



IP Office Technical Tip

Technical Tip No: 027 IP Office and IP Endpoint Headsets
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Product: IP Office.
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Issue

Avaya SMBS Technical Support has received complaints of users hearing a continuous echo when using a headset on an Avaya 46xx handset.

This is due to 46xx series endpoint headsets being deployed with an incorrect headset cable.

Operating Environment

46xx series handsets using AVAYA Freedom-Of-Choice Headsets

Symptoms

A caller on remote end of the 46xx handset using a headset will hear a continuous echo. Both users may experience echo if both endpoints of the call are using incorrect cables.

Cause

The headset attached to the 46xx series is the HIC cable for DIGITAL sets #408122950.

Solution

Replace headset cable between headset and 46xx series set with HIP cable for Voice IP sets #700212442.

Additional details and a compatibility chart can be found in Avaya's Freedom-Of-Choice Headset Catalog.

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