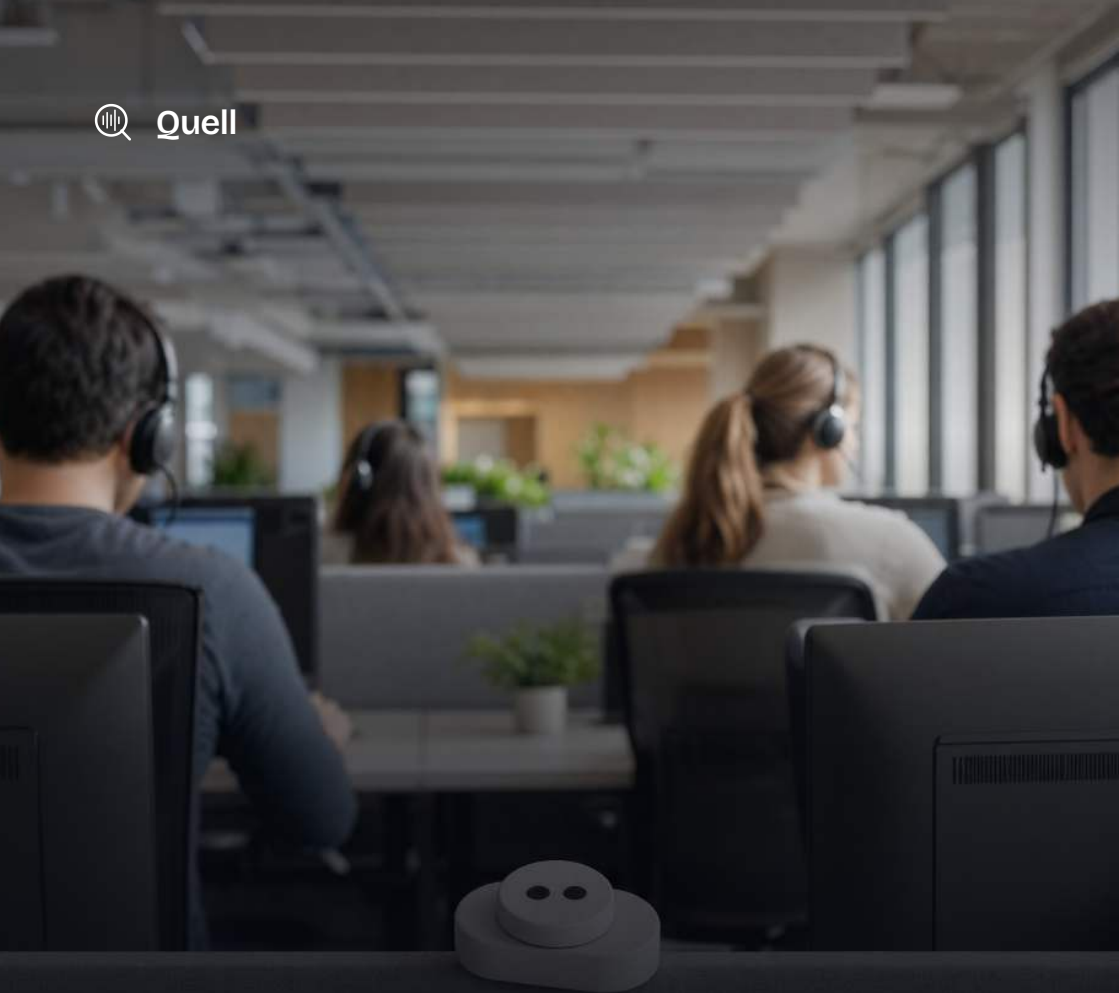




SOUND MASKING FOR CONTACT CENTRE

Less crosstalk between positions

Fewer other voices in the call — for the agent, and for the caller at the other end.



THE PROBLEM

No noise distracts like a conversation you can understand.

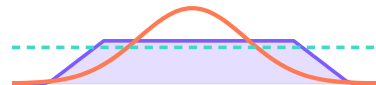
Where many people are on calls at once, every neighbouring conversation intrudes — on the agent and on the caller.



Where many speak at once, every neighbouring call intrudes

- Less stray speech on the call
- Lower strain across the team
- Scales across the whole floor

What happens in the room



- Speech from the next conversation
- Quell's masking signal
- What arrives: a calm room

Quell lifts the baseline exactly where speech becomes intelligible — and no further. The room does not get louder; the words stop making sense.

THE DEVICES

Two devices, one job.



Quell Masker

Generates the masking signal and radiates it through the surface it stands on. A closed housing with no speaker grille — it disappears into the room.



Quell microphone satellite

Measures the level where it matters and reports it to the masker. It analyses frequencies and measures loudness — it records nothing.

Adaptive

When the room gets louder, Quell follows. When it quietens, Quell steps back. You set the volume; the device only moves within your range.

Specifications

- Powered over USB-C
- Bluetooth for the app, its own radio network for the mesh
- Place it, plug it in, done — no construction, no cabling

Mesh

Up to 20 devices form their own radio network. Set it up once — the floor stays in step, even when nobody adjusts anything.

One masker per four to six positions; the satellite measures in the aisle, where the level swings most.

Everything in hand, without tools.



- **Volume and mute** Fine steps, or jump straight to a preset.
- **Soundscape and equaliser** Change the sound and shape it to the room across eight bands.
- **Adaptive mode** Switch the automation on or off and set how far it may move.
- **Firmware updates** Install new device software straight over Bluetooth.
- **Guided setup** A wizard walks you through single device, mesh and Privacy-Glass.
- **Four languages** The app speaks German, English, French and Spanish.

The app includes a demo mode: you can try it in full before a device ever reaches you.



App Store



Google Play



More at [soundmasking.at](https://www.soundmasking.at)

Let's talk about your space.

Tell us where it is too loud or too open. We will come back with a concrete assessment — no sales loop.

Quell analyses speech frequencies and measures the level. It records nothing and transmits no conversations.