



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring GN Netcom Jabra GN9350 Headsets with Avaya 2400 Series Telephones – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning GN Netcom's GN9350 headset solution to successfully interoperate with Avaya Telephones. Jabra 9300 series are wireless headsets using Jabra LINK Cable 14201-19 to interoperate with Avaya 2400 series telephones.

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 compliance tested configuration using GN Netcom's Jabra GN9350 headset solution and Avaya 2400 Series Telephones. IP Telephones and the 2400 Series Digital Telephones are used via Avaya Aura[®] Communication Manager to make and receive the calls. Jabra GN9350 is a wireless office headset. It uses the LINK 14201-19 attached to the Avaya 2400 Series EU24 port to allow the headset to control on and off hook functionality.

2 General Test Approach and Test Results

The test approach was to facilitate the use of Jabra GN9350 with Avaya Telephones in various telephony scenarios. The tests were to verify that the calls placed and received using the headsets functioned correctly with good audio received. Functionality testing included basic telephony operations such as answer, mute/unmute and transfer. The tests were all functional in nature and performance testing was not included. All test cases passed successfully.

The serviceability tests were performed by disconnecting the Jabra GN9350 system from the handset and ensuring successful placing of calls and good audio on re-connection. All the test cases passed successfully.

2.1 Interoperability Compliance Testing

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

During testing the GN9350 headset completed all scenarios with results in all cases as expected.

2.3 Support

Technical support can be obtained for Jabra products as follows:

- Email: support@gn.com
- Website: www.jabra.com

3 Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. An Avaya S8800 Server running Communication Manager with an Avaya G650 Media Gateway was used as the hosting PBX. Avaya 9600 Series IP Telephones and Avaya 2400 Series Digital Telephones are connected to the PBX and used in the testing. GN Netcom's Jabra G9350 wireless headsets and GN Netcom Link cable 14201-19 communicate with the Avaya telephones.

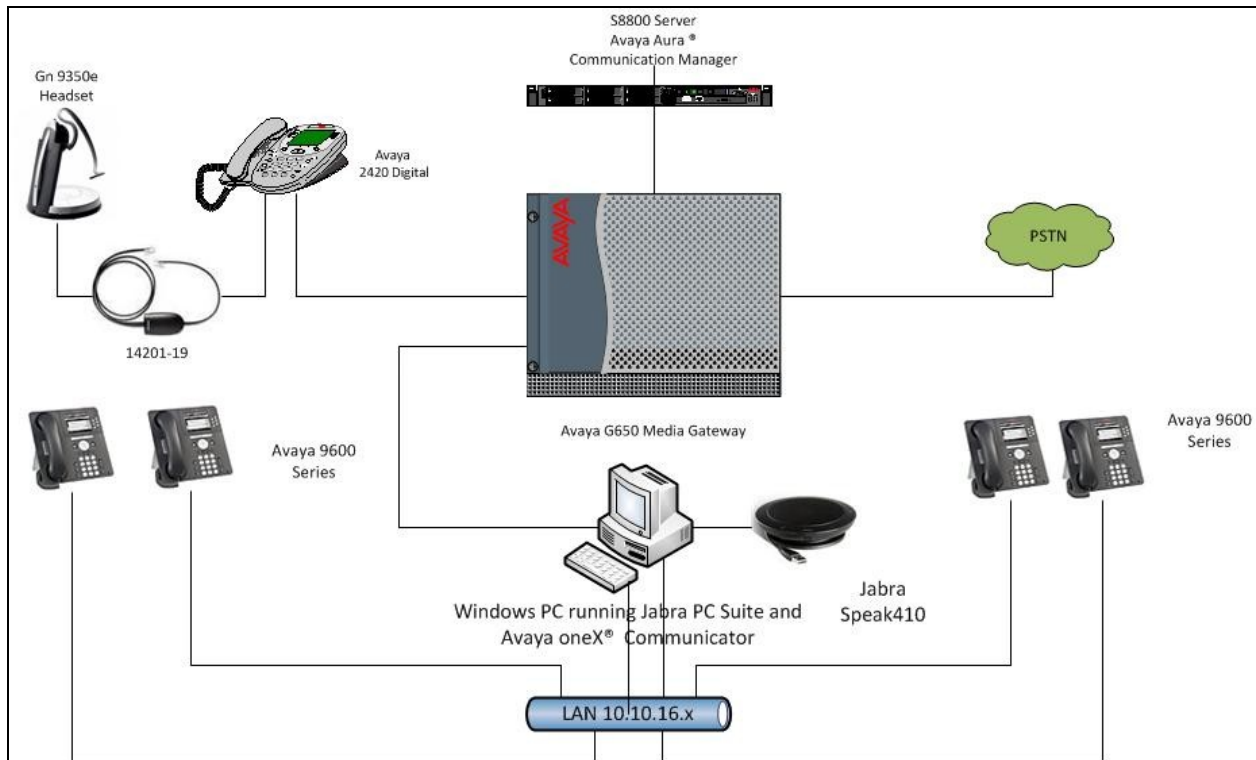


Figure 1: Jabra GN9350 Test Environment

4 Equipment and Software Validated

All the hardware and associated software used in the compliance testing is listed below.

Equipment	Software Version
Avaya S8800 Server	Avaya Aura [®] Communication Manager 6.0.1 (R016x.00.0.345.0)
Avaya G650 Media Gateway - IPSI TN2312BP - CLAN TN799DP - IP Media Processor TN2602AP - DS1 Interface TN2464CP - Analog Line TN793CP	HW15, FM49 HW01, FM34 HW02, FM49 HW02, FM024 HW09, FW10
Avaya 9600 Series IP Deskphones - 9630	3.1
Avaya 2400 Series Digital Telephones - 2420	-
GN Netcom GN9350 Headsets - 9350 Base	1.0
Windows Vista PC	Avaya one-X [®] Communicator v6.0
Jabra Speak 410	0.43.0
GN Netcom LINK cable 14201-19	NA

Table 1: Hardware and Software Version Numbers

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 GN9350 series headsets and Link adaptor to the Avaya telephones.

6 Configure the Jabra GN9350

The Jabra GN9350 can be configured in either of two ways as per the following sub-sections.

6.1 Cabling

For the 2400 series telephones use the Jabra LINK 14201-19.

There are 2 connections to the base:

1. LINK for audio from port marked with blue telephone to headset port on 2420 handset
2. LINK for 14201-19 communication from aux to EU24 on handset

6.2 Base Settings

There are 5 properties to be set on the base as follows:

- M'phone Volume
- Interface protocol – DHSB is used
- RF strength – low\ v low (can change according to the range and density required)
- RX Receiver – Treble, Normal or Base, Normal is used by default
- Protection Level – Level 0 is the basic one used

7 Verification Steps

This section provides the tests that can be performed to verify correct configuration of Communication Manager and Jabra GN9350 Headset with 14201-19 cable.

7.1 Verify Jabra GN9350 headset

Charge for 20mins, - Dial blinking on bottom to indicate power and charge.

On headset a light will be blinking at the top of the headset.

The following steps can be performed to verify the basic operation of the system components:

- Press the multi function button on the headset to take the telephone off hook and dial tone should be heard and the call appearance on the telephone will show as active
- Press the multi function button on the headset to replace the telephone on hook and the telephone call appearance will show as idle

8 Conclusion

These Application Notes describe the configuration steps required for Jabra GN9350 to successfully interoperate with Avaya Telephones. All functionality and serviceability test cases were completed successfully.

9 Additional References

This section references the Avaya and GN Netcom's Jabra GN9350 product documentation relevant to these Application Notes. Product documentation for Avaya products may be found at <http://support.avaya.com>

Product documentation for GN Netcom Jabra GN9350 can be found at <http://www.jabra.com/UK-CP/headsetsolutions/>

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