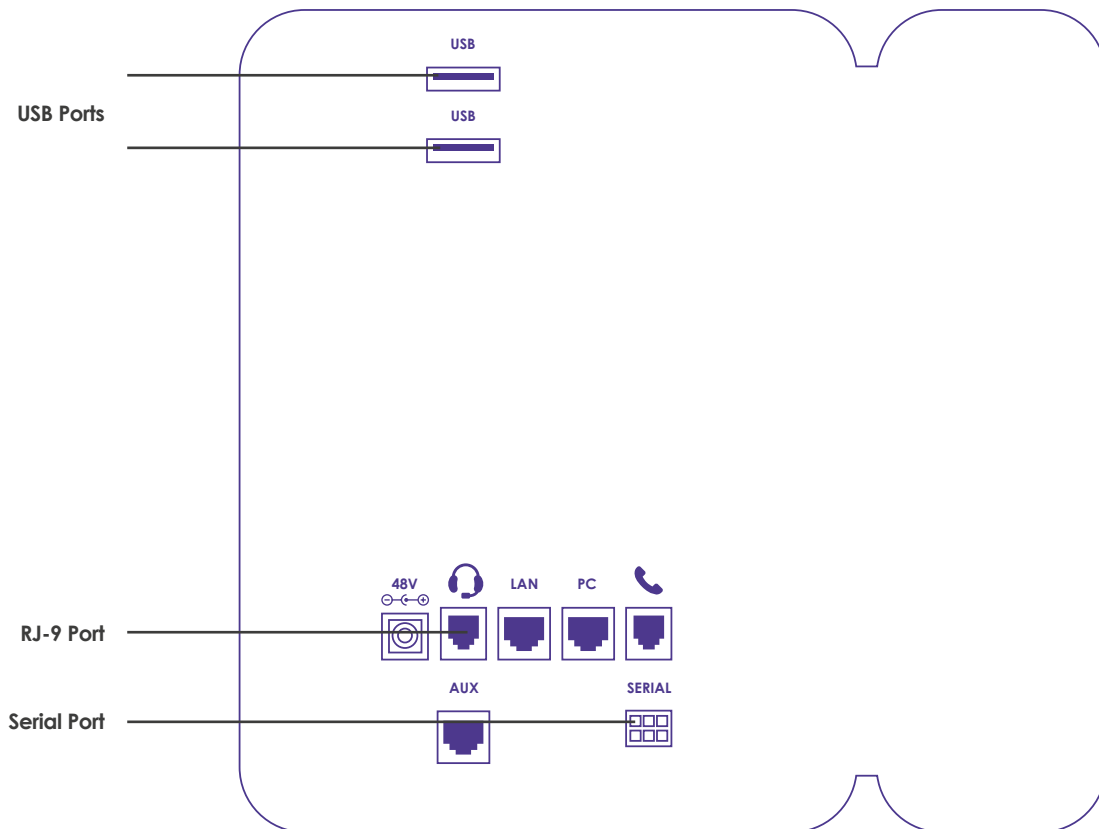


Setting up your new headset

Using your Polycom
VVX 300-400 desk phone

The BT logo consists of the letters 'BT' in a bold, white, sans-serif font, centered within a white circle. The background of the entire page is a gradient of purple and blue, with a large, glowing white circle on the right side that partially overlaps the text area.

BT



Note

Your phone supports wired and wireless headsets, including the use of an electronic hookswitch (EHS) for wireless options. Standard headsets typically use the RJ-9, while EHS headsets use the RJ-9 and serial port.

Connecting a corded headset with your phone

Locate the headset port on the underside of the telephone as shown above. Plug the bottom cable into the headset port. Connect the corded headset to the bottom cable via the Quick Disconnect plug. If using a Jabra headset, use switch setting position 1 on the cable.

Using a corded headset

When an analogue headset is connected and in use, the headset key glows green. You can set up your phone so that all incoming and outgoing calls automatically use your headset. To use this feature, you must enable and activate Headset Memory Mode.

Procedure:

1. Navigate to Settings > Basic > Preferences > Headset > Headset Memory.
2. From the Headset Memory Mode screen, select Enabled.
3. Press the headset key twice.

The headset key flashes to indicate that Headset Memory Mode is now activated. All calls placed or answered on your phone use your headset automatically.

Note: If you or your contacts experience audio or echo issues during calls, such as feedback of your voice or of their own voice, you need to enable echo cancellation on your phone.

Reactivate Headset Memory Mode
Switching to the speakerphone or the handset deactivates Headset Memory Mode.

1. Press the headset key twice

Using a wireless headset

When you use a headset that supports Electronic Hook Switch (EHS) you can answer and end calls by using the controls on your headset.

Headsets that support EHS include a base unit that connects to your phone. The headset connects to the base unit wirelessly, which enables you to use your headset even if you're away from your phone.

Setting the Headset Base Unit Options

Before you connect your headset to your phone and use EHS, you need to set the following options for your specific headset model:

- For Jabra headsets, change the headset mode to DHSG on the headset base unit. For details, refer to your headset documentation or contact Jabra support.
- For Plantronics headsets, change the coarse receive level to 3 and the transmit level to B on the headset base unit. For details, refer to the guide that comes with your headset.

Enable the EHS (Electronic Hook Switch)

After you set the base unit options for your headset and connect your headset to your phone, you can enable EHS.

1. Connect your headset and EHS adapter to your phone.
2. Navigate to Settings > Basic > Preferences > Headset > Hookswitch Mode.
3. Select one of the below modes for your specific headset:
 - Choose Jabra if an EHS-compatible Jabra headset is attached with an EHS cable or adapter.
 - Choose Plantronics if an EHS-compatible Plantronics headset is attached with an EHS cable or adapter.

Change the Headset Mode

Headsets that come with a docking station have two modes: soft phone and desk phone mode. To control your phone using your headset, the headset must be in soft phone mode. If you cannot operate the phone from your headset, it is possible your headset is in desk phone mode.

1. Press and hold the headset hookswitch until you hear a sound or message on the headset.

Disconnect Your Headset

If you want to disconnect or change your headset, you need to properly detach your headset from your phone.

1. Navigate to Settings > Basic > Preferences > Headset > Hookswitch Mode.
2. Select Regular Mode.
3. Remove the EHS adapter from the serial port on the back of the phone

Warranty

Your headset is covered by a 2 year warranty with the headset manufacturer. If you experience any faults / issues with your headset, please contact:

Within the first 28 days from date of purchase:
BT Business Direct Customer Service Team – 0370 429 3010.

After 28 days, but within 2 years from date of purchase:
Poly (formerly Plantronics)
Technical Support Desk - 0800 410014 or visit
www.plantronics.com/gb/en/support/warranty-service

Jabra Technical Support Desk - 01784 220172 (option 2)
Monday - Friday: 9:30am - 2pm or visit
www.jabra.co.uk/support-page/warranty-and-service

Offices Worldwide

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