

Conference call headsets: The 8-step buyer's guide



It might be hard to believe, but it is possible to find a budget-friendly headset that includes everything you need to conference call like a pro—and we're here to help. To give you a headstart, we've compiled a checklist of key attributes to look out for when shopping for a new headset.

☐ Does it have good sound quality?

Let's kick off with a feature you can't cut corners with: call quality. Sound quality has to be first on the checklist—and for good reason. If your new headset doesn't have good sound quality, then what's the point? You don't want your clients or prospects struggling to hear you, so it's important to invest in headsets that are reliable and offer the best sound.

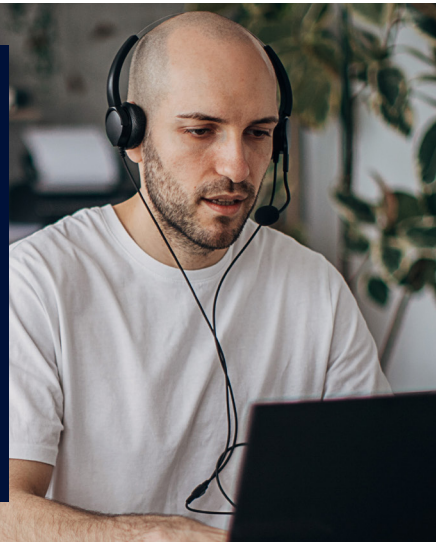
Things to look for:

- ⦿ Multiple mics
- ⦿ Automatic background noise reduction (this is great if you want to take a call away from your desk or during a stroll around your neighborhood)
- ⦿ Audio filters (to prevent loud noises (or loud clients!) from hurting your ears)

Warning—shameless plug incoming

Yes, your headset can influence call quality, but equally important is your conference calling service!

And [RingCentral](#) offers best-in-class call quality as a **standard**, not some premium add-on. This lets you provide a better client experience—and close important deals—without being disrupted by “Can you repeat that?” or “Can you hear me now?”



☐ Does it let you wander?

It's time to say goodbye to the headphone jack. You now have access to headsets that allow you to remain hands-free, upright, and able to walk around while taking and making calls—so why not get on board? In fact, standing up can help you better project your voice and make you more engaged in your conversations.

Things to look for:

- ⦿ Cordless headsets
- ⦿ Long battery life
- ⦿ Strong fit (so your headset stays in place while you're moving around)

☐ Does it leave your hands free?

If you've never had a hands-free headset, you might think, “What's the big deal?” It's one of those things that, once you've tried it, can be life-changing. For example, atop of letting you answer calls with voice commands, a hands-free headset lets you easily access information in your CRM system while you're talking to a customer, without interrupting the flow of the conversation. You can quickly pull up their history and get a 360-degree view of their entire relationship with your company as you're talking with them.

Things to look for:

- ⦿ A range of voice commands (that lets you answer calls, check battery life, and redial, all while leaving your hands free)
- ⦿ A calling platform that integrates with your CRM (for example, RingCentral integrates with most of the best-known CRMs on the market, including Salesforce and Zendesk)



Pro-tip: Check out all of RingCentral's integrations [here](#).

☐ Does it simplify volume control?

No one likes surprises when it comes to a conference call, especially if it has to do with wrong uses of muting. We've all seen examples of people who use their mute button wrong or need a few minutes to figure out how to adjust their volume. A headset with easy-to-use volume controls can be a life-saver—think about how many times you had to mute yourself to hide a cough or had issues unmuting yourself when it was your time to present. Bulletproof yourself from these worst-case scenarios with a headset that has simplified volume controls.

Things to look for:

- ⦿ In-line volume controller (so you don't have to look down at your keyboard or screen to turn the sound up and down)
- ⦿ Well-placed mute button

☐ Does it minimize background noise?

First off, active noise cancellation is different from simple “noise isolation.” Let's break it down with our chart:

Noise isolation	Active noise cancellation (ANC)
Noise isolation occurs as a result of wearing something that physically blocks outside noise from entering your ear. This kind of noise reduction is simply due to the fact that something is covering your ear.	Active noise cancellation (ANC) involves technology that uses tiny mics to pick up outside sounds and produces opposite soundwaves to counteract that unwanted noise. It's quite a sophisticated technology and not all headphones have it.

Now that we've cleared the air with noise cancellation vs active noise cancellation, why is this important? Blocking out background noise lets you focus on your calls with zero distractions, no matter how loud your environment is. If you work in a noisy office or need to block out surrounding sounds, it's essential that you get headphones that can isolate background noise.

Things to look for:

- ⦿ At least 95% background noise blocking (the best-in-class headsets can block out up to 96% of background noise)
- ⦿ A “listen in” feature that'll let you hear what's going on around you at the touch of a button, which is useful if you're on a conference call while taking the train and need to pay attention to the intermittent announcements

☐ Does it have multiple device connectivity?

Are you looking to connect your calls across different devices? Now, you can. Whether it's a mobile phone, tablet, or computer, you can take your call from your device of choice. If you're working on the go and on a call, you can even switch between devices without any interruptions. Switching an important call from your mobile phone to your laptop, and vice versa, is a breeze.

Things to look for:

- ⦿ Ability to connect across multiple devices (including mobile phones, tablets, laptops, and desktop computers)
- ⦿ A “flip” feature that allows you to flip between devices while keeping the call on track (if you want this must-have feature, check out RingCentral's desktop and [mobile apps](#))

☐ Does it work with your current tech stack?

If your headset isn't compatible with your existing equipment and software, it can lead to unnecessary costs and an unmanageable setup. Avoid the headache and get your hands on a headset that integrates with your current equipment and software. This will make things much easier in the long run.

Things to look for:

- ⦿ Seamless integration with your current tech setup (if you're already using RingCentral's technology, you're in good hands—RingCentral integrates with a wide selection of both [wired and wireless headsets](#))
- ⦿ Connection to phone lines (if you use a phone line, it's key to find a headset that connects to your phone line—preferably wireless)

☐ Is it comfortable (and does it look good)?

Comfort is key. If you're wearing a headset all day, you want one that's comfortable and has great padding for your ears. If you really want to get fancy with your choice, look for headsets with lambskin and memory foam. Add a spark of your personality too by picking one in your favorite color or pattern.

Things to look for:

- ⦿ Avoid a plastic finish around your ears (these can make you sweat—not great if you're continually on high-pressure calls)
- ⦿ Breathable fabric (like fake velour)
- ⦿ Comfortable fit (this is especially important if you wear glasses, since some headsets have a clamping force that puts headache-inducing pressure on your frames)

Pick the right conference calling headset that works for you

Getting your hands on the right conference calling headset can be a game changer. With a top-of-the-line headset, you'll find yourself less stressed during conference calls and more productive. The next time you're shopping for a conference calling headset, take our checklist with you—it will help ensure you're picking the right one that works for you.



About RingCentral

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) platform. RingCentral offers three key products in its portfolio including RingCentral Office®, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; Glip®, the company's free video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral Contact Center™ solutions. RingCentral's open platform integrates with leading third-party business applications and enables you to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.