



## **Application Notes for Configuring Agent AG Headsets from Agent Headsets with Avaya 3900 Series Digital Deskphones using a U10-P Chord – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps for provisioning Agent Headsets using a U10-P Chord from Corporate Telecommunications with Avaya 3900 Series Digital Telephones 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.

# 1. Introduction

These Application Notes describe the configuration steps required to integrate Agent AG Headsets using a U10-P Chord from Corporate Telecommunications with Avaya 3900 Series Digital Telephones. Corporate Telecommunications offer a variety of headsets (listed in **Section 4**) that can be used with the Avaya 3900 Series telephone using the U10-P Chord to connect the headset to the telephone RJ9 headset jack. The headset then provides 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 not 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 the Avaya 3900 Series Digital Telephones with each Agent headset attached using the U10-P Chord and 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 headset after restarting the Avaya 3900 Series Digital Telephones and re-connecting the Agent 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 Avaya 3900 Series Digital Telephones. There are two Agent AG Headsets that will work with the Avaya 3900 Series Digital deskphone and they are the AG-1 (mono-aural) and AG-2 (bi-aural). The following Agent Headsets were used for compliance testing.

- AG-1
- AG-2

**Note:** M3904 was used during 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 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.

## 2.2. Test Results

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

- No specific configuration changes were made on the Avaya telephone. The default headset settings that were already in place were used during compliance testing.

## 2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com>. Support from Corporate Telecommunications is available at:

Corporate Telecommunications

4-6 Commonwealth Close

Leigh Business Park

Leigh

Greater Manchester

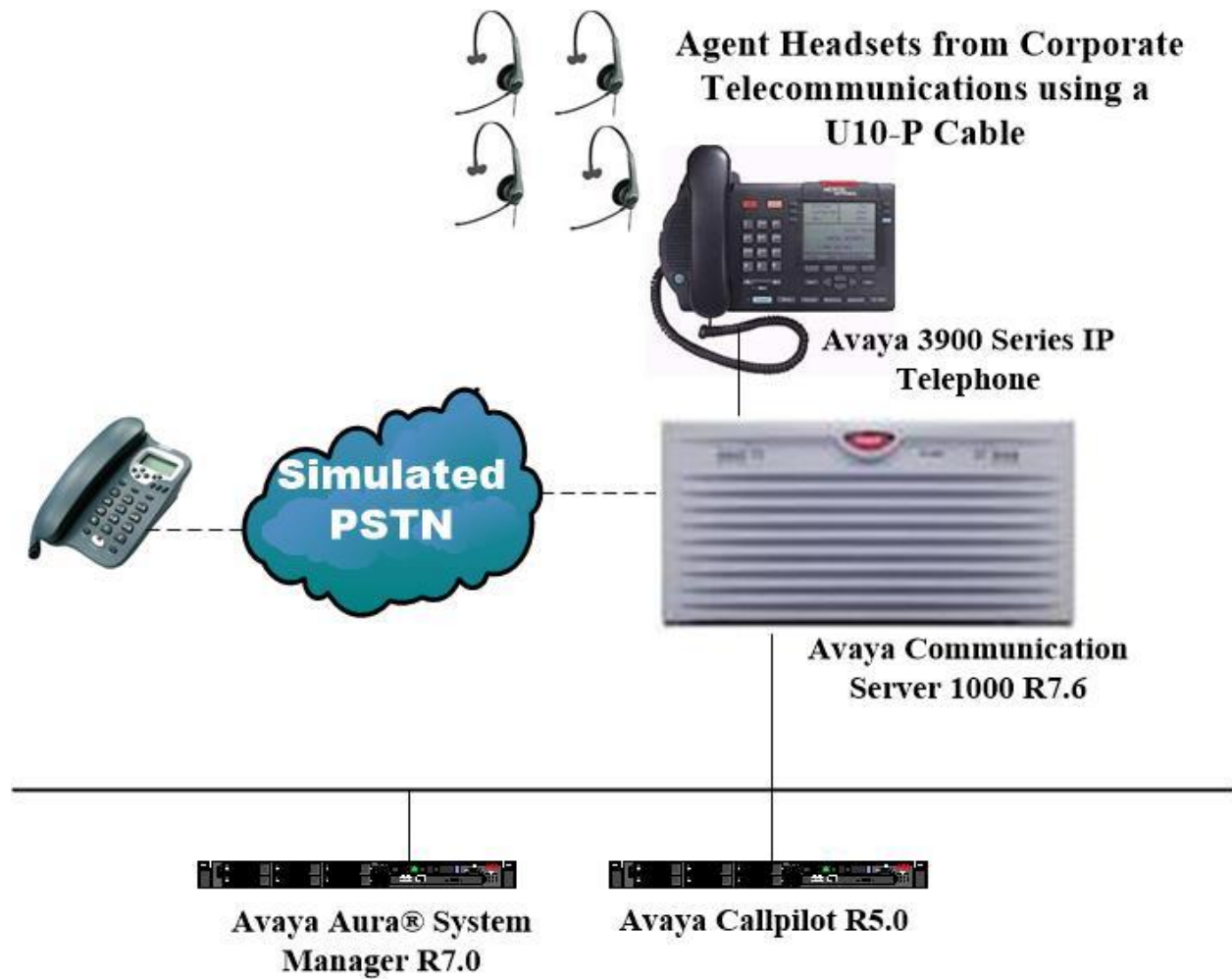
WN7 3BD

+44(0)1942 262526

[info@agentheadsets.com](mailto:info@agentheadsets.com)

### 3. Reference Configuration

**Figure 1** shows the network topology during compliance testing. The Agent Headsets are connected to the RJ9 headset port on the Avaya 3904 telephone using a U10-P modular plug supplied by Corporate Telecommunications.



**Figure 1: Network Solution of the Agent Headsets connecting to Avaya 3900 Series Digital Telephones using a U10-P Chord from Corporate Telecommunications**

## 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	7.0.1.1 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.1.065378 Service Pack 1
Avaya Communication Server 1000 running on an Avaya CPPM	R7.6
Avaya Callpilot Server	R5.0
Avaya M3904 Digital deskphone	Core FW 024 Flash FW 094
Agent AG-1 Headset Agent AG-2 Headset	N/A
Corporate Telecommunications U10-P Chord	N/A

## 5. Configure Avaya Communication Server 1000E

It is assumed that a fully functioning Avaya Communication Server 1000 (CS1000) is in place with the necessary licensing. It is assumed that the Avaya 3900 Series Digital Telephones are all configured. For further information on how to configure these telephones and on the configuration of CS1000 please see **Section 10** of these Application Notes.

**Note:** An example of a configured M3904 telephone is included in the **Appendix** of these Application Notes.

## 6. Configuring Avaya 3900 Series Telephone

The headset can be used with the Avaya 3900 Series IP Telephones with all the settings all left as default. Calls can be made and answered using the headset button on the telephone set. Some settings can be changed to allow the headset be the default answering device for all incoming calls if required.

### 6.1. Setting the audio path on an Avaya M3900 Digital Telephones

The M3901, M3902, M3904, and M3905 sets support an amplified headset when the headset connects to the handset jack. The M3903, M3904, and M3905 sets have a dedicated headset jack which supports a non-amplified headset. The M3903, M3904, and M3905 have a headset fixed feature key to turn the headset on and off. For further information on the configuration of M3900 Series telephones please see **Section 10** of these Application Notes.

## 7. Configure Agent AG Headsets to work with Avaya Telephones

There are several RJ9 cords available to connect the headset to the Avaya telephone depending on the telephone in question. For the Avaya 3900 series telephones a U10-P chord is used. There are two Agent AG Headsets that will work with the Avaya 3900 Series Digital deskphone and they are the AG-1 (mono-aural) and AG-2 (bi-aural).

### 7.1. Connecting to Avaya 3900E Series Telephones

In connecting the Agent headset to the Avaya 3900 series telephone the suggested chord to use is the U10-P chord. Connect each headset to the U10-P cord, and then connect the U10-P cord directly to the headset port of the Avaya 3900 Series Digital Telephone.

## 8. Verification Steps

The following steps can be taken to ensure that connections between the Agent headsets and Avaya 3900 Series Digital Telephones are achieved.

1. When the headset is connected to the telephone set press the HEADSET key on the telephone set. The headset LED should light up and dial tone should be heard.
2. To answer a call press the headset key when the telephone is ringing again the headset LED should be lit.

## 9. Conclusion

These Application Notes outline the steps necessary to configure the Agent AG Headsets from Corporate Telecommunications using a U10-P chord to allow full interoperability with Avaya 3900 Series Digital Telephones. 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] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.6*; Document No. NN43001-611\_05.02
- [2] *Avaya 2050 IP Softphone User Guide*, Document number NN43119-100
- [3] *Avaya Communication Server 1000 IP Deskphones Fundamentals* Release 7.6 NN4300-368 Issue 09.04 October 2014

Agent AG Headset and U10-P product documentation can be found by contacting Corporate Telecommunications whose contact information is contained in **Section 2.3** of these Application Notes.

# Appendix

## Avaya M3904 Digital Deskphone

```
DES M3904
TN 004 0 07 00 VIRTUAL
TYPE 3904
CDEN 8D
CTYP XDLC
CUST 0
MRT
ERL 0
FDN 7000
TGAR 0
LDN NO
NCOS 0
SGRP 0
RNPG 0
SCI 0
SSU
XLST
SCPW
SFLT NO
CAC CIS 3
CAC MFC 0
CLS UNR FBD WTA LPR MTD FND HTD TDD HFD GRLD CRPD STSD
MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
POD SLKD CCSD SWD LND CNDD
CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF
ICDD CDMD LLCN MCTD CLBD AUTU
GPUD DPUD DNDD CFXD ARHD FITD CLTD ASCD
CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
UDI RCC HBTB AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
DRDD EXRO
USMD USRD ULAD CCBF RTDD RBDD RBHD PGND OCBF FLXD FTTC DNDY DNO3 MCBN
FDSF NOVD CDMR PRED RECD MCDD T87D SBMD
PKCH CROD ELCD
CPND LANG ENG
HUNT
PLEV 02
PUID
UPWD
DANI NO
AST
IAPG 0
AACS NO
ITNA NO
DGRP
MLWU LANG 0
MLNG ENG
DNDR 0
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KEY	00	SCR 8000 0	MARP
		ANIE 0	
	01	SCR 8001 0	MARP
		ANIE 0	
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	16		
	17	TRN	
	18	AO6	
	19	CFW 16	
	20	RGA	
	21	PRK	
	22	RNP	
	23		
	24	PRS	
	25	CHG	
	26	CPN	
	27	CLT	
	28	RLT	
	29		
	30		
	31		

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