



SOUNDSHIELD WIRELESS™

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

soundshield

- HD Wideband Sound Quality
- Easy Call Controls
- Intuitive Colour Touchscreen
- Complete Acoustic Protection
- Up to 150m Wireless Range
- More than 13 hours Talk Time
- Noise-cancelling Microphone
- PC / Desk-phone Switching
- Side-by-side or Remote Supervisor Coaching or Training
- Full support through the Polaris Customer Service Programme

soundshieldwireless.com.au



Soundshield Wireless takes the wireless headset experience to a greater level. Uniquely designed for contact centres, the Soundshield Wireless 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** 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** 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** 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** protects the headset wearer from Acoustic Shock.

SOUND DATA ANALYSIS - IMPERATIVE FOR CONTACT CENTRES

The **Soundshield Wireless** 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 (see the Soundstat datasheet for more information).

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.



SOUNDSHIELD WIRELESS™

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

| Feature | Benefit |
|--|--|
| HD Wideband Sound | <p>Excellent Voice Quality Digital Sound Processing (DSP) technology provides the best High Definition (HD) Wideband voice processing in any wireless headset and ensures excellent intelligibility and sound quality.</p> |
| Ergonomic Colour Touchscreen Display | <p>Intuitive Touchscreen provides full call control and easily lets you change your settings. Volume Control, Microphone Level, Tone, Display, Mute, PC/ Desk-phone Switcher and Conference Calling.</p> |
| Unsurpassed Acoustic Protection (using Sonaron™ Patented Shriek Rejection Software) | <p>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.</p> |
| Sound Level Limiter | <p>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.</p> |
| Long Distance Wireless Range: Up to 150m | <p>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.</p> |
| The longest battery Talk Time: More than 13 hours talk time | <p>Your headset battery will last all day. The Soundshield Wireless provides 13 plus hours of talktime in narrowband mode and 9 hours in wideband mode. 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, making sure you get the most life out of your headset battery.</p> |
| Effortless Desk-phone / PC Switching | <p>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.</p> |



SOUNDSHIELD WIRELESS™

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

| Feature | Benefit |
|---|---|
| Side-by side or Remote Supervisor Coaching and Training | <p>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.</p> |
| Conference Call up to 4 people | <p>Easily conduct conference calls with up to 4 people. The Soundshield Wireless' intuitive touchscreen provides you with a simple interface to easily initiate and conduct conference calls.</p> |
| Touch Pairing | <p>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.</p> |
| Noise-cancelling microphone | <p>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.</p> |
| Noise Dosimetry Software | <p>Easy-to-read Graphs allow you to easily view and analyse the noise dosimetry data saved within each Soundshield Wireless in your Contact Centre. Noise dosimetry data is collected every minute to allow pinpoint accuracy with the identification of noise events. 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 (refer to Soundstat datasheet for more information).</p> |
| Power 'Brown Out' Protection Circuitry | <p>Ensures that headset users are not at risk of Acoustic Shock during a Power Brown Out. Even during a storm, where power brown outs can occur, you will still be completely protected from acoustic shock. 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.</p> |
| Universal Compatibility | <p>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.</p> |



SOUNDSHIELD WIRELESS™

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

| Feature | Benefit |
|---------------------|--|
| Safety & Compliance | <p>Assurance that the Soundshield Wireless meets the relevant safety standards.</p> <p>Soundshield Wireless 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> |
| 3 Year Warranty | <p>Peace of mind that you are using a high quality product.</p> <p>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.</p> |

OPTIONAL ACCESSORIES - Answer your phone while away from your desk.



Polaris Electronic Hook Switch (EHS)

The Polaris Electronic Hook Switch (EHS) allows you to answer and end calls while away from your desk by simply pressing a button on your wireless headset.



Polaris Remote Handset Lifter (RHL)

The Polaris Remote Handset Lifter (RHL) allows you to answer and end calls while away from your desk by simply pressing a button on your wireless headset. An RHL sits between your telephone and telephone handset, and lifts the handset when a call is answered.

To determine whether your telephone supports a Remote Handset Lifter or an Electronic Hook Switch, contact our Firstpoint Customer Service & Sales team on 1800 626 505.

POLARIS CUSTOMER SERVICE PROGRAMME - Full Support for the life of your Soundshield Wireless

Polaris is committed to providing ongoing support to all Soundshield users, including training and assistance with all queries, ensuring they receive full benefit from their Soundshield. As well as their own dedicated Customer Service Representative, Soundshield customers also have full access to Polaris' Firstpoint Customer Service team. This experienced Helpdesk team is available to assist with all matters from Technical, Product and Delivery queries (refer to the Polaris Customer Service Programme datasheet for more information).



Visit www.soundshieldwireless.com.au for more information or contact our Firstpoint Customer Service & Sales team on 1800 626 505.