



Zoho Voice introduces headset integration with Jabra and Poly

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Jabra and Poly headsets for Zoho Voice Contact Center

Zoho Voice now offers seamless deeper integration with two of renowned premium audio Human Interface Device(HID) vendors, Jabra and Poly. With this deeper integration, you can gain seamless interoperability and enjoy greater control over your calls right from your headphones. Experience a new level of convenience and efficiency as you effortlessly manage your calls with enhanced control and precision.

Both the Zoho Voice VoIP web client and desktop client can seamlessly integrate with a wide range models, both corded and wireless, offered by Jabra and Poly. By installing the appropriate desktop host applications, you can easily connect and utilize various models from these vendors for all the calls handled via the Zoho Voice VoIP client.

 Plantronics is now Poly. [Learn more.](#)

How do I configure Jabra headsets with Zoho Voice VoIP client?

Follow the steps below to successfully connect and integrate your Jabra headset with the Zoho Voice VoIP client:

1. Login to the Zoho Voice web or desktop VoIP client.
2. On the dialpad, navigate to and click the **Settings** tab located at the bottom right corner.
3. Scroll down and find the **Headphone Integration** option, then toggle the button to enable it.
4. Click on the **View Config** link below.
5. Select **Jabra** in the **Model** drop down list box at the top.
6. Now connect your Jabra headset to your computer.
7. To establish a successful connection, download and install both the Jabra desktop host application as well as the Jabra Chrome browser extension.
8. Skip the above installations when connecting your Jabra headset to the Zoho Voice VoIP desktop client as it internally bundled with all the necessary functionalities of the Jabra browser extension and host desktop application.
9. Zoho Voice VoIP client now automatically detects the model and other specifications of your Jabra headset.
10. Additionally, the **Status** field at the top will indicate whether the configured headset has been successfully connected. For a successful connection, it shows the value "**Connected**".
11. Now, you can seamlessly control and quickly handle all inbound and outbound calls through the Zoho Voice VoIP client using your hands-on Jabra headset with minimal gestures.

Which Browsers support Jabra + Zoho Voice headset integration?

Chrome	Safari	Edge	Firefox
✓	✗	✓*	✗



* - To integrate and connect your Jabra headset, it is essential to download and install the Jabra browser extension, which is only available in the Chrome web store. Notably, this Jabra browser extension is fully compatible with Edge browsers as well, there by making the Edge browser support the Jabra headset + Zoho Voice VoIP client integration.

Which operating systems support Jabra + Zoho Voice headset integration?

Windows	Mac	Linux
✓	✓	✗

How do I configure Poly headset with Zoho Voice VoIP client?

Follow the steps below to successfully connect your Poly headset with the Zoho Voice VoIP client:

1. Login to the Zoho Voice web or desktop VoIP client.
2. On the dialpad, navigate to and click the **Settings** tab located at the bottom right corner.
3. Scroll down and find the **Headphone Integration** option, then toggle the button to enable it.
4. Click on the **View Config** link below.
5. Select **Plantronics** in the **Model** drop down list box at the top.
6. Now connect your Plantronics headset by Poly to your computer.
7. To establish a successful connection, ensure to download and install the Plantronics desktop host application for both the Zoho Voice VoIP web and desktop clients.

 After installing the desktop application, make sure to keep the Plantronics desktop host application active in order to enable bidirectional interactions with both the Zoho Voice VoIP web and desktop clients.

8. This allows the Zoho Voice VoIP client to automatically detect the model and other specifications of your Plantronics headset.

9. Additionally, the **Status** field at the top will indicate whether the configured headset has been successfully connected. For a successful connection, it shows the value "**Connected**".
10. Now, you can seamlessly control and quickly handle all inbound and outbound calls through the Zoho Voice VoIP client using your hands-on Plantronics headset with minimal gestures.

Which Browsers support Poly + Zoho Voice headset integration?

Chrome	Safari	Edge	Firefox
✓	✓	✓	✓

📄 Poly + Zoho Voice headset integration works seamlessly on all browsers as it relies only on its own desktop application for bidirectional interactions between its devices and Zoho Voice VoIP clients (both web and desktop).

Which operating systems support Poly + Zoho Voice headset integration?

Windows	Mac	Linux
✓	✓	✗

📄 The following aspects may vary depending on the vendor, design, and the models offered by each vendor:

- The cues used by the devices to notify various events during a call.
- The specific gestures that are used as inputs to control the device's behavior.

Troubleshooting your headset connection failures

Why am I unable to connect my Poly Plantronics headset with Zoho Voice on Windows, despite installing the desktop application?

To troubleshoot connection failures, it is essential to ensure that your Chrome or Edge browser is up to date with the latest updates. Outdated browsers can often be the main reason for connectivity issues.

If you continue to experience difficulties connecting your headset with Zoho Voice, please follow the steps below in your Chrome browser:

1. Enter the URL in the address bar: <https://127.0.0.1:32018/Spokes/DeviceServices/Info?callback=22342342434>
2. If the page displays any error message, Type the following link into your Chrome browser's address bar: **chrome://flags/#allow-insecure-localhost**
3. Locate the "**Allow invalid certificates for resources loaded from localhost**" option from the list of Chrome flags and enable it.
4. Relaunch your Chrome browser and open your Zoho Voice VoIP client, now the status of your device will be updated as **Connected**.
5. Now, you can seamlessly control and quickly handle all inbound and outbound calls right from your Plantronics headset.

Call controls that can be managed by Jabra and Poly headsets

Usually the call controls, input gestures, device behavior, and other capabilities vary based on the vendor, design, and specific models offered by each vendor. Both Jabra and Poly being renowned for their telephony-friendly features, they offer generic call controls such as attend/reject calls, end calls, hold/unhold calls, mute/unmute, adjusting call volumes, and more.

 Please contact support@zohovoice.com for further queries.