



BEAT NOISE WITH POLY



CONTENTS

> Introduction	3	> People solutions	9
> New ways of working	4	> Workplace solutions	10
> The volume keeps rising	5	> Technology solutions	11
> Effects of noise on your employees	6	> How our technology works	12
> Effects of noise on your business today	7	> How can Poly help?	13
> Poly has the answers to beat the noise	8		

Some of us are now back in the office, others remain working from home or remotely. And for many, a hybrid model now seems the best option. That's the beauty of today's world – we can, and do, work everywhere.

For those returning to the office, it felt good to be back. You caught up with your colleagues, grabbed a coffee, readjusted your chair, and then... you never remembered there being so many distracting noises: colleague conversations, phones ringing, text alerts (no, it's not for you, but even so) and let's not forget, clicking funny social media videos or webinars that open on high volume.

It's no different working from home. There's noise everywhere, and it's a problem. Concentration and productivity suffers. Who needs that?

This eBook explores the ambient noise challenges workers face today, and explains how you can beat the noise with the help of the right technology.

We may have adjusted to different work locations, but the noise remains. So, how do you beat it?



NEW WAYS OF WORKING

The disruption over the last year rapidly accelerated digital transformation and the adoption of hybrid working. Wait, you don't need us to tell you that... You're the one who's had to make it all happen so fast.

But now, lower quality or older technology can undo all your good work. 'Making do' was fine in an emergency, but not as a solution to meet the needs of workers adopting hybrid working for the long-term.

You need beautifully engineered communication devices to provide colleagues with the best possible working experiences. Poly can give you guidance on how to find the tools your employees need to beat the noise.

TOP 3 ambient noises when working in the office



Phone ringing



People chatting



People talking on calls

TOP 3 ambient noises when working from home



Kitchen appliance



Music/TV in a nearby room



Background conversations

THE VOLUME KEEPS RISING

During a survey in 2021, 94% of workers said they have experienced some form of ambient noise during calls.

The new ways of working are likely to accelerate this trend.

Noise can disturb video conferences, phone calls or even just the concentration of your workforce.

Noise not only impacts your people's ability to focus on the task at hand, but without noise reduction technology, it can also irritate other participants during conversations.

**4 IN 5
EMPLOYEES CONSIDER
NOISE IN THEIR OFFICE
TO BE DISTRACTING.¹**

**ON AVERAGE 6-7
AMBIENT NOISES
ARE EXPERIENCED
BY WORKERS.¹**



EFFECTS OF NOISE ON YOUR EMPLOYEES

At home, workers have to contend with background sounds ranging from barking dogs to the boiling kettle. Even people with a relatively private home still experience noise distractions.

Now, with hybrid working, employees need to contend with office environments that can be every bit as noisy and distracting. For workers at their desks and in shared spaces, nearby chatter can make it difficult to focus on meetings. Employees without access to well-equipped meeting rooms may be left out of important conversations and feel second class.

The frustration increases when people don't feel they can raise the issue with the boss.

"What's the point? No one ever does anything."

The result is reduced motivation, potential escalating anxiety, and dread of joining calls.

Noise impact for employees who spend a significant time on calls:

- Loss of concentration
- Reduced productivity
- Call fatigue and burn out
- Poor customer experience
- Potential harm to company reputation



41.8%
**OF EMPLOYEES EXPECT
TO KEEP WORKING AT
LEAST SOME OF THE
TIME FROM HOME.²**

EFFECTS OF NOISE ON YOUR BUSINESS TODAY

Let's talk customer experience. Evidence shows nothing is more effective than voice at getting clarity between two parties. A positive first conversation experience will leave your customers with the impression they are important to you.

Despite this, businesses continue to expect employees to deal with customers in "can you please say that again" environments.

When customers have to repeat themselves, especially when relaying basic information, the experience can easily turn into a negative one. This increases the likelihood they will go elsewhere for a better, less frustrating experience.

And frustrated employees who are struggling to stay motivated and productive are sure to have a negative impact on the performance and reputation of your business.

What your employees expect

- Quieter workspaces
- Access to professional-quality audio and video equipment
- A consistently excellent meeting experience, no matter where they work

²Nemertes Visual Communications and Collaboration: 2020-21 Research Study

POLY HAS THE ANSWERS TO BEAT THE NOISE

The 'work from anywhere' model suits Poly customers perfectly. Our headsets work from anywhere too.

That's why they are used in the most demanding environments where clear audio is critical – an amazing line up with great sound and comfortable designs. We've even transmitted from the moon!

Poly's vision is for total equality between the experiences of those in the conference room and those attending meetings remotely.

With a range of headsets for calls that seamlessly support video solutions and platforms such as Microsoft Teams and Zoom, at the cutting-edge of contemporary communications, we have the technology to support that vision.

Poly highlights three key areas to provide the tools they need to support colleagues, deal with customers effectively and be more productive:

People, places, and technology.





**PLAN FOR HIGHLY
COLLABORATIVE
WORKERS RIGHT NOW!**

PEOPLE SOLUTIONS

People are diverse. It is important to understand how your colleagues work on a typical day and to appreciate their communication differences.

Whether working remotely or in an office, by phone or via laptop, everyone should be equipped to participate as equals in all meetings, no matter how they choose to work.

Most microphones aren't good enough to replicate the experience of being in the same room. They don't screen out background noise or capture the subtle intonations of voice that convey important meaning.

If both office and remote workers sound their best, meeting experiences are likely to be more satisfying and successful for people at both ends of the call. That's good for your employees, who can meet and participate as equals, and good for the way customers and partners perceive your business.

Benefits of noise reduction technology:

- Better employee focus
- Increased productivity
- Increased confidence on calls
- Hear and be heard better
- Improved customer conversations
- Peace of mind

WORKSPACE SOLUTIONS

Your hybrid employees work in many different workspaces—at the office, at home, on the go, or maybe a mix of all three.

It's no wonder that no single product or solution can meet all their needs to look and sound their best in virtual meetings. That's why Poly delivers a broad selection of solutions that meet the needs of employees in different workspaces and with different ways of getting things done.

Poly research can help you match the right technology to the needs of every worker. That's critical to outfitting your people for success in a hybrid world.

Workplace is part of your workstyle and Poly has the right technology for **any** workstyle.

Which one are you?

- Office Collaborator
- Office Communicator
- Connected Executive
- Road Warrior
- Flexible Worker
- Remote Collaborator

40%
OF EUROPEAN
COMPANIES ARE
PRIORITISING
WORKPLACE
TRANSFORMATION
INVESTMENTS TO
THRIVE IN THE
'NEXT NORMAL.'³

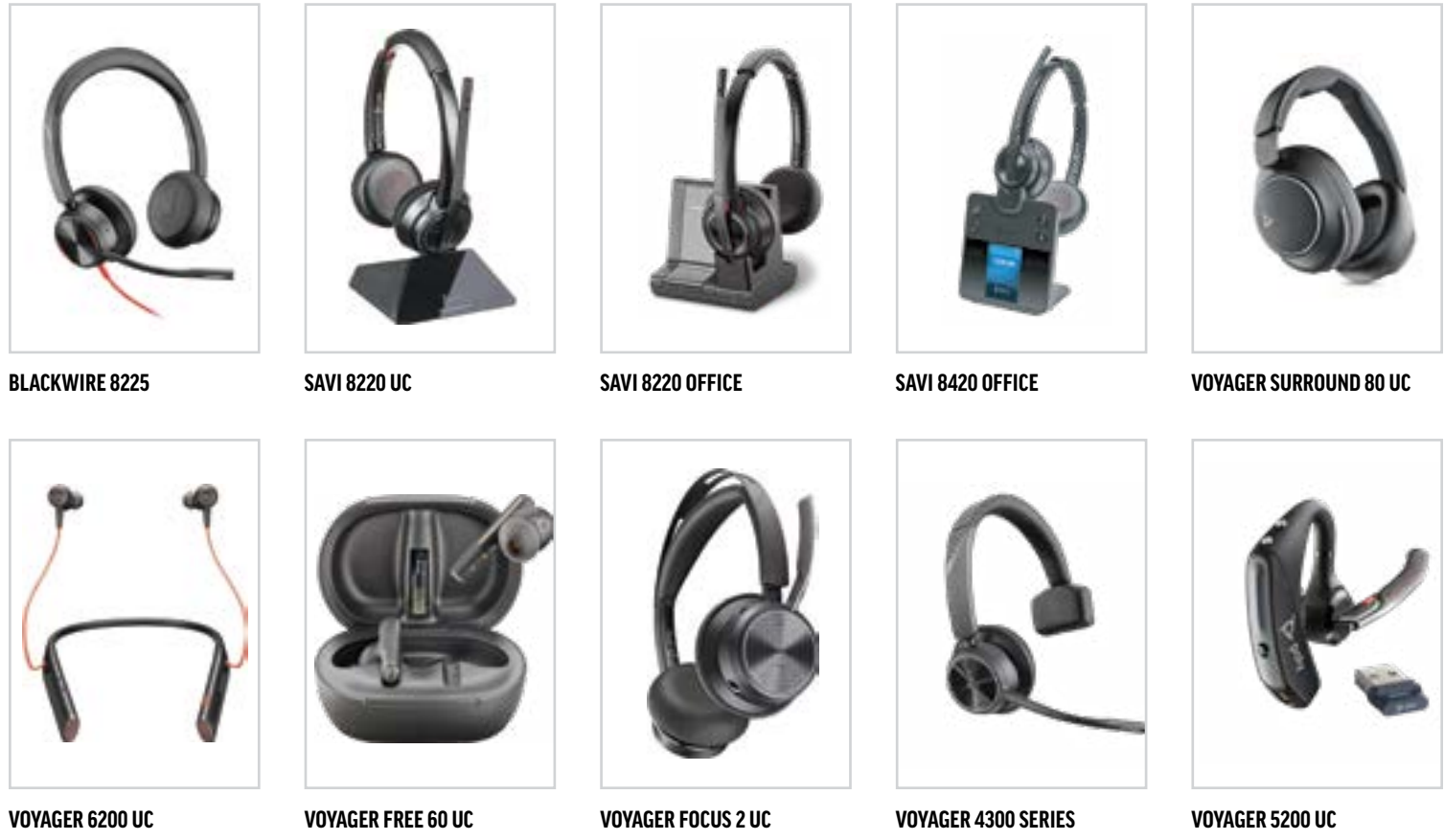


TECHNOLOGY SOLUTIONS

Giving your team the latest Poly headsets ensures better voice quality at the office or at home, or anywhere in between.

The noise-cancelling technology in our headsets cuts out unwanted sounds, allowing workers to focus on the job at hand, without the unwanted distractions of crisp cruncher Colin's mid-morning snack. Working with laptops, mobiles or tablets, our wireless headset options unchain people from their desk, giving them the freedom to get up and go somewhere quieter. And our wired options have a comfortable cable length, allowing for movement as well.

A selection of Poly headsets with cutting-edge noise reduction technology



Beat Noise with Poly technology:

TRANSMIT (What does the caller hear)

- Noise Cancelling Microphone Boom
- Poly Acoustic Fence
- Close Conversation Limiting
- Noise Cancelling Microphone Boomless
- WindSmart

RECEIVE (What does the wearer hear)

- Active Noise Cancelling (ANC)
- Hybrid ANC
- Adaptive Hybrid ANC



Poly headsets are compatible with all major UC vendors, giving you flexibility and consistency.

TRANSMIT HOW OUR TECHNOLOGY WORKS

Different noise canceling technologies are used to reduce noise for both the headset wearer and those on the far end of the call.

NOISE CANCELLING MICROPHONE BOOM

To ensure that background noise does not interrupt the call, many Poly headsets include a noise cancelling microphone boom. These booms include a special directional dual port microphone that picks up sound in a specific pattern that is focused towards the user's mouth. Sounds that come from all directions, such as background noise, are picked up with equal amplitude on both microphone ports and hence cancel each other out, reducing the background noise heard by the far end (the caller/s).

POLY ACOUSTIC FENCE TECHNOLOGY

Transmit noise reduction can be enhanced when additional, physically-separated microphones are added, such as those on Poly headsets with Acoustic Fence Technology.

Single additional microphone: Poly's Acoustic Fence Technology, as found in the Blackwire 8225, uses a long noise cancelling microphone boom with an additional microphone located on the ear cup. This additional microphone picks up the background noise, and using DSP this noise is minimised from the user's voice.

Multiple additional microphones: The Voyager Focus 2 provides even greater transmit noise reduction despite its shorter microphone boom. In this implementation Poly's Acoustic Fence Technology uses four microphones in total—two microphones on the boom and one on each ear cup—to create a virtual pick up bubble focused at the front of the user's mouth. Anything outside of this bubble (typically noise) is ignored.

CLOSE CONVERSATION LIMITING

Using proprietary Digital Signal Processing (DSP) Poly can further reduce any transmit noise. The Poly Savi 8200 Series uses a noise cancelling microphone boom plus a feature called close conversation limiting, which is designed to reduce the level of nearby conversations. The actual level of noise reduction can be configured via Poly software.

NOISE CANCELLING MICROPHONE BOOMLESS

For products without a microphone boom such as the Voyager Free 60 UC, Voyager Surround 80 UC, and Voyager 6200 UC, multiple microphones are used along with beam-forming technology to focus on the user's voice while minimising background noise.

POLY WINDSMART TECHNOLOGY

Poly's WindSmart Technology is a proprietary technology developed for wireless headset products. WindSmart is designed to reduce the impact of wind noise during phone calls or voice communication in outdoor environments. It employs advanced algorithms and microphone design to suppress wind noise and deliver clearer audio quality to the listener. WindSmart Technology helps improve the overall voice clarity and user experience, particularly in windy conditions.

RECEIVE HOW OUR TECHNOLOGY WORKS

Different noise canceling technologies are used to reduce noise for both the headset wearer and those on the far end of the call.

ACTIVE NOISE CANCELLING

Active Noise Cancelling (ANC) is a technology used in headphones, earbuds, or other audio devices to reduce unwanted ambient noise. It works by using built-in microphones to capture external sounds and then generating anti-noise signals to cancel out those unwanted sounds. By actively countering external noise, ANC helps create a quieter and more immersive audio experience. It is particularly useful in environments with constant or repetitive background noise, allowing users to enjoy their music, podcasts, or calls without the distraction of surrounding sounds.

HYBRID ACTIVE NOISE CANCELLING

With Hybrid ANC, additional microphones are placed outside the earcup (in addition to the microphones inside the earcup) measuring both what the user hears and the background noise. This allows a wider frequency of background noise to be reduced while maintaining more natural sidetone for the user during calls.

ADAPTIVE HYBRID ACTIVE NOISE CANCELLING

Additionally, to ANC and Hybrid ANC, the Adaptive Hybrid ANC automatically adjusts to your wearing style and cancels out just the right amount of noise for a quiet and comfortable experience. So, whether it's a crowded cafe or bustling commute, forget the commotion around you. And with two-setting transparency mode, you can tune back into your natural surroundings.

	TRANSMIT					RECEIVE		
	NOISE CANCELLING MICROPHONE BOOM	ACOUSTIC FENCE	CLOSE CONVERSATION LIMITING	NOISE CANCELLING MICROPHONE BOOMLESS	WINDSMART	ACTIVE NOISE CANCELLING	HYBRID ACTIVE NOISE CANCELLING	ADAPTIVE HYBRID ACTIVE NOISE CANCELLING
VOYAGER 5200 UC	✓				✓			
VOYAGER 4300-SERIES	✓	✓						
VOYAGER FOCUS 2 UC	✓	✓				✓	✓	
VOYAGER 6200 UC				✓		✓		
VOYAGER SURROUND 80 UC				✓		✓		✓
VOYAGER FREE 60 UC				✓	✓	✓		✓
BLACKWIRE 8225	✓	✓				✓	✓	
SAVI 8220 UC	✓		✓			✓		
SAVI 8220 OFFICE	✓		✓			✓		
SAVI 8420 OFFICE	✓		✓			✓		



HOW CAN POLY HELP?



For more information about Poly's noise reduction technologies

[VISIT: POLY.COM >](https://poly.com)

Our experts are on hand to help you find the right audio tools to beat the noise!