



SOUNDSHIELD 4G™

Unsurpassed Acoustic Protection with the Excellence of Wideband Sound

soundshield

- Provides total Shriek Rejection™ with Polaris' patented Sonaron™ software.
- HD Wideband sound quality.
- Easily switches between Desk-phone and PC.
- Includes Noise Dosimetry which collects sound data for analysis.
- Supervisor Port enables trouble-free monitoring of active calls.
- Intuitive colour Touchscreen with easy call controls.
- Comprehensive Customer support.



THE ULTIMATE IN ACOUSTIC SAFETY AND COMFORT FOR HEADSET USERS

The Soundshield 4G Acoustic Protection Device has been specifically designed to provide the highest level of Acoustic Safety to Contact Centre Headset Users, while maintaining excellent voice clarity and intelligibility.

WHY IS ACOUSTIC SAFETY IMPORTANT TO A HEADSET WEARER?

Using a headset increases the risk of exposure to potentially dangerous, sudden and unexpected high pitched sounds because a headset, unlike a traditional telephone handpiece, cannot be dropped or quickly removed from the ear as soon as the noise is heard. This in turn can lead to acoustic shock injury which may cause such symptoms as ear-ache, nausea, headaches, tinnitus and even ongoing sensitivity to loud noises.

NOISE LIMITING AND SHRIEK REJECTION - THE DIFFERENCE.

The Soundshield 4G uses a two pronged approach to acoustic safety: Noise Limiting and Shriek Rejection.

The National Occupational Health and Safety Commission has set a maximum average daily noise exposure level of 85dB over an eight hour period in the workplace. This limit is especially important for contact centre agents who are constantly on calls and wearing a headset, because long term exposure to loud sounds can potentially cause a person's hearing to degrade over time.

The Soundshield's noise limiting capabilities ensure this requirement is met and protects long term hearing. Shriek Rejection on the other hand, protects an agent from sudden, loud, high pitched sounds that could cause immediate acoustic injury.

The Soundshield's two pronged approach to acoustic safety offers the ultimate in acoustic protection. Limiting the incoming volume protects an agent's general hearing by reducing long term noise exposure; and the Sonaron™ shriek rejection software inside every Soundshield 4G prevents an agent suffering acoustic shock injury.

DESIGNED TO SUIT ALL CONTACT CENTRES

Polaris has developed the Soundshield 4G to suit all types of telephony requirements found in Contact Centres. So whether your Contact Centre uses traditional or VoIP phone systems, or whether it has full Unified Communications (UC) functionality, the Soundshield 4G will ensure acoustic protection while providing crystal clear HD Wideband sound.



SOUNDSHIELD 4G™

Unsurpassed Acoustic Protection with the Excellence of Wideband Sound

SONARON SOFTWARE™

The world's first Acoustic Shock Protection software offering HD Wideband Sound.

Sonaron software runs in all Soundshield 4G products:

- It provides the unique acoustic protection which instantly rejects acoustic shrieks and loud dangerous sounds.
- Uses Digital Sound Processing (DSP) and Wideband technology for excellence in audio quality.
- Includes powerful noise dosimetry data collection and storage allowing pinpoint accuracy in the identification of noise events.

SOUNDSHIELD ACCOUSTIC SAFETY PROGRAM

All users of Soundshield 4G are included in the Soundshield Acoustic Safety Program and are automatically entitled to full ongoing support to ensure that they receive the maximum benefit from their acoustic safety device.

| Feature | Benefit |
|---|---|
| Sonaron™ Patented Shriek Rejection Software | <p>Total Protection from Acoustic Shock caused by sudden & unexpected loud noises and high pitched sounds.</p> <p>This ensures that these tones will never reach the ear of a headset user and the risk of acoustic shock is completely eliminated.</p> |
| Volume Limiter | <p>Protects you from long term exposure to loud noise.</p> <p>Ensures that maximum headset sound levels are lower than the ACIF G616 Guidelines, therefore protecting you from long term exposure to loud noise. It also ensures that the average daily noise exposure for an eight hour day is under 85dB.</p> |
| HD Wideband Sound | <p>Excellent Voice Quality and Intelligibility.</p> <p>DSP technology provides the best HD Wideband voice processing in any headset device and ensures excellent intelligibility and sound quality.</p> |
| Noise Dosimetry Software | <p>Easy-to-read Graphs allow you to easily view and analyse the noise dosimetry data saved within each Soundshield in your Contact Centre.</p> <p>Noise dosimetry data is collected every minute to allow pinpoint accuracy with the identification of noise events. Utilising Soundstat™ software, data is then exported into easy-to-read graphs for analysis.</p> |



SOUNDSHIELD 4G™

Unsurpassed Acoustic Protection with the Excellence of Wideband Sound

| Feature | Benefit |
|--|--|
| Effortless Desk-phone / PC Switching | <p>Quickly and Easily Switch from Phone to PC Audio.</p> <p>The Phone / PC functionality is perfect for Contact Centres who implement Online Training Programmes such as e-Learning or Quality Assurance Training, as well as those with UC capabilities.</p> |
| Ergonomic Colour Touchscreen Display | <p>Intuitive Touchscreen lets you easily change your settings.</p> <p>This includes Volume Control, Microphone Level, Tone, Display, Mute and PC/Desk-phone Switcher.</p> |
| Inbuilt Supervisor Port for Coaching | <p>Quickly and easily listen to Contact Centre agent calls.</p> <p>Allows a trainee or supervisor to listen to conversations without the need for cumbersome training cords or additional accessories.</p> |
| Power 'Brown Out' Protection Circuitry | <p>Ensures that headset users are not at risk of Acoustic Shock even during Power Brown Out.</p> <p>Unique to the Soundshield, the Brown Out Protection Circuitry will automatically switch the Soundshield to handset mode and concurrently isolate it from the power and telephone network.</p> |
| Soundshield Acoustic Safety Program | <p>Full ongoing support for every Soundshield 4G user.</p> <p>Polaris is committed to providing ongoing support to all Soundshield 4G users, including training and assistance with all queries; ensuring that they receive the full benefit from their Soundshield. As well as their own dedicated Customer Service Representative, Soundshield customers also have full access to Polaris' Customer Service team. This experienced Helpdesk team is available to help with all queries from technical, product and even delivery queries.</p> |



SOUNDSHIELD 4G™

Unsurpassed Acoustic Protection with the Excellence of Wideband Sound

| Feature | Benefit |
|-------------------------|--|
| Universal Compatibility | <p>Easy set up on any hardware or application.</p> <p>Plug & play solution assures universal compatibility with all host handsets.</p> |
| Safety & Compliance | <p>Assurance that the Soundshield 4G meets the relevant safety standards.</p> <p>Soundshield 4G meets the test requirements of the Australian Industry Standard AS/ACIF S004 and the Telstra Australian TT4 - Acoustic Limiting measurements for Telephones and Headsets. It also meets the European Union Noise-at-work directive (EN 2003/10/EC).</p> |
| 5 Year Warranty | <p>Peace of mind that you are using a high quality product.</p> <p>At Polaris we proudly stand by the Soundshield 4G by providing a 5 year warranty which is longer than any other industry warranty for a headset device.</p> |



Visit www.polaris.com.au for more information or contact our Customer Service team on **1800 626 505**.