



Avaya Solution & Interoperability Test Lab

Application Notes for VT UC Manager, VT 9400 Series Mono/Duo Wireless DECT Headset with Avaya Workplace Client for Windows - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate VT UC Manager and VT 9400 Series Mono/Duo Wireless DECT Headset with Avaya Workplace Client for Windows.

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 DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

The VT 9400 Series Mono/Duo Wireless DECT Headset connects to the PC via the DECT base USB port. Together with VT UC Manager software, it allows connection and call control of Avaya Workplace Client for Windows (hereafter referred to as Avaya Workplace). The VT UC Manager that enables remote call control with VT headsets and Avaya Workplace for Windows. Users can directly answer, end, mute/unmute and adjust volume with the headset.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Avaya Workplace, answering and ending calls using the call control button on the VT headset, and verifying two-way audio. The call types include calls to voicemail, local extensions, and the PSTN. Auto-answer, call hold and resume, mute and unmute, and volume were also tested.

The serviceability testing focused on verifying the usability of the VT headset solution after restarting the Avaya Workplace, restarting the PC, reconnecting the headset USB cable to the PC and moving away from the DECT 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'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.

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.

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 Avaya Workplace.
- Using the soft button on Avaya Workplace 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 Avaya Workplace to mute and un-mute the audio and verifying the mute status.
- Verifying incoming call notification.
- Verifying call ended notification.

For the serviceability testing, reconnecting the USB cable, power cycling the headset, restarting Avaya Workplace and moving out of the DECT range were tested to verify proper operation of the headset.

2.2. Test Results

All test cases were completed successfully.

2.3. Support

For support on this VT headset solution, contact VBeT at the following:

- Website: <https://www.vbet.cn>
- Email: vt@vbet.cn
- Phone: +86-592-5778728

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the VT UC Manager and VT 9400 Mono/Duo Wireless DECT Headset with Avaya Workplace. The VT UC Manager software was installed on the PC together with Avaya Workplace. VT 9400 Headset was linked via DECT to the base, which plugs into the PC USB-A interface.

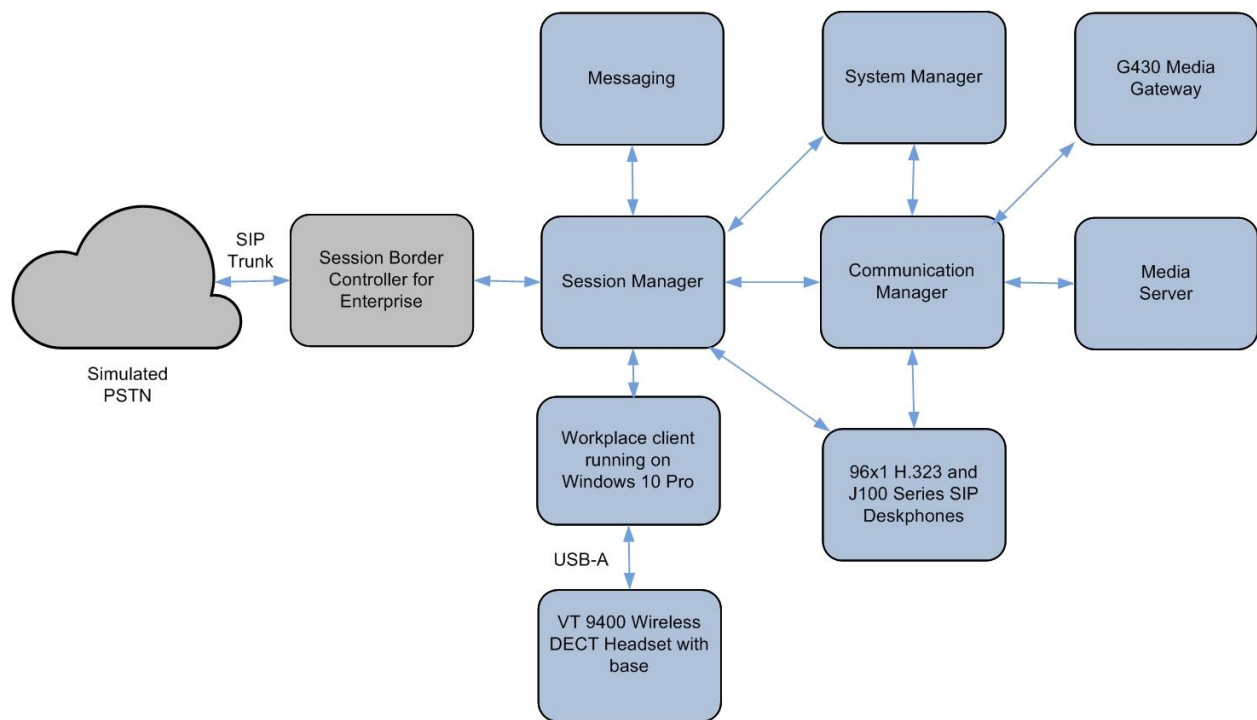


Figure 1: Test Configuration

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	10.1.0 (10.1.0.0.974.27293)
Avaya G430 Media Gateway	42.4.0
Avaya Aura® System Manager	System Manager 10.1.0.0 Build No. - 10.1.0.0.537353 Software Update Revision No: 10.1.0.0.0614119
Avaya Aura® Session Manager	10.1.0 (10.1.0.0.1010019)
Avaya Aura® Media Server	8.0.2.218
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 Deskphones	6.8511
Avaya J100 Series SIP Deskphones	4.0.11.0
Avaya Workplace Client running on Windows 10 Pro	3.26
VT 9400 Mono/Duo Wireless DECT Headsets with base	274
VT UC Manager for Windows	v1.4.3.1

5. Configure Avaya Aura® Communication Manager

It is implied a working Communication Manager system is already in place, including dial plan and SIP trunk to Session Manager. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**.

6. Configure Avaya Aura® Session Manager

This section describes aspects of the Session Manager configuration required for Avaya Workplace to register. It is assumed that the Domains, Locations, SIP entities, Entity Links, Routing Policies, Dial Patterns and Application Sequences have been configured where appropriate for Communication Manager, Session Manager and Messaging.

Session Manager is managed via System Manager. Using a web browser, access **https://<ip-addr of System Manager>/SMGR**. In the **Log On** screen, enter appropriate **User ID** and **Password** and click the **Log On** button.

Recommended access to System Manager is via FQDN.
[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords

Use the "Change Password" hyperlink on this page to change the password manually, and then login.

Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.

Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.

The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials.

All users must comply with all corporate instructions regarding the protection of information assets.

User ID:

Password:

[Change Password](#)

Supported Browsers: Internet Explorer 11.x or Firefox 65.0, 66.0 and 67.0.

6.1. Verify Session Manager Ports for SIP endpoint registration

Each Session Manager Entity must be configured so that the SIP Endpoint can register to it. From the home page, under **Elements**, click **Routing** → **SIP Entities** (not shown) and select the Session Manager entity used for registration. Make sure that **TCP**, **UDP** and **TLS** entries are present under **Listen Ports**. During the compliance test, Avaya Workplace registered to the Session Manager using TLS transport.

Listen Ports					
Add		Remove			
3 Items					Filter: Enable
<input type="checkbox"/>	Listen Ports	Protocol	Default Domain	Endpoint	Notes
<input type="checkbox"/>	5060	TCP	sglab.com	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	5060	UDP	sglab.com	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	5061	TLS	sglab.com	<input checked="" type="checkbox"/>	

Select : All, None

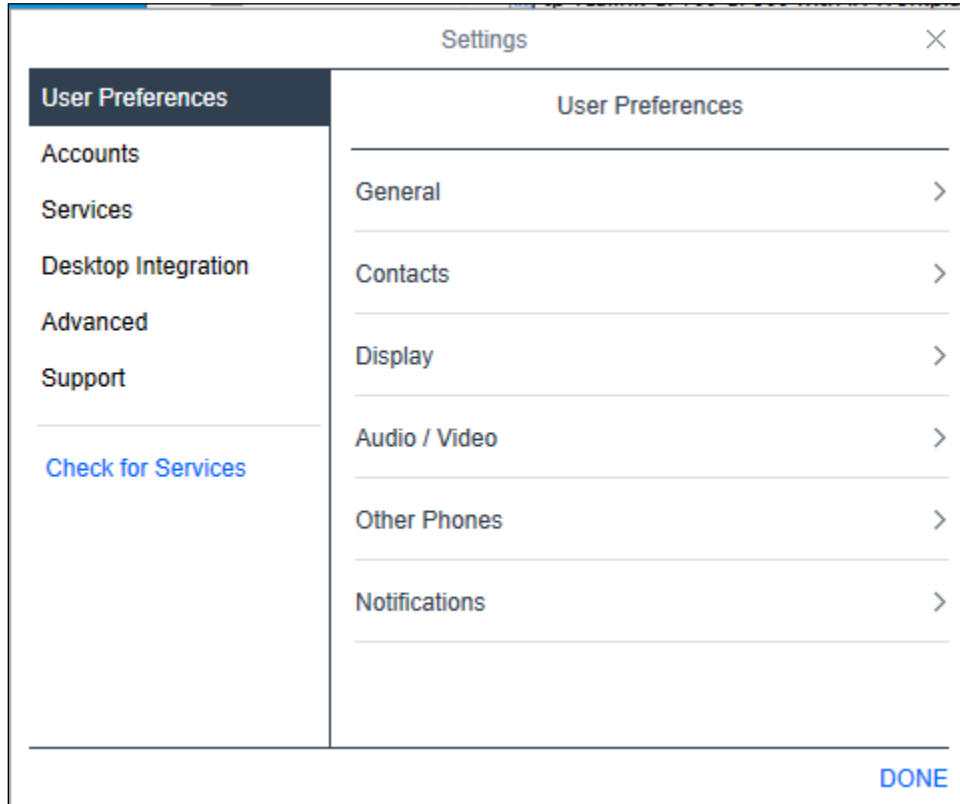
6.2. Add SIP User




The addition of SIP User will not be detailed here. Refer to details in adding user in the administration document for Avaya Aura® Session Manager in [4].

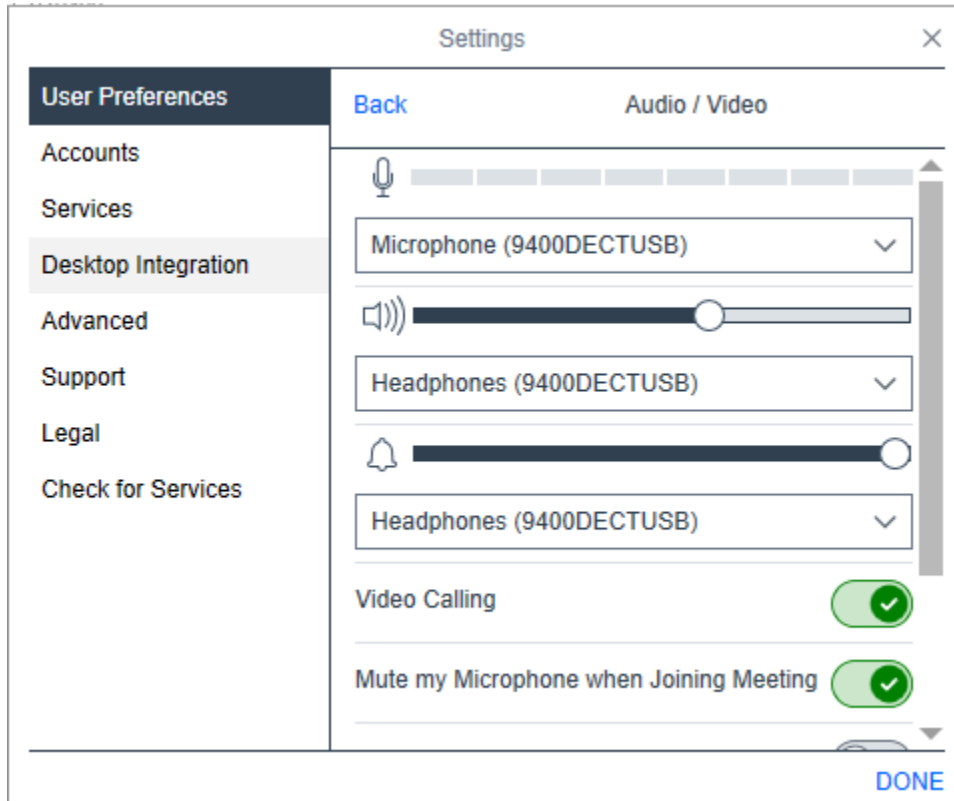
7. Configure Avaya Workplace

Avaya Workplace is a SIP soft phone application that provides users with access to Unified Communications (UC) services. This section shows how to configure the VT 9400 Mono/Duo DECT headset to use with Avaya Workplace.

From Avaya Workplace, navigate to **Settings** → **User Preferences** → **Audio/Video**.



Select *9400DECTUSB* for Microphone  and the same for Speakers  as shown below assuming VT 9400 is used for headset with the DECT base. Check that the Microphone is not muted especially during initial setup and after USB cable are re-seated. It is optional for Ringing on incoming calls  to be set as *9400DECTUSB*.



8. Configure VT 9400 Mono/Duo DECT Headset Solution

This section covers the steps to integrate VT 9400 Mono/Duo headset with Avaya Workplace, including:

- Installing the VT UC Manager software
- Connect the VT headset
- Configuring VT headset with VT UC Manager

Note: After successfully performing this procedure, the VT headset will be detected in Avaya Workplace as described in **Section 7**.

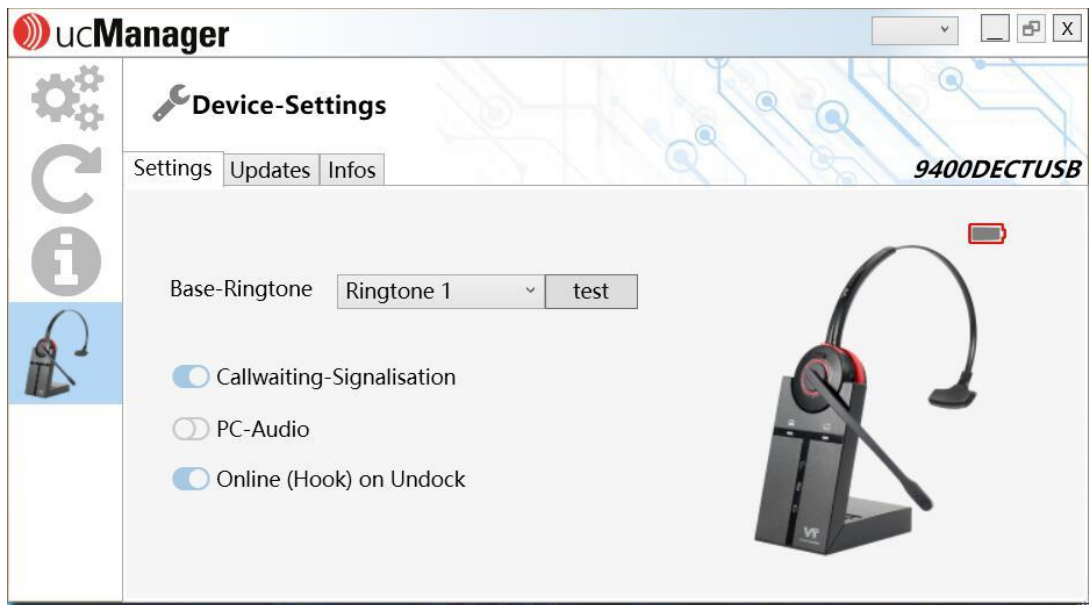
8.1. Installing the VT UC Manager Software

VT UC Manager software can be obtained from VBeT portal at <https://www.vbet.cn>. Installation of the software is done through executing the .exe file and following the prompt.

8.2. Connect the VT Headset

Plug the base into the USB port of the PC. The device drivers will automatically be installed. Refer to the VT 9400 document in **Section 10** for pairing of DECT base with the VT 9400 DECT Headset.

Open the VT UC Manager program installed on the PC. On the home page, click on the device image on the left pane and check that the headset is detected as **9400DECTUSB** shown below with VT 9400 headset.



8.3. Configuring VT Headset with VT UC Manager

Open the VT UC Manager program and verify the **9400DECTUSB** is properly detected as in **Section 8.2**. There is no configuration required on the VT UC Manager program.

9. Verification Steps

This section verifies that the VT solution has been successfully integrated with Avaya Workplace.

1. Open the VT UC Manager program to verify that the headset has been successfully connected to PC for use with Avaya Workplace running. Observed that VT 9400 Mono/Duo DECT headset is detected as detailed in **Section 8.2**.
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 Multi-function button on the headset (as shown below).
3. End the call by pressing the same button on the headset.
4. Verify also that the headset is able to remotely control call functions such as mute/unmute and adjust the volume. Similarly, verify such call control functions could be done on the Avaya Workplace.





Icon	Status
	Indicator PC mode or DESK Phone mode
	Active audio linked between headset and base
	Searching for headset
	Microphone muted
	Battery charging
	Full battery
	Medium battery
	Very low battery
	Unknown battery status

10. Conclusion

These Application Notes describe the configuration steps required to integrate VT UC Manager, VT 9400 Series Mono/Duo Wireless DECT Headset with Avaya Workplace Client for Windows. All test cases were completed successfully.

11. Additional References

This section references the Avaya and VBeT 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, Issue 1, Dec 2021.

[2] *Planning for and Administering Avaya Workplace Client for Android, iOS, Mac and Windows*, May 11, 2022.

[3] *Using Avaya Workplace Client for Android, iOS, Mac, and Windows*, May 11, 2022.

[4] *Administering Avaya Aura® Session Manager*, Release 10.1, Issue 1, Dec 2021.

The following VT documentation can be found at <https://www.vbet.cn>.

[5] *VT 9400 DECT User Manual*.

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