

Feature Profile 37477

Using Headsets with Polycom® Phones

Have you ever wanted to field a phone call while simultaneously sending emails to clients or customers? Using a headset with your Polycom® phone enables you to take calls handsfree at your desk, multitask more effectively, or even handle calls while you're away from your desk. Headsets can help you maintain your productivity, whether you are at or away from your workstation.

This feature profile provides information about headsets and headset-to-phone connections that are compatible with the following phones:

- Polycom® SoundPoint® IP 301, 320/330, 321/331, 335, 430, 450, 501, 550, 560, 601, 650, 670 running SIP software 3.0 or later
- Polycom® VVX® 1500 running SIP software 3.0 or later
- Polycom® VVX® 500 running Polycom® UC software 4.0.1 or later
- Polycom® VVX® 600 running Polycom® UC software 4.1.2 or later
- Polycom® VVX® 300/310, 400/410 running Polycom® UC software 4.1.4 or later

The topics in this feature profile include:

- [Phone Interface Types, Cables, and Adapters](#) Lists Polycom phone interface types and compatible interface cables or adapters.
- [Compatible Headset Types](#) Lists compatible headset types, including analog, USB, electronic hookswitch (EHS), and Bluetooth headsets.
- [Manufacturer Support](#) Lists contact information for your headset manufacturer.



Web Info: Where do I find more information about using headsets with my Polycom phone?

For more information on how to use headsets with your Polycom phone, navigate to your phone's Support page from the [Polycom Voice Support](#) page and refer to your phone's Quick Start Guide and User Guide.

Phone Interface Types, Cables, and Adapters

Polycom phones and supported headsets have 2.5 mm, RJ-9 (sometimes called modular or direct-connect), USB, or Quick Disconnect/Easy Disconnect (QD/ED) interface types. The following table displays the phone interface types:

Table 1: Polycom Phone Interface Types

<i>Phone Model/Interface Type</i>	<i>Wired Headset Connection</i>	<i>Wireless Headset Connection</i>
SoundPoint IP 320/330, 321/331 (2.5 mm)	QD/ED to 2.5 mm*	RJ-9 to 2.5 mm
SoundPoint IP 301, 335, 430, 450, 501, 550, 560, 601, 650, 670 (RJ-9)	QD/ED to RJ-9	None
VVX 500, 600, 1500 (RJ-9)	QD/ED to RJ-9	None
VVX 300/310, 400/410 (RJ-9)	QD/ED to RJ-9	None

*Although Polycom recommends using a QD/ED to 2.5 mm cable for optimal audio quality, you can also use a QD/ED to RJ-9 cable in conjunction with an RJ-9 to 2.5 mm adapter.

The following table displays the interface cables or adapters that may be required for compatibility between your headset and your phone:

Table 2: Required Phone Interface Cables or Adapters

<i>Cable/Adapter Type</i>	<i>Manufacturer</i>	<i>Part Number or Model</i>
QD/ED to 2.5 mm cable	GN Netcom Jabra	SKU 1005173
QD/ED to 2.5 mm cable	Plantronics	SKU 70765
QD/ED to 2.5 mm cable	Sennheiser	CCEL 191-2
QD/ED to 2.5 mm cable	VXi	1095
QD/ED to RJ-9 cable	GN Netcom Jabra	GN1200
QD/ED to RJ-9 cable	Plantronics	27190-01
QD/ED to RJ-9 cable	Plantronics	U10p variant
QD/ED to RJ-9 cable	Sennheiser	CSTD-01 05362
QD/ED to RJ-9 cable	VXi	1026

<i>Cable/Adapter Type</i>	<i>Manufacturer</i>	<i>Part Number or Model</i>
RJ-9 to 2.5 mm adapter	Polycom	SKU 2200-11095-002 (Packs of five, valid for use worldwide. Refer to Polycom part number when ordering.)

Compatible Headset Types

Polycom phones and supported headsets have 2.5 mm, RJ-9 (sometimes called modular or direct-connect), USB, or Quick Disconnect/Easy Disconnect (QD/ED) interface types. Polycom phones are compatible with a number of different headset types, including [analog](#), [USB](#), [electronic hookswitch \(EHS\)](#), and [Bluetooth](#) headsets. The following tables list the supported headset types and models. Other headset models may function with your Polycom phone but have not yet been tested by Polycom.



Note: Using Sennheiser headsets with the SoundPoint IP 430 phone

The SoundPoint IP 430 phone is not supported by UC software version 3.3.0 or later. As a result, Sennheiser headsets are not officially compatible with the IP 430.

Compatible Analog Headsets

Analog, or wired, headsets are compatible with a wired connection to most Polycom phones using one of the interface cables or adapters described in [Table 2: Required Phone Interface Cables or Adapters](#).

To learn more about connecting your analog headset to your phone, visit your headset manufacturer's website in [Manufacturer Support](#).

Table 3: Compatible Analog Headsets

<i>Manufacturer</i>	<i>Model</i>	<i>Compatible phones</i>	<i>Additional device(s) needed</i>
Polaris	Soundpro Monaural Noise Canceling Headset (SP10N/TT4)	All	Polaris TT4 Soundshield 3G amplifier

<i>Manufacturer</i>	<i>Model</i>	<i>Compatible phones</i>	<i>Additional device(s) needed</i>
Polaris	Soundpro Series (SW10ND* only)	All	None
Accutone	6 Series (TM610, TB610 only)	All	None
Jabra	GN1900 Series (except USB models)	All	None
Jabra	GN2000 Series (except USB models; IP models support Wideband audio)	All	None
Jabra	GN2100 Series	All	None
Jabra	BIZ 2400 Series (except USB models; IP models support Wideband audio)	All	None
Plantronics	Supra Plus Series* (HW251N, HW261N only)	All	None
Plantronics	Encore Pro Series* (HW291N, HW301N)	All	None
Plantronics	TriStar Series (H81 Voice Tube)	All	None
Sennheiser	CC 500 Series (510, 515, 515 IP*, 520 IP*, 530, 540, 550, 550 IP*)	All	None
Sennheiser	SH 200 Series (230, 230 IP*, 250 only)	All	None
Sennheiser	SH 300 Series (300, 330, 330 IP*, 335, 350, 350 IP*)	All	None
VXi	Tria Series*	All	None
VXi	Passport Series (10, 21)	All	None
VXi	UC ProSet Series* (10, 21)	All	None

*Supports Wideband audio

Compatible USB (Digital) Headsets

The Polycom VVX 500 and VVX 600 phones officially support certain USB headset models. This means that Polycom has tested these listed models for performance and functionality. USB headset models other than the ones listed in [Table 4: Compatible USB Headsets](#) may still work with the VVX 500 and VVX 600 phones, but you may experience limited functionality.

To learn more about connecting your USB headset to your phone, visit your headset manufacturer's website in [Manufacturer Support](#).

Table 4: Compatible USB Headsets

<i>Manufacturer</i>	<i>Model</i>	<i>Compatible phones</i>	<i>Additional device(s) needed</i>
Jabra	Pro 9465-Duo	VVX 500, 600	None
Jabra	Pro 9470	VVX 500, 600	None
Plantronics	Voyager Pro UC	VVX 500, 600	None



Note: Using the softphone mode on your USB headset

Certain USB headsets, such as those that come with a docking station, have two modes—deskphone and softphone. To work with your phone, your headset must be in softphone mode. If you cannot operate the phone from your headset, your headset may be in deskphone mode. To switch modes, press and hold the headset hookswitch until you hear a sound or message on the headset.

Compatible EHS Headsets

The EHS feature enables you to answer and end phone calls using controls located on the headset. To use it, your headset must include a digital serial control interface in addition to the standard analog headset jack (RJ-9) interface. The serial control interface requires an EHS adapter that you can purchase from your headset manufacturer.



Web Info: Web Info: Using an electronic hookswitch with your Polycom phone

For instructions on setting up and using an electronic hookswitch, refer to [Using an Electronic Hookswitch \(EHS\) with Polycom Phones](#) or your phone's User Guide, available by navigating to your phone's Support page from the [Polycom Voice Support](#) page.



Note: Required headset adapter for SoundPoint IP 320/330 and 321/331 phones

To use EHS-compatible headsets with SoundPoint IP 320/330 and 321/331 phones, you will need an RJ-9 (direct connect) to 2.5 mm headset adapter, as described in [Table 2: Required Phone Interface Cables or Adapters](#).

To learn more about connecting your EHS headset to your phone, visit your headset manufacturer's website in [Manufacturer Support](#).

Table 5: Compatible EHS Headsets

<i>Manufacturer</i>	<i>Model</i>	<i>Compatible phones</i>	<i>Additional device(s) needed</i>
Jabra	GN9120, GN9125	All	Jabra EHS Adapter (GN Netcom SKU 14201-17)
Jabra	GN9300e Series (GN9330e, GN9350e)	All	Jabra EHS Adapter (GN Netcom SKU 14201-17)
Jabra	GN9350	All	Jabra EHS Adapter (GN Netcom SKU 14201-17)
Jabra	GO 6400 Series	All	Jabra EHS Adapter (GN Netcom SKU 14201-17)
Jabra	PRO 9400 Series	All	Jabra EHS Adapter (GN Netcom SKU 14201-17)
Plantronics	Savi Office Series** (WO100, WO200, WO300, WO350 only)	All	Plantronics APP-50 cable (Plantronics SKU 38439-01)
Plantronics	CS Series** (50, 55, 60, 70N, 261N, 351N only)	All	Plantronics APP-5 cable (Plantronics SKU 38438-01)
Plantronics	Savi 700 Series (710, 720, 730, 740, 745)	All	Plantronics APP-5 cable (Plantronics SKU 38438-01)
Plantronics	CS500 Series (510, 520, 530, 540)	All	Plantronics APP-5 cable (Plantronics SKU 38438-01)
Sennheiser	DW Series* (Office, Pro 1, Pro 2)	All	Sennheiser EHS Polycom adapter (Sennheiser part number CEHS-PO 01)
Logitech	BH970	All	Jabra EHS Adapter (GN Netcom SKU 14201-17)

*Supports Wideband audio

**Discontinued model

Compatible Bluetooth Headsets

The Polycom VVX 600 phone officially supports the following Bluetooth headset specifications:

- Integrated Bluetooth 2.1 EDR
- Bluetooth headset pairing HFP/HSP

Manufacturer Support

For more information on any of the headsets listed in this feature profile, refer to your headset manufacturer's website:

- [Accutone](#)
- [Jabra](#)
- [Plantronics](#)
- [Sennheiser](#)
- [VXi](#)
- [Logitech](#)

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