Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Savi W710 DECT/USB Headset and Plantronics Hub Software with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration comprised of Plantronics Savi W710 DECT/USB Headset and Plantronics Hub software with Avaya one-X® Agent. Designed for those who spend hours each day on long conference calls, webinars and video conferencing, the Savi W710 Headset makes communications more effective and productive.

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.

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1. Introduction

These Application Notes describe the configuration steps required for Plantronics Savi W710 DECT/USB Headset and Plantronics Hub software with Avaya one-X® Agent. Designed for those who spend hours each day on long conference calls, webinars and video conferencing, the Savi W710 Headset makes communications more effective and productive. The Savi W710 Headset employs simple plug-and-play USB connectivity to the PC.

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 Avaya one-X® Agent using Plantronics Savi W710 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 Plantronics Savi W710 Headset after restarting the Avaya one-X® Agent, disconnecting and reconnecting the Headset and rebooting the PC.

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 Headset/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 Headset/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.

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2.1. Interoperability Compliance Testing

All test cases were performed manually. The following features were verified with the Avaya one-X® Agent:

- 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 two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Incoming call alert notification.
- Hearing ring back tone for outgoing calls.
- Using the mute control button on Avaya one-X® Agent and the Headset to mute and un-mute the audio.
- Using the hold feature from the Avaya one-X® Agent.
- Initiating and terminating calls from the base station of the headset.

The serviceability testing focused on verifying the usability of Plantronics Savi W710 Headset after restarting the Avaya one-X® Agent, disconnecting and reconnecting the Headset and rebooting the PC.

2.2. Test Results

All executed test cases passed with the following observation,

- Only the H.323 version of Avaya one-X® Agent was tested since the SIP version does not provide call controls on the softphone.

2.3. Support

For technical support and information on Plantronics Headset, contact Plantronics at:

- Phone: 1-855-765-7878
  1-831-426-5858 (International)
- Website: http://www.plantronics.com/us/support/index.jsp

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3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics solution. The configuration comprised of an Avaya Aura® Communication Manager (Communication Manager), Avaya Aura® Session Manager (Session Manager), Avaya Aura® System Manager and an Avaya G450 Media Gateway. The H.323 based stations are registered to the Communication Manager and the SIP based stations are registered to the Session Manager. The Plantronics Hub software and Avaya one-X® Agent were installed on the same PC. The Plantronics W710 Headset was connected to this PC via the USB port.

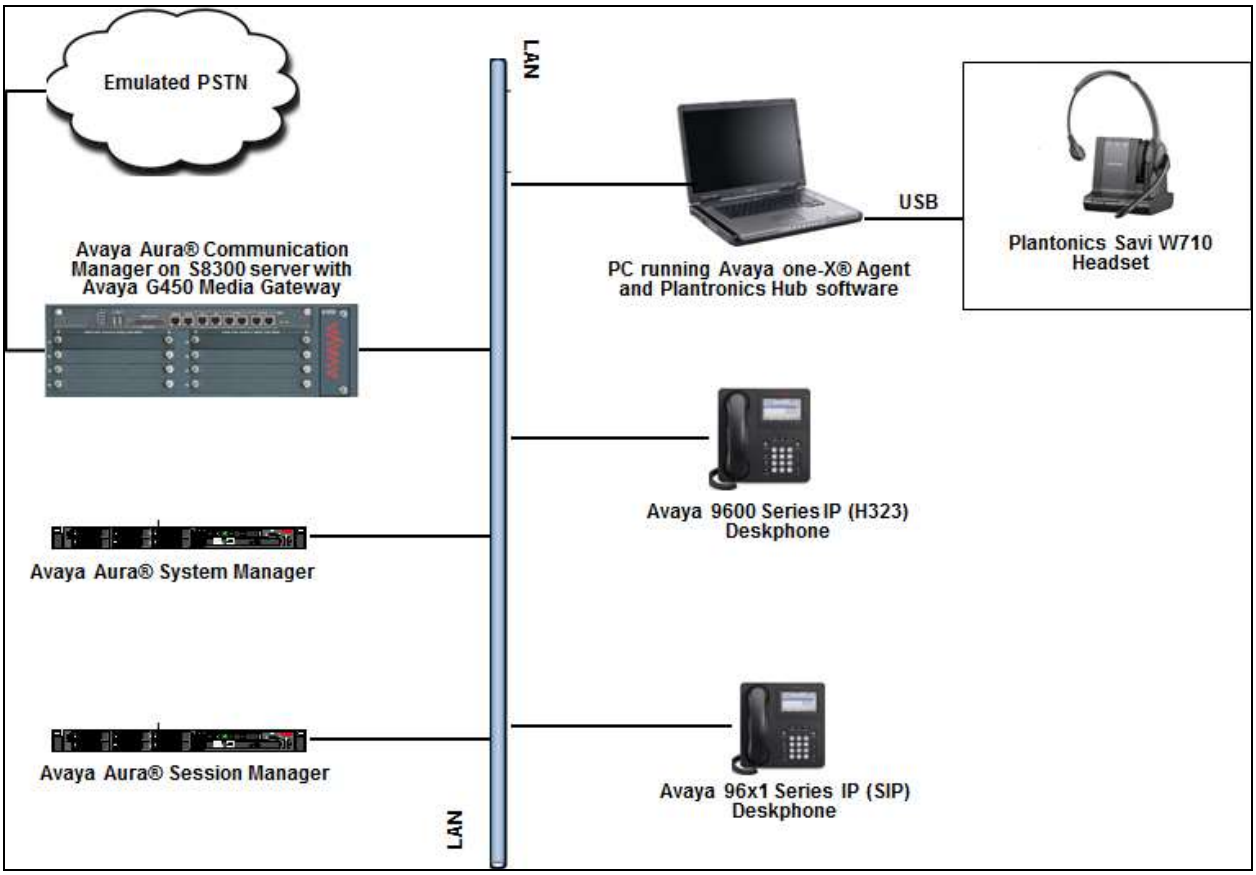


Figure 1: Test Configuration

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on an Avaya S8800 Server	6.3.14
Avaya Aura® Communication Manager running on an Avaya S8300 Server	6.3.12.0-SP12 (R016x.03.0.124.0-22505)R016x.03.0.124.0
Avaya Aura® Session Manager running on an Avaya S8800 Server	6.3.14.0.631402
Avaya one-X® Agent (H.323 version)	2.5.58020.0
Avaya IP Deskphones: • 9608 (H.323) • 96x1 (SIP)	 6.4014 6.3.14
Plantronics Hub Software	3. 6.51102.21715
Plantronics W710 Headset	Base: v.28.47 Bluetooth: v.02.05.0d, 0e Headset: v.28.25 PIC: v.2.2 Tuning: v. USB: v.179
Windows OS	Windows 7 Professional SP1

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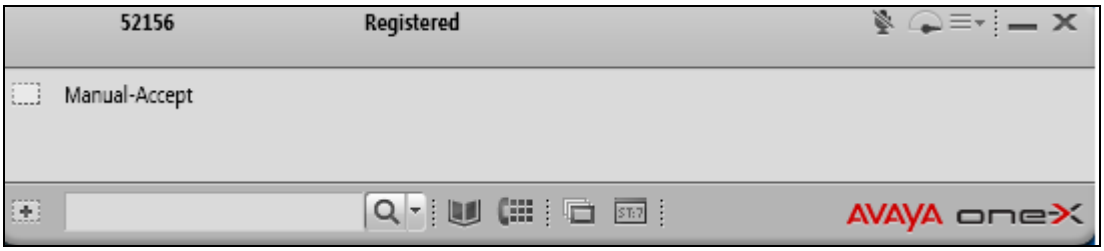
5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Avaya Aura® Communication Manager is in place with the necessary licensing and that an extension is configured to handle softphone and Avaya one-X® Agent. For further information on the configuration of Avaya Aura® Communication Manager please see **Section 10** of these Application Notes.

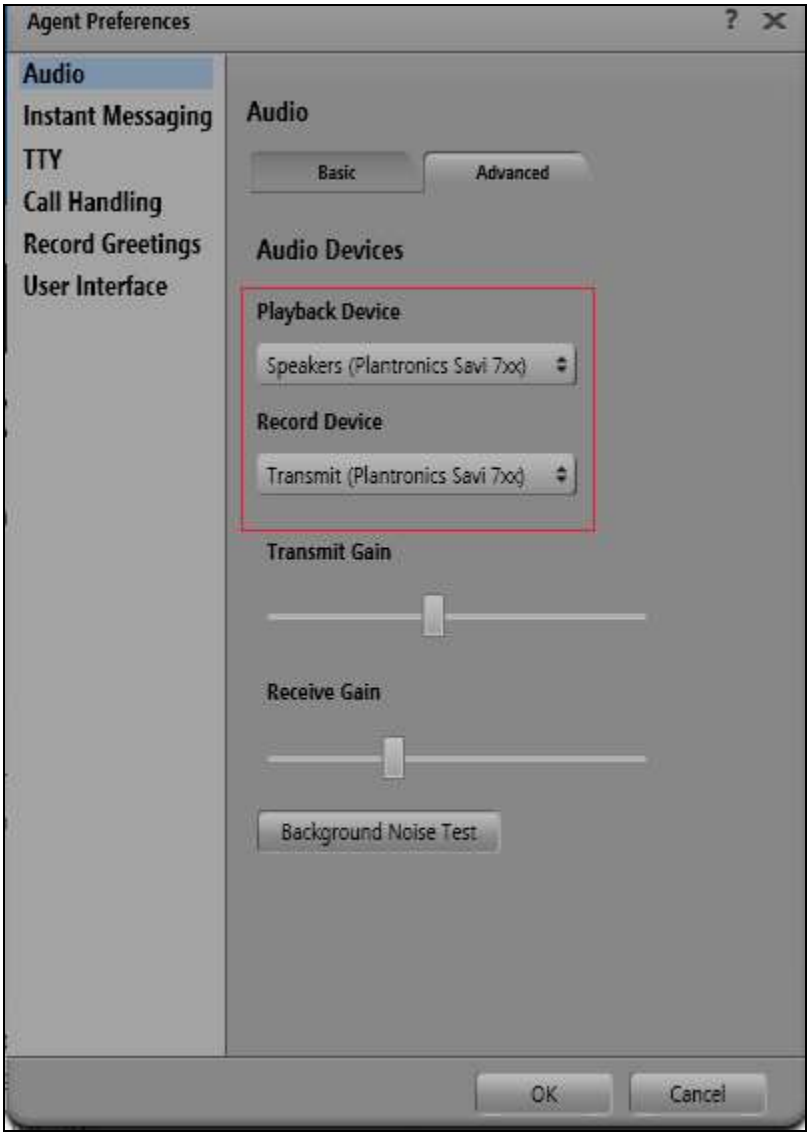
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6. Configure Avaya one-X® Agent

After logging into Avaya one-X® Agent, select → **Agent Preferences** from the menu as shown below.



From the **Audio → Advanced** tab ensure that the **Playback Device** and **Record Device** options are selected for the Plantronics headset. In the screenshot below Plantronics Savi 7xx is selected.



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7. Configure Plantronics Savi W710 Headset

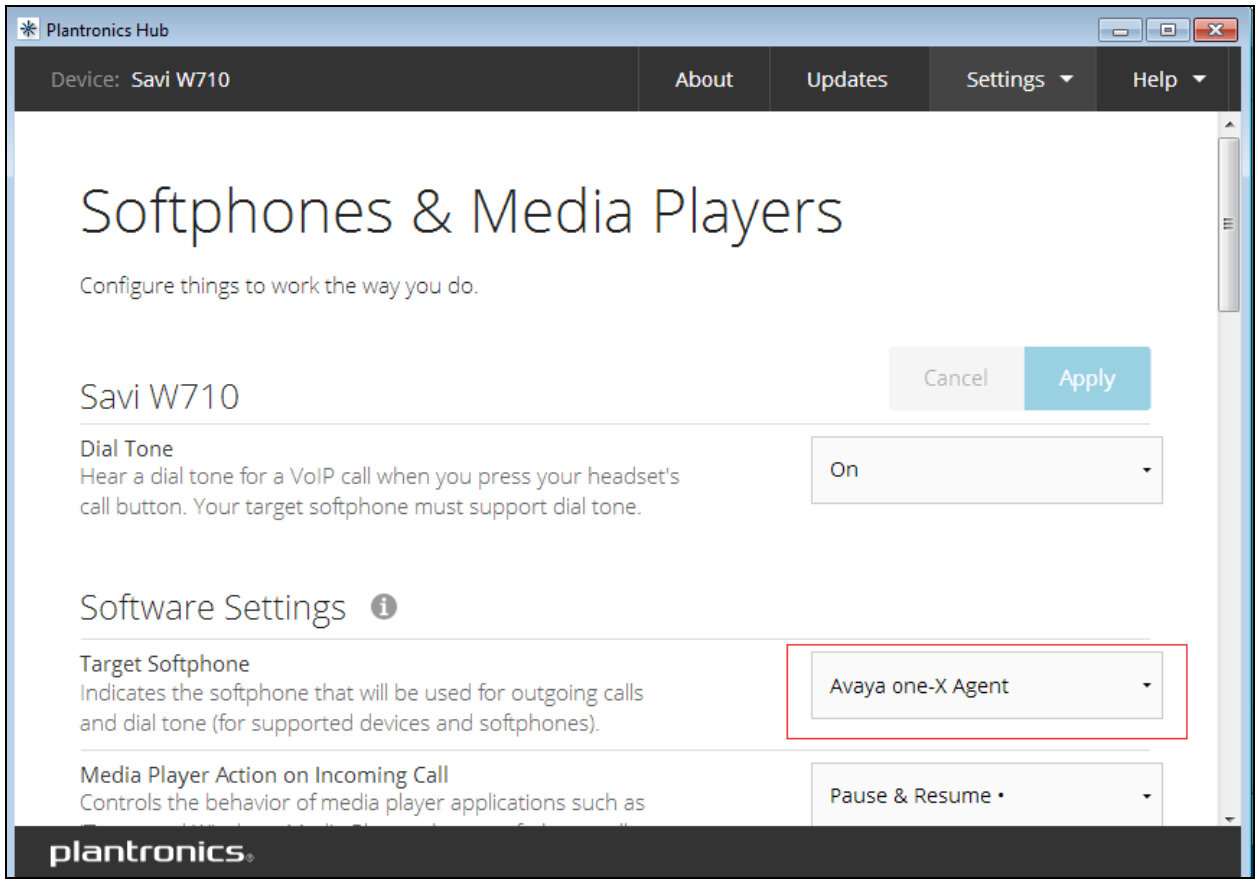
The Plantronics Savi W710 Headset is a USB plug-and-play device. When plugged into the USB Port of a PC, it is automatically detected in Microsoft Windows without requiring any additional driver software. In this test configuration, the Plantronics Savi W710 Headset is detected as **Plantronics W710** in Windows 7.

7.1. Install Plantronics Hub Software

The Plantronics Hub software can be downloaded from the Plantronics web page. Some of the software enabled functionality of the Hub are:

- Call control across multiple softphones.
- Battery meter conveniently displays headset battery life remaining in PC icon tray.
- Headset control panel allows for customization of settings, including call notification and related options.

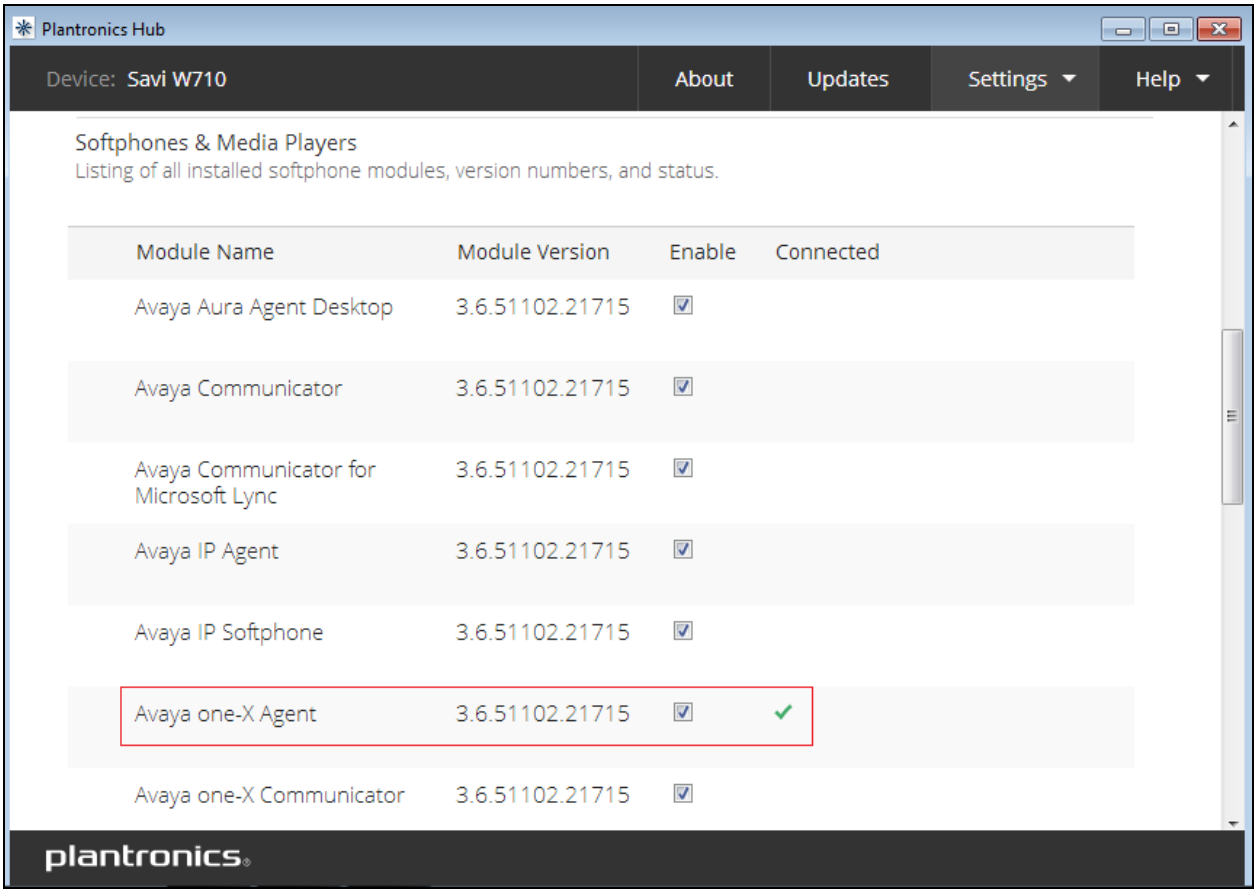
After the Hub software is installed, navigate to **Settings → Softphones** and under **Software Settings** select *Avaya one-X Agent* from the drop down menu. Click **Apply**.



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8. Verification Steps

From the Hub software installed, navigate to **Settings → Softphones**, scroll down to **Softphones & Media Players** section, and verify that the headset is connected to Avaya one-X Agent as shown in the screen below.



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Also verify the following:

- The headset fully supports call control initiated from the headset.
- When the headset is connected to Avaya one-X® Agent, press the handset button on the Avaya one-X® Agent. The headset LED and the base station LED should be lit.
- When a call is disconnected by pressing the handset button on the Avaya one-X® Agent, the call will be dropped and the headset LED and the base station LED should be shut off.
- Press the call control button on the headset. The LED on the headset and the base station LED will be lit.
- To end calls press the button on the headset depicting a PC. Active call will disconnect and the LED light on the headset and the base station will turn off.
- Verify if the volume up/down and mute/unmute button on the headset functions as intended.
- Verify that the Hold button on the Avaya one-X® Agent function as intended.
- Verify that a call can be answered by pressing the call control button of the base station and also the same button can be used to terminate a call.

9. Conclusion

These Application Notes describe the configuration steps required for Plantronics Savi W710 Headset and Plantronics Hub software with Avaya one-X® Agent (only H.323 mode). Please refer to **Section 2.2** for test results and observations if any.

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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,* Document ID 03-300509
[2] *Avaya Aura® Communication Manager Feature Description and Implementation,* Document ID 555-245-205
[3] *Implementing Avaya Aura® Session Manager* Document ID 03-603473
[4] *Administering Avaya Aura® Session Manager,* Doc ID 03-603324
[5] *Installing and Configuring Avaya one-X® Agent,* Release 2.5
[6] *Using Avaya one-X® Agent,* Release 2.5

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

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