

# Choose the right headset

Different people have different needs, and therefore require different headsets.

The choice depends on a variety of factors, such as the amount of time spent on the phone, the kind of job you do, whether or not the office is open plan and which type of phone you're using.

Consider the following simple steps to find the best headset solution for you and your business.

Wired  
Wireless  
Office  
Contact Center  
Unified Communications  
Mobile Workplace

## How will the product be used?

### Desk Users with a fixed location

A typical desk-based user spends no more than 10% of their time away from a desk and is not required to answer calls when away from their workspace.



### Office Users on the move

A typical office-based user has an allocated desk, although due to the nature of their work they spend less than 80% of their time at their desk.



### Field Users out on the road

A typical field-based user has no dedicated desk within the office and no fixed location, and could be hot desking while out on the road.



## What device do you need to connect with?

Simplicity and compatibility are essential qualities in any endpoint device. You need to have confidence that the products you choose will work first time, every time, and will perform

as expected and specified. Audio endpoint devices come in a variety of forms, including computer-based softphones, mobile phones, desk phones, and numerous other devices.

Sennheiser has a custom advice service covering all such devices, as well as a handy compatibility tool at: [sennheiser.com/headsetcompatibility](http://sennheiser.com/headsetcompatibility)



Desk Phone



Softphone



Mobile Phone



Tablet

## How noisy is your work environment?

Choosing the right headset can improve efficiency and productivity – especially for users who work for extended periods in open plan contact centers and offices with high background noise levels. All-day wearers of headsets want lightweight solutions

that offer excellent sound quality and efficient noise cancellation. That's why all our quality headsets for contact centers and offices are equipped with a noise-canceling microphone as standard. In addition, some contact center and office

headsets also feature an ultra noise-canceling microphone. This is ideal in situations where colleagues are seated close to each other, or in very noisy environments, where background noise levels can interfere with your calls.

Low Noise Level

Average Noise Level

High Noise Level

### Monaural

Ideal for offices where you need to talk on the phone and keep one ear on what's happening around you. These single-sided headsets deliver great sound to one ear, just like a traditional phone – but with your hands free. With a range of wearing styles and ear pads, you'll easily find a headset that you can comfortably wear all day.



### Binaural

Perfect for contact center staff, our double-sided headsets deliver your calls in quality sound, helping you to truly concentrate on your caller. The ear pads block out background noise, so you can keep your productivity high – and you'll easily find a headset you can comfortably wear all day.



All Sennheiser Communications headsets are covered by a 2-year international warranty for maximum peace of mind.