# HOW TO: Identifying Headsets for UC Desk and/or Softphone

This document will identify the frequently used headsets compatible with UC CISCO desk and soft phones.

**For Genesys Call Center Agents** looking for headsets specific to this platform, Genesys provides information on recommended headsets along with configuration instructions in the Genesys Cloud Resource center. This information is part of the actual call center software and is visible to anyone who uses the platform.

Headsets are purchased by each Agency following the agency's guidelines for ordering.
- For all headsets users can email [missouri@shi.com](mailto:missouri@shi.com) for a price quote for the headset from the SOM vendor SHI.
- **Agencies are not required to use SHI for purchases**.

## Headsets for UC Phones

**Selecting a headset:** Headsets for computers should have a built-in microphone and speakers. <u>Since there are many setup options and technology changes quickly, UC Support recommends confirming with the vendor exactly which functionality, adaptors, accessories & features the headset requires to fit your needs prior to purchase.</u>
- Headsets models are offered in 2 main types:
  - **Wired/corded headset:** The headset is always connected to the desk phone and/or computer. Users need the headset plus the amplifier.
  - **Wireless:** The user can walk away from the desk phone and/or computer and answer a call or continue on a current call. Users need a charging base plus the adaptor that allows the calls to be answered while away from the desk phone.
- Headset models also vary by design.
  - Monaural/Single (over the head & covers one ear)
  - Binaural/Double (over the head & covers both ears)
  - Over-the-ear piece
  - Some models are convertible and include over-the-head and over ear options
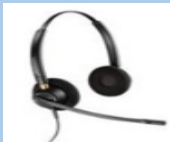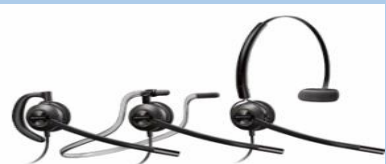
The desk phone headset models in the document will work with Cisco UC VoIP desk phone 7800 and 8800 series phones.

The soft phone headset models in the document generally work with most laptop models – some headsets require that the laptop has a lightning plug in.

**Some configurations such as VDI for office or remote access can impact whether these model headsets are compatible with your set up. UC Support recommends you work with CES on specific configuration compatibility questions.**
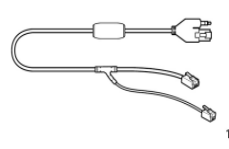
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| WIRED: Desk Phones | DESCRIPTION | LINK | Desk Phone | Soft Phone |
|---|---|---|---|---|
| **POLY (previously Plantronics) ENCOREPRO Wired Headsets**<br><br>**Encore Pro 510 Monaural**　**Encore Pro 520 Binaural**<br><br>**Encore Pro 540 – Convertible to 5 styles**<br><br>**Encore Pro 530 Over ear**　**M22 Adaptor** | • Models are quick disconnect to walk away without removing the headset.<br>• Single earpiece 510 (monaural) is over head.<br>• Dual earpiece 520 (binaural) cuts out distracting background noises.<br>• The 540 is convertible to 3 styles, while the 530 is over the ear.<br><br><br>**REQUIRED ACCESSORIES:**<br><br>Headsets **require** a Plantronics M22 audio amplifier or direct connect cable to connect to the phone.<br><br>**UC recommends the M22 audio amplifier** for best sound quality. It allows mute, speaker and microphone volume adjustment.  It also has a 'headset' button to push so no need to lift the handset. | Encore Pro | ✓ |  |
| **WIRED: Desk phone and Softphone** | **DESCRIPTION** | **LINK** | **Desk Phone** | **Soft Phone** |
| **Cisco W-531** | • Wired single or double – for laptop use bundles with USB Adaptor option.<br>• Adds the quick disconnect feature | **Cisco 500 Series Wired** | ✓ | ✓ |

| WIRELESS: Desk phone and Softphone | DESCRIPTION | LINK | Desk Phone | Soft Phone |
|---|---|---|---|---|
| **POLY**  **Savi 7210 Wireless**   **Savi 7220** | • The Poly Savi 7200 Office Series are wireless headsets with 400 feet of range and a 12 hour battery life.<br><br>**\*\*Hookswitch (APC-43) is required for the POLY Savi 7210, 7220 or Voyager 5200 Series Wireless headsets to function with a CISCO desk phone.** | Poly Savi 7200 Office Series | ✓ ** | |
|  **Hookswitch APC-43    2HL Lifter** | • Accessories (additional) are the Electronic Hookswitch which automatically answers/ends a desk phone call. Enables remote call control with your headset.<br>• The 2HL10 Lifter automatically lifts the handset and returns it to the cradle. Enables remote call control with your headset. | | | |
|  **Voyager 5200 Series** | • The Voyager 5200 is a Bluetooth headset that offers over the ear fit, 98 foot range and 7 hours of battery. The UC Series connects to the PC, while the Office Series connects to the Desk phone. | Voyager 5200 Series<br><br>Poly Voyager 5200 Office Bluetooth User Guide | ✓ ** | ✓ |

| WIRELESS: Desk phone and Softphone continued | DESCRIPTION | LINK | Desk Phone | Soft Phone |
|---|---|---|---|---|
| **JABRA Engage 75 Series**<br><br>**Jabra Engage 75 Mono**<br>**Jabra Engage 75 Stereo (Dual)**<br><br>**Jabra Engage 65 Mono**<br>**Jabra Engage 65 Stereo (Dual)**<br><br>**The Engage series has replaced the Pro9470, 9460, 9465 and 9450 models.** | • This series offers models that work with the desk phone, PC and mobile phone via Bluetooth.<br>• The Engage 65 and 75 Wireless models have a range of 490 feet, up to 13 hours of battery life, and excellent noise cancelling features.<br>• The Engage 65 and 75 Convertible models also offer a neckband and earhook (may need to be purchased separately) although this does decrease some functionality.<br>• The Engage 65 can connect to 2 devices while the Engage 75 can connect to 5.<br>• Then Engage 65 offers a busy light to alert that the wearer is on a call. | Jabra Engage 65 Series<br><br>Jabra Engage 75 Series | ✓ | ✓ |
| **JABRA EVOLVE 65**<br><br>**Headband Mono**  **Headband Stereo** | • Wireless headset for use with a desk phone or soft phone (computer).<br>• Headband Stereo or Headband Mono<br>• Long wireless range (up to 100 feet)<br>• 14 hour battery life | Jabra Evolve 65 Headset | ✓ | ✓ |

| WIRELESS: Desk phone and Softphone continued | DESCRIPTION | LINK | Desk Phone | Soft Phone |
|---|---|---|---|---|
| **Cisco 561 Single** Single earpiece  **Cisco 562 Dual** Dual earpiece | • Roam 300+ feet from the base<br>• Easy on-ear controls<br>• Charging base<br>• AES-28 encryption for secure communication<br>• Pair up to 3 additional headsets to the base for easy, comfortable training.<br>• Enables flexible headset use with laptops, tablet and mobile phone.<br>• Standard base is single source with USB/DECT.<br>• Multibase is up to 3 sources –select the source with selector button on the base (desk, computer, Bluetooth).<br>• Multibase -with SB/DECT/Bluetooth | Cisco 500 Series Wireless | ✓ | ✓ |
| **SOFTPHONE ONLY: Designed for use with a computer not desk phone** | DESCRIPTION | LINK | Desk Phone | Soft Phone |
| **POLY 5200 Series BLACKWIRE USB** 5210 Monaural  5220 Binaural | • Designed to use with a soft phone (computer) or smart phone.<br>• All models are available with 3.5 mm connectivity and you can choose USB or USB-C.<br>• Soft, conforming ear cushions provide passive noise cancelling. | Plantronics 5200 BLACKWIRE Series | | ✓ |
| **Cisco 500 Series Cisco W-521 Single**  **Cisco W-522 Double** | • Wired headset 3.5mm and USBA Headset Adaptor<br>• Powerful noise isolation<br>• Lightweight comfort<br>• Enables flexible headset use with laptops, tablet and mobile phone The 521 and 522 terminate with a power 3.5-mm connector and include and in-line USB adaptor. | Cisco 500 Series - Wired | | |

| EARBUDS with microphone | • Wired headset for use when the computer is the phone.<br>• Apple earpods shown are an example; there are many earbud model types.<br>• Speakers engineered to maximize sound output for high quality audio<br>• Make sure the PC/laptop/device accepts the 3.5 mm lightning plug input. | | | ✓ |
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