

To minimize background noise in the call center and optimize agent voice quality



1. Position microphone a finger's width away from the face, at the corner of the mouth just below the bottom lip.
2. Be sure the painted dot or the word TALK on the microphone housing is facing your mouth.

To effectively take advantage of noise canceling technology it is imperative that the operator position the microphone properly and in close proximity to the mouth to avoid the reception of background noise.

IMPORTANT: The microphone must be positioned before the microphone volume (transmit) on the amplifier is set.

Smaller blue area in diagram denotes field of sound on the rear side of the microphone element. This area of sound becomes dominant and problematic when the microphone is placed too far away from the mouth (especially when the amplifier's microphone volume levels are increased to compensate).

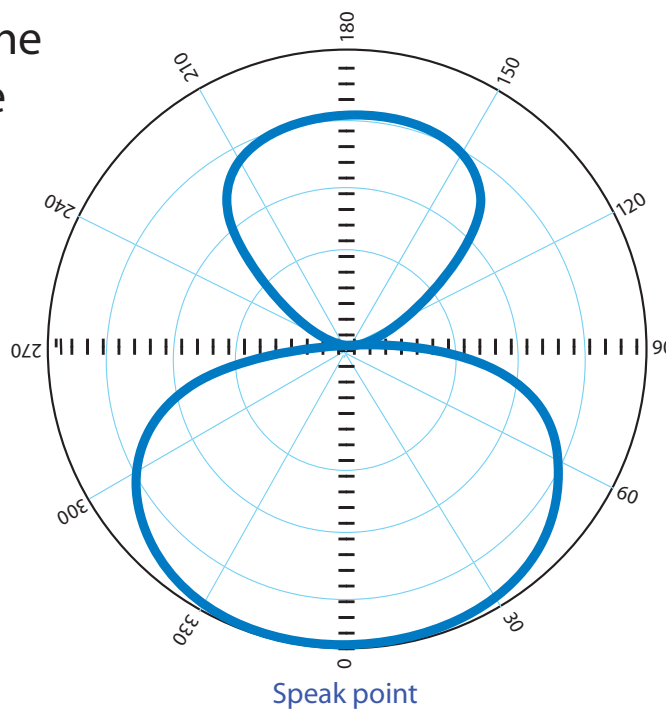


Figure 1
Area of Microphone
Sensitivity



SEQUENCE OF PROBLEMS CAUSED BY POOR MICROPHONE PLACEMENT:

1. When microphone is placed too far away from the mouth the agent is not heard well and noise canceling properties of the microphone are not activated.
2. In response the agent turns up microphone volume on the amplifier or speaks louder to be heard.
3. Side tone (the sense of hearing your own voice in the earpiece) may become excessive and background noise increases for agent, caller, and in the center. Agent fatigue levels may rise.
4. Agent lowers microphone volume level to reduce background noise and/or excessive side tone, but if microphone not placed properly (closer) to mouth, problem #1 returns again.