



Avaya Solution & Interoperability Test Lab

Application Notes for Epko Compact/Voice Guide Direct QD Headsets with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the compliance test and configuration procedures needed to integrate an Epko Compact/Voice Guide Direct QD Headsets to operate with Avaya one-X® Communicator.

As part the Epko series headset with QD (quick connect/disconnect connector). The Epko headset provides high audio quality and superior durability designed for heavy and continuous usage, typically in call center applications. The Epko Compact Direct QD headset offers a fixed metallic acoustic tube while the Epko Voice Guide QD headset offers a replaceable transparent acoustic voice tube. The Epko headset with interface USB is plug-and-play, designed to interface with PC-based UC systems and USB-equipped soft phones such as Avaya one-X® Communicator.

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 Epko Compact/Voice Guide Direct QD Headsets with Avaya one-X® Communicator.

In this compliance testing, the following headsets were tested:

- The Epko Compact Direct QD headset offers a fixed metallic acoustic tube with USB cable.
- The Epko Voice Guide Direct QD headset offers a replaceable transparent acoustic voice tube with USB cable.

2. General Test Approach and Test Results

The interoperability compliance test included functionality and serviceability testing. The functionality testing focused on placing and receiving calls to and from Avaya one-X® Communicator clients using the Epko headsets, and verifying good talk path in both directions. The type of calls made included calls to the voicemail, and calls to and from internal extensions and the PSTN.

The serviceability testing focused on verifying the usability of the Epko headsets when Avaya one-X® Communicator was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot on the PC where Avaya one-X® Communicator was running.

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 following functionality was 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 and receiving calls to and from internal extensions to verify two way audio path and quality.
- Placing and receiving calls to and from the PSTN to verify two way audio path and quality.
- Answering and ending calls using the Avaya one-X® Communicator screen interface.
- Using the volume control buttons on the Epko Compact/VG Direct QD to adjust the volume on the headset speakers.
- Using the mute control button on the Epko Compact/VG Direct QD to mute and un-mute the transmitted audio.

For the serviceability testing, the headsets were disconnected and reconnected to the USB port of the PC running Avaya one-X® Communicator to verify proper operation. In addition, the PC was rebooted to verify that the headsets were operational after the restart was completed and the application was reinitialized.

2.2. Test Results

All compliance test cases passed successfully.

2.3. Support

For technical support and information on the Felitron products described in this solution, contact Felitron Technical Support at:

Website: <http://www.felitron.com.br/site/contatos>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Epko solution. Avaya Aura® Communication Manager on Avaya G450 Media Gateway provides the VoIP resources for the connectivity of Avaya IP Telephones and the SIP trunk to the simulated PSTN, used during the compliance tests. Avaya one-X® Communicator was installed on a computer running Microsoft Windows XP Professional Service Pack 3. The Epko headset is connected to an available USB port in the PC.

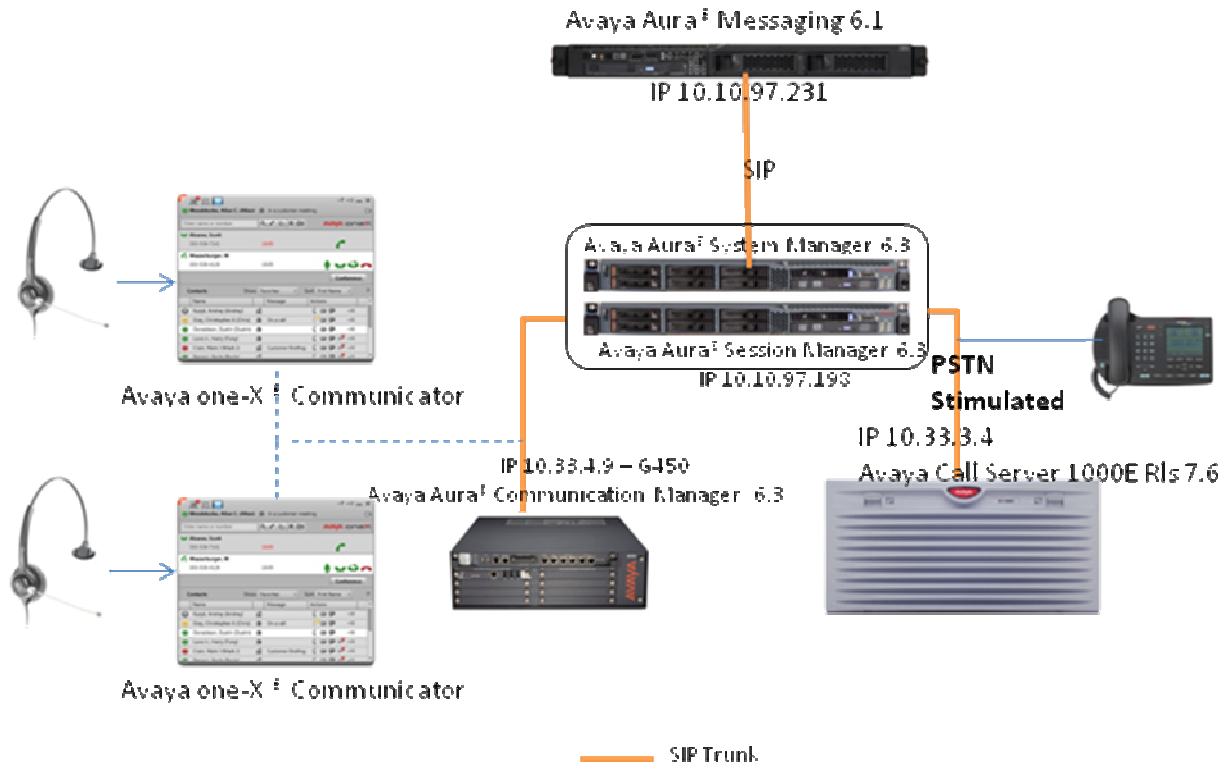


Figure 1: Test Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	6.3 SP0 (R016x.03.0.124.0)
Avaya G450 Media Gateway	33.13.0
Avaya Aura® Messaging	6.1
Avaya Aura® System Manager	6.3
Avaya Aura® Session Manager	6.3
Avaya one-X® Communicator	6.1 SP7
Epko Compact Direct QD	N/A
Epko Voice Guide Direct QD	N/A

5. Configure Avaya Aura® Communication Manager

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

Use the **add station** command to create a station for Avaya one-X® Communicator. Set the **Type** field to the station type to be emulated. In this example, **9650** was used. Create a **Security Code**, which will be used as the password to log in. Enter a descriptive **Name**. Set the **IP SoftPhone** field to **y**.

```

change station 3035                                     Page 1 of 5
                                                    STATION
Extension: 3035                                         Lock Messages? n      BCC: M
  Type: 9650                                           Security Code:        TN: 1
  Port: S00000                                         Coverage Path 1:     COR: 1
  Name: Three Five                                     Coverage Path 2:     COS: 1
                                                    Hunt-to Station:     Tests? y

STATION OPTIONS
  Loss Group: 19                                       Time of Day Lock Table:
  Speakerphone: 2-way                                  Personalized Ringing Pattern: 1
  Display Language: english                            Message Lamp Ext: 52155
  Survivable GK Node Name:                             Mute Button Enabled? y
  Survivable COR: internal                             Button Modules: 0
  Survivable Trunk Dest? y                             Media Complex Ext:
                                                    IP SoftPhone? y

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

                                                    Customizable Labels? y
  
```

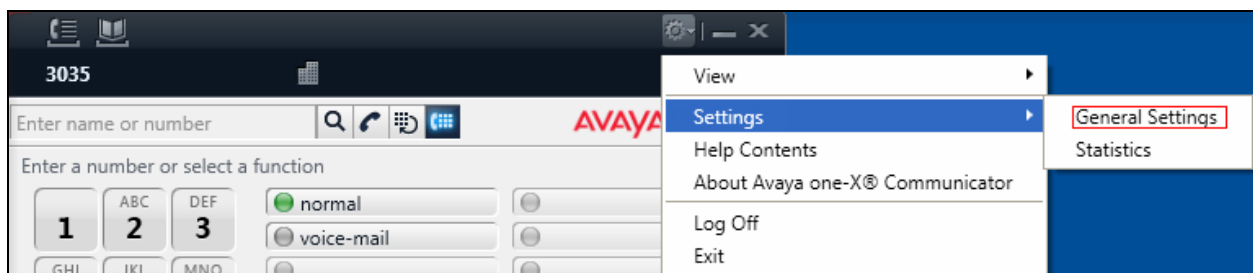
6. Install the Epko Compact/Voice Guide Direct QD Headset

Connect the Epko Compact/Voice Guide Direct QD directly to available USB port on the PC running Avaya one-X® Communicator.

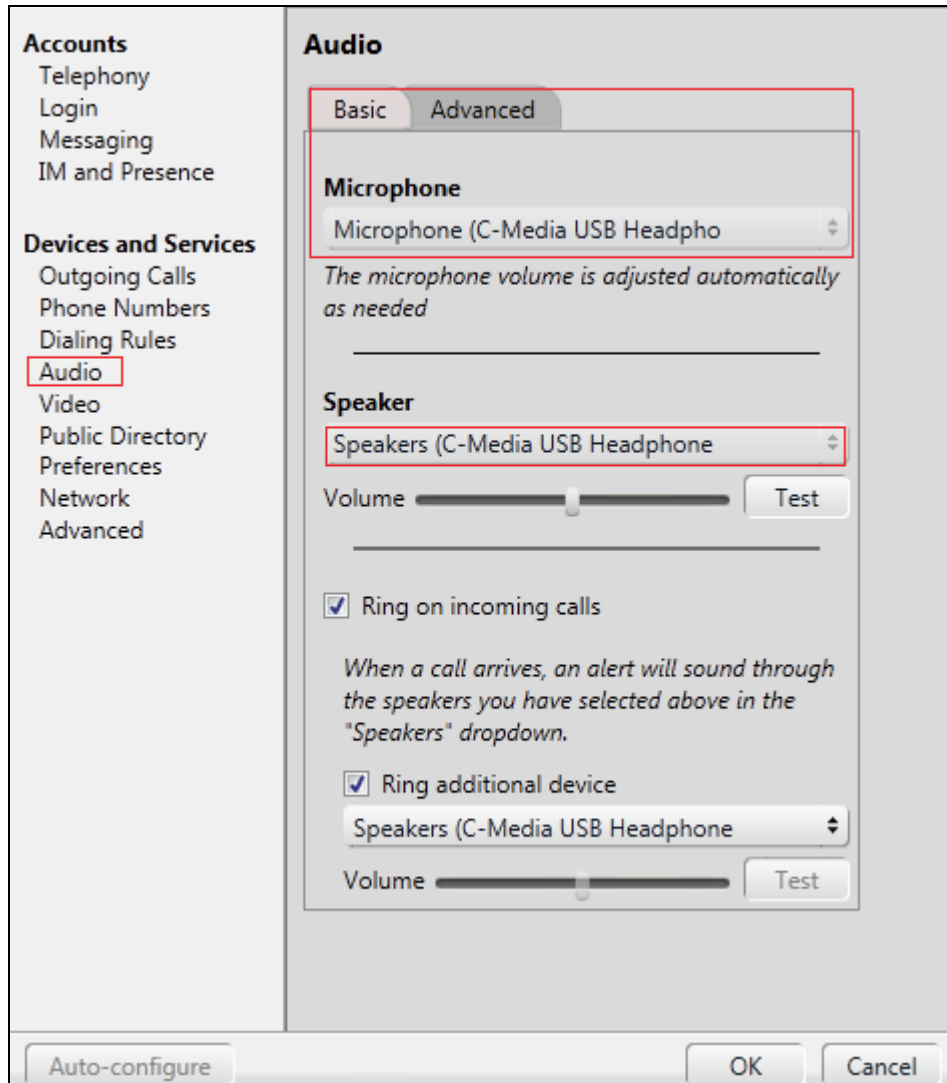
The Epko headset is plug-and-play; it does not require extra drivers to function properly. Once the headset is connected to the USB port of the PC, the installation is automatic out of the standard drivers in Microsoft Windows, and it is immediately ready for use.

7. Configure Avaya one-X® Communicator

It is assumed that Avaya one-X Communicator had been configured and is operational. Launch Avaya one-X® Communicator and log in using the extension number and password created previously. Select **Settings** → **General Settings** from the pull-down menu on the taskbar.





On the **General Settings** screen, select **Audio**. On the **Basic** tab, select **C-Media USB Headphone Set** from the pull-down menus in the **Microphone** and **Speaker** sections, as shown below.



The volume on the speakers of the headset can be tested and adjusted by clicking the **Test** button on the **Speaker** section. Optionally, the handling of the ring for incoming calls can be configured, and the volume of the ring can be adjusted here also. Click **OK** when done.

8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Epko Compact/Voice Guide Direct QD headset with Avaya one-X® Communicator:

1. Place a call to another extension by entering the number on **the Enter name or number** field on the main window of one-X® Communicator. Click the **Call** icon  on the screen
2. Verify two-way talk path between the headset and the called extension.
3. Press the Mute button on the UC ProSet LUX and verify the call can be muted/unmuted.
4. Verify the volume can be adjusted by using the inline volume controls on the headset.
5. Disconnect the call from the headset pressing the **Call drop** button  on the screen.
6. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Epko Compact/Voice Guide Direct QD Headsets with Avaya one-X® Communicator. All test cases were completed successfully, with the observation noted in **Section 2.2**.

10. Additional references

This section references the Avaya and Epko 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 6.3, Issue 8.0, May 2013, Document Number 03-300509.

<http://downloads.avaya.com/css/P8/documents/100171658>

[2] *Avaya one-X® Communicator User Reference*.

<http://downloads.avaya.com/css/P8/documents/100113707>

Documentation and information for the Epko Compact/Voice Guide Direct QD headsets can be found at the following websites:

[4] *Epko headsets product information*.

http://www.felitron.com.br/site/produto/epko_series/15

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