AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for Felitron QD to Modular F4 Cord and Felitron Epko Voice Guide Direct Headset with Avaya 1600 Series IP Deskphones - Issue 1.0

Abstract

These Application Notes describe a compliance tested configuration comprised of the Felitron QD to Modular F4 cord and Felitron Epko Voice Guide Direct headset with Avaya 1600 Series IP Deskphones.

The Epko Voice Guide Direct headset is a line of professional grade, corded headsets for the Contact Center and Office markets. The QD to Modular F4 cord is used to connect the headset to the Avaya 1600 Series IP Deskphones.

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 Felitron QD to Modular F4 cord and Felitron Epko Voice Guide Direct headset with Avaya 1600 Series IP Deskphones. The Epko Voice Guide Direct headset is a line of professional grade, corded headsets for the Contact Center and Office markets. The QD to Modular F4 cord is used to connect the headset to the Avaya 1600 Series IP Deskphones.

 In this compliance testing, the following headsets and accessories were tested:
- Felitron Epko Voice Guide Direct headset – Monaural, single-wire direct connect headset. Uses an internal micro amplifier, which allows connecting the headset directly to the telephone set without the use of an external amplifier.
- Felitron QD to Modular F4 cord – Quick Disconnect to RJ9 adapter cord, in the F4 wiring configuration. Used to connect the above headset to the Headset port of the Avaya 1600 series telephones

2. General Test Approach and Test Results

The interoperability compliance test included functionality and serviceability testing. The functionality testing focused on placing calls to and from the Avaya telephones using the Felitron headsets and adapters, and verifying good talk path in both directions. The type of calls made included calls to the voicemail, and to and from internal extensions and the PSTN.

The serviceability testing focused on verifying the usability of the Felitron headsets and adapters after restarting the Avaya telephones.

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 following functionality was 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 and receiving calls to and from internal extensions to verify two way audio path and quality.
- Placing and receiving calls to and from the PSTN to verify two way audio path and quality.
- Answering and ending calls using the headset button on the telephone.
- Using the volume control buttons on the telephone to adjust the playback volume.
- Using the mute control button on the telephone to mute and un-mute the transmitted audio.

For the serviceability testing, Avaya 1608 IP Deskphones were restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All compliance test cases passed successfully.

2.3. Support

For technical support and information on the Felitron products described in this solution, follow the customers service links at http://www.felitron.com.br

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Felitron solution. Avaya Aura® Communication Manager and Avaya Aura® Communication Manager Messaging are installed on the Avaya DL360 Server. An Avaya G450 Media Gateway provides the VoIP resources for the connectivity of Avaya IP Telephones and a SIP trunk to the simulated PSTN used during the compliance tests. The Felitron headsets are attached to the headset port of the Avaya telephones using the QD to Modular F4 cords supplied by Felitron. The G.711Mulaw codec was used on the IP telephones used for testing. The codec used on the SIP trunk to the simulated PSTN was G729A.
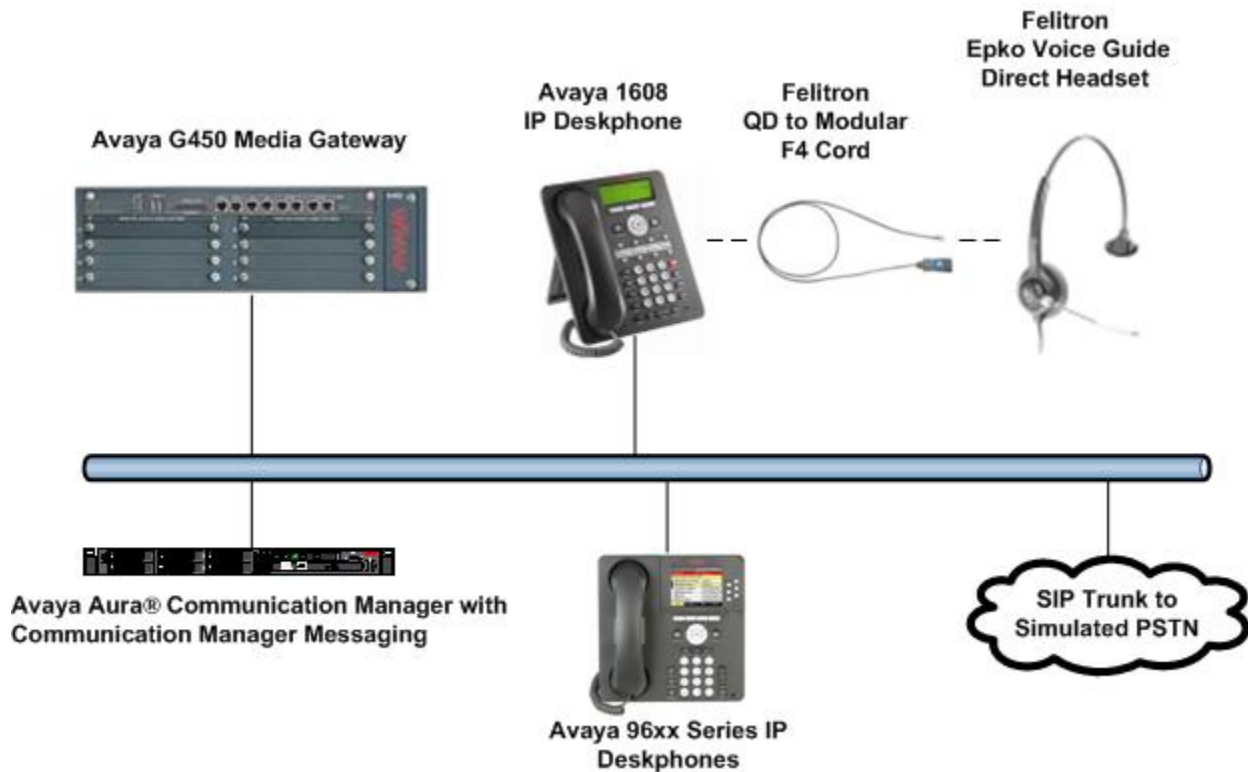
Figure 1: Test Configuration

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, Communication Manager Messaging on the Avaya DL360 Server	6.2 SP 2 (R016x.02.0.823.0)
Avaya G450 Media Gateway	31.22.0
Avaya 1608 IP Phones	Value Edition H.323 1.3 SP 2
Felitron Epko Voice Guide Direct Headset	N/A
Felitron QD to Modular F4 Cord	N/A

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational, and the appropriate endpoints are configured; refer to [1] for endpoint configuration. There are no additional settings required to be configured for the connection of the Felitron headsets to the Avaya telephones.

6. Install Felitron Cord and Headset

The Quick Disconnect plug of the Epko headset connects to the QD end of the QD to Modular F4 cord. The modular end of the QD to Modular F4 cord connects to the Headset jack of the Avaya 1600 Series telephone.

The functionality of the headset is controlled by the individual buttons on the 1600 telephone set. No additional configuration is required.

Felitron QD to Modular F4 Cord
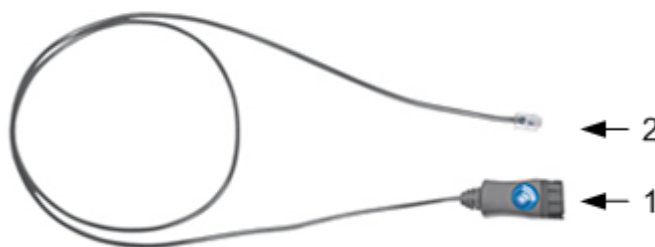
1- Quick Disconnect (QD) plug
2- Modular plug (RJ9)

7. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Felitron headset and adapter cord with the Avaya 1600 Series IP Deskphones:

1. Press the Headset button on the Avaya 1600 telephone. Verify dialtone is heard on the headset.
2. Place a call to another extension.
3. Verify two-way talk path between the headset and the called extension.
4. Press the Mute button on the 1600 telephone and verify the call can be muted/unmuted.
5. Verify the volume can be adjusted by the Volume control on the 9600 telephone.
6. Disconnect the call from the headset by pressing the Headset button. Verify that the call is properly disconnected.

8. Conclusion

These Application Notes describe the testing conducted to integrate the Felitron QD to Modular F4 Cords and Felitron Epko Voice Guide Direct Headsets with Avaya 1600 Series IP Deskphones. All test cases were completed successfully.

9. Additional References

This section references the Avaya and Felitron 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 6.2, Issue 7.0, July 2012, Document Number 03-300509.
  http://downloads.avaya.com/css/P8/documents/100156867

Product information on the Felitron products described in this solution can be found at:
http://www.felitron.com.br/site/documentos