



Electronic Hookswitch Guide

Some wireless headsets are designed to allow their users to answer and end calls remotely with the use of the appropriate accessories. While most telephones require a mechanical handset lifter to physically lift and lower the phone's handpiece, some phones are able to use an Electronic Hook Switch (EHS) accessory, which can open and close calls without any moving parts.

Selecting the right EHS depends on the brand and model of phone, as well as on the brand and model of headset. Note that if your telephone is not listed below it may not be compatible with EHS remote answering and should instead be used with a remote handset lifter.

Telephone Brand and Model	Recommended Electronic Hookswitch Equipment			
	Jabra Wireless Headsets		Plantronics Wireless Headsets	
	GN9350e, GN9330e-EHS GN9120	GO 9400 PRO 9470	CS and Voyager range	Savi
Alcatel				
4028EE, 4038EE, 4068EE	GN14201-20	GN14201-20	N/A	N/A
IP Touch 8 series 4028 / 4038 / 4068 9 Series 4029 / 4039	GN14201-09	GN14201-09	AP-2	APA-20
Avaya				
2420 (verB on IP Switch only) 2420 (IP ver Firmware >4.0 Firmware >1.8 for 4610 & 4610SW 4620 & 4620SW 4621 & 4621SW 4622 & 4622SW 4625 & 4625SW 4630 & 4630SW 5420, 5620, 5621, 5625	GN14201-19	GN14201-19	Use AWH65 wireless headset. No additional EHS accessory required. (AWH-65 discontinued)	TBA
1608/1616/2410 5410/5610/ 6416D+M/6424D+M 9620/30/40/50	GN14201-20	GN14201-20	N/A	TBA
Cisco				
<i>The Headset Hookswitch Control must be enabled on each Cisco phone. Cisco UC Manager 4.1 (3) service release =>6 & phone firmware 8.3 (3) is required for use</i>				
7942G / 7945G / 7962G 7965G / 7975G	GN14201-16	GN14201-22	AP-4	APS-40
Polycom				
<i>Requires SIP application min version 3.0 & BootRom 4.1.0 or later</i>				
IP320 / 330 * IP 430 /450 / 550 / 560/ 650 / 670	GN14201-17	GN14201-17	APP-5	APP-50
Siemens Optipoint				
<i>Phones require Siemens acoustic adaptor</i>				
410 / 420 / 500 / 600	GN14201-10	GN14201-10	APS-1	APS-10
Siemens OpenStage				
40 / 60 / 80	GN14201-10	GN14201-10	APS-1	APS-10
Nortel ***				
<i>System Administrator must install UNISlim firmware 3.1 for IP Phones</i>				
1120E / 1140E / 1150E	Note: Use only non-OCS versions. OCS-compatible headsets cannot answer remotely.	N/A	Use CS60USB headset	N/A

* **Polycom IP320/330:** A 2.5mm tail cord is required. Part number: SP9013

** **Avaya:** The AWH65 wireless headset is identical to a Plantronics CS60 and comes with a dedicated Avaya EHS.

*** **Nortel:** The USB cable supplied with the specified headsets functions as an electronic hookswitch. No additional EHS accessory is required.

For more information contact **Polaris Firstpoint** on 1800 626 505.