



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets with Avaya One-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets with Avaya One-X® Communicator.

The Sennheiser Communications A/S SC 230 USB is a corded monaural headset. The Sennheiser Communications A/S SC 260 USB is a corded binaural headset.

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 Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets with Avaya One-X® Communicator.

The Sennheiser Communications A/S SC 230 USB is a corded monaural headset. The Sennheiser Communications A/S SC 260 USB is a corded binaural headset.

2. General Test Approach and Test Results

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 Deskphones or with a different generation of the same Avaya Deskphone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their Deskphones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya Deskphones 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 a PC running Avaya one-X® Communicator with the Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets and verifying two-way audio. The call types included calls to voicemail, to and from local extensions, and the PSTN.

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 and receiving calls to and from internal IP (H.323), Digital and Analog extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.
- Hearing ring back tone on the headsets for incoming and outgoing calls.
- Placing, answering and ending calls using the call control buttons on Avaya one-X® Communicator.
- Using the volume control buttons on Avaya one-X® Communicator to adjust the audio volume on the headsets.
- Using the Mute control button on Avaya one-X® Communicator to mute and un-mute the audio on the headsets.
- Using the Hold button on Avaya one-X® Communicator to hold and un-hold active calls.

Serviceability testing was done by exiting and logging back into Avaya one-X® Communicator and by un-plugging and plugging the headsets from the PC during active calls to ensure that two-way audio is re-established automatically to the headsets.

2.2. Test Results

Testing was completed successfully with all test cases passing.

2.3. Support

For support on the Sennheiser Communications A/S Headset solution, contact Sennheiser Communications A/S technical support at:

Website: http://www.sennheisercommunications.com/comm/home_en.nsf/root/service

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets with Avaya One-X® Communicator. The configuration consists of an Avaya S8300 server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway and a mix of Deskphones (IP, analog and digital) for placing calls to and from the equipment under test.

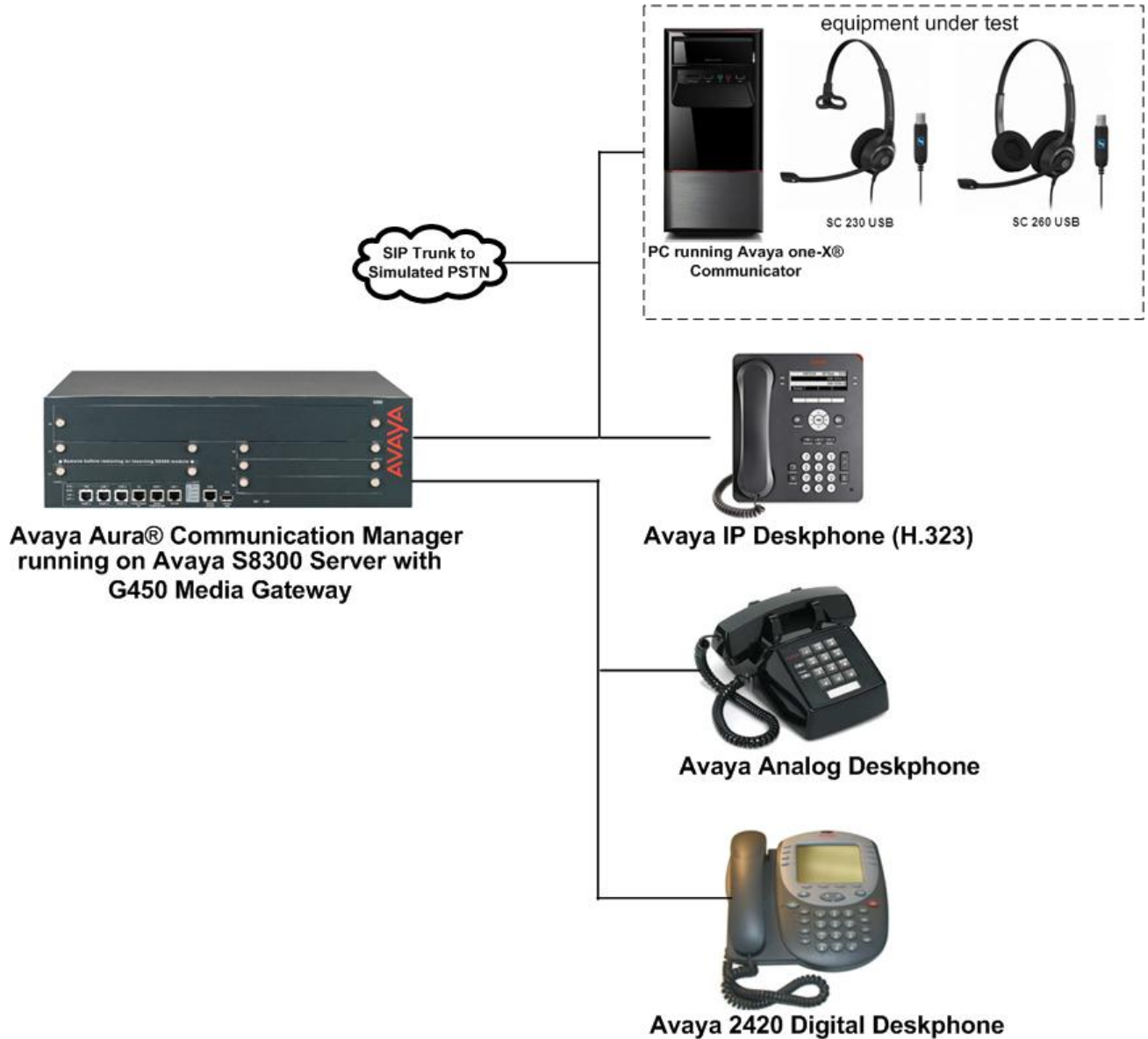


Figure 1: Avaya one-X® Communicator with Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets.

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Avaya S8300 Server with a G450 Media Gateway.	6.0.1 SP8.01 (00.1.510.1-19917)
Microsoft Windows® XP Professional.	Ver. 2002, Service Pack 3
Avaya One-X® Communicator.	6.1.5.07-SP5-37495
Avaya 9600 Series IP Deskphones (H.323).	Avaya one-X® Desk phone Edition Version 3.104
Avaya Analog Deskphone.	N/A
Avaya 2420 Digital Deskphone.	6.0
Sennheiser Communications A/S SC 230 USB Headset.	N/A
Sennheiser Communications A/S SC 260 USB Headset.	N/A

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Avaya Aura® Communication Manager is configured and operational. This section focuses only on the configuration of the station to be use with Avaya one-X® Communicator. The values configured in this section were used during the compliance tests, default values may be used for any fields not configured in these Application Notes. The configuration is performed via the System Access Terminal (SAT) on Avaya Aura® Communication Manager.

5.1. Configure a Station for Avaya One-X® Communicator

To create a station to be used with Avaya one-X® Communicator use the **add station n** command; where **n** is an available extension in the dial plan, extension **3048** was used in the sample configuration. Set the **Type** field to the IP Telephone type that will be emulated, **9640** was used in the sample configuration. In the **Security Code** field enter a password to be used by Avaya one-X® Communicator to log in. Set the **Coverage Path 1** field to the Coverage Path configured for Voice Mail, “**1**” was used in the sample configuration. Ensure that **IP SoftPhone?** is set to **y**.

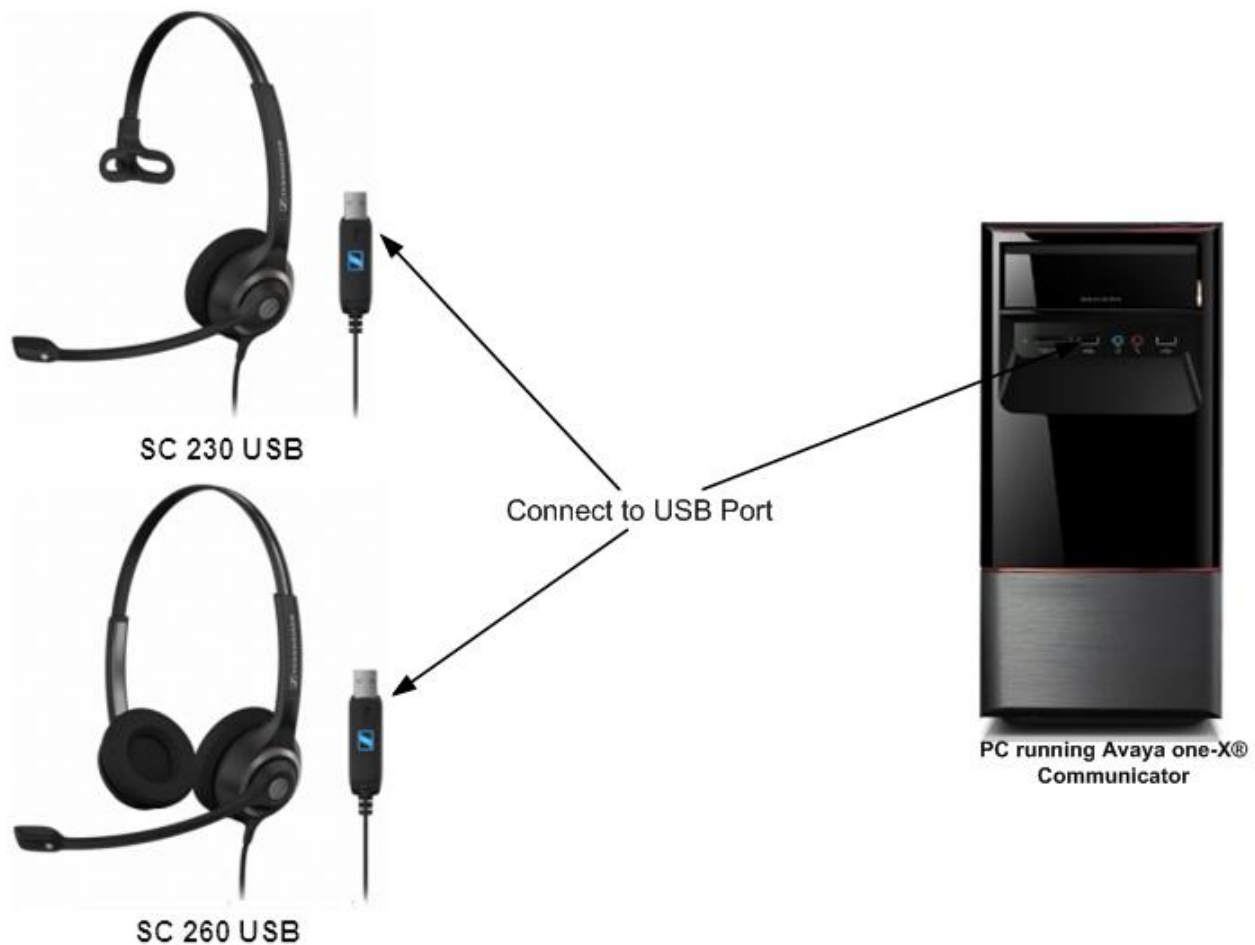
```
display station 3048                                     Page 1 of 5
STATION
Extension: 3048                                         Lock Messages? n      BCC: M
Type: 9640                                             Security Code: *      TN: 1
Port: S00013                                           Coverage Path 1: 1    COR: 1
Name: H.323 one-X, Ext 3048                           Coverage Path 2:      COS: 1
                                                         Hunt-to Station:
STATION OPTIONS
Loss Group: 19                                         Time of Day Lock Table:
Speakerphone: 2-way                                    Personalized Ringing Pattern: 1
Display Language: english                             Message Lamp Ext: 3048
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. Connect the Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets to the PC running Avaya One-X® Communicator


During the compliance test the Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets were connected to the PC running Avaya One-X® Communicator. The Sennheiser Communications A/S SC 230 USB is a corded monaural headset. The Sennheiser Communications A/S SC 260 USB is a corded binaural headset.

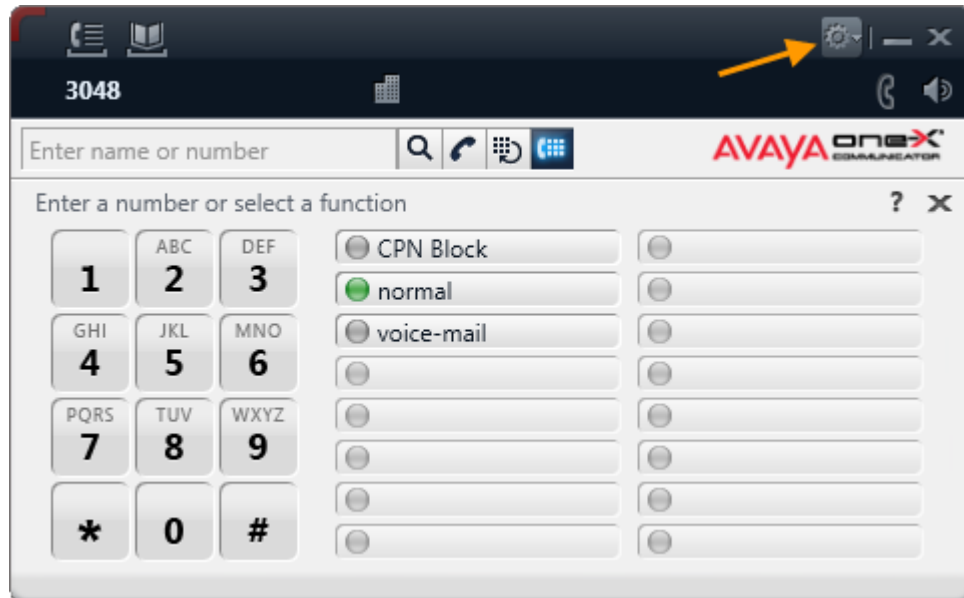
6.1. Cable connections

To connect the Sennheiser Communications A/S SC 230 USB or the SC 260 USB Headset to the PC running Avaya One-X® Communicator, see diagram below.

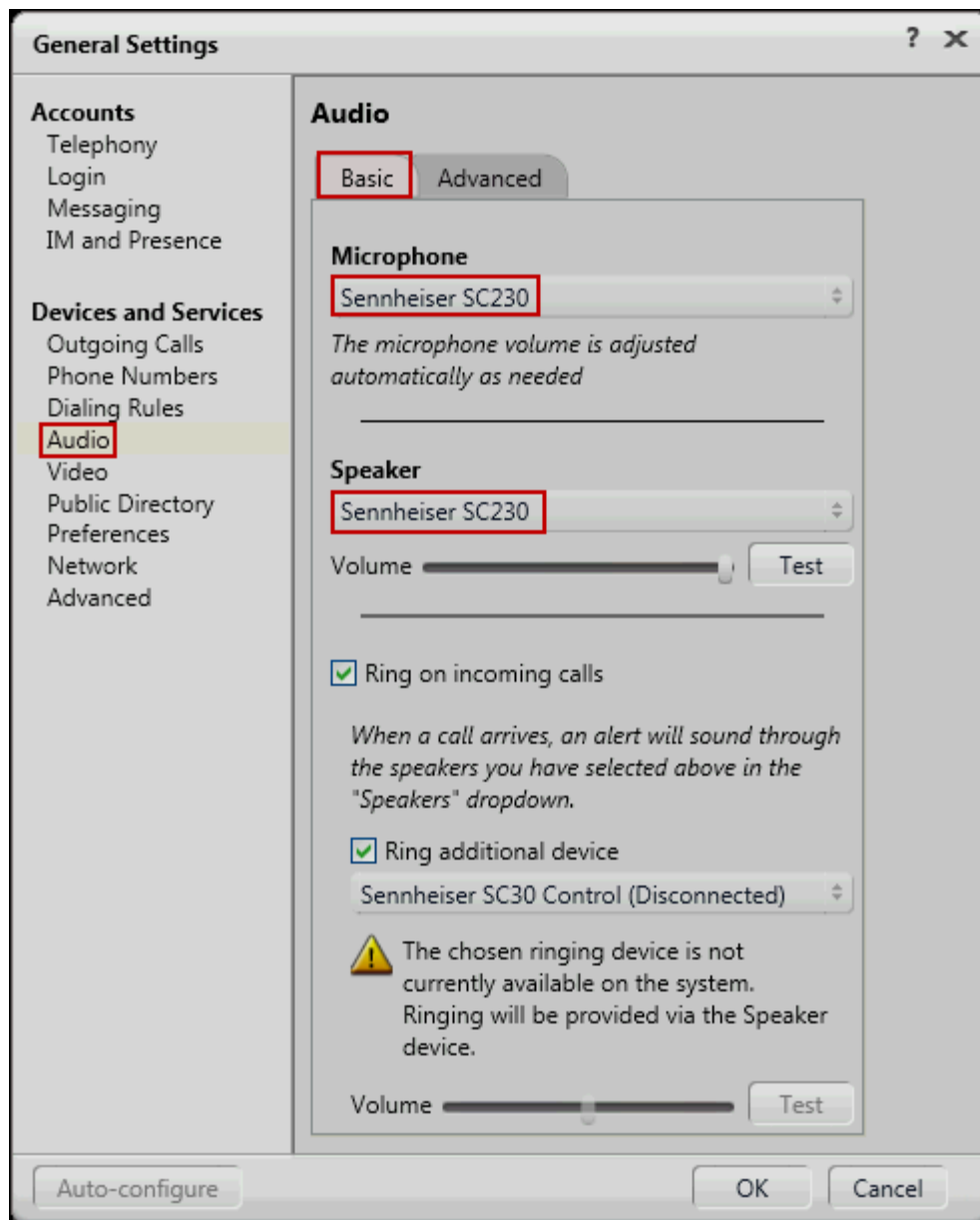


7. Configure Avaya One-X® Communicator

These Application Notes assume that Avaya one-X® Communicator is already configured and operational. This section focuses only on the settings used with the Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets. After login into Avaya one-X® Communicator, select  → **Settings** → **General Settings** from the menu as shown below.



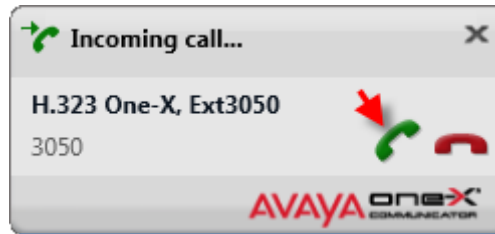
Under **Devices and Services** select **Audio**. Once logging into Avaya one-X® Communicator is completed the Sennheiser Communications A/S SC 230 USB or the Sennheiser SC 260 USB Headset is automatically detected by Microsoft Windows® as **Sennheiser SC230** (not shown) or **Sennheiser SC260** (not shown), Avaya one-X® Communicator will display **Sennheiser SC230** or **Sennheiser SC260** (not shown) under the **Microphone** and **Speaker** tabs. Under **Speaker** →**Test** adjust the **Speaker** volume of the Headset as needed. The Speaker volume of the Headset can also be adjusted under **Sounds and Audio Devices Properties** in Microsoft Windows® **Control Panel** (not shown).



8. Answering, Ending, and Placing Calls

To answer, end, or place a call using the Sennheiser Communications A/S SC 230 USB or the Sennheiser SC 260 USB Headsets follow the instructions below.

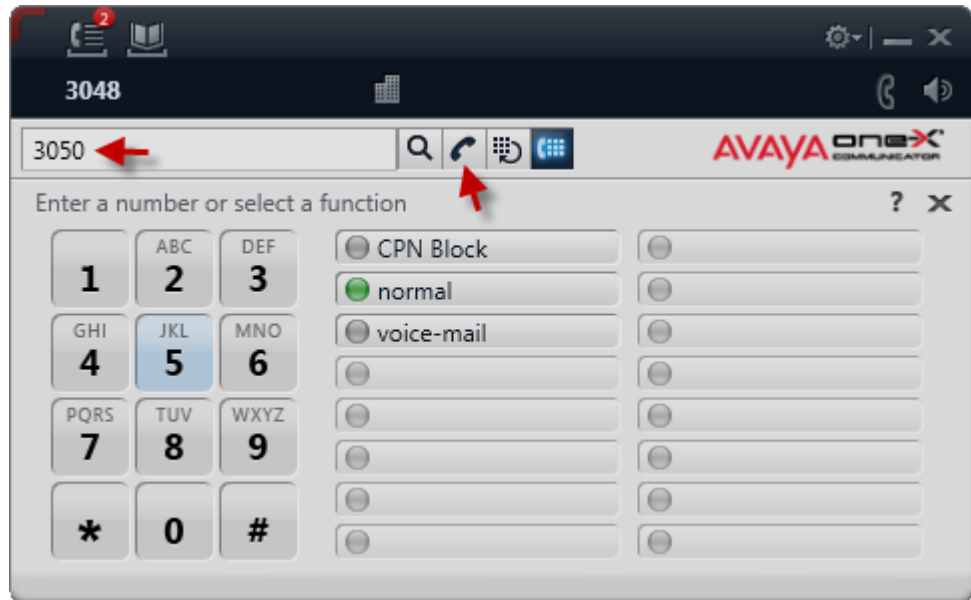
To Answer a Call: During incoming calls Avaya one-X® Communicator will display an Incoming call toast similar to the one shown below, Click on the green telephone handset icon on the incoming call toast to answer a call.



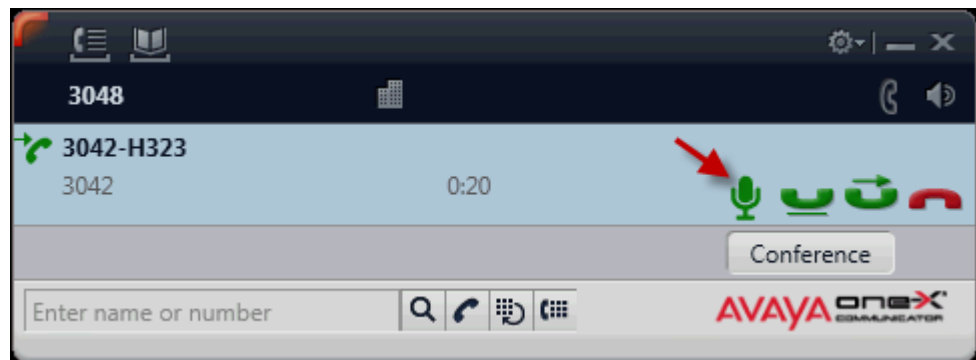
To End a Call: Click on the red telephone handset icon on Avaya one-X® Communicator to end a call.



To Place a Call: Click on the black telephone handset icon on Avaya one-X® Communicator to receive dial tone, enter the number after receiving dial tone and press **Enter** on the PC key board (not shown), or enter a number first as shown below, then Click on the black telephone handset icon to place a call.



To Mute an active call: Click on the MUTE button on Avaya one-X® Communicator to place an active call on mute.



9. Verification Steps

Verify that the Sennheiser Communications A/S SC 230 USB or the Sennheiser SC 260 USB Headset has been connected to the PC running Avaya One-X® Communicator, as shown in **Section 6.1**. Launch and configure Avaya One-X® Communicator as shown in **Section 7**. Verify that incoming and outgoing calls can be established using the call control buttons on Avaya one-X® Communicator, and that clear two-way audio, dial tone, ring-back tone can be heard on the headset when making and receiving calls.

10. Conclusion

These Application Notes describe the configuration steps required to integrate the Sennheiser Communications A/S SC 230 USB and SC 260 USB Headsets with Avaya One-X® Communicator. Testing was completed successfully with all test cases passing.

11. Additional References

This section references the Avaya and Sennheiser Communications A/S 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 6.0, Issue 6.0, June 2010, Document Number 03-300509.

[2] *Implementing Avaya One-X® Communicator*, June 2012.

The following Sennheiser Communications A/S documentation can be found at <http://www.sennheisercommunications.com/>

[3] *Quick guide for SC 230 USB and SC 260 USB*.

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