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Avaya Solution & Interoperability Test Lab

Application Notes for Sennheiser UUSB 8 Headset Adapter Cable, Sennheiser HeadSetup application, and Sennheiser Headset SC 230, SC 260 with Avaya One-X® Communicator and One-X® Agent Soft Phones – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya One-X® Communicator and One-X® Agent Soft Phone and Sennheiser UUSB 8 Headset Adapter Cable, Sennheiser HeadSetup application, and Sennheiser SC 230, SC 260 Headsets.

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 Sennheiser UUSB 8 headset adapter cable to successfully interoperate with Avaya IP soft phones and Communication Manager. The Avaya IP soft phones used were IP One-X® Communicator and One-X® Agent. The Sennheiser UUSB 8 headset adapter cable connected the Sennheiser SC 230, and SC 260 headsets to the PC running the IP soft phones. The Sennheiser HeadSetup application interfaces to the IP Softphones Software.

The Sennheiser UUSB8 has the following controls and interfaces:
- a status LED
- a "switch-hook" button
- a mute button
- a two-way volume control switch

Repeated depressions of the hook-switch can be used to answer and terminate calls. The mute button allows the headset microphone to be turned off/on. The volume control allows the headset earpiece volume to be turned up or down.

2. General Test Approach and Test Results

The compliance testing of Sennheiser UUSB 8 headset adapter cable and Sennheiser HeadSetup application, interoperating with Avaya One-X® Communicator and One-X® Agent IP soft phone was manually performed. No performance testing was done and the tests listed in the **Section 2.1** were executed and verified.

2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios shown below. Tests were executed for both Avaya one-X® Communicator and Avaya one-X® Agent:

- Verification of acceptable talk path in both directions for local and PSTN calls.
- Verification of the UUSB8's ability to terminate calls with its hook-switch button
- Verification of the UUSB8's mute switch
- Verification of the UUSB8's volume control
- Verification of the UUSB8's ability to recover from interruption to its PC interface Verification of the UUSB8's ability to recover from interruption of headset interface, and that active calls are preserved after reconnection
- Verification of the ability for the headset to function normally after the PC is restarted.
- Verification of the UUSB8's ability to answer calls with its hook-switch button

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 the **Section 2.1** were verified. All test cases have been passed.

2.3. Support

For technical support for the Sennheiser UUSB 8 adapter cable, please contact Sennheiser Electronic Corporation technical support as shown below:

Telephone: 1.860.434-9190
Website: http://www.sennheiser.com

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between the Avaya One-X Communicator Soft Phones and the Sennheiser UUSB 8 headset adapter cable and Sennheiser SC 230 and SC 260 headsets.
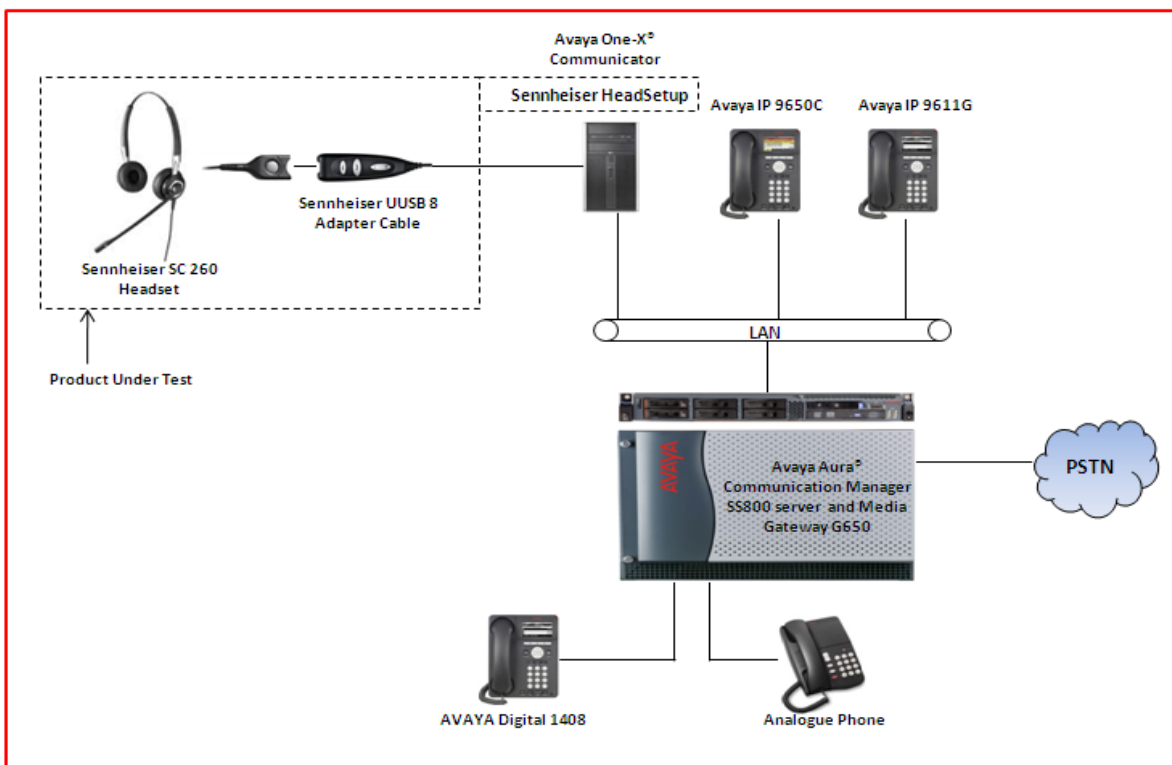
Figure 1: Reference Configuration Diagram

4. Equipment and Software Validated

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

Equipment	Software Version
Avaya S8800 server	Avaya Aura® Communication Manager R016x.00.1.510.1
Avaya G650 Media Gateway IPSI TN2312BP CLAN TN799DP IP Media Processor TN2302AP Digital Line TN2224	HW06, FW043 HW01, FW026 HW20, FW095 000006
Avaya One-X® Communicator	6.1.1.02-SP1-32858
Avaya One-X® Agent	2.5.00467
Avaya 9611G (H323) IP Phone	6.0.1
Avaya 9650C (SIP) IP Phone	2.6.4
Avaya 1608 (SIP) IP Phone	3.1
Avaya 1408 Digital Phone	0.50
Avaya Analog Phone	-
Sennheiser HeadSetup application	2.6.2
Sennheiser UUSB 8 Adapter Cable	-
Sennheiser SC 230 and 260 headsets	-

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no additional settings required to be configured for the connection of the Sennheiser headset and Sennheiser UUSB 8 adaptor cable to the Avaya soft phone phones. The compliance tests with the Sennheiser UUSB 8 adapter cable were carried out with the default server settings for audio parameters.

This section describes the step to provision a station for One-X® Communicator soft phone in the Communication Manager by System Administration Terminal (SAT) command. For detailed information on how to configure and administer the Communication Manager, please refer to the **Section 11 [1]**.

Use the command **Add Station <DN>** to add a new extension for IP phone in the Communication Manager as shown in **Figure 2** below. Enter the model of IP phone in the **Type** field, IP the **Port** field, a name in the **Name** field and keep other fields as default. Press **F3** on the keyboard to submit and complete.
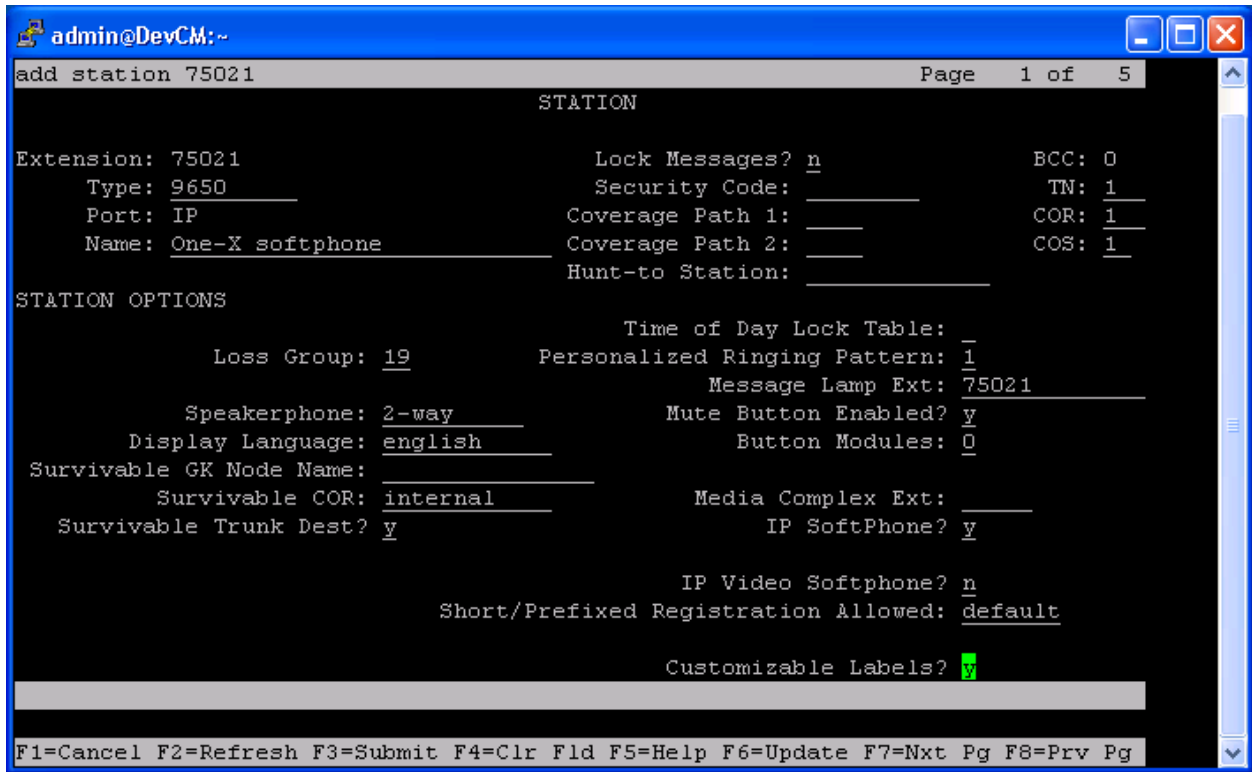
Figure 2: Sample of adding station in the Communication Manager

6. Configure Avaya One-X® Communicator

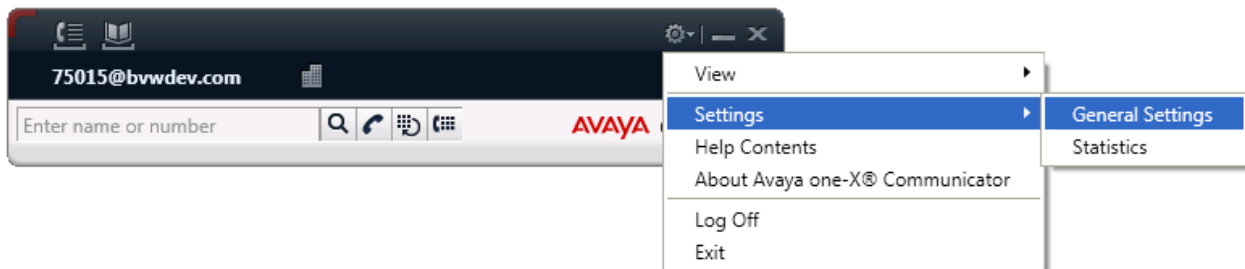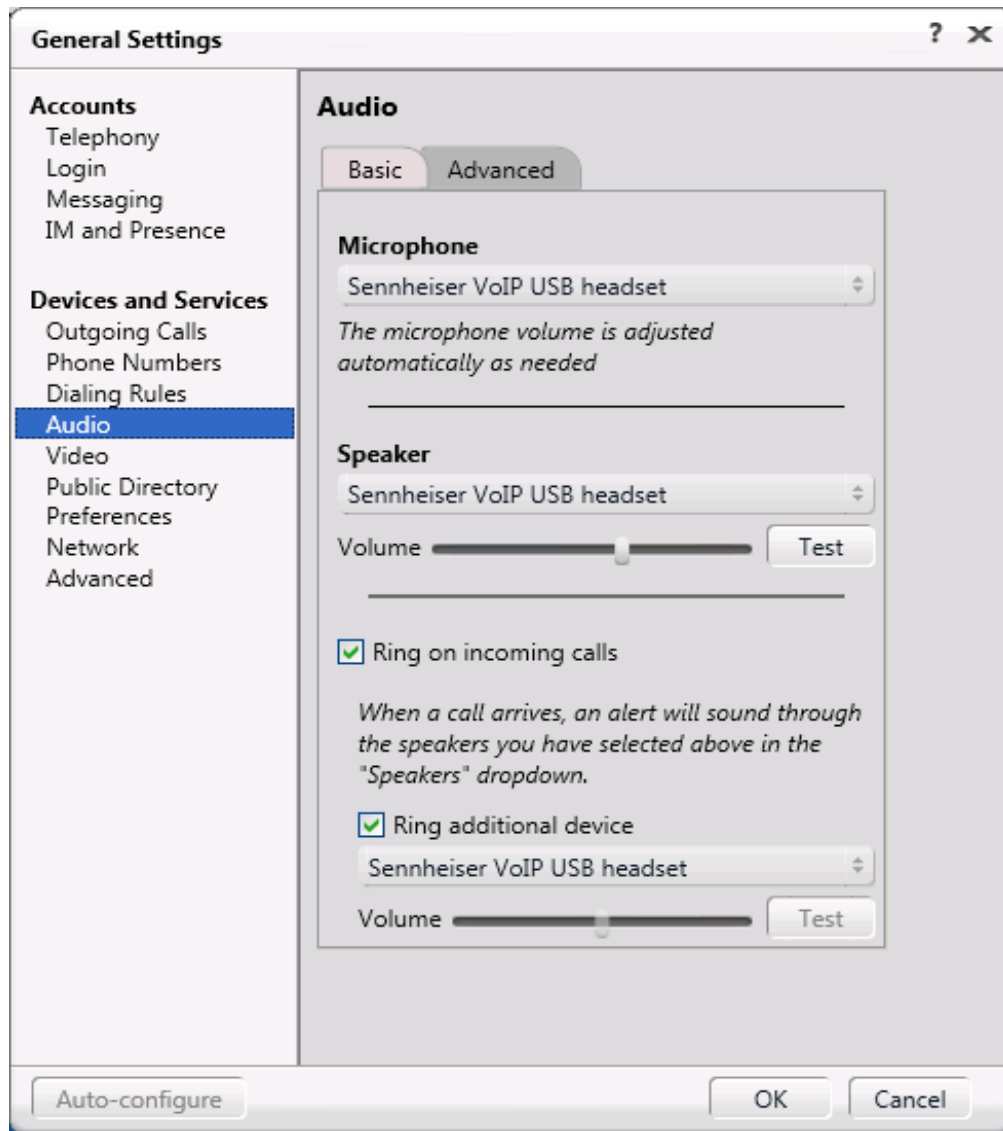Select →**Settings**→**General Settings** from the menu as shown below.

Figure 3: Avaya One-X ® Communicator User Interface

The General Settings window appears as shown in Figure 4. Select **Audio** from the left pane and select the **Basic** tab. Click on **Audio Tuning Wizard**.

In the Basic tab, select the **Sennheiser VOIP USB headset** in the Microphone, Speaker, and Ring additional device sections. Click OK button to close the window.

Figure4: Avaya one-X® Communicator Audio Settings

7. Configure Avaya One-X® Agent

Select [icon] →**Settings**→**Agent Preferences…** from the menu as shown below.

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Figure 5: Avaya one-X® Agent User Interface

Select **Audio** from the left pane and select the **Advanced** tab. Select **Sennheiser VoIP USB headset** from both the Playback Device and Record Device drop-down menus and click **OK.**
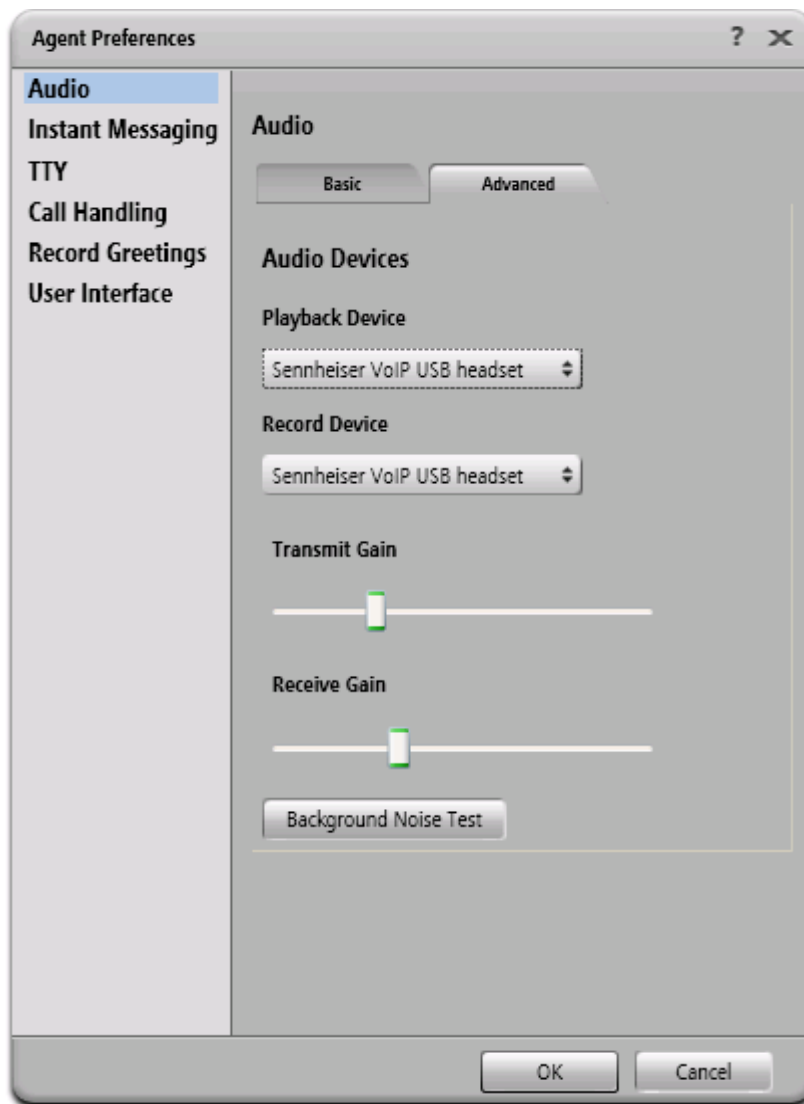
Figure 6: Avaya one-X® Agent Audio Settings

8. Configure Sennheiser Headset Solution

This section describes the configured steps for the UUSB 8 adapter HeadSetup application and the connection of Sennheiser headset to the Avaya One-X® Communicator or One-X® Agent soft phones.

8.1. Configure Sennheiser HeadSetup application

The Sennheiser HeadSetup program serves as an interface between the UUSB8 and either Avaya one-X® Communicator or Avaya one-X® Agent. In the "Settings" tab, the "Launch application in Windows Startup" should normally be checked.
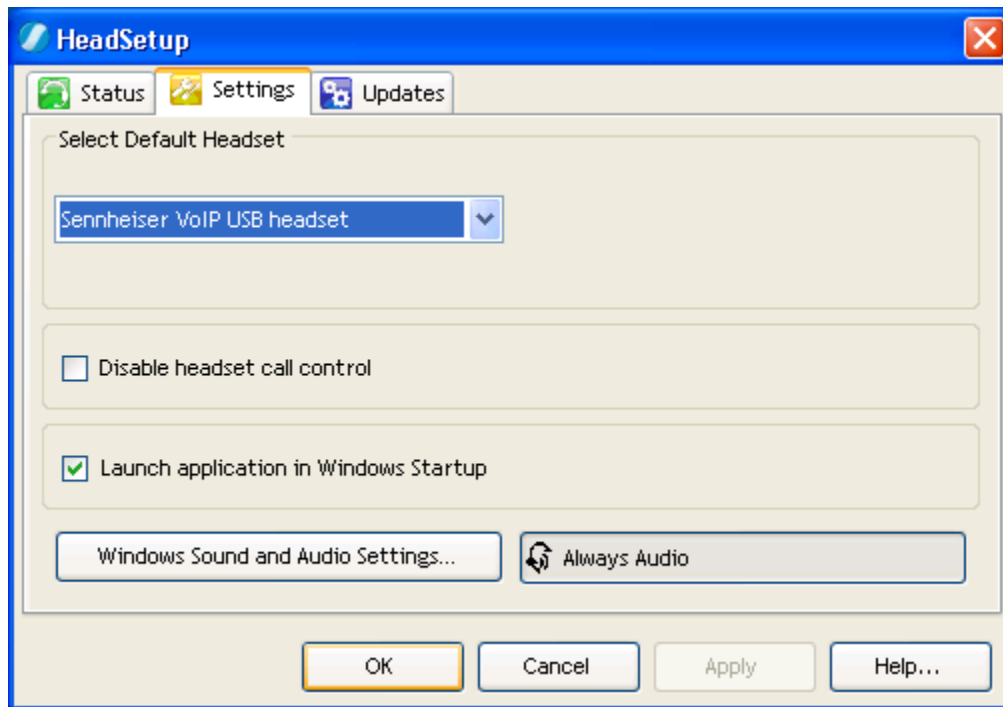
Figure 7: Sennheiser HeadSetup Settings

Clicking "Status" shows that the program is initially not connected to a soft phone.
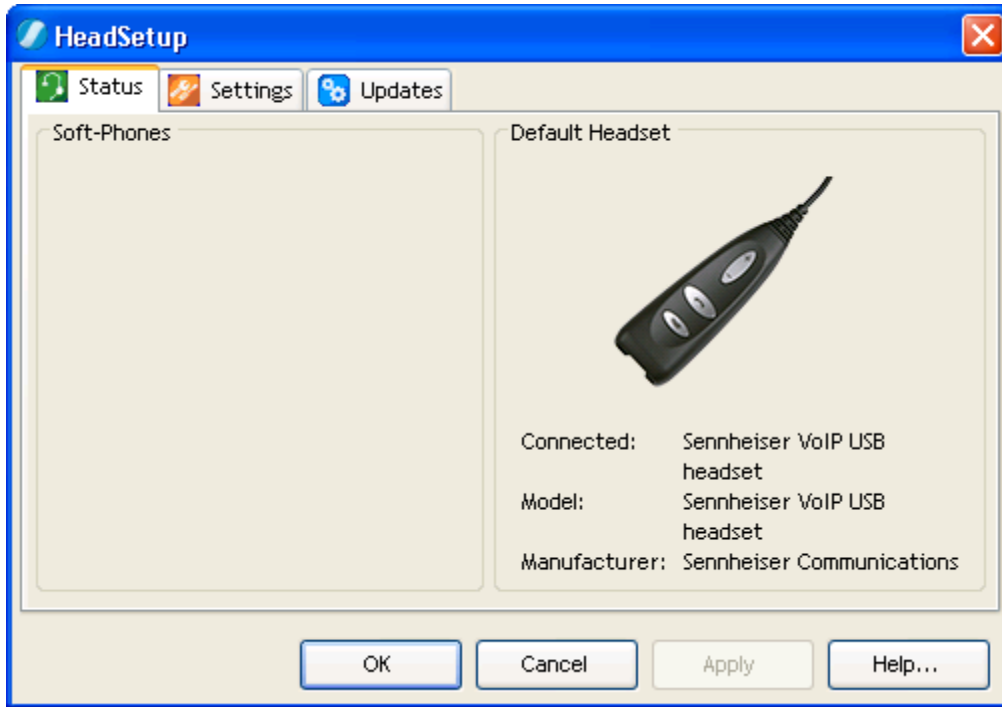
Figure 8: Sennheiser HeadSetup Unconnected Status

Clicking "OK" causes the program can be minimized to the Windows task tray. The program icon will initially be a gray circle with a white slash, as shown below, to indicate that it is not connected to a soft phone.
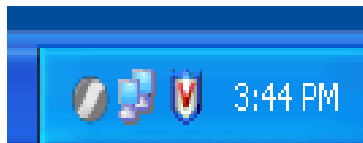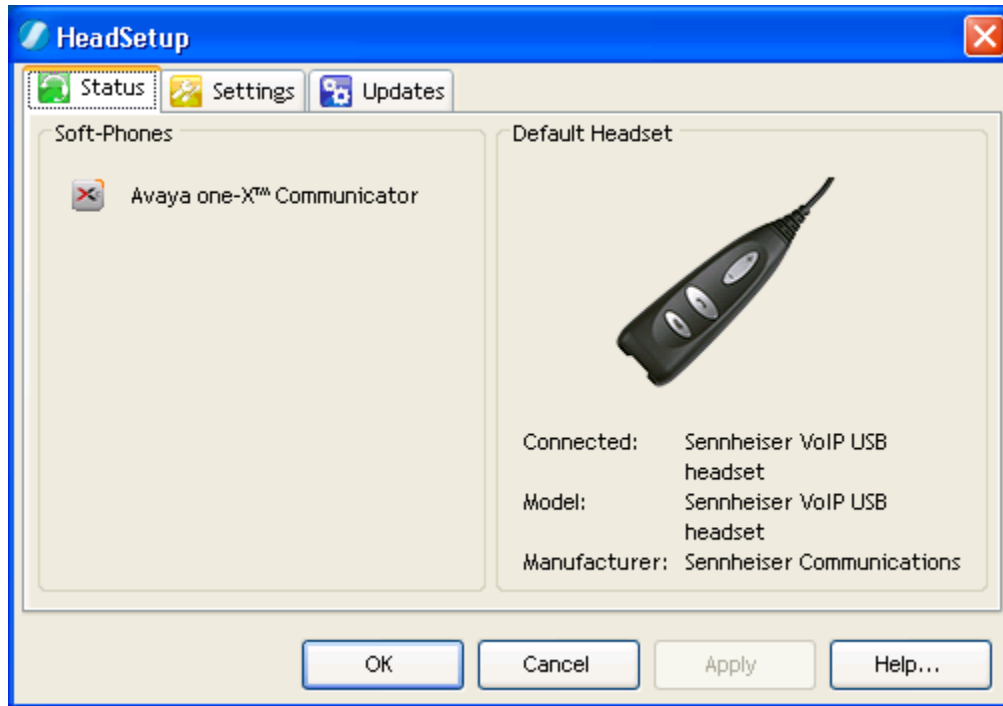

Figure 2: Sennheiser HeadSetup Unconnected Icon

Once Avaya One-X® Communicator or one-X® Agent has been started it should register in about 60 to 90. The icon then changes (as shown below) to indicate that HeadSetup is connected to a soft phone.

Figure 10: Sennheiser HeadSetup Connected Icon

If the icon is maximized, the name of the soft phone to which it is connected is shown in the "Status" tab, along with an indication of which headset interface is active.

**Figure11: Sennheiser HeadSetup Connected Status**

8.2. Attach Sennheiser headset into the UUSB adapter

The Sennheiser SC 230 and SC 260 headsets can be attached to the Sennheiser UUSB 8 adapter interface as follows.

- Connect the Sennheiser UUSB 8 adapter with USB interface to USB port of desktop PC which has One-X® Communicator or One-X® Agent soft phone installed.
- Connect the Sennheiser UUSB 8 adapter and a SC2 30 or SC 260 headset through the quick disconnect plug.

9. Verification Steps

- From the Windows Control Panel, open **Sounds and Audio Devices** and click on the **Audio** tab. Verify that the device **Sennheiser VoIP USB headset** is listed in both the **Sound playback** and **Sound recording** section as shown below.
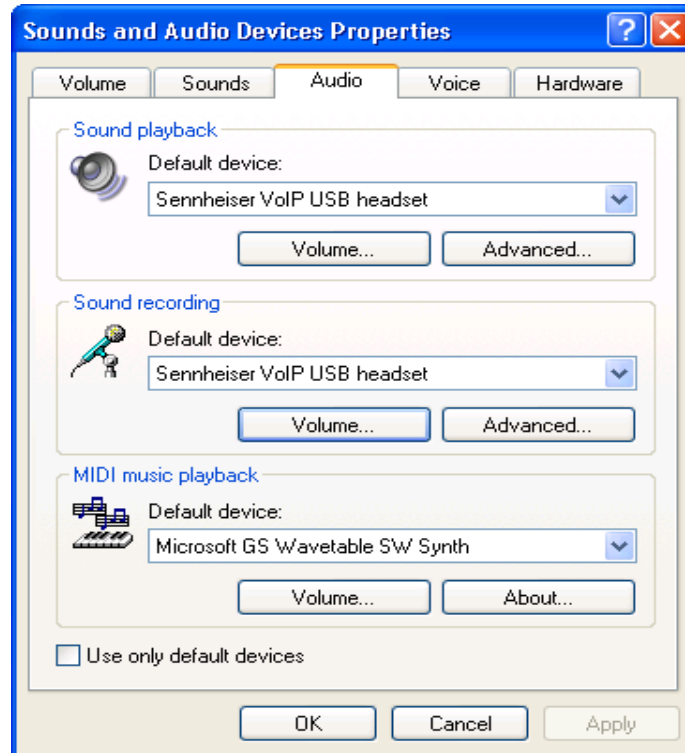
- Pick up and put the headset on. From One-X® Communicator, dial a number of another IP deskphone.
- The ring back tone should be heard in the speaker of headset and the ringing tone sounds on the IP deskphone.
- Accept the call on the IP deskphone, check the audio on the headset and the handset of the IP desk phone it should be clear.
- End the call on the One-X® Communicator by pressing the switch-hook button on the UUSB 8 adapter. The call should be released; the light of switch-hook button is green and steady.
- Make another call from IP deskphone to the One-X® Communicator softphone. A popup window displays on the PC to notify a new incoming call, the ringing tone is heard on the speaker of headset and the light of the switch-hook button keeps blinking.
- Answer the call on the One-X® Communicator by pressing the switch-hook button.
- Check the audio from both endpoints, it should be clear. Hang up the call on the One-X® Communicator by press the switch-hook button. The call should be released and the light of the switch-hook button goes green and steady.

10. Conclusion

All of the executed test cases have passed and met the objectives outlined in the **Section 2.1**. The Sennheiser UUSB 8 adapter cable and Sennheiser HeadSetup application are considered to be in compliance with Avaya One-X® Communicator or One-X® Agent softphones.

11. Additional References

Product documentation for the Avaya Aura® Communication Manager products may be found at:
https://support.avaya.com/css/Products/

Product documentation for Sennheiser UUSB 8 adapter cable, Sennheiser HeadSetup application, and headset products may be found at: http://www.sennheiser.com

[1] Avaya Communication Manager Documents:
  Avaya Aura® Communication Manager, Release 5.2; Document No. 03-300509, May 2009
  Avaya Audio Quality Tuning for IP Telephones, Issue 2.0, Document No. 120942, July 2007