

Product Bulletin

Connecting Headsets to Avaya one-X™ Deskphone Edition family of IP Telephones

Recommendations

This bulletin is to notify Avaya users of required cords that must be used when connecting corded or wireless headsets to the new 9600 family of IP Telephones:

- HIS Cord (700409881) for wired headsets with quick disconnect
- 9600 Hookswitch Control Cord for Avaya wireless headsets

Corded Headsets

To take advantage of the full wideband audio that is offered with the 9600 phones, the SupraElite Wideband family of headset is recommended along with the required HIS cord. All other corded headsets will also work with the HIS cord but will not offer the wideband sound quality as with the SupraElite Wideband family of headset below .

SupraElite Wideband Family

SupraElite Wideband Mon W450N	700413511
SupraElite Wideband Bi W460N	700413529
SupraElite Wideband Mon EURO W450N	700413537
SupraElite Wideband Bi EURO W460N	700413545

Wireless Headsets Connectivity on 9600 Phones

In order to take advantage of full integration (no headset lifter) of Wireless headsets with Avaya 9600 Series Terminals, a 9600 Series Hookswitch Cord is required. Wireless Headsets that support full integration are as follows:

- AWH-55/65 Wireless Headset
- ABT-35 Bluetooth Headset
- AWH-75 Wireless Headset (to be available in October)
- SupraElite Wireless Headset (to be available in October)

The 9600 Hookswitch cord is included in all AWH-75 Wireless and SupraElite Wireless headsets and will be included in the ABT-35 and AWH-55/65 Wireless headsets starting in January. For those who currently have an AWH55/65 or ABT-35 and want full hookswitch control on their 9600s or if the 9600 Series Hookswitch Cord is not included with the wireless products shipped, Customers can obtain them free of charge by calling any one of the following Avaya Headset helplines:

Avaya Headset Helplines:

- US: 1-800-544-4779
- UK: 01793 842370
- D: 08001826971
- E: 900 95 8957
- I: 800 783015
- F: 0800 91 7840
- NL: 0800 0234256

All other countries, please telephone the UK support team on 00 44 1793 842370