



Application Notes for ClearOne Interact AT Conferencing Solution with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the ClearOne Interact AT Conferencing Solution with Avaya one-X® Communicator and Avaya Aura® Communication Manager. Interact AT is a USB enabled audio conferencing solution that provides audio equipment and peripherals, such as microphones and speaker options. Interact AT connects to a PC running one-X Communicator via the Interact COM, which is an audio interface that provides USB connectivity.

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 ClearOne Interact AT Conferencing Solution with Avaya one-X® Communicator and Avaya Aura® Communication Manager. Interact AT is a USB enabled audio conferencing solution that provides audio equipment and peripherals, such as microphones and speaker options. Interact AT connects to a PC running one-X Communicator via the Interact COM, which is an audio interface that provides USB connectivity. There is no signaling between Interact AT and one-X Communicator.

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 Communicator with the ClearOne Interact AT conferencing solution and verifying audio in both directions. The type of calls made included calls to voicemail, to internal extensions and to the PSTN. All test cases were performed manually.

The serviceability testing focused on verifying the usability of the ClearOne Interact AT after restarting the one-X Communicator application, disconnecting and reconnecting the USB cable to Interact COM, and rebooting the PC running one-X Communicator.

2.1. Interoperability Compliance Testing

Interoperability compliance testing covered the following feature and functionality:

- 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.
- Codecs G.711 and G.722 were used.
- Using the volume control buttons on Interact AT to adjust the playback volume.
- Using the mute control button on Interact AT to mute and un-mute the recording level.
- Proper recovery restarting the one-X Communicator application, disconnecting and reconnecting the USB cable to Interact AT, and rebooting the PC running one-X Communicator.

2.2. Test Results

All test cases passed. Note that the Interact Dialer cannot be used to place or answer calls. This is still done through the one-X Communicator user interface.

2.3. Support

For technical support and information on the Interact AT conferencing solution, contact ClearOne at:

- Phone: 800-283-5936 (toll free)
- Email: techsupport@clearone.com
- Website: <http://www.clearone.com/support>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the ClearOne Interact AT conferencing solution. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. Avaya one-X Communicator was installed on a desktop PC running Windows XP Professional. Interact AT was connected to the desktop PC via a USB port on the Interact COM.

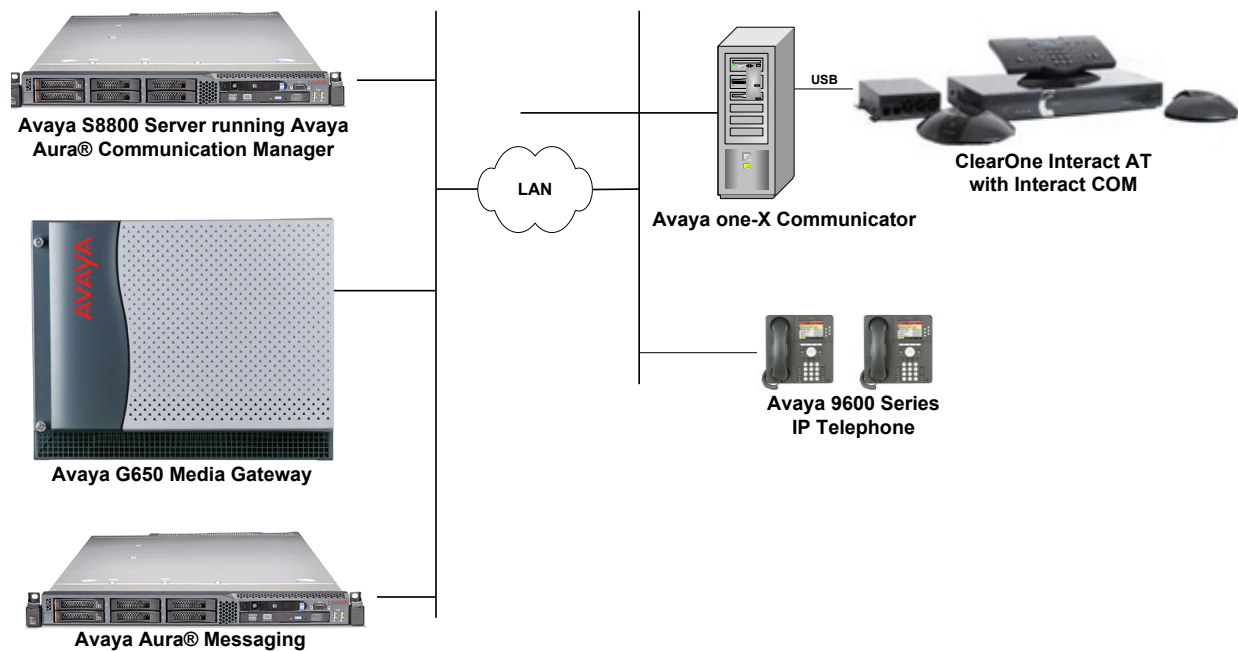


Figure 1: ClearOne Interact AT with Avaya one-X Communicator

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Server with a G650 Media Gateway	Avaya Aura® Communication Manager 6.0.1 SP 3
Avaya Aura® Messaging	6.0.1 SP 1
Avaya one-X Communicator	6.1(6.1.0.12-GA-30334)
Avaya 9600 Series IP Telephone	3.011b (H.323)
ClearOne Interact AT <ul style="list-style-type: none">▪ Dialer▪ Mixer▪ COM	1.0.7.0 1.0.37.0 FW 14
ClearOne Interact AT Software Drivers installed on the Avaya one-X Communicator PC	1.1 (Build 6.1)


5. Configure Avaya Aura® Communication Manager

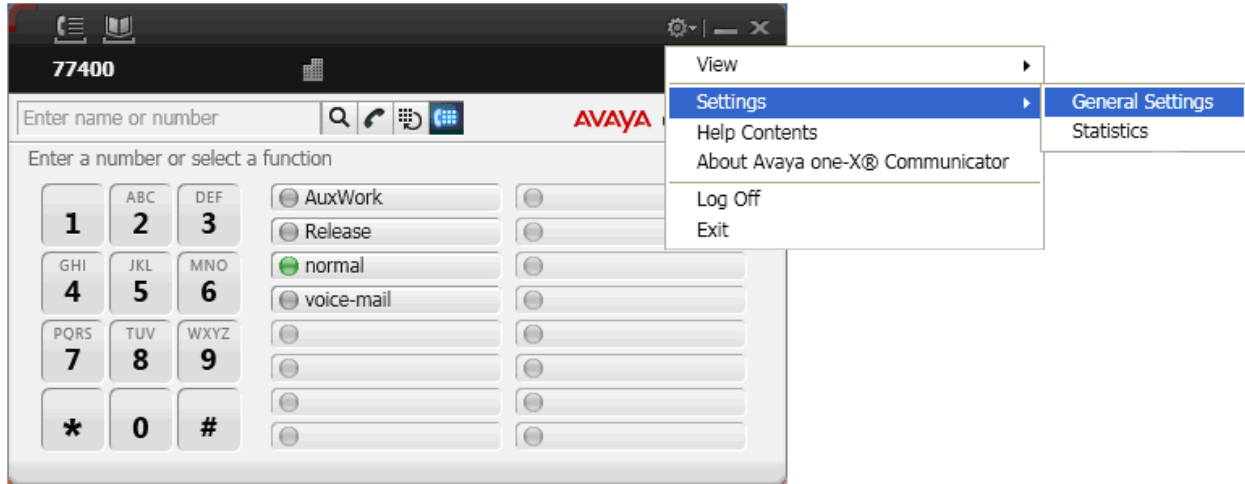
This section covers the station configuration for Avaya one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Avaya one-X Communicator. Set the **Type** field to the station type to be emulated. In this example, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by one-X Communicator to log in. Set the **IP Softphone** field to *y*.

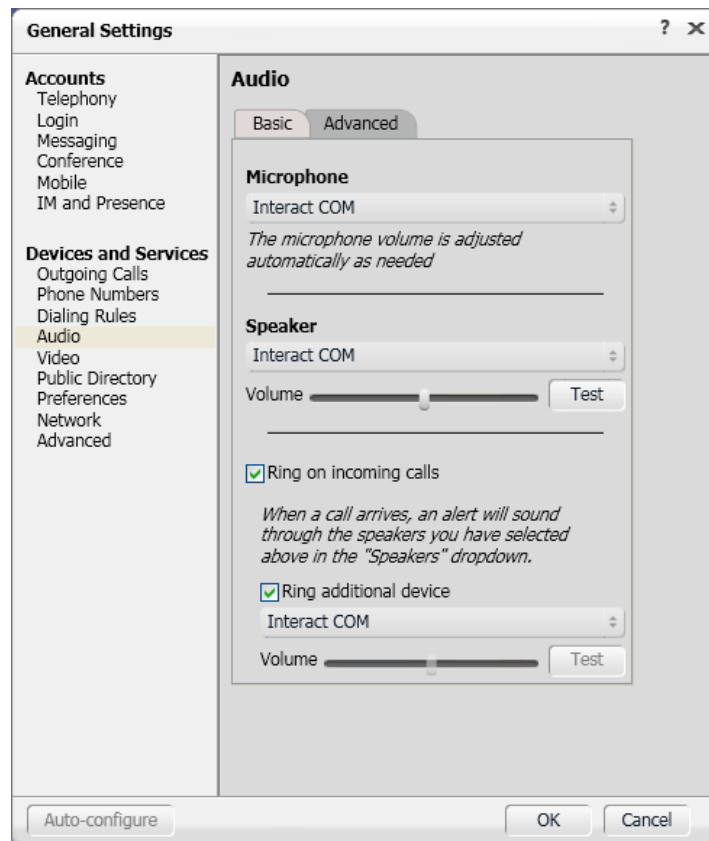
```
add station 77400                                     Page 1 of 5
                                                    STATION
Extension: 77400                                     Lock Messages? n                               BCC: 0
  Type: 9630                                       Security Code: 77400                         TN: 1
  Port: IP                                           Coverage Path 1:                               COR: 1
  Name: ClearOne                                     Coverage Path 2:                               COS: 1
                                                    Hunt-to Station:
STATION OPTIONS
  Location:                                           Time of Day Lock Table:
  Loss Group: 19                                     Personalized Ringing Pattern: 1
  Speakerphone: 2-way                               Message Lamp Ext: 77400
  Display Language: english                         Mute Button Enabled? y
  Survivable GK Node Name:                          Button Modules: 0
  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
```

6. Configure Avaya one-X Communicator

After logging into Avaya one-X Communicator, select  → **Settings** → **General Settings** from the menu as shown below.



Select **Audio** from the left pane and select the **Basic** tab. Interact AT is detected in Microsoft Windows as **Interact COM** after installing the Interact AT drivers as mentioned in **Section 7**. Select this device as the **Microphone** and **Speaker** as shown below. Click **OK**.



7. Configure ClearOne Interact AT

Interact AT connects to the PC via a USB interface using the Interact COM. The Interact AT software drivers must be installed on the one-X Communicator PC so that Interact AT can be detected by Microsoft Windows as Interact COM.

8. Verification Steps

This section provides the steps that may be performed to verify proper configuration of Avaya one-X Communicator with the ClearOne Interact AT conferencing solution.

Establish a call with one-X Communicator and verify that two-way audio is established. Verify that one-X Communicator can hear the other party over Interact AT and that the other party can hear audio spoken into the Interact AT microphones.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the ClearOne Interact AT Conferencing Solution with Interact COM and with Avaya one-X® Communicator. All test cases were completed successfully.

10. Additional References

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

[1] *Administering Avaya Aura® Communication Manager*, Release 6.0, Issue 6.0, June 2010, Document Number 03-300509.

[2] *Avaya one-X® Communicator User Reference*, November 2009.

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