Avaya Solution & Interoperability Test Lab

Application Notes for configuring Agent AU Headsets from Corporate Telecommunications with Avaya 2050 IP Softphone – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Agent AU Headsets with the Avaya 2050 IP Softphone to ensure full interoperability.

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 Agent AU Headsets from Corporate Telecommunications with the Avaya 2050 IP Softphone. Corporate Telecommunications offer headsets (listed in **Section 4**) that can be used with the Avaya 2050 IP Softphone. The headsets then provide two-way audio. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. The headsets do offer volume control or mute functionality.

Corporate Telecommunications design and develop 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 test included feature and serviceability testing. The feature testing focused on placing calls to and from the Avaya 2050 IP Softphone with each Agent AU Headset verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN. The Avaya telephone user should be clearly heard and observed without any distortions or audio issues. The serviceability testing focused on verifying the usability of the Agent AU Headset after restarting the Avaya 2050 IP Softphone s and re-connecting the headset.

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 was carried out on the latest UNIStim firmware for Avaya 2050 IP Softphone. There are two Agent Headsets that will work with the Avaya 2050 IP Softphone and that is the mono aural AU-1 Headset and the bi aural AU-2 Headset The following headsets were used for compliance testing.
- AU-1
- AU-2

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 Avaya telephone to adjust the audio volume.
- Using the volume control buttons on the USB chord to adjust the audio volume.

2.2. Test Results

All compliance test cases passed successfully. The following observations were noted.
- No specific configuration changes were made on the Avaya telephone. The default headset settings that were already in place were used during compliance testing.
- This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

2.3. Support

Support from Corporate Telecommunications is available at:

Corporate Telecommunications
4-6 Commonwealth Close
Leigh Business Park
Leigh
Greater Manchester
WN7 3BD
+44(0)1942 262526
info@agentheadsets.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Agent AU Headsets are connected to the USB port on a PC or laptop running the 2050 IP Softphone.
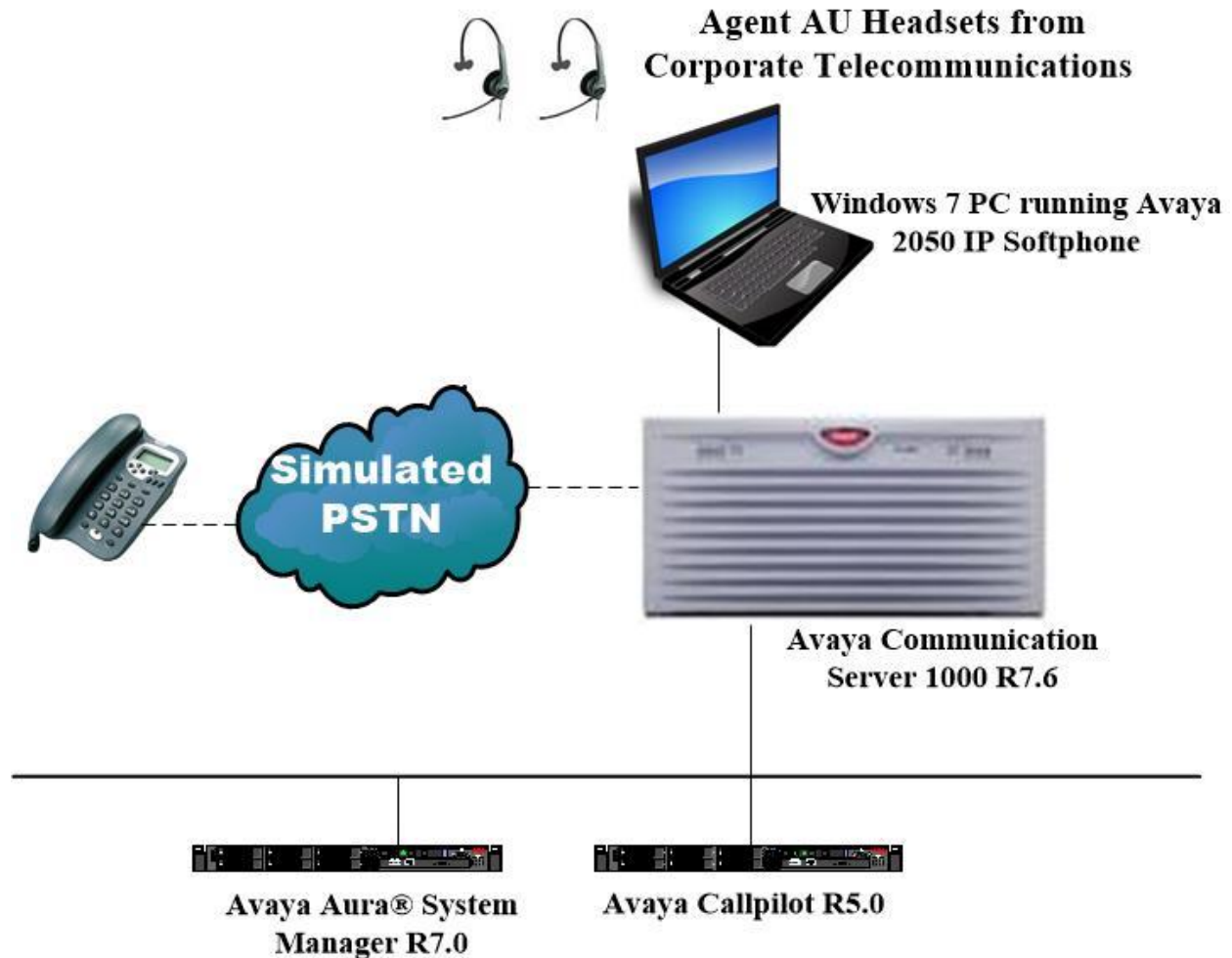

Figure 1: Network Solution of the Agent AU Headsets from Corporate Telecommunications connecting to the Avaya 2050 IP Softphone

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	7.0.1.1 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.1.065378 Service Pack 1
Avaya Communication Server 1000 running on an Avaya CPPM	R7.6
Avaya Callpilot Server	R5.0
Avaya 2050 IP Softphone running on DELL Laptop with Windows 7	UNIStim 2.01.0260
Corporate Telecommunications Agent AU-1 Headset Corporate Telecommunications Agent AU-2 Headset	N/A

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CT_AU_2050

5. Configure Avaya Communication Server 1000

It is assumed that a fully functioning Avaya Communication Server 1000 (CS1000) is in place with the necessary licensing. It is assumed that the Avaya 2050 IP softphone is already configured. For further information on how to configure these telephones and on the configuration of CS1000, please see **Section 10** of these Application Notes.

5.1. Avaya 2050 IP Softphone on Avaya Communication Server 1000

It is assumed that the 2050 IP Softphone is already configured. For further information on how to configure these Avaya telephones, please see **Section 10** of these Application Notes.

Note: An example of a configured 2050 IP Softphone is included in the **Appendix** of these Application Notes.

6. Configure Audio on Avaya 2050 IP Softphone

After logging into 2050 IP Softphone, click on **File → Settings**.
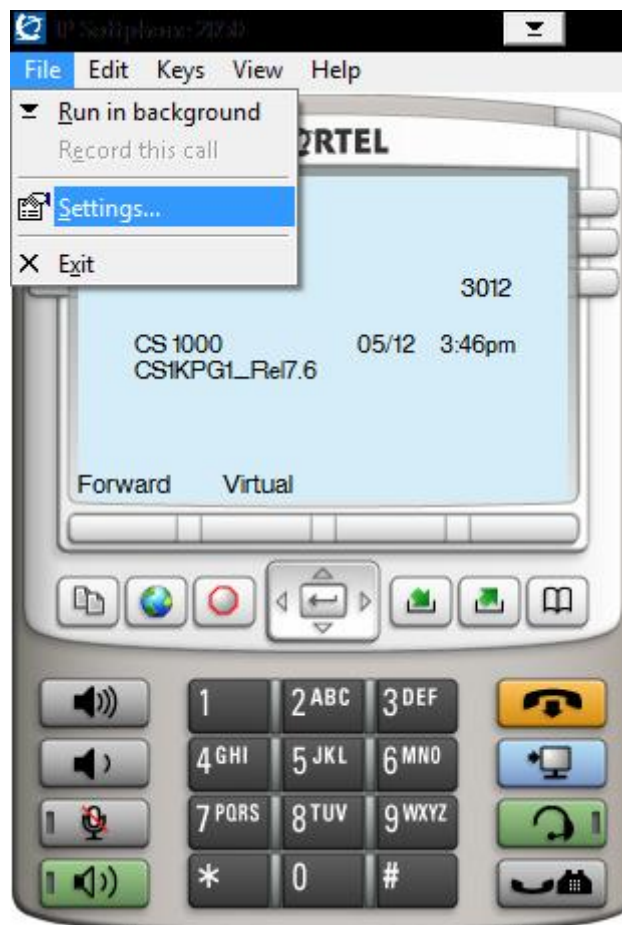
Click on **Sound Devices** in the left window and in the main window. The Agent AU Headset should already be populated as shown below if it was plugged in before the 2050 IP Softphone was started. Ensure that it is selected for both **Microphone** and **Speaker** for the **Headset or Handset device** and for the **Handsfree/Ringing/Paging device**. Click on **OK** to continue.
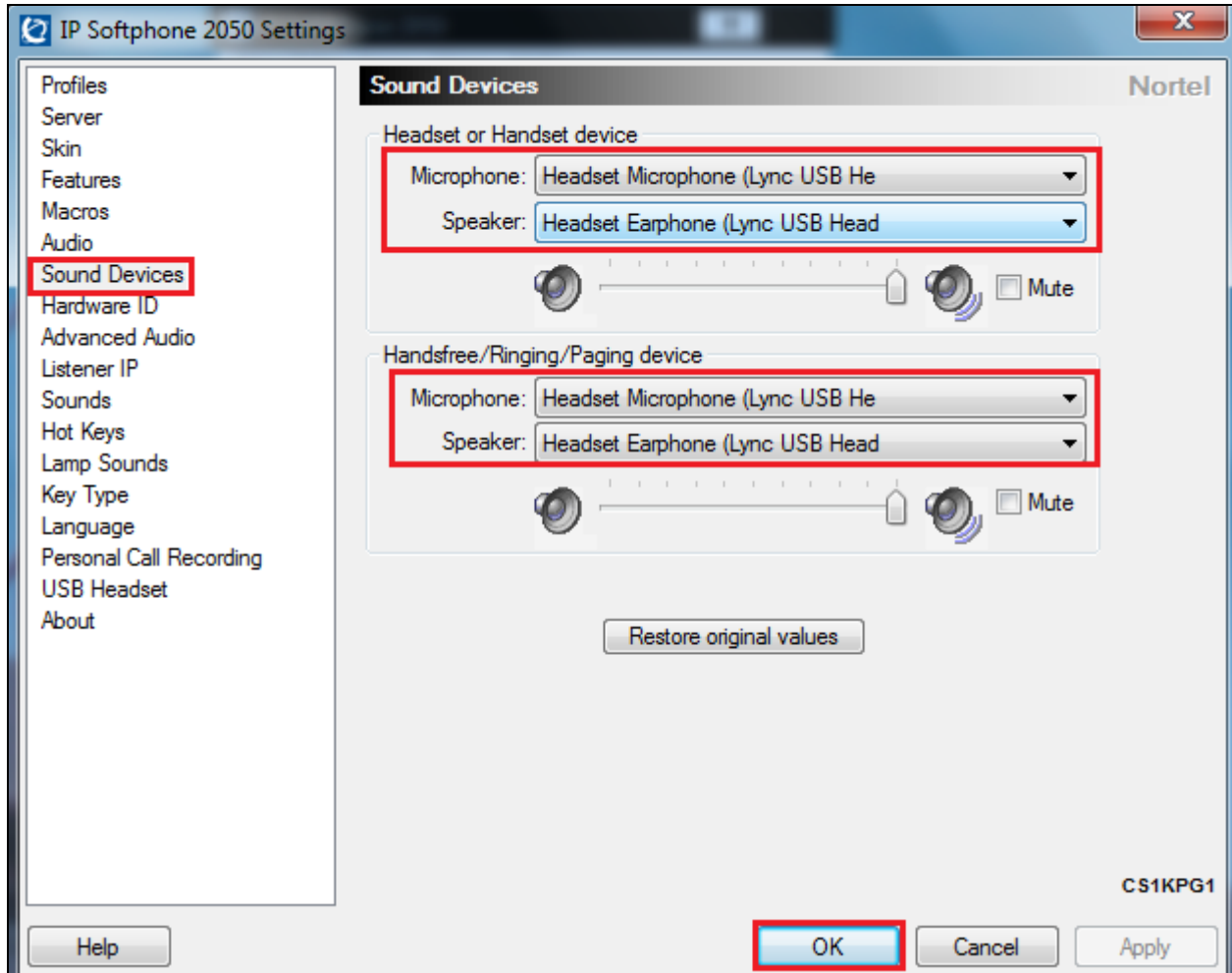
7. Configure Agent AU Headset from Corporate Telecommunications to work with Avaya 2050 IP Softphone

There are two Agent Headsets that will work with the Avaya 2050 IP Softphone and that is the mono aural AU-1 Headset and the bi aural AU-2 Headset.

7.1. Connecting to Avaya 2050 IP Softphone

Connect each Agent AU Headset directly to the USB port of the PC running the Avaya 2050 IP softphone. This is a "plug and play" headset meaning the driver for the headset should install automatically and may take up to 5 minutes to complete. Once completed the following steps in **Section 8** can be taken to ensure full compatibility.

8. Verification Steps

The following should be done to ensure that connection between the Agent Headsets and 2050 IP Softphone is achieved.
1. With the Agent AU Headset in place make a call to the 2050 IP Softphone and using the GUI answer the call. A clear audio path in both directions should be observed.
2. With the Agent AU Headset in place make a call from the 2050 IP Softphone using the GUI. A clear audio path in both directions should be observed.

9. Conclusion

These Application Notes outline the steps necessary to configure the Agent AU Headsets from Corporate Telecommunications to allow full interoperability with the Avaya 2050 IP Softphone. Please refer to **Section 2.2** of these Application Notes for test results and observations.

10. 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] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.6;* Document No. NN43001-611_05.02
[2] *Avaya 2050 IP Softphone User Guide,* Document number NN43119-100
[3] *Avaya Communication Server 1000 IP Deskphones Fundamentals* Release 7.6 NN4300-368 Issue 09.04 October 2014

Agent AU Headset product documentation can be obtained fromCorporate Telecommunications whose contact information is contained in **Section 2.3** of these Application Notes.

Appendix

Configuration of Avaya 2050 IP Softphone

```
DES   2050
TN    096 0 00 20  VIRTUAL
TYPE 2050PC
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00001
CUR_ZONE 00001
MRT
ERL   0
ECL   0
FDN
TGAR 0
LDN  NO
NCOS 0
SGRP 0
RNPG 0
SCI   0
SSU
LNRS 16
XLST
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS   UNR FBD WTA LPR MTD FND HTD TDD HFA CRPD
      MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
      POD SLKD CCSD SWD LNA CNDD
      CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
      ICDD CDMD LLCN MCTD CLBD AUTU
      GPUD DPUD DNDD CFXD ARHD FITD CLTD ASCD
      CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
      UDI RCC HBTD AHD IPND  DDGA NAMA MIND PRSD NRWD NRCD NROD
      DRDD EXR0
      USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3 MCBN
      FDSD NOVD VOLA VOUD CDMR PRED RECD MCDD T87D SBMD
      KEM3 MSNV FRA  PKCH MUTA MWTD DVLD CROD ELCD
CPND_LANG ENG
HUNT
PLEV 02
PUID
UPWD
DANI NO
AST
IAPG 0
AACS NO
ITNA NO
DGRP
MLWU_LANG 0
MLNG ENG
DNDR 0
```

```
KEY  00 SCR 3220 0      MARP
        CPND
          CPND_LANG ROMAN
            NAME Laptop2050
            XPLN 27
            DISPLAY_FMT FIRST,LAST
          ANIE 0
     01
     02
     03
     04
     05
     06
     07
     08
     09
     10
     11
     12
     13
     14
     15
     16
     17 TRN
     18 AO6
     19 CFW 16
     20 RGA
     21 PRK
     22 RNP
     23
     24 PRS
     25 CHG
     26 CPN
     27
     28
     29
     30
     31
```