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Avaya Solution & Interoperability Test Lab

Application Notes for VXi BlueParrott Bluetooth Headsets with Avaya 9670G IP Telephone - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the VXi BlueParrott Bluetooth Headsets with the Avaya 9670G IP Telephone and Avaya Aura® Communication Manager. The Avaya 9670G IP telephone provides integrated Bluetooth support. The BlueParrott headsets covered in this compliance test include the Xpress and B250-XT. The BlueParrott Bluetooth Headsets were designed for use in high-noise environments with its wireless noise-canceling technology.

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 VXi BlueParrott Bluetooth Headsets with the Avaya 9670G IP Telephone and Avaya Aura® Communication Manager. The Avaya 9670G IP telephone provides integrated Bluetooth support. The BlueParrott headsets covered in this compliance test include the Xpress and B250-XT. The Xpressway headset is also part of the BlueParrott family of headsets, but was not explicitly tested. The BlueParrott Bluetooth Headsets were designed for use in high-noise environments with its wireless noise-canceling technology.

The BlueParrott Bluetooth Headsets provide a multifunction control button for going off-hook, answering and ending calls, and initiating Bluetooth pairing. In addition, it provides a volume up/mute button and a volume down button.

2. General Test Approach and Test Results

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 9670G IP Telephone using the VXi BlueParrott headsets 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 VXi BlueParrott Bluetooth Headsets after restarting the Avaya 9670G IP Telephone and pairing (and disconnecting) the headset with the phone using Bluetooth.

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.
- Using the volume control buttons on the BlueParrott headset to adjust the audio volume.
- Using the mute control button on the BlueParrott headset to mute and un-mute the audio.

For the serviceability testing, the BlueParrott headset was paired with the 9670G IP phone using Bluetooth and remove from the Bluetooth device list on the phone. In addition, the 9670G IP phone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed. However, the following observations were noted:

- Need to wait approximately 5 seconds between multifunction button presses on the headset when trying to get dial tone. That is, pressing the multifunction (call control) button too quickly will fail to get dial tone. This is not an issue when receiving and answering incoming calls that arrive shortly after pressing the multifunction button.
- Holding down the volume down button continuously will result in the "call terminated" voice prompt being played on the Xpress, but the call is *not* terminated.
- The "Additional Functions", such as Last Number Redial, Reject a Call, and Voice Dial, described in the headset user guide (refer to **[3]** and **[4]**), intended to work with cell phones, are not supported with the Avaya 9670G IP Telephone.
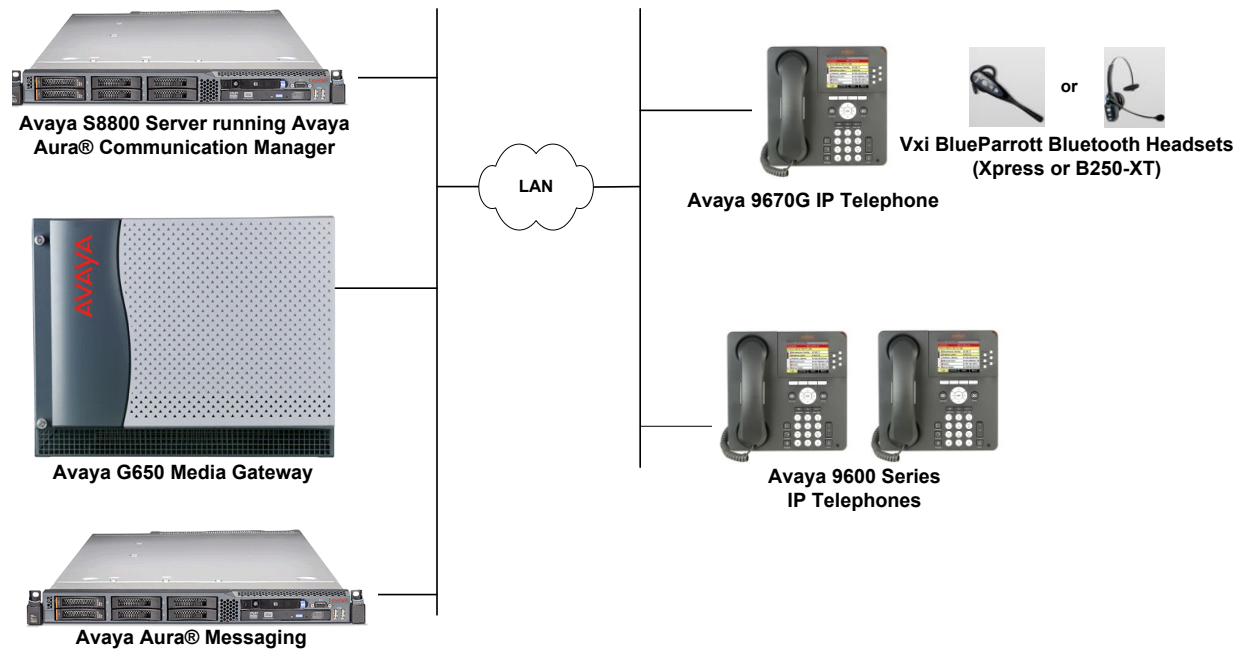
2.3. Support

For technical support and information on BlueParrott Bluetooth Headsets, contact VXi at:

- Phone: 800-842-8588 (toll free)
- Email: TechnicalSupport@vxicorp.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the VXi BlueParrott Bluetooth Headset 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. The BlueParrott headset was paired with the 9670G IP phone as a Bluetooth device.

Figure 1: VXi BlueParrott Bluetooth Headset with Avaya 9670G IP Telephone

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3.1. Answering, Ending, and Placing Calls

To answer, end, or place a call using the BlueParrott Bluetooth Headset follow the instructions below.

To Answer a Call
- If the headset button on the 9670G IP telephone is not activated, press the headset button on the phone or the call control button on the headset to answer an incoming call.

- If the headset button on the 9670G IP telephone is activated, press the appropriate call appearance button to answer an incoming call.

- If auto-answer is enabled and the headset button on the 9670G IP phone is activated, subsequent incoming calls will be answered automatically and a two-way audio path will be established to the headset.

To End a Call
Press the headset button on the 9670G IP Telephone or the call control button on the headset to terminate a call.

To Place a Call
- Press the call control button on the headset to get dial tone and dial the number.

- Activate the headset button on the 9670G IP telephone to get dial tone and dial the number.

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 (R016x.00.1.510.1 w/Patch 19009)
Avaya Aura® Messaging	6.0.1 SP 1
Avaya 9600 Series IP Telephones	3.1 SP 2

VXi BlueParrott Bluetooth Headsets
 	
   ▪ Xpress
   ▪ B250-XT
	
	V1.0
	V2.4

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 9670G IP Telephone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for a 9670G 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.

```
add station 77304                                       Page   1 of   5
                               STATION

Extension: 77304                      Lock Messages? n           BCC: 0
     Type: 9640                     Security Code: 1234            TN: 1
     Port: IP                       Coverage Path 1: 20           COR: 1
     Name: BlueParrott              Coverage Path 2:              COS: 1
                                    Hunt-to Station:
STATION OPTIONS
                                      Time of Day Lock Table:
           Loss Group: 19     Personalized Ringing Pattern: 1
                                         Message Lamp Ext: 77304
        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
```

5.1. Pair Headset with Phone

After the 9670G IP phones is configured and ready for service, start the Bluetooth pairing process as described below. The 9670G IP phones provides a touch-screen.

Note: If the headset does not pair or connect to the 9670G IP phone, follow the procedure in the next section to reset the Bluetooth device list.

1. On the 9670G, press the **Home** button and then select the **Settings** icon on the touch-screen.
2. Select **Bluetooth Setup** and then select **Add** to add a Bluetooth device.
3. Select **Other Headset**.
4. Now, start the Bluetooth pairing process on the headset. Turn off the headset and then hold down the multifunction button on the headset until the red and blue lights flashes on the B250-XT or the "Discovering" voice prompt is heard on the Xpress.
5. On the 9670G, select **Start** to start the pairing process.
6. Wait 5-15 sec. while the devices discover each other. The 9670G will display "Looking for Bluetooth device." on the touch-screen.

7. Once found, the 9670G will display the device found. It will indicate "Device: VXi Xpress V1.0" or "VXi B250-XT v2.4", depending on the headset being used.
8. On the 9670G, select **Next**.
9. Wait while the Passkey is processed. The 9670G will automatically try common Bluetooth Passkeys, such as '0000' and '1234'. The BlueParrott headsets use '0000' by default so the headset should be paired successfully without any further action by the user.
10. When the pairing process is complete, the 9670G will display, "Your Bluetooth device paired" and the Xpress will announce, "Your headset is connected", while the B25-XT will beep and the blue light will flash.

5.2. Removing Headset from 9670G Bluetooth Device List

To remove the headset from the 9670G Bluetooth device list, follow these instructions.

Note: This procedure may be necessary if the headset will not pair or connect to the 9670G IP phone. Pairing information for devices previously paired with the headset will be lost.

1. On the 9670G, press the **Home** button and then select the **Settings** icon on the touch-screen.
2. Select **Bluetooth Setup** and remove the headset from the list.
3. Hold the headset near your ear and press and hold the volume up and volume down buttons simultaneously for approximately 5-6 seconds until two low tones are heard.

6. Configure VXi BlueParrott Bluetooth Headset

No configuration is required on the BlueParrott headset. However, the BlueParrott headset does have to be paired with the Avaya 9670G IP phone as a Bluetooth device using the default Passkey on the headset, which is '0000'. Once the headset has been paired, it will be ready for calls. See **Section 0** for pairing instructions.

7. Verification Steps

Verify that the BlueParrott headset has been paired with the 9670G IP phone using Bluetooth by viewing the Bluetooth device list on the phone under **Bluetooth Setup**. Once the headset is connected to the phone, verify that an incoming and outgoing call can be established with two-way audio to the headset, and that the headset can get dial tone and terminate an active call.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the VXi BlueParrott Bluetooth Headsets with Avaya 9670G IP Telephone. All test cases were completed successfully with observations noted in **Section 2.2**.

9. Additional References

This section references the Avaya and Plantronics 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] *Avaya one-X Deskphone Edition for 9600 Series IP Telephones Installation and Maintenance Guide*, Release 3.1, Issue 7, November 2009, Document Number 16-300694.

The following VXi BlueParrott user guides can be found at http://www.vxicorp.com.

[3] *VXi BlueParrott Xpress User Guide.*
[4] *VXi BlueParrott B250-XT User Guide.*