Headset Guidelines for UCSF Employees

UCSF employees should not cradle the phone between their neck and shoulder. Cradling the phone combines static and awkward postures, which can compress important tissues, nerves, and blood vessels and increase the risk of injury. These guidelines apply to standard and mobile phones used for work purposes.

When using the phone:

- Hold the handset with your hand; keep your head upright and your shoulders relaxed.
- Use of speakerphone or a headset is indicated if:
  - An employee needs to use both hands for other tasks while on the phone (such as computer work or reviewing files).
  - Frequent or lengthy phone calls are made.
  - A headset is recommended if speakerphone use will disturb other employees or violate confidentiality.

To purchase a headset:

- Contact IT Services at (415) 514-4100 for options and questions about compatibility.
- To procure the headset, refer to CDW-G/BearBuy or as directed by IT Services.
- Corded and cordless headsets are available.
  - Cordless options are recommended for employees who need to be mobile at work, such as receptionists and others who need to frequently access items that are out of immediate reach while talking on the phone.
  - Select a comfortable shape and design to improve call experience.
    - Adjustable, flexible earpieces and headbands can be molded into shape.
    - Noise-cancellation microphones block out background noise and improve sound quality for call recipients.
    - Flexible mouthpieces may allow for improved positioning and sound quality.
    - Monaural versions are most common and leave one ear open, allowing users to stay in contact with their surroundings. Binaural options are also available.
- If sharing the headset between multiple users, purchase headsets that can be easily cleaned with alcohol wipes.
- Replacement parts for existing headsets may be available. Contact IT Services, CWD-G, or the headset manufacturer for assistance. Many headsets at UCSF are manufactured by Plantronics. For specific Plantronics questions, contact (855) 765-7878 or email the UCSF account representative: chris.lastition@plantronics.com.

Using a headset:

- Position the microphone as close to the corner of the mouth as possible for best sound quality.
- Depending on head and ear shape, an over-the-head band may secure the microphone into position better than an over-the-ear band. Many headsets come with both options.
- Keep your head and neck in a natural upright posture. Bending your head down can displace the microphone, making it hard for people to hear you.
- Adjust the volume to comfortable levels.
- Replace batteries in cordless headsets as needed.