



Application Notes for Configuring Axtel AXC-SM12 Cable and Axtel Pro Series Mono/Duo NC Headset with Avaya 1400 Series Digital Deskphones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Axtel AXC-SM12 Cable and Axtel Pro Series Mono/Duo NC Headset with Avaya 1400 Series Digital Deskphones. The Axtel Pro Series Mono/Duo NC Headsets provide two-way audio with a flexible mic. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. Volume control and mute are provided directly from the Avaya digital deskphone.

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.

1. Introduction

These Application Notes describe the configuration steps required to integrate the Axtel AXC-SM12 Cable and Axtel Pro Series Mono/Duo NC Headset with Avaya 1400 Series Digital Deskphones. The Axtel Pro Series Mono/Duo NC Headsets provide two-way audio with a flexible mic. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. Volume control and mute are provided directly from the Avaya digital deskphone.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from the Avaya 1400 Series Digital Deskphones with the Axtel Pro Series Mono/Duo NC Headset and verifying two-way audio. The call types included calls to voicemail, local extensions, and the PSTN.

The serviceability testing focused on verifying the usability of the Axtel headsets after restarting the Avaya 1400 Series Digital Deskphones and re-connecting the headset to the deskphone.

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

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 to internal extensions to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Incoming call alert notification.
- Hearing ring back tone for outgoing calls.
- Toggling between handset, speakerphone, and headset.
- Using the volume control buttons on the Avaya deskphone.
- Using the mute control button on the Avaya deskphone to mute and un-mute the audio.

For the serviceability testing, the Avaya digital deskphones and headset were restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases were executed and passed with the following observation(s):

- The headset button on the Avaya 1400 Digital Deskphone remains active when the far-end drops the call. This is design intent for Contact Center environment.
- The deskphone is still able to receive new incoming call when the headset button in active mode but the call alert is not heard through the headset. In this situation, it is heard through the speaker phone.

2.3. Support

For technical support and information on Axtel AXC-SM12 Cable and Axtel Pro Series Mono/Duo NC Headset, contact Axtel Support at:

- Phone: +48 22 350 96 90
- Website: <http://www.Axtelheadsets.com/en/support>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Axtel AXC-SM12 Cable & Axtel Pro Series Mono/Duo NC Headset with Avaya 1400 Series Digital Deskphones. The configuration consists of Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Aura® Communication Manager, Avaya Aura® Messaging, and Avaya Aura® Media Server appliances that were installed in virtual environment which is a VMware server. The testing used both Avaya G450 Media Gateway and Media Server to balance DSP resources that connect from/to endpoints in Communication Manager. The testing has a simulated PSTN connected from Avaya G450 Media Gateway to another PBX system in the lab via PRI trunk. Axtel AXC-SM12 cable connects to the Pro Series headset via quick connector and connects to Avaya 1400 Digital Deskphone in RJ11 headset port.

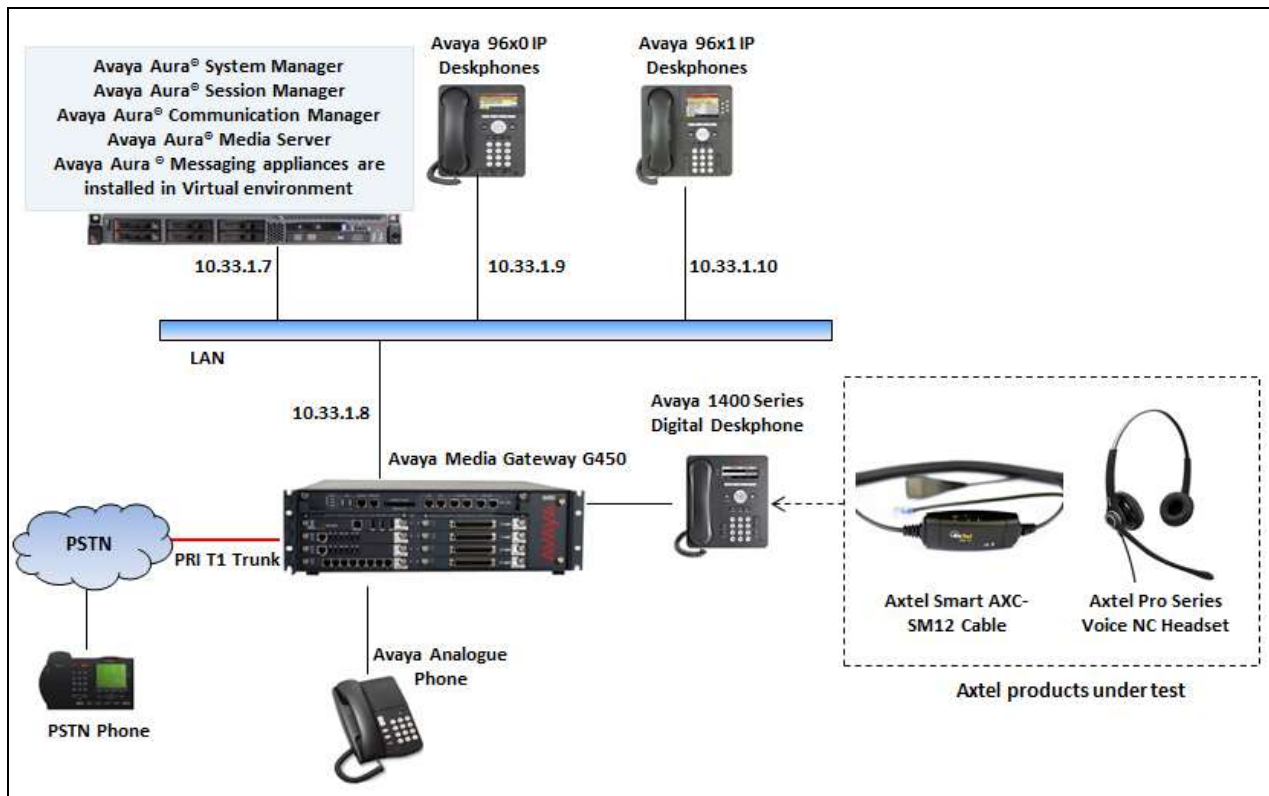


Figure 1: Avaya 1400 Series Digital Deskphones with Axtel AXC-SM12 Cable & Axtel Pro Series Mono/Duo NC Headset

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager in Virtual Environment	7.0.0.0.16266
Avaya Aura® Session Manager in Virtual Environment	7.0.0.0.700007
Avaya Aura® Communication in Virtual Environment	7.0 (R017x.00.0.441.0) Patch 22477
Avaya Aura® Messaging in Virtual Environment	6.3.1
Avaya Aura® Media Server in Virtual Environment	7.7.0.236
Avaya Media Gateway G450	37.19.0
Avaya 96x0 IP Deskphones	3.2.5 (H323) 2.6.15 (SIP)
Avaya 96x1 IP Deskphones	6.615 (H323) 7.0 (SIP)
Avaya 1400 Series Digital Deskphones (1408, 1416)	4.0 SP7 (R45)
Axtel AXC-SM12 Cable	P/N: AXC-SM12
Axtel Pro Series Mono/Duo Headsets	P/N: AXH-PROD

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 1400 Digital Deskphones. Configuration is performed via the System Access Terminal (SAT) on Communication Manager or via System Manager for SIP stations.

5.1. Configure a Station for Avaya 1400 Series Digital Deskphone

Use the **add station** command to create a station for the 1408 digital deskphone. Set the **Type** field to the station type to be emulated. In this example, *1408* was used. Set the **Port** field to *001V202* which is slot location of the digital board and port.

Note: To enable Auto Answer on the digital deskphone set the **Auto Answer** field on **Page 2** (not shown) to the appropriate value, such as *all*.

```
add station 3313                                     Page 1 of 4
                                                    STATION
Extension: 3313                                     Lock Messages? n          BCC: 0
  Type: 1408                                       Security Code:             TN: 1
  Port: 001V202                                   Coverage Path 1:          COR: 1
  Name: DCP 1408                                   Coverage Path 2:          COS: 1
                                                    Hunt-to Station:
STATION OPTIONS
                                                    Time of Day Lock Table:
  Loss Group: 2                                     Personalized Ringing Pattern: 1
                                                    Message Lamp Ext: 3313
  Speakerphone: 2-way                               Mute Button Enabled? y
  Display Language: english
  Survivable COR: internal
  Survivable Trunk Dest? y                           IP SoftPhone? n
                                                    Remote Office Phone? n
                                                    IP Video? n
```

6. Configure Axtel AXC-SM12 Cable & Axtel Pro Series Mono/Duo NC Headset

Connect the Pro Series headset to the AXC-SM12 adapter cable, and then connect the AXC-SM12 cable directly to the headset port of the Avaya 1400 Series Digital Deskphones.

Note that, the DIP switch in the AXC-SM12 cable must set to position 7 to work with Avaya digital deskphone. The default DIP switch set to 6.

7. Verification Steps

Verify that the Axtel Pro Series Mono/Duo NC Headsets and the AXC-SM12 adapter cable have been connected to the Avaya 1400 Series Digital 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 to integrate the Axtel AXC-SM12 Cable & Axtel Pro Series Mono/Duo NC Headset with Avaya 1400 Series Digital Deskphones. All test cases were completed successfully with observations noted in **Section 2.2**.

9. Additional References

This section references the Avaya and Axtel 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 7.0, Issue 1, August 2015, Document Number 03-300509.
- [2] Avaya Aura® Communication Manager Feature Description and Implementation, Release 7.0, June 2015
- [3] Avaya one-X® Deskphone Edition for 9600 Series IP Telephones Administrator Guide Release 3.2, Issue 9, January 2013
- [4] Avaya 1400 Series Digital Deskphones User Guide for Avaya Aura® Communication Manager, Issue 3, March 2011, Document Number 16-603151.

The Axtel product documentation can be found at <http://www.Axtelheadsets.com/en/>

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