

## FREQUENTLY ASKED QUESTIONS

### Q WHAT IS HHC?

A HHC (Handset Hookswitch Control) enables you to take and end calls on your Jabra wireless office headset while away from your desk. Via HHC, you also receive a ring tone in the wireless headset at incoming call. HHC is a Cisco standard for these features; the overall term for this functionality across the various standards is Electronic Hook Switch (EHS).

### Q WHICH JABRA OFFICE HEADSETS SUPPORT THESE EHS FEATURES ON CISCO PHONES?

A All Jabra GN9350 series headsets (Jabra GN9350 and GN9350e) support this feature, while only the EHS versions of Jabra GN9120 series headsets are capable of providing this enhanced functionality. For details please refer to the compatibility matrix at [www.jabra.com/cisco](http://www.jabra.com/cisco)

### Q WHICH CISCO PHONES SUPPORT HHC?

A HHC is a built-in feature in the following Cisco desk phones\*:

- Cisco Unified IP Phone 7975G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7942G

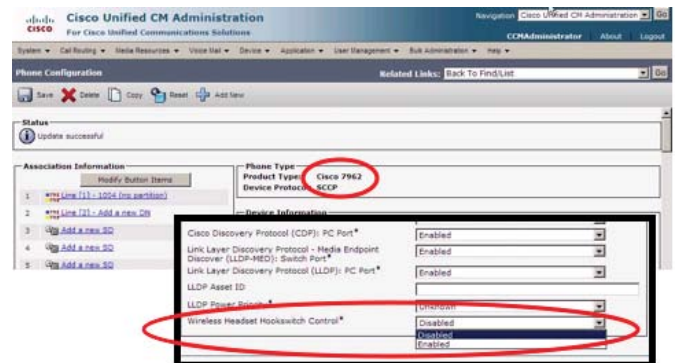
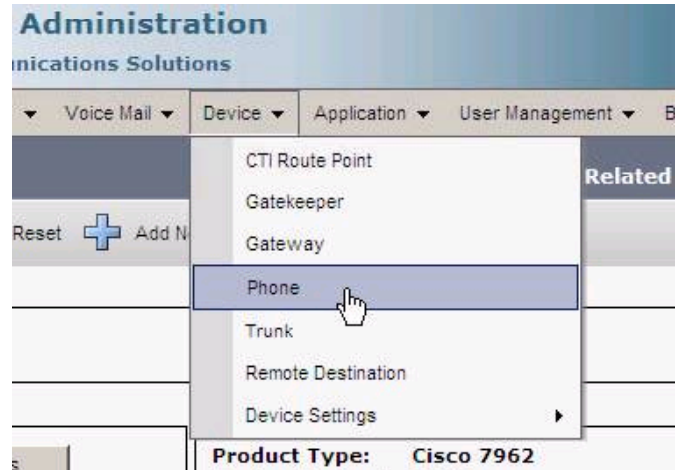
All these Cisco phones were launched September 2007. \* The feature needs enabling server software.

### Q ARE OLDER CISCO IP PHONES SUPPORTING HHC?

A No, this feature is available only in certain "G-series" Cisco IP desk phones.

### Q DOES HHC FUNCTIONALITY REQUIRE A SPECIFIC VERSION OF THE UNIFIED COMMUNICATIONS MANAGER (formerly Cisco Unified CallManager)?

A HHC requires Cisco Unified Communications Manager 4.1(3) or above plus the 8.3(3) phone firmware load. Make sure that you have downloaded the latest "Device Pack", which you can find at [www.cisco.com](http://www.cisco.com). This is a file with setup information for the IP phones that is supported by the system. You can see if you have the latest version by looking for the field/column for EHS YES/NO. If this is missing in the administration module, you might have an old version. See also illustrations to the right.  
The configuration has to be done for each phone.



### Q WHICH SETTING ON MY EHS ENABLED JABRA HEADSET DO I NEED TO ACTIVATE, AND HOW DO I CONNECT MY HEADSET TO THE HHC ADAPTER AND THE CISCO IP DESK PHONE?

A The headset base units have to be put into DHSG mode. For info on how to activate this setting and connect the HHC adapter please refer to the compatibility matrix at [www.jabra.com/cisco](http://www.jabra.com/cisco)

### Q WHEN USING THE GN9350, I CANNOT ACCEPT CALLS ON MY CISCO DESK PHONE WHEN HAVING AN ACTIVE USB-LINK - IS THIS A COMPATIBILITY ISSUE?

A No, this is a known limitation in the applied DHSG standard - in this specific scenario you simply have to accept the call on the headset or its base instead on the Cisco phone. Without the active USB link, calls can be taken on either the phone, the headset or its base.

## FREQUENTLY ASKED QUESTIONS

**Q I HAVE A GN9120 WITHOUT EHS FUNCTIONALITY - CAN IT BE UPGRADED TO WORK WITH THE JABRA HHC ADAPTER?**

A The Jabra GN9120 bases are not user upgradeable, but you can replace your headset base with a new EHS enabled base. Your existing headset will work with the new base, and give you the EHS functionality on Cisco IP phone via the Jabra HHC adapter. Contact your nearest authorized Jabra headset reseller for more details.

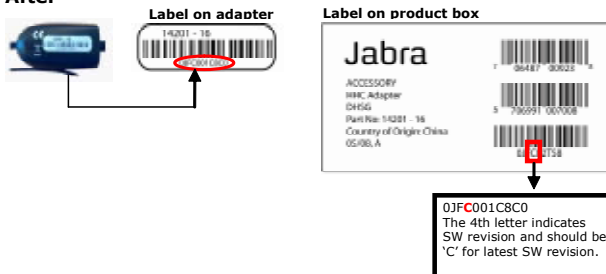
**Q I RECEIVE A CALL THAT IS ANSWERED BY ANOTHER ATTENDANT, BUT THE HEADSET STILL CONTINUES THE RING TONE.**

A This is a shared line problem. A shared line is when the same phone number is configured on multiple phones. To solve the problem, use the Release version C of the GN HHC adaptor - see illustrations below.

**Before**



**After**



**Q SINCE UPGRADING TO CALL MANAGER V6.1, I PERIODICALLY LOSE THE CONNECTION TO MY HEADSET ON INCOMING CALLS.**

A To solve the problem, upgrade to Cisco Call Manager 6.2