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Configuring ShoreTel IP200 and IP500 Series For Wireless Headset EHS Control

Connecting Your Wireless Headset

Plantronics Wireless Headset CS-series and Savi Office series connect to ShoreTel IP 200-series* and IP 500 series phones via the "Headset" port on the desk phone. These phones support Electronics Hook Switch (EHS) control, meaning that calls may be remotely answered and ended via the "Call Control" button on the headset earpiece. An additional "RD-1" cable is required which connects a small mic to the 3.5 mm port on the wireless headset base (the same connection used in other configurations for the HL10 handset lifter). The mic is attached on to the ring speaker of the phone, so that the wireless system can audibly "hear" the phone ringing, and thus alert the wireless headset user of an incoming call. Refer to this link for more information on the RD-1 cable:

http://www.comfortcanada.com/Plantronics/savi_ehs_cables.htm#RD-1

* Note that the ShoreTel IP 115 and IP210 phones do not have a dedicated Headset Port, and does not support EHS. A wireless headset must be connected via the phone Handset port, and if wireless remote pickup is desired, requires an HL10 Handset Lifter. Corded headsets will require an audio processor (e.g. Plantronics M22 Amplifier).

When a wireless headset is connected to a ShoreTel phone via the Headset port, the phone must be set to "Auto Offhook Preference = Wireless Headsets". Instructions follow.

Configure ShoreTel IP Phone for Auto Offhook Preference for "Wireless Headsets"

The ShoreTel IP212K, IP230, IP265 and IP500 series phones must be set to "Auto Offhook Preference = Wireless Headsets" in order for the wireless headset EHS functionality to function when connected to the phone Headset port. When the phone is in any other Off-hook preference mode, the wireless headset will not connect to the phone.

TIP: The RD-1 cable/mic is a sound vibration detector, and independent of the Headset-to-Phone EHS functionality. So long as it is connected to the wireless headset base, and the "mic" is mounted on the phone on or near the phone speaker, it can cause the headset to produce the "incoming call" alert, even when it is resting on the charging cradle. When in "Speaker" mode, even the voice signal



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coming through the speaker can cause the Wireless Headset "incoming call" alert to activate.

Workaround: Unplug the RD-1 from the Wireless Headset base if you are using the Speaker phone setting for a prolonged period.

Specifying the Default Auto Off Hook Device

The Automatic Off-Hook Preference specifies the audio path that the system activates when you place or receive a voice call.

** Note: the following steps are for one version of ShoreWare Call Manager. Users should check with their ShoreTel phone supplier for the exact version and procedure to set the Auto-Offhook preference.

To configure the Off-Hook audio path preference:

1. Open **Options and Preferences** by performing one of the following:
 - Select **Tools -> Options** from the Main menu.
 - Click the Application Button and select **Options**.
 - Right click the **Call Manager icon** in the System Tray or the **ShoreTel icon** in the left hand corner of the Call Manager window.
 - Press Ctrl+O.
2. Select **Telephony** in the menu on the left side of the window.
3. Select the preferred audio path by setting Default audio path for automatic off-hook:
 - **Speaker:** The speaker and external microphone on your active device is the default audio path.
 - **Headset:** The headset on your active device is the default audio path.
 - **Wireless Headset:** The wireless headset on your active device is the default audio path.
 - **Bluetooth:** The Bluetooth headset is the default audio path on phones that support Bluetooth.