Headset Compatibility Guide

Release 1.0

58016434 Rev 06

◁◁ Mitel®

NOTICE

TRADEMARKS

Headset Compatibility Guide

Release 1.0 – November 2024

Contents

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 6900/6900w IP Phones, 6800 SIP Phones, and IP400 Phones

Mitel Headset Support

Mitel-Branded Headsets

The following is list of supported Mitel branded headsets for both SIP and MiNET. See Appendix for specific callouts on feature limitations or special configuration requirements.

Jabra Model	Mitel Model Name
Evolve2 40 **(1)**	H10 Stereo USB Headset
Biz2400 II	H20 Mono Analog Headset
Engage 50 **(2)**	H30 Stereo CC USB Headset
Engage 65 **(3)**	H40 DECT Stereo Headset

Legend:

(1)   See Configuring Jabra Evolve2 40 USB Headset.

(2)   See Configuring Jabra Engage 50 USB Headset.

(3)   See Configuring Jabra Engage 65 USB Headset.

Note: The IP400 series phones support only H20 and H40 headsets. These phones do not support H10 and H30 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.

Mitel Applications

The following Mitel applications are compatible with Mitel branded headsets (H10 Stereo USB Headset, H30 Stereo CC USB Headset, and H40 DECT Stereo Headset (USB)):

- Mitel One / CX

- MiTeam Meetings

- MiCollab Softphone

- MiCloud Connect Client

- MiVoice Connect Client

- MiCC Business

- MiCC Enterprise

- MiCloud Connect CC

- MiVoice Connect CC

- Business Console

- MiVoice Office Web Application (MOWA)

Note: For third-party headsets supported with Mitel applications, refer to the application's documentation for a list of compatible headsets.

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 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 Mitel Branded Headsets for SIP and MiNET

The following is a summary of the Mitel branded headsets supported with the various models of Mitel's phones for SIP and MiNET.

6900 Series Phones

Headset Model	6910	6915	6920	6930/6930L	6940	6865	6867	6869	6873
H10 Stereo USB Headset	X	USB	USB	USB	USB	X	USB	USB	USB
H20 Mono Analog Headset	Analog RJ9	Analog RJ9	Analog RJ9	Analog RJ9	X	Analog RJ9	Analog RJ9	Analog RJ9	X
H30 Stereo CC USB Headset	X	USB*	USB*	USB*	USB*	X	USB*	USB*	USB*
H40 DECT Stereo Headset	Analog RJ9	USB/ Analog RJ9	USB/ Analog RJ9	USB/ Analog RJ9	USB	Analog RJ9	USB/ Analog RJ9	USB/ Analog RJ9	USB

* indicates that an optional Jabra Engage 50 Link Controller is required when used with a Mitel phone. Not required when used with a Mitel PC application.

x indicates not supported

6900w Series Phones

Headset Model	6920w	6930w	6940w
H10 Stereo USB Headset	USB	USB	USB
H20 Mono Analog Headset	Analog RJ9	Analog RJ9	X
H30 Stereo CC USB Headset	USB*	USB*	USB*
H40 DECT Stereo Headset	USB/ Analog RJ9	USB/ Analog RJ9	USB

* indicates that an optional Jabra Engage 50 Link Controller is required when used with a Mitel phone. Not required when used with a Mitel PC application.

x indicates not supported

*IP400 Series Phones

Headset Model	IP480g	IP485g
H20 Mono Analog Headset	Analog RJ9	Analog RJ9
H40 DECT Stereo Headset	Analog RJ9	Analog RJ9

* applicable for SIP only

Supported Third-Party Headsets and Features for SIP

The table below provides a list of supported third-party headsets for the following SIP phone firmware:

- SIP 6.0.0

- SIP 6.1.0

- SIP 6.3.0

- SIP 6.3.0 SP1

- SIP 6.3.1 (SIP w phones only)

- 6.3.1 SP1

- SIP 6.3.2 (SIP w phones only)

- SIP 6.3.3

- SIP 6.4.0

- SIP 6.4.0 SP2

Note:

- For Analog and EHS/DHSG headsets: Testing is done on 6865i, 6867i, 6869i, 6910, 6915, 6920/6920w, 6930/6930w, IP480g, and IP485g

- For Bluetooth headsets: Testing is done on 6930/6930w, 6940/6940w, and 6873i

- For USB headsets: Testing is done on 6867i, 6869i, 6973i, 6915, 6920/6920w, 6930/6930w, and 6940/6940w

- For EHS/DHSG feature, a DSHG cable is required. Refer to the DHSG headset part number given for each supported headset in the table below.

Headset Type	Vendor	Headset Model	Headset Version	Hookswitch	Ringing	Flashing (LED)	Volume Sync	Mute Sync
Analog	Jabra	GN2100	Not Applicable	No	No	No	No	No
Analog	Jabra	Biz 2400 II Mono	Not Applicable	No	No	No	No	No
Analog	Sennheiser	SC 260 with Quick Connect (QC) RJ9 Cable	Not Applicable	No	No	No	No	No
EHS/DHSG	Jabra	Pro 9470 with DHSG EHS cable(incl.)	FW 4.7.0 Value Pack 4	Yes	Yes	Yes	No	No
EHS/DHSG	Jabra	Engage 65 with GN DHSG EHS cable Part no. 14201-10 **(1)**	FW 4.2.0 Value Pack 3 (Base) FW 4.2.0 (Headset)	Yes	Yes	Yes	No	No
EHS/DHSG	Jabra	Pro 925 DHSG with 14201 EHS Cable	1.4.6	Yes	Yes	Yes	No	No
EHS/DHSG	Plantronics	CS540 with EHS 37818-11 Cable	Not Applicable	Yes	Yes	Yes	No	No

Bluetooth	Jabra	Evolve 75	Version: 2.32.0 (Value Pack 2)	Yes	Yes	Yes	No	No
Bluetooth	Jabra	Evolve2 65	Headset 2.4.5 Base 1.6.0 Jabra Evolve 1.9.1	Yes	Yes	Yes	No	No
Bluetooth	Plantronics	Voyager Legend	v.110	Yes	Yes	Yes	No	No
Bluetooth	Plantronics	Voyager 5200 UC	v.510	Yes	Yes	Yes	No	No
USB	Jabra	Jabra Evolve2 40 (2)	1.19.0 (Service Pack 2)	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)	Yes	Yes	Yes (5)	No	Yes
USB	Jabra	Engage 65 via USB (4)	Base: 4.2.0 (Value Pack 3) Headset: 4.2.0	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	Yes	Yes	Yes	No	Yes
USB	Plantronics	Voyager Focus + USB Dongle (BT600) (9)	Headset Version: V.1723 BT600 Version: V.500	Yes	No	Yes	No	Yes
USB	Plantronics	Blackwire 7225 (10)	SetId v1.1144.1.1060 USB v.1060	Yes	Yes (7)	Yes	No	Yes
USB	Plantronics	Savi WS440 + USB DECT dongle	Base v28.27, Headset v28.28, Tuning v15, USB v138	Yes	Yes	Yes	No	Yes
USB	Sennheiser	SC260 USB CTRL II (6)	15.05.4D.413	Yes	No	Yes	No	Yes
USB	Sennheiser	SD Pro 2 ML (8)	175	Yes	Yes	Yes	No	Yes

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

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**".

(8)   Cannot answer call by taking headset off the cradle. Must use the button on the headset or speaker key on the phone.

(9)   The Plantronics Voyager Focus + USB Dongle (BT600) headset is not supported with a USB dongle for SIP 6.3.1 or SIP 6.3.2 on the 6920w/6930w/6940w phones. Instead, use the headset with Bluetooth only.

(10)   The Plantronics Blackwire 7225 USB headset is not supported on the 6869/6867/6920/6915 phones.

Supported Third-Party Headsets and Features for MiNet

The table below provides a list of supported third-party headsets for the following MiNet phone firmware:

- MiNet 1.6

- MiNet 1.7

- MiNet 1.8

- MiNet 1.8

- MiNet 2.0 (MiNet w phones only)

- MiNet 2.0 SP1

- MiNet 2.1

- MiNet 2.2

- MiNet 2.3

Note:

- For Analog and EHS/DHSG headsets: Testing is done on 6910, 6915, 6920/6920w, and 6930/6930w

- For Bluetooth headsets: Testing is done on 6930/6930w, and 6940/6940w

- For USB headsets: Testing is done on 6915, 6920/6920w, 6930/6930w, and 6940/6940w

- For EHS/DHSG feature, a DSHG cable is required. Refer to the DHSG headset part number given for each supported headset in the table below.

Headset Type	Vendor	Headset Model	Headset Version	Hookswitch	Ringing	Flashing (LED)	Volume Sync	Mute Sync
Analog	Jabra	GN2100	Not Applicable	No	No	No	No	No
Analog	Jabra	Biz 2400 II Mono	Not Applicable	No	No	No	No	No
Analog	Sennheiser	SC 260 Headset-Bianaural, ED + Quick Disconnect RJ9 (4 Pin)	Not Applicable	No	No	No	No	No
EHS/DHSG	Jabra	Pro 9470 with DHSG EHS cable(incl.)	4.7.0 Value Pack 4	Yes	Yes	Yes	No	No
EHS/DHSG	Jabra	Engage 65 with GN DHSG EHS cable Part no. 14201-10 (1)	4.2.0 (Value Pack 3) - Base 4.2.0 - Headset	Yes	Yes	Yes	No	No
EHS/DHSG	Jabra	PRO 925 + DHSG/EHS cable	1.4.6	Yes	Yes	Yes	No	No
EHS/DHSG	Plantronics	CS540 + EHS/APS-11 cable (8)	Not Applicable	Yes	Yes	Yes	No	No

Headset Compatibility Guide

Bluetooth	Jabra	Evolve 75	2.32.0 (Value Pack 2)	Yes	Yes	Yes	No	No
Bluetooth	Jabra	Evolve2 65	Headset 2.4.5	Yes	Yes	Yes	No	No
Bluetooth	Plantronics	Voyager Legend	Base: v.6108 Headset with case: v.b001 Headset with stand v.110	Yes	Yes	Yes	No	No
Bluetooth	Plantronics	Voyager 5200 UC	v.510	Yes	Yes	Yes	No	No
USB	Jabra	Jabra Evolve2 40 **(2)**	1.15.0	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	Yes	Yes	Yes **(5)**	No	Yes
USB	Jabra	Engage 65 with USB **(4)**	4.2.0 (Value Pack 3)- Base 4.2.0 - Headset	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	Yes	Yes	Yes	No	Yes
USB	Plantronics	Voyager Focus + USB Dongle (BT600) **(14)**	Headset Version: V.500 BT600 Version: V.2006	Yes	Yes	Yes	No	Yes
USB	Plantronics	Blackwire 7225 **(15)**	Firmware Version: SetId: v.1.1144.1.1060; USB: v.1060	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	Yes	Yes	Yes	No	Yes
USB	Sennheiser	SC260 USB CTRL II **(6)**	15.05.83.83	Yes	No	Yes	No	Yes
USB	Sennheiser	SD Pro 2 ML **(9) (13)**	SD Headset 175 SD for Lync (Base) 175	Yes **(10) (11)**	Yes	Yes	No	Yes
USB	Sennheiser	SC 260 Headset + USB-ED CC 01 MS (QC) Cable	USB-ED CC 01 MS FW: 15.05.89.89	Yes **(12)**	No	Yes	Yes	Yes

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

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**".

(8)   Headset LED and Headset Base LEDs still flash for about 5 to 7 seconds after incoming call is answered on Handset of 69xx phone.

(9)   Set DIP Switch 4 (Auto Link) to ON. Rest of DIP switches are at default.

(10)   Taking headset off base only automatically answers incoming call on every other attempt.

(11)   Taking headset off base when phone is idle does not cause dialtone to be heard.

(12)   Opening idle line using inline controller takes longer using SC260 with USB-ED CC 01 MS as compared to SC260 USB CTRL II.

(13)   Cannot answer call by taking headset off the cradle. Must use the button on the headset or speaker key on the phone

(14)   The Plantronics Voyager Focus + USB Dongle (BT600) headset is not supported with a USB dongle for MiNet 2.0 on the 6920w/6930w/6940w phones. Instead, use the headset with Bluetooth only.

(15)   The Plantronics Blackwire 7225 USB headset is not supported on the 6869/6867/6920/6915 phones.
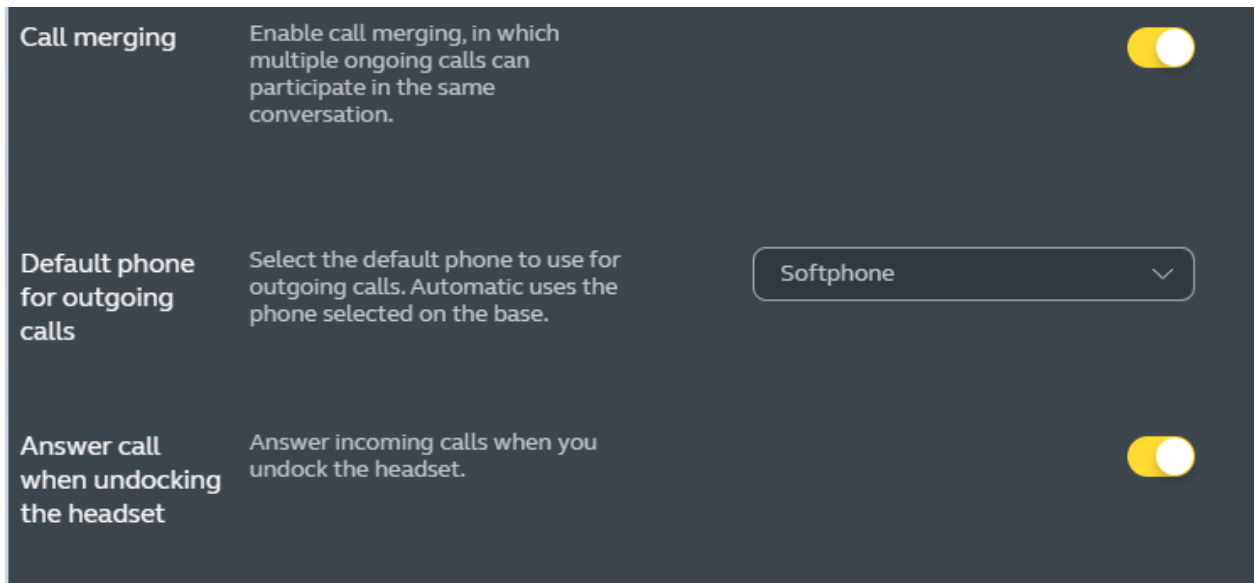
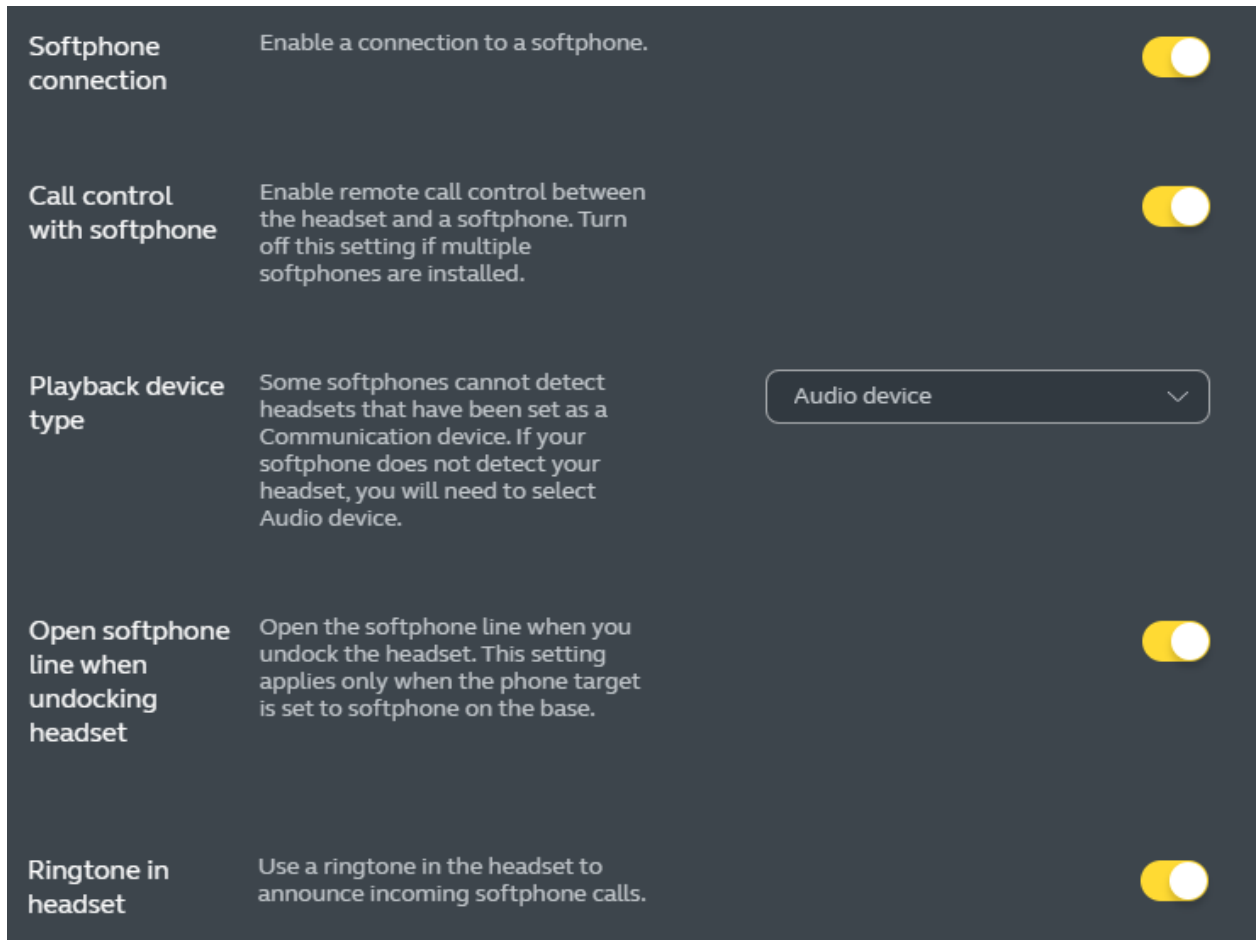# Appendix A

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**.

|		
Sidetone	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.	⬤ ON
Headset busylight	Enable the busylight function of the headset. Turn off to optimize battery performance.	⬤ ON
Pairing without docking	Allow pairing of a headset without docking it.	⬤ ON
Headset conferencing	Enable headset conferencing mode to connect multiple headsets to the same call.	⬤ ON
PowerNap	The headset automatically enters standby mode if it has not been used for 30 minutes.	⬤ ON
Optimize audio for music	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.	⬤ ON

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**.

4. On Jabra Direct, navigate to **Jabra Engage 65 > Device > Desk Phone** and

    a. Set **Desk phone connection** to **OFF**.
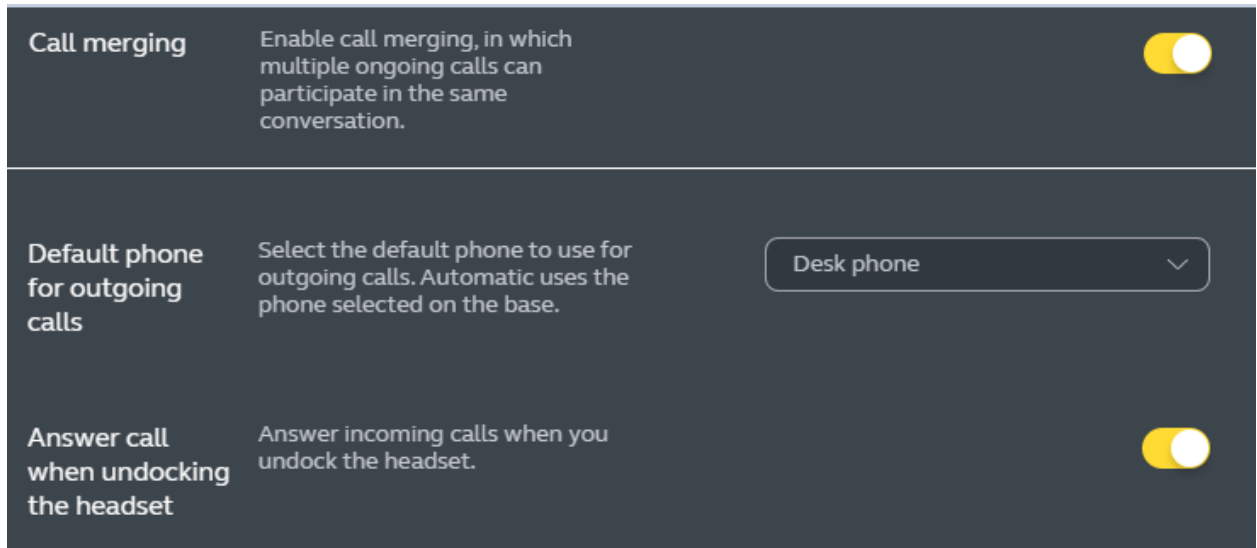
    b. Click **Apply**.
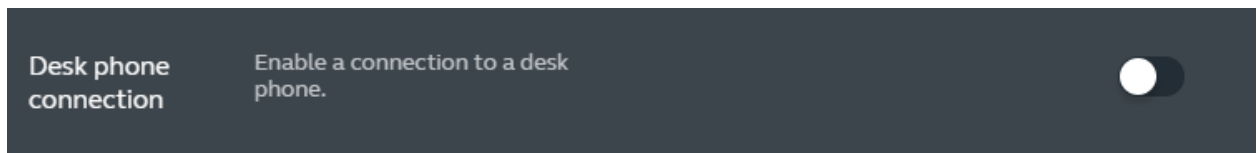
Configuring Jabra Engage 65 EHS/DHSG Headset

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**.

Sidetone	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.	◉
Headset busylight	Enable the busylight function of the headset. Turn off to optimize battery performance.	◉
Pairing without docking	Allow pairing of a headset without docking it.	◉
Headset conferencing	Enable headset conferencing mode to connect multiple headsets to the same call.	◉
PowerNap	The headset automatically enters standby mode if it has not been used for 30 minutes.	◉
Optimize audio for music	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**.

Call merging	Enable call merging, in which multiple ongoing calls can participate in the same conversation.		⬤
Default phone for outgoing calls	Select the default phone to use for outgoing calls. Automatic uses the phone selected on the base.	Desk phone ⌄	
Answer call when undocking the headset	Answer incoming calls when you undock the headset.		⬤

3. On Jabra Direct, navigate to **Jabra Engage 65 > Device > Softphone (PC)** and

    a. Set **Softphone connection** to **OFF**.

    b. Click **Apply**.

Softphone connection	Enable a connection to a softphone.	◯
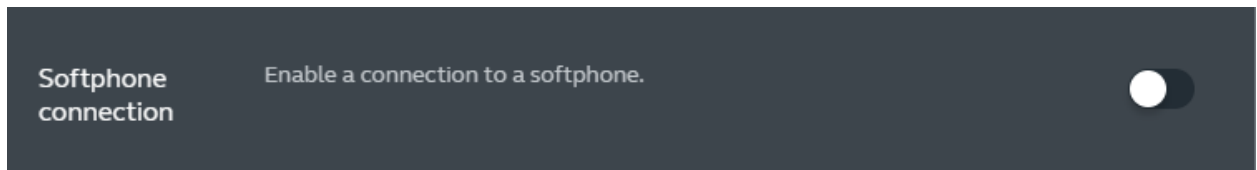
4. On Jabra Direct, navigate to **Jabra Engage 65 > Device > Desk Phone** and

    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.** Do this only if you have a DHSG cable, GN DHSG EHS cable (Part No. 14201-10). If you are using an RJ9 cable, skip this step and do **not** set the **Electronic Hook Lifter** to **DHSG**.

    f. Set **Open desk phone line when undocking the headset** to **ON.**
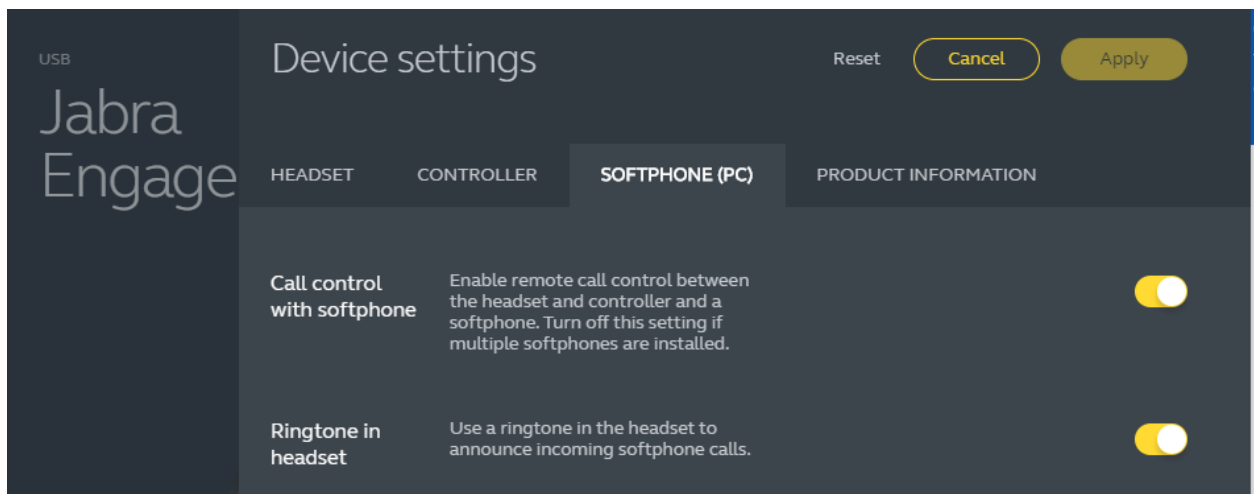
    g. Click **Apply**.

| Desk phone connection | Enable a connection to a desk phone. | | ⬤ |
Base ringtone volume	Select the volume level of the base ringtone to use for incoming calls on the desk phone.	High ⌄	
Ringtone in headset	Use a ringtone in the headset to announce incoming desk phone calls.		⬤
Automatic detection of hook lifter type	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.		⬤
Electronic hook lifter	Select the electronic hook lifter that is used with the desk phone.	DHSG ⌄	
Open desk phone line when undocking the headset	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**.
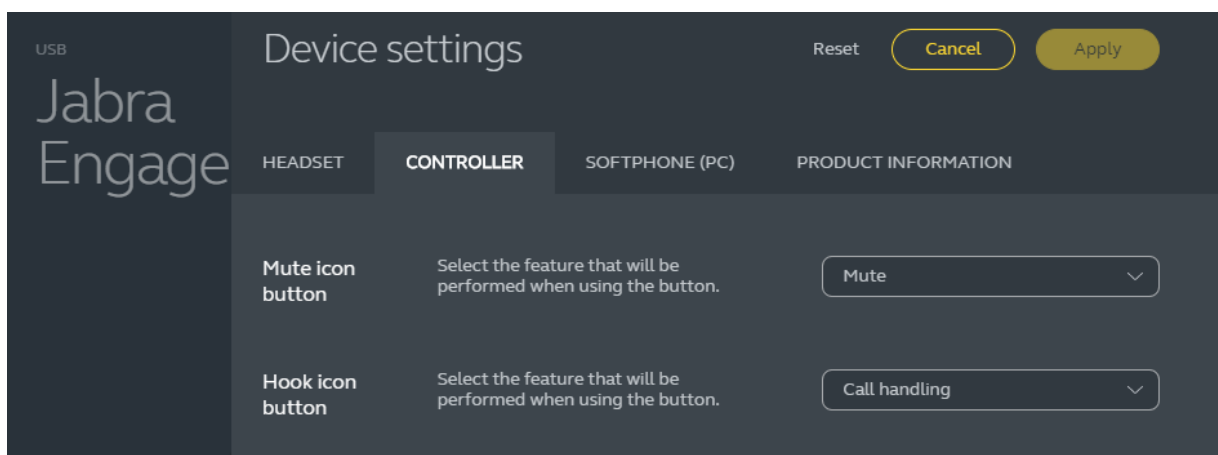
3. On Jabra Direct, navigate to **Jabra Engage 50 > Device > Headset** and

   a. Set **Headset busylight** to **ON**.

   b. Click **Apply**.
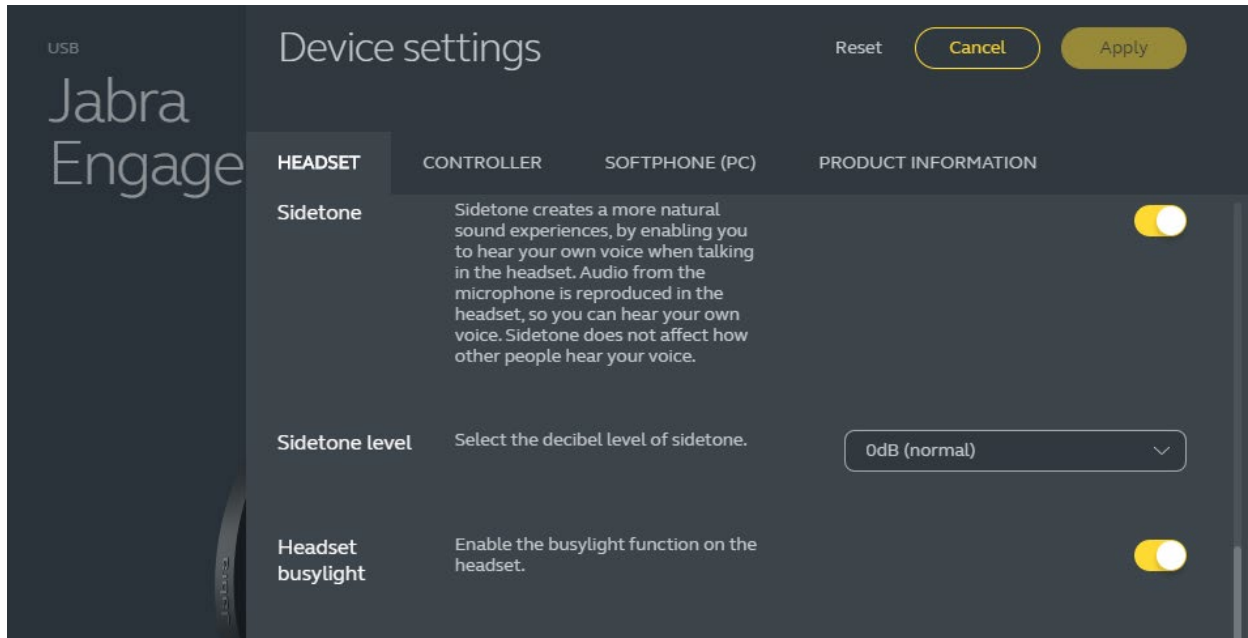
Appendix C

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**.