

# Third-Party Headset Compatibility Guide for Mitel IP Phones

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Headset Compatibility Guide

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## About This Document

This guide provides compatibility details of headsets that were tested against various Mitel products. Our partners and customers should consider these when deploying Mitel solutions.

### IP Phones Scope

This document only covers the 6900 IP Phones and 6800 SIP Phones.

### Mitel Headset Support

#### Mitel-Branded Headsets

For Mitel branded headsets, Mitel's support policy is as follows:

- Mitel branded and marketed headsets are fully supported by Mitel.
- Headsets must be deployed as per published Engineering Guidelines, especially for dense deployments (for example, Call Centers) in which wireless technology is used.
- Support includes ensuring software compatibility and feature interoperability between Mitel headsets and applicable products defined in this document.

#### Third-Party Headsets

For third-party vendor headsets, Mitel's policy is as follows:

- Mitel does not guarantee the compatibility, interoperability, or individual feature operation for any third-party headset as Mitel is not in control of the hardware design, manufacturing, and software releases/evolution of such products. Although Mitel does not guarantee the compatibility of any third-party headset, we have tested the headsets listed in this document against the specified devices / firmware releases and certified their interoperability as captured herein.
- Third-party headset vendor software (for example, PC utilities) is not supported nor managed by Mitel. Customers should contact the third-party headset vendor directly for any questions or issues on such products.
- Mitel does not guarantee any compatibility claims or statements made on third-party headset vendor websites. Mitel does offer third-party headset vendors access to our MSA partner program to validate compatibility in their own labs. Mitel is enhancing the value of the MSA based, vendor conducted interoperability by performing our own testing of a number of headset models from different vendors such that we can certify their interoperability. This document captures the list of headsets that have successfully passed this Mitel testing.

## Supporting Documentation

To access phone-specific and system-specific documentation:

- Visit [Document Center](#).
- Click **DEVICES AND ACCESSORIES** and navigate to the required documentation.

## IP Phones

Mitel has verified the following headsets. The specific Mitel release is provided for headsets that passed testing. Headsets that have been tested but failed to meet compatibility requirements will be marked as non-compliant (NC). See Appendix A for specific callouts on feature limitations or special configuration requirements.

### Tested functionality

- 2-way Audio
- Volume Up/Down – not synchronized with the IP phone
- Answer Call via Headset button
- Hang-up Call via Headset button
- Mute/Unmute via Headset button – not synchronized with the IP Phone
- Basic subjective audio quality tests
- Basic Headset Profile features for Bluetooth Headsets

### Testing excluded

- Advanced call control features unique to a specific headset
- Headset software upgrade process as defined by each headset vendor
- Multiple device pairing support and call control options, for Bluetooth headsets
- Advanced buttons unique to a specific headset

## Supported Third-Party Headsets and Features for SIP

The following is a summary of the features supported on third-party headsets for SIP.

- For Analog and EHS/DHSG headsets: Testing is done on 6865i, 6867i, 6869i, 6910, 6920, and 6930
- For Bluetooth headsets: Testing is done on 6930, 6940, and 6873i
- For USB headsets: Testing is done on 6867i, 6869i, 6973i, 6920, 6930, and 6940

Headset Type	Vendor	Headset Model	Headset Version	Phone Firmware	Hookswitch	Ringing	Flashing (LED)	Volume Sync	Mute Sync
Analog	Jabra	GN2100	Not Applicable	SIP 6.0	No	No	No	No	No
Analog	Jabra	Biz 2400 II Mono	Not Applicable	SIP 6.0	No	No	No	No	No
EHS/DHSG	Jabra	Pro 9470 with DHSG EHS cable(incl.)	FW 4.7.0 Value Pack 4	SIP 6.0	Yes	Yes	Yes	No	No
EHS/DHSG	Jabra	Engage 65 with DHSG EHS cable (1)	FW 4.2.0 Value Pack 3 (Base) FW 4.2.0 (Headset)	SIP 6.0	Yes	Yes	Yes	No	No
Bluetooth	Jabra	Evolve 75	Version: 2.32.0 (Value Pack 2)	SIP 6.0	Yes	Yes	Yes	No	No
Bluetooth	Jabra	Evolve2 65	Headset 2.4.5 Base 1.6.0 Jabra Evolve 1.9.1	SIP 6.0	Yes	Yes	Yes	No	No
Bluetooth	Plantronics	Voyager Legend	v.110	SIP 6.0	Yes	Yes	Yes	No	No
USB	Jabra	Jabra Evolve2 40 (2)	1.19.0 (Service Pack 2)	SIP 6.0	Yes	Yes	Yes	No	Yes
USB	Jabra	Engage 50 + Jabra Engage LINK(USB-A) (3) (6)	Headset and controller v2.3.1 (Value Pack 1 Service Pack 1)	SIP 6.0	Yes	Yes	Yes (5)	No	Yes
USB	Jabra	Engage 65 via USB (4)	Base: 4.2.0 (Value Pack 3) Headset: 4.2.0	SIP 6.0	Yes	Yes	Yes	No	Yes
USB	Jabra	Evolve 75 + Link370 USB dongle	Version: 2.32.0 (Value Pack 2) Link 370 Version: 1.82.0	SIP 6.0	Yes	Yes	Yes	No	Yes
USB	Plantronics	Voyager Focus + USB Dongle (BT600)	Headset Version: V.1723 BT600 Version: V.500	SIP 6.0	Yes	No	Yes	No	Yes
USB	Plantronics	Blackwire 7225	SetId v1.1144.1.1060 USB v.1060	SIP 6.0	Yes	Yes (7)	Yes	No	Yes
USB	Plantronics	Savi WS440 + USB DECT dongle	Base v28.27, Headset v28.28, Tuning v15, USB v138	SIP 6.0	Yes	Yes	Yes	No	Yes
USB	Sennheiser	SC260 USB CTRL II (6)	15.05.4D.413	SIP 6.0	Yes	No	Yes	No	Yes

Table 1: Supported Third-Party Headsets and Features for SIP

## Third Party Headset Compatibility Guide for Mitel Desktop Phones

### Legend:

- (1) See [Configuring Jabra Engage 65 EHS/DHSG Headset](#).
- (2) See [Configuring Jabra Evolve2 40 USB Headset](#).
- (3) See [Configuring Jabra Engage 50 USB Headset](#).
- (4) See [Configuring Jabra Engage 65 USB Headset](#).
- (5) On remote (Jabra Engage Link P/N: 50-219), inbuilt LED indicator flashes to indicate an incoming call.
- (6) No keys on Headset, everything is controlled from USB cable controller.
- (7) There is no actual ringing, headset announces **"Incoming Call"**.

## Supported Third-Party Headsets and Features for MiNet

The following is a summary of the features supported on third-party headsets for MiNet

- For Analog and EHS/DHSG headsets: Testing is done on 6910, 6920, and 6930
- For Bluetooth headsets: Testing is done on 6930, and 6940
- For USB headsets: Testing is done on 6920, 6930, and 6940

Headset Type	Vendor	Headset Model	Headset Version	Phone Firmware	Hookswitch	Ringing	Flashing (LED)	Volume Sync	Mute Sync
Analog	Jabra	GN2100	Not Applicable	MiNet 1.6	No	No	No	No	No
Analog	Jabra	Biz 2400 II Mono	Not Applicable	MiNet 1.6	No	No	No	No	No
EHS/DHSG	Jabra	Pro 9470 with DHSG EHS cable(incl.)	4.7.0 Value Pack 4	MiNet 1.6	Yes	Yes	Yes	No	No
EHS/DHSG	Jabra	Engage 65 with DHSG (1)	4.2.0 (Value Pack 3) - Base 4.2.0 - Headset	MiNet 1.6	Yes	Yes	Yes	No	No
Bluetooth	Jabra	Evolve 75	2.32.0 (Value Pack 2)	MiNet 1.6	Yes	Yes	Yes	No	No
Bluetooth	Jabra	Evolve2 65	Headset 2.4.5	MiNet 1.6	Yes	Yes	Yes	No	No
Bluetooth	Plantronics	Voyager Legend	Base: v.6108 Headset with case: v.b001 Headset with stand v.110	MiNet 1.6	Yes	Yes	Yes	No	No
USB	Jabra	Jabra Evolve2 40 (2)	1.15.0	MiNet 1.6	Yes	Yes	Yes	No	Yes
USB	Jabra	Engage 50 + Jabra Engage LINK(USB-A) (3) (6)	2.3.1 (Value Pack 1 Service Pack 1) Headset and Controller	MiNet 1.6	Yes	Yes	Yes (5)	No	Yes
USB	Jabra	Engage 65 with USB (4)	4.2.0 (Value Pack 3)- Base 4.2.0 - Headset	MiNet 1.6	Yes	Yes	Yes	No	Yes
USB	Jabra	Evolve 75 + Link370 USB dongle	Version: 2.32.0 (Value Pack 2) Link 370 Version: 1.82.0	MiNet 1.6	Yes	Yes	Yes	No	Yes
USB	Plantronics	Voyager Focus + USB Dongle (BT600)	Headset Version: V.500 BT600 Version: V.2006	MiNet 1.6	Yes	Yes	Yes	No	Yes
USB	Plantronics	Blackwire 7225	Firmware Version: SetId: v.1.1144.1.1060; USB: v.1060	MiNet 1.6	Yes	Yes (7)	No	No	Yes
USB	Plantronics	Savi WS440 + USB Adapter (D100Y)	Base v28.27, Headset v28.28, Tuning v.15, USB v.138	MiNet 1.6	Yes	Yes	Yes	No	Yes
USB	Sennheiser	SC260 USB CTRL II (6)	15.05.83.83	MiNet 1.6	Yes	No	Yes	No	Yes

Table 2: Supported Third-Party Headsets and Features for MiNet



## Third Party Headset Compatibility Guide for Mitel Desktop Phones







### Legend:

- (1) See [Configuring Jabra Engage 65 EHS/DHSG Headset](#).
- (2) See [Configuring Jabra Evolve2 40 USB Headset](#).
- (3) See [Configuring Jabra Engage 50 USB Headset](#).
- (4) See [Configuring Jabra Engage 65 USB Headset](#).
- (5) On remote (Jabra Engage Link P/N: 50-219), inbuilt LED indicator flashes to indicate an incoming call.
- (6) No keys on Headset, everything is controlled from USB cable controller.
- (7) There is no actual ringing, headset announces **"Incoming Call"**.

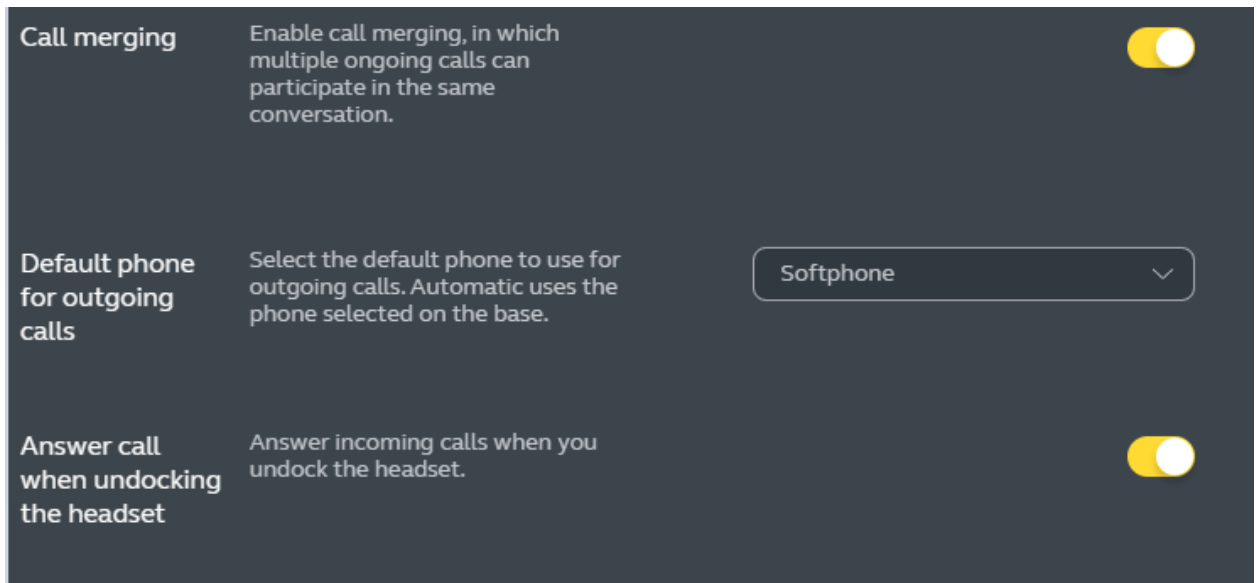
## Appendix A

### Configuring Jabra Engage 65 USB Headset


1. On Jabra Direct navigate to **Jabra Engage 65 > Device > Headset** and
  - a. Set **Sidetone** to **ON**.
  - b. Set **Headset busylight** to **ON**.
  - c. Set **Pairing without docking** to **ON**.
  - d. Set **Headset conferencing** to **ON**.
  - e. Set **Powernap** to **ON**.
  - f. Set **Optimize audio for music** to **ON**.
  - g. Click **Apply**.

<b>Sidetone</b>	Sidetone creates a more natural sound experience, by enabling you to hear your own voice when talking in the headset. Audio from the microphone is reproduced in the headset, so you can hear your own voice. Sidetone does not affect how other people hear your voice.	
<b>Headset busylight</b>	Enable the busylight function of the headset. Turn off to optimize battery performance.	
<b>Pairing without docking</b>	Allow pairing of a headset without docking it.	
<b>Headset conferencing</b>	Enable headset conferencing mode to connect multiple headsets to the same call.	
<b>PowerNap</b>	The headset automatically enters standby mode if it has not been used for 30 minutes.	
<b>Optimize audio for music</b>	Turn on to optimize audio for music. Turn off to optimize battery performance and reduce density issues. Audio quality for calls is not affected by this setting.	

2. On Jabra Direct navigate to **Jabra Engage 65 > Device > Base** and
  - a. Set **Call merging** to **ON**.
  - b. Set **Default phone for outgoing calls** to **Softphone**.
  - c. Set **Answer call when undocking the headset** to **ON**.
  - d. Click **Apply**.



3. On Jabra Direct navigate to **Jabra Engage 65 > Device > Softphone (PC)** and
  - a. Set **Softphone connection** to **ON**.
  - b. Set **Call control with softphone** to **ON**.
  - c. Set **Playback device type** to **Audio device**.
  - d. Set **Open softphone line when undocking headset** to **ON**.
  - e. Set **Ringtone in headset** to **ON**.
  - f. Click **Apply**.

Softphone connection	Enable a connection to a softphone.	<input checked="" type="checkbox"/>
Call control with softphone	Enable remote call control between the headset and a softphone. Turn off this setting if multiple softphones are installed.	<input checked="" type="checkbox"/>
Playback device type	Some softphones cannot detect headsets that have been set as a Communication device. If your softphone does not detect your headset, you will need to select Audio device.	Audio device 
Open softphone line when undocking headset	Open the softphone line when you undock the headset. This setting applies only when the phone target is set to softphone on the base.	<input checked="" type="checkbox"/>
Ringtone in headset	Use a ringtone in the headset to announce incoming softphone calls.	<input checked="" type="checkbox"/>






4. On Jabra Direct navigate to **Jabra Engage 65 > Device > Desk Phone** and
  - a. Set **Desk phone connection** to **OFF**.
  - b. Click **Apply**.

Desk phone connection	Enable a connection to a desk phone.	<input type="checkbox"/>
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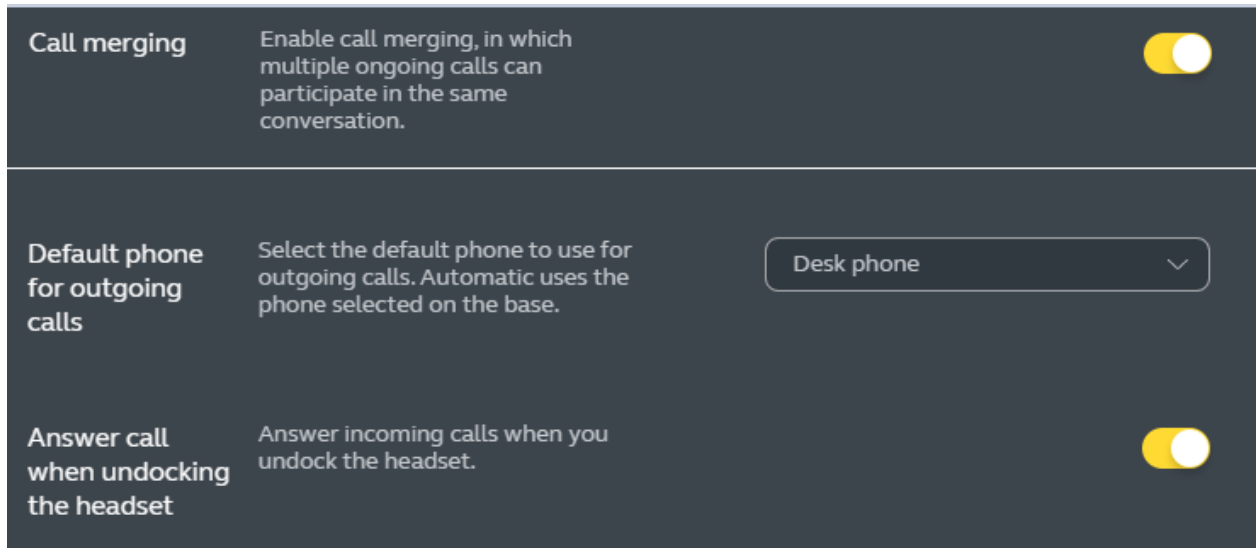
## Configuring Jabra Engage 65 EHS/DHSG Headset

1. On Jabra Direct navigate to **Jabra Engage 65 > Device > Headset** and
  - a. Set **Sidetone** to **ON**.
  - b. Set **Headset busylight** to **ON**.
  - c. Set **Headset conferencing** to **ON**.
  - d. Set **Pairing without docking** to **ON**.

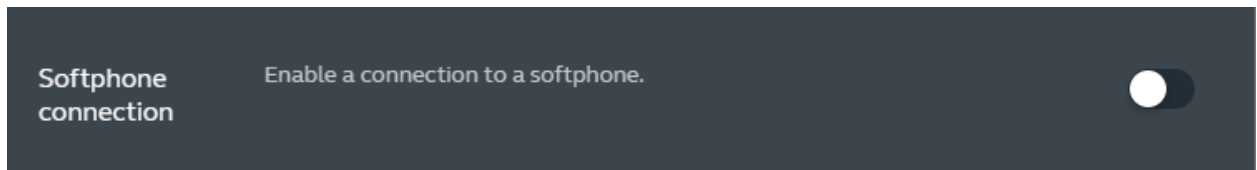
- e. Set **Powernap** to **ON**.
- f. Set **Optimize audio for music** to **ON**.
- g. Click **Apply**.

<b>Sidetone</b>	Sidetone creates a more natural sound experience, by enabling you to hear your own voice when talking in the headset. Audio from the microphone is reproduced in the headset, so you can hear your own voice. Sidetone does not affect how other people hear your voice.	
<b>Headset busylight</b>	Enable the busylight function of the headset. Turn off to optimize battery performance.	
<b>Pairing without docking</b>	Allow pairing of a headset without docking it.	
<b>Headset conferencing</b>	Enable headset conferencing mode to connect multiple headsets to the same call.	
<b>PowerNap</b>	The headset automatically enters standby mode if it has not been used for 30 minutes.	
<b>Optimize audio for music</b>	Turn on to optimize audio for music. Turn off to optimize battery performance and reduce density issues. Audio quality for calls is not affected by this setting.	





- 2. On Jabra Direct navigate to **Jabra Engage 65 > Device > Base** and
  - a. Set **Call merging** to **ON**.
  - b. Set **Default phone for outgoing calls** to **Desk phone**.
  - c. Set **Answer call when undocking the headset** to **ON**.
  - d. Click **Apply**.



3. On Jabra Direct navigate to **Jabra Engage 65 > Device > Softphone (PC)** and
  - a. Set **Softphone connection** to **OFF**.
  - b. Click **Apply**.



4. On Jabra Direct navigate to **Jabra Engage 65 > Device > Desk Phone** and
  - a. Set **Desk phone connection** to **ON**.
  - b. Set **Base ringtone volume** to **High**.
  - c. Set **Ringtone in headset** to **ON**.
  - d. Set **Automatic detection of hook lifter type** to **OFF**.
  - e. Set **Electronic hook lifter** to **DHSG**.
  - f. Set **Open desk phone line when undocking the headset** to **ON**.
  - g. Click **Apply**.

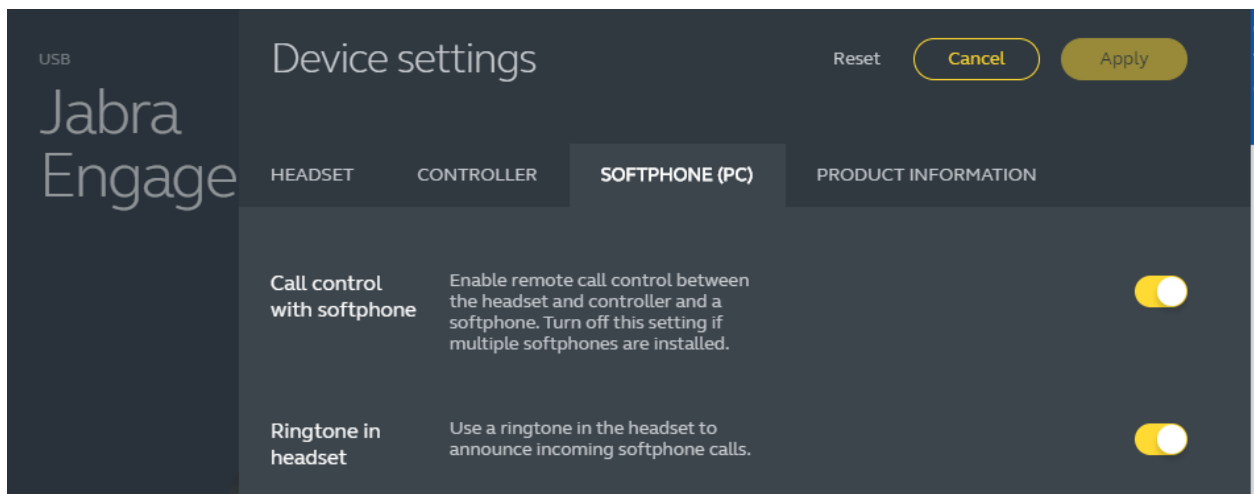
<b>Desk phone connection</b>	Enable a connection to a desk phone.	
<b>Base ringtone volume</b>	Select the volume level of the base ringtone to use for incoming calls on the desk phone.	<div>High</div>
<b>Ringtone in headset</b>	Use a ringtone in the headset to announce incoming desk phone calls.	
<b>Automatic detection of hook lifter type</b>	When turned on, the hook lifter type of the connected desk phone will be automatically detected. An incoming desk phone call is required before automatic detection.	
<b>Electronic hook lifter</b>	Select the electronic hook lifter that is used with the desk phone.	<div>DHSG</div>
<b>Open desk phone line when undocking the headset</b>	Open the desk phone line when you undock the headset. This setting applies only when the phone target is set to Desk phone on the base.	

## Appendix B

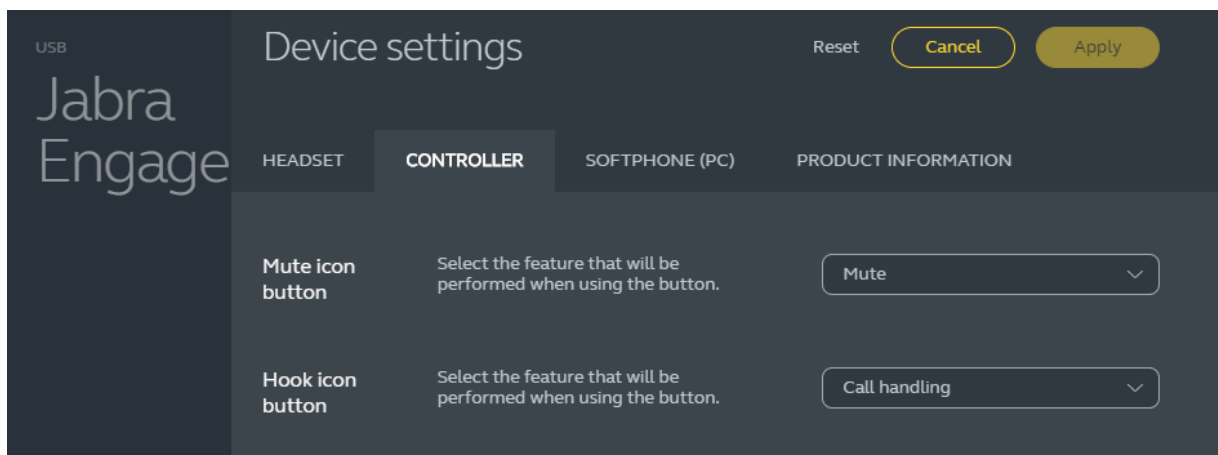
### Configuring Jabra Engage 50 USB Headset

**Note:** Jabra Engage Link (USB-A connection) is required.

1. On Jabra Direct navigate to **Jabra Engage 50 > Device > Softphone (PC)** and
  - a. Set **Call control with softphone** to **ON**.
  - b. Set **Ringtone in headset** to **ON**.
  - c. Click **Apply**.

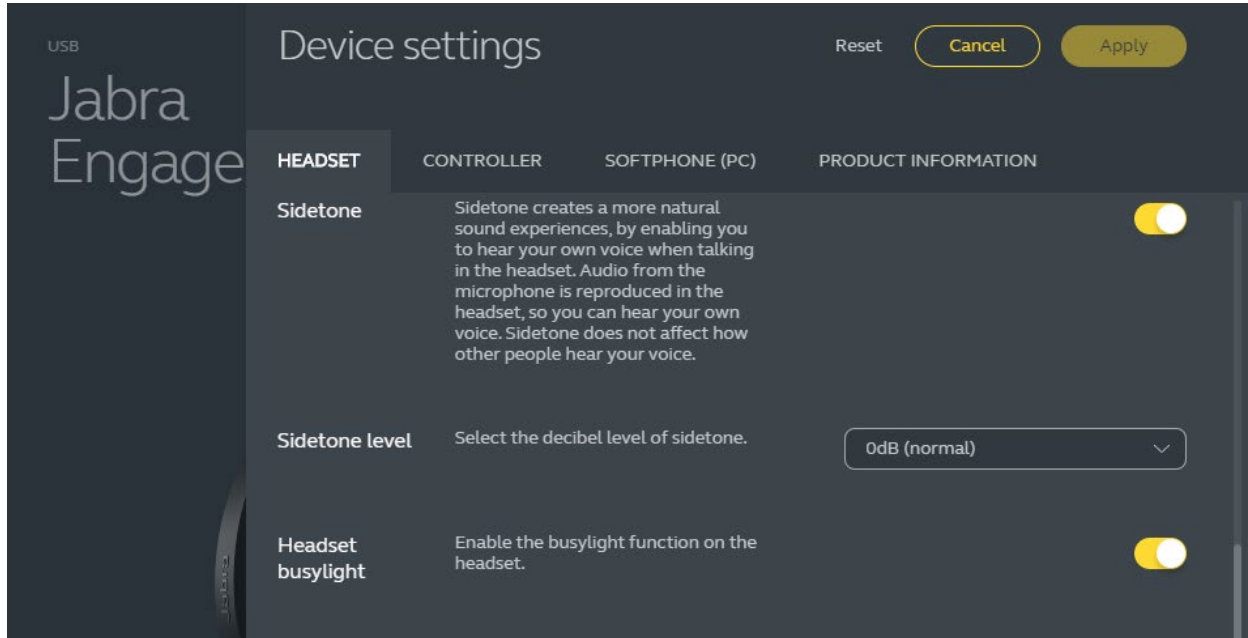


2. On Jabra Direct navigate to **Jabra Engage 50 > Device > Controller** and
  - a. Set **Mute icon button** to **Mute**.
  - b. Set **Hook icon button** to **Call Handling**.
  - c. Click **Apply**.





3. On Jabra Direct navigate to **Jabra Engage 50 > Device > Headset** and
  - a. Set **Headset busylight** to **ON**.
  - b. Click **Apply**.



## Appendix C

### Configuring Jabra Evolve2 40 USB Headset

1. On Jabra Direct navigate to **Jabra Evolve2 40 > Device > Softphone** and
  - a. Set **Call control with softphone** to **ON**.
  - b. Set **Ringtone in headset** to **ON**.
  - c. Click **Apply**.

