



Choosing Your Headset

“It’s important to know your workplace and how it might change in future, so you can make an informed decision on your **ideal headset solution.**”

When choosing your ideal headset solution there are various options to consider. Do you require the flexibility of wireless, so you can take calls anywhere in the office? Or are you happy to leave your headset at your desk? Do you need two earpieces, so you can fully immerse yourself in calls? Or would you prefer one earpiece, making it easier to liaise with colleagues in between calls? Do you want a headset which filters out background noise, so customers can hear your voice only? The **Agent product range** features headsets with various combinations of these capabilities. It’s important to know your workplace and how it might change in the future, so you can make an informed decision on which type of headsets to buy.

Noise-cancelling or voice tube?

Noise-cancelling headsets are a good option in busy working environments; they filter out common distractions - voices of colleagues, ringing phones, noisy printers - so your customer can hear your voice clearly and consistently. Although these models are more pricey, they may well be worth the extra cost. In a busy workplace with no noise-cancelling feature, these distractions could disrupt conversations, and affect the quality of your service.

For quieter offices, where background noise is less of an issue, voice tube headsets offer the ideal solution. Because they have no noise-cancelling feature they are lighter and they’re less expensive.

Binaural or Monaural Headsets?

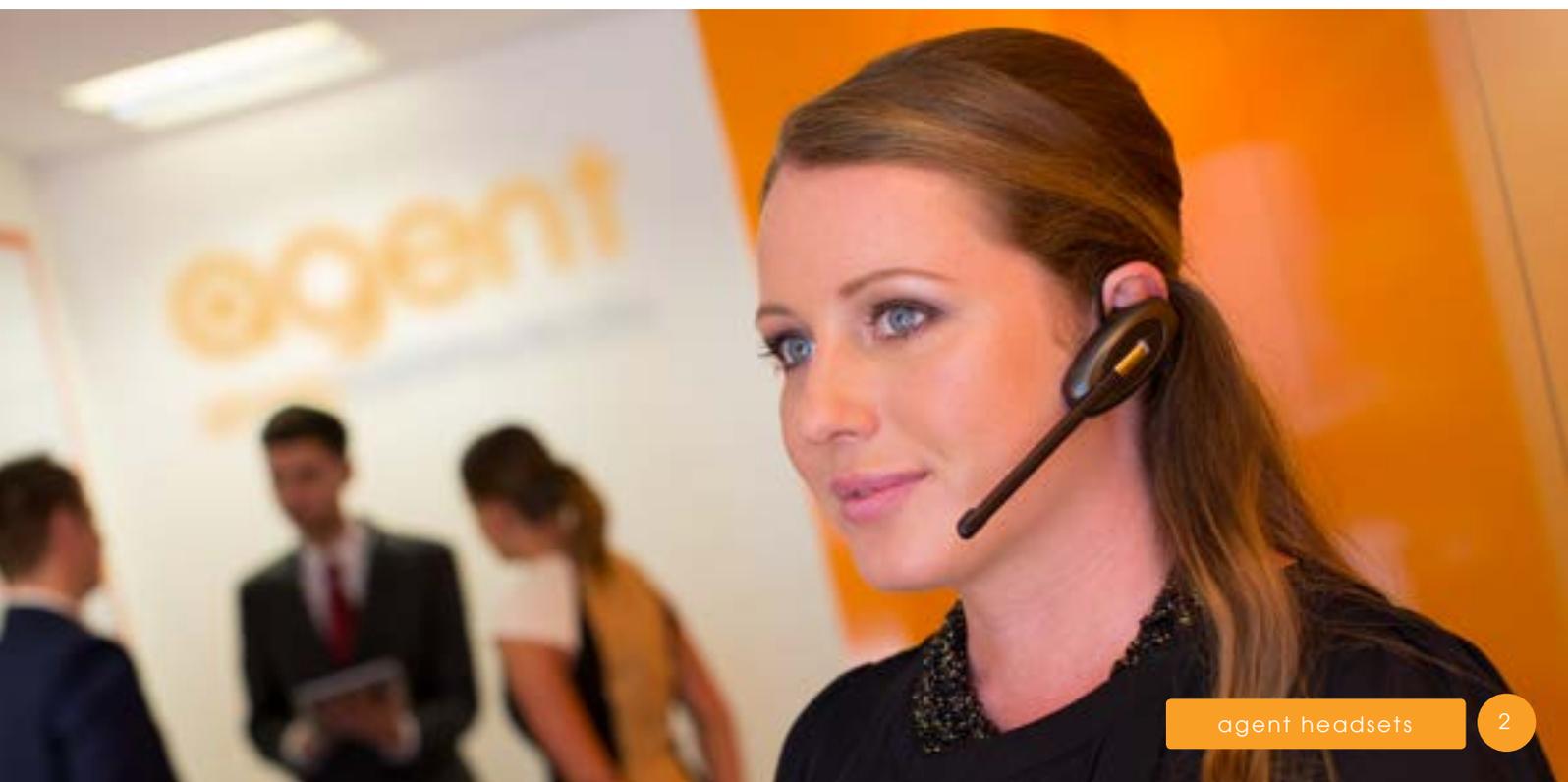
Binaural headsets (two earpieces) allow users to give customers their full attention over the phone. As an added bonus workers tend to talk more quietly when both ears are covered, reducing the level of ambient noise. Depending on the size of your workforce and if the majority use a binaural headset, you might not consider noise-cancelling technology worth the extra expense. It depends on the nature of your business.

Monaural headsets (single earpiece) allow users to hear both their caller and their colleagues around them. This makes it easier to liaise with colleagues inbetween calls, but when you need to give a customer your full attention, background voices can become a distraction.

Noise-cancelling headsets are a good option in busy workplaces; they filter out background noise, so customers can hear your voice clearly.

Wireless or Coded Headsets?

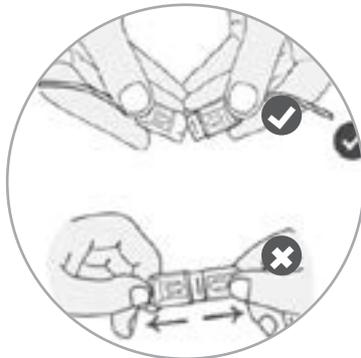
Wireless headsets are ideal if you need to move around the office and regularly take calls while away from your desk. If using wireless, a noise-cancelling microphone is considered mandatory. Taking a call while on the move will potentially subject your recipient to a whole range of background noise - moving between departments (some louder than others), moving outside, collecting paperwork from the printer - a noise-cancelling headset will filter these noises out. **Coded headsets** are an ideal solution if you work mostly from your desk. Most modern coded options will offer you good quality audio and their analogue nature gives an added sense of reliability.





Quick Disconnect Cable

lets you end a call and leave your desk with your headset still on, in a swift and safe fashion. Simply disconnect the wires and break firmly apart, as shown in the top diagram.



Headset Hook

allows you to secure your headset cable anywhere around your work space, and prevent you from tripping over when getting up from your desk.



Clothing Clip

attaches to a piece of clothing (shirt collar, breast pocket etc.) to remove the weight of the cable from your ear and keep your headset in place.



Headset Bag

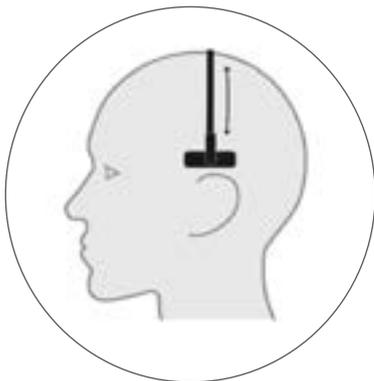
for extra durability, store your headset in the bag provided, to keep it free from dust and stop the cable getting caught in a drawer.



How to Wear Your Headset



Position the headset so the ear cushion(s) sit comfortably over the middle of your ear(s).



On monaural models position the headband T-bar above your ear.

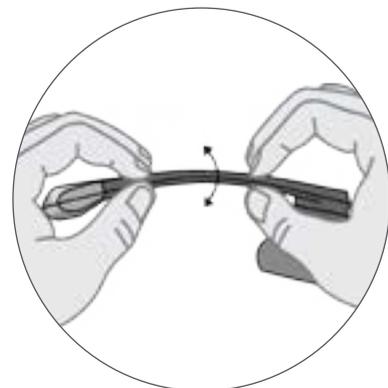


Lengthen or shorten the headband until it fits comfortably.

Adjusting the Microphone



You can position the mic correctly by holding the speaker securely to your ear with one hand and adjusting the boom arm with the other until the mic tip sits two finger-widths from the corner of your mouth. Avoid positioning the mic in front of your mouth to prevent breath noise on the call.



Noise-cancelling mics can be positioned correctly by carefully bending the boom arm with both hands.

Avoid bending the ends of the boom and concentrate on shaping the middle.

Ideal positioning of the microphone is two fingers width from the corner of your mouth, this applies to both voice tube and noise-cancelling headsets.



Headset Hygiene

Why Should I Clean My Headset?

Hygiene wipes can be used to clean leatherette ear pads, the headset body, headband and the voice tube or noise-cancelling boom to prevent the spread of bacteria. The cable and connector can also be wiped down to prevent build up of grease and grime.

For hygiene reasons the voice tubes and ear cushions should be replaced every six months.



To Clean Your Headset We Recommend:

- 1) Take hold of the part of the headset body that houses the speaker; a tissue can be used to hold the headset in order to avoid transferring further bacteria at this stage.
- 2) Using an anti-bacterial wipe carefully wipe over the headband and T-bar or, in the case of a binaural headset, the second earpiece.
- 3) Wipe over the body of the headset before running the wipe along the microphone boom. Take time to cleanse the microphone for this is where unwanted bacteria and food waste accumulate.
- 4) You may wish to use a second wipe to cleanse the down lead and curly cord. Plugs and sockets should be wiped also.
- 5) Ear cushions, whether foam or leatherette, should be cleansed and/or replaced regularly. It's recommended that they are replaced every six months.

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