



# Knowledgebase Documentation

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**TITLE: Aastra IP Phone Recommended Headsets**

**AUDIENCE: IP Phone headset users**

**PRODUCTS AFFECTED: Aastra 9xxxi and 5xi IP Phone product lines**

**DISTRIBUTION: INTERNAL AND PUBLIC DISTRIBUTION**

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## **USING THIRD-PARTY HEADSETS WITH AASTRA IP PHONES**

While Aastra does perform basic functional testing of the third-party headsets listed below, it is ultimately the customer's responsibility to test these devices in their own environment to determine suitable performance.

Due to the many inherent environmental and hardware inconsistencies in the locations where these phones can be used, there is not a single "best" headset that is optimal for all environments.

Before customers begin deploying any headsets, Aastra recommends thorough testing at the customer site to check for acceptable voice quality in the specific deployment environment.

### **Recommended headsets for use with Aastra IP Phones**

- GN Netcom GN2110ST (P/N:01-0241)
  - GN Netcom GN2120NC (P/N: 01-0243)
  - GN Netcom GN 2127 NC (P/N: 01-0331)
  - GN Netcom GN9120 (P/N: 9120-28-05)
  - GN Netcom GN2120NC (P/N: 01-0243)
  - GN Netcom GN9350 (P/N: 9326-607-105)
- Wired headsets require a Modular to GN Netcom quick disconnect cable (P/N: 1003945). Please check the manufacturer website for detailed information.
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- Plantronics H251N (P/N: 27190-01)
  - Plantronics HW251 (P/N: 73838-01)
  - Plantronics P251-U10P (P/N: 64392-01)
  - Plantronics CS70N (P/N: 70450-06 )
  - Plantronics 510SL (P/N: 72273-01)

Wired headsets require a Modular to Plantronics quick disconnect A10 cable (P/N 66268-01). Please check the manufacturer website for a full cable compatibility list.

- Sennheiser SH330 (P/N: 5354)  
Requires a Sennheiser quick disconnect CSTD01 Cable (P/N:5362)

#### Notes:

##### **Netcom GN2120NC:**

- Users must use switch positions 1 or 7 for this headset. Using position 7 will increase the microphone sensitivity by 6dB (louder to the far end person).

##### **Plantronics H251N:**

- Recommend users set the IP Phone headset microphone gain to “High” via the Options menu.
- This headset has a high receiving volume and requires users to use lower volume settings on their IP Phone.

##### **Plantronics HW251:**

- Recommend users set the IP Phone headset microphone gain to “High” via the Options menu.
- This headset has a high receiving volume and requires users to use lower volume settings on their IP Phone.

##### **Plantronics P251N-U10P**

- This headset has a high receiving volume and requires users to use lower volume settings on their IP Phone.

##### **Plantronics CS70N:**

- Recommend users switch the base to setting B or C with the IP phone headset microphone gain set to “High” or “Low” respectively.
- Users should also set the switch at base back to position 4 and adjusting the headset volume as desired.

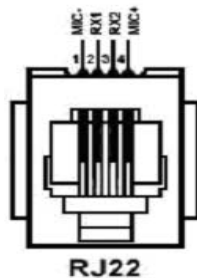
##### **Plantronics 510/SL:**

- Recommend users switch the base to setting B or C with the IP phone headset microphone gain set to “High” or “Low” respectively.
- Users should also set the switch at base back to position 4 and adjusting the headset volume as desired.

## **Aastra IP Phones General Headset Requirements**

Aastra IP phones require non-amplified headsets with an RJ22 connector.

The RJ22 pin-out on Aastra IP Phones is as follows:



This document will be updated as more headsets are evaluated by Aastra. Please contact the specific headset manufacturer for installation instructions and additional information on features and functionalities of your headset.