Avaya Solution & Interoperability Test Lab

Application Notes for configuring JPL Headsets from JPL Limited with Avaya one-X® Agent using a BL-051 USB Cord – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning the JPL headsets using a BL-051 USB cord from JPL Limited with the Avaya one-X® Agent to ensure full interoperability.

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.

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1. Introduction

These Application Notes describe the configuration steps for provisioning JPL headsets from JPL Limited using a BL-051 USB cord with Avaya one-X® Agent. JPL Limited offers a variety of headsets (listed in **Section 4**) that can be used with Avaya one-X® Agent using the BL-051 USB cord to connect the PC running Avaya one-X® Agent The headset then provides two-way audio. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. The headsets do not offer volume control or mute functionality.

JPL Limited design and develop professional headsets for the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and Contact Centre market sectors.

2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability for the combination of headset and cord from JPL Limited to connect to the Avaya one-X® Agent and allow users of the softphone to speak and listen when a call is either made or received. The Avaya softphone user should be clearly heard and observed without any distortions or audio issues. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

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.

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2.1. Interoperability Compliance Testing

The interoperability compliance testing includes testing on the latest version of Avaya one-X® Agent installed on a PC running Windows XP. The following three headsets from JPL Limited were tested.

- JPL 401
- JPL 402
- JPL 501
- JPL 502
- JPL 611
- JPL 612
- JPL TT3

Note: The TT3 headset comes in three parts, the mic boom, a monaural headband and a binaural headband. This allows the user to swap out the mic boom between headbands.

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 from/to internal extensions to verify two-way audio.
- Placing calls from/to the PSTN to verify two-way audio.
- Hearing ring back tone for outgoing calls.
- Using the volume control buttons on the Avaya Telephone to adjust the audio volume.

2.2. Test Results

All compliance test cases passed successfully.

2.3. Support

Support from Avaya is available by visiting the website http://support.avaya.com. Support from JPL-Limited is available at:

> JPL Limited
> Unit 1, Church Close Business Park
> Church Close, Todber
> Sturminster Newton
> Dorset DT10 1JH
> England
> Phone: +44(0)1258 820100
> E-Mail: sales@jpl.uk.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The JPL headsets from JPL Limited are connected via the headset port using a BL-051 USB cord supplied by JPL Limited to the PC running the Avaya one-X® Agent.
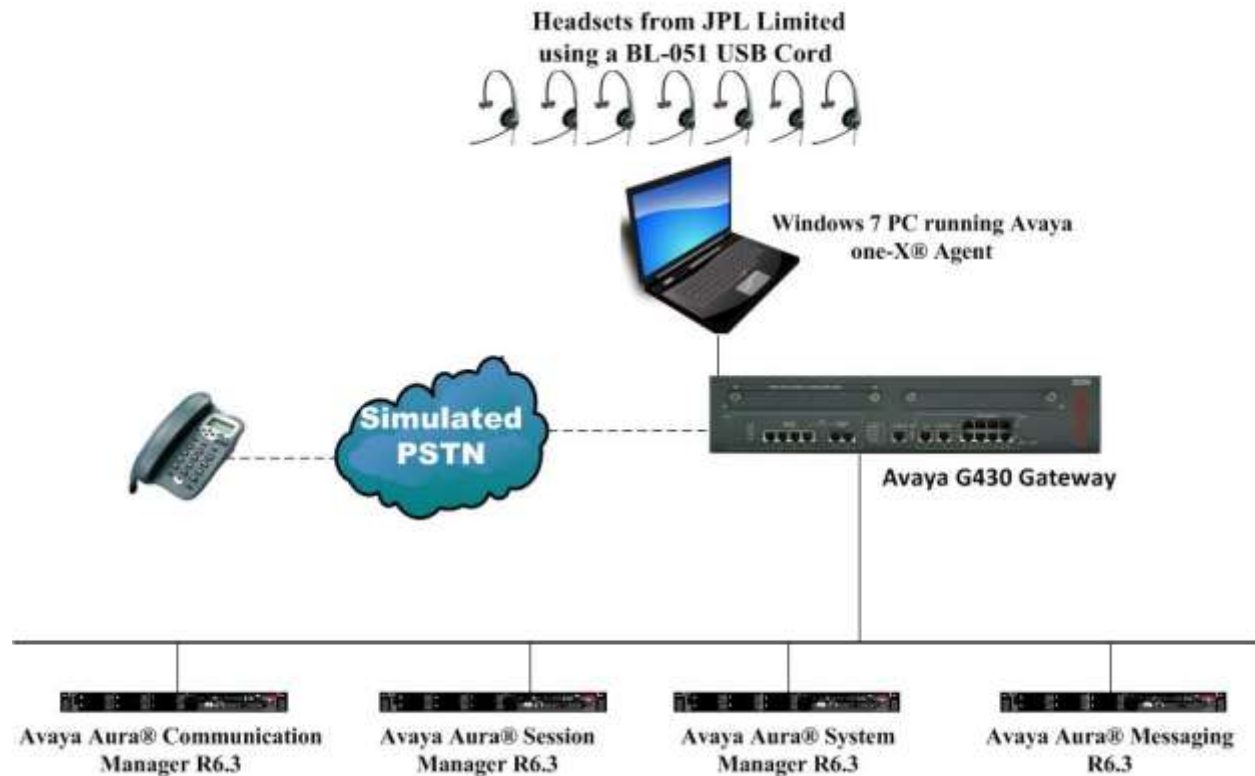
Figure 1: Network Solution of the JPL Headsets from JPL Limited connecting to Avaya one-X® Agent via BL-051 (USB) cord.

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	6.3.11 (SP11) Build No. – 6.3.0.8.5682-6.3.8.3204 Software Update Revision No: 6.3.7.7.2275
Avaya Aura® Communication Manager running on a virtual server	R6.3 SP9 R016x.03.0.124.0
Avaya Aura® Session Manager running on a virtual server	R 6.3 SP11 Build No. – 6.3.11.0.631103
Avaya Aura® Messaging running on a virtual server	R 6.3
Avaya one-X® Agent	R2.5.50022.0
JPL Headset • JPL 401 • JPL 402 • JPL 501 • JPL 502 • JPL 611 • JPL 612 • JPL TT3	N/A
JPL Limited BL-10P Cord	N/A

5. Configure Avaya Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager please see **Section 10** of these Application Notes.

5.1. Configuring Avaya Telephones

It is assumed that the Avaya one-X® Agent is already configured. For further information on how to configure these Avaya telephones please see **Section 10** of these Application Notes. An example of a configured Avaya one-X® Agent is included in the **Appendix** of these Application Notes.

To enable Auto-Answer on the IP telephone set the **Auto Answer** field on **Page 2** to the appropriate value, such as **all**.

```
display station 2100                                          Page   2 of   5
                                STATION
FEATURE OPTIONS
           LWC Reception: spe           Auto Select Any Idle Appearance? n
         LWC Activation? y                        Coverage Msg Retrieval? y
  LWC Log External Calls? n                              Auto Answer: all
            CDR Privacy? n                            Data Restriction? n
    Redirect Notification? y                    Idle Appearance Preference? n
 Per Button Ring Control? n              Bridged Idle Line Preference? n
   Bridged Call Alerting? n                      Restrict Last Appearance? y
 Active Station Ringing: single

                                                   EMU Login Allowed? n
        H.320 Conversion? n      Per Station CPN - Send Calling Number?
       Service Link Mode: as-needed                   EC500 State: enabled
          Multimedia Mode: enhanced            Audible Message Waiting? n
   MWI Served User Type:                     Display Client Redirection? n
             AUDIX Name:                      Select Last Used Appearance? n
                                              Coverage After Forwarding? s
                                                Multimedia Early Answer? n
 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
  Emergency Location Ext: 2100          Always Use? n IP Audio Hairpinning? n
```
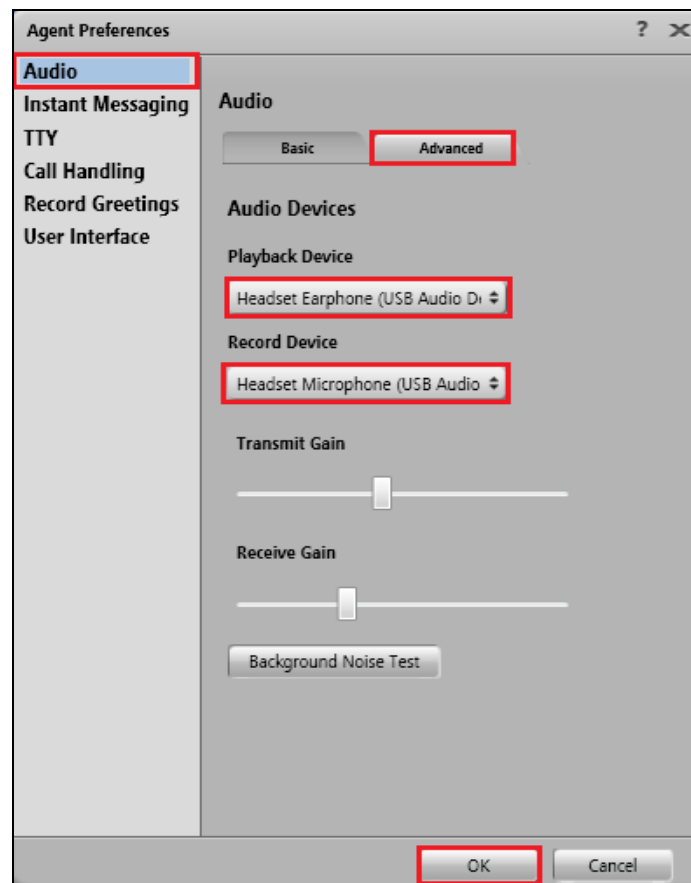
6. Configure Avaya one-X® Agent

After logging into Avaya one-X® Agent, select [⚙▾] (**Settings**) → **Agent Preferences** as shown below.

Click on Audio in the left window and on the **Advanced** tab in the main window. The JPL USB cord should already be populated as shown below if the USB cord was plugged in before one-X® Agent was started. If this is not the case, select this device as the **Playback Device** and **Record Device** as shown below. Click **OK** and restart Avaya one-X® Agent.

7. Configure JPL Headsets to work with Avaya Telephones

There are several cords available to connect the JPL headsets to the Avaya telephones depending on the telephone in question. For the Avaya one-X® Agent a BL-051 USB cord is used to connect into the PC or Laptop running one-X® Agent. The suggested USB cord for use is the BL-051 USB cord.

7.1. Connecting to Avaya one-X® Agent Softphone

In connecting the JPL headset to the Avaya one-X® Agent softphone the suggested cord to use is the BL-051 USB cord. Connect each headset to the Bl-051 USB cord, and then connect the BL-051 USB cord directly to the USB port of the PC running the Avaya one-X® Agent softphone.

8. Verification Steps

The following steps can be taken to ensure that the connections between the JPL headsets and Avaya one-X® Agent are achieved.
1. With the USB chord and headset in place make a call to the one-X® Agent softphone and using the GUI answer the call. A clear audio path in both directions should be observed.

9. Conclusion

These Application Notes outline the steps necessary to configure the JPL headsets from JPL Limited using a BL-051 USB cord to allow full interoperability with Avaya one-X® Agent. Please refer to **Section 2.2** of these Application Notes for test results and observations.

10. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at http://support.avaya.com

[1] *Administering Avaya Aura® Communication Manager,* Document Number 03-300509.
[2] *Avaya Aura® Communication Manager Feature Description and Implementation,* Document Number 555-245-205.
[3] *Administering Avaya Aura® Session Manager*, Doc ID 03-603324
[4] *Implementing Avaya one-X® Agent*

JPL headset product documentation can be found at http://www.jpltele.com

Appendix

Configuration of Avaya one-x® Agent

```
display station 2100                                           Page   1 of   5
                                  STATION

Extension: 2100                         Lock Messages? n              BCC: 0
    Type: 9630                           Security Code: *              TN: 1
    Port: S00031                       Coverage Path 1:              COR: 1
    Name: one-X Agent1                  Coverage Path 2:              COS: 1
                                         Hunt-to Station:          Tests? y
STATION OPTIONS
                  Location:                   Time of Day Lock Table:
              Loss Group: 19          Personalized Ringing Pattern: 1
                                               Message Lamp Ext: 2100
           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? n
                      Short/Prefixed Registration Allowed: default

                                        Customizable Labels? y
```

```
display station 2100                                           Page   2 of   5
                                  STATION
FEATURE OPTIONS
            LWC Reception: spe        Auto Select Any Idle Appearance? n
           LWC Activation? y                    Coverage Msg Retrieval? y
 LWC Log External Calls? n                            Auto Answer: none
            CDR Privacy? n                          Data Restriction? n
     Redirect Notification? y           Idle Appearance Preference? n
 Per Button Ring Control? n          Bridged Idle Line Preference? n
   Bridged Call Alerting? n                 Restrict Last Appearance? y
 Active Station Ringing: single

                                               EMU Login Allowed? n
        H.320 Conversion? n      Per Station CPN - Send Calling Number?
       Service Link Mode: as-needed                EC500 State: enabled
         Multimedia Mode: enhanced           Audible Message Waiting? n
   MWI Served User Type:                     Display Client Redirection? n
             AUDIX Name:                     Select Last Used Appearance? n
                                           Coverage After Forwarding? s
                                             Multimedia Early Answer? n
 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
  Emergency Location Ext: 2100         Always Use? n IP Audio Hairpinning? n
```

```
display station 2100                                             Page   3 of   5
                                    STATION

           Conf/Trans on Primary Appearance? n
   Bridged Appearance Origination Restriction? n     Offline Call Logging? y


              Call Appearance Display Format: disp-param-default
                             IP Phone Group ID:
Enhanced Callr-Info Display for 1-Line Phones? n

                          ENHANCED CALL FORWARDING
                                 Forwarded Destination        Active
 Unconditional For Internal Calls To: 2002                       n
                External Calls To: 2002                          n
       Busy For Internal Calls To:                               n
                External Calls To:                               n
   No Reply For Internal Calls To: 2002                          y
                External Calls To: 2002                          y

           SAC/CF Override: n
```

```
display station 2100                                             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:

    voice-mail
```

```
display station 3021                                           Page   5 of   6
                                  STATION

AUXILIARY BUTTON ASSIGNMENTS
Main View                              Shifted View
 4:                                    12:
 5:                                    13:
 6:                                    14:
 7:                                    15:
 8:                                    16:
 9:                                    17:
10:                                    18:
11:                                    19:


BUTTON ASSIGNMENTS
20:
21:
22:
23:
24:
                                                    IP Video? n
```

```
display station 3021                                           Page   6 of   6
                                  STATION
SIP FEATURE OPTIONS
        Type of 3PCC Enabled: None
                   SIP Trunk: aar
```

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