



Application Notes for Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset with Avaya one-X® Agent. Plantronics Hub Software enables the integrated call control features for EncorePro 500D headset, including call answer/end with one-X Agent. The Plantronics Hub Software was installed on the desktop PC running one-X Agent. EncorePro 500D was connected to the DA90 USB Processor which in turn was connected to a USB port on the desktop PC running one-X Agent. The DA90 USB Processor provided call answer/end, volume and mute control. The EncorePro 510D was used for the compliance test.

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, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset with Avaya one-X® Agent. Plantronics Hub Software enables the integrated call control features for EncorePro 500D headset, including call answer/end with one-X Agent. The Plantronics Hub Software was installed on the desktop PC running one-X Agent. EncorePro 500D was connected to the DA90 USB Processor which in turn was connected to a USB port on the desktop PC running one-X Agent. The DA90 USB Processor provided call answer/end, volume and mute control. The EncorePro 510D was used for the compliance test.

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 one-X Agent using the Plantronics Hub Software, Plantronics DA90 USB Audio Processor, and Plantronics EncorePro 500D 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 EncorePro 500D and DA90 USB Audio Processor after restarting the Avaya one-X Agent, 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 DA90.
 - Using the volume control buttons on the DA90 to adjust the playback volume.
 - Using the mute button on the DA90 and on one-X Agent to mute and un-mute the audio.
- Note that there was no mute synchronization between one-X Agent and the DA90.

For the serviceability testing, the headset was disconnected and reconnected to verify proper operation. Avaya one-X Agent application was also restarted for the same purpose. The desktop PC was also rebooted to verify that one-X Agent and headset were operational when the PC came back into service.

2.2. Test Results

All test cases passed.

2.3. Support

For technical support and information on Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D 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 one-X Agent and Plantronics Hub Software were installed on a desktop PC running Windows 10. EncorePro 500D was connected to the DA90 USB Processor which in turn was connected to a USB port on the desktop PC running one-X Agent. The EncorePro 510D was used for the compliance test.

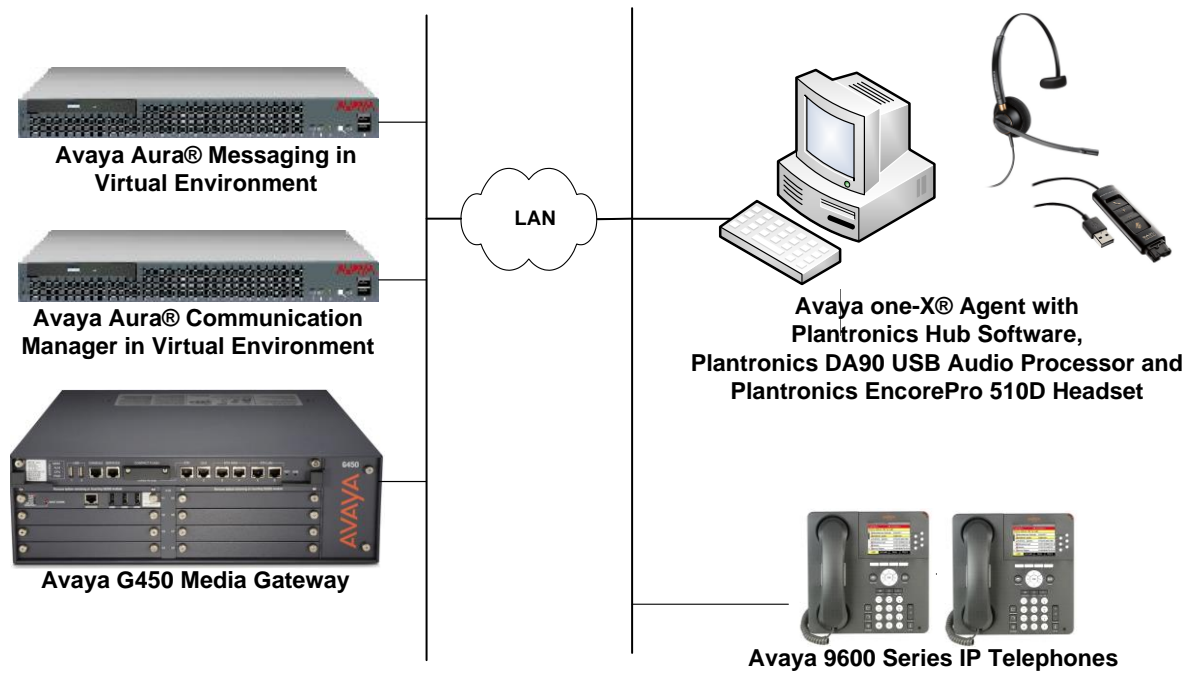


Figure 1: Avaya one-X Agent with Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset

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 with an Avaya G450 Media Gateway	7.0.1.1 FP1 SP1 (R017x.00.0.441.0 with Patch 23169)
Avaya Aura® Messaging	6.3.2 SP 2 Patch 3
Avaya one-X® Agent on Microsoft Windows 10	2.5.8 Patch 6 (2.5.58020.604) (H.323)
Avaya 9600 Series IP Telephone	3.260A (H.323) 2.6.16.1 (SIP)
Avaya 96x1 Series IP Telephone	6.6115 (H.323) 7.0.1.1.5 (SIP)
Plantronics Hub Software	3.8.51508.40463
Plantronics DA90 USB Audio Processor	Tuning: v.8.29.14.12.5.9.8 USB: v.119
Plantronics EncorePro 510D Headset	P/N: 203191-01 Date Code: OCT-16

5. Configure Avaya Aura® Communication Manager

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

Use the **add station** command to create a station for Avaya one-X 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 one-X Agent 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: 1234                          TN: 1
  Port: IP                                         Coverage Path 1:                               COR: 1
  Name: Plantronics                                 Coverage Path 2:                               COS: 1
                                                    Hunt-to Station:                              Tests? y

STATION OPTIONS
  Loss Group: 19                                    Time of Day Lock Table:
  Speakerphone: 2-way                               Personalized Ringing Pattern: 1
  Display Language: english                         Message Lamp Ext: 77400
  Survivable GK Node Name:                          Mute Button Enabled? y
  Survivable COR: internal                           Button Modules: 0
  Survivable Trunk Dest? y                           Media Complex Ext:
                                                    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 one-X 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:

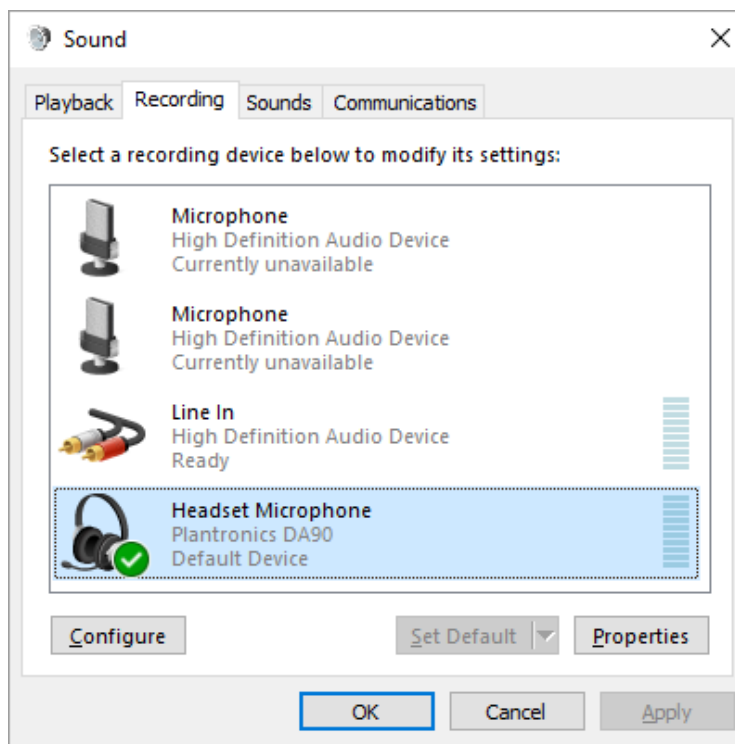
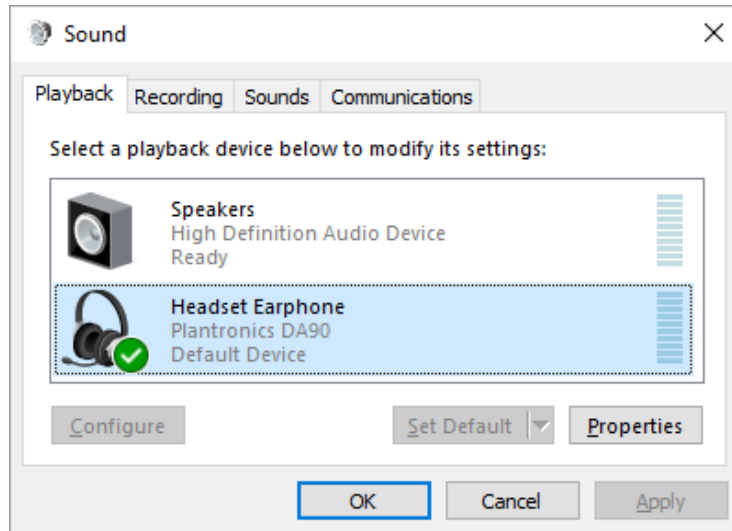
ABBREVIATED DIALING
  List1:                                           List2:                                           List3:


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:
  voice-mail                                       8: release
  
```

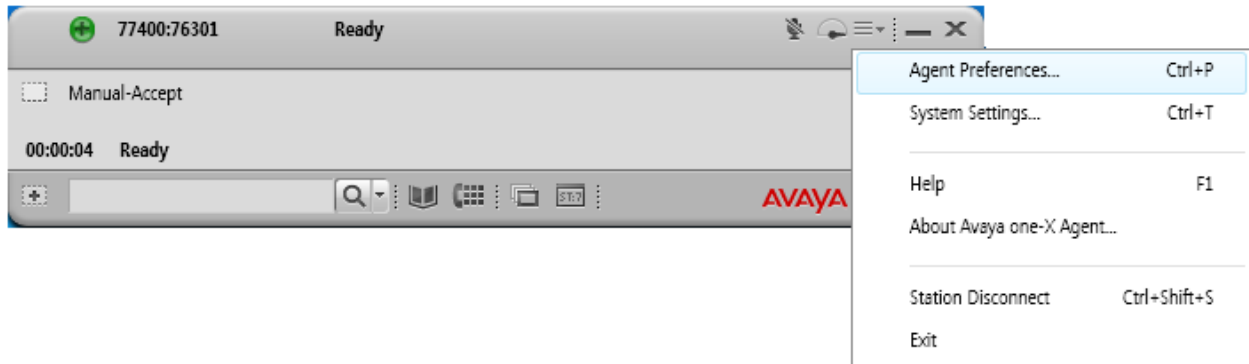
6. Configure Avaya one-X® Agent

Prior to configuring one-X Agent, connect the EncorePro 500D Headset and DA90 USB Audio Processor to a USB port on the desktop PC running one-X Agent; otherwise, one-X Agent will not detect the DA90 USB Audio Processor.

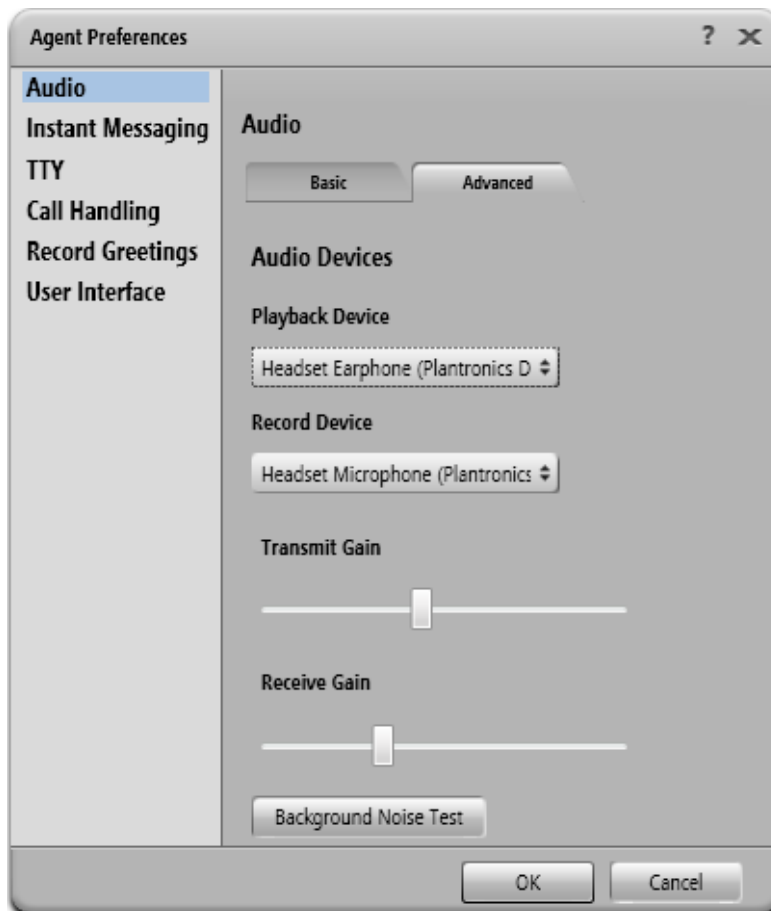
Next, ensure that the **Sound** properties under Windows 10 Control Panel are set properly. Verify that the Plantronics DA90 has been detected by Windows 10 and that it has been set as the default device in the **Playback** and **Recording** tabs as shown below.



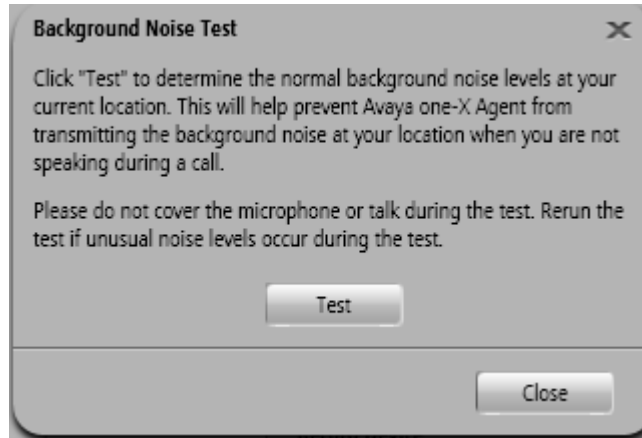
After logging into Avaya one-X Agent, click on  and then select **Agent Preferences** as shown below.



The Plantronics DA90 USB Audio Processor is automatically detected by one-X Agent. In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab. Set the **Playback Device** and **Record Device** fields to *Headset Earphone (Plantronics DA90)* and *Headset Microphone (Plantronics DA90)*, respectively, as shown below. Click the **Background Noise Test** button to determine the normal background noise levels at the location.



After clicking the **Background Noise Test** button, the following window is displayed. Click **Test**. Once the test is completed, click **Close**. Click **OK** in the **Audio** → **Advanced** tab and restart one-X Agent.

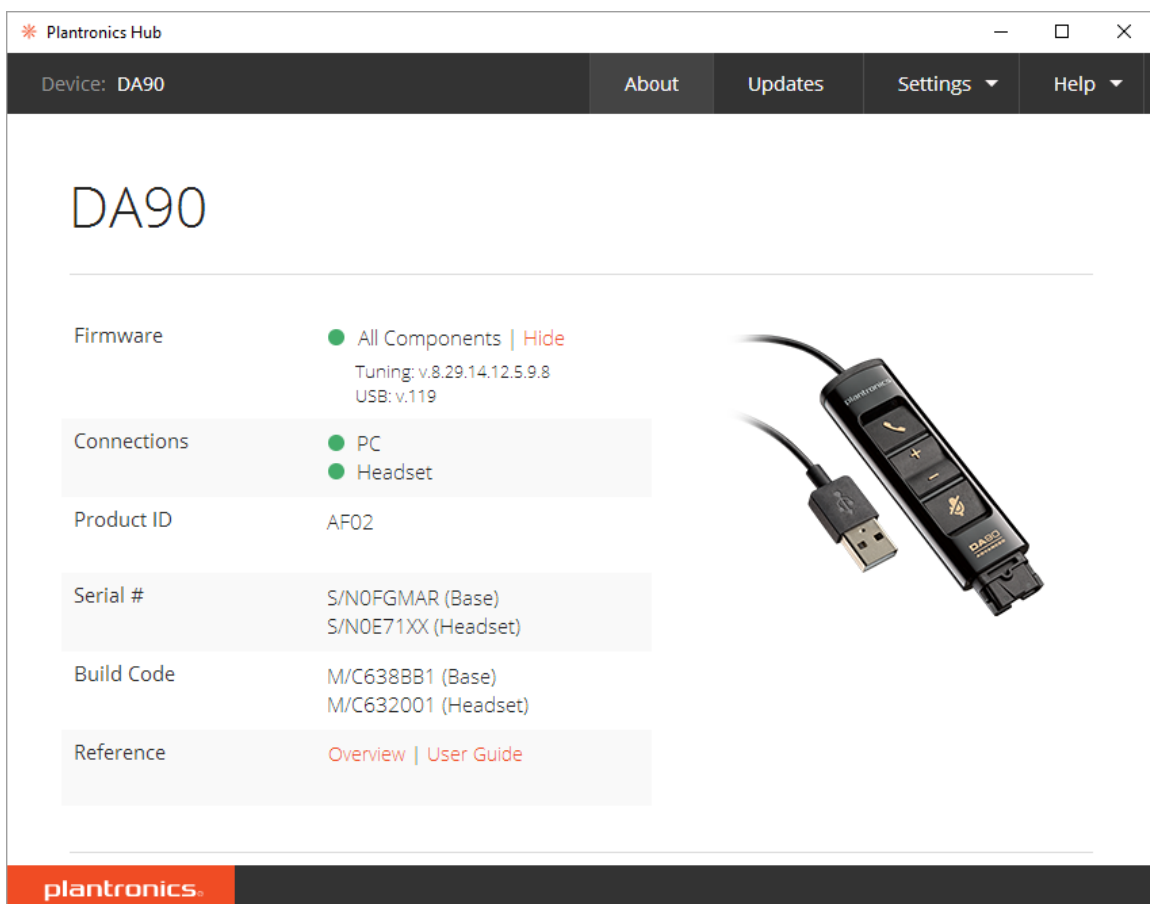


7. Install Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics Encore Pro 510D Headset

The Plantronics Hub software enables the Plantronics EncorePro 500D Headset to answer, end, and mute calls using the call control and mute buttons on the DA90 USB Audio Processor. Install the software on the PC running the one-X Agent. Refer to [3] and [4] for additional information.

After the Hub software is installed, connect the EncorePro 510D headset to the DA90 USB Audio Processor, and then connect the DA90 USB Audio Processor to a USB port on the desktop PC running one-X Agent.

Prior to using the headset and DA90, the Plantronics Hub software should be running and should have detected the DA90 USB Audio Processor 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, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset with one-X Agent.

1. Start the one-X Agent application.
2. Place an incoming call to one-X Agent from any local phone.
3. Answer the call using the call control button on the DA90 USB Audio Processor.
4. Verify two-way talk path between the EncorePro 500D headset and phone.
5. Disconnect the call from the DA90 USB Audio Processor 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, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset with Avaya one-X® Agent. 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 7.0.1, Issue 2, May 2016, Document Number 03-300509.
- [2] *Installing and Configuring Avaya one-X® Agent*, Release 2.5, March 31, 2011.

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

- [3] *Plantronics Hub for Windows/MAC User Guide*, v3.8.1.
- [4] *Plantronics DA90 Quick Start Guide*.
- [5] *Plantronics EncorePro 510/520 Digital Quick Start Guide*.

©2016 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.