

EHS Headset Release Notes for the DT330/730, DT430/830 and DT750 terminals

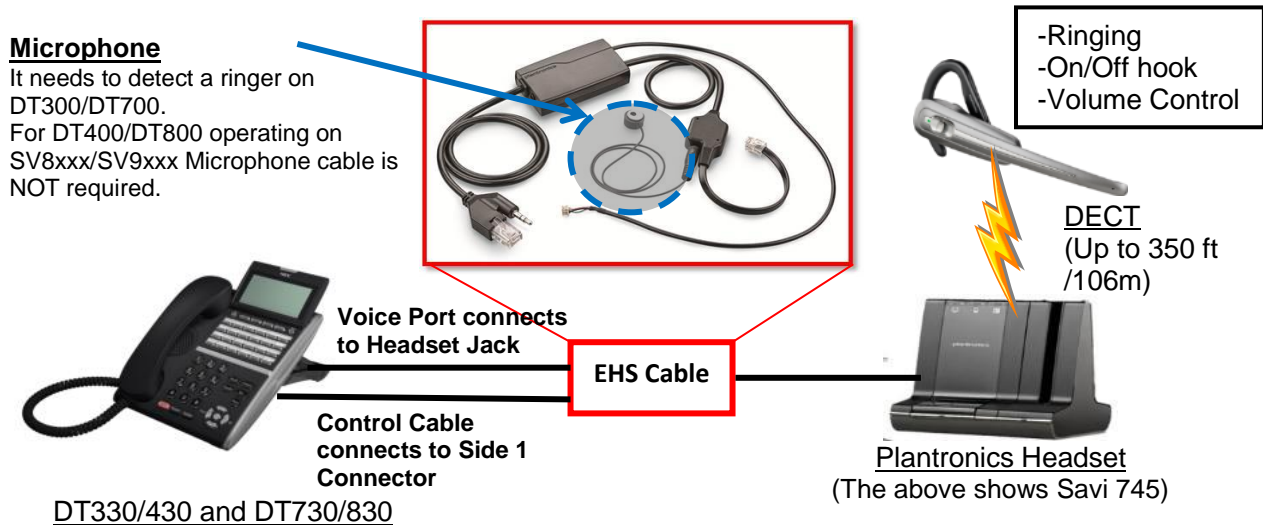
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Table of Contents

1.0 EHS HEADSET DESCRIPTION	3
1.1 FEATURES	3
2.0 PART LIST	4
2.1 EHS CABLE PART NUMBER.....	4
2.2 EHS PICTURE	4
3.0 PLANTRONICS COMPATIBILITY	5
3.1 CS MODEL	5
3.2 SAVI 700	5
4.0 SYSTEM COMPATIBILITY	6
4.1 SV8100 & SV9100	6
4.1.2 DT300/DT700 EHS support on SV8100 & SV9100	6
4.1.3 DT400/DT800 EHS support on SV8100 & SV9100	6
4.2 SV8300 & SV9300	7
4.2.1 DT300/DT700 EHS support on SV8300 & SV9300	7
4.2.2 DT400/DT800 EHS support on SV8300 & SV9300	7
4.2.3 Service Conditions on SV8300 & SV9300.....	8
4.3 SV8500 & SV9500	9
4.3.1 DT300/DT700 EHS support on SV8500 & SV9500	9
4.3.1.1 Service condition when using EHS Headset on DT700/DT300	9
4.3.2 DT400/DT800 EHS support on SV8500 & SV9500	10
4.3.2.1 Service condition when using EHS Headset on DT800/DT400	10
5.0 RINGER LIMITATIONS	11
5.1 ITL TERMINALS HEADSET RING TONE SUPPORT	11
5.2 DTL TERMINALS HEADSET RING TONE SUPPORT	11
6.0 STEP BY STEP PROCEDURE FOR EHS HEADSET TO DT8XX/DT7XX/DT4XX/DT3XX	12
7.0 PROCEDURE FOR ENABLING EHS FUNCTION ON THE UNIVERGE SWITCH	13

1.0 EHS Headset Description

The following release note provides details about the new feature, enhancements, bug fixes and known limitations for the EHS functionality working on the ITL and DTL terminals. EHS (Electronic Hook Switch) control allows for the answering/hanging up of calls via wireless headset that is connected to the ITL and DTL terminals. There is no longer a requirement for a user to lift the handset or manually press the headset button on the NEC terminal to connect the voice path to the headset while receiving a call.



1.1 Features

- Electronics Headset Switch (EHS) cable was designed specifically for NEC's DT300/400 and DT700/800 terminal
- Works with most wired to wireless Plantronics headsets.
- EHS allows user to control On/Off hook function from the headset. User can answer/terminate calls via the control button of the headset.

2.0 Part List

<i>2.1 EHS cable Part Number</i>		
NEC Part Number	Name	Description
680063	APN-91	- Includes EHS Cable - Includes Microphone

2.2 EHS Picture



3.0 Plantronics Compatibility

The following list of model headsets work with the EHS functionality

3.1 CS Model



- CS500 Series
- CS 500 XD Series

3.2 Savi 700



4.0 System Compatibility

The following table notes the specification for each UNIVERGE Switch and NEC terminal that allows for the EHS functionality to operate. The terminal should have the latest firmware load based on the publication of this document for proper operation. IP terminal firmware can be downloaded from the NTAC download section.

4.1 SV8100 & SV9100

4.1.2 DT300/DT700 EHS support on SV8100 & SV9100							
Terminal Type			SV9100			SV8100	
			GCD-8DLCA	GCD-16DLCA	GPZ-8DLCB	CD-8DLCA	PZ-8DLCB
Digital	DT310	DTL-2E-1Tel	No	No	No	No	No
		DTL-6DE-1 Tel	No	No	No	No	No
		DTL-12E-1 Tel	No	No	No	No	No
	DT330	DTL-12D-1 Tel	YES	YES	YES	YES	YES
		DTL-24D-1 Tel	YES	YES	YES	YES	YES
		DTL-32D-1Tel	No	No	No	No	No
		DTL-8LD-1 Tel	YES	YES	YES	YES	
Switch			SV9100	SV8100			
IP	DT710	ITL-2E-1 Tel	No	No			
		ITL-6DE-1 Tel	No	No			
		ITL-8LDE-1 Tel	No	No			
	DT730	ITL-12D-1 Tel	YES	YES			
		ITL-12DG-1 Tel	YES	YES			
		ITL-12CG-1 Tel	YES	YES			
		ITL-24D-1 Tel	YES	YES			
		ITL-32D-1 Tel	No	No			
			ITL-8LD-1 Tel	No	No		
DT750	ITL-320C-2 Tel	YES	YES				

4.1.3 DT400/DT800 EHS support on SV8100 & SV9100							
Terminal Type			SV9100			SV8100	
			GCD-8DLCA	GCD-16DLCA	GPZ-8DLCB	CD-8DLCA	PZ-8DLCB
Digital	DT410	DTZ-2E-1Tel	No	No	No	No	No
		DTZ-6DE-1 Tel	No	No	No	No	No
		DTZ-12E-1 Tel	No	No	No	No	No
	DT430	DTZ-12D-1 Tel	Yes	Yes	Yes	Yes	Yes
		DTZ-24D-1 Tel	Yes	Yes	Yes	Yes	Yes
		DTZ-32D-1Tel	No	No	No	No	No
		DTZ-8LD-1 Tel	Yes	Yes	Yes	Yes	
Switch			SV9100	SV8100			
IP	DT830	ITZ-12D-1 Tel	Yes	Yes			
		ITZ-24D-1 Tel	Yes	Yes			
		ITZ-32D-1 Tel	No	No			
		ITZ-8LD-1 Tel	Yes	Yes			
	DT830G	ITZ-12DG-1 Tel	Yes	Yes			
		ITZ-24DG-1 Tel	Yes	Yes			
		ITZ-32DG-1 Tel	No	No			
		ITZ-8LDG-1 Tel	Yes	Yes			

4.2 SV8300 & SV9300

4.2.1 DT300/DT700 EHS support on SV8300& SV9300

Terminal Type			SV9300			SV8300		
			GCD-8DLCA	GCD-16DLCA	GPZ-8DLCB	CD-8DLCA	PZ-8DLCB	CD-16DLCA
Digital	DT310	DTL-2E-1Tel	No	No	No	No	No	No
		DTL-6DE-1 Tel	No	No	No	No	No	No
		DTL-12E-1 Tel	No	No	No	No	No	No
	DT330	DTL-12D-1 Tel	YES	YES	YES	YES	YES	YES
		DTL-24D-1 Tel	YES	YES	YES	YES	YES	YES
		DTL-32D-1Tel	No	No	No	No	No	No
		DTL-8LD-1 Tel	YES	YES	YES	YES	YES	YES
Switch			SV9300	SV8300				
IP	DT710	ITL-2E-1 Tel	No	No				
		ITL-6DE-1 Tel	No	No				
		ITL-8LDE-1 Tel	No	No				
	DT730	ITL-12D-1 Tel	YES	YES				
		ITL-12DG-1 Tel	YES	YES				
		ITL-12CG-1 Tel	YES	YES				
		ITL-24D-1 Tel	YES	YES				
		ITL-32D-1 Tel	No	No				
	ITL-8LD-1 Tel	YES	YES					
	DT750	ITL-320C-2 Tel	YES	YES				

4.2.2 DT400/DT800 EHS support on SV8300 & SV9300

Terminal Type			SV9300			SV8300		
			GCD-8DLCA	GCD-16DLCA	GPZ-8DLCB	CD-8DLCA	PZ-8DLCB	CD-16DLCA
Digital	DT410	DTZ-2E-1Tel	No	No	No	No	No	No
		DTZ-6DE-1 Tel	No	No	No	No	No	No
		DTZ-12E-1 Tel	No	No	No	No	No	No
	DT430	DTZ-12D-1 Tel	Yes	Yes	Yes	Yes	Yes	Yes
		DTZ-24D-1 Tel	Yes	Yes	Yes	Yes	Yes	Yes
		DTZ-32D-1Tel	No	No	No	No	No	No
		DTZ-8LD-1 Tel	Yes	Yes	Yes	Yes	Yes	Yes
Switch			SV9300	SV8300				
IP	DT830	ITZ-12D-1 Tel	Yes	Yes				
		ITZ-24D-1 Tel	Yes	Yes				
		ITZ-32D-1 Tel	No	No				
		ITZ-8LD-1 Tel	Yes	Yes				
	DT830G	ITZ-12DG-1 Tel	Yes	Yes				
		ITZ-24DG-1 Tel	Yes	Yes				
		ITZ-32DG-1 Tel	No	No				
		ITZ-8LDG-1 Tel	Yes	Yes				

4.2.3 Service Conditions on SV8300 & SV9300

- A. The EHS is not supported when the ACD Feature “Headset Operation (with Automatic Answer)” is enabled.
- B. Must press headset button twice to receive dial tone, Must press headset control button twice to answer incoming call if
 - The outside party hands up and you let the phone go to automatic idle return
 - If the headset user press the hang-up button on the headset within 1 second of remote party hanging up.
- C. If disconnecting call within 1 second of outside party, then headset button will need to be pressed twice on the next call
 - Note: 1, 2 these items must be done only if the user did not disconnect from the previous call. If they disconnected properly then this is not required.

ITL/ITZ Specific Setting/ Limitations

- The normal ring volume must be turned up to the 11th bar to get the off hook ring loud enough for the headset to detect
- ITL does not need 3533 set if using ring tones 9,10,12,13.
- If 3533 is set to a 0 then all tones will function.
- Sub line calls were tested on both internal and external calls.
- 1381 is required for headset to function
- Headset key is NOT assigned to any key on the SV8300/SV9300
- ITL volume must be at least 5 bars to activate EHS on both internal and external calls to my line.

DTL/DTZ Specific Settings/ Limitations

- A. Go off hook with speaker for short duration results in beep tone top headset.
- B. The normal ring volume must be turned up to the 5th bar for regular ring to trigger the headset and the 10th bar to get the off hook ring loud enough for the headset to detect.
- C. Must change external call ring sequence from 2-on 4-off to 1-on 2-off to get any tones to function for an external call. All tones function after change.
- D. ITL volume must be at least 5 bars to activate EHS on both internal and external call to my line.
- E. Must press the headset answer key twice to answer call if previous call is not disconnected from properly.
- F. Ambient noise will cause the headset to receive beeps.
- G. 3533>XX>0 must be set for any ring tones to function for external calls to my line or sub line.
- H. Results for external and sub line calls are with 3533 set to a 0. There is no ringing if this is not set.
- I. 1381 is required for headset to function
- J. Headset key is NOT assigned to any key on the SV8300

4.3 SV8500 & SV9500

4.3.1 DT300/DT700 EHS support on SV8500 & SV9500									
Terminal Type			SV9500				SV8500		
			SCH-16ELCA-A	SCH-16ELCA-A	SCH-16ELCA-A	UG50	SCH-16ELCA-A/B	SCH-16ELCA-A/B/C	UG50
Digital	DT310	DTL-2E-1Tel	No	No	No	No	No	No	No
		DTL-6DE-1 Tel	No	No	No	No	No	No	No
		DTL-12E-1 Tel	No	No	No	No	No	No	No
	DT330	DTL-12D-1 Tel	YES	YES	YES	No	YES	YES	No
		DTL-24D-1 Tel	YES	YES	YES	No	YES	YES	No
		DTL-32D-1Tel	No	No	No	No	No	No	No
		DTL-8LD-1 Tel	YES	YES	YES	No	YES	YES	No
		DTL-12BT-1Tel	No	No	No	No	No	No	No
DTL-12PA-1Tel	YES	YES	YES	No	YES	YES	No		
Switch			SV9500	SV8500					
IP	DT710	ITL-2E-1 Tel	No	No					
		ITL-6DE-1 Tel	No	No					
		ITL-8LDE-1 Tel	No	No					
	DT730	ITL-12D-1 Tel	YES	YES					
		ITL-12DG-1 Tel	YES	YES					
		ITL-12CG-1 Tel	YES	YES					
		ITL-24D-1 Tel	YES	YES					
		ITL-32D-1 Tel	No	No					
		ITL-8LD-1 Tel	No	No					
	ITL-12PA-1Tel	YES	YES						
DT750	ITL-320C-2 Tel	No	No						

4.3.1.1 Service condition when using EHS Headset on DT700/DT300

- Following office data need to be assigned:
 - Assign LKP=3(32 Line/Feature keys) with ADKS
 - For the IP terminals and Digital terminals other than 8LD, assign FKY=125 (Headset/Handset key) to the Feature key (KYN=25) by using AKYD
 - For DT330(8LD), assign FKY=125(Headset/Handset key) to the Feature key (KYN=33) by using AKYD
- To activate a ringer tone when an incoming call arrives on the Headset, put the attached microphone cable on the center of the telephone speaker.
- Ambient noise close and/or conversations close to the headset microphone may trigger beeps to be heard in the headset.
- Reorder tone results in beeps heard in the headsets.
- Headset key can't be assigned to multiple line keys or the softkey during EHS mode.
- 8LK module is not supported options when the EHS function is enabled.

4.3.2 DT400/DT800 EHS support on SV8500 & SV9500									
Terminal Type			SV9500				SV8500		
			SCH-16ELCA-A	SPA-16ELCNA-A/B	SPA-16ELCN-A/B/C	UG50	SPA-16ELCNA-A/B	SPA-16ELCN-A/B/C	UG50
Digital	DT410	DTZ-2E-1Tel	No	No	No	No	No	No	No
		DTZ-6DE-1 Tel	No	No	No	No	No	No	No
		DTZ-12E-1 Tel	No	No	No	No	No	No	No
	DT430	DTZ-12D-1 Tel	YES *1	YES *2	YES *2	No	YES *2	YES *2	No
		DTZ-24D-1 Tel	YES *1	YES *2	YES *2	No	YES *2	YES *2	No
		DTZ-32D-1Tel	No	No	No	No	No	No	No
		DTZ-8LD-1 Tel	YES *1	No	No	No	No	No	No
Switch		SV9500	SV8500						
IP	DT830	ITZ-12D-1 Tel	YES *1	YES *2					
		ITZ-24D-1 Tel	YES *1	YES *2					
		ITZ-32D-1 Tel	No	No					
		ITZ-8LD-1 Tel	YES *1	No					
	DT830G	ITZ-12DG/CG-1 Tel	YES *1	YES *2					
		ITZ-24DG/CG-1 Tel	YES *1	YES *2					
		ITZ-32DG/CG-1 Tel	No	No					
		ITZ-8LDG-1 Tel	YES *1	No					

Note: For DT800/DT400, unlike in the case of DT700/DT300, there is no need to put the attached microphone cable to the telephone's speaker to activate a ringer tone when an incoming call arrives on the Headset.

4.3.2.1 Service condition when using EHS Headset on DT800/DT400

- 8LK module is not supported options when the EHS function is enabled.
- Headset key can't be assigned to multiple line keys or the softkey during EHS mode.

***1:** Following office data need to be assigned:

- Assign FKY=125 (Headset/Handset Key) to the Feature key (KYN=1-24) by using the AKYD command. When the terminal is used with 60DSS console, the Headset/Handset Key should be assigned to the Feature key (KYN=1-16). Do not assign the key to the Feature/Line key on 8LK and 60DSS.
- FKY=125 (Headset/Handset Key) cannot be assigned on Softkey when using EHS Headset.

***2:** Following office data need to be assigned:

- Assign LKP=3(32 Line/Feature keys) with ADKS
- Assign FKY=125(Headset/Handset key) to the Feature key (KYN=25) by using AKYD

5.0 Ringer Limitations

- Ambient noise close and/or conversations close to the headset microphone may trigger beeps to be heard in the headset.
- Reorder tone results in beeps heard in the headsets.

5.1 ITL Terminals Headset Ring Tone Support						
Tone Type	Switch Type					
	SV8500/9500		SV8300/9300		SV8100/9100	
	Internal Call	External Call	Internal Call	External Call	Internal Call	External Call
Auto	NG	NG	OK	NG	OK	OK
Type 1	NG	NG	OK	NG	OK	OK
Type 2	NG	NG	OK	NG	OK	OK
Type 3	NG	NG	OK	NG	OK	OK
Type 4	NG	NG	OK	NG	OK	OK
Type 5	NG	NG	OK	NG	OK	OK
Type 6	NG	NG	OK	NG	OK	OK
Type 7	NG	NG	OK	NG	OK	OK
Type 8	NG	NG	OK	NG	OK	OK
Type 9	OK	OK	OK	OK	OK	OK
Type 10	NG	NG	OK	OK	OK	OK
Type 11	NG	NG	OK	NG	OK	OK
Type 12	NG	NG	OK	OK	OK	OK
Type 13	NG	NG	OK	OK	OK	OK
Type 14	NG	NG	OK	NG	OK	OK

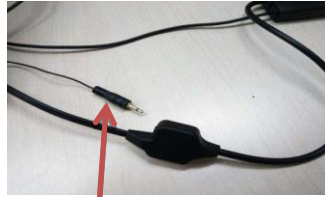
5.2 DTL Terminals Headset Ring Tone Support						
Tone Type	Switch Type					
	SV8500/9500		SV8300/9300		SV8100/9100	
	Internal Call	External Call	Internal Call	External Call	Internal Call	External Call
Auto	NG	N/A	**	**	***	***
Type 1	NG	N/A	OK	OK	OK	OK
Type 2	NG	N/A	OK	OK	OK	OK
Type 3	NG	N/A	OK	OK	OK	OK
Type 4	NG	N/A	OK	OK	OK	OK
Type 5	OK	N/A	OK	OK	OK	OK
Type 6	NG	N/A	OK	OK	NG	NG
Type 7	NG	N/A	OK	OK	NG	NG
Type 8	NG	N/A	NG	NG	NG	NG
Type 9	NG	N/A	NG	NG	NG	NG
Type 10	NG	N/A	NG	NG	NG	NG

Note:
** SV8300/9300 doesn't support Auto tone setting. This setting in the menu is "Type 0" and it is supported.
*** SV8100/9100 doesn't support Auto tone setting. This setting in the menu is replaced by "High", "Medium", "Low" settings. All of these settings are supported on the SV8100/9100.

6.0 Step by Step Procedure for EHS Headset to DT8xx/DT7xx/DT4xx/DT3xx

Attention: The power must be turned off to the terminal when connecting the EHS cable to the DT8xx/DT7xx/DT4xx/DT3xx. Additional instructions (beyond what is noted below) will be provided with the headset purchase.

1. Connect the EHS cable to the microphone and indicator.



Microphone



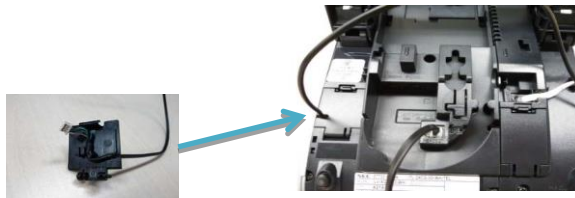
Indicator

Microphone: Detects the ringer activation on the **DT8xx/DT7xx/DT4xx/DT3xx**. Upon detection, the headset provides a beep tone in the ear piece of the headset.
Note: In order to enable detection, the NEC terminal must be conditioned to the appropriate ring type. **Review ITL Terminals Headset Ring Tone Support and DTL Terminal headset Ring Tone Support for configuration assignments.**

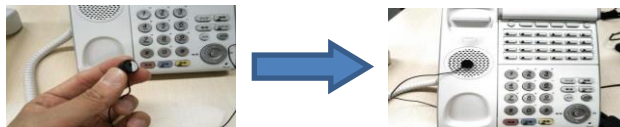
Indicator: This provides an indication to the user that the headset is in use

2. Connect the EHS cable to the **DT8xx/DT7xx/DT4xx/DT3xx** Slot 1
Insert the EHS cable to side option connector (SIDE 1) and the headset module to the headset jack.

ATTENTION: Special attention should be given when connecting the EHS cable to side 1 of the terminal. The connector has grooves that will allow the connector to fit easily into the port. Don't jam (push) the connector in the port otherwise the connector will break.



3. Paste the microphone to the **DT8xx/DT7xx/DT4xx/DT3xx**



4. Connect the EHS Cable to the Headset base



5. Turn on the **DT8xx/DT7xx/DT4xx/DT3xx** and Headset Base unit

7.0 Procedure for Enabling EHS function on the UNIVERGE Switch

ATTENTION: EHS function can only be enabled when the headset function is assigned as a feature key.

- SV8xxx switch environments require a specific key assignment for the headset feature key.
- SV9xxx switch allow flexible location assignment for the headset feature key.

Programming for the headset key is detailed in the NEC switch programming manual.

- Assign a headset feature key to the terminal

Terminal Type		SV8100/ **SV8300	SV8500	SV9100/SV9300/SV9500
IP	12/24 Line	Key 25	Key 25	Headset Key can be assigned to any feature key between 25-32.
	8LD (Desi-less)	Key 33	Not Supported	
	320C	Key 33	Not Supported	
Digital	12/24 Line	Key 25	Key 25	
	8LD (Desi-less)	Key 33	Key 33	

* Programming information for assigning headset key is defined in the system manual for the appropriate switch.

** Enable EHS functionality for the terminal.