Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Dasan Electron Headsets from JPL Europe with an Avaya 2050 IP Softphone Using a DSU-11M USB Cord – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning the Dasan Electron headsets using a DSU-11M USB cord from JPL Europe with the 2050 IP Softphone from Avaya to ensure full interoperability.

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 for provisioning Dasan Electron headsets from JPL Europe using a DSU-11M USB cord with an Avaya 2050 IP Softphone. JPL Europe 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 testing evaluates the ability for the combination of headset and chord from JPL Europe to connect to the Avaya 2050 IP Softphone and allow users of the softphone to speak and listen when a call is either made or received, i.e., verifying an audio path in both directions. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

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 includes testing on the 2050 IP Softphone loaded on a PC running Windows XP. The following three headsets from JPL Europe were tested and these are sold using different names depending on the country. All of these names are included in each of the bullet points below.

- DH-027T (JPL-601PM, JPL-601PB, JPL-602PM, JPL-602PB) (Agent-500, Agent-600, Agent-700 and Agent-800) series.
- DH-031T (Radius-2000, Radius-2100, Radius-2200, Radius-2300) headsets, which will be referred to as [DH-031T (Radius Series) headsets].
- DH-035T headsets.

The following series of Avaya telephones are tested against.

	Hardware	**Firmware**
•	PC using Avaya 2050 IP Softphone	UNIStim

USB Leads/Cords used.

- DSU-11M USB

2.2. Test Results

All compliance test cases passed successfully.

2.3. Support

Support from Avaya is available by visiting the website http://support.avaya.com. Support from JPL-Europe is available at:

JPL Europe GmbH
Dieselstrasse 34
D-84056 Rottenburg
+ 49(0)8781 2014130
info@jpl-europe.eu
www.jpl-headsets.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Dasan Electron headsets are connected, via USB using a DSU-11M USB cord supplied by JPL Europe, to the PC or laptop running the 2050 IP Softphone.

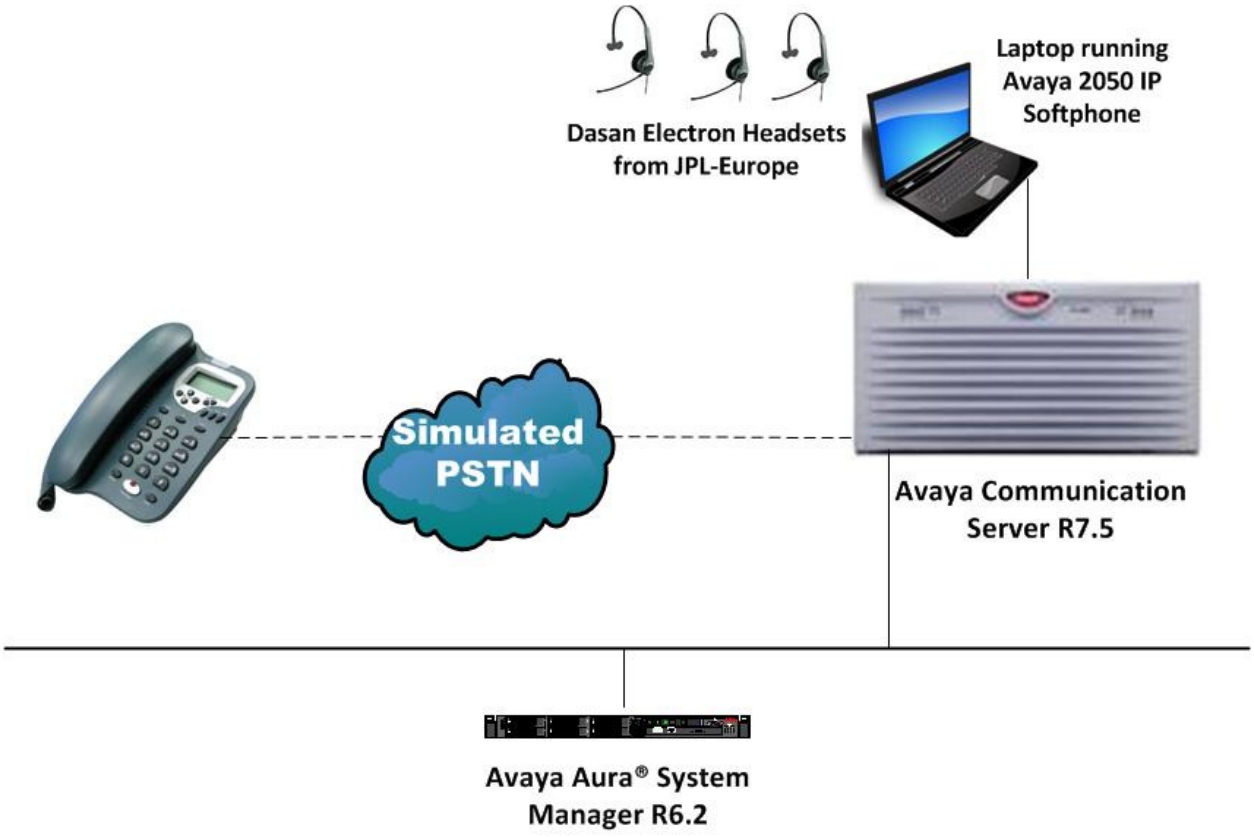


Figure 1: Network Solution of the Dasan Electron Headsets from JPL Europe connecting to Avaya 2050 IP Softphone via DSU-11M USB cord

4. Equipment and Software Validated

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

Equipment/Software	Version/Release
Avaya Communication Server 1000E running on an Avaya CPPM	R7.5
Avaya 2050 IP Softphone running on DELL Laptop with Windows XP	UNIStim 2.01.0260
JPL Europe Headset DH-027T • (JPL-601PM, JPL-601PB, JPL-602PM, JPL-602PB) • (Agent-500, Agent-600, Agent-700 and Agent-800)	N/A
JPL Europe Headset DH-031T (Radius-2000, Radius-2100, Radius-2200, Radius-2300)	N/A
JPL Europe Headset DH-035T	N/A
JPL Europe USB Cord • DSU-11M (USB)	N/A

5. Configure Avaya Communication Server 1000E

It is assumed that a fully functioning Avaya Communication Server 1000E (CS1000E) is in place with the necessary licensing. For further information on the configuration of CS1000E please see **Section 9** of these Application Notes.

5.1. Configuring Avaya 2050 IP Softphone

It is assumed that the 2050 IP Softphone is already configured. For further information on how to configure these Avaya telephones please see **Section 9** of these Application Notes.

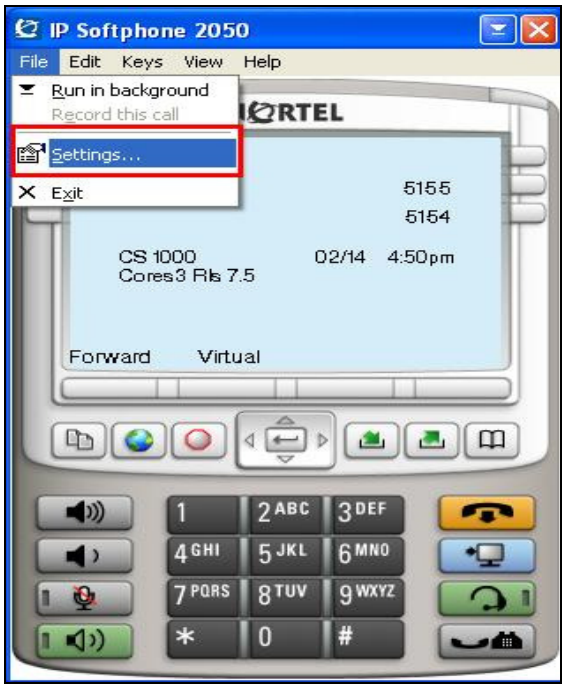
Note: An example of a configured 2050 IP Softphone is included in the **Appendix** of these Application Notes.

6. Configure Dasan Electron Headsets

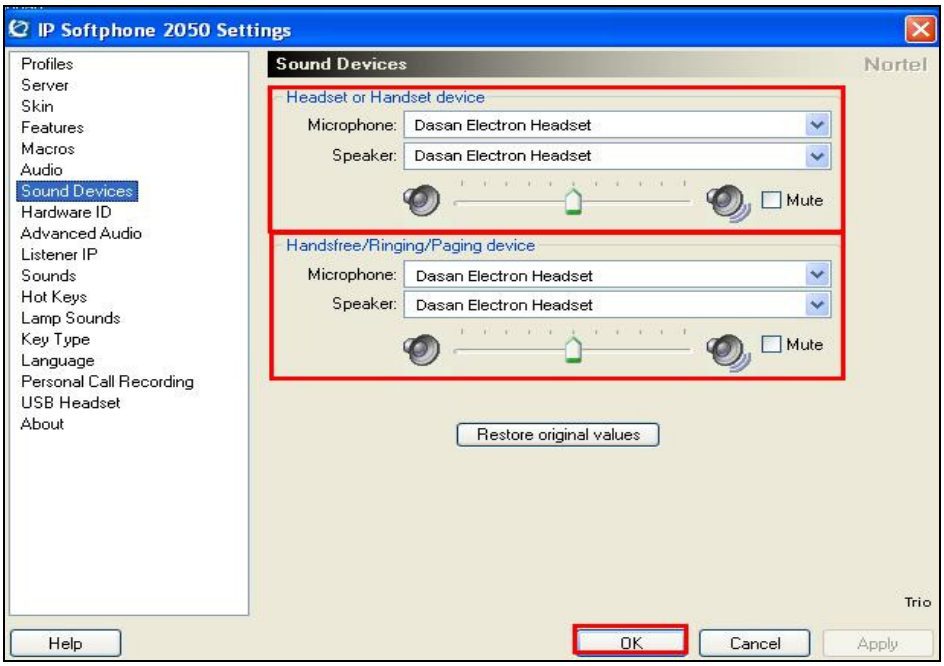
There are several cords available to connect the Dasan Electron headsets to the Avaya telephones depending on the telephone in question. For the 2050 IP Softphone a USB cord is used to connect into the PC or Laptop running the 2050 IP Softphone. The suggested cord for use is the DSU-11M USB Cord.

6.1. Configure Avaya 2050 IP Softphone

After logging into 2050 IP Softphone, click on **File → Settings**.



The **Dasan Electron Headset** should already be populated as shown below if the USB headset was plugged in before the 2050 IP Softphone was started. Ensure that it is selected for both **Microphone** and **Speaker** for the **Headset or Handset device** and for the **Handsfree/Ringing/Paging device**.



7. Verification Steps

The following should be done to ensure that connection between the Dasan Electron headsets and 2050 IP Softphone is achieved.

1. With the USB chord and headset in place make a call to the 2050 IP Softphone and using the GUI answer the call. A clear audio path in both directions should be observed.

8. Conclusion

These Application Notes outline the steps necessary to configure the Dasan Electron headsets from JPL Europe using a DSU-11M USB cord to allow full interoperability with Avaya 2050 IP Softphone. Please refer to **Section 2.2** of these Application Notes for test results and observations.

9. 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] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.5;* Document No. NN43001-611_05.02

[2] *Avaya 2050 IP Softphone User Guide,* Document number NN43119-101

Dasan Electron headset product documentation can be found at http://www.jpl-headsets.com

Appendix

Configuration of Avaya 2050 IP Softphone

```
DES  2050
TN   096 0 00 20  VIRTUAL
TYPE 2050PC
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00001
CUR_ZONE 00001
MRT
ERL  0
ECL  0
FDN
TGAR 0
LDN  NO
NCOS 0
SGRP 0
RNPG 0
SCI  0
SSU
LNRS 16
XLST
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS  UNR FBD WTA LPR MTD FND HTD TDD HFA CRPD
     MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
     POD SLKD CCSD SWD LNA CNDD
     CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
     ICDD CDMD LLCN MCTD CLBD AUTU
     GPUD DPUD DNDD CFXD ARHD FITD CLTD ASCD
     CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
     UDI RCC HBTD AHD IPND  DDGA NAMA MIND PRSD NRWD NRCD NROD
     DRDD EXR0
     USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3 MCBN
     FDSD NOVD VOLA VOUD CDMR PRED RECD MCDD T87D SBMD
     KEM3 MSNV FRA  PKCH MUTA MWTD DVLD CROD ELCD
CPND_LANG ENG
HUNT
PLEV 02
PUID
UPWD
DANI NO
AST
IAPG 0
AACS NO
ITNA NO
DGRP
MLWU_LANG 0
MLNG ENG
DNDR 0
```

```
KEY  00 SCR 3220 0     MARP
        CPND
          CPND_LANG ROMAN
            NAME Laptop2050
            XPLN 27
            DISPLAY_FMT FIRST,LAST
        ANIE 0
     01
     02
     03
     04
     05
     06
     07
     08
     09
     10
     11
     12
     13
     14
     15
     16
     17 TRN
     18 AO6
     19 CFW 16
     20 RGA
     21 PRK
     22 RNP
     23
     24 PRS
     25 CHG
     26 CPN
     27
     28
     29
     30
     31
```

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