



Allworx Headset Compatibility

Overview

Allworx® Verge™ IP phones support both wired and wireless headsets. Furthermore, the Verge 9312 IP phone supports two types of wireless headsets: connections via *Bluetooth* devices and connections through the headset port which use wireless base stations.

The Allworx® Interact Softphone™ supports the use of both wired (preferably USB) and *Bluetooth* headsets that connect to the Windows device where the Interact Softphone application is installed.

For detailed headset compatibility information please refer to the headset manufacturer's web site. Allworx authorized distributors are also an excellent resource for information about compatible headsets. Allworx does not develop or manufacture headsets.

Allworx performs functional tests with a variety of third-party devices and makes every attempt to ensure the following devices work under typical use cases; however, Allworx is unable to guarantee 100% compatibility due to potential manufacturer changes to the third-party devices.

For more information about headset functionality with Allworx phones, refer to the *Allworx Headset Technical Note*. This document is available on the Allworx Partner Portal and as a blog post on the Allworx web site.

Allworx Verge IP Phones

Wired Headsets

Allworx Verge IP phones work best with the Plantronics EncorePro 510 wired headset. Allworx 9200 Series IP phones were optimized for older Plantronics wired headsets but will still work well with the EncorePro 510. Any wired headset with similar send and receive sensitivities should work well with any Allworx phone.

Wireless Headsets

The Allworx Verge IP phone series supports bi-directional Electronic Hook Switch (EHS) functionality based on a Plantronics developed protocol. Using the Plantronics APD-80 interface, Allworx has extensively tested the following wireless headsets:

- Plantronics CS510 and CS540, representatives of the CS500 series
- Plantronics W710 and W740, representatives of the Savi 700 series

All Allworx phones support unidirectional EHS. In addition to the Plantronics headsets listed above, Allworx has tested the following devices:

- Jabra Pro 900
- Jabra Pro 9400

- Jabra Motion Office
- Jabra VXi V150

Bluetooth Headsets

The Verge 9312 IP phone includes a Bluetooth radio for direct connection to a variety of Bluetooth devices. Allworx has fully tested the following devices for use with system software versions 8.3 and higher:

- Jabra Evolve 65
- Konftel 55Wx – This supports the 55Wx’s ability to move audio and dial calls.
- VXi BlueParrott B350-XT
- Plantronics Voyager Focus

Additionally, Allworx tested the following devices in earlier releases:

- VXi BlueParrott 250-XT+
- Konftel Ego
- Jawbone Jambox
- Blue Tiger BH-M20
- HV 800

Apple AirPods

Allworx has fully tested the following Apple AirPods devices in the 8.5 system software release:

	Second Generation 2019	First Generation 2017
Model	A1523	A2031
Firmware:	6.3.2	1A661
Hardware:	1.0.0	1.0.0

To set up Apple AirPods with an Allworx Verge 9312:

1. On the Verge phone navigate to **Settings > Bluetooth**.
2. Open the AirPods lid to press and hold the button until it blinks white.
3. Press the Verge phone Scan soft key.

The pair and connect should occur quickly (1-5 attempts), and when complete, the AirPods are ready to use.

Note: If the Verge phone displays the message “Querying...” for more than 10 seconds, turn off the AirPods by closing the lid. Wait 30 seconds. Open the lid to turn on the AirPods and they will connect.

Due to the wide variation in the performance of Bluetooth headsets, many other devices not previously listed support the Bluetooth headset profile (HSP) or hands-free profile (HFP) and may work well with the Verge 9312 IP phone. The best audio performance is with devices that support wideband audio connections using the hands-free profile. The headset profile only supports narrowband connections and does not support packet loss concealment.

Allworx Interact Softphone

Interact Softphone allows users to place and receive calls using their Windows PC - without connection to an Allworx desk phone. As a consequence, wired (preferably USB) and *Bluetooth* headsets are connected to the PC itself as directed in that equipment’s documentation.

Allworx recommends that users follow the Microsoft recommendations for PC audio device hardware described on the following websites.

- Microsoft-certified USB devices:
<https://docs.microsoft.com/en-us/skypeforbusiness/certification/devices-usb-devices>
- Microsoft-recommended Bluetooth and USB headsets:
<https://products.office.com/en-us/microsoft-teams/across-devices/devices/category?devicetype=36>

Note: For any Bluetooth device, it is important to select the Handsfree profile, not the Stereo profile, for both microphone and speaker. Bluetooth devices can only implement one profile at a time. Attempting to use two profiles at once may require a Windows reboot to make the device function again.