Technical Bulletin 37477

Headset Compatibility List for Polycom® SoundPoint® IP and VVX® 1500 Phones

This technical bulletin lists the headsets that are compatible with Polycom SoundPoint IP and VVX 1500 phones. It also provides information on various headset-to-phone connections and describes the associated interface cables or adapters that may be required.

Introduction

In this technical bulletin, *SoundPoint IP Phones* refers to SoundPoint IP phone models 301, 320, 321, 330, 331, 335, 430, 450, 501, 550, 560, 601, 650, 670, and VVX 1500 phones unless otherwise specified.

Headsets may be connected to the SoundPoint IP phones with amplifiers, with a wired connection, or with a wireless connection (using electronic hookswitch). Headset series and models that support Wideband (high definition) audio are denoted with an asterisk (*).

The phones and headsets described in this document have 2.5 mm, RJ-9 (sometimes called modular or direct-connect), or QD/ED (Quick Disconnect/Easy Disconnect) interface types, and require the following interface cables or adapters for compatibility:

Phone Interface Type	Wired Headset Connection	Wireless Headset Connection
2.5 mm (SoundPoint IP 320, 321, 330, 331)	QD/ED to 2.5 mm[1]	RJ-9 to 2.5 mm
RJ-9 (SoundPoint IP 301, 335, 430, 450, 501, 550, 560, 601, 650, 670, VVX 1500)	QD/ED to RJ-9	None

[1] Although Polycom recommends using a QD/ED to 2.5 mm cable, you may also use a QD/ED to RJ-9 cable in conjunction with an RJ-9 to 2.5 mm adapter

The following interface cables and adapters are available:

- **QD/ED to 2.5 mm cable**

  GN Netcom (SKU 1005173), Plantronics (SKU 70765), or Sennheiser (CCEL 191-2).

- **QD/ED to RJ-9 cable**

  GN Netcom (GN1200), Plantronics (27190-01), or Sennheiser (CSTD-01 05362).

- **RJ-9 to 2.5 mm adapter**

  Packs of five, valid for use worldwide (refer to Polycom SKU 2200-11095-002 when ordering).

This technical bulletin details Polycom phone compatibility with the following accessories:

Amplified Headsets

The following headset model is compatible in series with the connection to the SoundPoint IP phones when used with a Polaris TT4 SoundShield 3G amplifier:

- Polaris Sound Pro Monaural Noise Canceling Headset (SP10N/TT4)

Wired Headsets

The following Accutone, Jabra, Plantronics, Sennheiser, and VXi headset models are compatible with a wired connection to the SoundPoint IP phones using one of the interface cables or adapters described in the preceding table:

Accutone Headsets

You can connect following Accutone headset models to SoundPoint IP phones:

- Accutone 6 Series (TM610, TB610 only)

Jabra (GN Netcom) Headsets

You can connect the following Jabra headsets to SoundPoint IP phones:

- Jabra GN1900 Series (except USB models)
- Jabra GN2000 Series (except USB models; IP models support Wideband audio)
- Jabra GN2100 Series
- Jabra BIZ 2400 Series (except USB models; IP models support Wideband audio)

Plantronics Headsets

You can connect the following Plantronics headset models to SoundPoint IP phones:

- Supra Plus Series* (HW251N, HW261N only)
- Encore Pro Series* (HW291N, HW301N)
- TriStar Series (H81 Voice Tube)

Sennheiser

You can connect the following Sennheiser headset models to SoundPoint IP phones:

- CC 500 Series (510, 515, 515 IP*, 520, 520 IP*, 530, 540, 550, 550 IP*)
- SH 200 Series (230, 230 IP*, 250 only)
- SH 300 Series (300, 330, 330 IP*, 335, 350, 350 IP*)

VXi

You can connect the following VXi headset models using a direct (non-amplified) connector to SoundPoint IP phones:

- VXi Tria Series
- VXi Passport 10 Series
- VXi Passport 21 Series

Wireless Headsets (Using Electronic Hookswitch)

The following Jabra, Plantronics, and Sennheiser headset models are compatible with a connection from their base stations to the SoundPoint IP phones (except SoundPoint IP phone models 301, 501, and 601). Basic phone functions can be controlled using the electronic hookswitch (EHS) feature. Only the headsets indicated in parentheses beside each series name are compatible with a wireless connection to the SoundPoint IP phones using electronic hookswitch. The SoundPoint IP phone models 320, 321, 330, and 331 require a RJ-9 to 2.5 mm adapter as described in the preceding table.

For information on the electronic hookswitch feature, including usage and setup instructions, refer to *Technical Bulletin 35150, Using an Electronic Hookswitch (EHS) with Polycom SoundPoint IP and VVX 1500 Phones*, available at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

Jabra (GN Netcom)

To use electronic hookswitch, the following headsets must be equipped with a Jabra EHS Adapter (GN Netcom SKU 14210-17):

- Jabra GN9120 / Jabra GN9125
- Jabra GN9300e Series (GN9330e, GN9350e)
- Jabra GN9350
- Jabra GO 6400 Series
- Jabra PRO 9400 Series

Plantronics

To use electronic hookswitch, the Savi Office Series models must be equipped with a Plantronics APP-50 cable (Plantronics SKU 38439-01) while the CS Series must be equipped with a Plantronics APP-5 cable (Plantronics SKU 38438-01). The following models are compatible:

- Savi Office Series (WO100, WO200, WO300, WO350 only)
- CS Series (50, 55, 60, 70N, 261N, 351N only)

Sennheiser

To use electronic hookswitch, the following headset models must be equipped with a Sennheiser EHS Polycom adapter (Sennheiser part number CEHS-PO 01):

- DW Series* (Office, Pro 1, Pro 2)

Headset Compatibility with Phones Using Power Adapters

Headsets with impedance imbalances along their acoustic path create electrical interference that can cause some users to hear a low-frequency *hum* or *buzz* sound. This noise can be present in the near-end headset speaker and/or could be transmitted to be heard at the far-end receiving headset. This is most noticeable when using a 2-pin non-grounded power adapter like the one supplied with the legacy SoundPoint IP phones. Phones using Power over Ethernet (PoE) as a power source are not usually affected by imbalanced headsets because they receive a DC voltage from an isolated PoE source. The sound can be more obvious in environments near large transformers or other sources of electrical interference.

You can mitigate the interference by using a 3-pin grounded power supply with your phone. A 3-pin 24V power supply is qualified for use with SoundPoint IP phone models 321/331, 335, and 450, while a 3-pin 48V power supply is qualified for use with phone models 560, 670, and VVX 1500 phones. Both power supply adapters are available from your Polycom reseller. Note that SKU numbers vary by geographical location.

Your headset manufacturer may offer *Improved Common Mode Rejection Ratio (CMMR)* type headsets to reduce interference. You may also wish to try other headset models in combination with different phones to troubleshoot and isolate the issue. For further information, contact your headset manufacturer directly.

For more information on any of the headsets listed in this document, refer to one of the following manufacturer Web sites:

- Accutone Support
  http://www.accutone.com/manuals.html
- Jabra Headset Solutions
  http://www.jabra.com/na-us/headsetsolutions/pages/allproducts.aspx
- Plantronics Enterprise Headsets
  http://www.plantronics.com/north_america/en_US/products/office

- Sennheiser Headsets
  http://www.senncom.com/comm/home_en.nsf/root/headsets
- VXi Corded Headsets
  http://www.vxicorp.com/products/contact-center-and-office-solutions/corded

* Supports Wideband audio

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