



Application Notes for configuring JPL Headsets from JPL Limited with Avaya one-X® Communicator using a BL-051 USB Cord – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning the JPL headsets using a BL-051 USB cord from JPL Limited with the Avaya one-X® Communicator to ensure full interoperability.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps for provisioning JPL headsets from JPL Limited using a BL-051 USB cord with Avaya one-X® Communicator. JPL Limited offers a variety of headsets (listed in **Section 4**) that can be used with Avaya one-X® Communicator using the BL-051 USB cord to connect the PC running Avaya one-X® Communicator. The headset then provides two-way audio. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. The headsets do not offer volume control or mute functionality.

JPL Limited design and develop professional headsets for the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and Contact Centre market sectors.

2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability for the combination of headset and cord from JPL Limited to connect to the Avaya one-X® Communicator and allow users of the softphone to speak and listen when a call is either made or received. The Avaya softphone user should be clearly heard and observed without any distortions or audio issues. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality.

2.1. Interoperability Compliance Testing

The interoperability compliance testing includes testing on the latest version of Avaya one-X® Communicator installed on a PC running Windows XP. The following three headsets from JPL Limited were tested.

- JPL 401
- JPL 402
- JPL 501
- JPL 502
- JPL 611
- JPL 612
- JPL TT3

Note: The TT3 headset comes in three parts, the mic boom, a monaural headband and a binaural headband. This allows the user to swap out the mic boom between headbands.

All test cases were performed manually. The following features were verified:

- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
- Placing calls from/to internal extensions to verify two-way audio.
- Placing calls from/to the PSTN to verify two-way audio.
- Hearing ring back tone for outgoing calls.
- Using the volume control buttons on the Avaya Telephone to adjust the audio volume.

2.2. Test Results

All compliance test cases passed successfully.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com>. Support from JPL-Limited is available at:

JPL Limited
Unit 1, Church Close Business Park
Church Close, Todber
Sturminster Newton
Dorset DT10 1JH
England
Phone: +44(0)1258 820100
E-Mail: sales@jpl.uk.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The JPL headsets from JPL Limited are connected via the headset port using a BL-051 USB cord supplied by JPL Limited to the PC running the Avaya one-X® Communicator.

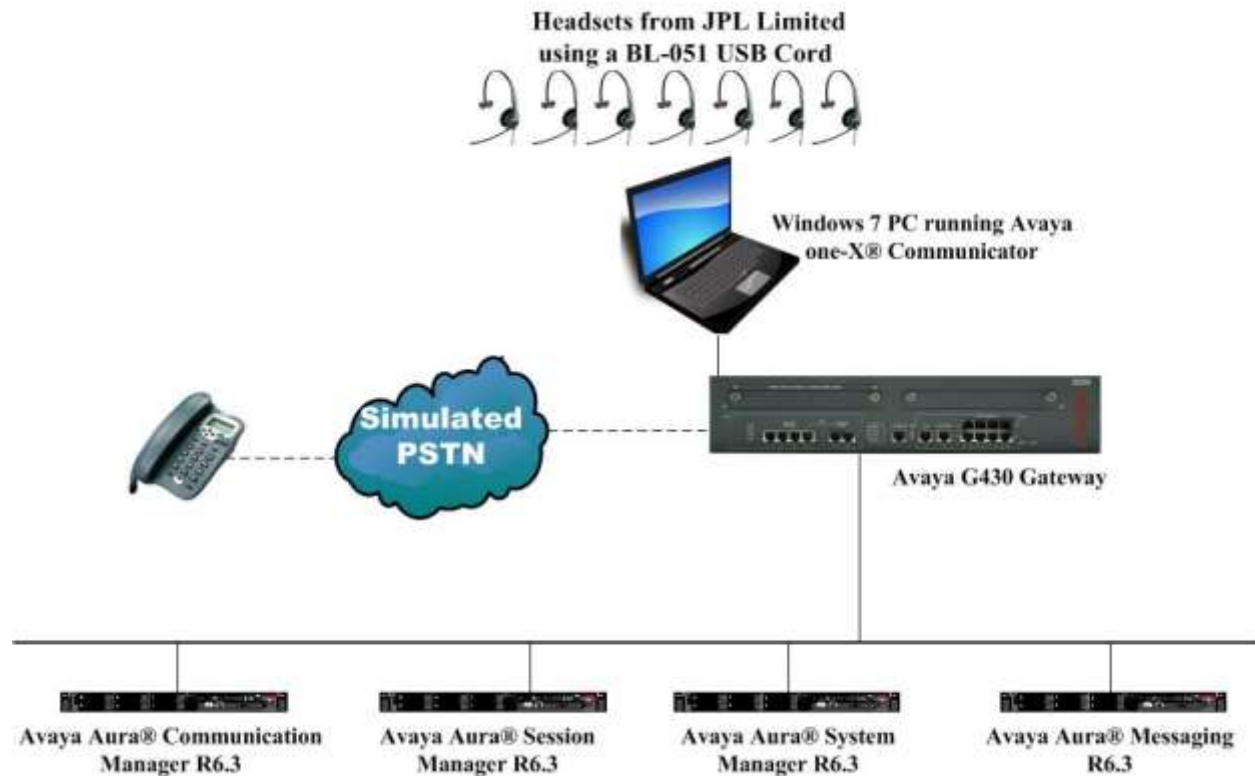


Figure 1: Network Solution of the JPL Headsets from JPL Limited connecting to Avaya one-X® Communicator via BL-051 (USB) cord.

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	6.3.11 (SP11) Build No. – 6.3.0.8.5682-6.3.8.3204 Software Update Revision No: 6.3.7.7.2275
Avaya Aura® Communication Manager running on a virtual server	R6.3 SP9 R016x.03.0.124.0
Avaya Aura® Session Manager running on a virtual server	R 6.3 SP11 Build No. – 6.3.11.0.631103
Avaya Aura® Messaging running on a virtual server	R 6.3
Avaya one-X® Communicator	6.2.6.03-FP6
JPL Headset <ul style="list-style-type: none">• JPL 401• JPL 402• JPL 501• JPL 502• JPL 611• JPL 612• JPL TT3	N/A
JPL Limited BL-10P Cord	N/A

5. Configure Avaya Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager please see **Section 10** of these Application Notes.


5.1. Configuring Avaya Telephones

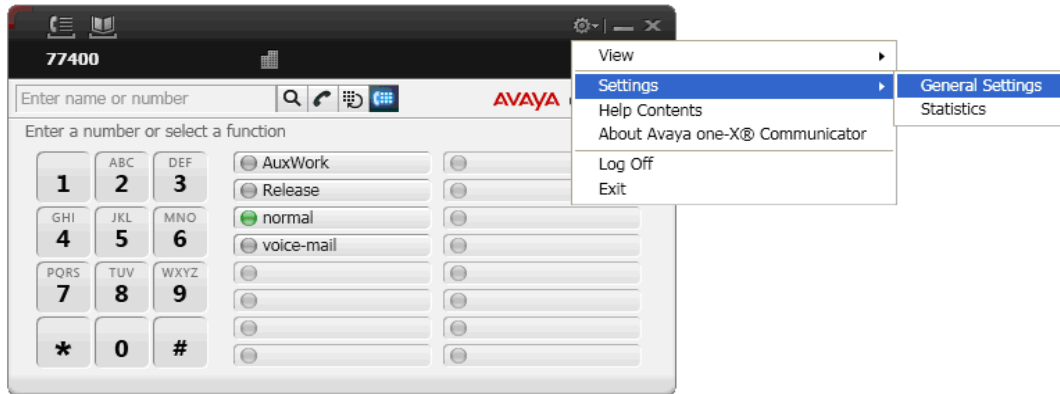
It is assumed that the Avaya one-X® Communicator is already configured. For further information on how to configure these Avaya telephones please see **Section 10** of these Application Notes. An example of a configured Avaya one-X® Communicator is included in the **Appendix** of these Application Notes.

To enable Auto-Answer on the IP telephone set the **Auto Answer** field on **Page 2** to the appropriate value, such as **all**.

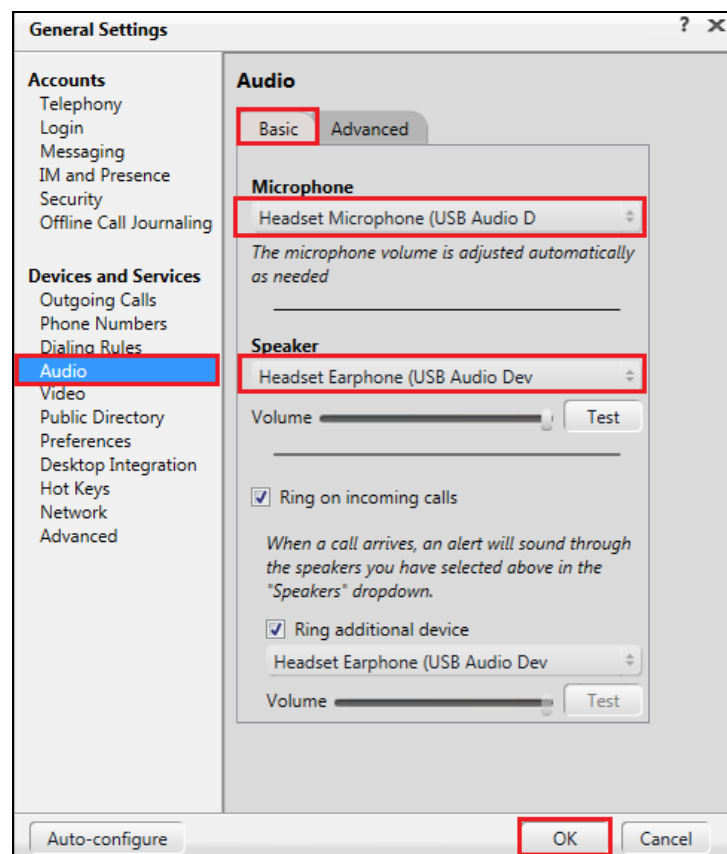
display station 2010	Page 2 of 5
STATION	
FEATURE OPTIONS	
LWC Reception: spe	Auto Select Any Idle Appearance? n
LWC Activation? y	Coverage Msg Retrieval? y
LWC Log External Calls? n	Auto Answer: all
CDR Privacy? n	Data Restriction? n
Redirect Notification? y	Idle Appearance Preference? n
Per Button Ring Control? n	Bridged Idle Line Preference? n
Bridged Call Alerting? n	Restrict Last Appearance? y
Active Station Ringing: single	
	EMU Login Allowed? n
H.320 Conversion? n	Per Station CPN - Send Calling Number?
Service Link Mode: as-needed	EC500 State: enabled
Multimedia Mode: enhanced	Audible Message Waiting? n
MWI Served User Type:	Display Client Redirection? n
AUDIX Name:	Select Last Used Appearance? n
	Coverage After Forwarding? s
	Multimedia Early Answer? n
Remote Softphone Emergency Calls: as-on-local	Direct IP-IP Audio Connections? y
Emergency Location Ext: 2010	Always Use? n IP Audio Hairpinning? n

6. Configure Avaya one-X® Communicator

After logging into Avaya one-X® Communicator, select  → **Settings** → **General Settings** as shown below.



Click on Audio in the left window and on the Basic tab in the main window. The JPL USB cord should already be populated as shown below if the USB cord was plugged in before one-X® Communicator was started. If this is not the case, select this device as the **Microphone** and **Speaker** as shown below. Click **OK** and restart Avaya one-X® Communicator.



7. Configure JPL Headsets to work with Avaya Telephones

There are several cords available to connect the JPL headsets to the Avaya telephones depending on the telephone in question. For the Avaya one-X® Communicator a BL-051 USB cord is used to connect into the PC or Laptop running one-X® Communicator. The suggested USB cord for use is the BL-051 USB cord.

7.1. Connecting to Avaya one-X® Communicator Softphone

In connecting the JPL headset to the Avaya one-X® Communicator softphone the suggested cord to use is the BL-051 USB cord. Connect each headset to the BL-051 USB cord, and then connect the BL-051 USB cord directly to the USB port of the PC running the Avaya one-X® Communicator softphone.

8. Verification Steps

The following steps can be taken to ensure that the connections between the JPL headsets and Avaya one-X® Communicator are achieved.

1. With the USB chord and headset in place make a call to the one-X® Communicator softphone and using the GUI answer the call. A clear audio path in both directions should be observed.

9. Conclusion

These Application Notes outline the steps necessary to configure the JPL headsets from JPL Limited using a BL-051 USB cord to allow full interoperability with Avaya one-X® Communicator. Please refer to **Section 2.2** of these Application Notes for test results and observations.

10. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at <http://support.avaya.com>

- [1] *Administering Avaya Aura® Communication Manager*, Document Number 03-300509.
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document Number 555-245-205.
- [3] *Administering Avaya Aura® Session Manager*, Doc ID 03-603324
- [4] *Implementing Avaya one-X® Communicator*

JPL headset product documentation can be found at <http://www.jpltele.com>

Appendix

Configuration of Avaya one-x® Communicator

display station 2010	Page 1 of 5	
STATION		
Extension: 2010	Lock Messages? n	BCC: M
Type: 9608	Security Code: *	TN: 1
Port: S00027	Coverage Path 1:	COR: 1
Name:	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Location:	Time of Day Lock Table:	
Loss Group: 19	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 2010	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english	Button Modules: 0	
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? y	
	IP Video Softphone? y	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

display station 2010	Page 2 of 5	
STATION		
FEATURE OPTIONS		
LWC Reception: spe	Auto Select Any Idle Appearance? n	
LWC Activation? y	Coverage Msg Retrieval? y	
LWC Log External Calls? n	Auto Answer: none	
CDR Privacy? n	Data Restriction? n	
Redirect Notification? y	Idle Appearance Preference? n	
Per Button Ring Control? n	Bridged Idle Line Preference? n	
Bridged Call Alerting? n	Restrict Last Appearance? y	
Active Station Ringing: single		
	EMU Login Allowed? n	
H.320 Conversion? n	Per Station CPN - Send Calling Number?	
Service Link Mode: as-needed	EC500 State: enabled	
Multimedia Mode: enhanced	Audible Message Waiting? n	
MWI Served User Type:	Display Client Redirection? n	
AUDIX Name:	Select Last Used Appearance? n	
	Coverage After Forwarding? s	
	Multimedia Early Answer? n	
Remote Softphone Emergency Calls: as-on-local	Direct IP-IP Audio Connections? y	
Emergency Location Ext: 2010	Always Use? n IP Audio Hairpinning? n	

Page 3 of 5

STATION

```

Conf/Trans on Primary Appearance? n
Bridged Appearance Origination Restriction? n    Offline Call Logging? y
Require Mutual Authentication if TLS? n

```

```

Call Appearance Display Format: disp-param-default
IP Phone Group ID:
Enhanced Callr-Info Display for 1-Line Phones? n

```

ENHANCED CALL FORWARDING

	Forwarded Destination	Active
Unconditional For Internal Calls To:		n
External Calls To:		n
Busy For Internal Calls To:		n
External Calls To:		n
No Reply For Internal Calls To:		n
External Calls To:		n

SAC/CF Override: n

Page 4 of 5

STATION

SITE DATA

```

Room:                               Headset? n
Jack:                               Speaker? n
Cable:                             Mounting: d
Floor:                             Cord Length: 0
Building:                           Set Color:

```

ABBREVIATED DIALING

```
List1:      List2:      List3:
```

BUTTON ASSIGNMENTS

```
1: call-apppr      5:
2: call-apppr      6:
3: call-apppr      7:
4:                  8:
```

voice-mail

```

display station 3021                                     Page 5 of 6
                                                    STATION

AUXILIARY BUTTON ASSIGNMENTS
Main View                               Shifted View
4:                                     12:
5:                                     13:
6:                                     14:
7:                                     15:
8:                                     16:
9:                                     17:
10:                                    18:
11:                                    19:

BUTTON ASSIGNMENTS
20:
21:
22:
23:
24:

IP Video? n

```

```

display station 3021                                     Page 6 of 6
                                                    STATION

SIP FEATURE OPTIONS
    Type of 3PCC Enabled: None
    SIP Trunk: aar

```

©2015 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.