



Avaya Solution & Interoperability Test Lab

Application Notes for PhoneTech R20 USB M Headset with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the PhoneTech R20 USB M Headset with Avaya one-X® Agent. The R20 USB M headset provides two-way audio, allows the audio volume to be adjusted and the audio to be muted/unmuted directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from 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 PhoneTech R20 USB M Headset with Avaya one-X® Agent. The R20 USB M headset provides two-way audio, allows the audio volume to be adjusted and the audio to be muted/unmuted directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

Refer to the appropriate PhoneTech documentation listed in **Section 10** for additional product information.

Note: This solution does not provide call control integration with one-X Agent. That is, a call cannot be answered or terminated directly from the headset, nor is the mute status on the headset synchronized with one-X Agent.

2. General Test Approach

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from one-X Agent with the R20 USB M headset and verifying two-way audio path. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

The serviceability testing focused on verifying the usability of the R20 USB M headset after restarting one-X Agent, disconnecting and reconnecting the headset, and rebooting the PC.

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 local stations to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Answering and ending calls directly from one-X Agent.
- Using the volume control buttons on the headset and one-X Agent to adjust the playback volume.
- Using the mute control button on the headset and one-X Agent to mute and un-mute the audio.

For the serviceability testing, the headsets were disconnected and reconnected to verify proper operation. one-X Agent application was also restarted for the same purpose. The desktop PC was also rebooted to verify that one-X Agent and the headsets were operational when the PC came back into service.

2.2. Test Results

All test cases passed with the following observations:

- The R20 USB M headset does not hear incoming call alerts. Incoming call notification is heard through the PC speakers.
- There is no mute synchronization between the R20 USB M headset and one-X Agent. If a call is muted through the headset, it is not reflected on one-X Agent, and the call needs to be un-muted through the headset, and vice versa.
- There is no call control support through the headset. Calls need to be answered and terminated through one-X Agent.

2.3. Support

For technical support and information on PhoneTech R20 USB M Headset, contact PhoneTech in Brazil at:

- Phone: 55 (11) 3717-1881
- Website: <http://www.phonetech.com.br>
- Email: contato@phonetech.com.br

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the PhoneTech solution. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. Avaya one-X® Agent was installed on a desktop PC and registered to Avaya Aura® Session Manager as a SIP endpoint. The PhoneTech R20 USB M Headset was connected to the desktop PC via a USB port.

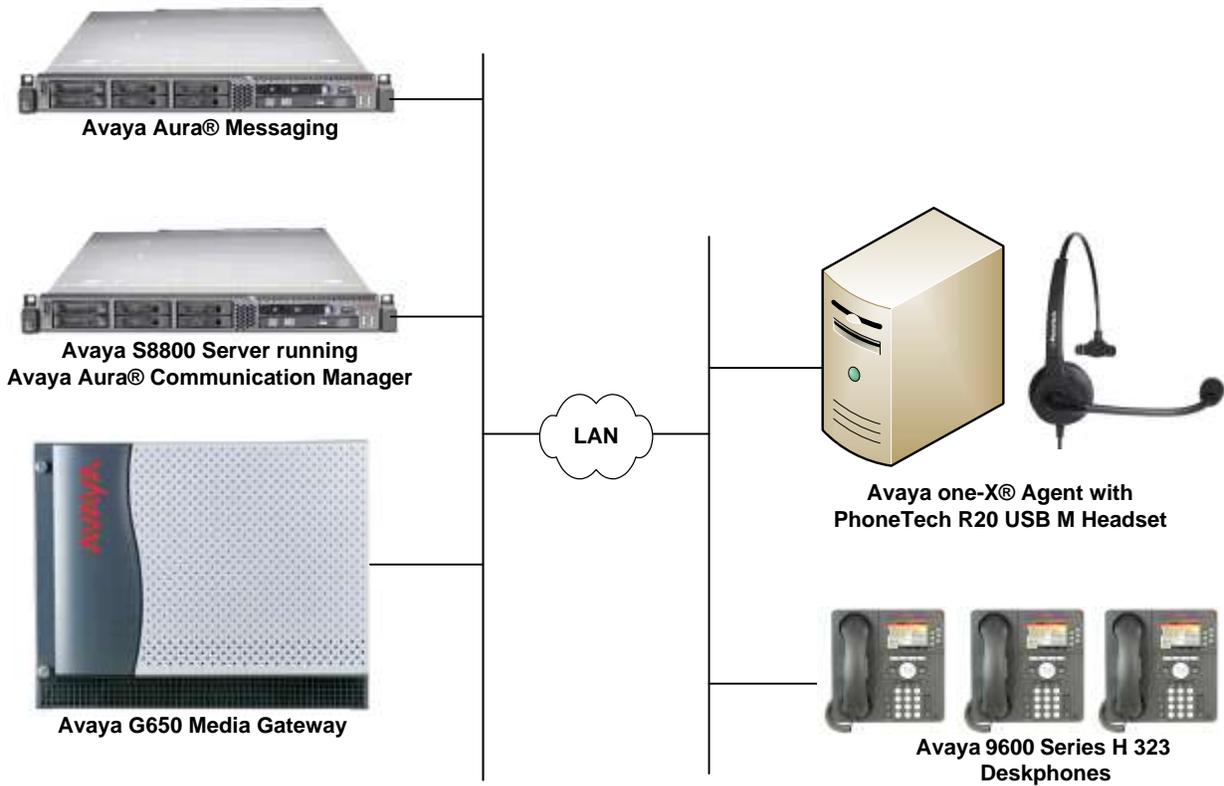


Figure 1: Avaya one-X® Agent with PhoneTech R20 USB M Headset

4. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Communication Manager running on an Avaya S8800 Server with a G650 Media Gateway and Communication Manager Messaging	R016x.03.0.124.0 with Patch 21588
Avaya one-X® Agent	2.5.50022.0
Avaya 9600 Series IP Deskphone	S3.240A (H.323)
PhoneTech R20 USB M Headset	N/A

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Avaya 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 Avaya one-X Agent. Set the **Type** field to the station type to be emulated. In this example, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by one-X Agent to log in. Set the **IP Softphone** field to *y*.

```
add station 77400                                     Page 1 of 5
                                                    STATION
Extension: 77400                                     Lock Messages? n                               BCC: M
  Type: 9630                                       Security Code: 77400                         TN: 1
  Port: IP                                           Coverage Path 1:                               COR: 1
  Name: PhoneTech                                    Coverage Path 2:                               COS: 1
                                                    Hunt-to Station:                               Tests? y
STATION OPTIONS
Loss Group: 19                                       Time of Day Lock Table:
Personalized Ringing Pattern: 1
Message Lamp Ext: 77400
Mute Button Enabled? y
Button Modules: 0
Speakerphone: 2-way
Display Language: english
Survivable GK Node Name:
Survivable COR: internal
Survivable Trunk Dest? y
Media Complex Ext:
IP SoftPhone? Y
IP Video Softphone? y
Short/Prefixed Registration Allowed: default
Customizable Labels? y
```

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

```
add station 77400                                     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:                                               List2:
List3:
BUTTON ASSIGNMENTS
1: call-appr                                       5: manual-in                               Grp:
2: call-appr                                       6: after-call                             Grp:
3: call-appr                                       7: aux-work                               RC:   Grp:
4: auto-in                                       Grp:
   voice-mail                                       8: release
```

6. Configure Avaya one-X® Agent

After logging into one-X Agent, click on  and then select **Agent Preferences** as shown below.



The PhoneTech R20 USB M is automatically detected by one-X Agent. In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab. Set the **Playback Device** and **Record Device** fields as shown below.

Note: The PhoneTech headset must be connected to the PC prior to starting one-X Agent; otherwise, one-X Agent will not detect the headset.



7. Connect PhoneTech R20 USB M Headset

Simply connect the R20 USB M headset to a USB port on the PC running one-X Agent. one-X Agent will automatically detect it. Refer to [3] for instructions on using the PhoneTech headset.

8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the PhoneTech R20 USB M Headset with Avaya one-X® Agent.

1. Start the one-X Agent application.
2. Place an incoming call to one-X Agent from any local phone.
3. Answer the call from one-X Agent.
4. Verify two-way talk path between the headset and phone.
5. Verify that the audio can be muted and the volume can be adjusted directly from the headset.
6. Disconnect the call from one-X Agent.
7. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the PhoneTech R20 USB M 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 PhoneTech 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 9, October 2013, Document Number 03-300509.

[2] *Installing and Configuring Avaya one-X® Agent*, Release 2.5, March 31, 2011.

The following PhoneTech product documentation is available with the headset.

[3] *PhoneTech R Series Technical Information*.

©2015 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.