



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Voyager PRO UC v2 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent, and Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Voyager PRO UC v2 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent, Avaya one-X® Communicator and Avaya Aura® Communication Manager. The model that was compliance tested was the Voyager B230 Wireless Headset System.

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 Voyager PRO UC v2 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent, Avaya one-X® Communicator and Avaya Aura® Communication Manager. The model that was compliance tested was the Voyager B230 Wireless Headset System.

The Voyager PRO UC v2 Wireless Headset System contains a Bluetooth mini USB adapter, which provides wireless communication between the PC running an Avaya IP softphone application and the headset. The Voyager PRO UC v2 wireless headset has a call control button to enable or disable calls, a volume control button, and a mute/un-mute control button. In addition, the Plantronics Unified Runtime Engine is installed on the PC to provide these call control capabilities. Refer to [5] for more information on the Voyager B230 Wireless Headset System.

2. General Test Approach and Test Results

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 placing calls to and from Avaya IP Softphone, Avaya IP Agent and Avaya one-X Communicator using the Plantronics Voyager B230 Wireless Headset and verifying good talk path in both directions. 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 Plantronics Voyager B230 Wireless Headset after restarting the Avaya IP softphone applications, disconnecting and reconnecting the headset, and rebooting the PC.

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 internal extensions to verify the audio quality.
- Placing calls to the PSTN to verify the audio quality.
- Answering and ending calls using the call control button on the headset.
- Using the volume control buttons on the Voyager PRO UC v2 Headset to adjust the playback volume.
- Using the mute control button on the Voyager PRO UC v2 Headset to mute and un-mute the recording level.

For the serviceability testing, the Plantronics Voyager PRO UC v2 Headset was disconnected and reconnected to verify proper operation. The Avaya IP Softphone, Avaya IP Agent, and Avaya one-X Communicator application were also restarted for the same purpose. The desktop PCs were also rebooted to verify that the Plantronics Unified Runtime Engine process starts automatically when the PC comes back into service.

2.2. Test Results

All test cases were completed successfully.

2.3. Support

For technical support and information on the Voyager PRO UC v2 Wireless Headset System, contact Plantronics 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 Voyager PRO UC v2 solution. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Modular Messaging was used as the voicemail system. Avaya IP Softphone, Avaya IP Agent, and Avaya one-X Communicator were installed on a desktop PC. The Voyager PRO Bluetooth mini USB adapter was connected to the desktop PC, which provided wireless communication to the headset.

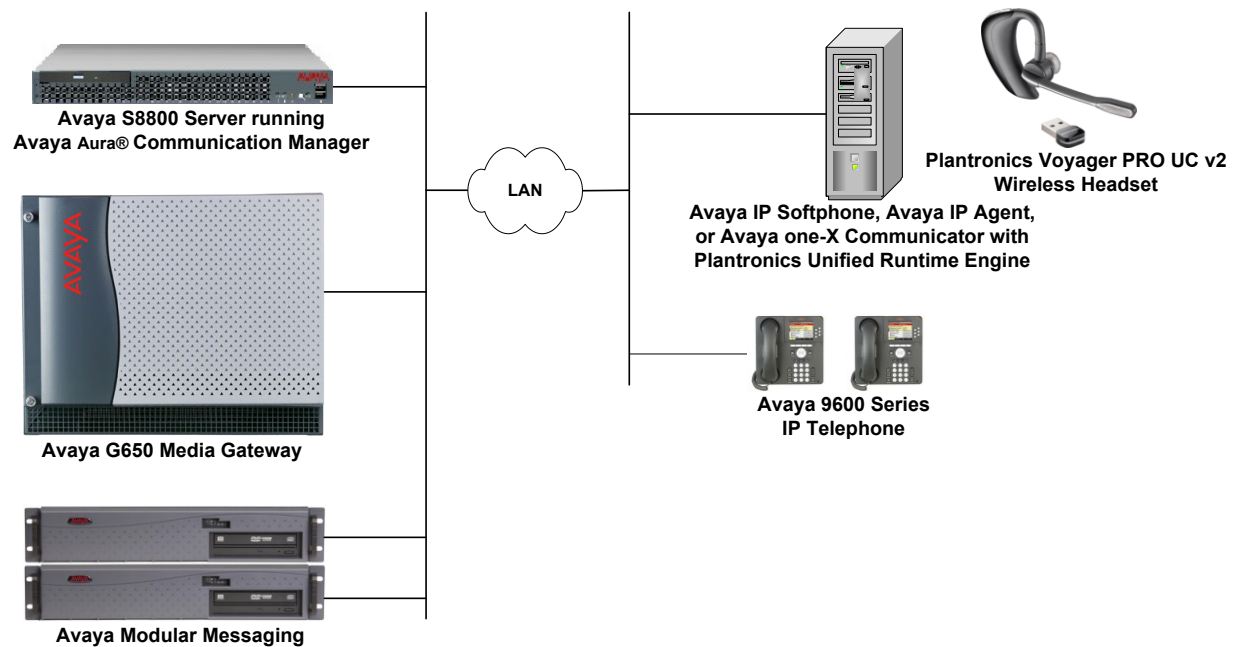


Figure 1: Plantronics Voyager PRO UC v2 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent and Avaya one-X Communicator

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Server with a G650 Media Gateway	Avaya Aura® Communication Manager 6.0.1
Avaya Modular Messaging	5.2
Avaya IP Softphone	R6.0 SP 8 (6.01.96)
Avaya IP Agent	R7.0 SP 8 (7.0.38.124)
Avaya one-X® Communicator	R6.0 SP 1 (6.0.1.16-SP1-25226)
Avaya 9600 Series IP Telephone	3.011b (H.323)
Plantronics Voyager PRO UC v2 Wireless Headset System (Model: B230)	--
Plantronics Unified Runtime Engine	2.1.39537.0

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Avaya IP Softphone, Avaya IP Agent, and Avaya one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Avaya IP Softphone, Avaya IP Agent, or Avaya one-X Communicator. The same station configuration may be used for all the Avaya IP softphones, except that the contact center related buttons (noted below) only apply to Avaya IP Agent. Set the **Type** field to the station type to be emulated. In this example, **9630** was used. Set the **Port** field to **IP** and configure a **Security Code** as that password to be used by the Avaya IP softphones to log in. Set the **IP Softphone** field to **y**.

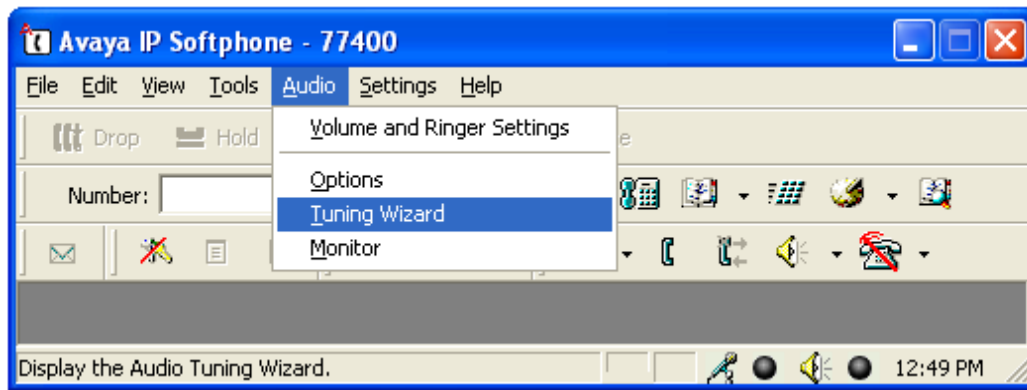
add station 77400		Page 1 of 5	
STATION			
Extension: 77400	Lock Messages? n	BCC: 0	
Type: 9630	Security Code: 77400	TN: 1	
Port: IP	Coverage Path 1:	COR: 1	
Name: Plantronics	Coverage Path 2:	COS: 1	
	Hunt-to Station:		
STATION OPTIONS			
Location:	Time of Day Lock Table:		
Loss Group: 19	Personalized Ringing Pattern: 1		
	Message Lamp Ext: 77400		
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		

On **Page 4** of the Station form, configure the additional feature buttons in bold, which are used by an Avaya IP Agent to log in as an Automatic Call Distribution (ACD) agent.

add station 77400		Page 4 of 5	
STATION			
SITE DATA			
Room:	Headset? n		
Jack:	Speaker? n		
Cable:	Mounting: d		
Floor:	Cord Length: 0		
Building:	Set Color:		
ABBREVIATED DIALING			
List1:	List2:	List3:	
BUTTON ASSIGNMENTS			
1: call-appr	5: manual-in	Grp:	
2: call-appr	6: after-call	Grp:	
3: call-appr	7: aux-work	RC:	Grp:
4: auto-in	Grp:	8: release	

6. Configure Avaya IP Softphone

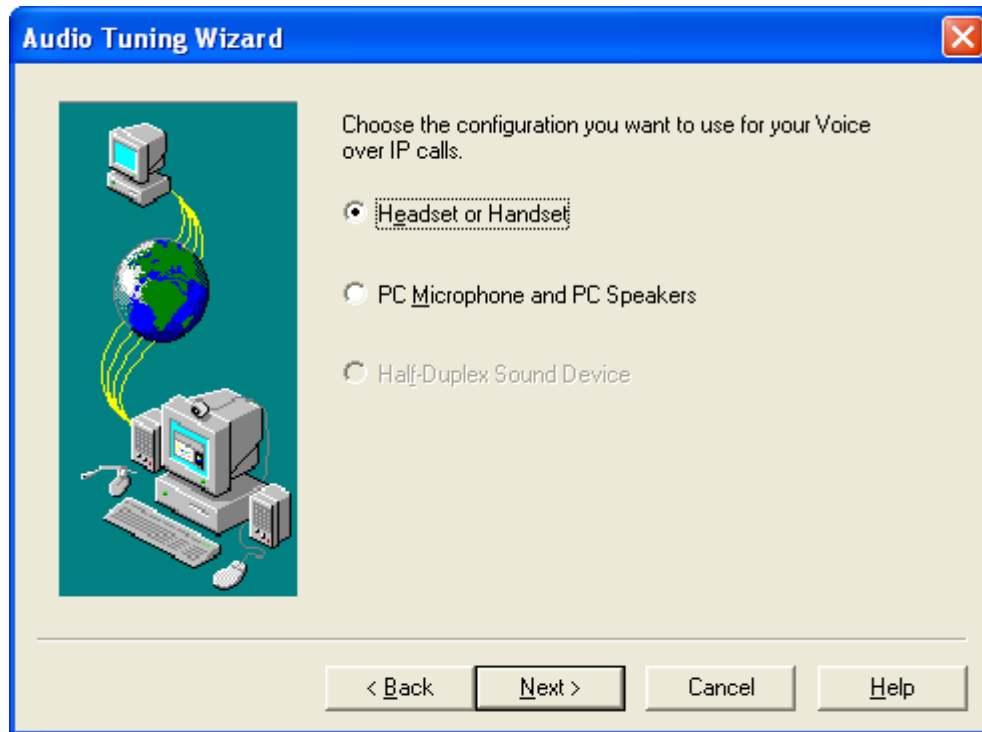
After logging into Avaya IP Softphone, select **Audio→Tuning Wizard** from the Audio menu as shown below.



The Voyager PRO UC v2 wireless headset is automatically detected in Microsoft Windows as **Plantronics BT300**. Select this device as the **Primary Playback Device** and **Recording Device** as shown below. Click **Next**.

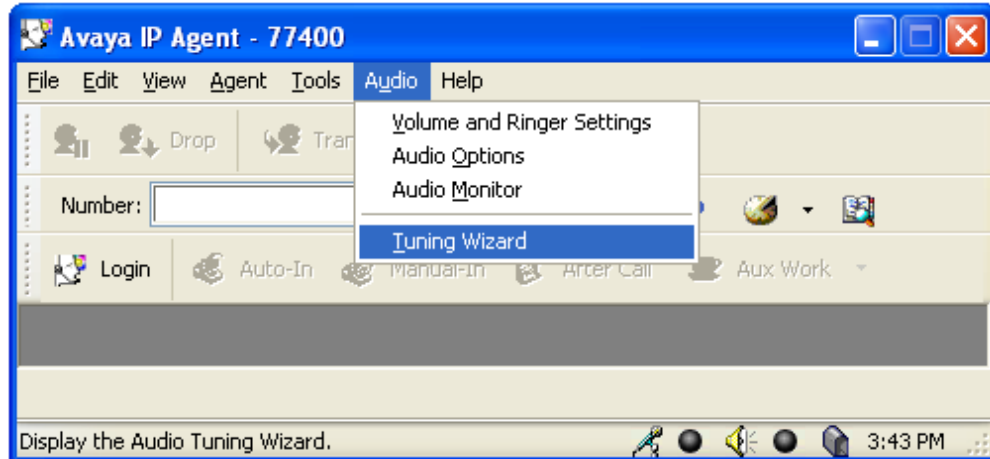


Select **Headset or Handset** from the window shown below. Click **Next** and follow the remaining procedures to tune the audio.

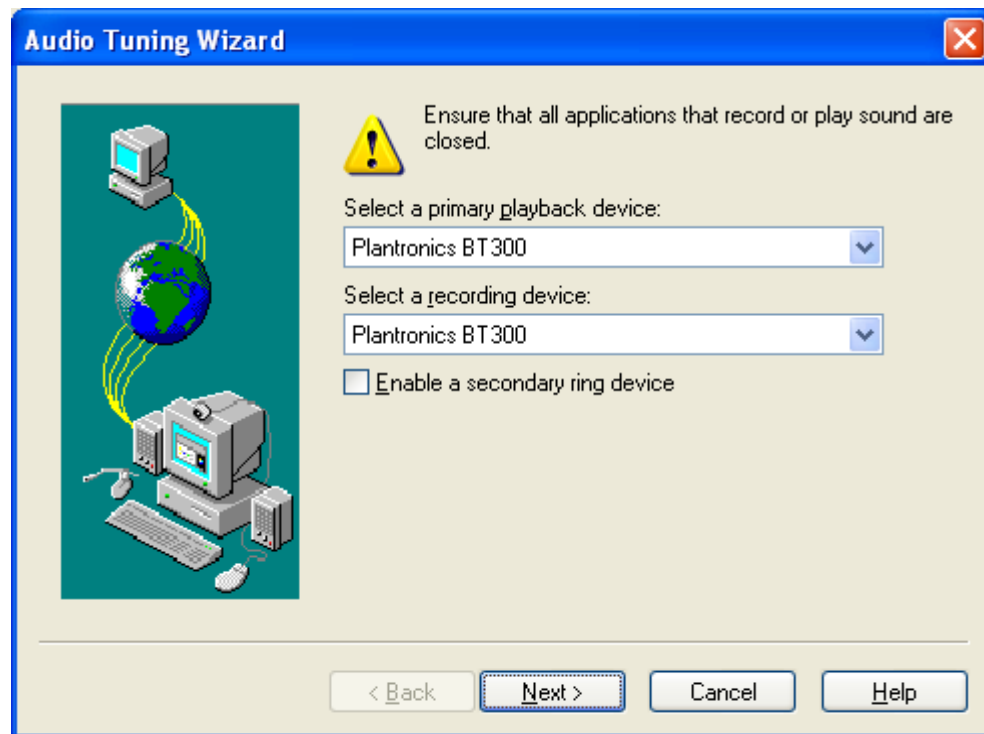


7. Configure Avaya IP Agent

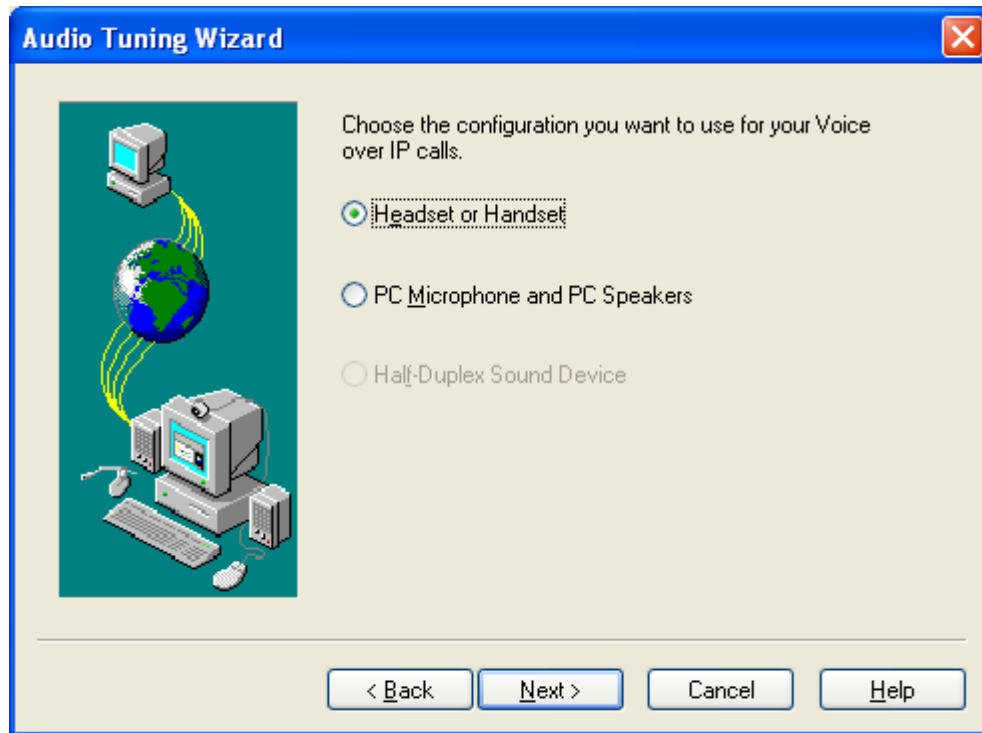
After logging into Avaya IP Agent, select **Audio**→**Tuning Wizard** from the Audio menu as shown below.




The Voyager PRO UC v2 headset is automatically detected in Microsoft Windows as **Plantronics BT300**. Select this device as the **Primary Playback Device** and **Recording Device** as shown below. Click **Next**.



Select **Headset or Handset** from the window down below. Click **Next** and follow the remaining procedures to tune the audio.

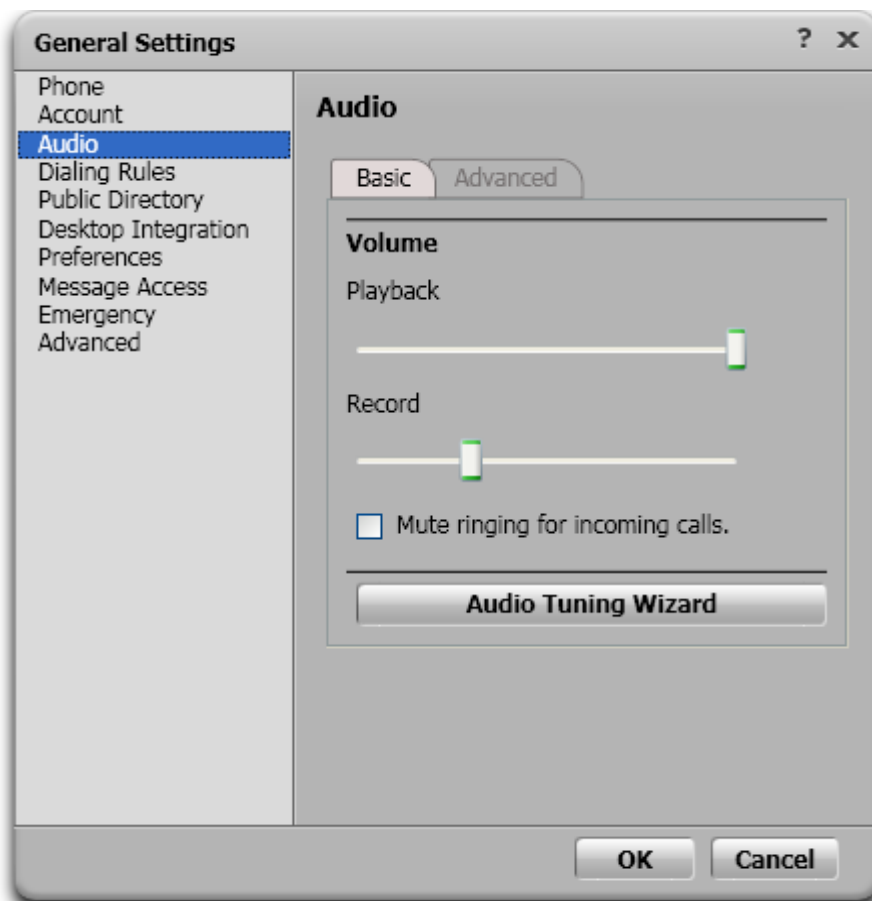


8. Configure Avaya one-X Communicator

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



Select **Audio** from the left pane and select the **Basic** tab. Click on **Audio Tuning Wizard**.



The Voyager PRO UC v2 headset is automatically detected in Microsoft Windows as **Plantronics BT300**. Select this device as the **Primary Playback Device** and **Recording Device** as shown below. Click **Next** and follow the remaining procedures to tune the audio.



9. Configure Plantronics Voyager PRO UC v2 Wireless Headset System

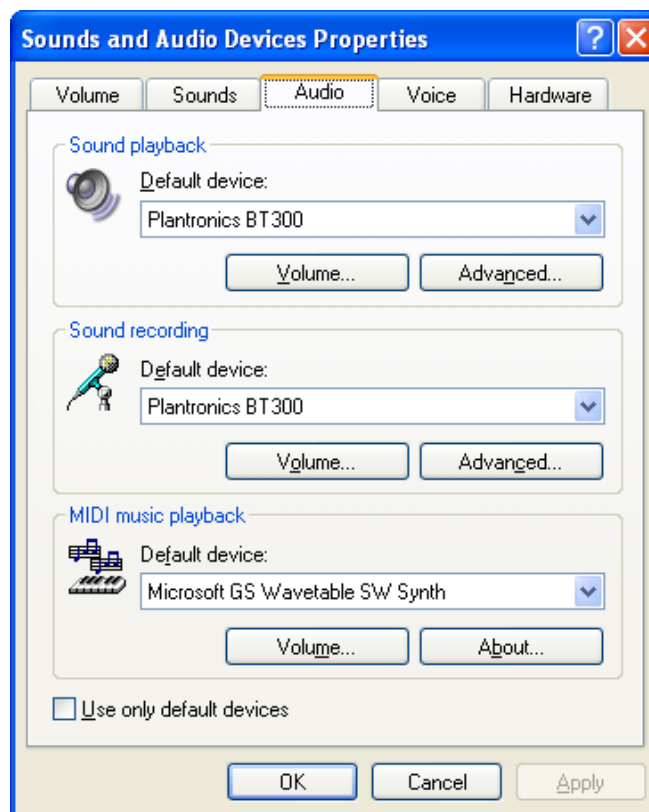
The Voyager PRO UC v2 Wireless Headset contains a Bluetooth mini USB adapter that connects to the PC and provide wireless communication with the headset. When the Bluetooth mini USB adapter is connected to a USB Port on the desktop PC, it is automatically detected by Microsoft Windows without requiring any additional driver software. In this test configuration, the Plantronics Savi Office Headset is detected as **Plantronics BT300**.

9.1. Install Plantronics Unified Runtime Engine

The Plantronics Unified Runtime Engine enables the Plantronics Voyager PRO UC v2 Wireless Headset System to answer and end calls using the call control button on the headset. Install the software on the PC running the Avaya IP softphone application. The software is available from plantronics.com/software.

10. Verification Steps

From the Windows Control Panel, open **Sounds and Audio Devices** and click on the **Audio** tab. Verify that the device **Plantronics BT300** is listed in both the **Sound playback** and **Sound recording** section as shown below.



11. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Voyager PRO UC v2 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent, and Avaya one-X Communicator. All test cases were completed successfully.

12. 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 6.0, Issue 6.0, June 2010, Document Number 03-300509.
- [2] *Avaya IP Softphone Release 6.0 User Reference*, Issue 1, May 2007.
- [3] *Avaya IP Agent Release 7.0 Installation and User Guide*, Issue 1.1, August 2007.
- [4] *Avaya one-X® Communicator User Reference*, November 2009.

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

- [5] *Plantronics Voyager B230 Wireless Headset System Quick Start Guide*.

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