**Avaya Solution & Interoperability Test Lab**

# Application Notes for VXi Connect™ Avaya Software and VXI UC ProSet LUX™ USB Headset with Avaya one-X® Agent – Issue 1.0

## Abstract

These Application Notes describe a solution comprised of Avaya one-X® Agent softphone, VXi Connect™ Avaya software and the VXI UC ProSet LUX™ Headset. The VXI UC ProSet LUX™ is an USB headset that uses VXi Connect™ Avaya software installed on the PC running Avaya IP softphone to control calls.

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

These Application Notes describe the configuration steps required for VXi Connect™ Avaya software and VXI UC ProSet LUX™ USB Headset to successfully interoperate with Avaya one-X® Agent and Avaya Aura® Communication Manager. The VXI UC ProSet LUX™ Headset connects to the PC running Avaya one-X® Agent via a USB cable and the VXi Connect™ Avaya software serves as an interface between Avaya one-X® Agent and the UC ProSet LUX™ Headset.

# 2. General Test Approach and Test Results

The compliance testing of the VXI UC ProSet LUX™ Headset and VXi Connect™ Avaya software interoperating with Avaya one-X Agent was manually performed. No performance testing was done and the tests listed in **Section 2.1** were executed and verified.

## 2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios with one-X Agent using only H.323 protocol.

- Verification of acceptable two-way audio path in both directions for local and PSTN calls
- UC ProSet LUX™ mute button operation
- UC ProSet LUX™ volume controls
- UC ProSet LUX™ call control button for answering and terminating calls
- Interoperability with one-X Agent controls
- Interoperability with voicemail

The serviceability testing focused on verifying the ability of UC ProSet LUX™ to recover from adverse conditions, such as disconnecting and reconnecting the USB cable, restarting one-X Agent, and rebooting the PC where the UC ProSet LUX™ and one-X Agent software was installed.

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.

## 2.2. Test Results

The objectives outlined in **Section 2.1** were verified and all test cases passed.

## 2.3. Support

For technical support for the VXI UC ProSet LUX™ Headset, and VXI products in general, please refer to http://www.vxicorp.com. On the VXI website, support hotline numbers can be found for specific countries.

# 3. Reference Configuration

**Figure 1** illustrates the test configuration used during the compliance testing between Avaya one-X Agent, VXI UC ProSet LUX™ Headset and VXi Connect™ Avaya software.
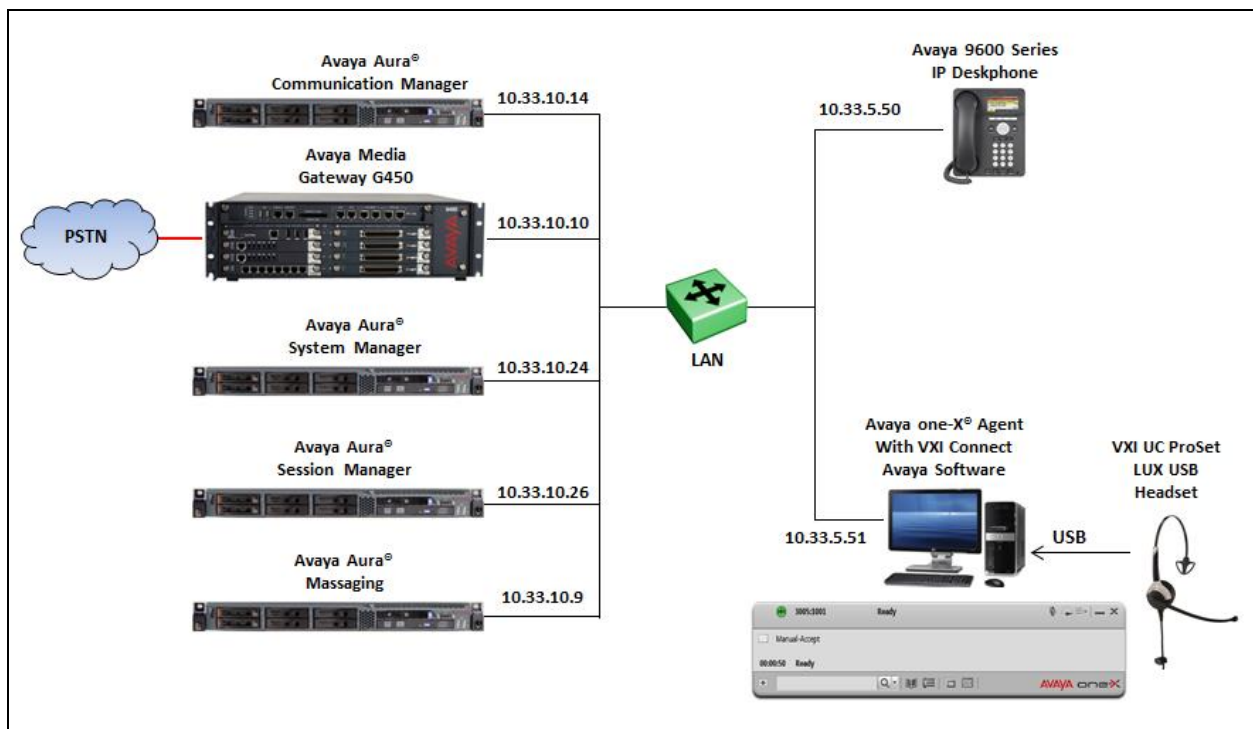


**Figure 1: Reference Configuration Diagram**

# 4. Equipment and Software Validated

The following equipment and software was used during the lab testing:

| Equipment | Software Version |
|---|---|
| Avaya Aura® Session Manager running on S8800 Server | Release: 6.3.7<br>Build No. - 6.3.7.0.637008 |
| Avaya Aura® System Manager running on S8800 Server | 6.3.7<br>Build No. - 6.3.0.8.5682-6.3.8.3204 |
| Avaya Aura® Communication Manager running on Avaya S8800Server/G450 Media Gateway | R016x.03.0.124.0 patch 21460<br>G450 FW 35.8.0 |
| Avaya Aura® Messaging | 6.2 |
| Avaya one-X® Agent | 2.5.5.0022 |
| Avaya 9641G IP Deskphone (SIP) | SIP 6.4.0.33 |
| Avaya 9608 IP Deskphone (H.323) | 6.4014 |
| VXi Connect™ Avaya Software | 1.12.1 |
| VXI UC ProSet LUX™ Headset | 1.04S |

# 5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no Communication Manager configurations for the VXI UC ProSet LUX™ Headset to interoperate with Avaya one-X Agent.

This section describes the steps to provision a station for one-X Agent softphone in Communication Manager by System Administration Terminal (SAT). For detailed information on how to configure and administer Communication Manager, please refer to **Section 10 [1]**.

Use the SAT command **add station x** to add a new extension in Communication Manager where **x** is the new extension number as in the figure below. Enter the model of IP deskphone in the **Type** field, a name in the **Name** field, a code in the **Security Code** field, '**y**' in the **IP Softphone?** field and keep the other fields as default.

```
add station 3005                                         Page   1 of   5
                                  STATION

Extension: 3005                      Lock Messages? n              BCC: 0
     Type: 4625                    Security Code: 12345             TN: 1
     Port: IP                     Coverage Path 1:                 COR: 1
     Name: IP Agent One-X         Coverage Path 2:                 COS: 1
                                  Hunt-to Station:             Tests? y
STATION OPTIONS
                                     Time of Day Lock Table:
          Loss Group: 19      Personalized Ringing Pattern: 1
                                       Message Lamp Ext: 3000
       Speakerphone: 2-way         Mute Button Enabled? y
    Display Language: english
 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
```
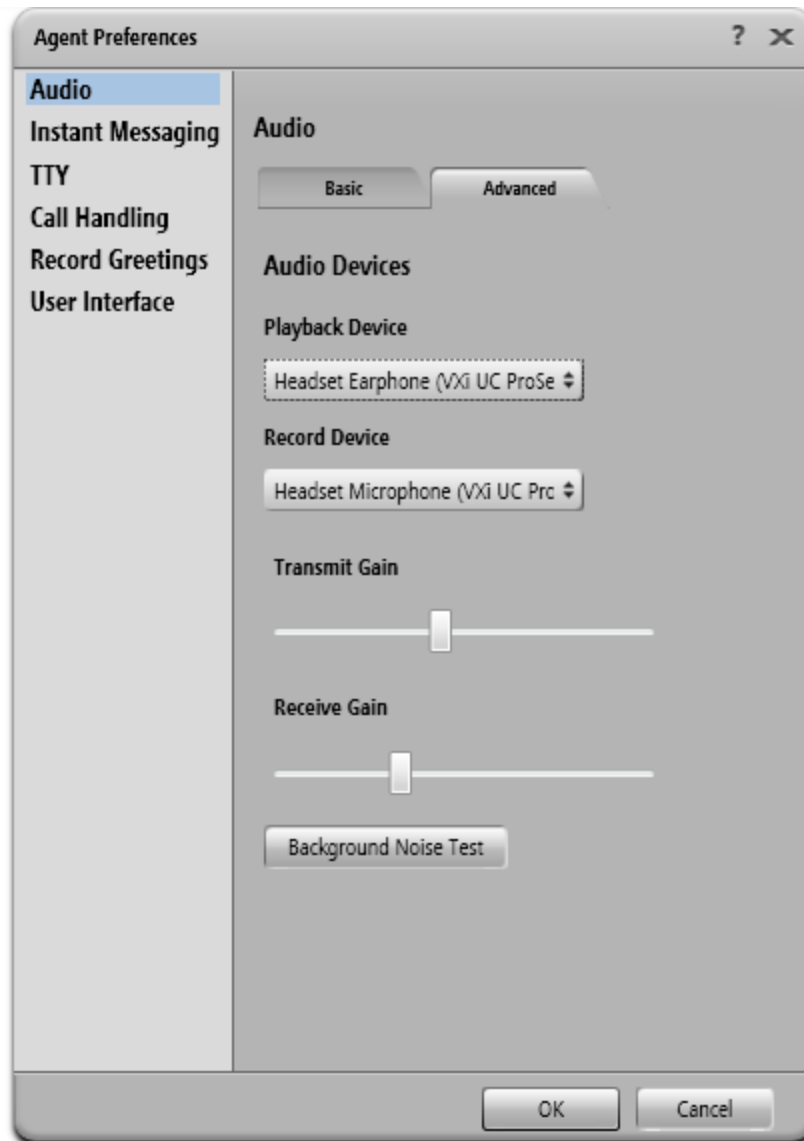
# 6. Configure Avaya one-X® Agent

Select [icon] →**Agent Preferences**… from the menu as shown below.

The **Agent Preferences** window appears as shown below. Select **Audio** from the left pane and select the **Advanced** tab.

In the **Advanced** tab, select **VXi UC ProSet** in the **Playback Device** and **Record Device** sections. Click the **OK** button to close the window.
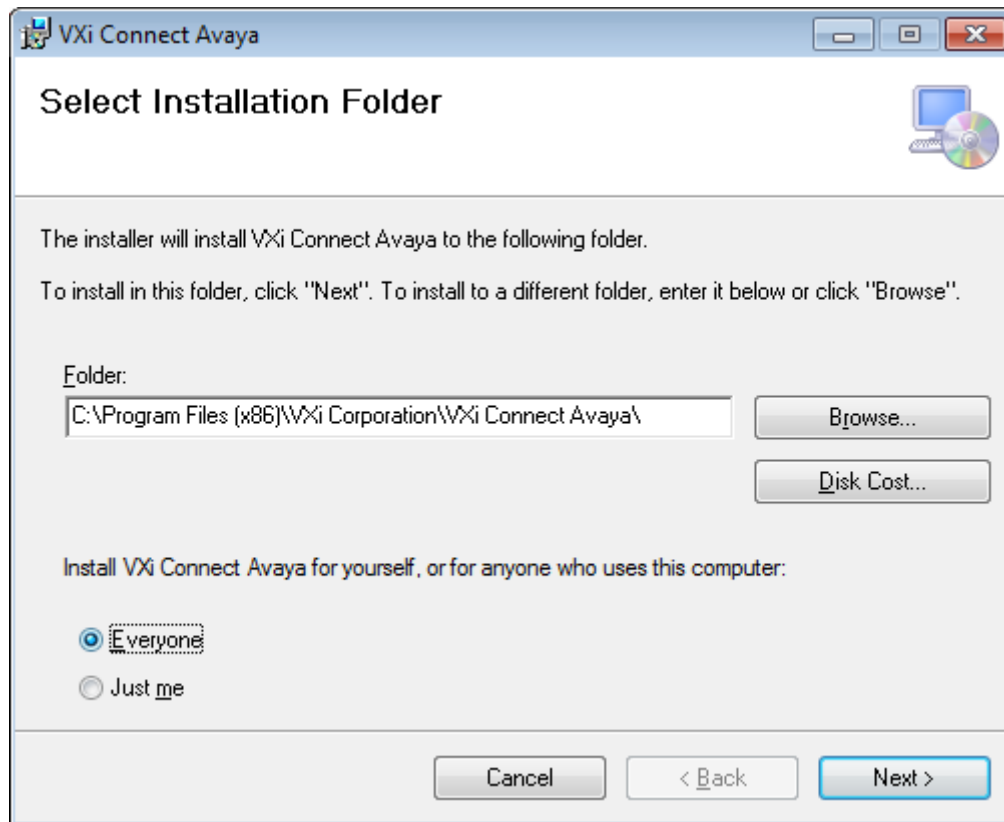
# 7. Configure VXI UC ProSet LUX™ Headset

This section describes the configuration steps for the VXI UC ProSet LUX™ Headset and VXi Connect™ Avaya software for operation with Avaya one-X Agent. For more information on how to use the UC ProSet LUX™ Headset, please refer to the headset manual listed in **Section 10 [4]**.

## 7.1. Configure VXi Connect™ Avaya Software

Launch VXi_Connect_AvayaV1.12.1.EXE application on the PC where one-X Agent softphone is installed. The VXi Connect™ Avaya window is shown as the screen below. Click **Next** button, on the next screen (not shown), click on **I Agree** option to agree with the license agreement and click **Next** to go to next screen.
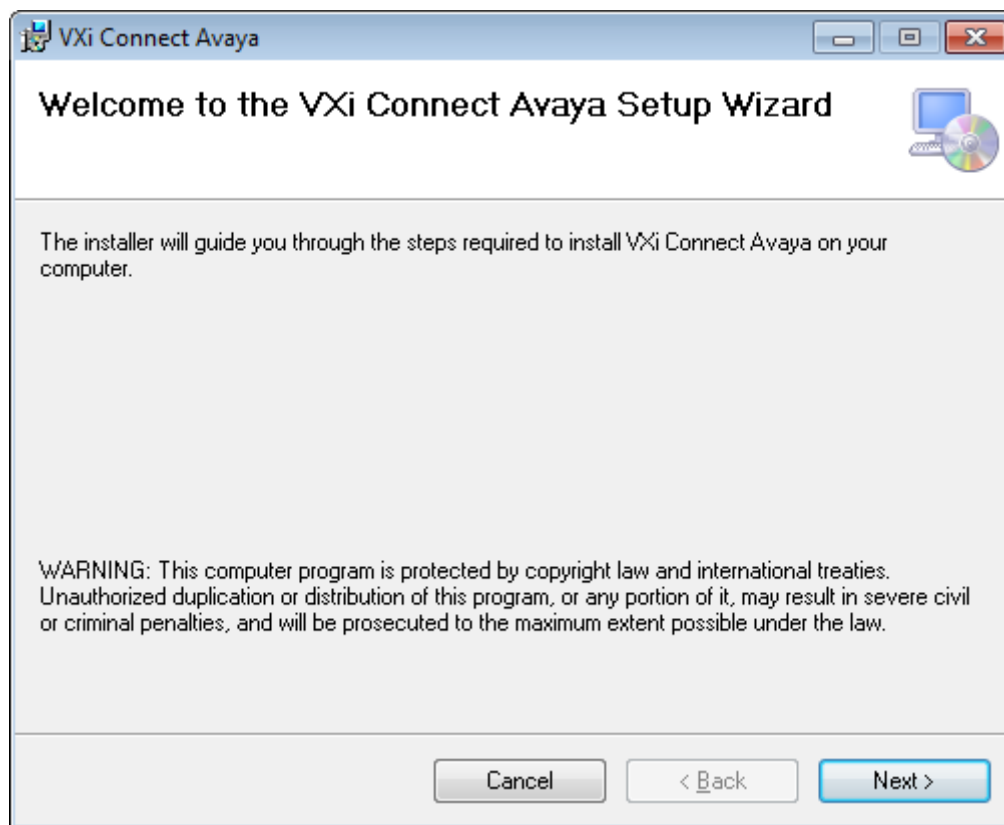
In the **Select Installation Folder** window: keep the default folder for installation, select option as **Everyone** and click **Next** to go to next screen.

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In the **Choose automatic update options** window, keep the default selection of **Automatic check once a month**. Click **Next** to go to next screen.
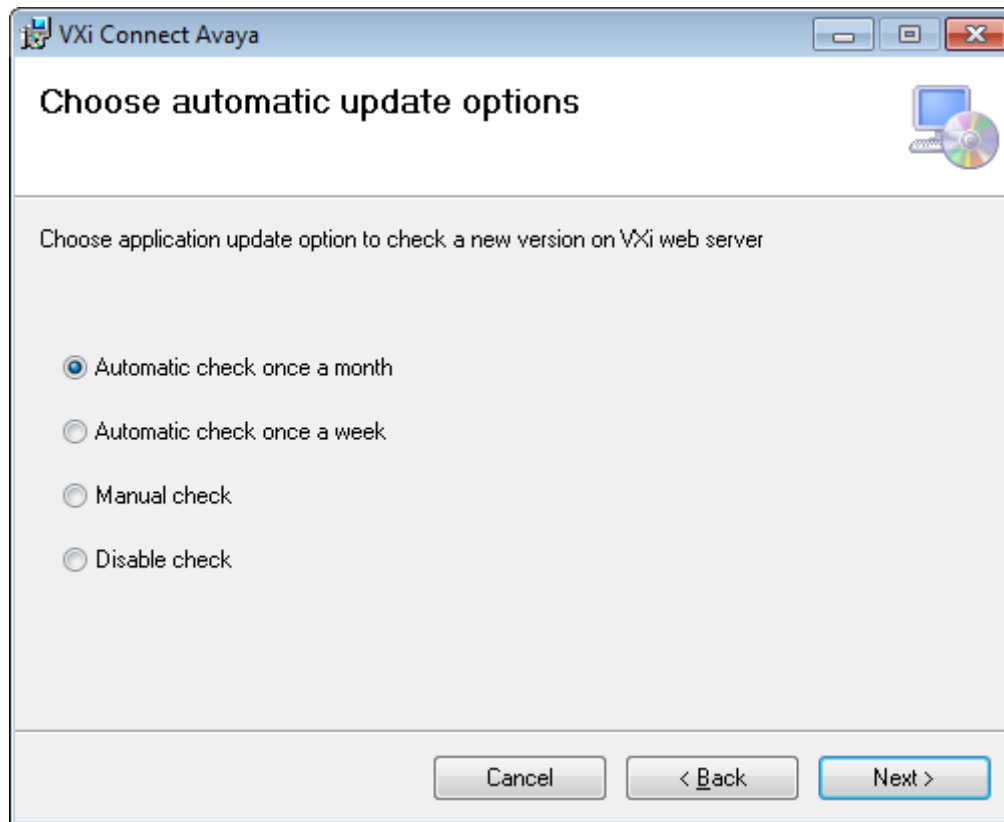
In the **Confirm Installation** window (not shown), click **Next** button to start installing the application. Click **Close** button in the **Installation Complete** window to complete and close the window.
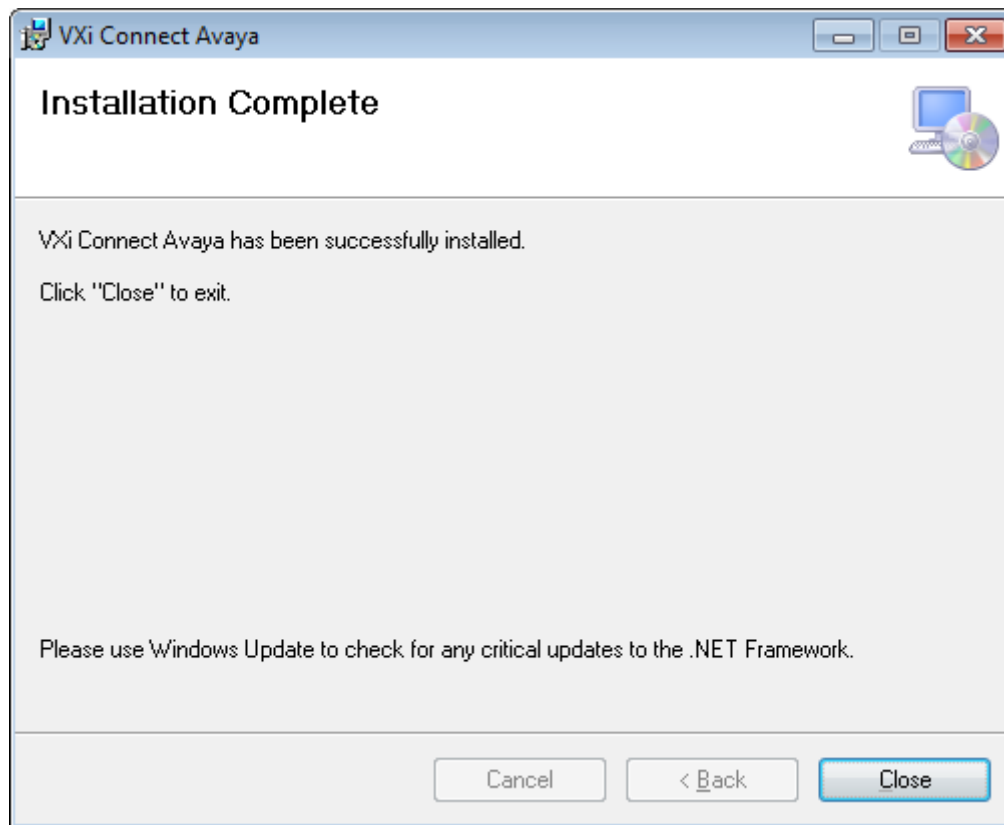


After the installation, the VXi icon is displayed in the bottom left corner of the system tray bar as shown below.
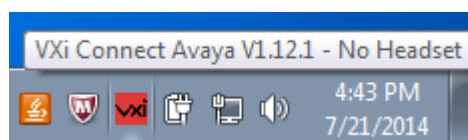
## 7.2. Connect VXI UC ProSet LUX™ Headset to PC

The following procedure shows the steps to connect the UC ProSet LUX™ Headset to the PC.

- Plug the USB port marked [icon] of UC ProSet LUX™ Headset into the free USB port on the PC.
- Wait for the PC to recognize the UC ProSet LUX™ Headset.
- After the UC ProSet LUX™ Headset is recognized by the PC, go to menu **Start →** **Control Panel → Sound** and set the UC ProSet LUX™ Headset to be used as default **Playback** and **Recording** device as shown in the screens below.
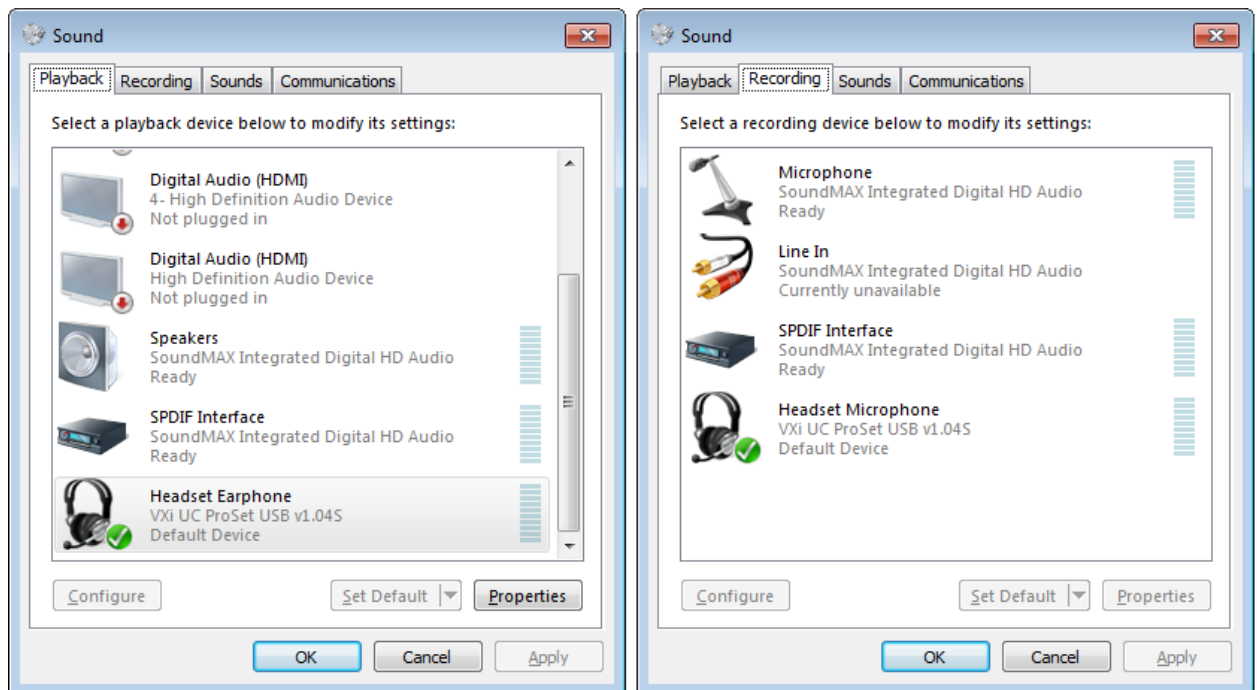
When the headset plugged into the PC and the one-X Agent softphone not yet started, the status of VXi icon should be "Not Connected" as shown below.
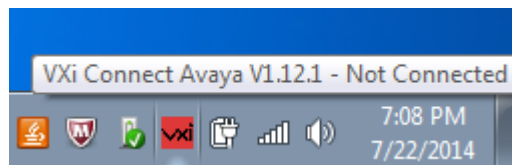
# 8. Verification Steps

This section provides tests that can be performed to verify proper installation and configuration of the VXi Connect™ Avaya software and the VXI UC ProSet LUX™ Headset with Avaya one-X Agent.

Start the Avaya one-X Agent application and login an agent. Move the mouse over the VXi icon on the system tray bar, the status should be "Connected" as shown below.
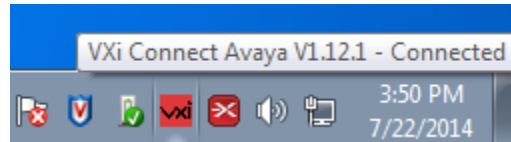


Perform a test call as follows:
- Place an incoming call to Avaya one-X Agent
- Answer the call using the call control button on the headset
- Verify two-way talk path between the headset and the calling phone
- Disconnect the call from the headset using the call control button
- Verify that the call is properly disconnected

# 9. Conclusion

These Application Notes describe the configuration steps required for the VXI UC ProSet LUX™ Headset and VXi Connect™ Avaya software to interoperate with Avaya one-X® Agent. All feature and serviceability test cases were completed and passed as described in **Section 2**.

# 10. Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Release 6.3,
    Document Number 03-300509, Issue 9, October 2013

[2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Release
    6.3, Document Number 555-245-205, Issue 11, October 2013

[3] *Administering Avaya one-X® Agent*, Release 6.2, December 2013

Documentation for the VXI UC ProSet LUX™ Headset and VXI products can be found at
http://www.vxicorp.com.

[4] *UC_ProSet_LUX™_User_Guide_Eng_Fr_Sp_Online.pdf*