



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Configuring Felitron Epko Noise Cancelling Direct QD Headset with Avaya one-X® Agent – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate the Felitron Epko Noise Cancelling Direct QD Headset using USB cable with Avaya one-X® Agent.

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 Felitron Epko Noise Cancelling Direct QD Headset using USB interface cable with Avaya one-X® Agent. Felitron Epko Noise Cancelling Direct QD Headset is developed for use in call centers and offices. The USB interface cable provided by Felitron will be the interface between the Avaya one-X® Agent and the Felitron Epko Noise Cancelling Direct QD Headset. The cord connects to the USB port on the computer where the Avaya one-X® Agent application installed.

## 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 the Avaya one-X® Agent with Felitron Epko Noise Cancelling Direct QD Headset and verifying two-way audio. The call types included calls with voicemail, with local extensions, and with the PSTN.

The serviceability testing focused on verifying the usability of the Felitron Epko Noise Cancelling Direct QD Headset by disconnecting the USB cable from the workstation PC and restarting the Avaya one-X® Agent.

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 headset interfaces, different manufacturers utilize different 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

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 and receiving calls to and from internal extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.
- Hearing ring back tone for incoming and outgoing calls.
- Answering and ending calls using the call control on the one-X Agent.
- Using the volume control buttons on the headset to adjust the audio volume.
- Using the mute control button on the headset and on the one-X Agent to mute and un-mute the audio.

For the serviceability testing, the headset was disconnected and reconnected to verify proper operation. The one-X Agent application was also restarted for the same purpose. The desktop PC was also rebooted to verify that one-X Agent and headset were operational when the PC came back into service.

## 2.2. Test Results

All test cases were executed and passed. The compliance test was completed successfully.

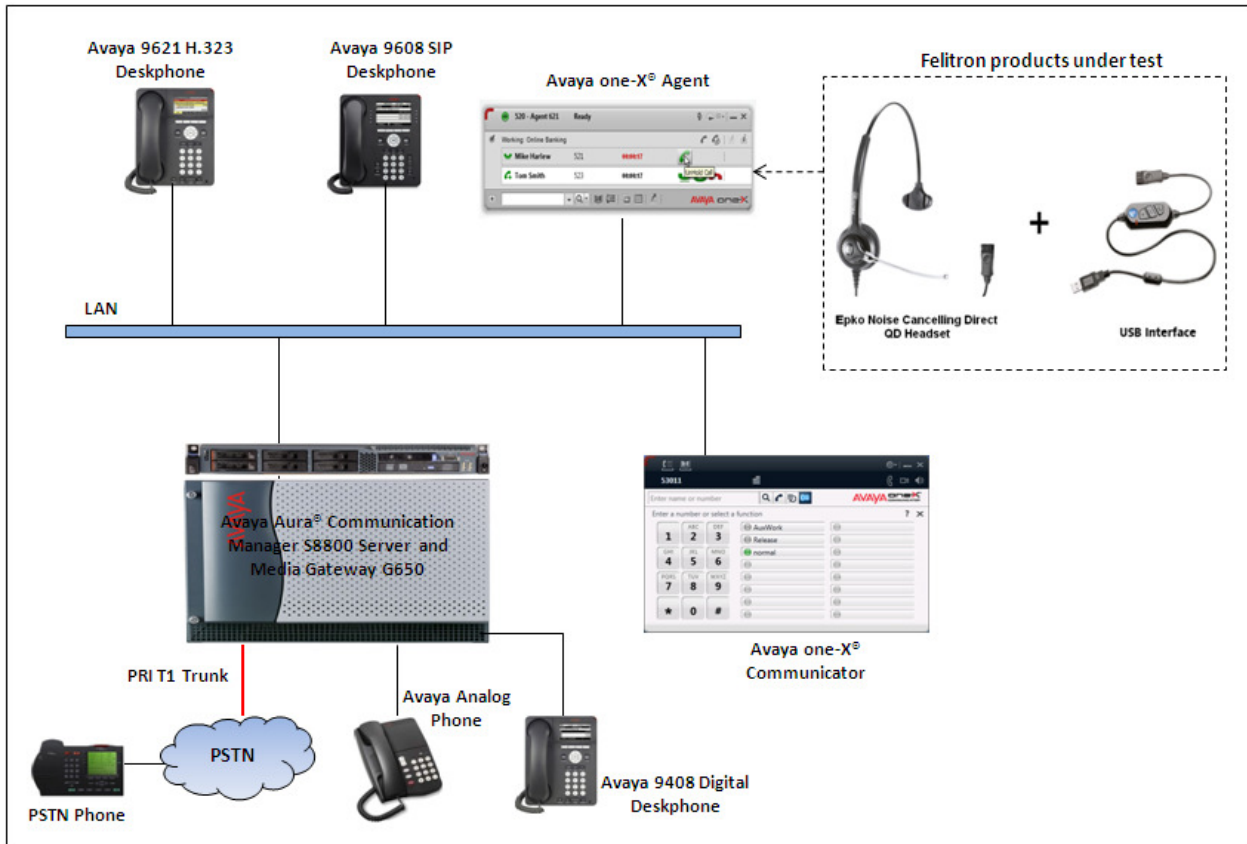
## 2.3. Support

For support on the Felitron Headset solution, contact Felitron technical support at:

Website: <http://www.felitron.com.br>

### 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify Felitron Epko Noise Cancelling Direct QD Headset using USB interface cable with Avaya one-X® Agent. For the Avaya one-X® Agent the configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway, the T1/PRI trunk from G650 to real PSTN.



**Figure 1: Test diagram for Avaya one-X® Agent with Felitron Epko Noise Cancelling Direct QD Headset Using USB Interface Cable**

## 4. Equipment and Software Validated

The following equipment and software were used for the compliance test:

Equipment	Software
Avaya Aura® Communication Manager running on an Avaya S8800 Server	R6.3 – FP2 Build R016x.03.0.124.0 Patch 20553
Avaya Media Gateway G650 <ul style="list-style-type: none"><li>▪ IP Server Interface TN2312BP</li><li>▪ Digital Line TN2224</li></ul>	<ul style="list-style-type: none"><li>▪ FW043</li><li>▪ 000006</li></ul>
Avaya one-X® Agent on Microsoft Operating System XP SP3	2.5
Avaya one-X® Communicator on Microsoft Operating System XP SP3	6.1.8
Avaya 9621G H.323 Deskphone	6.2313
Avaya 9608 SIP Deskphone	6.2.2
Avaya 9408 Digital Deskphone	21
Avaya Analog Deskphone	N/A
Felitron Epko Noise Cancelling Direct QD Headset	-
Felitron USB Interface Cable	-

## 5. Configure Avaya Aura® Communication Manager

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

Use the **display system-parameters customer-options** command to verify that **IP Stations** on Page 4 are enabled. The license file installed on Communication Manager controls the values for these attributes. If a required feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative.

```

display system-parameters customer-options                               Page 4 of 11
                                OPTIONAL FEATURES

Emergency Access to Attendant? y                                     IP Stations? y
  Enable 'dadmin' Login? y
  Enhanced Conferencing? y
    Enhanced EC500? y
Enterprise Survivable Server? n
  Enterprise Wide Licensing? n
    ESS Administration? y
  Extended Cvg/Fwd Admin? y
  External Device Alarm Admin? y
Five Port Networks Max Per MCC? n
  Flexible Billing? n
Forced Entry of Account Codes? y
  Global Call Classification? y
  Hospitality (Basic)? y
Hospitality (G3V3 Enhancements)? y
  IP Trunks? y
                                ISDN Feature Plus? n
                                ISDN/SIP Network Call Redirection? y
                                ISDN-BRI Trunks? y
                                ISDN-PRI? y
                                Local Survivable Processor? n
                                Malicious Call Trace? y
                                Media Encryption Over IP? n
                                Mode Code for Centralized Voice Mail? n
                                Multifrequency Signaling? y
                                Multimedia Call Handling (Basic)? y
                                Multimedia Call Handling (Enhanced)? y
                                Multimedia IP SIP Trunking? y
  
```

Use the **add Station <DN>** command to add a new extension for IP phone in Communication Manager as shown in the screen below. Enter the model **4625** in the **Type** field, **IP** in the **Port** field, a name in the **Name** field, a code in the **Security Code** field, set **IP SoftPhone** to **y** and keep other fields as default. Press **F3** on the keyboard to submit and complete.

```


add station 53011                                                    Page 1 of 5
                                STATION

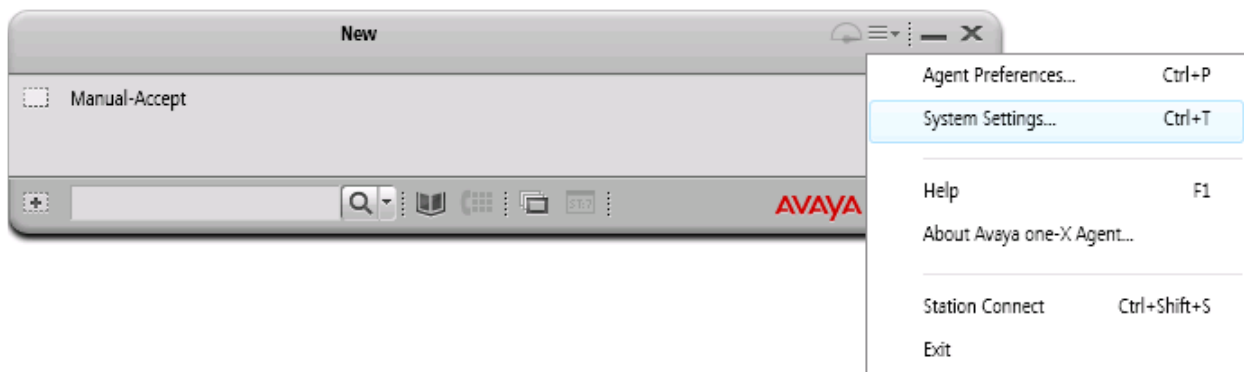
Extension: 53011
Type: 4625
Port: IP
Name: H.323, 53011
                                Lock Messages? n
                                Security Code: 1234
                                BCC: 0
                                TN: 1
                                Coverage Path 1:
                                COR: 1
                                Coverage Path 2:
                                COS: 1
                                Hunt-to Station:
                                Tests? y

STATION OPTIONS
                                Time of Day Lock Table:
                                Personalized Ringing Pattern: 1
                                Message Lamp Ext: 53012
                                Mute Button Enabled? y
                                Expansion Module? n
                                Media Complex Ext:
                                IP SoftPhone? y
                                IP Video Softphone? n
                                Short/Prefixed Registration Allowed: default
                                Customizable Labels? y
  
```

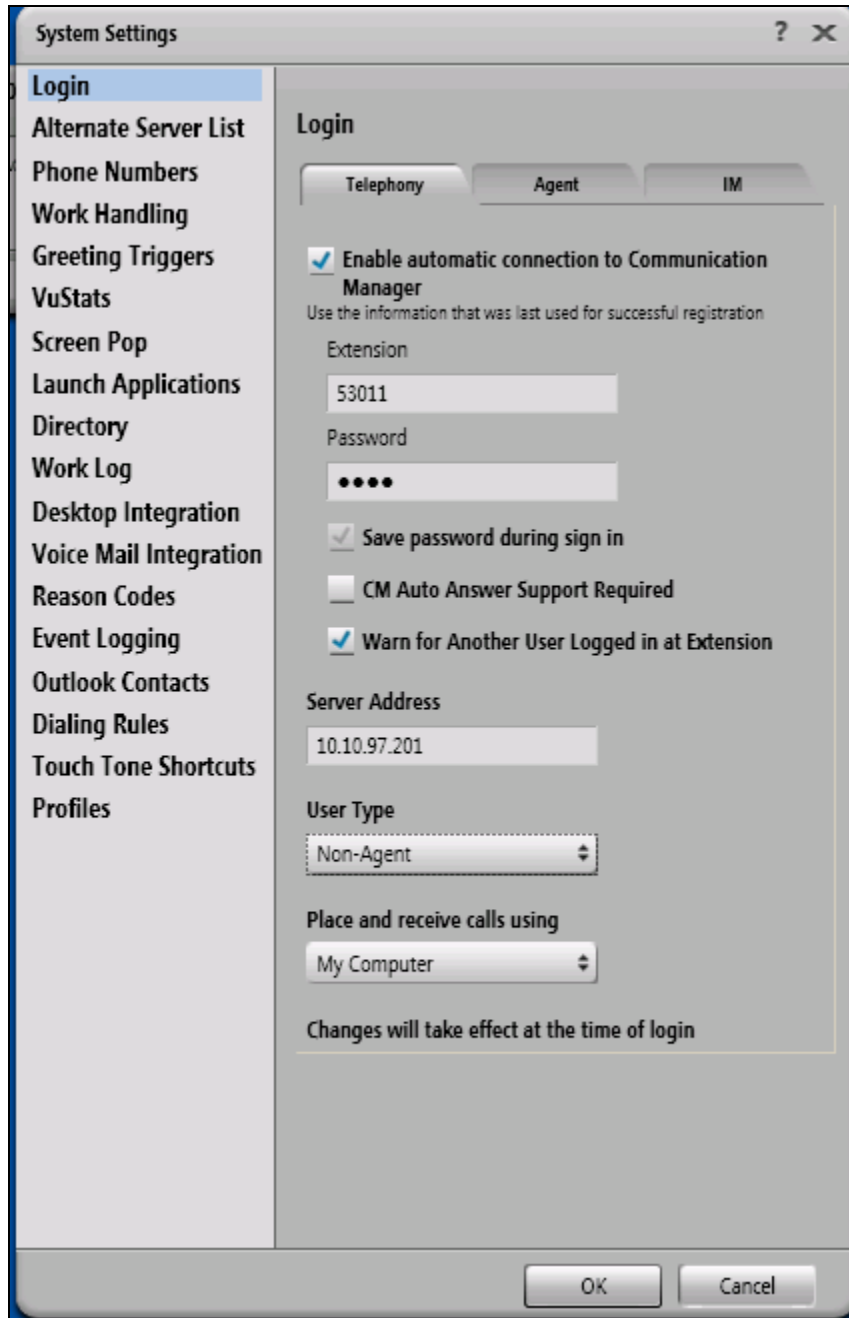
## 6. Configure Avaya one-X® Agent

This section describes the configuration steps required for Avaya one-X® Agent to work with the Felitron Epko Noise Cancelling Direct QD Headset. These Application Notes do not cover the general installation and configuration of Avaya one-X® Agent. For additional information refer to **Section 10 [2]**.

Launch Avaya one-X® Agent. Avaya one-X® Agent window is displayed, select  → **Settings** → **System Settings...** from the menu as shown below.




The **System Settings** window is displayed. From the left navigation, select **Login**. The **Login** section is shown in the right, select **Telephony** tab enter the extension and its password as configured in **Section 5**, enter processor IP address of Communication Manager in to the **Server Address** field, select **Non-Agent** in **User Type** field and select **My Computer** in **Place and receive calls using** field. Click **OK** button to complete.

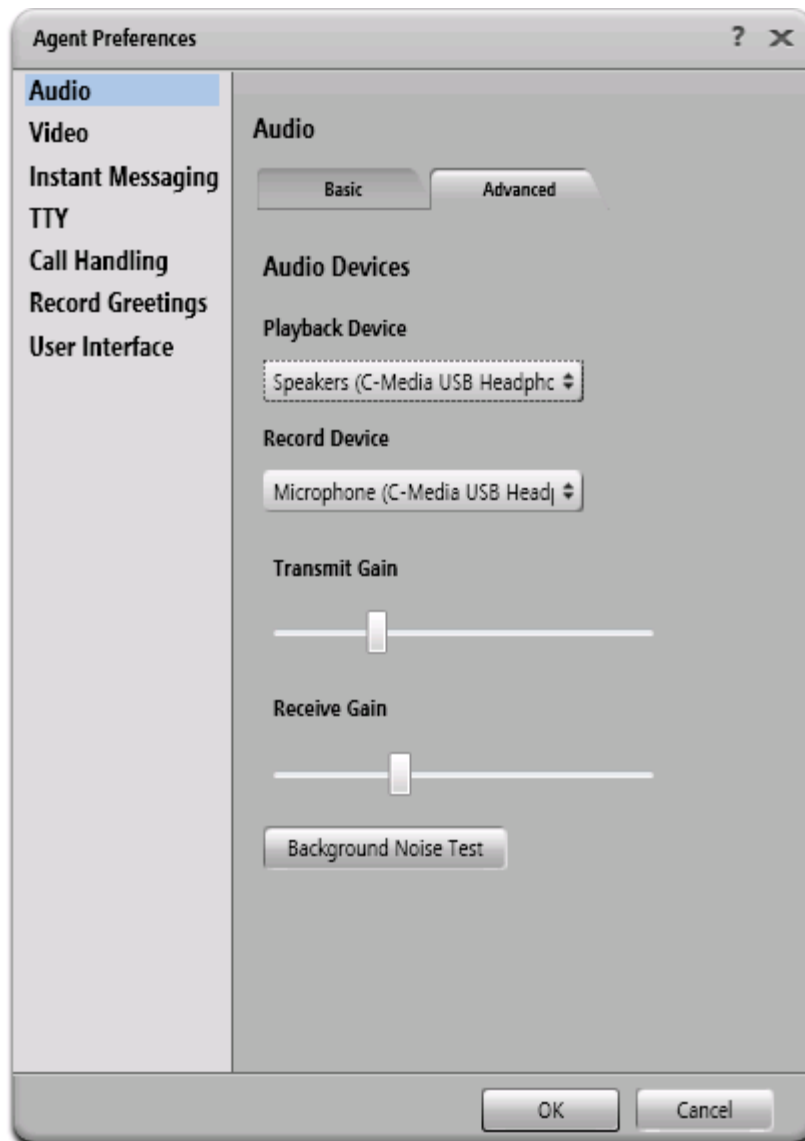




Navigate to  → **Station Connect**. Click **Log In** button from **Login** window to log in the extension 53011 from the one-X Agent.



When the one-X Agent is logged in, navigate to  → **Agent Preferences...** The **Agent Preferences** window is displayed, select **Audio** from the left navigation pane. In the **Audio** section, select **Advanced** tab. In the **Advanced** tab, select **Speakers (C-Media USB Headphone)** and **Microphone (C-Media USB Headphone)** in **Playback Device** and **Record Device** respectively. Click **OK** to complete.



## 7. Configure Felitron Epko Noise Cancelling Direct QD

This section describes the configured steps for the Felitron Epko Noise Cancelling Direct QD Headset with the Avaya one-X® Agent.

- Connect the Felitron Epko Noise Cancelling Direct QD Headset to the USB interface cable by using the disconnect plug and plug the USB interface to USB port on desktop PC which has one-X® Agent application installed.
- The headset will be automatically detected and recognized by Windows. Configure Windows to use Felitron headset as default speaker and microphone.
- Install the Avaya one-X® Agent application to a desktop PC and connect this PC to local network and register the one-X® Agent to the Communication Manager server.

## 8. Verification

This section provides the tests that can be performed to verify proper installation and configuration of the Felitron Epko Noise Cancelling Direct QD Headset using USB interface cable with Avaya one-X® Agent.

1. Start the one-X® Agent application and log in.
2. Place an incoming call to one-X® Agent from any local phone or PSTN phone.
3. Answer the call using the call control button on the one-X® Agent.
4. Verify two-way talk path between the Felitron headset and origination phone.
5. Disconnect the call from the headset using the disconnect button on the one-X® Agent.
6. Verify that the call is properly disconnected.

## 9. Conclusion

These Application Notes describe the configuration steps required to integrate the Felitron Epko Noise Cancelling Direct QD Headset using USB cable interface with Avaya one-X® Agent. All test cases were completed successfully. Testing was completed successfully.

## 10. Additional References

This section references the Avaya and Felitron 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 6.3, Issue 6.0, May 2013, Document Number 03-300509.

[2] Administering Avaya one-X® Agent 2.5, December 2012.

The following Felitron documentation can be found at

[http://www.felitron.com.br/site/manual/epko-compact\\_Epko%20series.pdf](http://www.felitron.com.br/site/manual/epko-compact_Epko%20series.pdf)

[1] Felitron Epko Compact Headset Series Manual

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