Avaya Solution & Interoperability Test Lab

Application Notes for Jabra LINK 33 EHS Adapter and the Jabra PRO 925 Bluetooth Headset with Avaya 9400/9500 Series Digital Deskphones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra LINK 33 EHS (Electronic Hook Switch) Adapter and the Jabra PRO 925 Bluetooth headset with Avaya 9400/9500 Series Digital Deskphones. The Jabra LINK 33 Adapter provides the Jabra PRO 925 Bluetooth Headset the ability to hear ring tones, and to answer and end calls directly from the headset when the user is away from their desk.

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 Jabra LINK 33 EHS (Electronic Hook Switch) Adapter and the Jabra PRO 925 Bluetooth Headset with Avaya 9400/9500 Series Digital Deskphones. Jabra LINK 33 provides the Jabra PRO 925 Bluetooth Headset the ability to hear ring tones, and to answer and end calls directly from the headset when the user is away from their desk.

Note: The Avaya 9400 Series Digital Telephone is supported on Avaya Aura® Communication Manager and the Avaya 9500 Series Digital Telephone is supported on Avaya IP Office.

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 9400/9500 Series Digital Deskphones with the Jabra LINK 33 EHS Adapter and Jabra PRO 925 headset and verifying two-way audio. The call types included calls to and from local extensions, the PSTN and to voicemail.

The serviceability testing focused on verifying the usability of the Jabra PRO 925 headset after restarting the Avaya 9400/9500 Series Digital Deskphones and power cycling the headset base.

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/from internal extensions to verify two-way audio.
- Placing calls to/from the PSTN to verify two-way audio.
- Hearing incoming call notification.
- Hearing ring back tone for outgoing calls.
- Answering and ending calls using the call control button on the headset.
- Toggling between handset, speakerphone, and headset.
- Using the volume control buttons on the headset to adjust the audio volume.
- Using the mute control button on the headset to mute and un-mute the audio.

For the serviceability testing, the Avaya 9400/9500 Series Digital Deskphones were restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed. See **Section 3.1** for instructions on answering, ending, and placing calls with the headset.

2.3. Support

For technical support of the Jabra Motion Office Headset, and Jabra products in general, please refer to www.jabra.com. On the Jabra website, support hotline numbers can be found for specific countries.

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra LINK 33 EHS Adapter and the Jabra PRO 925 Bluetooth headset with Avaya 9400/9500 Series Digital Deskphones. The configuration consists of an Avaya S8300 Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway, which supports the 9400 Series Digital Deskphones, and an Avaya IP Office, which supports the 9500 Series Digital Deskphones. The G450 Media Gateway provides connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system.

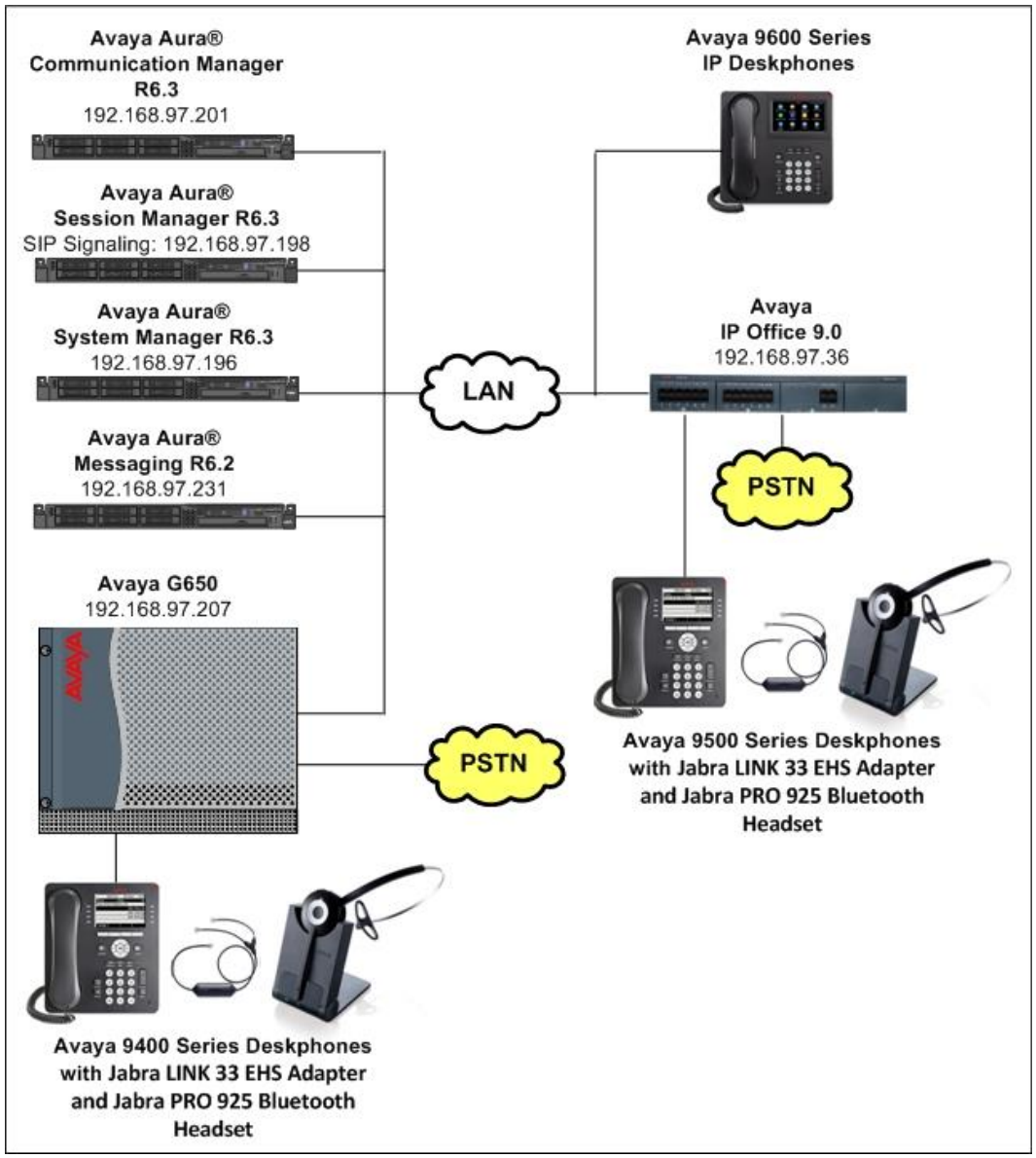


Figure 1: Avaya 9400/9500 Series Digital Deskphones with Jabra LINK 33 EHS Adapter and Jabra PRO 925 Bluetooth Headset

3.1. Answering, Ending, and Placing Calls

To answer, end, or place a call using the Jabra headset with 9400/9500 Series Digital Deskphones follow the instructions below.

To Answer a Call

- Press the call control button on the headset to answer an incoming call. This would automatically activate the headset button on the digital telephone.
- Alternatively, press the headset button on the Deskphone to answer an incoming call. This would automatically activate the headset when used with a 9400 Series Digital Deskphone. If used with a 9500 Series Digital Deskphone then press the call control button on the headset, if it isn't already activated, to answer an incoming call.
- If auto-answer is enabled and the headset button on the digital telephone *and* the call control button on the headset are activated, subsequent incoming calls will be answered automatically and a two-way audio path will be established to the headset.

To End a Call

- Press the call control button on the headset to terminate a call. This automatically deactivates the headset button on the digital telephone.
- Alternatively, press the headset button on the Deskphone to terminate a call. The call control button on the headset will automatically deactivate.

To Place a Call

- Press the call control button on the headset to get dial tone and dial the number. This would automatically activate the headset button on the digital telephone.
- Alternatively, if the headset button on the Deskphone is pressed first, the call control button on the headset will automatically activate and the number can be dialed.

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Session Manager running on S8800 Server	6.3.2.0.632023
Avaya Aura® System Manager running on S8800 Server	6.3.0 - FP2 Build No. - 6.3.0.8.5682-6.3.8.1627
Avaya Aura® Communication Manager running on Avaya S8800Server	R016x.03.0.124.0 patch 21172
Avaya G650 Media Gateway IPSI TN2312BP CLAN TN799DP IP Media Processor TN2302AP Digital Line TN2224	 HW06, FW043 HW01, FW026 HW20, FW117 000006
Avaya IP Office	9.0.0.829
Avaya Aura® Messaging	6.2
Avaya 9400 Series Digital Deskphones	2.0 SP3 (R12)
Avaya 9500 Series Digital Deskphones	Rel 0.55
Avaya 9621G IP Deskphone (SIP)	6.3.0.73
Avaya 9640 IP Deskphone (H.323)	3.2.1
Jabra LINK 33 EHS Adapter	P/N 14201-33
Jabra PRO 925 Bluetooth Headset	1.4.0

Testing was performed with IP Office 500 R9.0, but it also applies to IP Office Server Edition R9.0. Note that IP Office Server Edition requires an Expansion IP Office 500 v2 R9.0 to support analog or digital endpoints or trunks.

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 9404 Digital Telephone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

5.1. Configure a Station for Avaya 9400 Series Digital Deskphone

Use the **add station** command to create a station for the 9400 Series Digital Deskphone. Set the **Type** field to the station type to be emulated. In this example, *9408* was used. Set the **Port** field to an *available digital port* and configure a **Name.**

```
add station 53040                                          Page   1 of   5
                                    STATION

Extension: 53040                       Lock Messages? n               BCC: 0
     Type: 9408                        Security Code:                  TN: 1
     Port: 01A0501                   Coverage Path 1:                 COR: 1
     Name: 9408 Digital              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: 53040
           Speakerphone: 2-way             Mute Button Enabled? y
        Display Language: english               Button Modules: 0

          Survivable COR: internal
   Survivable Trunk Dest? y                          IP SoftPhone? n
                                                Remote Office Phone? n
                                                     IP Video? n


                                                Customizable Labels? y
```

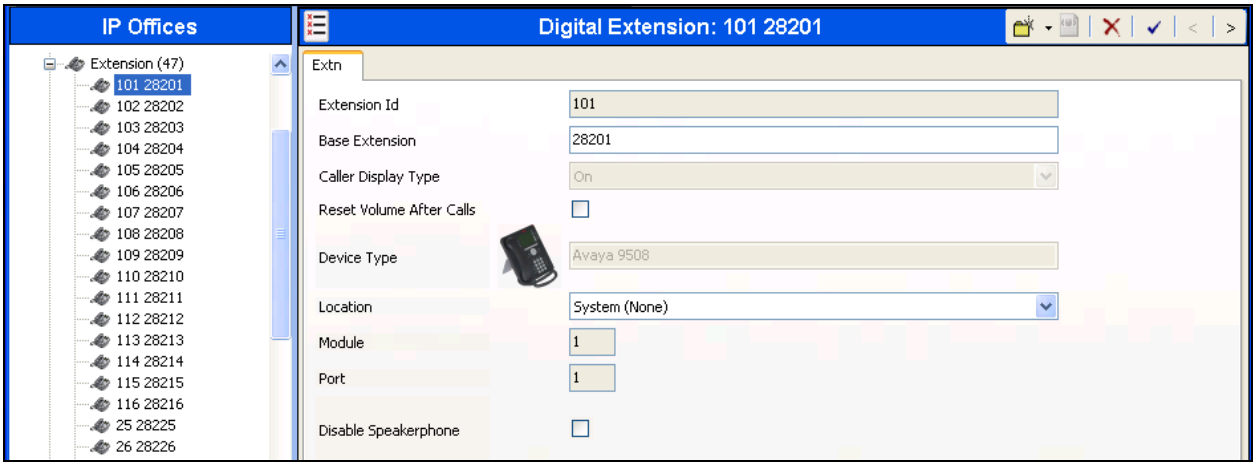
6. Configure Avaya IP Office

Avaya IP Office automatically configured a digital station (extension and user) for the 9508 digital telephone, which will use the Jabra headset. This section displays the extension and user configuration using the Avaya IP Office Manager application.

From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system and log in with the appropriate credentials.

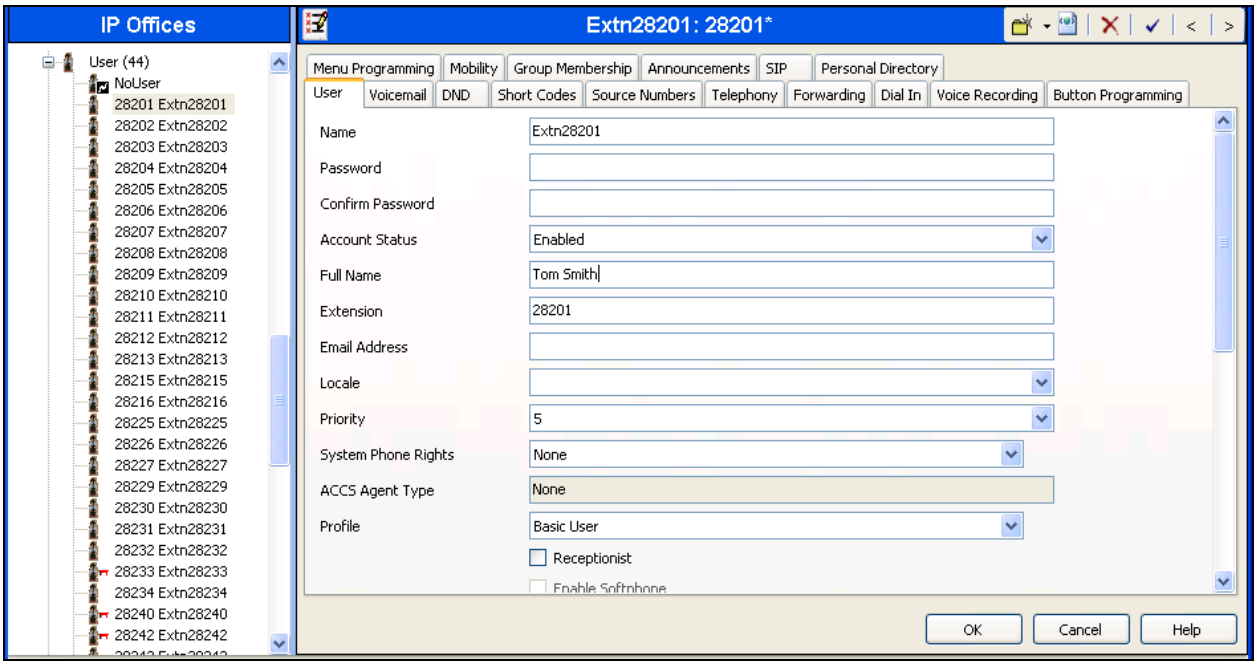
6.1. Extension Configuration

From the configuration tree in the left pane, select the appropriate **Extension** for the digital station to view the configuration, which is shown below. In this example, extension *28201* was used.



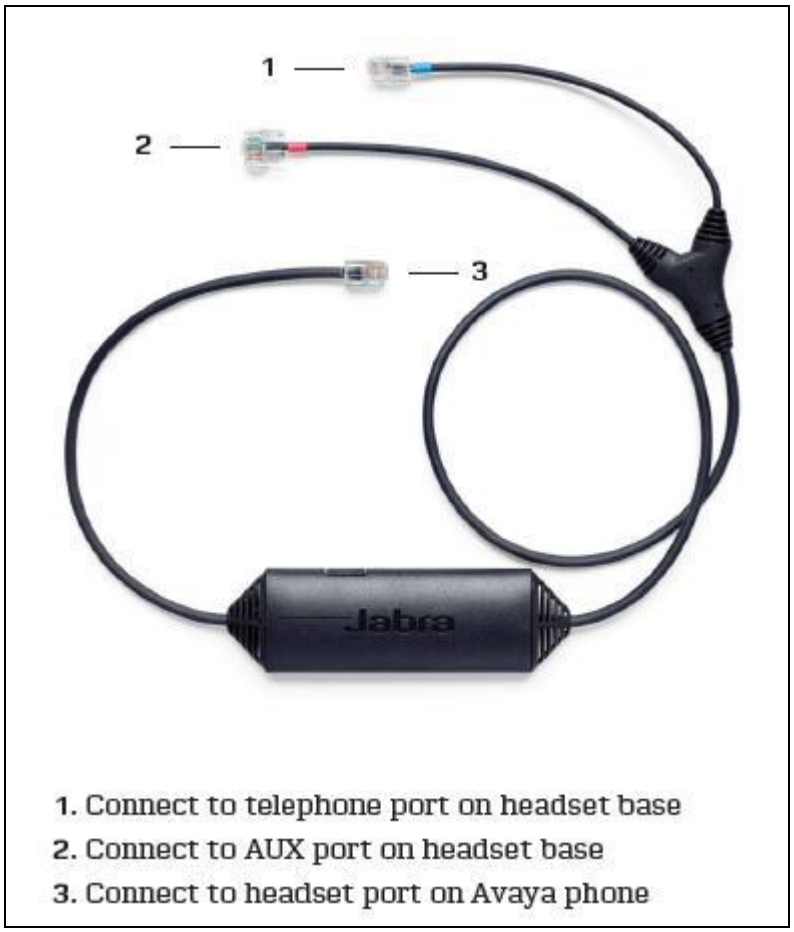
6.2. User Configuration

From the configuration tree in the left pane, select the appropriate **User** for the digital station to view the configuration, which is shown below. In this example, extension *28201* was used.



7. Jabra LINK 33 Cable Connections

To connect the Jabra PRO 925 Bluetooth Headset to 9400/9500 Series Digital Deskphones, use the Jabra LINK 33 Adapter as shown in the diagram below.



8. Jabra PRO 925 Bluetooth Headset Configuration

The **Clear Dial Tone Switch** on the back of the headset should be set to position "**A**". The Microphone volume controls can also be adjusted if necessary.

9. Avaya 9400/9500 Series Digital Deskphone Settings

To set the default audio path for the 9400/9500 Deskphone select **Home →Call Settings → Audio Path** and then select **Headset**.

10. Verification Steps

Verify that the Jabra LINK 33 and Jabra PRO 925 Bluetooth Headset have been connected to the Avaya 9400/9500 Deskphone. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headset and that the headset can get dial tone and end an active call.

11. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra LINK 33 EHS Adapter and the PRO 925 Bluetooth Headset with Avaya 9400/9500 Series Digital Deskphones. All test cases were completed successfully with observations noted in **Section 2.2**.

12. 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] *9400 Release Readme* - January 29, 2014

Documentation for the Jabra PRO 925 Headset and Jabra products can be found at http://www.jabra.com.

[4] *Jabra PRO 925 User Manual*, Rev A, 2014

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.