



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

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# **Application Notes for Epko Compact/Voice Guide Direct QD Headsets with Avaya one-X® Agent - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration procedures needed to successfully integrate Felitron Epko Headsets with Avaya one-X® Agent.

Epko Compact Direct QD and Epko VG Direct QD headsets - created especially for call centers and demanding professionals. The Epko Compact Direct QD headset offers a fixed metallic acoustic tube while the Epko Voice Guide QD headset offers a replaceable transparent acoustic voice tube. The Epko headset with interface USB is plug-and-play, designed to interface with PC-based UC systems and USB-equipped soft phones such as Avaya one-X® Agent.

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 Epko Compact/Voice Guide Direct QD Headsets with Avaya one-X® Agent.

In this compliance testing, the following headsets were tested:

- The Epko Compact Direct QD headset offers a fixed metallic acoustic tube with USB cable.
- The Epko Voice Guide Direct QD headset offers a replaceable transparent acoustic voice tube with USB cable.

## 2. General Test Approach and Test Results

The interoperability compliance test included functionality and serviceability testing. The functionality testing focused on placing and receiving calls to and from Avaya one-X® Agent clients using the Epko headsets and verifying good talk path in both directions. The type of calls made included calls to the voicemail, and calls to and from internal extensions and the PSTN.

The serviceability testing focused on verifying the usability of the Epko headsets when Avaya one-X® Agent was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot on the PC where Avaya one-X® Agent was running.

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 following functionality was 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 and receiving calls to and from internal extensions to verify two way audio path and quality.
- Placing and receiving calls to and from the PSTN to verify two way audio path and quality.
- Answering and ending calls using the Avaya one-X® Agent screen interface.
- Using the volume control buttons on the Epko Compact/VG Direct QD headset to adjust the volume on the headset speakers.
- Using the mute control button on the Epko Compact/VG Direct QD headset to mute and un-mute the transmitted audio.

For the serviceability testing, the headsets were disconnected and reconnected to the USB port of the PC running Avaya one-X® Agent to verify proper operation. In addition, the PC was rebooted to verify that the headsets were operational after the restart was completed and the application reinitialized.

## 2.2. Test Results

All compliance test cases passed successfully. However, the following observation was noted:

- Audio was lost when the headset was disconnected and reconnected, during an active call. Avaya one-X Agent required a restart to resolve the problem.

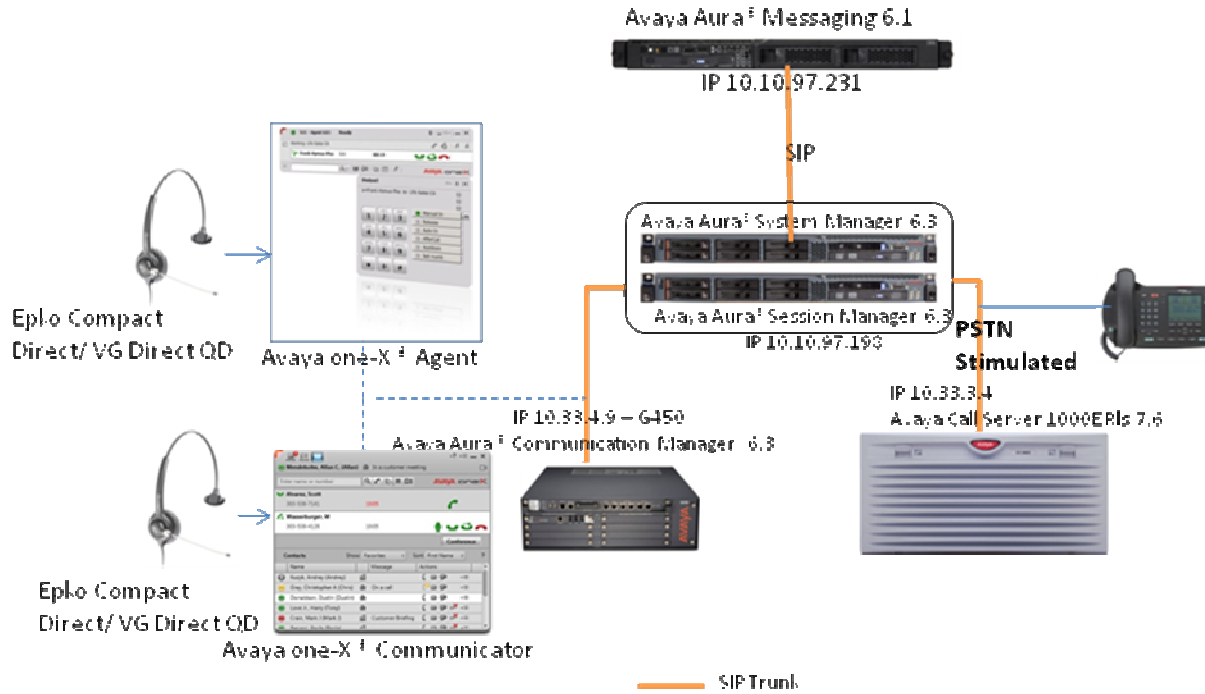
## 2.3. Support

For technical support and information on the Felitron products described in this solution, contact Felitron Technical Support at:

Website: <http://www.felitron.com.br/site/contatos>

### 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the Epko headsets. Avaya Aura® Communication Manager on Avaya G450 Media Gateway provides the VoIP resources for the connectivity of Avaya IP Telephones and the SIP trunk to the simulated PSTN, used during the compliance tests. Avaya one-X® Agent was installed on a computer running Microsoft Windows XP Professional Service Pack 3. The Epko headset is connected to an available USB port in the PC.



**Figure 1: Test Configuration**

Detail of softphone and Epko headset:

Extension	Softphone	Headset
52151	one-X Agent	Epko Compact/Voice Guide Direct QD
52173	one-X Communicator	Epko Compact/Voice Guide Direct QD

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager on Server S8300D	6.3 SP0 (R016x.03.0.124.0)
Avaya G450 Media Gateway	33.13.0
Avaya Aura® Messaging on S8800 Server	6.1
Avaya Aura® System Manager on S8800 Server	6.3
Avaya Aura® Session Manager on S8800 Server	6.3
Avaya Call Server 1000	7.6
Avaya one-X® Agent	2.5.20020.0
Epko Compact Direct QD	N/A
Epko Voice Guide Direct QD	N/A

## 5. Configure Avaya Aura® Communication Manager

An extension must be created in Communication Manager for the Avaya one-X® Agent to log in, configure system preferences, make and receive direct calls, or to sign in as an agent. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Avaya one-X® Agent. Set the **Type** field to the station type to be emulated. In this example, **9640** was used. Create a **Security Code**, which will be used as the password to log in. Enter a **Name**. Set the **IP SoftPhone** field to y.

```
display station 52151                                     Page 1 of 5
STATION
Extension: 52151                                         Lock Messages? n          BCC: 0
  Type: 9640                                             Security Code: 1234       TN: 1
  Port: S00055                                          Coverage Path 1: 2       COR: 1
  Name: Nam Mot                                         Coverage Path 2:         COS: 1
                                                         Hunt-to Station:        Tests? y
STATION OPTIONS
  Loss Group: 19                                         Time of Day Lock Table:
  Speakerphone: 2-way                                     Personalized Ringing Pattern: 1
  Display Language: english                               Message Lamp Ext: 52151
  Survivable GK Node Name:                               Mute Button Enabled? y
  Survivable COR: internal                               Button Modules: 0
  Survivable Trunk Dest? y                               Media Complex Ext:
                                                         IP SoftPhone? y
                                                         IP Video Softphone? n
                                                         Short/Prefixed Registration Allowed: default
                                                         Customizable Labels? y
```

On **Page 4** of the Station form, configure the necessary agent work mode buttons that are used, in a contact center. They are used by Avaya one-X® Agent to log in as an Automatic Call Distribution (ACD) agent. The work mode buttons used in the sample configuration are highlighted in the screen below.

```

display station 52151                                     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-appr                                5: manual-in                               Grp:
  2: call-appr                                6: after-call                              Grp:
  3: call-appr                                7: aux-work                               RC:   Grp:
  4: auto-in                                  8: release
  voice-mail 39990

```

Even though ACD was implemented and used during the compliance tests, ACD and Agents administration is beyond the scope of these Application Notes, and they are assumed to be already in place. Logging in to a particular ACD was not necessary to complete the configuration steps for the integration of the Avaya one-X® Agent application with the Epko headsets.

## 6. Install the Felitron Headset

Connect the Epko Compact/Voice Guide Direct QD directly to an available USB port on a PC running Avaya one-X® Agent.

The Epko headset is plug-and-play; it does not require extra drivers to function properly. Once connected to the USB port of the PC, the installation is automatic out of the standard drivers in Microsoft Windows, and it is immediately ready for use.

## 7. Configure Avaya one-X® Agent

Launch Avaya one-X® Agent and log in using the extension number and password created previously.

In the server section, enter the following:

- **Server Address:** IP address of CM.
- **User Type:** During compliance test Non-Agent option is selected.
- **Place and received calls using:** My Computer

AVAYA one-X  
Login

Telephony Agent IM

Enable automatic connection to Communication Manager  
Use the information that was last used for successful registration

Extension  
52151  
Password  
••••

Save password during sign in

CM Auto Answer Support Required

Warn for Another User Logged in at Extension


Server Address  
10.33.4.9

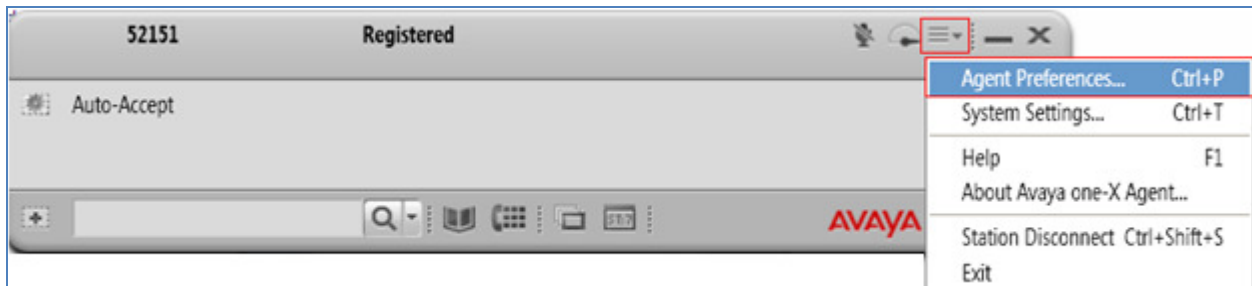
User Type  
Non-Agent

Place and receive calls using  
My Computer

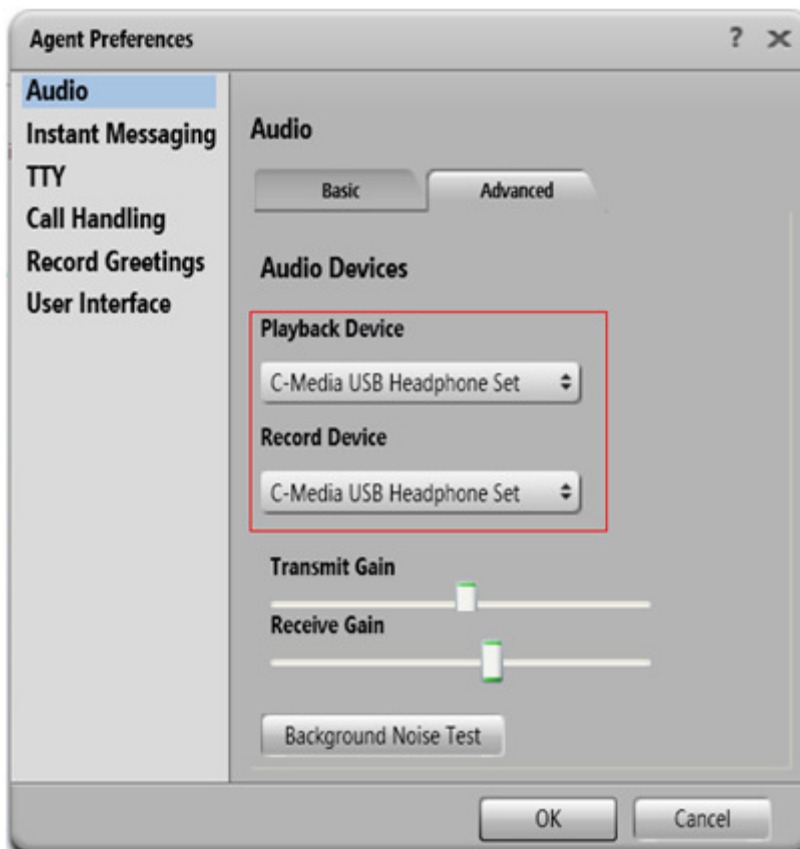
Changes will take effect at the time of login

Save Settings & Log In Cancel

Click the **System Options**  icon in the top bar. Select **Agent Preferences**.





In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab. Set the **Playback Device** and **Record Device** fields to the **C-Media USB Headphone Set**. Click **OK**.





## 8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Felitron Epko headset with Avaya one-X® Agent:

1. Place a call to Avaya one-X® Agent from another extension. Click the **Answer** icon  on the screen
2. Verify two-way talk path between the headset and the called extension.
3. Press the Mute button on the headset and verify the call can be muted/unmuted.
4. Verify the volume can be adjusted by using the volume controls on the headset.
5. Disconnect the call from the headset by pressing the **Call End** button  on the screen.
6. Verify that the call is properly disconnected.

## 9. Conclusion

These Application Notes describe the configuration steps required to integrate the Felitron Epko Headsets with Avaya one-X® Agent. All test cases were completed successfully, with the observation noted in **Section 2.2**.

## 10. Additional References

This section references the Avaya and Felitron 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 6.3, Issue 8.0, May 2013, Document Number 03-300509.  
<http://downloads.avaya.com/css/P8/documents/100171658>
- [2] *Administering Communication Manager for Avaya one-X Agent*. Release 2.5, June 2011.  
<http://downloads.avaya.com/css/P8/documents/100141171>
- [3] *Using Avaya one-X® Agent*, Release 2.5, March 31, 2011.  
<http://downloads.avaya.com/css/P8/documents/100141198>

Documentation and information for the Epko Compact/Voice Guide Direct QD headsets can be found at the following websites:

- [4] Epko headsets product information.  
[http://www.felitron.com.br/site/produto/epko\\_series/15](http://www.felitron.com.br/site/produto/epko_series/15)

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