

AVAYA

Experiences
That Matter



AcousticEdge™ technology





Avaya IX™ Headsets L100 Series when used with Avaya IX™ Devices containing the Avaya-patented AcousticEdge™ technology provide protection from hearing damage that can happen to users due to long term audio energy exposure. This white paper describes the AcousticEdge™ technology and the value it delivers—providing superior audio performance and at the same time ensure hearing protection dynamically adjusts as needed.

Workplace standards define limits for prolonged exposure to elevated sound pressure levels. The acceptable levels are based on exposure time. If a user expects to be exposed to above normal audio levels, the exposure time is reduced to protect the user hearing. If the audio levels are below the sound pressure level of concern, allowable exposure times lengthen.

Avaya IX™ Headsets L119, L129, L139, L149, L159 when used with Avaya IX™ Devices enabled with the AcousticEdge™ technology monitor the active call use and dynamically adjust the maximum sound pressure that a user is exposed to. Hearing loss protection increases dynamically as user's audio energy exposure time increases. If a person's usage is low, the protection level adjusts to the lowest level of protection. In case of a high-use worker such a call center agent, AcousticEdge™ technology adapts to the usage and dynamically adjusts to the maximum protection.

Numerous workplace industry standards exist defining sound pressure exposure limits. Examples of these industry guidelines are:

- ETSI: ETSI EG 202 518 Acoustic Output of Terminal Equipment; Maximum Levels
- US Dept of Labor: CFR 1910.95 - Occupational noise exposure
- UL: 60950 UL Introduces Head Phone Safety Testing (Acoustic Pressure Test)
- Australia Communications Alliance Inc, Industry Guideline G616
- New Zealand: Health and Safety in Employment Regulations 1995
- Canada Occupational Health and Safety: Noise - Occupational Exposure Limits in Canada

The AcousticEdge™ technology for long term protection is in addition to the capability of Avaya products to meet the safety standards for acoustic shock protection. Examples of this short-term acoustic shock safety standard are:

- UL 60950-1
- S00AS/ACIF S0041
- ETSI TR 101 800



The Dynamic configuration mode of AcousticEdge™ technology provides hearing protection that is individually monitored and managed by the software delivering personalized protection, as needed and when it is needed based on real-time user data.

The AcousticEdge™ technology contains the option to statically configure the protection level which is good for cases where a phone can be shared by different users over the course of a day.

According to the 2019 State of the Desktop Research, based on a recent survey of around 1000 full-time workers in UK and the US, potential harm to hearing due to excessive exposure remained one of the significant concerns across UK and the US for users using a headset or earphone when working.

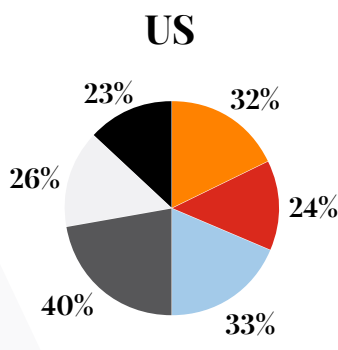
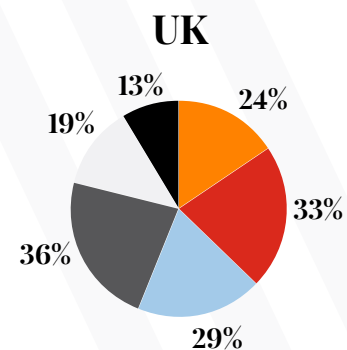
The data point from this research reiterates the importance of making sure that the headsets in combination with the devices or phones they are used with are safe and harmless to use for prolonged hours.

Avaya with its patented AcousticEdge™ technology solves that problem by providing safe, professional grade headsets that can significantly improve the communications experience. With Avaya Headsets, the peak audio energy is limited to keep total daily exposure below the safety standard limits specified under Global Workspace Safety Standards.

Potential harm due to excessive exposure and disturbing colleagues during calls,

One of the significant concerns of users when working or using a headset or earphone

Which of the following concern you about using a headset or earphones when working? (Select all that apply)



- Needing to keep the battery charged
- Potential harmful impact to my hearing
- Not knowing I am muted when I'm talking
- Co-workers bothering me because they don't know I'm in a call
- Not being able to use it with all my devices
- Not being able to easily connect or disconnect it

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

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