



## Avaya Solution & Interoperability Test Lab

---

# Application Notes for EPOS ADAPT 360/460/560/660/Presence Grey UC Bluetooth headsets using BTD 800 USB Bluetooth dongle connection to Avaya Workplace Client for Windows 3.14 with Avaya Aura® Session Manager 8.1/Communication Manager 8.1 - Issue 1.0

### Abstract

The purpose of this application note is to verify interoperability of the EPOS ADAPT 360/460/560/660/Presence Grey UC headsets and Avaya Workplace Client for Windows 3.14 with Avaya Aura® Session Manager 8.1 and Avaya Aura® Communication Manager 8.1. The ADAPT Bluetooth headsets employ the EPOS BTD 800 USB Bluetooth dongle connected to the USB port of the Avaya Workplace Client desktop. The compliance testing will focus on the integration of the EPOS Headsets with the Avaya Workplace Client.

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.

## 1. Introduction

This Application Note describes the configuration steps required for the EPOS ADAPT 360/460/560/660/Presence Grey UC Bluetooth headsets to interoperate with USB connectivity via the EPOS BTD 800 Bluetooth/USB dongle to the Avaya Workplace client. Testing included all mentioned headset models.

## 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 Avaya Workplace.
- Using the soft button on Avaya Workplace 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 Avaya Workplace 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 Avaya Workplace, rebooting the desktop, cycling power on the headset, disconnecting/reconnecting the BTD 800 USB dongle, and moving out of range to lose/regain Bluetooth connectivity

## 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.

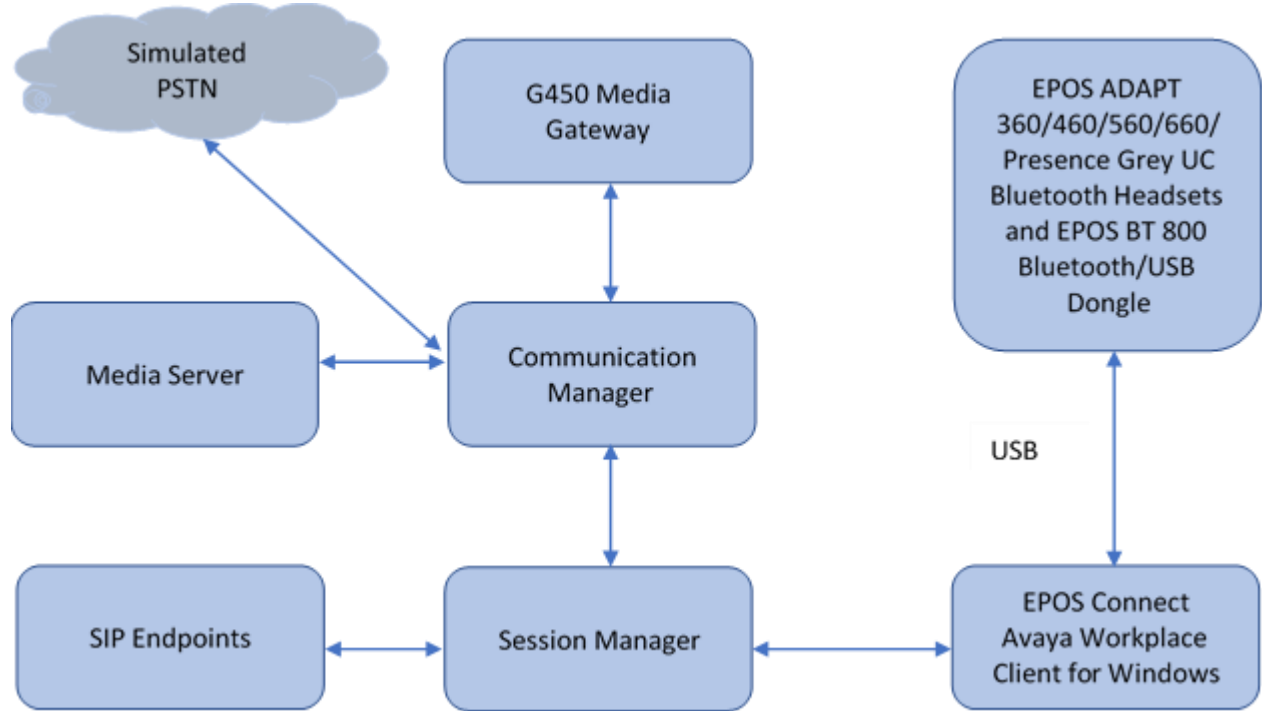


Figure 1: Test Configuration

## 4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

<b>Equipment/Software</b>	<b>Release/Version</b>
Avaya Aura® Communication Manager	8.1.0.1.1.890.25763
Avaya Aura® Session Manager	8.1.0.0.811021
Avaya Aura Media Server	8.0.0.21
Avaya G450 Media Gateway	41.24.0
Avaya Workplace Client for Windows	3.14.0.53
EPOS Connect	4.2.2.1053
EPOS BTD 800 USB Bluetooth dongle	2.13.7
EPOS ADAPT 360	1.4.9
EPOS ADAPT 460	1.4.9
EPOS ADAPT 560	1.4.9
EPOS ADAPT 660	1.4.9
EPOS ADAPT Presence Grey UC	1.1.4

## 5. Configure Avaya Aura® Communication Manager

This section illustrates required capacities for Communication Manager.

## 5.1. Verify System Capacity

Use the **display system-parameters customer-options** command to determine system capacity. The license file installed on the system controls these attributes. On **Page 1**, verify that the **Maximum Off-PBX Telephones** allowed in the system is sufficient. One OPS station is required per SIP device.

```
display system-parameters customer-options                               Page 1 of 12
                                OPTIONAL FEATURES

G3 Version: V18                                                         Software Package: Enterprise
Location: 2                                                               System ID (SID): 1
Platform: 28                                                             Module ID (MID): 1

                                USED
Platform Maximum Ports: 48000      88
Maximum Stations: 36000            63
Maximum XMOBILE Stations: 36000    0
Maximum Off-PBX Telephones - EC500: 41000 0
Maximum Off-PBX Telephones - OPS: 41000 30
Maximum Off-PBX Telephones - PBFMC: 41000 0
Maximum Off-PBX Telephones - PVFMC: 41000 0
Maximum Off-PBX Telephones - SCCAN: 0    0
Maximum Survivable Processors: 313   0

(NOTE: You must logoff & login to effect the permission changes.)
```

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

## 6. Configure Avaya Aura® Session Manager

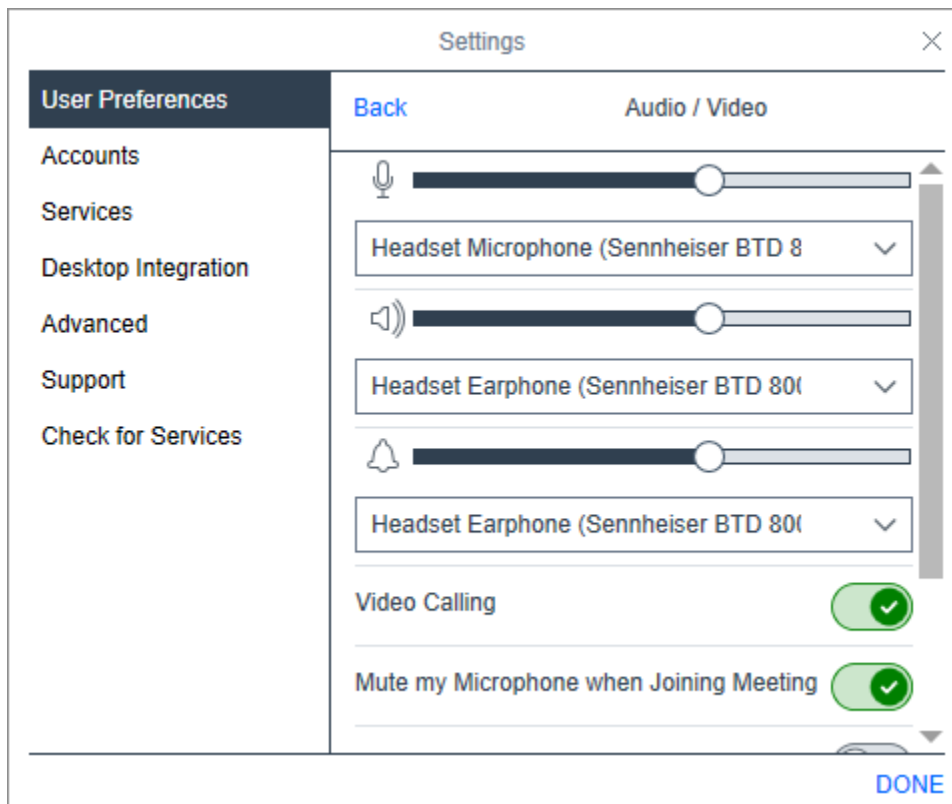
### 6.1. Add SIP User

The addition of SIP User will not be detailed here. Refer to details in adding user in the administration document for Avaya Aura® Session Manager in reference [2] listed in **Section 11** for details.

## 7. Configure Avaya Workplace Client for Windows

Avaya Workplace is a SIP soft phone application that provides users with access to Unified Communications (UC) services. This section shows how to configure the EPOS ADAPT 360/460/560/660/Presence Grey UC headsets to use with Avaya Workplace. Before configuring the Avaya Workplace Client, the headset has to be configured and paired as in **Section 8** first.

Log in to Avaya Workplace with a valid SIP user. From Avaya Workplace, navigate to **Settings** → **User Preferences** → **Audio/Video**.



Select the EPOS headset item (for example, **Sennheiser SDW3 – BTD-800 USB for Lync**) for **Microphone** and the same for **Earphone** as shown above. Selection of ringing on incoming calls is optional.

## 8. Configure EPOS ADAPT 360/460/560/660/Presence Grey UC Headsets

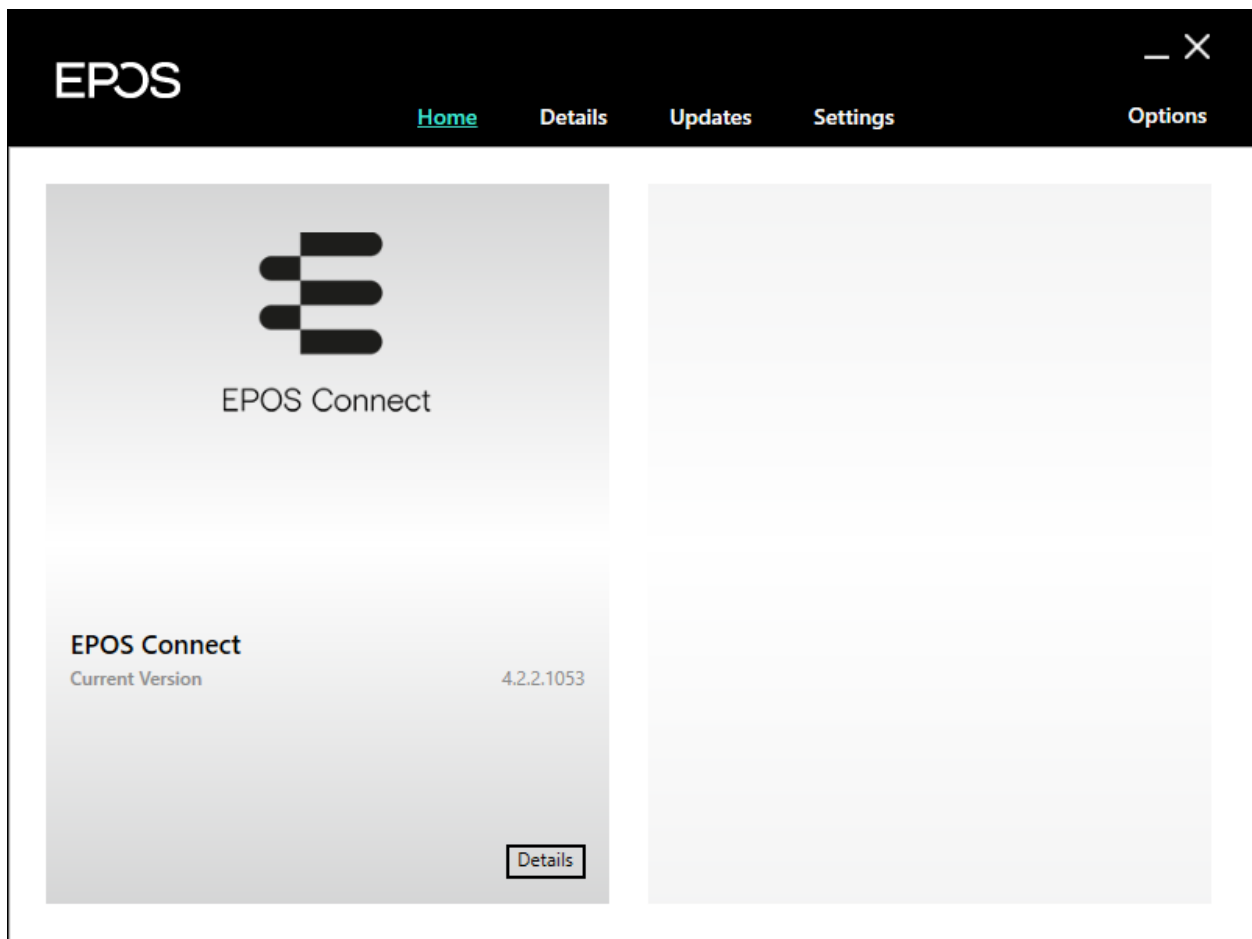
The ADAPT headsets must be paired to the EPOS BTD 800 Bluetooth/USB dongle. Each headset has slightly different ways to enable pairing mode. See references [6] to [10] for model specific instructions. The Bluetooth USB dongle must be connected to the desktop and in pairing mode through the EPOS connect software.

The firmware of the headsets can be updated using the EPOS connect software with the headset provided USB Bluetooth dongle for connectivity. See reference [5] listed in **Section 11** for details.

### 8.1. Installing the EPOS Connect Software

The installation instructions for EPOS Connect software on the desktop is described in reference [5] listed in **Section 11**.

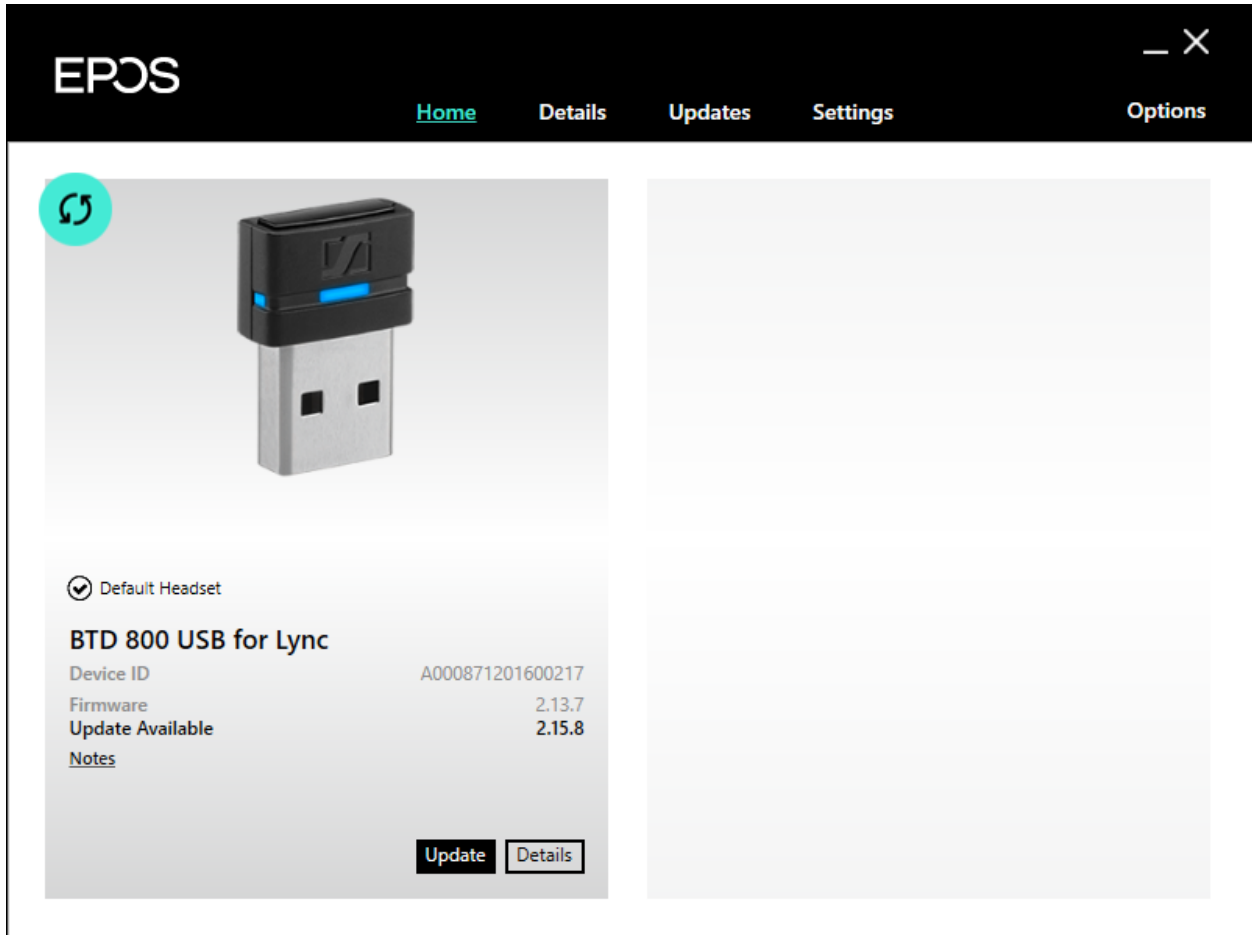
Launch the EPOS Connect application from the Start menu or right click on the EPOS Connect icon in the taskbar notification area. Hover mouse over the HeadSetup icon on bottom right taskbar and note it shows “**EPOS Connect – Headset not connected**”. Right click on the icon and select **Open** from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





## 8.2. Pairing EPOS ADAPT 360/460/560/660/Presence Grey UC Headsets

Plug the BTD 800 USB dongle into the desktop USB port. The BT dongle should be recognized after a short period.



The dongle firmware may need updating. If so, select the **Updates** window and click the appropriate device's **Update** button. Select the **Settings** window and click the **BTD 800 USB for Lync** tab. Under Connectivity, click **Enter Pairing Mode**.

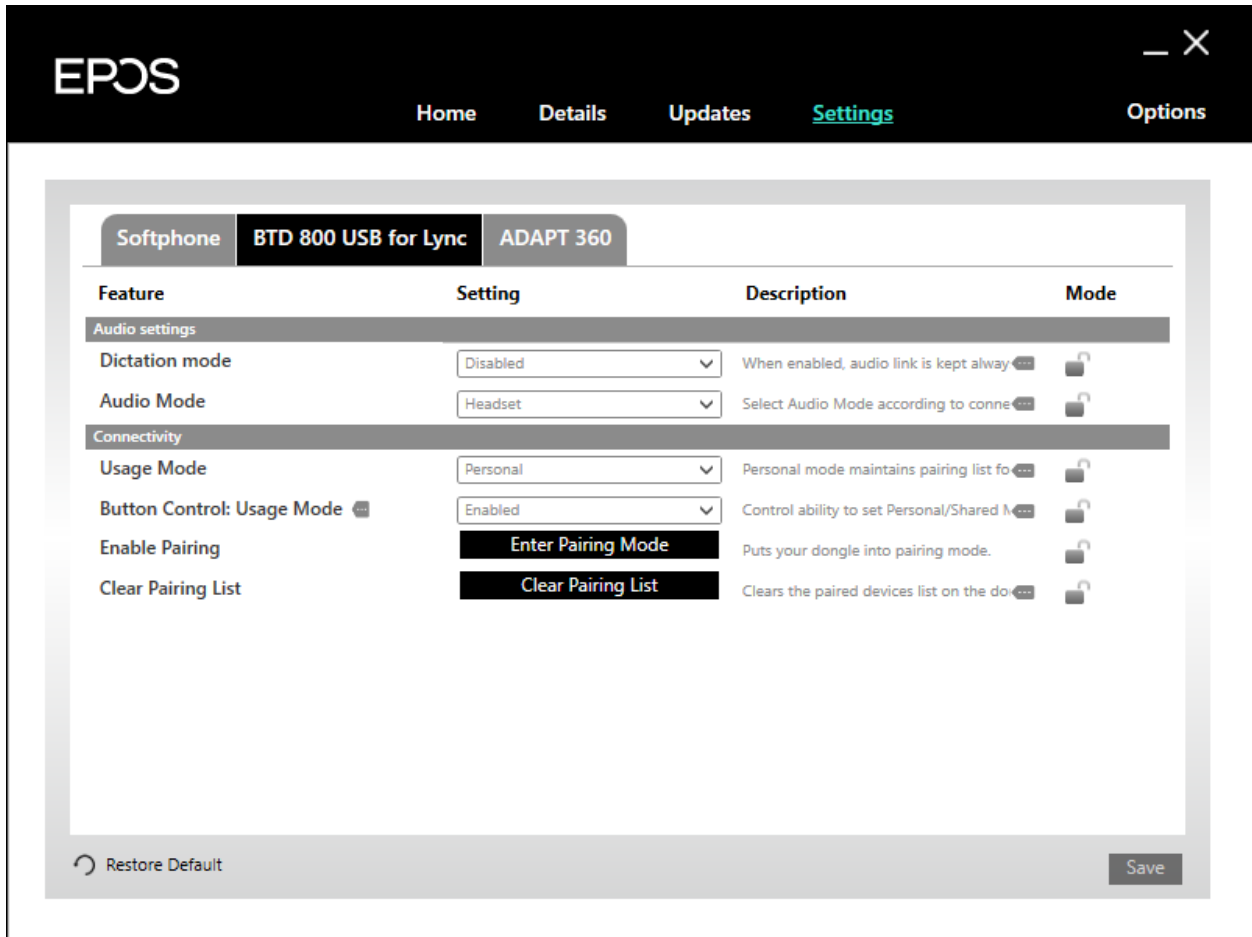
**EPOS** Home Details Updates **Settings** Options

Softphone **BTD 800 USB for Lync**

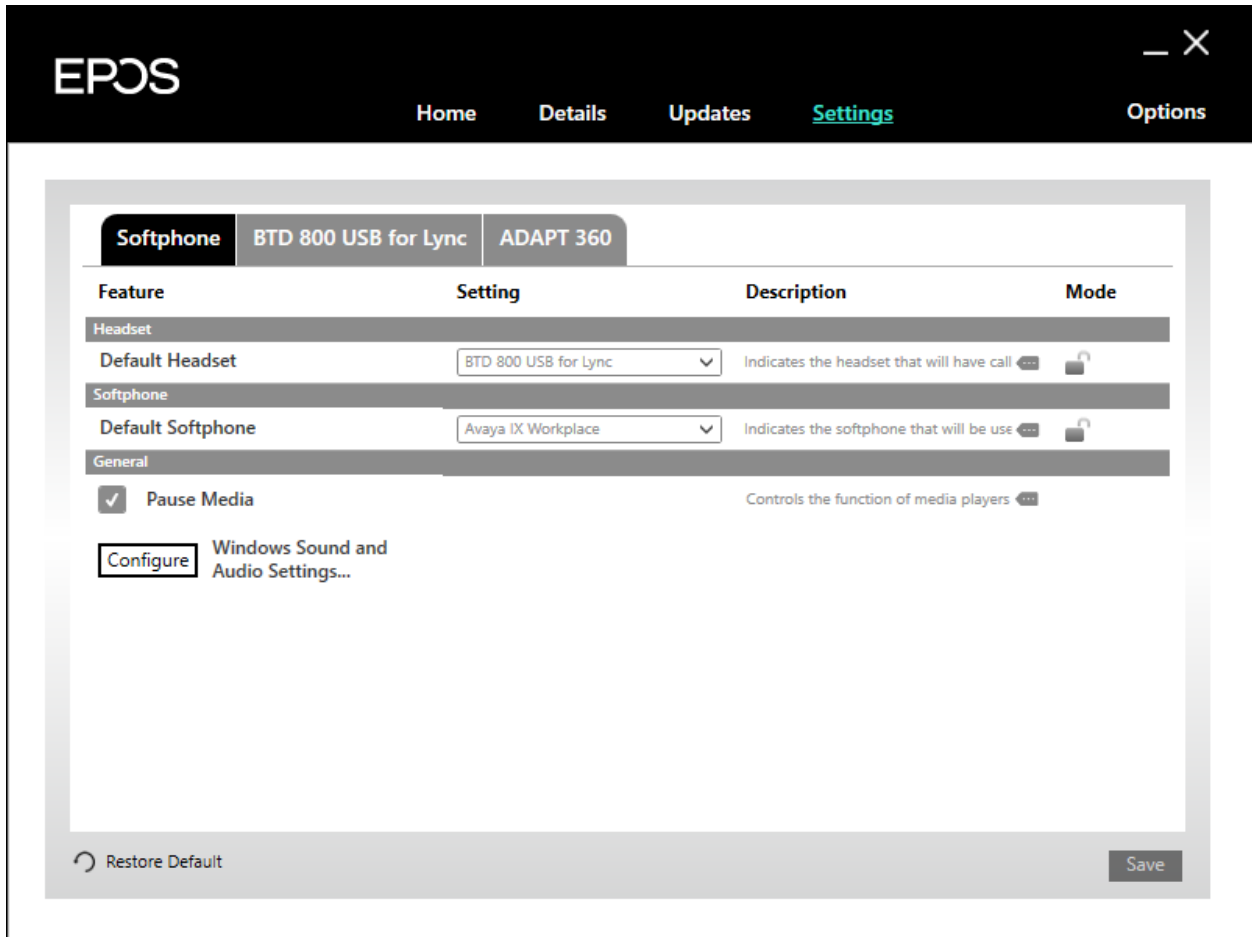
Feature	Setting	Description	Mode
<b>Audio settings</b>			
Dictation mode	Disabled	When enabled, audio link is kept always on.	🔒
Audio Mode	Headset	Select Audio Mode according to connection type.	🔒
<b>Connectivity</b>			
Usage Mode	Personal	Personal mode maintains pairing list for personal use.	🔒
Button Control: Usage Mode	Enabled	Control ability to set Personal/Shared Mode.	🔒
Enable Pairing	<b>Enter Pairing Mode</b>	Puts your dongle into pairing mode.	🔒
Clear Pairing List	<b>Clear Pairing List</b>	Clears the paired devices list on the device.	🔒

Restore Default Save

The Headset should be in pairing mode. Once paired, the headset should be seen in as a new tab.



The headset firmware may need updating. If so, select the **Updates** window and click the appropriate device's **Update** button.  
 Select the **Softphone** tab. The **Default Softphone** should be 'Avaya IX Workplace'. Select it if not.



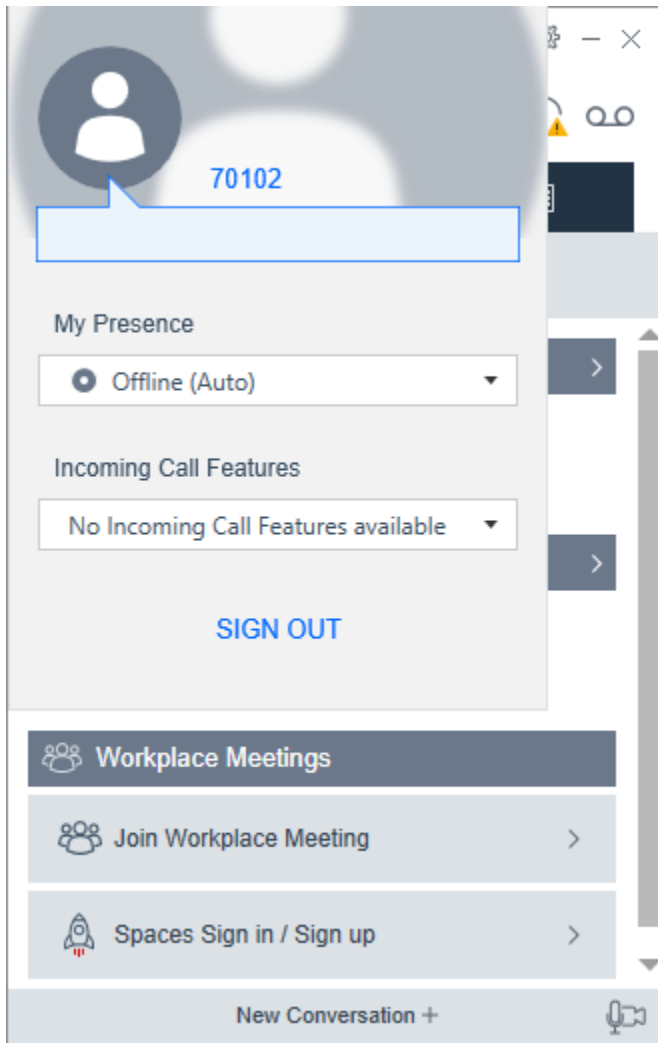
Hover the mouse over the EPOS Connect icon and notice the tooltip says ‘EPOS Connect – No logged in softphone’

## 9. Verification Steps

This section verifies that the headset solution has been successfully integrated with the Avaya Workplace

### 9.1. Verify Avaya Workplace

Launch and log in to the Avaya Workplace. Use the SIP User (reference [2] listed in **Section 11** for details). Click on the user icon. The logged in user should show (**70102** in this example).



### 9.2. 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 Workplace. Answer the call from the headset Verify two-way audio path exists.

## 10. Conclusion

Interoperability testing with representative EPOS ADAPT 360/460/560/660/Presence Grey UC series Bluetooth headsets and EPOS BT 800 Bluetooth/USB dongle using a USB connection to Avaya Workplace Client for Windows was successful with no observations noted.

## 11. 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 Aura® Session Manager*, Release 8.1.x , 12 October 2020
- [3] *Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows*, 9 December 2020
- [4] *Using Avaya Workplace Client for Android, iOS, Mac, and Windows*, 22 November 2020

The following EPOS documentation can be found at <https://www.eposaudio.com/en/us>

- [5] *EPOS Connect End User Manual*
- [6] *EPOS ADAPT 360 User Guide*
- [7] *EPOS ADAPT 460 User Guide*
- [8] *EPOS ADAPT 560 User Guide*
- [9] *EPOS ADAPT 660 User Guide*
- [10] *EPOS ADAPT Presence Quick Guide*

---

**©2021 Avaya Inc. All Rights Reserved.**

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at [devconnect@avaya.com](mailto:devconnect@avaya.com).