



EHS cables User Guide

SUMMARY

This guide provides task-based user information for the named product.

Legal information

Copyright and license

© 2025, HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Trademark credits

All third-party trademarks are the property of their respective owners.

Privacy policy

HP complies with applicable data privacy and protection laws and regulations. HP products and services process customer data in a manner consistent with the HP Privacy Policy. Please refer to [HP Privacy Statement](#).

Open source software used in this product

This product contains open source software. You may receive the open source software from HP up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to HP of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact HP by email at ipgoopensourceinfo@hp.com.

Table of contents

EHS cables overview	1
APA-24	2
Connect the APA-24 EHS cable to your system	2
Configure base settings	5
APC-43	7
Connect the APC-43 EHS cable to your system	7
Configure base settings	8
Configure phone settings	9
APD-80	10
Connect the APD-80 EHS cable to your system	10
Configure base settings	10
APN-91	12
Connect the APN-91 EHS cable to your system	12
Configure base settings	12
APP-51	14
Connect the APP-51 EHS cable to your system	14
Configure base settings	14
APS-11	16
Connect the APS-11 EHS cable to your system	16
Configure base settings	18
APU-76	20
Connect the APU-76 EHS cable to your system	20
Configure base settings	21
APV-63	23
Connect the APV-63 EHS cable to your system	23
Configure base settings	23
Troubleshooting	26
Support	27

EHS cables overview

This user guide covers the following electronic hook switch (EHS) cable models:

- APA-24
- APC-43
- APD-80
- APN-91
- APP-51
- APS-11
- APU-76
- APV-63

For more information on compatible devices, see hp.com/compatibilityguide.

APA-24

Connect the APA-24 EHS cable to your system

Using the diagrams below, choose the correct setup based on your devices and connect your EHS cable to your headset system and desk phone.

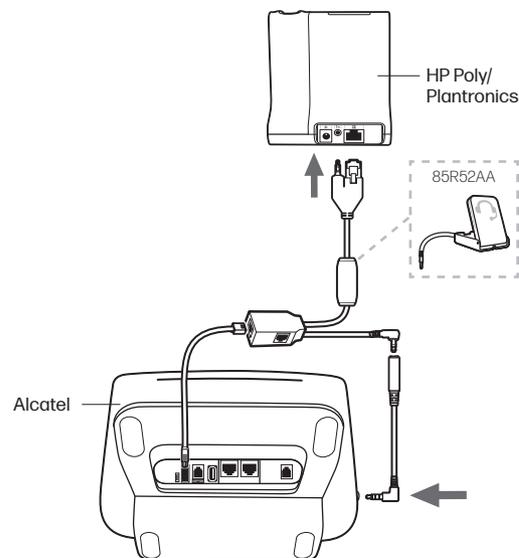
 **NOTE:** Connection and setup vary by desk phone model.

 **NOTE:** Ensure the network cable is disconnected from your desk phone during installation the EHS cable.

1. Connect the two-prong EHS connector to your Poly base, as shown in the diagram.
2. Connect the other end(s) of the cable(s) to your desk phone.
3. **Optional:** Connect the Poly online indicator (OLI) accessory. May be sold separately.

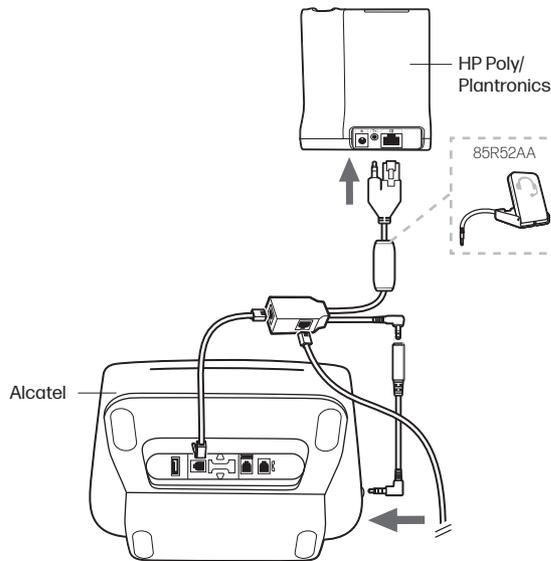
- Supported phones: Alcatel 8028s, 8058s, 8068s, 8078s.

USE 3.5mm accessory cable as shown in diagram.



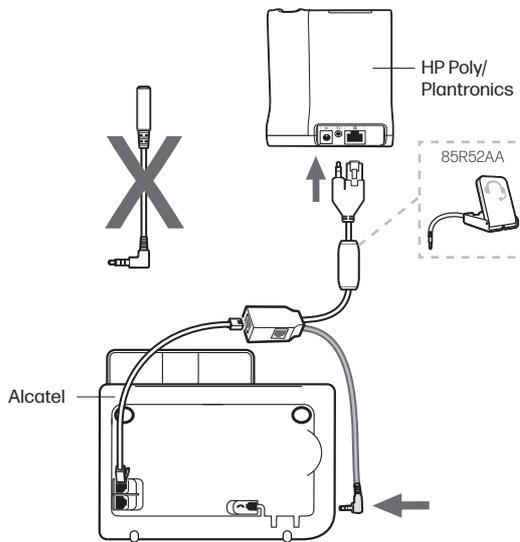
- Supported phones: Alcatel 8029s, 8039s.

USE 3.5mm accessory cable as shown in diagram.



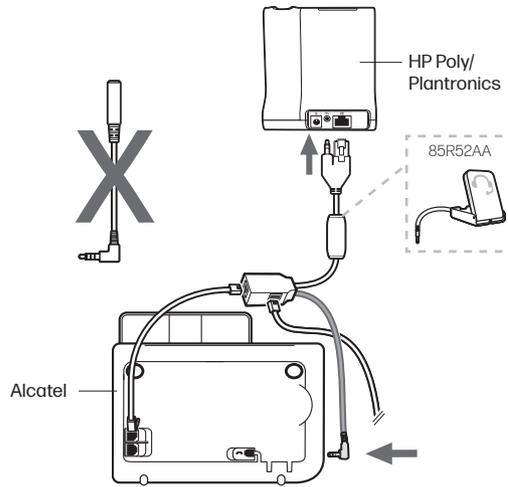
- Supported phones: Alcatel IP Touch 4028, IP Touch 4038, IP Touch 4068.

DO NOT USE 3.5mm accessory cable as shown in diagram.

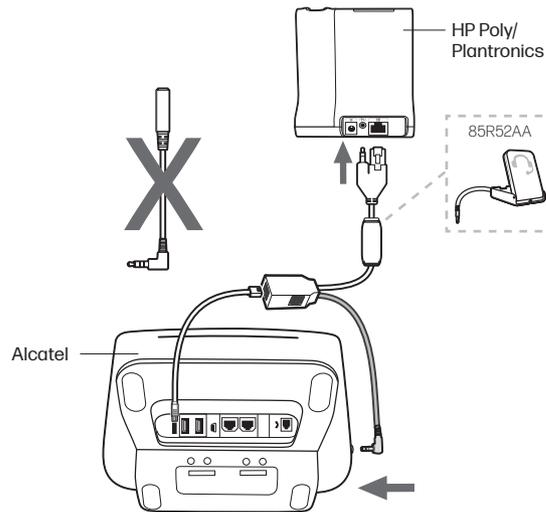


- Supported phones: Alcatel Touch 4029, Touch 4039.

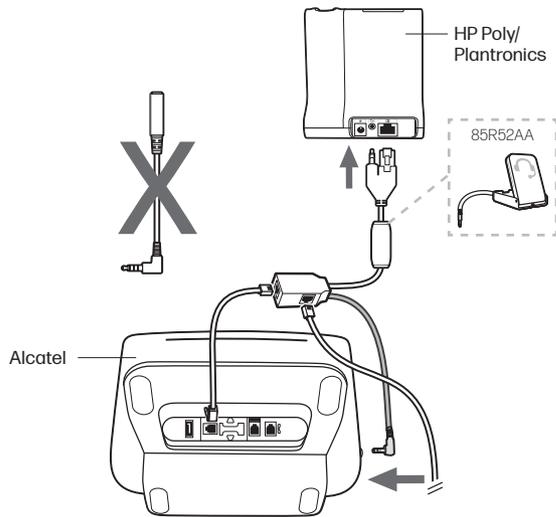
DO NOT USE 3.5mm accessory cable as shown in diagram.



- Supported phones: Alcatel My IC 8082, 8082, 8038, 8068.
DO NOT USE 3.5mm accessory cable as shown in diagram.



- Supported phones: Alcatel 8029, 8039.
DO NOT USE 3.5mm accessory cable as shown in diagram.



Configure base settings

Use the following base settings with your APA-24 EHS cable.

Table 21 APA-24 base settings

Base switch	Base switch icon	APA-24 setting
Desk phone listening volume	🔊	3
Configuration switch	ABCDEFG	A
Desk phone speaking volume	🔊	2



NOTE: Base switch locations vary by device.

Figure 2-1 Savi 7xx/82xx base switches

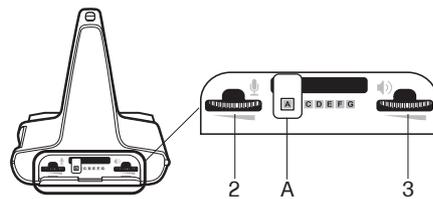


Figure 2-2 CS5xx base switches

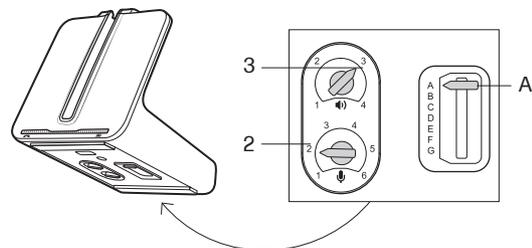
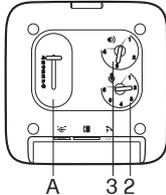


Figure 2-3 MDA200 base switches



APC-43

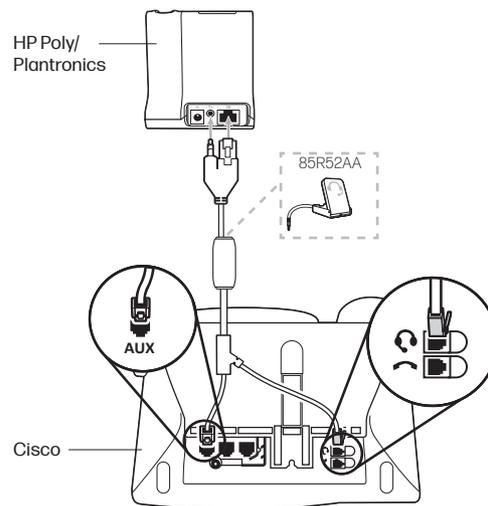
Connect the APC-43 EHS cable to your system

Using the diagrams below, choose the correct setup based on your devices and connect your EHS cable to your headset system and desk phone.

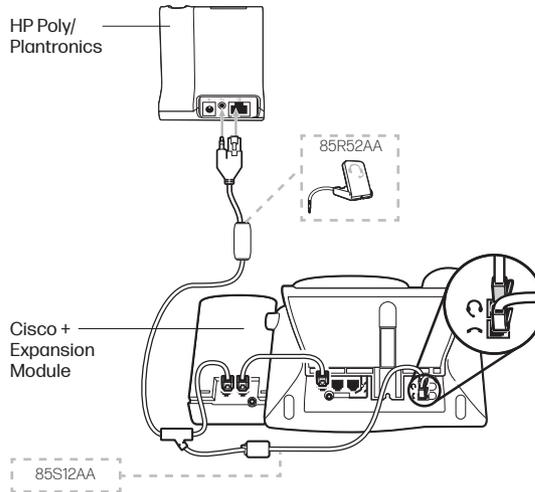
 **NOTE:** Connection and setup vary by desk phone model.

 **NOTE:** Ensure the network cable is disconnected from your desk phone during installation the EHS cable.

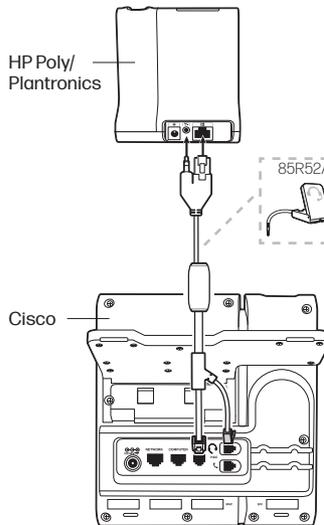
1. Connect the two-prong EHS connector to your Poly base, as shown in the diagram.
 2. Connect the other end(s) of the cable(s) to your desk phone.
 3. **Optional:** Connect the Poly online indicator (OLI) accessory. May be sold separately.
- Supported phones: Cisco 7821, 7841, 7861, 7942G, 7945G, 7962G, 7965G, 7975G, 8841, 8851, 8861



- Supported phones: Cisco + Expansion Module 7942G, 7945G, 7962G, 7965G, 7975G



- Supported phones: Cisco 6945



Configure base settings

Use the following base settings with your APC-43 EHS cable.

Table 3-1 APC-43 base settings

Base switch	Base switch icon	APC-43 setting
Desk phone listening volume	🔊	3
Configuration switch	ABCDEFG	A
Desk phone speaking volume	🔇	2

 **NOTE:** Base switch locations vary by device.

Figure 3-1 Savi 700 base switches

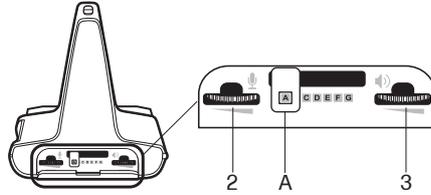


Figure 3-2 CS500/CS500-XD/Voyager Legend CS base switches

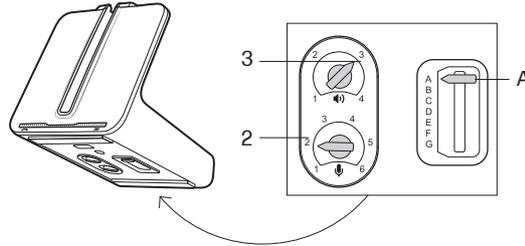
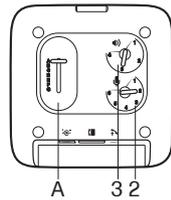


Figure 3-3 MDA200 base switches



Configure phone settings

Use the following phone settings with your APC-43 EHS cable.

- Set phone for **Wireless Headset Hookswitch Control = Enabled**.
 - Press the settings button on the phone and Select **Device Configuration > Media Configuration**.

If **Wireless Headset Hookswitch Control** is **Disabled**, contact your telephone administrator.

APD-80

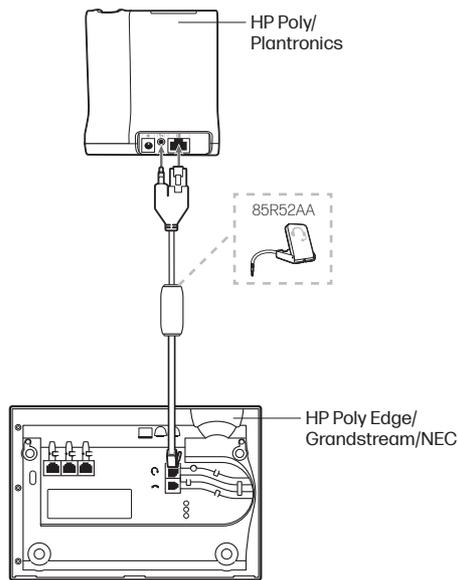
Connect the APD-80 EHS cable to your system

Using the diagram below, connect your EHS cable to your headset system and desk phone.

 **NOTE:** Connection and setup vary by desk phone model.

 **NOTE:** Ensure the network cable is disconnected from your desk phone during installation the EHS cable.

1. Connect the two-prong EHS connector to your Poly base, as shown in the diagram.
2. Connect the other end(s) of the cable(s) to your desk phone.
3. **Optional:** Connect the Poly online indicator (OLI) accessory. May be sold separately.



Configure base settings

Use the following base settings with your APD-80 EHS cable.

Table 4-1 APD-80 base settings

Base switch	Base switch icon	APD-80 setting
Desk phone listening volume		3
Configuration switch	ABCDEFG	A

Table 4-1 APD-80 base settings (continued)

Base switch	Base switch icon	APD-80 setting
Desk phone speaking volume		2

 **NOTE:** Base switch locations vary by device.

Figure 4-1 Savi 700 base switches

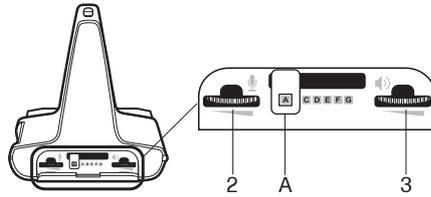


Figure 4-2 CS500 base switches

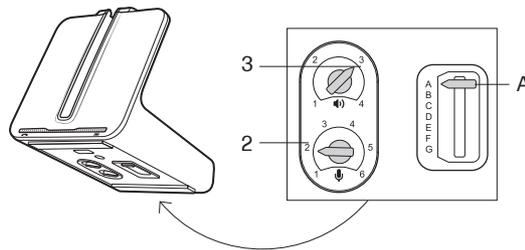
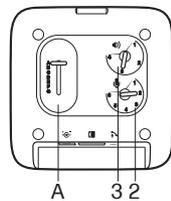


Figure 4-3 MDA200 base switches



APN-91

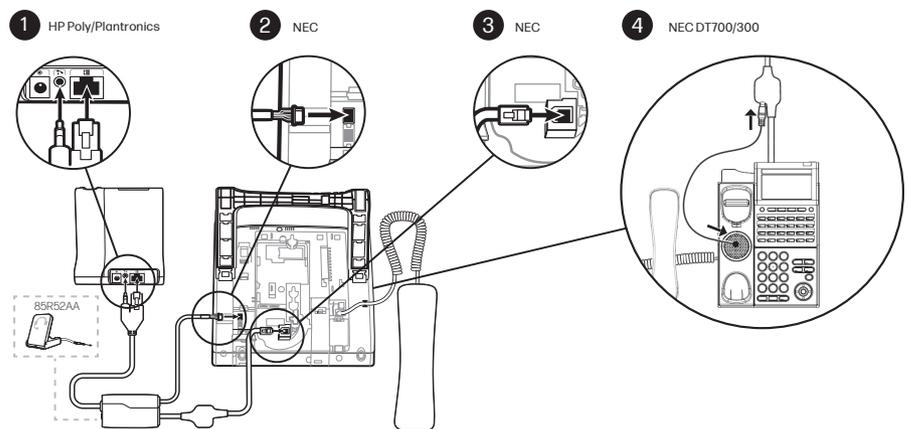
Connect the APN-91 EHS cable to your system

Using the diagram below, connect your EHS cable to your headset system and desk phone.

 **NOTE:** Connection and setup vary by desk phone model.

 **NOTE:** Ensure the network cable is disconnected from your desk phone during installation the EHS cable.

1. Connect the two-prong EHS connector to your Poly base, as shown in the diagram.
2. Connect the other end of the first cable to your desk phone.
3. Connect the other end of the second cable to your desk phone.
4. **NEC DT700/300:** Connect microphone cable to the EHS cable and place microphone your on desk phone speaker.
5. **Optional:** Connect the Poly online indicator (OLI) accessory. May be sold separately.



Configure base settings

Use the following base settings with your APN-91 EHS cable.

Table 5-1 APN-91 base settings

Base switch	Base switch icon	APN-91 setting
Desk phone listening volume		3
Configuration switch	ABCDEFG	A

Table 5-1 APN-91 base settings (continued)

Base switch	Base switch icon	APN-91 setting
Desk phone speaking volume		2

 **NOTE:** Base switch locations vary by device.

Figure 5-1 Savi 700 base switches

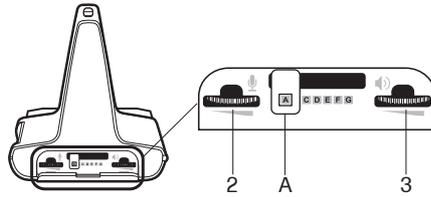


Figure 5-2 CS500 base switches

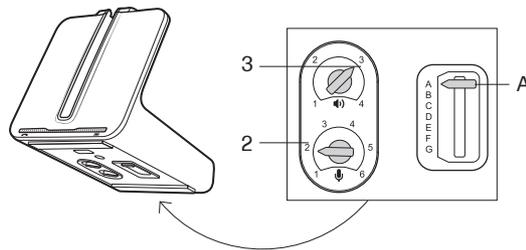
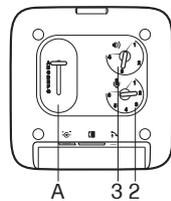


Figure 5-3 MDA200 base switches



APP-51

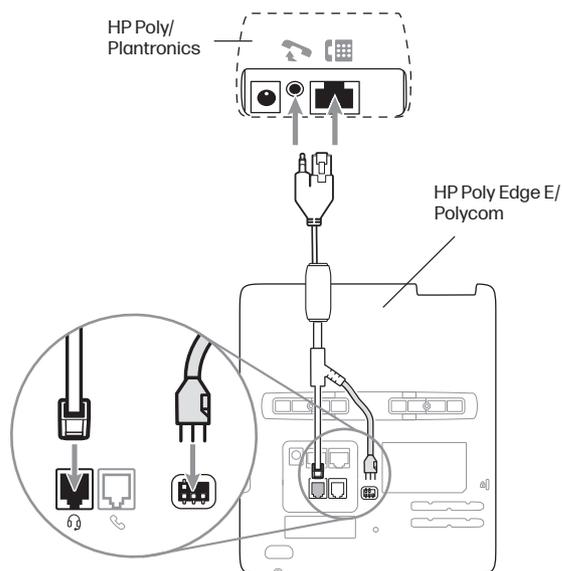
Connect the APP-51 EHS cable to your system

Using the diagram below, connect your EHS cable to your headset system and desk phone.

 **NOTE:** Connection and setup vary by desk phone model.

 **NOTE:** Ensure the network cable is disconnected from your desk phone during installation the EHS cable.

1. Connect the two-prong EHS connector to your Poly base, as shown in the diagram.
2. Connect the other end(s) of the cable(s) to your desk phone.
3. **Optional:** Connect the Poly online indicator (OLI) accessory. May be sold separately.



Configure base settings

Use the following base settings with your APP-51 EHS cable.

Table 6-1 APP-51 base settings

Base switch	Base switch icon	APP-51 setting
Desk phone listening volume		3
Configuration switch	ABCDEF	A

Table 6-1 APP-51 base settings (continued)

Base switch	Base switch icon	APP-51 setting
Desk phone speaking volume		2

 **NOTE:** Base switch locations vary by device.

Figure 6-1 Savi 700 base switches

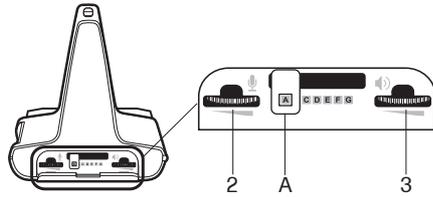


Figure 6-2 CS500 base switches

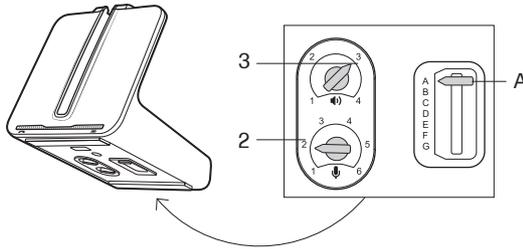
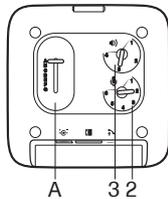


Figure 6-3 MDA200 base switches



APS-11

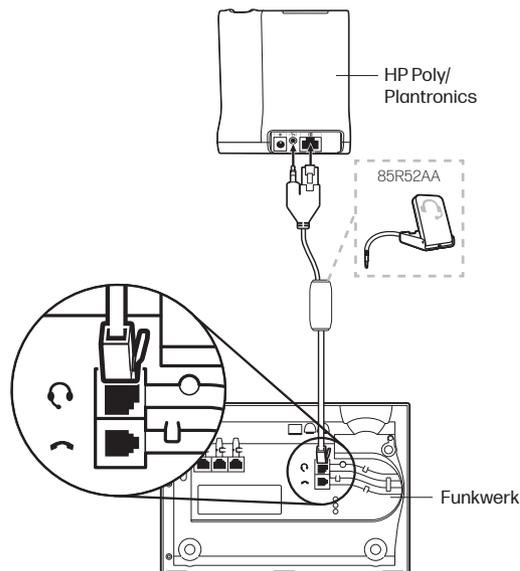
Connect the APS-11 EHS cable to your system

Using the diagrams below, choose the correct setup based on your devices and connect your EHS cable to your headset system and desk phone.

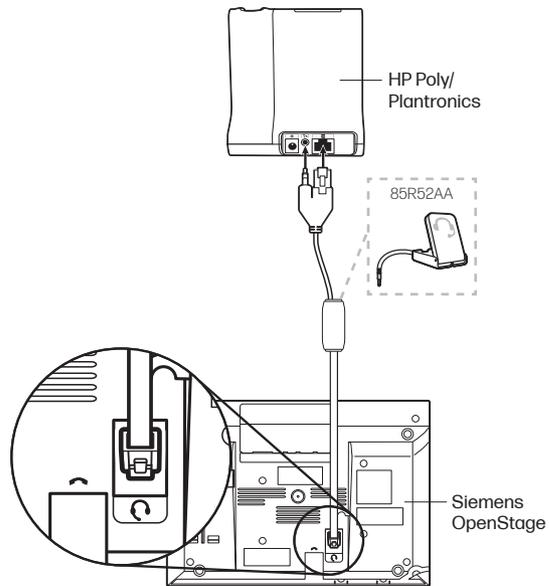
 **NOTE:** Connection and setup vary by desk phone model.

 **NOTE:** Ensure the network cable is disconnected from your desk phone during installation the EHS cable.

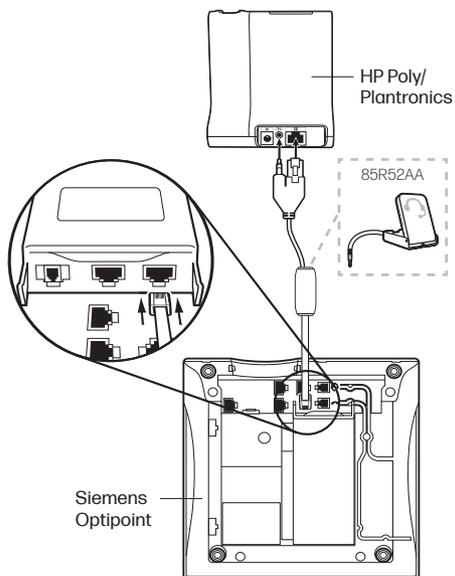
1. Connect the two-prong EHS connector to your Poly base, as shown in the diagram.
 2. Connect the other end(s) of the cable(s) to your desk phone.
 3. **Optional:** Connect the Poly online indicator (OLI) accessory. May be sold separately.
- Supported phones: Funkwerk CS290U, CS410, CS410U, IP-S400



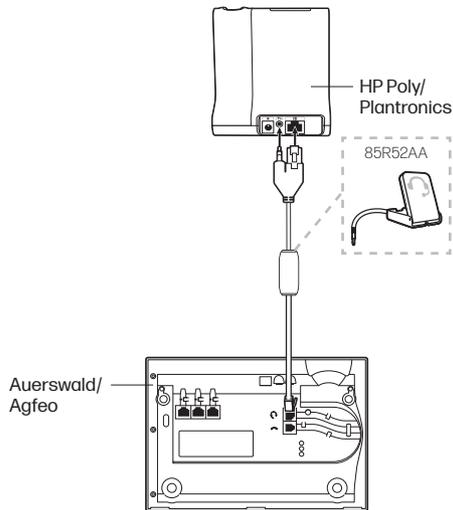
- Supported phones: Siemens OpenStage 40, OpenStage 60, OpenStage 80



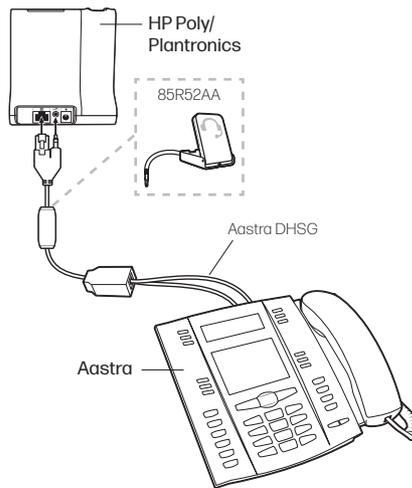
- Supported phones: Siemens Optipoint 410 + acoustic adaptor, Optipoint 420 + acoustic adaptor, Optipoint 500 + acoustic adaptor, Optipoint 600 + acoustic adaptor



- Supported phones: Auerswald COMfortel 2500, Agfeo ST30, ST31, ST40



- Supported phones: Aastra 6771, 6113, 6775, 6773 IP, 6775 IP, 5370, 5380, 5370 IP, 5380 IP, 6753i, 6739i, 6755i, 6757i, 6757i CT



Configure base settings

Use the following base settings with your APS-11 EHS cable.

Table 71 APS-11 base settings

Base switch	Base switch icon	APS-11 setting
Desk phone listening volume	🔊	3
Configuration switch	ABCDEFGH	A
Desk phone speaking volume	🔇	2

 **NOTE:** Base switch locations vary by device.

Figure 7-1 Savi 700 base switches

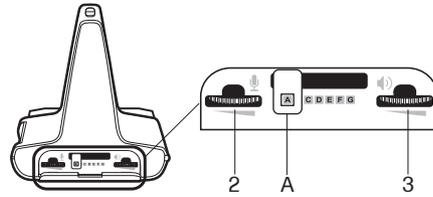


Figure 7-2 CS500 base switches

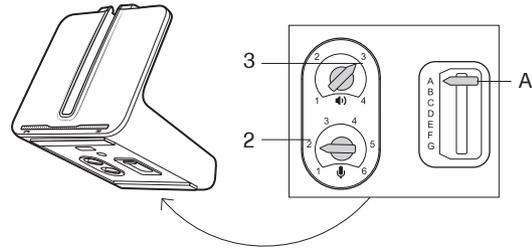
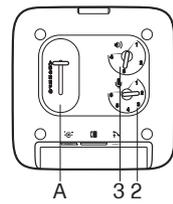


Figure 7-3 MDA200 base switches



APU-76

Connect the APU-76 EHS cable to your system

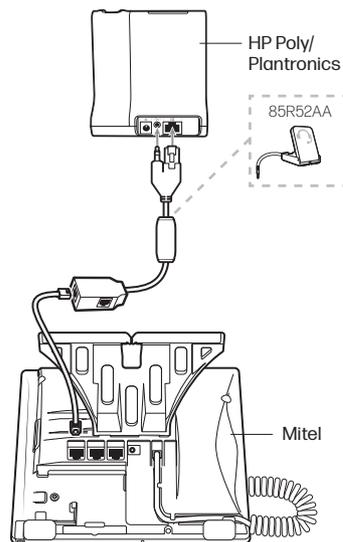
Using the diagrams below, choose the correct setup based on your devices and connect your EHS cable to your headset system and desk phone.

 **NOTE:** Connection and setup vary by desk phone model.

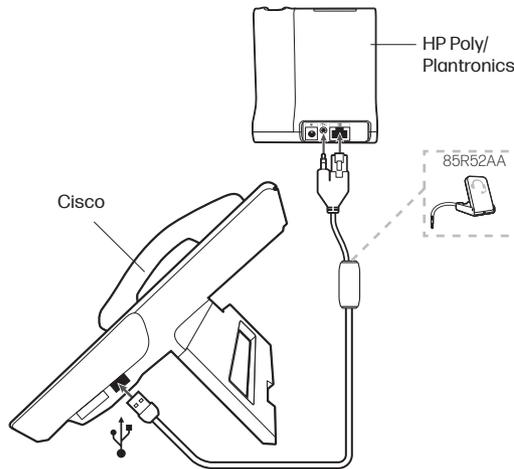
 **NOTE:** Ensure the network cable is disconnected from your desk phone during installation the EHS cable.

1. Connect the two-prong EHS connector to your Poly base, as shown in the diagram.
2. Connect the other end(s) of the cable(s) to your desk phone.
3. **Optional:** Connect the Poly online indicator (OLI) accessory. May be sold separately.

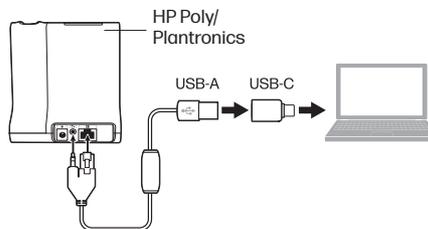
- Supported phones: Mitel 6867, 6869



- Supported phones: Cisco 8851, 8961, 9951, 9971, DX70, DX80 DX650



- Microsoft Teams setup with PC



 **NOTE:** Requires Poly Lens software. Download at: [hp.com/studio](https://www.hp.com/studio).

Configure base settings

Use the following base settings with your APU-76 EHS cable.

Table 8-1 APU-76 base settings

Base switch	Base switch icon	APU-76 setting
Desk phone listening volume		2
Configuration switch	ABCDEFGH	A
Desk phone speaking volume		2

 **NOTE:** Base switch locations vary by device.

Figure 8-1 Savi 8200 base switches

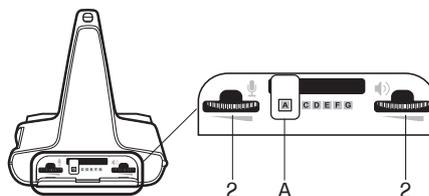


Figure 8-2 CS500/CS500-XD base switches

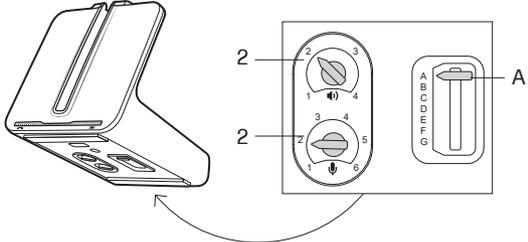
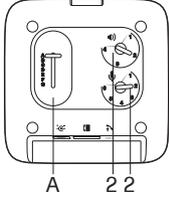


Figure 8-3 MDA220 base switches



APV-63

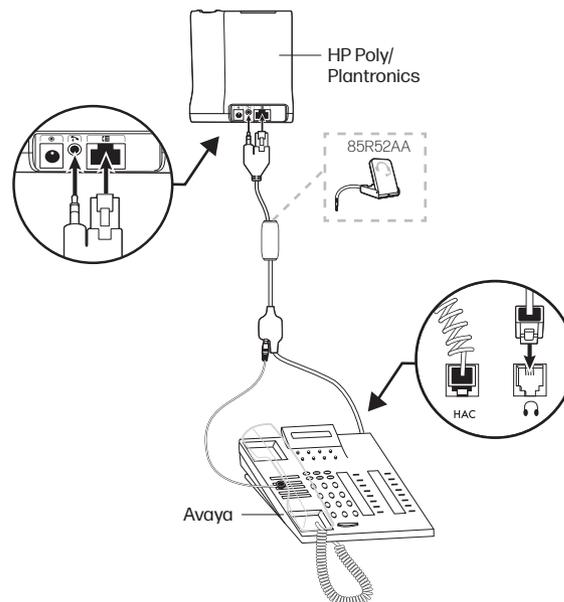
Connect the APV-63 EHS cable to your system

Using the diagram below, connect your EHS cable to your headset system and desk phone.

 **NOTE:** Connection and setup vary by desk phone model.

 **NOTE:** Ensure the network cable is disconnected from your desk phone during installation the EHS cable.

1. Connect the two-prong EHS connector to your Poly base, as shown in the diagram.
2. Connect the other end(s) of the cable(s) to your desk phone.
3. **Optional:** Connect the Poly online indicator (OLI) accessory. May be sold separately.



Configure base settings

Use the following base settings with your APV-63 EHS cable.

Table 9-1 APV-63 base settings for supported phones Avaya 2410, 4630, 6416D+M, 6424D+M

Base switch	Base switch icon	APV-63 setting
Desk phone listening volume	🔊	3
Configuration switch	ABCDEFG	A
Desk phone speaking volume	🔊	3

 **NOTE:** Base switch locations vary by device.

Figure 9-1 Savi 700 base switches

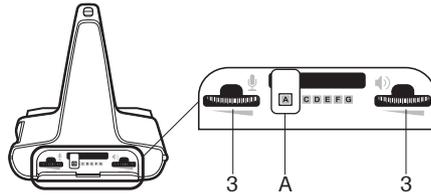


Figure 9-2 CS500 base switches

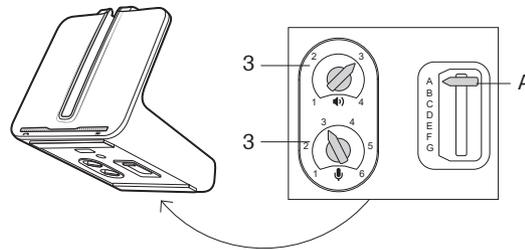


Figure 9-3 MDA200 base switches

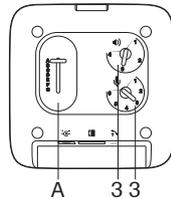


Table 9-2 APV-63 base settings for supported phones Avaya 1408, 1416, 1608, 1616, 9404, 9406, 9504, 9508, 9608, 9611, 9620, 9621, 9630, 9640, 9641G, 9650, 9670 9620L

Base switch	Base switch icon	APV-63 setting
Desk phone listening volume	🔊	3
Configuration switch	ABCDEFG	A
Desk phone speaking volume	🔊	3

 **NOTE:** Base switch locations vary by device.

Figure 9-4 Savi 700 base switches

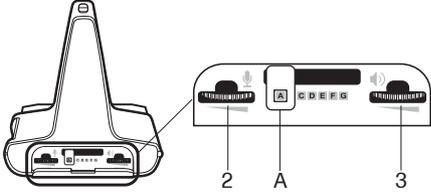


Figure 9-5 CS500 base switches

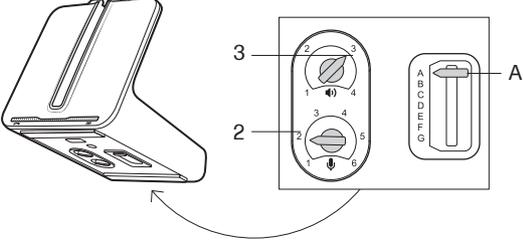
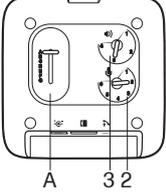


Figure 9-6 MDA200 base switches



Troubleshooting

Find solutions to improve your device experience.

Table 10-1 Troubleshooting issues and resolutions

Issue	Resolutions
Devices are not working as expected.	Connection and setup varies by desk phone model. Ensure you are using the correct setup for your devices. For more information on compatible devices, see hp.com/compatibilityguide .

Support

NEED MORE HELP?

support.hp.com/poly

HP Inc.

1501 Page Mill Road
Palo Alto, CA 94304, U.S.A.
650-857-1501

HP REG 23010, 08028

Barcelona, Spain

HP Inc UK Ltd

Regulatory Enquiries, Earley West
300 Thames Valley Park Drive
Reading, RG6 1PT
United Kingdom

台灣惠普資訊科技股份有限公司

臺北市南港區經貿二路 66 號 10 樓
電話: 02-37899900

RMN (Regulatory Model Number): APA-24, APC-43, APD-80, APN-91, APP-51, APS-11, APU-76, APV-63