Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headset with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the compliance test and configuration procedures needed to integrate a Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headset to operate with Avaya one-X® Communicator.

Plantronics Hub software enables the integrated call control features for Voyager Legend UC Mobile Bluetooth, including call answer/end and synchronized mute with Avaya one-X® Communicator. The Plantronics Hub was installed on the desktop PC running Avaya one-X® Communicator. Voyager Legend UC connected via Bluetooth to a Plantronics BT300 Bluetooth USB Adapter connected to the desktop PC running Avaya one-X® Communicator.

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.

PM; Reviewed:
SPOC 5/2/2016

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LegendUC_XC

1. Introduction

These Application Notes describe the configuration steps required to integrate Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headset with Avaya one-X® Communicator.

Plantronics Hub software enables the integrated call control features for Voyager Legend UC Mobile Bluetooth, including call answer/end and synchronized mute with Avaya one-X® Communicator. The Plantronics Hub was installed on the desktop PC running Avaya one-X® Communicator. Voyager Legend UC connected via Bluetooth to a Plantronics BT300 Bluetooth USB Adapter connected to the desktop PC running Avaya one-X® Communicator.

2. General Test Approach and Test Results

The interoperability compliance test included functionality and serviceability testing. The functionality testing focused on placing and receiving calls to and from Avaya one-X® Communicator clients using Voyager Legend UC Mobile Bluetooth Headset, and verifying good talk path in both directions. The type of calls made included calls to the voicemail, and calls to and from internal extensions and the PSTN.

The serviceability testing focused on verifying the usability of the Voyager Legend UC Mobile Bluetooth Headset when Avaya one-X® Communicator was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot on the PC where Avaya one-X® Communicator was running.

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

The following functionality was 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 and receiving calls to and from internal extensions to verify two way audio path and quality.
- Placing and receiving calls to and from the PSTN to verify two way audio path and quality.
- Answering and ending calls using the one-X Communicator screen interface.
- Answering and ending calls using call control button on headset.
- Hearing ring back tone for outgoing calls.
- Hearing ring alert for incoming calls.
- Using the volume control buttons on headsets to adjust the volume on headset speakers.
- Using the mute control button on the Avaya one-X® Communicator and headsets to mute and un-mute the transmitted audio.
- Using Hold feature on Avaya one-X® Communicator.
- Placing the headsets on the ear for an incoming call and ensuring that the call is answered automatically.
- Move far away from the PC where connectivity is lost and walk back in range and placing a call.

For the serviceability testing, the headsets were disconnected and reconnected to the USB port of the PC running Avaya one-X® Communicator to verify proper operation. In addition, the PC was rebooted to verify that the headsets were operational after the restart was completed and the application was reinitialized.

2.2. Test Results

All test cases passed with the following observations:

- On the Avaya one-X® Communicator, the name of the headset for "Speaker" and "Microphone" fields are (Plantronics BT 300) instead (Voyager Legend UC) as display on Plantronics Hub. This is expected behavior.
- On the Plantronics Hub, under settings for Softphones and Media Players, the "Target Softphone" needs to be manually selected as "Avaya one-X® Communicator". This is expected behavior.
- During the call if user walks away PC which is running one-X Communicator about 30 feet, the call will be dropped.

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 solution. Avaya Aura® Communication Manager on Avaya G450 Media Gateway provides the VoIP resources for the connectivity of Avaya IP Telephones and the SIP trunk to the simulated PSTN, used during the compliance tests. Avaya one-X® Communicator and Plantronics Hub were installed on a computer running Microsoft Windows 7. The Plantronics headset is connected to BT300 via Bluetooth and BT300 USB Adapter is plugged in to an available USB port in the PC.
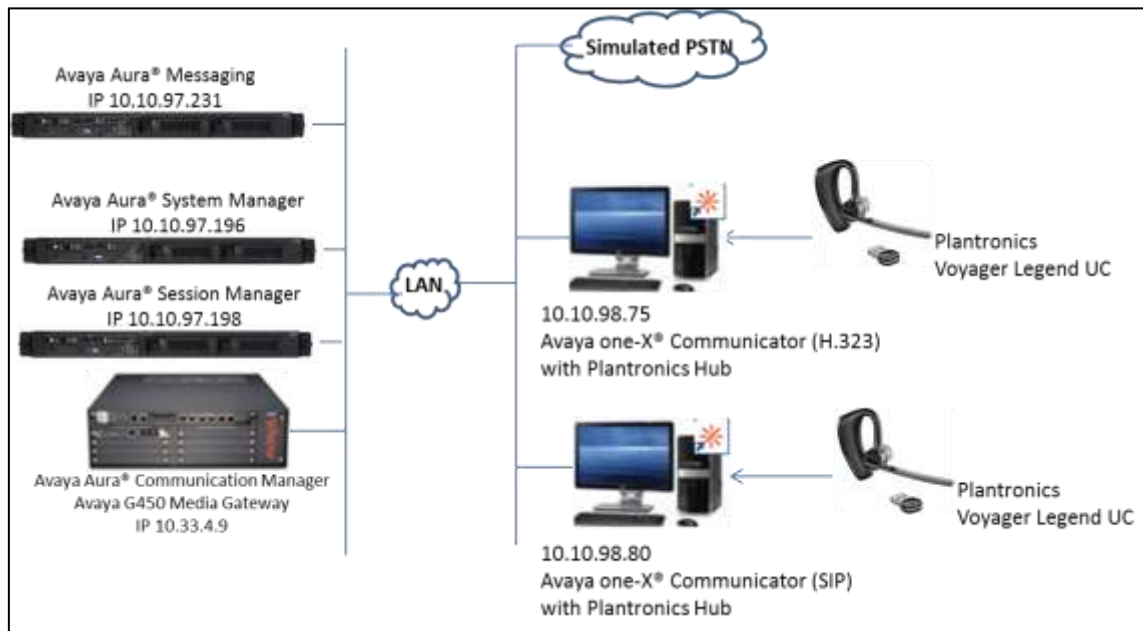
Figure 1: Test Configuration

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 one-X® Communicator	6.2 FP10
Plantronics Voyager Legend UC Mobile Bluetooth Headset with BT 300 Bluetooth USB Adapter	Base: v.6108 Headset: v.a701 USB: v.861
Plantronics Hub	3.7.51238.28796

5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. It is assume that all extensions (H.323 and SIP) are already in place and no special requirement to extensions configuration to work with Plantronics headset. For further information on the configuration of Communication Manager and extension please see **Section 10** of these documents.

6. Install the Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headset

This section provides the configuration steps for Plantronics Hub software, Plantronics BT300 USB Adapter and Plantronics Voyager Legend UC Mobile Bluetooth Headset to work with one-X Communicator.

1. Install Plantronics Hub software on PC which has one-X Communicator softphone installed.
2. Insert the BT300 USB Adapter to an available USB port on the PC.
3. 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.
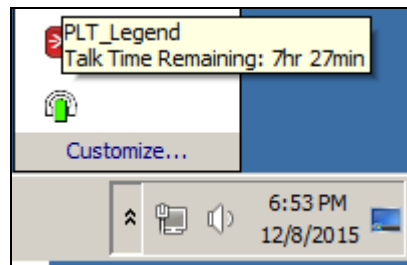
4. Launch one-X Communicator softphone.
5. Configure Plantronics Hub software to use with one-X Communicator softphone, from the Plantronics Hub window, navigate to **Settings →Softphones**. In the **Target Softphone** verify Avaya one-X Communicator is displayed.
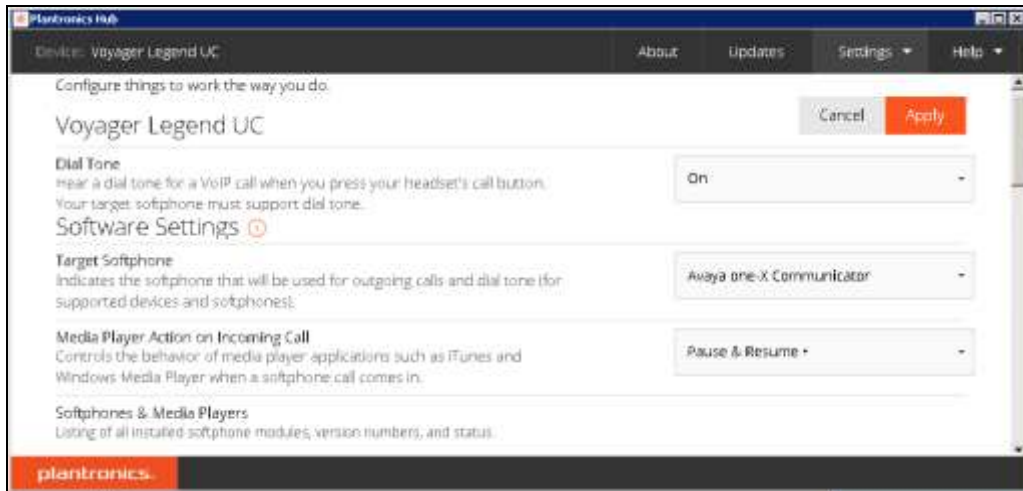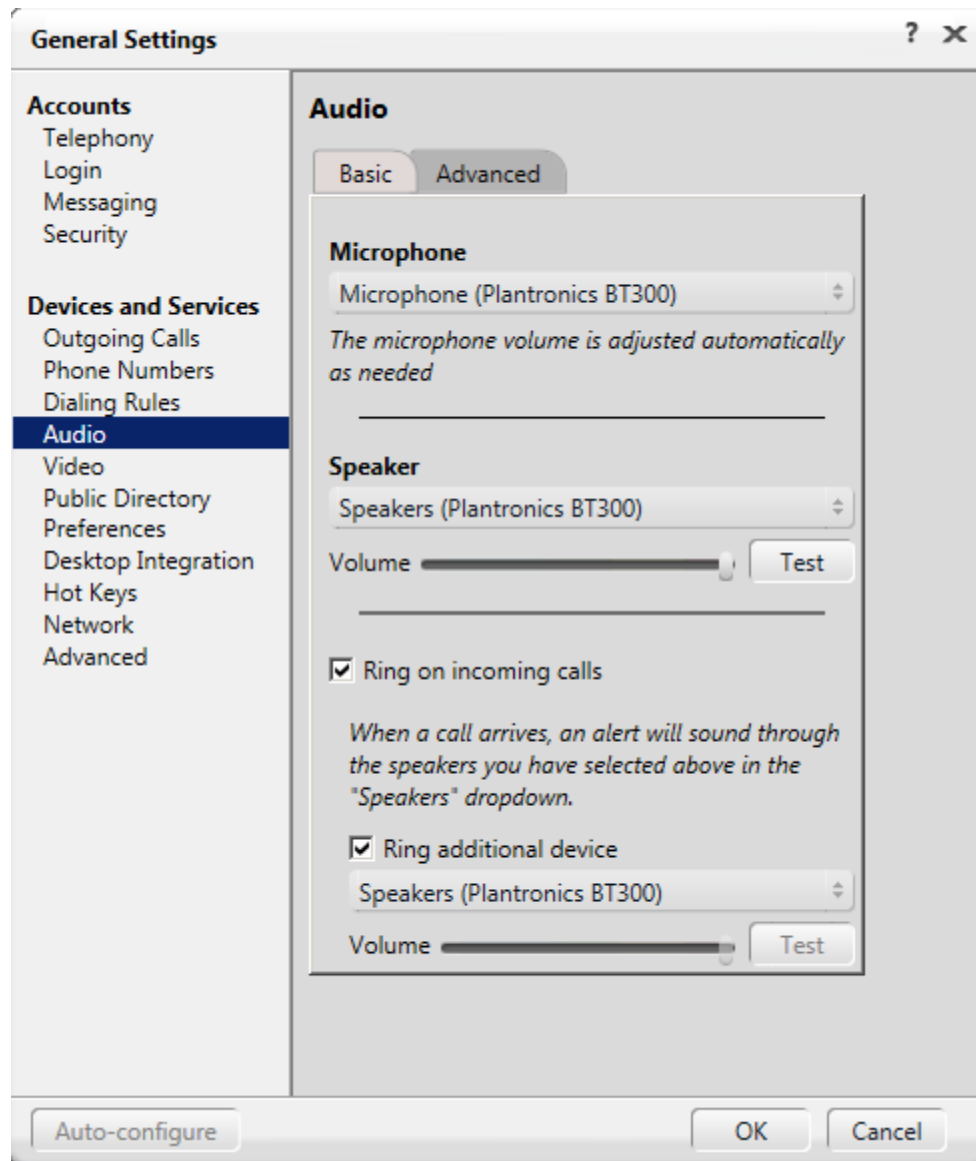
7. Configure Avaya one-X® Communicator

Launch Avaya one-X® Communicator and log in using existing extension number and password. Select **Settings** → **General Settings** from the pull-down menu on the taskbar.
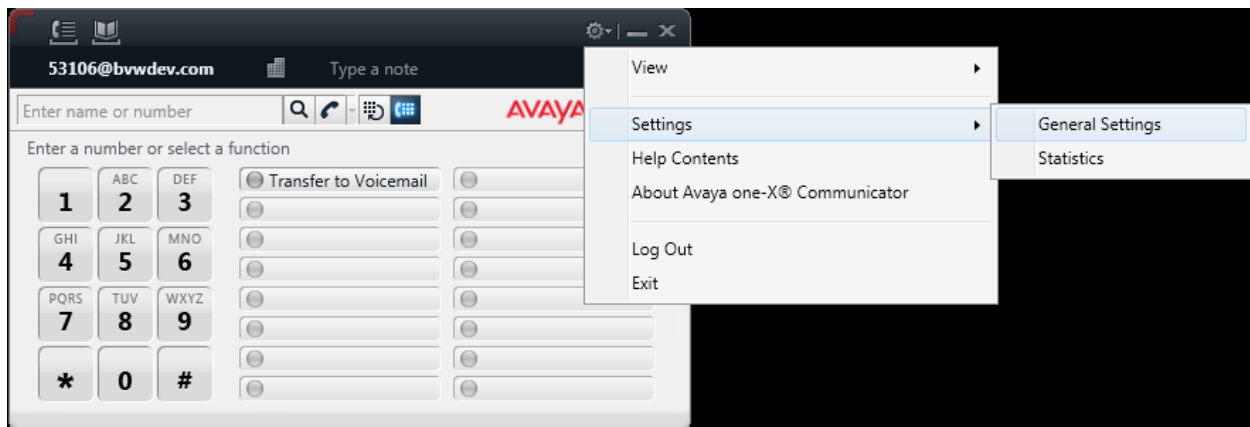
On the **General Settings** screen, select **Audio**. On the **Basic** tab, verify applicable Plantronics headset is display from the pull-down menus in the **Microphone** and **Speaker** sections, as shown below.

The volume on the speakers of the headset can be tested and adjusted by clicking the **Test** button on the **Speaker** section. Optionally, the handling of the ring for incoming calls can be configured, and the volume of the ring can be adjusted here also. Click **OK** when done.

8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headset with Avaya one-X® Communicator.

8.1. Verify Plantronics Hub

Make sure Avaya one-X® Communicator is launched and headset is plugged in. Select **Start →
Plantronics Hub**.

The page will display the connected headset and its information as shown below:
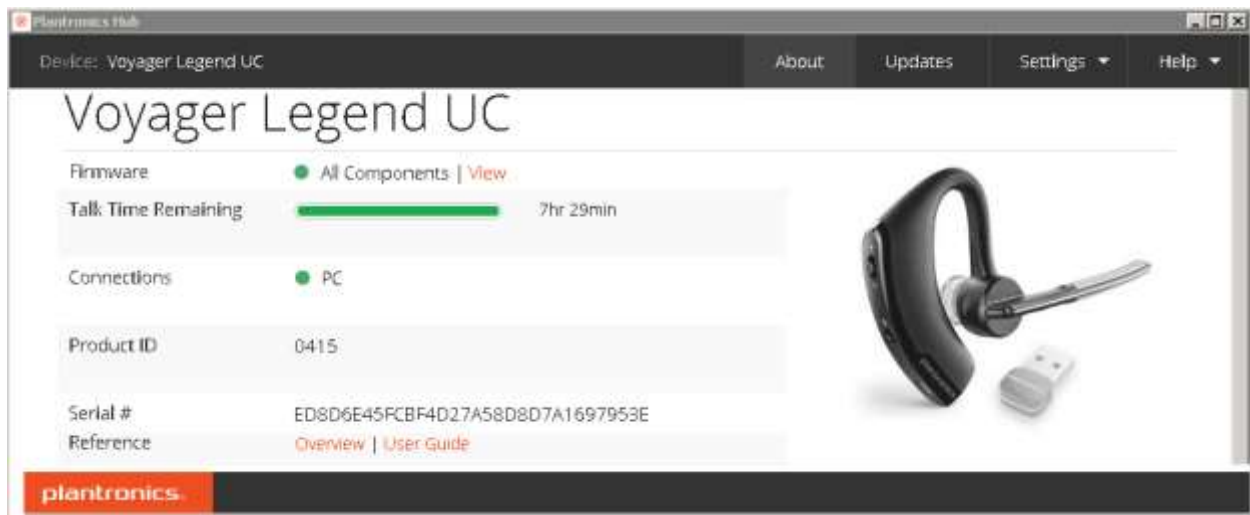
Verify the supported softphone is Avaya one-X® Communicator is checked in **Connected**
column.

8.2. Verify Call via Headset

This section provide tests that can be perform to verify proper installation of headset, Hub software and Avaya one-X® Communicator

1. Place an incoming call to Avaya one-X® Communicator.
2. Verify two-way talk path between the headset and the called extension.
3. Press the Mute button on the Voyager Legend UC Mobile Bluetooth headset and verify the call can be muted/unmuted.
4. Verify mute icon on one-X® Communicator and mute message on Hub software are consistency together and indicate correct mute status.
5. Verify the volume can be adjusted by using the volume controls on the headset.
6. Disconnect the call from the headset pressing the call control button on the headset.
7. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headsets with Avaya one-X® Communicator. All test cases were completed successfully, with the observation noted in **Section 2.2**.

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 03-300509 Issue 10 August 2015.*
[2] *Administering Avaya one-X® Communicator Release 6.2 Feature Pack 6 April 2015.*

Documentation and information for the Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headset can be found at the following websites:

[3] *http://www.plantronics.com/us/product/plantronics-hub-desktop*
[4] *http://www.plantronics.com/us/product/voyager-legend-uc#fndtn-overview*