

## Bluetooth Wireless Headsets for IP Phones – Models 8945, 9951, 9971, and 7925G

The Cisco Unified IP Phone 8945 supports Bluetooth Class 2 technology when the headsets support Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3- to 6-foot range (1 to 2 meters). You can pair up to 5 headsets, but only the last one connected is used as the default.

*Note: The Cisco Unified IP Phone 8941 does not support Bluetooth.*

There can be a potential interference issues. Cisco recommends that you reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects. If possible, configure other 802.11 devices to use the 802.11a channels.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone, but some barriers, such as walls or doors, and interference from other electronic devices, could affect the connection.

- Hands-Free Profile
- Bluetooth Wireless Headset and Cisco Unified IP Phones
- Enable Bluetooth Wireless Headset
- Add Bluetooth Wireless Headset
- Remove Bluetooth Device from Phone
- Related Bluetooth Documentation

### Hands-Free Profile

The Cisco Unified IP Phone 8945 supports various Hands-free Profile features that enable you to use hands-free devices (such as Bluetooth wireless headsets) to perform certain tasks without having to handle the phone. For example, instead of pressing Redial on the phone, users can redial a number from their Bluetooth wireless headset according to instructions from the headset manufacturer.

The following hands-free features apply to Bluetooth wireless headsets used with the Cisco Unified IP Phone 8945:

- Answer a call
- End a call
- Change the headset volume for a call
- Redial
- Caller ID
- Reject
- Divert
- Hold and Accept

- Release and Accept

Hands-free devices may differ in how features are activated. Device manufacturers may also use different terms when referring to the same feature.

For more information, see the manufacturer's documentation.

### Bluetooth Wireless Headset and Cisco Unified IP Phones

The Cisco Unified IP Phone connects with headsets using a shared key authentication and encryption method. The Cisco Unified IP Phone can be connected with up to five headsets at a time. The last one connected is used as the default. Pairing is typically performed once for each headset.

After a device is paired, the Bluetooth connection is maintained as long as both devices (phone and headset) are enabled and within range of each other. The connection typically re-establishes itself automatically if either of the devices powers down then powers up. However, some headsets require user action to re-establish the connection.

The Bluetooth icon  indicates whether or not a device is connected.

When headsets are more than 30 feet (10 meters) away from the Cisco Unified IP Phone, Bluetooth drops the connection after a 15 to 20 second timeout. If the paired headset comes back into range of the Cisco Unified IP Phone and the phone is not connected to another Bluetooth headset, the in-range Bluetooth headset automatically reconnects. For certain phone types that operate in power-save modes, the user can "wake-up" the headset by tapping on the operational button to initiate the reconnect.

## Enable Bluetooth Wireless Headset

Before you use your Bluetooth Wireless headset, you must enable it.

### Setup Procedure

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- Step 1** In Cisco Unified Communications Manager Administration, choose Device > Phone, locate the phone you want to modify, and go to the Phone Configuration window for that phone.
  - Step 2** In the Phone Configuration window, select Enable for the Bluetooth setting and Handsfree for the Bluetooth Profiles setting.
  - Step 3** Save your changes.
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## Add Bluetooth Wireless Headset

Cisco recommends that users read the headset user guide for more information about pairing and connecting the headsets.

After the Bluetooth wireless headset is enabled through Cisco Unified Communications Manager Administration, you must add the headset as an accessory to the phone by following these steps:

### Add Procedure

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**Step 1** On the Cisco Unified IP Phone 8945, press Applications and choose Accessories.

**Step 2** Choose Add Bluetooth Accessory.

The Adding Bluetooth Accessory window appears. A message tells you to make sure your accessory is “discoverable,” which means that the Bluetooth should be powered on and in “discoverable” or “pairing” mode.

The phone locates the Bluetooth device.

The Cisco Unified IP Phone automatically tries to pair with the headset using the “0000” PIN. If the headset does not use the “0000” PIN, a message displays to request a PIN so that the Bluetooth device can be paired with the Cisco Unified IP Phone

**Step 3** If the phone prompts for a PIN, enter the correct PIN by referring to the headset user guide.

After the phone has the correct PIN, the phone tries to connect to the accessory. The phone provides feedback to the user while it tries to connect the accessory. If unable to connect, an error alert appears to let the user know the reason for the failure. There is a timeout of 10 seconds for the phone to try to connect the accessory. If the timer expires without a successful connection, an error alert is displayed.

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## Remove Bluetooth Device from Phone

When you want to remove a Bluetooth device, you delete it from the Accessories menu.

### Remove Procedure

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**Step 1** Press Applications .

**Step 2** Select Accessories.

**Step 3** Highlight the device that you want to remove and press Delete.

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### Related Bluetooth Documentation

For information about how to use your Bluetooth wireless headset, see:

- *Cisco 8945 User Guide for Cisco Unified Communications Manager (SCCP and SIP)*
- User guides provided with your headset

### How to Use External Devices

Cisco recommends the use of good quality external devices, such as speakers, microphones, and headsets that are shielded (screened) against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system performs adequately when suitable devices are attached with good quality cables and connectors.

Source:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cuipph/8941\\_8945/9\\_0/english/admin\\_guide/P415\\_BK\\_C1A45FBB\\_00\\_admin-guide-8941-8945\\_chapter\\_011.html#P415\\_RF\\_B4E1D43A\\_00](http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/8941_8945/9_0/english/admin_guide/P415_BK_C1A45FBB_00_admin-guide-8941-8945_chapter_011.html#P415_RF_B4E1D43A_00).