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Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub and DA Series USB Audio Processor Adapter and EncorePro 510/520 Headset with Avaya Aura® Agent Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Plantronics DA Series USB Processors Adapters and EncorePro 510/520 Headset with Avaya Aura® Agent Desktop. The Plantronics DA Series USB Audio Processor adapters connect to PC via USB and to Plantronics EncorePro 510/520 headset via Quick Disconnect connector. The DA80 adapter provides call control features directly from the adapter, such as answering or terminating a call from the headset, adjusting volume control and mute from the headset while the DA70 adapter does not have the call control features.

Plantronics Hub is a stand-alone application providing call control, settings management, update and battery level notifications and mute alerts to Plantronics DA Series USB Audio Processor.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate Plantronics DA Series USB Processors Adapters and EncorePro 510/520 Headset with Avaya Aura® Agent Desktop. The Plantronics DA Series USB Audio Processor (DA) adapters connect to PC via USB and to Plantronics EncorePro 510/520 headset via Quick Disconnect connector (QD). The DA80 adapter provides call control features directly from the adapter, such as answering or terminating a call from the headset, adjusting volume control and mute from the headset while the DA70 adapter does not have the call control features.

Plantronics Hub is a stand-alone application providing call control, settings management, update and battery level notifications and mute alerts to Plantronics DA Series USB Audio Processor.

In this compliance test the following headsets and accessories used were:
- DA70: USB audio processor without Call answer/end, mute and volume controls
- DA80: USB audio processor with Call answer/end, mute and volume controls
- HW510: Over-the-head, for enhanced stability (Monaural) QD-equipped.
- HW520: Over-the-head, for enhanced stability (Binaural) QD-equipped.

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 Agent Desktop with DA Adapter and EncorePro 510/520 headset and verifying two-way audio, call control from DA80. The call types included calls between local extensions, and from the PSTN.

The serviceability testing focused on verifying the usability of the DA Adapter and EncorePro 510/520 headset solution after restarting the Agent Desktop and reconnecting the DA Adapter and EncorePro 510/520 headset to the PC and disconnecting the headset from DA Adapter.

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

All test cases were performed manually. The following features were verified:
- Placing calls to internal extensions to verify two-way audio.
- Placing calls from the PSTN to contact center number to verify two-way audio.
- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good
- Hearing ring back tone for outgoing calls.
- Hearing ring alert for incoming calls.
- Answering and ending calls using the call control button on the DA80 Audio Processor.
- Answering and ending calls using Agent Desktop.
- Using the volume buttons on the DA80 to adjust the audio volume.
- Using the mute button on the DA80 and Agent Desktop to mute and un-mute the audio.
- Using Hold feature on Agent Desktop.

For the serviceability testing, the DA adapter and EncorePro 510/520 headset was reconnected to the Desktop Agent and the PC was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed with the following observations:
- The "Avaya Aura Agent Desktop – Headset Support" utility must be installed on the same PC that installed Avaya Aura Agent Desktop.

- On the Avaya Aura® Agent Desktop, the name of the headset for "Record Device" is truncated and appears as: "Headset Microphone (Plantronics"

- On the Plantronics Hub, under settings for Softphones and Media Players, the "Target Softphone" needs to be manually selected as "Avaya Aura Agent Desktop". This is expected behavior.

2.3. Support

For technical support and information on the Plantronics products described in this solution, contact Plantronics Technical Support at:
- Phone: 800-544-4660 (toll free)
        +1 831-426-5858 (International)
- Website: http://www.plantronics.com/north_america/en_US/support

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics Hub and DA Adapter and EncorePro 510/520 headset with Agent Desktop. The configuration consists of Avaya Aura® Communication Manager, Avaya Aura® Session Manager, Avaya Aura® System Manager and Avaya Aura® Contact Center. Simulated SIP PSTN is provided via Session Manager. Agent Desktop softphone logs on an agent in Contact Center system and registers to Communication Manager as H.323 endpoint using My Computer mode to answer and place calls from the PC, Avaya Aura® Messaging was used as the voicemail system. The DA Adapter was connected to the Agent Desktop PC via a USB port and to EncorePro 510/520 Headset via Quick Disconnect connector. The Plantronics Hub was installed on the PC running Window 7.
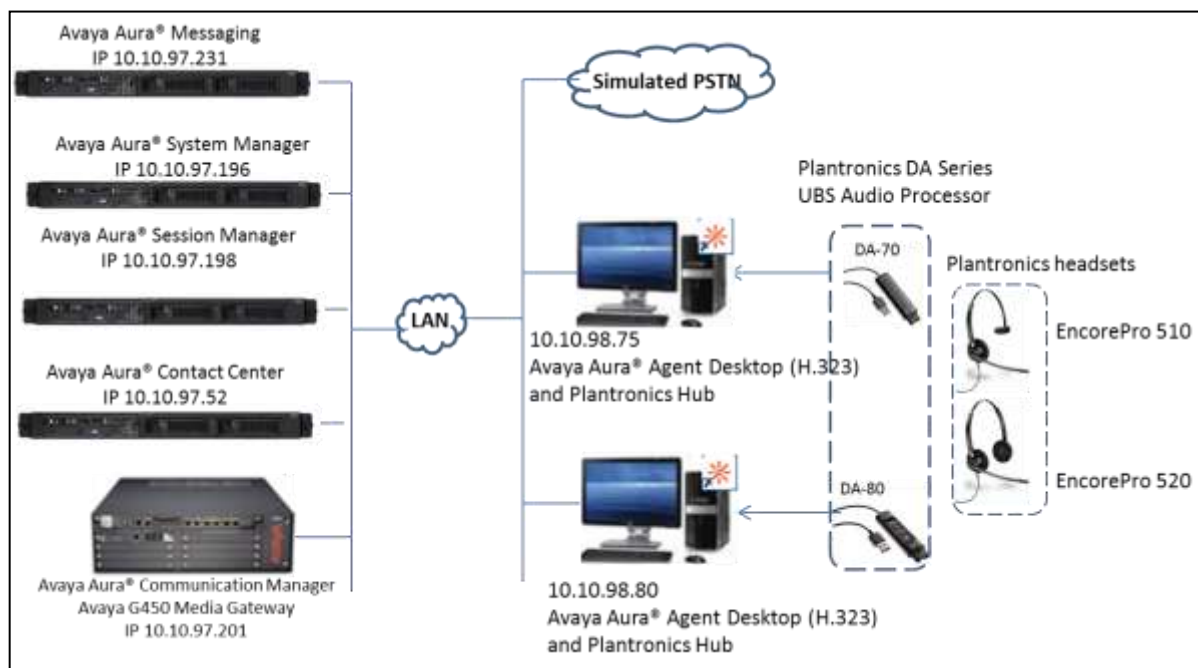
Figure 1: Agent Desktop with Plantronics Hub and DA Adapter and EncorePro 510/520 Headset

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	6.3.12
Avaya G450 Media Gateway	36.156.0
Avaya Aura® Messaging	6.3.2
Avaya Aura® Session Manager	6.3 SP 14 (6.3.14.0.631402)
Avaya Aura® System Manager	6.3. SP 14 (6.3.14.11.3595)
Avaya Aura® Contact Center	6.4 SP15
Avaya Aura® Contact Center - Avaya Aura® Agent Desktop	6.4 Build 14.200.42.1285
Avaya Aura® Agent Desktop Headset Utility: • Avaya Aura Agent Desktop – Headset Support	6.3.208
Plantronics DA Series USB Audio Processor	v68.26.26
Plantronics EncorePro HW510	89433-01
Plantronics EncorePro HW520	89434-01
Plantronics Hub	3.7.51238.28796
PC with Microsoft Window 7	Window 7 64bit SP1

5. Configure Avaya Aura® Communication Manager

This section will add H.323 stations for use by the Avaya Aura® Agent Desktop. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Issue **add station <n>** command, where **n** is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** Enter station type **9620**.
- **Name:** A descriptive name.
- **Security Code:** Enter a valid code ex: 1234.
- **IP SoftPhone: y**.

```
add station 53107                                              Page   1 of   5
                                    STATION

Extension: 53010                      Lock Messages? n                BCC: 0
      Type: 9620                       Security Code: 1234             TN: 1
      Port: IP                       Coverage Path 1:                 COR: 1
      Name: Agent1                   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: 5102
            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
                      Short/Prefixed Registration Allowed: default

                                          Customizable Labels? y
```

6. Configure Avaya Aura® Agent Desktop

This section provides configuration of Agent Desktop softphone to log in an agent in Contact Center system and register to Communication Manager as H323 station using My Computer mode provisioned in **Section 5** above.

Navigate to **Start Menu →All Program →Avaya** and select **Avaya Aura Agent Desktop 6.0**. Avaya Agent Desktop softphone is displayed with User Credentials, enter the following:

- **User ID:**   enter agent user name, ex: agent1.
- **Password:**   enter password of agent1.
- **Domain:**   enter Domain or IP address of Contact Center, ex: 10.10.97.52.

Note: Avaya Aura® Contact Center system and the login credential are used in this section was previously configured and not mentioned in this document.

The screenshot below shows the Agent Desktop logs in the agent1 successfully.

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Login to the Agent Desktop after the Agent Desktop application has been launched and successfully connected to Contact Center. While log on, there are two options in the Agent Logon: My Computer and Desk Phone. During the test, My Computer mode is used.

Important: If an audio device (such as a headset or microphone) is added while Agent Desktop is running, you must restart the Agent Desktop to start using the new audio device.

On the Agent Desktop Top bar, from the Status list, select **Login**.
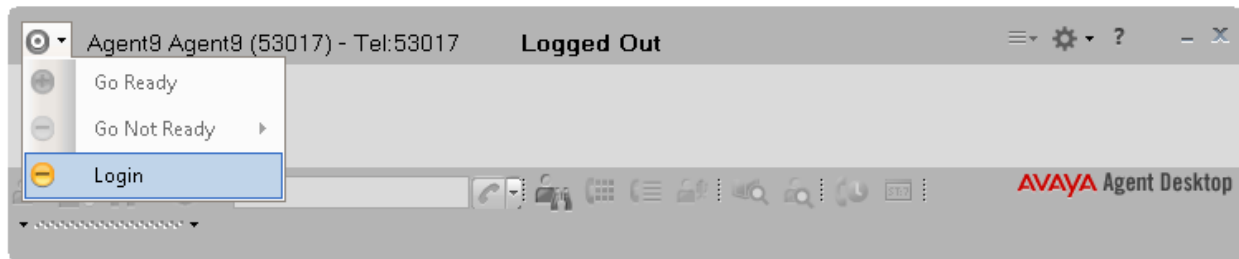
In the Agent Logon window, enter login details:
- **Place and receive call using**: select My Computer.
- **Extension**: enter extension created in **Section 5**, ex: 53010.
- **Password:** enter password for the extension, created in Section **5**
- **Server Address:** enter Communication manager IP address, ex: 10.10.97.201.
- **License Type:** using default value, ex: Agent.

Click **Login** when completed.

By default the Agent Desktop status is Not Ready. Change the status to Ready to indicate that Agent is available to handle all media types for which system is licensed and configured by select → **Go Ready**
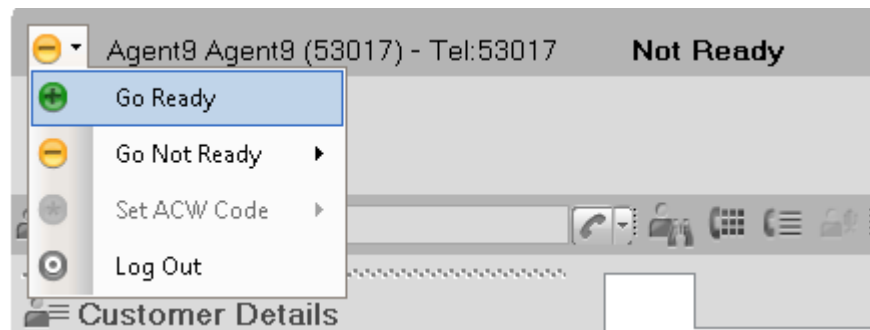
To configure Agent Desktop using Plantronics headset, on the Agent Desktop Top bar menu, click → **User Preferences** → **Audio Settings**.


In the **Audio Settings** tab, in the **Audio Devices** section, verify DA Adapter is displayed in **Playback Device** and **Record Device** (see screenshot in the step below). Click **Save Audio Devices** to save configuration.
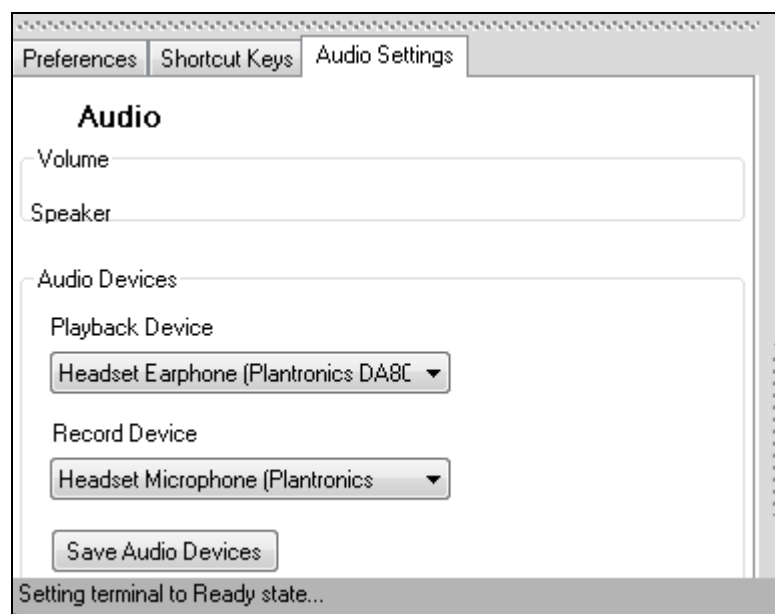
7. Install the Plantronics Hub S/W and DA Series USB Audio Processor and EncorePro 510/520 Headset

This section provides the configuration steps for Plantronics Hub software, Plantronics DA Series USB Processor and Plantronics 510/520 headset to work with Agent Desktop.
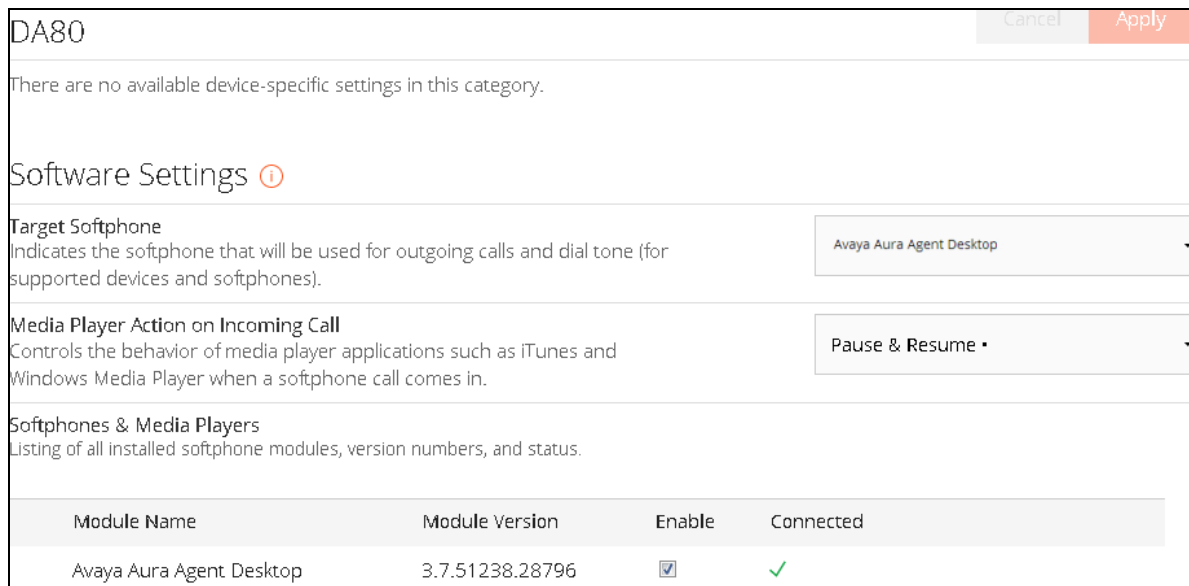
1. Install Plantronics Hub software on PC which has Agent Desktop softphone installed.
2. Connect EncorePro 510/520 headset to the DA adapters via QD connector.
3. Insert the DA adapters to an available USB port on the PC.
4. Launch the Plantronics Hub software, there is an icon of the Hub software that appears in the System tray bar showing that Plantronics headset is being connected.
5. Launch Agent Desktop softphone.
6. Configure Plantronics Hub software to use with Agent Desktop softphone, from the Plantronics Hub window, navigate to **Settings →Softphones**. In the **Target Softphone** verify **Avaya Aura Agent Desktop** is displayed.
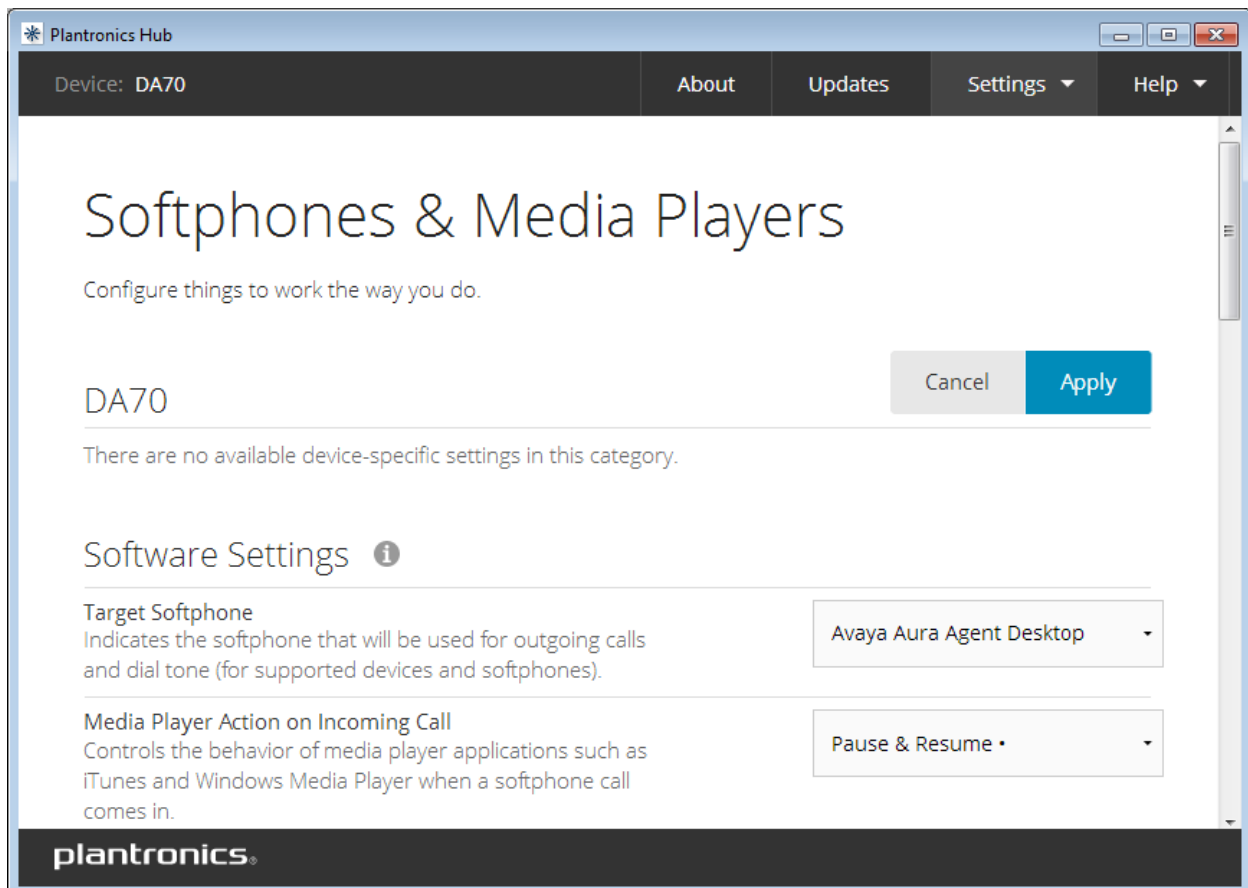
8. Verification Steps

This section verifies that the Hub software and DA Adapter and EncorePro 510/520 solution has been successfully integrated with the Agent Desktop.

Verify that the DA Adapter and EncorePro 510/520 headset has been successfully installed and ready for use with Agent Desktop. From the Plantronics Hub, select **Settings** → **Softphones**; verify in the **Connected** column there is a green check displayed for Avaya Aura Agent Desktop.

Once the DA Adapter and EncorePro 510/520 headset is connected to Agent Desktop, verify that incoming and outgoing calls can be established with two-way audio to the headset. Note that these steps below are applied on the Plantronics DA80 adapter. For Plantronics DA70 adapter that does not have the call control button, only audio of the calls and call status are verified, the call status is verified based on the beep tone heard through the headset and changing color of Hub icon in the system tray for actions made on the Agent Desktop such as mute/unmute and call answer/end.

For incoming calls, answer the call by pressing the call control button on the DA80 USB Audio Processor.

1. From the Agent Desktop softphone with Plantronics DA80 adapter and the 510/520 headset place a local call to another station.
2. Verify the ring back tone is heard through the Plantronics headset and the light on the call control button on the DA80 is ON.
3. Answer the call on the other station, verify two-way speech path with audio between the Agent Desktop and the other station.
4. During the call, adjust the volume up and down and mute/unmute from Plantronics DA80, verify the volume adjusted successfully and status of mute/unmute reflected properly on the Agent Desktop.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Plantronics Hub and DA Series USB Audio Processor and EncorePro 510/520 Headset with Avaya Aura® Agent Desktop. All test cases were completed successfully with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and DA Series USB Audio Processor and EncorePro 510/520 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 6.3, Issue 10.0, June 2014, Document Number 03-300509.
[2] Application Note for Configuring Avaya Aura® Contact Center 6.2 with Avaya Aura® 6.2 Infrastructure – Issue 1.0
[3] Avaya Aura® Agent Desktop Release 6.4, Issue 05.02, June 2014, Document Number NN44400-114

Documentation and information for the Plantronics Hub S/W and DA Adapter and EncorePro 510/520 Headset can be found at the following websites:

[4] http://www.plantronics.com/us/product/plantronics-hub-desktop
[5] http://www.plantronics.com/us/product/da-series
[6] http://www.plantronics.com/us/product/encorepro-510-520