Installing the 9350e & HHC
(Headswitch Headset Control)
for use with Cisco Phones

Phone & PC Use and Electronic Hookswitch Capability
*Soft phone instructions for Windows users are the later portion of the instructions

Click to Begin
Unpack the package contents to prepare for installation.
Remove the cover from the headset base.
Connect one end of the provided straight connection cable to the Cisco telephone base in the headset port 🎧 and the other to the headset base in the full telephone port 📞.
Connect the provided USB cable to the headset base in the USB port. Do not connect to the PC at this time.

If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
Connect the provided AC power adapter to the headset base in the AC power adapter port. Do not connect to an electrical outlet at this time.
Connect one end of the Jabra HHC Adapter to the headset base in the AUX port, and the other to the Cisco telephone base in the AUX port.
Connect the headset microphone to the speaker. A blue light will flash briefly when attached.

Microphone and battery

1.  

2.  

3.  

4.  

If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
Attach your wearing style of choice to the speaker

Click hyperlinks below to see wearing styles attached to the speaker

- Headband
- Behind the Neck
- Earhook
Dock the headset on the headset base. The contacts under the headset speaker should rest on the contacts on the base.
Connect the AC power adapter to a working electrical outlet. Green and blue lights should appear on the front of the headset base.
Please contact the OIT Helpdesk at 684-2243 and ask to have the Wireless Headset Hookswitch feature enabled on your Cisco phone.
Adjust the EHS setting on the headset base to DHSG.

1. Use the right arrow to highlight the DHSG option.

2. Press the up and down arrow to scroll through the settings.

3. Use the OK button to lock in the DHSG with an asterisk.

4. Adjust the compatibility setting from A to B.

If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
Take the headset out of the base and put it on your head to hear dial tone. Adjust the volume of the dial tone on the headset by moving the switch up and down.

a. Take headset out of base    b. Adjust Volume
Place a test call to someone you trust. Ensure the microphone is pointing toward your mouth.

If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
Ask them to listen to your voice. The volume of your voice can be increased or decreased on the LCD screen in the headset base. Use the up arrow to decrease and the down arrow to increase the volume of your voice.

When the volume is appropriate, press OK to lock in the setting with an asterisk.

Note: If you do not see volume menu, press right or left arrow key to scroll through options.

In this example the current volume is set to 6. The volume is decreased to 5 here but the OK button must be pressed to save this setting.

If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
When finished with your call, press the Answer/End button on the headset to disconnect.
When a call comes in, press the Answer/End button on the headset to answer the call.
For Cisco IP Communicator softphone users; close all programs before connecting the headset to the computer.
Connect the USB cable from the headset base to the USB port on the computer.
Your computer may provide a pop-up notification that the headset has been recognized.
Press the Computer button on the headset base to illuminate a blinking blue light underneath it.
Open an application that plays sound and listen through the headset.
To answer or make a call from the headset when finished using it with the computer, press the answer/end button twice. The first will end the computer audio and switch the headset base to phone mode. The second will answer the incoming call or provide dial tone.

Note: You can also press and hold the button on the headset base for 5 seconds to switch modes.
When set up is complete, place the headset into the base and charge it until all four green lights are illuminated.

Four green lights signify the headset is fully charged and ready for use.

If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
Congratulations, you are now ready to experience the ultimate in wireless freedom!

If you need assistance call
1-800-964-6444
Monday through Friday
8 am to 8 pm EST
If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
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If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
Headband Wearing Style

If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
Behind the Neck Wearing Style

If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST
Earhook Wearing Style
Setting B

If you need assistance call 1-800-964-6444 Monday – Friday 8am-8pm EST