



Avaya Solution & Interoperability Test Lab

Application Notes for configuring Agent AG Headsets from Corporate Telecommunications with Avaya one-X® Agent using a USB 2.0 Chord – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Agent Headsets with the Avaya one-X® Agent using a USB 2.0 chord to ensure full interoperability.

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 Agent AG Headsets from Corporate Telecommunications with Avaya one-X® Agent using a USB 2.0 chord. Corporate Telecommunications offer headsets (listed in **Section 4**) that can be used with Avaya one-X® Agent connecting directly to the PC/Laptop that one-X® Agent is running on. The headsets then provide two-way audio. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. The headsets do offer volume control or mute functionality.

Corporate Telecommunications design and develop professional headsets for the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and Contact Centre market sectors.

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 Avaya one-X® Agent with each Agent Headset verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN. The Avaya telephone user should be clearly heard and observed without any distortions or audio issues. The serviceability testing focused on verifying the usability of the Agent AG Headset after restarting Avaya one-X® Agent s and re-connecting the headset.

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 interoperability compliance testing was carried out on the latest H323 firmware for Avaya one-X® Agent. There are two Agent AG Headsets that will work with Avaya one-X® Agent and they are the AG-1 (mono-aural) and AG-2 (bi-aural). The following headsets were used for compliance testing.

- AG-1
- AG-2

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 from/to internal extensions to verify two-way audio.
- Placing calls from/to the PSTN to verify two-way audio.
- Hearing ring back tone for outgoing calls.
- Toggling between handset, speakerphone, and headset.
- Using the volume control buttons on the Avaya telephone to adjust the audio volume.
- Using the volume control buttons on the USB chord to adjust the audio volume.

2.2. Test Results

All compliance test cases passed successfully. The following observations were noted.

- No specific configuration changes were made on the Avaya telephone. The default headset settings that were already in place were used during compliance testing.
- This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com>. Support from Corporate Telecommunications is available at:

Corporate Telecommunications

4-6 Commonwealth Close

Leigh Business Park

Leigh

Greater Manchester

WN7 3BD

+44(0)1942 262526

info@agentheadsets.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Agent Headsets are connected to the USB port on a PC or laptop running the Avaya one-X® Agent application via a USB 2.0 chord also from Corporate Telecommunications.

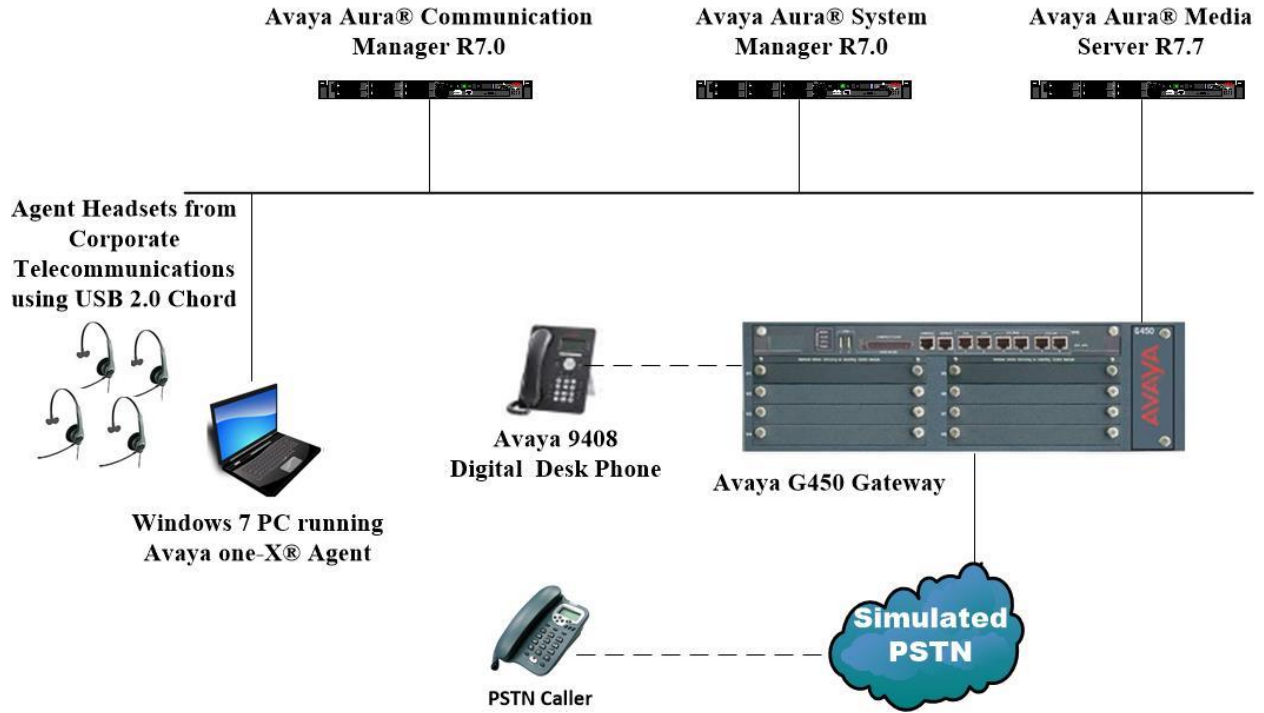


Figure 1: Network Solution of the Agent Headsets from Corporate Telecommunications connecting to Avaya one-X® Agent using a USB 2.0 chord

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	System Manager 7.0.1.1 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.1.065378 Service Pack 1
Avaya Aura® Communication Manager running on a virtual server	R7.0 R017x.00.0.441.0 00.0.441.0-23169
Avaya Media Server running on a virtual server	Media Server SYSTEM R7.7.0.8 Media Server R7.7.0.200
Avaya G450 Gateway	37.19.0 /1
Avaya 9408 Digital Deskphone	2.0
Avaya one-X® Agent (H323)	2.5.58020.3
Corporate Telecommunications Agent AG-1 Headset Corporate Telecommunications Agent AG-2 Headset	N/A
Corporate Telecommunications USB 2.0 Chord	N/A

5. Configure Avaya Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager please see **Section 10** of these Application Notes.


5.1. Configuring Avaya Telephones

It is assumed that the Avaya one-X® Agent is already configured. For further information on how to configure these Avaya telephones please see **Section 10** of these Application Notes. An example of a configured Avaya one-X® Agent is included in the **Appendix** of these Application Notes.

To enable Auto-Answer on the IP telephone set the **Auto Answer** field on **Page 2** to the appropriate value, such as **all**.

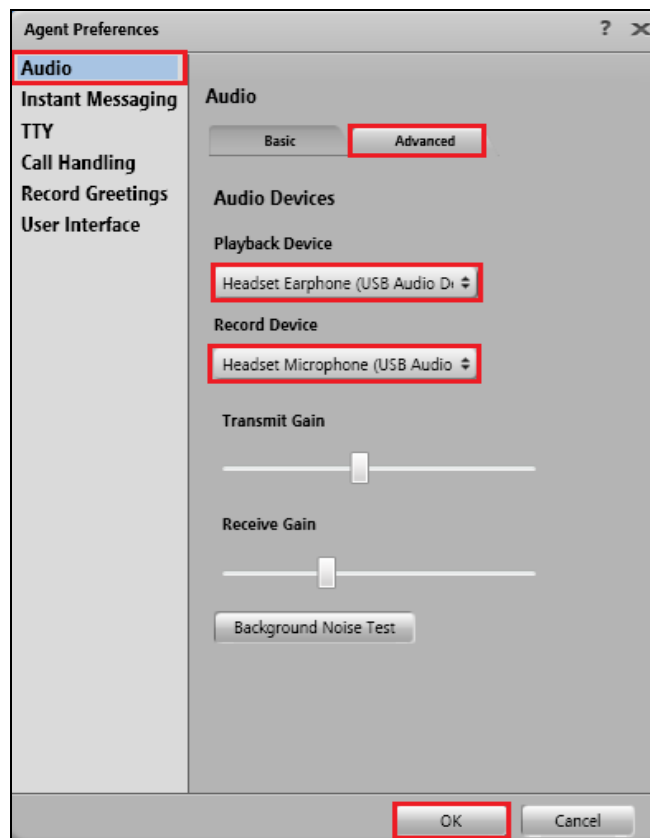
```
display station 2100                                     Page 2 of 5
                                     STATION
FEATURE OPTIONS
    LWC Reception: spe                               Auto Select Any Idle Appearance? n
    LWC Activation? y                               Coverage Msg Retrieval? y
    LWC Log External Calls? n                       Auto Answer: all
    CDR Privacy? n                                 Data Restriction? n
    Redirect Notification? y                       Idle Appearance Preference? n
    Per Button Ring Control? n                     Bridged Idle Line Preference? n
    Bridged Call Alerting? n                       Restrict Last Appearance? y
    Active Station Ringing: single
                                                    EMU Login Allowed? n
    H.320 Conversion? n                           Per Station CPN - Send Calling Number?
    Service Link Mode: as-needed                   EC500 State: enabled
    Multimedia Mode: enhanced                     Audible Message Waiting? n
    MWI Served User Type:                         Display Client Redirection? n
    AUDIX Name:                                   Select Last Used Appearance? n
                                                    Coverage After Forwarding? s
                                                    Multimedia Early Answer? n
Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
Emergency Location Ext: 2100                     Always Use? n IP Audio Hairpinning? n
```

6. Configure Avaya one-X® Agent

It is assumed that the agent is already configured and that they can login correctly using one-X® Agent. After logging into Avaya one-X® Agent, select  (Settings) → **Agent Preferences** as shown below.



Click on Audio in the left window and on the **Advanced** tab in the main window. The Agent Headset should already be populated as shown below if the USB cord was plugged in before one-X® Agent was started. If this is not the case, select this device as the **Playback Device** and **Record Device** as shown below. Click **OK** and restart Avaya one-X® Agent.



7. Configure Agent AG Headset from Corporate Telecommunications to work with Avaya one-X® Agent using the USB 2.0 chord

There are two Agent AG Headsets that will work with Avaya one-X® Agent and they are the AG-1 (mono-aural) and AG-2 (bi-aural).

7.1. Connecting to Avaya one-X® Agent

Connect each Agent Headset directly to the USB 2.0 Chord which in turn is connect to the USB port of the PC running one-X® Agent. This is a “plug and play” headset meaning the driver for the headset should install automatically and may take up to 5 minutes to complete. Once completed the following steps in **Section 8** can be taken to ensure full compatibility.

8. Verification Steps

The following should be done to ensure that connection between the Agent Headsets and one-X® Agent is achieved.

1. With the Agent Headset in place make a call to one-X® Agent and using the GUI answer the call. A clear audio path in both directions should be observed.
2. With the Agent Headset in place make a call from one-X® Agent using the GUI. A clear audio path in both directions should be observed.

9. Conclusion

These Application Notes outline the steps necessary to configure the Agent AG Headsets from Corporate Telecommunications to allow full interoperability with the Avaya one-X® Agent using the USB 2.0 chord. Please refer to **Section 2.2** of these Application Notes for test results and observations.

10. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at <http://support.avaya.com>

- [1] *Administering Avaya Aura® Communication Manager*, Document Number 03-300509.
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document Number 555-245-205.
- [3] *Administering Avaya Aura® Session Manager*, Doc ID 03-603324.
- [4] *Implementing Avaya one-X® Agent*.

Agent AG Headset and USB 2.0 Chord product documentation can be found by contacting Corporate Telecommunications whose contact information is contained in **Section 2.3** of these Application Notes.

Appendix

Configuration of Avaya one-x® Agent

```
display station 2100                                     Page 1 of 5
                                                    STATION
Extension: 2100                                         Lock Messages? n          BCC: 0
  Type: 9630                                           Security Code: *         TN: 1
  Port: S00031                                         Coverage Path 1:        COR: 1
  Name: one-X Agent1                                   Coverage Path 2:        COS: 1
                                                    Hunt-to Station:        Tests? y

STATION OPTIONS
  Location:                                           Time of Day Lock Table:
  Loss Group: 19                                       Personalized Ringing Pattern: 1
                                                    Message Lamp Ext: 2100
  Speakerphone: 2-way                                   Mute Button Enabled? y
  Display Language: english                             Button Modules: 0
  Survivable GK Node Name:
  Survivable COR: internal                               Media Complex Ext:
  Survivable Trunk Dest? y                             IP SoftPhone? y

                                                    IP Video Softphone? n
  Short/Prefixed Registration Allowed: default

                                                    Customizable Labels? y
```

```
display station 2100                                     Page 2 of 5
                                                    STATION
FEATURE OPTIONS
  LWC Reception: spe                                   Auto Select Any Idle Appearance? n
  LWC Activation? y                                   Coverage Msg Retrieval? y
  LWC Log External Calls? n                           Auto Answer: all
  CDR Privacy? n                                       Data Restriction? n
  Redirect Notification? y                             Idle Appearance Preference? n
  Per Button Ring Control? n                           Bridged Idle Line Preference? n
  Bridged Call Alerting? n                             Restrict Last Appearance? y
  Active Station Ringing: single

                                                    EMU Login Allowed? n
  H.320 Conversion? n                                   Per Station CPN - Send Calling Number?
  Service Link Mode: as-needed                           EC500 State: enabled
  Multimedia Mode: enhanced                             Audible Message Waiting? n
  MWI Served User Type:                                 Display Client Redirection? n
  AUDIX Name:                                           Select Last Used Appearance? n
                                                    Coverage After Forwarding? s
                                                    Multimedia Early Answer? n
  Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
  Emergency Location Ext: 2100                           Always Use? n IP Audio Hairpinning? n
```

```

display station 2100                                     Page 3 of 5
                                     STATION
                                     Conf/Trans on Primary Appearance? n
                                     Bridged Appearance Origination Restriction? n   Offline Call Logging? y

                                     Call Appearance Display Format: disp-param-default
                                     IP Phone Group ID:
Enhanced Callr-Info Display for 1-Line Phones? n

                                     ENHANCED CALL FORWARDING
                                     Forwarded Destination           Active
Unconditional For Internal Calls To: 2002                       n
                                     External Calls To: 2002           n
      Busy For Internal Calls To:                                n
                                     External Calls To:                 n
      No Reply For Internal Calls To: 2002                       y
                                     External Calls To: 2002           y

                                     SAC/CF Override: n

```

```

display station 2100                                     Page 4 of 5
                                     STATION
SITE DATA
  Room:                                     Headset? n
  Jack:                                     Speaker? n
  Cable:                                    Mounting: d
  Floor:                                    Cord Length: 0
  Building:                                 Set Color:

ABBREVIATED DIALING
  List1:                                    List2:                                    List3:

BUTTON ASSIGNMENTS
  1: call-appr                             5: manual-in                             Grp:
  2: call-appr                             6: after-call                            Grp:
  3: call-appr                             7: aux-work   RC:                       Grp:
  4: auto-in                               Grp:                                     8:
  voice-mail

```

```
display station 2100                                     Page 5 of 6
                                                         STATION
AUXILIARY BUTTON ASSIGNMENTS
Main View                                               Shifted View
4:                                                     12:
5:                                                     13:
6:                                                     14:
7:                                                     15:
8:                                                     16:
9:                                                     17:
10:                                                    18:
11:                                                    19:

BUTTON ASSIGNMENTS
20:
21:
22:
23:
24:

IP Video? n
```

```
display station 2100                                     Page 6 of 6
                                                         STATION
SIP FEATURE OPTIONS
  Type of 3PCC Enabled: None
    SIP Trunk: aar
```

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