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Avaya Solution & Interoperability Test Lab

Application Notes for VXi X200-V USB Adapter and VXi UC ProSet Headsets with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the compliance test and configuration procedures needed to integrate a VXi X200-V USB Adapter and VXi UC ProSets Headsets to operate with Avaya one-X® Agent.

VXi UC ProSet is a line of wideband audio, noise-canceling, corded headsets for the Contact Center and Office markets. The VXi X200-V USB Adapter is needed to connect the headset to the PC running 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 VXi X200-V USB Adapter and VXi UC ProSet Headsets with Avaya one-X® Agent. The VXi UC ProSet is a line of wideband audio, noise-canceling, corded headsets for the Contact Center and Office markets. The VXi X200-V USB Adapter is needed to connect the headset to the PC running Avaya one-X® Agent.

In this compliance testing, the following headsets and accessories were tested:

- UC ProSet 10V-DC – Monaural, single-wire headset for headset-ready phones.
- UC ProSet 21V-DC – Binaural, single-wire headset for headset-ready phones.
- X200-V USB Adapter – Provides the headsets with an USB interface for connection to a PC. Includes DSP and echo cancellation functionality to eliminate VoIP latency and background noise. Also included are in-line controls for quick call adjustments.

2. General Test Approach and Test Results

The interoperability compliance test included functionality and serviceability testing. The functionality testing focused on placing and receiving calls to and from Avaya one-X® Agent clients using the VXi headsets and adapters, and verifying good talk path in both directions. The type of calls made included calls to the voicemail, and calls to and from internal extensions and the PSTN.

The serviceability testing focused on verifying the usability of the VXi headsets and adapters when Avaya one-X® Agent was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot on the PC where Avaya one-X® Agent was running.

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 following functionality was 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 path and quality.
- Placing and receiving calls to and from the PSTN to verify two way audio path and quality.
- Answering and ending calls using the Avaya one-X® Agent screen interface.
- Using the volume control buttons on the VXi X200-V adapter to adjust the volume on the headset speakers.
- Using the mute control button on the VXi X200-V adapter to mute and un-mute the transmitted audio.

For the serviceability testing, the headsets were disconnected and reconnected to the USB port of the PC running Avaya one-X® Agent to verify proper operation. In addition, the PC was rebooted to verify that the headsets were operational after the restart was completed and the application reinitialized.

2.2. Test Results

All compliance test cases passed successfully. However, the following observation was noted:

- The **Answer/End Call** button on the VXi X-200V adapter is not supported with Avaya one-X® Agent. Functions like going off-hook and answering or terminating calls should be done by clicking the corresponding icons on the Avaya one-X®Agent screen.

2.3. Support

For technical support and information on the VXi products described in this solution, contact VXi Technical Support at:
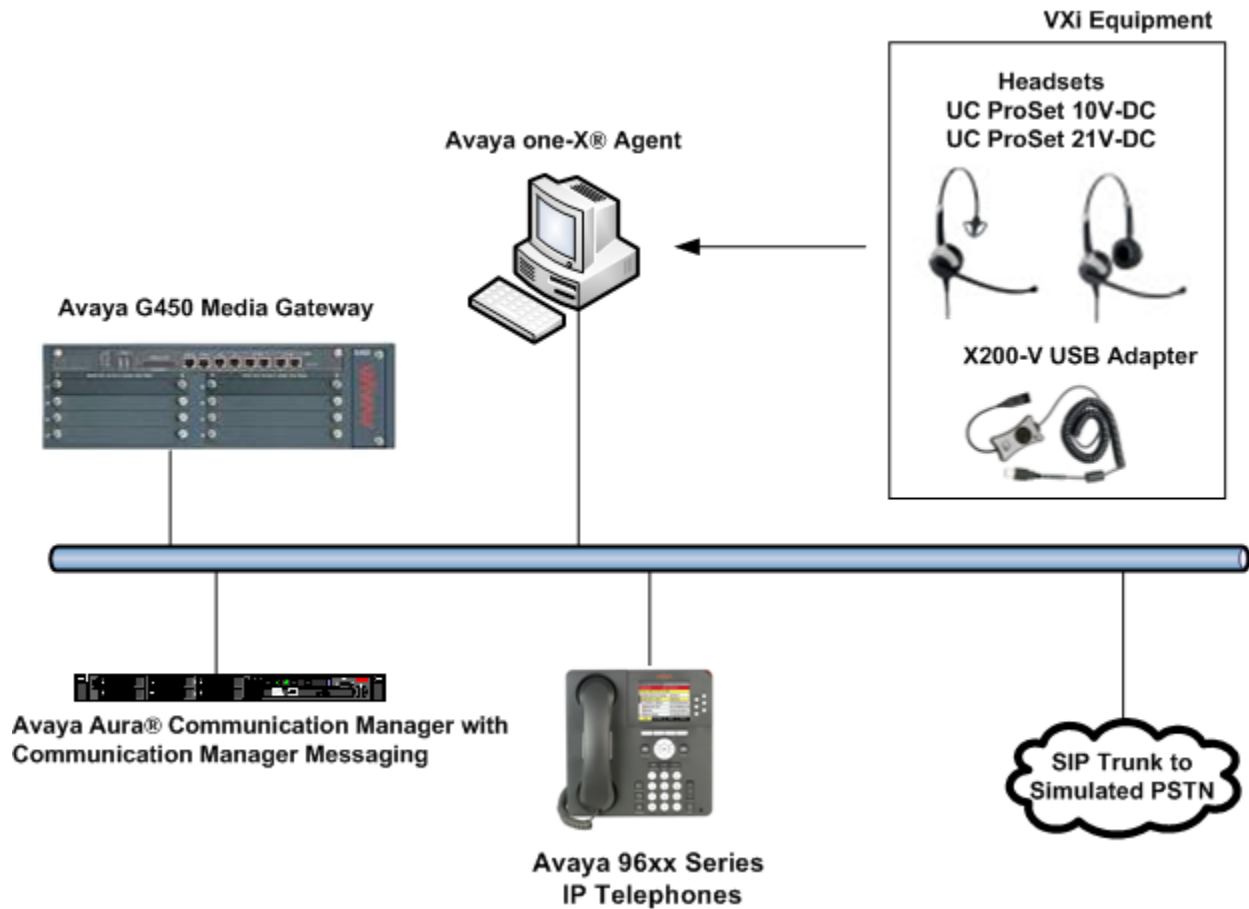
Phone: 800-742-8588 (toll free); 1-603-742-2888 (International)
E-Mail: TechnicalSupport@vxicorp.com
Website: http://www.vxicorp.com/customer-care/technical-support

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the VXi solution. Avaya Aura® Communication Manager and Avaya Aura® Communication Manager Messaging are installed on the Avaya DL360 Server. An Avaya G450 Media Gateway provides the VoIP resources for the connectivity of Avaya IP Telephones and the SIP trunk to the simulated PSTN, used during the compliance tests. Avaya one-X® Agent was installed on a computer running Microsoft Windows XP Professional Service Pack 3. The VXi headset is connected to an available USB port in the PC, by means of the X200-V USB Adapter supplied by VXi.

Figure 1: Test Configuration

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, Communication Manager Messaging on the Avaya DL360 Server	6.2 SP 2 (R016x.02.0.823.0)
G450 Media Gateway	31.22.0
Avaya one-X® Agent	2.5 SP1 Patch 1 (2.5.1072.11082)
VXi UC ProSet 10V-DC Headsets	N/A
VXi UC ProSet 21V-DC Headsets	N/A
VXi X200-V USB Adapter	V1.0

5. Configure Avaya Aura® Communication Manager

An extension must be created in Communication Manager for the Avaya one-X® Agent to log in, configure system preferences, make and receive direct calls, or to sign in as an agent. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Avaya one-X® Agent. Set the **Type** field to the station type to be emulated. In this example, *9640* was used. Create a **Security Code**, which will be used as the password to log in. Enter a **Name.** Set the **IP Softphone** field to *y*.

```
add station 3036                                         Page   1 of   5
                               STATION

Extension: 3036                     Lock Messages? n              BCC: 0
    Type: 9640                     Security Code: *               TN: 1
    Port: IP                    Coverage Path 1: ____            COR: 1
    Name: one-X Agent           Coverage Path 2: ____            COS: 1
                                Hunt-to Station: _____
STATION OPTIONS
                                       Time of Day Lock Table: _
          Loss Group: 19      Personalized Ringing Pattern: 1
                                        Message Lamp Ext: 3036
       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? n
                    Short/Prefixed Registration Allowed: default

                                       Customizable Labels? y
```

On **Page 4** of the Station form, configure the necessary agent work mode buttons that are used in the contact center. They are used by Avaya one-X® Agent to log in as an Automatic Call Distribution (ACD) agent. The work mode buttons used in the sample configuration are highlighted in the screen below.

```
add station 3036                                              Page   4 of   5
                                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: release

     voice-mail
```

Even though ACD was implemented and used during the compliance tests, ACD and Agents administration is beyond the scope of these Application Notes, and they are assumed to be already in place. Logging in to a particular ACD was not necessary to complete the configuration steps for the integration of the Avaya one-X® Agent application with the VXi UC ProSet headsets.

6. Install the VXi UC ProSet Headset

Attach the VXi headset to the quick disconnect end of the VXi X200-V USB Adapter. Connect the USB end of the adapter to an available USB port on the PC running Avaya one-X® Agent.
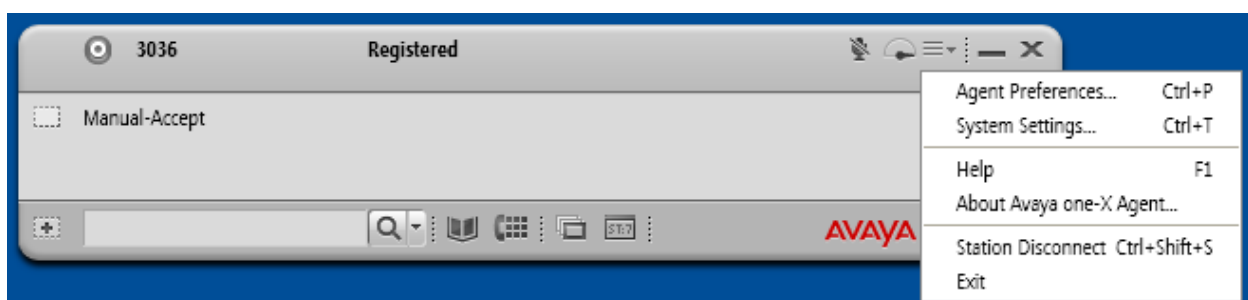

1. Quick disconnect plug: connect to headset
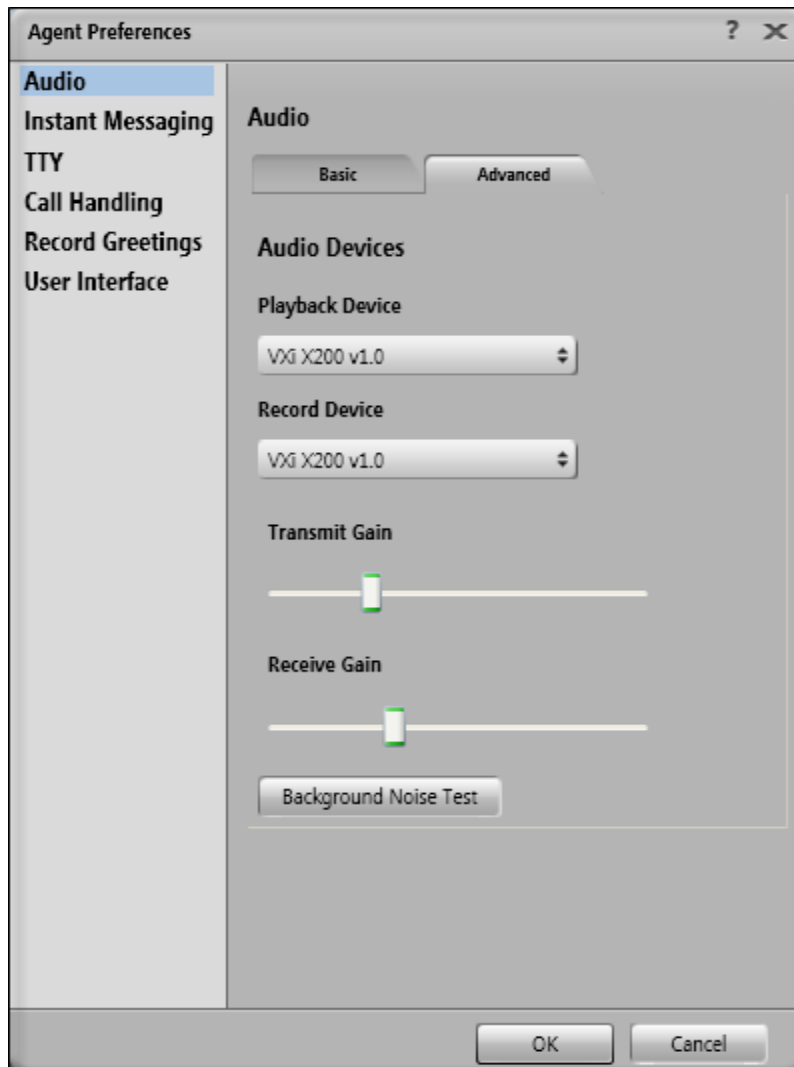2. USB plug: connect to USB port on PC

The X200-V adapter is plug-and-play; it does not require extra drivers to function properly. Once the adapter is connected to the USB port of the PC, the installation is automatic out of the standard drivers in Microsoft Windows, and it is immediately ready for use.

7. Configure Avaya one-X® Agent

Launch Avaya one-X® Agent and log in using the extension number and password created previously. Click the **System Options** ≡▾ icon in the top bar. Select **Agent Preferences**.

In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab. Set the **Playback Device** and **Record Device** fields to the *VXi X200 v1.0* adapter. Click **OK**.

8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the VXi UC ProSet headset with Avaya one-X® Agent:

1. Place a call to Avaya one-X® Agent from another extension. Click the **Answer** icon on the screen
2. Verify two-way talk path between the headset and the called extension.
3. Press the Mute button on the X200-V adapter and verify the call can be muted/unmuted.
4. Verify the volume can be adjusted by using the volume controls on the X-200V adapter.

5. Disconnect the call from the headset by pressing the **Call End** button on the screen.
6. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the VXi X200-V USB Adapter and VXi UC ProSet Headsets with Avaya one-X® Agent. All test cases were completed successfully, with the observation noted in **Section 2.2**.

10. Additional References

This section references the Avaya and VXi 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 6.2, Issue 7.0, July 2012, Document Number 03-300509.
http://downloads.avaya.com/css/P8/documents/100156867

[2] *Administering Communication Manager for Avaya one-X Agent.* Release 2.5, March 2011.
http://downloads.avaya.com/css/P8/documents/100141171

[3] *Using Avaya one-X® Agent*, Release 2.5, March 2011.
http://downloads.avaya.com/css/P8/documents/100141198

Documentation and information for the VXi UC ProSet headsets and adapters can be found at the following websites:

[4] UC ProSet headsets product information.
http://www.vxicorp.com/products/contact-center-and-office-solutions/corded/vxi-uc-proset/

[5] *X200USB Adapter Quick Setup Guide.*
http://www.vxicorp.com/resources/user-guides/