



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Configuring Sennheiser Communications A/S UUSB 8 Adapter Cable, SC 630 USB and SC 660 USB Headsets with Avaya one-X® Communicator - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate the Sennheiser Communications A/S UUSB 8 Adapter Cable, SC 630 USB and SC 660 USB headsets with Avaya one-X® Communicator.

The Sennheiser Communications A/S SC UUSB 8 Adapter Cable connects the SC 630 USB and SC 660 USB headsets to the PC running Avaya one-X® Communicator. The UUSB 8 Adapter Cable offer in-line call controls that provide the ability to manage PC communications with the use of soft-phone applications; the in-line control buttons on the UUSB 8 Adapter Cable offers call control for Volume, Mute, Call-Origination, Call-answer, Call-end and Call-Reject functions.

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 Sennheiser Communications A/S UUSB 8 Adapter Cable, SC 630 USB and SC 660 USB headsets with Avaya one-X® Communicator.

The following headsets and accessories were tested:

- UUSB 8 Adapter Cable.
- SC 630 USB headset – Corded monaural headset.
- SC 660 USB headset – Corded binaural headset.

The UUSB 8 Adapter Cable offer in-line call controls that provide the ability to manage PC communications with the use of soft-phone applications; the in-line control buttons on the UUSB 8 Adapter Cable offers call control for Volume, Mute, Call-Origination, Call-answer, Call-end and Call-Reject functions.

## 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 a PC running one-X® Communicator with the UUSB 8 Adapter Cable, SC 630 USB and SC 660 USB headsets and verifying two-way audio. The call types included calls to voicemail, to and from local extensions, and the PSTN.

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 Deskphones or with a different generation of the same Avaya Deskphone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their Deskphones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya Deskphones 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 satisfactory.
- Placing and receiving calls to and from internal IP (H.323), Digital and Analog extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.
- Hearing ring back tone on the headsets for outgoing calls.
- Hearing ringing tone (alerting) on the headsets for incoming calls.
- Answering and ending calls using the call control buttons on one-X® Communicator and in-line call control buttons on the UUSB 8 Adapter Cable with headsets.
- Using the volume control buttons on one-X® Communicator and in-line volume control buttons on the UUSB 8 Adapter Cable with headsets, to adjust the audio volume on the headsets.
- Using the Mute control button on one-X® Communicator and in-line Mute control button on the UUSB 8 Adapter Cable with headsets, to mute and un-mute the audio on the headsets.
- Using the in-line call control button on the UUSB 8 Adapter Cable with headsets to reject incoming calls.
- Using the Hold button on one-X® Communicator to hold and un-hold active calls.

Serviceability testing was done by exiting and logging back into one-X® Communicator and by un-plugging and plugging the UUSB 8 Adapter Cable with headsets from the PC during active calls to ensure that two-way audio is re-established automatically to the headsets.

## 2.2. Test Results

Testing was completed successfully with the following observations/limitations.

- Executing last number redial by holding the accept/end call button on the headsets for 2+ seconds did not work.

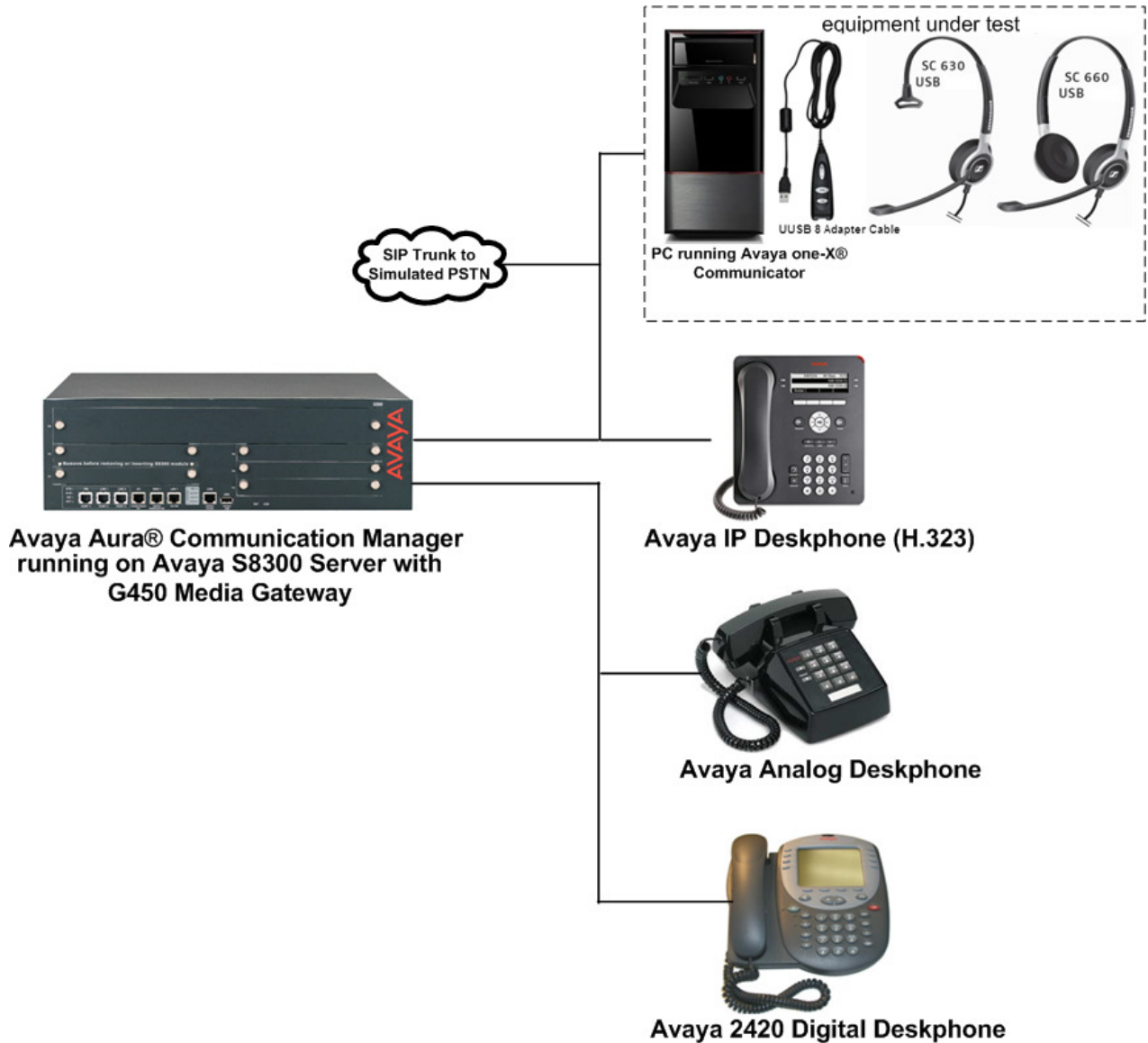
## 2.3. Support

For support contact Sennheiser Communications A/S technical support at:

Website: [http://www.sennheisercommunications.com/comm/home\\_en.nsf/root/service](http://www.sennheisercommunications.com/comm/home_en.nsf/root/service)

### 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the UUSB 8 Adapter Cable, SC 630 USB and SC 660 USB headsets with one-X® Communicator. The configuration consists of an S8300 server running Communication Manager with a G450 Media Gateway and a mix of Deskphones (IP, analog and digital) for placing calls to and from the equipment under test.



**Figure 1: Avaya one-X® Communicator with Sennheiser Communications A/S UUSB 8 Adapter Cable, SC 630 USB and SC 660 USB Headsets.**

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Avaya S8300 Server with a G450 Media Gateway.	6.2 SP5 (02.0.823.0-20396)
Microsoft Windows® XP Professional.	Ver. 2002, Service Pack 3
Avaya one-X® Communicator (H.323).	6.1.7.04-SP7-39506
Avaya 9600 Series IP Deskphones (H.323).	Avaya one-X® Desk phone Edition Version 3.105
Avaya Analog Deskphone.	N/A
Avaya 2420 Digital Deskphone.	6.0
Sennheiser Communications A/S UUSB 8 Adapter Cable.	N/A
Sennheiser Communications A/S SC 630 USB Headset.	N/A
Sennheiser Communications A/S SC 660 USB Headset.	N/A
Sennheiser Communications A/S HeadSetup Software Application.	2.7.0

## 5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. This section focuses only on the configuration of the station to be use with one-X® Communicator. The values configured in this section were used during the compliance tests, some of the values shown highlighted may not be require for the basic functionality of the headset, default values may be used for any fields not configured in these Application Notes. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

### 5.1. Configure a Station for Avaya one-X® Communicator

To create a station to be used with one-X® Communicator use the **add station n** command; where **n** is an available extension in the dial plan, extension **3048** was used in the sample configuration. Set the **Type** field to the IP Telephone type that will be emulated, **9640** was used in the sample configuration. In the **Security Code** field enter a password to be used by one-X® Communicator to log in. Set the **Coverage Path 1** field to the Coverage Path configured for Voice Mail, "1" was used in the sample configuration. Ensure that **IP SoftPhone?** is set to **y**.

Note that in the screenshot shown below **display station 3048** was used instead of **add station 3048** since station 3048 was previously added.

```
display station 3048                                     Page 1 of 5
STATION
Extension: 3048                                         Lock Messages? n          BCC: M
Type: 9640                                             Security Code: *         TN: 1
Port: S00013                                          Coverage Path 1: 1      COR: 1
Name: H.323 one-X, Ext 3048                          Coverage Path 2:        COS: 1
                                                       Hunt-to Station:
STATION OPTIONS
Loss Group: 19                                         Time of Day Lock Table:
Speakerphone: 2-way                                    Personalized Ringing Pattern: 1
Display Language: english                             Message Lamp Ext: 3048
Survivable GK Node Name:                               Mute Button Enabled? y
Survivable COR: internal                              Button Modules: 0
Survivable Trunk Dest? y                             Media Complex Ext:
                                                       IP SoftPhone? y
                                                       IP Video Softphone? y
Short/Prefixed Registration Allowed: default
Customizable Labels? y
```

## 6. Connect the Sennheiser Communications A/S UUSB 8 Adapter Cable, SC 630 USB or SC 660 USB Headset to the PC running Avaya one-X® Communicator

During the compliance test the UUSB 8 Adapter Cable, SC 630 USB or SC 660 USB headsets were connected to the PC running one-X® Communicator.

### 6.1. Cable connections

To connect the UUSB 8 Adapter Cable, SC 630 USB or the SC 660 USB headset to the PC running one-X® Communicator, see diagram below.



## 7. Install the Sennheiser Communications A/S HeadSetup™ Software on the PC running Avaya one-X® Communicator

Download and install the latest release of Sennheiser Communications A/S HeadSetup™ software on the PC running one-X® Communicator. The HeadSetup™ software application enables integrated call control features on the UUSB 8 Adapter Cable, SC 630 USB and SC 660 USB headsets with the use of the in-line control buttons on the UUSB 8 Adapter Cable. The HeadSetup™ software can be downloaded from the Sennheiser Communications A/S web site; please consult references in **Section 12**.

Once the HeadSetup™ software is installed the application can be launched from **Start → Programs → Sennheiser → HeadSetup**.

If one-X® Communicator is not running, the program icon will initially be a gray circle with a white slash, as shown below, to indicate that it is not connected to a soft-phone.



If one-X® Communicator is running, the program icon will change and will show a green arrow, as shown below, to indicate that it is connected to a soft-phone.





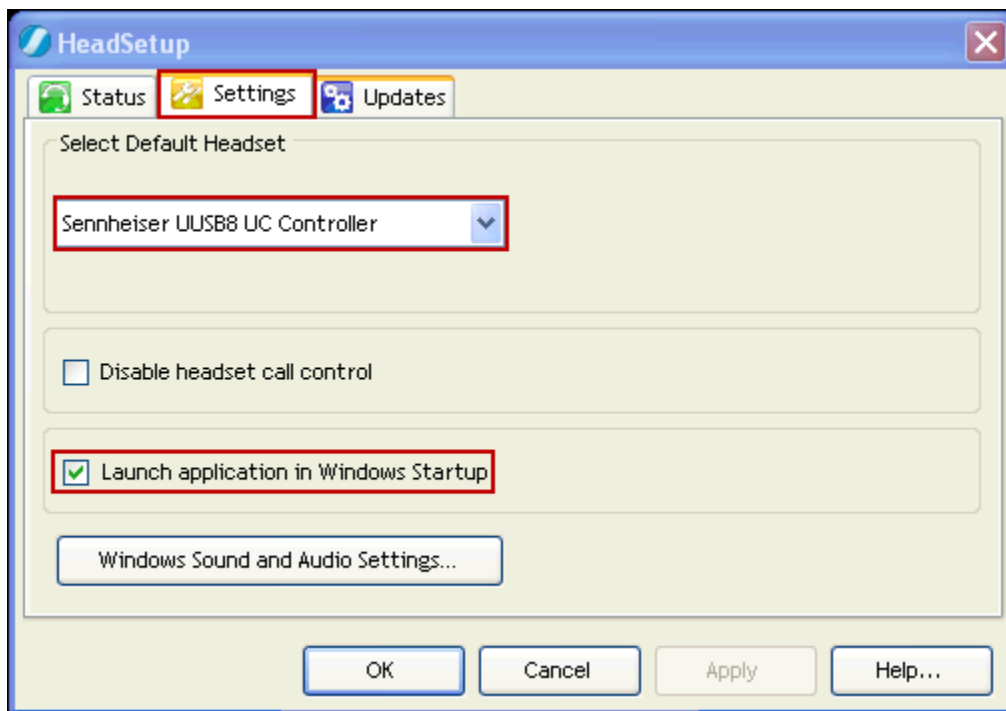
## 7.1. Configure the Sennheiser Communications A/S HeadSetup™ Application

Once the HeadSetup™ application is launched and is running, double click on the HeadSetup™ application icon shown below.

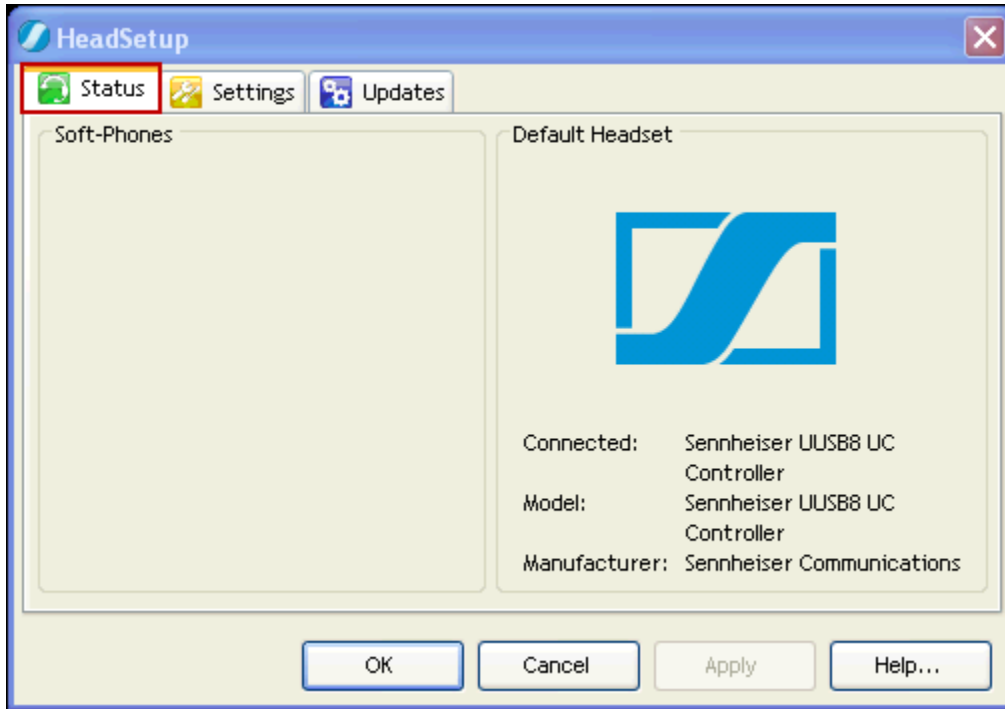


Verify that on the **Settings** tab, the **Launch application in Windows Startup** is checked (recommended).

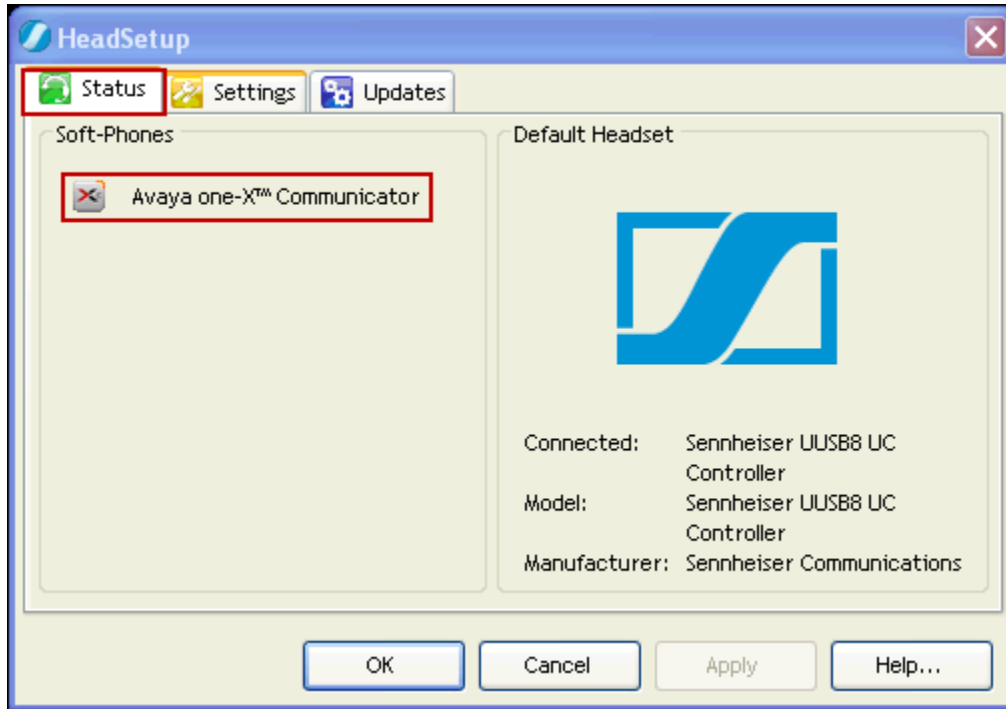
Under **Select Default Headset** the UUSB 8 Adapter Cable is automatically detected as **Sennheiser UUSB8 UC Controller**.



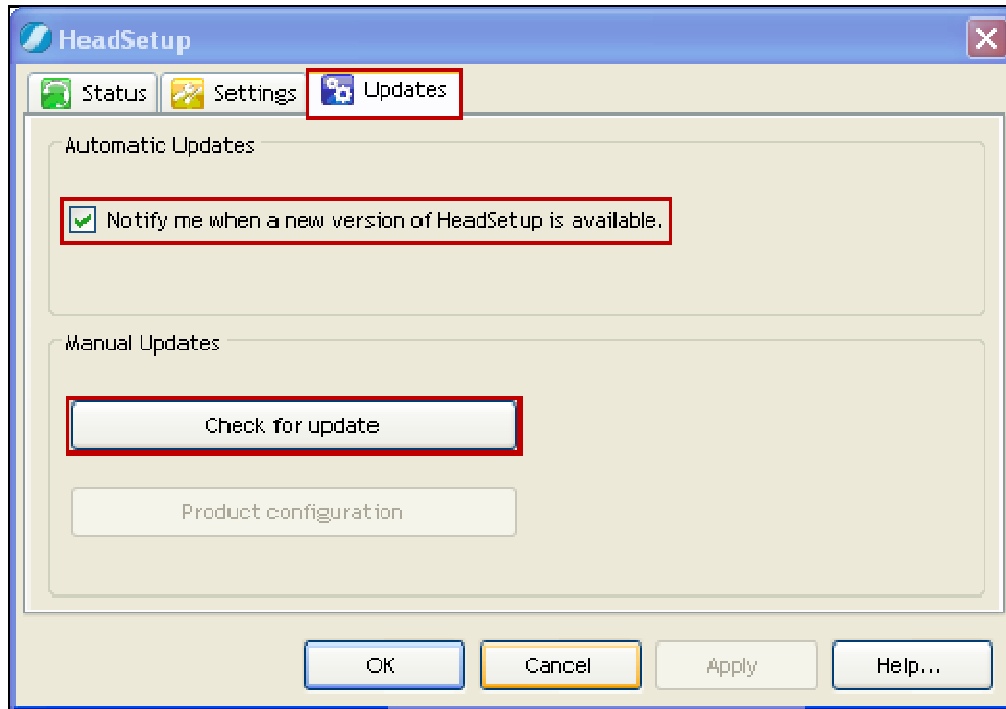
With the UUSB 8 Adapter Cable, SC 630 USB or the Sennheiser SC 660 USB headsets connected to the PC and **before** launching one-X® Communicator, the **Status** tab will show the program as running and connected to the **Sennheiser UUSB8 UC Controller**. Since one-X® Communicator is not running yet no soft-phone will be listed as registered under **Soft-Phones**.




With the UUSB 8 Adapter Cable, SC 630 USB or the SC 660 USB headset connected to the PC and **after** launching one-X® Communicator, the **Status** tab will show the program as running and connected to the **Sennheiser UUSB8 UC Controller** with **one-X® Communicator** listed under **Soft-Phones**.

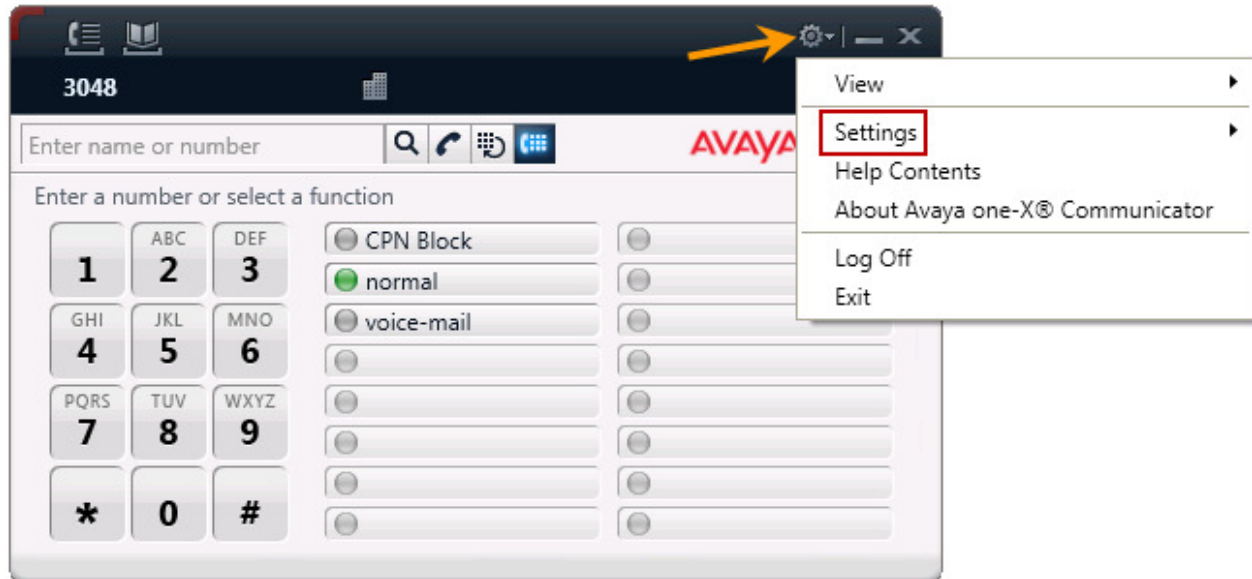


The software Version of the HeadSetup™ Application can be updated after the application is installed. To update the software manually go to the **Updates** tab and click on **Check for update**. Updates notifications can also be enabled by checking **Notify me when a new version of HeadSetup is available**.

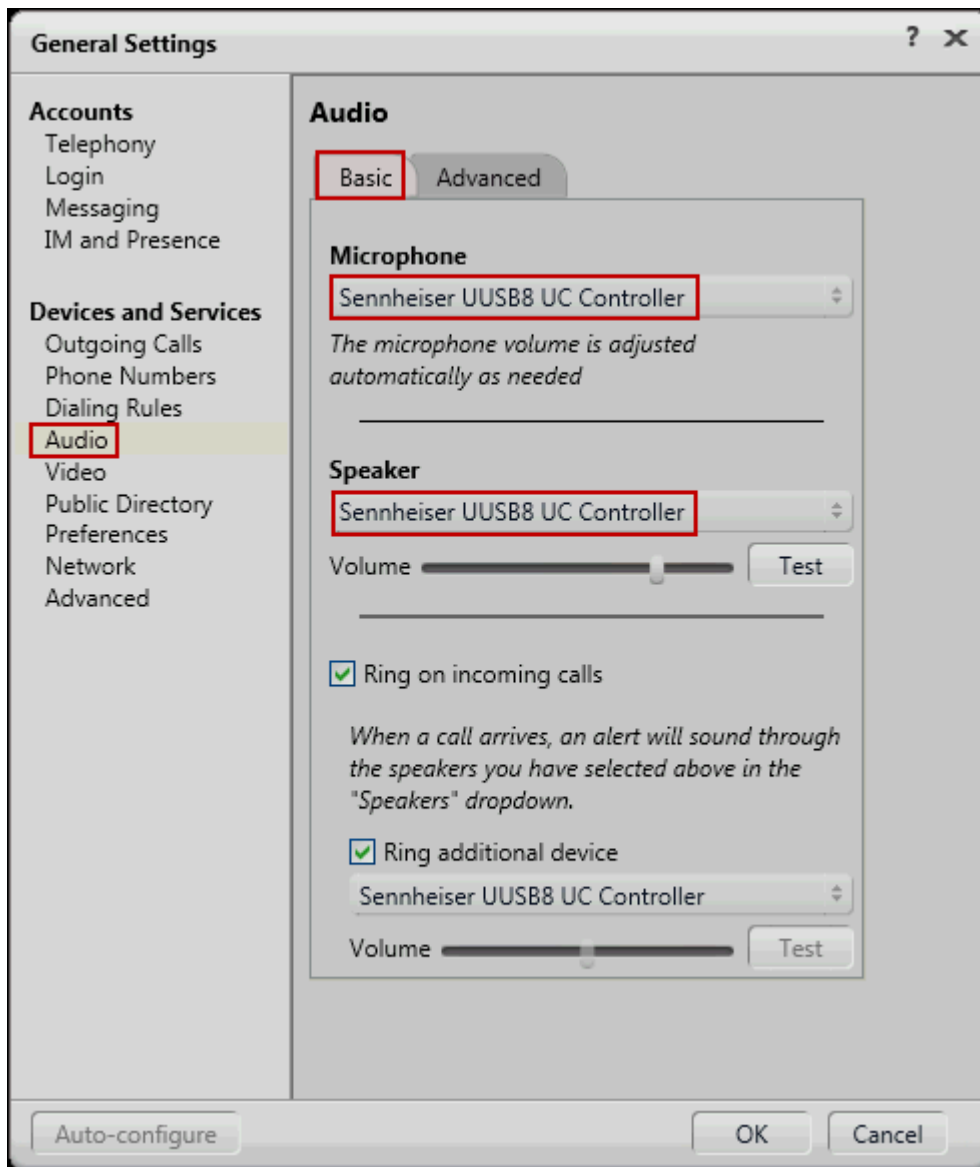


## 8. Configure Avaya one-X® Communicator

These Application Notes assume that one-X® Communicator is already configured and operational. This section focuses only on the settings used with the UUSB 8 Adapter Cable, SC 630 USB or SC 660 USB headsets. After logging into one-X® Communicator, select  → **Settings** → **General Settings** from the menu as shown below.



Under **Devices and Services** select **Audio**. Once logging into one-X® Communicator is completed the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headsets is automatically detected by Microsoft Windows® as **UUSB8 UC Controller** (not shown), one-X® Communicator will display **Sennheiser UUSB8 UC Controller** under the **Microphone** and **Speaker** tabs. Under **Speaker** → **Test** adjust the **Speaker** volume of the headset as needed. The Speaker volume of the headset can also be adjusted under **Sounds and Audio Devices Properties** in Microsoft Windows® Control Panel (not shown).

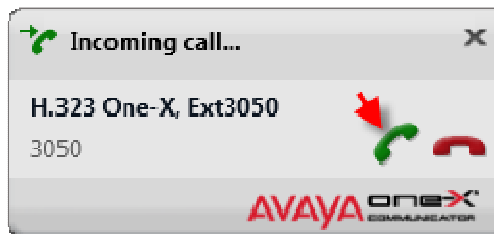


## 9. Answering, Ending, and Placing Calls

To answer, end, or place a call using the UUSB 8 Adapter Cable, SC 630 USB or SC 660 USB headsets follow the instructions below.

### To Answer a Call:

During incoming calls one-X® Communicator will display an Incoming call toast similar to the one shown below, press the green telephone handset icon on the incoming call toast to answer a call.



Or press the in-line Answer/End button on the UUSB 8 Adapter Cable with SC 630 USB or SC 660 headset to answer a call.



### To End a Call:

Press the red telephone handset icon on one-X® Communicator to end a call.



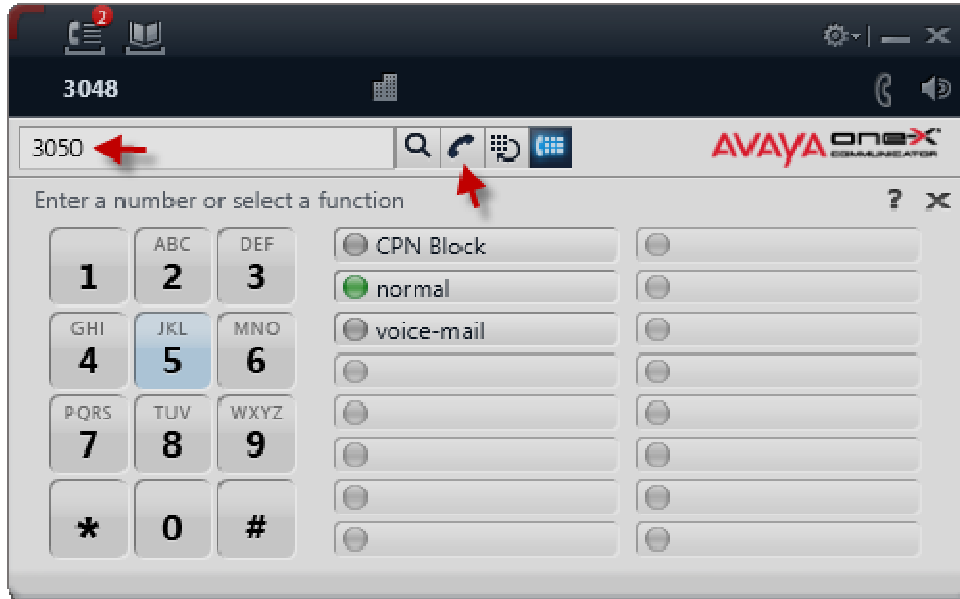
Or press the in-line Answer/End button on the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headset to end a call.





### To Place a Call:

Press the black telephone handset icon on one-X® Communicator to receive dial tone, enter the number after receiving dial tone and press **Enter** on the PC key board (not shown), or enter a number first as shown below, then press the black telephone handset icon to place a call.

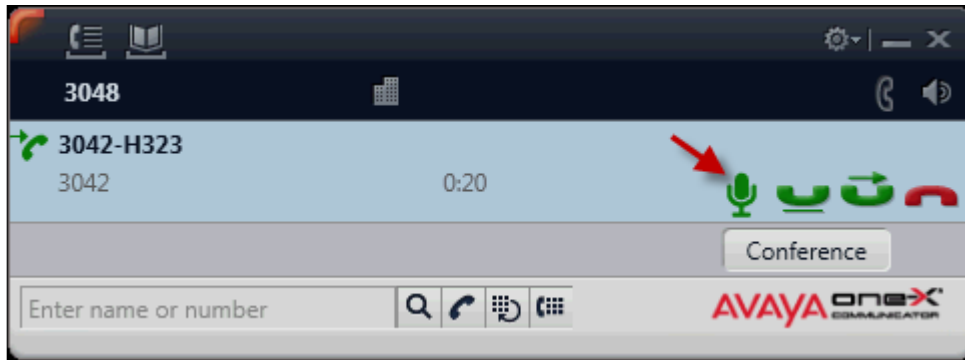


Or press the in-line Answer/End button on the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headset to receive dial tone, enter the number on one-X® Communicator, then press the black telephone handset icon on one-X® Communicator or press **Enter** on the PC key board (not shown) to place a call.



**To Mute an active call:**

Press the MUTE button on one-X® Communicator to place an active call on mute.



Or Press the in-line MUTE button on the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headset to place an active call on mute.



**To adjust the speaker volume:**

Press the in-line volume control buttons on the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headset to adjust the speaker volume on the headset.



**To reject incoming calls:**

Press the in-line Answer/End button on the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headset for an extended period of time without releasing.



For more information on how to use the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headsets refer to the Quick Guides included with the UUSB 8 Adapter Cable. For the link to on-line documentation refer to **Section 12**.

## 10. Verification Steps

Verify that the UUSB 8 Adapter Cable and SC 630 USB or SC 660 USB headset have been connected to the PC running one-X® Communicator, as shown in **Section 6.1**. Launch and configure one-X® Communicator and the HeadSetup™ software application as shown in **Sections 7 and 8**. Verify that incoming and outgoing calls can be established using the call control buttons on one-X® Communicator and in-line call buttons on the UUSB 8 Adapter Cable with headset, and that clear two-way audio, dial tone, ring-back tone for outgoing calls and ringing tone (alerting) for incoming calls can be heard on the headset when making and receiving calls.

## 11. Conclusion

These Application Notes describe the configuration steps required to integrate the UUSB 8 Adapter Cable, SC 630 USB or SC 660 USB headsets with one-X® Communicator. Testing was completed successfully with observations noted in **Section Error! Reference source not found.**

## 12. 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 6.0, Issue 6.0, June 2010, Document Number 03-300509.

[2] *Implementing Avaya one-X® Communicator*, June 2012.

The following Sennheiser Communications A/S documentation can be found at <http://www.sennheisercommunications.com/>

[3] *Quick guide for UUSB 8 Adapter Cable*.

The Sennheiser Communications A/S HeadSetup™ software application can be downloaded from the following Website:

<http://www.senncom.com/headsetup>

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