



Application Notes for VXi OmniCord™ Adapter and VXi CC Pro™ Headset with Avaya 9600 Series IP Deskphones – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya 9600 Series IP Deskphones, VXi OmniCord™ Adapter and the VXi CC Pro™ Headset. The VXi CC Pro™ is single-wire corded headset that uses the VXi OmniCord™ adapter to connect with Avaya 9600 Series IP Deskphones.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as any 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 for VXI OmniCord™ Adapter and VXI CC Pro™ Headset to successfully interoperate with Avaya 9600 Series IP Deskphones and Avaya Aura® Communication Manager. The VXI CC Pro™ Headset is single-wire corded headset that uses the OmniCord™ adapter to interface with Avaya 9600 Series IP Deskphones.

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

- VXI CC PRO™ 4010 and 4021 Headset: monaural and binaural single-wire headset.
- VXI OmniCord™-V adapter: Has a standard RJ9 connector, Quick Disconnect (QD) connector, three-position compatibility switch, and microphone volume control.

2. General Test Approach and Test Results

The compliance testing of the VXI CC Pro™ Headset and VXI OmniCord™ adapter interoperating with Avaya 9600 IP deskphones was manually performed. No performance testing was done and the tests listed in **Section 2.1** were executed and verified.

2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios with 9600 IP deskphones using both SIP and H.323 protocols.

- Verification of acceptable two-way audio path in both directions for local and PSTN calls
- Interoperability with the 9600 IP deskphones control
- Interoperability with voicemail

The serviceability testing focused on verifying the ability of CC Pro™ headset to recover from adverse conditions, such as disconnecting and reconnecting the QD cable, unplugging the RJ9 connector from the 9600 IP Deskphones, and restarting the 9600 IP deskphones.

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.

2.2. Test Results

The objectives outlined in **Section 2.1** were verified and all test cases passed.

- Incoming call alert is not heard through the headset, it is heard through the Avaya 9600 IP deskphones

2.3. Support

For technical support for the VXI CC Pro™ Headset, and VXI products in general, please refer to <http://www.vxicorp.com>.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between Avaya 9600 IP deskphones, VXI CC Pro™ Headset and VXI OmniCord™ Adapter.

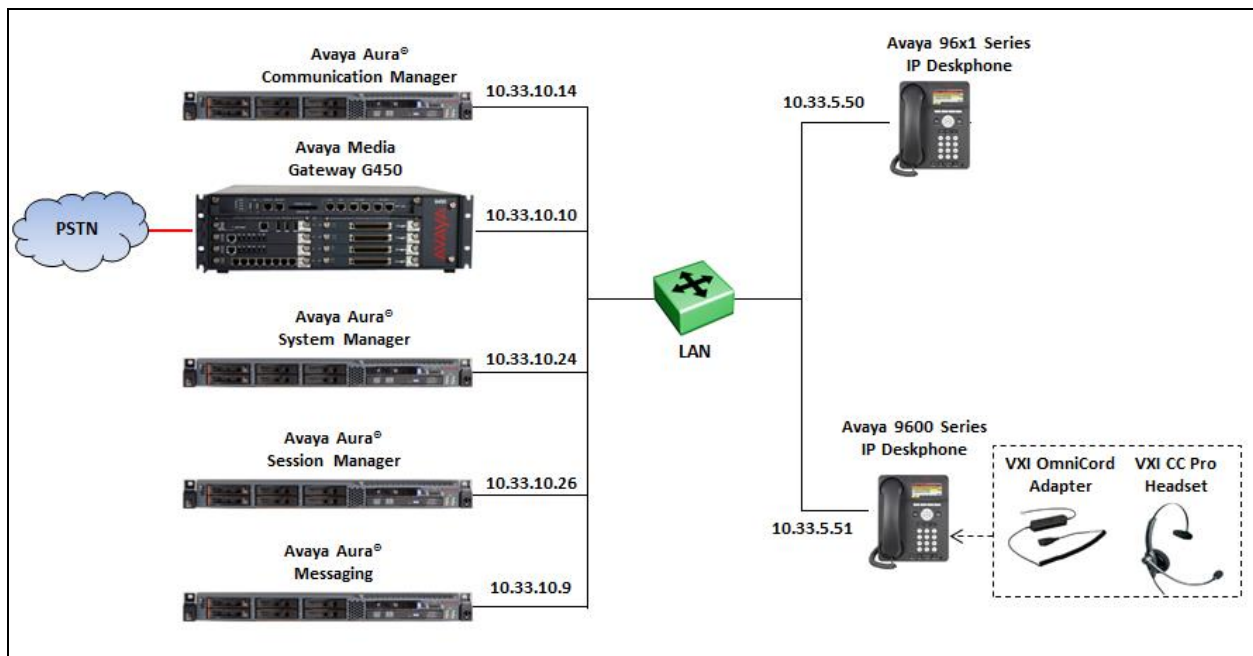


Figure 1: Reference Configuration Diagram

4. Equipment and Software Validated

The following equipment and software was used during the lab testing:

Equipment	Software Version
Avaya Aura® Session Manager running on S8800 Server	Release: 6.3.7 – FP3 Build No. - 6.3.7.0.637008
Avaya Aura® System Manager running on S8800 Server	6.3.7 – FP3 Build No. - 6.3.0.8.5682-6.3.8.3204
Avaya Aura® Communication Manager running on Avaya S8800Server/G450 Media Gateway	R016x.03.0.124.0 patch 21460 G450 FW 35.8.0
Avaya Aura® Messaging	6.2
Avaya 9630G IP Deskphone (SIP)	2.6.12.1
Avaya 9650G IP Deskphone (H.323)	3.220A
Avaya 9670G IP Deskphone (H.323)	3.220A
Avaya 9641G IP Deskphone	6.4
VXI OmniCord™ Adapter	-
VXI CC Pro™ Headset	-

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no Communication Manager configurations for the VXi CC Pro™ Headset to interoperate with Avaya 9600 Series IP Deskphones.

This section describes the steps to provision a station for 9600 IP deskphones in Communication Manager by System Administration Terminal (SAT). For detailed information on how to configure and administer Communication Manager, please refer to **Section 9 [1]**.

Use the SAT command **add station x** to add a new extension in Communication Manager where **x** is the new extension number as in the figure below. Enter the model of IP deskphone in the **Type** field, a name in the **Name** field, a code in the **Security Code** field, and keep the other fields as default.

add station 60396		Page 1 of 5
STATION		
Extension: 60396	Lock Messages? n	BCC: 0
Type: 9620	Security Code: 12345	TN: 1
Port: IP	Coverage Path 1:	COR: 1
Name: IP 9600	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 60396	
Display Language: english	Mute Button Enabled? y	
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? n	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

6. Configure VXI CC Pro™ Headset and OmniCord™ Adapter

This section describes the configuration steps for the VXI CC Pro™ Headset and VXI OmniCord™ adapter for operation with Avaya 9600 Series IP Deskphones. For more information on how to use the CC Pro™ Headset please refer to the headset manual listed in **Section 9 [4]**.

Connect the VXI CC Pro™ headset to the OmniCord™ adapter with the Quick Disconnect connector and. On the VXI OmniCord™ adapter, open the microphone and switch control panel. The **compatibility switch** must be set to position “C” to work with Avaya 9600 Series IP Deskphones.



7. Verification Steps

Verify that the VXI CC Pro™ Headset has been connected to Avaya 9600 Series IP Deskphones. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headset.

8. Conclusion

These Application Notes describe the configuration steps required for the VXI CC Pro™ Headset and VXI OmniCord™ Adapter to interoperate with Avaya 9600 Series IP Deskphones. All feature and serviceability test cases were completed and passed as per **Section 2**.

9. Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at <http://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager*, Release 6.3, Document Number 03-300509, Issue 9, October 2013
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 6.3, Document Number 555-245-205, Issue 11, October 2013
- [3] *Administering Avaya one-X® Communicator*, Release 6.2, December 2013

Documentation for the VXi UC ProSet LUX Headset and VXi products can be found at <http://www.vxicorp.com>.

- [4] *OmniCord™_User_Guide_11-06-12_Online.pdf*

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