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Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub Software and Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets with Avaya Communicator for Windows - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets with Avaya Communicator for Windows. Plantronics Hub Software enables the integrated call control features for the Entera series of headsets, including call answer/end and synchronized mute with Communicator for Windows. The Entera headsets connect via a USB port on the PC running Communicator for Windows. For this compliance test, Entera HW111N-USB monaural headset and Entera HW121N-USB binaural headset were verified.

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 Entera HW111N-USB/HW121N-USB Corded Headsets with Avaya Communicator for Windows. Plantronics Hub Software enables the integrated call control features for the Entera series of headsets, including call answer/end and synchronized mute with Communicator for Windows. The Entera headsets connect via a USB port on the PC running Communicator for Windows. For this compliance test, Entera HW111N-USB monaural headset and Entera HW121N-USB binaural headset were verified.

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

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 Communicator for Windows using the Plantronics Hub Software and Plantronics Entera series headsets 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 Entera series headsets after restarting the Avaya Communicator for Windows, 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 local stations to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.

- Answering and ending calls using the call control button on the headset.
- Using the volume control buttons on the headset to adjust the playback volume.
- Using the mute button on the headset and on Communicator for Windows to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and Communicator for Windows.

For the serviceability testing, the headset was reconnected to verify proper operation. Avaya Communicator for Windows application was also restarted for the same purpose. The desktop PC was also rebooted to verify that Communicator for Windows headset was operational when the PC came back into service.

2.2. Test Results

All test cases passed. Incoming and outgoing calls were place to/from Avaya Communicator for Windows with the Plantronics headset and two-way audio was verified. Call, mute, and volume control directly from the headset were verified.

2.3. Support

For technical support and information on Plantronics Hub Software and Plantronics Entera Series Headsets, contact Plantronics 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 providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. Avaya Communicator for Windows and Plantronics Hub Software were installed on a desktop PC running Windows 7. Entera series headsets connected via Bluetooth to a Plantronics BT600 Bluetooth USB Adapter connected to the desktop PC running Communicator for Windows.
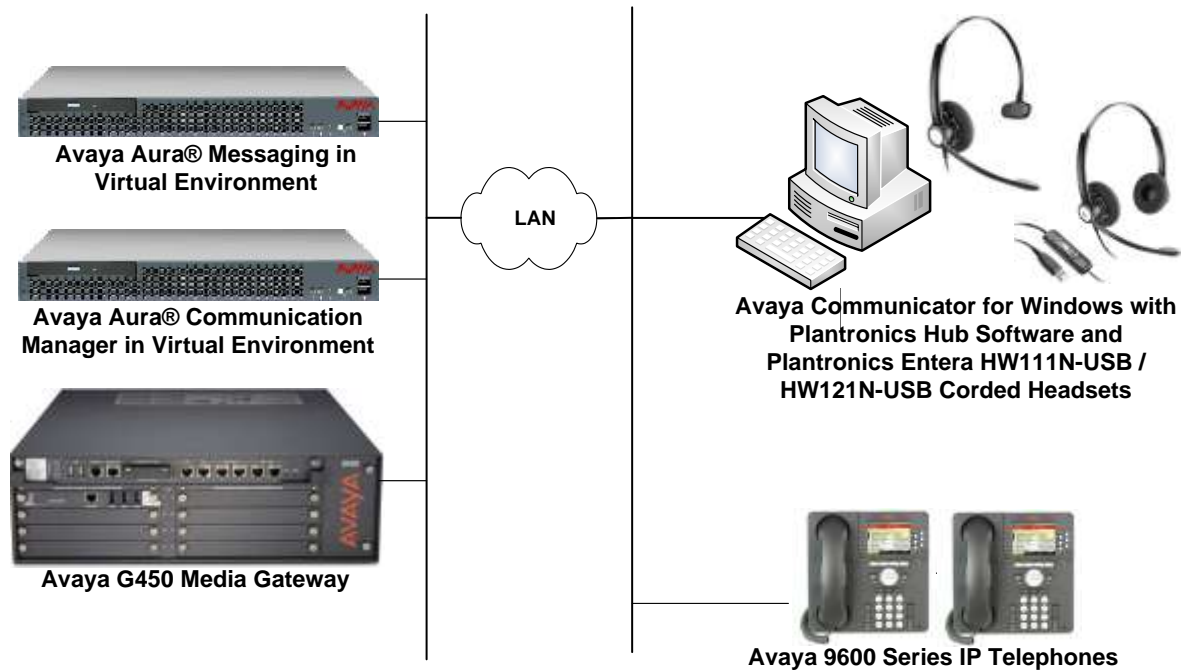
Figure 1: Avaya Communicator for Windows with Plantronics Hub Software and Plantronics Entera Series Corded Headsets

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 in a Virtual Environment	7.0 SP 1 (R017x.00.0.441.0 with Patch 22477)
Avaya G450 Media Gateway	Firmware 36.12.0
Avaya Aura® Messaging	6.3.2 SP 2 Patch 3
Avaya Communicator for Windows on Microsoft Windows 7	2.1 SP 2 (2.1.2.75)
Avaya 9600 Series IP Telephone	S3.250A (H.323) 2.6.14.5 (SIP)
Plantronics Hub Software	3.6.51102.21715
Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets	v.102

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PlantEntera-Com

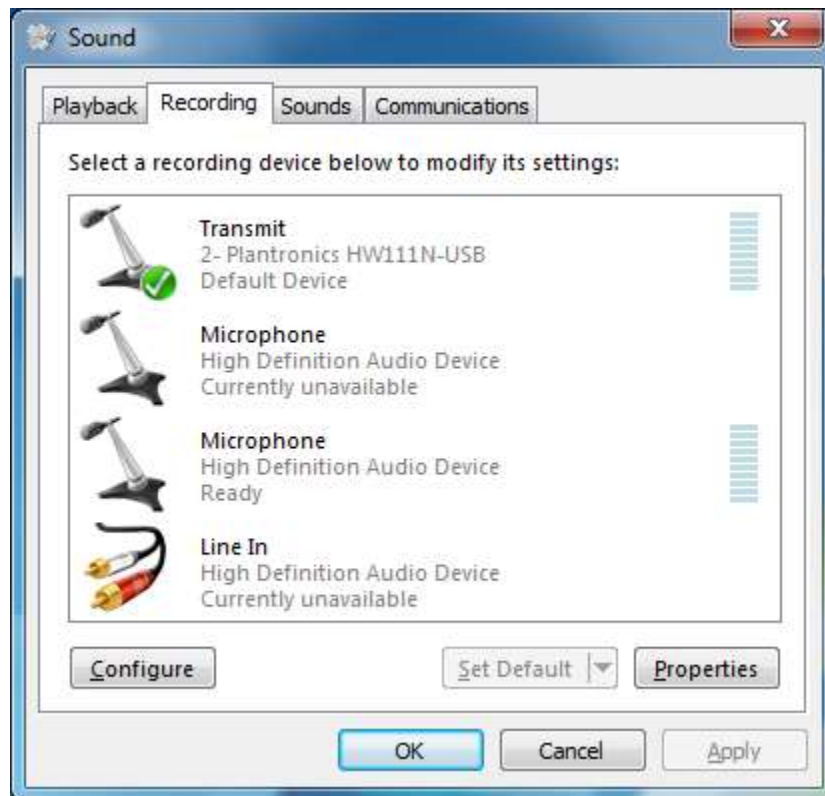# 5. Configure Avaya Aura® Communication Manager

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

To configure Communicator for Windows using a SIP interface, a SIP station was configured automatically through Avaya Aura® System Manager. The **Station Type** was set to *9630SIP* and a descriptive **Name** was also provided. The **IP Softphone** field was set to *y*. Use the default values for the other fields on **Page 1**.
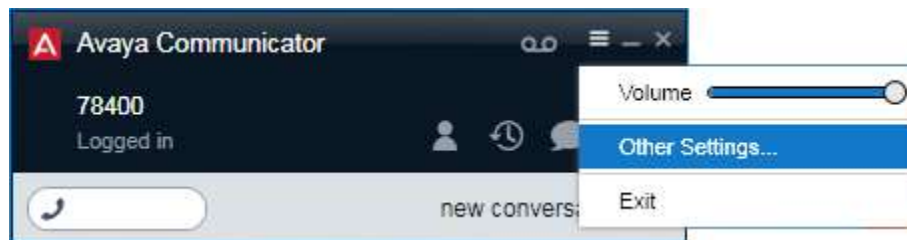
```
display station 78400                                      Page   1 of   5
                                STATION

Extension: 78400                   Lock Messages? n              BCC: 0
     Type: 9630SIP                Security Code:                  TN: 1
     Port: S00009              Coverage Path 1:                  COR: 1
     Name: Plantronics         Coverage Path 2:                  COS: 1
                               Hunt-to Station:             Tests? y
STATION OPTIONS
                                    Time of Day Lock Table:
          Loss Group: 19
                                       Message Lamp Ext: 78400
                                      Mute Button Enabled? y
    Display Language: english              Button Modules: 0

       Survivable COR: internal         Media Complex Ext:
   Survivable Trunk Dest? y              IP SoftPhone? y

                                       IP Video Softphone? n
                         Short/Prefixed Registration Allowed: default
```

# 6. Configure Avaya Communicator for Windows

Connect the Plantronics headset to the PC via a USB port. Next, ensure that the **Sound** properties under Windows 7 Control Panel are set properly. Verify that the Plantronics headset has been detected by Windows 7 and that it has been set as the default device in the **Playback** and **Recording** tabs as shown below.

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After logging into Communicator for Windows, click on [icon] and then select **Other Settings** as shown below.

The Plantronics headset is automatically detected by Communicator for Windows. In the **Settings** window, navigate to **Audio** and set the **Microphone** and **Speaker** fields to *Transmit (Plantronics HW111N-USB)* and *Speakers (Plantronics HW111N-USB)*, respectively, as shown below. Click **OK**.
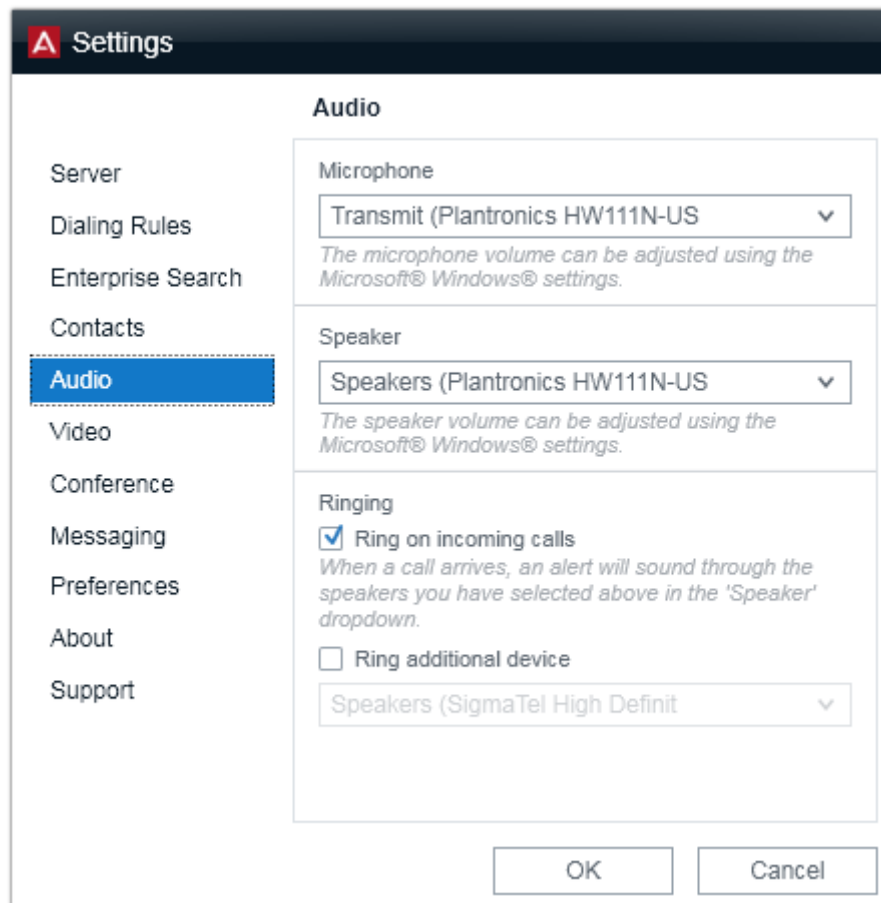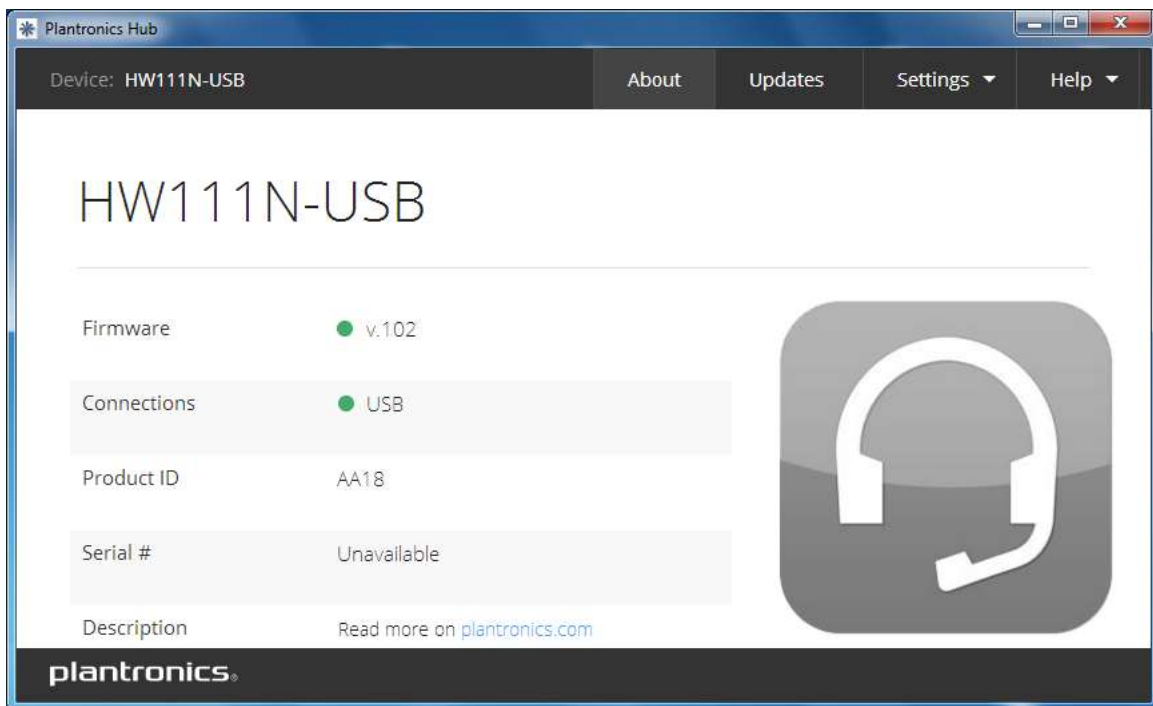
7. Install Plantronics Hub Software and Plantronics Entera Series Corded Headsets

The Plantronics Hub software enables the Plantronics Entera Headsets to answer, end, and mute calls using the call control button on the headsets. Install the software on the PC running Communicator for Windows. Refer to [3] for additional information.

After the Hub software is installed, connect the Entera headset to a USB port on the desktop PC running Communicator for Windows.

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.

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 Entera headset with Avaya Communicator for Windows.

1. Start the Communicator for Windows application.
2. Place an incoming call to Communicator for Windows from any local phone.
3. Answer the call using the call control button on the headset.
4. Verify two-way talk path between the Entera 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 Entera Series Corded Headsets with Avaya Communicator for Windows. 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.

[1] *Administering Avaya Aura® Communication Manager*, Release 6.3, Issue 10.0, June 2014, Document Number 03-300509, available at http://support.avaya.com.
[2] *Implementing Avaya Communicator for Android, iPad, iPhone, and Windows*, Release 2.1, Issue 5, September 2015.

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

[3] *Plantronics Hub v3.6 for Windows User Guide.*
[4] *Plantronics Entera HW111N-USB and HW121N-USB Quick Start Guide.*