



Avaya Solution & Interoperability Test Lab

Application Notes for ClearOne CHAT 50 Personal Speaker Phone with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the ClearOne CHAT 50 Personal Speaker Phone with Avaya one-X® Communicator and Avaya Aura® Communication Manager. The CHAT 50 Personal Speaker Phone is a mobile audio peripheral that connects to a PC running one-X Communicator using a USB cable.

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 ClearOne CHAT 50 Personal Speaker Phone with Avaya one-X® Communicator and Avaya Aura® Communication Manager. The CHAT 50 Personal Speaker Phone is a mobile audio peripheral that connects to a PC running one-X Communicator using a USB cable. There is no signaling between CHAT 50 and one-X Communicator.

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 Avaya one-X Communicator with the ClearOne CHAT 50 Personal Speaker Phone and verifying audio in both directions. The type of calls made included calls to voicemail, to internal extensions, and to the PSTN. All test cases were performed manually.

The serviceability testing focused on verifying the usability of the ClearOne CHAT 50 Personal Speaker Phone after restarting the one-X Communicator application, disconnecting and reconnecting the USB cable to CHAT 50, and rebooting the PC running one-X Communicator.

2.1. Interoperability Compliance Testing

Interoperability compliance testing covered the following feature and functionality:

- 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.
- Codecs G.711 and G.722 were used.
- Using the volume control buttons on CHAT 50 to adjust the playback volume.
- Using the mute control button on CHAT 50 to mute and un-mute the recording level.
- Proper recovery restarting the one-X Communicator application, disconnecting and reconnecting the USB cable to CHAT 50, and rebooting the PC running one-X Communicator.

2.2. Test Results

All test cases passed.

2.3. Support

For technical support and information on the CHAT speaker phones, contact ClearOne at:

- Phone: 800-283-5936 (toll free)
- Email: techsupport@clearone.com
- Website: <http://www.clearone.com/support>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the ClearOne CHAT 50 Personal Speaker Phone solution. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. Avaya one-X Communicator was installed on a desktop PC running Windows XP Professional. CHAT 50 was connected to the desktop PC via a USB port.

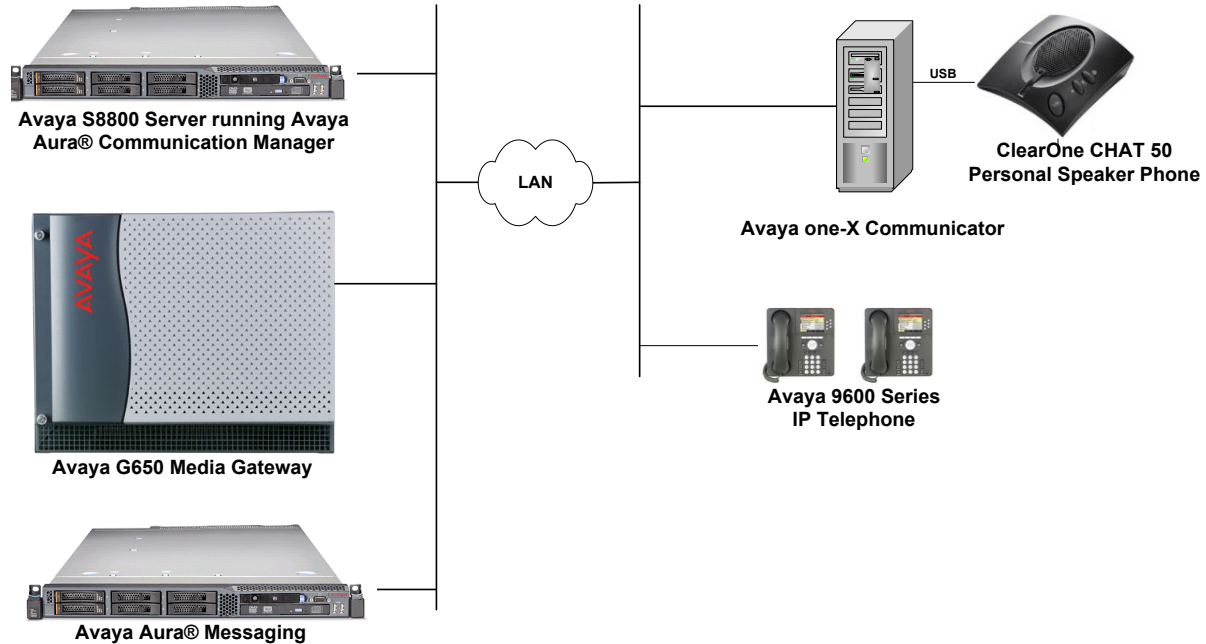


Figure 1: ClearOne CHAT 50 Personal Speaker Phone with Avaya one-X Communicator

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Server with a G650 Media Gateway	Avaya Aura® Communication Manager 6.0.1 SP 3
Avaya Aura® Messaging	6.0.1 SP 1
Avaya one-X Communicator	6.1(6.1.0.12-GA-30334)
Avaya 9600 Series IP Telephone	3.011b (H.323)
ClearOne CHAT 50 Personal Speaker Phone	FW 27 P/N 860-159-001 Rev 8.0


5. Configure Avaya Aura® Communication Manager

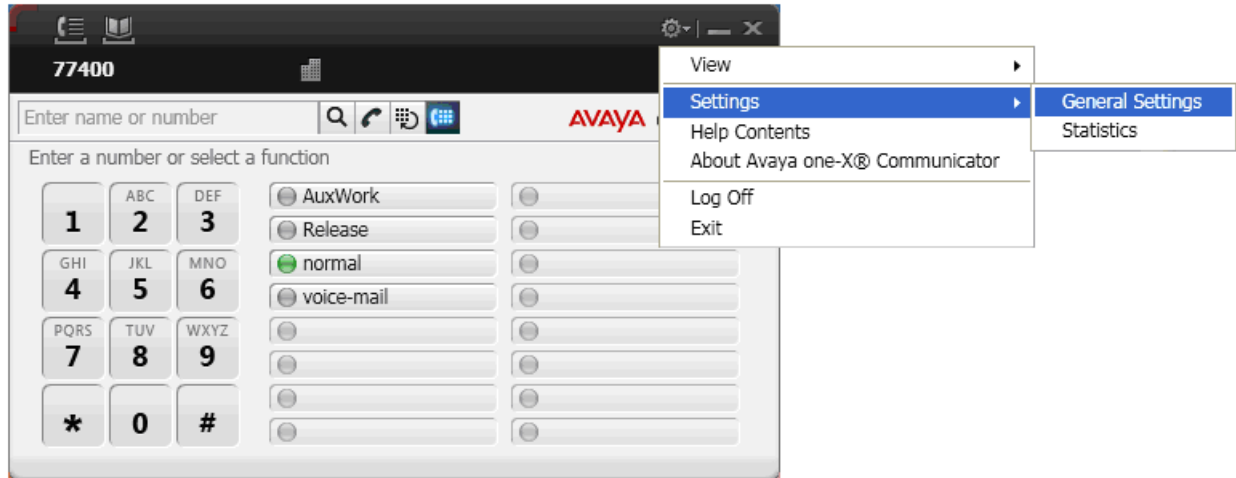
This section covers the station configuration for Avaya one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Avaya one-X Communicator. Set the **Type** field to the station type to be emulated. In this example, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by one-X Communicator to log in. Set the **IP Softphone** field to *y*.

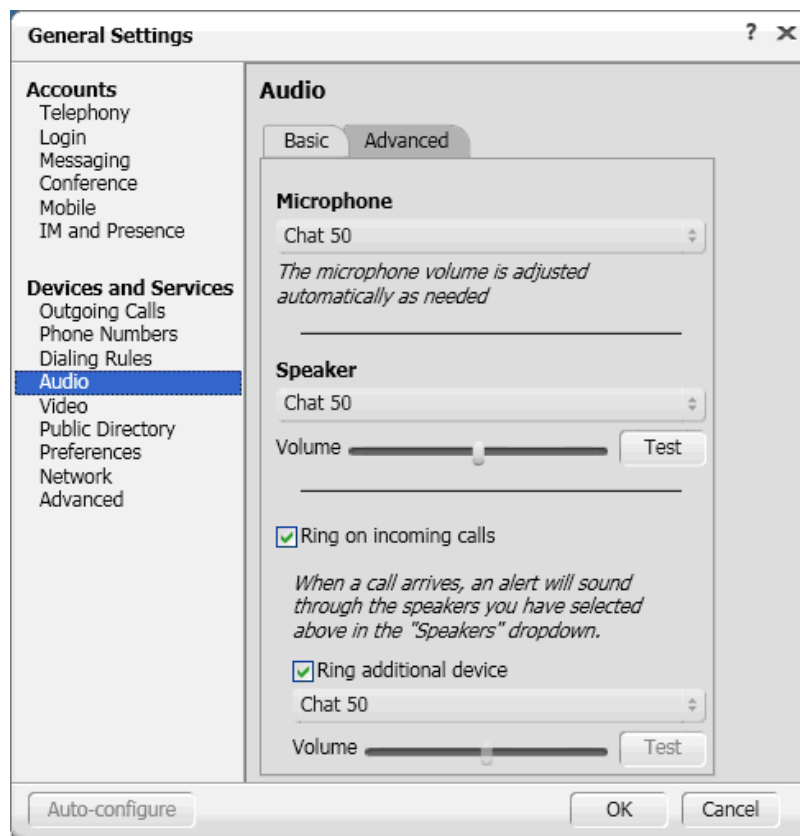
```
add station 77400                                     Page 1 of 5
                                                    STATION
Extension: 77400                                     Lock Messages? n                               BCC: 0
  Type: 9630                                         Security Code: 77400                         TN: 1
  Port: IP                                           Coverage Path 1:                               COR: 1
  Name: ClearOne                                     Coverage Path 2:                               COS: 1
                                                    Hunt-to Station:
STATION OPTIONS
  Location:                                          Time of Day Lock Table:
  Loss Group: 19                                   Personalized Ringing Pattern: 1
  Speakerphone: 2-way                               Message Lamp Ext: 77400
  Display Language: english                         Mute Button Enabled? y
  Survivable GK Node Name:                          Button Modules: 0
  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

After logging into Avaya one-X Communicator, select  → **Settings** → **General Settings** from the menu as shown below.



Select **Audio** from the left pane and select the **Basic** tab. The CHAT 50 personal speaker phone is automatically detected in Microsoft Windows as **CHAT 50**. Select this device as the **Microphone** and **Speaker** as shown below. Click **OK**.



7. Configure ClearOne CHAT 50 Personal Speaker Phone

The CHAT 50 Personal Speaker Phone connects to the PC via a USB interface. CHAT 50 is automatically detected by Microsoft Windows without requiring any additional driver software. In this test configuration, the CHAT 50 Personal Speaker Phone is detected as **CHAT 50**.

8. Verification Steps

This section provides the steps that may be performed to verify proper configuration of Avaya one-X Communicator with the ClearOne CHAT 50 Personal Speaker Phone.

Establish a call with one-X Communicator and verify that two-way audio is established. Verify that one-X Communicator can hear the other party over CHAT 50 and that the other party can hear audio spoken into the CHAT 50 microphones.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the ClearOne CHAT 50 Personal Speaker Phone with Avaya one-X® Communicator. All test cases were completed successfully.

10. Additional References

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

[1] *Administering Avaya Aura™ Communication Manager*, Release 6.0, Issue 6.0, June 2010, Document Number 03-300509.

[2] *Avaya one-X® Communicator User Reference*, November 2009.

©2011 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

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.