



Application Notes for GN Netcom Jabra GN1200 QD Headset Adapter Cable with Avaya 1400/9400/9500 Series Digital Phone – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya 1400/9400/9500 Series Digital Phones and GN Netcom's Jabra GN1200 QD Headset Adapter Cable.

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 Jabra GN 1200 QD headset adapter cable to successfully interoperate with Avaya digital phones. The Avaya telephones used are 1400/9400/9500 series digital telephones connected to Avaya Aura® Communication Manager. The Jabra headsets that were used with the GN1200 QD adapter cable in this compliance test were BIZ 2400 Dou, 2400 Mono Headband, and GN 2125 Dou headsets.

2. General Test Approach and Test Results

The compliance testing of the Jabra GN1200 QD headset adapter cable interoperating with Avaya 1400, 9400 and 9500 series digital phones was manually performed. No performance testing was done and the tests listed in the **Section 2.1** was executed and verified.

2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios listed below.

- Verification of acceptable talk path in both directions for local and PSTN calls.
- Verification of the GN1200 QD adapter's switch position with Avaya digital phone.
- Verification of the GN1200 QD adapter's ability to recover from interruption to the Avaya digital phone.
- Verification of the GN1200 adapter's ability to recover from interruption of headset interface, and those active calls are preserved after reconnection.

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 the **Section 2.1** were verified. All test cases passed.

The Avaya 1400/9400/9500 Series digital phone has the clear dial tone and audio when the GN 1200 QD switch is set to position 1. Alternatively, position 4 can be used, if position 1 does not give the desired audio quality. If you require a raised Microphone/Tx level, positions 6 & 7 can be used.

2.3. Support

For technical support for the Jabra GN1200 QD adapter, and Jabra products in general, please refer to www.jabra.com. On the Jabra website you'll find support hotline numbers specific to your country.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between Avaya Digital Phone, Jabra GN1200 QD Headset Adapter Cable and Jabra headset.

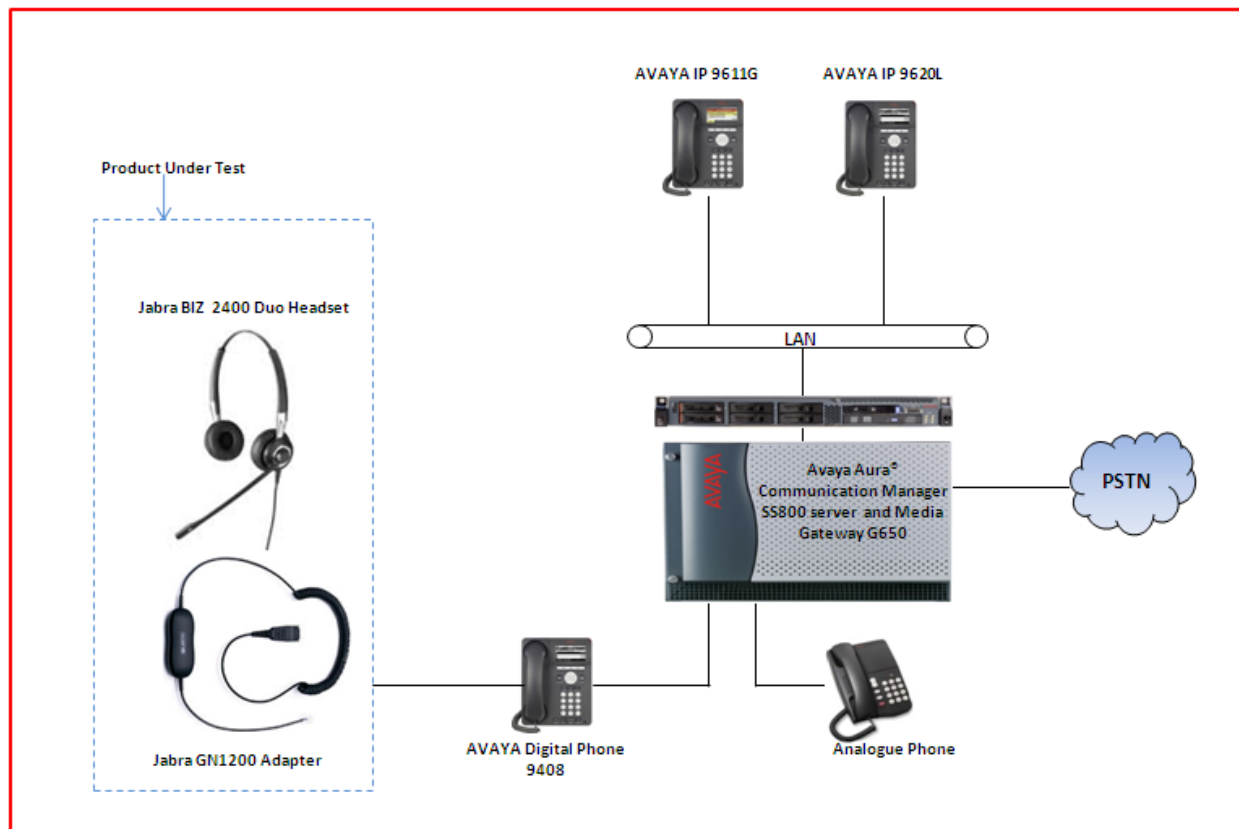


Figure 1: Reference Configuration Diagram

4. Equipment and Software Validated

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

Equipment	Software Version
Avaya S8800 Server	Avaya Aura® Communication Manager R016x.00.1.510.1
Avaya G650 Media Gateway IPSI TN2312BP CLAN TN799DP IP Media Processor TN2302AP Digital Line TN2224	HW06, FW043 HW01, FW026 HW20, FW095 000006
Avaya DCP 1408	0.50
Avaya DCP 9408	0.31
Avaya DCP 9508	0.27
Avaya Analog Phone	-
Avaya 9611G (H323) IP Phone	6.0.1
Avaya 9620L (SIP) IP Phone	2.6.4
Jabra BIZ 2400 Mono Headband	2.17.5
Jabra BIZ 2400 Duo	-
Jabra GN 2125 Duo, Noise Cancelling	-
Jabra GN1200 QD Adapter Cable	-

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no additional settings required to be configured for the connection of the Jabra headset and Jabra cable adapter to the Avaya telephones. The compliance tests with the Jabra GN1200 Adapter were carried out with the default server settings for audio parameters.

This section describes the step to provision the digital phone in Communication Manager via a System Administration Terminal (SAT) command. For detailed information on how to configure and administer the Communication Manager, please refer to **Section 9 [1]**.

Use the command **Add Station <DN>** to add a new extension for digital phone in the Communication Manager as shown in figure below. Enter the model of digital phone in the **Type** field, port number in the **Port** field, a name in the **Name** field and keep other fields as default. Press **F3** on the keyboard to submit the form.

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admin@DevCM:~
add station 75103                                     Page 1 of 4

STATION

Extension: 75103                                     Lock Messages? n                                     BCC: 0
Type: 1408                                           Security Code:                                      TN: 1
Port: 01A0504                                       Coverage Path 1:                                   COR: 1
Name: DCP 1408                                     Coverage Path 2:                                   COS: 1
                                                    Hunt-to Station:                     

STATION OPTIONS

Time of Day Lock Table:                     
Loss Group: 2                                       Personalized Ringing Pattern: 1
                                                    Message Lamp Ext: 75103
Speakerphone: 2-way                               Mute Button Enabled? y
Display Language: english

Survivable COR: internal
Survivable Trunk Dest? y                               IP SoftPhone? n
                                                    Remote Office Phone? n
                                                    IP Video? n

F1=Cancel F2=Refresh F3=Submit F4=Clr F1d F5=Help F6=Update F7=Nxt Pg F8=Prv Pg

```

Figure 2: Sample of Adding Station in Communication Manager

6. Configure Jabra GN1200 QD Adapter Cable

During the compliance test, the Jabra GN1200 headset adapter was used for the connection of the Jabra headset to the Avaya 1400/9400/9500 series digital telephones. The procedure for connecting the cables is followed below.

- Connect the Avaya digital phone to the digital panel of the Communication Manager system.
- Connect the Jabra GN1200 RJ9 port to the headset socket on the Avaya digital phone.
- Connect the Jabra GN1200 and headset through the Quick Disconnect plug and from the switch of GN1200 adapter cable, flick the slider from one position to the next until a dial tone is heard.

7. Verification Steps

- Pick up and put the headset on, press the headset button on the desk phone and verify that dial tone is heard over the headset.
- From the digital phone with adapter and headset, dial an extension of another Avaya digital phone and answer the call on that phone.
- Check that audio path on the headset and the handset of the other phone is established.
- End the call above by pressing the headset button. The LED of the headset button on the Avaya digital desk phone should be OFF and the call is now released.

8. Conclusion

These Application Notes describe the configuration steps required for Jabra GN 1200 QD headset adapter cable to successfully interoperate with Avaya digital phones. All of the executed test cases passed and met the objectives outlined in the **Section 2.1**, with test results and some exceptions and observation outlined in **Section 2.2**. The GN Netcom Jabra GN1200 Adapter is considered to be in compliance with Avaya 1400/9400/9500 series digital phones.

9. Additional References

Product documentation for the Avaya Aura[®] Communication Manager products may be found at:

<https://support.avaya.com/css/Products/>

Product documentation for GN Netcom Jabra GN1200 QD adapter product may be found at:

<http://www.jabra.com>

[1] Avaya Aura[®] Communication Manager Documents:

Administering Avaya Aura[®] Communication Manager Server Options, Release 6.0.1, Doc # 03-603479, Issue 2.2, April 2011.

Administering Avaya Aura[®] Communication Manager, Release 6.0, Release 6.0, Doc # 03-300509, Issue 6.0, June 2010.

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