Avaya Solution & Interoperability Test Lab

Application Notes for PhoneTech A20USBM Headset with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the PhoneTech A20USBM Headset with Avaya one-X® Communicator. The A20USBM headset provides two-way audio, allows the audio volume to be adjusted and the audio to be muted/unmuted directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate the PhoneTech A20USBM Headset with Avaya one-X® Communicator. The A20USBM headset provides two-way audio, allows the audio volume to be adjusted and the audio to be muted/unmuted directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

Refer to the appropriate PhoneTech documentation listed in **Section 10** for additional product information.

Note: This solution does not provide call control integration with one-X Communicator. That is, a call cannot be answered or terminated directly from the headset, nor is the mute status on the headset synchronized with one-X Communicator.

2. General Test Approach

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from one-X Communicator with the A20USBM headset and verifying two-way audio path. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

The serviceability testing focused on verifying the usability of the A20USBM headset after restarting one-X Communicator, disconnecting and reconnecting the headset, and rebooting the PC.

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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 calls to local stations to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Answering and ending calls directly from one-X Communicator.
- Using the volume control buttons on the headset and one-X Communicator to adjust the playback volume.
- Using the mute control button on the headset and one-X Communicator to mute and un-mute the audio.

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

2.2. Test Results

All test cases passed with the following observations:

- There is no mute synchronization between the A20USBM headset and one-X Communicator. If a call is muted through the headset, it is not reflected on one-X Communicator, and the call needs to be un-muted through the headset, and vice versa.
- There is no call control support through the headset. Calls need to be answered and terminated through one-X Communicator.

2.3. Support

For technical support and information on PhoneTech A20USBM Headset, contact PhoneTech in Brazil at:

- Phone: 11-3717-1881
- Website: http://www.phonetech.com.br
- Email: contato@phonetech.com.br

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3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the PhoneTech solution. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. Avaya one-X® Communicator was installed on a desktop PC and registered to Avaya Aura® Session Manager as a SIP endpoint. The PhoneTech A20USBM Headset was connected to the desktop PC via a USB port.

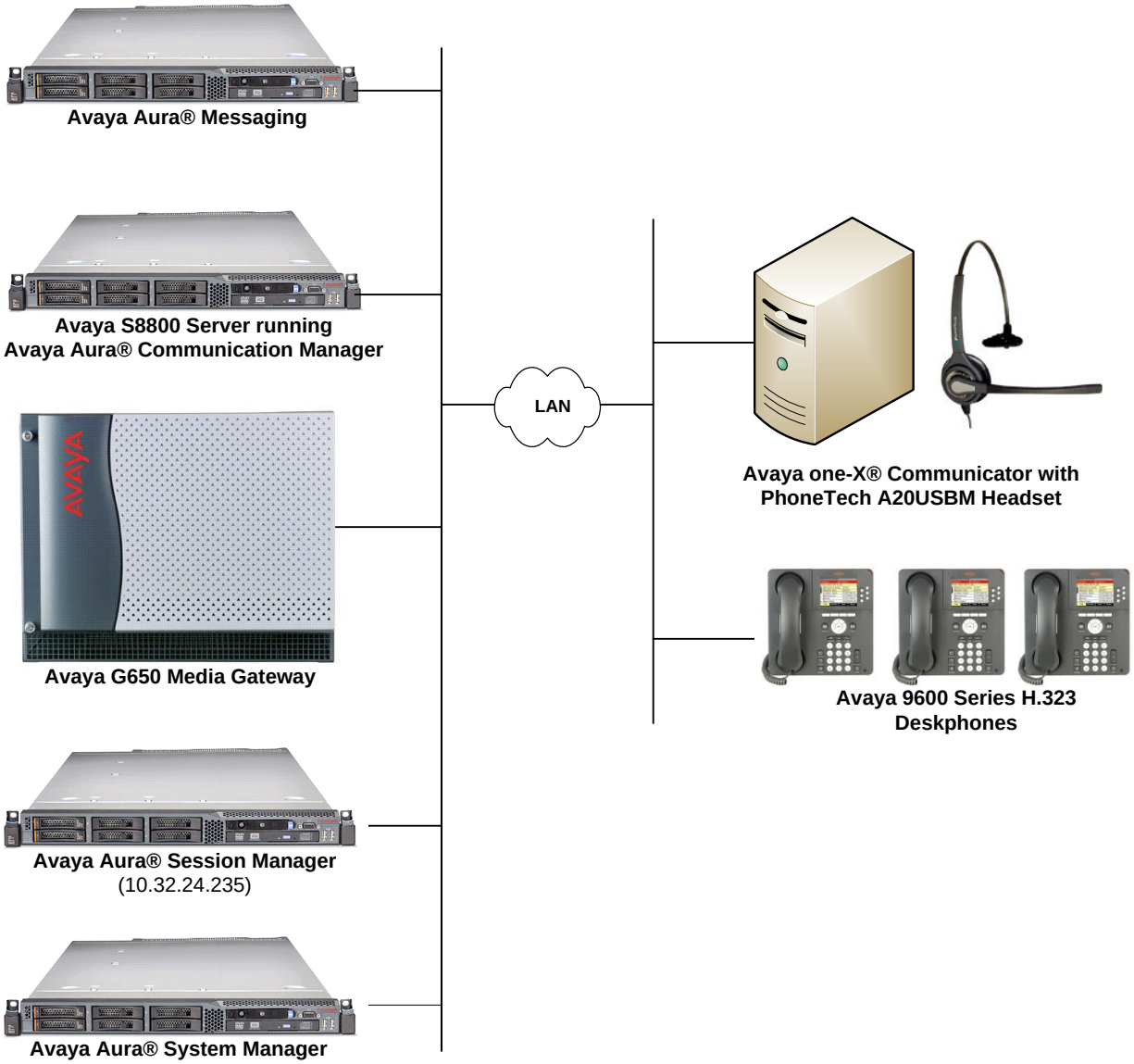


Figure 1: Avaya Flare® Experience for Windows with PhoneTech A20USBM Headset

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4. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Communication Manager running on an Avaya S8800 Server with a G650 Media Gateway and Communication Manager Messaging	6.3 SP 4 (R016x.03.0.124.0 w/Patch 21291)
Avaya one-X® Communicator	6.2.1.06-SP1
Avaya 9600 Series IP Deskphones	S3.210A (H.323)
PhoneTech A20USBM Headset	N/A

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5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for one-X Communicator. Set the **Type** field to the station type to be emulated. In this example, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by one-X Communicator to log in. Set the **IP Softphone** field to *y*.

```
add station 77400                                          Page   1 of   5
                                    STATION

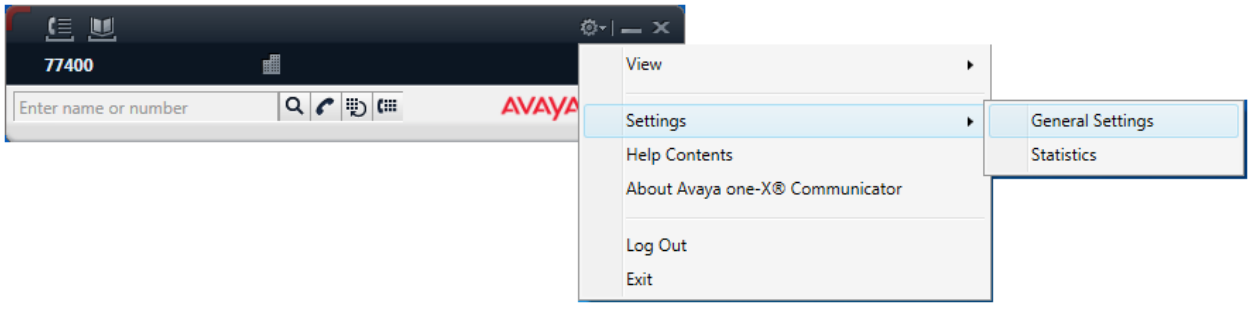
Extension: 77400                        Lock Messages? n                BCC: M
     Type: 9630                         Security Code: 77400             TN: 1
     Port: IP                         Coverage Path 1:                  COR: 1
     Name: PhoneTech                  Coverage Path 2:                  COS: 1
                                      Hunt-to Station:                Tests? y
STATION OPTIONS
                                           Time of Day Lock Table:
             Loss Group: 19          Personalized Ringing Pattern: 1
                                           Message Lamp Ext: 77400
           Speakerphone: 2-way          Mute Button Enabled? y
        Display Language: english            Button Modules: 0
 Survivable GK Node Name:
          Survivable COR: internal         Media Complex Ext:
   Survivable Trunk Dest? y                     IP SoftPhone? Y

                                         IP Video Softphone? y
                              Short/Prefixed Registration Allowed: default

                                         Customizable Labels? y
```

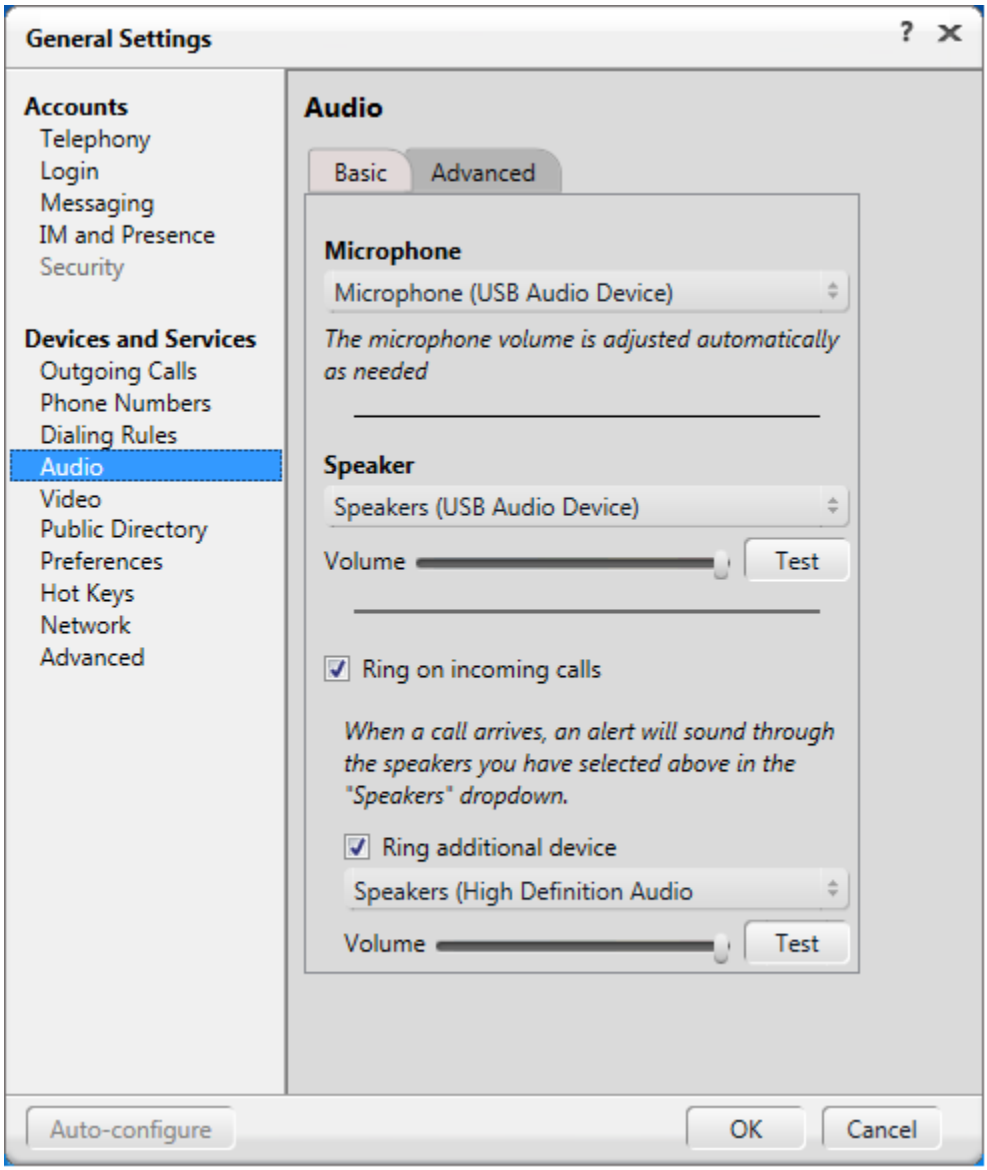
6. Configure Avaya one-X® Communicator

After logging into one-X Communicator, click on  and then select **Settings → General Settings** as shown below.



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The A20USBM headset is automatically detected by one-X Communicator. In the **General Settings** window, navigate to **Devices and Services → Audio** and then select the **Basic** tab as shown below. Set the **Microphone** and **Speaker** fields as shown below. Enable **Ring on incoming calls**. Click the **Test** button to verify that sound is heard through the audio device. Click **OK**. Restart one-X Communicator.



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7. Connect PhoneTech A20USBM Headset

Simply connect the A20USBM headset to a USB port on the PC running one-X Communicator. one-X Communicator will automatically detect it. Refer to **[4]** for instructions on using the PhoneTech headset.

8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the PhoneTech A20USBM Headset with one-X Communicator.

1. Start the one-X Communicator application.
2. Place an incoming call to one-X Communicator from any local phone.
3. Answer the call from one-X Communicator.
4. Verify two-way talk path between the headset and phone.
5. Verify that the audio can be muted and the volume can be adjusted directly from the headset.
6. Disconnect the call from one-X Communicator.
7. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the PhoneTech A20USBM Headset with one-X Communicator. All test cases were completed successfully with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and PhoneTech 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 9, October 2013, Document Number 03-300509.
[2] *Administering Avaya Aura® Session Manager*, Release 6.3, Issue 3, October 2013.
[3] *Administering Avaya one-X® Communicator User Reference*, October 2011.

The following PhoneTech product documentation is available with the headset.

[4] *Manual do Usuário A20USB.*

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