

PARTNER SOLUTIONS GUIDE

ELECTRONIC HOOK SWITCH (EHS) SOLUTIONS WITH JABRA HEADSETS FROM GN NETCOM



DISCOVER FREEDOM WITH A WIRELESS JABRA HEADSET OPTIMIZED FOR YOUR DESK PHONE!

Electronic Hook Switch (EHS) enables remote operation of compatible Jabra wireless headsets with Polycom SoundPoint IP phones. 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 a Jabra-Polycom EHS solution they can be where they want and still do business on the spot!

Jabra wireless headsets with EHS functionality boost productivity as they provide the user with the ability to remotely answer and end a call.

The EHS adapter allows the user to:

- Hear ring tones
- Answer and end calls
- Adjust the volume
- Mute the call

All quite convenient, when you are up to 450 ft away from your desk!

WHY JABRA HEADSETS?

Once your employees discover the benefits of Jabra headsets, they never want to go back to traditional phone sets. Jabra headsets are ergonomic and more convenient to use, enhancing flexibility and the ability to multitask.

Moreover, Jabra wireless headsets expand mobility, so your employees can file, make copies or grab a cup of coffee while talking to a customer at the same time. They can even join an e-learning webcast without disrupting colleagues or missing a 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**
Comply with "Noise-at-Work" legislation. Encrypted voice calls. PeakStop™ technology to protect your ear against loud audio levels.
- ✓ **Sound economics**
Improvement in employee productivity significantly outweighs the headsets costs. The average cost of a wireless headset solution is less than 25 cent per day.

A BRAND BY



JABRA® IS A REGISTERED TRADEMARK OF GN NETCOM A/S

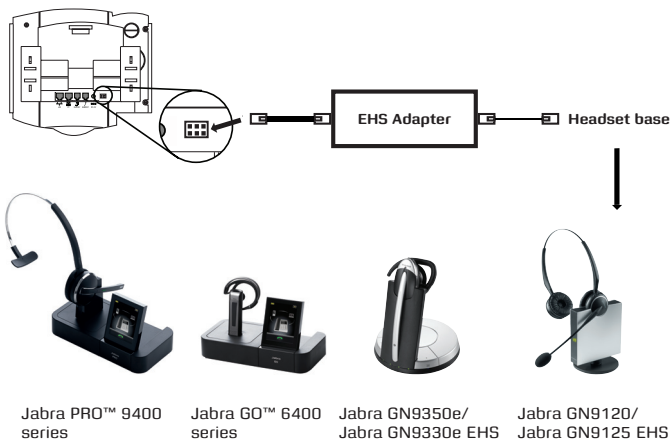
WWW.JABRA.COM



SET UP INFORMATION

The appropriate SoundPoint IP User Guide can be found at <http://www.polycom.com/support/voice/voicedocumentation>

EXAMPLE



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

Setting up the Polycom phone

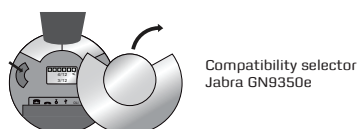
1. Press "Menu"
2. Select Settings > Basic > Preferences > Headset > Analog Headset Mode
3. Use the up and down arrow keys to select Jabra Mode, then press the Select soft key
4. Press "Menu" or the exit soft key to return to the idle display

Setting up Jabra PRO™ 9400 and Jabra GO™ 6400

Follow the guide on page 4.

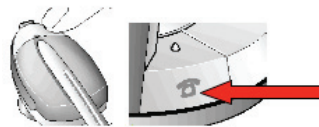
Setting up Jabra GN9350e series

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



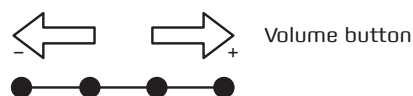
Setting up Jabra GN9330e EHS

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 2: DHSG mode
5. After setting wait a few seconds. When LED on headset stops blinking, start using headset



Setting up Jabra GN9120/GN9125 EHS

1. Set compatibility selector (Telephone Termination Switch Wheel) in position "A"
2. Set the base unit to the DHSG mode by keeping the headset in the base and hold the volume +/- buttons on the headset for 6 seconds until the red light on the base flashes rapidly
3. Scroll through the four different settings using +/- 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!



MSH	RHL	DHSG	AEI	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Visual indicator (red)
<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	Link icon
<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	Mute icon
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		Charge icon

To activate the EHS adapter you must be using one of the following Polycom SoundPoint Phones: 320/321/330/331*, 430, 550, 560, 650 and 670 (*requires 2.5mm to RJ-9 adapter). You must also be running SIP application version 3.0 or later and BootRom 4.1.0 or later.



**JABRA PRO 9400 AND JABRA GO 6400 SERIES HEADSETS
FEATURES A UNIQUE SCREEN-BASED SET UP SERVICE**



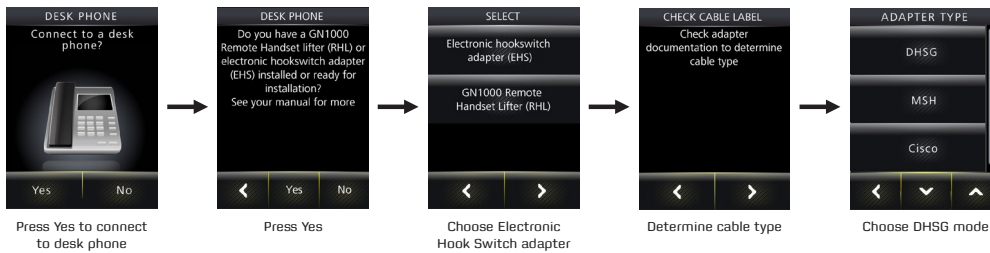
Jabra PRO™ 9400 series



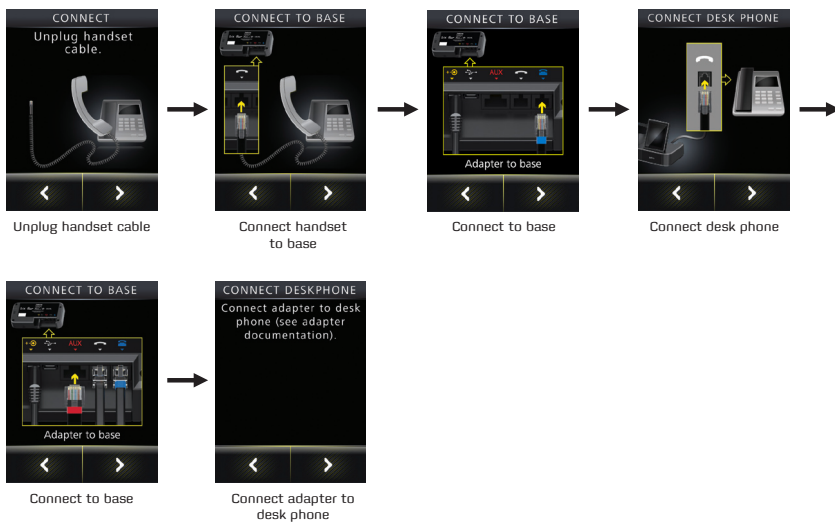
Jabra GO™ 9400 series

A SmartSetup wizard on the touch screen guides you through the simple process of connecting phones and setting up EHS functionality.

First choose the remote solution (EHS or Jabra GN1000)



Now connect your headset to your phone



The example above illustrates configuration of a Polycom-solution. The specific configuration may vary from manufacturer to manufacturer.



WHAT ADMINISTRATORS NEED TO KNOW

Configuration file changes for SIP 3.0 are described in the next section, Configuration File Changes.

Configuration File Changes

Configuration changes can be performed centrally at the boot server:

Central (boot server)	Configuration file: phone1.cfg	Specify whether or not the electronic hookswitch is enabled and what type of headset that is attached. - For more information, refer to the next section, User Preferences <user_preferences/>.
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User Preferences

This configuration attribute is defined as follows:

ATTRIBUTE	PERMITTED VALUES	DEFAULT	INTERPRETATION
	0, 1	0	- Selects optional external hardware for use with a headset attached to the phone's analog headset jack. - If set to 0, no compatible headset is attached. - If set to 1, a DHSG-compatible headset is attached and can be used as an electronic hookswitch.

Detaching a Supported Headset

1. Press "Menu"
Select Settings > Basic > Preferences > Headset > Analog Headset Mode
2. Use "Up" or "Down" to select Regular Mode and press the Select soft key. Press "Menu" or the Exit soft key repeatedly to return to the idle
3. Remove the headset adapter from the the serial port on the back of the phone

Lift the handset off-hook or press the headset button on the telephone to switch to the handset during a call or while the phone is ringing. Press the headset button on the telephone to switch to the headset during a call or while the phone is ringing.

Press speaker button to switch to the speakerphone during a call or while the phone is ringing. Press the hookswitch control on the headset to switch to the headset during a call or while the phone is ringing.

Placing, Answering and Ending Calls

Press the hookswitch control on the headset to answer or end calls. However, you may not be able to put calls on hold or switch between lines or call appearances with the headset.

SUPPORTED POLYCOM IP PHONES



SoundPoint® IP 650 phone



SoundPoint® IP 560 phone



SoundPoint® IP 550 phone



SoundPoint® IP 430/450 phone



SoundPoint® IP 320/321/330/321* phone



SoundPoint® IP 670 phone



VVX® 1500 phone



SoundPoint® IP 335 Phone

* (2.5MM adapter is required for 320/321/330/331 models. Part No. 8800-00-75)
You must be running SIP application version 3.0 or later and BootRom 4.1.0 or later



Jabra LINK™ 14201-17 EHS Adapter for Polycom



Jabra PRO™ 9400 series

OR



Jabra GO™ 6470

OR



Jabra GN9350e/
Jabra GN9330e EHS

OR



Jabra GN9120/
Jabra GN9125 EHS

TRADEMARK INFORMATION

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Patent information

The accompanying product is protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

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Polycom Inc.
4750 Willow Road Pleasanton,
CA 94588-2708 USA

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TECHNICAL SPECIFICATIONS FOR JABRA LINK™ 14201-17 EHS ADAPTER

FEATURE	BENEFIT
Jabra EHS Adapter	Enables Electronic Hook Switch Control with Polycom SoundPoint IP phones* and Jabra headsets
Item number	14201-17
Length of cable	Length of cable 925 mm (36.4 inches)
Certification	CE, FCC, IC, NOM, C-Tick, China, Taiwan, Korea, Japan, Australia
Warranty	North America /APAC: One-year limited warranty. Europe: Two-year limited warranty
COMPATIBILITY	
Polycom SoundPoint IP phones*	320/321/330/331*, 335, 430, 450, 550, 560, 650, 670 and VVX 1500
Jabra Headsets	GN9120 EHS, GN9120 DUO EHS, GN9125 EHS, GN9350, GN9350e, Jabra PRO™ 9400 series and Jabra GO™ 6470
EHS FEATURES	
Answer call	Yes
End call	Yes
Ring tone in headset	Yes
Volume control	Yes
Mute control	Yes

* This information applies to SoundPoint IP phones running SIP software version 3.0 or later.

** Requires 2.5mm to RJ-9 adapter, available from Polycom.

TECHNICAL SPECIFICATIONS

JABRA GN9350/JABRA GN9350e

FEATURE	BENEFIT
Dual connection	The Jabra GN9350/Jabra GN9350e is a dual connection wireless headset, connecting to both your computer based Microsoft® Office Communicator 2007 softphone and your standard desk telephone. For compatibility, please check www.jabra.com/polycom
Up to 360 feet office range	With a range of 360 feet in a typical office environment, you'll be able to walk, talk and work throughout the office environment
Talk time: - Up to 6 hours VoIP talktime - Up to 9 hours telephone talk time	The Jabra GN9350/Jabra GN9350e comes with a single 9-hour battery. A second, hot-swappable battery is available as an accessory
Standby-time: - 43 hours with power on base - 120 hours without power on base	Your Jabra GN9350/Jabra GN9350e is always standing by, ready for action
Battery recharging time: 3 hours	The accessory battery of the Jabra GN9350/Jabra GN9350e quickly charges in its dock so your calls will never be cut short
Battery status indicator	The four LEDs in the base keep you informed of your headset battery status at all times
Noise-canceling microphone	The Jabra GN9350/Jabra GN9350e's sleek boom-arm with noise-canceling microphone ensures your voice is always transmitted clearly
200 Hz – 6.8 kHz full audio bandwidth using IP telephony	The Jabra GN9350/Jabra GN9350e is the first wireless headset with wideband, high definition sound quality so everything sounds crystal clear
200 Hz – 3.5 kHz audio bandwidth in telephony mode	The sound quality of traditional telephony with the added bonus of hands-free mobility
Mute function	The mute button is easily accessed, preventing your voice from being transmitted when you need to consult with a colleague
On-line indication	Easily recognized LED illumination informs you of your on-line status
Volume control	Intuitive controls facilitate easy volume correction
DSP (Digital Signal Processing)	Sophisticated DSP technology processes the incoming signal and removes impurities, giving you incredibly clear, rich sound
Auto-volume	DSP auto-volume automatically eliminates fluctuations, adjusting the volume of all incoming calls to the same, consistent level
Base unit display (LCD)	Easy setup of call parameters to meet your personal preferences
3 wearing styles: - Over-the-head (headband) - On-the-ear (ear hook) - Behind-the-neck (neckband)	There is a wearing style to suit every preference, providing optimum working comfort
Multi-unit conferencing	Up to four Jabra GN9350/Jabra GN9350e headsets can dock with one base to form a conference call. Fully mobile, convenient conference calling without the conference room or traditional crackling telephone conferencing equipment
Remote call answering/ending	The Jabra GN9350/Jabra GN9350e features remote call answer/end functionality, letting you answer/end calls while away from your desk. The Jabra GN9350/Jabra GN9350e works with: - Microsoft® Office Communicator 2007* - The Jabra GN1000 remote handset lifter, which mechanically lifts/lowers your telephone's handset. - A telephone's built-in electronic hook switch (EHS), which electronically answers/ends calls
PeakStop technology™ – max 118 dB SPL (RMS)	The Jabra GN9350/Jabra GN9350e guards against sudden noise spikes from the telephone network
Digital security encryption	The Jabra GN9350/Jabra GN9350e digitally encrypts your calls, giving you complete calling security and conversation confidentiality
Technology	1.9 GHz DECT (North America), 1.8 GHz DECT (other regions) 63 mW transmission power
Warranty	North America/APAC: One-year limited warranty; Europe: Two-year limited warranty
Specifications	Operating temp.: 10° C/40° Storage temp.: 0° C/40° Headset weight: 26 g Base weight: 255 g
Compliance	TT4 – world's toughest standard for noise and acoustic shock EU safety regulations – cumulative noise exposure should never exceed 85 dB SPL

TECHNICAL SPECIFICATIONS

JABRA GN9120 EHS/JABRA GN9125 EHS

FEATURE	BENEFIT
Duo speakers	No interference from surrounding noise. Greater listening accuracy
Noise-canceling microphone	Excellent noise reduction – great for open, loud office environments
Range of up to 450 feet	The Jabra GN9120 Series unrivalled range gives you up to 450 feet. of mobility away from your base unit!
Up to 12 hours of talk time	With talk time of up to 12 hours, the Jabra GN9120 EHS/Jabra GN9125 EHS won't let you down during even the longest of days
Duo headset sold separately	Upgrade with existing Jabra GN9120 EHS/Jabra GN9125 EHS base
Conference calling	The multi-unit conferencing features let up to four headsets join a call. Now you can hold a fully mobile conference from virtually anywhere in the office!
Mute function	If you need to consult with others while on the phone, the mute function lets you quickly pause the transmission of your voice
Volume control	<p>Receive adjustment: You're in full control of your caller's voice volume. Simply press the volume up/down buttons to adjust it</p> <p>Transmit setting: Naturally, you can even adjust the volume of your own transmitted voice to suit the person on the other end</p>
PeakStop™ Protection	The Jabra GN9120 EHS/Jabra GN9125 EHS guards against sudden loud noise spikes from the telephone network – max 118 dB SPL (RMS)
Technology	1.8 GHz DECT. With proven DECT technology, you always get distortion-free, fully secure calling
Warranty	North America/APAC: One-year limited warranty; Europe: Two-year limited warranty

TECHNICAL SPECIFICATIONS

JABRA PRO™ 9400 SERIES

FEATURES	BENEFITS
Up to 150m* wireless hands-free telephony with DECT and DECT 6.0 with CAT-iq technology	Long range and reliable connectivity gives users the freedom to multi-task with maximum efficiency and answer phone calls from any location in the office.
Multiuse connectivity – desk, soft and mobile phone (mobile phone connects to headset base via Bluetooth®)	Allows users to switch seamlessly between calls on desk phones, softphones and mobile phones.
Talk time up to 8h in wideband sound mode and up to 10h in narrowband sound mode	No need to charge headset for a full working day.
Headset controls: – Multifunction button – Headset touch panel	Includes remote answering/ending of calls, voice-activated dialing, call rejection, redial function, swapping between held calls. Volume control and microphone mute.
2.4" Touch-sensitive screen in Q-VGA resolution for call handling, system configuration and setup wizard	Intuitive touch screen call management. Shows active phone device and lets you redial. Easy system configuration with SmartSetup wizard and auto setup.
Standby time 46h	Less need to charge headset.
Voice recording from desk and mobile phone	Save your conversations on a PC (PC recording application required).
3 wearing styles: – Headband – Neckband – Earhook	Swap easily between different wearing styles and attach the headset to whichever ear the user prefers.
Headset weight 28g.	Lightweight office headset.
Wideband sound and Duo Core DSP (Digital Signal Processing)	Hear and be heard with digitally enhanced speech and sound in wideband quality. Helping users hear what customers are saying, this feature enhances understanding and call efficiency.
Supports both wideband (150-6,800 Hz) and narrowband (300-3,400 Hz) to match phone system	Close integration with the specific type of phone system means better call clarity for both parties. Bandwidth can be selected per phone.
2-microphone Noise Blackout™ technology	State-of-the-art noise-canceling reduces distractions by almost eliminating background noise, so only the user's voice is transmitted.
Jabra SafeTone technologies	Protects users' hearing by cutting off sound spikes and sudden loud noises (PeakStop™ protection). Secures safe average sound levels throughout the day (IntelliTone™). Fully compliant with noise-at-work legislation.
E-hooks and free drivers available on www.jabra.com/pcsuite	Users can answer/end calls up to 150m away from their soft and deskphone.
Minimal energy consumption with Jabra IntelliPower system	Headset and base go into sleep-mode when not active. Screen display is automatically dimmed and a switch mode power supply ensures reduced power consumption. This saves energy and reduces CO ₂ emissions.
Security: encryption between headset and connected device	Secure conversation. No one can listen in on your conversations.
Security: Kensington Lock	Theft protection of the base.
North America: One-year limited warranty	With GN Netcom's no fine print 1-year warranty, you'll enjoy worry-free ownership.
Europe/APAC: Two-year limited warranty	With GN Netcom's no fine print 2-year warranty, you'll enjoy worry-free ownership.

TECHNICAL SPECIFICATIONS

JABRA GO™ 6400 SERIES

FEATURE	BENEFITS
Hands-free telephony with Bluetooth® for up to 100m wireless range*	Long range connectivity gives users the freedom to multi-task with maximum efficiency and answer phone calls up to 100m away from their desk and softphone. Headset range from mobile phone varies according to model but typically up to 25m**.
Multiuse connectivity – mobile, desk and softphone	Allows users to switch seamlessly between calls on mobile, desk and softphones.
Talk time up to 6h**	No need to charge headset even with consecutive meetings.
Headset controls: – Multifunction button – Headset touch sensor	Includes remote answering/ending of calls, voice-activated dialing, call rejection, redial function, swapping between held calls, volume controls and microphone mute.
2.4" Touch-sensitive screen in Q-VGA resolution for call handling, system configuration and setup wizard	Intuitive touch screen call management. Shows active phone device, and lets you redial. Easy system configuration with SmartSetup wizard.
Bluetooth® compliance	Bluetooth® 2.1.
Standby time 100h	Less need to charge headset.
Voice recording from desk phone	Save your conversations on a PC (PC recording application required).
Travel charger	Allows users to charge the headset from any electrical socket, PC or car adapter.
3 wearing styles: – Earhook – Headband – Neckband	Swap easily between different wearing styles and attach the headset to whichever ear the user prefers. Neckband is available as accessory.
Headset weight 15g	Lightweight office headset.
Wideband sound and DSP (Digital Signal Processing)	Hear and be heard with digitally enhanced speech in wideband quality. Helping users hear callers better, this feature enhances understanding and call efficiency.
Choice of wideband (150-6,800 Hz) or narrowband (300-3,400 Hz) to match phone systems	Close integration with the specific type of phone system means better call clarity for both parties.
2-microphone Noise Blackout™ technology	State-of-the-art noise-canceling reduces distractions by almost eliminating background noise, so only the user's voice is transmitted.
Jabra SafeTone technologies	Protects users' hearing by cutting off sound spikes and sudden loud noises (PeakStop™ protection) and securing safe average sound levels throughout the day (IntelliTone™). Fully compliant with noise-at-work legislation.
E-hooks and free drivers available at www.jabra.com/pcsuite	Users can answer/end calls up to 100m away from their desk or softphone.
Minimal energy consumption with Jabra IntelliPower system	Headset and base go into sleep-mode when not active. Screen display is automatically dimmed and a switch mode power supply ensures reduced power consumption. This saves energy and reduces CO ₂ emissions.
Security: encryption between headset and connected device	Secure conversation. No one can listen in on your conversations.
Security: Kensington Lock	Theft protection of the base.
North America: One-year limited warranty	With GN Netcom's no fine print 1-year warranty, you'll enjoy worry-free ownership.
Europe/APAC: Two-year limited warranty	With GN Netcom's no fine print 2-year warranty, you'll enjoy worry-free ownership.