



## Polycom® SoundPoint® IP and Polycom® VVX® 1500 Phone Headset Compatibility List – TB37477

Headsets may be connected to Polycom SoundPoint IP and VVX 1500 phones with or without external amplifiers. External amplification is recommended to ensure the best possible acoustic performance of your headset.

**Note:** *In this technical bulletin, “the SoundPoint IP Phones” refer to the SoundPoint IP 301, 320<sup>1</sup>, 321<sup>1</sup>, 330<sup>1</sup>, 331<sup>1</sup>, 335, 430, 450, 501, 550, 560, 601, 650, 670, and the VVX 1500 phone unless otherwise specified.*

**The SoundPoint IP 320, 321, 330, and 331 phones require a 2.5 mm-to-quick disconnect headset adapter when used to connect GN Netcom, Plantronics, and Sennheiser headsets. The SoundPoint IP 335 has an RJ-9 headset connection.**

*Although we recommend purchasing the appropriate cable and interface type from your headset vendor, Polycom does offer a 2.5mm to RJ-9 interface adapter, sold in 5-packs only.*

2200-11095-002	Headset interface adapters, 5-pack of 2.5mm to RJ-9. Compatible with SoundPoint IP 330/331 and 320/321 phones. Valid for use World Wide
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### IP Phone Headset Port Type

IP Phones	Supported Headset Interface Type
IP320/321, IP330/331	2.5mm <sup>1</sup>
IP301, IP335, IP430, IP450, IP501, IP550, IP560, IP601, IP650, IP670, VVX1500	RJ-9 <sup>2</sup>

<sup>1</sup> GN Netcom (SKU 1005173), Plantronics (SKU 70765-01), and Sennheiser (CCEL 191-2) 2.5 mm-to-quick disconnect headset adapters must be used when connecting the respective headsets to the SoundPoint IP 320, 321, 330, and 331 phones.

**Note:** *All vendor SKUs in this document were accurate at the time of publishing, but are subject to change. Contact your vendor for up-to-date information.*

<sup>2</sup> The headset interface connector type was a 4 Position Modular Jack (RJ-9) unless otherwise specified.



### Headsets with Amplifiers

The following headsets were tested compatible with amplifiers in series with the connection to the SoundPoint IP phones<sup>2</sup>:

<b>Headset Manufacturer/Model</b>	<b>Amplifier Manufacturer/Model</b>
Polaris Sound Pro Monaural Noise Canceling Headset (SP10N/TT4)	Polaris TT4 Sound Shield 3G

### Headsets with Direct Connection

The following headsets were tested compatible with a direct connection to the SoundPoint IP phones:

<b>Headset Manufacturer</b>	<b>Headset Model</b>
Accutone	610
GN Netcom	GN 1900 Series
GN Netcom	GN 2000 Series
GN Netcom	GN 2100 Series
GN Netcom	BIZ 2400 Series
Plantronics	Supra Plus HW261N
Plantronics	Supra Plus HW251N
Plantronics	Encore Pro HW301N
Plantronics	Encore Pro HW291N
Plantronics	Tristar H81
Sennheiser	CC550
Sennheiser	SH230
Sennheiser	SH250
Sennheiser	SH330
Sennheiser	SH350



### Headsets for Electronic Hookswitch

The following headsets were tested compatible with a serial port connection to the SoundPoint IP phones (except the SoundPoint IP 301, 501, and 601) to support an electronic hookswitch:

Headset Manufacturer	Headset Model
GN Netcom <sup>3</sup>	Jabra GN9350 Jabra GN9350e Jabra GN9330e Jabra GN9120 NC Jabra GN9120 ST Jabra GN9120 Duo Jabra GN9125 NC Jabra GN9125 ST Jabra GN9125 Duo Jabra GO 6470 Jabra PRO 9470
Plantronics	Savi Office <sup>4</sup> WO100 Savi Office <sup>4</sup> WO200 Savi Office <sup>4</sup> WO300 Savi Office <sup>4</sup> WO350 CS70N <sup>5</sup> CS55 <sup>5</sup> CS50/60 <sup>5</sup> CS361N <sup>5</sup> CS351N <sup>5</sup>

For instructions on setup and usage, refer to Technical Bulletin 35150 “Using an Electronic Hookswitch with SoundPoint IP and Polycom VVX 1500 Phones” available from

[http://www.polycom.com/support/voice/soundpoint\\_ip/VoIP\\_Technical\\_Bulletins\\_pub.html](http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html)

<sup>3</sup> GN/Jabra EHS capable headsets are to be used with Jabra EHS Adapter (SKU 14201-17)

<sup>4</sup> The Plantronics Savi Office headsets are to be used with an APP-50 cable (Plantronics SKU 38439-01).

<sup>5</sup> The Plantronics CS headsets are to be used with an APP-5 cable (Plantronics SKU 38438-01).



## Headsets with Power Supplies

Some headsets may experience a Low frequency “hum” or “buzz” caused by AC Mains coupling to be heard on certain headsets when using 2-pin Power Adapters supplied with the phone. Customers should request “Improved CMRR” type headsets from those manufacturers to reduce this effect where it occurs. Alternatively, SoundPoint IP phones are undergoing qualification of grounded AC Mains adapters to eliminate this noise for existing headset deployments. Please check with Polycom Product Management for updated release of those Power Adapter models. Power over Ethernet (PoE) users should not experience AC mains adapter “hum” interference.

For users who cannot use PoE, a 3-prong 24V power supply unit is available for all SoundPoint IP phones (from your Polycom reseller).

### For more information, see:

- [Accutone Support](#)
- [GN Netcom Headset Solutions](#)
- [Plantronics Enterprise Headsets](#)
- [Sennheiser Headsets](#)

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