

Sennheiser Softphone Compatibility Guide





Unified Communications

Sennheiser works with strategic alliance partners to ensure that our headsets and speakerphones are easy to deploy and are fully compatible with all major Unified Communications platforms and desk phones. Our headsets are designed to maximize the performance of your chosen communications solution by seamlessly delivering the ultimate in sound and design quality and productivity enhancing features.

Sennheiser headsets and speakerphones are thoroughly tested with our partners for compatibility and optimal acoustic performance. Based on the test results, our products are certified by our partners.





Take control of your call

Sennheiser offers an extensive range of wired and wireless headset solutions and speakerphones that enable remote call control with the leading softphone brands and Unified Communications solutions. We have developed different solutions to match the requirements from our partners.

Plug-n-Play

Sennheiser headsets and speakerphones work plug-n-play enabling full call control. No need for any additional installations – just plug in and talk!

Sennheiser HeadSetup™ & Softphone plugins

The simple-to-install Sennheiser call control software, Sennheiser HeadSetup™, combined with specific softphone plugins ensures that your Sennheiser headsets always work seamlessly with your chosen softphone platforms. Once plugged in, you can make full use of all call control functions and experience exceptional Sennheiser sound.

Audio devices

Sennheiser headsets and speakerphones can also work as an audio device if the remote call control is not supported for the specific softphone.

For more information and download of software, please go to:
www.sennheiser.com/ccs/software

Sennheiser Softphone Compatibility Guide (Windows)



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth Series	Wired USB Series	Speakerphone Series
Skype for Business 2015/2016	✓ (Plug-n-Play)	✓ (Plug-n-Play)	✓ (Plug-n-Play)	✓ (Plug-n-Play)
Cisco Jabber v11.0 or higher	✓ (Plug-n-Play) ¹⁺²	✓ (Plug-n-Play) ¹⁺²	✓ (Plug-n-Play) ¹⁺²	✓ (Plug-n-Play) ¹⁺²
Broadsoft UC One v21.0 or higher	✓ (Plug-n-Play)	✓ (Plug-n-Play)	✓ (Plug-n-Play)	✓ (Plug-n-Play)
Unify OpenScape v7R1.47.14 or higher	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³
SAP BCM v7.0 SP3 or higher	✓ (Plug-n-Play)	✓ (Plug-n-Play)	✓ (Plug-n-Play)	✓ (Plug-n-Play)
NSoftphone Premium 8.0.0 or higher	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³
Global IP Juggler v8.0.0 or higher	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³
Global IP - Ninja SIP Softclient v8.0.0 or higher	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³
innovaphone Software Phone v12r2	✓ (Plug-n-Play)	✓ (Plug-n-Play)	✓ (Plug-n-Play)	✓ (Plug-n-Play)
Mitel MiVoice 2380 v4.2.0.0 or higher	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³
Mitel MiVoice 1560 v4.2.0.0 or higher	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³
Starface UCC v6.0.2.12 or higher	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³
samwin v7.2.0.1 or higher	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³	✓ (Plug-n-Play) ³

¹ From Cisco Jabber version 11, Sennheiser headsets and speakerphones have fully integrated call control functionality

² Based on Sennheiser SDK. For older versions, the Sennheiser Cisco Jabber plugin can be downloaded at: www.sennheiser.com/cco/software

³ Based on Sennheiser SDK

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Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth Series	Wired USB Series	Speakerphone Series
IBM Sametime 9.0 or higher	✓ (Call control with IBM Sametime plugin) ¹	✓ (Call control with IBM Sametime plugin) ¹	✓ (Call control with IBM Sametime plugin) ¹	✓ (Call control with IBM Sametime plugin) ¹
3CX Phone v15 or higher	✓ (Call control with 3CX plugin) ²	✓ (Call control with 3CX plugin) ²	✓ (Call control with 3CX plugin) ²	✓ (Call control with 3CX plugin) ²
Avaya Communicator v2.1.0.69 or higher	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³
Avaya One-X Communicator v5.2.0.14 or higher	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³
Avaya One-X Agent v2.5.58020.0 or higher	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³
Cisco IP Communicator v8.6.2 or higher	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³
Cisco CUCI Lync v11.6 or higher	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³
ShoreTel Communicator v14.2 or higher	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³
Skype	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³
SWYXIt! 10.30.2114.0 or higher	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³	✓ (Call control with HeadSetup™) ³
Cisco Webex Connect	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)
Unify Circuit	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)
Alcatel-Lucent OpenTouch Conversation	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)
Mitel MiCollab Client Mitel MiCloud Telepo	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)	✓ (Compatible as an audio device)

¹ The IBM Sametime plugin is available at: www.sennheiser.com/cco/software

² The 3CX plugin is available at: www.sennheiser.com/cco/software

³ The Sennheiser HeadSetup™ is available at: www.sennheiser.com/cco/software

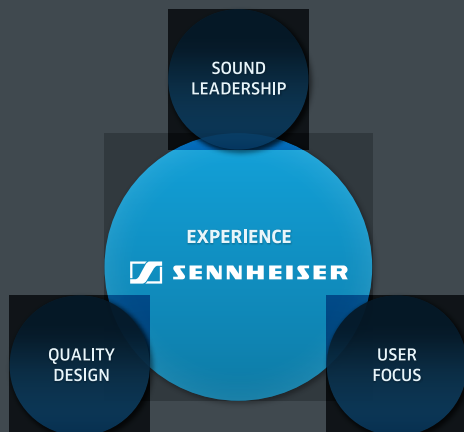


Sennheiser Softphone Compatibility Guide (Mac)

Enterprise Softphones	 Wireless DECT Series	 Wireless Bluetooth Series	 Wired USB Series	 Speakerphone Series
Cisco Jabber 11.7 or higher	✓ (Plug-n-Play) ¹	✓ (Plug-n-Play) ¹	✓ (Plug-n-Play) ¹	✓ (Plug-n-Play) ¹
IBM Sametime 9.0 or higher	✓ (Call control with IBM Sametime plugin) ²	✓ (Call control with IBM Sametime plugin) ²	✓ (Call control with IBM Sametime plugin) ²	✓ (Call control with IBM Sametime plugin) ²

1 From Cisco Jabber version 11.7 Sennheiser headsets and speakerphones have fully integrated call-control functionality

2 The IBM Sametime plugin is available at: www.sennheiser.com/cco/software



Experience Sennheiser

Perfection is always relative: Users have different expectations from their headsets and speakerphones depending on their needs. For professional users, that need is to communicate as effectively as possible.

With Sennheiser's range of headsets and speakerphones, the combination of exceptional HD sound, quality design and build – and a focus on real life usability – give the best performance possible in busy offices, call centers and Unified Communications environments.

For further information, please visit: www.sennheiser.com/cco

Try a headset

The Sennheiser professional trial program gives you the opportunity to test and experience our range of headsets and speakerphones before you decide on the best choice for you office, contact center or Unified Communications solution.

Request a free test sample at:
www.sennheiser.com/tryourheadsets



Sennheiser is one of the world's leading manufacturers of headphones, microphones, wireless transmission systems and high-quality headsets for both business and entertainment.

Drawing on the electro acoustics expertise of Sennheiser and the leading hearing healthcare specialist William Demant, Sennheiser Communications' wireless and wired headsets and speakerphones for contact centers, offices and Unified Communications professionals are the result of Sennheiser's and William Demant's joint leadership in sound quality, design, wearing comfort and hearing protection.

Sennheiser Communications A/S

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