



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for VXi Tria Telephone Headsets, AVX Adapters and Everon-V Amplifiers with Avaya Telephones - Issue 1.0**

### **Abstract**

These Application Notes describe a compliance tested configuration comprised of VXi Tria Telephone Headsets, AVX Adapters and Everon-V Amplifiers with Avaya Telephones and Avaya Aura™ Communication Manager. The VXi Tria Headset is designed for contact centers and professional office environments. The Tria headset has three wearing styles (over-the-ear, behind-the-neck and over-the-head) and provides a high quality solution for companies worldwide that depend on their headsets for clear and consistent communications.

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 required to integrate VXi Tria Telephone Headsets, AVX Adapters and Everon-V Amplifiers with Avaya 2400 Series Digital Telephones, 4600 Series, 1600 Series and 9600 Series IP Telephones and Avaya Aura™ Communication Manager. The VXi Tria Headset is designed for contact centers and professional office environments. The Tria headset has three wearing styles (over-the-ear, behind-the-neck and over-the-head) and provides a high quality solution for companies worldwide that depend on their headsets for clear and consistent communications.

In this compliance testing, the following headsets and accessories were tested:

- Tria-V DC - Convertible headset with VXi V-series quick disconnect.
- 1026V Cord - Used when connecting the above headset directly to the Headset Port of the Avaya 2400 and 4600 series telephones.
- 1027V Cord - Used when connecting the above headset directly to the Headset Port of the Avaya 9600 and 1600 series telephones.
- Everon-V - Multi-purpose amplifier.
- AVX Adapter - For direct headset connection to the Avaya telephone.

## 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 VXi headsets, amplifiers and adapters, 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 VXi headsets, amplifiers and adapters after disconnecting and reconnecting the Avaya telephones.

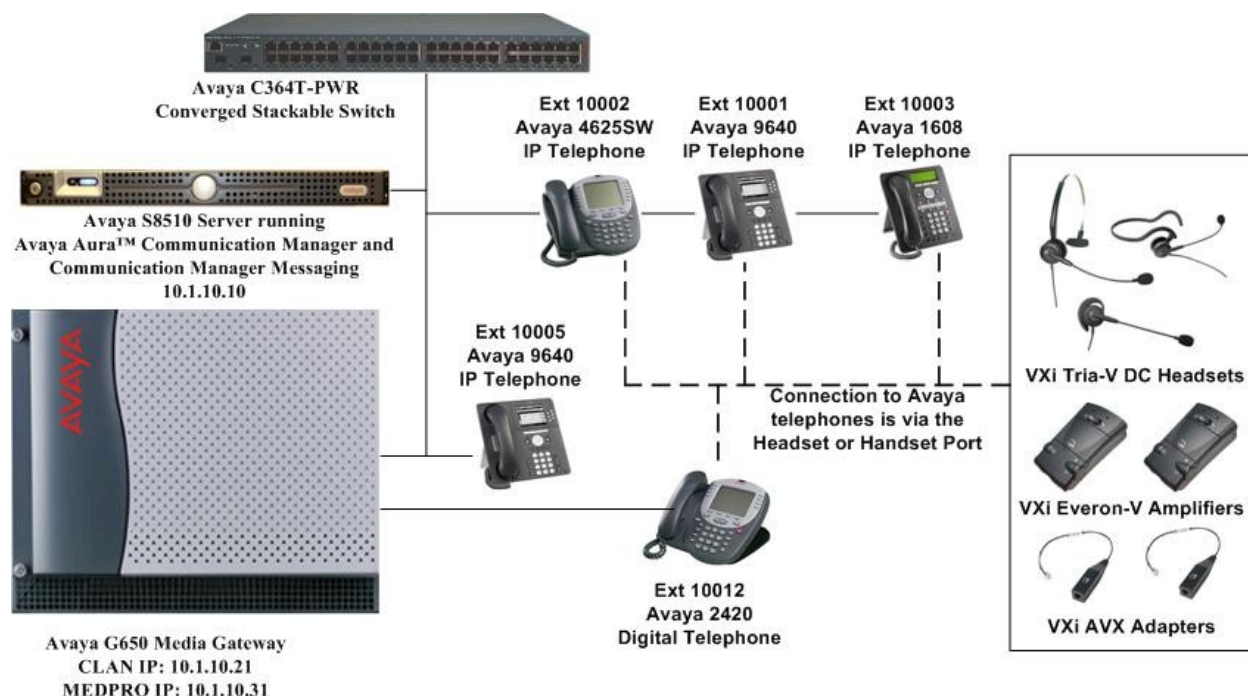
## 1.2. Support

For technical support and information on VXi headsets, amplifiers and adapters, contact VXi at:

- Phone: 800 742-8588 (toll free), +1 603 742-2888 (International)
- Email: [cust\\_serv@vxicorp.com](mailto:cust_serv@vxicorp.com)
- Website: <http://www.vxicorp.com/support/index.asp>

## 2. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the VXi solution. The configuration comprised of an Avaya S8510 Server running Communication Manager and an Avaya G650 Media Gateway with connections to the following: Avaya 2420 Digital Telephone, 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. VXi headsets and adapters were attached to the Headset Port of the Avaya telephones with the appropriate headset cords supplied by VXi, or the Handset Port when using the Everon-V amplifiers. The Avaya C364T-PWR Converged Stackable Switch provides Ethernet connectivity to the Avaya Server, Media Gateway and IP telephones.



**Figure 1: Test Configuration**

### 3. Equipment and Software Validated

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

Equipment	Software
Avaya S8510 Server	Avaya Aura™ Communication Manager 5.2.1 (R015x.02.1.016.4) with Service Pack (02.1.016.4-17959)
Avaya G650 Media Gateway <ul style="list-style-type: none"><li>TN2312BP IP Server Interface</li><li>TN799DP C-LAN Interface</li><li>TN2302AP IP Media Processor</li></ul>	- HW07, FW049 HW01, FW034 HW20, FW120
Avaya 2420 Digital Telephone	R6
Avaya 4625SW IP Telephone	2.9 SP1 (H.323)
Avaya 1608 IP Telephone	1.22
Avaya 9640 IP Telephone	3.1.1 (H.323)
Avaya C364T-PWR Converged Stackable Switch	4.5.18
VXi Tria-V DC Headsets	-
VXi Everon-V Amplifiers	-
VXi AVX Adapters	-
VXi 1026V Cords	-
VXi 1027V Cords	-

### 4. Configure Avaya Aura™ Communication Manager

These Application Notes assume that Communication Manager is configured and operational, and the appropriate endpoints are configured; refer to [1] for endpoint configuration. There are no additional settings required to be configured for the connection of the VXi headsets, amplifiers and adapters to the Avaya telephones. The VXi headsets, amplifiers, and adapters come with user guides and connectivity instructions; refer to [2] – [6] for details.

### 5. Configure VXi Headsets, Amplifiers and Adapters

VXi Tria-V Headsets connect to the Avaya telephones in the following ways:

- To the Headset Port of the Avaya telephone using either the 1026V or 1027V Cords.
- To the Handset Port of the Avaya telephone using the Everon-V Amplifier.
- To the Headset Port of the Avaya telephone using the AVX Adapter and 1026V Cord.

**Table 1** shows the required cords when connecting the VXi Tria-V Headsets to the Headset Port of the Avaya telephone.

Avaya Telephone	Cord
2420 Digital Telephone	1026V
4625SW IP Telephone	1026V
1608 IP Telephone	1027V
9640 IP Telephone	1027V

**Table 1: Cord Requirements for Headset Port Connection**

## 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 VXi headsets, amplifiers and adapters were disconnected and reconnected from the Avaya telephones to verify proper operation. The Avaya telephones were also disconnected and reconnected for the same purpose.

All test cases passed successfully.

## 7. Conclusion

These Application Notes describe the testing conducted to integrate VXi Tria Telephone Headsets, AVX Adapters and Everon-V Amplifiers with Avaya 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 VXi 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 VXi headsets, amplifiers and adapters, visit VXi website.

- [2] Tria-V DC: <http://www.vxicorp.com/storefront/pc-320-17-tria-v-dc.aspx>
- [3] Everon-V: <http://www.vxicorp.com/storefront/pc-68-17-everon-v.aspx>
- [4] AVX Adapter: <http://www.vxicorp.com/storefront/pc-221-17-avx-adapter.aspx>
- [5] 1026V Cord: <http://www.vxicorp.com/storefront/pc-155-17-1026v-cord.aspx>
- [6] 1027V Cord: <http://www.vxicorp.com/storefront/pc-216-17-1027v-cord.aspx>

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