Avaya Solution & Interoperability Test Lab

Application Notes for configuring Agent AU Headsets from Corporate Telecommunications with Avaya one-X® Attendant – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Agent AU Headsets with the Avaya one-X® Attendant 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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate Agent AU Headsets from Corporate Telecommunications with Avaya one-X® Attendant. Corporate Telecommunications offer headsets (listed in **Section 4**) that can be used with Avaya one-X® Attendant connecting directly to the PC/Laptop that one-X® Attendant is running on. The headsets then provide 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 offer volume control or mute functionality.

Corporate Telecommunications 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 test included feature and serviceability testing. The feature testing focused on placing calls to and from Avaya one-X® Attendant with each Agent AU Headset verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN. The Avaya telephone user should be clearly heard and observed without any distortions or audio issues. The serviceability testing focused on verifying the usability of the Agent AU Headset after restarting Avaya one-X® Attendant s and re-connecting the headset.

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 was carried out on the latest firmware for Avaya one-X® Attendant. There are two Agent Headsets that will work with the Avaya one-X® Attendant and that is the mono aural AU-1 Headset and the bi aural AU-2 Headset. The following headsets were used for compliance testing.

- AU-1
- AU-2

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.
- Toggling between handset, speakerphone, and headset.
- Using the volume control buttons on the Avaya telephone to adjust the audio volume.
- Using the volume control buttons on the USB chord to adjust the audio volume.

2.2. Test Results

All compliance test cases passed successfully. The following observations were noted.

- This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

2.3. Support

Support from Corporate Telecommunications is available at:

Corporate Telecommunications
4-6 Commonwealth Close
Leigh Business Park
Leigh
Greater Manchester
WN7 3BD
+44(0)1942 262526
info@agentheadsets.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Agent AU Headsets are connected to the USB port on a PC or laptop running the Avaya one-X® Attendant application.
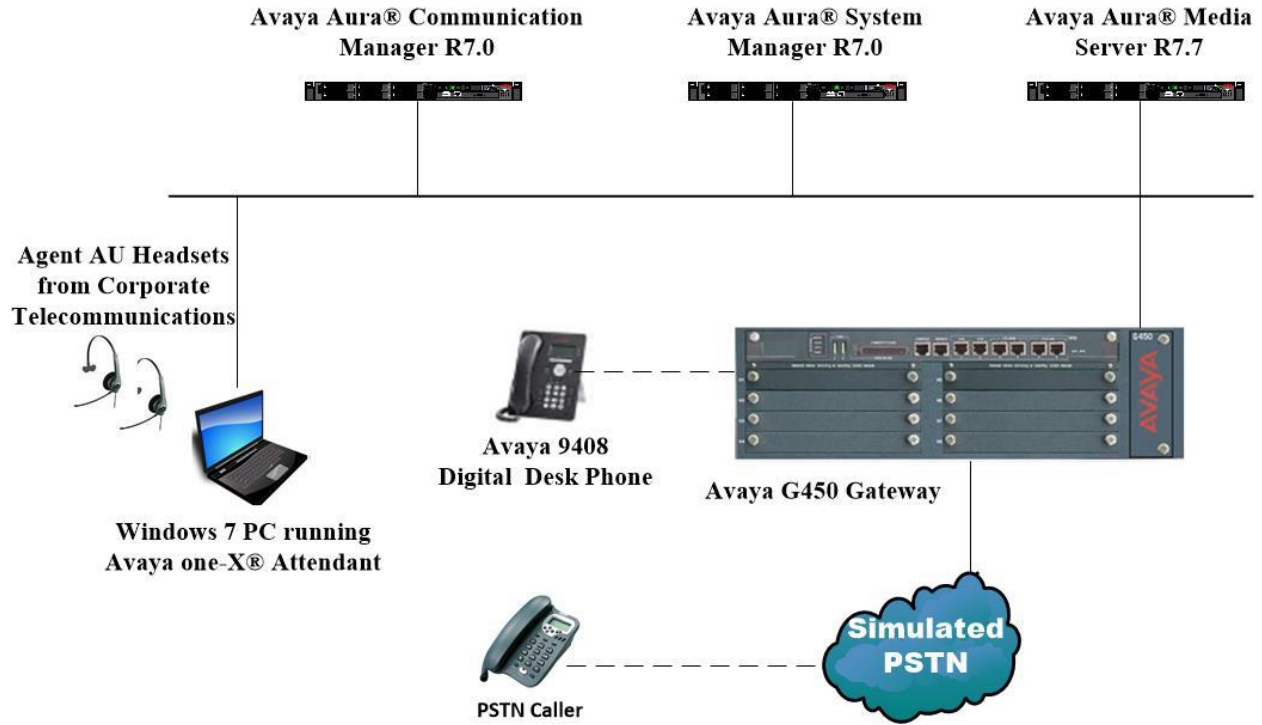

Figure 1: Network Solution of the Agent AU Headsets from Corporate Telecommunications connecting to Avaya one-X® Attendant

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	System Manager 7.0.1.1 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.1.065378 Service Pack 1
Avaya Aura® Communication Manager running on a virtual server	R7.0 R017x.00.0.441.0 00.0.441.0-23169
Avaya Media Server running on a virtual server	Media Server SYSTEM R7.7.0.8 Media Server R7.7.0.200
Avaya G450 Gateway	37.19.0 /1
Avaya 9408 Digital Deskphone	2.0
Avaya one-X® Attendant	4.13.001.001
Corporate Telecommunications Agent AU-1 Headset Corporate Telecommunications Agent AU-2 Headset	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® Attendant 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® Attendant is included in the **Appendix** of these Application Notes.

To enable Auto-Answer on the Attendant set the **Auto Answer** field on **Page 1** to the appropriate value, such as **all**.

```
display attendant 1                                         Page   1 of   4
                            ATTENDANT CONSOLE 1


          Type: 302               Name: Pauls Attendant
     Extension: 7770              Group: 1                Auto Answer: all
 Console Type: principal            TN: 1                    Data Module? n
          Port: S00080             COR: 1           Disp Client Redir? n
 Security Code: 1234               COS: 1              Display Language: english
                                                      H.320 Conversion? n


DIRECT TRUNK GROUP SELECT BUTTON ASSIGNMENTS (Trunk Access Codes)
    Local Remote           Local Remote              Local Remote
 1:                     5:                       9:
 2:                     6:                      10:
 3:                     7:                      11:
 4:                     8:                      12:


HUNDREDS SELECT BUTTON ASSIGNMENTS
 1:          5:          9:          13:          17:
 2:          6:         10:          14:          18:
 3:          7:         11:          15:          19:
 4:          8:         12:          16:          20:
```
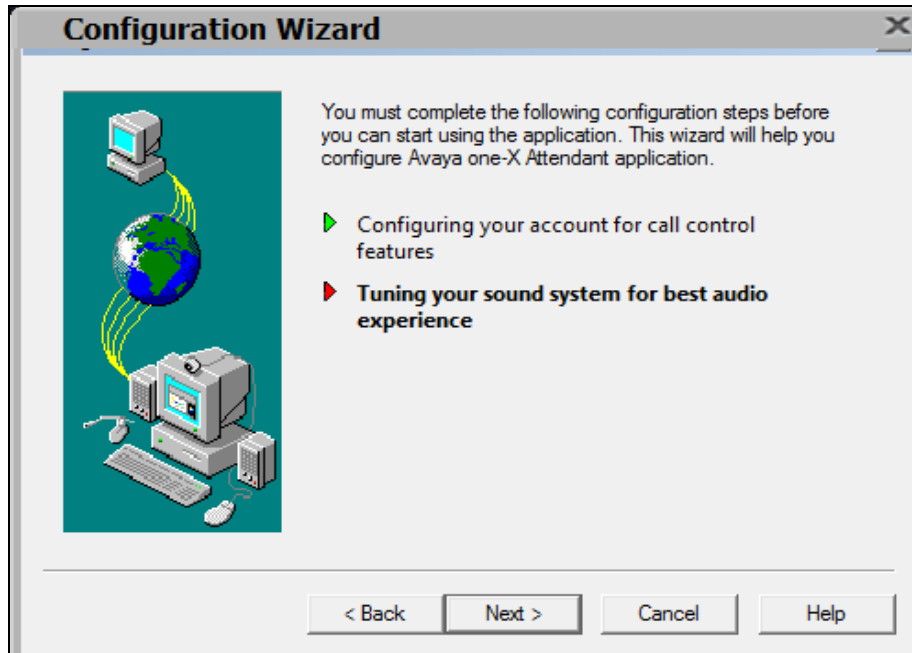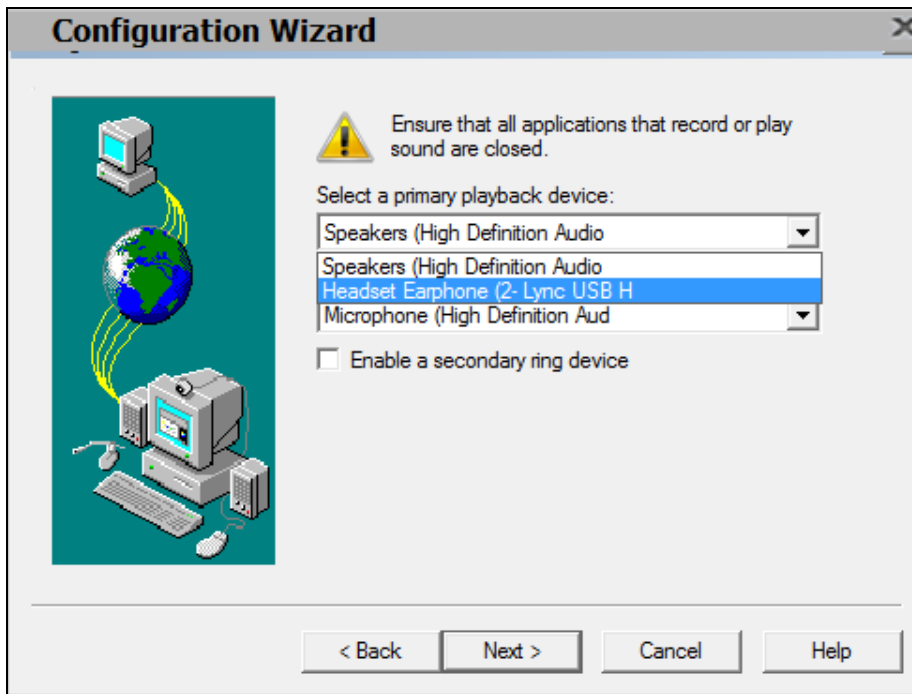
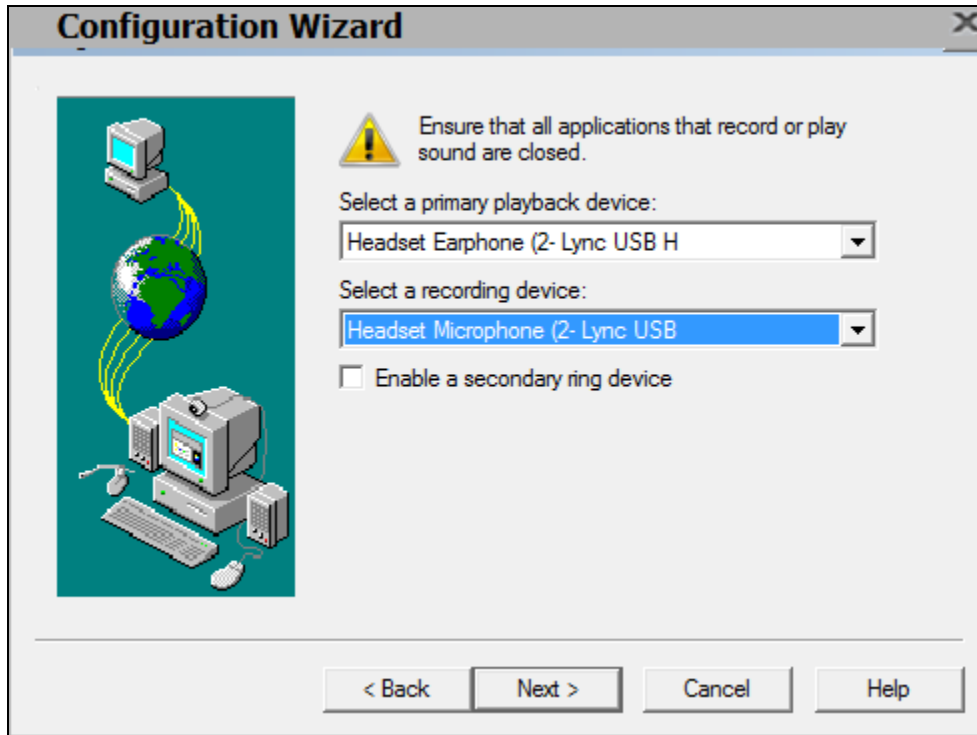# 6. Configure Avaya one-X® Attendant

Upon installing Avaya one-X® Attendant the Wizard will run for configuring the Audio. This wizard can be accessed after the installation also.
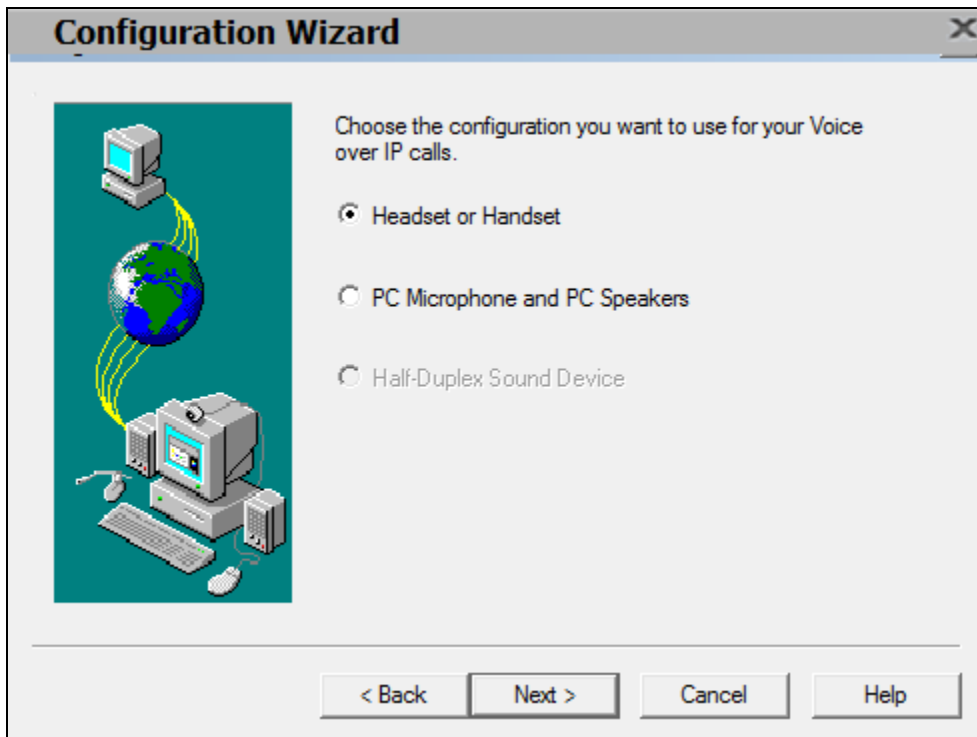

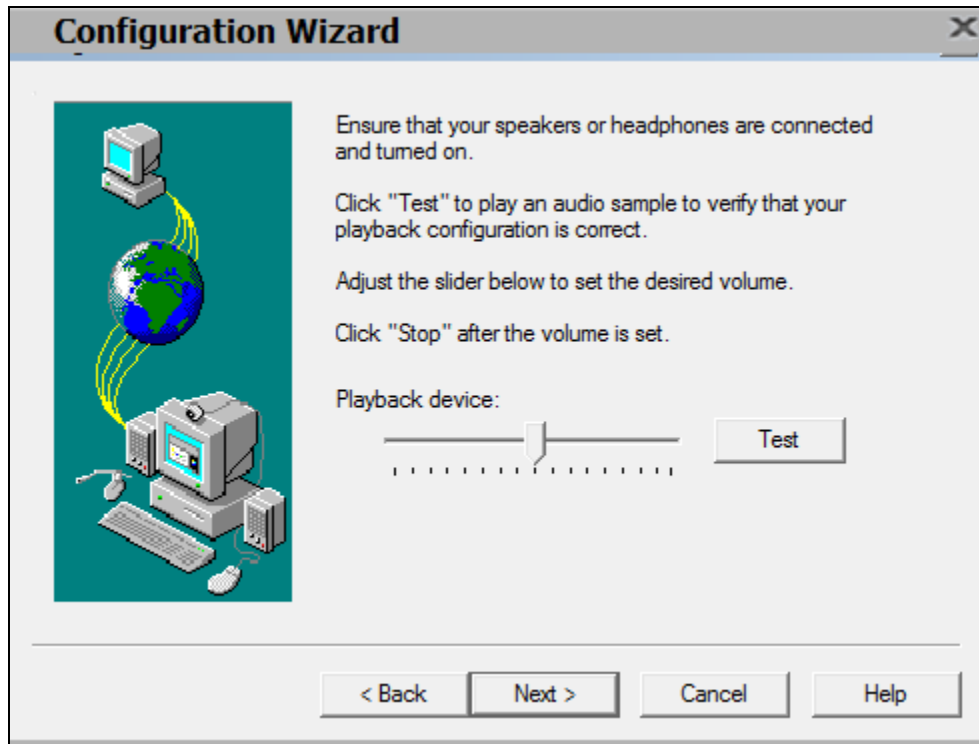Choose the **Headset** as shown below and click on **Next**.

The **Headset** should be selected for both the **primary playback device** and the **recording device**. Click on **Next** to continue.
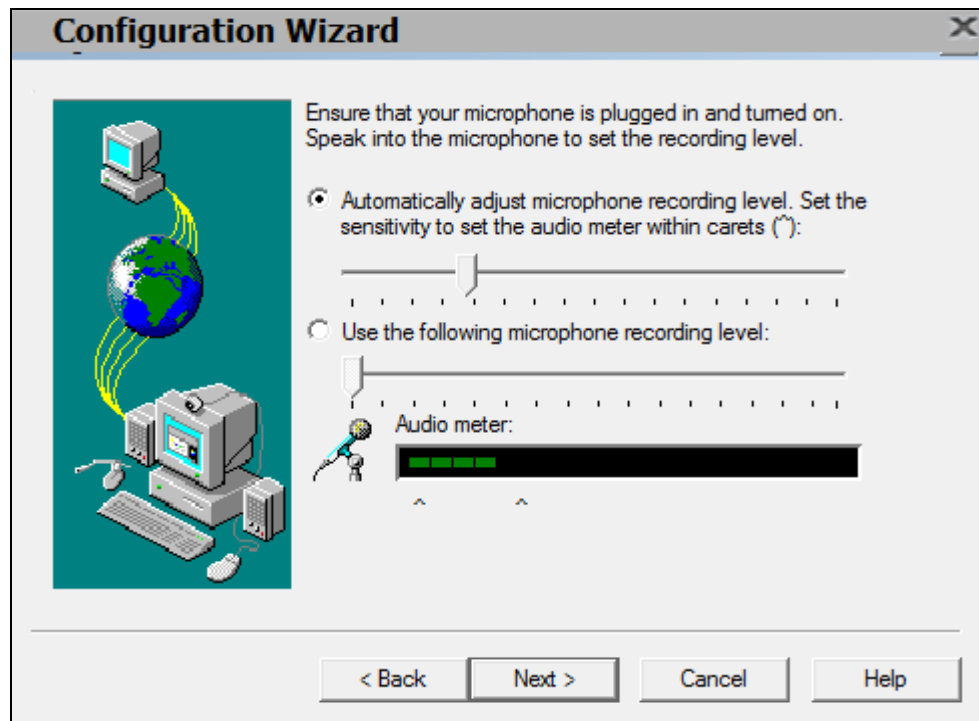

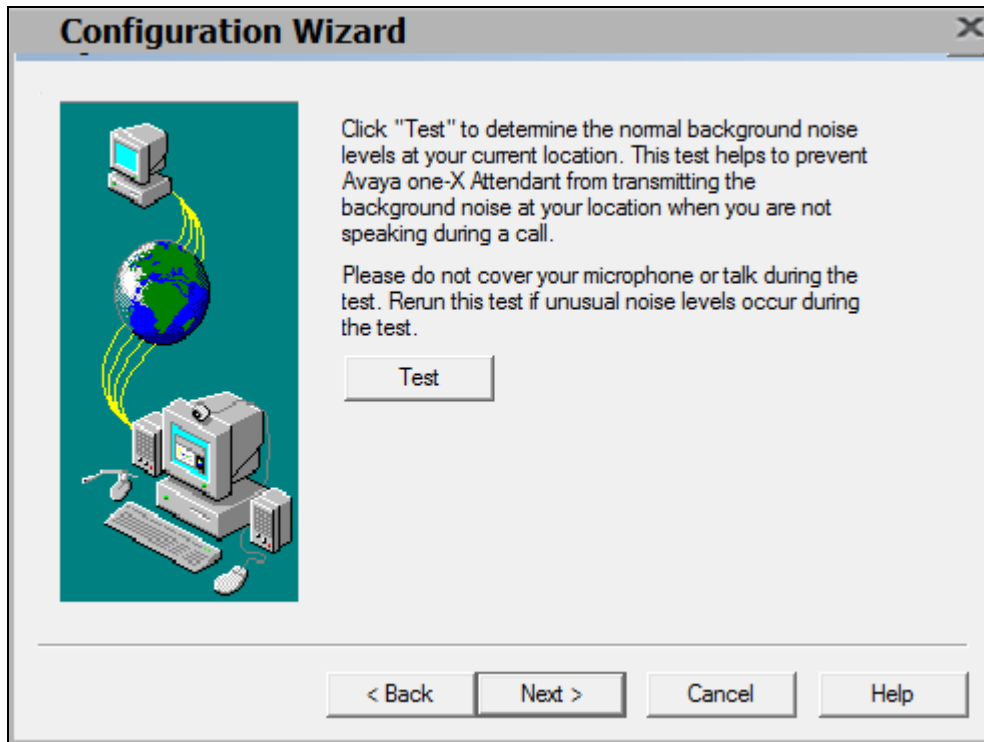Click on **Headset or Handset** and then on **Next** to continue.

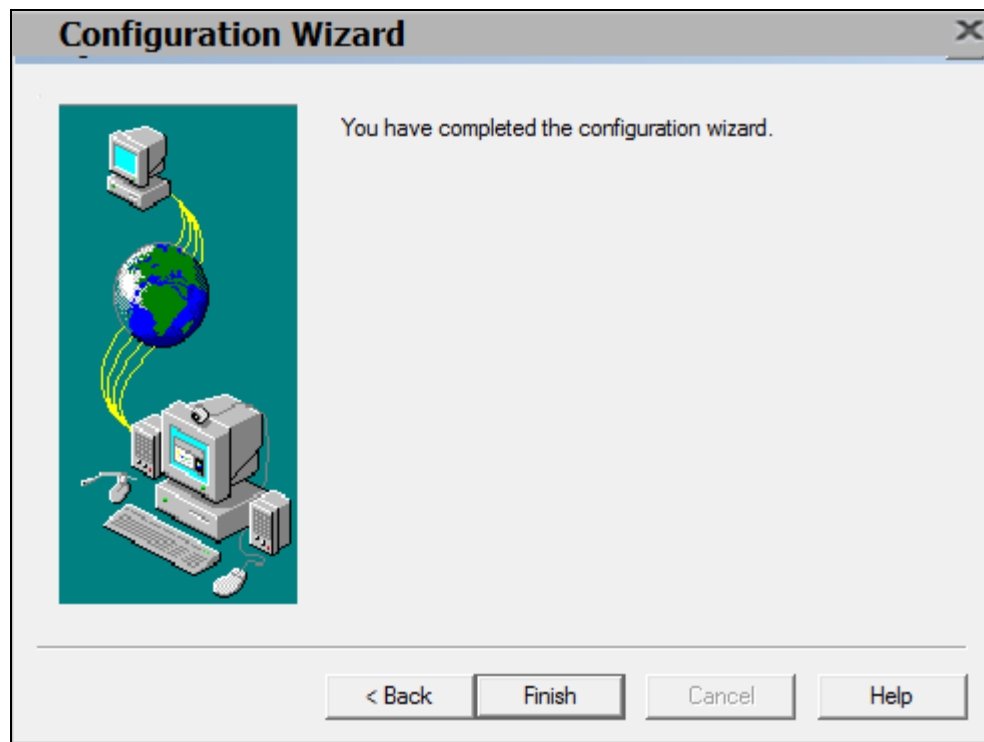The **speakers** on the headset can be tested and then click on **Next** to continue.

The **microphone** can also be tested and click on **Next** to continue.

The **background noise** can also be accounted for and click on **Next** to continue.

Click on **Finish** to complete the **Configuration Wizard** for setting up the Audio.

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7. Configure Agent AU Headset from Corporate Telecommunications to work with Avaya one-X® Attendant

There are two Agent Headsets that will work with the Avaya one-X® Attendant and that is the mono aural AU-1 Headset and the bi aural AU-2 Headset.

7.1. Connecting to Avaya one-X® Attendant

Connect each Agent AU Headset directly to the USB port of the PC running one-X® Attendant. This is a "plug and play" headset meaning the driver for the headset should install automatically and may take up to 5 minutes to complete. Once completed the following steps in **Section 8** can be taken to ensure full compatibility.

8. Verification Steps

The following should be done to ensure that connection between the Agent Headsets and one-X® Attendant is achieved.

1. With the Agent AU Headset in place make a call to one-X® Attendant and using the GUI answer the call. A clear audio path in both directions should be observed.
2. With the Agent AU Headset in place make a call from one-X® Attendant using the GUI. A clear audio path in both directions should be observed.

9. Conclusion

These Application Notes outline the steps necessary to configure the Agent AU Headsets from Corporate Telecommunications to allow full interoperability with the Avaya one-X® Attendant. 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® Attendant*.

Agent AU Headset product documentation can be obtained from Corporate Telecommunications whose contact information is contained in **Section 2.3** of these Application Notes.

Appendix

Configuration of Avaya one-x® Attendant

```
display attendant 1                                          Page   1 of   4
                         ATTENDANT CONSOLE 1


        Type: 302              Name: Pauls Attendant
    Extension: 7770            Group: 1              Auto Answer: none
 Console Type: principal         TN: 1               Data Module? n
         Port: S00080           COR: 1            Disp Client Redir? n
Security Code: 1234             COS: 1             Display Language: english
                                                  H.320 Conversion? n


DIRECT TRUNK GROUP SELECT BUTTON ASSIGNMENTS (Trunk Access Codes)
    Local Remote            Local Remote            Local Remote
 1:                     5:                       9:
 2:                     6:                      10:
 3:                     7:                      11:
 4:                     8:                      12:


HUNDREDS SELECT BUTTON ASSIGNMENTS
 1:            5:            9:            13:            17:
 2:            6:           10:            14:            18:
 3:            7:           11:            15:            19:
 4:            8:           12:            16:            20:
```

```
display attendant 1                                          Page   2 of   4
                         ATTENDANT CONSOLE


VIS FEATURE OPTIONS

           Auto Start? y
    Echo Digits Dialed? y


IP FEATURE OPTIONS

 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
 Emergency Location Ext: 7770            Always Use? n   IP Audio Hairpinning? n
                                         Service Link Mode: permanent
```

```
display attendant 1                                          Page   3 of   4
                             ATTENDANT CONSOLE

FEATURE BUTTON ASSIGNMENTS

 1: split                             13:
 2:                                   14:
 3:                                   15:
 4:                                   16:
 5:                                   17:
 6: hold                             18:
 7:                                   19: forced-rel
 8:                                   20:
 9:                                   21:
10:                                   22:
11:                                   23: night-serv
12:                                   24: pos-busy
```

```
display attendant 1                                          Page   4 of   4
                             ATTENDANT CONSOLE

DISPLAY BUTTON ASSIGNMENTS

 1: normal                            5: delete-msg
 2: inspect                           6: call-disp
 3: cov-msg-rt                        7: date-time
 4: next                              8: timer
```