

**Product:** ShorePhone telephones and analog phones

**System version:** ShoreTel6

## Recommendations and guidelines for using third-party headsets with the ShoreTel system

Headsets are becoming increasingly popular for enterprise telephony. This application note provides recommendations and guidelines for using third-party headsets with ShorePhone IP Phones (IP 100, IP 110, IP 210, IP 530, IP 560), the ShorePhone 100 SoftPhone, and conventional analog phones installed on a ShoreTel system.

### Headset Recommendations for ShorePhone IP phone with Headset Jacks

For ShorePhone IP telephones with headset jacks (IP 100, IP 530, and IP 560), the Plantronics Polaris™ line of headsets offers high-quality headsets that integrate smoothly with IP telephone volume levels.

Polaris headsets ship with a coil cable that plugs directly into the headset port on the IP 530 and IP 560 phones, eliminating the need for an amplifier, special adapters, or additional cables.

ShoreTel recommends the following Polaris headsets:

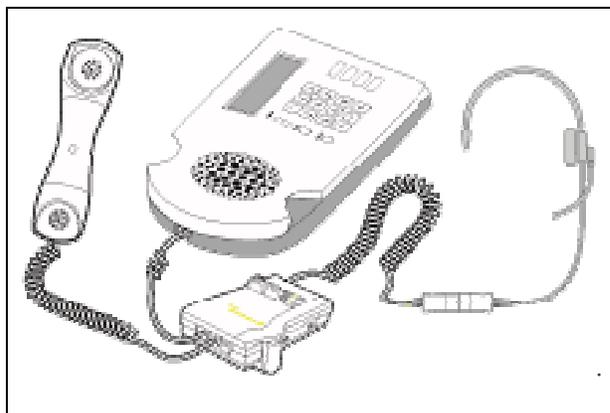
- SupraPlus
- Supra
- Encore
- Tri-Star

To identify the model of a Plantronics headset, see the section, “Identifying a Plantronics Headset,” near the end of this application note.

### Headset Recommendation for ShorePhone IP Phones without Headset Jacks (IP 110 or IP 210)

For the ShorePhone IP 110 or IP 210 telephone, you can connect a H-Series headset by adding a Plantronics M12 amplifier.

Fig. 1 Using an M12 amplifier to connect an H Series headset to a ShorePhone IP 110 or IP 210.



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## Optimal Audio Settings for the Plantronics M12 Amplifier

For optimal headset audio on the ShorePhone IP 210, use the following amplifier settings.

Control	Setting
Telephone/Amplifier Compatibility	5 position
Outgoing volume	2:30 position

**NOTE** The coil cable that ships with the Plantronics M12 amplifier connects the amplifier to H-Series headsets only

## Headset Recommendations for Analog Phones

The optimal headset for analog phones will depend on your analog phone's capabilities.

- For analog phones without headset jacks, use a Plantronics H-Series headset with an M12 amplifier.
- For analog phones with headset jacks, use a Polaris headset with coil cable.

## Recommendations for Wireless Headsets

Wireless headsets that integrate well with ShorePhone phones and analog phones are the Plantronics CS-50 and the GN Netcom 9120.

## Recommendations for USB Headsets

For SP 100 (SoftPhone) users, ShoreTel recommends a USB headset that employs 32-bit digital signal processing (DSP). Plantronics offers a variety of DSP-enabled USB headsets, including the DSP-300, DSP-400, DSP-500 or DA60 USB-to-Headset Adapter - select own Plantronics headset to plug in!

To use an existing H-Series or Polaris headset with an SP 100 SoftPhone, connect the headset to your computer with a Plantronics USB-to-headset adapter with DSP (DA55 or DA60)

## Identifying Plantronics Headset

The identification number of a Plantronics headset is printed on the microphone boom or beneath the foam earpiece. The first letter in the number identifies the product line—H for H Series and P for Polaris.

Fig 2. Locating the product number on a Plantronics headset.



## Information Resources

Plantronics products; for latest list click on “**Find My Headset Solution**” from Plantronics home page or for additional information on including headsets, amplifiers and adapters, visit <http://www.plantronics.com>.

For more information on the GN Netcom 9120 wireless headset, visit <http://www1.gnnetcom.com>.

