



Avaya Solution & Interoperability Test Lab

Application Notes for Teleconnectors SmartKonnnect® (SK7) headset cords and TLK Celesta Uno Headset with Avaya Telephones - Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration comprised of SmartKonnnect® (SK7) headset cords and Teleconnectors TLK Celesta Uno Headset with Avaya Telephones. The SmartKonnnect® (SK7) headset cords and Teleconnectors TLK Celesta Uno Headset are developed for Avaya IP Telephones 96XX and 16XX for use in the office and call center environment.

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 a compliance-tested configuration comprised of SmartKconnect® (SK7) headset cords and Teleconnectors TLK Celesta Uno Headset with Avaya Telephones and Avaya Aura® Communication Manager. SmartKconnect® (SK7) headset cords and Teleconnectors TLK Celesta Uno Headset are high quality headsets cords and headset that are designed for use in the office and call center environment. The Teleconnectors SmartKconnect® (SK7) headset cords are compatible with Avaya IP Telephones 96XX and 16XX.

This compliance testing, the Teleconnectors headset cords and headset were connected to the Headset Port of the respective Avaya telephones. The following are tested together:

- TLK SmartKconnect® (SK7) headset cords
- TLK Celesta Uno Headset

2. General Test Approach and Test Results

All test cases were performed manually. The following features 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 SmartKconnect® (SK7) headset cords and Teleconnectors TLK Celesta Uno Headset were disconnected and reconnected to verify proper operation.

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 test included feature and serviceability testing. The feature testing focused on placing calls from the Avaya telephones using the Teleconnectors headsets and headset cords, 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 Teleconnectors headsets and headset cords after disconnecting and reconnecting the Avaya telephones.

2.2. Test Results

In general, the quality of the voice calls when using the SmartConnect® (SK7) headset cords and Teleconnectors TLK Celesta Uno Headset is good on all the Avaya telephones tested. Voice from remote party can be heard clearly at mid-lower range volume. All test cases were successfully completed. This testing applies to all models of 96xx and 16xx series telephones.

2.3. Support

For technical support and information on TLK Celesta Uno Headset with TLK SmartConnect ® (SK7) headset cord, contact Teleconnectors at:

- Phone: (+91-44) 24414100, 2442 0289
- Email: sales@teleconnectors.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Teleconnectors solution. The configuration comprised of an Avaya S8510 Server running Communication Manager and an Avaya G650 Media Gateway with connections to the following: Avaya 6408D Digital Telephones, Avaya 9608, 9640 and 1608 IP Telephones and an ISDN-BRI trunk to the PSTN. Avaya Aura® Communication Manager Messaging was used as the voicemail. Teleconnectors headsets and cords were attached to the Headset Port of the Avaya telephones. The Avaya 4548GT-PWR Converged Stackable Switch provides Ethernet connectivity to the Avaya Server, Media Gateway and IP telephones.

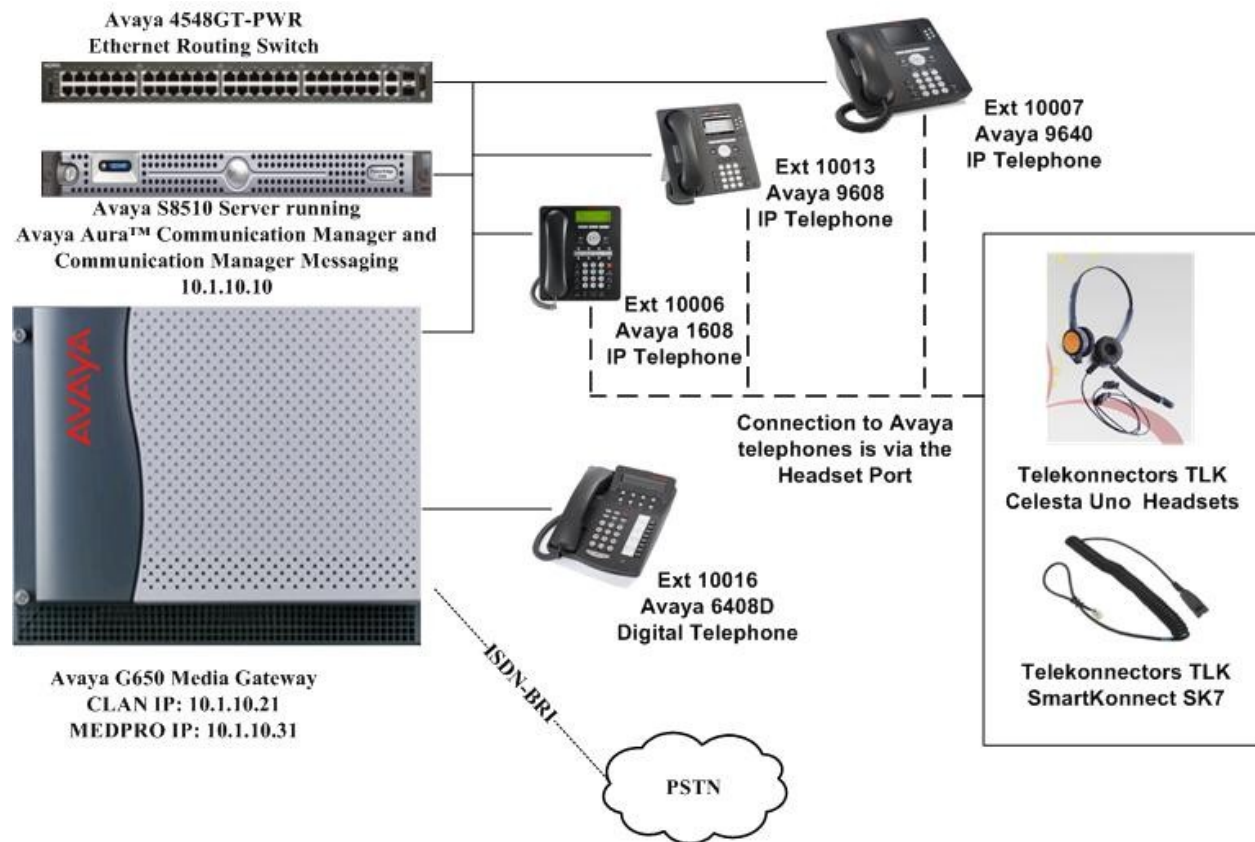


Figure 1: Test Configuration

4. 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 6.0.1 (with Service Packs 00.1.510.1-19350)
Avaya G650 Media Gateway <ul style="list-style-type: none">• TN2312BP IP Server Interface• TN799DP C-LAN Interface• TN2602AP IP Media Processor	- HW07, FW054 HW01, FW040 HW02, FW059
Avaya 1608 IP Telephones	1.300B (H.323)
Avaya 9640 IP Telephones	3.1 SP2 (H.323)
Avaya 9608 IP Telephones	6.0 SP5 (H.323)
Avaya 6408D Digital Telephone	-
Avaya 4548GT-PWR Converged Stackable Switch	V5.4.0.008
Teleconnectors TLK SmartKconnect® cords (SK7)	-
Teleconnectors Celesta Uno Headset	-

5. Configure 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 Teleconnectors headsets and adaptors to the Avaya telephones.

6. Configure Teleconnectors Headsets and Adaptors

For this compliance testing, the Teleconnectors TLK Celesta Uno headsets were connected to the Headset Port of the Avaya telephones using the Teleconnectors TLK SmartKconnect® (SK7). No additional configuration is required on the headset, cord, or telephone.

7. Conclusion

These Application Notes describe the configuration steps required to integrate SmartKconnect® (SK7) headset cords and Teleconnectors TLK Celesta Uno Headset with Avaya 9608, 9640 and 1608 IP Telephones and Avaya Aura® Communication Manager. This testing also applies to other models of 96xx and 16xx series telephones.

8. Additional References

This section references the Avaya and Teleconnectors 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.

For product information on Teleconnectors TLK Celesta Uno Headsets and TLK SmartKconnect® (SK7) headset cords visit Teleconnectors website:

- TLK SmartKconnect® (SK7) adaptors:
http://www.teleconnectors.com/accessories_product.html
- TLK Celesta Uno Headsets: <http://www.teleconnectors.com/headsets.html>

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