

plantronics®



Softphone Compatibility Guide

January 16, 2012

Plantronics works closely and partners with the industry’s leading softphone providers to ensure integration and compatibility with our Unified Communications (UC) products. Plantronics products optimized for UC offer Remote Call Control (RCC) — call answer/end, mute, volume control, and in certain products, flashing capabilities — right from the headset, with many of the softphones listed in this guide. And because we offer headsets for every employee work style, your IT staff does not need to worry about integrating and troubleshooting a complex mix of endpoints and headsets from different vendors.

This guide will walk you through all the levels of softphone support we offer with our UC audio solutions.

Manufacturer Softphone	Aastra® Astra 2380ip	Aastra Aastra 400	Alcatel-Lucent® IP Desktop	Alcatel-Lucent My Instant Communicator	Alcatel-Lucent Pimphony	Alcatel-Lucent Softphone 4980
Blackwire® 200 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Blackwire 400 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Blackwire 600 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Calisto® 240	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Calisto 800 Series	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Savi® 400 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Savi 700 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Voyager PRO UC	Audio and RCC ¹ (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
CS50™/CS60-USB	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)

¹ RCC – Remote Call Control. The ability to answer/end softphone calls and possibly other call related functions remotely from a Plantronics® device.

Manufacturer	Avaya®	Avaya	Avaya	Avaya	Cisco®	Cisco
Softphone	Avaya one-X® Agent	Avaya one-X Communicator	IP Agent	IP Softphone	Cisco IP Communicator	Cisco Unified Personal Communicator (CUPC)
<u>Blackwire® 200 Series</u>	Audio and RCC ¹ (Spokes required)	Audio and RCC (Spokes ² required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play and with Spokes)	Audio and RCC (Spokes required)
<u>Blackwire 400 Series</u>	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play and with Spokes)	Audio and RCC (Spokes required)
<u>Blackwire 600 Series</u>	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play and with Spokes)	Audio and RCC (Spokes required)
<u>Calisto® 240</u>	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)
<u>Calisto 800 Series</u>	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)
<u>Savi® 400 Series</u>	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play and with Spokes)	Audio and RCC (Spokes required)
<u>Savi 700 Series</u>	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play and with Spokes)	Audio and RCC (Spokes required)
<u>Voyager PRO UC</u>	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play and with Spokes)	Audio and RCC (Spokes required)
<u>CS50™/CS60-USB</u>	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play and with Spokes)	Audio and RCC (Spokes required)

¹ RCC – Remote Call Control. The ability to answer/end softphone calls and possibly other call related functions remotely from a Plantronics® device.

² Spokes – Plantronics enterprise software platform that enables remote call control. Supported Operating Systems: Windows XP, Vista (32-bit/64-bit), Win7 (32-bit/64-bit)*

*Plantronics Spokes is also available for Mac. Spokes for Mac 1.0.1 supports Skype on MAC OS X and enables headset call control, and synchronized mute in addition to basic receive and transmit audio capabilities. Both Lion and Snow Leopard versions of Mac OS X operating system are supported. [Download](#)

Manufacturer Softphone	Cisco® CUCI-Connect®	Cisco CUCI-Lync™	Cisco CUCI-MOC	Cisco WebEx Connect®	CounterPath® Bria	CounterPath X-lite
Blackwire® 200 Series	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Blackwire 400 Series	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Blackwire 600 Series	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Calisto® 240	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Compatible as an audio device	Compatible as an audio device
Calisto 800 Series	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Compatible as an audio device	Compatible as an audio device
Savi® 400 Series	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Savi 700 Series	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
Voyager PRO UC	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)	Audio and RCC (Plug-n-Play)
CS50™/CS60-USB	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play and with Spokes)	Audio and RCC (Plug-n-Play and with Spokes)

¹ RCC – Remote Call Control. The ability to answer/end softphone calls and possibly other call related functions remotely from a Plantronics® device.

² Spokes – Plantronics enterprise software platform that enables remote call control. Supported Operating Systems: Windows XP, Vista (32-bit/64-bit), Win7 (32-bit/64-bit)*

*Plantronics Spokes is also available for Mac. Spokes for Mac 1.0.1 supports Skype on MAC OS X and enables headset call control, and synchronized mute in addition to basic receive and transmit audio capabilities. Both Lion and Snow Leopard versions of Mac OS X operating system are supported. [Download](#)

Manufacturer	IBM®	Microsoft®	Microsoft	SAP®	ShoreTel®	ShoreTel
Softphone	IBM Lotus Sametime	Lync	Office Communicator	BCM	ShoreTel Call Manager	ShoreTel Communicator
Blackwire® 200 Series	Audio and RCC (Sametime Plugin ³)	Audio and RCC	Audio and RCC	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)
Blackwire 400 Series	Audio and RCC (Sametime Plugin)	Audio and RCC	Audio and RCC	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)
Blackwire 600 Series	Audio and RCC (Sametime Plugin)	Audio and RCC	Audio and RCC	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)
Calisto® 240	Compatible as an audio device	Audio and RCC	Audio and RCC	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Calisto 800 Series	Compatible as an audio device	Audio and RCC	Audio and RCC	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Savi® 400 Series	Audio and RCC (Sametime Plugin)	Audio and RCC	Audio and RCC	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)
Savi 700 Series	Audio and RCC (Sametime Plugin)	Audio and RCC	Audio and RCC	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)
Voyager PRO UC	Audio and RCC (Sametime Plugin)	Audio and RCC	Audio and RCC	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)
CS50™/CS60-USB	Audio and RCC (Sametime Plugin)	Audio and RCC	Audio and RCC	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Spokes required)

¹ RCC – Remote Call Control. The ability to answer/end softphone calls and possibly other call related functions remotely from a Plantronics® device.

² Spokes – Plantronics enterprise software platform that enables remote call control. Supported Operating Systems: Windows XP, Vista (32-bit/64-bit), Win7 (32-bit/64-bit)*

*Plantronics Spokes is also available for Mac. Spokes for Mac 1.0.1 supports Skype on MAC OS X and enables headset call control, and synchronized mute in addition to basic receive and transmit audio capabilities. Both Lion and Snow Leopard versions of Mac OS X operating system are supported. [Download](#)

³ Sametime Plugin – IBM’s enterprise software platform that enables remote call control from a Plantronics device.

Manufacturer Softphone	Siemens® OpenScape (Personal Edition)	Skype® Skype Softphone	Telepo® BCS
Blackwire® 200 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)
Blackwire 400 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)
Blackwire 600 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)
Calisto® 240	Audio and RCC (Plug-n-Play)	Compatible as an audio device	Compatible as an audio device
Calisto 800 Series	Audio and RCC (Plug-n-Play)	Compatible as an audio device	Compatible as an audio device
Savi® 400 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)
Savi 700 Series	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)
Voyager PRO UC	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)
CS50™/CS60-USB	Audio and RCC (Plug-n-Play)	Audio and RCC (Spokes required)	Audio and RCC (Plug-n-Play)

¹ RCC – Remote Call Control. The ability to answer/end softphone calls and possibly other call related functions remotely from a Plantronics® device.

² Spokes – Plantronics enterprise software platform that enables remote call control. Supported Operating Systems: Windows XP, Vista (32-bit/64-bit), Win7 (32-bit/64-bit)*

*Plantronics Spokes is also available for Mac. Spokes for Mac 1.0.1 supports Skype on MAC OS X and enables headset call control, and synchronized mute in addition to basic receive and transmit audio capabilities. Both Lion and Snow Leopard versions of Mac OS X operating system are supported. [Download](#)

Aastra is a trademark of Aastra Technologies Limited, Alcatel Lucent is a trademark of Alcatel-Lucent, Avaya is a trademark of Avaya Inc. and may be registered in certain jurisdictions, Cisco is a registered trademark of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries, CounterPath is a trademark of CounterPath Corporation, IBM Lotus is a trademark of International Business Machines Corporation, registered in many jurisdictions worldwide, Microsoft and Lync are trademarks or registered trademarks of Microsoft Corporation in the U.S. and other countries, SAP is the trademark or registered trademark of SAP AG in Germany and in several other countries, ShoreTel is a registered trademark of ShoreTel, Inc. in the United States and/or other countries, Siemens and OpenScape are registered trademarks of Siemens Enterprise Communications & Co K.G. or its affiliates, Skype is a trade mark of Skype or its related companies, Telepo is either a registered trademark or trademark of Telepo AB. All other trademarks are the property of Plantronics, Inc.