



Avaya Solution & Interoperability Test Lab

Application Notes for Teleconnectors TLK Digital USB Adaptor and TLK Celesta Uno Headset with Avaya One-X® Agent - Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration comprised of Teleconnectors TLK Digital USB Adaptors and TLK Celesta Uno Headsets with Avaya one-X® Agent and Avaya Aura® Communication Manager. Teleconnectors TLK Digital USB Adaptors are high quality USB adaptors and Celesta Uno headsets that are designed for use in the office and call center environment.

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 Teleconnectors TLK Digital USB Adaptors and Celesta Uno Headsets with Avaya one-X® Agent and Avaya Aura® Communication Manager. Teleconnectors TLK Digital USB Adaptors and Celesta Uno Headsets are high quality USB adaptors and headsets that are designed for use in the office and call center environment.

In this compliance testing, the following are tested together:

- TLK Digital USB Adaptor - This is plugged into the PC USB port.
- TLK Celesta Uno Headset - This is plugged into the Digital USB Adaptor.

There is no software component from TeleKconnectors required for this solution.

2. General Test Approach and Test Results

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

- Placing calls to the voicemail. 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 that the playback volume and recording level were good.
- Placing calls to the PSTN to verify that the playback volume and recording level were good.
- Using the volume control on the TLK Digital USB Adaptors and Celesta Uno Headsets to adjust the playback volume.
- Using the mute control on the TLK Digital USB Adaptors and Celesta Uno Headsets to mute the recording level.

For the serviceability testing, the Teleconnectors headsets and adaptors were disconnected and reconnected from the Avaya telephones to verify proper operation.

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 test included feature and serviceability testing. The feature testing focused on placing calls from Avaya one-X® Agent using the Teleconnectors TLK Digital USB Adaptors and Celesta Uno Headsets and verifying good talk path in both directions. The type of calls made include calls to the voicemail, to internal extensions and to the PSTN.

The serviceability testing focused on verifying the usability of the TLK Digital USB Adaptors and Celesta Uno Headsets after restarting the Avaya softphone applications and disconnecting and reconnecting the TLK Digital USB Adaptors and Celesta Uno Headsets.

2.2. Test Results

In general, the overall quality of the voice calls when using the Teleconnectors TLK Digital USB Adaptor and TLK Celesta Uno Headsets is good on all the Avaya Softphone applications tested. Voice from remote party can be heard clearly at mid-lower range volume. All test cases were successfully completed.

2.3. Support

For technical support and information on TLK Digital USB Adaptors and TLK Celesta Uno Headsets, contact Teleconnectors at:

- Phone: (+91-44) 24414100, 2442 0289
- Email: sales@teleconnectors.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Teleconnectors solution. The configuration comprised of an Avaya S8510 Server running Avaya Aura® Communication Manager and an Avaya G650 Media Gateway with connections to the following: an Avaya 9640 IP Telephone and an ISDN-BRI trunk to the PSTN. Avaya Aura® Communication Manager Messaging was used as the voicemail. Avaya one-X® Agent was installed on a desktop PC having a Teleconnectors TLK Digital USB Adaptor and Headset attached to the USB Port of the desktop PC. The Avaya 4548GT-PWR Converged Stackable Switch provides Ethernet connectivity to the Avaya Server, Media Gateway, desktop PC and IP telephone.

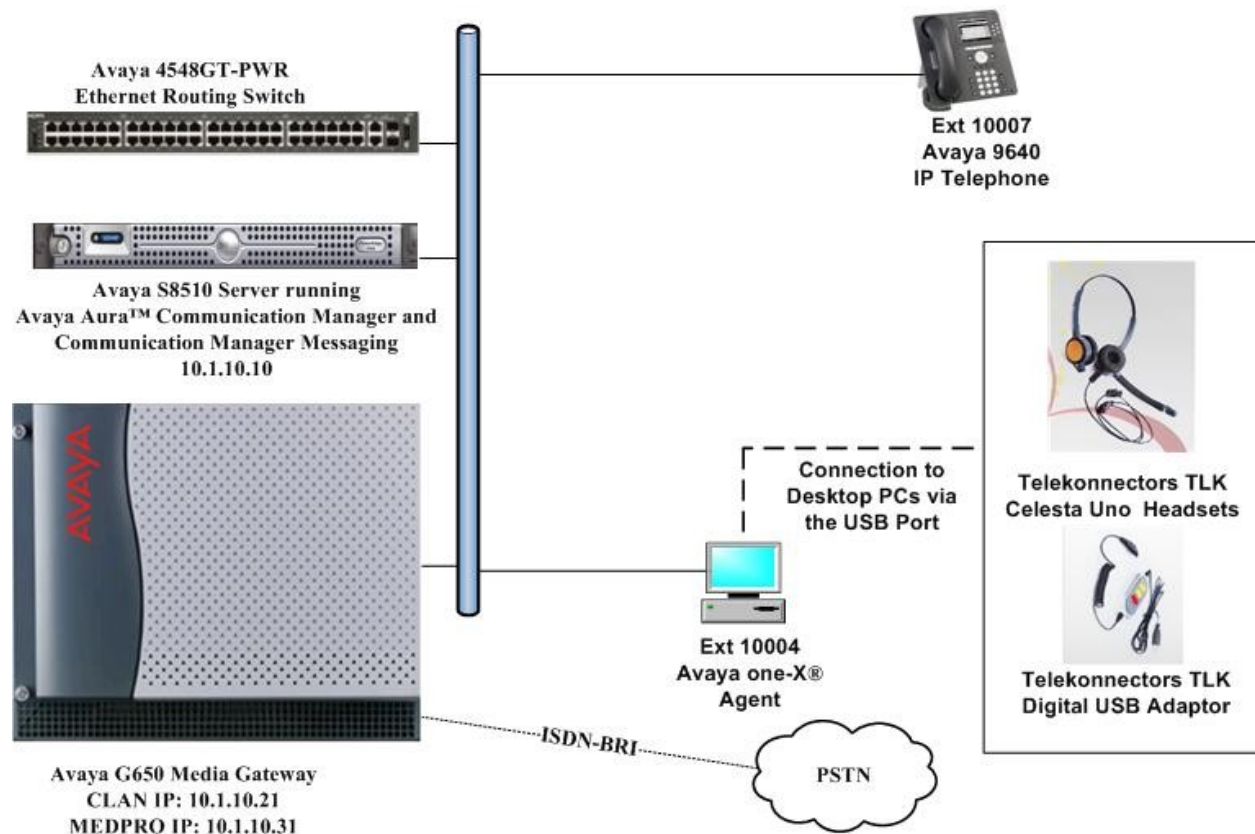


Figure 1: Test Configuration

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8510 Server	Avaya Aura® Communication Manager 6.0.1 (with Service Packs 00.1.510.1-19350)
Avaya G650 Media Gateway <ul style="list-style-type: none">• TN2312BP IP Server Interface• TN799DP C-LAN Interface• TN2602AP IP Media Processor	- HW07, FW054 HW01, FW040 HW02, FW059
Avaya 9640 IP Telephones	3.1 SP2 (H.323)
Avaya one-X® Agent running on Windows Vista Business Edition SP2	2.0 (2.0.07112.0)
Avaya 4548GT-PWR Converged Stackable Switch	V5.4.0.008
Teleconnectors TLK Digital USB Adaptor	-
Teleconnectors TLK Celesta Uno Headset	-

5. Configure Communication Manager

The following sections show the relevant configuration screens for Communication Manager.

The screen shots included in this section focused only on the configuration of the station and ip-codec-set. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

5.1. Configure Station

Use the **add station n** command; where **n** is an available extension in the dial-plan to create a new station to be used by Avaya one-X® Agent. Configure the following:

- **Type:** The IP Telephone type that will be emulated. In this compliance testing, the type was set to **2420**.
- **Security Code:** Password used by Avaya one-X® Agent to log in.
- **Port:** Set to **X** to administer the station without hardware.
- **IP SoftPhone?:** y

add station 10004		Page 1 of 6
STATION		
Extension: 10004	Lock Messages? n	BCC: M
Type: 2420	Security Code: *	TN: 1
Port: X	Coverage Path 1:	COR: 1
Name: 1X Agent	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 2	Time of Day Lock Table:	
Data Option: none	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 10004	
Display Language: english	Mute Button Enabled? y	
	Expansion Module? y	
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? y	
	Remote Office Phone? n	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

On Page 4 of the STATION form, configure the additional feature buttons that are used by Avaya one-X® Agent to log in as an Automatic Call Distribution (ACD) agent. The following feature buttons were configured:

add station 10004		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: manual-in	Grp:
2: call-appr	6: after-call	Grp:
3: call-appr	7: aux-work	RC: Grp:
4: auto-in	8: assist	Grp:
voice-mail		

5.2. Configure IP Codec Set

The following screen shows the codec set configuration that was used during the test. To configure the codec set, use the **change ip-codec-set n** command, where **n** is the IP codec set used by the Avaya Softphone applications. In this compliance testing, the G.711 mu-law codec was used.

change ip-codec-set 1

Page 1 of 2

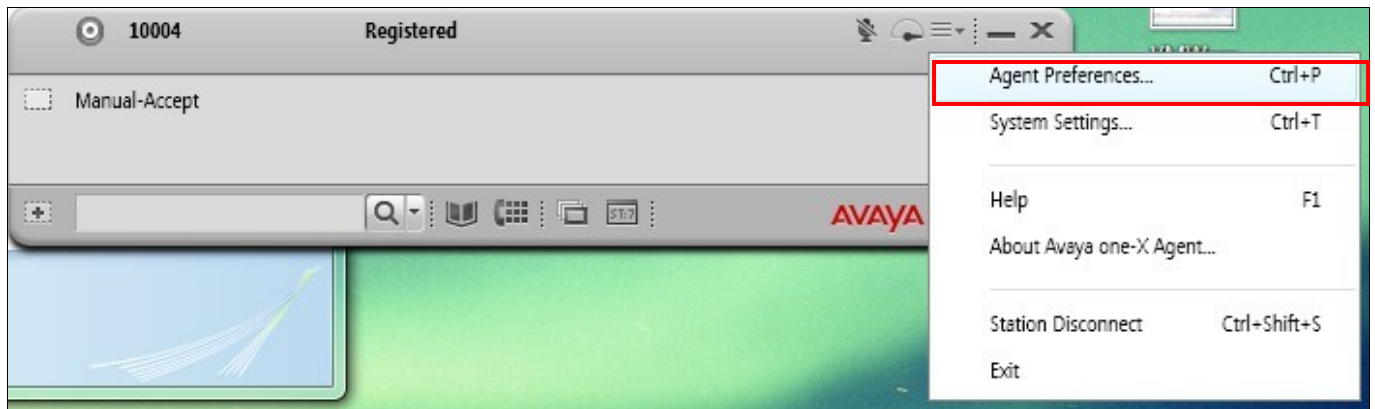
IP Codec Set

Codec Set: 1

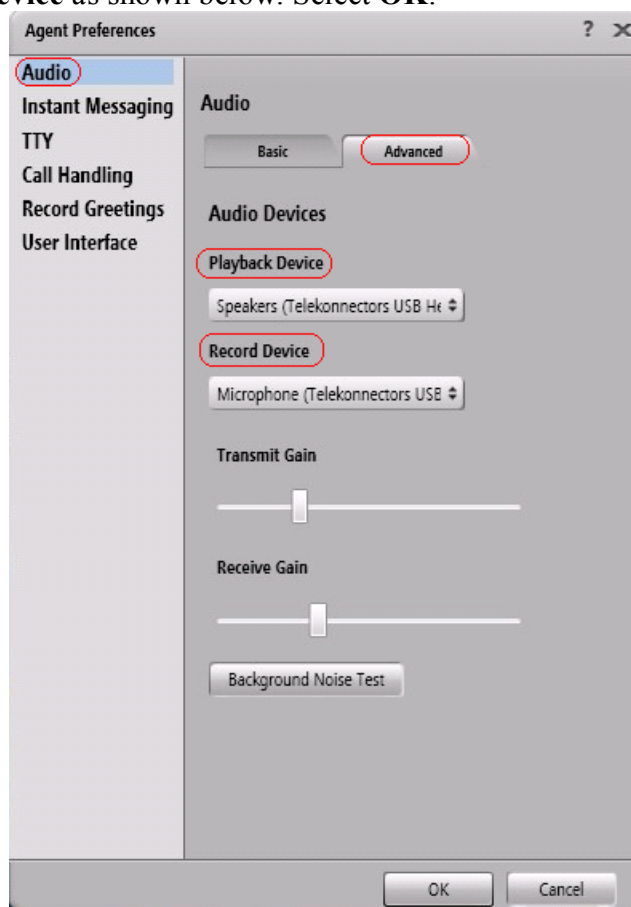
	Audio	Silence	Frames	Packet
	Codec	Suppression	Per Pkt	Size(ms)
1:	G.711MU	n	2	20
2:				
3:				
4:				
5:				
6:				
7:				

6. Configure Avaya one-X® Agent

After logging into Avaya one-X® Agent, select **Agent Preferences** from the menu as shown below.



Select **Audio** from the left panel and click the **Advanced** tab. Teleconnectors TLK Digital USB Adaptor and Headset are automatically detected in Microsoft Windows as **Speakers (Teleconnectors USB Headset)** as **Playback device** and **Microphone (Teleconnectors USB Headset)** as **Record Device** as shown below. Select **OK**.

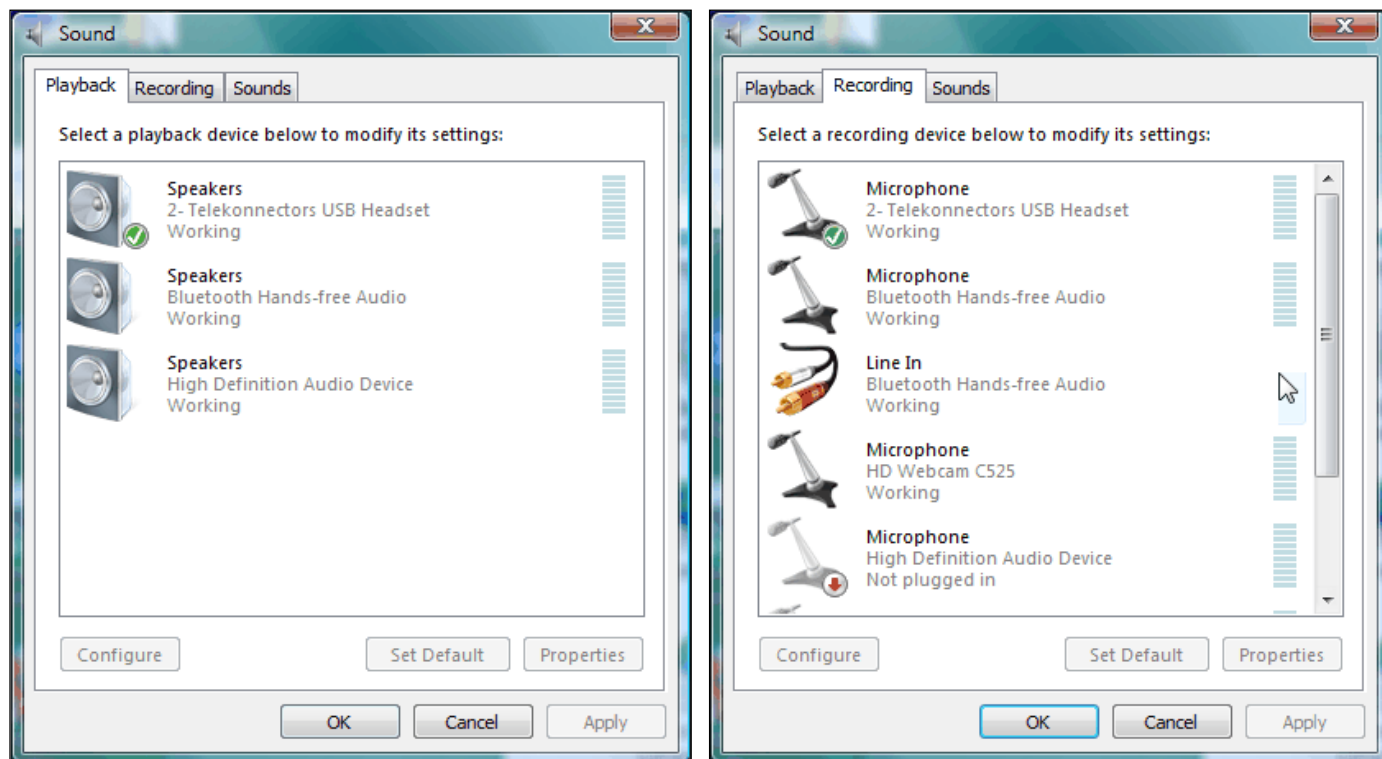


7. Configure Teleconnectors TLK Digital USB Adaptors and Celesta Uno Headsets

The TLK Digital USB Adaptors and Celesta Uno Headsets are USB plug-and-play devices. When plugged into the USB Port of the desktop PC, they are automatically detected in Windows XP, Windows Vista, and Windows 7 without requiring any additional driver software. In this test configuration, the TLK Digital USB Adaptors and Celesta Uno Headsets are detected as **Speakers (Teleconnectors USB Headset)** and **Microphone (Teleconnectors USB Headset)** in Windows Vista Business Edition.

8. Verification Steps

From Windows Control Panel, open **Sound**. Verify that the Sound **Speakers (Teleconnectors USB Headset)** is listed in the **Playback** section and **Microphone (Teleconnectors USB Headset)** in the **Recording** section as shown below.



9. Conclusion

These Application Notes describe the configuration steps required for integrating Teleconnectors TLK Digital USB Adaptors and Celesta Uno Headsets with Avaya one-X® Agent. All testing was successful.

10. Additional References

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

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] *Installing and Configuring Avaya one-X® Agent*, Release 2.5, March 2011.

For product information on Telekonnnectors TLK Digital USB Adaptors and TLK Celesta Uno Headsets, visit Telekonnnectors website:

- TLK Digital USB Adaptors: http://www.telekonnnectors.com/adaptors_pc.html
- TLK Celesta Uno Headsets: <http://www.telekonnnectors.com/headsets.html>

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