



Knowledgebase Documentation

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TITLE: Aastra IP Phone Recommended Headsets

AUDIENCE: IP Phone headset users

PRODUCTS AFFECTED: Aastra 6700i and 9000i series of IP Phones

DISTRIBUTION: PUBLIC

USING THIRD-PARTY HEADSETS WITH AASTRA IP PHONES

While Aastra does perform basic functional testing of the third-party headsets listed below, it is ultimately the customer's responsibility to test these devices in their own environment to determine suitable performance.

Due to the many inherent environmental and hardware inconsistencies in the locations where these phones can be used, there is not a single "best" headset that is optimal for all environments.

Before customers begin deploying any headsets, Aastra recommends thorough testing at the customer site to check for acceptable voice quality in the specific deployment environment.

Recommended wired and wireless headsets for use with Aastra IP Phones

- Jabra GN2110ST (P/N:01-0241)
- Jabra GN2120NC (P/N: 01-0243)
- Jabra GN 2127 NC (P/N: 01-0331)
- Jabra GN9120 (P/N: 9120-28-05)
- Jabra GN 9125 (P/N: 9125-28-15)
- Jabra GN2120NC (P/N: 01-0243)
- Jabra GN9350 (P/N: 9326-607-105)
- Jabra GN9350e (P/N: 9326-607-405)
- Jabra 9330e EHS (P/N 9327-607-405)
- Jabra Biz 2400 (P/N 2409-820-105)
- Jabra Pro 6470 (P/N 6470-15-207-505)
- Jabra Pro 9470 (P/N 9470-66-904-105)

Wired headsets may require a Modular to Jabra quick disconnect cable (P/N: 1003945) or GN1200 CC Quick Connect Cord (P/n 88011-99). Please check the manufacturer website for detailed information.

- Plantronics H251N (P/N: 27190-01)
- Plantronics HW251 (P/N: 73838-01)
- Plantronics P251-U10P (P/N: 64392-01)
- Plantronics CS70N (P/N: 70450-06)
- Plantronics 510SL (P/N: 72273-01)
Most wired headsets require a Modular to Plantronics quick disconnect A10 cable (P/N 66268-01). For 6739i, use Polaris cable (P/N 27190-01). Please check the manufacturer website for additional information.

- Sennheiser SH330 (P/N: 5354)
Requires a Sennheiser quick disconnect CSTD01 Cable (P/N:5362)

Recommended wireless Headsets for Electronic Hook Switch (EHS/DHSG) operation

Aastra's EHS (DHSG) headset support has been tested and verified with the following products:

- Jabra GN 9350, GN 9350e, GN 9330e EHS, GN 9120, GN 9125, Jabra Pro 6470 and 9470.
These models require the Jabra GN 14201-10 cable.
- Plantronics CS60, CS70N, CS351N, and Voyager 510S.
These models require the APS-1 cable.
- Sennheiser BW900.
Requires the TCI01 adapter box.

Use of a non-verified DHSG headset solution is at the customer's own discretion and the customer should be aware that some DHSG headsets require an optional cable in order to be electrically DHSG compliant. Aastra is not responsible for any damage to the IP phone or headset that may result from the use of non-verified headsets, or from incorrectly connecting headsets or cables.

Please note:

- Aastra's DHSG Cable Kit (part No: D0062-0011-34-00) is required to support EHS (DHSG) compatible headsets on Aastra 6753i, 6755i, 6757i, and 6757i CT IP Phones.
- Aastra 6739i offers a built-in DHSG port, therefore this cable is not required.

Recommended Bluetooth Headsets for 6739i

Aastra's 6739i Bluetooth headset support has been tested and verified with the following products:

- **Jabra GN: M5390, BT5020, Jabra Pro 9470**
- **Plantronics: 360, Voyager 510**
- **Jawbone: Jawbone 2**
- **Nokia: BH102**
- **Motorola: H15**

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Additional notes regarding specific headset models:

Jabra GN2120NC:

- Users must use switch positions 1 or 7 for this headset. Using position 7 will increase the microphone sensitivity by 6dB (louder to the far end person).

Plantronics H251N:

- Recommend users set the IP Phone headset microphone gain to “High” via the Options menu.
- This headset has a high receiving volume and requires users to use lower volume settings on their IP Phone.

Plantronics HW251:

- Recommend users set the IP Phone headset microphone gain to “High” via the Options menu.
- This headset has a high receiving volume and requires users to use lower volume settings on their IP Phone.

Plantronics P251N-U10P

- This headset has a high receiving volume and requires users to use lower volume settings on their IP Phone.

Plantronics CS70N:

- Recommend users switch the base to setting B or C with the IP phone headset microphone gain set to “High” or “Low” respectively.
- Users should also set the switch at base back to position 4 and adjusting the headset volume as desired.

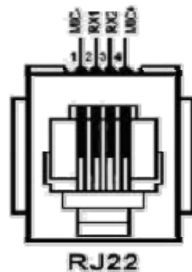
Plantronics 510/SL:

- Recommend users switch the base to setting B or C with the IP phone headset microphone gain set to “High” or “Low” respectively.
- Users should also set the switch at base back to position 4 and adjusting the headset volume as desired.

Aastra IP Phones General Headset Requirements

Aastra IP phones require non-amplified headsets with an RJ22 connector.

The RJ22 pin-out on Aastra IP Phones is as follows:



This document will be updated as more headsets are evaluated by Aastra. Please contact the specific headset manufacturer for installation instructions and additional information on features and functionalities of your headset.