



Introduction

Headsets can be used in conjunction with your **ImpactConnect Hosted PBX** Polycom phone for enhanced comfort and mobility. Your ImpactConnect Hosted PBX service supports a headset connection, but does not include a headset, allowing you to bring your own headset based on your preferences. A wide variety of headsets are compatible with the ImpactConnect Hosted PBX phones and are available from headset manufacturers and other outlets.

Overview

Headsets enable hands-free communication for increased productivity and multitasking and are an easy-to-use and flexible solution for variable phone usage. A wide variety of wired and wireless headset options can be used in conjunction with the ImpactConnect Hosted PBX Polycom phones.

Excellent sound quality

Favorable physical range of use

Enhanced user comfort

The following phones must be used in conjunction with the supported software listed below for a headset connection to work properly:

Compatible Phones	Compatible Software
Soundpoint IP 335	SIP software 3.0 or later
Polycom VVX 300/310	Polycom UC software 4.1.4 or later
Polycom VVX 400/410	Polycom UC software 4.1.4 or later
Polycom VVX 500	Polycom UC software 4.0.1 or later
Polycom VVX 600	Polycom UC software 4.1.1 or later

Phone Interfaces

The supported headsets and Polycom phones have **2.5mm**, **RJ-9** (modular or direct-connect), **USB**, or **Quick Disconnect/Easy Disconnect (QD/ED)** interfaces.

We recommend to use a QD/ED to 2.5 mm cable for optimal audio quality, but QD/ED to RJ-9 cables can be used with an RJ-9 to 2.5 mm adapter.



Headset Types

A wide variety of headset types can be used such as Analog, USB, Electronic Hookswitch (EHS), and Bluetooth headsets.

Headsets Guide



Analog Headsets

Analog (wired) headsets can be used in conjunction with the ImpactConnect Hosted PBX Polycom phones listed above using a wired connection and an interface cable or adapter.



USB Headsets

The USB (digital) headsets are compatible with the Polycom VVX 500 and the Polycom VVX 600.

MODES

Certain USB headsets with docking stations have two modes: (1) **desk phone** and (2) **soft phone**.

To use your phone, your headset must be in soft phone mode. If your headset is in desk phone mode, you will not be able to operate your phone from the headset.

To switch modes, press and hold the headset hookswitch until you hear a sound or message on the headset.



Bluetooth Headsets

Bluetooth headsets are compatible with the Polycom VVX 600 with an integrated Bluetooth 2.1 EDR and Bluetooth headset pairing HFP/HSP.



EHS Headsets

With EHS headsets, you can answer and end phone calls using the controls located on the headset.

Your headset must include a digital serial control interface and a standard analog headset jack (RJ-9). The serial control interface requires an EHS adapter that can be purchased from a headset manufacturer.

Headset Model Options

The following headsets have been tested and work optimally with the ImpactConnect Hosted PBX Polycom phones indicated below:

Headset	Type	Model	Phone
Bose	Wireless/Bluetooth	Bluetooth Series 2	Polycom VVX 600
Sennheiser	Wireless/DECT	OfficeRunner	Polycom VVX 600
Plantronics	Wired	HW251	All
Plantronics	Wired	H68292	All
Jabra	Wireless	PRO 925	All
Jabra	Wireless	PRO 9450	All
Jabra	Wireless	PRO 9470	All
Jabra	Wireless/DECT 1.9	GN 9350e	Polycom VVX 400 Polycom VVX 500 Polycom VVX 600
Jabra	Wireless/DECT	GN 9125	Polycom VVX 400 Polycom VVX 500 Polycom VVX 600
Accutone	Wired	6 Series (TM610 and TB610)	All
VXi	Wired	Tria Series, Passport Series (10 and 21), UC PProSet Series (10 and 21)	All



For more information on using your headset, please visit www.lingohostedpbx.com/headsets or contact Lingo Customer Support.

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