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Avaya Solution & Interoperability Test Lab

Application Notes for VXi VEHS-A1 & V150 Wireless Headsets with Avaya 9600 Series IP Deskphones - Issue 1.0

Abstract

These Application Notes describe a compliance tested configuration comprised of the VXi VEHS-A1 & V150 wireless Headsets with Avaya 9600 Series IP Deskphones.
VXi V150 Wireless Headset is designed specifically for contact centers and office environments; the VXi V150 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 VEHS-A1 Electronic Hook Switch is used to connect the headset to the Avaya 9600 Series IP Deskphones to answer and end calls away from the desk

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 VEHS-A1 & V150 wireless Headsets with Avaya 9600 Series IP Deskphones. The VXi V150 wireless provides hands-free mobility and audio performance for the office professional. The optional VEHS-A1 Electronic Hook Switch is used to connect the headset to the Avaya 9600 Series IP Deskphones to answer and end calls away from the desk.

2. General Test Approach and Test Results

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

The serviceability testing focused on verifying the usability of the VXi headsets after restarting the Avaya telephones.

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 headset button on the telephone.
- Using the volume control buttons on the telephone to adjust the playback volume.
- Using the mute control button on the telephone to mute and un-mute the transmitted audio.
- Using the Hold button on the telephone to Hold the call and Resume button to resume the call.
- For the serviceability testing, Avaya IP Deskphones were restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results
All compliance test cases passed successfully with the following observations:

1. Pressing the headset button on the deskphone first, does NOT automatically activate the V150 wireless headset.

2. The recommendation for wireless headsets is to always use the headset ON/OFF button on the headset to answer, terminate or to place calls.

3. Since the microphone on VEHS-A1 uses ringer sensor to notify of a call to the wireless headset, ensure that the ringer volume on the deskphone is high enough for the ringer sensor to detect.

4. When the far end disconnected the call, on the 9670G and 9620L IP Deskphones the headset button light does not turn off. This has been addressed and the fix will be available in the future release of Avaya IP deskphones firmware. A work around to turn off the light is for the user to press headset button again.

5. When the far end disconnects the call the VXi headset is still in active mode. It is possible that the headset and phone are out of sync where the headset is off-hook and the phone is on-hook. No ringtone will be heard in the V150 headset if there is an incoming call. This can be corrected by an additional press of the headset on/off button.

6. User is on a call using the headset and handset is undocked. Turn off the headset button on the deskphone to transfer the call from the headset to the handset. Call is transferred however the headset is still in Off-hook mode and the LED is slow flashing on the headset base. User has to manually press the headset ON/OFF button to put the headset into On-hook status and the LED turns to Solid.

7. During an active call, **do not** unplug the VEHS-A1 cable from the headset port of the phone or the call will drop.

2.3. Support

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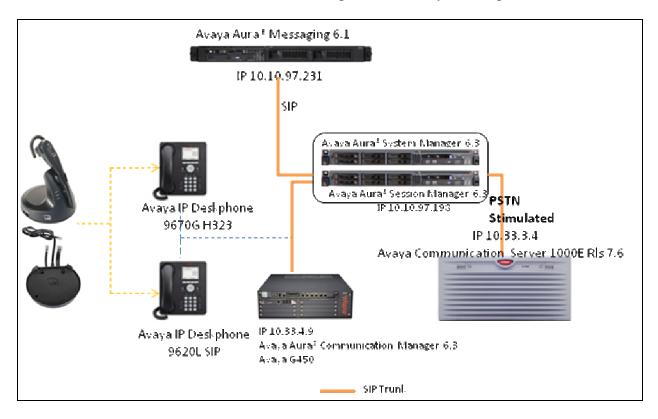
Phone: 800-742-8588 (toll free); 1-603-742-2888 (International)
E-Mail: TechnicalSupport@vxicorp.com
Website: http://www.vxicorp.com/customer-care/technical-support

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the VXi solution. Avaya Aura® Communication Manager on S8300D server on a G450 Media Gateway and Avaya Aura® Communication Manager Messaging installed on Avaya S8800 Server are used. Avaya G450 Media Gateway provides the VoIP resources for the connectivity of the Avaya 9600 Series IP Deskphones and a SIP trunk to the simulated PSTN used during the compliance tests. VXi V150 headset and VEHS-A1 are attached to the headset port of the Avaya 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	Release/Version
Avaya Aura® Communication Manager on S8300D G450 Media Gateway.	R6.3 Patch 03.0.124.0-20850
G450 Media Gateway	33.13.0
Avaya 9620 IP Deskphones with Avaya one-X® Deskphone SIP	R2.6.9

Avaya 9670 IP Deskphones with Avaya one-X® Deskphone H.323	S3.1
V150 wireless Headsets	N/A
VXi VEHS-A1	V 1.1

5. 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] Section 9** for endpoint configuration. There are no additional settings required to be configured for the connection of the VXi headsets to the Avaya telephones.

6. Install the VXi VEHS-A1 & V150 wireless Headsets

See VXi user guide **[2] Section 9** on how to setup VEHS-A1 & V150 in detail. The following information only detail the steps needed to ensure the headset works with Avaya phones.

Connect the VEHS-A1 cable to the headsets port of the Avaya 9600 Series IP Deskphone. Adjust VEHS-A1's "**Microphone Sensitivity**" thumb wheel to make sure a ring-tone is heard in the V150 headset.

The V150 base should be in **Mode 2**. During the compliance tests in the Lab, the **Compatibility Switch** set to **D** for Avaya Phones.
Press the **ON/OFF** button on the head set to change headset to **Off-hook/On-hook** mode.

All other functionality of the headset is controlled by the individual buttons on the 9600 Series IP Deskphone. No additional configuration is required.

7. Verification Steps

This section provides the steps that can be performed to verify proper installation of the VXi VEHS-A1 & V150 wireless headset with the Avaya 9600 Series IP Deskphones:

1. Press the ON/OFF button on the headset. Verify dialtone is heard on the headset.
2. Place a call to another extension.
3. Verify two-way talk path between the headset and the called extension.
4. Press the Mute button on the 9600 telephone and verify the call can be muted/unmuted.
5. Verify the volume can be adjusted by the Volume control on the V150 base.
6. Disconnect the call by pressing the ON/OFF button on the headset. Verify that the call is properly disconnected.

8. Conclusion

These Application Notes describe the testing conducted to integrate the VXi VEHS-A1 & V150 wireless Headsets with Avaya 9600 Series IP Deskphones. All 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 6.3, Issue 8, May 2013, Document Number 03-300509.

Documentation and information for the VXi VEHS-A1 & V150 wireless headsets and adapters can be found at the following websites:

[2] For V150 wireless headset: http://www.vxicorp.com/products/contact-center-and-office-solutions/wireless/v150-wireless-headset-system/
[3] For VEHS-A1 Electronic hook Switches: http://www.vxicorp.com/products/contact-center-and-office-solutions/wireless/vehs/