Avaya Solution & Interoperability Test Lab

Application Notes for Telekonnectors TLK Galaxy Headsets, TLK Galaxy Plus Headsets and TLK 300 Universal Adaptors with Avaya Telephones - Issue 1.0

Abstract

These Application Notes describe a compliance tested configuration comprised of Telekonnectors TLK Galaxy Headsets, TLK Galaxy Plus Headsets and TLK 300 Universal Adaptors with Avaya Telephones and Avaya Aura™ Communication Manager. Telekonnectors TLK Galaxy and TLK Galaxy Plus Headsets are professional communication headsets that are designed for use in the office and call center environment. Telekonnectors TLK 300 is a multi-purpose headset adaptor that provides additional features such as supervisor headset and voice recording ports.

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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate Telekonnectors TLK Galaxy Headsets, TLK Galaxy Plus Headsets and TLK 300 Universal Adaptors with Avaya 6400 Series and 2400 Series Digital Telephones, 4600 Series, 1600 Series and 9600 Series IP Telephones and Avaya Aura™ Communication Manager. Telekonnectors TLK Galaxy and TLK Galaxy Plus Headsets are professional communication headsets that are designed for use in the office and call center environment. Telekonnectors TLK 300 is a multi-purpose headset adaptor that provides additional features such as agent headset, supervisor headset and voice recording ports. Telekonnectors TLK 300 is also compatible with headsets of other manufacturers.

In this compliance testing, the Telekonnectors headsets and adaptors were connected to the Headset Port of the respective Avaya telephones. The following models were tested:

- TLK Galaxy Headsets (Monaural and Binaural) with RJ-9 modular connector.
- TLK Galaxy Plus Headsets (Monaural and Binaural) with TLK SmartKonnect (SK) connector.
- TLK 300 Universal Adaptors.

1.1. Interoperability Compliance Testing

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls from the Avaya telephones using the Telekonnectors headsets and adaptors, and verifying good talk path in both directions. The type of calls made included calls to the voicemail, to internal extensions and to the PSTN.

The serviceability testing focused on verifying the usability of the Telekonnectors headsets and adaptors after disconnecting and reconnecting the Avaya telephones.

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1.2. Support

For technical support and information on TLK SP30 USB Adaptors and Headsets, contact Telekonnectors at:

- Phone: +91-44-24414100
- Email: sales@telekonnectors.com

2. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Telekonnectors solution. The configuration comprised of an Avaya S8500 Server running Communication Manager and an Avaya G650 Media Gateway with connections to the following: Avaya 6416D+M and 2420 Digital Telephones, Avaya 4625SW, 1608 and 9640 IP Telephones and an ISDN-BRI trunk to the PSTN. Avaya Aura™ Communication Manager Messaging was used as the voicemail. Telekonnectors headsets and adaptors were attached to the Headset Port of the Avaya telephones with the appropriate headset cords supplied by Telekonnectors. The Avaya C364T-PWR Converged Stackable Switch provides Ethernet connectivity to the Avaya Server, Media Gateway and IP telephones.

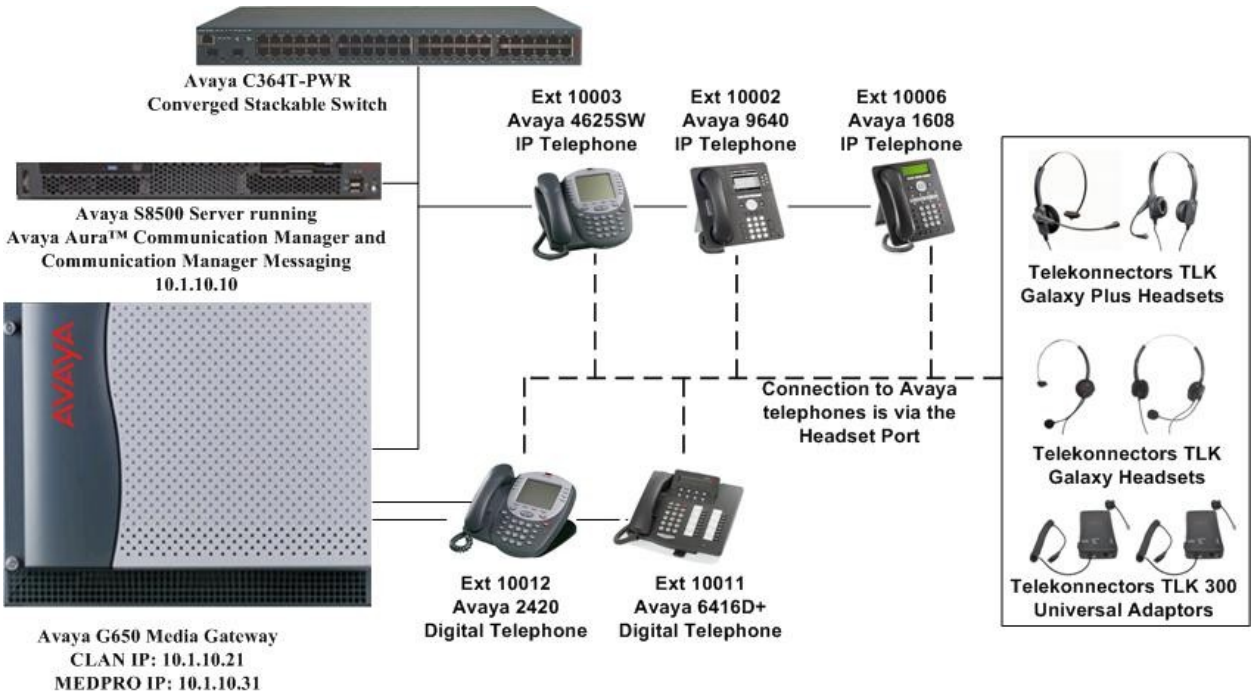

Figure 1: Test Configuration

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3. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment	Software
Avaya S8500 Server	Avaya Aura™ Communication Manager 5.2.1 (R015x.02.1.016.4) with Service Pack (02.1.016.4-17774)
Avaya G650 Media Gateway • TN2312BP IP Server Interface • TN799DP C-LAN Interface • TN2302AP IP Media Processor	- HW07, FW049 HW01, FW034 HW20, FW120
Avaya 6416D+M Digital Telephone	-
Avaya 2420 Digital Telephone	R6
Avaya 4625SW IP Telephone	2.9 SP1 (H.323)
Avaya 1608 IP Telephone	1.2110
Avaya 9640 IP Telephone	3.1 (H.323)
Avaya C364T-PWR Converged Stackable Switch	4.5.18
Telekonnectors TLK Galaxy Headsets (Monaural and Binaural)	-
Telekonnectors TLK Galaxy Plus Headsets (Monaural and Binaural)	-
Telekonnectors TLK 300 Universal Adaptors	-

4. Configure Avaya Aura™ Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no additional settings required to be configured for the connection of the Telekonnectors headsets and adaptors to the Avaya telephones.

5. Configure Telekonnectors Headsets and Adaptors

The Telekonnectors headsets and adaptors were connected to the Headset Port of the Avaya telephones using the appropriate cords supplied by Telekonnectors. For this compliance testing, Telekonnectors supplied the TLK Galaxy Headsets (Monaural and Binaural) with RJ-9 modular connector and the TLK Galaxy Plus Headsets (Monaural and Binaural) with TLK SmartKonnect (SK) connector. The TLK 300 Universal Adaptors has the RJ-9 modular connector.

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Table 1 shows the required cords when using the Telekonnectors headsets or adaptors with the RJ-9 modular connectors.

Avaya Telephone	Cord
6416D+M Digital Telephone	No additional cord
2420 Digital Telephone	No additional cord
4625SW IP Telephone	No additional cord
1608 IP Telephone	"Connector for Avaya 96XX" required
9640 IP Telephone	"Connector for Avaya 96XX" required

Table 1: Cord Requirements for RJ-9 Modular Connector

Table 2 shows the required cords when using the Telekonnectors headsets with the SK connectors.

Avaya Telephone	Cord
6416D+M Digital Telephone	SK cord
2420 Digital Telephone	SK cord
4625SW IP Telephone	SK cord
1608 IP Telephone	SK cord and "Connector for Avaya 96XX"
9640 IP Telephone	SK cord and "Connector for Avaya 96XX"

Table 2: Cord Requirements for SK Connector

6. General Test Approach and Test Results

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

- Placing calls to the voicemail. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
- Placing calls to internal extensions to verify that the playback volume and recording level were good.
- Placing calls to the PSTN to verify that the playback volume and recording level were good.

For the serviceability testing, the Telekonnectors headsets and adaptors were disconnected and reconnected from the Avaya telephones to verify proper operation.

All test cases passed successfully.

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7. Conclusion

These Application Notes describe the configuration steps required to integrate Telekonnectors TLK Galaxy Headsets, TLK Galaxy Plus Headsets and TLK 300 Universal Adaptors with Avaya 6400 Series and 2400 Series Digital Telephones, 4600 Series, 1600 Series and 9600 Series IP Telephones and Avaya Aura™ Communication Manager. All test cases were completed successfully.

8. Additional References

This section references the Avaya and Telekonnectors documentation that are relevant to these Application Notes.

The following Avaya product documentation can be found at http://support.avaya.com.

[1] *Administering Avaya Aura™ Communication Manager*, Release 5.2, Issue 5.0, May 2009, Document Number 03-300509.

For product information on Telekonnectors headsets and adaptors, visit Telekonnectors website.

[2] TLK Galaxy Headsets: http://www.telekonnectors.com/headsets_galaxy.html
[3] TLK Galaxy Plus Headsets: http://www.telekonnectors.com/headsets_galaxy_plus.html
[4] TLK 300 Universal Adaptors: http://www.telekonnectors.com/adaptors_digital.html

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