AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for Configuring EPOS Connect and IMPACT D Series wireless DECT Headsets with Avaya Workplace Client for Mac - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate EPOS Connect and EPOS IMPACT D Series wireless DECT headsets with Avaya Workplace Client for Mac.

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.

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1. Introduction

The EPOS IMPACT D Series wireless DECT headset with EPOS Connect software allows connectivity to Avaya Workplace Client for Mac (hereafter referred to as Avaya Workplace) using USB cable from the base to the PC.

The following EPOS IMPACT D Series headsets were used for compliance testing.
- EPOS IMPACT D10 USB ML
- EPOS IMPACT D30 USB ML

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Avaya Workplace, answering, and ending calls using the call control button on the EPOS headset, and verifying two-way audio. The call types include calls to voicemail, local extensions, and the PSTN. Call hold and resume, mute and un-mute, and volume are also tested.

The serviceability testing focused on verifying the usability of the EPOS headset solution after restarting the Avaya Workplace, restarting the PC, reconnecting the headset USB cable from the base to the PC and moving away from DECT range.

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.

For the testing associated with these Application Notes, the interface between Avaya systems and endpoints utilized enabled capabilities of TLS/SRTP.

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

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 button on the headset and the soft button on Avaya Workplace.
- Using the soft button on Avaya Workplace to hold and resume the audio.
- Using the volume buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and the soft button on Avaya Workplace to mute and un-mute the audio.
- Verifying incoming call notification.
- Verifying call ended notification.

The serviceability testing focused on verifying the usability of the headset solution after restarting the Avaya Workplace, restarting the PC, reconnecting the USB interface from the base to the PC and moving away from DECT range.

2.2. Test Results

The following issue was observed during the compliance testing:
- EPOS IMPACT D Series headsets does not support Call Control (answering and hanging-up calls) by using the headset with this solution. Only two-way audio, mute/unmute and volume control were verified successfully. Mute status is also not synchronized.

2.3. Support

For support on this EPOS headset solution, contact EPOS Technical Support below where sign-in is required:
- Website: https://eposaudio.com/support/

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the EPOS Connect and EPOS IMPACT D Series wireless DECT headset with Avaya Workplace. The EPOS Connect software were installed on the PC together with Avaya Workplace. The EPOS headsets are connected via a USB cable from the base to the PCs' USB interface.
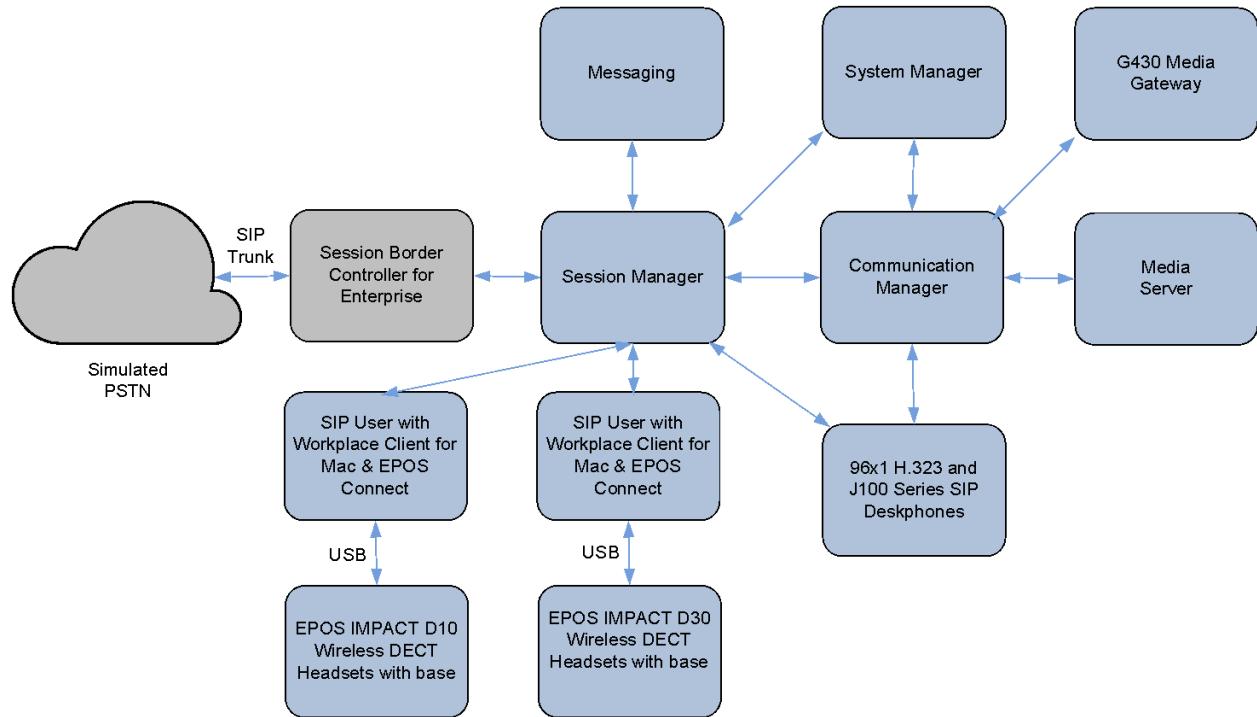
Figure 1: Test Configuration

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	10.1 SP2 (10.1.0.1.0.974.27607)
Avaya G430 Media Gateway	42.80
Avaya Aura® System Manager	10.1 SP2 Build 10.1.0.0.537353
Avaya Aura® Session Manager	10.1 SP2 (10.1.0.2.1010215)
Avaya Aura® Media Server	10.1.0.101
Avaya Messaging	10.8 SP1 SU2
Avaya 96x1 Series H.323 IP Deskphones	6.853
Avaya J100 Series SIP IP Phones	4.0.13
Avaya Workplace Client for Mac running on macOS Monterey v12.6	3.29
EPOS IMPACT D Series Wireless DECT headset • EPOS IMPACT D10 USB ML • EPOS IMPACT D30 USB ML	182
EPOS Connect for Mac	7.3.2.35483

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5. Configure Avaya Aura® Communication Manager

The addition of SIP User for use by Avaya Workplace will not be detailed here. Refer to details in adding user in the administration document for Avaya Aura® Session Manager in **Error! Reference source not found.** listed in **Section 10** for details.

6. Configure Avaya Workplace Client for Mac

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 IMPACT D Series to use with Avaya Workplace.

Before configuring Avaya Workplace, the headset has to be configured and provisioned as in **Section 7** first. From Avaya Workplace, navigate to **Settings → User Preferences → Audio/Video**.
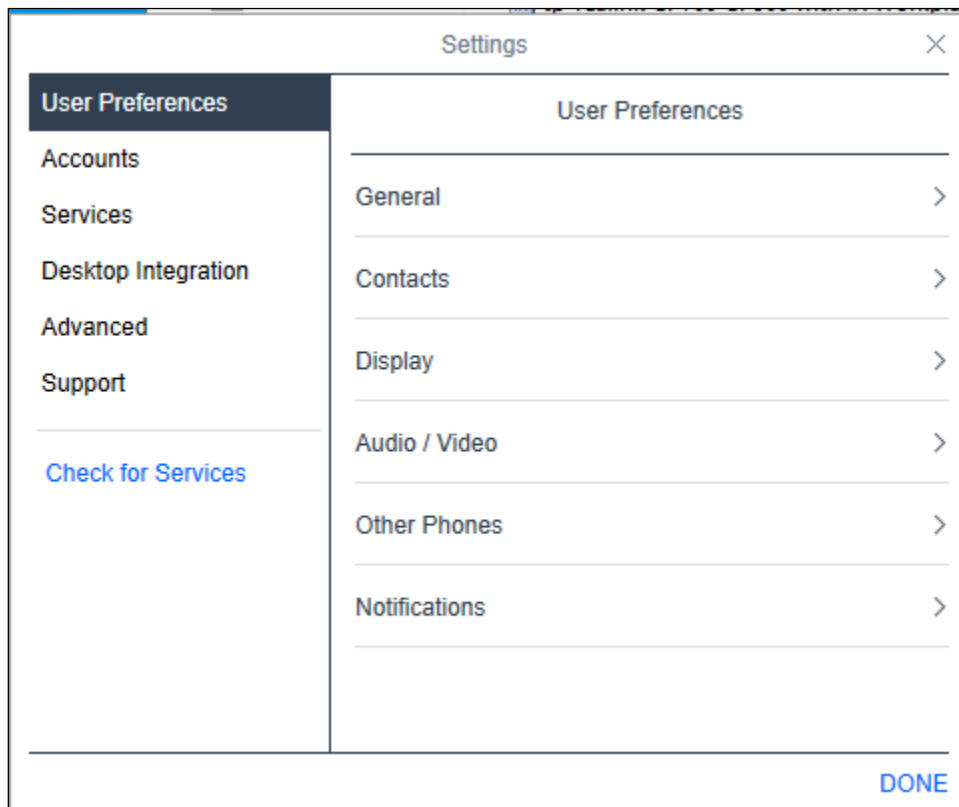
Select *EPOS IMPACT D10* for **Microphone** and the same for **Speakers** as shown below. It is optional for ring notification on incoming calls to be set as *EPOS IMPACT D10*.
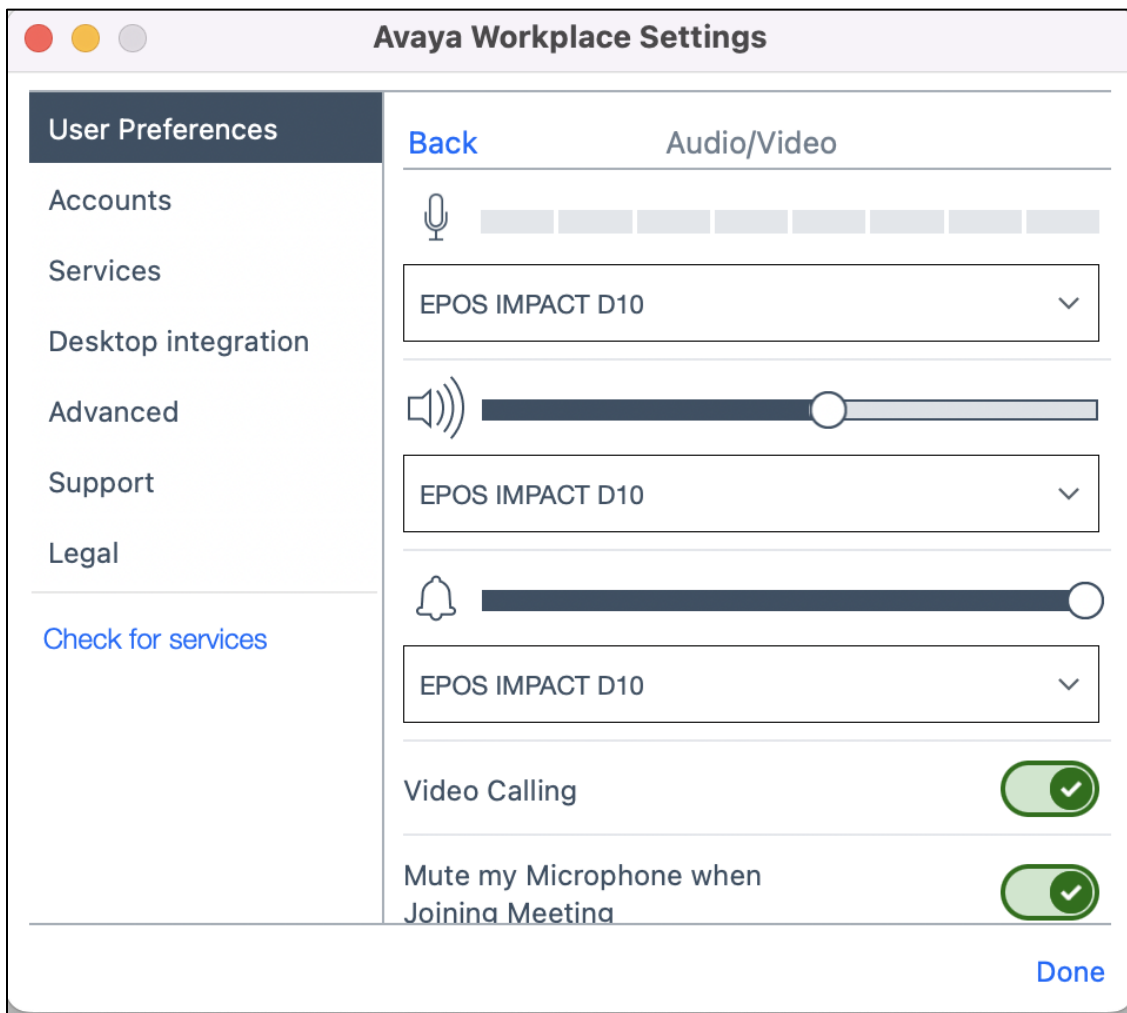
7. Configure EPOS IMPACT D Series Wireless DECT Headset

This section covers the steps to integrate EPOS IMPACT D Series wireless DECT headset with Avaya Workplace, including:

- Installing the EPOS Connect software
- Connect the EPOS headset
- Configuring EPOS headset with EPOS Connect

Note: After successfully performing this procedure, the EPOS headset will be detected in Avaya Workplace as described in **Section 6**.

7.1. Installing the EPOS Connect Software

EPOS Connect software can be obtained from the EPOS support portal at https://eposaudio.com/support/. Installation of the software is done by executing the .exe file and following the prompt.

7.2. Configure EPOS headset

Plug the EPOS IMPACT D Series wireless DECT headset base into the USB port of the PC. The device drivers will automatically be installed.

Open the EPOS Connect program installed on the PC. Select the **Home** icon and check that the headset is detected as shown below, which is for one of the headset IMPACT D10 USB ML tested.

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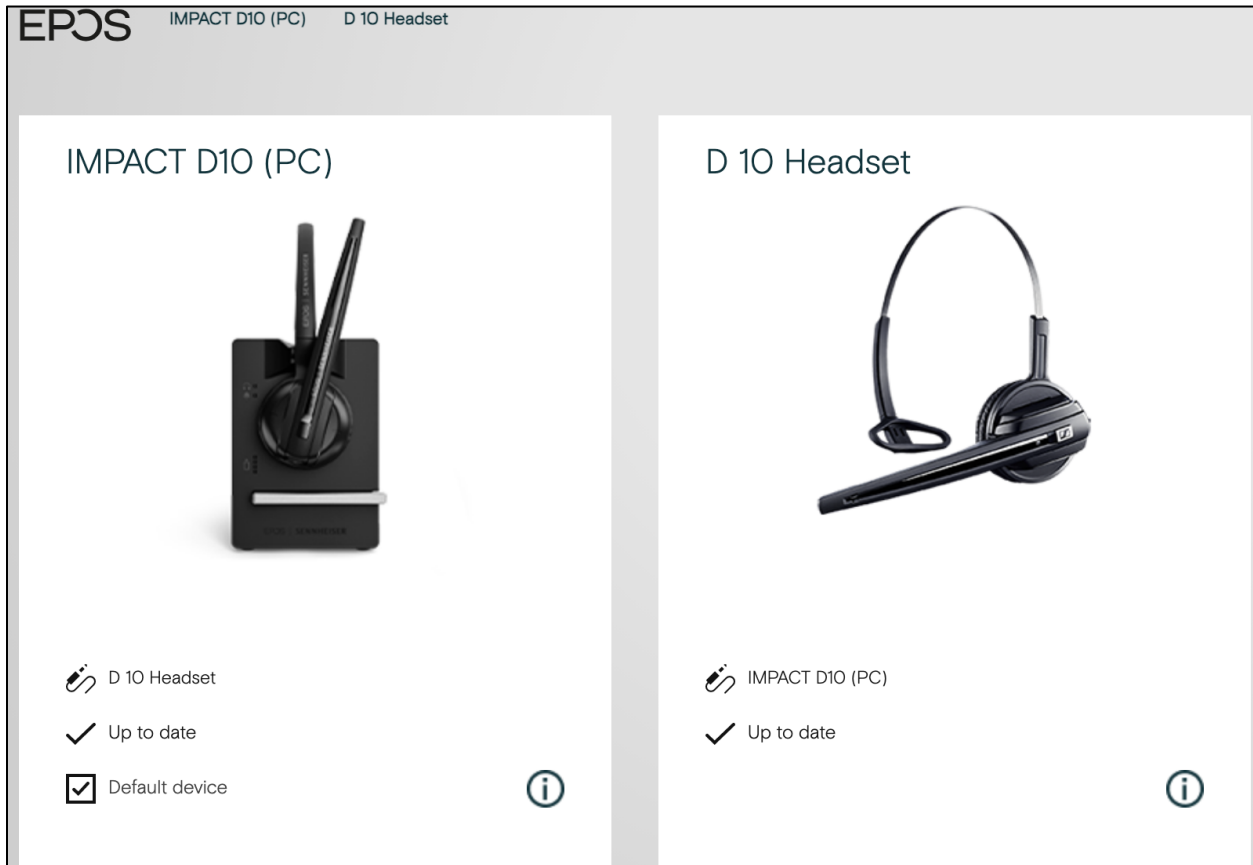
7.3. Configuring EPOS headset with EPOS Connect

Open the Avaya Workplace and click the EPOS Connect program **Settings** wheel icon from the bottom of the home screen. Verify the **Default Headset** is properly detected. Check that the **Default Softphone** is set as **Avaya Workplace**. Otherwise, click the drop-down menu to select. Click **Save Settings** at the bottom right to retain it.
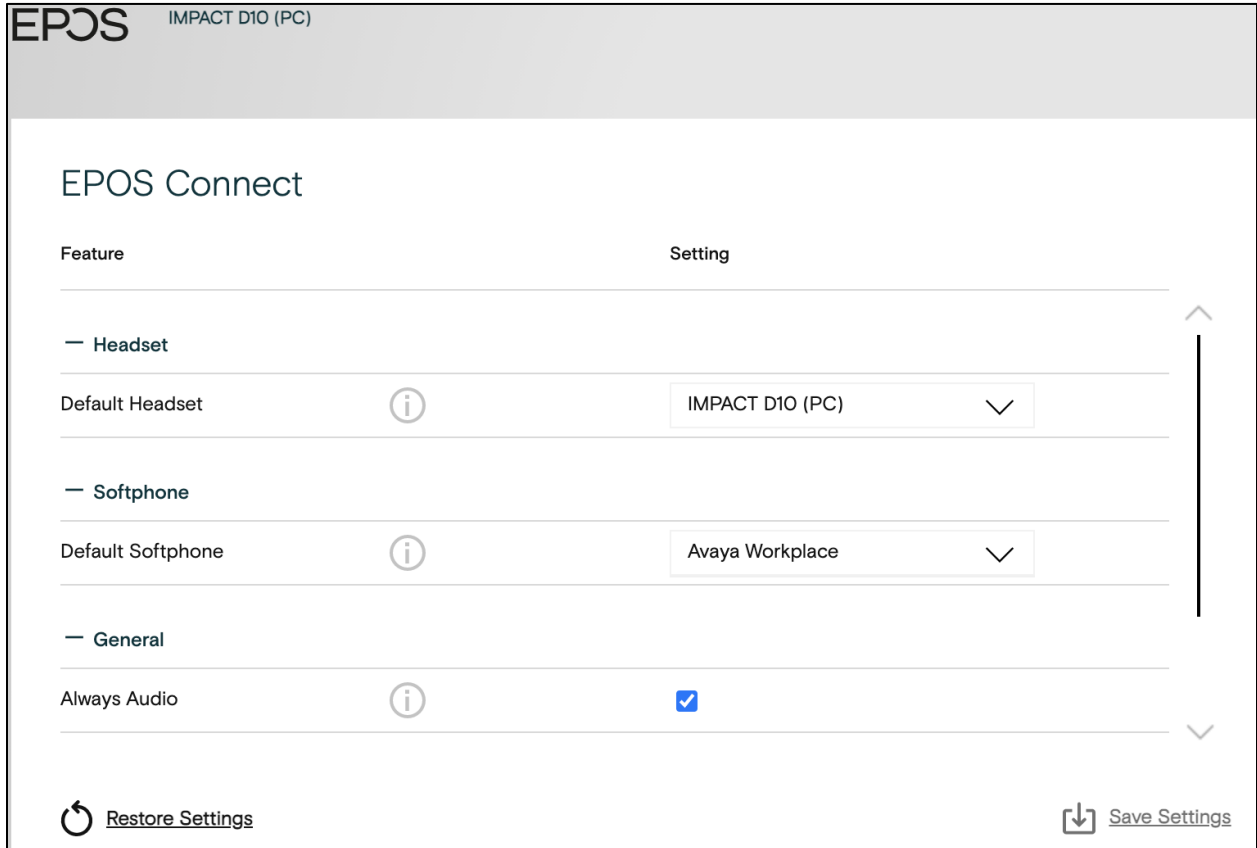
8. Verification Steps

This section verifies that the EPOS solution has been properly integrated with Avaya Workplace.

1. Open the EPOS Connect program to verify that the headset has been successfully connected to PC for use with Avaya Workplace running. Observed that EPOS IMPACT D Series wireless DECT headset is detected as detailed in **Section 7.2**.
2. Make incoming and outgoing calls and verify that calls can be established with two-way audio. For incoming calls, answer the call by pressing the call control button on the headset (as shown below for IMPACT D10 USB ML).
3. End the call by pressing the same call control button on the headset.
4. Verify also that the headset can remotely call functions such as mute/un-mute and adjust the volume. Similarly, verify such call control functions could be done on the Avaya Workplace.
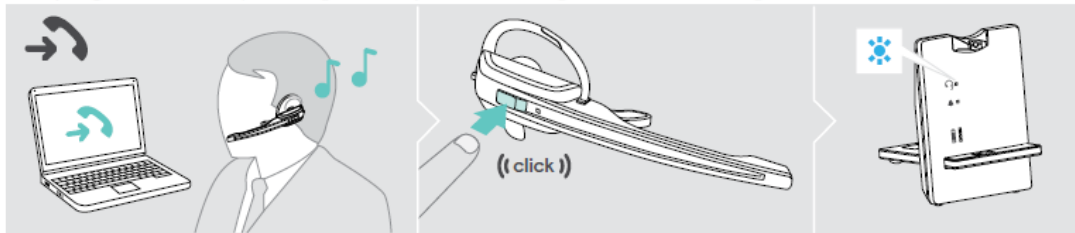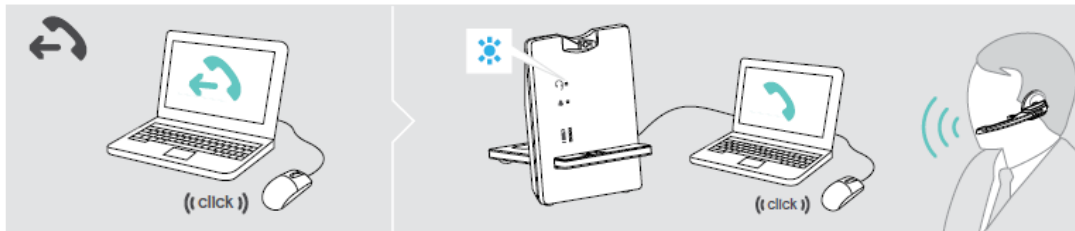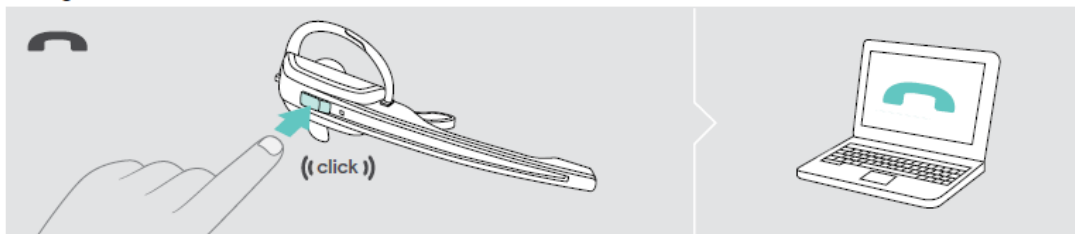
Note that as observed in **Section 2.2**, call control function is not supported with the version of EPOS Connect and headset firmware tested.

9. Conclusion

These Application Notes describe the configuration steps required to integrate EPOS Connect and EPOS IMPACT D Series wireless DECT Headset with Avaya Workplace Client for Mac. All test cases were completed with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and EPOS 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 10.1.x, Issue 5, March 2023.
[2] *Administering Avaya Aura® Session Manager,* Release 10.1, Issue 4, September 2022.
[3] *Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows*, 6 Jan 2023.
[4] *Using Avaya Workplace Client for Android, iOS, Mac, and Windows*, 6 Jan 2023.

The following EPOS documentation can be found at http://www.eposaudio.com.

[5] *EPOS IMPACT D Series User Guide.*

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