

Overview

Allworx phones operate with a variety of wired and wireless headsets. For detailed headset compatibility information, please refer to the headset manufacturer web site. Allworx authorized distributors are also an excellent resource for information on compatible headsets. Allworx does not develop or manufacture headsets.

Allworx performs functional test 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 a detailed overview of headset functionality with Allworx phones, please refer to the Allworx Headset Technical Note. This white paper is available on the Allworx Partner Portal and in a blog post on the Allworx web site.

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 in the 8.3 system software release:

- 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

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) 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.