



Avaya Solution & Interoperability Test Lab

Application Notes for VXi RevealPro Office Headsets and VXi VEHS-A2 EHS Cable with Avaya 96x1 Series IP Deskphone – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the VXi RevealPro Office Headsets and VXi VEHS-A2 EHS Cable with Avaya 96x1 Series IP Deskphone. This solution provides call control features directly from the headset, such as answering or terminating a call from the headset. Volume control and mute are provided directly from the Avaya IP Deskphone as well as on the headset.

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 the VXi RevealPro Office Headsets and VXi VEHS-A2 EHS (Electronic Hook Switch) Cable with Avaya 96x1 Series IP Deskphone. The VXi RevealPro Office headsets provide two-way audio. This solution provides call control features directly from the headset, such as answering or terminating a call from the headset. Volume control and mute are provided directly from the Avaya IP Deskphone as well as from the headset.

The following headsets and accessories were tested:

- VXi VEHS-A2 EHS Cable – provides headsets the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the headset when the user is away from their Avaya deskphones.
- VXi RevealPro Office – Wireless headset.

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 96x1 Series IP Deskphones with the VXi RevealPro Office Headsets and verifying two-way audio. The call types included calls to voicemail, local extensions, and the PSTN.

The serviceability testing focused on verifying the usability of the VXi headsets after restarting the Avaya 96x1 Series IP Deskphones and re-connecting the headset to the deskphone.

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 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 telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for headset interfaces, different manufacturers utilize different 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

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 acceptable.
- Placing and receiving calls to and from internal extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.
- Verify ring back tone for outgoing calls.
- Verify ring alert for incoming calls
- Toggling between handset, speaker phone and headset.
- Using the volume control buttons on headset to adjust the audio volume.
- Using the mute control button on Avaya deskphone to mute and un-mute the audio.
- Using the mute control button on headset to mute and un-mute the audio.
- Using the headset with 9621G (SIP) and 9608(H.323) IP Deskphones

For the serviceability testing, the 96x1 Series IP Deskphone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

Testing was completed successfully with the following observations/limitations.

- If the headset is off, the headset button on Avaya Deskphone button will not be able to activate the VXi headset, work around is to use call control button on the VXi headset instead.
- If a user is active on a call using the headset, and the call drops, the headset will not go inactive – the green LED is still on. The user can use the headset button to hang up the call and turn off the headset LED.
- If the headset is off – the green LED phone is off on a headset base, upon incoming call, call alert is heard through headset. When the headset is on – the green LED phone is on, the alert heard on the headset is lower than when it is off.
- During a call if a user uses the mute button on the headset to mute the call, the audio is muted, and the headset indicates the call is muted, but the mute button on the deskphone and the mute icon on the deskphone screen do not update to reflect correct status.
- During a call if user activates the mute button on the deskphone to mute the call, the audio is muted, and the status indicators on the deskphone show that the call is muted, but the user hears/sees no indication on the headset that the call is muted.
- When a user is active on a call using the headset, and the user lifts the handset to transfer call to handset, the headset LED still shows active, but there is no audio path to the headset, only to the handset.
- During the call if user walks away from the deskphone out of the supported zone (about 300 feet), the call will be dropped and headset goes inactive.

2.3. Support

For technical support and information on VXi RevealPro Office Headsets, contact VXi Support at:

- Phone: 1-800-742-8588 (USA Toll Free)
1-603-742-2888

- Website: <http://www.vxicorp.com>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the VXi RevealPro Office Headsets and VXi VEHS-A2 EHS Cable with Avaya 96x1 Series IP Deskphones. The configuration consists of an Avaya Aura® Communication Manager Virtual Machine (VM) with Avaya Aura Media Server VM and an Avaya G450 Media Gateway. The Session Manager/System Manager VM provides connectivity to the simulated SIP PSTN via SIP trunk (not shown). Avaya Aura® Messaging was used as the voicemail system for user on Communication manager. The VXi RevealPro Office Headsets were connected to the VXi VEHS-A2 EHS Cable which in turn connected to the headset port of the Avaya IP Deskphone.

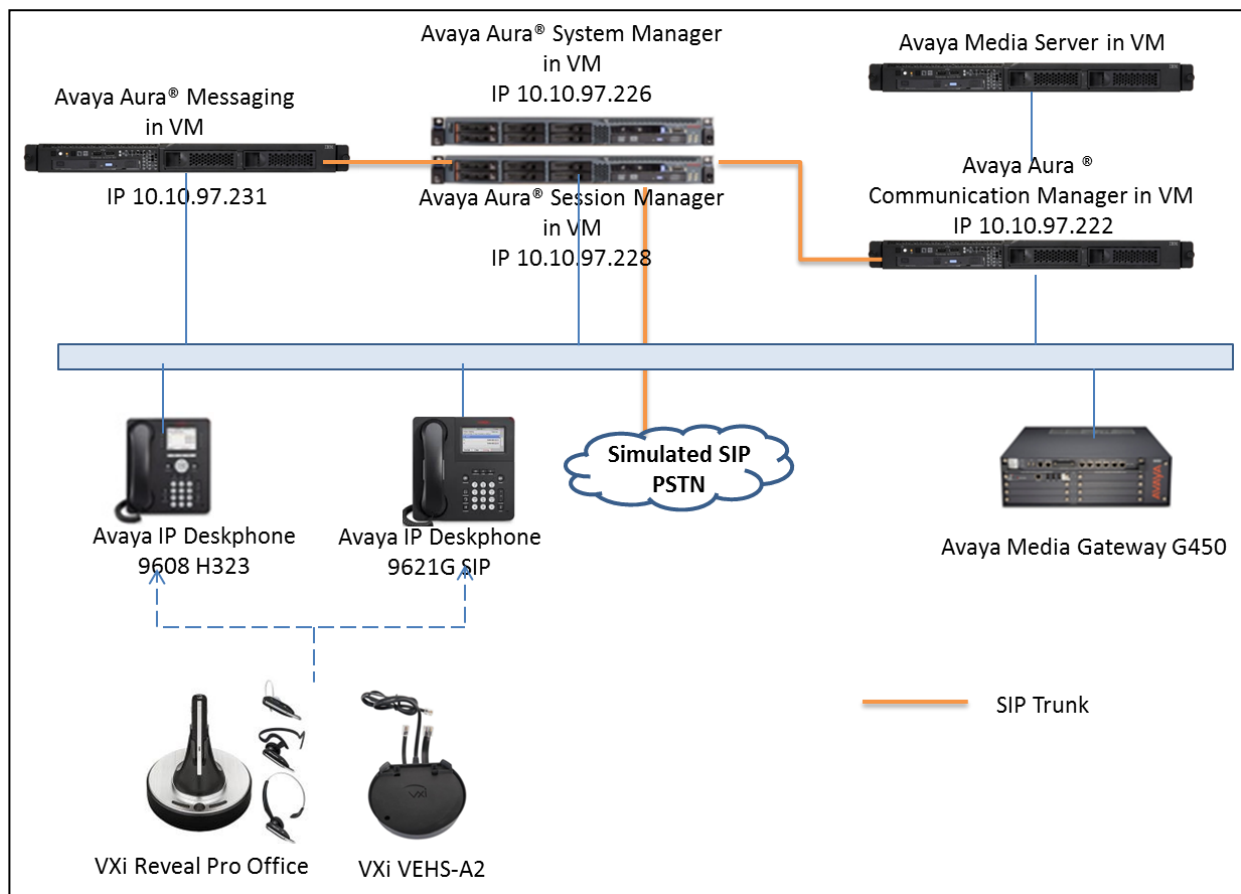


Figure 1: Test diagram for Avaya 96x1 Series IP Deskphone with VXi RevealPro Office Headsets and VXi VEHS-A2 EHS Cable.

4. Equipment and Software Validated

The following equipment and software were used for the compliance test:

Equipment	Software
Avaya Aura® Communication Manager in Virtual Environment	7.0.1.2 FP1-SP2
Avaya G450 Media Gateway	7.0.1.2
Avaya Aura® Media Server in Virtual Environment	7.7 SP2 (v.7.7.0.281)
Avaya Aura® Messaging	6.3.2
Avaya Aura® Session Manager	7.0.1.1
Avaya Aura® System Manager	7.0.1 SP1
Avaya 9608 IP Deskphone H323	6.6.4
Avaya 9621G IP Deskphone SIP	7.0.1.2
VXi RevealPro Office	PN 203815
VXi VEHS-A2 EHS Cable	PN 203930

5. Configure Avaya Aura® 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 refer to **Section 9** of these Application Notes.

5.1. Configure a Station for Avaya 96x1 Series IP Deskphone

These Application Notes assume that the Avaya 96x1 Series IP Deskphones are configured and operational in Avaya Aura® Communication Manager. There are no additional settings required for the connection of the VXi RevealPro headset to the Avaya 96x1 Series IP Deskphones.

An example of a 9641G H.323 station provisioned in Avaya Aura® Communication Manager is illustrated below.

```
display station 56106                                     Page 1 of 5
                                                         STATION
Extension: 56106                                         Lock Messages? n          BCC: 0
Type: 9608                                               Security Code: *         TN: 1
Port: S00017                                             Coverage Path 1:        COR: 1
Name: OSix                                               Coverage Path 2:        COS: 1
                                                         Hunt-to Station:        Tests? y
                                                         STATION OPTIONS
                                                         Time of Day Lock Table:
Loss Group: 19                                           Personalized Ringing Pattern: 1
                                                         Message Lamp Ext: 56106
Speakerphone: 2-way                                       Mute Button Enabled? y
Display Language: english                                 Button Modules: 0
                                                         Survivable GK Node Name:
Survivable COR: internal                                   Media Complex Ext:
Survivable Trunk Dest? y                                 IP SoftPhone? n
                                                         IP Video? n
                                                         Short/Prefixed Registration Allowed: default
```

5.2. Configure a Station for Avaya 96x1 Series SIP Deskphone

The SIP station was created automatically on Communication Manager through System Manager. Use the **display station** command to view the station for the 9641GS IP Deskphone. The station **Type** was set to *9641SIP* and a descriptive **Name** was also provided. Use the default values for the other fields on **Page 1**.

Note: To enable auto answer on the IP deskphone set the **Auto Answer** field on **Page 2** (not shown) to the appropriate value, such as *all*.

```
display station 56201                                     Page 1 of 6
                                                         STATION
Extension: 56201                                         Lock Messages? n      BCC: M
  Type: 9641SIP                                           Security Code:         TN: 1
  Port: S00001                                           Coverage Path 1:      COR: 1
  Name: Two, OOne                                         Coverage Path 2:      COS: 1
                                                         Hunt-to Station:
STATION OPTIONS
                                                         Time of Day Lock Table:
  Loss Group: 19                                           Message Lamp Ext: 56201
                                                         Button Modules: 0
  Display Language: english
  Survivable COR: internal
  Survivable Trunk Dest? y                                IP SoftPhone? y
                                                         IP Video Softphone? y
                                                         Short/Prefixed Registration Allowed: default
```

6. Connect VXi RevealPro Office Headset

Connect the VXi RevealPro Office headsets to the VXi VEHS-A2 EHS Cable, and then connect the EHS cable directly to the headset port of the Avaya 96x1 Series IP Deskphone as described in VXi RevealPro Office Quick Start Guide.

7. Verification Steps

Verify that the VXi RevealPro Office Headsets and VXi VEHS-A2 EHS Cable have been connected to the Avaya 96x1 Series IP Deskphones. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headset.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the VXi RevealPro Office Headsets and VXi VEHS-A2 EHS Cable with Avaya 96x1 Series IP Deskphone. Testing was completed successfully with observations noted in **Section 2.2**.

9. Additional References

The following Avaya product documentation can be found at <http://support.avaya.com>.

- [1] *Administering Avaya Aura™ Communication Manager, Release 7.0 03-300509 Issue 1*
May 8 2016.
- [2] *Administering Avaya 9601/9608/9608G/9611G/9621G/9641G IP Deskphones SIP, May 24, 2016.*
- [3] *Administering 9608/9608G/9611G/9621G/9641G IP Deskphones H.323, Release 6.6.3, August 28, 2016*

The VXi product documentation is available with the headset and at <http://www.vxicorp.com/reveal-pro-office>

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