



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring GN Netcom Jabra Link 14201-32 EHS Headset Adapter with Avaya 1100 Series IP Deskphones – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya 1100 Series IP Deskphones and GN Netcom's Jabra Link 14201-32 EHS Headset Adapter.

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 GN Netcom Jabra PRO 900, PRO 9400 and GO 6400 series wireless headset attached to Jabra LINK 14201-32 EHS adapter to successfully interoperate with Avaya 1100 Series IP Deskphones. The Avaya 1100 Series IP Deskphones used for compliance test are 1120E, 1140E, 1150E and 1165E which have a USB headset port.

The GN Netcom Jabra PRO 920, PRO 9400 and GO 6400 series are wireless headsets for use in an office environment and away from the desk. It uses the electronic hook-switch (EHS) adapter LINK 14201-32 attached to the Avaya 1100 Series IP Deskphones. The base connects to the headset via DECT technology. The GN Netcom Jabra PRO 920, PRO 9470 and GO 6470 wireless headset models were used for the compliance test and support desk phone, PC soft phone and Mobile phone.

2. General Test Approach and Test Results

The compliance testing of Jabra LINK 14201-32 EHS adapter interoperating with 1100 Series IP Deskphones was manually performed. No performance testing was done and the test listed in the **Section 2.1** was executed and verified.

2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios listed below.

- Verification of two-way audio path for local and PSTN calls.
- Verification of the wireless headset's mute button.
- Verification of the wireless headset's volume control.
- Verification of the wireless headset's Multi Function button (MFB) for answering and terminating call remotely.
- Verification of the 14201-32 adapter's ability to recover from interruption to the Avaya IP phone.
- Verification of the 14201-32 adapter's ability to recover from interruption of headset interface, and those active calls are preserved after reconnection.

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 were passed with following observation:

- When disconnecting the USB cable of the LINK 14201-32 adapter from the 1150E IP Deskphone, during a call, the current call is dropped. This is expected behavior due as the 1150E model only supports headset and doesn't support handset. This issue was not observed on the 1120E, 1140E and 1165E models which support both headset and handset.

2.3. Support

For technical support for the Jabra 14201-32 adapter, and Jabra products in general, please refer to www.jabra.com. On the Jabra website, the support hotline numbers to specific country will be found.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between the 1100 Series IP Deskphone and the Jabra LINK 14201-32 EHS Adapter.

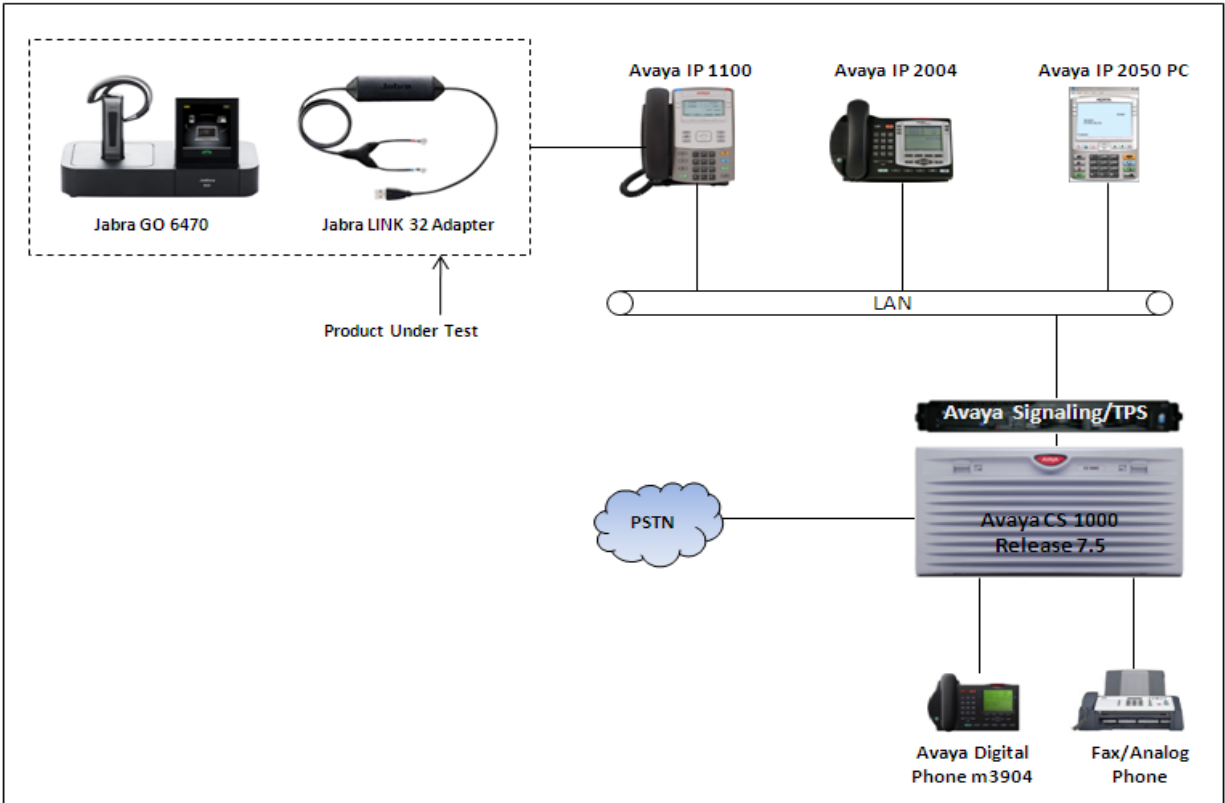


Figure 1: Reference Configuration Diagram

4. Equipment and Software Validated

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

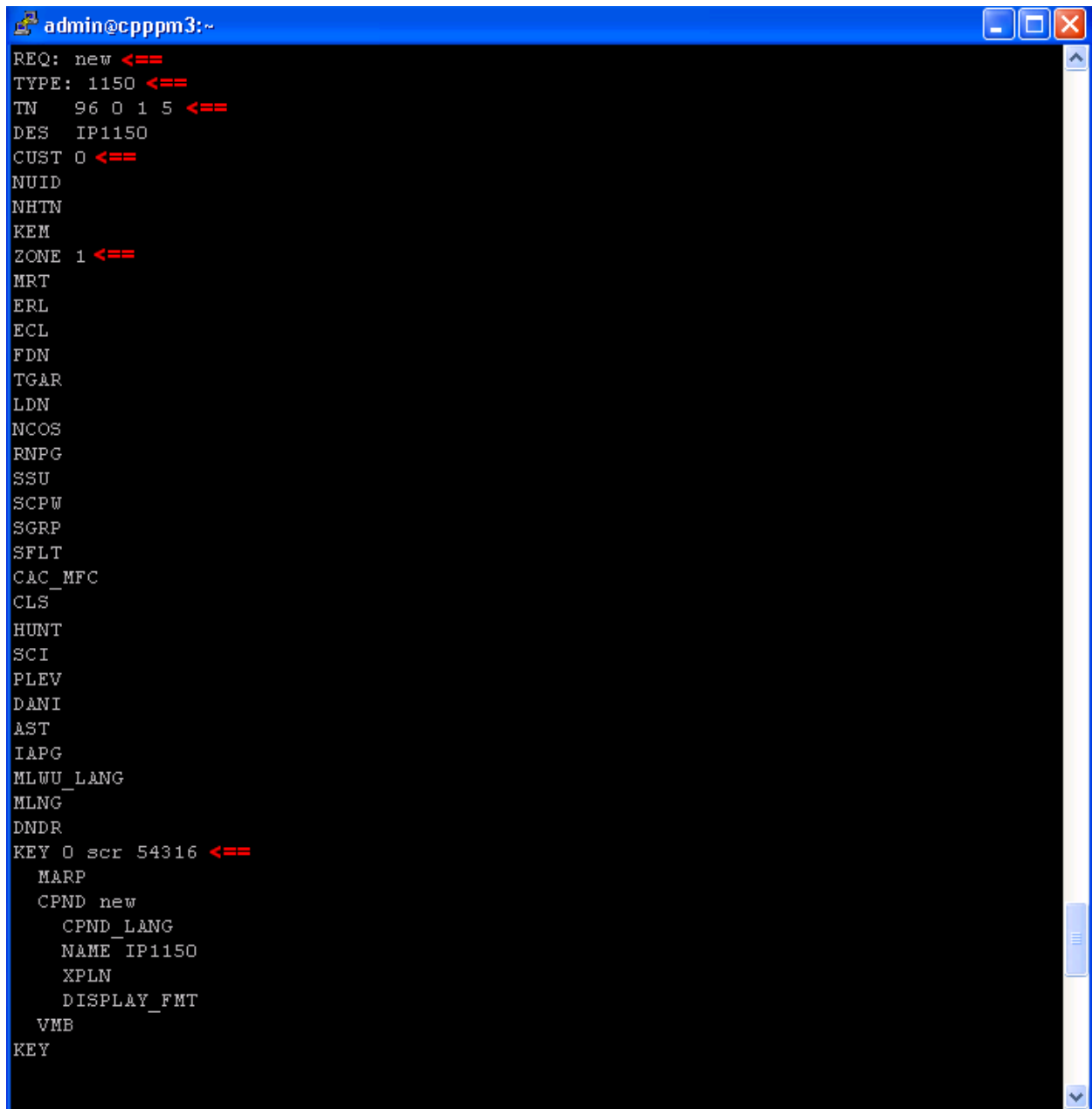
Equipment	Software Version
Avaya Communication Server 1000E	Call Server (CPPM): 7.50 Q Signaling Server (CPPM): 7.50 Q With Deplist 1
Avaya IP 1120E	0624C8J
Avaya IP 1140E	0625C8J
Avaya IP 1150E	0627C8J
Avaya IP 1165E	0626C8J
Avaya IP 2004	0602B76
Avaya IP Soft phone 2050	3.4
Jabra GO 6470 Wireless Headset	4.5.17
Jabra PRO 9470 Wireless Headset	2.1.7.5
Jabra PRO 920 Wireless Headset	-
Jabra LINK 14201-32 EHS Adapter	-

5. Configure Avaya Communication Server 1000

These Application Notes assume that Communication Server 1000 is configured and operational. There are no additional settings required to be configured for the connection of the Jabra wireless headset and Jabra LINK 32 cable adapter to the Avaya telephones. The compliance tests with the Jabra 14201-32 adapter were carried out with the default server settings for audio parameters.

This section describes the step to provision the 1100 Series IP Deskphones in Call Server via overlay command. For detailed information on how to configure and administer the Communication Server 1000, please refer to **Section 10**.

Use the overlay command **LD 11** to add a new extension for IP phone in the Call Server as shown in figure below. Enter the type of IP deskphone in the **Type** field, TN number in the **TN** field, a name in the **DES** field, customer ID in the **CUS** field, zone number in **Zone** field, an extension in the **KEY 0** and keep other fields as default. When prompted to input another key, press Enter on the keyboard to complete creating the new extension.



```
admin@cphpm3:~
REQ: new <==
TYPE: 1150 <==
TN 96 0 1 5 <==
DES IP1150
CUST 0 <==
NUID
NHTM
KEM
ZONE 1 <==
MRT
ERL
ECL
FDN
TGAR
LDN
NCOS
RNPG
SSU
SCPW
SGRP
SFLT
CAC_MFC
CLS
HUNT
SCI
PLEV
DANI
AST
IAPG
MLWU_LANG
MLNG
DNDR
KEY 0 scr 54316 <==
  MARP
  CPND new
  CPND_LANG
  NAME IP1150
  XPLN
  DISPLAY_FMT
  VMB
KEY
```

Figure 2: Sample of Adding extension in Call Server

6. Configure Avaya 1100 Series IP Deskphone

This section shows how to configure an 1100 Series IP Deskphone to work with a USB headset. For more information on how to configure an 1100 Series IP Deskphone please refer to **Section 10**.

Press the **Services** key twice quickly and successively on the 1100 Series IP Deskphone.

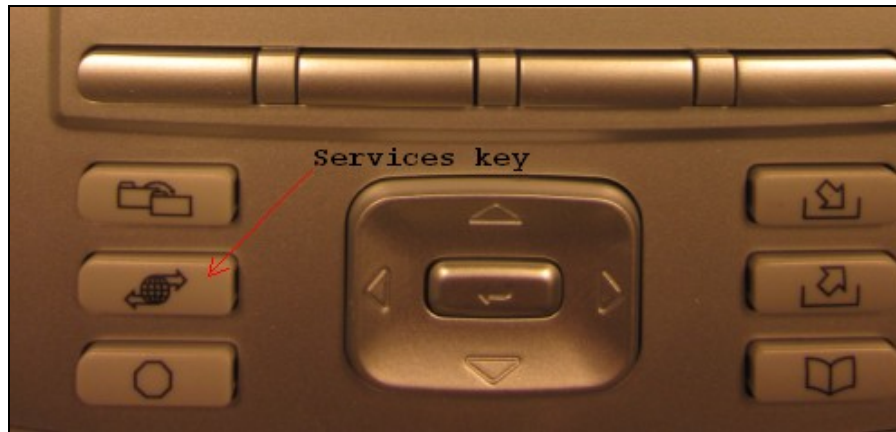


Figure 3: Services key of 1100 Series IP Deskphone

The **Services** menu displays, select **Preferences**.

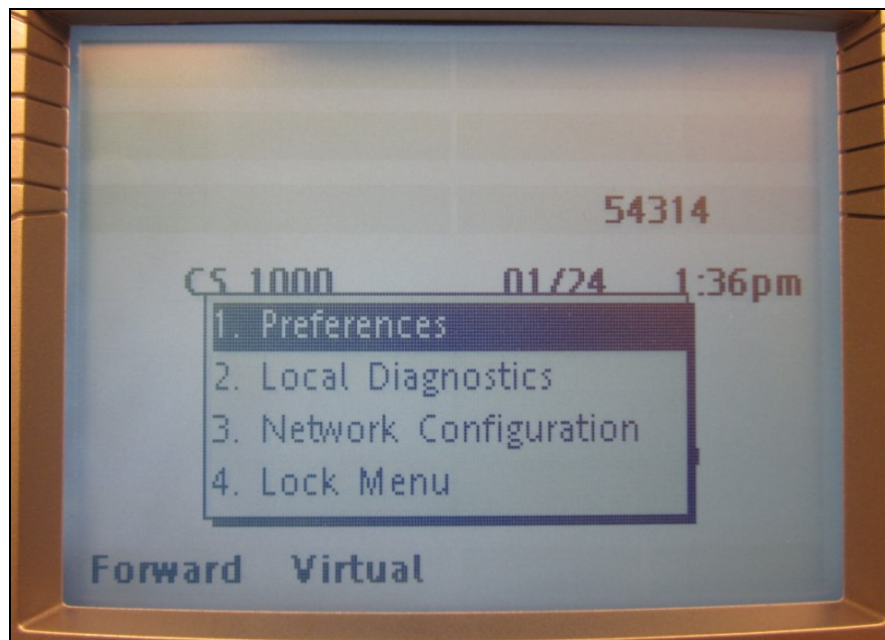


Figure 4: Services Menu

The **Preferences** menu displays, select **Headsets**.

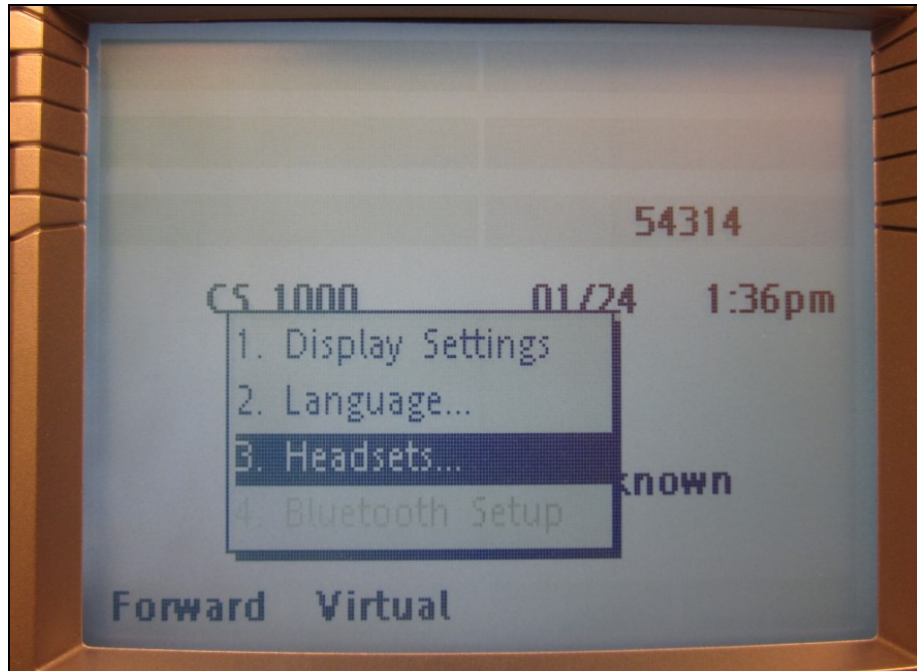


Figure 5: Preference Menu

The **Headsets** setting displays, in **Active Headset Device** menu select **USB** and keep other fields at default.

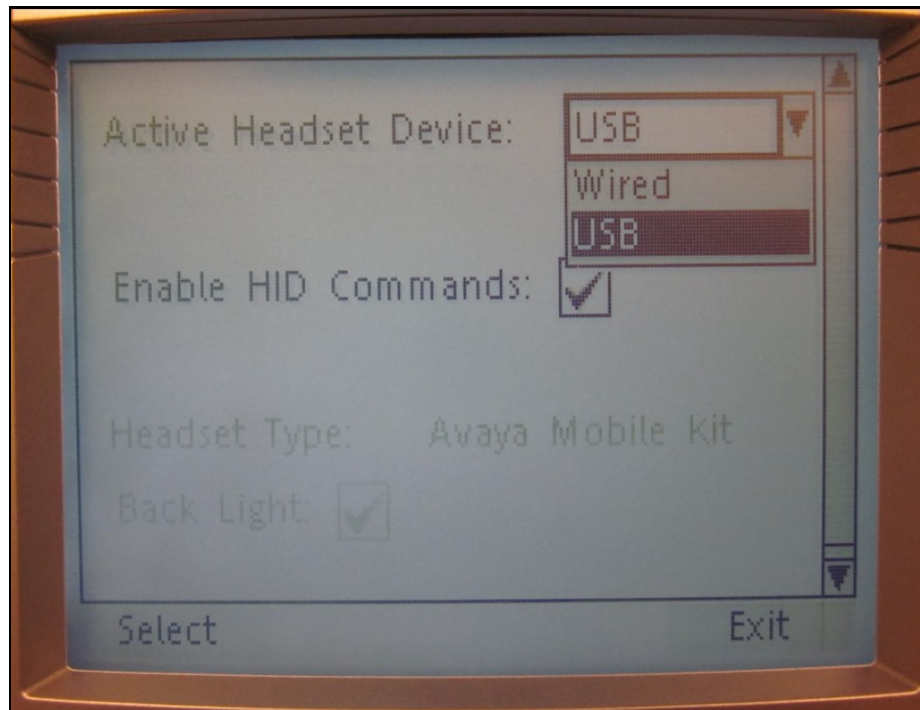


Figure 6: Headset Settings

7. Configure Jabra LINK 14201-32 EHS Adapter

During the compliance test, the Jabra LINK 14201-32 headset adapter was used for the connection of the Jabra PRO 9470, PRO 920 and GO 6470 headsets to the 1100 Series IP Deskphones.

7.1. Settings

Connect the 1100 Series IP Deskphone to a network that is able to register to a Communication Server 1000 system.

Follow the manual guide that is included with the headset to set the PRO 9470, PRO 920 and GO 6740 headset base unit to **DHSG** mode and set “**Clear dial tone switch**” to “**A**” position, for more information please refer to headset manual.

7.2. Cable Setup

Plug the USB cable of the LINK 14201-32 adapter into the 1100 Series IP Deskphone. At the other end of the LINK 32 cable, there are two RJ11 plugs, connect the AUX plug marked with a

red collar to the AUX socket and the telephony plug marked with a blue collar to the telephony socket on base unit of wireless headset.

8. Verification Steps

- Pick up and put the wireless headset on. The light on headset key of the 1100 Series IP Deskphone should now be ON, the status on the LCD screen (PRO 9470 and GO 6470 have LCD screen) of the headset base unit should change from on-hook to off-hook, and the dial tone should be heard on the wireless headset.
- From the 1100 Series IP Deskphone coupled with the LINK 14201-32 adapter and headset, dial an extension of another Avaya IP Deskphone and answer the call on that phone.
- Check audio path on the wireless headset and the handset of the other phone is established.
- End the call above by pressing the Multifunction button on the wireless headset. The LED of the headset button on the 1100 Series IP Deskphone should be OFF and the status on LCD screen should change from off-hook to on-hook.

9. Conclusion

These Application Notes describe the configuration steps required for GN Netcom Jabra PRO 900, PRO 9400, GO 6470 series wireless headset attached to GN Netcom Jabra LINK 14201-32 EHS Adapter to successfully interoperate with Avaya 1100 Series IP Deskphones. All of the executed test cases passed and met the objectives outlined in the **Section 2.1**, with test results and observation outlined in **Section 2.2**. The GN Netcom Jabra Link 14201-32 EHS Adapter is considered to be in compliance with Avaya 1100 Series IP Deskphone.

10. Additional References

Product documentation for the Avaya Communication Server 1000 products may be found at: <https://support.avaya.com/css/Products/>

[1] Avaya Communication Server 1000 Documents:

Avaya Communication Installation and Commissioning, Doc# NN43041-310, Issue 05.04, Date May 2011.

Avaya Communication Server 1000 Unified Communications Management Common Services Fundamentals, Doc # NN43001-116, Issue 05.11, Date June 2011.

Avaya Communication Server 1000 Co-resident Call Server and Signaling Server Fundamentals, Doc # NN43001-509, Issue 03.02, Date June 2011.

Avaya Communication Server 1000 Element Manager System Reference - Administration, Doc# NN43001-632, Issue 05.09, Date July 2011.

Avaya Communication Server 1000 IP Deskphones Fundamentals, Release 7.5, Doc # NN43001-368, Issue 07.10, Date Jan 2012

Avaya Communication Server 1000 IP Deskphones Fundamentals, Doc# NN43001-368, Issue 07.12, Date Sept 2011.

Product documentation for GN Netcom Jabra LINK 14201-20 EHS adapter product may be found at: [http:// www.jabra.com](http://www.jabra.com)

[2] Jabra Headset PRO 9400 Series Documents:
Jabra PRO 920, PRO 9470, and GO 6470 Quick Start Guide

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