



Application Notes for Infinity do Brasil Produtos FP-350 Headset with Avaya 9600 Series IP Deskphones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Infinity do Brasil Produtos FP-350 Headset with Avaya 9600 Series IP Telephones. The FP-350 is a basic headset that provides two-way audio. Volume and mute control is provided through the Avaya 9600 Series IP Deskphone only. This solution does not provide call control features directly from the headset, such as answering or terminating calls from the headset.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

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 the Infinity do Brasil Produtos FP-350 Headset with Avaya 9600 Series IP Telephones. The FP-350 is a basic headset that provides two-way audio. Volume and mute control is provided through the Avaya 9600 Series IP Deskphone only. This solution does not provide call control features directly from the headset, such as answering or terminating calls from the headset.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from the Avaya 9600 Series IP Deskphones with the Infinity do Brasil FP-350 Headset and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the FP-350 headset after restarting the Avaya 9600 Series IP Deskphones and re-connecting the headset.

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 internal extensions to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Hearing ring back tone for outgoing calls.
- Toggling between handset, speakerphone, and headset.
- Using the volume control buttons on the phone to adjust the audio volume.
- Using the mute control button on the phone to mute and un-mute the audio.

For the serviceability testing, an Avaya 9620C IP Deskphone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed with the following observation(s):

- Incoming call alert is not heard through the headset, it is heard through the Avaya 9600 Series IP Deskphone.

2.3. Support

For technical support and information on FP-350 Headset, contact Infinity do Brasil Produtos:

- Phone: 55 (11) 4702-2729
- Website: <http://www.topuse.com.br>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Infinity do Brasil Produtos FP-350 Headset with Avaya 9600 Series IP Deskphones. The configuration consists of Avaya Aura® Communication Manager in a virtual environment with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. The FP-350 headset was connected to the Avaya phone via the headset port using an RJ connector. Avaya Aura® System Manager and Avaya Aura® Session Manager (not shown) were also used in the test configuration to test the 9600 IP deskphone with a SIP interface.

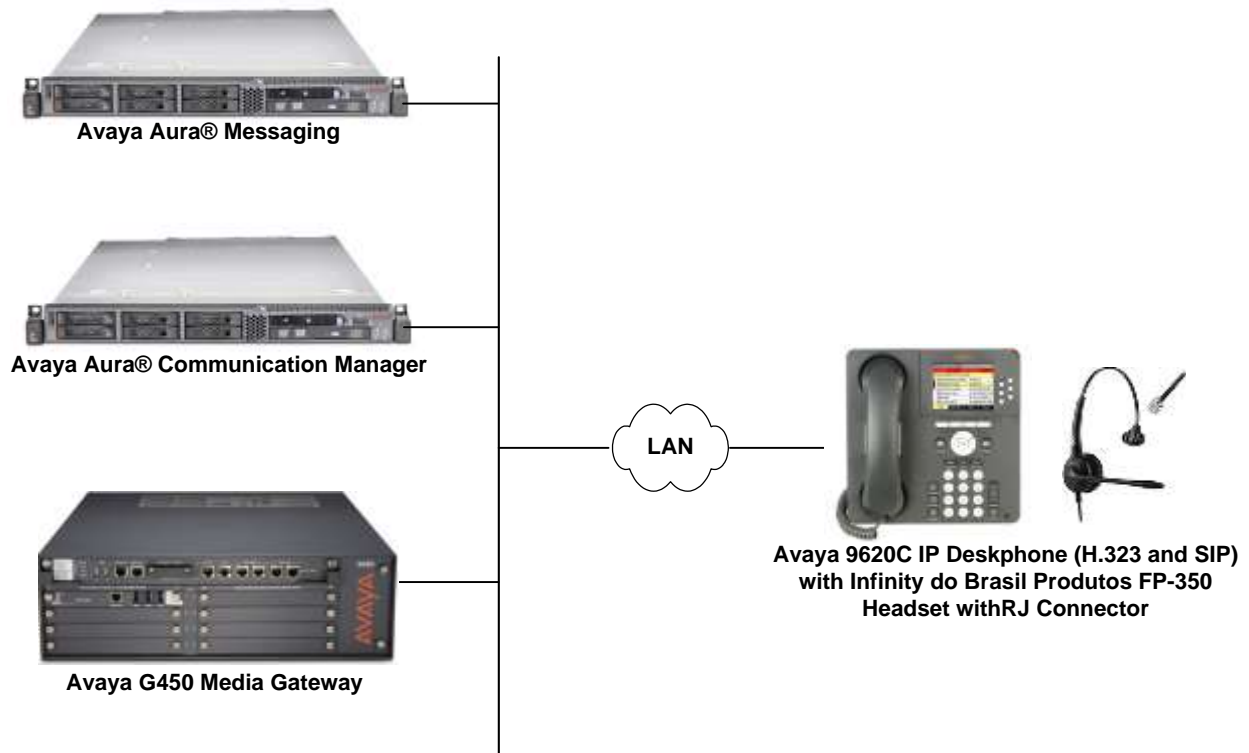


Figure 1: Avaya 9600 Series IP Deskphone with Infinity do Brasil Produtos FP-350 Headset

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager in a Virtual Environment with a G450 Media Gateway	7.0 SP 1 (R017x.00.0.441.0 with Patch 22477)
Avaya Aura® System Manager in a Virtual Environment	7.0 (Build No. 7.0.0.016266-7.0.9.912 Software Update Revision No: 7.0.0.0.3929)
Avaya Aura® Session Manager in a Virtual Environment	7.0.0.0.700007
Avaya Aura® Messaging in a Virtual Environment	6.3.2 SP 2 Patch 3
Avaya 9600 Series IP Deskphones	S3.250A (H.323) 2.6.14.5 (SIP)
Infinity do Brasil Produtos FP-350 Headset with RJ Connector	N/A

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 9620C IP Telephone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

5.1. Configure a Station for Avaya 9600 Series IP Deskphone

Use the **add station** command to create a station for the 9620C IP telephone. Set the **Type** field to the station type to be emulated. In this example, *9620* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by the Avaya telephone to log in.

Note: To enable Auto-Answer on the IP telephone set the **Auto Answer** field on **Page 2** (not shown) to the appropriate value, such as *all*. Also, set the HEADSYS parameter to '0' as described in **Section 5.2**.

Note: To configure the 9600 IP Deskphone using a SIP interface, a SIP station was configured automatically through Avaya Aura® System Manager. The **Station Type** was set to *9620SIP* and a descriptive **Name** was also provided. Use the default values for the other fields on **Page 1**.

```
add station 77301                                     Page 1 of 5
                                                    STATION
Extension: 77303                                     Lock Messages? n          BCC: 0
  Type: 9620                                         Security Code: 1234      TN: 1
  Port: IP                                           Coverage Path 1:        COR: 1
  Name: Infinity do Brasil                          Coverage Path 2:        COS: 1
                                                    Hunt-to Station:        Tests? y
STATION OPTIONS
  Loss Group: 19                                     Time of Day Lock Table:
  Speakerphone: 2-way                               Personalized Ringing Pattern: 1
  Display Language: english                         Message Lamp Ext: 77301
Survivable GK Node Name:                            Mute Button Enabled? y
  Survivable COR: internal                           Media Complex Ext:
  Survivable Trunk Dest? y                           IP SoftPhone? n
                                                    IP Video? n
Short/Prefixed Registration Allowed: default
```

5.2. Configure 46xxsettings.txt File

In the 46xxsettings.txt file, the HEADSYS parameter needs to be set appropriately depending on whether the headset button should be deactivated automatically if the far-end drops the call. For stations configured with auto-answer, set this parameter to '1' so that the headset button is not deactivated when the far-end drops the call. This allows subsequent calls to be answered automatically through the headset. Below is an example for setting this parameter. In this example, the parameter is set to '0', which would cause the headset button to be deactivated when the far-end drops the call first.

Alternatively, for the 9600 SIP deskphone, the **Audio Path** parameter under **Call Settings**, configured via the phone menu, could be set to *Headset* so that calls are automatically answered via the headset.

```
##### CALL CENTER SETTINGS #####
##
## HEADSYS specifies whether the telephone will go on-hook if the headset is active
## when a Disconnect message is received.
## Value Operation
## 0 The telephone will go on-hook if a Disconnect message is received when the headset is active
## 1 Disconnect messages are ignored when the headset is active
## Note: a value of 2 has the same effect as a value of 0, and
## a value of 3 has the same effect as a value of 1.
## This parameter is supported by:
## 96x1 H.323 R6.2.1 and later (the default value is 0 unless the value
## of CALLCTRSTAT is set to 1, in which case the default value is 1)
## 96x1 H.323 R6.1 and R6.2 ignore this parameter, and will ignore Disconnect messages
## if the user is logged in as a call center agent. If the user is not logged in
## as a call center agent, the telephone will go on-hook if a Disconnect message
## is received when the headset is active.
## 96x1 H.323 releases prior to R6.1 (the default value is 1)
## 96x1 SIP R6.4 and later (the default value is 0)
## 96x1 SIP R6.0 and later up to R6.4 (not included) (the default value is 1)
## 96x0 H.323 R1.2 and later (the default value is 1)
## 96x0 SIP R1.0 and later (the default value is 1)
## 16xx H.323 R1.3 and later (the default value is 1)
SET HEADSYS 0
```

6. Connect Infinity do Brasil Produtos FP-350 Headset

Connect the FP-350 headset directly to the headset port of the Avaya 9600 Series IP Deskphone. The FP-350 provides an RJ connector.

7. Verification Steps

Verify that the Infinity do Brasil Produtos FP-350 Headset has been connected to the Avaya 9600 Series IP Deskphone. Once the headset is connected to the phone, verify that dial tone is heard when activating the headset button on the phone and that incoming and outgoing calls are established with two-way audio to the headset.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Infinity do Brasil Produtos FP-350 Headset with Avaya 9600 Series IP Deskphones. All test cases were completed successfully with observations noted in **Section 2.2**.

9. 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 7.0, Issue 1, August 2015, Document Number 03-300509.
- [2] *Avaya one-X® Deskphone Edition for 9600 Series IP Telephones Administrator Guide Release 3.2*, Issue 9, January 2013, Document Number 16-300698.

The following Infinity do Brasil Produtos product documentation is available with the headset.

- [3] *Manual de Usuario Headset Premium – FP-350/360*.

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