



Avaya Solution & Interoperability Test Lab

Application Notes for Addcom ADD-800 Performance Plus II Headsets with Avaya Telephones - Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration comprised of Avaya Communication Manager, Avaya Telephones and Addcom ADD-800 Performance Plus II headsets.

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 a compliance-tested configuration comprised of Avaya Communication Manager, Avaya Telephones and Addcom ADD-800 Performance Plus II headsets. The Performance Plus II headset has been designed for the call centre environments.

The overall objective of this interoperability compliance test was to verify that Addcom ADD-800 Performance Plus II headsets properly integrate with the Avaya 2400, 4600, 9600 and 1600 Series telephones. For this compliance test, four headsets were connected to the various types of Avaya telephones that are registered to Avaya Communication Manager.

Figure 1 illustrates the network configuration used to verify the compliance tested solution. The configuration comprised of an Avaya S8300 Server running Avaya Communication Manager and an Avaya G350 Media Gateway with various Avaya 4600, 9600 and 1600 Series IP telephones and 2400 Series digital telephones configured as extensions. The Avaya C364T-PWR Converged Stackable Switch provides Ethernet connectivity to the IP telephones and the G350 Media Gateway.

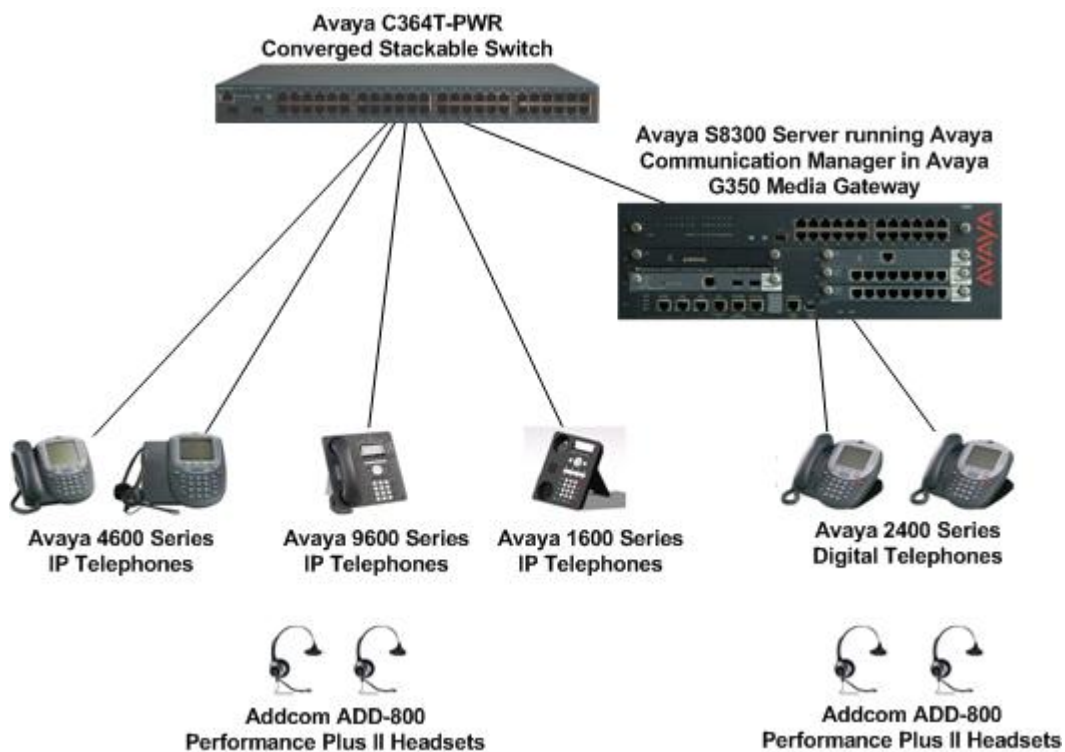


Figure 1. Test configuration

2. Equipment and Software Validated

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

Equipment		Software
Avaya S8300 Server		Avaya Communication Manager 4.0.1 (R014x.00.1.731.2)
Avaya G350 Media Gateway		26.33.0
	MM712AP DCP Media Module	HW04 FW008
Avaya IP Telephones		
	4610, 4620, 4621, 4622, 4625	2.8 (H.323)
	9620, 9630, 9640, 9650	1.5 (H.323)
	1608, 1616	1.0 (H.323)
Avaya 2420 Digital Telephones		-
Avaya C364T-PWR Converged Stackable Switch		4.5.14
Addcom ADD-800 Performance Plus II headsets with the appropriate cord for each type of telephone		-

3. Configure Avaya Communication Manager

These Application Notes assume that Avaya Communication Manager is configured and operational, refer to {1}. There are no additional settings required to be configured for the connection of the Addcom ADD-800 Performance Plus II headsets to the Avaya telephones.

4. Configure Addcom ADD-800 Performance Plus II Headsets

The Addcom ADD-800 Performance Plus II headset connects directly to the headset interface on the Avaya telephone using the appropriate cord supplied by Addcom. These cords are identified by the color of a band on the cord. **Table 1** shows the required cord for the different Avaya telephones tested.

Avaya Telephone	Cord
2420 Digital Telephone	Grey
4610, 4620, 4621, 4622, 4625 IP Telephones	Grey
9620, 9630, 9640, 9650 IP Telephones	Black
1608, 1616 IP Telephones	Black

Table 1: Cord Type Requirements

The location of the color band on the cord is as shown in **Figure 2**.



Figure 2. Addcom ADD-800 Performance Plus II Headset

5. 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.

The interoperability compliance testing with the Addcom ADD-800 Performance Plus II headset included feature functionality and serviceability testing. The feature functionality testing verified that Addcom ADD-800 Performance Plus II headset can be used with the Avaya telephones under normal day to day usage scenario for two and three party calls. The serviceability testing introduced the resetting of the Avaya telephones to see if the Addcom ADD-800 Performance Plus II headset can resume its normal function after recovery.

5.1. General Test Approach

All test cases were performed manually. The following features and functionality were verified:

- Talk path and subjective call quality for basic calls.
- Talk path and subjective call quality for three-party conference calls.

5.2. Test Results

All test cases passed. Addcom ADD-800 Performance Plus II headsets worked reliably with the Avaya telephones. For serviceability testing, the Addcom ADD-800 Performance Plus II headset was able to resume its normal function after resetting the Avaya telephones.

6. Support

For technical support on Addcom ADD-800 Performance Plus II headsets, call Addcom at +61 (2) 8877 5600.

7. Conclusion

These Application Notes describe the configuration steps for Addcom ADD-800 Performance Plus II headsets to successfully interoperate with Avaya telephones. Addcom ADD-800 Performance Plus II headsets successfully passed the compliance testing.

8. References

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

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

[1] *Administrator Guide for Avaya Communication Manager*, Release 4.0, Issue 3, February 2007, Doc ID: 03-300509.

The following Addcom product documentation is provided with the product. For additional product and company information, visit <http://www.addcom.com>.

[2] *Addcom Performance Plus II Series User Guide*.

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