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Avaya Solution & Interoperability Test Lab

Application Notes for VXi Connect™ Avaya Software and VXI Envoy™ UC USB Headset with Avaya one-X® Communicator – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya one-X® Communicator softphone, VXi Connect™ Avaya software and the VXI Envoy™ UC Headset. The VXI Envoy™ UC is an USB headset that uses VXi Connect™ Avaya software installed on the PC running Avaya IP softphone to control calls.

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

These Application Notes describe the configuration steps required for VXi Connect™ Avaya software and VXI Envoy™ UC USB Headset to successfully interoperate with Avaya one-X® Communicator and Avaya Aura® Communication Manager. The VXI Envoy™ UC Headset connects to the PC running Avaya one-X® Communicator via a USB cable and the VXi Connect™ Avaya software serves as an interface between Avaya one-X® Communicator and the Envoy™ UC Headset.

2. General Test Approach and Test Results

The compliance testing of the VXI Envoy™ UC Headset and VXi Connect™ Avaya software interoperating with Avaya one-X Communicator was manually performed. No performance testing was done and the tests listed in **Section 2.1** were executed and verified.

2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios with one-X Communicator configured in My Computer mode, using both SIP and H.323 protocols,.

- Verification of acceptable two-way audio path in both directions for local and PSTN calls
- Envoy™ UC mute button operation
- Envoy™ UC volume controls
- Envoy™ UC call control button for answering and terminating calls
- Interoperability with one-X Communicator controls
- Interoperability with voicemail

The serviceability testing focused on verifying the ability of Envoy™ UC to recover from adverse conditions, such as disconnecting and reconnecting the USB cable, restarting one-X Communicator, and rebooting the PC where the Envoy™ UC and one-X Communicator software was installed.

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

The objectives outlined in **Section 2.1** were verified and all test cases passed.

2.3. Support

For technical support for the VXI Envoy™ UC Headset, and VXI products in general, please refer to http://www.vxicorp.com. On the VXI website, support hotline numbers can be found for specific countries.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between Avaya one-X Communicator, VXI Envoy™ UC Headset and VXi Connect™ Avaya software.
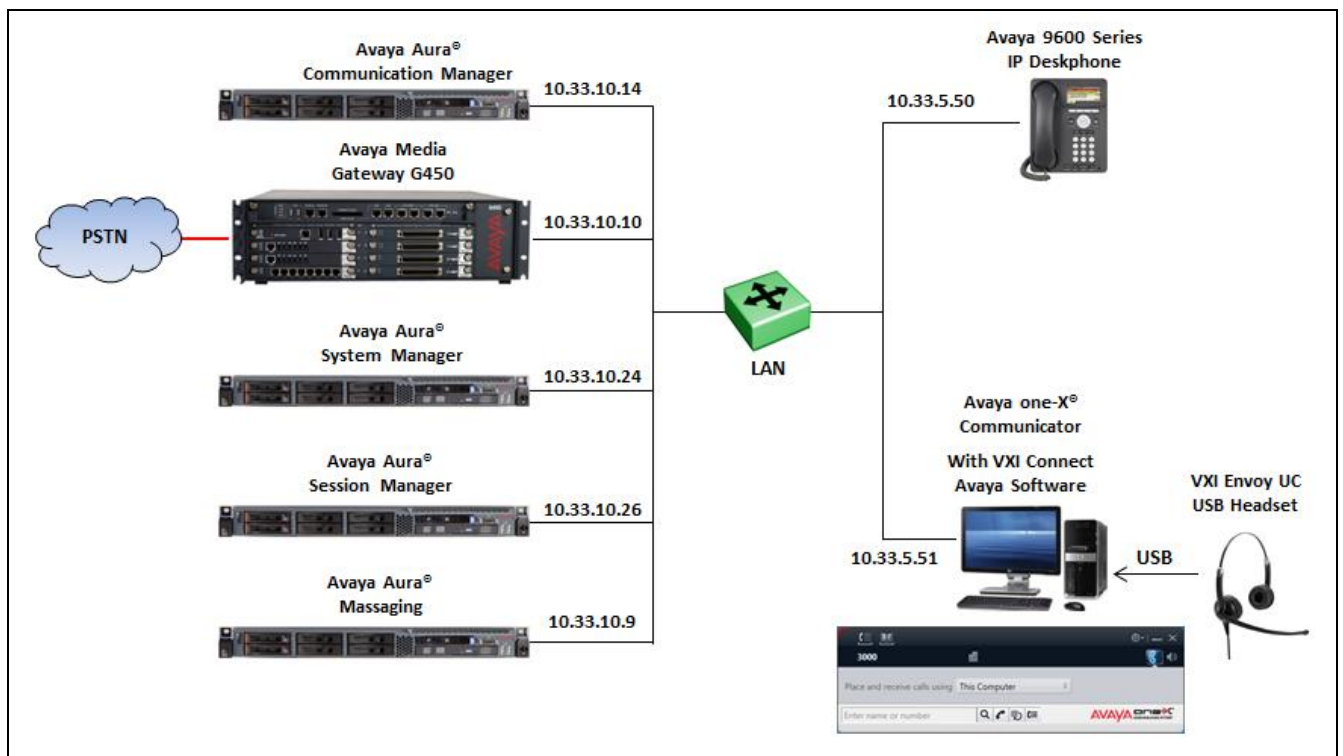
Figure 1: Reference Configuration Diagram

4. Equipment and Software Validated

The following equipment and software was used during the lab testing:

Equipment	Software Version
Avaya Aura® Session Manager running on S8800 Server	Release: 6.3.7 Build No. - 6.3.7.0.637008
Avaya Aura® System Manager running on S8800 Server	Release: 6.3.7 Build No. - 6.3.0.8.5682-6.3.8.3204
Avaya Aura® Communication Manager running on Avaya S8800Server/G450 Media Gateway	R016x.03.0.124.0 patch 21460 G450 FW 35.8.0
Avaya Aura® Messaging	6.2
Avaya one-X® Communicator	6.2.3.05-FP3
Avaya 9641G IP Deskphone (SIP)	SIP 6.4.0.33
Avaya 9608 IP Deskphone (H.323)	6.4.014
VXi Connect™ Avaya Software	1.12.1
VXI Envoy™ UC Headset	1.09S

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no Communication Manager configurations for the VXI Envoy™ UC Headset to interoperate with Avaya one-X Communicator.

This section describes the steps to provision a station for one-X Communicator softphone in Communication Manager by System Administration Terminal (SAT). For detailed information on how to configure and administer Communication Manager, please refer to **Section 10 [1]**.

Use the SAT command **add station x** to add a new extension in Communication Manager where **x** is the new extension number as in the figure below. Enter the model of IP deskphone in the **Type** field, a name in the **Name** field, a code in the **Security Code** field, 'y' in the **IP Softphone?** field and keep the other fields as default.

```
add station 3000                                              Page   1 of   5
                                  STATION

Extension: 3000                      Lock Messages? n              BCC: 0
    Type: 9620                       Security Code: 12345           TN: 1
    Port: IP                      Coverage Path 1:                 COR: 1
    Name: IP Softphone One-X      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: 3000
        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? y

                                     IP Video Softphone? n
                       Short/Prefixed Registration Allowed: default

                                     Customizable Labels? y
```
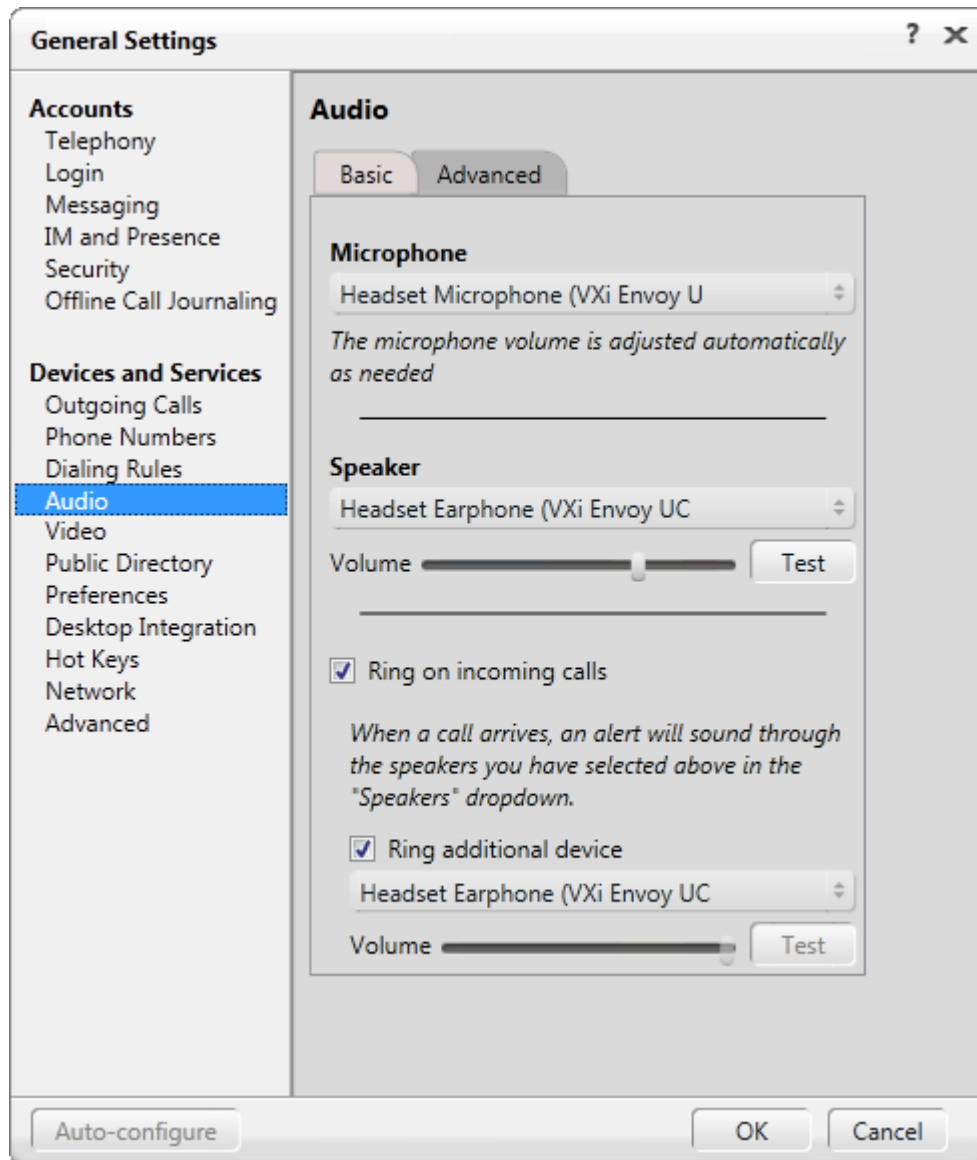
6. Configure Avaya one-X® Communicator

Select ⚙▾ →**Settings**→**General Settings** from the menu as shown below.
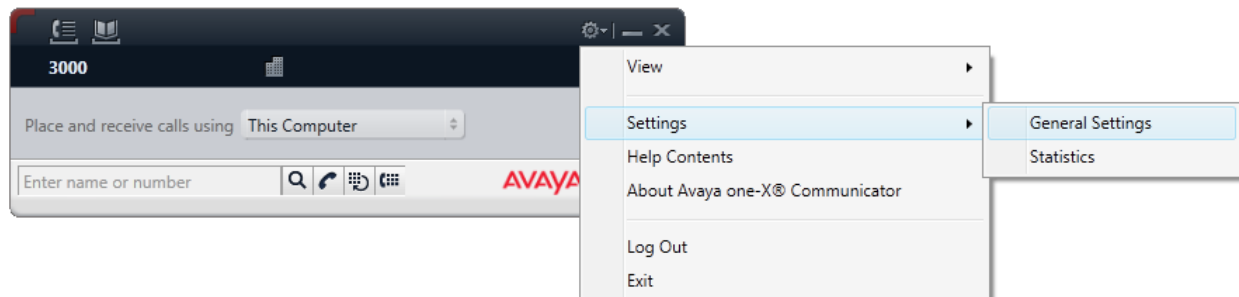
The **General Settings** window appears as shown below. Select **Audio** from the left pane and select the **Basic** tab.

In the **Basic** tab, select **VXi Envoy™ UC** in the **Microphone**, **Speaker**, and **Ring additional device** sections. Click the **OK** button to close the window.

7. Configure VXI Envoy™ UC Headset

This section describes the configuration steps for the VXI Envoy™ UC Headset and VXi Connect™ Avaya software for operation with Avaya one-X Communicator. For more information on how to use the Envoy™ UC Headset please refer to the headset manual listed in **Section 10 [4]**.

7.1. Configure VXi Connect™ Avaya Software

Launch VXi_Connect_AvayaV1.12.1.EXE application on PC where one-X Communicator softphone installed. The VXi Connect™ Avaya window is shown as the screen below. Click **Next** button, on the next screen (not shown), click on **I Agree** option to agree with the license agreement and click **Next** to go to next screen.
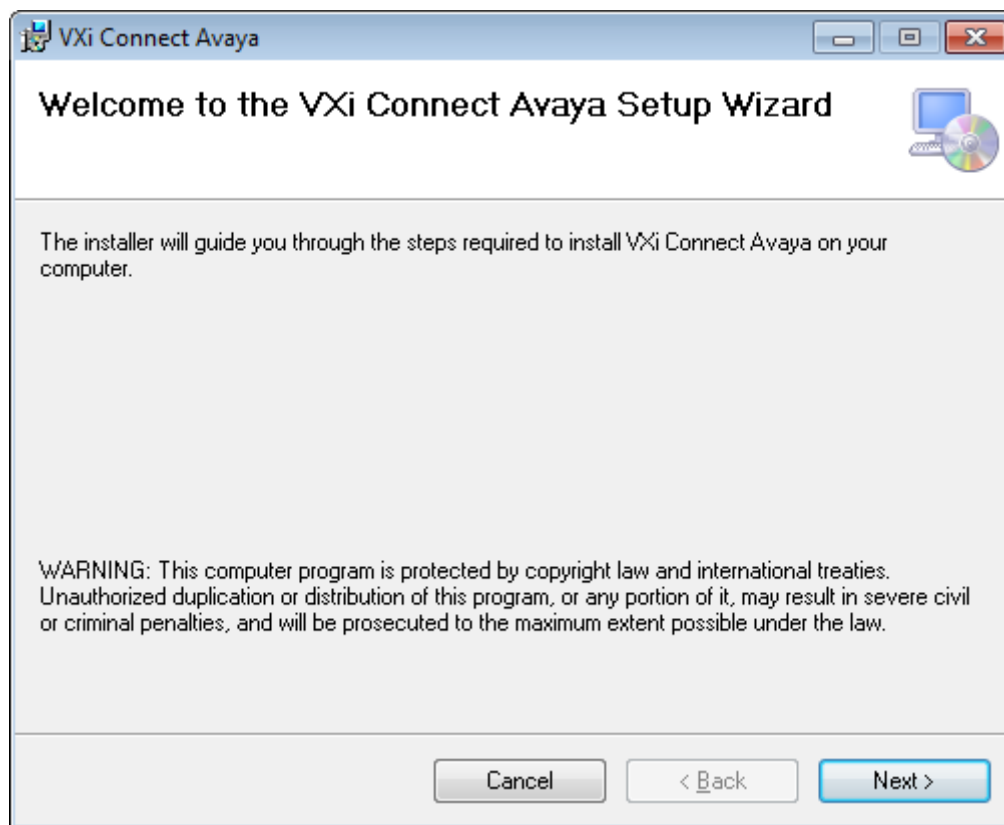
In the **Select Installation Folder** window: keep the default folder for installatio, select install option as **Everyone** and click **Next** to go to next screen.
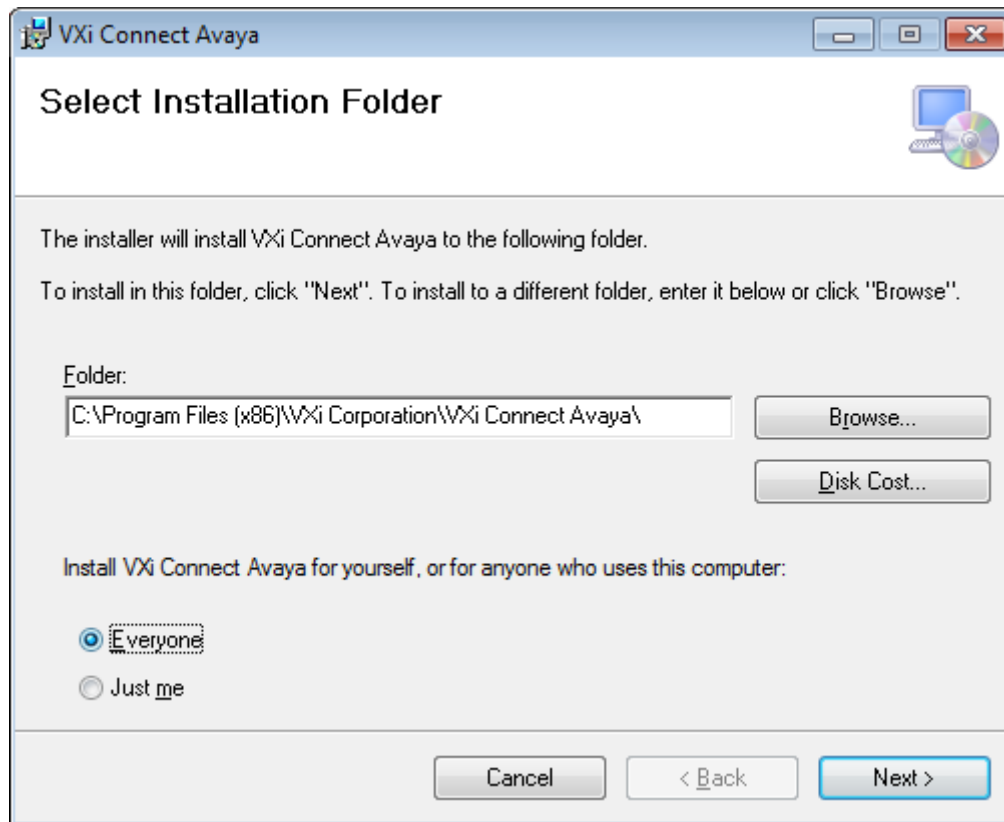
In the **Choose automatic update options** window, keep the default selection of **Automatic check once a month**. Click **Next** to go to next screen.

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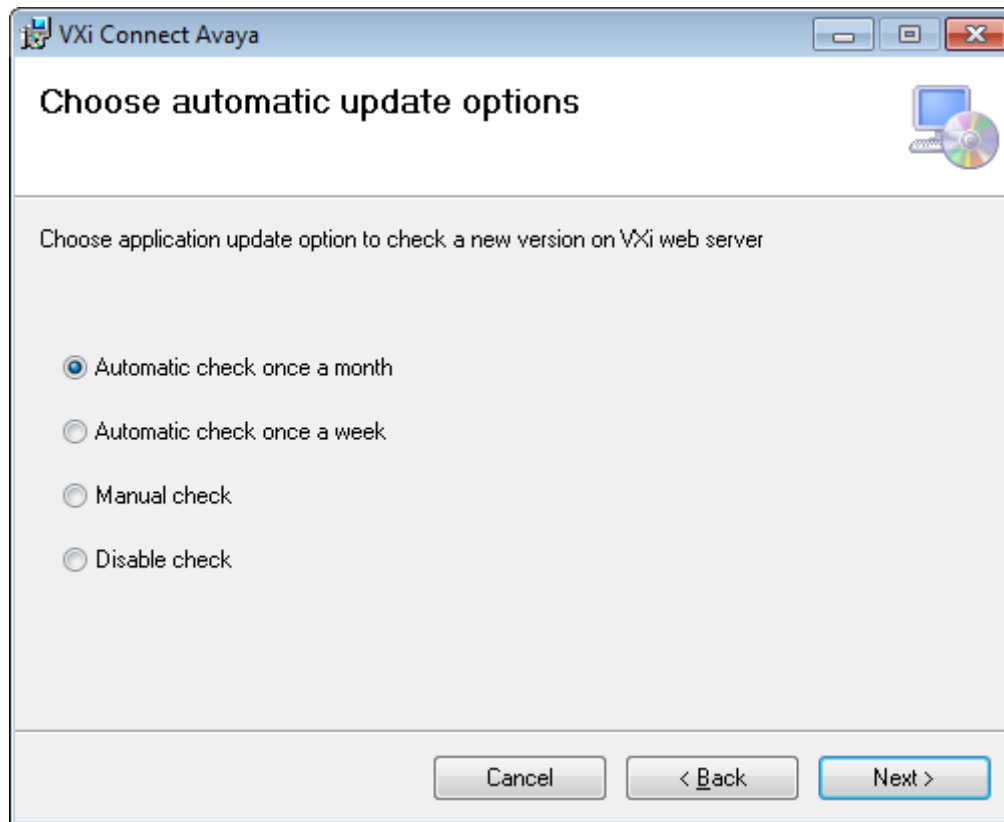
In the **Confirm Installation** window (not shown), click **Next** button to start installing the application. Click **Close** button in the **Installation Complete** window to complete and close the window.
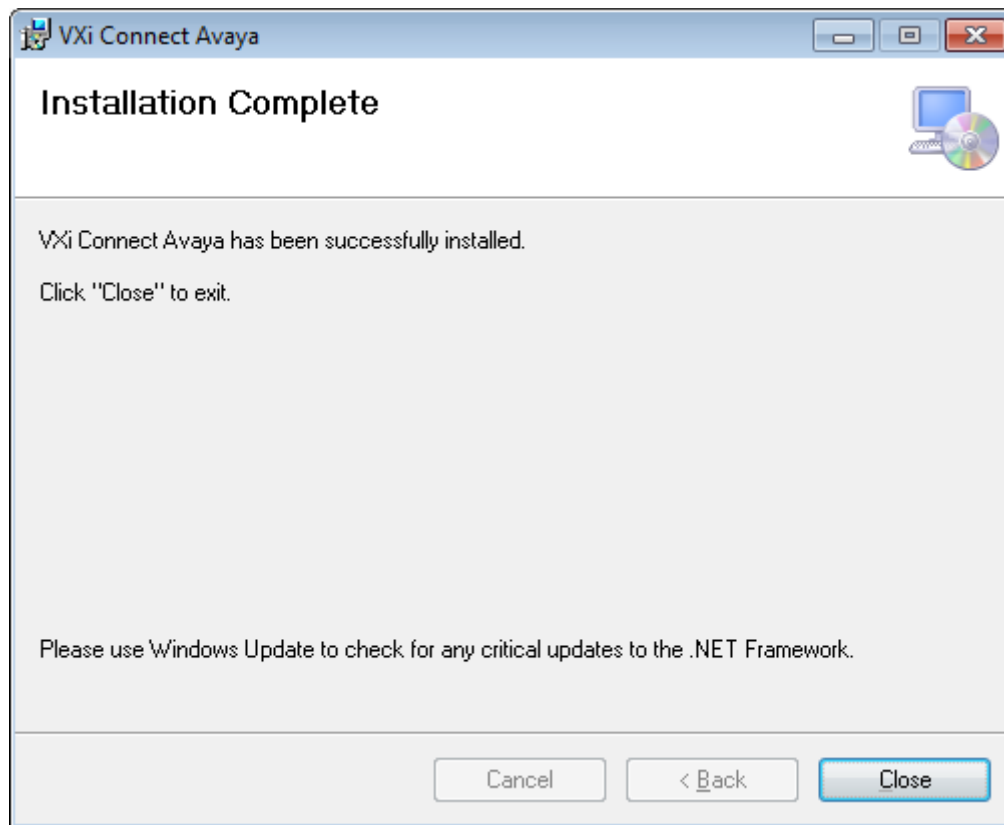
After the installation, the VXi icon is displayed in the bottom left corner of the system tray bar as shown below.
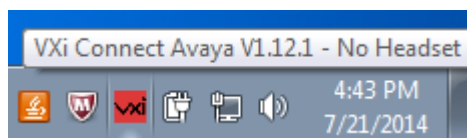
7.2. Connect VXI Envoy™ UC Headset to PC

The following procedure shows the steps to connect the Envoy™ UC Headset to the PC.

- Plug the USB port marked [icon] of Envoy™ UC headset into the free USB port on the PC.
- Wait for the PC to recognize the Envoy™ UC headset.
- After the Envoy™ UC headset is recognized by the PC, go to Control Panel → Sound and set the Envoy™ UC headset to be used as default **Playback** and **Recording** device as shown in the screens below.
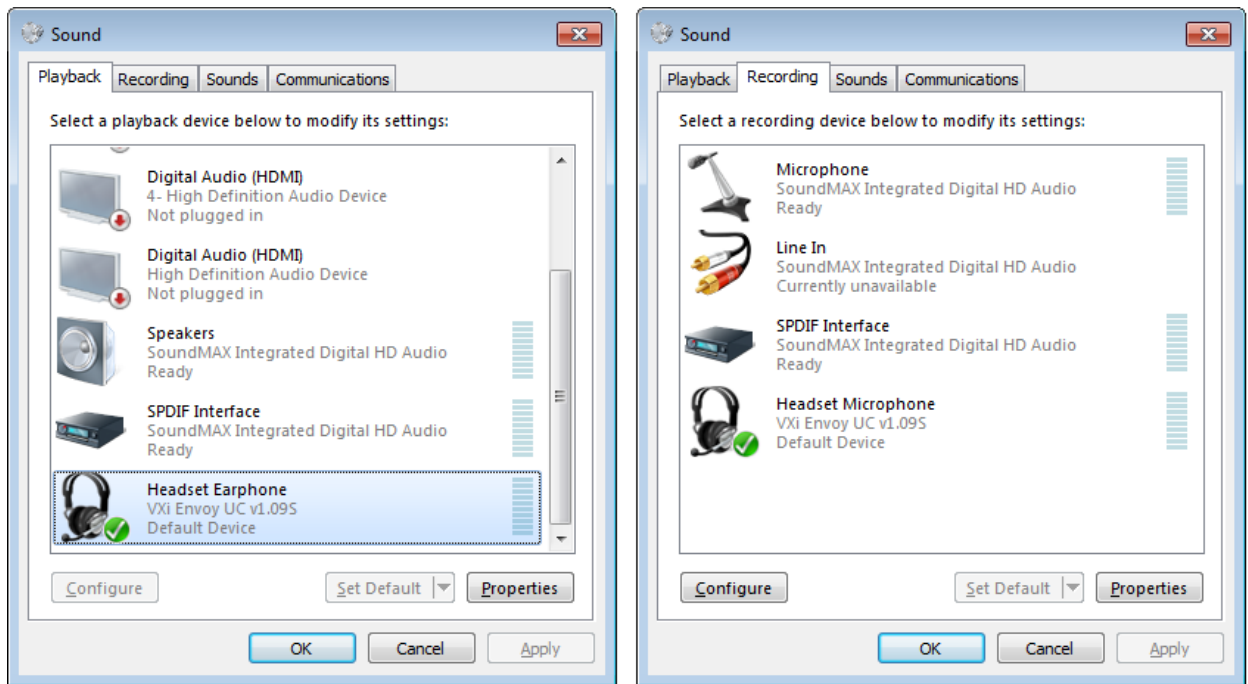

When the headset is plugged in to the PC and the one-X Communicator softphone not yet started, the status of VXi icon should be "Not Connected" as shown below.

8. Verification Steps

This section provides tests that can be performed to verify proper installation and configuration of the VXi Connect™ Avaya software and the VXI Envoy™ UC Headset with Avaya one-X Communicator.

Start the Avaya one-X Communicator application. Move the mouse over the VXi icon on the system tray bar, the status should be "Connected" as shown below.
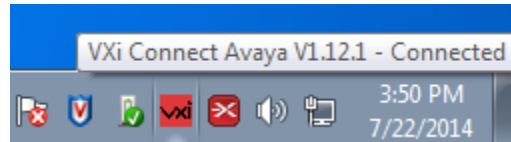
Perform a test call as follows:
- Place an incoming call to Avaya one-X Communicator
- Answer the call using the call control button on the headset
- Verify two-way talk path between the headset and the calling phone
- Disconnect the call from the headset using the call control button
- Verify that the call is properly disconnected

9. Conclusion

These Application Notes describe the configuration steps required for the VXI Envoy™ UC Headset and VXi Connect™ Avaya software to interoperate with Avaya one-X® Communicator. All feature and serviceability test cases were completed and passed as described **Section 2**.

10. 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] *Administering Avaya one-X® Communicator*, Release 6.2, December 2013

Documentation for the VXI Envoy™ UC Headset and VXI products can be found at
http://www.vxicorp.com.

[4] *Envoy™_UC_User_Guide_online.pdf*