



Application Notes for configuring Agent AG Headsets from Corporate Telecommunications with Avaya Communicator for Windows using a USB 2.0 Chord – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Agent Headsets with the Avaya Communicator for Windows using a USB 2.0 chord to ensure full interoperability.

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 Agent AG Headsets from Corporate Telecommunications with Avaya Communicator for Windows using a USB 2.0 chord. Corporate Telecommunications offer headsets (listed in **Section 4**) that can be used with Avaya Communicator for Windows connecting directly to the PC/Laptop that Avaya Communicator for Windows is running on. The headsets then provide two-way audio. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. The headsets do offer volume control or mute functionality.

Corporate Telecommunications design and develop professional headsets for the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and Contact Centre market sectors.

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 Communicator for Windows with each Agent Headset verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN. The Avaya telephone user should be clearly heard and observed without any distortions or audio issues. The serviceability testing focused on verifying the usability of the Agent AG Headset after restarting Avaya Communicator for Windows and re-connecting the headset.

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

The interoperability compliance testing was carried out on the latest firmware for Avaya Communicator for Windows. There are two Agent AG Headsets that will work with the Avaya Communicator for Windows and they are the AG-1 (mono-aural) and AG-2 (bi-aural). The following headsets were used for compliance testing.

- AG-1
- AG-2

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 from/to internal extensions to verify two-way audio.
- Placing calls from/to the PSTN to verify two-way audio.
- Hearing ring back tone for outgoing calls.
- Toggling between handset, speakerphone, and headset.
- Using the volume control buttons on the Avaya telephone to adjust the audio volume.
- Using the volume control buttons on the USB chord to adjust the audio volume.

2.2. Test Results

All compliance test cases passed successfully. The following observations were noted.

- This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com>. Support from Corporate Telecommunications is available at:

Corporate Telecommunications

4-6 Commonwealth Close

Leigh Business Park

Leigh

Greater Manchester

WN7 3BD

+44(0)1942 262526

info@agentheadsets.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Agent Headsets are connected to the USB port on a PC or laptop running the Avaya Communicator for Windows application via a USB 2.0 chord also from Corporate Telecommunications.

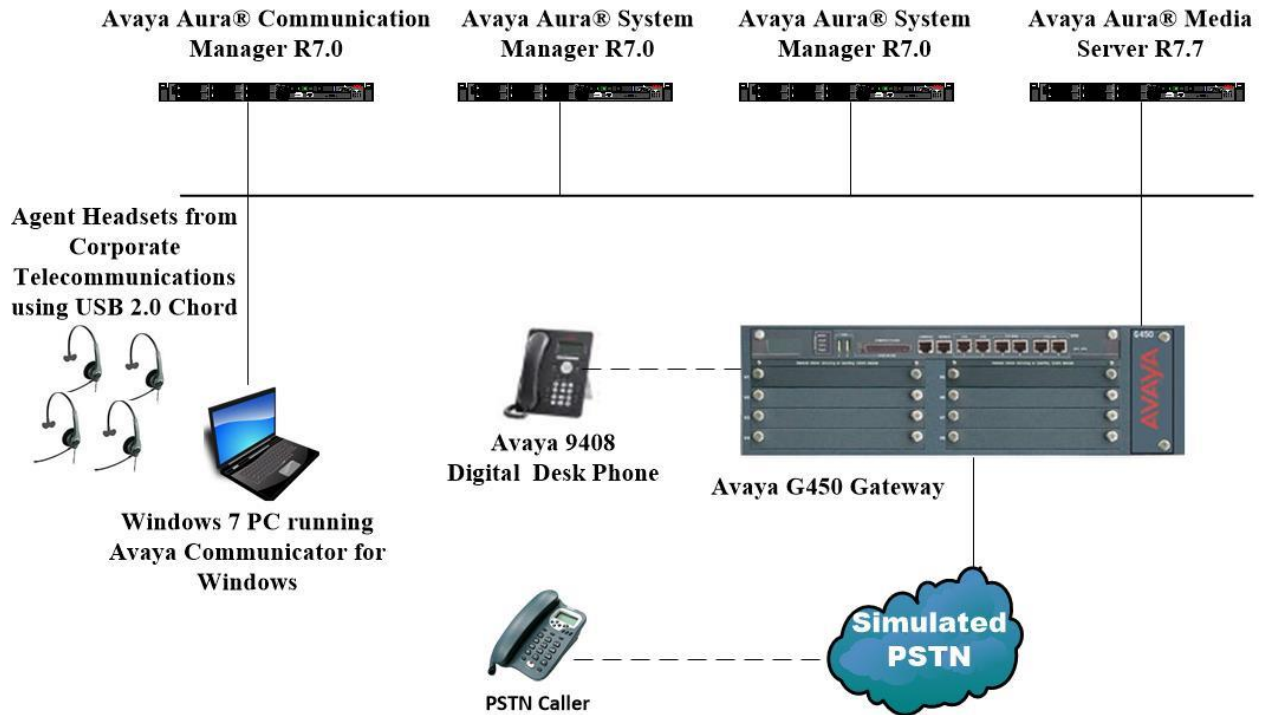


Figure 1: Network Solution of the Agent Headsets from Corporate Telecommunications connecting to Avaya Communicator for Windows using a USB 2.0 chord

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	System Manager 7.0.1.1 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.1.065378 Service Pack 1
Avaya Aura® Session Manager running on a virtual server	R7.0 SP1 Build No. – 7.0.1.1.701114
Avaya Aura® Communication Manager running on a virtual server	R7.0 R017x.00.0.441.0 00.0.441.0-23169
Avaya Media Server running on a virtual server	Media Server SYSTEM R7.7.0.8 Media Server R7.7.0.200
Avaya G450 Gateway	37.19.0 /1
Avaya 9408 Digital Deskphone	2.0
Avaya Communicator for Windows	2.1.3.80
Corporate Telecommunications Agent AG-1 Headset Corporate Telecommunications Agent AG-2 Headset	N/A
Corporate Telecommunications USB 2.0 Chord	N/A

5. Configure Avaya Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager please see **Section 10** of these Application Notes.

5.1. Configuring Avaya Telephones

It is assumed that the Avaya Communicator for Windows is already configured. For further information on how to configure Communicator for Windows please see **Section 10** of these Application Notes. An example of a configured Avaya Communicator for Windows is included in the **Appendix** of these Application Notes.

To enable Auto-Answer on the IP telephone set the **Auto Answer** field on **Page 2** to the appropriate value, such as **all**.

```
display station 7110                                     Page 2 of 6
                                     STATION
FEATURE OPTIONS
    LWC Reception: spe
    LWC Activation? y
                                     Coverage Msg Retrieval? y
                                     Auto Answer: all
    CDR Privacy? n
                                     Data Restriction? n
    Per Button Ring Control? n
                                     Idle Appearance Preference? n
    Bridged Call Alerting? n
                                     Bridged Idle Line Preference? n
    Active Station Ringing: single
                                     Restrict Last Appearance? y

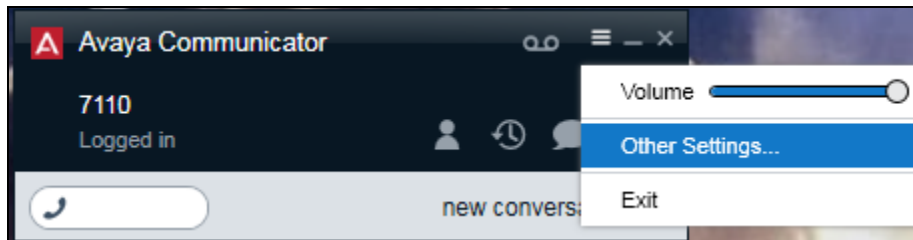
    H.320 Conversion? n
    Per Station CPN - Send Calling Number?
                                     EC500 State: enabled

    MWI Served User Type:
    AUDIX Name:
                                     Coverage After Forwarding? s

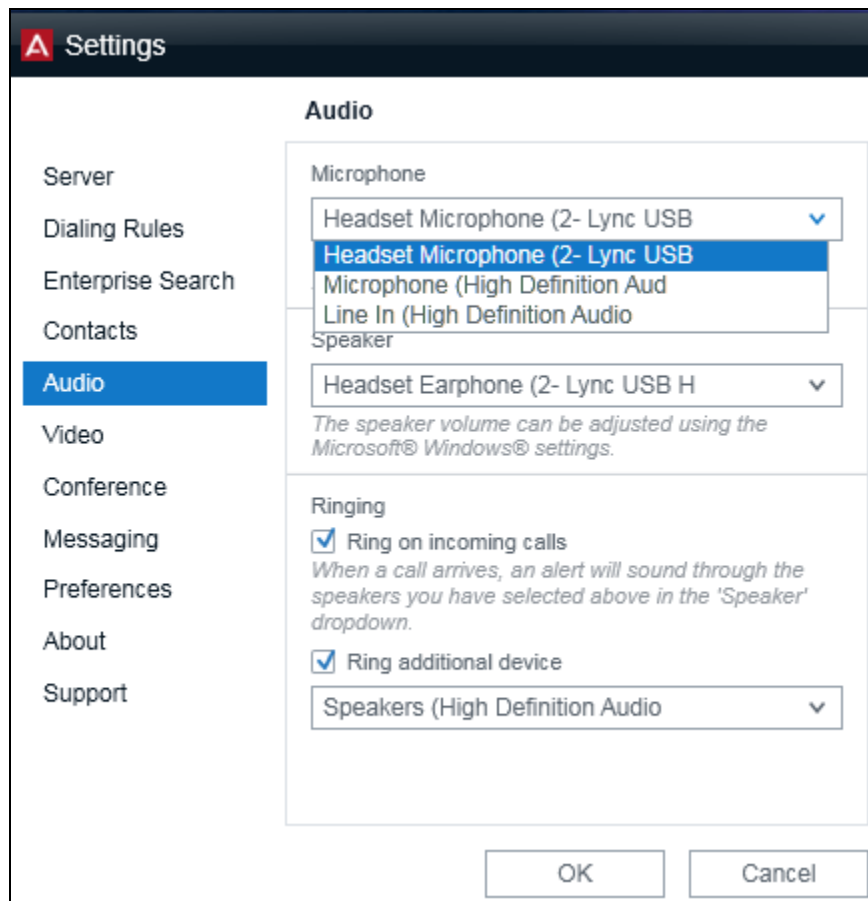
Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
Emergency Location Ext: 7110
                                     Always Use? n IP Audio Hairpinning? n
```

6. Configure Avaya Communicator for Windows

After logging into Avaya Communicator for Windows, select **Other Settings** as shown below.



Click on **Audio** in the left window. The Agent Headset should already be populated as shown below if the USB cord was plugged in before Avaya Communicator for Windows was started. If this is not the case, select this device as the **Microphone** and **Speaker** as shown below. Click **OK** and restart Avaya Communicator for Windows.



7. Configure Agent AG Headset from Corporate Telecommunications to work with Avaya Communicator for Windows using the USB 2.0 chord

There are two Agent AG Headsets that will work with the Avaya Communicator for Windows and they are the AG-1 (mono-aural) and AG-2 (bi-aural).

7.1. Connecting to Avaya Communicator for Windows

Connect each Agent Headset directly to the USB 2.0 Chord which in turn is connect to the USB port of the PC running Avaya Communicator for Windows. This is a “plug and play” headset meaning the driver for the headset should install automatically and may take up to 5 minutes to complete. Once completed the following steps in **Section 8** can be taken to ensure full compatibility.

8. Verification Steps

The following should be done to ensure that connection between the Agent Headsets and Avaya Communicator for Windows is achieved.

1. With the Agent Headset in place make a call to Avaya Communicator for Windows and using the GUI answer the call. A clear audio path in both directions should be observed.
2. With the Agent Headset in place make a call from Avaya Communicator for Windows using the GUI. A clear audio path in both directions should be observed.

9. Conclusion

These Application Notes outline the steps necessary to configure the Agent AG Headsets from Corporate Telecommunications to allow full interoperability with the Avaya Communicator for Windows using the USB 2.0 chord. Please refer to **Section 2.2** of these Application Notes for test results and observations.

10. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at <http://support.avaya.com>

- [1] *Administering Avaya Aura® Communication Manager*, Document Number 03-300509.
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document Number 555-245-205.
- [3] *Administering Avaya Aura® Session Manager*, Doc ID 03-603324.
- [4] *Administering Avaya Communicator for Android, iPad, iPhone, and Windows Release 2.1* Issue 6 October 2015.

Agent AG Headset and USB 2.0 Chord product documentation can be found by contacting Corporate Telecommunications whose contact information is contained in **Section 2.3** of these Application Notes.

Appendix

Configuration of Avaya Communicator for Windows

```
display station 7110                                     Page 1 of 6
                                                    STATION
Extension: 7110                                         Lock Messages? n          BCC: 0
  Type: 9608SIP                                         Security Code:            TN: 1
  Port: S00077                                         Coverage Path 1:         COR: 1
  Name: Communicator, Windows (SIP) Coverage Path 2:         COS: 1
                                                    Hunt-to Station:
STATION OPTIONS
                                                    Time of Day Lock Table:
  Loss Group: 19
                                                    Message Lamp Ext: 7110
  Display Language: english                            Button Modules: 0
  Survivable COR: internal
  Survivable Trunk Dest? y                             IP SoftPhone? y
                                                    IP Video Softphone? n
  Short/Prefixed Registration Allowed: default
```

```
display station 7110                                     Page 2 of 6
                                                    STATION
FEATURE OPTIONS
  LWC Reception: spe
  LWC Activation? y
  CDR Privacy? n
  Per Button Ring Control? n
  Bridged Call Alerting? n
  Active Station Ringing: single
  H.320 Conversion? n
  MWI Served User Type:
  AUDIX Name:
  Remote Softphone Emergency Calls: as-on-local
  Emergency Location Ext: 7110
  Coverage Msg Retrieval? y
  Auto Answer: all
  Data Restriction? n
  Idle Appearance Preference? n
  Bridged Idle Line Preference? n
  Restrict Last Appearance? y
  Per Station CPN - Send Calling Number?
  EC500 State: enabled
  Coverage After Forwarding? s
  Always Use? n
  IP Audio Hairpinning? n
```

```

display station 7110                                     Page 3 of 6
                                     STATION

Bridged Appearance Origination Restriction? n   Offline Call Logging? y

                                     IP Phone Group ID:

                                     ENHANCED CALL FORWARDING
                                     Forwarded Destination      Active
Unconditional For Internal Calls To:           n
                                     External Calls To:         n
   Busy For Internal Calls To:                 n
                                     External Calls To:         n
   No Reply For Internal Calls To:             n
                                     External Calls To:         n

                                     SAC/CF Override: n

```

```

display station 7110                                     Page 4 of 6
                                     STATION

SITE DATA
  Room:                               Headset? n
  Jack:                               Speaker? n
  Cable:                              Mounting: d
  Floor:                              Cord Length: 0
  Building:                            Set Color:

ABBREVIATED DIALING
  List1:                               List2:                               List3:

BUTTON ASSIGNMENTS
  1: call-appr                         5:
  2: call-appr                         6:
  3: call-appr                         7:
  4:                                   8:

```

```

display station 7110                                     Page 6 of 6
                                     STATION

SIP FEATURE OPTIONS

  Type of 3PCC Enabled: Avaya
  SIP Trunk: aar

Enable Reachability for Station Domain Control: s

```

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