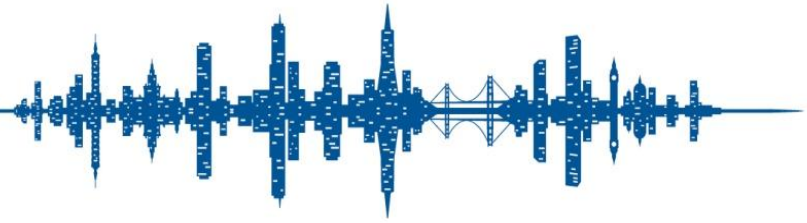


plantronics®



## Voice Partner Solutions Guide

Plantronics Audio Devices for UC Applications and Phones



Updated 5.29.13

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# Audio Devices Compatible with Cisco® UC

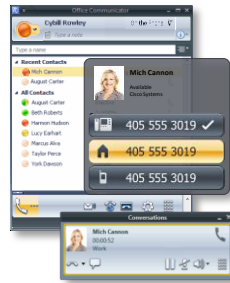
## Cisco IP Communicator (CIPC)

endows the PC with the functions of IP phones, with voice and video calls from wherever you have access to the corporate network.



## Cisco UC Integration for Microsoft® Lync™ (CUCI-LYNC)

integrates Cisco Call Manager with Lync, delivering phone control from Lync for voice calls PC to PC, and between PC and desk phone.



## Cisco Unified Personal Communicator (CUPC)

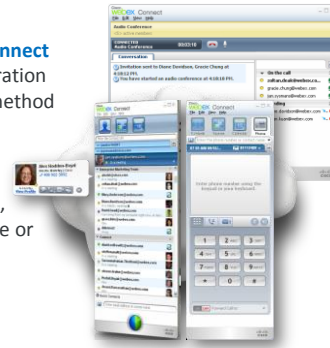
delivers a single multimedia interface on your PC for soft phone, presence, enterprise IM, visual VM, video and web conferencing.

**Cisco Cius** mobile collaboration tablet built for business, with Cisco UC Integration suite and Android apps.



## Cisco WebEx Connect

enables collaboration using the best method to meet your immediate needs – phone, instant message, video conference or instant WebEx meeting.



## Wireless Solutions



### Savi 700 Series

One intelligent headset to manage PC, mobile and desk phone calls



### Savi 400 Series

Manage PC voice communications and multimedia



### Voyager Legend UC

Unify communications between PC and mobile phone calls

## USB Solutions



### Blackwire 300 Series

Entry-level PC communications, economically designed for enterprise-wide deployment



### Blackwire 435

High quality PC voice and multimedia audio in a durable, portable design



### Blackwire 500 Series

Corded USB headset with Smart Sensor™ technology; perfect companion for your PC calls and multi-media



### Calisto 620

The perfectly portable, wireless speakerphone that takes unified communications on-the-road



### Calisto 800 Series

Connect and seamlessly switch between PC, mobile, and home phone (not compatible with CIPC)



### Blackwire 700 Series

The premium UC headset to seamlessly manage calls from your PC or mobile device

## Remote Call Control for Wireless and USB Solutions

Plantronics enterprise software platform, **Spokes**, enables remote call control – including call notification, answer/end, volume and mute – for the Savi Wireless System, Voyager Bluetooth USB Headsets, Blackwire USB Corded Headsets, and Calisto USB Speakerphones. [www.plantronics.com/software](http://www.plantronics.com/software)

## Multi-device Adapter for USB Wireless and Corded



### MDA200

Answer/end and switch calls between desk phone and PC

# Audio Devices Compatible with Cisco® Phones



## Wireless Solutions



**Savi 700 Series**  
One intelligent headset to manage PC, mobile and desk phone calls



**CS500 Series**  
Wireless headset system for office based desk phone communications

## Corded Solutions (H-Series)



**SupraPlus Wideband**  
Extensive phone users requiring premium comfort and audio quality



**TriStar**  
Custom fit with an adjustable receiver arm



**EncorePro**  
Extensive phone users requiring ultimate comfort and superior audio quality

### Remote Call Control Adapters for Wireless



**EHS Adapters**  
Savi 700/CS500 Series: APC-41, APU-71, APC-45

### Multi-device Adapter for USB Wireless and Corded



**MDA200**  
Answer/end and switch calls between desk phone and PC

### PC/USB Adapters for H-Series Corded



**MX10**  
Connect corded headset to desk phone or PC



**DA Series**  
Connect corded headset to PC USB port

### Audio Processors for H-Series Corded



**M22 Vista**  
Audio processor for enhanced audio in any environment



**AP15 VistaPlus**  
Audio processor for enhanced audio in noisy environments

# Audio Devices Compatible with Cisco® Phones and Cisco UC



8961



9951



9971

## USB Wireless and USB Coded Solutions



### Voyager Legend UC

Unify communications between PC and mobile phone calls.



### Blackwire 300 Series

Entry-level PC communications, economically designed for enterprise-wide deployment



### Blackwire 500 Series

Corded USB headset with Smart Sensor™ technology; perfect companion for your PC calls and multi-media



### Blackwire 435

High quality PC voice and multimedia audio in a durable, portable design



### Blackwire 700 Series

The premium UC headset to seamlessly manage calls from your PC or mobile device

## Remote Call Control for USB Wireless and USB Coded Solutions

**Plantronics enterprise software platform, Spokes**, enables remote call control – including call notification, answer/end and mute – for the Savi Wireless Systems, Voyager Legend UC, Blackwire USB Corded Headsets, and Calisto USB Speakerphones. [www.plantronics.com/software](http://www.plantronics.com/software)

# Corded Solutions Features for Cisco® Phones



## EncorePro Corded Headset

- Contact Center Agents and Supervisors requiring ultimate comfort and audio quality
- Wideband with superior audio performance and noise-cancelling microphone
- Ultra-lightweight design, leatherette cushions, extendable microphone

### Software Compatibility

PC call control with DA45 and MDA200:

- Plug-and-play for Cisco IP Communicator (CIPC)
- Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect)

### Device Connection



#### Models

HW301N (OTH Binaural)  
HW291N (OTH Monaural)

## SupraPlus Wideband Corded Headset

- Extensive phone users, Contact Center Agents and Supervisors requiring premium comfort and audio quality
- Wideband with premium audio performance and noise-cancelling microphone

### Software Compatibility

PC call control with DA45 and MDA200:

- Plug-and-play for Cisco IP Communicator (CIPC)
- Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect)

### Device Connection



#### Models

HW261N (OTH Binaural)  
HW251N (OTH Monaural)  
HW261 (OTH Binaural Voice tube)  
HW251 (OTH Monaural Voice tube)

## Tristar Corded Headset

- Earloop style headset,
- Three-way support for unobtrusive comfort and stability
- Ultra-lightweight design
- Adjustable receiver arm
- Quick Disconnect

### Software Compatibility

PC call control with DA45 and MDA200:

- Plug-and-play for Cisco IP Communicator (CIPC)
- Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect)

### Device Connection



#### Models

H81N

## Adapters★



### MDA200

Simple user Interface to easily answer/end and switch between desk phone and PC calls, or even mobile phone with Bluetooth USB headsets. Supports remote call control with Plantronics corded and wireless USB headsets\*.



### MX10

Connect corded headset to desk phone or PC to provide volume and mute control through the headset.



### DA Series

DA40™, DA45™, DA55™, DA60™

Connect corded headset to PC USB port . DA45 call answer/end, volume and mute control through the headset.

## Audio Processors



### AP15 VistaPlus

Narrowband, AudioIQ graphic EQ, advanced echo management, and automatic gain control for noisy environments



### M22 Vista

Wideband, Clearline, advanced echo management, and automatic gain control for any environment.

# Wireless Solutions Features for Cisco® Phones



## CS500 Series

### Wireless Headset System

- Wireless headset system for office based, desk phone communications
- Ideal for office workers who need hands-free wireless mobility on desk phone calls
- Lightest DECT headset (CS540) on the market at 21 grams, with magnetic docking
- Conference in up to three additional CS500 or Savi headsets for enhanced collaboration
- For high density wireless environments consider the CS500 XD Series, our 900MHz version (North America only). Visit [plantronics.com](http://plantronics.com) for more information.

### Software Compatibility

- N/A

### Device Connection



### Models

CS540 (Convertible)  
 CS530 (Over-the-Ear)  
 CS520 (OTH Binaural)  
 CS510 (OTH Monaural)

## Savi® 700 Series

### DECT™/Bluetooth™ Wireless Headset System

- One intelligent headset to manage PC, mobile and desk phone calls
- Automatically routes calls to mobile phone or headset, whichever device is within easy reach
- Presence update across devices
- Lightest DECT headset on market, features unlimited talk time with hot swappable battery (W740/745)

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



### Models

W745 (Convertible, Unlimited Talk Time)  
 W740 (Convertible)  
 W730 (Over-the-ear)  
 W720 (OTH Binaural)  
 W710 (OTH Monaural)

# Wireless Solutions Features for Cisco® UC



## Voyager Legend UC Bluetooth Headset System

- Single headset connects to PC and Bluetooth mobile phone
- Smart Sensor technology with intuitive call management including Auto Answer and Smart Call Transfer
- Synchronized softphone presence on mobile calls or multiple softphones
- Portable charging case provides up to 14 hours of additional talk time
- Desktop stand provides an elegant charging and storage solution

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



### Models

B235

## Savi® 700 Series DECT™/Bluetooth™ Wireless Office System

- One intelligent headset to manage PC, mobile and desk phone calls
- Automatically routes calls to the mobile phone or headset, whichever device is within easy reach
- Presence update across devices
- Conference up to 3 additional Savi headsets
- Lightest DECT headset on market, features unlimited talk time with hot swappable battery (W740/745)

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



### Models

W745 (Convertible, Unlimited Talk Time)  
 W740 (Convertible)  
 W730 (Over-the-ear)  
 W720 (OTH Binaural)  
 W710 (OTH Monaural)

## Savi® 400 Series Portable Wireless Headset System

- Manage PC voice and multi-media
- Multitask, hands-free up to 300 feet
- Advanced wideband audio using CAT-iq technology for HD voice quality
- Adaptive power system for longer talk and standby times
- Lightest DECT headset on market, hot-swappable battery (W440)

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



### Models

W440 (Convertible)  
 W430 (Over-the-ear)  
 W420 (Over-the-head, binaural)  
 W410 (Over-the-head, monaural)

# USB Solutions Features for Cisco® UC



## Blackwire 300 Series USB Corded Headset

- Lightweight metal headband offers durability and a comfortable fit
- Intuitive inline controls to answer/end calls, control volume, and mute
- Dynamic EQ stereo automatically adjusts for voice and multimedia

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



#### Models

C320 (Stereo)  
C310 (Monaural)

## Blackwire 435 Series USB Corded Headset

- High quality PC voice and multimedia audio
- Durable, portable design
- Noise-canceling mic
- Dynamic EQ stereo automatically adjusts for voice and multimedia
- Durable travel case offers extra protection

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



#### Models

C435 (Stereo/mono convertible)

## Blackwire 500 Series USB Corded Headset

- Premium audio and comfort optimized for PC communications
- Smart Sensor™ technology lets you answer a call by simply putting on the headset
- Noise-canceling mic
- Dynamic EQ stereo automatically adjusts for voice and multimedia

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



#### Models

C520 (Stereo)  
C510 (Monaural)

## Blackwire 700 Series Bluetooth-enabled Corded USB Headset

- Seamlessly manages calls to and from your PC and mobile devices
- Smart Sensor™ technology lets you answer a call by simply putting on the headset
- Detachable cable with integrated clothing clip to take your mobile calls throughout the office

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



#### Models

C720 (Stereo)  
C710 (Monaural)



# USB Solutions Features for Cisco® UC



## Calisto 620

### Wireless USB Speakerphone

- Intuitive controls to answer/end, mute and adjust volume on PC or smartphone
- Mini Bluetooth® USB adapter can be kept in a storage port under the speakerphone or left in your laptop for always-ready PC connectivity
- Long-lasting talk time of up to 7 hours\*, standby time of 5 days for worry-free all day use
- Auto-switching directional microphones that activate in the direction of the speaker's voice provides unmatched audio clarity  
(\*Unlimited talk time when using with cable attached)

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



### Models

P620



## Calisto 800 Series

### USB Speakerphone

- Home and private office
- Connects and seamlessly switches between PC, mobile and home phone
- Wireless lapel mic offers hands-free mobility, 360° coverage
- Bluetooth or corded 3.5mm jack for privacy
- Wideband audio coupled with advanced noise cancellation technology
- A 2.4" color display and a touch sensitive dial pad for easy caller ID viewing, dialing, answering, switching, and muting across devices

### Software Compatibility

- Plug-and-play for Cisco IP Communicator (CIPC)
- Remote Call Control with Spokes:
  - Cisco Unified Personal Communicator (CUPC)
  - Cisco UC Integration for MS Lync (CUCI-Lync)
  - Cisco WebEx Connect

### Device Connection



### Models

P835 (PC+Mobile+Landline+Mic)  
P825 (PC+Mobile+Mic)

# EHS Adapters and Connectors for Cisco® Phones

EHS remote call control (call notification, answer/end, volume, mute) is enabled for Cisco phones by the Plantronics® Electronic Hook Switch Adapters for the Savi® and CS500 Wireless Systems and the legacy CS Wireless Systems. For remote call control with Cisco phone models other than those on the chart, use an HL10 Lifter.

Cisco Phone	Savi® and CS500 Wireless Systems EHS Adapters for Cisco			Traditional Corded Headsets (H-Series) Connectors Required for Cisco	
	Comments	Product Name	Part #	Product Name	Part #
7942G	Note 1	APC-41	38350-11	Cisco Interface Cord	26716-01
7945G	Note 1	APC-41	38350-11	Cisco Interface Cord	26716-01
7962G	Note 1	APC-41	38350-11	Cisco Interface Cord	26716-01
7965G	Note 1	APC-41	38350-11	Cisco Interface Cord	26716-01
7975G	Note 1	APC-41	38350-11	Cisco Interface Cord	26716-01
8961	Note 2	APU-71	83018-11	Cisco Interface Cord	26716-01
9951	Note 2 + Embedded Bluetooth	APU-71	83018-11	Cisco Interface Cord	26716-01
9971	Note 2 + Embedded Bluetooth	APU-71	83018-11	Cisco Interface Cord	26716-01
SPA512G	Note 3	APC-45	87317-01	Cisco Interface Cord	64279-02
SPA514G	Note 3	APC-45	87317-01	Cisco Interface Cord	64279-02
SPA525G2*	Note 3+4+Embedded Bluetooth	APC-45	87317-01	Cisco Interface Cord	64279-02

\*APC-45 currently works in SIP mode only for SPA525. APC-45 will not work in SCCP mode for SPA525. Cisco will address this in a future firmware release.

# Enabling Electronics Hookswitch (EHS) on Cisco® Phones

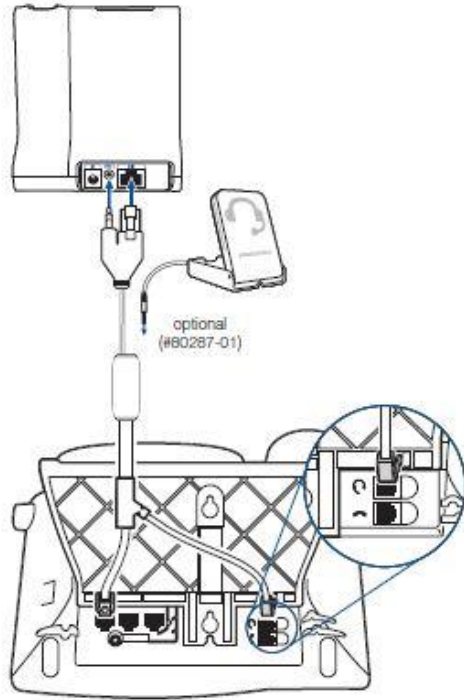
To ensure that your headset works properly with the Electronic Hookswitch (EHS) cable on your Cisco phone, please 'enable' the Hookswitch setting on your Cisco phone. To check if your phone is configured properly, please follow the instructions below.

## Savi® and CS500 Wireless Systems EHS Adapters for Cisco

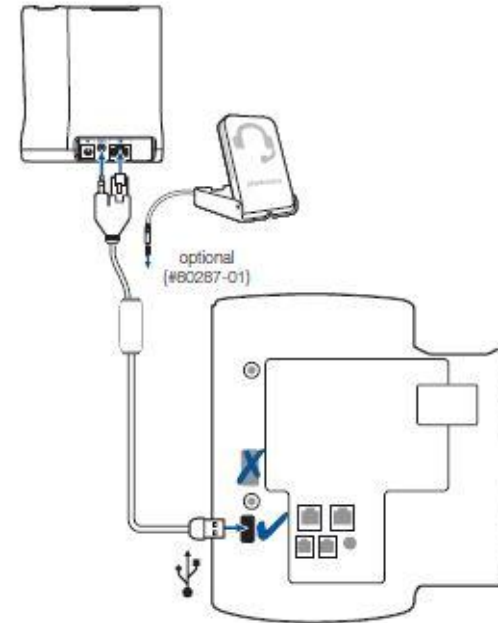
Cisco Phone	EHS Enabled Verification	Enabling EHS
<b>APC-41</b> 7942G 7945G 7962G 7965G 7975G	<ul style="list-style-type: none"> <li>Set the phone for 'Wireless Headset Hookswitch Control'</li> <li>Press the settings button on the phone (Checkbox Icon).</li> <li>Select 'Device Configuration' &gt;&gt; Select 'Media Configuration'</li> <li>If the 'Wireless Headset Hookswitch Control' is 'Enabled', you are done.</li> <li>If the 'Wireless Headset Hookswitch Control' is 'Disabled', you must contact your IT Department</li> </ul>	<b>Instructions for IT</b> <ul style="list-style-type: none"> <li>Access the server administrator with a browser</li> <li>Select Device&gt;Phone through the drop down menus</li> <li>Click 'Find' with no selection criteria to obtain a list of all phones</li> <li>Open the desired phone.</li> <li>Scroll down to 'Wireless Headset Hookswitch Control'</li> <li>Set to 'Enabled'</li> <li>Click 'Apply'</li> <li>Wait for the dialog box to appear, then reset the phone by clicking the reset button</li> </ul>
<b>APU-71</b> 8961 9951 9971		<ul style="list-style-type: none"> <li>Set the USB port on the phone as an 'Audio Class' port</li> <li>This setting can be done via Cisco CM</li> </ul>
<b>APC-45</b> SPA 512G, SPA 514G and SPA 525G2		<ul style="list-style-type: none"> <li>Phones should be running firmware version 7.5.2b and above to support EHS. APC-45 cable needs to be plugged into the 2.5mm headset port of the phone.</li> <li>Plantronics EHS should be selected in the web interface under: Voice--&gt;User--&gt;Audio--&gt;EHS type--&gt;Plantronics</li> </ul>

## Setup Diagrams for EHS Adapters

### Savi® 700 and CS500 Series Wireless Systems with APC-41



### Savi® 700 and CS500 Series Wireless Systems with APU-71



## Technical Notes

1. The APC-4 and APC-41 are compatible with the following Cisco Unified IP Phones: 7975G, 7965G, 7962G, 7945G, 7942G
2. Cisco firmware needs to be version 8.3(3)x or above: 7975G, 7965G, 7962G, 7945G, 7942G
3. Unified Communications Manager version 4.1(3)SR5x or above: 7975G, 7965G, 7962G, 7945G, 7942G
4. The Cisco Unified IP Phone Expansion Module requires the use of cable adapter, p/n. 85638-01: 7975G, 7965G, 7962G, 7945G, 7942G
5. The USB port on the phone should be setup as a 'Audio Class' port. This setting can be done via Cisco CM. (Phones that apply: 8961 ,9951, 9971)

\*The Cisco APC-4 and APC-41 software functionality must first be enabled through the Cisco Unified Communications Manager administration application (default is "Disabled"). Contact your system administrator to enable this feature.