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Avaya Solution & Interoperability Test Lab

Application Notes for EPOS Connect & IMPACT SDW 5000 Series DECT/USB Headsets with Avaya one-X® Agent 2.5.14 H.323 and Avaya Aura® Communication Manager 8.1 - Issue 1.0

Abstract

These Application Notes document interoperability of the EPOS Connect 4.2.2 software, SDW 5034 and 5066 IMPACT DECT/USB Series Headsets with Avaya one-X® Agent 2.5.14 and Avaya Aura® Communication Manager 8.1. The compliance testing focused on the integration of the EPOS Headsets and Connect software with the Avaya one-X® Agent softphone

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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.

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SPOC 2/27/202

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1. Introduction

These Application Notes describe the configuration steps required for the EPOS IMPACT SDW 5000 series headsets and EPOS Connect software to interoperate with Avaya one-X® Agent. Testing included the SDW 5034 (monaural) and 5066 (binaural) headsets as representative models. See Attachment 1, which provides details of other EPOS IMPACT SDW 5000 series models for which this testing applies.

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 recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

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

All test cases were performed manually. The following features were verified.
- 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 and the soft button on one-X Agent.
- Using the soft button on one-X Agent to hold and un-hold the audio.
- Using the volume control buttons on the headset to adjust the audio volume.
- Using the voice control button on the headset and the soft button on one-X Agent to mute and un-mute the audio.
- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
- Verifying incoming call notification on headset.

Serviceability tests included restarting the one-X Agent, cycling power on the base unit, and disconnecting/reconnecting the USB connection.

2.2. Test Results

All test cases completed successfully.

2.3. Support

For support on the EPOS headsets, refer to:
https://www.eposaudio.com/en/dk/enterprise/support

3. Reference Configuration

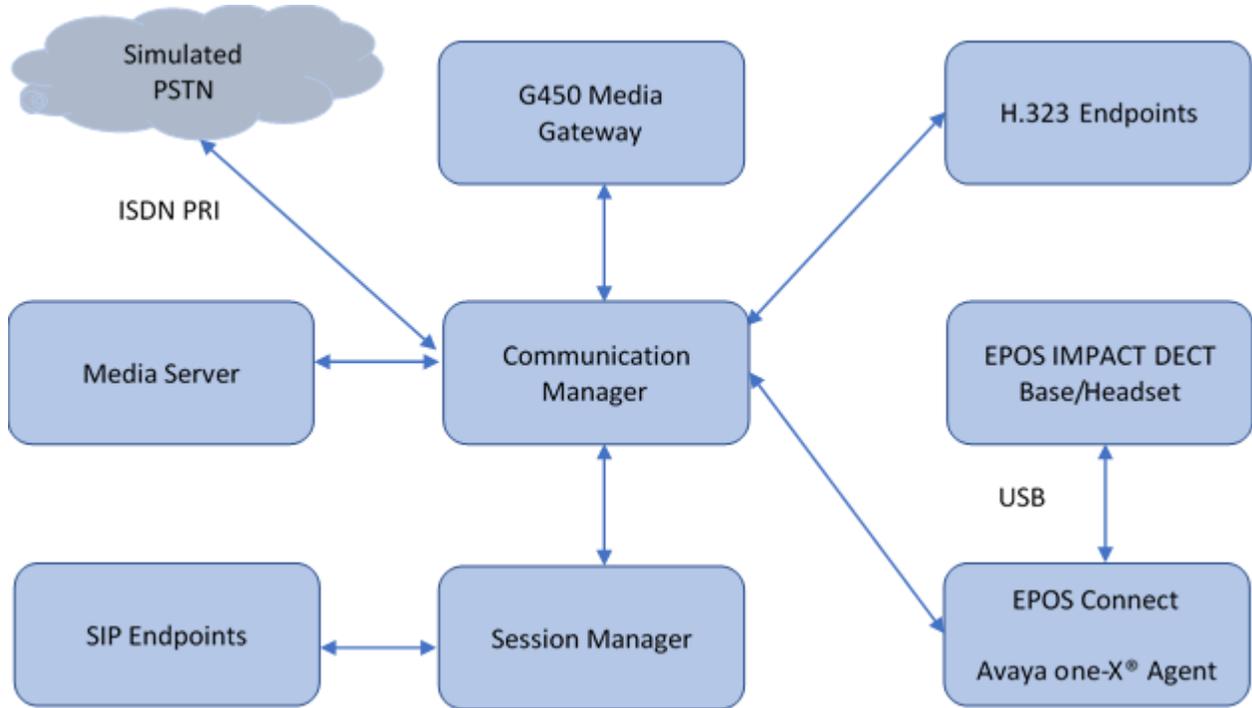**Figure 1** illustrates the test configuration used.

Figure 1: Test Configuration

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	8.1.0.1.1.890.25763
Avaya Aura Media Server	8.0.0.21
Avaya G450 Media Gateway	41.24.0
Avaya Aura® Session Manager	8.1.0.0.811021
Avaya 9641 Series IP Telephone	6.8.3.04 (H.323) / 7.1.9.0 (SIP)
Avaya J179 Series IP Telephone	4.0.7.0.7
Avaya one-X® Agent Softphone	2.5.60411
EPOS Connect	4.2.2.1053
EPOS 5066 SDW5 BS/SDW60 HS	1.7.56/1.7.56
EPOS 5034 SDW3 BS/SDW30 HS	1.7.56/1.7.56

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Verify System Capacity (License)
- Configure an IP Station

The one-X Agent softphone is assumed to be installed and configured for the reference configuration. The IP station credentials set up in **Section 5.2** below will be used to log into one-X Agent.

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5.1. Verify System Capacity

The license file installed on the system controls these attributes. If a required feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative. Use the **display system-parameters customer-options** command to determine these values. On Page 2 of the system-parameters customer-options form, verify that the number of **Maximum Concurrently Registered IP Stations** supported by the system is sufficient.

If there is insufficient capacity in either one of these parameters, contact an authorized Avaya sales representative

```
display system-parameters customer-options                Page   2 of 12
                            OPTIONAL FEATURES

IP PORT CAPACITIES                                        USED
               Maximum Administered H.323 Trunks: 12000      0
       Maximum Concurrently Registered IP Stations:  2400      2
           Maximum Administered Remote Office Trunks: 12000      0
Max Concurrently Registered Remote Office Stations:  2400      0
           Maximum Concurrently Registered IP eCons:  128      0
    Max Concur Reg Unauthenticated H.323 Stations:   100      0
                   Maximum Video Capable Stations:  36000      2
              Maximum Video Capable IP Softphones:   2400     19
                 Maximum Administered SIP Trunks: 12000     10
  Max Administered Ad-hoc Video Conferencing Ports: 12000      0
   Max Number of DS1 Boards with Echo Cancellation: 688    0
```

5.2. Configure an IP Station

Use the **add station** command to create a station for Avaya one-X Agent.   Set the **Type** field to the station type to be emulated. In this example, *9641* was used. Set the **Port** field to *IP* and configure a **Security Code**, which will be used as the password by Avaya one-X Agent to log in. Set the **IP Softphone** field to *y*.

```
add station 70005                                            Page   1 of   5
                                STATION

Extension: 10004                     Lock Messages? n                BCC: 0
    Type: 9641                       Security Code: *                 TN: 1
    Port: IP                     Coverage Path 1:                    COR: 1
    Name: one-X Agent            Coverage Path 2:                    COS: 1
                                 Hunt-to Station:              Tests? y
STATION OPTIONS
                                       Time of Day Lock Table:
            Loss Group: 19     Personalized Ringing Pattern: 1
                                        Message Lamp Ext: 70005
         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? y

                                     IP Video Softphone? n
                      Short/Prefixed Registration Allowed: default

                                     Customizable Labels? y
```

6. Configure Avaya one-X® Agent

This section shows how to configure the EPOS SDW 5000 headsets to use with Avaya one-X Agent. Before configuring the Avaya one-X® Agent, the headset has to be configured and provisioned as in **Section 7** first.

Log into Avaya one-X Agent using the station defined in **Section 5.2.** From the **System Options** dropdown, select **Agent Preferences**. Select **Audio** from the left-hand tree, and click on the **Advanced** tab. In the **Playback Device** and **Record Device** dropdown, select the EPOS headset item (for example, **Sennheiser SDW3 – BS-US**)
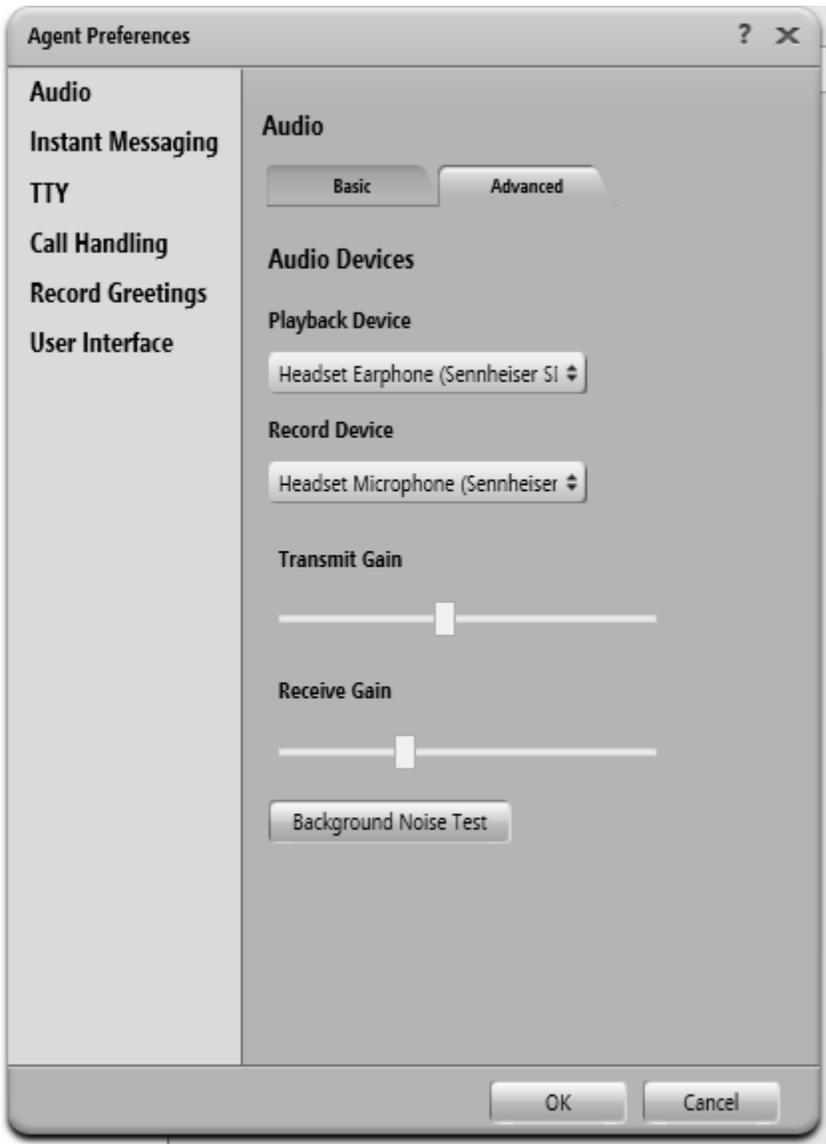
7. Configure EPOS IMPACT SDW 5000 Headsets

This section covers the steps to integrate the EPOS headsets with one-X Agent, including:

- Installing the EPOS Connect software
- Connecting EPOS Connect SDW 5000 Headsets

Note: After successfully performing this procedure, the headset will be detected in Avaya one-X Agent.

7.1. Installing the EPOS Connect Software

The installation instructions for EPOS Connect software on the desktop is described in **[4]** listed in **Section 10**.

Launch the EPOS Connect application from the Start menu or right click on the EPOS Connect icon in the taskbar notification area. Hover mouse over the HeadSetup icon on bottom right taskbar and note it shows "**HeadSetup – Headset not connected".** Right click on the icon and select **Open** from the Popup menu.
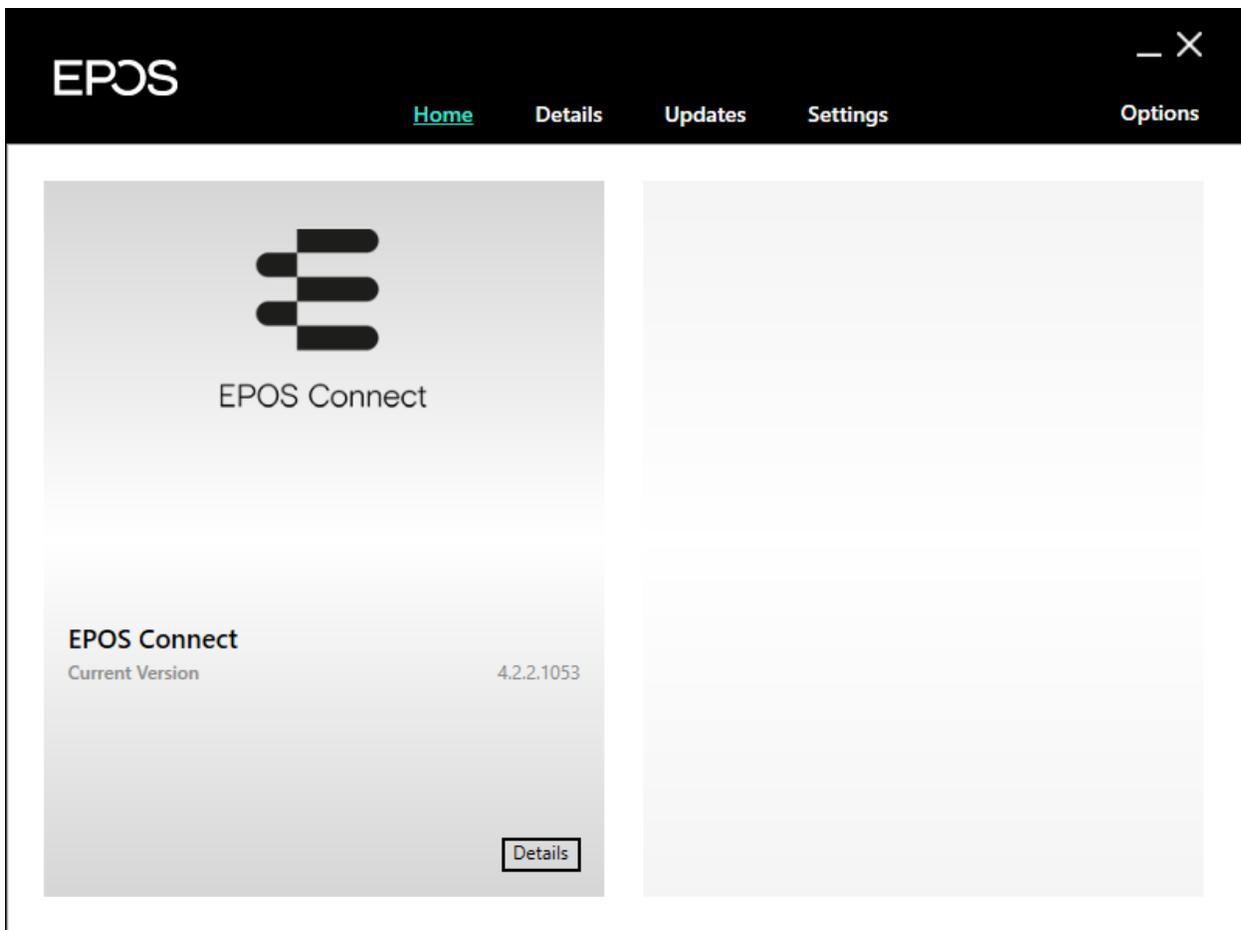
7.2. Connecting EPOS Connect SDW 5000 Headsets

Using the USB connector cable, plug the base station into the desktop USB port. The headset should be recognized after a short period.
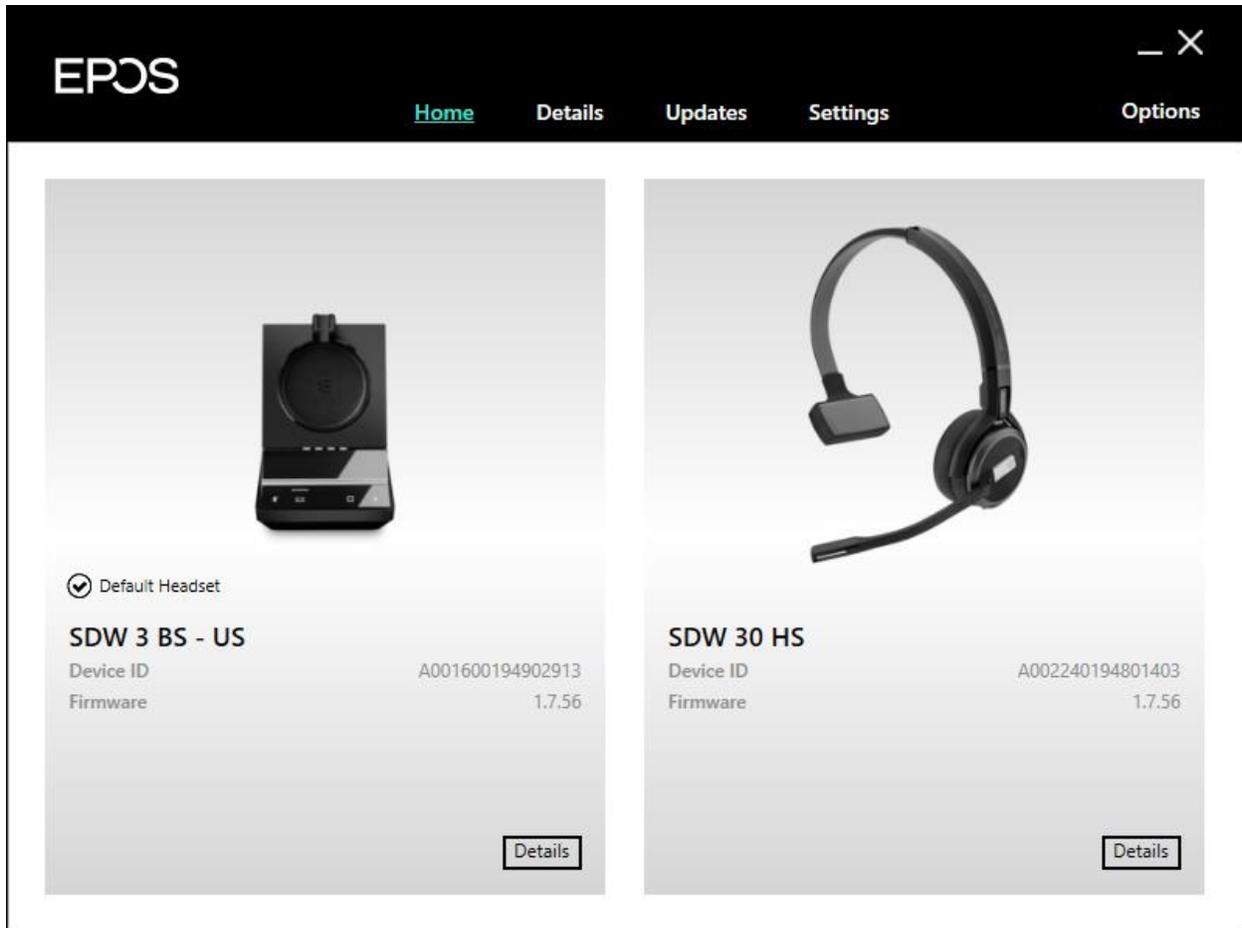
The firmware may need updating. If so, select the **Updates** window and click the appropriate device's **Update** button. Select the **Settings** window and note the Default Softphone is **'Avaya one-X Agent'**. Hover the mouse over the EPOS Connect icon and notice the tooltip says **'EPOS Connect – No logged in softphone'**

8. Verification Steps

This section verifies that the headset solution has been successfully integrated with the Avaya one-X Agent

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8.1. Verify Avaya one-X® Agent

Launch and log in to the Avaya one-X Agent. Use the **Extension** and **Password** configured in **Section 5.2.** The extension should appear in the title bar.

8.2. Verify EPOS Headset Configuration

Hover over the EPOS connect icon and note the tooltip should say '**EPOS Connect – Headset Idle'**. Initiate a call to Avaya one-X agent. Answer the call from the headset using the base or the call answer mechanism on the touchpad. Verify two-way audio path exists.

9. Conclusion

Interoperability testing with representative EPOS IMPACT SDW 5000 series headsets using a USB connection to the Avaya one-X Agent softphone was successful with no observations noted. Testing validated basic call handling functionality.

10. Additional References

The following Avaya product documentation can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Release 8.1.x, 10 December 2020.
[2] *Administering Avaya one-X® Agent*, Release 2.5.4 (H.323), 15 December 2013.
[3] *Installing Avaya one-X® Agent*, Release 2.5.4 (H.323), 15 December 2013.

The following EPOS documentation can be found at https://www.eposaudio.com/en/us
[4] *EPOS Connect™ End User Manual*.
[5] *EPOS SDW 5000 User Guide*.

EPOS

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eposaudio.com

Declaration of Compliance

We, EPOS A/S, declare under sole responsibility that product series IMPACT 5000 consist of 12 SDW 5000 variants.

There are 3 different types of headsets SDW HS: Binaural, Monaural and 3-in-one. All headsets can use used with any base station SDW BS.

The are 2 different types of Base Station SDW BS: USB and Phone connection or USB connection only.

The difference in the SDW BS have no other impact on firmware (FW) functionality or acoustical performance of the chosen headset SDW HS. The schematics of RF board is 100% the same. The FW is also the same. The attached headsets SDW HS which defines the acoustics are 100% the same. Mechanically you will find more buttons and switches on the SDW BS with dual connectivity.

	USB & Phone Connectivity	USB Connectivity only
Product sales name	IMPACT SDW 5015, 5016, 5035, 5036, 5065 and 5066	IMPACT SDW 5013, 5014, 5033, 5034, 5063, 5064
Product similarities	Firmware image Headsets supported RF PCBA Schematic Acoustical design	
Product differences	Connectivity of basestation	
Avaya Workplace client	USB	USB
Avaya One-X Agent	USB	USB
Avaya desk phones J100 or 96x1	CEHS-AV 04 - phone cable	N/A

Table 1: Products overview
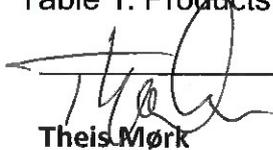
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Global Strategic Alliance Manager
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SDW 5000 explanation of elements

SDW 5000 consist of a **BS** = Base Station and a **HS** = Headset

For the Base Station BS we have:

SDW 3 BS = Base station with USB only connectivity
SDW 5 BS = Base Station with both USB and Phone connectivity

For the headsets HS we have:

SDW 10 HS = 3-in-one-headset
SDW 30 HS = Monaural
SDW 60 HS = Binaural

Below you see an overview of the SDW 5000 family.

'SDW 3 BS' Product, Connections & New Mechanical Parts
Exact same as SDW 5 BS, but with below features, buttons, functions & parts removed.

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	SDW 50X3 bundle	SDW 50X4 bundle	SDW 50X5 bundle	SDW 50X6 bundle
SDW 3 BS	✔	✔		
SDW 5 BS			✔	✔
BTD 800 USB		✔		✔

SDW 50XY – Explanation:

X=1	3-in-one headset wearing style	SDW 10 HS
X=3	Monaural headset	SDW 30 HS
X=6	Binaural headset	SDW 60 HS

Y=3	bundle with SW 3 BS (USB only connectivity) w/o BTD 800
Y=4	bundle with SDW 3 BS (USB only connectivity) with BTD 800 included
Y=5	bundle with SW 5 BS (USB and phone connectivity) w/o BTD 800
Y=6	bundle with SW 5 BS (USB and phone connectivity) with BTD 800 included

EPOS

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SKU names to be referred to on the Marketplace are the following variants:

SDW 5015:	SDW 5 BS (USB and phone connectivity) and 3-in-one-headset
SDW 5016:	SDW 5 BS (USB and phone connectivity) and 3-in-one-headset + BTD 800 USB dongle
SDW 5013:	SDW 3 BS (USB only connectivity) and 3-in-one-headset
SDW 5014:	SDW 3 BS (USB only connectivity) and 3-in-one-headset + BTD 800 USB dongle
SDW 5035:	SDW 5 BS (USB and phone connectivity) and Monaural headset
SDW 5036:	SDW 5 BS (USB and phone connectivity) and Monaural headset + BTD 800 USB dongle
SDW 5033:	SDW 3 BS (USB only connectivity) and Monaural headset
SDW 5034:	SDW 3 BS (USB only connectivity) and Monaural headset + BTD 800 USB dongle
SDW 5065:	SDW 5 BS (USB and phone connectivity) and Binaural headset
SDW 5066:	SDW 5 BS (USB and phone connectivity) and Binaural headset + BTD 800 USB dongle
SDW 5063:	SDW 3 BS (USB only connectivity) and Binaural headset
SDW 5064:	SDW 3 BS (USB only connectivity) and Binaural headset + BTD 800 USB dongle