



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

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# **Application Notes for Configuring Sennheiser SD Series Headsets with Avaya one-X® Agent using a USB Cord – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps for provisioning the Sennheiser SD series headsets using an USB cord with Avaya one-X® Agent to ensure full interoperability.

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 for provisioning Sennheiser SD series headsets using an USB cord with Avaya one-X® Agent. Sennheiser designs and develops professional headsets for the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and Contact Centre market sectors.

## 2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability for the combination of headset and cord from Sennheiser to connect to the Avaya one-X® Agent client and allow users of the softphone to speak and listen when a call is either made or received. The Avaya softphone user should be clearly heard and observed without any distortions or audio issues. The functions of the Electronic Hook Switch (EHS) of the wireless headsets were also tested.

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 interoperability compliance testing includes testing on the latest version of Avaya one-X® Agent. The model series headsets used for compliance testing included the following:

- SD Office
- SD Pro1
- SD Pro2

The following series of Avaya telephones are tested against.

- | <b>Hardware</b>  | <b>Software</b> |
|--|-----------------|
| <ul style="list-style-type: none"><li>• PC/Laptop running Avaya one-X® Agent</li></ul> | H.323           |

Leads/Cords used.

- USB

## 2.2. Test Results

All compliance test cases passed successfully.

## 2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com>.

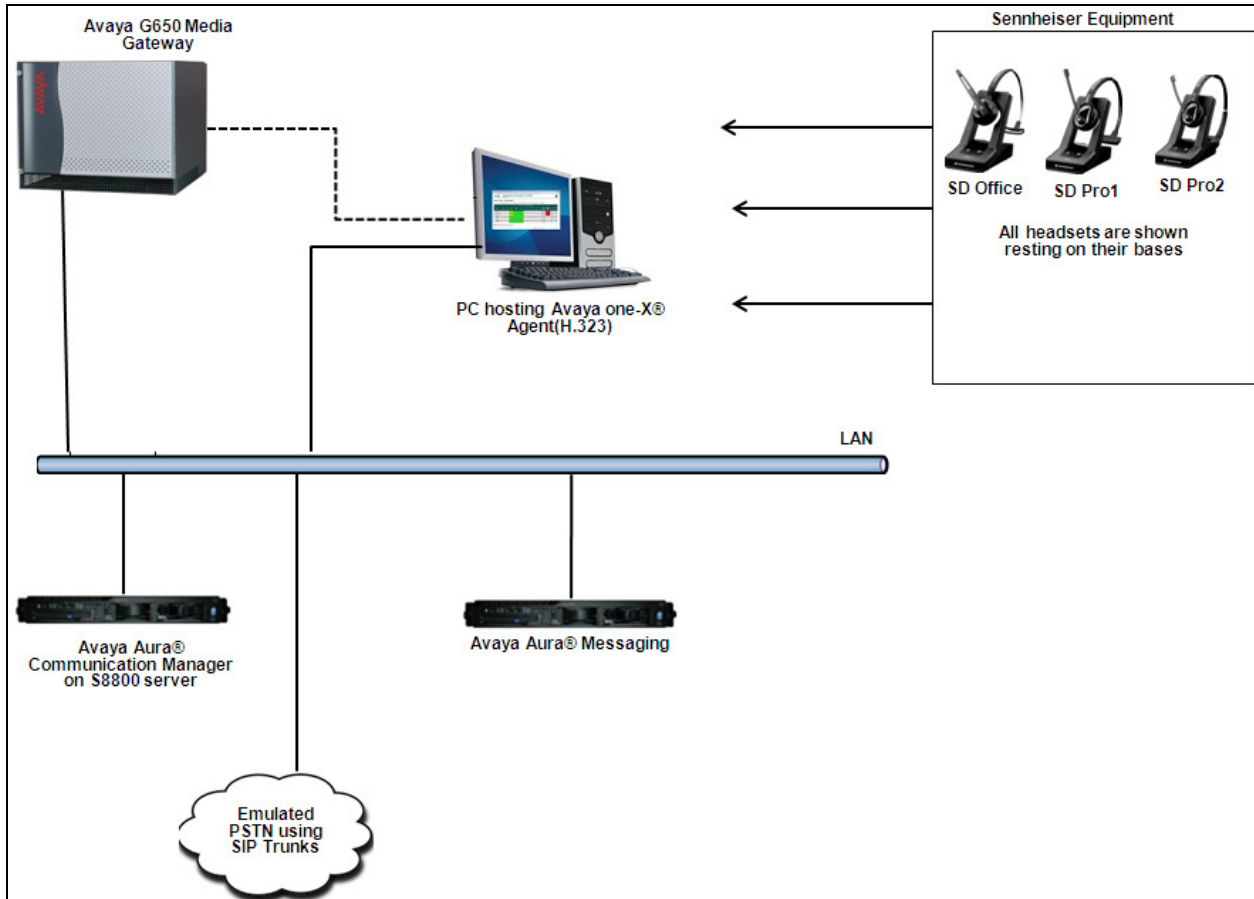
Support from Sennheiser is available at:

Web: <http://en-us.sennheiser.com/service-support/contact-center/technical-support>

Phone: 1-877-736-6434 Ext. 3

### 3. Reference Configuration

**Figure 1** shows the network topology during compliance testing. The Sennheiser SD series headsets are connected via the headset base using an USB cord to the PC running Avaya one-X® Agent.



**Figure 1: Network Solution of the SD series Headsets from Sennheiser connecting to Avaya one-X® Agent via USB cord.**

## 4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Avaya S8800 Server and G650 Media Gateway	6.3-03.0.124.0
Avaya Aura® Messaging running on Avaya S8800 Server	6.1 SP 02
Avaya one-X® Agent	2.5.20020.0
Sennheiser SD series headsets <ul style="list-style-type: none"><li>• SD Office</li><li>• SD Pro1</li><li>• SD Pro2</li></ul>	6G.3B.7E.112 6I.3B.7E.112 6I.3B.7E.112
USB Cord	N/A

## 5. Configure Avaya Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager please see **Section 9** of these Application Notes.

### 5.1. Configuring Avaya Telephones

It is assumed that the Avaya one-X® Agent client is already configured. For further information on how to configure these Avaya softphones please see **Section 9** of these Application Notes.

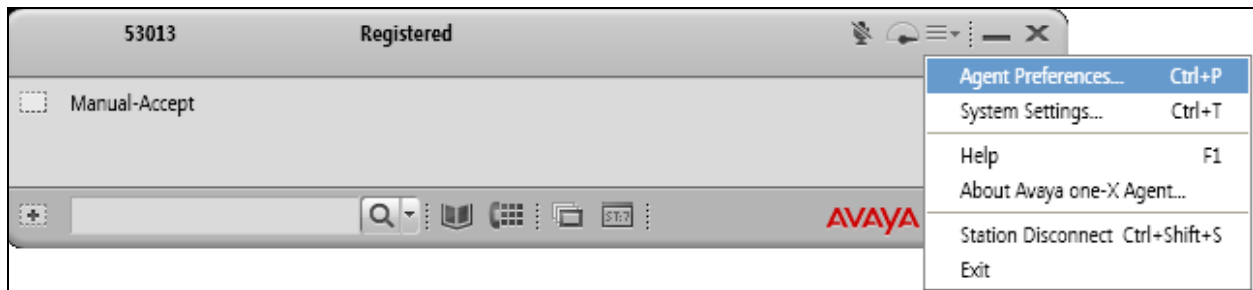
## 6. Configure Sennheiser SD series Headsets to work with Avaya telephones

For the Avaya one-X® Agent client to function with Sennheiser headsets, one end of the USB cord is used to connect into the PC or Laptop running one-X® Agent. The other end is connected to the headset base port that is marked as “PC”.

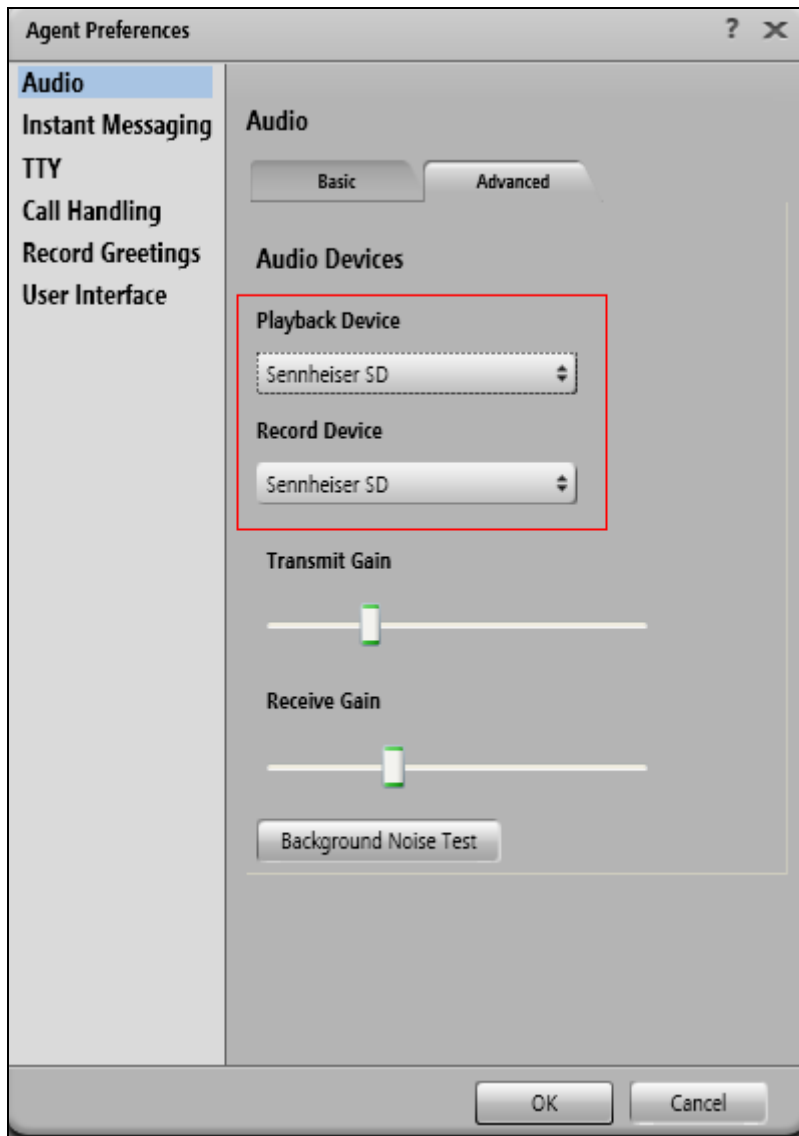
**Note:** To work properly with soft-phones, Sennheiser headsets rely on a piece of software that must be installed on the PC hosting the softphone. This software is the HeadSetup software and can be downloaded from the website: <http://www.senncom.com/headsetup/>

### 6.1. Configure Avaya one-X® Agent

After logging into Avaya one-X® Agent, select  → **Agent Preferences** as shown below.



The Sennheiser headset should appear as **Sennheiser SD** under the **Advanced** tab of the **Audio** settings. Select this device as the **Playback Device** and **Record Device** as shown below. Click **OK** and restart Avaya one-X® Agent.





## 7. Verification Steps

The following steps can be taken to ensure that the connections between the Sennheiser SD series headsets and Avaya one-X® Agent are achieved.

1. The Sennheiser HeadSetup application must run in order to fully support call control initiated from the headset or base station button.
2. Verify that when the headset is connected to the softphone, press a line button on the softphone. The headset LED should light up on the base and headset and dial tone should be heard.
3. Verify that when a call is disconnected by pressing the disconnect button on the softphone, the call will be dropped and the headset LED on both the base and headset will also turn off.
4. Press the button on the headset base depicting a PC. Dial tone is heard on the headset and the LED light on both the headset and the base is lit up.
5. Press the button on the headset. Dial tone is heard on the headset and the LED light on both the headset and the base is lit up.
6. To end calls press the button on the headset base depicting a PC. Active call will disconnect and the LED light on both headset base and headset will turn off.
7. To end calls press the button on the headset. Active call will disconnect and the LED light on both headset base and headset will turn off.
8. Verify if the volume up/down and mute/unmute button on the headset functions as intended.

## 8. Conclusion

These Application Notes outline the steps necessary to configure the SD series headsets from Sennheiser using a USB cord to allow full interoperability with Avaya one-X® Agent. Please refer to **Section 2.2** of these Application Notes for test results and observations.

## 9. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at <http://support.avaya.com>

- [1] *Administering Avaya Aura® Communication Manager*, Document Number 03-300509.
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document Number 555-245-205.
- [3] *Administering Avaya Aura® Session Manager*, Doc ID 03-603324
- [4] *Implementing Avaya one-X® Agent*

Sennheiser headset product documentation can be found at <http://en-us.sennheiser.com/sd-office>

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