



Q: What is HHC?

A: HHC (Handset Hookswitch Control) enables you to take and end calls on your Jabra office headset while away from your desk. Via HHC, you also receive a ring tone in the 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 via the HHC adapter?

A: All Jabra GN9350 support this feature, while only the EHS versions of Jabra GN9120 are capable of providing this enhanced functionality. For details please refer to the compatibility matrix at www.jabra.com

Q: Which Cisco phones support the HHC standard?

A: HHC is a build in feature in the following 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 early September 2007.



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Q: Are older Cisco IP phones supporting HHC?

A: No, this is a new feature in the Cisco range of IP desk phones.

Q: Does the HHC functionality require a certain 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. Available from November 07.

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 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

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.

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.



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