**Genesys SIP Endpoint Checklist**

**to Verify USB and Bluetooth Headset Compatibility**

Genesys product teams test compatibility of our SIP clients for our Engage products - SIP Endpoint SDK, Workspace SIP Endpoint and Genesys SIP Softphone - with a representative number of headsets from popular vendors including Jabra, Plantronics and Sennheiser. The current list of tested models can be obtained by request.

To validate compatibility with any other headset model or vendor, this document contains a short set of test cases for both USB and Bluetooth headsets.

Please complete the test information & test cases, and submit results back to the Genesys product team by opening a support ticket with an attachment.

|  |  |
| --- | --- |
| **Contact** |  |
| Name |  |
| Company |  |
| Address |  |
| Email |  |
|  |  |
| **Test Details** |  |
| Date |  |
| Headset Model |  |
| Driver Version / Details |  |
| OS Version |  |
| Endpoint |  |
| Endpoint Version |  |

*Note that presently the Genesys SIP clients do not support Virtual Desktop (VDI) environments such as Citrix XenDesktop.*

**Test Cases and Results**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Test Case Description** | **Expected Result** | **Pass/Fail Result** | **Comments** |
| 1 | Start the endpoint, connect the headset, and select as both the Microphone & Speaker device | Headset connected to the PC/device.  Headset detected and recognized by the endpoint - shown in the devices list. Subsequently headset should be the default device |  |  |
| 2 | Incoming Calls | Each call connected and audio quality is good |  | Optional: repeat for multiple calls, short and long |
| 3 | Outgoing Calls | Each call connected and audio quality is good |  | Optional: repeat for multiple calls, short and long |
| 4 | Second incoming call to SIP Endpoint. | Second call connected and audio quality is good. First call on hold |  |  |
| 5 | Mute with the headset mute button | Call should be muted |  |  |
| 6 | Control volume with headset buttons | Increase and decrease volume |  |  |
| 7 | Unplug and re-plug the headset in the middle of the call (also for Bluetooth headsets move out of range then back in range) | Audio switches to alternate device when headset is unplugged; audio returns to headset when re-plugged. No loss of call |  |  |
| 8 | Try the “hook” button(s) on the headset for on-hook and off-hook functionality. | Typically, the on-hook and off-hook from the headset controls will not have any effect, but document results |  |  |
| 9 | Interaction with other 3rd party softphone applications running simultaneously (such as Microsoft Skype for Business client) | Document behaviour in the environment |  |  |