

IBC Headsets and Accessories Guide

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Ministry of Central Services

The document below outlines suggestions for purchasing and connecting a headset, and other third-party telephone accessories.

Not all existing headsets will be compatible with the new IBC phones. You may need to purchase an adaptor cable from the device manufacturer or authorized reseller or purchase a new headset.

The IBC Project Team, Central Services, and SaskTel do not provide support for the purchase, connection, maintenance, or configuration of headsets and other third-party telephone accessories. If you need assistance to connect your headset, please review the suggestion section below or contact your device's customer support team.

8841 vs 8851 phone models

IBC phone models are either the Cisco 8841 or Cisco 8851. They are identical but 8851 has a USB port and Bluetooth functionality.

Some headset models may only be compatible with the 8841 or the 8851. Generally, wireless headsets will require an 8851 phone for the USB port. If you require your phone to be switched to a different model, contact your telephone coordinator. If you require the Cisco Sidecar Expansion Module, you will need to have the 8851 model.



Headsets Frequently Asked Questions

Where should I buy a headset?

There is no standing offer for headsets, meaning that you can go through whatever vendor or supplier you wish.

How much will a headset cost?

Your preferred supplier will be able to provide a quote for you. Headset pricing can vary based on model, functionality and vendor, so it is recommended to compare options before purchasing. For a budget-friendly option, wired models are generally cheaper than their wireless counterparts. To ensure long term compatibility you may want to consider purchasing a Cisco headset that is compatible with your phone model.

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How do I buy a headset?

Follow your ministry's internal purchasing procedures. SaskTel, Central Services, and the IBC Project Team do not supply or cover headset purchases.

What are some common headset models used by Government?

Government users have enjoyed a wide range of headset models typically manufactured by Jabra or Plantronics. Check out SaskTel's list of [compatible headset models](#). The models in the guide are not officially endorsed by Central Services.

I can't get my headset connected. What are my next steps?

If you have attempted all of the troubleshooting suggestions with no success, it is recommended to review your manufacturer's website to explore possible adaptor cables. You can also contact the device manufacturer's customer support or an authorized headset reseller (i.e. Grand & Toy).

Third Party Phone Accessories

Speaker Boxes

Turn your IBC phone into a conference-quality speaker phone with a speaker box. A speaker box is a Bluetooth and /or USB-enabled accessory that functions as a microphone and speaker. There are a variety of speaker box models available in the market.

Why would I choose a speaker box over a polycom/audio conferencing phone?

On the new IBC system, polycom phones can no longer be moved from room to room—they must stay plugged into their dedicated jack. If you are looking for an alternative to a traditional conference phone, a speaker box paired with an IBC phone can cover your conference calling needs for a small to medium sized boardroom. You can also move the speaker from location to location if you are seeking a mobile audio conferencing solution.

Speaker Phone Example: Jabra Speak 710



The Jabra Speak 710 is a popular speaker box in the Government community. It offers a user-friendly design, costs less than a traditional audio conferencing phone, and is compatible with the Cisco 8851.

Please note that Sasktel, Central Services, and the IBC Project Team do not endorse the Jabra Speak 710 or any other speaker box models. Like headsets, you will need to determine what third party phone accessory will meet your needs.

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Troubleshooting suggestions

Don't be discouraged if your headset does not connect immediately. Review the suggestions below before purchasing another headset.

Have you checked the manufacturer website or [SaskTel website](#) to see if your headset is compatible with a Cisco 8841 or 8851 phone?

Try a different channel. Many users have successfully paired their headsets once they set the device to the "B" or "D" channel.

Use an adapter. Your headset may require an adapter to connect to the Cisco phone. Check the device packaging or your desk drawer to see if there is an adaptor that will work. Check the manufacturer's website for additional information or contact an authorized reseller.

Ask a coworker. If a work colleague has successfully connected a similar headset, ask them to show you how they connected their headset. Tap into your colleague's expertise!

Try connecting your headset to the headset jack. There is a designated headset jack located on the back of your device. Some users have successfully paired their headsets using this jack instead of the USB port.

