AVAYA

DevConnect Program

Application Notes for EPOS Connect, EPOS BTD 800a Dongle and EPOS IMPACT 1000 Series Bluetooth Headset with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the EPOS Connect, EPOS BTD 800a Dongle and EPOS IMPACT 1000 Series Bluetooth Headset with Avaya one-X® Agent.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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 Avaya DevConnect Program.

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Avaya DevConnect Application Notes
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IMP1000_oneXA

1. Introduction

The EPOS IMPACT 1000 Series Bluetooth Headset connects to the PC via Bluetooth (BT) using EPOS BTD 800a Dongle. Together with EPOS Connect software, it allows connection and call control with Avaya one-X® Agent (hereafter referred to as one-X Agent). The EPOS Connect is a collection of programs that enable remote call control with EPOS headset and one-X Agent. Users can directly answer, end, mute/unmute and adjust volume with the headset.

Declaration of Compliance is detailed in **Attachment 1** for all the EPOS IMPACT 1000 Series headsets for Avaya one-X® Agent. Since all headsets in these series use the same firmware, these Application Notes also apply. In this compliance test, EPOS IMPACT 1061 ANC BT headsets are used for compliance testing.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with one-X Agent, answering and ending calls using the call control button on the EPOS headset, and verifying two-way audio. The call types included calls to voicemail, local extensions, and the PSTN. Auto-answer, call hold and resume, mute and un-mute, and volume are also tested.

The serviceability testing focused on verifying the usability of the headset solution after reconnecting the BT dongle, restarting the one-X Agent, restarting the PC, and moving away from the BT range.

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 recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and endpoints utilized enabled capabilities of TLS/SRTP.

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

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.
- Answering and ending calls using the call control button on the headset and the soft button on one-X Agent.
- Using the soft button on one-X Agent to hold and resume the audio.
- Using the volume buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and the soft button on one-X Agent to mute and un-mute the audio and verifying the mute status.
- Verifying incoming call notification.
- Verifying call ended notification.

For the serviceability testing, reconnect the BT dongle, power cycle the headset, restart one-X Agent and moving out of the BT range are tested to verify proper operation of the headset.

2.2. Test Results

All test cases passed successfully. The following issue was observed:

- Difficulty in getting call control of EPOS headset to work after restart of one-X Agent. Require restarting of the DSEASDK process on EPOS Connect to connect to one-X Agent. Similarly for reboot of PC.

2.3. Support

For support on this EPOS headset solution, contact EPOS Technical Support below where sign-in is required:

- Website: https://www.eposaudio.com/enterprise/support/

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the EPOS Connect and EPOS IMPACT 1000 Series headset with Avaya one-X® Agent. The EPOS Connect software were installed on the PCs together with Avaya one-X® Agent. The EPOS headsets are connected via EPOS BTD 800a BT dongle plug into the PCs' USB interface. EPOS IMPACT 1061 ANC BT headsets are tested.
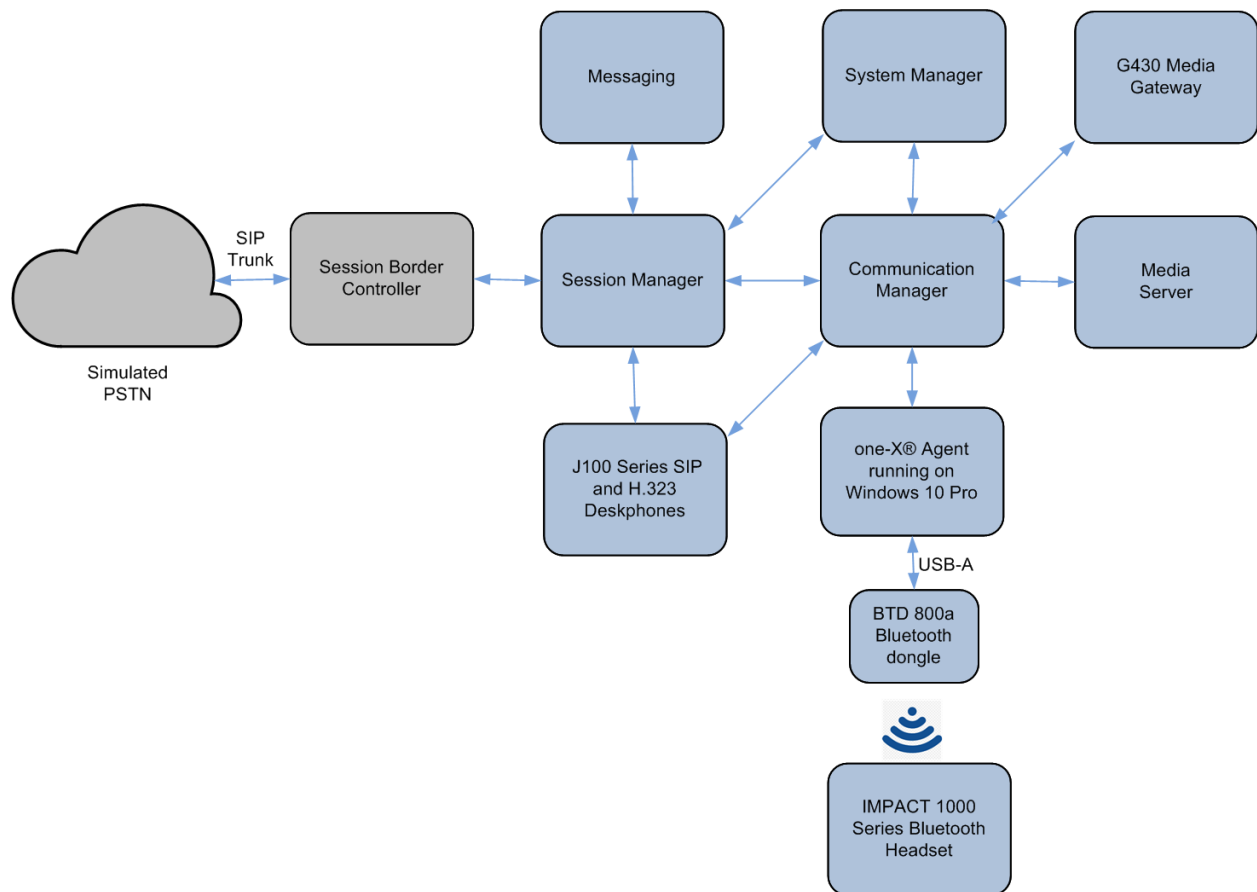
Figure 1: Test Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided.

Equipment/Software	Release/Version
Avaya Session Border Controller	10.1.0.0-32-21432
Avaya Aura® Communication Manager	10.1.3 (10.1.3.0.0.974.27867)
Avaya G430 Media Gateway • MGP	42.22.0
Avaya Aura® System Manager	10.1 Build 10.1.0.0.537353 Feature Pack 3 Latest Build 10.1.3.0.0715713
Avaya Aura® Session Manager	10.1.3 (10.1.0.3.1013007)
Avaya Aura® Media Server	10.1.0.147
Avaya Messaging	10.8.20.1502
Avaya 96x1 Series H.323 Deskphones	6.8.5.4
Avaya J100 Series SIP Deskphones	4.1.1.0
Avaya one-X® Agent running on Windows 10 Pro	2.5.16 Patch 10
EPOS IMPACT 1000 Bluetooth Headsets • IMPACT 1061 ANC	1.0.26
EPOS BTD 800a Dongle	1.2.52
EPOS Connect for Windows	7.6.1.42114

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for one-X Agent. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for one-X Agent. Set the **Type** field to the station type to be emulated. In this example, *9641G* was used. Set the **Port** field to *IP* and configure a **Security Code**, which will be used as the password by one-X Agent to log in. Set the **IP Softphone** field to *y*.

```
add station 10004                                              Page   1 of   5
                                  STATION

Extension: 10004                      Lock Messages? n              BCC: 0
    Type: 9641G                       Security Code: xxxxxx          TN: 1
    Port: S00005                      Coverage Path 1:              COR: 1
    Name: one-X Agent                 Coverage Path 2:              COS: 1
                                      Hunt-to Station:          Tests? y
STATION OPTIONS
              Location:                  Time of Day Lock Table:
            Loss Group: 19       Personalized Ringing Pattern: 1
                                        Message Lamp Ext: 10003
          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? y

                                       IP Video Softphone? n
                         Short/Prefixed Registration Allowed: default

                                       Customizable Labels? y
```

On **Page 4** of the Station form, configure the additional feature buttons shown in bold, which are used by one-X Agent to log in as an Automatic Call Distribution (ACD) agent.

```
add station 10004                                              Page   4 of   5
                                  STATION
 SITE DATA
      Room:                                        Headset? n
      Jack:                                        Speaker? n
     Cable:                                       Mounting: d
     Floor:                                    Cord Length: 0
  Building:                                      Set Color:

ABBREVIATED DIALING
    List1: system            List2:                   List3:


BUTTON ASSIGNMENTS
 1: call-appr                      5: abrv-dial  List: 1 DC: 01
 2: call-appr                      6: abrv-dial  List: 1 DC: 02
 3: call-appr                      7: auto-in           Grp:
 4:                                8: aux-work    RC:    Grp:

    voice-mail 10000
```
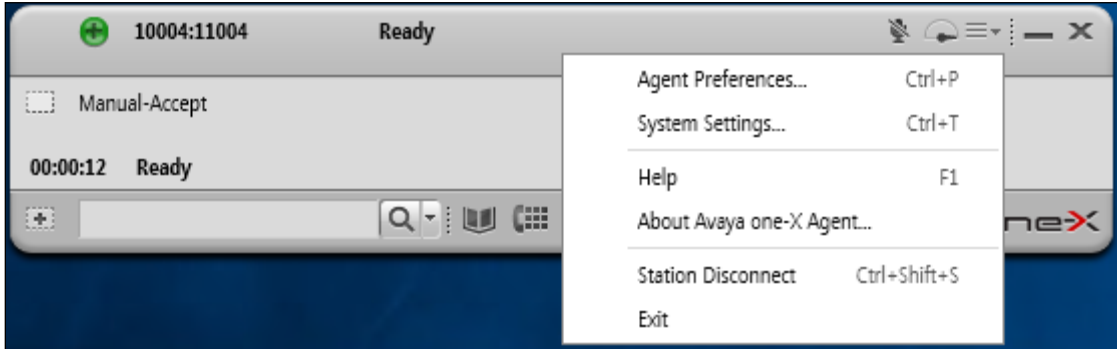
6. Configure Avaya one-X® Agent.

Before configuring the one-X Agent, the headset has to be configured and provisioned as in **Section 7** first. After logging into one-X Agent, click on the menu ☰▾ and then select **Agent Preferences** as shown below.

In the **Agent Preferences** window, click on **Audio** in the left panel and then select the **Advanced** tab on the right as shown below. Check that **Playback Device** and **Record Device** fields display the right headset model. In the following *EPOS BTD 800 III* is selected for BTD 800a dongle. Otherwise, select the device from the click down menu on the respective box.
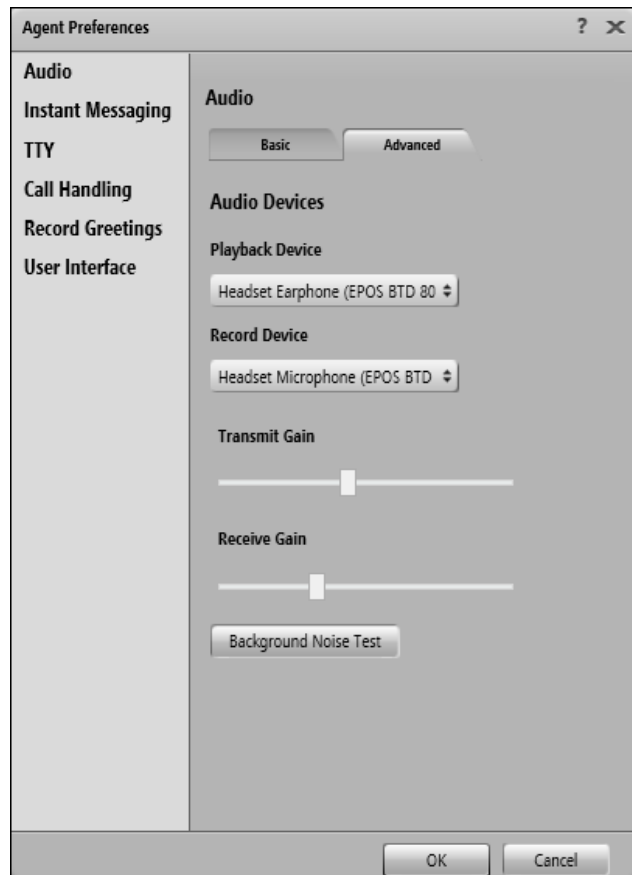
7. Configure EPOS IMPACT 1000 Series headset solutions.

This section covers the steps to integrate EPOS IMPACT 1000 Series headsets with one-X Agent, including:

- Installing the EPOS Connect Software
- Connect the EPOS headset
- Configuring EPOS headset with EPOS Connect

Note: After successfully performing this procedure, the EPOS headset will be detected in one-X Agent as described in **Section 6**.

7.1. Installing the EPOS Connect Software

EPOS Connect software can be obtained from EPOS support portal at https://www.eposaudio.com/enterprise/software/epos-connect. Installation of the software is done through running the .exe file and following the prompt.

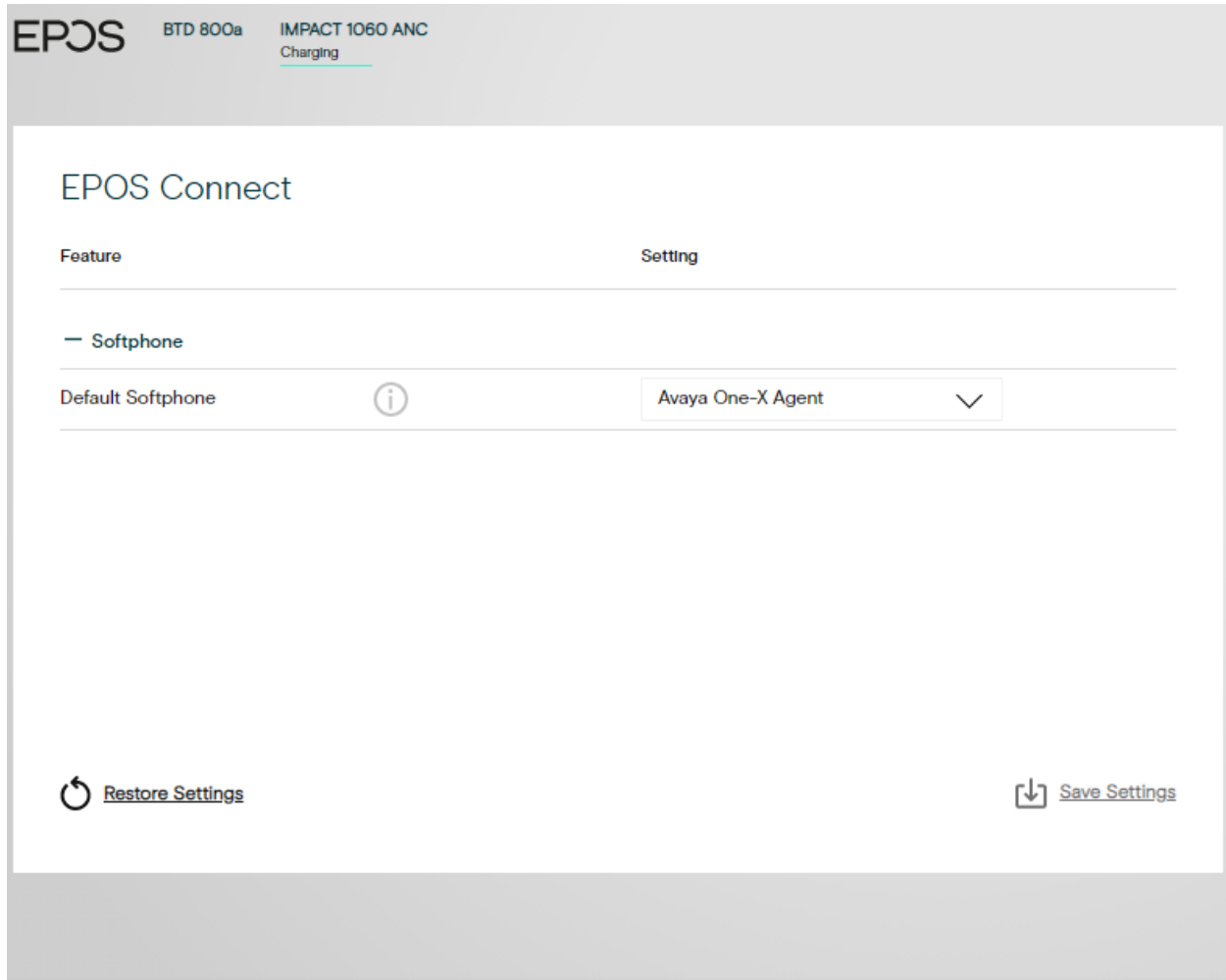## 7.2. Connect the EPOS headset.

Plug the EPOS BTD 800a USB Dongle into the USB port of the PC. The device drivers will automatically be installed. The pairing of BTD 800a Dongle with the IMPACT 1000 headset should be already configured. Otherwise, refer to the IMPACT 1000 headset document in **Section 10** for detail steps.

Open the EPOS Connect program installed on the PC. Select the **Home** tab and check that the headset is detected as shown below which is for one of the headset IMPACT 1061 ANC was tested.
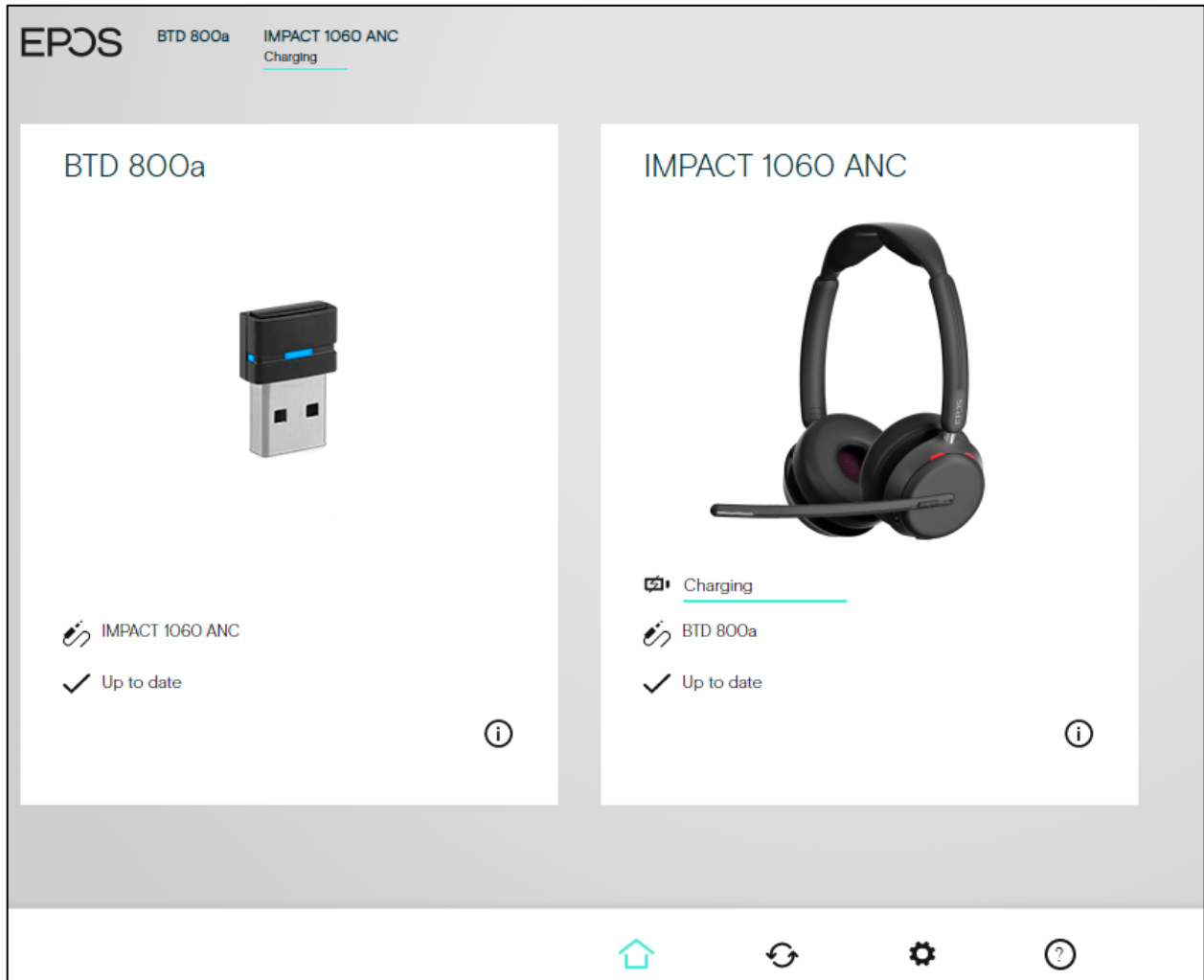
7.3. Configuring EPOS headset with EPOS Connect

In the EPOS Connect program settings tab below, check that the **Default Softphone** is set as **Avaya One-X Agent**. Otherwise, click the drop-down menu of **Default Softphone** to select. Click **Save Settings** at the bottom right to retain it.
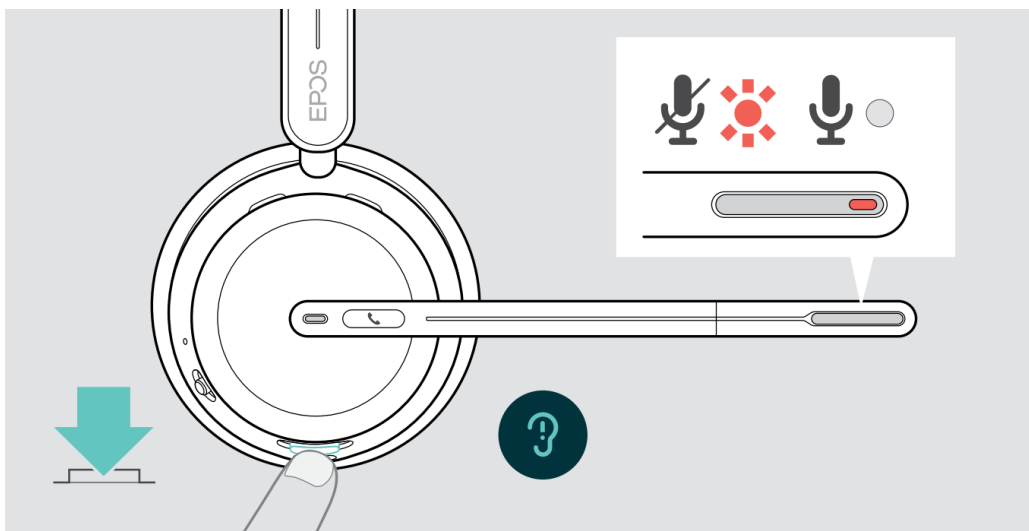
8. Verification Steps

This section verifies that the EPOS headset solution has been successfully integrated with one-X Agent PC.

1.   Open the EPOS Connect program to verify that the headset has been successfully connected to PC for use with one-X Agent running. Observed that EPOS BTD 800a and IMPACT 1000 Series headset is detected as detailed in **Section 7.2**.

2.   Make incoming and outgoing calls and verify that calls can be established with two-way audio. For incoming calls, answer the call by pressing the call control button on the headset (as shown below).
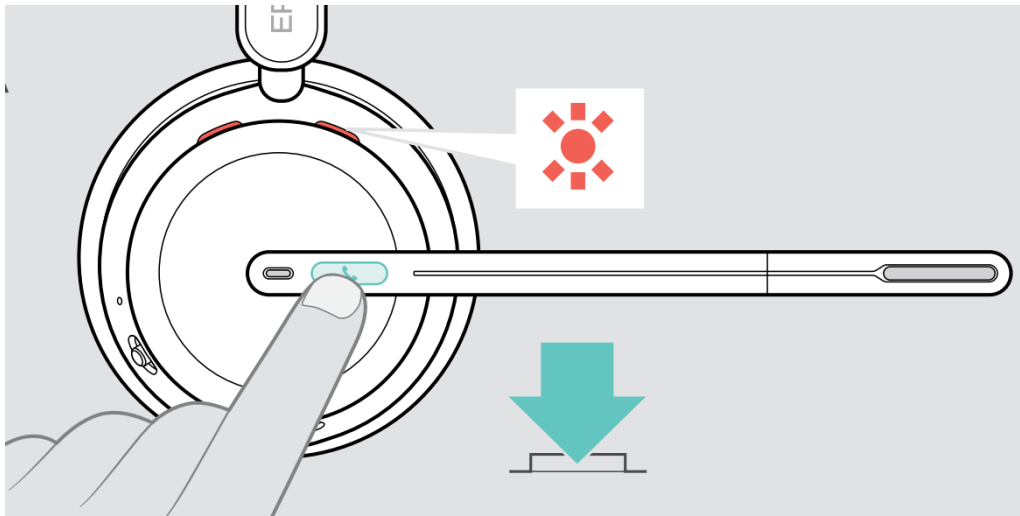
3.   End the call by pressing the same call control button on the headset.

4.   Verify also that the headset can remotely control call functions such as mute/un-mute and adjust the volume. Similarly, verify such call control functions could also be done on the one-X Agent.

9. Conclusion

These Application Notes describe the configuration steps required to integrate EPOS Connect, EPOS BTD 800a Dongle and EPOS IMPACT 1000 Series Bluetooth Headset with Avaya one-X® Agent. All test cases were completed successfully with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and EPOS 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 10.1.x, Issue 5, Mar 2023.
[2] *Using Avaya one-X® Agent, Release 2.5.10 (H.323)*, Issue 1.0, Mar 2017.

The following EPOS documentation can be found at http://www.eposaudio.com.
[3] *EPOS IMPACT 1000 Series User Guide.*

EPOS

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Declaration of Compliance

We, EPOS Group A/S, declare under sole responsibility that within EPOS IMPACT 1000 series there are more variants that have similar features, differences affecting only the wearing style.

These differences have no other impact on firmware (FW) functionality. The schematics of RF board is 100% the same. The firmware version is also the same. The attached headsets which define the acoustics are 100% the same.

Note: The ANC model enables noise reduction (such as in open offices), and it has additionally ultra-noise-cancelling microphones.

Product sales name	**IMPACT 1030** Single-sided headset, USB-C to USB-C cable, USB-A dongle **IMPACT 1060 / 1060 ANC** Double-sided headset, USB-C to USB-C cable, USB-A dongle **IMPACT 1061 / 1061 ANC** Double-sided headset, USB-C to USB-C cable, USB-A dongle, Wireless charging stand
Product similarities	Firmware version RF PCBA Schematic Acoustical design Industry leading own voice pick-up powered by EPOS AI Stereo sound Optimized B-side
Differences	Wearing style: single vs double sided headset
connection method to **Avaya OneXAgent (windows)**	USB-C to USB-C cable, USB- A BT dongle

2023-10-20

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Director Strategic Alliances, Product Manag…
Signed by: Michael Aaslund (MCAU)

EPOS

Appendix 1. Images displaying the differences

IMPACT 1030

IMPACT 1060 / 160 ANC

IMPACT 161 / 161 ANC