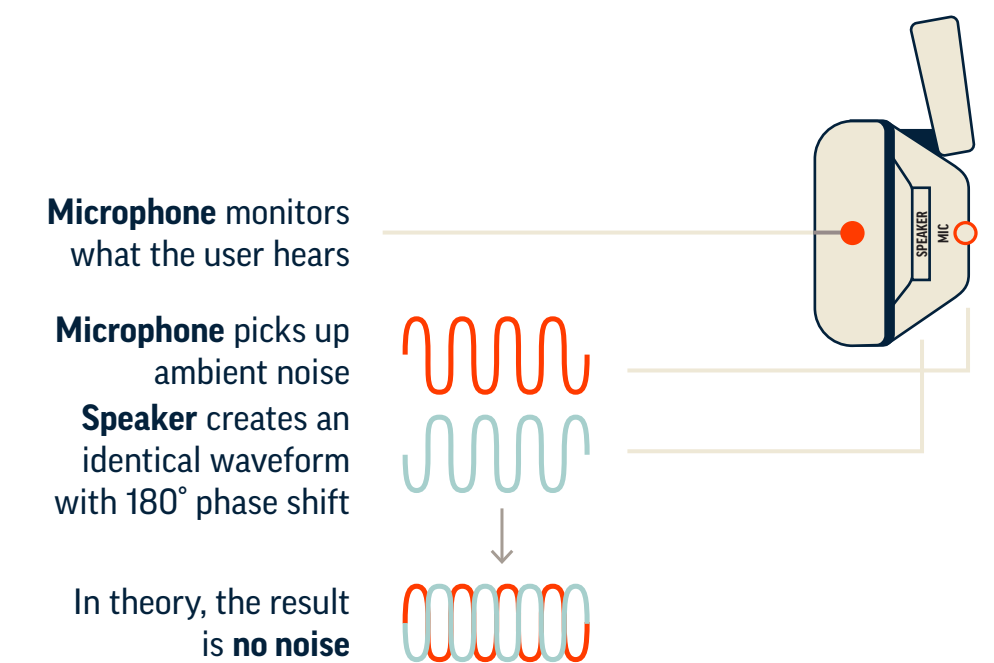
## SPEAKER TECHNOLOGY: ACTIVE NOISE CANCELLATION (ANC)

ANC is a technology that uses additional microphones to reduce unwanted background noise, significantly improving the user's listening experience and allowing them to concentrate. Typical ANC uses one microphone either inside or outside of each ear cup to pick up background noise which is then inverted by 180°. The inverted noise cancels out unwanted background noise leaving just the original audio the user wants to hear.



## SPEAKER TECHNOLOGY: HYBRID ANC

Hybrid ANC takes it one step further, using four microphones (one inside and one outside of each ear cup) to reduce background noise. With twice as many microphones, there is better performance, wider frequency response, and more tolerance for headset mispositioning. Importantly for ANC headsets that are to be used on business calls, users hear their voices more naturally and are hence less fatigued when using them. Because of these advantages, more and more new ANC headsets are using hybrid ANC technology.





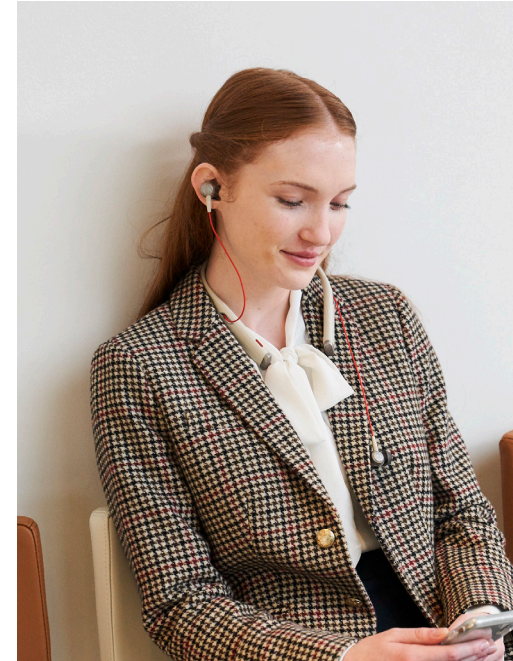
# TIPS FOR SELECTING HEADSETS FOR YOUR WORKERS

Of course, not all employees work the same way. And they now work anytime and anywhere, across varied locations and spaces. Unlike consumer audio devices, professional headsets are designed with this 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 a collaboration standard 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. She's 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 his time between office, home, and travel, so he needs to be always-on and communicating across several devices. He's an innovator—always adapting his communication channels, and he 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. They are collaborative and open to new tech but need to block distractions and maintain privacy. Preferring familiar systems and devices, they need seamless communication across devices. 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. It relies on a mixture of voice and video devices that are lightweight. Look for a Bluetooth or DECT™ 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, and 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. It requires comfortable, light-weight devices that are resilient enough for high-demand usage.





# HOW REMOTE MANAGEMENT MAKES YOUR JOB EASIER

What really sets professional headsets apart is the ability for IT to monitor and manage them remotely. Quality headsets are a business asset. Yet with users working basically anywhere with any audio devices, managing these devices can be incredibly difficult and time consuming. Think about it: how much time and money might you save if you could update, track and troubleshoot your employees' headsets as they work at home or on the go? When quality of service is so crucial, remote management tools give IT the visibility and control to keep workers connected and satisfied.

**Learn more about remotely managing professional headsets.**

## **TIGHTER SECURITY**

Security threats and data privacy regulations like HIPAA, GDPR and ISO make it critical to be able to manage every headset as an endpoint. With remote management, regular monitoring and updates are simplified.

## **FASTER TROUBLESHOOTING**

Troubleshoot issues quickly and monitor headsets in real time to detect trouble before it escalates into downtime.

## **CROSS-VENDOR VISIBILITY**

Get a clear picture of your headset deployment across your organization so you can limit rogue devices that cause IT ticket rates to rise.

## **REPORTING & ANALYTICS**

With unique data captured directly from the headset, gain insight into deployment, adoption, usage and acoustics so you can keep a pulse on device status, meeting performance and worker experience.

## **BULK UPDATES**

Firmware and software can be updated quickly across your fleet in bulk, eliminating the time-consuming hassle of updating headsets one-by-one.

## **BETTER INVENTORY MANAGEMENT**

Geolocating capabilities help keep track of your headsets inside and outside of the office.

## **CLOUD-BASED ACCESS**

Monitor and manage your headsets within a single cloud-based app, without the overhead of buying and maintaining your own server.

## **UC INTEROPERABILITY**

Manage your headsets seamlessly without limitation across popular UC platforms and vendors.

## **SYSTEMS INTEGRATION**

Provide APIs to create new custom applications or build integrations into existing applications.



# 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, and 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 in-house. That's where professional services partners come in to help your team be successful, as shown by these common scenarios.

Learn more about partnering with professional services.

## SCENARIOS

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.

You're deploying a large number of headsets and you only have the IT resources onsite to do it very gradually.

You're deploying a cloud-based service to monitor, manage, and maintain your audio device environment and need to help with the initial onboarding and ensure you roll it out quickly across your organization.

Your company has health and safety initiatives, or you're deploying a large number of headsets in an environment with high user turnover.

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.

You're getting ready to set up a new workspace or increase the number of people working in a current space.

## SERVICE SOLUTIONS

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.

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.

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.

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.

Even if you have a warranty on a headset, you can contract with a partner for hardware replacement service that covers beyond the warranty period. With this service, you can have an advance replacement the next business day to reduce downtime at much less than the cost of buying a new headset.

Deploying several wireless headsets into an office has an element of risk. A partner can do a wireless density study for you to minimize the risk of interference with the wireless Bluetooth.





## MAINTAINING YOUR INVESTMENT: SUPPORT SERVICES

One last, essential, aspect of professional headsets is setup, support and service. Since uptime is a top priority for business, setup needs to be simple and fast. And if anything goes wrong, users need to have it resolved right away. The breadth of support services from individual professional headset vendors varies, but look for these key benefits and solutions to help you maintain the health of your fleet and the productivity of your workers.

**Learn more about support service options for professional headsets.**

### GLOBAL SUPPORT

For organizations that operate globally, having local inventory of replacement parts and technical telephone support can have a huge impact on worker productivity. Having global support also means that as your business expands into new geographies, you're covered.

### QUALITY AND DURABILITY

How do you assess the craftsmanship and reliability of a headset? Start by choosing a vendor with a reputation for high-quality, human-centered design and a successful track record of responsive service and support.

### SIMPLE SET UP

Plug-and-play setup gets your users productive with their headsets right away, with no downtime while waiting for software to load or for an IT resource to contact them.

### SELF-SERVICE SUPPORT FOR USERS

- User-configurable settings allow your workers to adjust power, volume, ring tone, voice prompts and mute settings, at any time.
- Self-service or automatic software updates decrease the need for IT to spend time on individual updates.
- Users can adjust the ergonomics of their headset headbands, T-bars and booms for a customized and comfortable fit.
- Knowledge Base access helps workers learn about and understand their headsets, and assists them to find their own answers to common questions, reducing the volume of calls to your support desk.
- Desktop and mobile support apps help your workers access support quickly and easily.



# HEADSETS MADE TO WORK

Poly professional headsets are built for business, empowering your people across the workday with clear communications and collaboration. They integrate seamlessly with leading UC platforms and are simple to deploy and manage, which means better employee satisfaction and less work for you.

At Poly, we help companies like yours create work experiences that allow people to connect, collaborate and perform at their best. With a combination of innovative technology and consultative services, we can help you plan, design, deploy, optimize, support, and manage remote and hybrid work strategies that can adapt as the needs of your workforce change.





# TAKE THE NEXT STEP

Learn more about Poly headsets and our business collaboration solutions:

- Explore our products and solutions at [www.poly.com/headsets](http://www.poly.com/headsets)
- [Contact a Poly product expert](#)

POLY. MADE TO WORK.

PLANTRONICS + POLYCOM =  poly

There's no better time to develop your work-from-anywhere strategy. Giving your employees best-in-class solutions and support to work anywhere, at any time, isn't just good for them, it's good for your business.

Poly can help you bring your vision to life, allowing teams to connect, collaborate, and perform at their best. With a winning combination of innovative technology, consultative services, and a constant eye to the future, we can help you create a work from anywhere strategy that meets the needs of today but is always ready for tomorrow.

Whether your employees are in the office, on the go, at home, or a combination of all three, together, we will create an environment that helps them succeed.

<sup>1</sup>Gartner HR Survey Reveals 88% of Organizations Have Encouraged or Required Employees to Work From Home Due to Coronavirus, Gartner, March 19, 2020.

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

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

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