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Avaya Solution & Interoperability Test Lab

Application Notes for Sennheiser Century Series Headsets and Sennheiser CSTD-01 Easy Disconnect Adapter with Avaya 1400 Series Digital Deskphone – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Sennheiser Century Series Headsets and Sennheiser CSTD-01 Easy Disconnect Adapter with Avaya 1400 Series Digital Deskphones.

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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Solution & Interoperability Test Lab Application Notes
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1. Introduction

These Application Notes describe the configuration steps required for Sennheiser Century Series Headsets and Sennheiser CSTD-01 adapter cable   to successfully interoperate with Avaya 1400 Series Digital Deskphones. The Avaya telephones used were Avaya 1408 and 1416 Digital telephones connected to Avaya Aura® Communication Manager. The Sennheiser CSTD-01 connected the Sennheiser Century SC 630 and Century SC 660 headsets to the Avaya telephones.

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 1400 Series Digital Deskphones with the Sennheiser Century Series headsets and CSTD-01 adapter 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 Century Series headsets after restarting the Avaya 1400 Series Digital Deskphones and re-connecting the Century Series headsets.

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 headset interfaces, different manufacturers utilize different 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 the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were acceptable.

- 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 headset to adjust the audio volume.
- Using the mute control button on the 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

Testing was completed successfully with the following observations/limitations.

- When far end disconnects the call, the headset button on the phone is still lit. User has to manually press the headset button on the phone to turn the light off. This is the default behavior of Avaya Digital Deskphones.

2.3. Support

For support on the Sennheiser Communications A/S headset solution, contact Sennheiser Communications A/S technical support at:

Web: http://en-de.sennheiser.com/service-support/
Mail: support@senncom.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Sennheiser Century Series headsets and CSTD-01 Easy Disconnect adapter with Avaya 1400 Series Digital Deskphones. For the Avaya 1400 Series Digital Deskphone, the configuration consists of an Avaya S8300 Server running Communication Manager with an Avaya G450 Media Gateway. Two Avaya phones were also deployed as part of the configuration for test purposes only to make / receive calls with the digital devices. The configuration of the devices and related equipment is beyond the scope of this document.
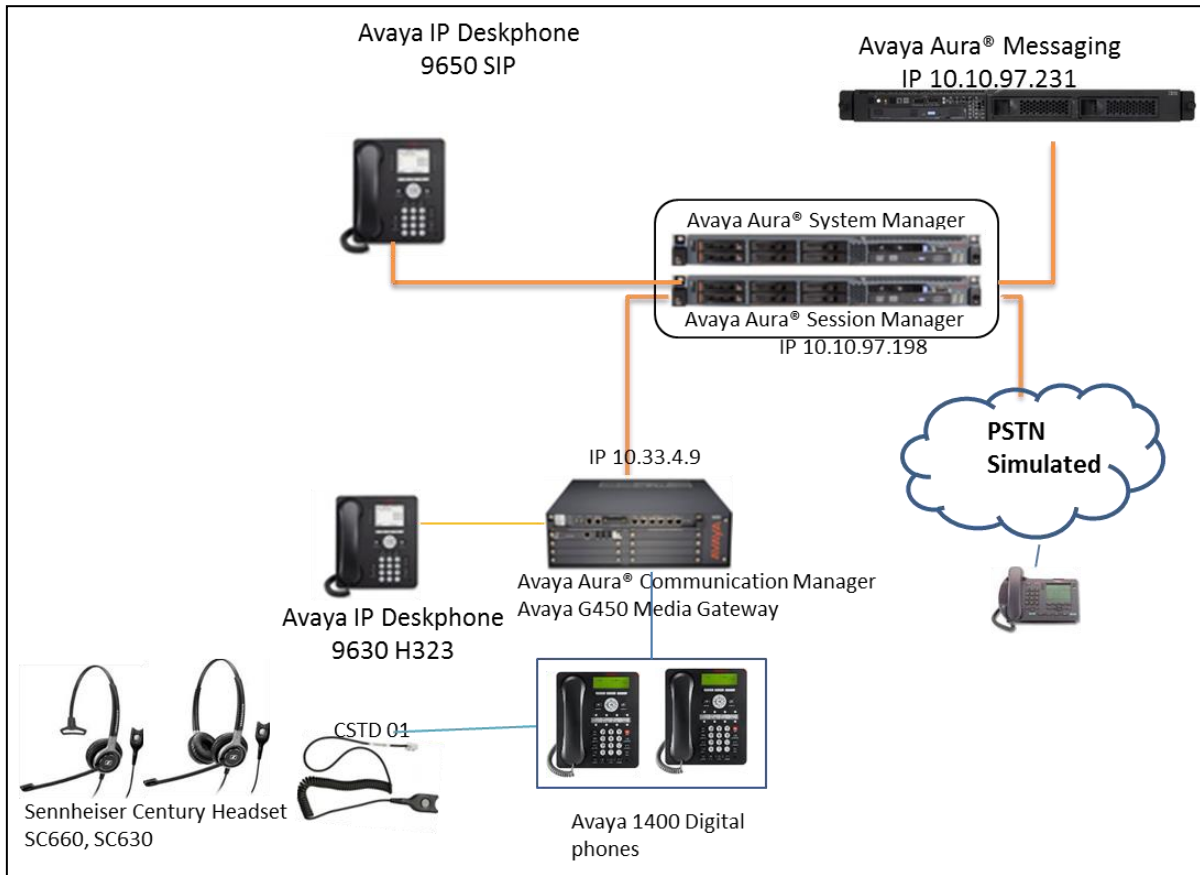
Figure 1: Avaya 1400 Series Digital Deskphone with Sennheiser Century Series Headsets and CSTD-01 Easy Disconnect Adapter.

4. Equipment and Software Validated

The following equipment and software were used for the compliance test:

Equipment	Software
Avaya Aura® Communication Manager running on an Avaya S8800 Server	R6.3 SP4
Avaya 1408 Digital Deskphone	R4 SP4 (Release 38 Vintage 07)
Avaya 1416 Digital Deskphone	R4 SP4 (Release 38 Vintage 07)
Sennheiser CSTD-01 Adapter	Prod. Code 05362
Sennheiser Century Series Headsets SC630/SC660	N/A

5. Configure Avaya Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager please see **Section 9** of these Application Notes.

5.1. Configuring Avaya Telephones

These Application Notes assume that the Avaya 1400 Series Digital Deskphones are configured and operational in Avaya Aura® Communication Manager.

To set the audio path to headset on Avaya phone, press **Home** button navigate to **Call Settings…** → **Audio Path** select **Headset** option.

6. Connect the Sennheiser Century Series Headsets and CSTD-01 to Avaya 1400 Series Digital Deskphone

During the compliance test, the Sennheiser CSTD-01 adapter is used for the connection of the Sennheiser Century Series headsets to the Avaya 1400 Series Digital Deskphones. The procedure for connecting the adapter cable is:

- Connect the Sennheiser CSTD-01 adapter's RJ11 port to the headset port on the Avaya Digital phone.
- Connect the Sennheiser CSTD-01 adapter and headset through the easy disconnect plug.

7. Verification Steps

- Pick up and put the headset on. Press the headset button on the deskphone and the dial tone is also heard on the headset.
- From the digital phone with headset, dial an extension of another Avaya telephone and answer the call on that telephone.
- Check audio path on the headset and the handset of the other telephone; it should be clear.
- End the call above by pressing the headset button on the Avaya Digital Deskphone. After ending the call, the light of the headset button on the Avaya IP deskphone goes OFF and the call is now released.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Sennheiser Century Series headsets and the CSTD-01 Easy Disconnect adapter with Avaya 1400 Series Digital Deskphone. Testing was completed successfully with observations noted in **Section 2.2**.

9. Additional References

This section references the Avaya and Sennheiser Communications A/S 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 6.3, Issue 6.0, May 2013, Document Number 03-300509.
[2] Avaya 1400 Series Digital Deskphone for Avaya Aura® Communication Manager Installation and Maintenance Guide, Rel. 1.0, August 2011, Document Number 16-603533.

Sennheiser Communications A/S product documentation can be found at:
www.sennheiser.com/professional-headset-call-center-office-sc-660-630
and
http://en-de.sennheiser.com/service-support/services/download-area/