Application Notes for Plantronics Hub Software and Plantronics Blackwire 3215/3225 USB Corded Headsets with Avaya Aura® Agent Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Blackwire 3215/3225 USB Corded Headsets with Avaya Aura® Agent Desktop. Plantronics Hub Software enables integrated call control features on the Plantronics Blackwire 3215/3225 USB Corded Headsets, including call answer/end and mute synchronization with Avaya Aura® Agent Desktop. The Plantronics Hub Software was installed on the desktop PC running Avaya Aura® Agent Desktop and a Plantronics Blackwire 3215/3225 USB Corded Headset was connected to a USB or USB-C port. For the compliance test, the Blackwire 3215 USB monaural headset was verified. The Blackwire 3225 USB Corded Headset is a binaural headset.

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

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Blackwire 3215/3225 USB Corded Headsets with Avaya Aura® Agent Desktop. Plantronics Hub Software enables integrated call control features on the Plantronics Blackwire 3215/3225 USB Corded Headsets, including call answer/end and mute synchronization with Avaya Aura® Agent Desktop. The Plantronics Hub Software was installed on the desktop PC running Avaya Aura® Agent Desktop and a Plantronics Blackwire 3215/3225 USB Corded Headset was connected to a USB or USB-C port. For the compliance test, the Blackwire 3215 USB monaural headset was verified. The Blackwire 3225 USB Corded Headset is a binaural headset.

Refer to the appropriate Plantronics documentation listed in Section 10 for additional product information.

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 using the Plantronics Hub Software and Plantronics Blackwire 3215 USB Corded Headset and verifying 2-way audio. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

The serviceability testing focused on verifying the usability of Blackwire 3215 USB Corded Headset after restarting the Agent Desktop, disconnecting and reconnecting the headset, and rebooting the PC.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.
Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

2.1. Interoperability Compliance Testing
All test cases were performed manually. The following features were verified:

- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
- Placing calls to local stations to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Answering and terminating calls using the call control button on the Blackwire 3215 headset.
- Using the volume control button on the Blackwire 3215 headset to adjust the playback volume.
- Using the mute button on the Blackwire 3215 headset and on Agent Desktop to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and Agent Desktop.
- Checking that the call control button on the headset would light when there was an incoming/outgoing ringing call or an active call.

For the serviceability testing, the headset was disconnected and reconnected to verify proper operation. The Agent Desktop application was also restarted for the same purpose. The desktop PC was also rebooted to verify that Agent Desktop and headset were operational when the PC came back into service.

2.2. Test Results
All test cases passed.

2.3. Support
For technical support and information on Plantronics Hub Software and Plantronics Blackwire 3215/3225 USB Corded Headsets, contact a Plantronics support specialist at:

- Phone: 1-855-765-7878 (toll free)
- Website: http://www.plantronics.com/us/support/
3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics solution. The configuration consists of Avaya Aura® Communication Manager running in a virtual environment with an Avaya G450 Media Gateway. Avaya Aura® Messaging was used as the voicemail system. Avaya Aura® Agent Desktop, Avaya Aura® Agent Desktop – Headset Support utility and Plantronics Hub Software were installed on a desktop PC running Windows 10. Blackwire 3215/3225 Headset was connected to a USB port on the desktop PC running Agent Desktop. The Blackwire 3215 USB corded headset was used for the compliance test. Agent Desktop logged into Avaya Aura® Contact Center is not shown in the test configuration below.

Figure 1: Avaya Aura® Agent Desktop with Plantronics Hub Software and Plantronics Blackwire 3215/3225 USB Corded Headsets
## 4. Equipment and Software Validated
The following equipment and software were used for the sample configuration provided:

<table>
<thead>
<tr>
<th>Equipment/Software</th>
<th>Release/Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya Aura® Communication Manager in a Virtual Environment with an Avaya G450 Media Gateway</td>
<td>7.1.1 FP1 (R017x.01.0.532.0 with Patch 23985)</td>
</tr>
<tr>
<td>Avaya Aura® Messaging</td>
<td>7.0.1.2.0 FP1 SP 2</td>
</tr>
<tr>
<td>Avaya Aura® Contact Center</td>
<td>7.0.2.0</td>
</tr>
<tr>
<td>Avaya Aura® Agent Desktop on Microsoft Windows 10</td>
<td>7.0 (Build 40.11.219.193)</td>
</tr>
<tr>
<td>Avaya Aura® Agent Desktop – Headset Support</td>
<td>6.3.208.0</td>
</tr>
<tr>
<td>Avaya 96x1 Series IP Telephone</td>
<td>6.6506 (H.323)</td>
</tr>
<tr>
<td>Plantronics Hub Software</td>
<td>3.10.2 Build 12688</td>
</tr>
<tr>
<td>Plantronics Blackwire 3215/3225 USB/USB-C Corded Headset</td>
<td>v.213</td>
</tr>
</tbody>
</table>
5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Agent Desktop. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the `add station` command to create a station for Agent Desktop. Set the `Type` field to the station type to be emulated. In this example, 9640 was used. Set the `Port` field to `IP` and configure a `Security Code` as that password to be used by Agent Desktop to log in. Set the `IP Softphone` field to `y`.

```
add station 56602

STATION

Extension: 56602  Lock Messages? n  BCC: 0
Type: 9640  Security Code: 1234  TN: 1
Port: IP  Coverage Path 1:  COR: 1
Name: Plantronics  Coverage Path 2:  COS: 1

STATION OPTIONS

   Time of Day Lock Table:
      Loss Group: 19  Personalized Ringing Pattern: 1
      Message Lamp Ext: 56602
   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

Connect the Blackwire 3215 headset to a USB or USB-C port on the desktop PC running Agent Desktop. Next, ensure that the Sound properties under Windows 10 Control Panel are set properly. Verify that the Plantronics headset has been detected by Windows 10 and that it has been set as the default device in the Playback and Recording tabs as shown below.
Launch Agent Desktop and log in using the drop-down menu shown in the figure below.

In the **Agent Logon** screen, set the **Place and receive call using** field to *My Computer*. Specify the appropriate **Extension**, **Password**, and **Server Address** corresponding to the Communication Manager. Click **Login**.

After logging into Agent Desktop, place the Agent Desktop in Ready mode (not shown), and then click on ![icon] and then select **Audio Settings** as shown below.
The Blackwire 3215 headset is automatically detected by Agent Desktop. In the **Audio Settings** tab, set the **Playback Device** and **Record Device** fields to *Headset Earphone (Plantronics Blackwire 3215 Series)* and *Headset Microphone (Plantronics Blackwire 3215 Series)*, respectively, as shown below. Click **Save Audio Devices**.
7. **Install Plantronics Hub Software and Plantronics Blackwire 3215/3225 USB Corded Headset**

The Plantronics Hub software enables the Plantronics Blackwire 3215/3225 USB Corded Headset to answer, end, and mute calls using the call control and mute buttons on the headset. Install the software on the PC running the Agent Desktop. Refer to [2] and [3] in for additional information.

After the Hub software is installed, connect the Blackwire 3215/3225 headset to a USB or USB-C port on the desktop PC running Agent Desktop.

Prior to using the headset, the Plantronics Hub software should be running and should have detected the headset as shown below. All default settings for the Hub software were used for compliance testing.
From the **Plantronics Hub** window above, navigate to **Settings → Softphones** to display the Softphones & Media Players window. Verify that Plantronics Hub is connected to Agent Desktop as indicated by the green checkmark ✅ in the **Connected** column shown below.
8. Verification Steps
This section provides the tests that can be performed to verify proper installation and configuration of the Plantronics Hub Software and Plantronics 3215/3225 USB Corded Headset with Agent Desktop.

1. Start the Agent Desktop application.
2. Place an incoming call to Agent Desktop from any local phone.
3. Answer the call using the call control button on the headset.
4. Verify two-way talk path between the headset and phone.
5. Disconnect the call from the headset using the call control button.
6. Verify that the call is properly disconnected.

9. Conclusion
These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics 3215/3225 USB Corded Headset with Avaya Aura® Agent Desktop. All test cases were completed successfully.

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.


The following Plantronics product documentation can be found at http://www.plantronics.com.

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