Avaya Solution & Interoperability Test Lab

Application Notes for VXI OmniCord™ Adapter and VXI CC Pro™ Headset with Avaya 9400 and 9500 Series Digital Deskphones – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya 9400 and 9500 Series Digital Deskphones, VXI OmniCord™ Adapter and the VXI CC Pro™ Headset. The VXI CC Pro™ is single-wire corded headset that uses the VXI OmniCord™ adapter to connect with Avaya 9400 and 9500 Series Digital Deskphones.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as any 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 for the VXI OmniCord™ Adapter and VXI CC Pro™ Headset to successfully interoperate with Avaya 9400 and 9500 Series Digital Deskphones. The VXI CC Pro™ Headset is a single-wire corded headset that uses the OmniCord™ adapter to interface with Avaya 9400 and 9500 Series Digital Deskphones.

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

- VXI CC PRO™ 4010 and 4021 Headset: monaural and binaural single-wire headset.
- VXI OmniCord™-V adapter: Has a standard RJ9 connector, Quick Disconnect (QD) connector, three-position compatibility switch, and microphone volume control.

2. General Test Approach and Test Results

The compliance testing of the VXI CC Pro™ Headset and VXI OmniCord™ adapter interoperating with Avaya 9400 and 9500 Series Digital deskphones was manually performed. No performance testing was done and the tests listed in **Section 2.1** were executed and verified.

2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios with Avaya 9400 and 9500 Series Digital Deskphones.

- Verification of acceptable two-way audio path in both directions for local and PSTN calls
- Interoperability with the 9400 and 9500 Digital Deskphones control
- Interoperability with voicemail

The serviceability testing focused on verifying the ability of CC Pro™ headset to recover from adverse conditions, such as disconnecting and reconnecting the QD cable, unplugging the RJ9 connector from the 9400 and 9500 Digital Deskphones, and restarting the 9400 and 9500 Digital Deskphones.

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.

2.2. Test Results

The objectives outlined in **Section 2.1** were verified and all test cases passed. There are two observations below.

- Incoming call alert is not heard through the headset, it is heard through the Avaya 9400 and 9500 Series digital deskphones
- When the far end hangs up ongoing call with Avaya 9400 and 9500 digital deskphones, the headset light button on the phone is still in active and it needs to be manually deactivated by the user by pressing the headset button on the phone. This is a known issue on the Avaya 9400 and 9500 digital deskphones.

2.3. Support

For technical support for the VXI CC Pro™ Headset, and VXI products in general, please refer to http://www.vxicorp.com.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between Avaya 9400 Series Digital deskphones, VXI CC Pro™ Headset and VXI OmniCord™ Adapter.

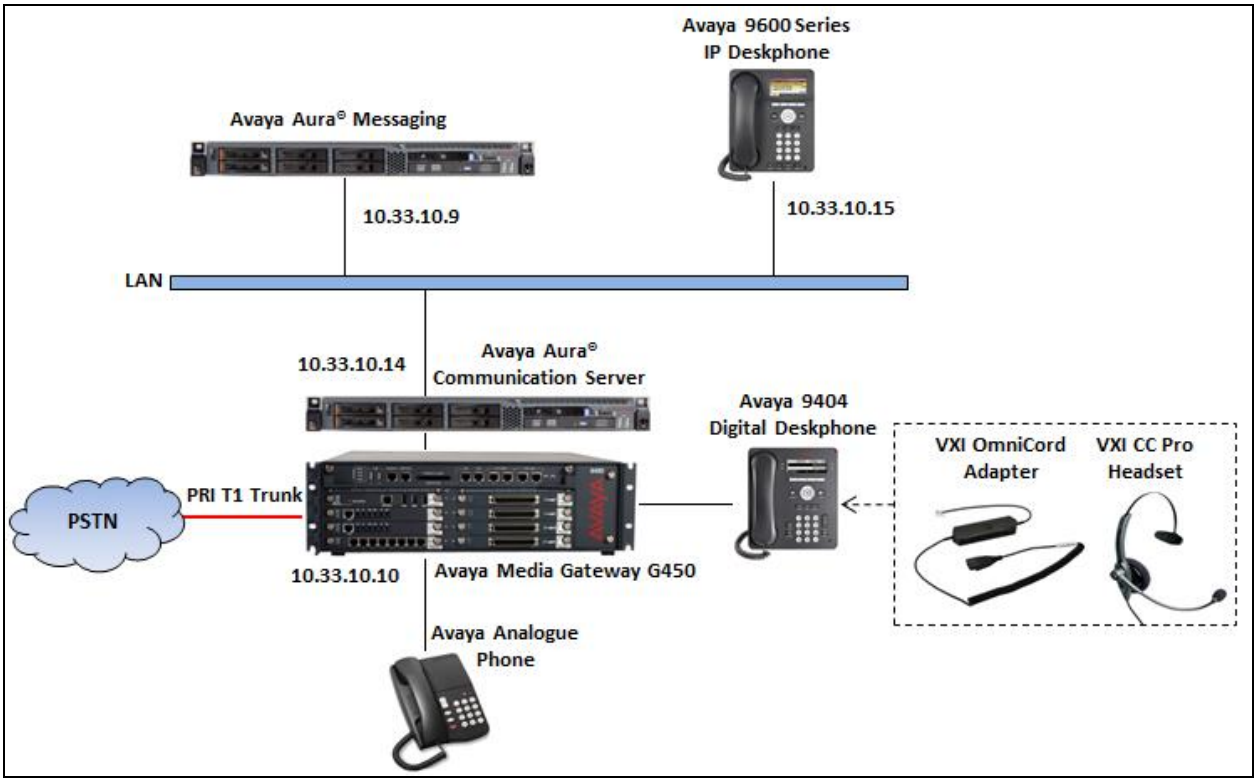


Figure 1: Reference Configuration Diagram for VXI OmniCord™ Adapter and VXI CC Pro™ Headset with Avaya 9400 Series Digital Deskphones

Figure 2 illustrates the test configuration used during the compliance testing between Avaya 9500 Series Digital deskphones, VXI CC Pro™ Headset and VXI OmniCord™ Adapter.

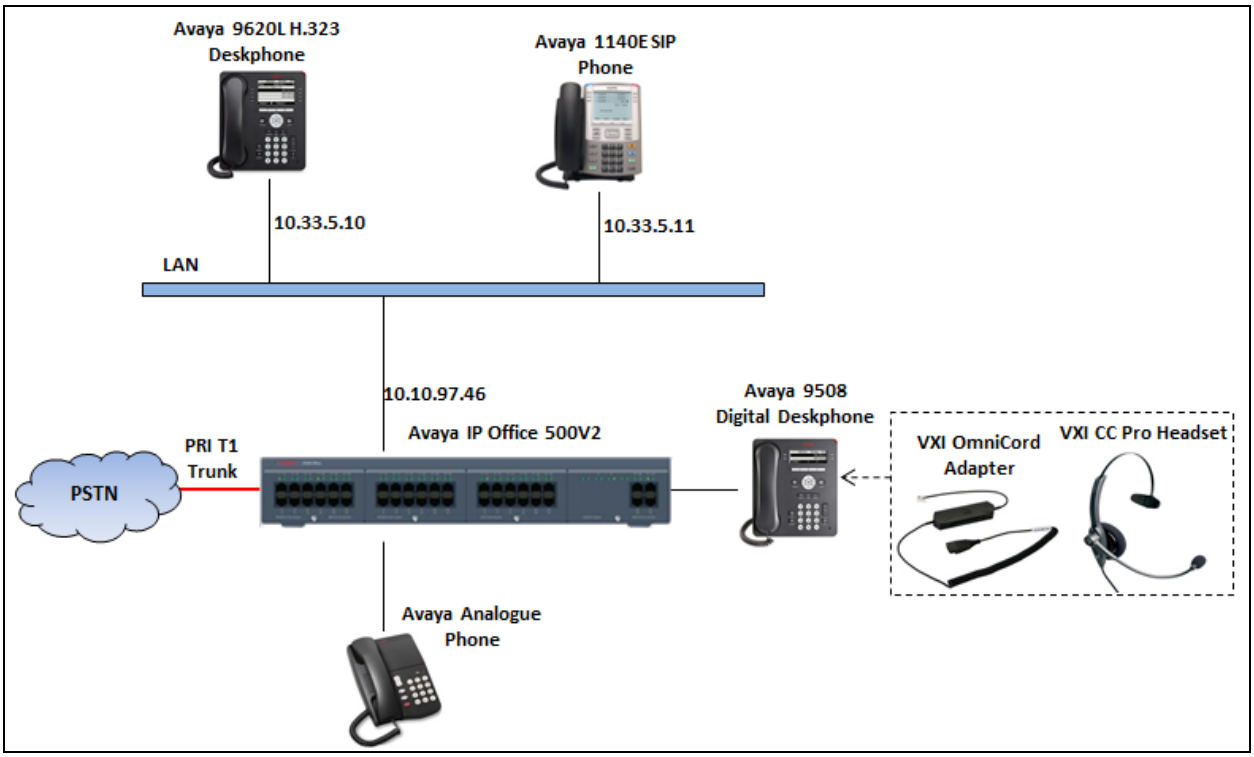


Figure 2: Reference Configuration Diagram for VXI OmniCord™ Adapter and VXI CC Pro™ Headset and Avaya 9500 Series Digital Deskphones

4. Equipment and Software Validated

The following equipment and software was used during the lab testing:

Equipment	Software Version
Avaya Aura® Communication Manager running on Avaya S8800Server/G450 Media Gateway	R016x.03.0.124.0 patch 21460 G450 FW 35.8.0
IP Office 500V2	9.0.3.0 Build 941
Avaya Aura® Messaging	6.2
Avaya 9400 Digital Deskphones	FW version 12
Avaya 9500 Digital Deskphones	
Avaya 9620 H.323 IP Deskphone	3.220A
Avaya 1140E SIP Deskphone	4.3
Avaya 9600 SIP Series IP Deskphones	6.4
VXI OmniCord™ Adapter	-
VXI CC Pro™ Headset	-

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no Communication Manager configurations for the VXI CC Pro™ Headset to interoperate with Avaya 9400 Series Digital Deskphones.

This section describes the steps to provision a station for 9400 digital deskphones in Communication Manager by System Administration Terminal (SAT). For detailed information on how to configure and administer Communication Manager, please refer to **Section 10 [1]**.

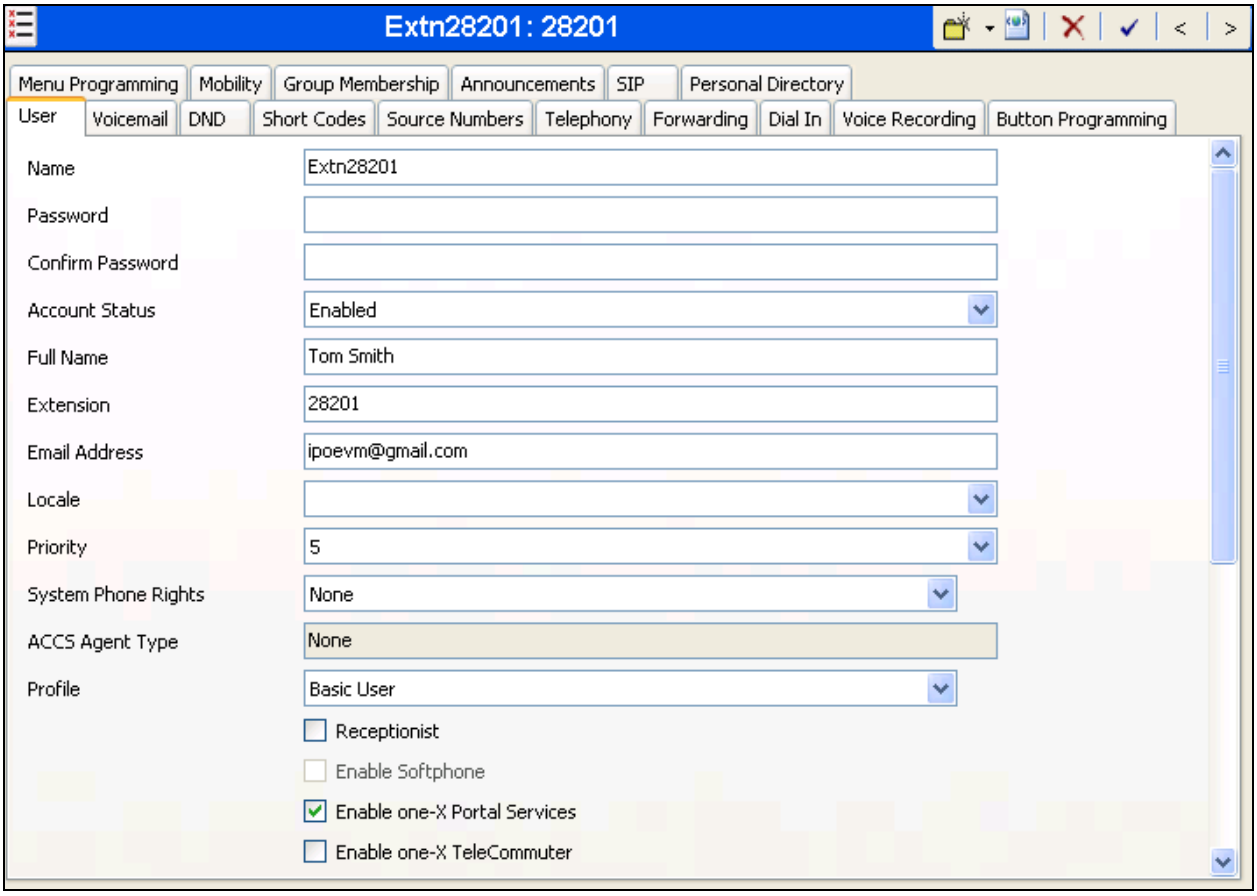
Use the SAT command **add station x** to add a new extension in Communication Manager where **x** is the new extension number as in the figure below. Enter the model of digital deskphone in the **Type** field, a name in the **Name** field, a port in the **Port** field, and keep the other fields as default.

```
add station 53040                                                Page   1 of   5
                                        STATION

Extension: 53040                           Lock Messages? n               BCC: 0
     Type: 9408                            Security Code:                  TN: 1
     Port: 01A0501                       Coverage Path 1:                 COR: 1
     Name: 9408 Digital                  Coverage Path 2:                 COS: 1
                                         Hunt-to Station:
STATION OPTIONS
                                             Time of Day Lock Table:
              Loss Group: 2            Personalized Ringing Pattern: 1
                                                Message Lamp Ext: 53040
            Speakerphone: 2-way                Mute Button Enabled? y
        Display Language: english                   Button Modules: 0

          Survivable COR: internal
   Survivable Trunk Dest? y                           IP SoftPhone? n
                                                Remote Office Phone? n
                                                            IP Video? n


                                                Customizable Labels? y
```

6. Configure Avaya IP Office

These Application Notes assume that the Avaya 9500 Series Digital Telephones are configured and operational in IP Office. There are no additional settings required on IP Office for the connection of the VXI OmniCord™ adapter and VXI CC Pro™ headset to Avaya 9500 Series Digital Deskphones.

An example of a 9500 Series Digital Station provisioned in IP Office is illustrated below.



7. Configure VXI CC Pro™ Headset and OmniCord™ Adapter

This section describes the configuration steps for the VXI CC Pro™ Headset and VXI OmniCord™ adapter for operation with Avaya 9400 and 9500 Series Digital Deskphones. For more information on how to use the CC Pro™ Headset please refer to the headset manual listed in **Section 10 [4]**.

Connect the VXI CC Pro™ headset to the OmniCord™ adapter with the Quick Disconnect connector.On the VXI OmniCord™ adapter, open the control panel. The **compatibility switch** must be set to position "**A"** to work with Avaya 9400 and 9500 Series Digital Deskphones.

8. Verification Steps

Verify that the VXI CC Pro™ Headset has been connected to Avaya 9400 and 9500 Series Digital Deskphones. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headset.

9. Conclusion

These Application Notes describe the configuration steps required for the VXI CC Pro™ Headset and VXI OmniCord™ Adapter to interoperate with Avaya 9400 and 9500 Series Digital Deskphones. All feature and serviceability test cases were completed and passed as per **Section 2**.

10. Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Release 6.3, Document Number 03-300509, Issue 9, October 2013

[2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 6.3, Document Number 555-245-205, Issue 11, October 2013

[3] *Administering Avaya one-X® Communicator*, Release 6.2, December 2013

Documentation for the VXI UC ProSet LUX Headset and VXI products can be found at http://www.vxicorp.com.

[4] *OmniCord™_User_Guide_11-06-12_Online.pdf*

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.