Avaya Solution & Interoperability Test Lab

Application Notes for VXi Tria V DC Corded Headset and OmniCord Adapter to Interoperate with Avaya 96x1 Deskphones from the 9600 Series of IP Deskphones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the VXi Tria V DC corded headset and OmniCord adapter with Avaya 96x1 Deskphones from the 9600 Series of IP Deskphones. The VXi OmniCord adapter allows the VXi Tria V DC corded headset to physically connect to a 96x1 Deskphone.

Readers should pay attention to section 2, in particular the scope of testing as outlined in Section 2.1 as well as the 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

These Application Notes describe the configuration steps required to integrate the VXi Tria V DC corded headset and OmniCord adapter with Avaya 96x1 Deskphones from the 9600 Series of IP Deskphones. The VXi OmniCord adapter allows the VXi Tria V DC corded headset to physically connect to a 96x1 Deskphone.

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 the Avaya 96x1 IP Deskphones equipped with the VXi Tria V DC corded headset and OmniCord adapter and verifying two-way audio. The call types included calls to and from local extensions, the PSTN and to voicemail.

The serviceability testing focused on verifying the usability of the VXi Tria V DC corded headset and OmniCord adapter after restarting the 96x1 IP Deskphones.

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

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 and from internal extensions to verify two-way audio.
- Placing calls to and from the PSTN to verify two-way audio.
- Hearing ring back tone for incoming and outgoing calls.
- Answering and ending calls using buttons on the Deskphone.

For the serviceability testing the 96x1 IP Deskphone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed.

2.3. Support

For technical support of the VXi Tria V DC corded headset and OmniCord adapter, please refer to http://www.vxicorp.com.

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the VXi Tria V DC corded headset and OmniCord adapter with Avaya 96x1 IP Deskphones from the 9600 Series of IP Deskphones. The configuration consists of an Avaya S8800 Server running Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk. Avaya Aura® Messaging was used as the voicemail system.

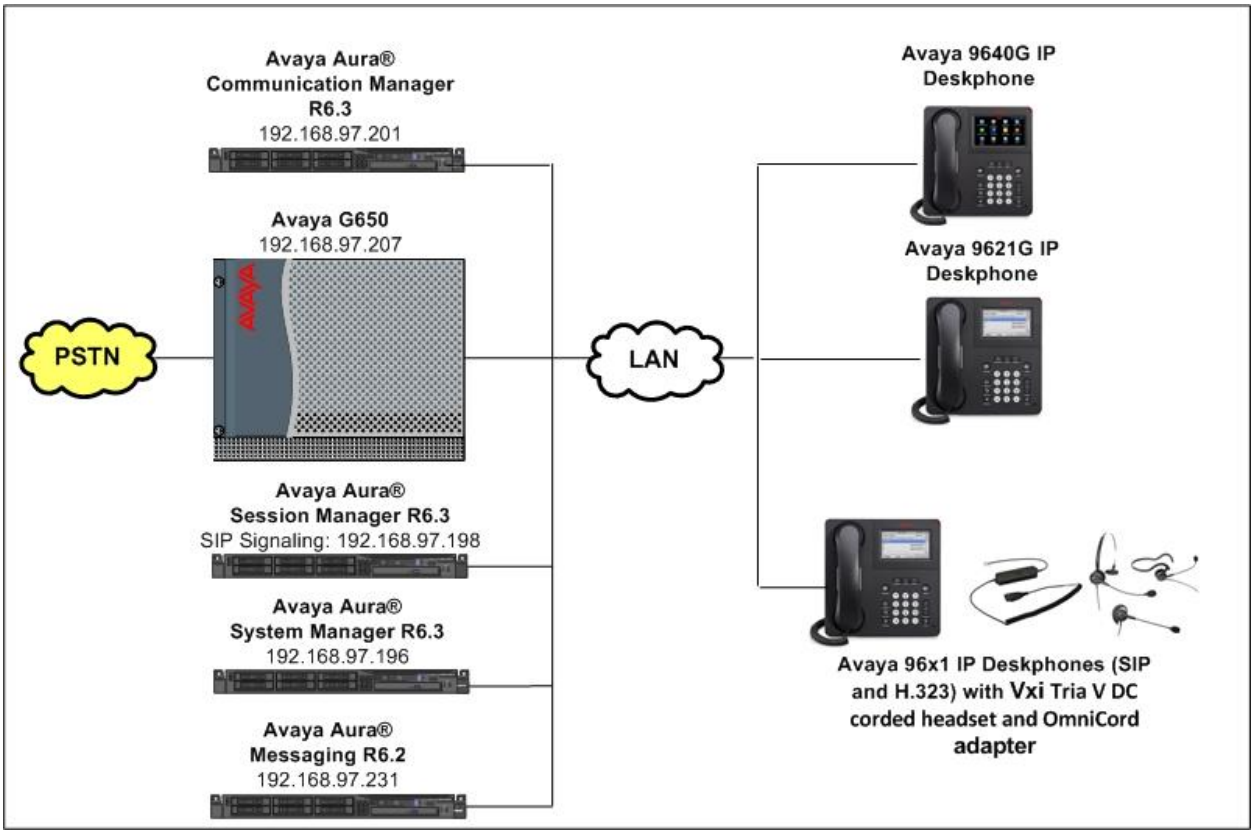

Figure 1: Avaya 96x1 IP Deskphones with VXi Tria V DC Corded Headset and OmniCord Adapter

3.1. Answering, Ending, and Placing Calls

To answer, end, or place a call using the VXi Tria V DC corded headset and OmniCord adapter follow the instructions below.

To Answer a Call	Press the headset button on the IP Deskphone to answer an incoming call. If auto-answer is enabled incoming calls will be answered automatically and a two-way audio path will be established to the headset.
To End a Call	Press the headset button on the IP telephone to terminate a call.
To Place a Call	Press the headset button on the IP telephone and dial the required number.

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Session Manager running on S8800 Server	Release: 6.3.2.0.632023
Avaya Aura® System Manager running on S8800 Server	6.3.0 - FP2 Build No. - 6.3.0.8.5682-6.3.8.1627
Avaya Aura® Communication Manager running on Avaya S8800Server	R016x.03.0.124.0 patch 21172
Avaya G650 Media Gateway IPSI TN2312BP CLAN TN799DP IP Media Processor TN2302AP Digital Line TN2224	 HW06, FW043 HW01, FW026 HW20, FW117 000006
Avaya Aura® Messaging	6.2
Avaya 96x1 IP Deskphones (H.323)	6.4 (Release 6.4014)
Avaya 96x1 IP Deskphones (SIP)	6.4 (Version: 6.4.0.33)
VXi Tria V DC corded headset	202786
VXi OmniCord-V adapter	203365

5. Configure Avaya Aura® Communication Manager

No special configuration is needed on Communication Manager but for completeness this section covers the station configuration for an Avaya 9621G IP Deskphone (H.323). The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

5.1. Configure a Station for Avaya 96x1 Series IP Deskphone

Use the **add station** command to create a station for the 9621 IP Deskphone. Set the **Type** field to the station type to be emulated. In this example, *9621* was used. Configure a **Security Code** as the password to be used by the Avaya Deskphone to log in.

Note: To enable Auto Answer on the IP Deskphone set the **Auto Answer** field on **Page 2** (not shown) to the appropriate value, such as *all*.

```
add station 53008                                          Page   1 of   5
                                  STATION

Extension: 53008                      Lock Messages? n               BCC: 0
     Type: 9621                       Security Code: 12345            TN: 1
     Port: S00035                   Coverage Path 1: 1               COR: 1
     Name: 9621 H323                Coverage Path 2:                 COS: 1
                                    Hunt-to Station:               Tests? y
STATION OPTIONS
                                         Time of Day Lock Table:
             Loss Group: 19          Personalized Ringing Pattern: 1
                                           Message Lamp Ext: 53008
           Speakerphone: 2-way          Mute Button Enabled? y
        Display Language: english
 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
```

6. VXi Tria V DC Corded Headset and OmniCord Adapter Connections

Connect the VXi Tria V DC corded headset and OmniCord adapter together with the Quick Disconnect plugs and connect the RJ9 connector on the OmniCord adapter to the headset jack on the 96x1 Deskphone as per **Document 5** in **Section 11**.

7. VXi OmniCord Adapter Configuration

The VXi OmniCord adapter has a compatibility switch that should be set to **C** as per **Document 5** in **Section 11** for operation with Avaya Deskphones. The VXi OmniCord adapter also has a microphone volume control that was set to **position 5** (not shown) for the compliance testing.

8. 96x1 Deskphone Settings

To set the default audio path for the 96x1 Deskphone select **Home → Settings → Options & Settings → Call Settings → Audio Path** and then select **Headset** (not shown).

To disable the EHS functionality on the 96x1 Deskphone select **Home → Settings → Options & Settings → Call Settings → Headset Signaling** and then select **Disabled** (not shown).

9. Verification Steps

Verify that the VXi Tria V DC corded headset and OmniCord adapter have been properly connected to the Avaya 96x1 IP Deskphone. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio.

10. Conclusion

These Application Notes describe the configuration steps required to integrate the VXi Tria V DC corded headset and OmniCord adapter with Avaya 96x1 Deskphones from the 9600 Series of IP Deskphones. All test cases were completed successfully.

11. Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager Release 6.3,* Document Number 03-300509, Issue 9, October 2013

[2] *Avaya Aura® Communication Manager Feature Description and Implementation Release 6.3*, Document Number 555-245-205, Issue 11, October 2013

[3] *Avaya one-X® Deskphone Edition for 9600 Series IP Telephones Installation and Maintenance Guide Release 3.2,* Document Number 16-300694, Issue 9, January 2013

Documentation for VXi products can be found at http://www.vxicorp.com.

[4] *VXi TRIA Headset User Guide* , Document Number PN202800C, 2009

[5] *OmniCord User Guide* , Document Number PN 203368, 2012

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.