



Avaya Solution & Interoperability Test Lab

Application Notes for EPOS Connect, EPOS BTD 800 Dongle and EPOS IMPACT MB Pro Series Bluetooth Headset with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the EPOS Connect, EPOS BTD 800 Dongle and EPOS IMPACT MB Pro Series Bluetooth Headset with Avaya one-X® Agent.

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

The EPOS IMPACT MB Pro Series Bluetooth Headset connects to the PC via Bluetooth (BT) using EPOS BTD 800 Dongle. Together with EPOS Connect software, it allows connection and call control with Avaya one-X® Agent (hereafter referred to as one-X Agent). The EPOS Connect is a collection of programs that enable remote call control with EPOS headset and one-X Agent. Users can directly answer, end, mute/unmute and adjust volume with the headset.

The following EPOS IMPACT MB Pro Series headsets were used for compliance testing.

- IMPACT MB Pro 1
- IMPACT MB Pro 2

Note: See the EPOS Declaration of Compliance, **Attachment 1**, which provides details of other EPOS IMPACT MB Pro Series headsets models for which this testing applies. For additional information contact EPOS support as shown in **Section 2.3**.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with one-X Agent, answering and ending calls using the call control button on the EPOS headset, and verifying two-way audio. The call types included calls to voicemail, local extensions, and the PSTN. Auto-answer, call hold and resume, mute and unmute, and volume were also tested.

The serviceability testing focused on verifying the usability of the headset solution after reconnecting the BT dongle, restarting the one-X Agent, restarting the PC, and moving away from the BT range.

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 recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and endpoints utilized enabled capabilities of TLS/SRTP.

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

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 good.
- Placing calls to internal extensions to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Answering and ending calls using the call control button on the headset and the soft button on one-X Agent.
- Using the soft button on one-X Agent to hold and resume the audio.
- Using the volume buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and the soft button on one-X Agent to mute and unmute the audio and verifying the mute status.
- Verifying incoming call notification.
- Verifying call ended notification.

For the serviceability testing, reconnect the BT dongle, power cycle the headset, restart one-X Agent and moving out of the BT range are tested to verify proper operation of the headset.

2.2. Test Results

All test cases passed successfully.

2.3. Support

For support on this EPOS headset solution, contact EPOS Technical Support below where sign-in is required:

- Website: <https://eposaudio.com/support/>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the EPOS Connect and EPOS IMPACT MB Pro Series headset with Avaya one-X® Agent. The EPOS Connect software was installed on the PCs together with Avaya one-X® Agent. The EPOS headsets were connected via BT dongle into the PCs' USB interface. The following EPOS IMPACT MB Pro Series BT headsets were tested:

- IMPACT MB Pro 1
- IMPACT MB Pro 2

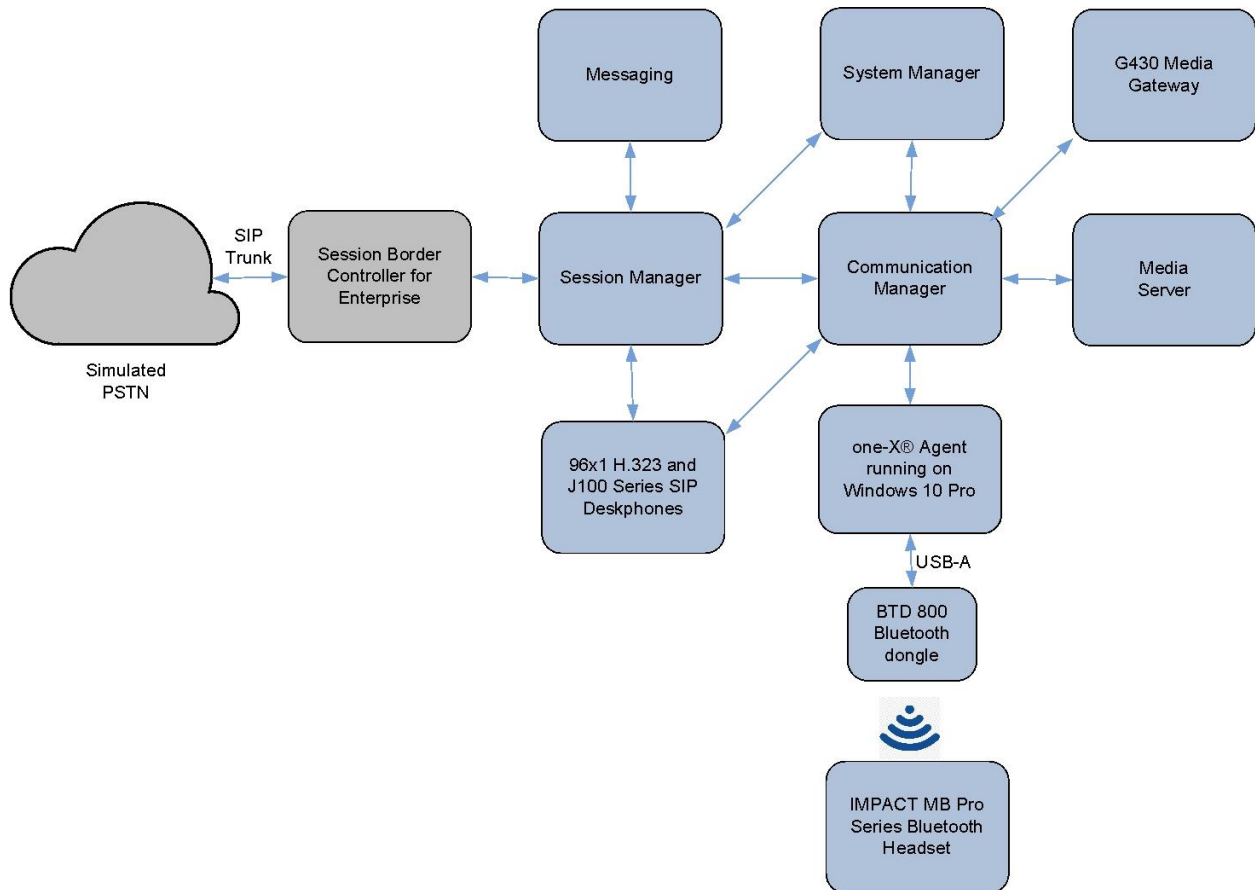


Figure 1: Test Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided.

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	8.1.3.0.1-FP3P1
Avaya G430 Media Gateway <ul style="list-style-type: none">• MGP	41.34.1
Avaya Aura® System Manager	8.1.3.1 Build No. - 8.1.0.0.733078 Software Update Revision No: 8.1.3.1.1012244 Service Pack 1
Avaya Aura® Session Manager	8.1.3.1.813113
Avaya Aura® Media Server	8.0.2.138
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 Deskphones	6.8511
Avaya J100 Series SIP Deskphones	4.0.10
Avaya one-X® Agent running on Windows 10 Pro	2.5.15 (H.323)
EPOS IMPACT MB Pro Bluetooth Headsets <ul style="list-style-type: none">• IMPACT MB Pro 1• IMPACT MB Pro 2	2.7.6
EPOS BTD 800 Dongle	2.16.7
EPOS Connect for Windows	4.5.0.1295

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for one-X Agent. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.


Use the **add station** command to create a station for one-X Agent. Set the **Type** field to the station type to be emulated. In this example, *9641G* was used. Set the **Port** field to *IP* and configure a **Security Code**, which will be used as the password by one-X Agent to log in. Set the **IP Softphone** field to *y*.

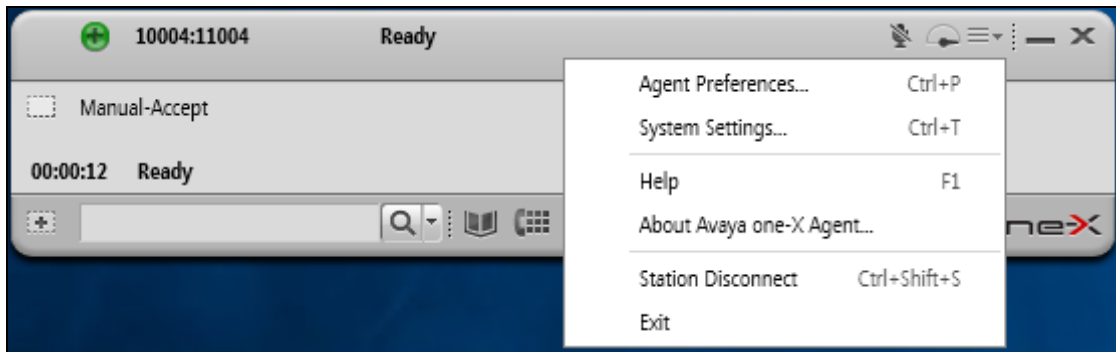
add station 10004		Page 1 of 5
STATION		
Extension: 10004	Lock Messages? n	BCC: 0
Type: 9641G	Security Code: xxxxxx	TN: 1
Port: S00005	Coverage Path 1:	COR: 1
Name: one-X Agent	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Location:	Time of Day Lock Table:	
Loss Group: 19	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 10003	
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? y	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

On **Page 4** of the Station form, configure the additional feature buttons shown in bold, which are used by one-X Agent to log in as an Automatic Call Distribution (ACD) agent.

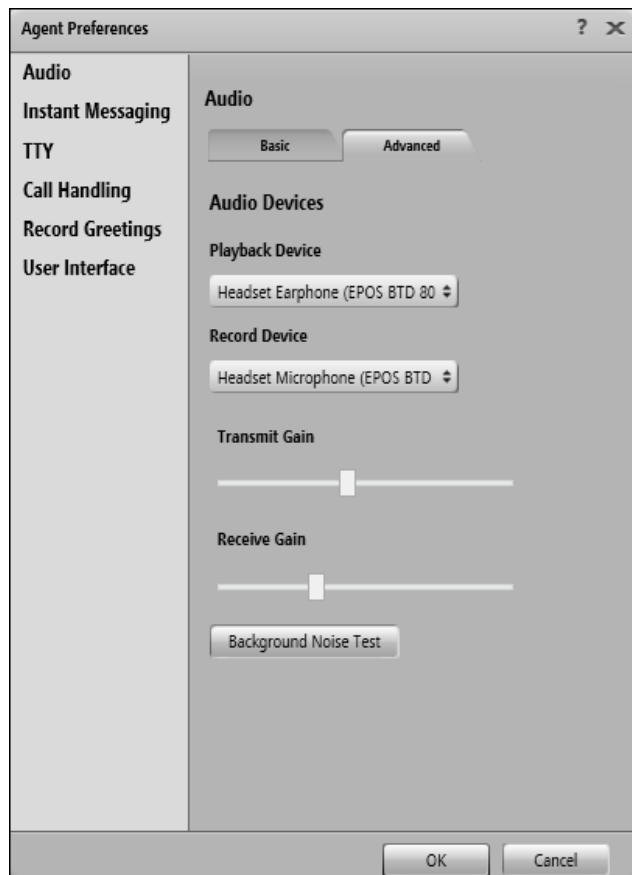
add station 10004		Page 4 of 5
STATION		
SITE DATA		
Room:	Headset? n	
Jack:	Speaker? n	
Cable:	Mounting: d	
Floor:	Cord Length: 0	
Building:	Set Color:	
ABBREVIATED DIALING		
List1: system	List2:	List3:
BUTTON ASSIGNMENTS		
1: call-appr	5: abrv-dial	List: 1 DC: 01
2: call-appr	6: abrv-dial	List: 1 DC: 02
3: call-appr	7: auto-in	Grp:
4:	8: aux-work	RC: Grp:
voice-mail 10000		

6. Configure Avaya one-X® Agent

Before configuring the one-X Agent, the headset has to be configured and provisioned as in **Section 7** first. After logging into one-X Agent, click on the menu  and then select **Agent Preferences** as shown below.



In the **Agent Preferences** window, click on **Audio** in the left panel and then select the **Advanced** tab on the right as shown below. Check that **Playback Device** and **Record Device** fields display the right headset model. In the following *EPOS BTD 800* is selected for BTD 800 dongle. Otherwise, select the device from the click down menu on the respective box.



7. Configure EPOS IMPACT MB Pro Series headset solutions

This section covers the steps to integrate EPOS IMPACT MB Pro Series headsets with one-X Agent, including:

- Installing the EPOS Connect software
- Connect the EPOS headset
- Configuring EPOS headset with EPOS Connect

Note: After successfully performing this procedure, the EPOS headset will be detected in one-X Agent as described in **Section 6**.

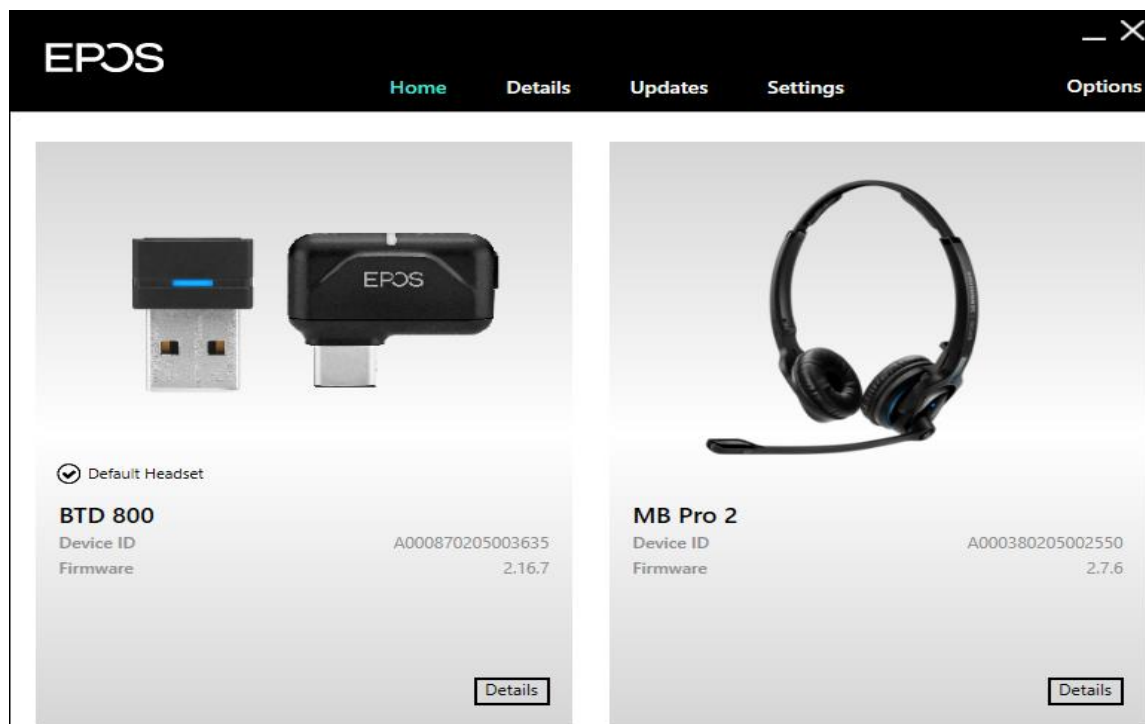
7.1. Installing the EPOS Connect Software

EPOS Connect software can be obtained from EPOS support portal at <https://eposaudio.com/support/>. Installation of the software is done through running the .exe file and following the prompt.

7.2. Connect the EPOS headset

Plug the EPOS BTD 800 USB Dongle into the USB port of the PC. The device drivers will automatically be installed. The pairing of BTD 800 Dongle with the MB Pro headset should be already configured. Otherwise, refer to the MB Pro headset document in **Section 10** for detailed steps.

Open the EPOS Connect program installed on the PC. Select the **Home** tab and check that the headset is detected as shown below which is for one of the headset IMPACT MB Pro 2 tested.



7.3. Configuring EPOS headset with EPOS Connect

Open the one-X Agent program and click the EPOS Connect program **Settings** tab follow by **Softphone** sub tab as shown below. Verify the **Default Headset** is properly detected. Check that the **Default Softphone** is set as **Avaya one-X Agent**. Otherwise, click the drop-down menu of **Default Softphone** to select. Click **Save** on the bottom right to retain it.

The screenshot shows the EPOS Connect application window with the 'Settings' tab selected. The 'Softphone' sub-tab is active, displaying a table of settings. The table has four columns: Feature, Setting, Description, and Mode. The settings are categorized into Headset, Softphone, and General sections. The 'Default Headset' is set to 'BTD 800' and the 'Default Softphone' is set to 'Avaya one-X Agent'. There is a 'Pause Media' checkbox checked and a 'Configure' button for Windows Sound and Audio Settings. At the bottom, there is a 'Restore Default' button and a 'Save' button.

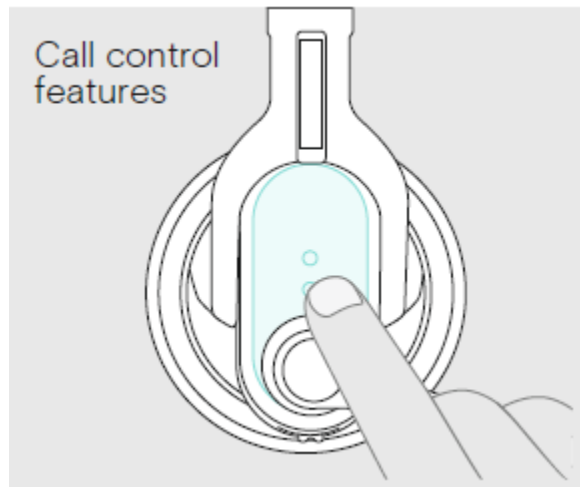
Feature	Setting	Description	Mode
Headset			
Default Headset	BTD 800	Indicates the headset that will have call	
Softphone			
Default Softphone	Avaya one-X Agent	Indicates the softphone that will be use	
General			
<input checked="" type="checkbox"/> Pause Media		Controls the function of media players	
Configure	Windows Sound and Audio Settings...		

[Restore Default](#) [Save](#)

8. Verification Steps

This section verifies that the EPOS headset solution has been successfully integrated with one-X Agent PC.

1. Open the EPOS Connect program to verify that the headset has been successfully connected to the PC for use with one-X Agent running. Observe that EPOS BTD 800 and IMPACT MB Pro Series headset is detected as detailed in **Section 7.2**.
2. Make incoming and outgoing calls and verify that calls can be established with two-way audio. For incoming calls, answer the call by pressing the call control button on the headset (as shown below).



3. End the call by pressing the same call control button on the headset.
4. Verify also that the headset is able to remotely control call functions such as mute/unmute and adjust the volume. Similarly, verify such call control functions could also be done on one-X Agent.



9. Conclusion

These Application Notes describe the configuration steps required to integrate EPOS Connect, EPOS BTD 800 Dongle and EPOS IMPACT MB Pro Series Bluetooth Headset with Avaya one-X® Agent. All test cases were completed successfully.

10. Additional References

This section references the Avaya and EPOS documentation that are relevant to these Application Notes.

The following Avaya product documentation can be found at <http://support.avaya.com>.

[1] *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 8, Nov 2020

[2] *Using Avaya one-X® Agent, Release 2.5.10 (H.323)*, Issue 1.0, Mar 2017.

The following EPOS documentation can be found at <http://www.eposaudio.com>.

[3] *EPOS IMPACT MB Pro 1 MB Pro 2 User Guide*

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Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.

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Declaration of Compliance

We, EPOS Group A/S, declare under sole responsibility that within EPOS IMPACT MB Pro series there are more variants that have similar features, differences affecting mainly the wearing style, connectivity, or availability of a charging stand.

These differences have no other impact on firmware (FW) functionality or acoustical performance of the chosen headsets. The schematics of RF board is 100% the same. The FW is also the same. The attached headsets which define the acoustics are 100% the same.

MB Pro 1 & MB Pro 2 headsets are the same headsets as the MB Pro 1 UC ML and MB Pro 2 UC ML and the only differences are a Bluetooth® USB-A Dongle and a charging stand. These are not provided when MB Pro 1 or MB Pro 2 are ordered.

Table 2. Product overview

	Variants
Product name	IMPACT MB Pro 1 UC ML Single-sided, Bluetooth® headset with charging stand and BT USB-A dongle IMPACT MB Pro 2 UC ML Double-sided, Bluetooth® headset with charging stand and BT USB-A dongle IMPACT MB Pro 1 Single-sided, Bluetooth® headset IMPACT MB Pro 2 Double-sided, Bluetooth® headset
Product similarities	Firmware image RF PCBA Schematic Acoustical design
Product differences	Charging stand (for UC ML models)
Connection method to Avaya one-X® Agent	USB-A via BT USB Dongle provided by default with UC ML models only

2021-06-30

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Appendix 1. Images displaying the differences

IMPACT MB Pro 1 UC ML

Art. no. 1000565



IMPACT MB Pro 2 UC ML

Art. no. 1000567



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IMPACT MB Pro 1
Art. no. 1000564



IMPACT MB Pro 2
Art. no. 1000566

