



## Avaya Solution & Interoperability Test Lab

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# Application Notes for EPOS ADAPT 360/460/560/660 and Presence Grey UC headsets using a Bluetooth Connection to Avaya J179/J189 SIP Endpoints on Avaya Aura® Session Manager 8.1 and Avaya Aura® Communication Manager 8.1 - Issue 1.0

### Abstract

These Application Notes document interoperability of the EPOS ADAPT 360/460/560/660 and Presence Grey UC headsets using Bluetooth connectivity to Avaya J179/J189 SIP endpoints on Avaya Aura® Session Manager 8.1 and Avaya Aura® Communication Manager 8.1. The J179/J189 SIP endpoints use the J100 wireless module to support Bluetooth connectivity. The ADAPT headsets have integrated Bluetooth capability. The compliance testing will focus on the integration of the EPOS ADAPT Headsets and the Avaya J179 endpoint.

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

This Application Note describes the configuration steps required for the EPOS ADAPT 360/460/560/660/Presence Grey UC headsets to interoperate with Avaya J179/J189 SIP endpoints using Bluetooth connectivity. Testing included all mentioned headset models.

## 2. General Test Approach and Test Results

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 recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

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 internal extensions to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Answering and ending calls using the call control button on the headset and the headset button on the J179 endpoints.
- Using the hold softkey on the J179 endpoints to hold and un-hold the audio.
- Using the volume control buttons on the headset to adjust the audio volume.
- Using the voice control button on the headset and the headset button on the J179 endpoints to mute and un-mute the audio.
- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
- Verifying incoming call notification on headset.

Serviceability tests included rebooting the J179 endpoints, cycling power on the headset, and moving out of range to lose/regain Bluetooth connectivity.

## 2.2. Test Results

Testing was successful with the following observations noted:

- Call initiation from the headset will not take phone off hook, the call has to be initiated from the phone.
- Mute and unmute actions are not synchronized between the headset and the endpoint.

## 2.3. Support

For support on the EPOS headsets, refer to:

<https://www.eposaudio.com/en/dk/enterprise/support>

### 3. Reference Configuration

Figure 1 illustrates the test configuration used.

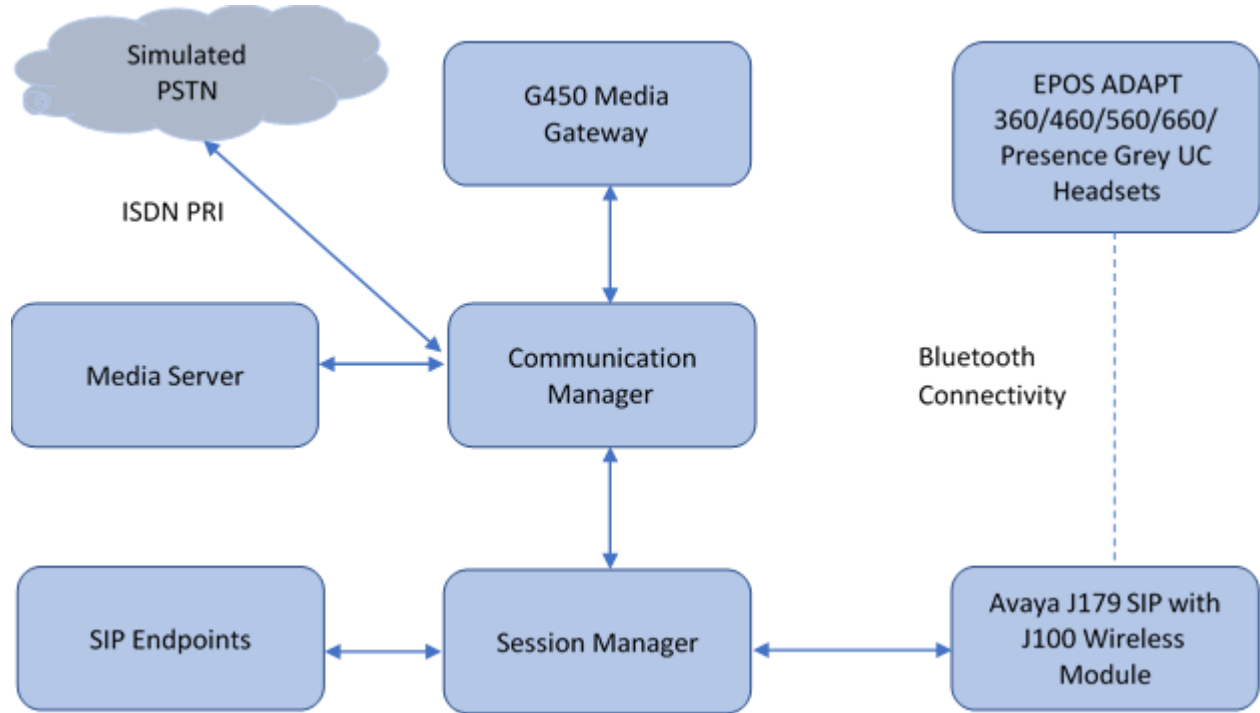


Figure 1: Test Configuration

## 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	8.1.0.1.1.890.25763
Avaya Aura® Session Manager	8.1.0.0.811021
Avaya Aura Media Server	8.0.0.21
Avaya G450 Media Gateway	41.24.0
Avaya J179 Series IP Telephone w J100 Wireless Module	4.0.7.0.7 (SIP)
EPOS ADAPT 360	1.4.9
EPOS ADAPT 460	1.4.9
EPOS ADAPT 560	1.4.9
EPOS ADAPT 660	1.4.9
EPOS ADAPT Presence Grey UC	1.1.4

## 5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Verify System Capacity (License)
- Avaya J179 Endpoint configuration

The Avaya reference configuration is assumed to have proper administration for the SIP (Session Manager dial plan, entity links, and SIP user) J179 endpoints. See references [1] and [2] in **Section 9**.

## 5.1. Verify System Capacity

The license file installed on the system controls these attributes. If a required feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative. Use the **display system-parameters customer-options** command to determine these values. On **Page 1**, verify that the **Maximum Off-PBX Telephones** allowed in the system is sufficient. One OPS station is required per SIP device.

```
display system-parameters customer-options                               Page 1 of 12
                                OPTIONAL FEATURES

G3 Version: V18                                                         Software Package: Enterprise
Location: 2                                                             System ID (SID): 1
Platform: 28                                                            Module ID (MID): 1

                                USED
Platform Maximum Ports: 48000      88
Maximum Stations: 36000            63
Maximum XMOBILE Stations: 36000    0
Maximum Off-PBX Telephones - EC500: 41000  0
Maximum Off-PBX Telephones - OPS: 41000  30
Maximum Off-PBX Telephones - PBFMC: 41000  0
Maximum Off-PBX Telephones - PVFMC: 41000  0
Maximum Off-PBX Telephones - SCCAN: 0      0
Maximum Survivable Processors: 313      0

(NOTE: You must logoff & login to effect the permission changes.)
```

## 5.2. Avaya J179 Endpoint Configuration

The J100 wireless module must be installed in the J179 endpoint. See reference [3] in **Section 9** for instructions.

The following process is used to pair the headset to the J179 endpoint. The headset must be in pairing mode as described in **Section 6**.

- Press the Main Menu button. Select the **Settings → Bluetooth** item
- Toggle the **Bluetooth headset** entry to on and a Bluetooth icon should appear on the top line
- Select the **Devices** item. The phone should now be in pairing mode.
- At this point, headset in pairing mode should appear on the screen. Press the **Pair** button to complete pairing.
- The Bluetooth icon in the top line of the display should change to have a dot in the middle right hand side of the icon.

The Avaya J179 endpoint configuration should have the **Audio Path** set to **Headset**. It is configured through the administration screen.

- Press the Main Menu button. Select the Settings → Audio → **Audio Path** entry
- Press the **Toggle** button until **Headset** is displayed. Press the **Save** button

## 6. Configure EPOS ADAPT 360/460/560/660/Presence Grey UC Headsets

The ADAPT headsets must be paired to the J179 endpoint. The endpoint must be in pairing mode as described in **Section 5.1**. Each headset has slightly different ways to enable pairing mode. See references [5] to [9] in **section 9** for model specific instructions.

The firmware of the headsets can be updated using the EPOS connect software with the headset provided USB Bluetooth dongle for connectivity. See reference [4] listed in **Section 9** for details.

## 7. Verification Steps

This section verifies that the headset is integrated with the Avaya J179 endpoint.

### 7.1. Verify Avaya J179 Connection

Make a local call to the J179 endpoint and answer using the handset. Verify two-way audio path exists.

### 7.2. Verify EPOS Headset Connectivity

Make a local call to the J179 endpoint and answer the call using the EPOS ADAPT headset. Verify two-way audio path exists.

## 8. Conclusion

Interoperability testing with EPOS ADAPT 360/460/560/660/Presence Grey UC headsets using a Bluetooth connection to the Avaya J179 endpoint was successful. Observations noted in **Section 2.2** are that mute functionality is unsynchronized between headset activation and endpoint activation and call initiation (dial tone) from the headset controls is not possible.



## 9. Additional References

The following Avaya product documentation can be found at <http://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager*, Release 8.1.x, 10 December 2020.
- [2] *Administering Avaya Aura® Session Manager*, Release 8.1.x, Issue 6, August 2020
- [3] *Installing and Administering Avaya J100 Series IP Phones*, Release 4.0.x, Issue 2, November 2020

The following EPOS documentation can be found at <https://www.eposaudio.com/en/us>

- [4] *EPOS Connect End User Manual*
- [5] *EPOS ADAPT 360 User Guide*
- [6] *EPOS ADAPT 460 User Guide*
- [7] *EPOS ADAPT 560 User Guide*
- [8] *EPOS ADAPT 560 User Guide*
- [9] *EPOS ADAPT Presence Quick Guide*

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