Avaya Solution & Interoperability Test Lab

Application Notes for Jabra BIZ 2300 QD Headset with Avaya 96x1 Series IP Telephones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra BIZ 2300 QD Headset with Avaya 96x1 Series IP Telephones.

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 Jabra BIZ 2300 Headset is an auxiliary audio input/output device that augments the Avaya 96x1 Series IP Telephones. The Jabra BIZ 2300 Headset is connected to the Avaya 96x1 Series IP Telephones via a QD cable. The headset is adjustable and the microphone utilises noise cancellation technology for clearer conversation.

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 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 the Avaya 96x1 Series IP Telephones using the Jabra headset and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the Jabra BIZ 2300 QD Headset after restarting the Avaya 96x1 Series IP Telephone.

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.
- Hearing ringing tone for incoming and ring back for outgoing calls.
- Answering and ending calls using the call control button on the Avaya phone.
- Using the volume control buttons on the Avaya phone to adjust the audio volume.
- Using the mute control button on the Avaya phone to mute and un-mute the audio.
- Using the hold control button on the Avaya phone to hold and un-hold the call.
- Switching between the BIZ 2300 QD Headset and the phone handset while in conversation.

For the serviceability testing, the Avaya 96x1 Series IP phone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed.

2.3. Support

For support on this Jabra headset solution, contact Jabra Technical Support at:

- Phone: (800) 697-8757
- Website: http://www.jabra.com/Support
- Email: JabraSupport.US@jabra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra BIZ 2300 QD Headset with Avaya 96x1 Series IP Telephones. The configuration consists of an Avaya S8300D Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system.

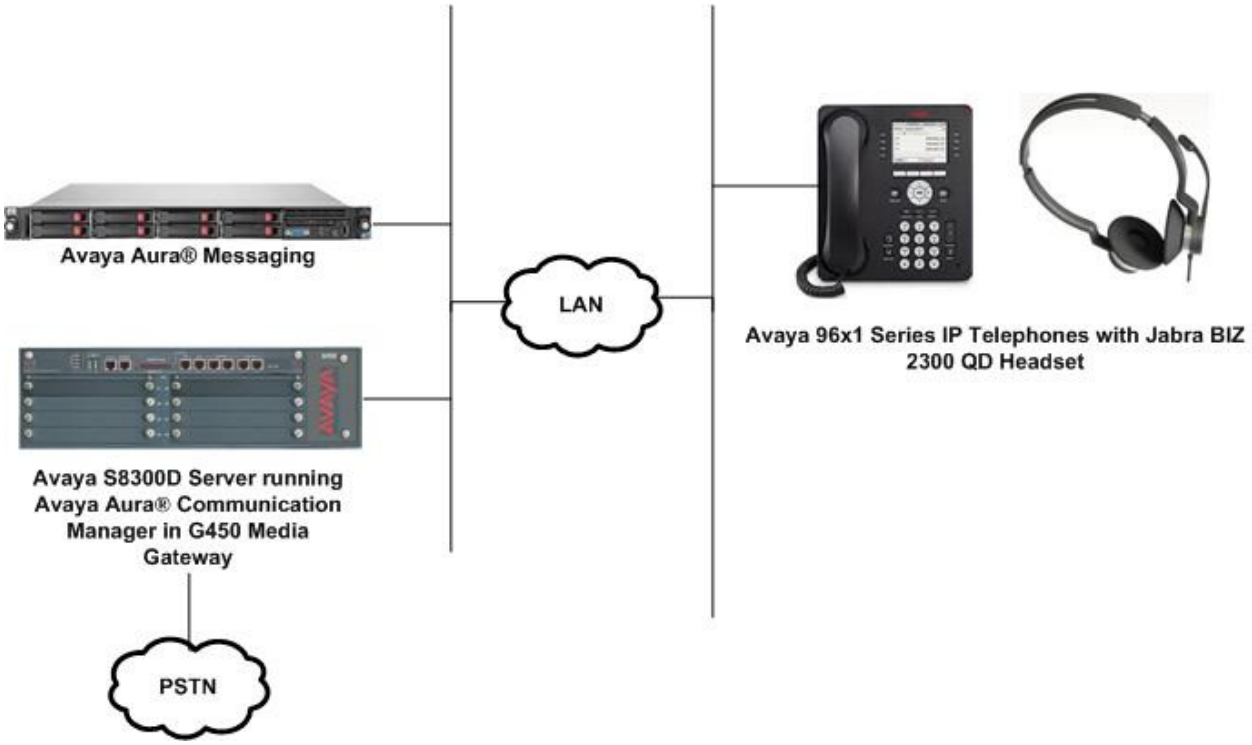

Figure 1: Avaya 96x1 Series IP Telephones with Jabra BIZ 2300 QD Headset

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 running Avaya S8300D Server with a G450 Media Gateway	6.3 SP 1
Avaya Aura® Messaging	6.2 SP 2
Avaya 96x1 H323 Series IP Telephone	6.3
Jabra BIZ 2300 QD Headset	FW 1.4

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 96x1 Series IP Telephone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager. The procedures include:

- Configure a station for Avaya 96x1 IP telephone.
- Configure 96x1 IP telephone for incoming call notifications in headset

5.1. Configure a Station for Avaya 96x1 IP Telephones

Use the **add station** command to create a station for the 96x1 IP telephone. Set the **Type** field to the station type to be emulated. In this example, *9640* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by the Avaya telephone to log in.

Note: To enable Auto Answer on the IP telephone set the **Auto Answer** field on **Page 2** (not shown) to the appropriate value, such as *all*.

```
add station 10007                                          Page   1 of   5
                                  STATION

Extension: 10007                      Lock Messages? n               BCC: 0
     Type: 9640                       Security Code: 111222           TN: 1
     Port: IP                       Coverage Path 1: 99              COR: 1
     Name: 96x1 IP Telephone        Coverage Path 2:                 COS: 1
                                    Hunt-to Station:               Tests? y
STATION OPTIONS
               Location:                  Time of Day Lock Table:
            Loss Group: 19          Personalized Ringing Pattern: 1
                                             Message Lamp Ext: 10007
          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? n

                                                  IP Video? n
                           Short/Prefixed Registration Allowed: default

                                          Customizable Labels? y
```

5.2. Configure 96x1 IP telephone for incoming call notifications in headset

The support for incoming call notification on headset requires to configure 96x1 phone options. Select **Home → Options & Settings → Call Settings → Headset Signalling → Switchhook & Alerting** on the phone (not shown). When an incoming call arrives, a short beep is heard in the headset regardless if the headset button is active or not.

6. Configure Jabra BIZ 2300 QD

No configuration is required for the Jabra headset. The QD cable has to be connected to the phone on one end and the headset on the other.

7. Verification Steps

Verify that the Jabra headset has been connected to the Avaya 96x1 Series IP Telephone. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headset and that the headset can get dial tone and end an active call.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Jabra BIZ 2300 QD Headset with Avaya 96x1 Series IP Telephones. All test cases were completed successfully.

9. Additional References

This section references the Avaya and Jabra 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 9.0, October 2013, Document Number 03-300509.
[2] Administering Avaya IP Deskphone H.323 9608, 9611G, 9621G, and 9641G, Release 6.2 Service Pack 4, Issue 14, May 2013, Document Number 16-300698.

The following Jabra documentation can be found at http://www.jabra.com.

[3] *Jabra BIZ™ 2300 QD Quick Start Guide.*

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.