

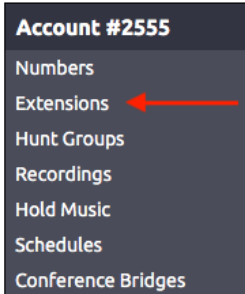
Using Headsets with Polycom Devices

Headsets for desk phones come in a variety of makes and models. When deciding on a headset make sure it is compatible with your desk phone model and that it includes any needed adapters. For full functionality and answering away from the desk phone an Electronic Hook Switch (EHS) adapter is needed and is usually not included with the headset.

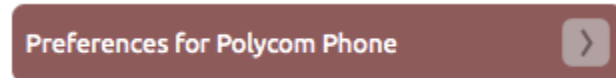
It is important that you read the user's guide/manual that comes with your headset model to ensure you configure and connect it correctly with your phone. Because of the number of different headset models this guide is only intended as a general overview.

Using Bluetooth (on the VVX600)

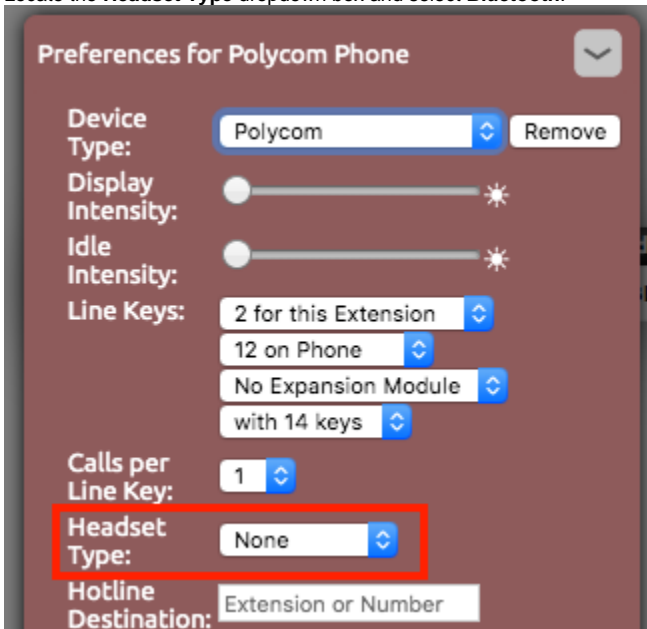
1. Login to the NocTel control panel.
2. Click **Extensions**. Locate the extension you are connecting the headset to in the list, and click on it to bring up the extension's options page.



3. Click the > in the **Preferences for Polycom Phone** to expand the section.



4. Locate the **Headset Type** dropdown box and select **Bluetooth**.



5. Click outside the menu to close it and after the screen refreshes, the Bluetooth button will appear on the top left of your phone's screen. Tap the button on your phone's screen and it will take you into Bluetooth settings. Clicking outside the menu will save and apply the changes made, if any.
 6. On your phone's screen, select **Manage BT Headsets**.
 7. On your phone's screen, select **Scan** and then on your headset, place it into discoverable mode - refer to the headset's user manual for how to do this.
 8. Once the phone finds your headset, on your phone's screen, tap the **add** button to pair it.
 9. On your phone's screen, tap the **connect** button to attach the headset.
 10. Once paired a headset will be displayed next to the Bluetooth symbol.
 11. To use the headset, press the physical headset button on the right side of your phone and you will hear the dial tone in your headset, then dial as normal.
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Jabra Headsets

Jabra EHS Guide:



Jabra LINK cable for Polycom

Jabra Link 14201-17 is the Jabra EHS cable that is compatible with Polycom VVX model desk phones

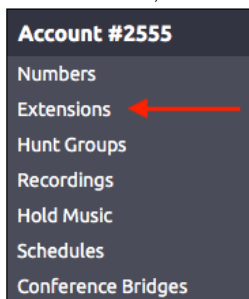
Physically Connecting a Jabra Headset with EHS Cable:

1. **READ THE INCLUDED MANUAL!** Every headset model is different and may have options that need to be configured on the headsets base unit to work with a Polycom Desk phone.
2. Connect the headset base to its AC power adapter and connect the headset to the base to charge.
3. Locate the included phone cable for the headset, connect the cable to the corresponding port on the headset base. This port is usually blue with a phone symbol above it. (See manual for details).
4. Connect the phone cable to the Polycom desk phone in the **headset** port. The port is marked with a headset symbol.
5. Connect the Jabra LINK connector to the headset base. Connect the cable to the headset base in the corresponding port, this is usually marked **AUX** and is red on Jabra models. (See Jabra LINK manual for details)
6. Connect the Jabra LINK to the Polycom desk phone. The Jabra LINK uses a 5-pin connector. Locate the 5-pin slot on the back of the Polycom desk phone and line the pins so they connect correctly.

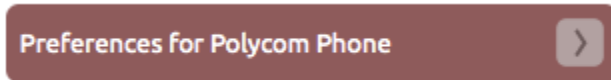
Configuring the Extension in the NocTel Control Panel for a Jabra Headset:

User guides will often guide the user in adjusting the headset setting on the Polycom desk phone. However, with NocTel you do not need to follow these step; instead, the setting needs to be changed within the NocTel control panel. Use the steps below to change the headset setting in the control panel.

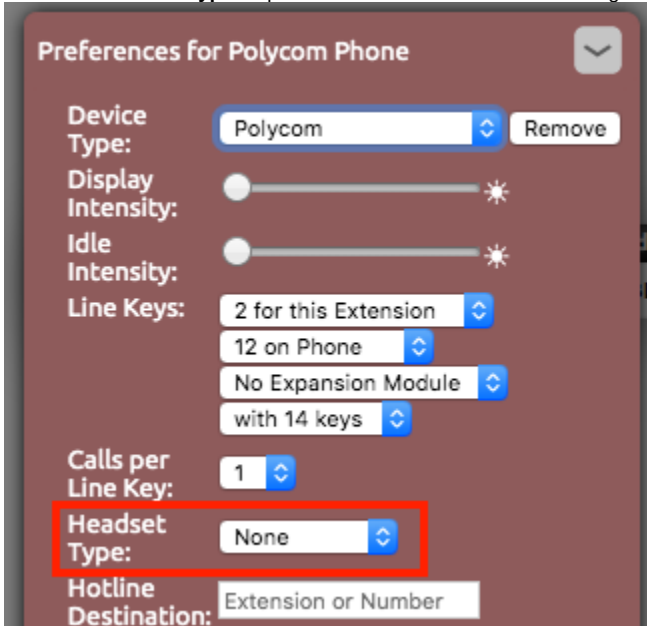
1. Log in to the NocTel control panel.
2. Click **Extensions**, and locate the extension you are connecting the headset to in the list, and click on it to bring up the extension's options page.



- Click the > in the **Preferences for Polycom Phone** to expand the section.



- Locate the **Headset Type** dropdown box and select **Jabra**. Click > again or outside the section to close and save the change.



- Press the **headset button** on the Polycom phone and press **end call**. The headset light should be flashing green.
- From another extension place a call to the extension with the newly attached headset. Wait at least 10 seconds before answering the phone to enable the Jabra Link Adapter.

The headset should now be connected and ready for use. To use the headset to answer incoming calls the headset button on the Polycom phone need to be flashing green.

Plantronics Headsets

Plantronics EHS Guide:



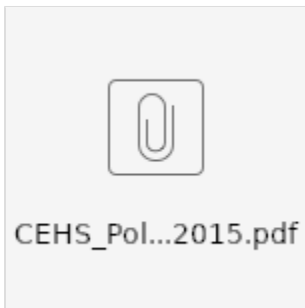
Configuring the Extension in the NocTel Control Panel for a Plantronics Headset:

User guides will often guide the user in adjusting the headset setting on the Polycom desk phone. However, with NocTel you do not need to follow these step; instead, the setting needs to be changed within the NocTel control panel. Use the steps below to change the headset setting in the control panel.

1. Log in to the control panel.
2. Click **Extensions**, and locate the extension you are connecting the headset to in the list, and click on it to bring up the extension's options page.
3. Click the > in the **Preferences for Polycom Phone** to expand the section.
4. Locate the **Headset Type** dropdown box and select **Plantronics**. Click > again or outside the section to close and save the change.

Sennheiser Headsets

Sennheiser EHS Guide:



Configuring the Extension in the NocTel Control Panel for a Sennheiser Headset

User guides will often guide the user in adjusting the headset setting on the Polycom desk phone. However, with NocTel you do not need to follow these step; instead, the setting needs to be changed within the NocTel control panel. Use the steps below to change the headset setting in the control panel.

1. Log in to the control panel.
2. Click **Extensions**, and locate the extension you are connecting the headset to in the list, and click on it to bring up the extension's options page.
3. Click the > in the **Preferences for Polycom Phone** to expand the section.
4. Locate the **Headset Type** dropdown box and select **Sennheiser**. Click > again or outside the section to close and save the change.

Related articles

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- [Transferring a Call Directly to Voicemail](#)
- [Voicemail Setup](#)
- [Call Forwarding](#)
- [Using a Algo Paging Speaker as a Ringer](#)