



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.

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 330/320 ² , 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:

Headset Manufacturer	Headset Model	SoundPoint IP 301	SoundPoint IP 330/320 ²
		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	✓	✓

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.

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 not experience AC mains adapter "hum" interference.



		SoundPoint IP 301	SoundPoint IP 330/320 ²
Headset Manufacturer	Headset Model	Direct Connect	Direct Connect
Plantronics	H251 ⁴	✓	✓
Plantronics	H261 ⁴	✓	✓
Sennheiser	CC550	✓	✓
Sennheiser	SH230	✓	✓
Sennheiser	SH250	✓	✓
Sennheiser	SH330 ⁴	✓	✓
Sennheiser	SH350	✓	✓

		SoundPoint IP 430/450	SoundPoint IP 501
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	✓	✓
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 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	✓	✓	✓



		SoundPoint IP 550/560	SoundPoint IP 601	SoundPoint IP 650/670
Headset Manufacturer	Headset Model	Direct Connect	Direct Connect	Direct Connect
Sennheiser	CC550	✓	✓	✓
Sennheiser	SH230	✓	✓	✓
Sennheiser	SH250	✓	✓	✓
Sennheiser	SH330 ⁴	✓	✓	✓
Sennheiser	SH350	✓	✓	✓

		Polycom VVX 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 330/320 ² , IP 430, IP 450, IP 550, IP 560, IP 650, IP 670, VVX 1500



Plantronics ⁵	CS70N CS55 CS351 CS361 Voyager 510S ⁶	IP 330/320 ² , IP 430, IP 450, IP 550, IP 560, IP 650, IP 670, VVX 1500
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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](#)

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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.