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Application Notes for VXi BlueParrott Bluetooth Headsets with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the VXi BlueParrott Bluetooth Headsets with Avaya one-X® Communicator and Avaya Aura® Communication Manager. A Bluetooth adapter is required on the PC where one-X Communicator is installed for Bluetooth connectivity to the BlueParrott headsets. The BlueParrott headsets covered in this compliance test include the Xpress and B250-XT. The BlueParrott Bluetooth Headsets were designed for use in high-noise environments with its wireless noise-canceling technology.

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 the VXi BlueParrott Bluetooth Headsets with Avaya one-X® Communicator and Avaya Aura® Communication Manager. A Bluetooth adapter is required on the PC where one-X Communicator is installed for Bluetooth connectivity to the BlueParrott headsets. The BlueParrott headsets covered in this compliance test include the Xpress and B250-XT. The Xpressway headset is also part of the BlueParrott family of headsets, but was not explicitly tested. The BlueParrott Bluetooth Headsets were designed for use in high-noise environments with its wireless noise-canceling technology.

The BlueParrott Bluetooth Headsets provide a multifunction control button for going off-hook, answering and ending calls, and initiating Bluetooth pairing. In addition, the headsets provide a volume up/mute button and a volume down button. Bluetooth connectivity was provided to the headsets using a 3rd party Bluetooth adapter from *iogear* with the WIDCOMM Bluetooth software. Note that the Bluetooth pairing is between the headsets and the 3rd party Bluetooth adapter, not one-X Communicator. However, once the headset is paired with the PC, the headset then becomes a valid headset choice for one-X Communicator to select.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from one-X Communicator using the VXi BlueParrott headsets 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 VXi BlueParrott Bluetooth Headsets after restarting the Avaya one-X Communicator PC and pairing (and disconnecting) the headset with the PC using Bluetooth.

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 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.
- Using the volume control buttons on the BlueParrott headset to adjust the audio volume.
- Using the mute control button on the BlueParrott headset to mute and un-mute the audio.

For the serviceability testing, the BlueParrott headset was paired with the one-X Communicator PC using Bluetooth and removed from the Bluetooth device list on the PC. In addition, the PC was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed. However, the following observations were noted:

- The call control functions, such as going off-hook, answering, and terminating calls using the multifunction (or call control) button on the headset are not supported with one-X Communicator.
- The "Additional Functions", such as Last Number Redial, Reject a Call, and Voice Dial, described in the BlueParrott headset user guide (refer to **[3]** and **[4]**), intended to work with cell phones, are not supported with one-X Communicator.
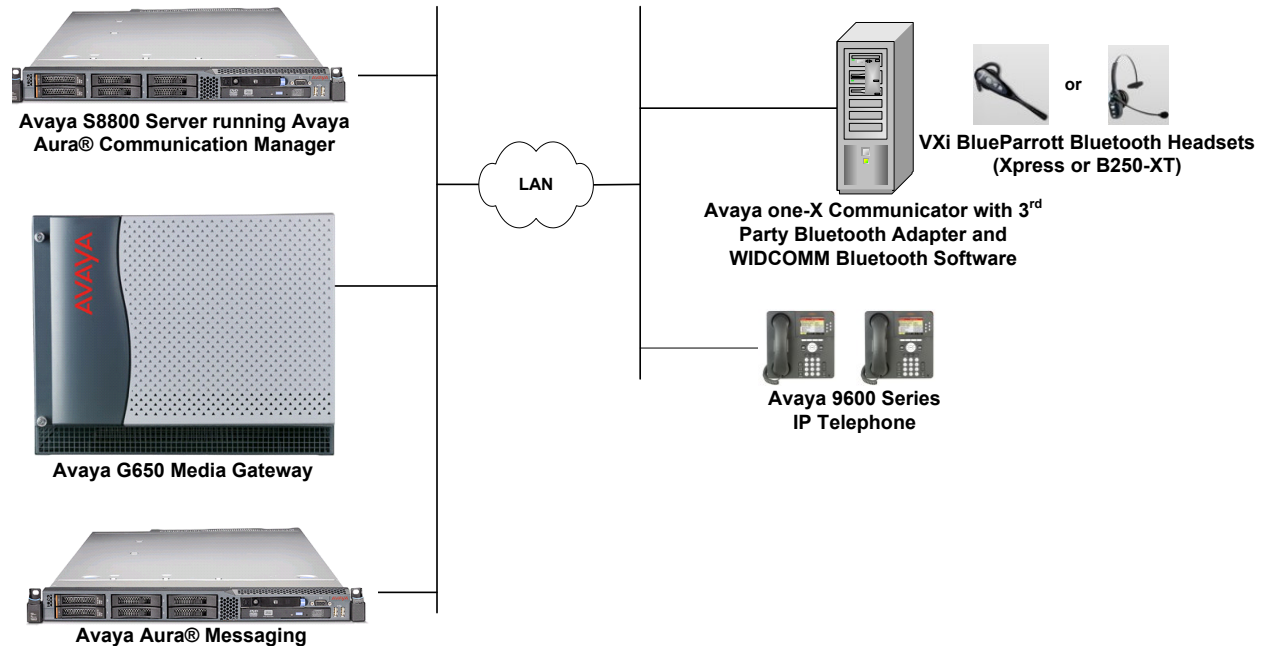
2.3. Support

For technical support and information on BlueParrott Bluetooth Headsets, contact VXi at:

- Phone: 800-842-8588 (toll free)
- Email: TechnicalSupport@vxicorp.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the VXi BlueParrott Bluetooth Headset solution. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. The BlueParrott headset was paired with the PC running one-X Communicator with a 3rd party Bluetooth adapter. The WIDCOMM Bluetooth Software was also installed on the PC.

Figure 1: VXi BlueParrott Bluetooth Headset with Avaya one-X Communicator

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Server with a G650 Media Gateway	Avaya Aura® Communication Manager 6.0.1 SP 3 (R016x.00.1.510.1 w/Patch 19009)
Avaya one-X® Communicator	6.1 SP 1 (6.1.1.02-SP1-32858)
Avaya Aura® Messaging	6.0.1 SP 1
Avaya 9600 Series IP Telephones	3.1 SP 2

VXi BlueParrott Bluetooth Headsets
 	
    ▪ Xpress
    ▪ B250-XT
	
	V1.0
	V2.4

iogear Bluetooth 2.1 USB Adapter attached to Avaya one-X Communicator PC	--
WIDCOMM Bluetooth Software installed on Avaya one-X Communicator PC	5.5.0.7900

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**, which will be used as the password 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: 77400          TN: 1
     Port: IP                       Coverage Path 1:            COR: 1
     Name: BlueParrott              Coverage Path 2:            COS: 1
                                    Hunt-to Station:
STATION OPTIONS
               Location:            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
```
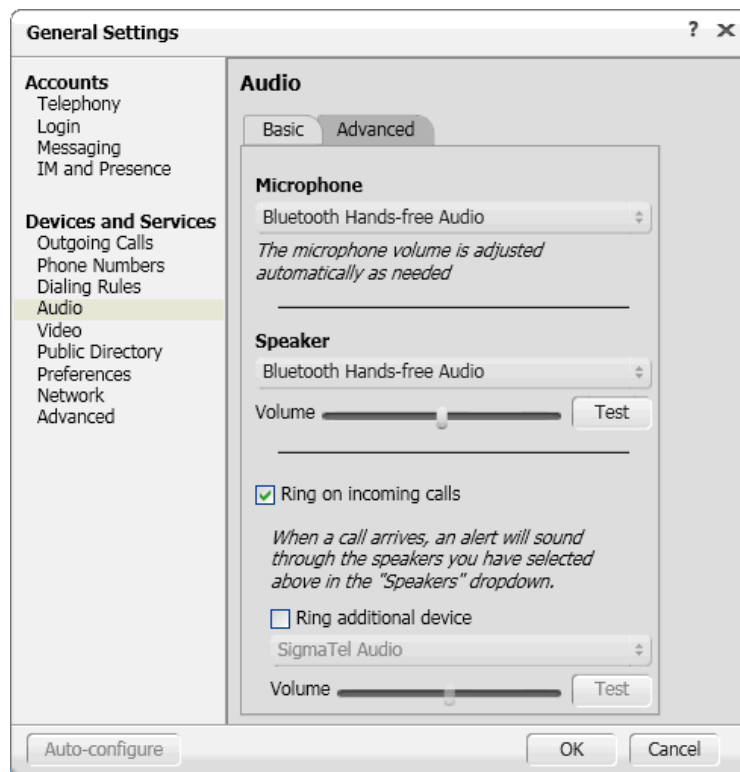
6. Configure Avaya one-X Communicator

Note: The procedure for pairing the BlueParrott Bluetooth Headset with the one-X Communicator PC, described in the **Appendix**, must be completed prior to configuring one-X Communicator.

After logging into Avaya one-X Communicator, select ⚙▾ → **Settings** → **General Settings** as shown below.

The BlueParrott headset should appear as **Bluetooth Hands-free Audio** under the **Audio** settings. Select this device as the **Microphone** and **Speaker** as shown below. Click **OK**.

7. Configure VXi BlueParrott Bluetooth Headset

No configuration is required on the BlueParrott headset. However, the BlueParrott headset does have to be paired with the PC using a Bluetooth adapter. In this compliance test, a 3rd party Bluetooth USB adapter was used from *iogear* with the WIDCOMM Bluetooth Software.

If the WIDCOMM Bluetooth Software prompts for the Bluetooth Passkey, select '0000', which is the default Passkey on the headset. Once the headset has been paired, it can be selected by one-X Communicator as an audio device. See **Appendix** for pairing instructions.

8. Verification Steps

Verify that the BlueParrott headset has been paired with the one-X Communicator PC using Bluetooth by checking **My Bluetooth Places** as shown in the **Appendix**. Once the headset is connected to the one-X Communicator, verify that an incoming and outgoing call can be established with two-way audio to the headset.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the VXi BlueParrott Bluetooth Headsets with Avaya one-X Communicator. All test cases were completed successfully with observations noted in **Section** Error! Reference source not found..

10. Additional References

This section references the Avaya and VXi 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 6.0, Issue 6.0, June 2010, Document Number 03-300509.
[2] *Administering Avaya one-X® Communicator*, October 2011.

The following VXi BlueParrott user guides can be found at http://www.vxicorp.com.

[3] *VXi BlueParrott Xpress User Guide.*
[4] *VXi BlueParrott B250-XT User Guide.*

11. Appendix - Pair the BlueParrott Headset with PC

It is assumed that the WIDCOMM Bluetooth Software supported by the 3rd party Bluetooth 2.1 USB adapter is already installed and running. Right-mouse click on the **Bluetooth** icon in the Windows system tray and select **Add a Bluetooth Device**.

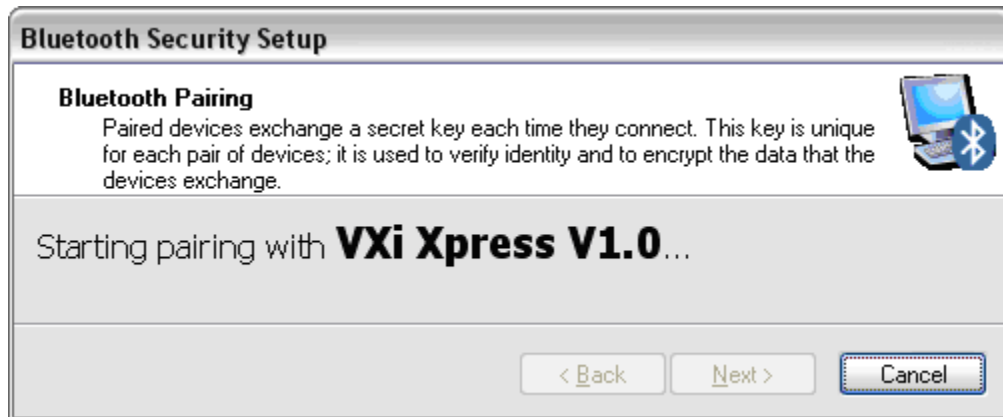The **Bluetooth Setup Wizard** is displayed as shown below. Click **Next**.

Next, place the BlueParrott headset in discovering mode, by powering off the headset and then holding down the multifunction button on the headset until the red and blue lights flashes on the B250-XT or the "Discovering" voice prompt is heard on the Xpress. Click the **Search Again** button in the window below to search for Bluetooth devices.

Once the headset is discovered it will be displayed as shown in the window below. In this example, the Xpress headset was discovered. Select the BlueParrott headset and then click **Next**.

The Bluetooth Pairing process continues as shown below.

When the pairing process is completed and the headset is connected, it will be indicated as shown below.

Once the headset has been paired successfully, select the supported Bluetooth service. In the following window, select **Personal hands-free device with no display** and click **Next**.

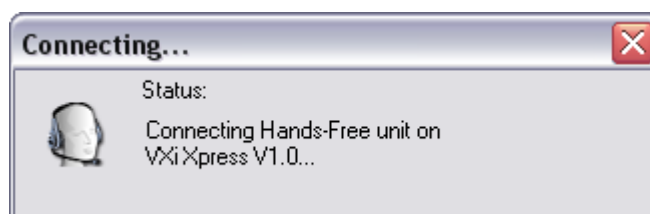In the next window, select **Hands-Free unit** and **Stereo Audio** and click **Finish**.

A message is displayed indicating that the selected service have been added to the **My Bluetooth Places** screen. Click **OK** to display the **My Bluetooth Places** screen.

In the **My Bluetooth Places** screen, right-mouse click on the **VXi Xpress V1.0 Hands-Free unit** icon and select **Connect** from the pop-up menu as shown below. This will establish the Bluetooth connection to the headset and make it ready for use. Repeat for the **VXi Xpress V1.0 Stereo Audio**, if desired.

While the headset is being connected, the following status message will be displayed.

The **My Bluetooth Places** screen will indicate then the headset is **Connected** as shown below. Once connected, the headset may be selected in one-X Communicator as shown in **Section 6**.