



Avaya Solution & Interoperability Test Lab

Application Notes for configuring JPL Headsets from JPL Limited with an Avaya 2050 IP Softphone using a BL-051 USB Cord – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning JPL headsets using a BL-051 USB cord from JPL Limited with Avaya 2050 IP Softphone to ensure full interoperability.

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 for provisioning JPL headsets from JPL Limited using a BL-051 USB cord with an Avaya 2050 IP Softphone. JPL Limited offers a variety of headsets (listed in **Section 4**) that can be used with the Avaya 2050 using the BL-051 USB cord to connect the PC running Avaya 2050 IP Softphone. The headset then provides two-way audio. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. The headsets do not offer volume control or mute functionality.

JPL Limited design and develop professional headsets for the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and Contact Centre market sectors.

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 2050 IP Softphone with each JPL headset attached using the BL-051 USB cord and verifying two-way audio and allow users of the softphone to speak and listen when a call is either made or received. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

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.

2.1. Interoperability Compliance Testing

The interoperability compliance testing includes testing on the 2050 IP Softphone installed on a PC running Windows XP. The following three headsets from JPL Limited were tested.

- JPL 401
- JPL 402
- JPL 501
- JPL 502
- JPL 611
- JPL 612
- JPL TT3

Note: The TT3 headset comes in three parts, the mic boom, a monaural headband and a binaural headband. This allows the user to swap out the mic boom between headbands.

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 from/to internal extensions to verify two-way audio.
- Placing calls from/to the PSTN to verify two-way audio.
- Hearing ring back tone for outgoing calls.
- Using the volume control buttons on the Avaya Telephone to adjust the audio volume.

2.2. Test Results

All compliance test cases passed successfully.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com>. Support from JPL-Limited is available at:

JPL Limited
Unit 1, Church Close Business Park
Church Close, Todber
Sturminster Newton
Dorset DT10 1JH
England
Phone: +44(0)1258 820100
E-Mail: sales@jpl.uk.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The JPL headsets are connected, via USB using a BL-051 USB cord supplied by JPL Limited, to the PC or laptop running the 2050 IP Softphone.

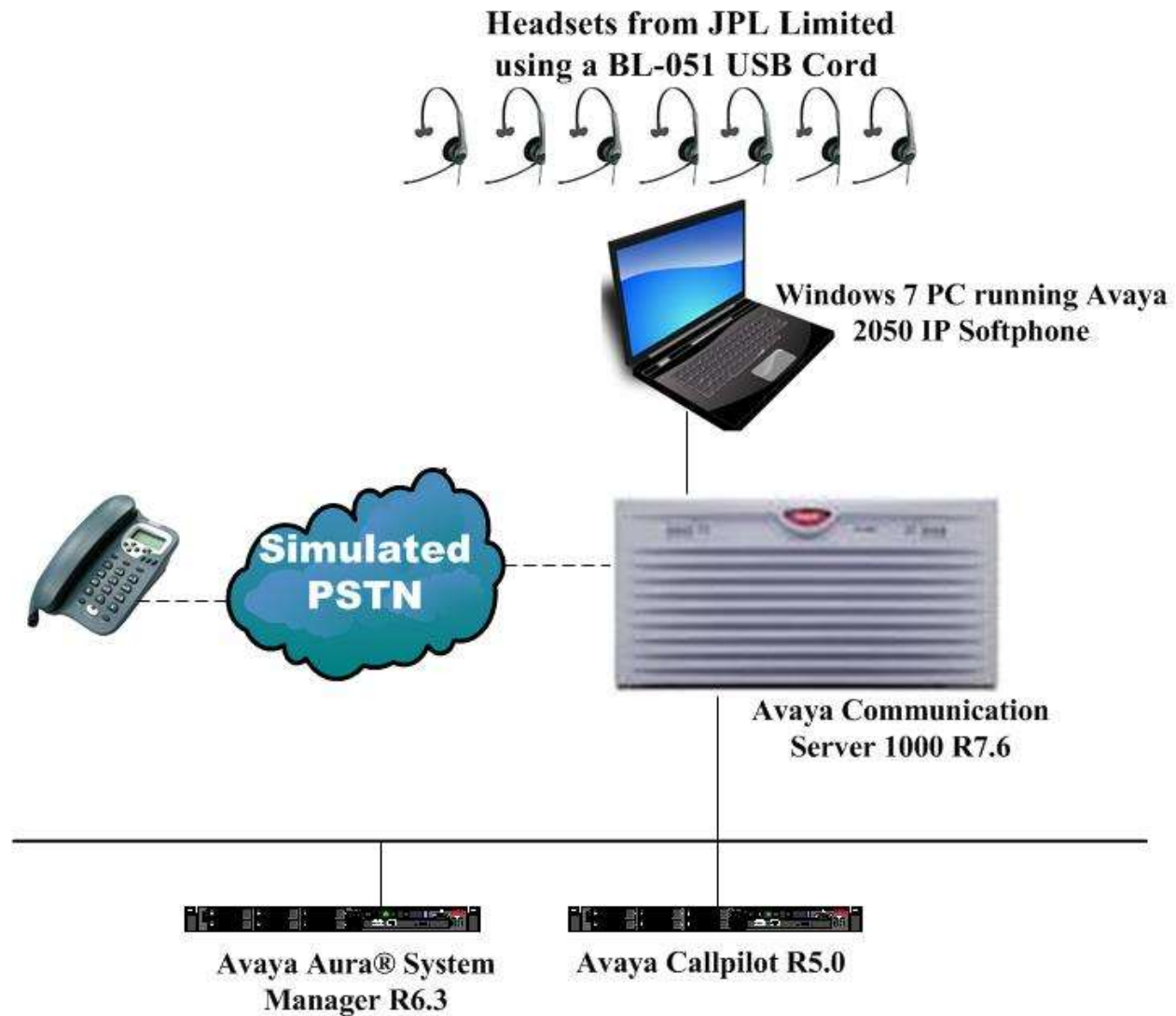


Figure 1: Network Solution of the JPL Headsets from JPL Limited connecting to Avaya 2050 IP Softphone via BL-051 USB cord

4. Equipment and Software Validated

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

Equipment Description	Software Release
Avaya Aura® System Manager running on a virtual server	6.3.11 (SP11) Build No. – 6.3.0.8.5682-6.3.8.3204 Software Update Revision No: 6.3.7.7.2275
Avaya Communication Server 1000 running on an Avaya CPPM	R7.6
Avaya Callpilot Server	R5.0
Avaya 2050 IP Softphone running on DELL Laptop with Windows 7.	UNISim 2.01.0260
JPL Headset <ul style="list-style-type: none">• JPL 401• JPL 402• JPL 501• JPL 502• JPL 611• JPL 612• JPL TT3	N/A
JPL Limited BL-051 USB Cord	N/A

5. Configure Avaya Communication Server 1000

It is assumed that a fully functioning Avaya Communication Server 1000 (CS1000) is in place with the necessary licensing. It is assumed that the Avaya 2050 IP softphone is already configured. For further information on how to configure these telephones and on the configuration of CS1000 please see **Section 10** of these Application Notes.

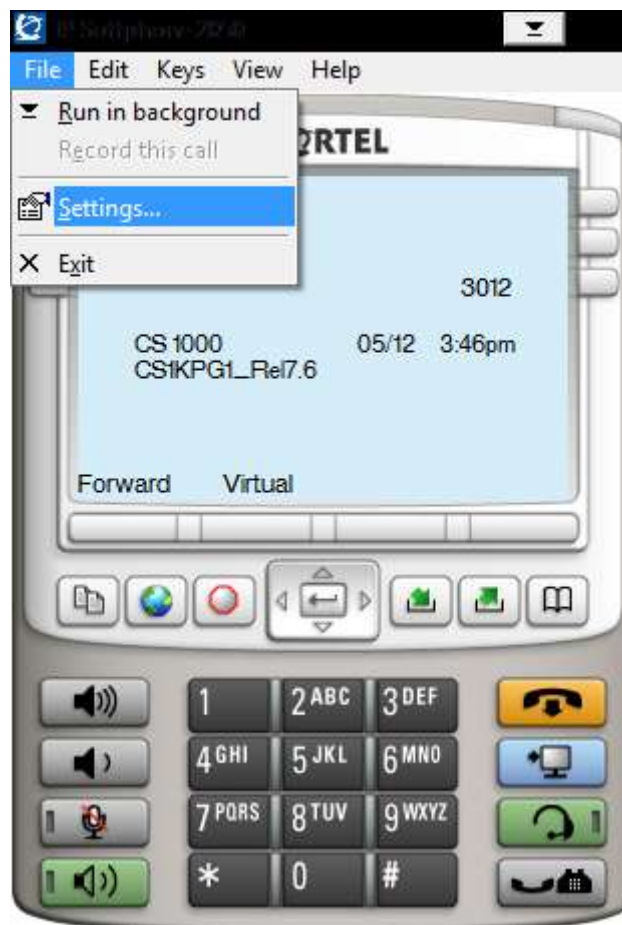
5.1. Configuring Avaya 2050 IP Softphone

It is assumed that the 2050 IP Softphone is already configured. For further information on how to configure these Avaya telephones please see **Section 10** of these Application Notes.

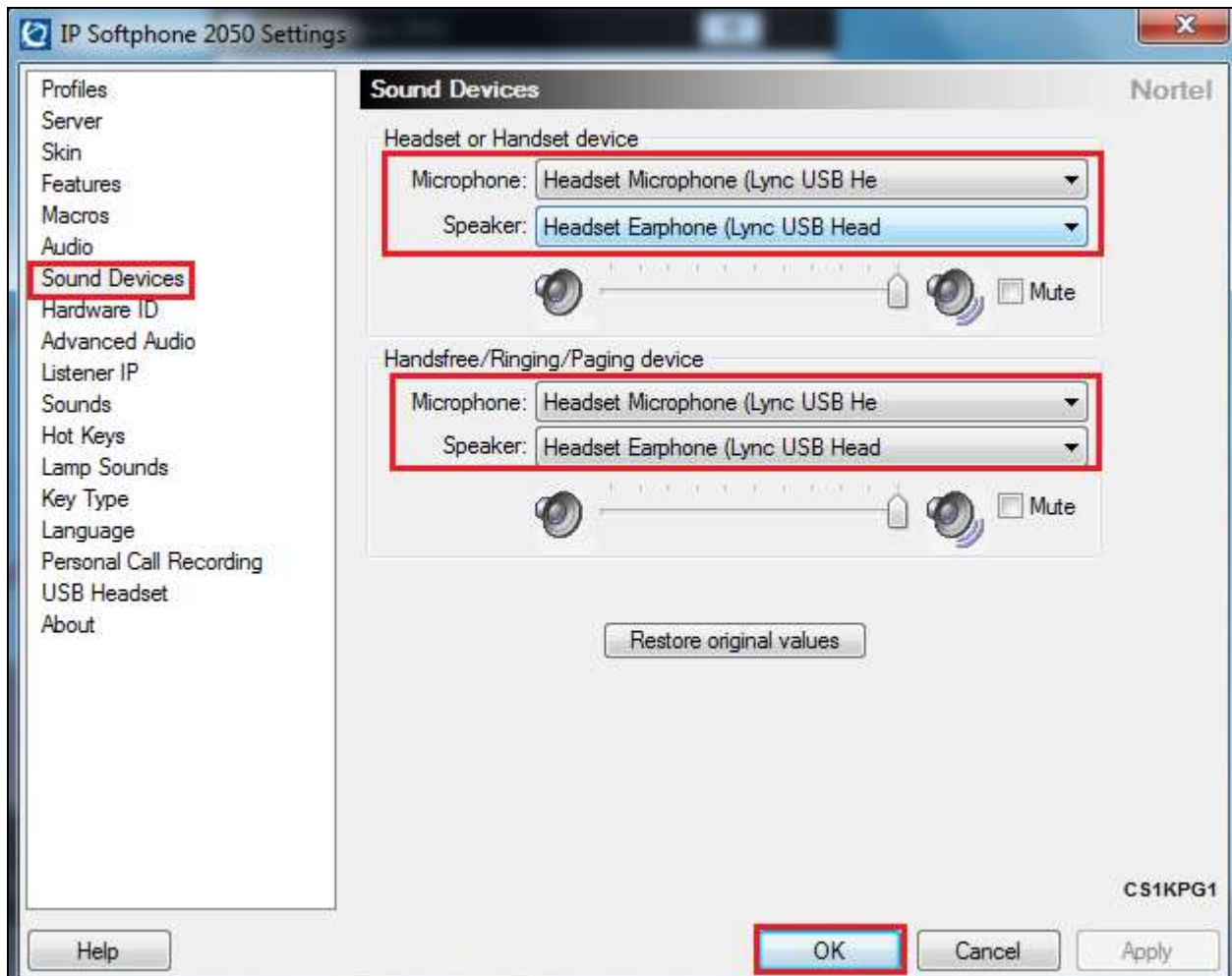
Note: An example of a configured 2050 IP Softphone is included in the **Appendix** of these Application Notes.

6. Configure Avaya 2050 IP Softphone

After logging into 2050 IP Softphone, click on **File** → **Settings**.



Click on **Sound Devices** in the left window and in the main window. The JPL USB cord should already be populated as shown below if the USB cord was plugged in before the 2050 IP Softphone was started. Ensure that it is selected for both **Microphone** and **Speaker** for the **Headset or Handset device** and for the **Handsfree/Ringing/Paging device**. Click on **OK** to continue.



7. Configure JPL Headsets to work with Avaya Telephone

There are several cords available to connect the JPL headsets to the Avaya telephones depending on the telephone in question. For the 2050 IP Softphone a USB cord is used to connect into the PC or Laptop running the 2050 IP Softphone. The suggested USB cord for use is the BL-051 USB cord.

7.1. Connecting to Avaya 2050 IP Softphone

In connecting the JPL headset to the Avaya 2050 IP softphone the suggested cord to use is the BL-051 USB cord. Connect each headset to the BL-051 USB cord, and then connect the BL-051 USB cord directly to the USB port of the PC running the Avaya 2050 IP softphone.

8. Verification Steps

The following should be done to ensure that connection between the JPL headsets and 2050 IP Softphone is achieved.

1. With the USB chord and headset in place make a call to the 2050 IP Softphone and using the GUI answer the call. A clear audio path in both directions should be observed.

9. Conclusion

These Application Notes outline the steps necessary to configure the JPL headsets from JPL Limited using a BL-051 USB cord to ensure full interoperability with the Avaya 2050 IP Softphone. Please refer to **Section 2.2** of these Application Notes for test results and observations.

10. 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] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.6;* Document No. NN43001-611_05.02
- [2] *Avaya 2050 IP Softphone User Guide*, Document number NN43119-100
- [3] *Avaya Communication Server 1000 IP Deskphones Fundamentals* Release 7.6 NN4300-368 Issue 09.04 October 2014

JPL headset product documentation can be found at <http://www.jpltele.com>

Appendix

Configuration of Avaya 2050 IP Softphone

```
DES 2050
TN 096 0 00 20 VIRTUAL
TYPE 2050PC
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00001
CUR_ZONE 00001
MRT
ERL 0
ECL 0
FDN
TGAR 0
LDN NO
NCOS 0
SGRP 0
RNPG 0
SCI 0
SSU
LNRS 16
XLST
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS UNR FBD WTA LPR MTD FND HTD TDD HFA CRPD
    MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
    POD SLKD CCSD SWD LNA CNDD
    CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF
    ICDD CDMD LLCN MCTD CLBD AUTU
    GPUD DPUD DNDD CFXD ARHD FITD CLTD ASCD
    CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
    UDI RCC HBTD AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
    DRDD EXR0
    USMD USRD ULAD CCBF RTDD RBDD RBHD PGND OCBF FLXD FTTC DNDY DNO3 MCBN
    FDSD NOVD VOLA VOUD CDMR PRED RECD MCDD T87D SBMD
    KEM3 MSNV FRA PKCH MUTA MWTD DVLD CROD ELCD
CPND LANG ENG
HUNT
PLEV 02
PUID
UPWD
DANI NO
AST
IAPG 0
AACS NO
ITNA NO
DGRP
MLWU LANG 0
MLNG ENG
DNDR 0
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```
KEY 00 SCR 3220 0      MARP
      CPND
        CPND_LANG ROMAN
          NAME Laptop2050
            XPLN 27
              DISPLAY_FMT FIRST, LAST
        ANIE 0
01
02
03
04
05
06
07
08
09
10
11
12
13
14
15
16
17 TRN
18 AO6
19 CFW 16
20 RGA
21 PRK
22 RNP
23
24 PRS
25 CHG
26 CPN
27
28
29
30
31
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