**Avaya Solution & Interoperability Test Lab**

# Application Notes for Plantronics Calisto P210-A™ USB Handset with Avaya one-X® Communicator - Issue 1.0

## Abstract


These Application Notes describe a compliance-tested configuration comprised of Plantronics Calisto P210-A™ USB Handsets with Avaya one-X® Communicator and Avaya Aura™ Communication Manager. The Calisto P210-A is a high quality USB handset that is designed for use with Avaya one-X Communicator, providing a familiar phone interface for users transitioning to PC telephony.

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 integrating Plantronics Calisto P210-A™ USB Handset with Avaya one-X® Communicator and Avaya Aura™ Communication Manager. The Plantronics Calisto P210-A USB Handset integrates with Avaya one-X Communicator using the Avaya one-X Communicator Headset API, thus providing basic call control such as dialing, answering or hanging up a call.

## 1.1. Interoperability Compliance Testing

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on making, answering and ending calls using the Plantronics Calisto P210-A USB Handset and verifying good talk path in both directions. Additional features of the Calisto P210-A USB Handset such as muting the microphone, adjusting incoming volume and ringer adjustment were also verified. The type of calls made included calls to voicemail, to internal extensions and to the PSTN.

The serviceability testing focused on verifying the usability of the Calisto P210-A USB Handset after restarting Avaya one-X Communicator and disconnecting and reconnecting the USB Handset from the PC.

## 1.2. Support

For technical support and information on Calisto P210-A USB Handset, contact Plantronics at:

- Phone: +1 (800) 544-4660

# 2. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the Plantronics solution. The configuration comprised of an Avaya S8300 Server running Communication Manager and an Avaya G450 Media Gateway with connections to the following: an Avaya 9640 IP Telephone and an ISDN-BRI trunk to the PSTN. Avaya Modular Messaging was used as the voicemail system. Avaya one-X Communicator were installed on four desktop PCs/notebooks respectively, each having a Plantronics Calisto P210-A USB Handset attached to the USB Port. Avaya Aura™ SIP Enablement Services was used to support the Avaya Modular Messaging which was configured for SIP integration. The Avaya C364T-PWR Converged Stackable Switch provides Ethernet connectivity to the Avaya Servers, Media Gateway, desktop PCs and IP telephone.

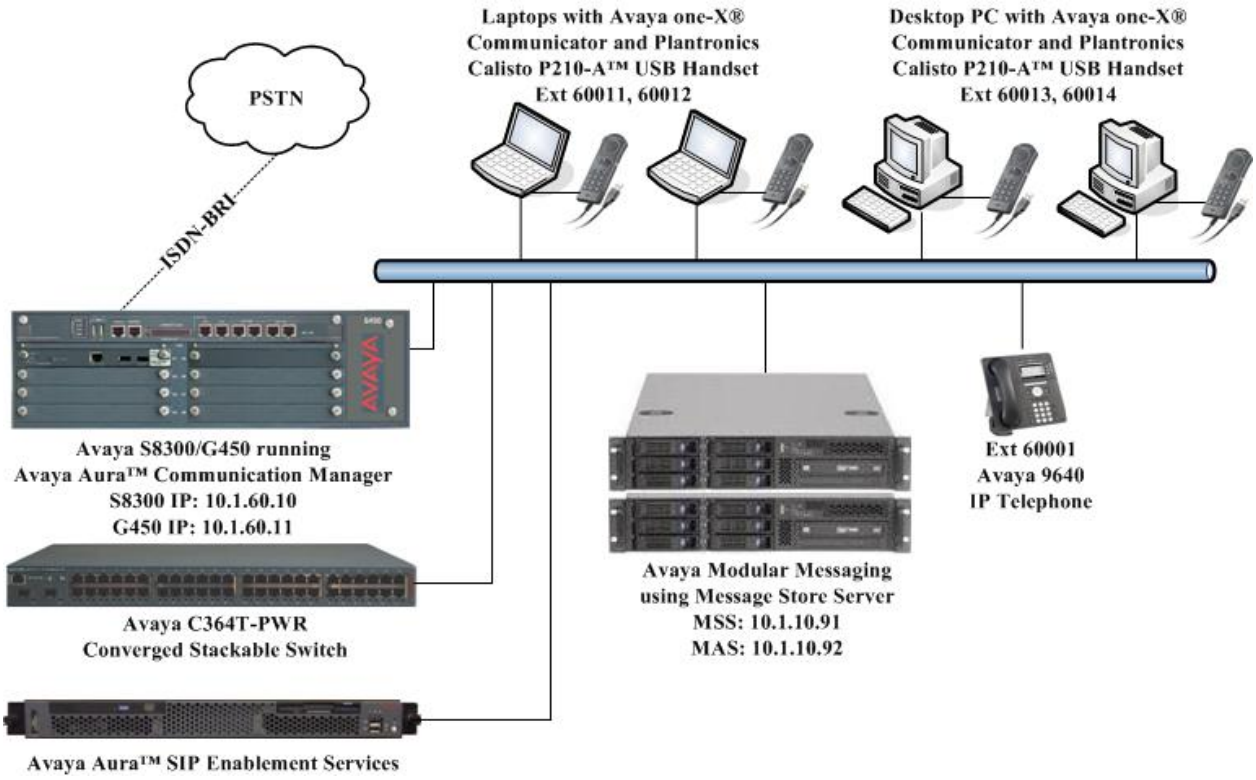



**Figure 1: Test Configuration**

# 3. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

| Equipment | Software |
|---|---|
| Avaya S8300 Server | Avaya Aura™ Communication Manager 5.2.1 (R015x.02.1.016.4) with Service Pack (02.1.016.4-17774) |
| Avaya G450 Media Gateway | 30.10.4 |
| Avaya Modular Messaging | 5.2 |
| Avaya Aura™ SIP Enablement Services | 5.2.1 (SES-5.2.1.0-016.4) |
| Avaya 9640 IP Telephone | 3.1 (H.323) |
| Avaya one-X® Communicator running on Windows 7 Professional and Windows XP Professional SP3 | 5.2 (5.2.0.10) |
| Avaya one-X® Communicator running on Windows 7 Professional and Windows XP Professional SP3 | 1.0 Service Pack 5 (1.0.0.99) |
| Avaya C364T-PWR Converged Stackable Switch | 4.5.18 |
| Plantronics Calisto P210-A™ USB Handset | - |
| Plantronics AvayaOneXBridge | 1.0.0.0 |

# 4. Configure Communication Manager

The following sections show the relevant configuration screens for Communication Manager. The screen shots included in this section focused only on the configuration of the station and ip-codec-set forms. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

## 4.1. Configure Station for Avaya one-X Communicator

Use the **add station n** command, where **n** is an available extension in the dial-plan. To create a station to be used by Avaya one-X Communicator, the following information should be provided:

- **Type:** The IP Telephone type that will be emulated. In this compliance testing, the type was set to **9640**.
- **Security Code**: Password used by Avaya one-X Communicator to log in.
- **Port**: Set to **X** to administer the station without hardware.
- **IP SoftPhone?**: **y**

```
add station 60011                                          Page   1 of   5
                                    STATION

Extension: 60011                        Lock Messages? n               BCC: 0
     Type: 9640                         Security Code: 12345            TN: 1
     Port: X                          Coverage Path 1: 8               COR: 1
     Name: 1XC User 1                 Coverage Path 2:                 COS: 1
                                      Hunt-to Station:
STATION OPTIONS
                                           Time of Day Lock Table:
             Loss Group: 19          Personalized Ringing Pattern: 1
                                                Message Lamp Ext: 60011
           Speakerphone: 2-way                Mute Button Enabled? y
        Display Language: english                  Button Modules: 0
 Survivable GK Node Name:
         Survivable COR: internal               Media Complex Ext:
   Survivable Trunk Dest? y                          IP SoftPhone? y

                                           IP Video Softphone? n

                                          Customizable Labels? y
```

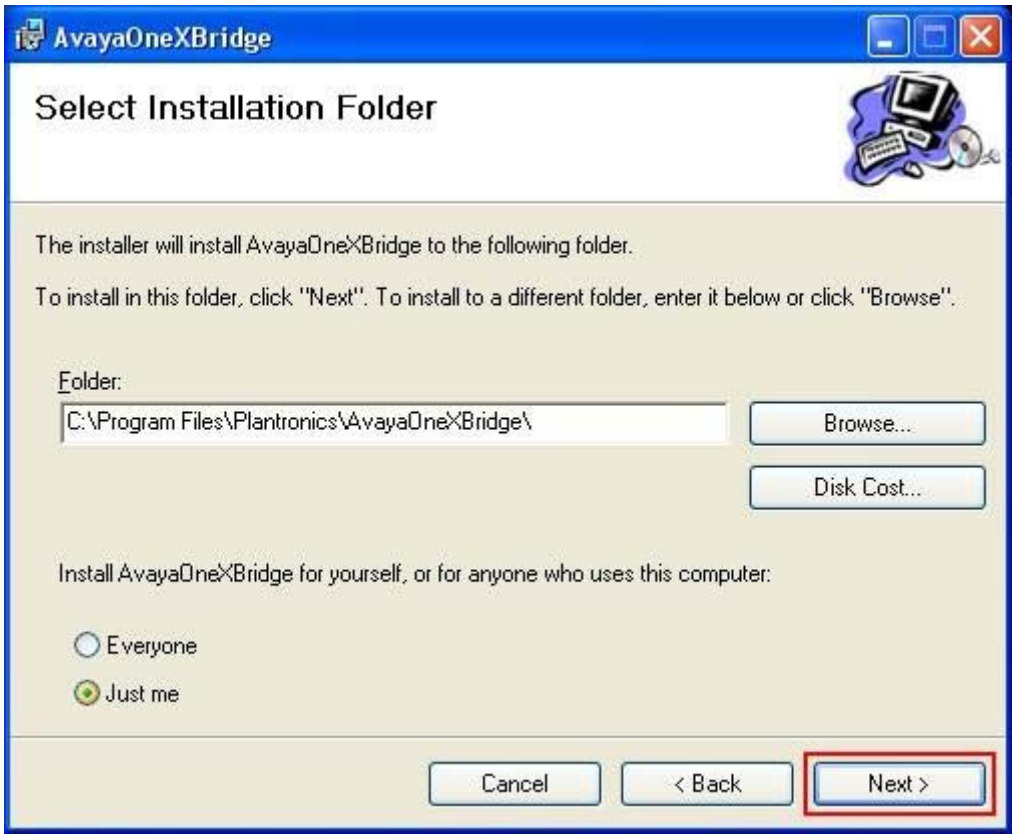
## 4.2. Configure IP Codec Set

The following screen shows the codec set configuration that was used during the test. To configure the codec set, use the **change ip-codec-set n** command, where **n** is the IP codec set used by Avaya one-X Communicator. In this compliance testing, the G.722-64K and G.711 mu-law codecs were used.

```
change ip-codec-set 1                                      Page   1 of   2

                         IP Codec Set

    Codec Set: 1

    Audio        Silence      Frames   Packet
    Codec        Suppression  Per Pkt  Size(ms)
 1: G.722-64K                    2        20
 2: G.711MU           n          2        20
 3:
 4:
 5:
 6:
 7:
```

# 5. Configure Plantronics AvayaOneXBridge

Insert the CDROM that comes with the Plantronics Calisto P210-A USB Handset and start the driver installation. Click **Next** at the welcome screen (not shown). At the Select Installation Folder screen, accept the default Folder. Click **Next** and follow the remaining procedures to complete the installation.




After installation, click **Start → All Programs → Plantronics AvayaOneXBridge** to start the application.
Note: The AvayaOneXBridge application does not have a GUI and runs only in the background.

# 6. Configure Avaya one-X Communicator

After starting Avaya one-X Communicator, select → **Settings** from the menu as shown below.


Select **Audio** from the left panel and click the **Basic** tab. Click **Audio Tuning Wizard**.

Plantronics Calisto P210-A USB Handset is automatically detected in Microsoft Windows as **Plantronics P210-A**. Select this device as the **Playback Device** and **Recording Device** as shown below. Click **Next** and follow the remaining procedures to tune the audio.


# 7. General Test Approach and Test Results

All test cases were performed manually. The following features were verified using the Plantronics Calisto P210-A USB Handset:

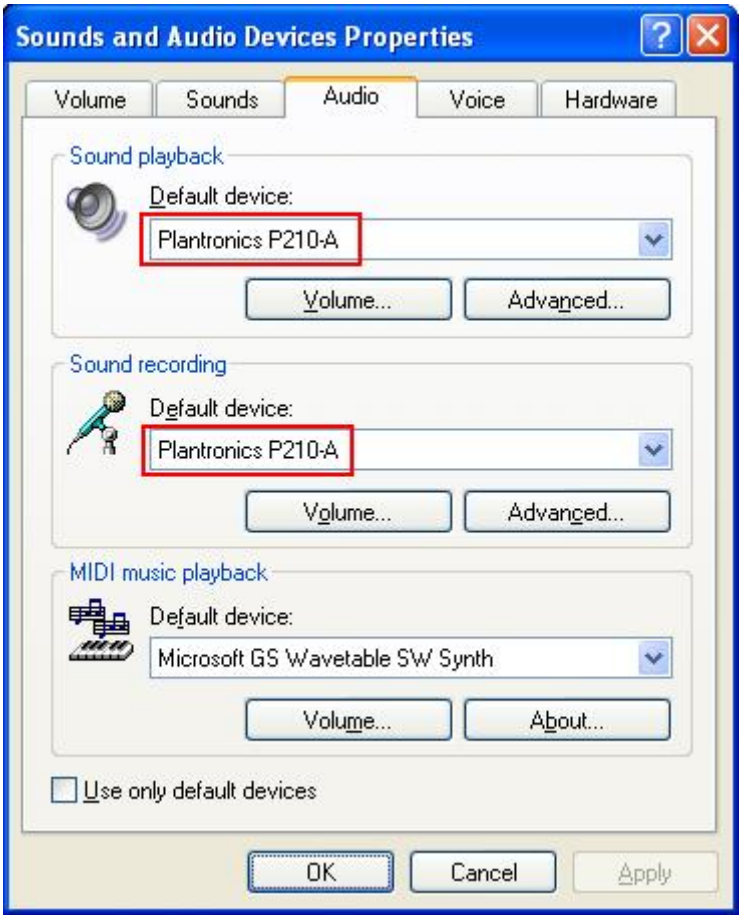
- Placing internal, PSTN and international calls using the dial pad and verifying that the playback volume and recording level were good.
- Answering internal and PSTN calls using the handset and verifying that the playback volume and recording level were good.
- Hanging up calls using the USB handset.
- Answering a call during an active call.
- Using the volume control on the handset to adjust the playback volume.
- Using the mute control on the handset to mute the microphone.
- Using the ringer control on the handset to adjust the ringer volume.

For the serviceability testing, the Calisto P210-A USB Handset was disconnected and reconnected to verify proper operation. Avaya one-X Communicator was also restarted to verify proper operation.

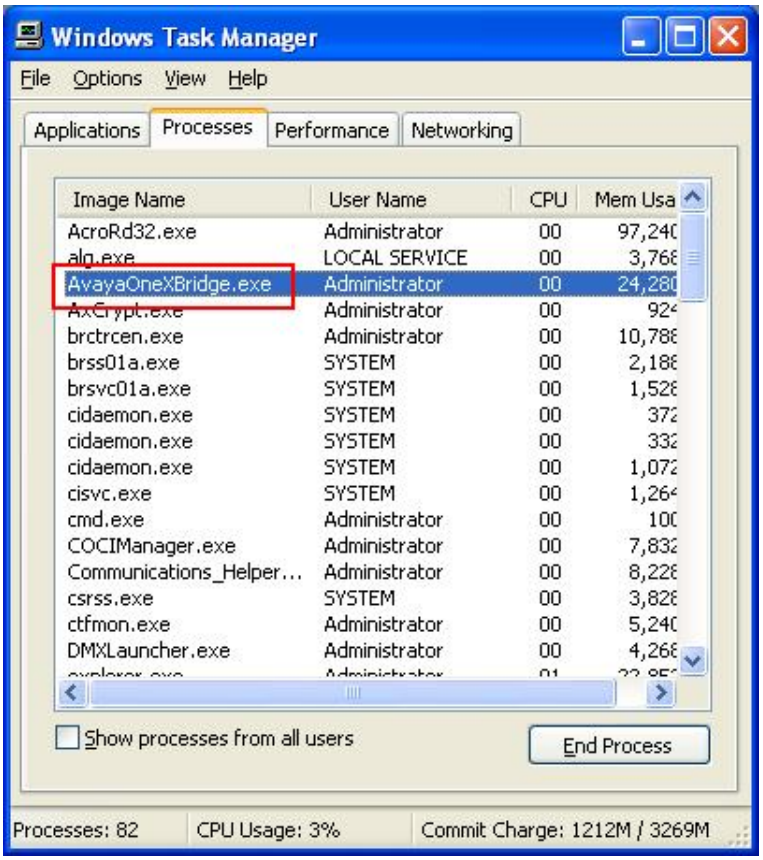
All test cases passed successfully. The Avaya one-X Communicator Headset API does not support sending of DTMF during a call. As such, it is not possible to use the dial pad on the Calisto P210-A USB Handset to interact with the voicemail system.

# 8. Verification Steps

From the Windows Control Panel, open **Sounds and Audio Devices** and click the **Audio** tab. Verify that the device **Plantronics P210-A** is listed in both the **Sound playback** and **Sound recording** section as shown below.



From the Windows Task Manager, verify that the process **AvayaOneXBridge.exe** is running as shown below.




# 9. Conclusion

These Application Notes describe the configuration steps required for integrating Plantronics Calisto P210-A™ USB Handset with Avaya one-X® Communicator. All test cases were completed successfully. The Avaya one-X Communicator Headset API does not support sending of DTMF during a call. As such, it is not possible to use the dial pad on the Calisto P210-A USB Handset to interact with the voicemail system.

# 10. Additional References

This section references the Avaya and Plantronics documentation that are relevant to these Application Notes.

The following Avaya product documentation can be found at http://support.avaya.com.

[1] *Administering Avaya Aura™ Communication Manager*, Release 5.2, Issue 5.0, May 2009, Document Number 03-300509.
[2] *Avaya one-X® Communicator User Reference*, November 2009.

The following product documentation is available from Plantronics.

[3] *Plantronics P210-A™ USB Handset User Guide*, 2009.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.