



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for PhoneTech S50 Training Adapter with Avaya 1600 Series IP Telephones - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate the PhoneTech S50 Training Adapter with two PhoneTech R10RJAMP Headsets (Configuration 4) with Avaya 1600 Series IP Deskphones. The PhoneTech S50 Training Adapter allows two headsets to be connected simultaneously for an operator and supervisor. In addition, the S50 adapter provides a separate mute and volume control for each headset. Together, the S50 training adapter and the R10RJAMP headset provide two-way audio, allows the audio volume to be adjusted and the audio to be muted/unmuted directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

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 the PhoneTech S50 Training Adapter with two PhoneTech R10RJAMP Headsets (Configuration 4) with Avaya 1600 Series IP Deskphones. The PhoneTech S50 Training Adapter allows two headsets to be connected simultaneously for an operator and supervisor. In addition, the S50 adapter provides a separate mute and volume control for each headset. Together, the S50 training adapter and the R10RJAMP headset provide two-way audio, allows the audio volume to be adjusted and the audio to be muted/unmuted directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

## 2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from the Avaya 1600 Series IP Telephones with the PhoneTech S50 Training Adapter and two PhoneTech R10RJAMP Headsets and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the S50 adapter and headsets after restarting the Avaya 1600 Series IP Telephones and re-connecting the S50 adapter.

## 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 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 S50 adapter and headset to adjust the audio volume.
- Using the mute control button on the S50 adapter and headset to mute and un-mute the audio.

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

## 2.2. Test Results

All test cases passed with the following observation(s):

- Incoming call alert is not heard through the headset, it is heard through the Avaya 1600 Series IP Telephone.
- There is no mute sync between headset and phone.

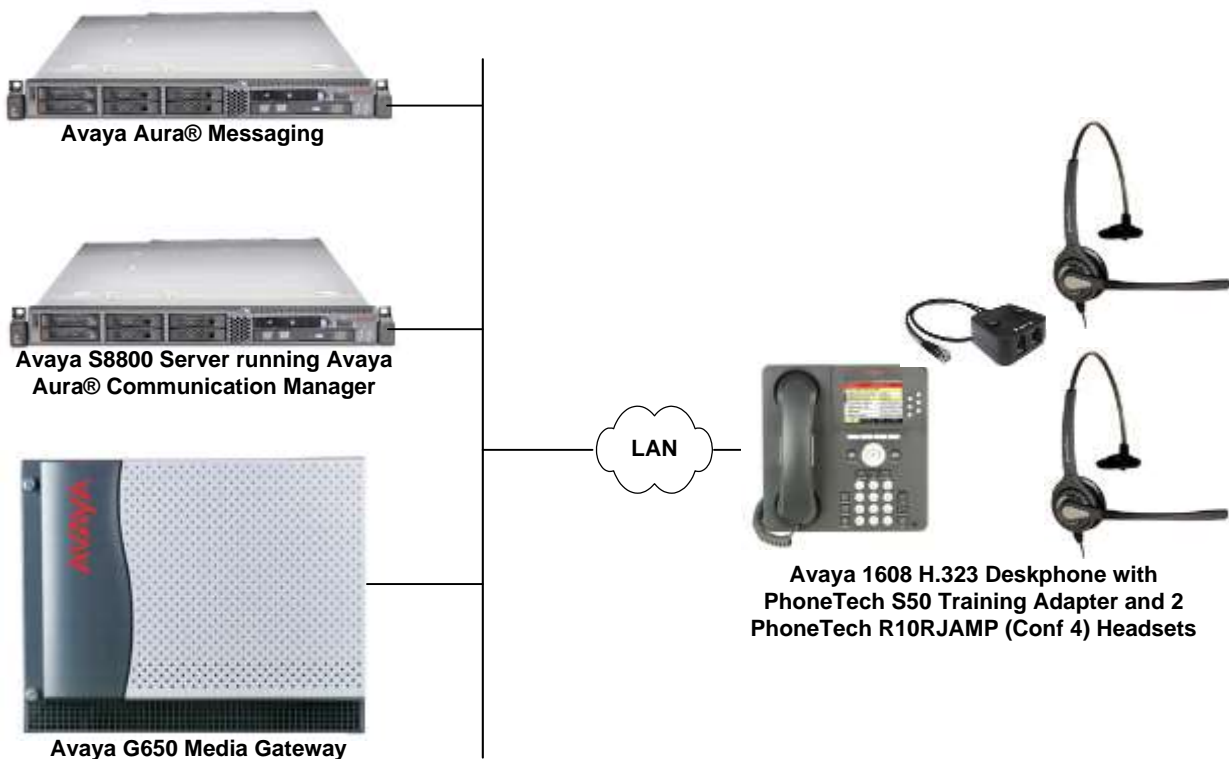
## 2.3. Support

For technical support and information on PhoneTech S50 Training Adapter, contact PhoneTech in Brazil:

- Phone: 55 (11) 3717-1881
- Website: <http://www.phonetech.com.br>
- Email: [contato@phonetech.com.br](mailto:contato@phonetech.com.br)

### 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the PhoneTech S50 Training Adapter and two PhoneTech R10RJAMP Headsets with Avaya 1600 Series IP Telephones. 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. The PhoneTech R10RJAMP Headsets were connected to the RJ port of the PhoneTech S50 Training Adapter, and the S50 adapter was connected to the headset port of the Avaya phone.



**Figure 1: Avaya 1600 Series IP Telephone with PhoneTech S50 Training Adapter and Two PhoneTech R10RJAMP Headsets**

## 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 running Avaya S8800 Server with a G650 Media Gateway	R016x.03.0.124.0 with Patch 21588
Avaya Aura® Messaging	6.2 SP 2
Avaya 1600 Series IP Telephones	1.350B
Avaya 9600 Series IP Telephones	S3.240A (H.323)
PhoneTech S50 Training Adapter	N/A
PhoneTech R10RJAMP (Conf 4) Headset	N/A

## 5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 1608 IP Telephone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

### 5.1. Configure a Station for Avaya 1600 Series IP Telephone

Use the **add station** command to create a station for the 1608 IP telephone. Set the **Type** field to the station type to be emulated. In this example, *1608* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by the Avaya telephone to log in.

**Note:** To enable Auto-Answer on the IP telephone set the **Auto Answer** field on **Page 2** (not shown) to the appropriate value, such as *all*.

```
add station 77303                                     Page 1 of 5
                                                    STATION
Extension: 77303                                     Lock Messages? n          BCC: 0
  Type: 1608                                       Security Code: 1234       TN: 1
  Port: IP                                         Coverage Path 1:         COR: 1
  Name: PhoneTech                               Coverage Path 2:         COS: 1
                                                    Hunt-to Station:         Tests? y
STATION OPTIONS
    Loss Group: 19                                Time of Day Lock Table:
    Speakerphone: 2-way                          Personalized Ringing Pattern: 1
    Display Language: english                    Message Lamp Ext: 77303
    Survivable GK Node Name:                     Mute Button Enabled? y
    Survivable COR: internal                      Media Complex Ext:
    Survivable Trunk Dest? y                     IP SoftPhone? n
                                                    IP Video? n
    Short/Prefixed Registration Allowed: default
                                                    Customizable Labels? y
```

## 5.2. Configure 46xxsettings.txt File

In the 46xxsettings.txt file, the HEADSYS parameter needs to be set appropriately depending on whether the headset button should be deactivated automatically if the far-end drops the call. For stations configured with auto-answer, set this parameter to '1' so that the headset button is not deactivated when the far-end drops the call. This allows the subsequent call to be answered automatically through the headset. Below is an example for setting this parameter. In this example, the parameter is set to '0', which would cause the headset button to be deactivated when the far-end drops the call first.

```
##### CALL CENTER SETTINGS #####
##
## HEADSYS specifies whether the telephone will go on-hook if the headset is active
## when a Disconnect message is received.
## Value Operation
## 0 The telephone will go on-hook if a Disconnect message is received when the headset is active
## 1 Disconnect messages are ignored when the headset is active
## Note: a value of 2 has the same effect as a value of 0, and
## a value of 3 has the same effect as a value of 1.
## This parameter is supported by:
## 96x1 H.323 R6.2.1 and later (the default value is 0 unless the value
## of CALLCTRSTAT is set to 1, in which case the default value is 1)
## 96x1 H.323 R6.1 and R6.2 ignore this parameter, and will ignore Disconnect messages
## if the user is logged in as a call center agent. If the user is not logged in
## as a call center agent, the telephone will go on-hook if a Disconnect message
## is received when the headset is active.
## 96x1 H.323 releases prior to R6.1 (the default value is 1)
## 96x1 SIP R6.4 and later (the default value is 0)
## 96x1 SIP R6.0 and later up to R6.4 (not included) (the default value is 1)
## 96x0 H.323 R1.2 and later (the default value is 1)
## 96x0 SIP R1.0 and later (the default value is 1)
## 16xx H.323 R1.3 and later (the default value is 1)
SET HEADSYS 0
```

## 6. Connect PhoneTech R10RJAMP Headset

Connect the two R10RJAMP headsets to the RJ ports of the S50 training adapter, and then connect the S50 adapter directly to the headset port of the Avaya 1600 Series IP Deskphone.

## 7. Verification Steps

Verify that the PhoneTech S50 Training Adapter and two PhoneTech R10RJAMP Headsets have been connected to the Avaya 1600 Series IP Telephone. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headsets and that the headsets can provide volume and mute control.

## 8. Conclusion

These Application Notes describe the configuration steps required to integrate the PhoneTech S50 Training Adapter and two PhoneTech R10RJAMP (Conf 4) Headsets with Avaya 1600 Series IP Telephones. All test cases were completed successfully with observations noted in **Section 2.2**.

## 9. Additional References

This section references the Avaya and PhoneTech 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 6.3, Issue 10, June 2014, Document Number 03-300509.
- [2] *Avaya 1600 Series IP Deskphones Administrator Guide*, Release 1.3.x, Issue 4, April 2010, Document Number 16-601443.

The following PhoneTech product documentation is available with the headset.

- [3] *PhoneTech S Series Adapters Technical Information*.



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