



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring GN Netcom Jabra LINK 14201-33 EHS Adapter and Jabra PRO 900, PRO 9400, GO Series Wireless Headsets with Avaya 1400 Series Digital Deskphones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the GN Netcom Jabra LINK 14201-33 EHS (Electronic Hook Switch) Adapter and GN Netcom Jabra Wireless Headsets with Avaya 1400 Series Digital Deskphones. The GN Netcom Jabra LINK 14201-33 Adapter provides GN Netcom Jabra Wireless Headsets the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the headset when the user is away from their desk. The PRO 900, PRO 9400 and GO Series Headsets were used to verify the functionality of the EHS Adapter. Specifically, the PRO 920, PRO 9470 and GO 6470 were used in the compliance test.

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 GN Netcom Jabra LINK 14201-33 EHS (Electronic Hook Switch) Adapter and GN Netcom Jabra Wireless Headsets with Avaya 1400 Series Digital Deskphones. The GN Netcom Jabra LINK 14201-33 Adapter provides GN Netcom Jabra Wireless Headsets the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the headset when the user is away from their desk. The PRO 900, PRO 9400 Series and GO Series Headsets were used to verify the functionality of the EHS Adapter. Specifically, the PRO 920, PRO 9470 and GO 6470 were used in the compliance test.

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 the Avaya 1400 Series Digital Deskphones with GN Netcom Jabra LINK 14201-33 EHS Adapter and GN Netcom Jabra PRO 900, PRO 9400 and GO Series 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 GN Netcom Jabra Wireless Headsets after restarting the Avaya 1400 Series Digital Deskphones.

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 GN Netcom Jabra Headset to adjust the audio volume.
- Using the mute control button on the GN Netcom Jabra Headset to mute and un-mute the audio.

For the serviceability testing, the 1400 Series Digital Deskphone 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 GN Netcom Jabra Headset solution, contact GN Netcom Jabra technical support at:

- Phone: (866) 697-8757
- Website: <http://www.jabra.com/NA-US/Support/pages/Default.aspx>
- Email: JabraSupport.US@jabra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the GN Netcom Jabra LINK 14201-33 EHS Adapter and GN Netcom Jabra Wireless Headsets with Avaya 1400 Series Digital Deskphones. 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 1400 Series Digital Deskphone with GN Netcom Jabra LINK 14201-33 EHS Adapter and GN Netcom Jabra Wireless Headsets

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 on Avaya S8300 Server with a G450 Media Gateway	6.0.1 SP5 (00.1.510.1-19303)
Avaya 1408 Series Digital Deskphones	16.0
Avaya 9600 Series IP Deskphones (H.323)	Avaya one-X® Desk phone Edition Version 3.104
GN Netcom Jabra LINK 14201-33 EHS Adapter	1.5.0
GN Netcom Jabra PRO 9470 Wireless Headset	3.7.0 Value Pack 3, Service pack 2
GN Netcom Jabra GO 6470 Wireless Headset	4.5.17
GN Netcom Jabra PRO 920 Wireless Headset	--

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 1400 Digital Deskphone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

5.1. Configure a Station for Avaya 1400 Series Digital Deskphone

These Application Notes assume that the Avaya 1400 Series Digital Deskphones are configured and operational in Communication Manager. There are no additional settings required for the connection of the GN Netcom Jabra LINK 14201-33 Adapter and Wireless Headsets to the Avaya 1400 Series Digital Deskphones.

An example of a 1400 digital station is illustrated below.

```
change station 5003                                     Page 1 of 4
                                     STATION
Extension: 5003                                         Lock Messages? n          BCC: 0
Type: 1408                                             Security Code: _____ TN: 1
Port: 001U502                                         Coverage Path 1: 1       COR: 1
Name: DCP 1408                                         Coverage Path 2: _____ COS: 1
                                                         Hunt-to Station: _____

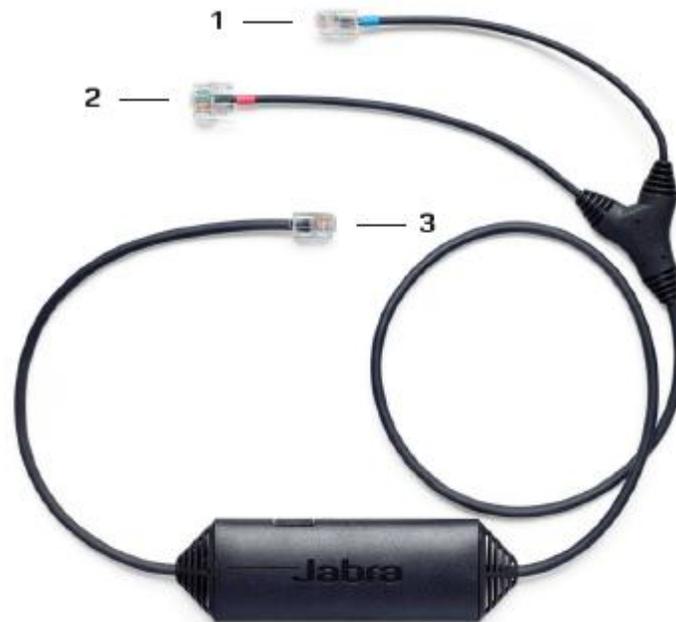
STATION OPTIONS
Loss Group: 2                                         Time of Day Lock Table: _
Speakerphone: 2-way                                   Personalized Ringing Pattern: 1
Display Language: english                             Message Lamp Ext: 5003
Survivable COR: internal                               Mute Button Enabled? y
Survivable Trunk Dest? y                             IP SoftPhone? n
                                                         Remote Office Phone? n
                                                         IP Video? n
```

6. Connect the GN Netcom Jabra LINK 14201-33 Adapter to the GN Netcom Jabra Wireless Headsets and to Avaya 1400 Series Digital Deskphone

During the compliance testing the GN Netcom Jabra LINK 14201-33 Headset Adapter was used to connect the GN Netcom Jabra PRO 900, PRO 9400 and GO Series Wireless Headsets to the Avaya 1400 Series Digital Deskphones. The GN Netcom Jabra LINK 14201-33 Adapter provides GN Netcom Jabra Wireless Headsets the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the wireless headset when the user is away from their desk.

6.1. Cable connections

To connect the GN Netcom Jabra LINK 14201-33 Adapter to the Wireless Headsets and to the Avaya 1400 Series Digital Deskphone, see the diagram below.



1. Connect to telephone port on headset base
2. Connect to AUX port on headset base
3. Connect to headset port on Avaya phone

7. Configure GN Netcom Wireless Headsets

The headsets should be configured to use **DHSG** protocol and the clear dial-tone switch should be set to position “**A**”. The headsets offer two modes of configuring the desk phone settings, **guided** or **manual**, for the compliance testing the **manual** mode was used.

To change the settings on headsets with touch screen (PRO 9470 and GO 6470) to use **DHSG** protocol and to set the clear dial-tone switch to position “**A**” do the following:

- Select the **tool** icon on the top right hand corner of the headset touch screen.
- Select **phone settings**.
- Select **desk phone**.
- Select **setup desk phone**.
- Acknowledge the warning message given by selecting **confirm**.
- Select **manual** desk phone setup.
- Select **DHSG** adapter type.
- Under set clear dial-tone switch select position “**A**”.
- Select a **microphone level**.
- The base will restart after exiting to apply the settings.

To change the settings on the PRO 920 headset to use **DHSG** protocol and to set the clear dial-tone switch to position “**A**” refer to the *GN Netcom Jabra PRO 920 User Manual* [9].

For more information on headset settings please refer to the GN Netcom Jabra LINK 14201-33 Headset Adapter documentation and the headset Quick Start Guides included with the adapter and headsets. For the link to on-line documentation refer to **Section 11**.

8. Answering, Ending, and Placing Calls

To answer, end, or place a call using the GN Netcom Jabra Headset follow the instructions below.

- To Answer a Call
- Press the call control button on the headset to answer an incoming call. This would automatically activate the headset button on the Deskphone.
 - Alternatively, if the headset button on the Deskphone is pressed first, then press the call control button on the headset, if it isn't already activated, to answer an incoming call. Note that when answering a call, pressing the headset button on the Deskphone does not automatically activate the call control button on the headset.
- To End a Call
- Press the call control button on the headset to terminate a call. This automatically deactivates the headset button on the Deskphone.
 - Alternatively, if the call is terminated by pressing the headset button on the Deskphone, the call control button on the headset remains activated. Note that pressing the headset button on the Deskphone does not automatically deactivate the call control button on the headset.
- To Place a Call
- Press the call control button on the headset to get dial tone and dial the number. This would automatically activate the headset button on the Deskphone.
 - Alternatively, press the headset button on the Deskphone. Note that when placing a call, pressing the headset button on the Deskphone automatically activates the call control button on the headset.

9. Verification Steps

Verify that the GN Netcom Jabra LINK 14201-33 Adapter and GN Netcom Jabra Wireless Headset have been connected to the Avaya 1400 Series Digital Deskphone. Once the Adapter and Headset are connected to the Deskphone, verify that incoming and outgoing calls can be established with two-way audio to the headset and that the headset can get dial tone and end an active call.

10. Conclusion

These Application Notes describe the configuration steps required to integrate the GN Netcom Jabra LINK 14201-33 EHS Adapter and GN Netcom Jabra Wireless Headsets with Avaya 1400 Series Digital Deskphones. All test cases were completed successfully.

11. Additional References

This section references the Avaya and GN Netcom 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 6.0, Issue 6.0, June 2010, Document Number 03-300509.
- [2] *Avaya 1400 Series Digital Deskphone User Guide for Avaya Aura® Communication Manager*, Issue 3, March 2011, Document Number 16-603151.

The following GN Netcom Jabra documentation can be found at <http://www.jabra.com>.

- [3] *Release Note for GN Netcom LINK 14201-33*
- [4] *GN Netcom Jabra GO 6470 Quick Start Guide.*
- [5] *GN Netcom Jabra GO 6470 User Manual.*
- [6] *GN Netcom Jabra PRO 9470 Quick Start Guide.*
- [7] *GN Netcom Jabra PRO 9470 User Manual.*
- [8] *GN Netcom Jabra PRO 920 Quick Start Guide*
- [9] *GN Netcom Jabra PRO 920 User Manual*

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