AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for Jabra GN 1216 Cord and Jabra Corded Headsets with Avaya Desktop Video Device - Issue 1.1

Abstract

These Application Notes describe the configuration steps required to integrate Jabra GN 1216 Cord and Jabra corded headsets with Avaya Desktop Video Device. Jabra GN 1216 cord allows Jabra headsets with a Quick Disconnect (QD) plug to connect to Avaya Desktop Video Device base via the headset port using a standard RJ-9 modular plug. Jabra GN 2000 QD headset was used in the compliance test.

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 Jabra GN 1216 Cord and Jabra corded headsets with Avaya Desktop Video Device. Jabra GN 1216 cord allows Jabra headsets with a Quick Disconnect (QD) plug to connect to Avaya Desktop Video Device base via the headset port using a standard RJ-9 modular plug. Jabra GN 2000 QD headset was used in the compliance test.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from Avaya Desktop Video Device with the Jabra GN 1216 cord and Jabra GN 2000 QD headset and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the Jabra corded headset after reconnecting the headset and restarting Avaya Desktop Video Device (DVD).

2.1. Interoperability Compliance Testing

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 to internal extensions to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Incoming calls to Avaya Desktop Video Device.
- Hearing ring back tone for incoming and outgoing calls.
- Switching between the handset and Jabra headset and vice versa from Avaya DVD.
- Switching between the speakerphone and Jabra headset and vice versa from Avaya DVD.
- Using the volume control button on Avaya DVD to adjust the audio volume.
- Using the mute control button on Avaya DVD to mute and un-mute the audio.

For the serviceability testing, Avaya DVD was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed. There is no Electronic Hook Switch (EHS) support on Avaya DVD, which means that call control functions, such as answering or ending a call, are performed through Avaya DVD, not the Jabra headset.
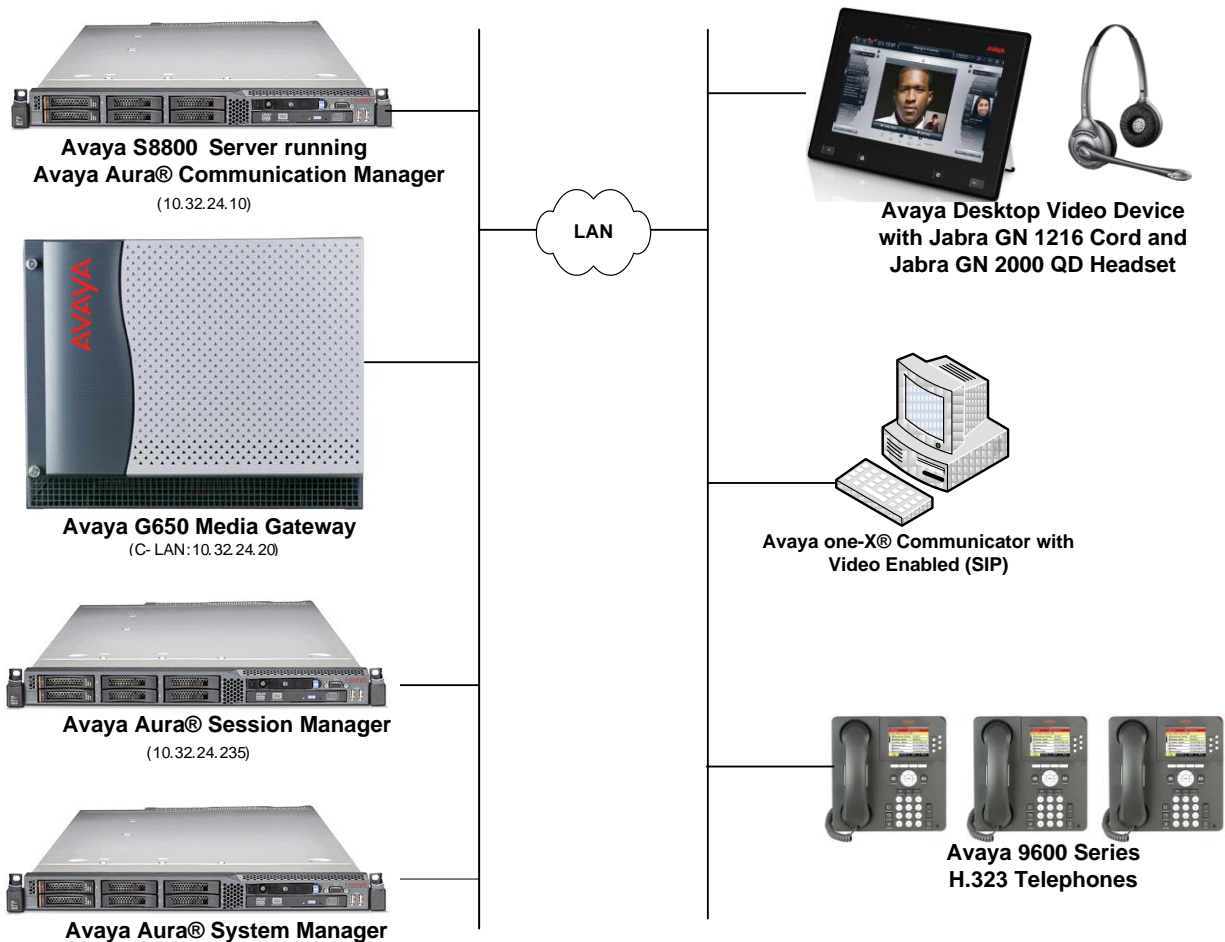
2.3. Support

For support on this Jabra headset solution, contact Jabra Technical Support at:

- Phone: (866) 697-8757
- Website: http://www.jabra.com/NA-US/Support/pages/Default.aspx
- Email: JabraSupport.US@jabra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra GN 1216 Cord and Jabra corded headsets with Avaya Desktop Video Device. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Desktop Video Device and Avaya one-X® Communicator registered to Avaya Aura® Session Manager as SIP endpoints. Avaya Aura® Messaging was used as the voicemail system (not shown).

Figure 1: Avaya Desktop Video Device with Jabra GN 1216 Cord and Jabra GN 2000 QD Headset

JAO; Reviewed:
SPOC 8/10/2012

Solution & Interoperability Test Lab Application Notes
©2012 Avaya Inc. All Rights Reserved.

4 of 8
JabraGN1216ADVD

3.1. Selecting Headset for Incoming Calls to Avaya DVD

For incoming calls to Avaya DVD, the user must first answer the call using the handset or speakerphone, and then manually select the headset. To select the headset, click on the audio device icon in the upper right-hand corner of the Avaya DVD touch screen and click the **Headset** button. By default, incoming and outgoing calls either use the handset or speakerphone unless the headset is explicitly selected. This is required on every call if the user wants to use the headset instead of the handset or speakerphone. From this screen, the volume may be adjusted. The standard mute button on Avaya DVD may be used to mute/un-mute the audio. Ending a call is done through Avaya DVD or by the far-end party, not the Jabra headset.

3.2. Selecting Headset for Outgoing Calls from Avaya DVD

When placing a call from Avaya DVD, the headset may be selected immediately after dialing, while the far-end is ringing, or after the called party answers the call. Selecting the headset is performed as described above in **Section 3.1**.

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 running on Avaya S8800 Server with a G650 Media Gateway	6.0.1 SP 5.01 (R016x.00.1.510.1 w/Patch 19303)
Avaya Aura® Session Manager	6.1 (6.1.5.0.615006)
Avaya Aura® System Manager	6.1.0 (6.1.0.07345-6.1.5.502) with Software Update Revision 6.1.9.1.1634)
Avaya Aura® Messaging	6.0.1 SP 1
Avaya Desktop Video Device	1.1.0
Avaya 9600 Series IP Telephones	3.1 SP 2 (H.323)
Avaya one-X® Communicator	6.1 SP 3 (6.1.3.09-SP3-Patch3-35953)
Jabra GN 1216 Cord	--
Jabra GN 2000 QD Headset	--

5. Configure Avaya Desktop Video Device

Avaya DVD is a SIP-based device that registers with Session Manager. SIP call flows also involve Communication Manager, which provides origination and termination services. As such, Configuration is required on Communication Manager and Session Manager for Avaya DVD.

The Communication Manager configuration is performed via the System Access Terminal (SAT) and is described in *Chapter 5: Communication Manager Administration* of reference **[2]**. This requires the configuration of a SIP station and off-pbx station configuration.

The Session Manager configuration is performed via a browser-based GUI and is described in *Chapter 6: Avaya Aura® Session Manager Administration* of reference **[2]**. This requires the configuration of a SIP user.

Refer to **Sections 3.1** and **3.2** for instructions on how to select the headset, adjust volume, and mute/un-mute calls on Avaya DVD.

6. Connect Jabra GN 1216 Cord and Jabra Corded Headset

There is no configuration required for the Jabra GN 1216 Cord and Jabra GN 2000 QD Headset. All that is required is to connect the QD plug of the GN 1216 cord to the QD plug of the Jabra headset, and then connect the standard modular plug of the GN 1216 cord to the headset port of Avaya DVD. The Jabra headset is now ready for use with Avaya DVD. Refer to reference **[3]** for an illustration. Instructions for how to select the headset on Avaya DVD is described in **Sections 3.1** and **3.2**.

7. Verification Steps

Verify that the Jabra GN 1216 cord and Jabra headset have been connected to Avaya DVD properly. Once the headset is connected, verify two-way audio to the headset after the headset has been selected for an incoming or outgoing call.

8. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra GN 1216 Cord and Jabra Corded Headsets with Avaya Desktop Video Device. All test cases were completed successfully.

9. Additional References

This section references the Avaya and Jabra 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 6.0, Issue 6.0, June 2010, Document Number 03-300509.
[2] *Implementing and Administering the Avaya A175 Desktop Video Device with the Avaya Flare™ Experience*, Release 1.1, Issue 2, March 2012, Document Number 16-603739.

The following Jabra documentation can be found at http://www.jabra.com.

[3] *Jabra GN 1216 Avaya one-X Adapter for 9600/1600 Series.*

©2012 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.