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Electronic Hook Switch Guide

For Plantronics Wireless Systems



Electronic Hook Switch Overview

The Plantronics family of wireless headsets are designed to work with a wide range of telephone systems. Plantronics has developed the Electronic Hook Switch (EHS) range to enable customers to answer and end calls away from their desks. This is especially important where the physical design of the telephone does not allow for the use of Plantronics traditional HL10 lifter which also performs this function. This document provides guidance on the current system compatibility for the Electronic Hook Switches. For telephones not listed on this guide refer to the 'Find My Headset' tool on Plantronics.com

System Compatibility Overview

		Operational Performance				
Manufacturer	Electronic Hookswitch type	Ringer Alert	Electronics Hookswitch Controls		Page No.	Phones Supported
			Phone	Headset		
Agfeo	AP-1	Yes	Yes	Yes	2	ST30, ST40
Alcatel	AP-2	Yes	No*	Yes	3	IP Touch 4068, IP Touch 4028, IP Touch 4038, 4029, 4039
Auerswald	EHS Module	No	Yes	Yes	4	COMfort 1000, COMfort 1200, COMfort 2000 Plus, COMfortel 2500
Avaya	N/A	Yes	Yes	Yes	5	2420, 4610, 4610SW, 4620, 4620SW, 4621, 4622, 4625, 5420, 5610, 5620, 9620, 9630
Avaya Tenovis	AEI	Yes	Yes	Yes	6	T3 Classic with Interface Adapter, T3 COMfort with Interface Adapter, TH13, TM13
Aastra DeTeWe	EHS Module	Yes	Yes	Yes	7	OpenPhone 63, OpenPhone 65
Funkwerk	AP-1	Yes	Yes	Yes	8	CS290U, CS410, CS410U, IP-S400
Siemens	AP-1	Yes	Yes	Yes	9	optiPoint 410 with Acoustic Adapter, optiPoint 500 with Acoustic Adapter, optiPoint 600 with Acoustic Module, optiPoint 420 with Acoustic Adapter
T-Com	AP-1	Yes	Yes	Yes	10	Octophon F20 with Acoustic Adapter, Octophon F30 with Acoustic Adapter, Octophon F40 with Acoustic Adapter, Octophon F50 with Acoustic Adapter, System F900 an F20/F30/F40 with Acoustic Adapter

* - In applications where the EHS cannot control the phone, the user should always remember to press the headset call control button to end call, even if the call is terminated by the caller. this will ensure that your headset is available to accept the next incoming call.

For detailed information on what to order and how to set up EHS on each of these systems, please click on table to take you to the appropriate page.

Order Information

Standalone SKU for use with any Plantronics Wireless system		Avaya Wireless Headsets with integrated EHS			
EHS Type	Part No.	Description	Part No.	Description	Part No.
AP-1/A	36664-01	AWH-65 	36650-14 (Euro) 36650-15 (UK)	AWH450/A (Monaural VT) 	72236-02 (Euro) 72236-03 (UK)
AP-2/A	39361-01	ABT-35 	69506-01 (Euro) 69506-02 (UK)	AWH-460N (Binaural NC) 	72235-02 (Euro) 72235-03 (UK)
AEI	36477-01 (Tenovis branded)	AWH-35 	72238-02 (Euro) 72238-03 (UK)		
AEI P	36477-02 (Plantronics branded)				



EHS modules allow remote call answering.



Voyager™ 510



CS70



CS60



SupraPlus™ Wireless

1. Supported Telephones



- ST30
- ST40

2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70	39450-01 (UK) 39450-02 (Euro)
	Voyager510S	67892-04 (UK) 67892-05 (Euro)
	SupraPlus Wireless	Monaural VT 39260-01 (UK) 39260-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

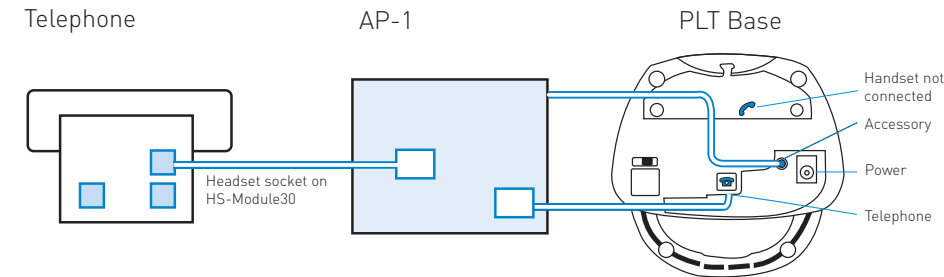
3. Add EHS Module

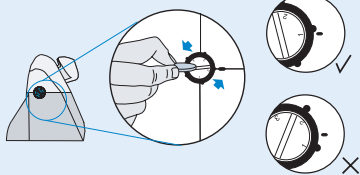
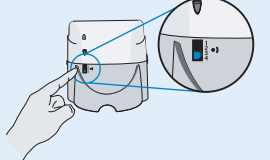
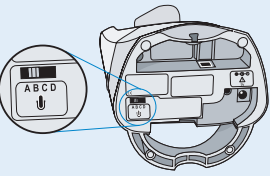
EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Also Required (for ST30 Only)

	HS-Module 30	Order from Agfeo
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5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

Alcatel

Electronic Hook Switch

1. Supported Telephones



- IP Touch 4068
- IP Touch 4038
- IP Touch 4028
- Touch 4039
- Touch 4029

The AP-2 cannot control the phone, the user should always remember to press the headset call control button to end call, even if the call is terminated by the caller. This will ensure that your headset is available to accept the next incoming call.



2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70	39450-01 (UK) 39450-02 (Euro)
	Voyager510S	67892-04 (UK) 67892-05 (Euro)
	SupraPlus Wireless	Monaural VT 39260-01 (UK) 39260-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

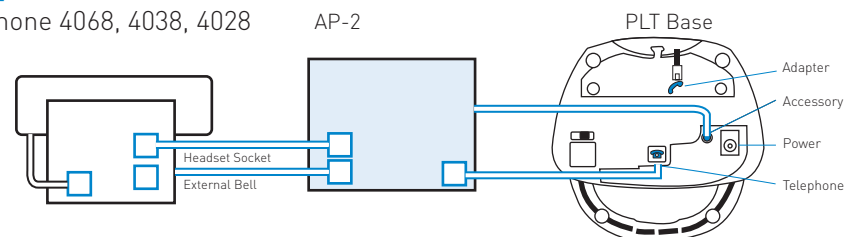
3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-2	39361-01

4. Setup Information

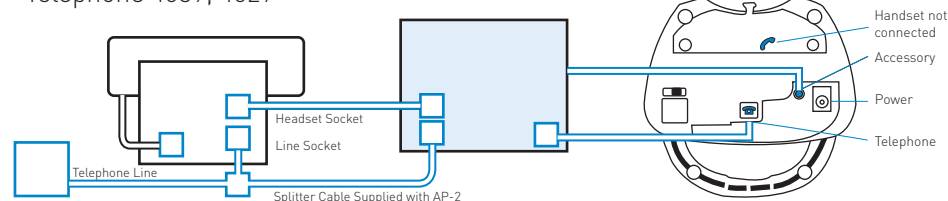
Telephone 4068, 4038, 4028

AP-2



Telephone 4039, 4029

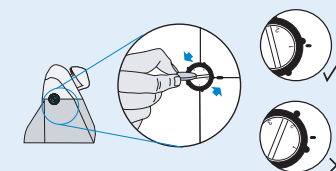
AP-2



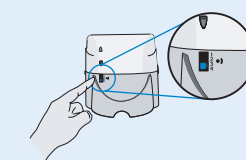
Headset set up information

Diagrams

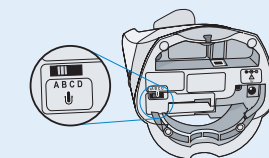
Set rotary switch to 1



Set rear slide switch to 3



Set bottom slide switch to B



Auerswald

Electronic Hook Switch

1. Supported Telephones



- COMfort 1000 EHS-1
- COMfort 1200 EHS-1
- COMfort 2000 Plus EHS-1
- COMfortel 2500 AP-1



2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70	39450-01 (UK) 39450-02 (Euro)
	Voyager510S	67892-04 (UK) 67892-05 (Euro)
	SupraPlus Wireless	Monaural VT 39260-01 (UK) 39260-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

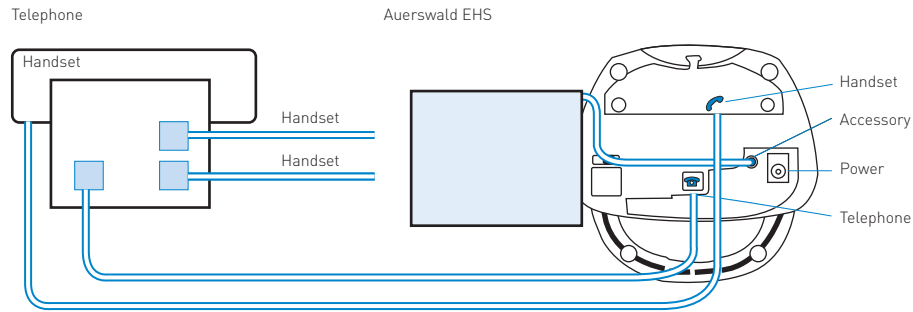
EHS Adapter	Description	Part No.
	EHS Module	Order from service-und*

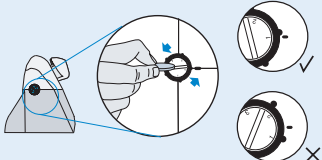
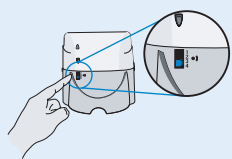
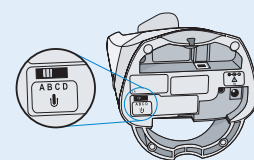
*Service-und, Dienstleistungszentrum GmbH Leipzig, Schöbischstr. 65a, 04299 Leipzig, Germany

4. Add AP_1 Module

EHS Adapter	Description	Part No.
	AP_1	36664-01

5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

Note: RINGER ALERT IS ONLY SUPPORTED ON COMfortel 2500

Avaya

Electronic Hook Switch

1. Supported Telephones



Telephone	AWH-65
2420	Yes
4610/4610SW	Yes
4620/4620SW	Yes
4621/4621SW	Yes
4622/4622SW	Yes
4625/4625SW	Yes
4630/4630SW	Yes
5420	Yes
5610	Yes
5620	Yes
2410	Yes*
5410	Yes*
6416D+M	Yes*
6424D+M	Yes*
9620	Yes* 1
9630	Yes* 1

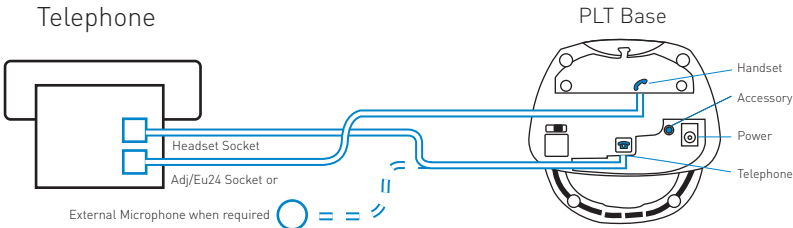
*Note - The external microphone that came supplied with the wireless headset must be used to provide the ringer indication.
 *1 - The external microphone and cable that came supplied with the wireless headset is to be used.



2. Order Information

Headset EHS Internal	Description	Part No.
	AWH-65	36650-15 (UK)
		36650-14 (Euro)
	ABT-35	39660-01 (UK)
		39660-02 (Euro)
	AWH35	72238-03 (UK)
		72238-02(Euro)
	AWH460N	72235-03 (UK)
		72235-02 (Euro)
	AWH450/A	72236-03 (UK)
		72236-02 (Euro)

3. Setup Information



Headset set up information

Refer to headset user guide or online compatibility database (www.plantronet.com/compatibility) for the correct settings for your phone

Diagrams

Avaya Tenovis

Electronic Hook Switch



1. Supported Telephones



- TH13 / TM 13 with SW Ex 7.17 (F package) and AEI interface
- T3 Comfort / Classicab SW T110_ODE (A package) in conjunction with the CTI audio link adapter

Ensure telephone is set to headset mode, refer to user guide.

System requirements I33 or I55 or ICC 13 and 15.



2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70	39450-01 (UK) 39450-02 (Euro)
	Voyager510S	67892-04 (UK) 67892-05 (Euro)
	SupraPlus Wireless	Monaural VT 39260-01 (UK) 39260-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

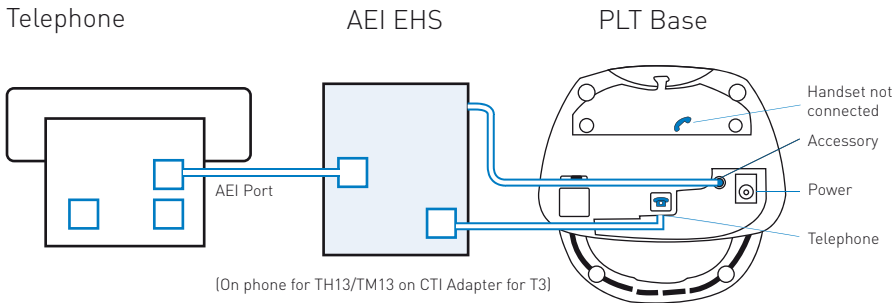
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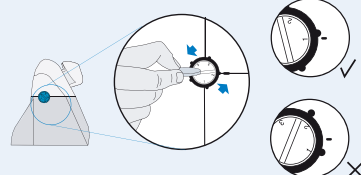
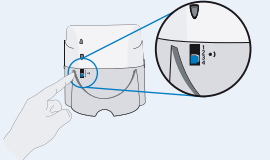
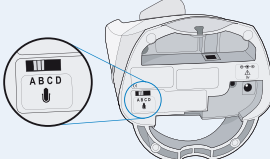
EHS Adapter	Description	Part No.
	AEI	36477-01 (Tenovis) 36477-02 (Plantronics)

4. Also Required for T3 Comfort

	CTI audio link adapter	Order from Avaya Tenovis
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5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to D	

Aastra DeTeWe

Electronics Hook Switch



1. Supported Telephones



- OpenPhone 65
- OpenPhone 63

2. Order Information

Headset System	Description	Part No.
	CS60 (UK)	36995-01 (UK) 36995-02 (Euro)
	CS70	39450-01 (UK) 39450-02 (Euro)
	Voyager510S	67892-04 (UK) 67892-05 (Euro)
	SupraPlus Wireless	Monaural VT 39260-01 (UK) 39260-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

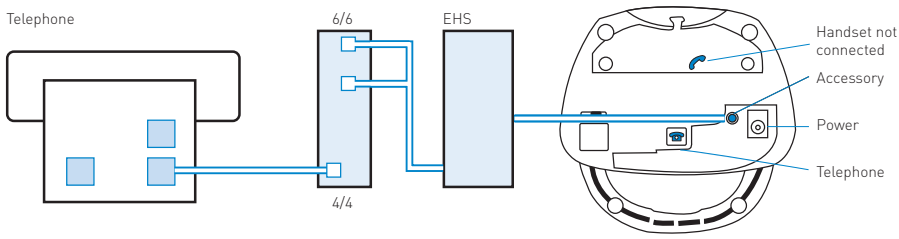
EHS Adapter	Description	Part No.
	A2-Adapter	Order from DeTeWe

4. Also Required

	EHS Module	Order from Service-und
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*Service-und, Dienstleistungszentrum GmbH Leipzig, Schöbischstr. 65a, 04299 Leipzig, Germany

5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

Funkwerk

Electronics Hook Switch

1. Supported Telephones



- CS410
Refer to telephone manual for headset mode.
- CS290u
Contact Plantronics for further details.
- CS410-u
- IP-S400



2. Order Information

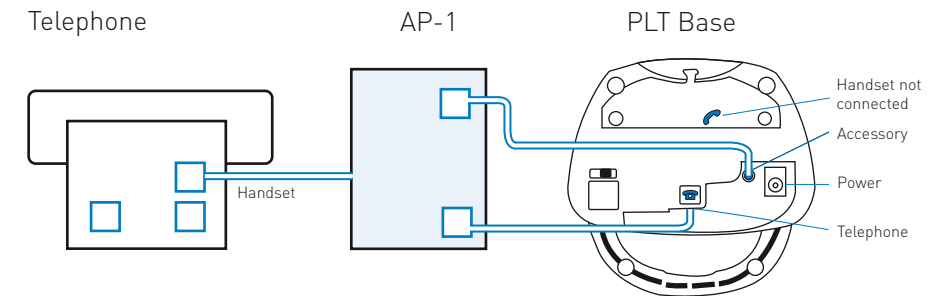
Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70	39450-01 (UK) 39450-02 (Euro)
	Voyager510S	67892-04 (UK) 67892-05 (Euro)
	SupraPlus Wireless	Monaural VT 39260-01 (UK) 39260-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

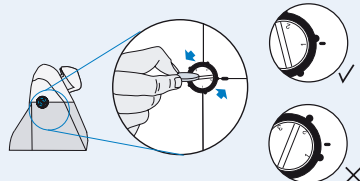
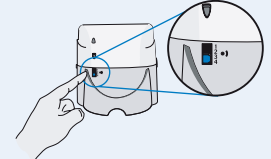
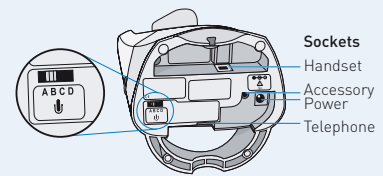
3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-1	36664-01



4. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

Siemens

Electronic Hook Switch

1. Supported Telephones



- Optipoint 410 with acoustic adaptor
- Optipoint 420 with acoustic adaptor
- Optipoint 500 with acoustic adaptor
- Optipoint 600 with acoustic adaptor

System Requirements:

HiPath 500 => Rel. 5.0
 HiPath 1220 => Rel. 2.1 build 032
 HiPath 2000 => Rel. 1.0
 HiPath 3000 => Rel. 4.0 SMR-07
 HiPath 4000 => Rel. 1.0

EHS support is not provided on Siemens Realitis Systems, on this system HL10 should be used.

SIEMENS

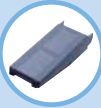
2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70	39450-01 (UK) 39450-02 (Euro)
	Voyager510S	67892-04 (UK) 67892-05 (Euro)
	SupraPlus Wireless	Monaural VT 39260-01 (UK) 39260-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

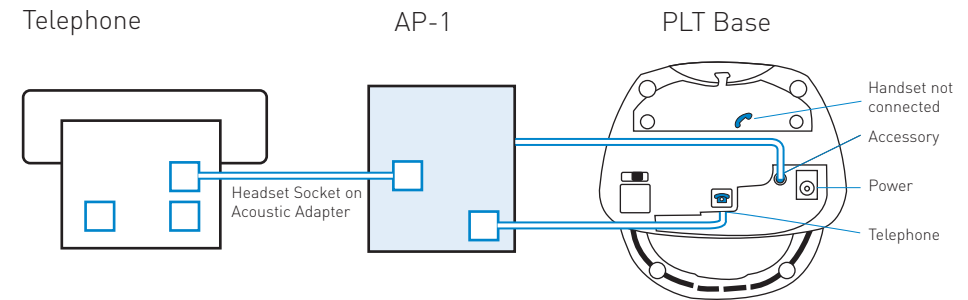
3. Add EHS Module

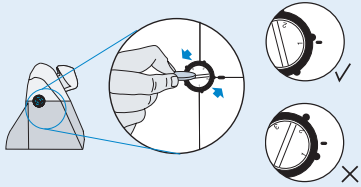
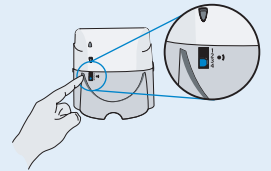
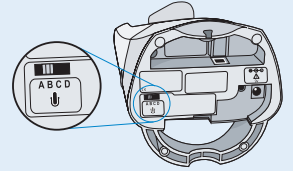
EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Also Required

	Acoustic Adapter	Order from Siemens
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5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

...T...Com

Electronic Hook Switch

1. Supported Telephones



- Octophon F20 to F50

System requirement TK device
F200 to F600 starting with V4.0SMR-07 and F900
starting with V1.0

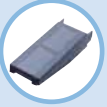
2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70	39450-01 (UK) 39450-02 (Euro)
	Voyager510S	67892-04 (UK) 67892-05 (Euro)
	SupraPlus Wireless	Monaural VT 39260-01 (UK) 39260-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

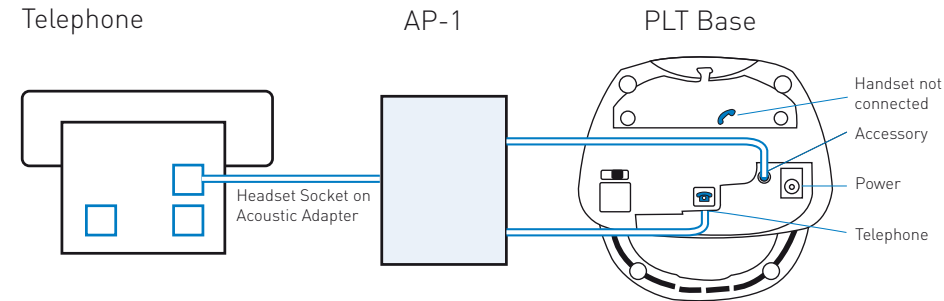
3. Add EHS Module

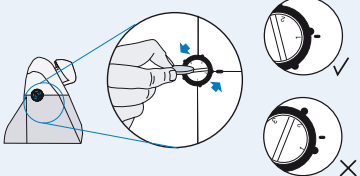
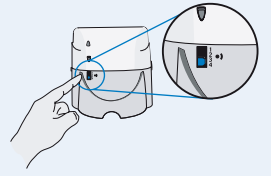
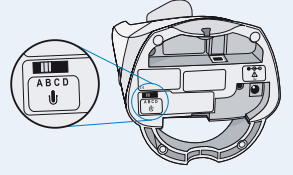
EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Also Required

	Universal Adapter	Order from T-Coms
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5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

1. Supported Telephones



- Tiptel 85 System works with PABX Family Tiptel 3011/22 system / office

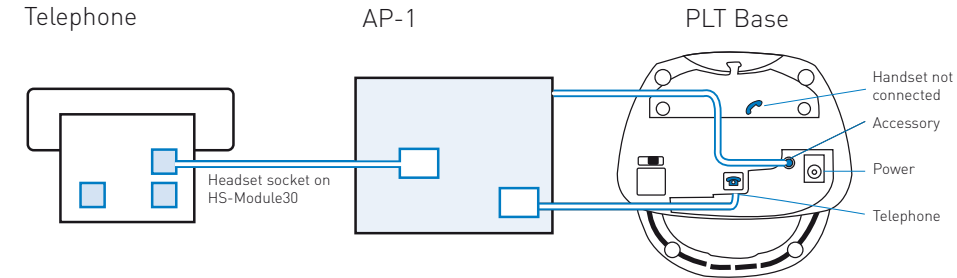
2. Order Information

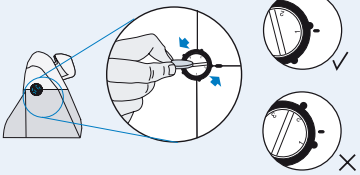
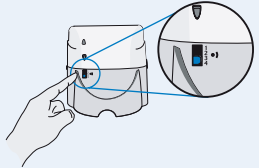
Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70	39450-01 (UK) 39450-02 (Euro)
	Voyager510S	67892-04 (UK) 67892-05 (Euro)
	SupraPlus Wireless	Monaural VT 39260-01 (UK) 39260-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	