



Avaya Solution & Interoperability Test Lab

Application Notes for Addcom USB Cord ADDQD-05 (QD to USB with DSP) with Avaya one-X® Communicator 6.0 and Avaya one-X® Agent 2.0 - Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration comprised of Addcom USB Cord ADDQD-05 (QD to USB with DSP) with Avaya one-X® Communicator 6.0, Avaya one-X® Agent 2.0 and Avaya Aura® Communication Manager 6.0. Addcom USB Cord can be used as an adaptor to connect any Addcom headsets with a Quick Disconnect (QD) to the PC via the USB connection.

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 for Addcom USB Cord ADDQD-05 (QD to USB with DSP) to interoperate with Avaya one-X® Communicator 6.0, Avaya one-X® Agent 2.0 and Avaya Aura® Communication Manager 6.0. Addcom USB Cord can be used as an adaptor to connect any Addcom headsets with a Quick Disconnect (QD) to the PC via the USB connection. In this compliance testing, the Addcom Newfonic H2 binaural noise-canceling headset was used.

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 and Avaya one-X Agent using Addcom USB Cord and Addcom Newfonic H2 headsets and verifying good talk path in both directions. The type of calls made included calls to voicemail, to internal extensions and to the PSTN.

The serviceability testing focused on verifying the usability of Addcom USB Cord and Newfonic H2 headsets after restarting the Avaya softphone applications, and disconnecting/reconnecting the Addcom USB Cord.

2.1. Interoperability Compliance Testing

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.

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 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 buttons on the Addcom USB Cord to adjust the playback volume.
- Using the mute control button on the Addcom USB Cord to mute and un-mute the recording level.

For the serviceability testing, the Addcom USB Cords and Newfonic H2 headsets were disconnected and reconnected to verify proper operation. Avaya one-X Communicator and Avaya one-X Agent were also restarted for the same purpose.

2.2. Test Results

All test cases passed successfully.

2.3. Support

For technical support and information on Addcom products, contact Addcom at:

- Phone: +61 2 8877 5600
- Website: http://www.addcom.com/us/component/option.com_chronocontact/Itemid,67/

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Addcom solution. The configuration comprised of an Avaya S8800 Server running Avaya Aura® Communication Manager and an Avaya G650 Media Gateway with connections to the following: an Avaya 9641G IP Telephone, an Avaya A175 Desktop Video Device and an ISDN-BRI trunk to the PSTN. Avaya Aura® Communication Manager Messaging was used as the voicemail system. Avaya Aura® System Manager and Avaya Aura® Session Manager provided SIP support to the Avaya A175 Desktop Video Device. Avaya one-X® Communicator and Avaya one-X® Agent were installed on two desktop PCs respectively, each having an Addcom USB Cord and Addcom Newfonic H2 headset attached to the USB Port of the desktop PC. The Avaya 4548GT-PWR Ethernet Routing Switch provides Ethernet connectivity to the Avaya Server, Media Gateway, desktop PCs and IP endpoints.

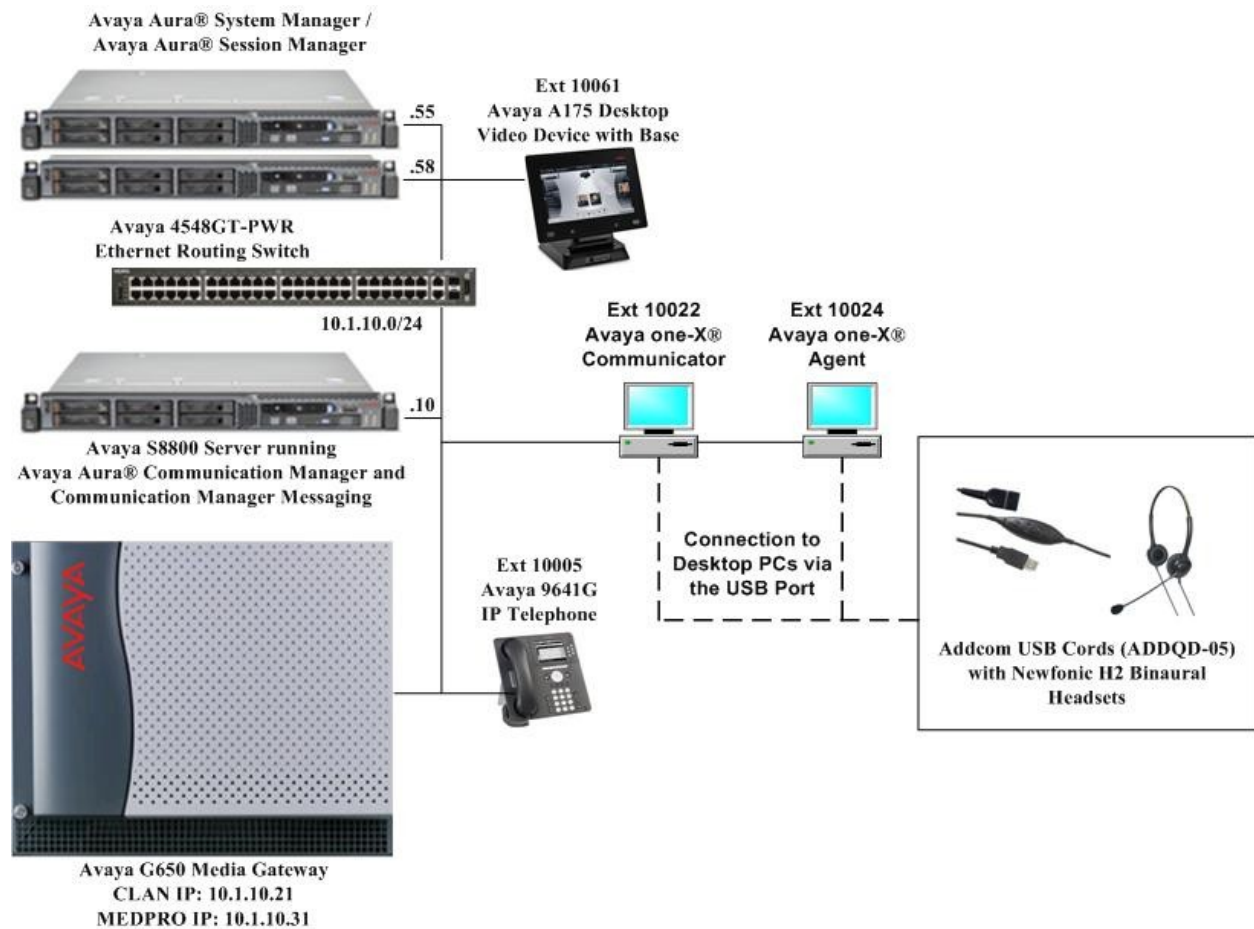


Figure 1: Test Configuration

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Server	Avaya Aura® Communication Manager 6.0, (R016x.00.0.345.0, Service Pack 2) Avaya Aura® Communication Manager Messaging 6.0
Avaya G650 Media Gateway <ul style="list-style-type: none">• TN2312BP IP Server Interface• TN799DP C-LAN Interface• TN2302AP IP Media Processor	- HW07, FW049 HW01, FW034 HW20, FW120
Avaya Aura® Session Manager	6.0, Service Pack 2
Avaya Aura® System Manager	6.0, Service Pack 2
Avaya one-X® Communicator running on Microsoft Windows Vista Business PC	6.0 Service Pack 1
Avaya one-X® Agent running on Microsoft Windows Vista Business PC	2.0 Service Pack 3 (2.0.09184.0)
Avaya 9640 IP Telephone	3.1 Service Pack 1 (H.323)
Avaya 4548GT-PWR Ethernet Routing Switch	V5.4.0.008
Addcom USB Cords (ADDQD-05)	-
Addcom Newfonic H2 Binaural Headsets	-

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 forms. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

5.1. Configure Station for Avaya one-X® Communicator

Use the **add station n** command, where **n** is an available extension in the dial-plan. To create a station to be used by Avaya one-X® Communicator, the following information should be provided:

- **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® Communicator to log in.
- **Port:** Set to **X** to administer the station without hardware.
- **IP SoftPhone?:** **y**

```
add station 10024                                     Page 1 of 6
                                                    STATION
Extension: 10024                                     Lock Messages? n                                     BCC: 0
  Type: 2420                                         Security Code: 12345                                 TN: 1
  Port: X                                           Coverage Path 1:                                    COR: 1
  Name: IP Softphone                                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: 10024
  Display Language: english                         Mute Button Enabled? y
                                                    Expansion Module? n
  Survivable COR: internal                          Media Complex Ext:
  Survivable Trunk Dest? y                          IP SoftPhone? y
                                                    IP Video Softphone? n
                                                    Customizable Labels? Y
```

5.2. Configure Station for Avaya one-X® Agent

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 10022                                     Page 1 of 6
                                                    STATION
Extension: 10022                                     Lock Messages? n                               BCC: 0
Type: 2420                                       Security Code: 12345                       TN: 1
Port: X                                       Coverage Path 1:                               COR: 1
Name: IP 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: 10022
Display Language: english                         Mute Button Enabled? y
                                                    Expansion Module? n
Survivable COR: internal                           Media Complex Ext:
Survivable Trunk Dest? y                          IP SoftPhone? y
                                                    IP Video Softphone? n
                                                    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 10022                                     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                                       Grp:                                             8: assist                                       Grp:
voice-mail Number:
```

5.3. 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.722-64K and G.711 mu-law codec were used.

```
change ip-codec-set 1                                     Page 1 of 2

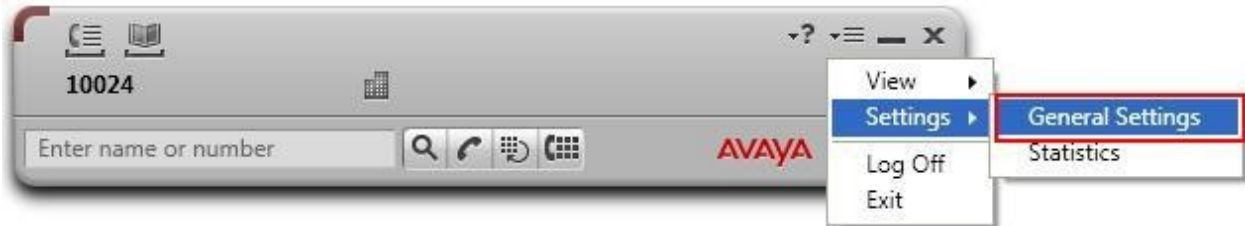
                               IP Codec Set

Codec Set: 1

Audio      Silence      Frames      Packet
Codec      Suppression  Per Pkt    Size (ms)
1: G.722-64K          2          20
2: G.711MU           n          20
3:
4:
5:
6:
7:
```


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 panel and click the **Basic** tab. Click **Audio Tuning Wizard**.



Addcom USB Adaptor is automatically detected in Microsoft Windows Vista as **C-Media USB Headphone Set**. Select this device as the **Playback Device** and **Recording Device** as shown below. Click **Next** and follow the remaining procedures to tune the audio.

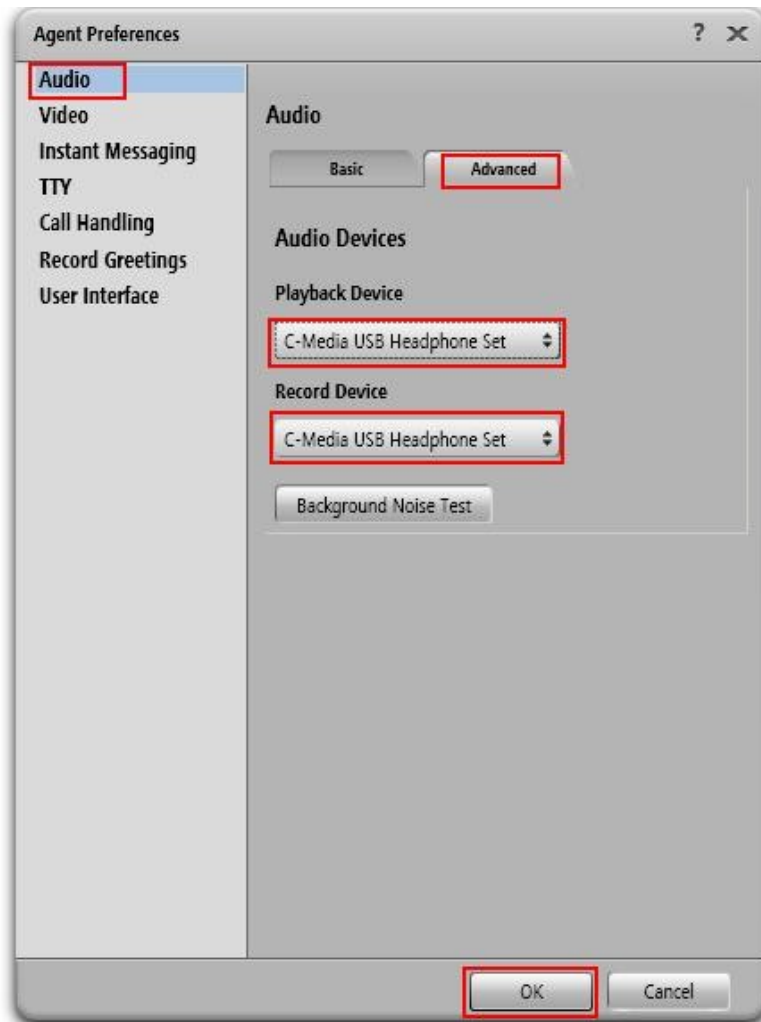


7. Configure Avaya one-X Agent

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. Addcom USB Adaptor is automatically detected in Microsoft Windows Vista as **C-Media USB Headphone Set**. Select this device as the **Playback Device** and **Record Device** as shown below. Select **OK**.



8. Configure Addcom USB Cords

Addcom USB Cords are USB plug-and-play devices. When plugged into the USB Port of the desktop PC, they are automatically detected in Microsoft Windows without requiring any additional driver software. In this test configuration, Addcom USB Cords are detected as **C-Media USB Headphone Set** in Windows Vista.

9. Verification Steps

From Windows Control Panel, open **Sounds and Audio Devices** and click the **Audio** tab. Verify that the device **C-Media USB Headphone Set** is listed in both the **Sound playback** and **Sound recording** section as shown below.



10. Conclusion

These Application Notes describe the configuration steps required for Addcom USB Cord ADDQD-05 (QD to USB with DSP) to interoperate with Avaya one-X® Communicator 6.0 and Avaya one-X® Agent 2.0. All test cases were completed successfully.

11. Additional References

This section references the Avaya and Addcom 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*, June 2010, Release 6.0, Issue 6.0, Document Number 03-300509.
- [2] *Avaya one-X® Communicator User Reference*, October 2010.
- [3] *Installing and Configuring Avaya one-X® Agent*, Release 2.0, November 2009.

For product information on Addcom USB Cord, visit Addcom website <http://www.addcom.com/au/products.html>.

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