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Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Savi W710 Headsets and APV-63 EHS Adapter with Avaya H175 Video Collaboration Station – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics APV-63 EHS (Electronic Hook Switch) Adapter and Savi W710 wireless headsets with Avaya H175 Video Collaboration Station. The Plantronics APV-63 EHS Adapter provides wireless headsets the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the headset including situations when the user is away from their desk. The Plantronics Savi W710 wireless headsets were used to verify the functionality of the APV-63 EHS Adapter with Avaya H175 Video Collaboration Station.

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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Solution & Interoperability Test Lab Application Notes
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W710_APV63_H175

1. Introduction

These Application Notes describe the configuration steps required to integrate the Plantronics APV-63 EHS (Electronic Hook Switch) Adapter with Avaya H175 Video Collaboration Station. The Savi W710 headset is designed for those who spend hours each day on long conference calls, webinars and video conferencing, which makes communications more effective and productive.

The following headset and accessory was tested:
- APV-63 EHS (Electronic Hook Switch) Adapter – Provides wireless headsets the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the headset including situations when the user is away from their desk.
- Savi W710 Wireless Headset.

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 the Avaya H175 Video Collaboration Station with Plantronics APV-63 EHS Adapter and Savi W710 wireless headset and verifying two-way audio. The call types included calls to voicemail, to and from local extensions, to and from the PSTN.

The serviceability testing focused on verifying the usability of the Plantronics Savi W710 wireless headsets after restarting the Avaya H175 Video Collaboration Station.

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 headset interfaces, different manufacturers utilize different 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

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 and receiving calls to and from internal extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.
- Hearing ring back tone for incoming and outgoing calls.
- Answering and ending calls using the call control button on the headset and its base.
- Using the Volume control buttons on the headset to adjust the audio volume.
- Using the Mute control button on the headset to mute and un-mute the audio.

For the serviceability testing, the Avaya H175 Video Collaboration Station was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

Testing was completed successfully with the following observations/limitations:

- Note that the user will hear a series of beeping tones instead of the normal incoming call alerting tones on the headset during incoming calls if the call control button on the headset or the Desk phone icon button on the base of the headset is active or enabled.
- When Mute button is pressed on the headset, the base station for the headset changes from Green to Red to indicate that the call is muted at the headset. However this mute action on the headset is not passed to the H175 Deskphone, so the H175 does not indicate the call is muted. Similarly, when the Mute button on the H175 Deskphone is activated, the call is muted at the Deskphone and the mute indicator on the H175 turns red, but the headset base station remains Green, because no mute action was passed from the H175 to the headset. If the user activates mute on both the headset and the Deskphone, both will indicate the call is muted, and to talk again, the user will have to unmute on both the headset and the Deskphone.

2.3. Support

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

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

3. Reference Configuration

Figure 1 illustrates the reference configuration used to verify the Plantronics APV-63 EHS (Electronic Hook Switch) Adapter and Savi W710 wireless headsets with Avaya H175 Video Collaboration Station. The configuration consists of an Avaya Aura® Communication Manager with an Avaya G450 Media Gateway, Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Aura® Media Server and a mix of Desk phones (H323 and SIP) for placing calls to and from the equipment under test.
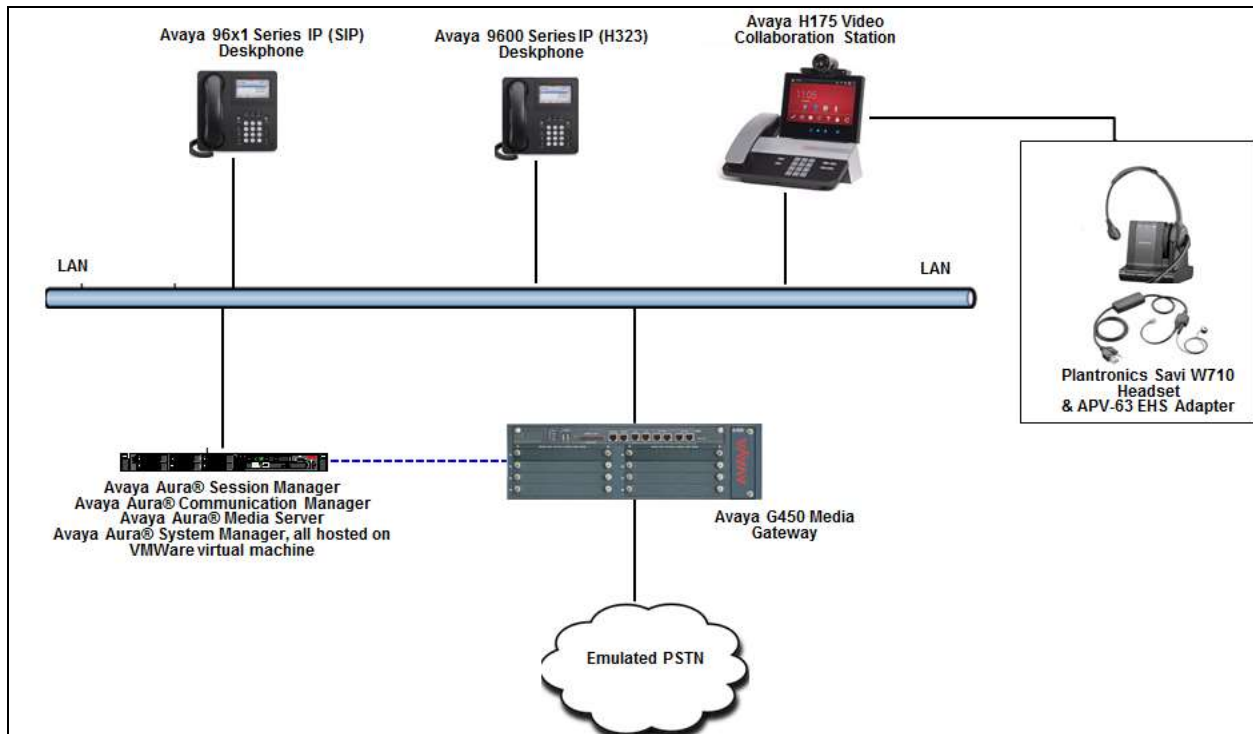

Figure 1: Reference Configuration

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	7.0.0.1.0-SP1 (R017x.00.0.441.0)
Avaya Aura® Session Manager	7.0.0.0.700007
Avaya Aura® System Manager	7.0.0.0
Avaya Aura® Media Server	7.7.0.226
Avaya G450 Media Gateway	37 .19 .0 /1
Avaya H175 Video Collaboration Station (Model H175D01A)	1.0.1.0
Avaya IP Deskphones: • 9670G (H.323) • 9641G (SIP)	 S3.250A 7.0.0.39
Plantronics Savi 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
Plantronics APV-63 EHS	01/16 A 17.09

5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager, please see **Section 9** of these Application Notes.

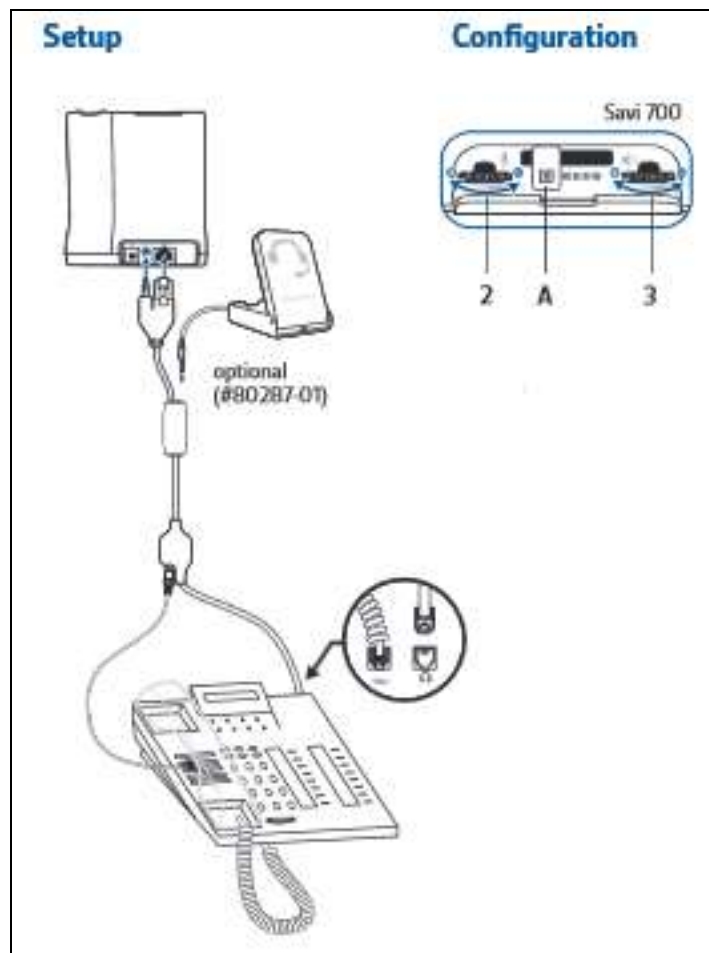## 5.1. Configuring H175 Video Collaboration Station

These Application Notes assume that the Avaya H175 Video Collaboration Station is configured and operational. The Avaya H175 Video Collaboration Station is registered as a SIP based station with the Session Manager. There are no additional settings required for the connection of the Plantronics APV-63 EHS Adapter and Savi W710 wireless headsets to the Avaya H175 Video Collaboration Station. For further information on how to configure the Avaya H175 Video Collaboration Station refer to **Section 9** of these Application Notes.

6. Connect the Plantronics APV-63 EHS Adapter and Savi W710 Wireless Headset to Avaya H175 Video Collaboration Station

During the compliance testing the Plantronics APV-63 EHS Adapter was used to connect the Savi W710 wireless headset to the Avaya H175 Video Collaboration Station. The Plantronics APV-63 EHS Adapter provides Savi W710 wireless headset the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the wireless headset including situations when the user is away from their desk.

6.1. Cable connections

To connect the Plantronics APV-63 EHS Adapter to the Savi W710 wireless headsets and to the Avaya H175 Video Collaboration Station, refer to the diagram below.

7. Verification Steps

Verify that the Plantronics APV-63 EHS Adapter and the Savi W710 wireless headset have been connected to the Avaya H175 Video Collaboration Station. Once the adapter and headset are connected to the desk phone, verify that incoming and outgoing calls can be established with two-way audio to the headset and that the headset can get dial tone and end an active call. Also ensure that the mute button and volume control on the headsets work as intended.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics APV-63 EHS Adapter and the Savi W710 wireless headset with Avaya H175 Video Collaboration Station. Testing was completed successfully with observations noted in **Section Error! Reference source not found.**.

9. 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] *Implementing Avaya Aura® Session Manager* Document ID 03-603473.
[2] *Administering Avaya Aura® Session Manager*, Doc ID 03-603324.
[3] *Deploying Avaya Aura® System Manager*, Release 7.0.
[4] *Administering Avaya Aura® System Manager for Release 7.0*, Release 7.0.
[5] *Quick Start Guide to Using the Avaya Aura® Media Server with Avaya Aura® Communication Manager.*
[6] *Deploying and Updating Avaya Aura® Media Server Appliance*, Release 7.7.
[7] *Administering Avaya Aura® Communication Manager*, Release 7.0, 03-300509.
[8] *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 7.0, 555-245-205.
[9] *Installing and Maintaining Avaya H100-Series Video Collaboration Stations*, Release 1.0.1
[10] *Administering Avaya H100-Series Video Collaboration Stations*, Release 1.0.1

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

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