



Application Notes for Configuring Agent AG Headsets from Corporate Telecommunications with Avaya 9600 Series IP Deskphones using a DA-30 Cord – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Agent AG Headsets using a DA-30 cord from Agent Limited with Avaya 9600 Series IP Telephones using H.323 and SIP protocols 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 required to integrate Agent AG Headsets using a DA-30 cord from Corporate Telecommunications with Avaya 9600 Series IP Telephones using both H.323 and SIP protocols. Agent Limited offer a variety of headsets (listed in **Section 4**) that can be used with the Avaya 9600 Series Telephone using the DA-30 cord to connect the headset to the telephone RJ9 headset jack. 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.

Corporate Telecommunications 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 9600 Series IP Telephones with each Agent headset attached using the DA-30 cord and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN. The Avaya telephone user should be clearly heard and observed without any distortions or audio issues. The serviceability testing focused on verifying the usability of the Agent headset after restarting the Avaya 9600 Series IP Telephones and re-connecting the Agent headset.

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 was carried out on the latest SIP and H323 firmware for Avaya 9600 Series IP Telephones. There are two Agent Headsets that will work with the Avaya 9600 Series IP deskphone and they are the AG-1 (mono-aural) and AG-2 (bi-aural) headsets.

The following Agent Headsets were used for compliance testing.

- AG-1
- AG-2

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.
- Toggling between handset, speakerphone, and headset.
- Using the volume control buttons on the Avaya Telephone to adjust the audio volume.

2.2. Test Results

All compliance test cases passed successfully. The following observations were noted.

- No specific configuration changes were made on the Avaya telephone. The default headset settings that were already in place were used during compliance testing.
- This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com>. Support from Corporate Telecommunications is available at:

Corporate Telecommunications

4-6 Commonwealth Close

Leigh Business Park

Leigh

Greater Manchester

WN7 3BD

+44(0)1942 262526

info@agentheadsets.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Agent headsets are connected to the RJ9 headset port on the Avaya Telephones using a DA-30 cord supplied by Corporate Telecommunications.

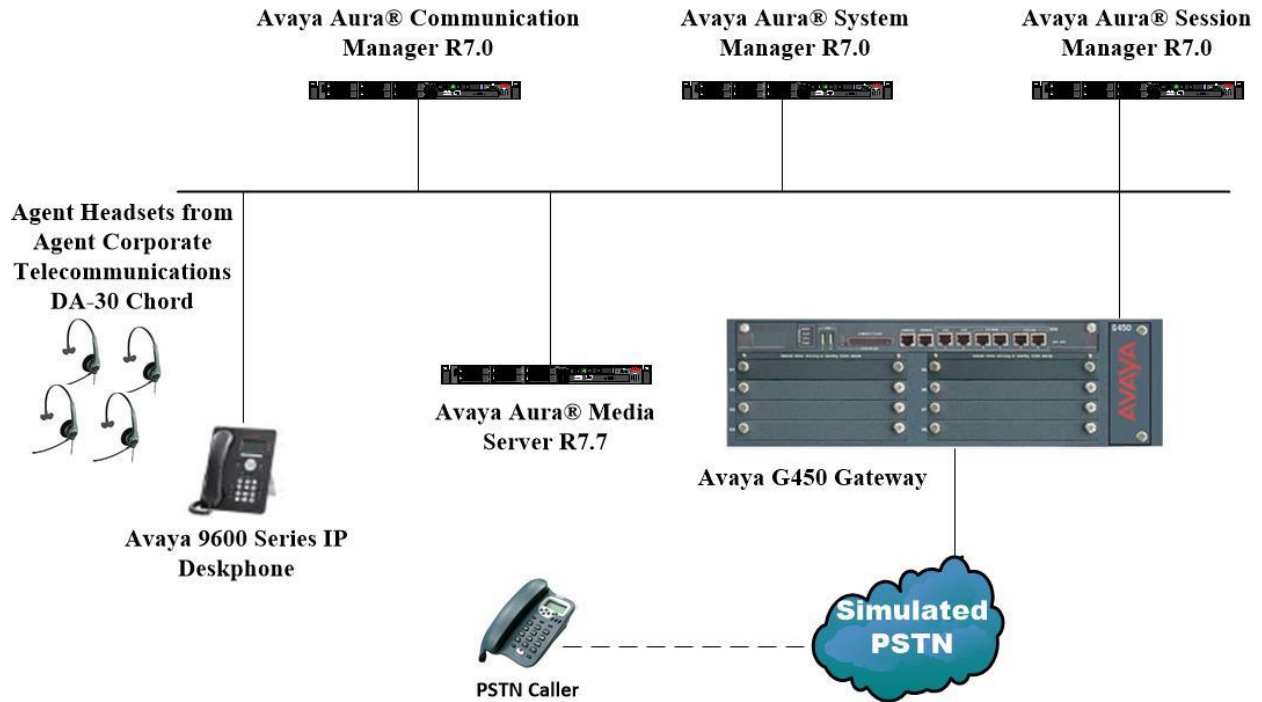


Figure 1: Network Solution of the Corporate Telecommunications Agent Headsets connecting to Avaya 9600 Series IP Telephones using a DA-30 cord

4. Equipment and Software Validated

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

| Equipment/Software | Release/Version |
|--|---|
| Avaya Aura® System Manager running on a virtual server | System Manager 7.0.1.1 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.1.065378 Service Pack 1 |
| Avaya Aura® Session Manager running on a virtual server | R7.0 SP1 Build No. – 7.0.1.1.701114 |
| Avaya Aura® Communication Manager running on a virtual server | R7.0 R017x.00.0.441.0 00.0.441.0-23169 |
| Avaya Media Server running on a virtual server | Media Server SYSTEM R7.7.0.8 Media Server R7.7.0.200 |
| Avaya G450 Gateway | 37.19.0 /1 |
| Avaya 9620 H323 Deskphone | S3.220A |
| Avaya 9630 SIP Deskphone | 2.6.15.0 |
| Corporate Telecommunications Agent AG-1 Headset Corporate Telecommunications Agent AG-2 Headset | N/A |
| Corporate Telecommunications DA-30 Cord | 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 10** of these Application Notes. This section covers the station configuration for the Avaya 9600 IP Telephones. The configuration is performed via the System Access Terminal (SAT) on Communication Manager or via Avaya Aura® System Manager for SIP stations.

5.1. Configure Avaya 9600 Series H323 Telephone

Note: To enable Auto-Answer on the IP telephone set the **Auto Answer** field on **Page 2** to the appropriate value, such as **all**.

```
display station 2016                                     Page 2 of 5
                                                         STATION
FEATURE OPTIONS
    LWC Reception: spe                                Auto Select Any Idle Appearance? n
    LWC Activation? y                                Coverage Msg Retrieval? y
LWC Log External Calls? n                            Auto Answer: all
    CDR Privacy? n                                  Data Restriction? n
    Redirect Notification? y                          Idle Appearance Preference? n
Per Button Ring Control? n                           Bridged Idle Line Preference? n
    Bridged Call Alerting? n                          Restrict Last Appearance? y
    Active Station Ringing: single
                                                         EMU Login Allowed? n
    H.320 Conversion? n                               Per Station CPN - Send Calling Number?
    Service Link Mode: as-needed                       EC500 State: enabled
    Multimedia Mode: enhanced                          Audible Message Waiting? n
    MWI Served User Type:                               Display Client Redirection? n
    AUDIX Name:                                         Select Last Used Appearance? n
                                                         Coverage After Forwarding? s
                                                         Multimedia Early Answer? n
                                                         Direct IP-IP Audio Connections? y
Emergency Location Ext: 2016                            Always Use? n IP Audio Hairpinning? n
```

5.2. Configure Avaya 9600 Series SIP Telephone

The SIP station was configured automatically through System Manager. Use the **display station** command to view the station for the 9630 SIP IP deskphone.

Note: To enable Auto Answer on the IP deskphone set the **Auto Answer** field on **Page 2** to the appropriate value, such as **all**.

Note: On the SIP deskphone, the Headset Profile was set to '1'. To set the Headset Profile, press the **Menu** button on the phone and then navigate to **Options & Settings → Options & Settings → Advanced Options... → Headset Profile...** Select the **Profile1** option.

```
display station 1000                                     Page 2 of 6
                                                         STATION
FEATURE OPTIONS
  LWC Reception: spe
  LWC Activation? y
  CDR Privacy? n
Per Button Ring Control? n
  Bridged Call Alerting? n
  Active Station Ringing: single
  H.320 Conversion? n
  MWI Served User Type:
  AUDIX Name:
Emergency Location Ext: 1000

  Coverage Msg Retrieval? y
  Auto Answer: all
  Data Restriction? n
  Idle Appearance Preference? n
  Bridged Idle Line Preference? n
  Restrict Last Appearance? y
  Per Station CPN - Send Calling Number?
  EC500 State: enabled
  Coverage After Forwarding? s
  Direct IP-IP Audio Connections? y
  Always Use? n IP Audio Hairpinning? n
```

6. Configuring Avaya Telephones

The headset can be used with the Avaya 9600 Series IP Telephones settings all left as default. Calls can be made and answered using the headset button on the telephone set. Some settings can be changed to allow the headset be the default answering device for all incoming calls if required.

6.1. Setting the audio path on an Avaya 9600 IP Telephone

Each Avaya 9600 IP telephone can be set to go off-hook on the speaker or the headset when an on-hook call is made. If auto-answer is set up, incoming calls are also answered on the default audio path designated here. This setting also determines whether the voice dialling feature gets its input from the speaker or the headset. Procedure is as follows.

1. Press Avaya Menu.
2. Select Options & Settings.
3. Press Select or OK.
4. Select Call Settings.
5. Press Select or OK.
6. Select Audio Path.
7. Press Change or OK or use the Right/Left arrows to change the speaker or headset setting. Press Save.

6.2. Configure 46xxsettings.txt File

For H.323 Deskphone Only

In the 46xxsettings.txt file, the HEADSETBIDIR parameter needs to be set to '1' so that switch hook and alerting are enabled for the H.323 deskphone only. This allows incoming call alert to be heard through the headset. Alternatively, the switch hook and alerting options can be enabled through the 9600 phone menu. Press the **Menu** button on the phone and then navigate to **Options & Settings → Call Settings → Headset Signaling**. Select the **Switchhook & Alerting** option. Below is an example for setting this parameter.

```
##### HEADSET SETTINGS (H.323 ONLY) #####
##
## HEADSETBIDIR specifies whether bidirectional signaling
## on the headset interface will be enabled or disabled.
## Value Operation
## 0 Disabled (default)
## 1 Switchhook and alerting signaling are both enabled
## 2 Only switchhook signaling is enabled
## This parameter is supported by:
## 9600 H.323 R6.3 and later (values 0-2)
## 9600 H.323 R6.2.1 and later (values 0-1)
## Note that 9600 H.323 R6.2 only supported signaling for alerting.
SET HEADSETBIDIR 1
```


For H.323 and SIP Deskphones

In the 46xxsettings.txt file, the HEADSYS parameter needs to be set appropriately depending on whether the headset button should be deactivated automatically if the far-end drops the call. For stations configured with auto-answer, set this parameter to '1' so that the headset button is not deactivated when the far-end drops the call. This allows the subsequent call to be answered automatically through the headset. Below is an example for setting this parameter. In this example, the parameter is set to '0', which would cause the headset button to be deactivated when the far-end drops the call first.

```
##### CALL CENTER SETTINGS #####
##
## HEADSYS specifies whether the telephone will go on-hook if the headset is active
## when a Disconnect message is received.
## Value Operation
## 0 The telephone will go on-hook if a Disconnect message is received when the headset is active
## 1 Disconnect messages are ignored when the headset is active
## Note: a value of 2 has the same effect as a value of 0, and
## a value of 3 has the same effect as a value of 1.
## This parameter is supported by:
## 9600 H.323 R6.2.1 and later (the default value is 0 unless the value
## of CALLCTRSTAT is set to 1, in which case the default value is 1)
## 9600 H.323 R6.1 and R6.2 ignore this parameter, and will ignore Disconnect messages
## if the user is logged in as a call center agent. If the user is not logged in
## as a call center agent, the telephone will go on-hook if a Disconnect message
## is received when the headset is active.
## 9600 H.323 releases prior to R6.1 (the default value is 1)
## 9600 SIP R6.4 and later (the default value is 0)
## 9600 SIP R6.0 and later up to R6.4 (not included) (the default value is 1)
## 96x0 H.323 R1.2 and later (the default value is 1)
## 96x0 SIP R1.0 and later (the default value is 1)
## 16xx H.323 R1.3 and later (the default value is 1)
SET HEADSYS 0
```

7. Configure Agent AG Headsets to work with Avaya Telephones

There are two Agent Headsets that will work with the Avaya 9600 Series IP deskphone and they are the AG-1 (mono-aural) and AG-2 (bi-aural) headsets.

7.1. Connecting to Avaya 9600 Series Telephones

In connecting the Agent headsets to the Avaya 9600 series telephones there suggested cord to use is the DA-30 in position 4. The DA-30 offers 8 switch positions which can be changed by selecting position 1 – 8 along the side of the cord. After compliance testing it was agreed that position 4 proved the best for audio and speech.

8. Verification Steps

The following steps can be taken to ensure that connections between the Agent headsets and Avaya telephones are achieved.

1. When the headset is connected to the telephone set press the headset key on the telephone set. The headset LED should light up and dial tone should be heard.
2. To answer a call press the headset key when the telephone is ringing again the headset LED should be lit.
3. If Auto Answer has been set as per **Section 5**, then the call should be automatically answered when the telephone extension is called.

9. Conclusion

These Application Notes outline the steps necessary to configure the Agent AG Headsets from Corporate Telecommunications using a DA-30 cord to allow full interoperability with Avaya 9600 Series IP Telephones. 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] *Administering Avaya Aura® Communication Manager*, Document Number 03-300509.
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document Number 555-245-205.
- [3] *Administering Avaya Aura® Session Manager*, Doc ID 03-603324.
- [4] *Avaya one-X® Deskphone Edition for 9600 Series IP Telephones Installation and Maintenance Guide*, Release 3.1, Issue 7, Document Number 16-300694.

Agent AG Headset and DA-30 Cord product documentation can be found by contacting Corporate Telecommunications whose contact information is contained in **Section 2.3** of these Application Notes.

Appendix

Avaya 9608 H323 IP Deskphone

```
display station 2016                                     Page 1 of 5
                                                         STATION
Extension: 2016                                         Lock Messages? n          BCC: M
  Type: 9630                                             Security Code: *         TN: 1
  Port: S00102                                          Coverage Path 1:        COR: 1
  Name: CCT Agent2                                     Coverage Path 2:        COS: 1
                                                         Hunt-to Station:        Tests? y

STATION OPTIONS
  Location:                                             Time of Day Lock Table:
  Loss Group: 19                                       Personalized Ringing Pattern: 1
                                                         Message Lamp Ext: 2016
  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? y
                                                         Short/Prefixed Registration Allowed: default
                                                         Customizable Labels? y
```

```
display station 2016                                     Page 2 of 5
                                                         STATION
FEATURE OPTIONS
  LWC Reception: spe                                   Auto Select Any Idle Appearance? n
  LWC Activation? y                                   Coverage Msg Retrieval? y
  LWC Log External Calls? n                           Auto Answer: none
  CDR Privacy? n                                     Data Restriction? n
  Redirect Notification? y                             Idle Appearance Preference? n
  Per Button Ring Control? n                           Bridged Idle Line Preference? n
  Bridged Call Alerting? n                             Restrict Last Appearance? y
  Active Station Ringing: single
                                                         EMU Login Allowed? n
  H.320 Conversion? n                                 Per Station CPN - Send Calling Number?
  Service Link Mode: as-needed                           EC500 State: enabled
  Multimedia Mode: enhanced                             Audible Message Waiting? n
  MWI Served User Type:                               Display Client Redirection? n
  AUDIX Name:                                           Select Last Used Appearance? n
                                                         Coverage After Forwarding? s
                                                         Multimedia Early Answer? n
Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
  Emergency Location Ext: 2016                         Always Use? n IP Audio Hairpinning? n
```

```

display station 2016                                     Page 3 of 5
                                     STATION
    Conf/Trans on Primary Appearance? n
    Bridged Appearance Origination Restriction? n      Offline Call Logging? y
    Require Mutual Authentication if TLS? n

    Call Appearance Display Format: disp-param-default
    IP Phone Group ID:
    Enhanced Callr-Info Display for 1-Line Phones? n

    ENHANCED CALL FORWARDING
    Forwarded Destination      Active
Unconditional For Internal Calls To: 2015             n
    External Calls To: 2015             n
    Busy For Internal Calls To:             n
    External Calls To:             n
    No Reply For Internal Calls To: 2015             n
    External Calls To: 2015             n

    SAC/CF Override: n

```

```

display station 2016                                     Page 4 of 5
                                     STATION
SITE DATA
    Room:                               Headset? n
    Jack:                               Speaker? n
    Cable:                               Mounting: d
    Floor:                               Cord Length: 0
    Building:                            Set Color:

ABBREVIATED DIALING
    List1:                               List2:                               List3:

BUTTON ASSIGNMENTS
1: call-appr                            5:
2: call-appr                            6:
3: call-appr                            7:
4:                                       8:

    voice-mail

```

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