Jabra®

ELECTRONIC HOOK SWITCH (EHS) SOLUTIONS

A BRAND BY

GN Netcom

DISCOVER FREEDOM WITH JABRA

Discover freedom with a wireless Jabra headset optimized for your desk phone!

Jabra Electronic Hook Switch (EHS) provides a solution that enable remote operation, e.g. answer/end functions, of compatible Jabra wireless headsets with various phones, thus eliminating the need for a mechanical handset lifter.

WHY EHS?

As mobility within the working environment continues to increase, it is vital that employees have business tools that enable them to work efficiently regardless of location. With an EHS solution they can roam within the facility and still do business on the spot! Jabra wireless headsets with EHS functionality boost productivity as they provide the user with the ability to answer and end a call, while away from their desk.

The EHS adapter allows the user to:
- Hear ring tones
- Answer and end calls
- Adjust the volume
- Mute the microphone
All from your headset

All quite convenient, when you are up to 150 meters away from your desk!

WHY JABRA HEADSETS?

Jabra headsets are more ergonomic and convenient to use, enhancing flexibility and the ability to multitask with maximum efficiency. Once you discover the benefits of hands-free telephony, you never want to go back to traditional handsets.

Freedom for all

Jabra headsets allow you to search for documents, make copies or enter data on your PC while talking to a customer. With a wireless headset you can enjoy freedom of movement up to 150 meters away from your desk. As a result you can provide better service and use time more effectively by reducing the call-back rate. Conference calls are a growing part of communication with colleagues and partners. A wireless headset with mute functionality allows you to stretch your legs and walk around during a long call without background noise interfering with the call.

Hands-free efficiency

Multitask with maximum efficiency; find documents or information to solve customer issues while on a call.

✓ **Wireless mobility**
Move up to 150 meters away from your desk.

✓ **Comfort and ergonomics**
Headsets prevent aching muscles and neck strain.

✓ **Safe and secure**
Peakstop™ technology protects users hearing from sudden loud noises. Tested for safety of radiated emissions. Encrypted voice calls in wireless headsets.

✓ **Sound economics**
Improvement in employee productivity significantly outweighs the headsets costs. The average cost of a wireless headset solution is less than 25 pence per day.

Jabra EHS Adapter

Jabra®

Electronic Hook Switch (EHS) Solutions

JABRA HEADSETS WITH EHS CAPABILITIES

Headset	Jabra GN9350/ GN9350e Superior sound and connectivity	Jabra GN9330e (EHS model) Lightweight comfort. Wireless productivity.	Jabra GN9120/GN9125 EHS Mono/Duo Award-winning scandinavian design
Connectivity			
Range	Up to 120m	Up to 120m	Up to 150m
Talk time	Up to 9h (Around-the-clock talk time with additional battery)	Up to 9h	Up to 12h
Wearing style	Earhook, Headband, Neckband	Earhook, Headband	Earhook, Headband
Noise-canceling	Yes	Yes	Yes
Conferencing	Yes	No	Yes
Enhanced audio quality	Yes	Yes	Yes
Wideband sound	Yes (through USB connection)	No	No
Softphone	Yes	No	Yes, with optional adapter
Duo version	No	No	Yes
Key benefits	- Superb sound quality with DSP and IntelliTone™ - Reduced background noise - Advanced digital encryption With DECT 6.0 - USB interface for IP telephony/ PC audio - LCD display	- Reduced background noise - Full confidentiality with advanced digital encryption - Individual comfort with choice of wearing styles - Peakstop™ technology	- Choice of three boom arms: - Midi boom with noise filtering - Micro boom with standard microphone - Flex boom with noise -canceling - Super lightweight - Award-winning design
Awards			

GN Netcom offers a range of EHS enabled Jabra headsets designed for different needs and situations in offices and contact centers. Lightweight design and multiple wearing styles provide exceptional comfort. Jabra has won numerous prizes for both design and functionality.

Jabra EHS enabled headsets work with desk phones from the world's leading phone manufacturers – including Alcatel-Lucent, Avaya, Cisco, Nortel, Polycom and Siemens.

Detailed set up information can be found in the headset user manuals. Setup information on various phones subject to change. Please see the phone manual for an updated guide.

SUPPORTED ALCATEL-LUCENT IP PHONES

Alcatel 8-Series (IP)
IP Touch 4028 EE
IP Touch 4038 EE
IP Touch 4068 EE

Alcatel 8-Series (IP)
IP Touch 4028
IP Touch 4038
IP Touch 4068

Alcatel 9-Series (UA)
4029
4039

Jabra LINK™ 14201-20 EHS
Adapter for Alcatel-Lucent

Jabra LINK™ 14201-09 EHS
Adapter for Alcatel-Lucent

Alcatel·Lucent
Application
Partner

OR   OR

Jabra GN9350/
Jabra GN9350e

Jabra GN9330e
(EHS model)

Jabra GN9120 EHS series*
Jabra GN9125 series

SEE THE LAST PAGE FOR ORDER INFO

* MSH enabled model

SETUP INFORMATION

To connect your Alcatel-Lucent phone and Jabra headset with the MSH cable, just follow these simple steps:

AUX
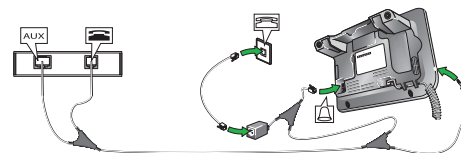
Jabra headset base and Alcatel 8+9 Series.
(For setup information on Jabra LINK 14201-20, please go to page 10).

Setting up the Jabra GN9350/GN9350e headset
1. Open up the cover on the base unit.
2. On the LCD display, navigate to the handset picture and press OK button.
3. Navigate to the MSH mode and select it by pressing the OK button.
4. Set Compatibility selector in position "A".
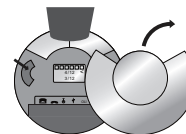
Compatibility selector
Jabra GN9350/
Jabra GN9350e
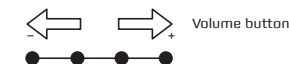
Setting up the Jabra GN9330e headset
1. Place headset on base station.
2. Push simultaneously 5 sec on the 2 buttons (base station and headset – see illustrations below)
3. LED on headset starts to blink rapidly
4. Choose EHS mode with volume control on headset. LEDs on base indicates selected mode: LED 4: MSH mode

5. After setting wait a few seconds. When LED on headset stops blinking, start using headset.
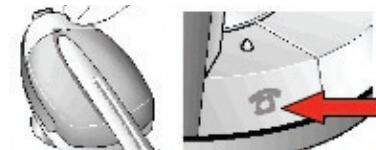
Setting up the Jabra GN9120/GN9125 EHS headset
1. Set the base unit to the MSH setting by keeping the headset in the base unit and hold the volume plus and minus buttons on the headset for 6 seconds until the red light on the base flashes rapidly.
2. Scroll through the four different settings using plus and minus and set to the lips icon. Leave for 15 seconds until the unit has displayed the confirmation flash sequence and it is ready to go!

Volume button

MSH	RHL	DHSG	AEI	
				Visual indicator (red)
				Link icon
				Mute icon
				Charge icon

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4

SUPPORTED AVAYA IP PHONES

Avaya 2420 ver B On IP switch only
Avaya 2420 IP Ver Firmware> 4.0
Avaya 4610 & 4610SW Firmware> 1.8
Avaya 4620 & 4620SW Firmware> 1.8
Avaya 4621 & 4621SW Firmware> 1.8
Avaya 4622 & 4622SW Firmware> 1.8
Avaya 4625 & 4625SW Firmware> 1.8
Avaya 4630 & 4630SW Firmware> 1.8
Avaya 5620
Avaya 5420
Avaya 5621
Avaya 5625

Avaya 1608
Avaya 1616
Avaya 2410
Avaya 5410
Avaya 5420
Avaya 5610
Avaya 6416D+M
Avaya 6424D+M
Avaya 9620
Avaya 9630
Avaya 9640

Jabra LINK™ 14201-20 EHS
Adapter for Avaya

Jabra LINK™ 14201-19 EHS
Adapter for Avaya

Jabra GN9350/
Jabra GN9350e

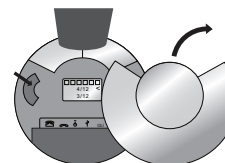OR

Jabra GN9330e
(EHS model)

OR

Jabra GN9120 EHS series/
Jabra GN9125 series

SEE THE LAST PAGE FOR ORDER INFO

SETUP INFORMATION

To connect your Avaya phone and Jabra headset with the Jabra LINK 14201-19 EHS adapter, just follow these simple steps: (For setup information on Jabra LINK 14201-20, please go to page 10)
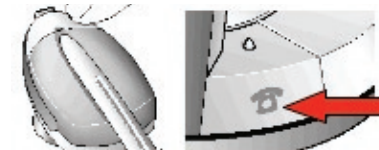
Setting up the Jabra GN9350/GN9350e headset
1. Open up the cover on the base unit.
2. On the LCD display, navigate to the handset picture and press OK button.
3. Navigate to the DHSG mode and select it by pressing the OK button.
4. Set Compatibility selector in position "A".

Compatibility selector
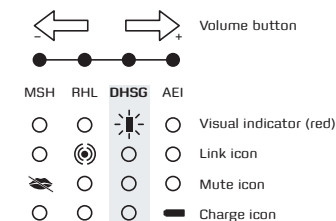Jabra GN9350/
Jabra GN9350e

Setting up the Jabra GN9330e headset
1. Place headset on base station.
2. Push simultaneously 5 sec on the 2 buttons (base station and headset – see illustrations below)
3. LED on headset starts to blink rapidly
4. Choose EHS mode with volume control on headset. LEDs on base indicates selected mode: LED 4: MSH mode
5. After setting wait a few seconds. When LED on headset stops blinking, start using headset.

Setting up the Jabra GN9120/GN9125 EHS headset
6. Set the base unit to the DHSG setting by keeping the headset in the base unit and hold the volume plus and minus buttons on the headset for 6 seconds until the red light on the base flashes rapidly.
7. Scroll through the four different settings using plus and minus and set to the lips icon. Leave for 15 seconds until the unit has displayed the confirmation flash sequence and it is ready to go!

Volume button

MSH	RHL	**DHSG**	AEI	
○	○		○	Visual indicator (red)
○	◎	○	○	Link icon
	○	○	○	Mute icon
○	○	○		Charge icon

SUPPORTED CISCO IP PHONES

Cisco Unified IP Phone
7975G

Cisco Unified IP Phone
7965G

Cisco Unified IP Phone
7962G

Cisco Unified IP Phone
7945G

Cisco Unified IP Phone
7942G

Note: Headset Hookswitch Control must be enabled on each phone.

CISCO
Compatible

Jabra LINK™ 14201-16 HHC Adapter for Cisco

HHC requires Cisco Unified Communications Manager 4.1 (3) service release 6 or above plus the 8.3 (3) phone firmware load

OR   OR

Jabra GN9350/
Jabra GN9350e

Jabra GN9330e
(EHS model)

Jabra GN9120 EHS series/
Jabra GN9125 series

SEE THE LAST PAGE FOR ORDER INFO

SETUP INFORMATION

To connect your Cisco Unified IP Phone and Jabra headset with the HHC Adapter, just follow these simple steps:

Setting up the Cisco Unified IP Phone
1. Connect the large plug to the AUX port on the phone
2. Connect the smaller plug to the AUX port on the headset base
3. Connect the normal audio cable to the headset socket on the phone and the phone socket on the headset base.

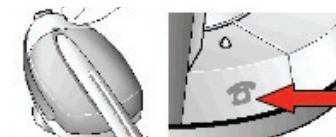**Setting up the Jabra GN9350/GN9350e headset**
1. Open up the cover on the base unit.
2. On the LCD display, navigate to the handset picture and press OK button.
3. Navigate to the DHSG mode and select it by pressing the OK button.
4. Set Compatibility selector in position "B".
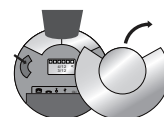
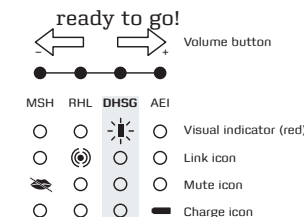Compatibility selector
Jabra GN9350/
Jabra GN9350e

Setting up the Jabra GN9330e headset
1. Place headset on base station.
2. Push simultaneously 5 sec on the 2 buttons (base station and headset – see illustrations below)
3. LED on headset starts to blink rapidly
4. Choose EHS mode with volume control on headset. LEDs on base indicates selected mode: LED 4: MSH mode
5. After setting wait a few seconds. When LED on headset stops blinking,

Setting up the Jabra GN9120/GN9125 EHS headset
6. Set the base unit to the DHSG setting by keeping the headset in the base unit and hold the volume plus and minus buttons on the headset for 6 seconds until the red light on the base flashes rapidly.
7. Scroll through the four different settings using plus and minus and set to the lips icon. Leave for 15 seconds until the unit has displayed the confirmation flash sequence and it is ready to go!

Volume button

MSH	RHL	DHSG	AEI	
○	○	☀	○	Visual indicator (red)
○	◎	○	○	Link icon
☁	○	○	○	Mute icon
○	○	○	▬	Charge icon

SUPPORTED NORTEL IP PHONES

Nortel IP phone 1120E

Nortel IP phone 1140E

Nortel IP phone 1150E

USB – USB cable
Included with the headset

Jabra GN9350/
Jabra GN9350e

OR

Jabra GN9330e USB

SEE THE LAST PAGE FOR ORDER INFO

SETUP INFORMATION

To connect your Nortel phone and Jabra headset, just follow these simple steps:

Setting up the Nortel phone
1. In the "Preferences" menu, choose "Headsets…"
2. Press the "Apply" button.
3. In "Active Headset Device" select the appropriate headset type from a list of Wired, USB, or Bluetooth headsets.

Selection of a particular headset type fine tunes the audio to that particular headsets type. Selecting the right headset type is therefore recommended to achieve best performance.

EHS functionality operates in PC/computer mode of Jabra GN9350e, not phone mode.

USB Connection Phone to Headset

*UNIStim firmware release 3.1 for IP Phones is available for download from the "Software Download" link under "Support and Training" on the Nortel website located at: http://support.nortel.com. The firmware is available by phone model under "Phones, Clients and Accessories". These firmware loads have not been introduced as the default loads for the IP Phones shipped from Nortel, and must be installed by your system administrator.

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SUPPORTED POLYCOM IP PHONES

SoundPoint® IP
650 phone

SoundPoint® IP
560 phone

SoundPoint® IP
550 phone

SoundPoint® IP
430/450 phone

SoundPoint® IP
320/330* phone

SoundPoint® IP
670 phone

VVX 1500
phone

* (2.5MM adapter is required for 320/330 models. Part No. 8800-00-75)

Jabra LINK™ 14201-17 EHS Adapter for Polycom

You must be running SIP application version 3.0 or later and BootRom 4.1.0 or later

POLYCOM®
ARENA Partner **Gold**
APP

OR

OR

Jabra GN9350/
Jabra GN9350e

Jabra GN9330e
(EHS model)

Jabra GN9120 EHS series/
Jabra GN9125 series
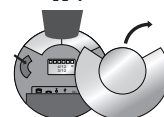
SEE THE LAST PAGE FOR ORDER INFO

SETUP INFORMATION

To connect your Polycom phone and Jabra headset with the EHS Adapter, just follow these simple steps:

Setting up the Polycom phone
1. Press "Menu".
2. Select Settings>Basic>Preferences>Head-set>Analog Headset Mode.
3. Use the up and down arrow keys to select Jabra Mode, then press the Select soft key.
4. Press "Menu" or the exit soft key to return to the idle display.

Setting up the Jabra GN9350/GN9350e headset
1. Open up the cover on the base unit.
2. On the LCD display, navigate to the handset picture and press OK button.
3. Navigate to the DHSG mode and select it by pressing the OK button.
4. Set Compatibility selector in position "A".

Compatibility selector
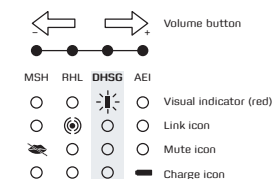Jabra GN9350/
Jabra GN9350e

Setting up the Jabra GN9330e headset
1. Place headset on base station.
2. Push simultaneously 5 sec on the 2 buttons (base station and headset – see illustrations below)
3. LED on headset starts to blink rapidly
4. Choose EHS mode with volume control on headset. LEDs on base indicates selected mode: LED 4: MSH mode
5. After setting wait a few seconds. When LED on headset stops blinking, start using headset.

Setting up the Jabra GN9120/GN9125 EHS headset
6. Set the base unit to the DHSG setting by keeping the headset in the base unit and hold the volume plus and minus buttons on the headset for 6 seconds until the red light on the base flashes rapidly.
7. Scroll through the four different settings using plus and minus and set to the lips icon. Leave for 15 seconds until the unit has displayed the confirmation flash sequence and it is ready to go!

Volume button

MSH	RHL	DHSG	AEI	
○	○	☀	○	Visual indicator (red)
○	◉	○	○	Link icon
⬇	○	○	○	Mute icon
○	○	○	▬	Charge icon

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SUPPORTED SIEMENS IP PHONES

OpenStage 40/60/80

Plus OptiPoint 600

OptiPoint 500 Basic/Std/Adv/Eco.

OptiPoint 410/420 Std/Adv

Jabra LINK™ 14201-10 DHSG Cable for Siemens

Advanced Partner
HiPath
Technology   **SIEMENS**

OR

OR

Jabra GN9350/
Jabra GN9350e

Jabra GN9330e
(EHS model)

Jabra GN9120 EHS series/
Jabra GN9125 series

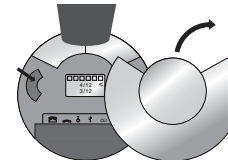### SEE THE LAST PAGE FOR ORDER INFO

SETUP INFORMATION
To connect your Siemens phone and Jabra headset with the DHSG cable, just follow these simple steps:

Setting up the Siemens IP phone
1. Plug the single end of the Y cable in the headset socket on the phone's acoustic adaptor
2. Connect the large plug in the other end to the AUX port on the headset base
3. Plug the smaller RJ11 in the normal phone socket on the headset base

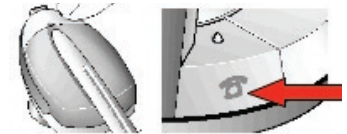**Setting up the Jabra GN9350/
GN9350e headset**
1. Open up the cover on the base unit.
2. On the LCD display, navigate to the handset picture and press OK button.
3. Navigate to the DHSG mode and select it by pressing the OK button.
4. Set Compatibility selector in position "A".

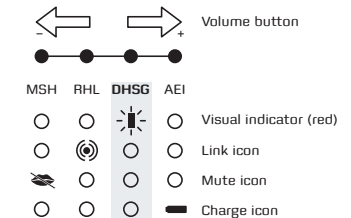Compatibility selector
Jabra GN9350/
Jabra GN9350e

Setting up the Jabra GN9330e headset
1. Place headset on base station.
2. Push simultaneously 5 sec on the 2 buttons (base station and headset – see illustrations below)
3. LED on headset starts to blink rapidly
4. Choose EHS mode with volume control on headset. LEDs on base indicates selected mode: LED 4: MSH mode
5. After setting wait a few seconds. When LED on headset stops blinking, start using headset.

**Setting up the Jabra GN9120/
GN9125 EHS headset**
6. Set the base unit to the DHSG setting by keeping the headset in the base unit and hold the volume plus and minus buttons on the headset for 6 seconds until the red light on the base flashes rapidly.
7. Scroll through the four different settings using plus and minus and set to the lips icon. Leave for 15 seconds until the unit has displayed the confirmation flash sequence and it is ready to go!

Volume button

MSH	RHL	DHSG	AEI	
○	○	⬖	○	Visual indicator (red)
○	◉	○	○	Link icon
〰	○	○	○	Mute icon
○	○	○	▬	Charge icon

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TO INSTALL YOUR JABRA LINK 14201-20 EHS ADAPTER WITH YOUR AVAYA PHONE:
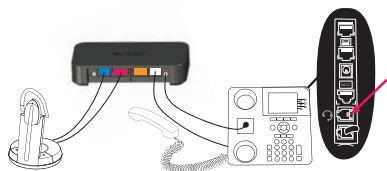
Settings:
1. Install your headset solution to your desk phone according to the headset manual.
2. Set "Clear dial tone switch" in "A" position - see headset manual.
3. Ensure your headset base unit EHS mode is setup to DHSG - see headset manual*.

Connections:
4. With the cable included with your headset system, connect the phone socket in your headset base unit to the phone socket on your Jabra Link EHS Adapter.
5. With the cable marked white A, B, or C, connect the Headset / Handset socket on your Jabra LINK EHS Adapter to the headset socket on your desk phone - ensure you select the right cable for your Avaya desktop phone. See the Cable Matrix section.
6. With the cable marked purple, connect the 2,5 mm jack to the ring tone detector socket in the Jabra Link EHS Adapter, and place the ring sensor as close as possible to the ringer sound outlet on your desk phone.
7. With the cable marked red, connect the AUX socket on your headset base unit to the Jabra LINK EHS Adapter AUX socket.

Note: The marked end of each cable must be connected to the Jabra LINK EHS adapter.

Note: When using the EHS adapter with Avaya phones, please note that the MFB button on your headset acts as the Master button for on- and off-hooking your telephone. This means that both devices can work independently, but the MFB may override the headset button on the telephone.

TO INSTALL YOUR JABRA LINK 14201-20 EHS ADAPTER WITH YOUR ACATEL PHONE:
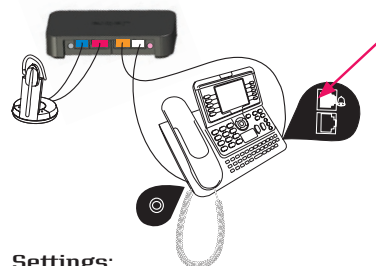
Settings:
1. Install your headset solution to your desk phone according to the headset manual.

2. Set "Clear dial tone switch" in "A" position - see headset manual.
3. Ensure your headset base unit EHS mode is setup to DHSG - see headset manual*.

Connections:
4. With the cable included with your headset system, connect the phone socket on your headset base unit to the phone socket on your Jabra Link EHS Adapter.
5. With the cable marked white D, connect the Headset / Handset socket on your Jabra LINK EHS Adapter to the 3,5 mm headset socket on the side of your desk phone.
6. With the cable marked orange A, connect the AUX socket on your Jabra LINK EHS Adapter to the modular socket on your desk phone marked with a "Bell" icon.
7. With the cable marked red, connect the AUX socket on your headset base unit to the Jabra LINK EHS Adapter AUX socket.

Note: The marked end of each cable must be connected to the Jabra LINK EHS adapter.

Avaya	
2410 5410 5420 5610	- Cable marked: A White - Cable marked: Purple (Jack 2.5 mm) - Cable marked: Red - Telephone cord*
6416D+M 6424D+M	- Cable marked: B White - Cable marked: Purple (Jack 2.5 mm) - Cable marked: Red - Telephone cord *
1608 1616 9620 9630 9640	- Cable marked: C White - Cable marked: Purple (Jack 2.5 mm) - Cable marked: Red - Telephone cord *

Alcatel IP touch Extended edition	
4028 4038 4068	- Cable marked: D White - Cable marked: Red - Cable marked: A Orange - Telephone cord**

** Cable included in headset pack

Using Dictaphone output
The dictaphone output can be used to record a conversation in both directions. A 2,5 mm Jack to 3,5 mm Jack cable is not included but can be ordered as an accessory (Part Number 14201-21).

Cleaning the Jabra LINK EHS Adapter
Only use a soft – and, if necessary, slightly damp – cloth for cleaning the Jabra LINK EHS Adapter. Do not use any solvents or cleansing agents as these can damage the varnish of the Jabra LINK EHS Adapter.

* If your base unit does not support DHSG mode, RHL mode (GN default AUX mode) can be used with limited functionality between phone and base unit – which means under installation you may need to do hook ON and OFF a couple of times before phone and base/headset are in sync. For RHL mode we recommend either to use your headset or phone to answer/end calls.

SEE THE LAST PAGE FOR ORDER INFO

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ORDERING INFORMATION

Products	Jabra GN9350e	Jabra GN930e	Jabra GN9125 Flex	Jabra GN9120 Flex	Jabra GN9125 Duo	Jabra GN9120 Duo	Jabra LINK 14201-09	Jabra LINK 14201-20	Jabra LINK 14201-19	Cisco HHC Adapter	Polycom EHS Adapter	Siemens DHSG cable
NA SKU #	9326-607-405	9337-508-405	9125-28-15	9120-28-05	9129-808-215	9129-808-105	14201-09	14201-20	14201-19	14201-16	14201-17	14201-10
EMEA SKU #	9356-607-401 9356-607-402	9337-505-401 9337-508-402 (UK)	Not available in this region	9120-28-11	Not available in this region	9129-808-111	14201-09	14201-20	14201-19	14201-16	14201-17	14201-10
APAC SKU #	9356-607-403	9337-508-403 (AUS/NZ)	9120-28-03	9120-28-06	Not available in this region	TBD	14201-09	14201-20	14201-19	14201-16	14201-17	14201-10

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