



Application Notes for Sennheiser Century Series Headsets and Sennheiser CAVA 31 Adapter with Avaya 9600 Series IP Deskphones – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Sennheiser Century Series Headsets, including the SC 660 and SC 630, and the Sennheiser CAVA 31 Adapter with Avaya 9600 Series IP Deskphones using H.323 and SIP protocols.

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 Sennheiser Century Series Headsets and Sennheiser CAVA 31 Adapter with Avaya 9600 Series IP Deskphones.

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 the Avaya 9600 Series IP Deskphones with the Sennheiser Century Series headsets and CAVA31 adapter and verifying two-way audio. The call types included calls to voicemail, local extensions, and the PSTN.

The serviceability testing focused on verifying the usability of the Century Series headsets after restarting the Avaya 9600 Series IP Deskphones and re-connecting the Century Series headsets.

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 headset interfaces, different manufacturers utilize different 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

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 extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.

- Hearing ring back tone for incoming and outgoing calls.
- Answering and ending calls using the call control button on the headset.
- Using the Volume control buttons on the headset to adjust the audio volume.
- Using the Mute control button on the headset to mute and un-mute the audio.

For the serviceability testing, the 9600 Series IP Deskphone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases that outlined in **Section 2.1** were completed successfully.

2.3. Support

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

Web: <http://en-de.sennheiser.com/service-support/>

Mail: support@senncom.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Sennheiser Century Series headsets and CAVA31 adapter with Avaya 9600 Series IP Deskphones. For the Avaya 9600 Series IP Deskphone, the configuration consists of an Avaya S8300 Server running Communication Manager with an Avaya G450 Media Gateway. Two Avaya phones were also deployed as part of the configuration for test purposes only to make / receive calls with the IP devices. The configuration of the devices and related equipment is beyond the scope of this document.

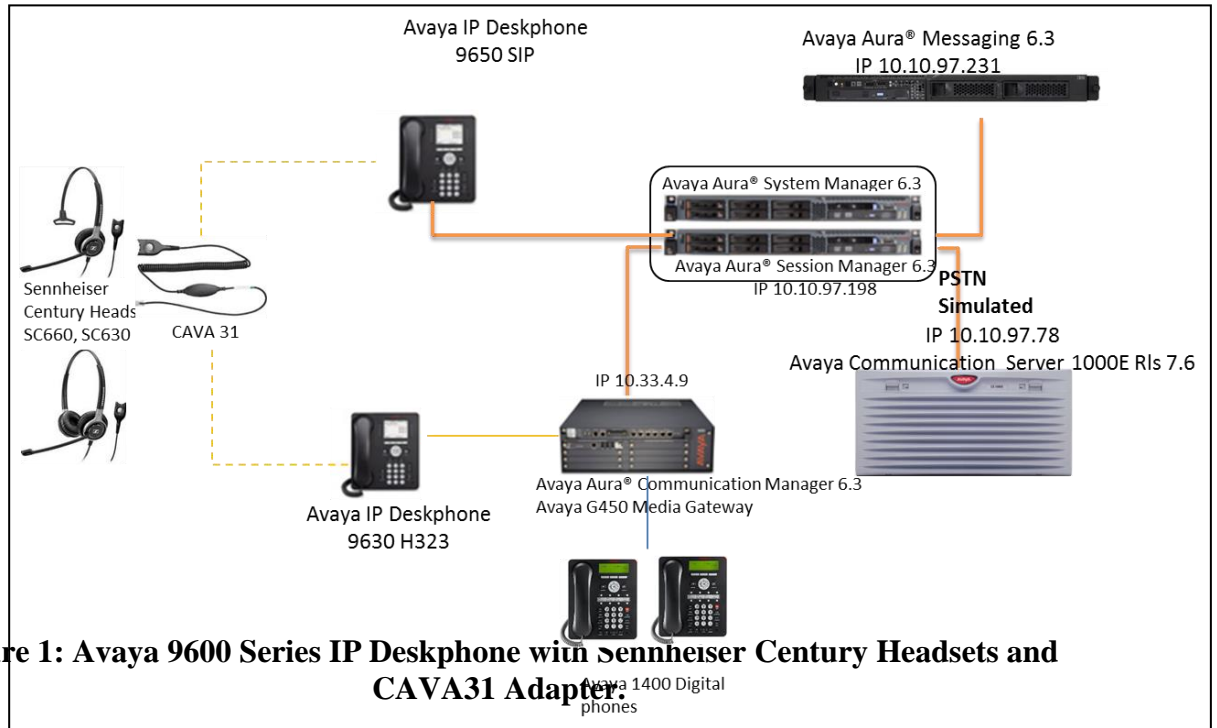


Figure 1: Avaya 9600 Series IP Deskphone with Sennheiser Century Headsets and CAVA31 Adapter.

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Avaya S8800 Server and G650 Media Gateway	6.3 SP4
Avaya Aura® Messaging running on Avaya S8800 Server	6.3
Avaya Aura® System Manager running on Avaya S8800 Server	6.3
Avaya Aura® Session Manager running on Avaya S8800 Server	6.3
Avaya 9650 IP Deskphone (SIP)	2.6.11
Avaya 9630 IP Deskphone (H.323)	3.2.2
Sennheiser Century Series Headsets SC630/SC660	N/A
Sennheiser CAVA31 Adapter	N/A

5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Communication Manager, Session Manager and System Manager are in place with the necessary licensing. For further information on the configuration of Communication Manager, Session Manager and System Manager refer to **Section 9** of these Application Notes.

5.1. Configuring Avaya Telephones

These Application Notes assume that the Avaya 9600 H323 IP Deskphones are configured and operational in Communication Manager, and the 9600 SIP IP Deskphones are configured and operational in Session Manager. There are no additional settings required for the connection of the Sennheiser Century Series headsets and CAVA 31 adapter to the Avaya 9600 Series IP Deskphones. For further information on how to configure these Avaya IP Deskphones refer to **Section 9** of these Application Notes.

Here is an example of a 9630 H323 station provisioned in Communication Manager is illustrated below.

```
display station 53011                                     Page 1 of 5
                                     STATION
Extension: 53011                                         Lock Messages? n      BCC: M
  Type: 9630                                             Security Code: *      TN: 1
  Port: S00046                                          Coverage Path 1: 1    COR: 1
  Name: H.323, 53011                                    Coverage Path 2:      COS: 1
                                                         Hunt-to Station:      Tests? y
STATION OPTIONS
                                     Time of Day Lock Table:
      Loss Group: 19                                     Personalized Ringing Pattern: 1
      Speakerphone: 2-way                               Message Lamp Ext: 53011
      Display Language: english                         Mute Button Enabled? y
      Survivable GK Node Name:                          Expansion Module? n
      Survivable COR: internal                           Media Complex Ext:
      Survivable Trunk Dest? y                           IP SoftPhone? n
                                                         IP Video Softphone? n
      Short/Prefixed Registration Allowed: default
                                                         Customizable Labels? Y
```

For Avaya 9600 series, by default, when the far end hangs up the call the headset button on the phone still lit. To make the phone go on-hook when the far end hangs up, the HEADSYS should be set to 0 in 46xxsetting.txt file

```
##### CALL CENTER SETTINGS #####
##
## HEADSYS specifies whether the telephone will go on-hook if the headset is active
## when a Disconnect message is received.
## Value Operation
## 0 The telephone will go on-hook if a Disconnect message is received when the
## headset is active
## 1 Disconnect messages are ignored when the headset is active
## Note: a value of 2 has the same effect as a value of 0, and
## a value of 3 has the same effect as a value of 1.
## This parameter is supported by:
## 96x1 H.323 R6.2.1 and later (the default value is 0 unless the value
## of CALLCTRSTAT is set to 1, in which case the default value is 1)
## 96x1 H.323 R6.1 and R6.2 ignore this parameter, and will ignore Disconnect messages
## if the user is logged in as a call center agent. If the user is not logged in
## as a call center agent, the telephone will go on-hook if a Disconnect message
## is received when the headset is active.
## 96x1 H.323 releases prior to R6.1 (the default value is 1)
## 96x1 SIP R6.4 and later (the default value is 0)
## 96x1 SIP R6.0 and later up to R6.4 (not included) (the default value is 1)
## 96x0 H.323 R1.2 and later (the default value is 1)
## 96x0 SIP R1.0 and later (the default value is 1)
## 16xx H.323 R1.3 and later (the default value is 1)
SET HEADSYS 0
```

6. Connect the Sennheiser CAVA31 Adapter and Century Headsets to Avaya 9600 Series IP Deskphone

During the compliance test, the Sennheiser CAVA31 adapter is used for the connection of the Sennheiser Century Series headsets to the Avaya 9600 Series IP Deskphones. The procedure for connecting the adapter cable is:

- Connect the Sennheiser CAVA31 adapter's RJ11 port to the headset port on the Avaya IP phone.
- Connect the Sennheiser CAVA31 adapter and headset through the easy disconnect plug.

7. Verification Steps

- Pick up and put the headset on. Press the headset button on the deskphone and dial tone is heard on the headset.
- From the IP phone with headset, dial an extension of another Avaya telephone and answer the call on that telephone.
- Check audio path on the headset and the handset of the other telephone; it should be clear.
- End the call above by pressing the headset button on the Avaya IP Deskphone. After ending the call, the light of the headset button on the Avaya IP deskphone goes OFF and the call is now released.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Sennheiser Century Series headsets and the CAVA31 adapter with Avaya 9600 Series IP Deskphones. Testing was completed successfully.

9. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at <http://support.avaya.com>

- [1] *Administering Avaya Aura® Communication Manager*, Document Number 03-300509.
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document Number 555-245-205.
- [3] *Administering Avaya Aura® Session Manager*, Document Number 03-603324.
- [4] *Administering Avaya Aura® System Manager for Release 6.3.4 November 2013*.
- [5] *Avaya one-X™ Deskphone Edition for 9600 Series IP Telephones Administrator Guide*, Document Number 16-300698.

Sennheiser Communications A/S product documentation can be found at:

www.sennheiser.com/professional-headset-call-center-office-sc-660-630

and

<http://en-de.sennheiser.com/service-support/services/download-area/>

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