



SOUNDSHIELD WIRELESS™ HEADSET

The World's First Wireless Headset Uniquely Designed For Contact Centres

soundshield

- HD Wideband Sound Quality
- Most Acoustically Safe Wireless Headset in the world
- Side-by-side or Remote Supervisor Coaching or Training
- Connects to PC & Desk-phone
- Easy Call Controls
- Intuitive Colour Touchscreen
- More than 13 hours Talk Time
- Noise-cancelling Headset Microphone
- Convertible Headset: Headband & Earhook
- Comprehensive Customer Support
- Compatible with Skype™ for Business / Lync®, Cisco® Avaya, ShoreTel®, Mitel® and other VoIP / Softphone applications



Soundshield Wireless takes the wireless headset experience to a greater level. Uniquely designed for contact centres, the Soundshield Wireless Headset will take pride of place on any desk while providing contact centre agents with simple call controls, HD Wideband Sound Quality and the Unsurpassed Acoustic Protection that the Soundshield brand is renowned for.

TOTALLY INTUITIVE

The **Soundshield Wireless Headset's** colour touchscreen is easy to use and provides contact centre agents with frequently used call controls right at their fingertips. Polaris spent countless hours surveying contact centre workers and observing their work practices to determine the optimal layout and functionality of the colour touchscreen in order to ensure that it is as user-friendly and intuitive as possible.

HD WIDEBAND SOUND QUALITY COMBINED WITH THE BEST ACOUSTIC PROTECTION

Because the telecommunications world is rapidly moving towards Wideband sound, Polaris has designed the **Soundshield Wireless Headset** with HD Wideband Sound Quality up to 8kHz, the widest wideband technology of any wireless headset. This creates a more comfortable experience for the headset wearer and allows crystal clear conversations.

The **Soundshield Wireless Headset** uses Polaris' patented Sonaron™ software which provides HD Wideband sound quality, as well as Total Shriek Rejection™ which is found in every Soundshield device. By completely removing potentially dangerous, sudden sounds and high-pitched noises, the **Soundshield Wireless Headset** protects the headset wearer from Acoustic Shock.

SOUND DATA ANALYSIS - IMPERATIVE FOR CONTACT CENTRES

The **Soundshield Wireless Headset** is the only wireless headset with the capability to capture and store sound data (also known as noise dosimetry data) which can be exported into easy-to-read graphs for analysis using Soundstat™ software.

By measuring sound it is possible to identify the amount and loudness of noise that someone is exposed to over a period of time, and whether they have been exposed to any sudden loud noises or high-pitched sounds. This empowers Contact Centre and OH&S Managers by enabling them to monitor and control the noise in their contact centres.



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Feature	Benefit
High Definition Wideband Sound 150 - 8KHz Audio Bandwidth using Wideband and IP telephony	Excellent Voice Quality Digital Sound Processing (DSP) technology provides the best HD Wideband voice processing in any wireless headset and ensures excellent intelligibility and sound quality.
Large, Ergonomic and Intuitive Colour Touchscreen 3.5" 320 x 240 resolution	User Friendly Touchscreen provides visual feedback on all call control settings. Volume Control, Microphone Level, Tone, Display, Mute, PC/Desktop-phone Switcher and Conference Calling.
Unsurpassed Acoustic Protection Sonaron™ Patented Shriek Rejection Software	Total Protection from Acoustic Shock caused by sudden and unexpected loud noises and high pitched sounds. This ensures that these sounds will never reach the ear of a headset user and the risk of acoustic shock is completely eliminated.
Sound Level Limiter Configurable decibel limit	Protects you from Long Term Exposure to loud noise. Ensures that maximum headset sound levels are lower than the ACIF G616 Guidelines, and meet the requirements of the National Standard for Workplace Noise NOHSC:1007:2000.
Long Distance Wireless Range: Up to 150m in a standard office environment (over 200m line-of-site)	Flexibility to move away from your desk while on a call. A 150m distance wireless range provides contact centre agents with the flexibility to perform other duties while on a call; eg seeking assistance from a supervisor or retrieving documents from the printer.
Longest Talk Time: 13+ hours talk time in narrowband mode 9+ hours talk time in wideband mode	Your headset battery will last all day. The inbuilt Dynamic Range Control in the Soundshield Wireless headset automatically adjusts the amount of battery power it uses according to its distance from the base. The closer it is, the less battery power it uses.
Battery Recharge Time 0% - 50%: 1 hour 0% - 100%: 2 hours	Fast Battery Recharge. In case your headset has not been placed back on the charger overnight, the Soundshield Wireless Headset's Fast Battery Recharge feature ensures you're able to use your wireless headset again with minimum downtime.
Talk and Charge Simultaneously talk on one Soundshield Wireless headset while charging another.	No Battery downtime and no need for extra base stations or chargers. The Soundshield Wireless Headset allows you to charge a second headset and continue talking on the primary headset without any interruption to your call.



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Lightweight Convertible Headset Ear hook – 22g Headband – 44g	Designed for comfort. The Soundshield Wireless Headset is extremely lightweight and has been designed for all day comfort.
Dual Connectivity Connects to Desk-phone and PC/USB	Easily Switch from Phone to PC Audio. The Phone / PC functionality is perfect for Contact Centres that implement Online Training Programmes such as e-Learning or Quality Assurance Training; as well as those with UC or soft-phone capabilities.
Side-by side or Remote Supervisor Coaching and Training	Ready access to agent call conversations for coaching or training purposes. By simply docking your Soundshield Wireless headset for 5 seconds to that of an agent's, you are able to listen to their calls either side-by-side or from the comfort of your own desk.
Multi-Unit Conferencing Conference Call up to 4 people	Easily conduct conference calls with up to 4 people. The Soundshield Wireless Headset's intuitive touchscreen provides you with a simple interface to easily initiate and conduct conference calls.
Touch Pairing Instant Headset Recognition	Hassle-free and effortless pairing. Simply dock your headset to the base for automatic pairing to occur. The touch pairing makes desk sharing, double-jacking and phone conferencing quick and easy.
Noise-cancelling Headset Microphone	Minimises background noise so that your voice is transmitted clearly. This is particularly important in contact centre environments where ambient noise levels can be louder.
Noise Dosimetry Software Noise dosimetry data (sound data) is collected every minute to allow pinpoint accuracy with the identification of noise events.	Easy-to-read Graphs allow you to easily view and analyse the noise dosimetry data saved within each Soundshield Wireless in your Contact Centre. Utilising Soundstat™ software, data is exported into easy-to-read graphs which empowers Contact Centre or OH&S Managers by enabling them to monitor and control the noise in their contact centres.
Power 'Brown Out' Protection Circuitry Even during a storm, where power brown outs can occur, you will still be completely protected from acoustic shock.	Ensures that headset users are not at risk of Acoustic Shock during a Power Brown Out. Unique to the Soundshield suite of products, the Brown Out Protection Circuitry will automatically shut down the Soundshield Wireless and switch over to handset mode.




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Universal Compatibility Desk-phone, PC or Mac Compatible with Skype™ for Business / Lync®, Cisco® WebEx®, Cisco® Jabber®, Avaya, ShoreTel®, Mitel® and other VoIP / Softphone applications.	Easy to set up on any hardware or application Plug and play solution assures universal compatibility of the Soundshield Wireless with all host telephone handsets.
Safety & Compliance	Assurance that the Soundshield Wireless Headset meets the relevant safety standards. The Soundshield Wireless Headset meets the test requirements of the Australian Industry Standard AS/ACIF S004:2008 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).
3 Year Warranty Longest Warranty for a Wireless Headset	Peace of mind that you are using a high quality product. At Polaris we proudly stand by the Soundshield Wireless by providing a 3 year warranty which is longer than any other wireless headset warranty. Batteries are covered by a 1 year warranty.


ACCESSORIES

Remote Call Control
 The Polaris EHS adaptor give you Complete Call Control via your HD Wireless Headset from up to 150m away from your telephone, increasing your productivity and efficiency.



Polaris EHS Adaptor

Wireless Headset Charger
 This convenient and compact Wireless Headset Charger will charge additional headsets from any powered USB port or powerpoint.



Polaris Wireless Headset Charger

All Polaris customers in Australia are supported by the Polaris Customer Service team which is a highly experienced group of customer service executives available to assist with everything from:

Installation | Training | Technical Support | Site Audits | Product Training

This is a free service that we provide to ensure that our customers are fully supported every step of the way and get the most out of their headset.