



Avaya Solution & Interoperability Test Lab

Application Notes for Addcom GENI Cords with Avaya Telephones - Issue 1.0

Abstract

These Application Notes describe a compliance tested configuration comprised of Addcom GENI Cords and headsets with Avaya 2400 and 1400 Series Digital Telephones, 4600 Series, 1600 Series and 9600 Series IP Telephones and Avaya A175 Desktop Video Device. The GENI cord is a universal cord for the Addcom range of headsets, allowing them to work with most telephones.

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 a compliance tested configuration comprised of Addcom GENI Cords and headsets with Avaya 2400 and 1400 Series Digital Telephones, 4600 Series, 1600 Series and 9600 Series IP Telephones and Avaya A175 Desktop Video Device. The GENI cord is a universal cord for the Addcom range of headsets, allowing them to work with most telephones.

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

- Addcom GENI Cords (Product Code: ADDQD-14) – A universal cord that works with most telephones.
- Addcom Performance Plus II (Product Code: ADD800) - Monaural noise-canceling headset.
- Addcom Performance Plus II (Product Code: ADD880) - Binaural noise-canceling headset.
- Addcom Newfonic H1 (Product Code: NFH1Q) - Monaural noise-canceling headset.
- Addcom Newfonic H2 (Product Code: NFH2Q) - Binaural noise-canceling headset.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls from the Avaya telephones using the Addcom headsets and cords, and verifying good talk path in both directions. The type of calls made included calls to the voicemail, to internal extensions and to the PSTN.

The serviceability testing focused on verifying the usability of the Addcom headsets and cords after disconnecting and reconnecting the Avaya telephones.

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 and functionality were verified:

- Placing calls to the voicemail. 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.

For the serviceability testing, the Addcom headsets and cords were disconnected and reconnected from the Avaya telephones to verify proper operation. The Avaya telephones were also disconnected and reconnected 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/au/contact_us-cu-1.html

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: Avaya 2420 and 1416 Digital Telephones, Avaya 4625SW, 1616, 9640 and 9641G IP Telephones, Avaya A175 Desktop Video Device with Base and an ISDN-BRI trunk to the PSTN. Avaya Aura® Communication Manager Messaging was used as the voicemail. Avaya Aura® System Manager and Avaya Aura® Session Manager provided SIP support to the Avaya A175 Desktop Video Device. Addcom headsets were attached to the Headset Port of the Avaya telephones using the Addcom GENI Cords. The Avaya 4548GT-PWR Ethernet Routing Switch provides Ethernet connectivity to the Avaya Server, Media Gateway and IP telephones.

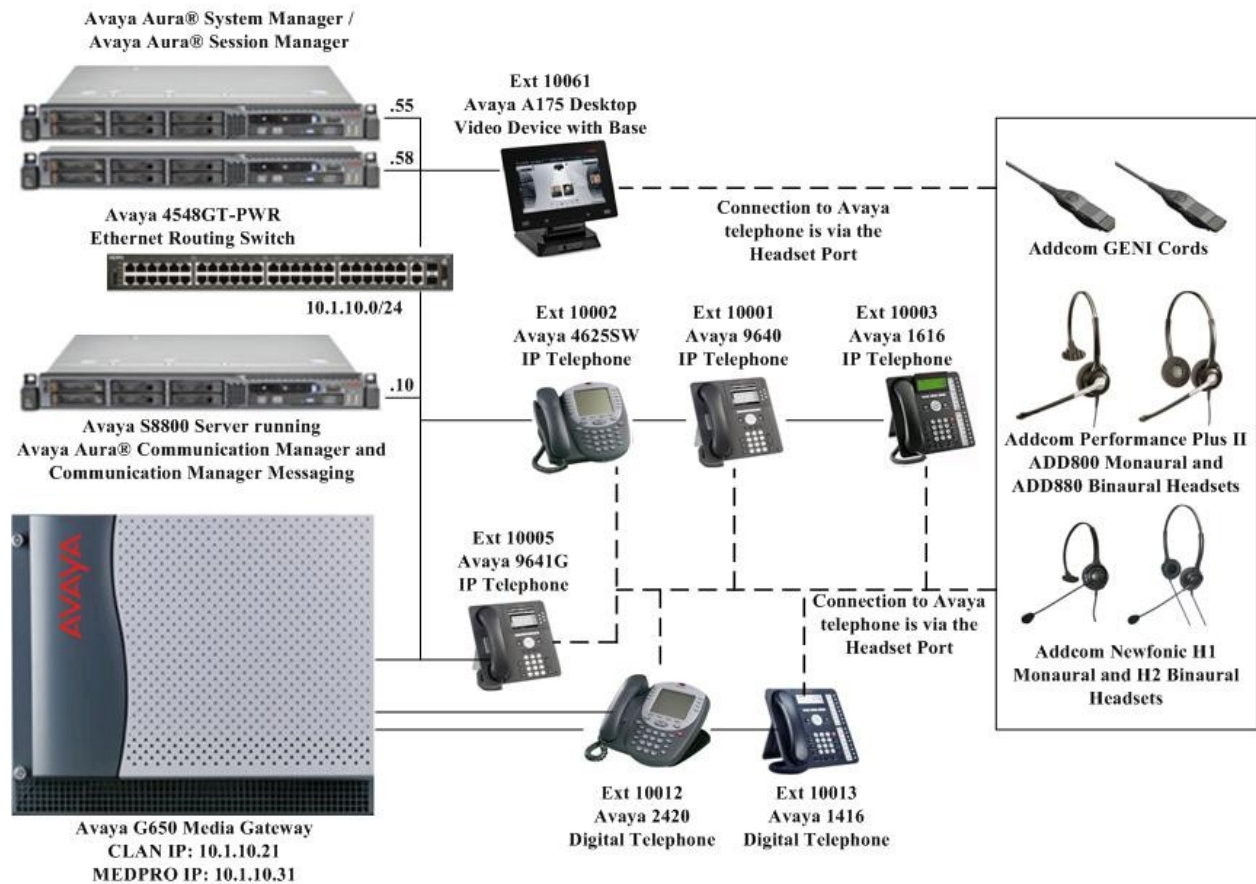


Figure 1: Test Configuration

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 • TN2214CP Digital Line 	- HW07, FW049 HW01, FW034 HW20, FW120 HW08, FW015
Avaya Aura® Session Manager	6.0, Service Pack 2
Avaya Aura® System Manager	6.0, Service Pack 2
Avaya 2420 Digital Telephone	-
Avaya 1416 Digital Telephone	-
Avaya 4625SW IP Telephone	2.9 SP1 (H.323)
Avaya 1616 IP Telephone	1.300B
Avaya 9640 IP Telephone	3.1 Service Pack 1 (H.323)
Avaya 9641G IP Telephone	6.0 Service Pack 2 (H.323)
Avaya A175 Desktop Video Device	1.0
Avaya 4548GT-PWR Ethernet Routing Switch	V5.4.0.008
Addcom GENI Cords (ADDQD-14)	-
Addcom Performance Plus II ADD800 Headsets	-
Addcom Performance Plus II ADD880 Headsets	-
Addcom Newfonic H1 Headsets (NFH1Q)	-
Addcom Newfonic H2 Headsets (NFH2Q)	-

5. Configure Communication Manager

These Application Notes assume that Communication Manager is configured and operational, and the appropriate endpoints are configured; refer to [1] for endpoint configuration. There are no additional settings required to be configured for the connection of the Addcom headsets and cords to the Avaya telephones. The Addcom headsets and cords ship with user guides and connectivity instructions.

6. Configure Addcom Headsets and Cords

Addcom GENI Cords connect directly to the Headset Ports of the Avaya telephones at one end, and to the Addcom headsets connect at the other. The GENI Cord has a compatibility switch with two positions; A or B. For this compliance testing, the switch is set to position A for all Avaya telephones.

7. Conclusion

These Application Notes describe the testing conducted to integrate Addcom GENI Cords and headsets with Avaya 2400 and 1400 Series Digital Telephones, 4600 Series, 1600 Series and 9600 Series IP Telephones and Avaya A175 Desktop Video Device. All test cases were completed successfully.

8. 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.

For product information on Addcom headsets and cords, visit the following Addcom web pages.

[2] GENI Cord: <http://www.addcom.com/au/geni-cord-detail-42.html>

[3] ADD800 Headsets: <http://www.addcom.com/au/performance-plus-detail-16.html>

[4] ADD880 Headsets: <http://www.addcom.com/au/performance-plus-binaural-detail-17.html>

[5] Newfonic H1: <http://www.addcom.com/au/newfonic-detail-21.html>

[6] Newfonic H2: <http://www.addcom.com/au/newfonic-detail-22.html>

©2011 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.