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Avaya Solution & Interoperability Test Lab

Application Notes for Configuring EPOS Connect, BTD 800 USB Bluetooth Dongle and EXPAND 30/30+ Speakerphone with Avaya Workplace Client for Windows - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate EPOS Connect, BTD 800 USB Bluetooth Dongle and EXPAND 30/30+ Speakerphone with Avaya Workplace Client for Windows.

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 EXPAND 30/30+ Speakerphone with EPOS Connect software allows connectivity to Avaya Workplace Client for Windows (hereafter referred to as Avaya Workplace) either directly via USB-A/C or through EPOS BTD 800 USB Bluetooth dongle to USB interface of the PC. Both connectivity methods were tested. The difference between EPOS EXPAND 30 and 30+ is the addition of EPOS BTD 800 USB Bluetooth dongle in EXPAND 30+. Both devices provide USB-C to USB-A adapter.

The following EPOS EXPAND 30 Series speakerphones were used for compliance testing.
- EPOS EXPAND 30 Speakerphone
- EPOS EXPAND 30+ Speakerphone with BTD 800 USB Bluetooth Dongle

Note: See the EPOS Declaration of Compliance, **Attachment 1**, which provides details of other EPOS EXPAND 30 series models for which this testing applies. For additional information contact EPOS support as shown in **Section 2.3**.

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 speakerphone, 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 speakerphone solution after restarting the Avaya Workplace, restarting the PC, moving the speakerphone out of Bluetooth range and reconnecting the USB Bluetooth dongle to the PC.

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/speakerphone to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets/speakerphones 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/handset/speakerphone 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 speakerphone 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 speakerphone to adjust the audio volume.
- Using the mute button on the speakerphone 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 speakerphone solution after restarting the Avaya Workplace, restarting the PC, moving the speakerphone out of Bluetooth range and reconnecting the speakerphone to the PC.

2.2. Test Results

All test cases were completed successfully.

2.3. Support

For support on this EPOS headset/speakerphone 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, BTD 800 USB Bluetooth Dongle and EXPAND 30/30+ USB-A/C Speakerphone with Avaya Workplace. The EPOS Connect software are installed on the PC together with Avaya Workplace. The EPOS EXPAND 30/30+ was connected via either directly or via Bluetooth with the EPOS BTD 800 USB Bluetooth dongle plugged into the PC's USB interface.
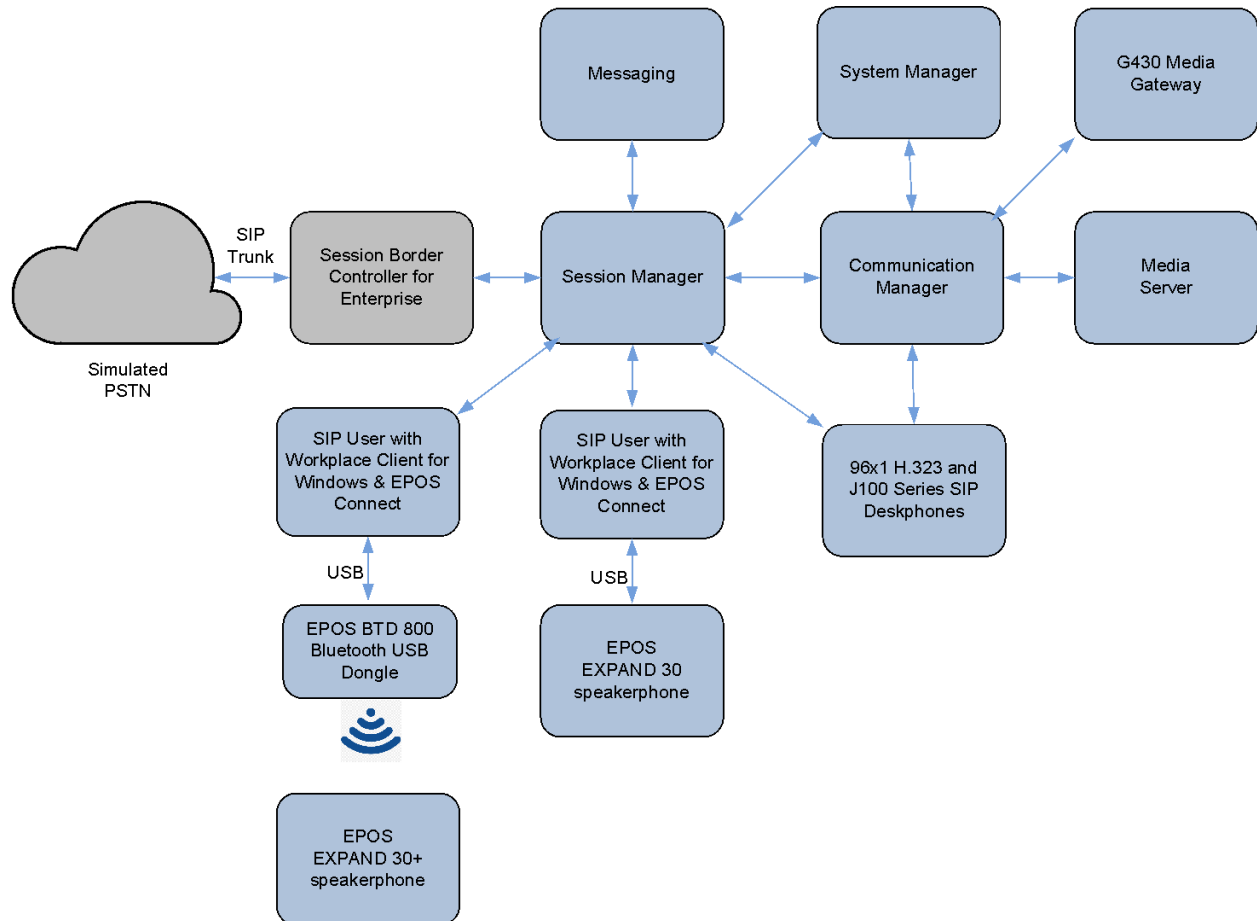

Figure 1: Test Configuration

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 Windows	3.29
EPOS EXPAND 30/30+ Speakerphone EPOS BTD 800 BT USB Dongle	4.8.142 2.17.16
EPOS Connect for Windows	7.3.2.35483

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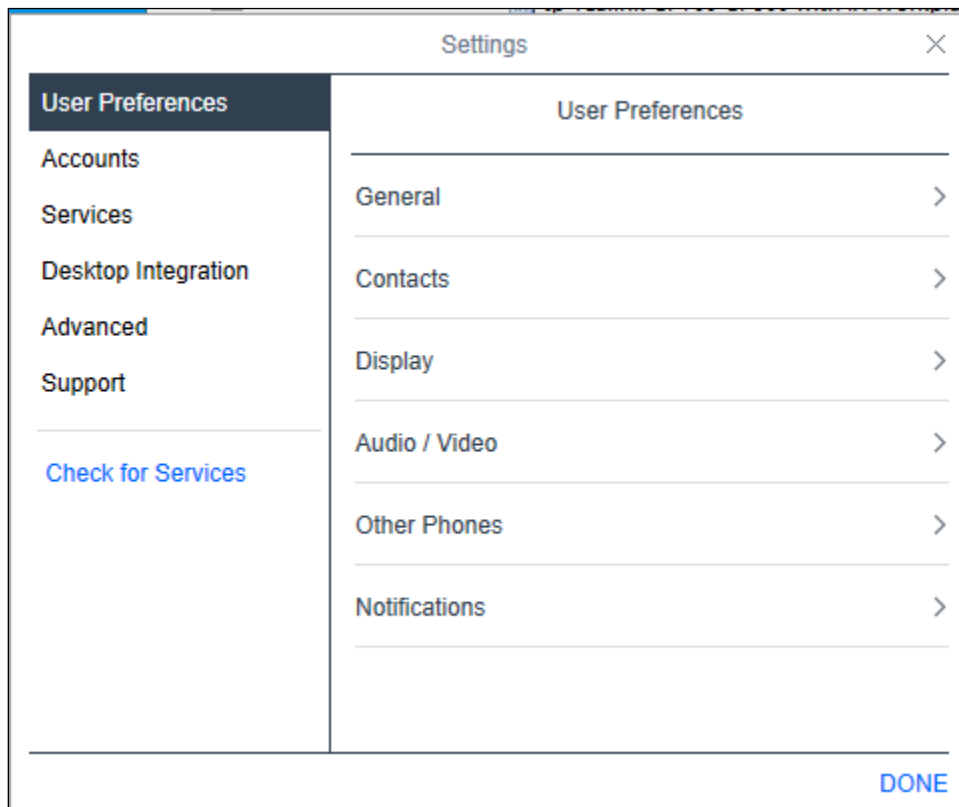5 of 15
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5. Configure Avaya Aura® Communication Manager

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.
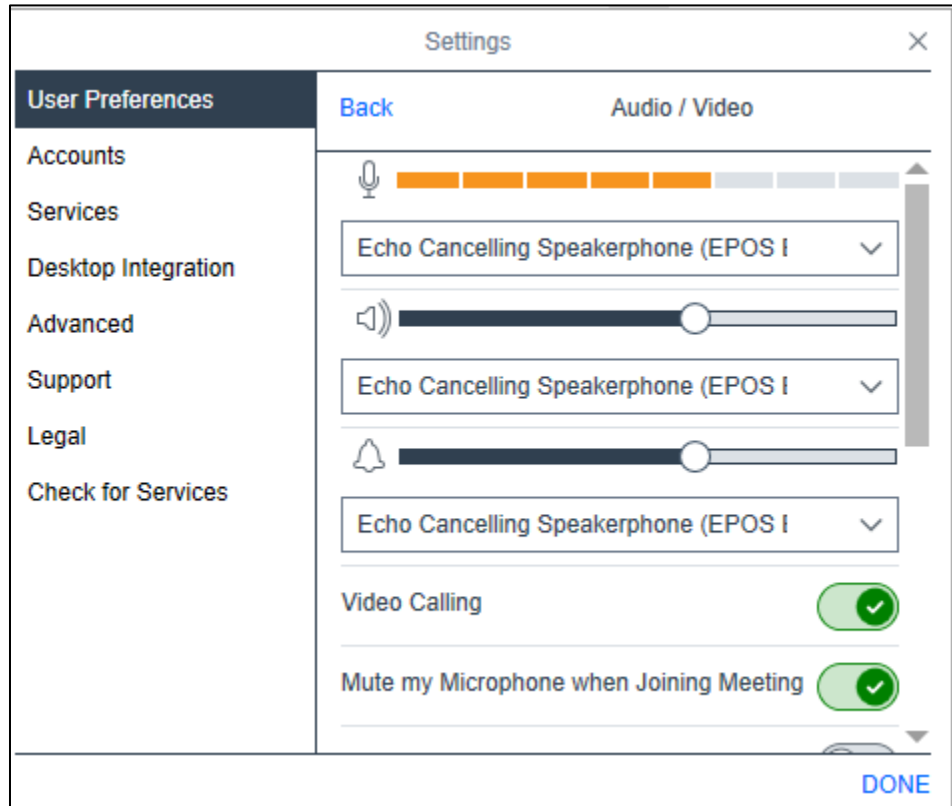
6. Configure Avaya Workplace Client for PC

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 EXPAND 30+ to use with Avaya Workplace.

Before configuring Avaya Workplace, the speakerphone has to be configured and provisioned as in **Section 7** first. From Avaya Workplace, navigate to **Settings → User Preferences → Audio/Video**.

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Select *Echo Cancelling Speakerphone (EPOS BTD 800)* for **Microphone** 🎤 and the same for **Speakers** 🔊 as shown below. It is optional for ring notification on incoming calls 🔔 to be set as *Echo Cancelling Speakerphone (EPOS BTD 800)*.

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7. Configure EPOS EXPAND 30/30+ Speakerphone

This section covers the steps to integrate EPOS EXPAND 30/30+ Speakerphone with Avaya Workplace, including:

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

Note: After successfully performing this procedure, the EPOS speakerphone 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. Connect the EPOS Speakerphone

EPOS speakerphone can be connected directly or via Bluetooth connection with the dongle. Plug EPOS BTD 800 dongle into the USB port of the PC. The device drivers will automatically be installed. Power on EPOS EXPAND 30+ speakerphone and the device will automatically connect to EPOS BTD 800 dongle. Otherwise, consult the manual in **Section 10** to re-configure the Bluetooth connection.

Open the EPOS program installed on the PC. Select the **Home** icon and check that the speakerphone is detected as shown below for EPOS EXPAND 30 speakerphone with BTD 800 though it should be shown as EXPAND 30+.
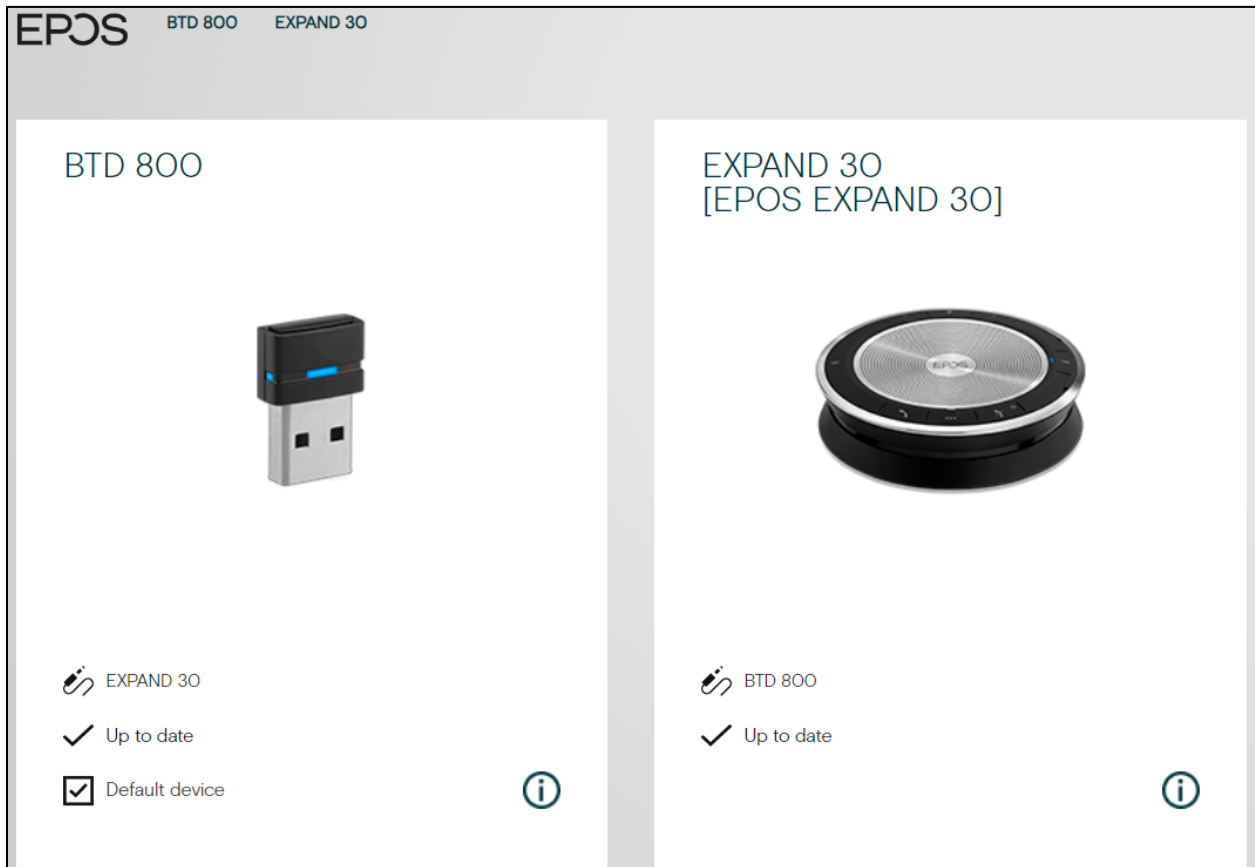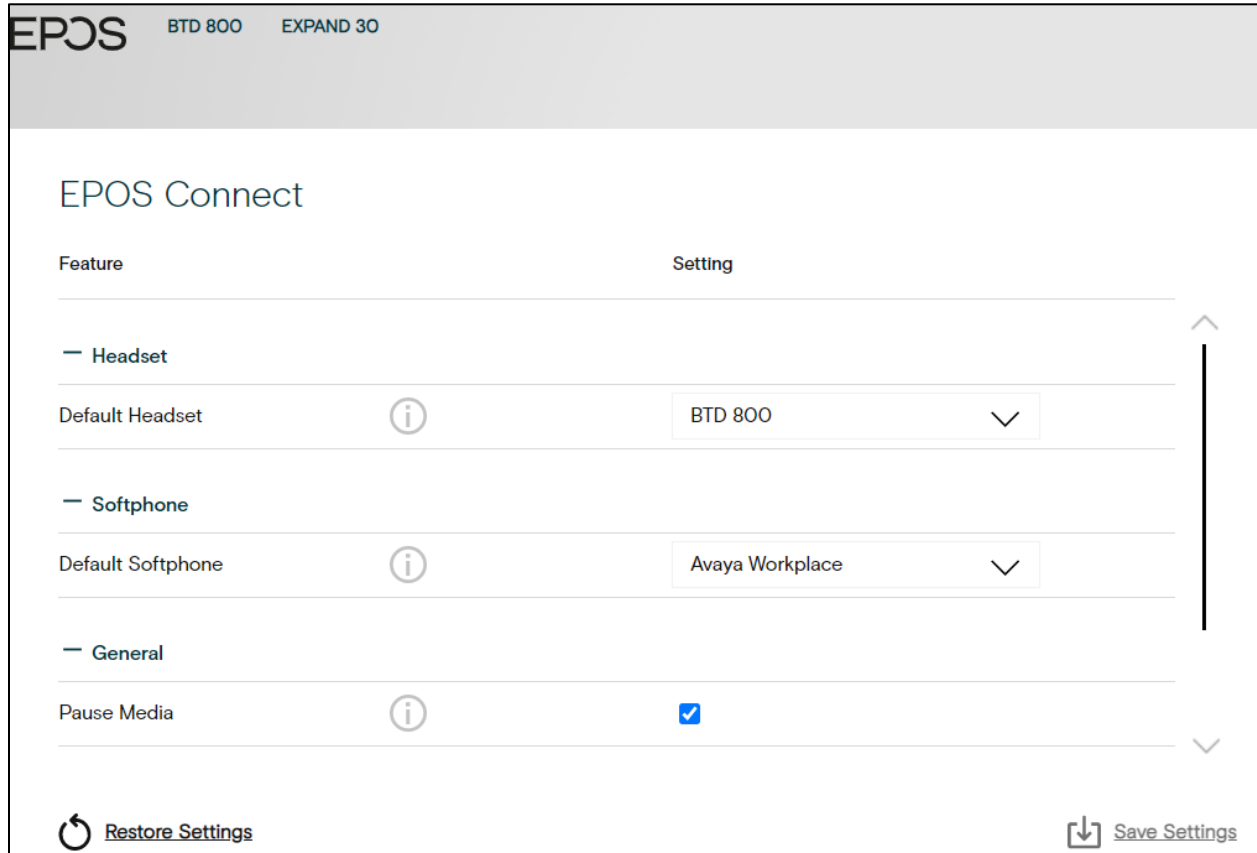
With direct USB-A/C connection, the speakerphone is detected as shown below for EPOS EXPAND 30.

7.3. Configuring EPOS Speakerphone 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.

The screenshot below shows the settings for EPOS BTD 800 USB Bluetooth dongle connection to the PC.

Below shows the screenshot for the speakerphone direct USB cable connection to the PC.
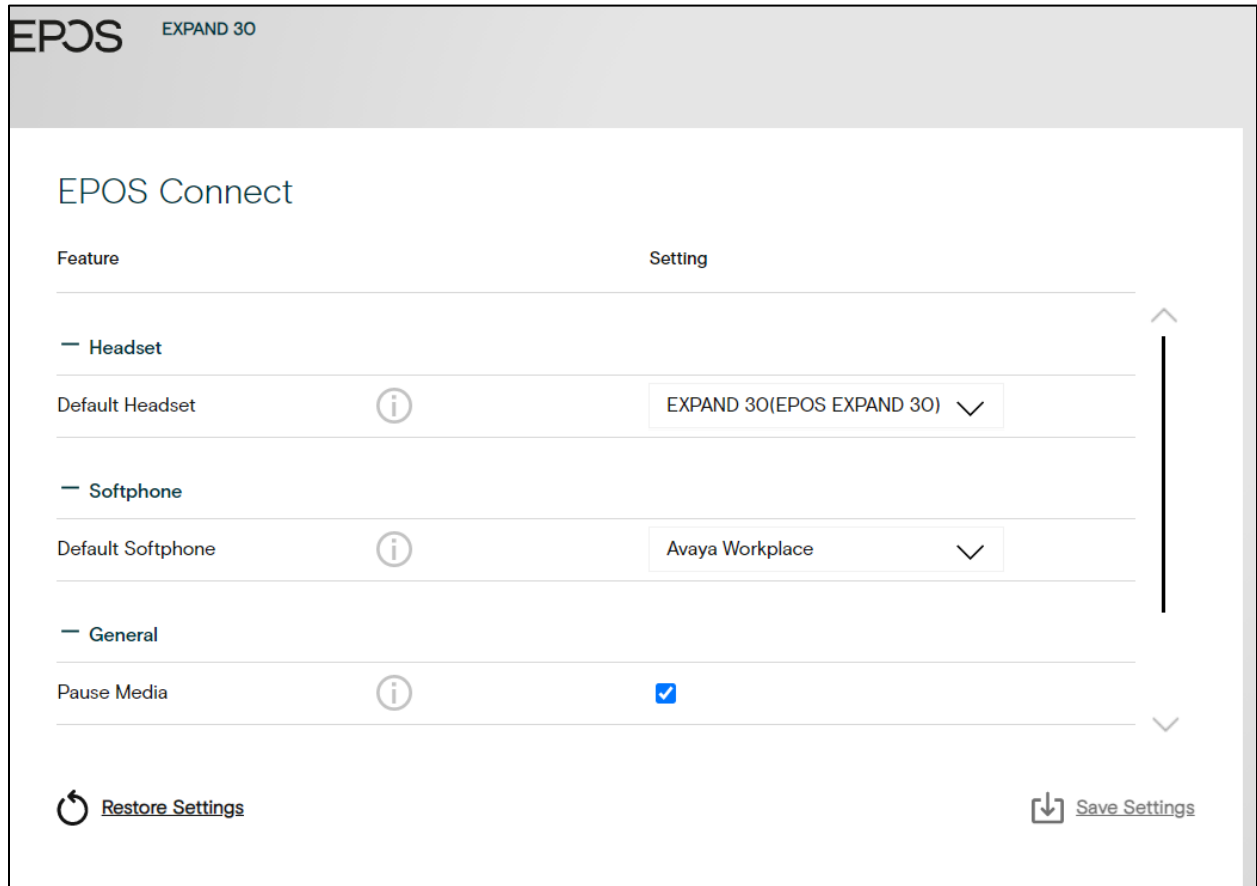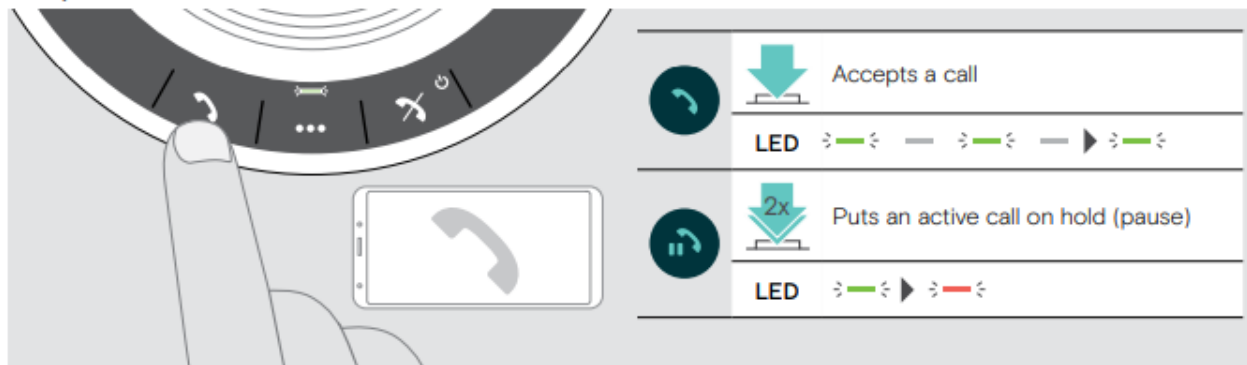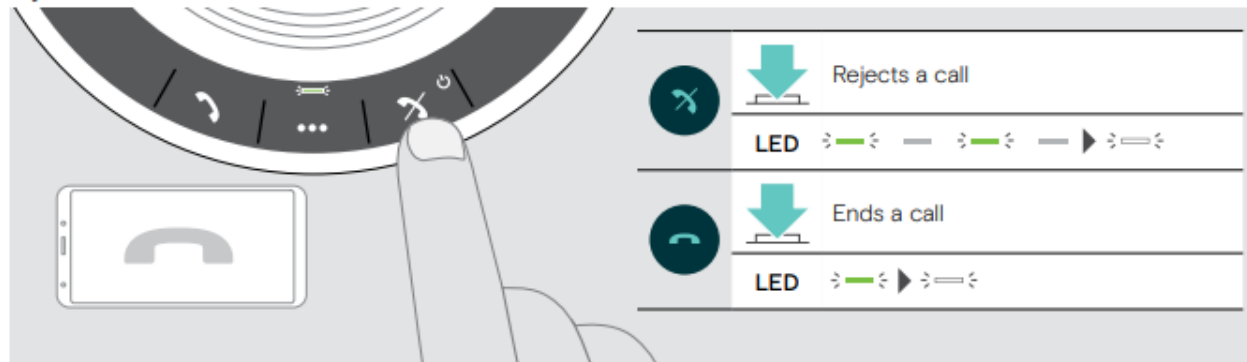
8. Verification Steps

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

1. Open the EPOS Connect program to verify that the speakerphone has been successfully connected to the PC for use with Avaya Workplace running. Observe that EPOS EXPAND 30+ speakerphone 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 speakerphone (as shown below).
3. End the call by pressing the end call button on the speakerphone.
4. Verify that remote control call functions, such as mute/un-mute, and adjusting the volume can also be performed by pressing the relevant keys on the speakerphone. Similarly, verify that the same call control functions can also be performed using Avaya Workplace.

Accept/hold a call

Accepts a call

Puts an active call on hold (pause)

Reject/end a call

Rejects a call

Ends a call

9. Conclusion

These Application Notes describe the configuration steps required to integrate EPOS Connect, BTD 800 USB Bluetooth Dongle and EXPAND 30/30+ Speakerphone with Avaya Workplace Client for Windows. All test cases were successfully completed.

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 EXPAND SP 30/SP 30+ Bluetooth Speakerphone User Guide.*

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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.

EPOS

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Declaration of Compliance

We, EPOS Group A/S, declare under sole responsibility that within EPOS EXPAND 30 series there are more variants that have similar features, differences affecting only the connectivity.

These differences have no other impact on firmware (FW) functionality. The schematics of RF board is 100% the same. The firmware is also the same. The attached speakerphones which define the acoustics are 100% the same.

Product sales name	EXPAND 30 USB-C cable / USB-A (adapter) EXPAND 30+ Bluetooth, USB-C cable / USB-A (adapter)
Product similarities	Firmware version RF PCBA Schematic Acoustical design
Differences	USB-C cable, USB-A/USB-C adapter, BT dongle
connection method to **Avaya Workplace Client for Windows**	USB-C direct / USB-A BT dongle

2023-03-31

X _Michael Åslund_

Michael Aaslund
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Signed by: Michael Aaslund (MCAU)

Appendix 1. Images displaying the differences

SP 30+

SP 30

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