



## **Application Notes for Configuring VXi V100 Wireless Headset System and L50 Remote Handset Lifter to interoperate with Avaya Telephones – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps for provisioning VXi V100 Wireless Headset System and L50 Remote Handset Lifter to successfully interoperate with Avaya telephones and Avaya Aura™ Communication Manager. Designed specifically for contact centers and office environments, the VXi V100 Wireless Headset System provides hands-free mobility and superior audio performance for the office professional.

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 compliance tested configuration using VXi V100 Wireless Headset System and L50 Remote Handset Lifter and Avaya telephones. The Avaya telephones used are the 2400 Series Digital telephones, 4600 Series, 9600 Series and 1600 Series IP telephones connected to Avaya Aura™ Communication Manager.

Designed specifically for contact centers and office environments, the VXi V100 Wireless Headset System provides hands-free mobility and superior audio performance for the office professional. The base connects to the headset using 1.9 GHz DECT 6.0 technology to provide connectivity of up to 300 feet. The optional L50 Remote Handset Lifter can be used to answer and end calls away from the desk phone.

## 1.1 Interoperability Compliance Testing

Avaya 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 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 both feature functionality and serviceability testing. The feature functionality testing focused on placing calls from the Avaya telephones using the VXi V100 Wireless Headsets and verifying that good quality audio was sent and received. 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 VXi V100 Wireless Headsets after disconnecting and reconnecting the Avaya telephones, and power-cycling the VXi V100 base station.

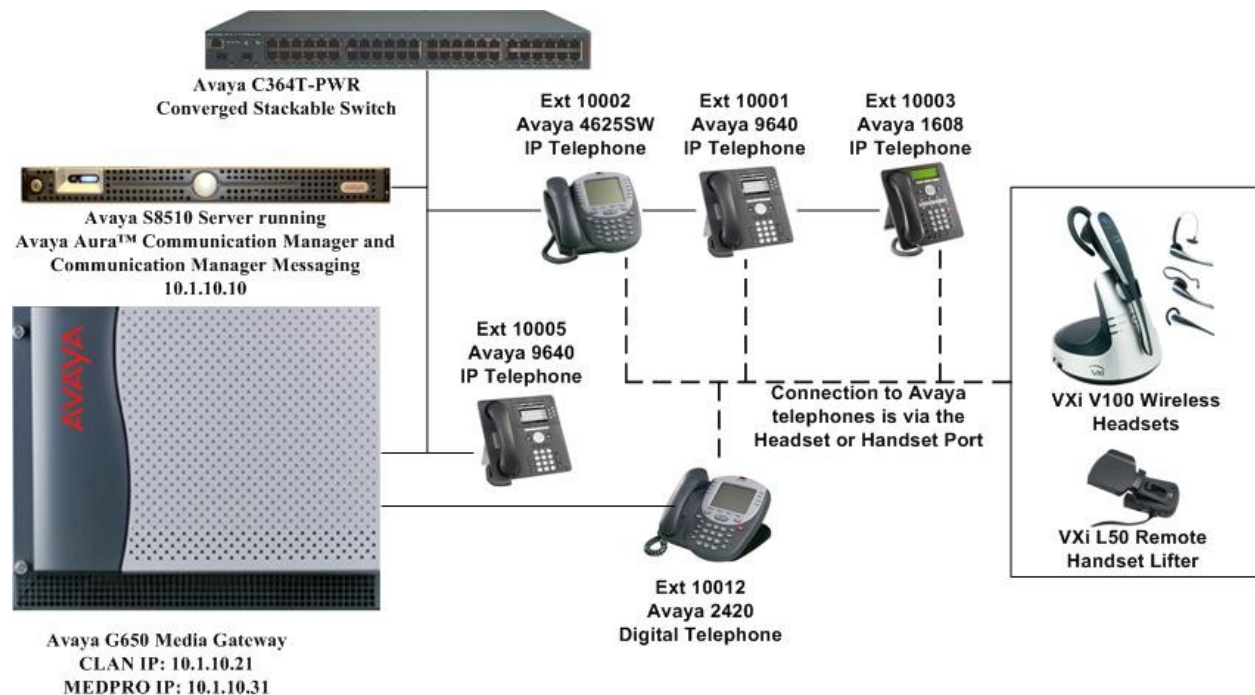
## 1.2 Support

For technical support and information on VXi headsets, contact VXi at:

- Phone: 800 742-8588 (toll free), +1 603 742-2888 (International)
- Email: [cust\\_serv@vxicorp.com](mailto:cust_serv@vxicorp.com)
- Website: <http://www.vxicorp.com/support/index.asp>

## 2 Reference Configuration

**Figure 1** illustrates the test configuration used to verify the VXi solution. The configuration comprised of an Avaya S8510 Server running Communication Manager and an Avaya G650 Media Gateway with connections to the following: Avaya 2420 Digital Telephone, Avaya 4625SW, 1608 and 9640 IP Telephones and an ISDN-BRI trunk to the PSTN. Avaya Aura™ Communication Manager Messaging was used as the voicemail. The VXi V100 Wireless Headset System was attached to the Headset Port of the Avaya telephones, or the Handset Port when using the optional L50 Remote Handset Lifter. The Avaya C364T-PWR Converged Stackable Switch provides Ethernet connectivity to the Avaya Server, Media Gateway and IP telephones.



**Figure 1: Network Topology**

### 3 Equipment and Software Validated

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

Equipment	Software
Avaya S8510 Server	Avaya Aura™ Communication Manager 5.2.1 (R015x.02.1.016.4) with Service Pack (02.1.016.4-17959)
Avaya G650 Media Gateway TN2312BP IP Server Interface TN799DP C-LAN Interface TN2302AP IP Media Processor	- HW07, FW049 HW01, FW034 HW20, FW120
Avaya 2420 Digital Telephone	R6
Avaya 4625SW IP Telephone	2.9 SP1 (H.323)
Avaya 1608 IP Telephone	1.22
Avaya 9640 IP Telephone	3.1.1 (H.323)
Avaya C364T-PWR Converged Stackable Switch	4.5.18
VXi V100 Wireless Headset System	-
VXi L50 Remote Handset Lifter	-

### 4 Configure Avaya Aura™ 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 VXi V100 Wireless Headset System and L50 Remote Handset Lifter to the Avaya telephones. The VXi V100 Wireless Headset System and L50 Remote Handset Lifter come with user guides and connectivity instructions; refer to [2] – [6] for details.

## 5 Configure VXi V100 Wireless Headset System

The registration of the wireless headset to the base was performed at factory. No additional steps are required. For the procedures to register or de-register the wireless headset, please refer to [2].

### 5.1 Set Up V100 Base Station

The following procedure describes the steps to set up the V100 Base Station to the Handset Port of the Avaya telephone. If the Avaya telephone has a Headset Port, connecting the V100 Wireless Headset System to it enables the user to use the telephone's headset button to make, end or answer a call instead of removing the telephone handset from the cradle. Refer to [6] for the detail procedure.

- a. Remove the panel from the bottom of the base station.
- b. Unplug curly handset cord from telephone's handset jack and plug into the HANDSET jack (light blue dot).
- c. Plug the 4-conductor telephone line cord (orange tag) into the BASE JACK (orange dot).
- d. Plug the other end into the telephone handset jack.
- e. Plug power adapter into the POWER jack (green dot), and connect to an AC outlet.
- f. Slide back the rear bottom piece of the base station until it clicks into place.
- g. Press MODE until LIFTER MODE on the base station is selected.

### 5.2 Set Up L50 Remote Handset Lifter

The following procedure describes the steps to set up the optional L50 Remote Handset Lifter to the Avaya telephone. The VXi L50 handset lifter raises and lowers the handset from the telephone so the user can answer and end phone calls away from the telephone. For a pictorial step-by-step guide, refer to [5].

- a. Plug lifter control cable into the LIFTER jack on the base station (blue dot).
- b. Check that the hookswitch plunger is in its non-extended condition and the lifter arm height control is all the way up.
- c. Position the handset lifter on the telephone handset cradle and adjust the hookswitch motor to set the hookswitch plunger just above the telephone's hookswitch.
- d. Remove the protective adhesive tape from the bottom of the lifter and affix to the telephone.
- e. Place the telephone handset on the lifter arm. Make a call to test set up. When the headset ON/OFF button is pressed, the lifter arm should lift the handset out of the telephone cradle and the user should hear a dial tone in the headset.
- f. If the telephone's handset is not stable on the lifter pad, insert the lifter pad extender into the two spaces on the lifter pad.
- g. To help prevent the telephone handset from slipping, remove the protective adhesive tape from the pad and affix to the handset lifter pad.
- h. If the telephone's speaker is not under the handset, use the external ring detector. Plug the external ring detector into the RING DETECT jack on the handset lifter. Remove the adhesive tape and attach near the center of the telephone's speaker.

## 6 General Test Approach and Test Results

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.
- Answering and ending calls using the V100 Wireless Headset when using the L50 Remote Handset Lifter.

For the serviceability testing, the Avaya telephones were disconnected and reconnected to verify proper operation. The VXi V100 base station was also power-cycled for the same purpose.

All test cases passed successfully.

## 7 Verification Steps

This section provides the tests that can be performed to verify correct configuration of the Avaya telephones and the VXi V100 Wireless Headset System.

### 7.1 Verify Avaya Telephones

Verify that inbound and outbound calls can be made successfully with good audio on the Avaya telephones.

### 7.2 Verify VXi Wireless Headsets

The following steps can be performed to verify the basic operation of the system components:

- Make calls from to and from the Avaya telephones using the headsets.
- Answer and ending calls to ensure that the L50 Remote Handset Lifter function as expected.

## 8 Conclusion

This Application Note describes the configuration steps required for VXi V100 Wireless Headset System and L50 Remote Handset Lifter to successfully interoperate with Avaya IP Telephones. All functionality and serviceability test cases were completed successfully.

## 9 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 5.2, Issue 5.0, May 2009, Document Number 03-300509.

For information on VXi products, refer to the user manual or visit VXi website.

- [2] VXi V100 User Guide.
- [3] VXi L50 Handset Lifter User's Manual.
- [4] VXi V100 Online Guide: <http://www.vxicorp.com/support/guides/V100/>.
- [5] VXi L50 Online Guide : <http://www.vxicorp.com/support/guides/L50/>.
- [6] VXi V100 FAQ: [http://www.vxicorp.com/support/faq\\_v100.asp](http://www.vxicorp.com/support/faq_v100.asp).

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