

Detailed directions on setup and configuration of the Jabra wireless headsets:

Two locations require settings for the headset to work properly, one on the headset itself and a second on the IP phone.

For the 9330e:

The headset can be set by putting it back on its base, holding the blue lit telephone button on the right hand side for 6 complete seconds till the lights flash. After the flash you use the volume control button on the headset, it's the pointy one that moves back and forth on the top of the headset when it is docked, to change the pattern of green lights. You want the second from the left to be lit to be configured properly for DHSG (which is what is needed for the Polycom phones).



For the 9350e:

This base has a hidden LCD panel under the back plate, the back plate also has a settings breakdown if you want to adjust microphone volume and other settings.

Second setting from the left is a handset symbol that is the hook switch setting. You want the asterisk to be next to DHSG, and it isn't there by default. Use the right arrow to get the hook switch option then the down arrow to highlight DHSG. Select the OK button in the middle and the screen will go dark as the headset restarts.

The second sets of settings are on the phone itself, accessed via the menu.

Menu>settings>basic>preferences>headset, Jabra is the second option.

Keep in mind the EHS (Electronic Hook Switch) cable, the cable has long easy to bend pins, that cable can be inserted incorrectly without any resistance. The pins have a void in the pattern, with a corresponding grey box on the telephone side. There is very little indication that the cable is secure other than the grey box is not visible and that the cable is as far in as it goes. When the headset is lifted off the stand you will get an automatic dial tone and the hook button on the headset (flat boomerang shaped button on the outside of the headset) will end calls as well as pickup the line.