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Avaya Solution & Interoperability Test Lab

Application Notes for ClearOne CHAT 150 USB Speakerphone with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the ClearOne CHAT 150 USB Speakerphone with Avaya one-X® Communicator and Avaya Aura® Communication Manager. CHAT 150 USB is a personal or group speakerphone that connects to a PC running one-X Communicator using a USB cable.

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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate the ClearOne CHAT 150 USB Speakerphone with Avaya one-X® Communicator and Avaya Aura® Communication Manager. CHAT 150 USB is a personal or group speakerphone that connects to a PC running one-X Communicator using a USB cable. There is no signaling between CHAT 150 and one-X Communicator.

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 Avaya one-X Communicator with the ClearOne CHAT 150 speakerphone and verifying audio in both directions. The type of calls made included calls to voicemail, to internal extensions and to the PSTN. All test cases were performed manually.

The serviceability testing focused on verifying the usability of the ClearOne CHAT 150 Speakerphone after restarting the one-X Communicator application, disconnecting and reconnecting the USB cable to CHAT 150, and rebooting the PC running one-X Communicator.

2.1. Interoperability Compliance Testing

Interoperability compliance testing covered the following feature and functionality:

- 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.
- Codecs G.711 and G.722 were used.
- Using the volume control buttons on CHAT 150 to adjust the playback volume.
- Using the mute control button on CHAT 150 to mute and un-mute the recording level.
- Proper recovery restarting the one-X Communicator application, disconnecting and reconnecting the USB cable to CHAT 150, and rebooting the PC running one-X Communicator.

2.2. Test Results

All test cases passed.

2.3. Support

For technical support and information on the CHAT speaker phones, contact ClearOne at:

- Phone: 800-283-5936 (toll free)
- Email: techsupport@clearone.com
- Website: http://www.clearone.com/support

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the ClearOne CHAT 150 Speakerphone 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 Communicator was installed on a desktop PC running Windows XP Professional. CHAT 150 was connected to the desktop PC via a USB port. XXX
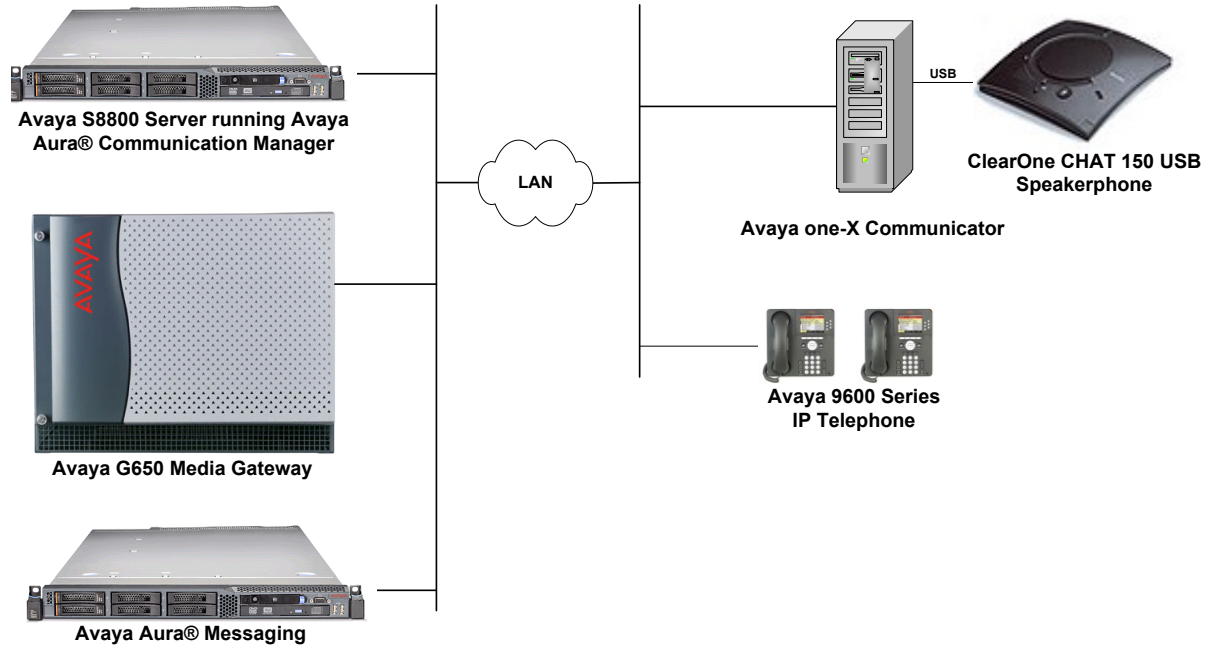
Figure 1: ClearOne CHAT 150 USB Speakerphone with Avaya one-X Communicator

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Server with a G650 Media Gateway	Avaya Aura® Communication Manager 6.0.1 SP 3
Avaya Aura® Messaging	6.0.1 SP 1
Avaya one-X Communicator	6.1(6.1.0.12-GA-30334)
Avaya 9600 Series IP Telephone	3.011b (H.323)
ClearOne CHAT 150 Personal Speaker Phone	FW 58 P/N 860-159-200L Rev 9.0

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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, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by one-X Communicator to log in. Set the **IP Softphone** field to *y*.

```
add station 77400                                           Page   1 of   5
                                 STATION

Extension: 77400                       Lock Messages? n              BCC: 0
     Type: 9630                      Security Code: 77400             TN: 1
     Port: IP                        Coverage Path 1:                COR: 1
     Name: ClearOne                  Coverage Path 2:                COS: 1
                                     Hunt-to Station:
STATION OPTIONS
                 Location:                Time of Day Lock Table:
             Loss Group: 19       Personalized Ringing Pattern: 1
                                         Message Lamp Ext: 77400
            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
```

6. Configure Avaya one-X Communicator

After logging into Avaya one-X Communicator, select ⚙▾→**Settings**→**General Settings** from the menu as shown below.
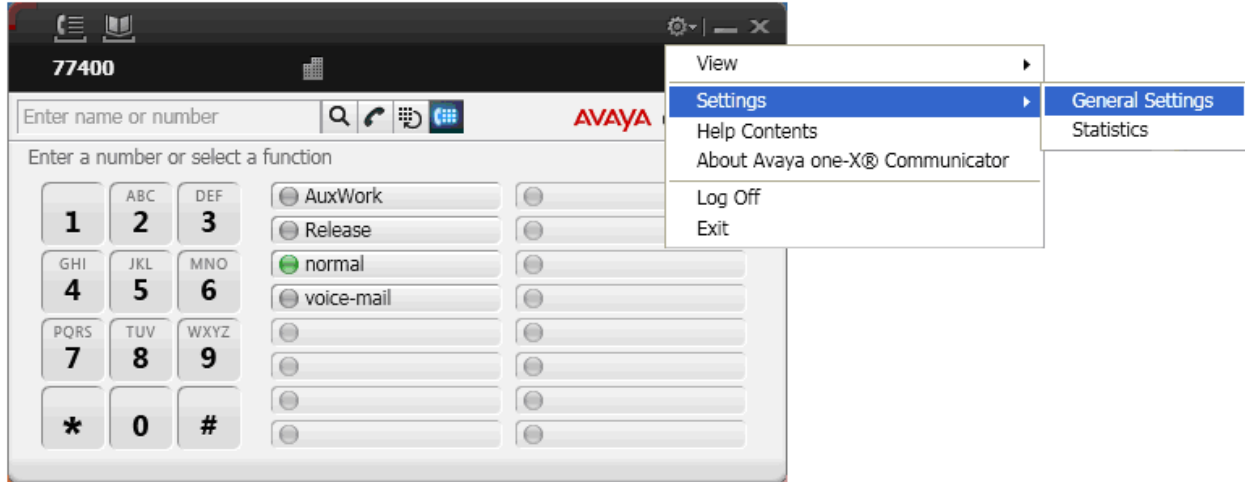
Select **Audio** from the left pane and select the **Basic** tab. The CHAT 150 speaker hone is automatically detected in Microsoft Windows as **CHAT 150**. Select this device as the **Microphone** and **Speaker** as shown below. Click **OK**.
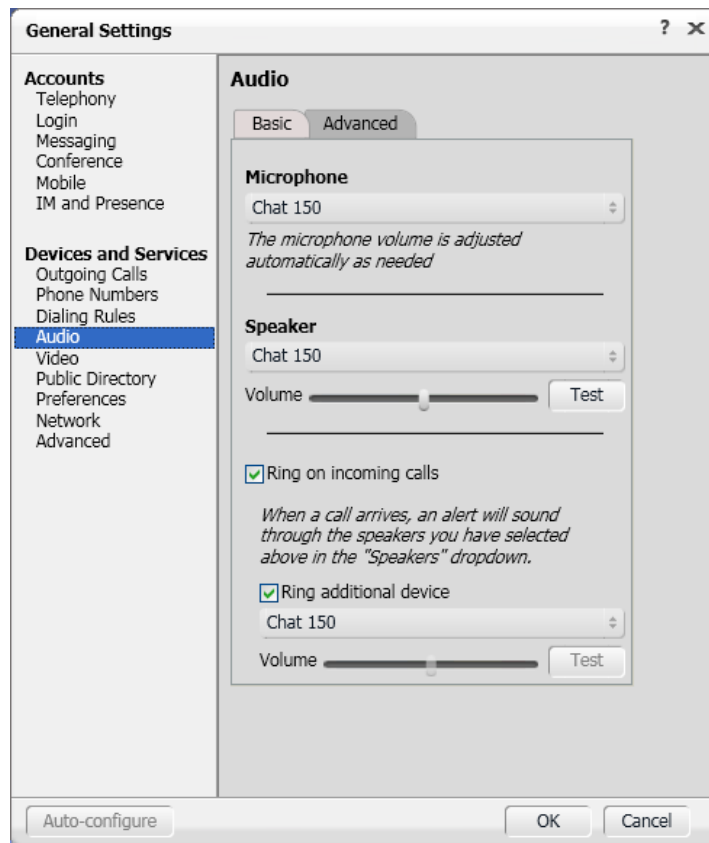
7. Configure ClearOne CHAT 150 USB Speakerphone

The CHAT 150 USB Speakerphone connects to the PC via a USB interface. CHAT 150 is automatically detected by Microsoft Windows without requiring any additional driver software. In this test configuration, the CHAT 150 Personal Speaker Phone is detected as **CHAT 150**.

8. Verification Steps

This section provides the steps that may be performed to verify proper configuration of Avaya one-X Communicator with the ClearOne CHAT 150 Speakerphone.

Establish a call with one-X Communicator and verify that two-way audio is established. Verify that one-X Communicator can hear the other party over CHAT 150 and that the other party can hear audio spoken into the CHAT 150 microphone.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the ClearOne CHAT 150 USB Speakerphone with Avaya one-X® Communicator. All test cases were completed successfully.

10. Additional References

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

[1] *Administering Avaya Aura™ Communication Manager*, Release 6.0, Issue 6.0, June 2010, Document Number 03-300509.
[2] *Avaya one-X® Communicator User Reference*, November 2009.