



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Dasan Electron Headsets from JPL Europe with Avaya 96x1 Series IP Deskphones using a DA-30 Cord – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning the Dasan Electron headsets using a DA-30 RJ9 cord from JPL Europe with the 96x1 Series IP Deskphones from Avaya to ensure full interoperability.

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 for provisioning Dasan Electron headsets from JPL Europe using a DA-30 cord with Avaya 96x1 Series IP Deskphones. JPL Europe design and develop professional headsets for the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and Contact Centre market sectors.

2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability for the combination of headset and chord from JPL Europe to connect to the Avaya 96x1 Series IP Deskphones and allow users of the deskphone to speak and listen when a call is either made or received, i.e., verifying an audio path in both directions. The type of calls made included calls to voicemail, to local stations, and to 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 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

The interoperability compliance testing includes making and receiving calls on a range of Avaya 96x1 Series IP Deskphones, using headsets from JPL Europe which includes the following. The following three headsets from JPL Europe were tested and these are sold using different names depending on the country and all of these names are included in each bullet point below.

- DH-027T (JPL-601PM, JPL-601PB, JPL-602PM, JPL-602PB) (Agent-500, Agent-600, Agent-700 and Agent-800) series
- DH-031T (Radius-2000, Radius-2100, Radius-2200, Radius-2300) headsets, which will be referred to as [DH-031T (Radius Series) headsets].
- DH-035T headsets.

The following series of Avaya telephones are tested against.

Hardware	Software
• Avaya 9621	H323
• Avaya 9641	H323
• Avaya 9601	SIP
• Avaya 9611	SIP
• Avaya 9641	SIP

RJ-9 Leads/Cords used.

- DA-30 (Geni)
- DA-22S

2.2. Test Results

All compliance test cases passed successfully. The following observation was noted.

- No configuration changes were made on the Avaya telephone. Whatever default settings for the headset were in place was used to test with.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com>. Support from JPL-Europe is available at:

JPL Europe GmbH
Dieselstrasse 34
D-84056 Rottenburg
+ 49(0)8781 2014130
info@jpl-europe.eu
www.jpl-headsets.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Dasan Electron headsets are connected via the headset port using a DA-30 RJ-9 modular plug supplied by JPL Europe to the 96x1 Series IP Deskphones.

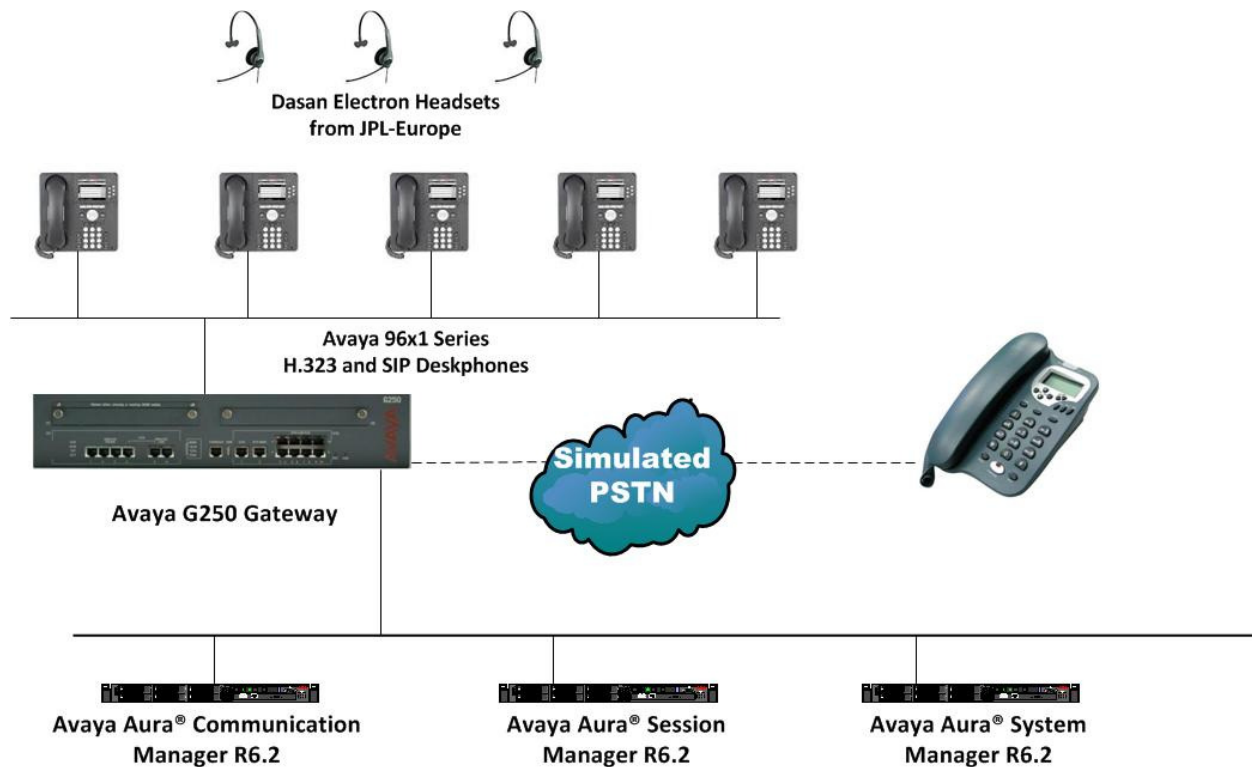


Figure 1: Network Solution of the Dasan Electron Headsets from JPL Europe connecting to Avaya 96x1 Series IP Deskphones via DA-30 RJ9 cord

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Version/Release
Avaya Aura® System Manager running on an Avaya S8800 Server	R6.2 SP4 Build 6.2.0.0.15669-6.2.12.408
Avaya Aura® Communication Manager running on an Avaya S8800 Server	R6.2 SP4 R016x.02.0.823.0
Avaya Aura® Session Manager running on an Avaya S8800 Server	R6.2 SP3 R6.2.3.0.623006
Avaya G250 Gateway	R6.3
Avaya 9621G IP Deskphone	H323 6.2.009
Avaya 9641G IP Deskphone	H323 6.2.009
Avaya 9601 IP Deskphone	SIP 6.1.4.11
Avaya 9611 IP Deskphone	SIP 6.0.3
Avaya 9641 IP Deskphone	SIP 6.0.3
JPL Europe Headset DH-027T <ul style="list-style-type: none">• (JPL-601PM, JPL-601PB, JPL-602PM, JPL-602PB)• (Agent-500, Agent-600, Agent-700 and Agent-800)	N/A
JPL Europe Headset DH-031T (Radius-2000, Radius-2100, Radius-2200, Radius-2300)	N/A
JPL Europe Headset DH-035T	N/A
JPL Europe RJ-9 Cords <ul style="list-style-type: none">• DA-30 (Geni)• DA-22S	N/A

5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager please see **Section 9** of these Application Notes.

5.1. Configuring Avaya 96x1 Series IP Deskphones

It is assumed that the Avaya 96x1 Series IP Deskphones are all configured. For further information on how to configure these deskphones please see **Section 9** of these Application Notes.

Note: An example of a configured 9641G H323 and an Avaya 9611SIP deskphone are included in the **Appendix** of these Application Notes.

5.2. Setting the Audio Path on the Avaya 96x1 Series IP Deskphone

Each 96x1 Series IP Deskphone can be set to go off-hook on the speaker or the headset when an on-hook call is made. If auto-answer is set up, incoming calls are also answered on the default audio path designated here. This setting also determines whether the voice dialling feature gets its input from the speaker or the headset. Procedure is as follows.

1. Press Avaya Menu.
2. Select Options & Settings.
3. Press Select or OK.
4. Select Call Settings.
5. Press Select or OK.
6. Select Audio Path.
7. Press Change or OK or use the Right/Left arrows to change the speaker or headset setting. Press Save.

6. Configure Dasan Electron Headsets

There are several RJ-9 cords available to connect the Dasan Electron headsets to the Avaya telephones depending on the telephone in question. For the Avaya 96x1 Series IP Deskphones there are two possible cords that are compatible but the suggested cord for use is the DA-30 Cord in position 4.

6.1. Connecting to Avaya 96x1 Series Telephones

In connecting the Dasan Electron headsets to the Avaya 96x1 Series IP Deskphones the suggested cord to use is the DA-30 in position 4 the DA-22S cord may also be used but the preferred cord is the DA-30. The DA-30 offers 8 switch positions which can be changed by selecting position 1 – 8 along the side of the cord. After compliance testing it was agreed that position 4 proved the best for audio and speech. The DA-22S offered similar results as the DA-30 in position 4.

7. Verification Steps

The following steps can be taken to ensure that connections between the Dasan Electron headsets and 96x1 Series IP Deskphones are achieved.

1. When the headset is connected to the telephone set press the HEADSET key on the telephone set. The headset LED should light up and dial tone should be heard.
2. To answer a call press the headset key when the telephone is ringing again the headset LED should be lit.

8. Conclusion

These Application Notes outline the steps necessary to configure the Dasan Electron headsets from JPL Europe using a DA-30 cord to allow full interoperability with Avaya 96x1 Series IP Deskphones. Please refer to **Section 2.2** of these Application Notes for test results and observations.

9. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at <http://support.avaya.com>

- [1] *Administering Avaya Aura® Communication Manager*, Document Number 03-300509.
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document Number 555-245-205.
- [3] *Administering Avaya Aura® Session Manager*, Doc ID 03-603324
- [4] *Avaya one-X® Deskphone Edition for 9600 Series IP Telephones Installation and Maintenance Guide*, Release 3.1, Issue 7, Document Number 16-300694.
- [5] *Avaya one-X® Deskphone H.323 9608, 9611G, 9621G, and 9641G Installation and Maintenance Guide*, Release 6.2, Issue 3, Document Number 16-603603.

Dasan Electron headset product documentation can be found at <http://www.jpl-headsets.com>

Appendix

Configuration of Avaya 96x1 IP Deskphones

9641G H323 IP Deskphone

display station 2015	Page 1 of 5	
STATION		
Extension: 2015	Lock Messages? n	BCC: 0
Type: 9641	Security Code: *	TN: 1
Port: S00018	Coverage Path 1:	COR: 1
Name: Station 2015 H323	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Location:	Time of Day Lock Table:	
Loss Group: 19	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 2015	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english	Button Modules: 0	
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? n	
	IP Video? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

display station 2015	Page 2 of 5
STATION	
FEATURE OPTIONS	
LWC Reception: spe	Auto Select Any Idle Appearance? n
LWC Activation? y	Coverage Msg Retrieval? y
LWC Log External Calls? n	Auto Answer: none
CDR Privacy? n	Data Restriction? n
Redirect Notification? y	Idle Appearance Preference? n
Per Button Ring Control? n	Bridged Idle Line Preference? n
Bridged Call Alerting? n	Restrict Last Appearance? y
Active Station Ringing: single	
	EMU Login Allowed? n
H.320 Conversion? n	Per Station CPN - Send Calling Number?
Service Link Mode: as-needed	EC500 State: enabled
Multimedia Mode: enhanced	Audible Message Waiting? n
MWI Served User Type:	Display Client Redirection? n
AUDIX Name:	Select Last Used Appearance? n
	Coverage After Forwarding? s
	Multimedia Early Answer? n
	Direct IP-IP Audio Connections? y
Emergency Location Ext: 2015	Always Use? n IP Audio Hairpinning? n

display station 2015	STATION	Page 3 of 5
<p>Conf/Trans on Primary Appearance? n</p> <p>Bridged Appearance Origination Restriction? n</p>		
<p>Call Appearance Display Format: disp-param-default</p> <p>IP Phone Group ID:</p> <p>Enhanced Callr-Info Display for 1-Line Phones? n</p>		
<p>ENHANCED CALL FORWARDING</p>		
	Forwarded Destination	Active
Unconditional For Internal Calls To:		n
External Calls To:		n
Busy For Internal Calls To:		n
External Calls To:		n
No Reply For Internal Calls To:		n
External Calls To:		n
<p>SAC/CF Override: n</p>		

display station 2015	STATION	Page 4 of 5										
<p>SITE DATA</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Room:</td> <td style="width: 50%;">Headset? n</td> </tr> <tr> <td>Jack:</td> <td>Speaker? n</td> </tr> <tr> <td>Cable:</td> <td>Mounting: d</td> </tr> <tr> <td>Floor:</td> <td>Cord Length: 0</td> </tr> <tr> <td>Building:</td> <td>Set Color:</td> </tr> </table>			Room:	Headset? n	Jack:	Speaker? n	Cable:	Mounting: d	Floor:	Cord Length: 0	Building:	Set Color:
Room:	Headset? n											
Jack:	Speaker? n											
Cable:	Mounting: d											
Floor:	Cord Length: 0											
Building:	Set Color:											
<p>ABBREVIATED DIALING</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 33%;">List1:</td> <td style="width: 33%;">List2:</td> <td style="width: 33%;">List3:</td> </tr> </table>			List1:	List2:	List3:							
List1:	List2:	List3:										
<p>BUTTON ASSIGNMENTS</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 40%;">1: call-appr</td> <td style="width: 60%;">5:</td> </tr> <tr> <td>2: call-appr</td> <td>6:</td> </tr> <tr> <td>3: call-appr</td> <td>7:</td> </tr> <tr> <td>4:</td> <td>8:</td> </tr> </table> <p>voice-mail</p>			1: call-appr	5:	2: call-appr	6:	3: call-appr	7:	4:	8:		
1: call-appr	5:											
2: call-appr	6:											
3: call-appr	7:											
4:	8:											

9611 SIP IP Deskphone

display station 3017	Page 1 of 6	
STATION		
Extension: 3017	Lock Messages? n	BCC: 0
Type: 9611SIP	Security Code: *	TN: 1
Port: S00032	Coverage Path 1:	COR: 1
Name: SETTYPE9611SIP, EXT3017	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Location:	Time of Day Lock Table:	
Loss Group: 19	Message Lamp Ext: 3017	
Display Language: english	Button Modules: 0	
Survivable COR: internal		
Survivable Trunk Dest? y	IP SoftPhone? n	
	IP Video? n	

Display station 3017	Page 2 of 6
STATION	
FEATURE OPTIONS	
LWC Reception: spe	Coverage Msg Retrieval? y
LWC Activation? y	Auto Answer: none
CDR Privacy? n	Data Restriction? n
Per Button Ring Control? n	Idle Appearance Preference? n
Bridged Call Alerting? n	Bridged Idle Line Preference? n
Active Station Ringing: single	Restrict Last Appearance? y
H.320 Conversion? n	Per Station CPN - Send Calling Number?
	EC500 State: enabled
MWI Served User Type:	
AUDIX Name:	Coverage After Forwarding? s
Emergency Location Ext: 3017	Direct IP-IP Audio Connections? y
	Always Use? n IP Audio Hairpinning? n

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