



Avaya Solution & Interoperability Test Lab

Application Notes for VXi 1026V Direct Connect Cords and VXi UC ProSet Headsets with Avaya 9400 and 9500 Series Digital Deskphones - Issue 1.0

Abstract

These Application Notes describe a compliance tested configuration comprised of the VXi 1026V Direct Connect cords and VXi UC ProSets Headsets with Avaya 9400 and 9500 Series Digital Deskphones.

VXi UC ProSet is a line of wideband audio, noise-canceling, corded headsets for the Contact Center and Office markets. The VXi 1026V Direct Connect cord is used to connect the headset to the Avaya 9400 and 9500 Series Digital 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 VXi 1026V Direct Connect cords and VXi UC ProSet Headsets with Avaya 9400 and 9500 Series Digital Deskphones. The VXi UC ProSet is a line of wideband audio, noise-canceling, corded headsets for the Contact Center and Office markets. The VXi 1026V Direct Connect cord is used to connect the headset to the Avaya 9400 and 9500 Series Digital Deskphones.

In this compliance testing, the following headsets and accessories were tested:

- UC ProSet 10V-DC – Monaural, single-wire direct connect headset for headset-ready phones with a dedicated Headset jack. No amplifier is needed. To be used with V-series direct connect cords.
- UC ProSet 21V-DC – Binaural, single-wire direct connect headset for headset-ready phones with a dedicated Headset jack. No amplifier is needed. To be used with V-series direct connect cords.
- 1026V Direct Connect cords – Used when connecting the above headsets directly to the Headset port of the Avaya 9400 and 9500 Series Digital Deskphones.

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 VXi headsets and cords, 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 VXi 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 9408 and 9508 Digital 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 VXi products described in this solution, contact VXi Technical Support at:

Phone: 800-742-8588 (toll free); 1-603-742-2888 (International)

E-Mail: TechnicalSupport@vxicorp.com

Website: <http://www.vxicorp.com/customer-care/technical-support>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the VXi 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. A media module MM712 is installed on the G450 Gateway to provide connectivity for the 9400 Series Digital Deskphones. An Avaya IP Office 500 V2 with a Digital Expansion Module is installed to support the 9508 Digital Deskphones. VXi headsets are attached to the headset port of the Avaya telephones using the 1026V Direct Connect cords supplied by VXi.

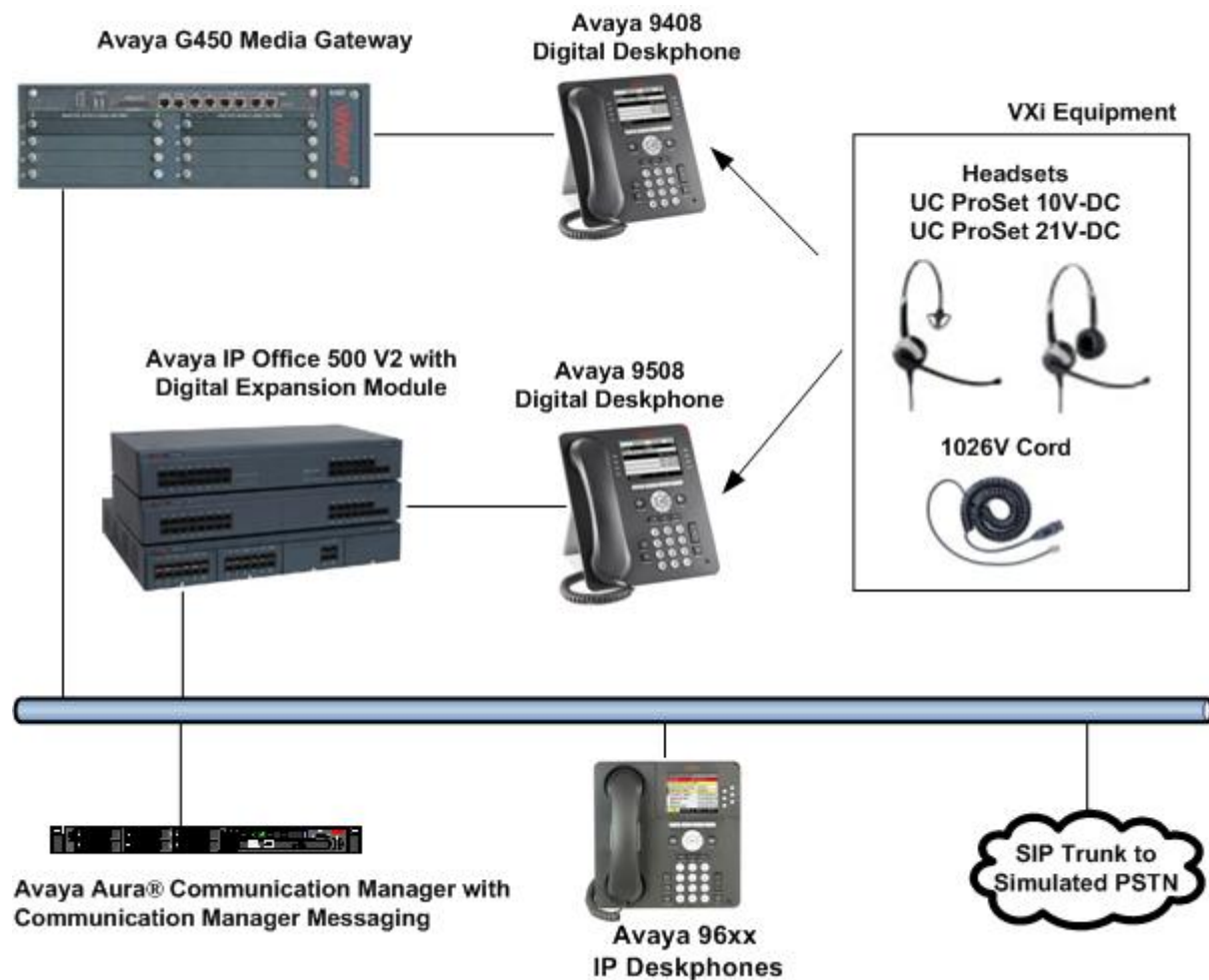


Figure 1: Test Configuration

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 MM712 Media Module	14
Avaya IP Office 500 v2	8.1.43
Avaya IP Office Voicemail Pro	8.1.0810.0
Avaya IP Office Digital Expansion Module DCPx16	10.1 (43)
Avaya 9408 Digital Telephone	2.0
Avaya 9508 Digital Telephone	0.39
VXi UC ProSet 10V-DC Headsets	N/A
VXi UC ProSet 21V-DC Headsets	N/A
VXi 1026V Direct Connect Cords	N/A

5. Configure Avaya Stations

These Application Notes assume that Avaya Aura® Communication Manager and Avaya IP Office are configured and operational, and the appropriate endpoints have already been configured; refer to [1] and [2] for additional endpoint configuration if needed. There are no specific settings required to be configured on the respective stations forms for the connection of the VXi headsets to the Avaya telephones.

6. Install the VXi UC ProSet Headsets

The VXi UC ProSet headsets connect to the quick disconnect end of the 1026V cord. The modular end of the 1026V connects to the Headset jack of the Avaya 9400 and 9500 Series Telephones.

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

VXi 1026V Direct Connect cord



- 1- Quick disconnect plug
- 2- Modular plug

7. Verification Steps

This section provides the steps that can be performed to verify proper installation of the VXi UC ProSet headset and adapter cord with the Avaya 9400 and 9500 Series Deskphones:

1. Press the Headset button on the Avaya 9400 or 9500 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 9400 or 9500 telephone and verify the call can be muted/unmuted.
5. Verify the volume can be adjusted by the Volume control on the 9400 or 9500 telephone.
6. Disconnect the call from the headset pressing the Headset button. Verify that the call is properly disconnected.

8. Conclusion

These Application Notes describe the testing conducted to integrate the VXi 1026V Direct Connect Cords and VXi UC ProSet Headsets with Avaya 9400 and 9500 Series Digital Telephones. All test cases were completed successfully.

9. Additional References

This section references the Avaya and VXi 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>

- [2] *IP Office 8.1 IP500/IP500V2 Installation*, Document Number 15-601042, October 2012

<http://downloads.avaya.com/css/P8/documents/100162521>

Product information and User Guides for VXi UC ProSet headsets can be found at:

<http://www.vxicorp.com/products/contact-center-and-office-solutions/corded/vxi-uc-proset/>

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