



Application Notes for Plantronics Hub Software and Plantronics Blackwire 5200 Series Headset with Avaya Aura® Agent Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Blackwire 5200 Series Headsets with Avaya Aura® Agent Desktop. Plantronics Hub Software enables integrated call control features on the Plantronics Blackwire 5200 Series Headsets, including call answer/end and mute synchronization with Avaya Aura® Agent Desktop. The Plantronics Hub Software was installed on the desktop PC running Avaya Aura® Agent Desktop and a Plantronics Blackwire 5200 Series Headset was connected to a USB or USB-C port on the desktop PC running Avaya Aura® Agent Desktop. For the compliance test, the Blackwire 5210 USB/USB-C monaural headset and the Blackwire 5220 USB/USB-C 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 Blackwire 5200 Series Headsets with Avaya Aura® Agent Desktop. Plantronics Hub Software enables integrated call control features on the Plantronics Blackwire 5200 Series Headsets, including call answer/end and mute synchronization with Avaya Aura® Agent Desktop. The Plantronics Hub Software was installed on the desktop PC running Avaya Aura® Agent Desktop and a Plantronics Blackwire 5200 Series Headset was connected to a USB or USB-C port on the desktop PC running Avaya Aura® Agent Desktop. For the compliance test, the Blackwire 5210 USB/USB-C monaural headset and the Blackwire 5220 USB/USB-C 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

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from Avaya Aura® Agent Desktop using the Plantronics Hub Software and Plantronics Blackwire 5200 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 Blackwire 5200 series headsets after restarting the Avaya Aura® Agent Desktop, disconnecting and reconnecting the headset, and rebooting the PC.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

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 terminating calls using the call control button on the Blackwire 5200 headsets.
- Using the volume control button on the Blackwire 5200 headset to adjust the playback volume.
- Using the mute button on the Blackwire 5200 headset and on Agent Desktop to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and Agent Desktop.
- Checking that the call control button on the headset would light when there was an incoming/outgoing ringing call or an active call.

For the serviceability testing, the headset was disconnected and reconnected to verify proper operation. The Agent Desktop application was also restarted for the same purpose. The desktop PC was also rebooted to verify that Agent Desktop 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 and Plantronics Blackwire 5200 Series Headsets, contact a Plantronics support specialist 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. Avaya Aura® Messaging was used as the voicemail system and Avaya Aura® Media Server was used for media processing. Avaya Aura® Agent Desktop, Avaya Aura® Agent Desktop – Headset Support utility and Plantronics Hub Software were installed on a desktop PC running Windows 10. A Plantronics Blackwire 5200 USB/USB-C Series Headset was connected to a USB or USB-C port on the desktop PC running Agent Desktop. Agent Desktop logged into Avaya Aura® Contact Center not shown in the test configuration below.

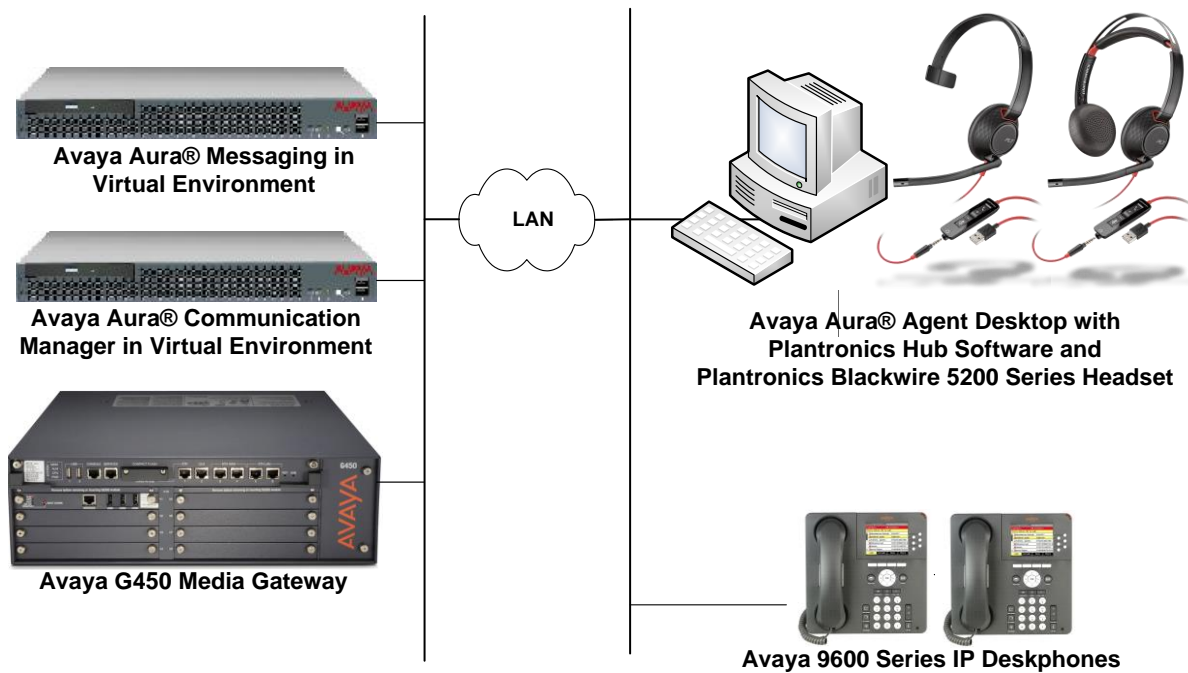


Figure 1: Avaya Aura® Agent Desktop with Plantronics Hub Software and Plantronics Blackwire 5200 Series Headset

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	7.1.1 FP1 (R017x.01.0.532.0 with Patch 23985)
Avaya Aura® Messaging	7.0 SP 0
Avaya Aura® Contact Center	7.0.1.0 Build 405
Avaya Aura® Agent Desktop on Microsoft Windows 10	7.0.1 (35.31.243.132)
Avaya Aura® Agent Desktop – Headset Support	6.3.208.0
Avaya 96x1 Series IP Telephone	6.6506 (H.323)
Plantronics Hub Software	3.10.1 Build 9143
Plantronics Blackwire 5200 Series Headset	v.182

5. Configure Avaya Aura® Communication Manager

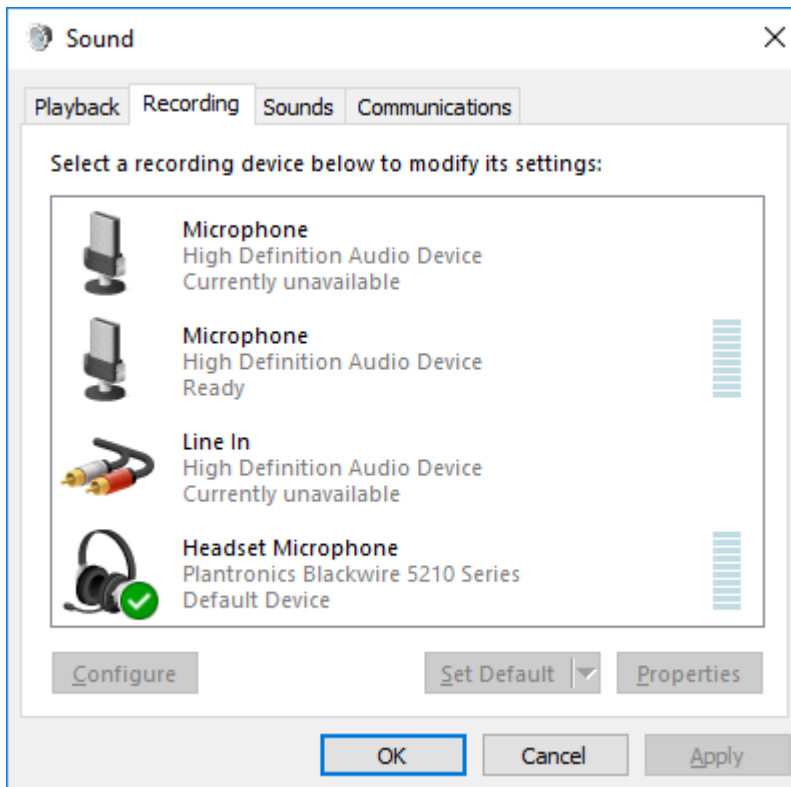
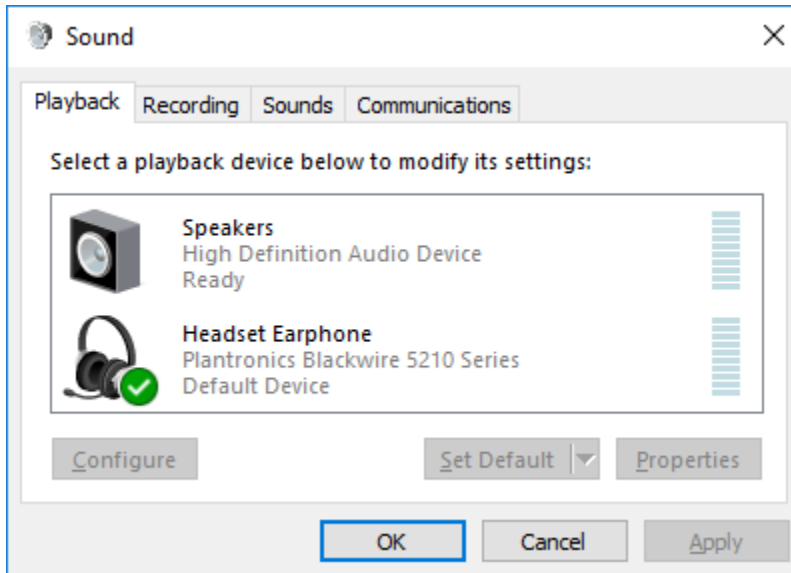
This section covers the station configuration for Agent Desktop. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Agent Desktop. Set the **Type** field to the station type to be emulated. In this example, *9640* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by Agent Desktop to log in. Set the **IP Softphone** field to *y*.

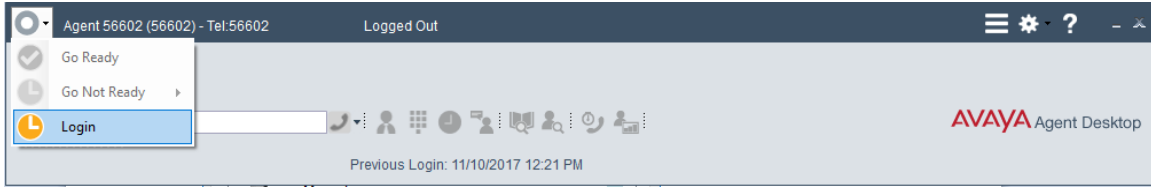
```
add station 56602                                     Page 1 of 5
                                                    STATION
Extension: 56602                                     Lock Messages? n                               BCC: 0
  Type: 9640                                       Security Code: 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: 56602
  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
```

6. Configure Avaya Aura® Agent Desktop

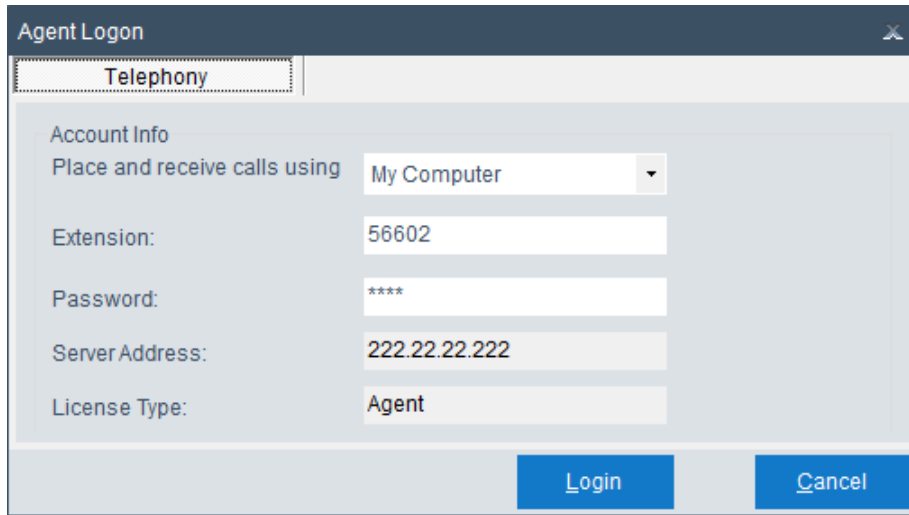
Connect the Blackwire 5200 series headset to a USB or USB-C port on the desktop PC running Agent Desktop. Next, ensure that the **Sound** properties under Windows 10 Control Panel are set properly. Verify that the Plantronics headset has been detected by Windows 10 and that it has been set as the default device in the **Playback** and **Recording** tabs as shown below.




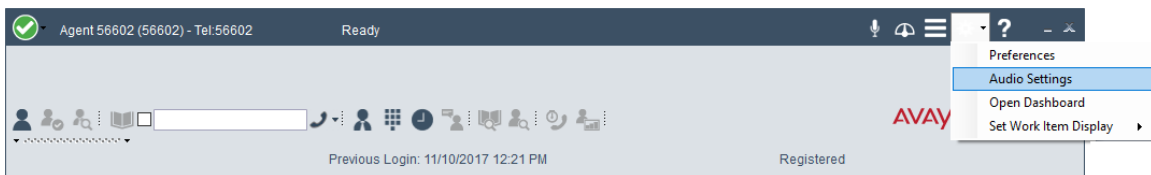
Launch Agent Desktop and log in using the drop-down menu shown in the figure below.



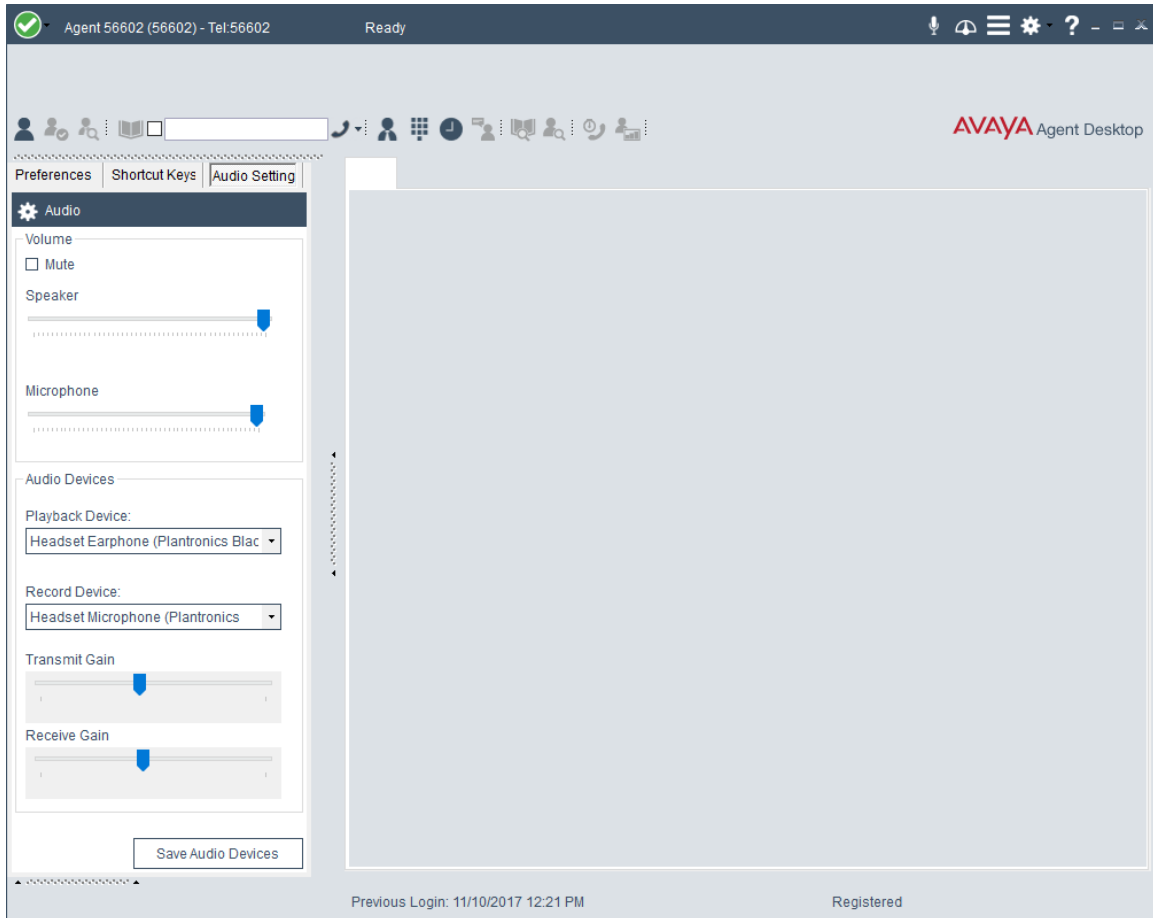
In the **Agent Logon** screen, set the **Place and receive call using** field to *My Computer*. Specify the appropriate **Extension**, **Password**, and **Server Address** corresponding to the Communication Manager. Click **Login**.



After logging into Agent Desktop, place the Agent Desktop in Ready mode (not shown), and then click on  and then select **Audio Settings** as shown below.



The Blackwire 5200 series headset is automatically detected by Agent Desktop. In the **Audio Settings** tab, set the **Playback Device** and **Record Device** fields to *Headset Earphone (Plantronics Blackwire 5210 Series)* and *Headset Microphone (Plantronics Blackwire 5210 Series)*, respectively, as shown below. Click **Save Audio Devices**.

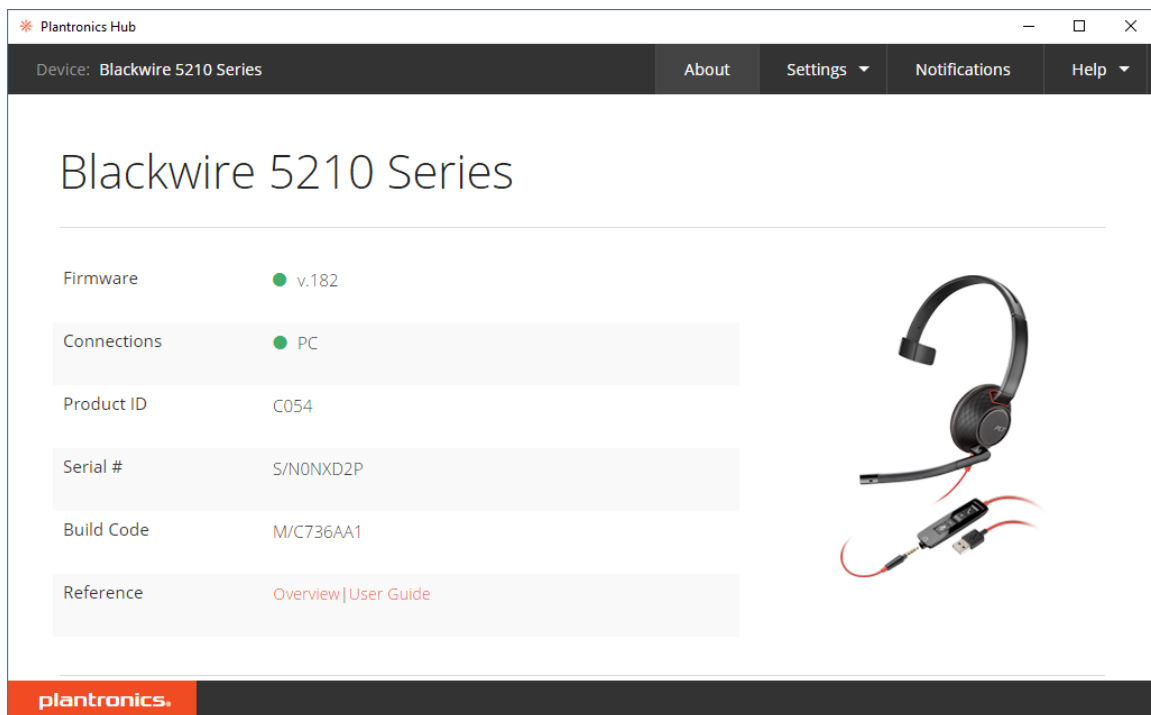


7. Install Plantronics Hub Software and Plantronics Blackwire 5200 Series Headset

The Plantronics Hub software enables the Plantronics Blackwire 5200 Series Headset to answer, end, and mute calls using the call control and mute buttons on the headset. Install the software on the PC running the Agent Desktop. Refer to [2] and [3] for additional information.

After the Hub software is installed, connect the Blackwire 5200 series headset to a USB or USB-C port on the desktop PC running Agent Desktop.

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.



From the **Plantronics Hub** window above, navigate to **Settings** → **Softphones** to display the Softphones & Media Players window. Verify that Plantronics Hub is connected to Agent Desktop as indicated by the green checkmark ✓ in the **Connected** column shown below.

Device: Blackwire 5210 Series

About Settings Notifications Help

Softphones & Media Players

Configure things to work the way you do.

Blackwire 5210 Series Cancel Apply

There are no available device-specific settings in this category.

Software Settings ⓘ

Target Softphone
Indicates the softphone that will be used for outgoing calls and dial tone (for supported devices and softphones). Avaya Aura Agent Desktop

Media Player Action on Incoming Call
Controls the behavior of media player applications such as iTunes and Windows Media Player when a softphone call comes in. Pause & Resume

Softphones & Media Players [View All Supported Softphones](#)

Module Name	Module Version	Enable	Connected
Avaya Aura Agent Desktop	3.10.51892.9143	<input checked="" type="checkbox"/>	✓
Avaya Communicator	3.10.51892.9143	<input checked="" type="checkbox"/>	

plantronics.

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 Blackwire 5200 Series Headset with Agent Desktop.

1. Start the Agent Desktop application.
2. Place an incoming call to Agent Desktop from any local phone.
3. Answer the call using the call control button on the headset.
4. Verify two-way talk path between the 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 5200 Series Headset with Avaya Aura® Agent Desktop. 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 7.1.1, Issue 2, August 2017.*

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

[2] *Plantronics Hub for Windows/MAC User Guide, v3.10.x.*

[3] *Plantronics Blackwire 5200 Series Quick Start.*

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