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Avaya Solution & Interoperability Test Lab

Application Notes for ADDASOUND Epic 501/502 USB Corded Headsets with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the ADDASOUND Epic 501/502 USB Corded Headsets with Avaya one-X® Communicator. The ADDASOUND headsets connected to a USB port on a desktop PC running Avaya one-X® Communicator and provided two-way audio, volume control, and mute control directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset or mute synchronization. For the compliance test, the Epic 501 monaural headset and the Epic 502 binaural headset were verified.

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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate the ADDASOUND Epic 501/502 USB Corded Headsets with Avaya one-X® Communicator. The ADDASOUND headsets connected to a USB port on a desktop PC running Avaya one-X® Communicator and provided two-way audio, volume control, and mute control directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset or mute synchronization. For the compliance test, the Epic 501 monaural headset and the Epic 502 binaural headset were verified.

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 Avaya one-X Communicator with the ADDASOUND Epic 501/502 USB Corded Headsets and verifying 2-way audio. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

The serviceability testing focused on verifying the usability of ADDASOUND Epic 501/502 USB Corded Headsets after restarting the Avaya one-X Communicator, disconnecting and reconnecting the headset, and rebooting the PC.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note 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.

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 local stations to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Using the volume control buttons on the headset to adjust the playback volume.
- Using the mute button on the headset and on one-X Communicator to mute and un-mute the audio. Note that there was no mute synchronization between one-X Communicator and the headset.

For the serviceability testing, the headset was disconnected and reconnected to verify proper operation. Avaya one-X Communicator application was also restarted for the same purpose. The desktop PC was also rebooted to verify that one-X Communicator and headset were operational when the PC came back into service.

2.2. Test Results

All test cases passed with the following observation.

- The ADDASOUND headsets do not support the headset API; therefore, there is no mute synchronization between one-X Communicator and the headsets. That is, muting and unmuting the call via the headset doesn't reflect the mute status on one-X Communicator and vice versa. However, muting and unmuting the call from one-X Communicator or the headset does properly mute and unmute the audio. In addition, pressing the call control button on the headset didn't appear to have any effect on the call.

2.3. Support

For technical support and information on ADDASOUND Epic 501/502 USB Corded Headsets, contact ADDASOUND.

- Phone: (800) 781-6729 (North America)
- Website: http://www.addasound.com
- Email: info@addasound.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the ADDASOUND Epic 501/502 USB Corded Headsets. The configuration consists of Avaya Aura® Communication Manager running in a virtual environment with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Media Server was also used for media processing. Avaya Aura® Session Manager was used as the registrar/proxy for SIP phones and Avaya Aura® System Manager was used to configures Session Manager. Avaya Aura® Messaging was used as the voicemail system. Avaya 96x1 IP Deskphones were used for establishing calls with Avaya one-X® Communicator. ADDASOUND Epic 501/502 USB Corded Headsets were connected to a USB port on the desktop PC running one-X Communicator.
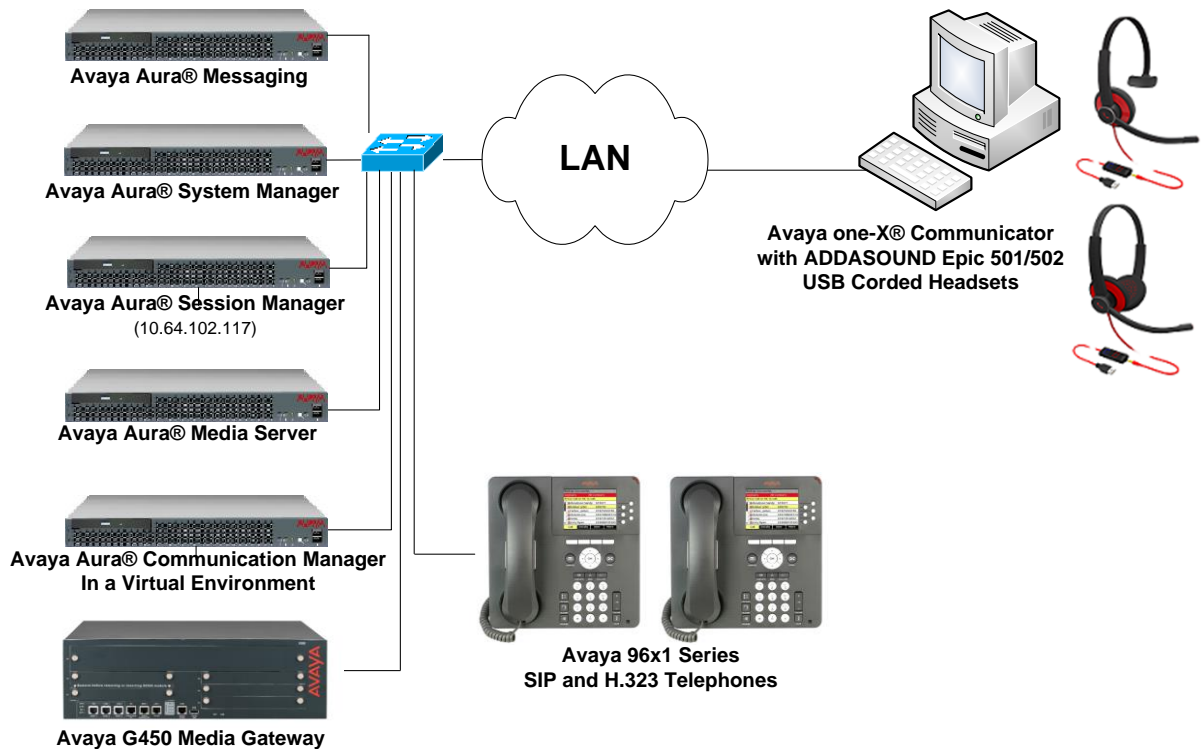
Figure 1: Avaya one-X® Communicator with ADDASOUND Epic 501/502 USB Corded Headsets

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 in a Virtual Environment with an Avaya G450 Media Gateway	8.0 SP1 (R018x.00.0.822.0 Patch 24796)
Avaya G450 Media Gateway	FW 38.21.1
Avaya Aura® Media Server	v.7.8.0.393
Avaya Aura® Messaging	7.1.3.1.0-FP3SP1
Avaya Aura® Session Manager	8.0.0.0.800035
Avaya Aura® System Manager	8.0.0.0 Build No. - 8.0.0.0.931077
Avaya one-X® Communicator on Microsoft Windows 10	6.2 (6.2.12.22-SP12-Patch12)
Avaya 96x1 Series IP Deskphones	6.6604 (H.323) 7.1.3.0.11 (SIP)
ADDASOUND Epic 501/502 USB Corded Headsets	N/A

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5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Avaya one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Avaya one-X Communicator. Set the **Type** field to the station type to be emulated. In this example, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by one-X Communicator to log in. Set the **IP Softphone** field to *y*.

```
add station 77400                                        Page   1 of   5
                               STATION

Extension: 77400                    Lock Messages? n              BCC: 0
     Type: 9630                     Security Code: 1234            TN: 1
     Port: IP                     Coverage Path 1:                COR: 1
     Name: ADDASOUND              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: 77400
         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
```

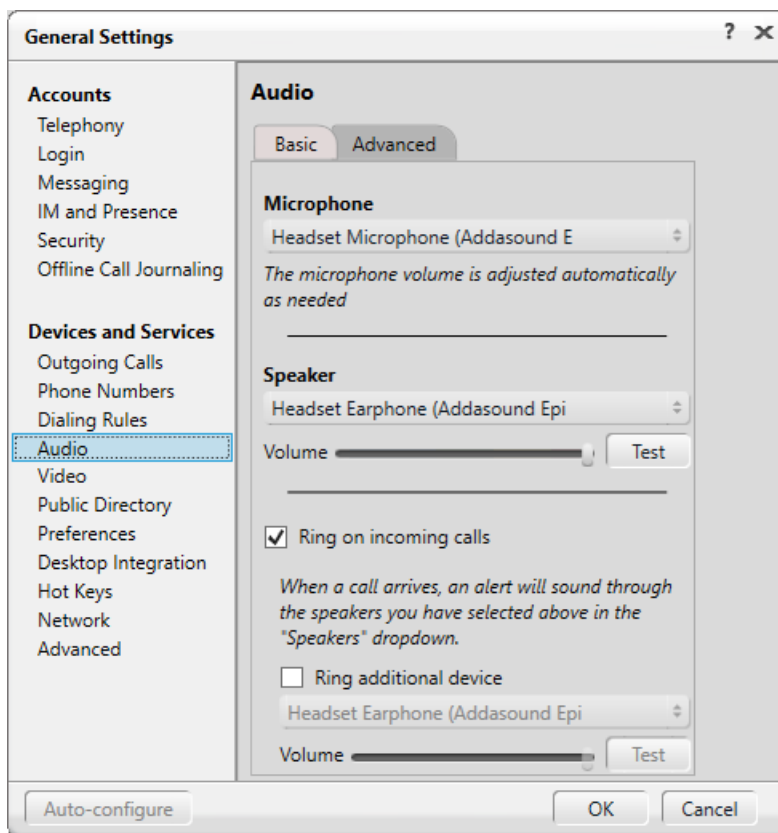# 6. Configure Avaya one-X® Communicator

Connect the Epic 501/502 Headset to a USB port on the desktop PC running one-X Communicator. Verify that the headset has been detected by Windows 10 and that it has been set as the default device in the **Playback** and **Recording** tabs as shown below.
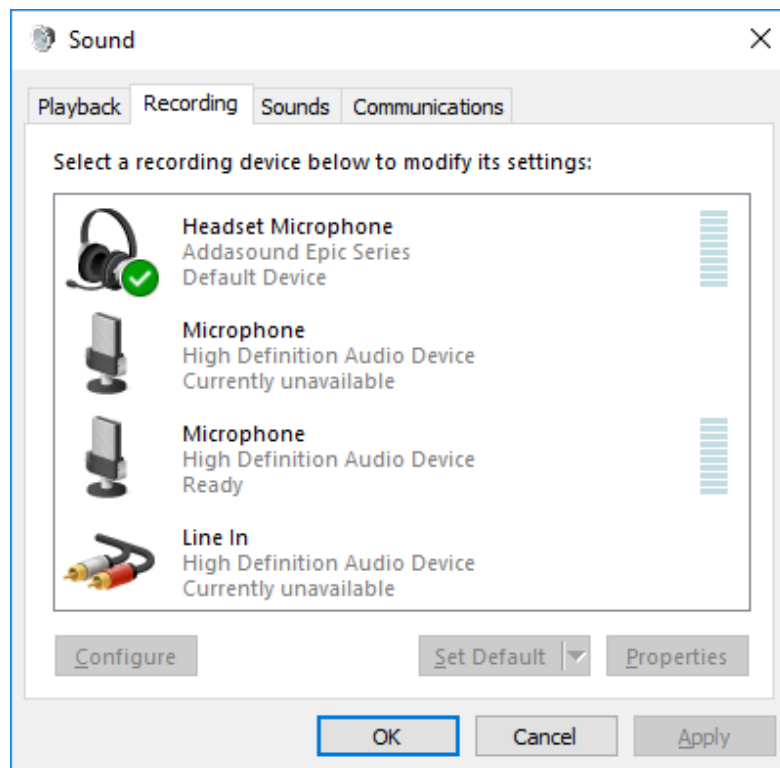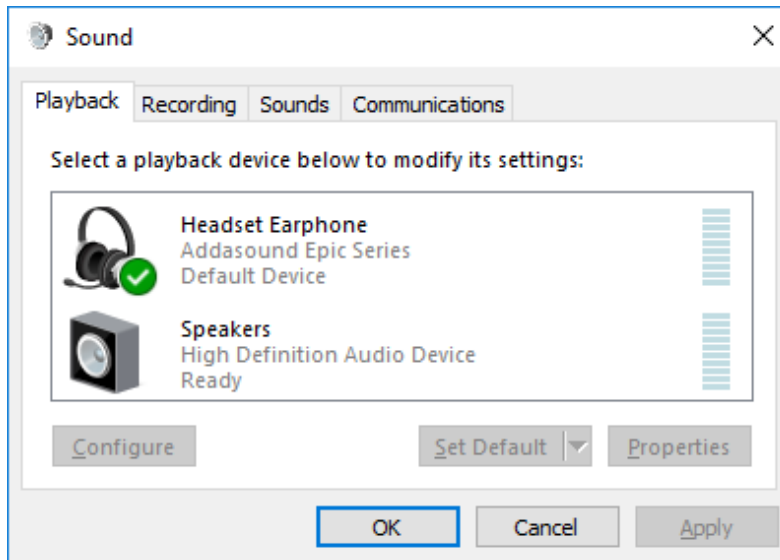
After logging into one-X Communicator, click on ⚙▾ and then select **Settings** ➔ **General Settings** as shown below.
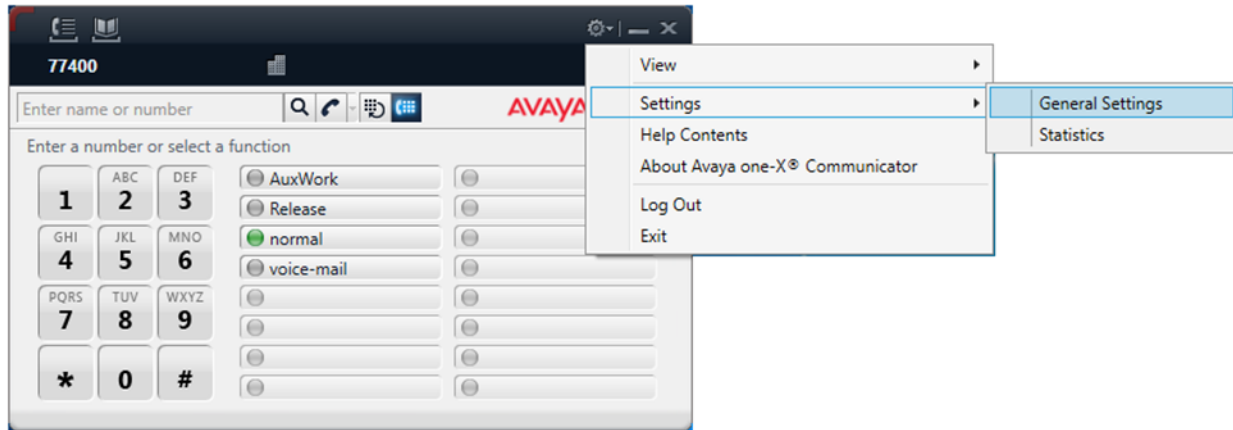
The Epic 501/502 Headset is automatically detected by one-X Communicator. In the **General Settings** window, navigate to **Devices and Services** ➔ **Audio** and then select the **Basic** tab as shown below. Set the **Microphone** and **Speaker** fields to *Headset Microphone (Addasound Epic Series)* and *Headset Earphone (Addasound Epic Series)*, respectively, as shown below. Click the **Test** button to verify that sound is heard through the audio device. Click **OK**.

7. Install ADDASOUND Epic 501/502 USB Corded Headsets

Connect the Epic 501/502 headset to a USB port on the desktop PC running one-X Communicator. No other configuration is required.

8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the Epic 501/502 Headsets with one-X Communicator.

1. Start the one-X Communicator application.
2. Place an incoming call to one-X Communicator from any local phone.
3. Answer the call via one-X Communicator.
4. Verify two-way talk path between the headset and phone.
5. Disconnect the call from one-X Communicator
6. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the ADDASOUND Epic 501/502 USB Corded Headsets with Avaya one-X® Communicator. All test cases were completed successfully with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya 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 8.0, Issue 2, November 2018.*
[2] *Administering Avaya one-X® Communicator*, Release 6.2 Feature Pack 10, November 2015.