



## **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® Agent - 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® Agent.

The Sennheiser Communications A/S UUSB 8 Adapter Cable connects the SC 630 USB and SC 660 USB headsets to the PC running Avaya one-X® Agent. The UUSB 8 Adapter Cable offers 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® Agent.

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 Sennheiser Communications A/S UUSB 8 Adapter Cable offer in-line call controls that provide the ability to manage PC communications with the use of soft-phone applications, such as Avaya one-X® Agent; the in-line control buttons on the Sennheiser Communications A/S 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® Agent 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 clear and without distortion.
- 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® Agent and in-line call control buttons on the UUSB 8 Adapter Cable with headsets.
- Using the volume control buttons on one-X® Agent 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® Agent 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® Agent to hold and un-hold active calls.

Serviceability testing was performed by exiting and logging back into one-X® Agent and by unplugging 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.
- If the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headset is unplugged and plugged back in from the PC during an active call audio is NOT re-established to the headsets. one-X® Agent has to be started with the headsets connected to the USB port on the PC in order for audio to work.
- The Sennheiser Communications A/S HeadSetup™ software application will show **Avaya one-X® Communicator**, instead of **Avaya one-X® Agent**, running and registered under **Soft-Phones** in the **Status** tab; refer to **Section 7.1**. This issue has been reported to Sennheiser Communications A/S and does not affect the functionality of the UUSB 8 Adapter Cable or headsets.

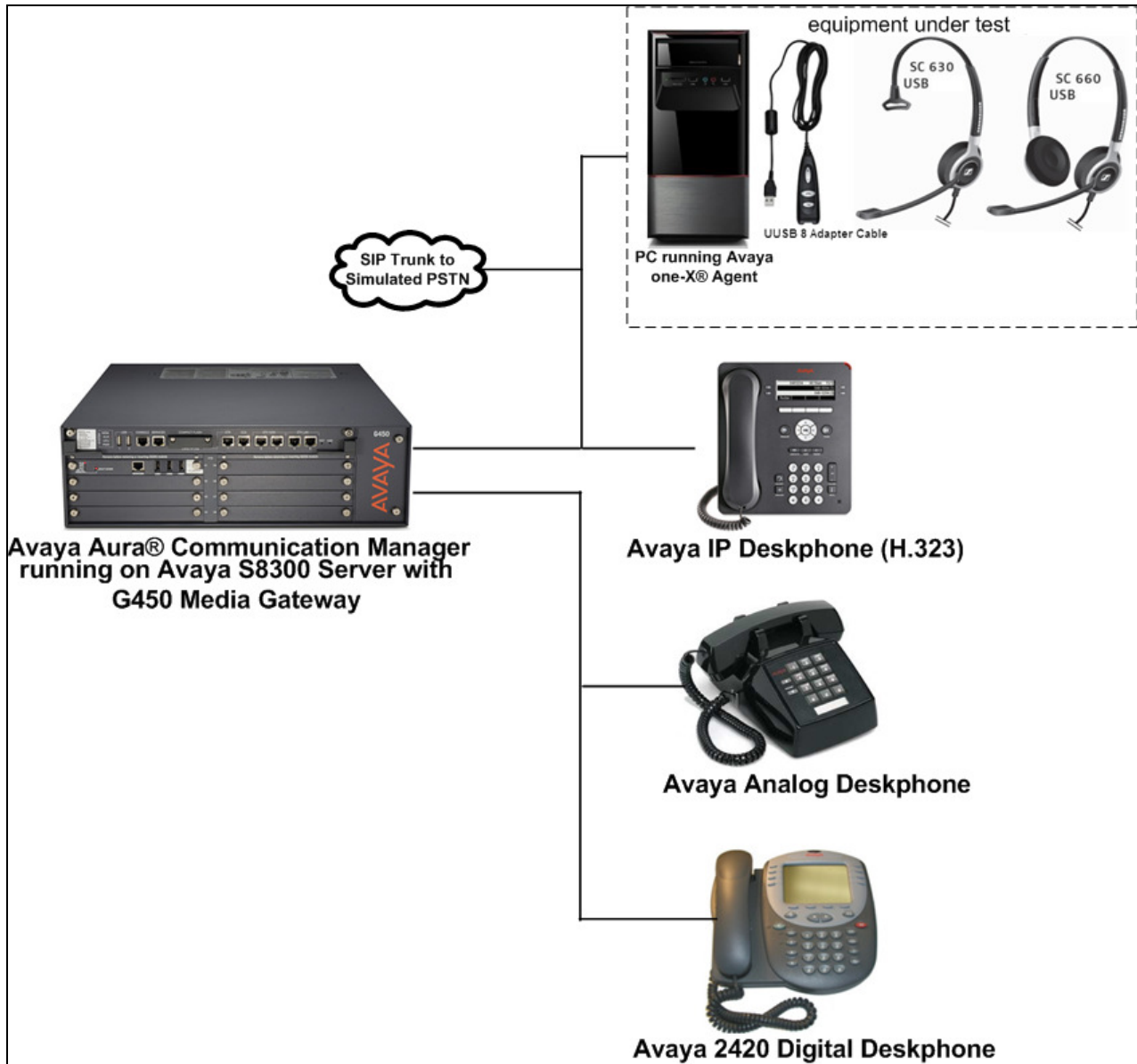
## 2.3. Support

For support on the Sennheiser Communications A/S headset solution, 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® Agent. The configuration consists of an S8300 server running Communication Manager with an 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® Agent 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® Agent (configured for H.323 operation).	2.5.1072.11082
Avaya 9600 Series IP Deskphones (H.323).	Avaya one-X® Desk phone Edition Version 3.104
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 used with one-X® Agent. The values configured in this section were used during the compliance tests, some of the values shown highlighted may not be required for the basic functionality of the headset, default values may be used for any fields not highlighted 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® Agent

To create a station to be used with one-X® Agent use the **add station n** command; where **n** is an available extension in the dial plan, extension **3036** 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® Agent 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 screenshots that follow **display station 3036** was used instead of **add station 3036** since station 3036 was previously added

```
display station 3036                                     Page 1 of 5
STATION
Extension: 3036                                         Lock Messages? n          BCC: 0
Type: 9640                                             Security Code: *         TN: 1
Port: S00010                                          Coverage Path 1: 1      COR: 1
Name: one-X Agent                                     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: 3036
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? n
Short/Prefixed Registration Allowed: default
                                                       Customizable Labels? y
```

On **Page 4** assign the necessary agent work mode buttons. The assignment of **after-call**, **aux-work**, **release** and either **auto-in** or **manual-in** buttons are mandatory. For the compliance test both manual-in and auto-in buttons were provisioned.

```
display station 3036                                     Page 4 of 5
STATION
SITE DATA
  Room:                               Headset? n
  Jack:                                Speaker? n
  Cable:                               Mounting: d
  Floor:                               Cord Length: 0
  Building:                            Set Color:

ABBREVIATED DIALING
  List1:                               List2:                               List3:

BUTTON ASSIGNMENTS
  1: call-appr                         5: manual-in                               Grp:
  2: call-appr                         6: after-call                              Grp:
  3: call-appr                         7: aux-work                               RC:   Grp:
  4: auto-in                           8: release
                                     voice-mail
```

## 5.2. Configure Agent-LoginID for Avaya one-X® Agent

To create an agent-loginID to be used by one-X® Agent use the **add agent-loginID n** command; where **n** is an available extension in the dial plan. Enter and confirm a **Password** to be used by one-X® Agent to log in the agent-loginID.

```
display agent-loginID 3501                                     Page 1 of 2
AGENT LOGINID
Login ID: 3501
Name: Agent 3501
TN: 1
COR: 1
Coverage Path:
Security Code:
AAS? n
AUDIX? n
LWC Reception: spe
LWC Log External Calls? n
AUDIX Name for Messaging:
LoginID for ISDN/SIP Display? n
Password:
Password (enter again):
Auto Answer: station
MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: system
Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
Forced Agent Logout Time:  :

WARNING: Agent must log in again before changes take effect
```



On **Page 2** under **Direct Agent Skill** enter an agent skill, **1** was used in the sample configuration. Under **SN** enter the required ACD skill number and under **SL** enter an associated skill level. In the sample configuration skill number **1** was used with a skill level of **1**.

```
display agent-loginID 3501 Page 2 of 2
AGENT LOGINID
Direct Agent Skill: 1
Call Handling Preference: skill-level
Service Objective? n
Local Call Preference? n

  SN  RL  SL      SN  RL  SL
1: 1      1      16:
2:          17:
3:          18:
4:          19:
5:          20:
6:
7:
8:
9:
10:
11:
12:
13:
14:
15:
```

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

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

### 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® Agent, see diagram below.



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

Download and install the latest release of Sennheiser Communications A/S HeadSetup™ software on the PC running one-X® Agent. The Sennheiser Communications A/S 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 Sennheiser Communications A/S HeadSetup™ software can be downloaded from the Sennheiser Communications A/S web site; please consult references in **Section 12**.

Once the Sennheiser Communications A/S HeadSetup™ software is installed, the application can be launched from **Start → Programs → Sennheiser → HeadSetup**.

If one-X® Agent 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® Agent 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.

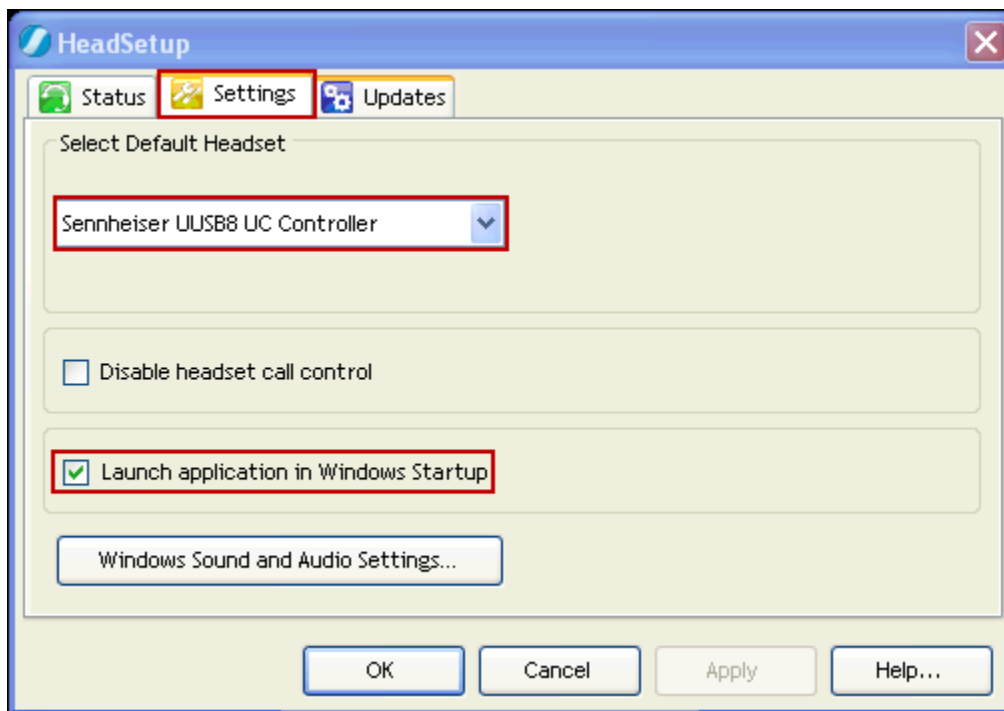


## 7.1. Configure the Sennheiser Communications A/S HeadSetup™ Application

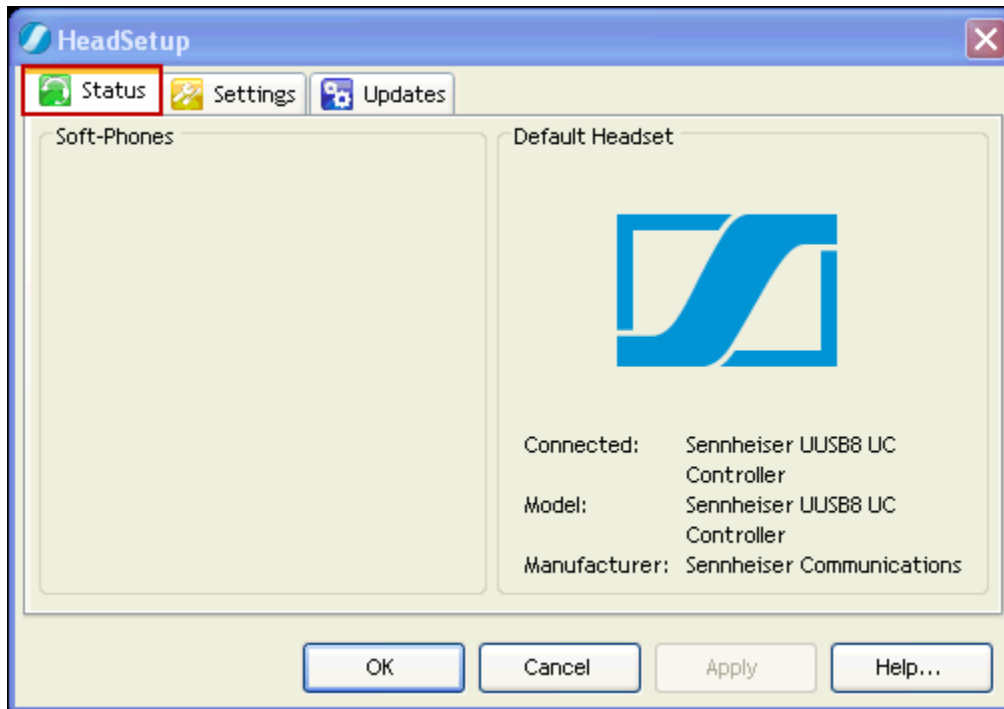
Once the HeadSetup™ application is launched and is running, double click on the HeadSetup™ application icon shown below.



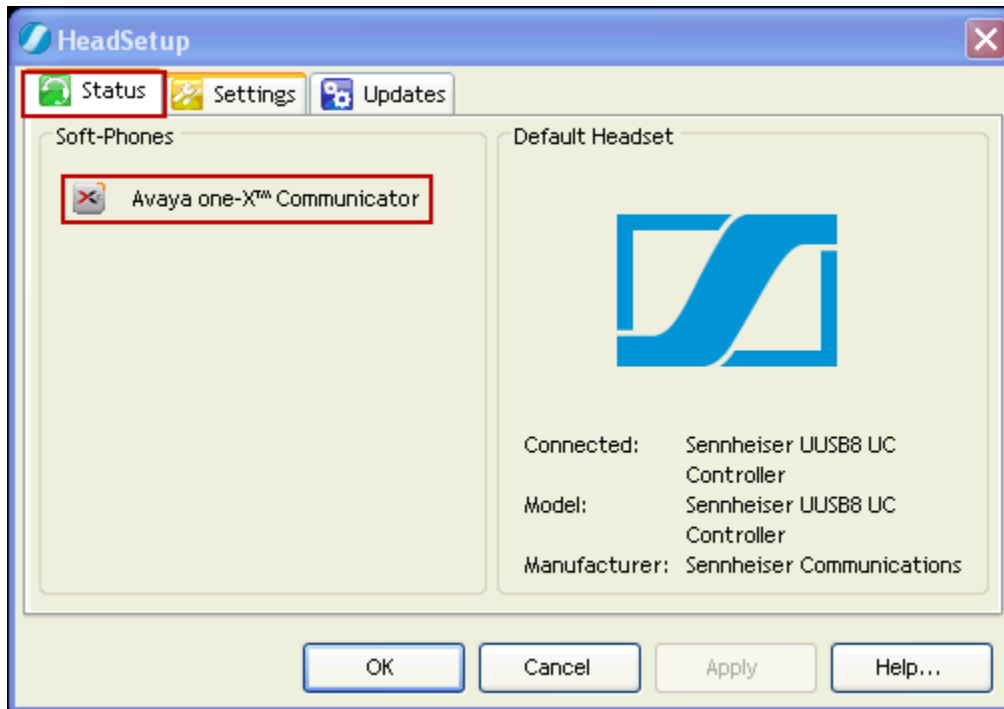
On the **Settings** tab, verify that in the **Select Default Headset** section **Sennheiser UUSB8 UC Controller** is automatically detected and ensure that **Launch application in Windows Startup** is checked (recommended).



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

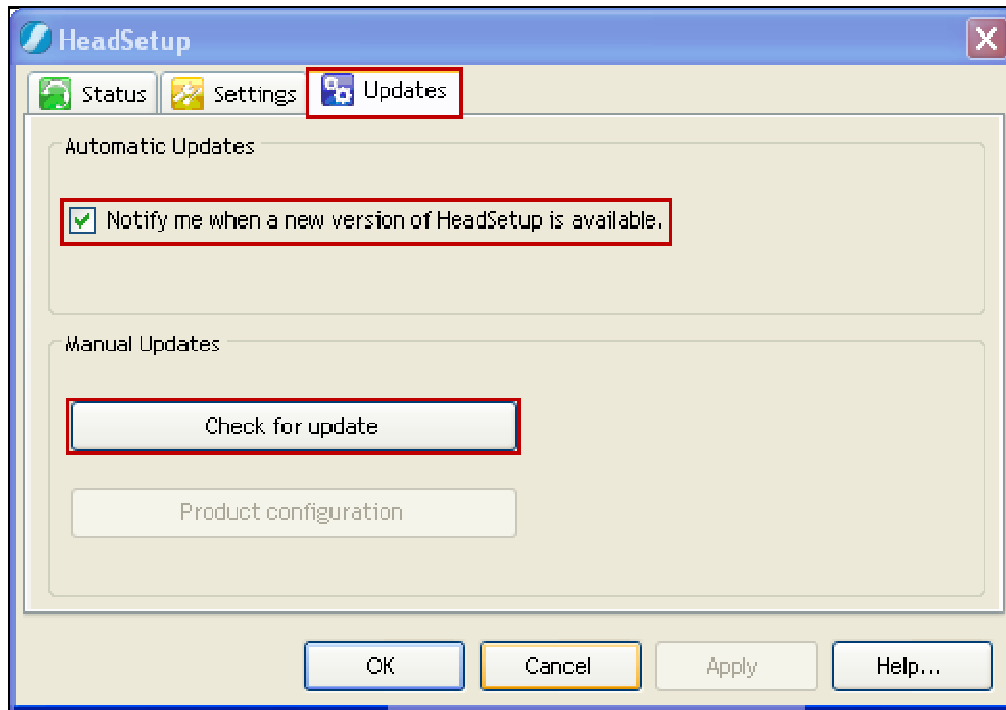


With the UUSB 8 Adapter Cable, SC 630 USB or the SC 660 USB headset connected to the PC and **after** launching one-X® Agent, the **Status** tab will show the program as connected to the **Sennheiser UUSB8 UC Controller** with **Avaya one-X® Communicator** listed under **Soft-Phones** instead of **Avaya one-X® Agent**. Refer to **Section 2.2**.



The software version of the Sennheiser Communications A/S 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**. Update notifications can also be enabled by checking **Notify me when a new version of HeadSetup is available**.



## 8. Configure Avaya one-X® Agent

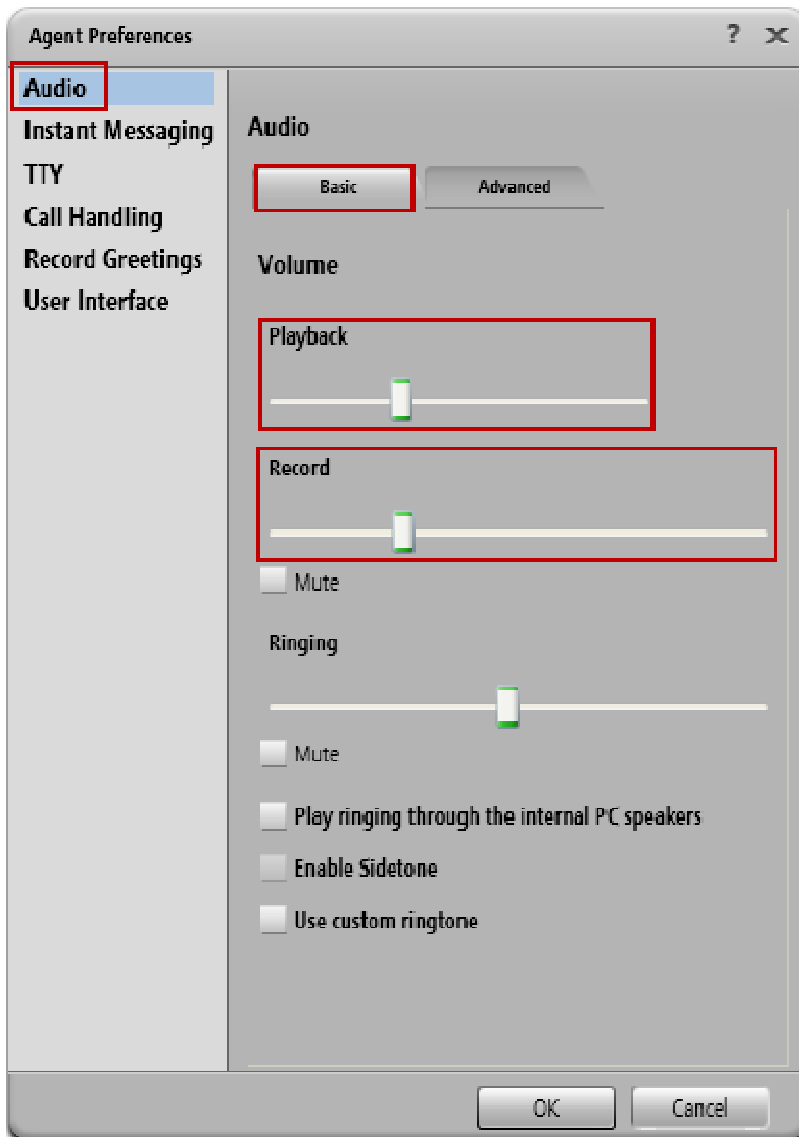
These Application Notes assume that one-X® Agent is already configured and operational. This section focuses only on the settings used with the UUSB 8 Adapter Cable, SC 630 USB and SC

660 USB headsets. After login into one-X® Agent, select  → **Agent Preferences** from the menu as shown below.



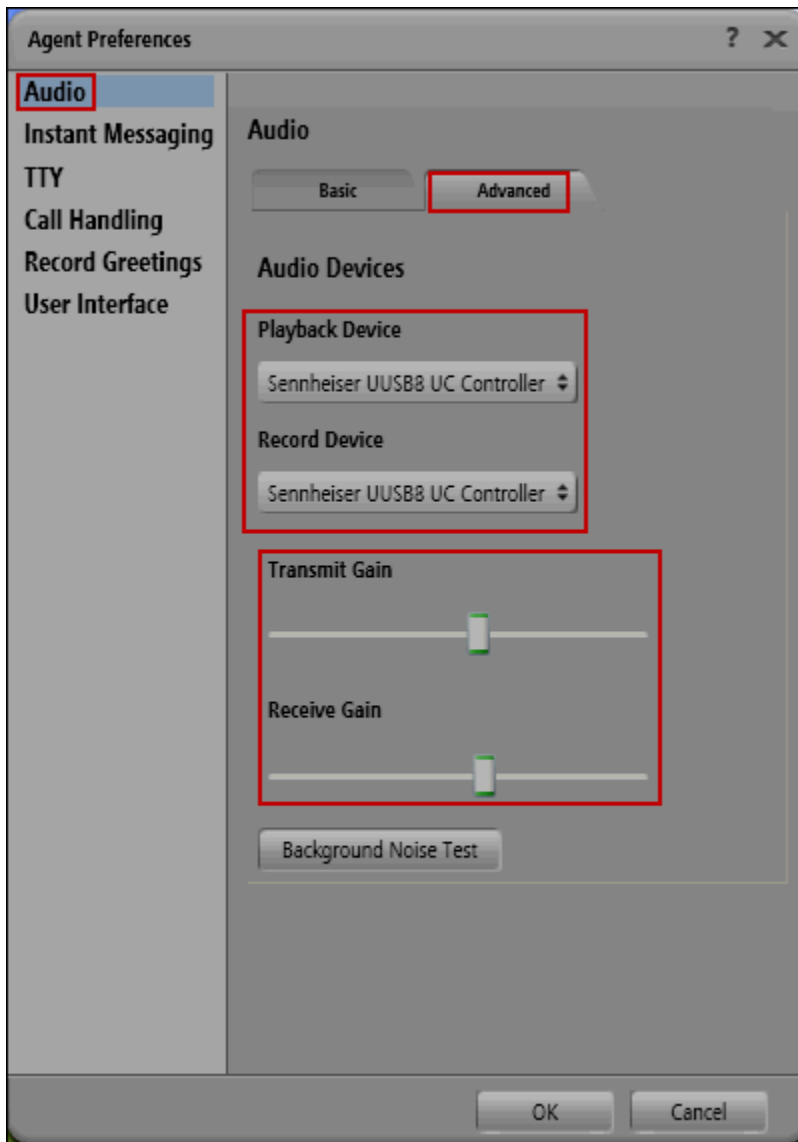
Under **Agent Preferences** select **Audio** and click on the **Basic** tab. Under Volume **Playback** and **Record** adjust the volume of the headset as needed. The Speaker volume of the headset can also be adjusted under Sounds and Audio Devices Properties in Microsoft Windows® Control Panel.





Once login into one-X® Agent is completed the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headsets is automatically detected by Microsoft Windows® as **Sennheiser UUSB8 UC Controller** (not shown). Under **Agent Preferences** select **Audio**, click on the **Advanced** tab, one-X® Agent will display **Sennheiser UUSB8 UC Controller** under **Audio Devices Playback**

**Device** and **Record Device**. Under **Transmit Gain** and **Receive Gain** adjust the **Transmit** and **Receive Gain** of the headset as needed.

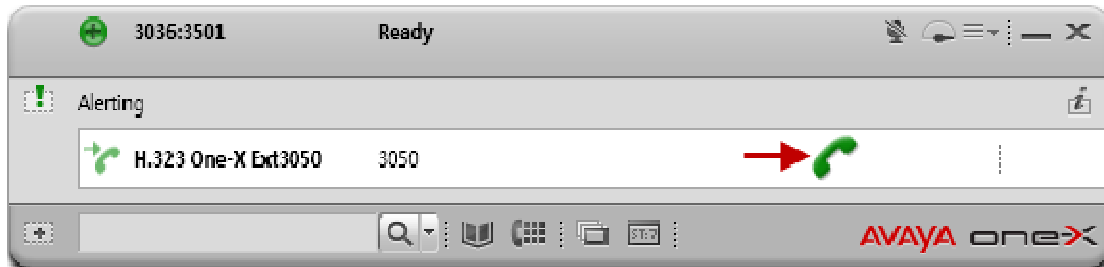


## 9. Answering, Ending, and Placing Calls

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

## To Answer a Call:

During incoming calls one-X® Agent will display **Alerting** as shown below, press the green telephone handset icon.

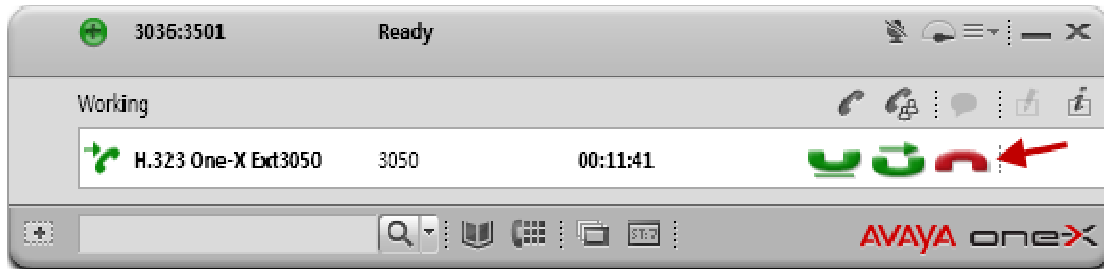


Or press the in-line Answer/End button on the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headset to answer a call.



## To End a Call:

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

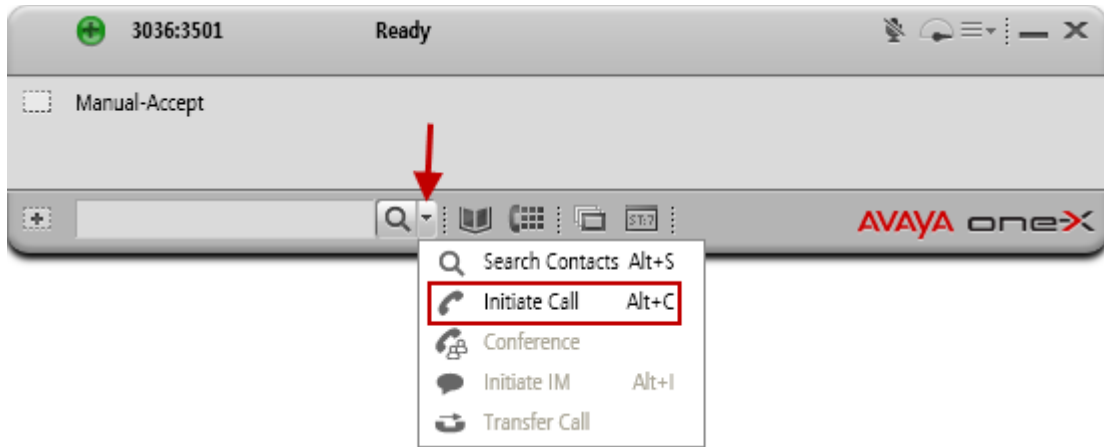


Or press the in-line Answer/End button on the UUSB 8 Adapter Cable with SC 630 USB or SC 660 USB headset to end a call.



### To Place a Call:

Select **Initiate Call** on the pull down menu or enter **Alt+C**

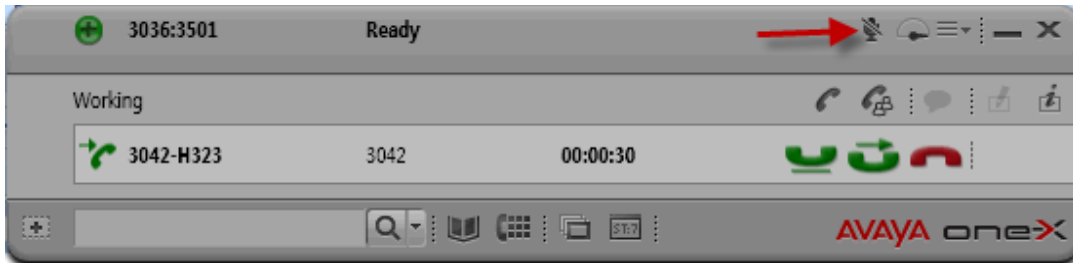


Enter the number, and then press the black telephone handset icon.



### To Mute a Call:

Press the MUTE button on one-X® Agent 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® Agent, as shown in **Section 6.1**. Launch and configure one-X® Agent and the Sennheiser Communications A/S 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® Agent and in-line call control buttons on the UUSB 8 Adapter Cable with headset, and that clear two-way audio, dial tone, ring-back tone can be heard on the headset when making and receiving calls.

## 11. Conclusion

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® Agent. 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 Communication Manager for Avaya one-X® Agent*, Release 2.5, June 2011.
- [2] *Avaya one-X® Agent Overview*, Release 2.5, June 2011.

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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