



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

Headsets may be connected to SoundPoint IP and Polycom VVX 1500 phones with or without external amplifiers. External amplification is recommended to ensure the best possible acoustic performance of your headset. Un-amplified headsets may exhibit some clipping of audio.

Note: Where SoundPoint IP 32x/33x is used in this technical bulletin, it includes the SoundPoint IP 320, 321, 330, and 331 phones. The SoundPoint IP 335 is listed separately as it has an RJ-9 headset connection.

Headsets with Amplifiers

The following headsets were tested with amplifiers in series with the connection to the SoundPoint IP phones¹:

Headset Manufacturer/Model	Amplifier Manufacturer/Model	Phones
Polaris Sound Pro Monaural Noise Canceling Headset (SP10N/TT4)	Polaris TT4 Sound Shield 3G	IP 301, IP 32x/33x ² , IP 335, IP 430, IP 450, IP 501, IP 550, IP 560, IP 601, IP 650, IP 670, VVX 1500

Headsets with Direct Connection

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

		SoundPoint IP 301	SoundPoint IP 32x/33x ²
Headset Manufacturer	Headset Model	Direct Connect	Direct Connect
Accutone	610	✓	✓
GN Netcom	GN 2100-ST ³	✓	✓
GN Netcom	GN 2110-ST	✓	✓
GN Netcom	GN 2115-ST	✓	✓
GN Netcom	GN 2117-ST	✓	✓

¹ The headset interface connector type was a 4 Position Modular Jack (RJ-9) unless otherwise specified.

² A 2.5 mm-to-quick disconnect headset adapter was used when GN Netcom, Plantronics, and Sennheiser headsets were connected to the SoundPoint IP 330/320 phones.

³ No “hum” or “buzz” is heard when GN Netcom GN 2100-ST headsets built after October 2008 are used with 2-pin Power Adapters supplied with the phone.



		SoundPoint IP 301	SoundPoint IP 32x/33x ²
Headset Manufacturer	Headset Model	Direct Connect	Direct Connect
GN Netcom	GN-2120-NC ⁴	✓	✓
GN Netcom	GN 2125-NC	✓	✓
Plantronics	H251 ⁴	✓	✓
Plantronics	H261 ⁴	✓	✓
Sennheiser	CC550	✓	✓
Sennheiser	SH230	✓	✓
Sennheiser	SH250	✓	✓
Sennheiser	SH330 ⁴	✓	✓
Sennheiser	SH350	✓	✓

		SoundPoint IP 335	SoundPoint IP 430/450	SoundPoint IP 501
Headset Manufacturer	Headset Model	Direct Connect	Direct Connect	Direct Connect
Accutone	610	✓	✓	✓
GN Netcom	GN 2100-ST ³	✓	✓	✓
GN Netcom	GN 2110-ST	✓	✓	✓
GN Netcom	GN 2115-ST	✓	✓	✓
GN Netcom	GN 2117-ST	✓	✓	✓
GN Netcom	GN 2120-NC ⁴	✓	✓	✓
GN Netcom	GN 2125-NC	✓	✓	✓
Plantronics	H251 ⁴	✓	✓	✓
Plantronics	H261 ⁴	✓	✓	✓
Sennheiser	CC550	✓	✓	✓
Sennheiser	SH230	✓	✓	✓
Sennheiser	SH250	✓	✓	✓
Sennheiser	SH330 ⁴	✓	✓	✓
Sennheiser	SH350	✓	✓	✓

⁴ Low frequency "hum" or "buzz" caused by AC Mains coupling may 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 ne experience AC mains adapter "hum" interference.



		SoundPoint IP 550/560	SoundPoint IP 601	SoundPoint IP 650/670
Headset Manufacturer	Headset Model	Direct Connect	Direct Connect	Direct Connect
Accutone	610	✓	✓	✓
GN Netcom	GN 2100-ST ³	✓	✓	✓
GN Netcom	GN 2110-ST	✓	✓	✓
GN Netcom	GN 2115-ST	✓	✓	✓
GN Netcom	GN 2117-ST	✓	✓	✓
GN Netcom	GN 2120-NC ⁴	✓	✓	✓
GN Netcom	GN 2125-NC	✓	✓	✓
Plantronics	H251 ⁴	✓	✓	✓
Plantronics	H261 ⁴	✓	✓	✓
Sennheiser	CC550	✓	✓	✓
Sennheiser	SH230	✓	✓	✓
Sennheiser	SH250	✓	✓	✓
Sennheiser	SH330 ⁴	✓	✓	✓
Sennheiser	SH350	✓	✓	✓

		Polycom V VX 1500
Headset Manufacturer	Headset Model	Direct Connect
Accutone	610	✓
GN Netcom	GN 2100-ST ³	✓
GN Netcom	GN 2110-ST	✓
GN Netcom	GN 2115-ST	✓
GN Netcom	GN 2117-ST	✓
GN Netcom	GN 2120-NC ⁴	✓
GN Netcom	GN 2125-NC	✓
Plantronics	H251 ⁴	✓
Plantronics	H261 ⁴	✓
Sennheiser	CC550	✓
Sennheiser	SH230	✓
Sennheiser	SH250	✓
Sennheiser	SH330 ⁴	✓
Sennheiser	SH350	✓



Headsets for Electronic Hookswitch

The following headsets were tested with a serial port connection to the SoundPoint IP phones to support an electronic hookswitch:

Headset Manufacturer	Headset Model	Phones
GN Netcom	Jabra GN9350 Jabra GN9350e Jabra GN9120 NC Jabra GN9120 ST Jabra GN9120 Duo Jabra GN9125 NC Jabra GN9125 ST Jabra GN9125 Duo	IP 32x/33x ² , IP 335, IP 430, IP 450, IP 550, IP 560, IP 650, IP 670, VVX 1500
Plantronics ⁵	CS70N CS55 CS351 CS361 Voyager 510S ⁶	IP 32x/33x ² , IP 335, IP 430, IP 450, IP 550, IP 560, IP 650, IP 670, VVX 1500

Refer to [Technical Bulletin 35150 “Using an Electronic Hookswitch with SoundPoint IP and Polycom VVX 1500 Phones”](#) for instructions on setup and usage.

Headsets with Power Supplies

For users who cannot use PoE, a new 3-prong 24V power supply unit will be available for all SoundPoint IP phones (except the IP 430) from Q2 2009. Contact Polycom Global Services for the exact date.

For more information, check out:

- [Accutone web site FAQs](#)
- [GN Netcom web site NA support](#)
- [Plantronics Compatible Headsets](#)
- [Sennheiser web site FAQs](#)

⁵ If any users of Plantronics headsets indicate that the people they call hear echo, ask users to enable echo cancellation. For more information, refer to Technical Bulletin 35150 “Using an Electronic Hookswitch with SoundPoint IP and Polycom VVX 1500 Phones”.

⁶ Users of the Voyager 510S may experience issues answering calls and on hold due to latency in the response between the headset top and headset base unit.



Trademarks

Polycom, the Polycom logo and SoundPoint IP are registered trademarks of Polycom, Inc. in the U.S. and various countries. Other product and company names mentioned herein may be trademarks and/or service marks of their respective owners.

Disclaimer

While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

LIMITATION OF LIABILITY

Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

The information contained herein is based in part on publicly available information provided by the manufacturer(s) of the headsets in question. Polycom has not performed comprehensive testing, and does not make any representation or warranty with respect to the headsets in question, nor does Polycom assume any liability with respect to the usage of the headsets in question.