



The Intelligent Cloud Contact Center

Recommended Headsets

Reference Guide

May 2026

Learn about supported headsets for your agents and supervisors using the Five9 Intelligent CX Platform.

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About Five9

Five9 is the leading provider of cloud contact center software, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, delivering software to help organizations of every size transition from premise-based software to the cloud. With its extensive expertise, technology, and ecosystem of partners, Five9 delivers secure, reliable, scalable cloud contact center software to help businesses create exceptional customer experiences, increase agent productivity and deliver tangible results. For more information visit www.five9.com.

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What's New

Release	Change	Topic
May 2026	Added Cyber Acoustics tested headsets.	Cyber Acoustics Stereo USB Headset with ENC Cyber Acoustics Stereo USB Headset with In-Line Controls
Oct 2025	Added new Jabra headsets.	Evolve 10 Series
	Added new Yealink Headsets.	Wireless Headsets Bluetooth Headsets USB Headsets
	Added new Windows 11 version.	Cyber Acoustics
Jul 2025	Added new headsets.	Cyber Acoustics HP/Poly Blackwire 3220 HP/Poly Blackwire 5220 Evolve 20 Series
Jun 2025	Marked headsets end-of-life (EOL).	Jabra Evolve 80 Logitech G35
Mar 2025	Added JPL tested headsets.	Corded Wireless

Headsets for Your Contact Center

You can choose from the lists of headsets that Five9 recommends for your VCC agents and supervisors. These headsets were tested by Five9 personnel and headset

manufacturers and are proven to work effectively with Five9 applications in the listed operating systems.

- [Headsets Tested by Five9](#)
- [Headsets Tested by Manufacturers](#)

Note: The recommendations provided apply only to the general compatibility of headsets with the current Five9 software implementation. For information about support for headset call controls, contact your Five9 representative.

Use the information provided only as a reference when acquiring headsets: test results can vary depending on your hardware, network traffic, operating systems, and general work environment. To ensure you select the best headsets for your environment, test the headsets before purchasing them.

If you plan to use wireless headsets, test them thoroughly in your environment.

For the iPad®, you can use any headset that is compatible with A2DP-compatible (Advanced Audio Distribution Profile) Bluetooth device certified by Apple® for use with iPad devices.

Note: Five9 does not provide pricing on headsets. Reference the manufacturers sites for detailed information.

Headsets Tested by Five9

The following list of headsets tested by Five9 personnel and headset manufacturers are proven to work effectively with Five9 applications in the listed operating systems. Additional information is found in the associated product details link.

[Testing Protocol and Results](#)
[EPOS | Sennheiser Headsets](#)
[Jabra Headsets](#)
[Leitner Headsets](#)
[Logitech Headsets](#)
[Poly \(formerly Plantronics\) Headsets](#)

Testing Protocol and Results

For the headsets tested by Five9, users who acted as agents were asked to test the calling party and the agent experience.

- Each headset is tested with the latest version of Microsoft® Windows® and macOS®.
- Each call contained these test elements:
 - Measurement of latency: counting by the parties.
 - Clarity of letters, such as F, X, and S: serial number.
 - Overall clarity of the conversation by using tongue-twister text.

A good headset provides the same audio experience for the agent and the other party. Testers assigned a rating of 1-5 to both parties, where 5 indicates the highest rating for the headsets that Five9 has tested.

Some headset manufacturers also test headset models on Windows® or macOS® for compatibility with Five9 software. Headsets that pass the compatibility tests are listed under a separate section for each headset manufacturer. See [Headsets Tested by Manufacturers](#)

EPOS I Sennheiser Headsets

This section lists supported EPOS I Sennheiser headsets.

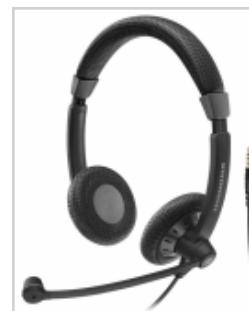
[EPOS I Sennheiser Impact SC 75](#)
[EPOS I Sennheiser Adapt 165 USB II](#)
[EPOS I Sennheiser Impact SC 630 USB ML](#)
[EPOS I Sennheiser Impact SC 660](#)
[EPOS I Sennheiser Impact SDW 60 HS](#)

EPOS I Sennheiser Impact SC 75

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



EPOS I Sennheiser Adapt 165 USB II

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



EPOS | Sennheiser Impact SC 630 USB ML

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



EPOS | Sennheiser Impact SC 660

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



EPOS | Sennheiser Impact SDW 60 HS

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra Headsets

This section lists supported Jabra headsets.

- [Jabra BIZ 1500](#)
- [Jabra BIZ 2300](#)
- [Jabra BIZ 2400 II](#)
- [Jabra Engage 50](#)
- [Jabra Engage 65](#)
- [Jabra Engage 75](#)
- [Jabra Evolve 30](#)
- [Jabra Evolve2 30](#)
- [Jabra Evolve 40](#)
- [Jabra Evolve2 40 MS](#)
- [Jabra Evolve 65 MS](#)
- [Jabra Evolve 80](#)

Jabra BIZ 1500

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra BIZ 2300

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra BIZ 2400 II

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★

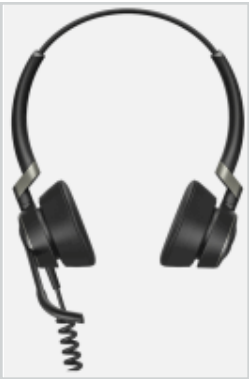


Jabra Engage 50

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra Engage 65

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra Engage 75

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra Evolve 30

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra Evolve2 30

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra Evolve 40

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra Evolve2 40 MS

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra Evolve 65 MS

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Jabra Evolve 80

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Leitner Headsets

This section lists supported Leitner headsets.

[Leitner LH250 \(Single Ear\)](#)
[Leitner LH270 \(Single Ear, DECT\)](#)
[Leitner LH245 XL](#)

Leitner LH250 (Single Ear)

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Leitner LH270 (Single Ear, DECT)

If you use a PJSIP softphone client, the Mute button in Agent Desktop Plus does not work. Instead, you need to use the headset's mute button.

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Leitner LH245 XL

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Logitech Headsets

This section lists supported Logitech headsets.

- [Logitech G35](#)
- [Logitech H570E](#)
- [Logitech H650E \(Mono PN: 981-000513\)](#)
- [Logitech H650E \(Stereo PN: 981-000518\)](#)
- [Logitech H820E](#)

Logitech G35

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Logitech H570E

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Logitech H650E (Mono PN: 981-000513)

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Logitech H650E (Stereo PN: 981-000518)

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Logitech H820E

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent		
Other party		



Poly (formerly Plantronics) Headsets

This section lists supported Poly headsets.

- [Poly Blackwire C435](#)
- [Poly Blackwire C5220T Stereo](#)
- [Poly Blackwire 520](#)
- [Poly Blackwire 720](#)
- [Poly CS520](#)
- [Poly CS540](#)
- [Poly EncorePro 520](#)
- [Poly EncorePro HW515](#)
- [Poly EncorePro HW525](#)
- [Poly EncorePro HW715](#)
- [Poly EncorePro HW725](#)
- [Poly Savi 4XX](#)
- [Poly Savi 740/745](#)
- [Poly Savi 7200](#)
- [Poly Savi W8220 Office Stereo Standard](#)
- [Poly Voyager Focus UC B825](#)
- [Poly Voyager 4220 Office](#)

Poly Blackwire C435

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★☆	★★★★☆



Poly Blackwire C5220T Stereo

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★★
Other party	★★★★★	★★★★★



Poly Blackwire 520

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Poly Blackwire 720

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Poly CS520

This headset does not have a USB connection. It was tested with a PSTN station.

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Poly CS540

[Product details](#)

Average Rating	
Agent	★★★★☆
Other party	★★★★★



Poly EncorePro 520

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Poly EncorePro HW515

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Poly EncorePro HW525

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Poly EncorePro HW715

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Poly EncorePro HW725

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Poly Savi 4XX

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Poly Savi 740/745

- Windows® 10 or higher
- macOS® 12 or higher

Product is EOL

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Poly Savi 7200

Average Rating	
Agent	★★★★☆
Other party	★★★★☆

[Product details](#)



Poly Savi W8220 Office Stereo Standard

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★☆	★★★★☆
Other party	★★★★☆	★★★★☆



Poly Voyager Focus UC B825

- Windows® 10 or higher
- macOS® 12 or higher

[Product details](#)

Average Rating	Windows Environment	Mac Environment
Agent	★★★★★	★★★★★
Other party	★★★★★	★★★★★



Poly Voyager 4220 Office

Average Rating
Agent
Other party

[Product details](#)



Headsets Tested by Manufacturers

The following lists the headsets tested by the manufacturer on Windows® or macOS® using Five9 criteria. Additional information is found in the item description or associated product link.

[Cyber Acoustics](#)
[EPOS](#)
[HP/Poly](#)
[Jabra](#)
[JPL](#)
[Leitner](#)
[Logitech](#)
[Poly](#)
[Yealink](#)

Cyber Acoustics

The following headsets have been tested by Cyber Acoustics with Five9 desktop clients using the following:

- Windows® 10 Pro 22H2
- Windows® 11 Home 24H2 26100.6584
- Browser type and version: Chrome 138.0.7204.50 (Official Build) (64-bit)

[Cyber Acoustics Stereo USB Headset with ENC](#)
[Cyber Acoustics Stereo USB Headset with In-Line Controls](#)
[USB-A Headset with AI Noise Cancellation for Contact Centers and BPOs](#)
[Professional USB Headset with AI Noise Cancellation](#)
[USB Agent Assist Headset with ENC](#)
[USB Agent Assist Headset with AI Noise Reduction](#)
[Professional Wireless Headset with AI Noise Cancellation](#)

Cyber Acoustics Stereo USB Headset with ENC

Series	Model
Cyber Acoustics Stereo USB Headset with ENC and In-Line Controls	AC-104ENC
Cyber Acoustics Stereo USB Headset with ENC	AC-204ENC II
Cyber Acoustics Stereo USB Headset with ENC	AC-204ENC II-F

Cyber Acoustics Stereo USB Headset with In-Line Controls

Series	Model
Cyber Acoustics Stereo USB Headset with In-Line Controls	AC-204USB

USB-A Headset with AI Noise Cancelation for Contact Centers and BPOs

Series	Model
USB-A Headset with AI Noise Cancelation for Contact Centers and BPOs	AC-304

Professional USB Headset with AI Noise Cancelation

Series	Model
Professional USB Headset with AI Noise Cancelation	AC-404

USB Agent Assist Headset with ENC

Series	Model
USB Agent Assist Headset with ENC	AC-204TR

USB Agent Assist Headset with AI Noise Reduction

Series	Model
USB Agent Assist Headset with AI Noise Reduction	AC-304TR

Professional Wireless Headset with AI Noise Cancellation

Series	Model
Professional Wireless Headset with AI Noise Cancellation	HS-1500BT II

EPOS

The following headsets have been tested by EPOS | Sennheiser with Five9 desktop clients using the following:

[Administrator Console Administrator's Guide](#)

- Windows® 11
- macOS® 12 or higher

[EPOS | Sennheiser IMPACT 100](#)
[EPOS | Sennheiser IMPACT 200](#)
[EPOS | Sennheiser IMPACT 600](#)
[EPOS | Sennheiser ADAPT 100 Series](#)

EPOS | Sennheiser IMPACT 100

Series	Model
IMPACT 100 Series Product Details	
IMPACT 100	IMPACT SC30 UBS ML
IMPACT 100	IMPACT SC60 UBS ML
IMPACT 100	IMPACT SC45 UBS ML
IMPACT 100	IMPACT SC75 UBS ML

EPOS | Sennheiser IMPACT 200

Series	Model
IMPACT 200 Series Product Details	
IMPACT 200	IMPACT 230 USB MS II
IMPACT 200	IMPACT 260 USB MS II

EPOS | Sennheiser IMPACT 600

Series	Model
IMPACT 600 Series Product Details	
IMPACT 600	IMPACT 630 USB ML
IMPACT 600	IMPACT 635 USB
IMPACT 600	IMPACT 635 USB-c
IMPACT 600	IMPACT 660 USB ML
IMPACT 600	IMPACT 665 USB
IMPACT 600	IMPACT 665 USB-c
IMPACT 600	IMPACT 660 ANC USB

EPOS | Sennheiser ADAPT 100 Series

Series	Model
ADAPT 100 Series Product Details	
ADAPT 100	ADAPT 130 USB II
ADAPT 100	ADAPT 130 USB-c II
ADAPT 100	ADAPT 135 USB II
ADAPT 100	ADAPT 135 USB-c II
ADAPT 100	ADAPT 160 USB II
ADAPT 100	ADAPT 160 USB-c II
ADAPT 100	ADAPT 165 USB II
ADAPT 100	ADAPT 165 USB-c II
ADAPT 100	ADAPT 160 ANC USB II
ADAPT 100	ADAPT 160 ANC USB-c II

HP/Poly

The following headsets have been tested by HP with Five9 desktop clients using the following:

- Windows® 11
- macOS® 12 or higher

[HP/Poly Blackwire 3220](#)

[HP/Poly Blackwire 5220](#)

HP/Poly Blackwire 3220

Series	Model
HP/Poly Blackwire 3220	N/A

HP/Poly Blackwire 5220

Series	Model
HP/Poly Blackwire 5220	N/A

Jabra

The following headsets have been tested by Jabra with Five9 desktop clients using the following:

- Windows® 11
- macOS® 12 or higher

[Evolve 10 Series](#)

[Evolve 20 Series](#)

[Engage 40 Series](#)

[Engage 50II Series](#)

Evolve 10 Series

Series	Model
Jabra Evolve 10	4999-829-289-01

Evolve 20 Series

Series	Model
Jabra Evolve 20 Stereo / Mono *	4999-829-289-01
* Microsoft Teams and Unified Communication	

Engage 40 Series

Series	Model
Jabra Engage 40 Inline Link, Mono, USB-A, UC	4093-419-279
Jabra Engage 40 Inline Link, Mono, USB-C, UC	4093-419-299
Jabra Engage 40 Inline Link, Stereo, USB-A, UC	4099-419-279
Jabra Engage 40 Inline Link, Mono, USB-A, UC	4099-419-299

Engage 50II Series

Series	Model
Jabra Engage 50 II - (50 II Link) USB-A UC Stereo	5099--299-2219
Jabra Engage 50 II - (50 II Link) USB-C UC Stereo	5099-299-2259
Jabra Engage 50 II - (50 II Link) USB-A UC Mono	5093-299-2219
Jabra Engage 50 II - (50 II Link) USB-C UC Mono	5093-29902259

JPL

The following headsets have been tested by JPL with Five9 desktop clients using the following:

- Windows® 11
- Chrome™ browser 126.0.6478.254

[Corded](#)
[Wireless](#)

Corded

Series	Model
BL-053+P	575-266-001
BL-054MS+P	575-261-001
BL-055+P	575-379-001
BL-056+P	N/A
Commander-2	575-344-004
Icon-100-UB3	575-438-004
Icon-110-UB3	575-434-004
Icon-120-UB4	575-447-006

Wireless

Series	Model
JPL-Explore-B USB (DECT)	575-385-010

Leitner

The following headsets have been tested by Leitner with Five9 desktop clients using the following:

- Windows® 11
- macOS® 12 or higher

[Leitner Wireless Computer \(USB Dongle\)](#)

[Leitner Premium Wireless and Premium Plus \(Dual-Ear\)](#)

[Leitner Wireless for PC, Desk Phone, and Cell](#)

Leitner Wireless Computer (USB Dongle)

Item Number	Item Description	Model Description
2524	Leitner LH470 Wireless Computer Headset – USB Dongle	LH470
2525	Leitner LH475 Wireless Computer Headset – USB Dongle	LH475

Leitner Premium Wireless and Premium Plus (Dual-Ear)

Item Number	Item Description	Model Description
2526	Leitner LH570 Premium Wireless Office Headset	LH570
2527	Leitner LH575 Premium Plus Dual-Ear Wireless Headset	LH575

Leitner Wireless for PC, Desk Phone, and Cell

Item Number	Item Description	Model Description
2536	Leitner LH670 Wireless Headset for PC, Desk Phone, and Cell	LH670
2537	Leitner LH675 Wireless Headset for PC, Desk Phone, and Cell	LH675

Logitech

The following headsets have been tested by Logitech with Five9 desktop clients using the following:

- Windows® 11
- macOS® 12 or higher

[Logitech Zone Wired Earbuds](#)

[Logitech Zone Wired](#)

[Logitech Zone Vibe Wireless, Bluetooth Mode and with Receiver](#)

[Logitech Zone Wireless 2, Bluetooth Mode and with Receiver](#)

[Logitech Zone 305, Bluetooth Mode and with Receiver](#)

Logitech Zone Wired Earbuds

Series	Model
Logitech Zone Wired Earbuds	981-001012

Logitech Zone Wired

Series	Model
Logitech Zone Wired	981-000876

Logitech Zone Vibe Wireless, Bluetooth Mode and with Receiver

Series	Model
Logitech Zone Wireless 2, Bluetooth Mode and with Receiver	981-001310

Logitech Zone Wireless 2, Bluetooth Mode and with Receiver

Series	Model
Logitech Zone Wireless 2, Bluetooth Mode and with Receiver	981-001310

Logitech Zone 305, Bluetooth Mode and with Receiver

Series	Model
Logitech Zone 305, Bluetooth Mode and with Receiver	981-001452

Poly

The following Poly headsets have been tested by Poly with Five9 desktop clients using the following:

- Windows® 11
- macOS® 12 or higher

[EncorePro Family \(Corded\)](#)

[Adapters](#)

[Blackwire Family \(Corded\)](#)

[Voyager Family \(Bluetooth over Ear\)](#)

EncorePro Family (Corded)

Item Number	Item Description	Model Description
214573-01	EncorePro 320, EP320 QD, WW	EP320 QD
214570-01	EncorePro 320, EP320 USB-A, WW	EP320 USB-A
214571-01	EncorePro 320, EP320 USB-C, WW	EP320 USB-C
218274-01	EncorePro 525 USB, EP525 USB-A	HW520
89434-01	ENCOREPRO HW520,NA,ROW	HW520
88828-01	ENCOREPRO HW540	HW540
203474-01	ENCOREPRO HW545	HW545
203478-01	HW725 USB	HW720
203476-01	HW715 USB	HW715
78714-101	ENCOREPRO,HW720	HW710

Adapters

Item Number	Item Description	Model Description
218267-01	DA85	218266-01

Item Number	Item Description	Model Description
DA75	212164-01	MDA524
212174-01	MDA524	

Blackwire Family (Corded)

Item Number	Item Description	Model Description
209748-101	BLACKWIRE,C3210 USB-C	BLACKWIRE C3210 USB-C - UC
209744-101	BLACKWIRE,C3210 USB-A	BLACKWIRE C3210 USB-A - UC
213938-101	BLACKWIRE 3325, BW3325 USB-A	BW3325 USB-A - UC
213939-101	BLACKWIRE 3325, BW3325 USB-C	BW3325 USB-C - UC
214013-101	BLACKWIRE 3320 USB-C	BLACKWIRE 3320 USB-C
207587-01	BLACKWIRE 5210,C5210 USB-C,WW	BLACKWIRE C5210 USB-C - UC
207577-01	BLACKWIRE 5210,C5210,USB-A,WW	BLACKWIRE C5210 USB-A - UC
214406-01	BLACKWIRE 8225,BW8225 USB-A,WW	
214407-01	BLACKWIRE 8225,BW8225 USB-C,WW	

Voyager Family (Bluetooth over Ear)

Item Number	Item Description	Model Description
214433-01	VOYAGER FOCUS 2 UC,VFOCUS2 C USB-C,CHARGE STAND,WW	VFOCUS2 USB-C - UC
214432-	VOYAGER FOCUS 2 UC,VFOCUS2 C USB-C,WW	VFOCUS2 USB-C

Item Num-ber	Item Description	Model Description
01		- UC
218471-01	VOYAGER 4310 UC,V4310 C USB-A,CHARGE STAND,WW	V4310 USB-A
218470-01	VOYAGER 4310 UC,V4310 C USB-A,WW	V4310 USB-A
218474-01	VOYAGER 4310 UC,V4310 C USB-C,CHARGE STAND,WW	V4310 USB-C
218473-01	VOYAGER 4310 UC,V4310 C USB-C,WW	V4310 USB-C
218476-01	VOYAGER 4320 UC,V4320 C USB-A,CHARGE STAND,WW	V4320 USB-A
218475-01	VOYAGER 4320 UC,V4320 C USB-A,WW	V4320 USB-A
218479-01	VOYAGER 4320 UC,V4320 C USB-C,CHARGE STAND,WW	V4320 USB-C
218478-01	VOYAGER 4320 UC,V4320 C USB-C,WW	V4320 USB-C

Yealink

The following headsets have been tested by Yealink with Five9 desktop clients using the following:

- Windows® 10 Enterprise 20H2 or higher
- Google Chrome™ 92.0.4515.131

[Wired Headsets](#)

[Wireless Headsets](#)

[Bluetooth Headsets](#)

[USB Headsets](#)

Wired Headsets

Item Description	Model Description
Yealink UH34/UH34 Lite Dual/Mono USB Headset	UH34/UH34 Lite
Yealink UH37 Dual/Mono Professional USB Headset	UH37

Wireless Headsets

Item Description	Model Description
Yealink WH62 Dual/Mono DECT Wireless Headset	WH62
Yealink WH63 Convertible DECT Wireless Headset	WH63
Yealink WH63 E2 Convertible DECT Wireless Headset	WH63 E2
Yealink WH64 DECT Wireless Headset	WH64
Yealink WH64 Hybrid DECT Bluetooth Wireless Headset	WH64 Hybrid
Yealink WH64 Workstation	N/A
Yealink WH66 DECT Wireless Convertible Headset	WH66
Yealink WH67 Dual/Mono UC Workstation DECT Wireless Headset	WH67

Item Description	Model Description
Yealink WH68 ANC DECT Wireless Headset	WH68
Yealink WH68 Hybrid DECT Wireless Headset	WH68 Hyrid
Yealink WH68 Workstation Headset	N/A

Bluetooth Headsets

Item Description	Model Description
Yealink BH70 Bluetooth Headset	BH70
Yealink BH71 Pro Mono Bluetooth Wireless Headset	BH71 Pro
Yealink BH71 Workstation	BH71 Workstation
Yealink BH72 Bluetooth Headset Styler	BH72
Yealink BH74 Bluetooth Wireless Headset	BH74
Yealink BH76/BH76 Plus Bluetooth Headset Styler	BH76

USB Headsets

Item Description	Model Description
Yealink UH35 Dual/Mono USB Wired Headset	UH35
Yealink UH42 USB Wired Headset	UH42
Yealink UH44 USB Wired Headset	UH44
Yealink UH46 USB Wired Headset	UH46
Yealink UH48 USB Wired Headset	UH48