

NEC Release Notes

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EHS Headset Release Notes for the DT330/730 and DT750 terminals

Date	Version	Notes	Author
7-1-13	1.0	Original Notification	EA
8-3-13	1.01	Availability date for release to the field - Modification to optional statements	EA

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EHS Headset Description

The following release note provides details about the new feature, enhancements, bug fixes and known limitations for the EHS functionality working on the ITL and DTL terminals. EHS (Electronic Hook Switch) control allows for the answering/hanging up of calls via wireless headset that is connected to the ITL and DTL terminals. There is no longer a requirement for a user to lift the handset or manually press the headset button on the NEC terminal to connect the voice path to the headset while receiving a call.



Note:

1. *Voice input and output to the base will connect to the headset jack of the NEC terminal*
2. *EHS control will connect to the side 1 port of the NEC Terminal*

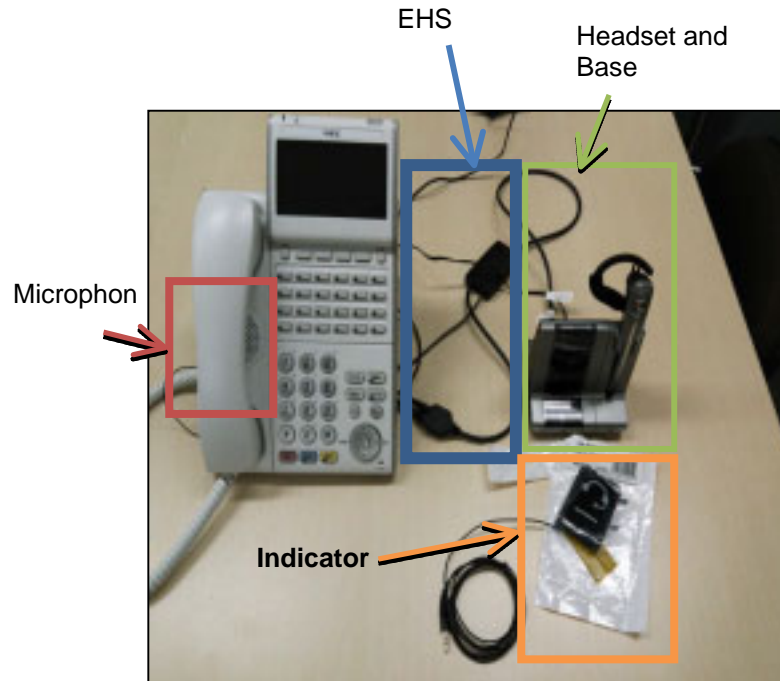
System

The following table notes the specification for each UNIVERGE Switch and NEC terminal that allows for the EHS functionality to operate. If your terminal is not equipped with the latest firmware version based on publication of this document, you can acquire the terminal software from the NTAC download section or through the NEC Portal.

NEC Terminals Support							
Terminal Type			NEC Voice Server				
		Versions	SV8100	SV8300	SV8500	3C	
Digital	DT310	DTL-2E-1Tel	N/A	No Support	No Support	No Support	No Support
		DTL-6DE-1 Tel	N/A	No Support	No Support	No Support	No Support
		DTL-12E-1 Tel	N/A	No Support	No Support	No Support	No Support
	DT330	DTL-12D-1 Tel	1.xx or 8.xx	R8 or higher	R9 or higher	S6 or higher	No Support
		DTL-24D-1 Tel	1.xx or 8.xx	R8 or higher	R9 or higher	S6 or higher	No Support
		DTL-32D-1Tel	N/A	No Support	No Support	No Support	No Support
	DTL-8LD-1 Tel	1.xx or 8.xx	R8 or higher	R9 or higher	S6 or higher	No Support	
IP	DT710	ITL-2E-1 Tel	N/A	No Support	No Support	No Support	No Support
		ITL-6DE-1 Tel	N/A	No Support	No Support	No Support	No Support
		ITL-8LDE-1 Tel	N/A	No Support	No Support	No Support	No Support
	DT730	ITL-12D-1 Tel	5.0.4.0 or higher	R8 or higher	R9 or higher	S6 or higher	No Support
		ITL-12DG-1 Tel	5.0.4.0 or higher	R8 or higher	R9 or higher	S6 or higher	No Support
		ITL-12CG-1 Tel	5.0.4.0 or higher	R8 or higher	R9 or higher	S6 or higher	No Support
		ITL-24D-1 Tel	5.0.4.0 or higher	R8 or higher	R9 or higher	S6 or higher	No Support
		ITL-32D-1 Tel	N/A	No Support	No Support	No Support	No Support
		ITL-8LD-1 Tel	5.0.4.0 or higher	R8 or higher	R9 or higher	No Support	No Support
	DT750	ITL-320C-2 Tel	5.0.4.0 or higher	R8 or higher	R9 or higher	No Support	No Support

Note : NEC terminals that don't support the EHS functionality as detailed in this release note will require a handset lifter in order to support the EHS functionality.

Equipment



Required:

- NEC ITL or DTL terminal (Noted in **NEC Terminals Support table** above)
- Plantronics Headset- Purchase from Plantronics
 - o CS5xx :
 - o Savi 700
- EHS cable APN-91: Purchase from NEC, Part # 680063
 - o Includes EHS Cable
 - o Includes Microphone

Optional Equipment

- Indicator- Purchase from Plantronics, Part # 80287-01

Step by Step Procedure for EHS Headset to DT700/DT300

Attention: When connecting the EHS cable the DT700/DT300 must be turned off.
Additional instructions (beyond what is noted below) will be provided with the headset purchase.

1. Connect the EHS cable to the microphone and indicator.



Microphone



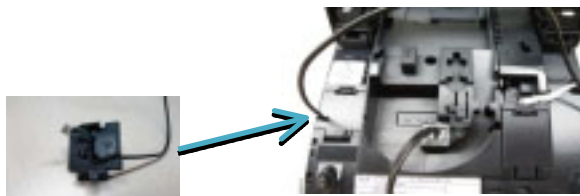
Indicator

Microphone: Detects the ringer activation on the DT700/DT300. Upon detection, the headset provides a beep tone in the ear piece of the headset. Note: In order to enable detection, the NEC terminal must be conditioned to the appropriate ring type. **Review ITL Terminals Headset Ring Tone Support and DTL Terminal headset Ring Tone Support for configuration assignments.**

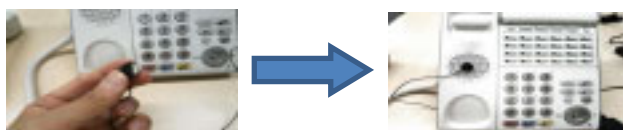
Indicator: This provides an indication to the user that the headset is in use

2. Connect the EHS cable to the DT700/DT300 Slot 1
Insert the EHS cable to side option connector (SIDE 1) and the headset module to the headset jack.

ATTENTION: Special attention on connecting the EHS cable to side 1 should be noted. The connector has grooves that will allow the connector to fit easily into the port. Don't jam (push) the connector in the port otherwise the connector will break.



3. Paste the microphone to the DT700/DT300



4. Connect the EHS Cable to the Headset base



5. Turn on the DT700/DT300 and Headset Base unit

Procedure for Enabling EHS function on the UNIVERGE

ATTENTION: To use the EHS function, you must enable the appropriate settings within the UNIVERGE Switch

Assignment of Headset Key (UNIVERGE SV8100/SV8500)

- Assign a headset key to the to key assignment noted for the terminal enabled for EHS functionality

Terminal Type		SV8100	SV8500
IP	12/24 Line	Key 25	Key 25
	8LD (Desi-less)	Key 33	Not Supported
	320C	Key 33	Not Supported
Digital	12/24 Line	Key 25	Key 25
	8LD (Desi-less)	Key 33	Key 33

Assignment of Headset Key (UNIVERGE SV8300)

- Enable EHS functionality for the terminal enabled for EHS functionality.

New Feature:

Release of the EHS functionality when the Plantronics CS500 and Savi 700 family of wireless headsets is

- On/Off control via the headset; handset lifter is not required
- Detection of incoming ringer (note limitation)

Enhancements

N/A

Bug Fixes

N/A

Limitations

- Ambient noise close and/or conversations close to the headset microphone may trigger beeps to be heard in the headset.
- Reorder tone results in beeps heard in the headsets.

ITL Terminals Headset Ring Tone Support						
Tone Type	Switch Type					
	SV8500		SV8300		SV8100	
	Internal Call	External Call	Internal Call	External Call	Internal Call	External Call
Auto	NG	NG	OK	NG	OK	OK
Type 1	NG	NG	OK	NG	OK	OK
Type 2	NG	NG	OK	NG	OK	OK
Type 3	NG	NG	OK	NG	OK	OK
Type 4	NG	NG	OK	NG	OK	OK
Type 5	NG	NG	OK	NG	OK	OK
Type 6	NG	NG	OK	NG	OK	OK
Type 7	NG	NG	OK	NG	OK	OK
Type 8	NG	NG	OK	NG	OK	OK
Type 9	OK	OK	OK	OK	OK	OK
Type 10	NG	NG	OK	OK	OK	OK
Type 11	NG	NG	OK	NG	OK	OK
Type 12	NG	NG	OK	OK	OK	OK
Type 13	NG	NG	OK	OK	OK	OK
Type 14	NG	NG	OK	NG	OK	OK

DTL Terminals Headset Ring Tone Support						
Tone Type	Switch Type					
	SV8500		SV8300		SV8100	
	Internal Call	External Call	Internal Call	External Call	Internal Call	External Call
	N/A	N/A				
Auto	NG	N/A	**	**	***	***
Type 1	NG	N/A	OK	OK	OK	OK
Type 2	NG	N/A	OK	OK	OK	OK
Type 3	NG	N/A	OK	OK	OK	OK
Type 4	NG	N/A	OK	OK	OK	OK
Type 5	OK	N/A	OK	OK	OK	OK
Type 6	NG	N/A	OK	OK		

Type 7	NG	N/A	OK	OK		
Type 8	NG	N/A				
Type 9	NG	N/A				
Type 10	NG	N/A				
Note: ** SV8300 doesn't support Auto tone setting. This setting in the menu is "Type 0" and it is supported. *** SV8100 doesn't support Auto tone setting. This setting in the menu is replaced by "High", "Medium", "Low" settings. All of these settings are supported on the SV8100.						

- Slot 1 of the NEC terminal is only capable of connecting one (1) of the three (2) available options (EHS or 8LK) at any given time. Due to this the 8LK module is not supported options when the EHS function is enabled.

Additional Limitations specific to SV8100

1. The EHS is not supported when the ACD Feature "Headset Operation (with Automatic Answer)" is enabled.

Additional Limitations specific to SV8300

1. Must press headset button twice to receive dial tone, Must press headset control button twice to answer incoming call if
 - o The outside party hands up and you let the phone go to automatic idle return
 - o If the headset user press the hang-up button on the headset within 1 second of remote party hanging up.
2. If disconnecting call within 1 second of outside party, then headset button will need to be pressed twice on the next call
 Note: 1, 2 these items must be done only if the user did not disconnect from the previous call. If they disconnected properly then this is not required.
3. ITL Specific Setting/ Limitations on SV8300
 - o The normal ring volume must be turned up to the 11th bar to get the off hook ring loud enough for the headset to detect
 - o ITL does not need 3533 set if using ring tones 9,10,12,13.
 - o If 3533 is set to a 0 then all tones will function.
 - o Sub line calls were tested on both internal and external calls.
 - o 1381 is required for headset to function
 - o Headset key is NOT assigned to any key on the SV8300
 - o ITL volume must be at least 5 bars to activate EHS on both internal and external calls to my line.
4. DTL Specific Settings/ Limitations on SV8300
 - o Go off hook with speaker for short duration results in beep tone top headset.
 - o The normal ring volume must be turned up to the 5th bar for regular ring to trigger the headset and the 10th bar to get the off hook ring loud enough for the headset to detect.

- Must change external call ring sequence from 2-on 4-off to 1-on 2-off to get any tones to function for an external call. All tones function after change.
- ITL volume must be at least 5 bars to activate EHS on both internal and external call to my line.
- Must press the headset answer key twice to answer call if previous call is not disconnected from properly.
- Ambient noise will cause the headset to receive beeps.
- 3533>XX>0 must be set for any ring tones to function for external calls to my line or sub line.
- Results for external and sub line calls are with 3533 set to a 0. There is no ringing if this is not set.
- 1381 is required for headset to function
- Headset key is NOT assigned to any key on the SV8300

Additional Limitations specific to SV8500

Headset key can't be assigned to multiple line keys or the softkey during EHS mode.
Headset key assignment must match assignment of the terminal noted on page 7.