



WHITE PAPER

Professional Grade Audio with Poly Enterprise Headsets

PROFESSIONAL GRADE AUDIO WITH POLY ENTERPRISE HEADSETS

INTRODUCTION

With the rapid growth of remote working, the need for employees to be able to communicate effectively while working from home has never been greater. This rapid transition to remote working has meant many people are using whatever they have on hand – often including consumer grade headphones or the built-in laptop microphone to get up and running.

The fact is, enterprise headsets deliver better professional grade audio and a better user experience when working remotely than consumer products. Here's how:

POLY LISTENING SOUND QUALITY

People listen to music throughout the workday to remove distracting background noises. Working from home, this is even more important, where distractions can be loud and varied. Consumer headsets are designed to be music-first, so provide a great music listening experience with a wide Hi-Fi frequency response.

Poly enterprise headsets also have the same wide Hi-Fi frequency response, so they deliver an equally great listening experience. But Poly stereo enterprise headsets go further by delivering an immersive stereo listening experience with spatial audio on supported conferencing solutions. What does this mean for the user? Spatial audio helps to visualize who is currently speaking on the conference call by the virtual placement of that voice around the wearer's head. This makes conference calls less fatiguing and easier to follow for remote participants.

What's more, the frequency response on Poly enterprise headsets is automatically optimized for voice-enhancing clarity and a reduction in listening fatigue.

TRANSMIT SOUND QUALITY

The listening experience is only half the story – how well people can hear you, and how clearly, is paramount to what is typically referred to as “Business Quality Audio” and this is an area where consumer headsets can be unacceptable for business use.

The far end of the call needs to hear clearly, so having a good quality microphone is important. That microphone also needs to remove the background noise and be easily muted and unmuted. It is all too easy for a single person to disturb an entire conference call with their poor audio or constant background noise.

Poly enterprise headsets are designed to be communication headsets – so the transmit experience is just as important as the listening experience.

Consumer headsets, as we described, are designed as music first and communication second. The communication experience is really only meant to be for brief phone calls, generally one on one. They aren't designed to provide the level of audio clarity needed in an enterprise, conference call environment.

Poly enterprise headsets use many different technologies to ensure that the user's voice sounds great regardless of location. These include multiple microphones on a short microphone boom, to four omnidirectional microphones and DSP on boomless designs. All these enterprise headsets are designed to meet transmit requirements of various enterprise solution providers – like Microsoft, who has stringent qualification standards for Microsoft Teams. Consumer products are not designed to meet these requirements.

MAINTAINING A NATURAL CONVERSATION

“Sidetone” – providing audio feedback to the user of their speaking voice, or more colloquially, the ability to hear yourself talk – is an important aspect of any

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telephone conversation to make sure it sounds natural. When you can't hear yourself, you tend to talk louder. In an enterprise environment, a user talking too loudly can be distracting for people nearby and can increase background noise further. In a work from home setting, it may also annoy others, but it also causes fatigue.

Special attention is given by Poly on enterprise headsets to ensure the sidetone is the right level and tonal quality to sound natural to the user.

BLOCKING OUT BACKGROUND NOISE

Many consumer products are well known for providing Active Noise Cancellation (ANC) to help block out background noise. These have been typically designed for use on airplanes – optimized to block out the consistent background noise of modern aircraft. They have not, however, been optimized for communication use. Poly enterprise ANC headsets use a combination of active and passive noise cancelling to overcome background noise. Poly tunes the ANC algorithms for all-day listening in the variable setting of work environments, reducing fatiguing compared to traditional consumer ANC solutions. They are also tuned to ensure that the ANC does not impact communication use by paying attention to the sidetone performance – ensuring it sounds natural while talking on calls.

HEARING PROTECTION

As users spend more time on conference calls audio comfort is very important including protecting their hearing from loud sudden sounds. Poly enterprise headsets include technology such as SoundGuard DIGITAL that protects users from both long-term daily noise exposure and loud sudden events by identifying and removing potential acoustic startle events. Consumer headsets provide basic acoustic protection.

EASY TO USE CONTROLS

Poly enterprise headsets include easy to use controls for important functions such as mute/unmute, volume up, volume down and call answer/end. The ability for a user to easily mute and unmute guarantees they can easily unmute to join in the conversation flow which is harder for remote participants. A mute status indicator eliminates mute anxiety and provides a clear indication when they are unmuted, reducing the risk of unwanted audio disturbing the conference call. Poly headsets feature both visual and audio mute prompts and some Bluetooth® stereo models include dynamic mute alert that proactively alerts you if you try to talk while on mute, some even automatically mute when you remove the headset.

ENTERPRISE CERTIFICATIONS/REQUIREMENTS

Poly enterprise headsets are designed to meet the requirements of many leading UC&C solution providers including Microsoft Teams, Zoom, Cisco, Avaya, etc. The user experience with many of these applications is enhanced by installing the Poly Hub software which provides additional compatibility with many more leading providers. Poly Hub also ensures compatibility with the UC&C application even if the application is changed by the vendor.

REMOTE DEVICE MANAGEMENT

Poly enterprise headsets are plug and play and hence remote users do not require any IT intervention during deployment and first use. Poly enterprise headsets can be managed remotely via device management solutions for firmware updates, device settings and inventory, ensuring that IT can update the headsets providing the best experience to their users.

IT can also remotely view the setting and status of the headset, helping to troubleshoot and resolve issues quickly with minimum downtime.

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SUMMARY OF DIFFERENCES

	POLY ENTERPRISE HEADSETS	CONSUMER HEADSETS
Primary use case design	Communications	Multimedia listening
Listening performance	Hi-Fi stereo	Hi-Fi stereo
ANC performance	Optimized for enterprise use	Optimized for travel
Hearing Protection	Daily noise exposure, acoustic startle	Basic protection
Microphone performance	Enterprise calls – meets requirements of UC&C vendors	Occasional personal calls
Enterprise Certification/Requirements	Microsoft Teams, Zoom, Cisco etc.	None
Remote Device management	Yes	No
Integrated easy to use controls	Yes	No



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