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Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Spokes Software and Plantronics Calisto 620 Wireless Speakerphone with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Spokes Software and Plantronics Calisto 620 Wireless Speakerphone with Avaya one-X® Communicator. Plantronics Spokes Software enables the integrated call control features for Calisto 620, including call answer/end and synchronized mute with Avaya one-X® Communicator. Calisto 620 uses Bluetooth USB Adapter to connect to the PC running Avaya one-X® Communicator.

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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1. Introduction

These Application Notes describe the configuration steps required to integrate the Plantronics Spokes Software and Plantronics Calisto 620 Wireless Speakerphone with Avaya one-X® Communicator. Plantronics Spokes Software enables the integrated call control features for Calisto 620, including call answer/end and synchronized mute with Avaya one-X® Communicator. Calisto 620 uses Bluetooth USB adapter to connect to the PC running Avaya one-X® Communicator.

Refer to the appropriate Plantronics documentation listed in **Section 12** for additional product information.

2. General Test Approach

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 one-X Communicator using the Plantronics Spokes Software and Plantronics Calisto 620 Wireless Speakerphone 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 the Calisto 620 after restarting the one-X Communicator, disconnecting and reconnecting the speakerphone, 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 speakerphone.
- Using the volume control buttons on the speakerphone to adjust the playback volume.
- Using the mute button on the speakerphone and on one-X Communicator to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the speakerphone and one-X Communicator.

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

3. Test Results

All test cases passed.

4. Support

For technical support and information on Plantronics Spokes Software and Plantronics Calisto 620 Wireless Speakerphone, contact Plantronics at:

- Phone: 800-544-4660 (toll free)
  +1 831-426-5858 (International)
- Website: http://www.plantronics.com/north_america/en_US/support/

5. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics solution. The configuration consists of an Avaya S8300 Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Communication Manager Messaging was used as the voicemail system. Avaya one-X® Communicator and Plantronics Spokes Software were installed on a desktop PC. Plantronics Calisto 620 was connected to the desktop PC using a Plantronics Bluetooth USB adapter.
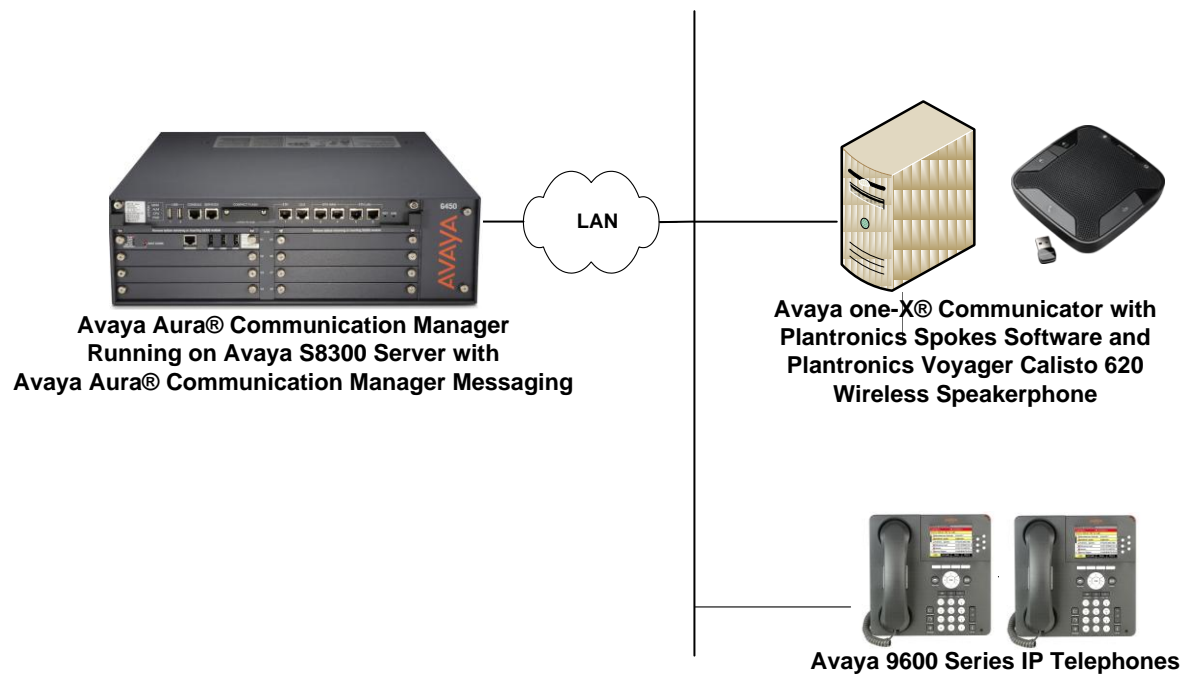
LAN

**Avaya Aura® Communication Manager
Running on Avaya S8300 Server with
Avaya Aura® Communication Manager Messaging**

**Avaya one-X® Communicator with
Plantronics Spokes Software and
Plantronics Voyager Calisto 620
Wireless Speakerphone**

Avaya 9600 Series IP Telephones

Figure 1: Avaya one-X® Communicator with Plantronics Spokes Software and Plantronics Calisto 620 Wireless Speakerphone

6. Equipment and Software Validated

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

Equipment	Software
Avaya S8300 Server with a G450 Media Gateway and Avaya Aura® Communication Manager Messaging	6.2 SP 5 (R016x.02.0.823.0 with Patch 20396)
Avaya one-X® Communicator on Microsoft Windows XP	6.1 SP 7 (6.1.7.04-SP7-39506))
Avaya 9600 Series IP Telephone	3.1 SP 5 (H.323)
Plantronics Spokes Software	2.8.24304.0
Plantronics Calisto 620 (Standard)	USB Firmware 920, USB Adapter 04.70, Headset 02.00

# 7. Configure Avaya Aura® Communication Manager

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

Use the **add station** command to create a station for one-X Communicator. 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 Communicator to log in. Set the **IP Softphone** field to *y*.

```
add station 40003                                          Page   1 of   5
                             STATION

Extension: 40003                  Lock Messages? n              BCC: 0
    Type: 9630                    Security Code: 40003            TN: 1
    Port: IP                     Coverage Path 1:               COR: 1
    Name: Plantronics            Coverage Path 2:               COS: 1
                                 Hunt-to Station:
STATION OPTIONS
               Location:              Time of Day Lock Table:
            Loss Group: 19      Personalized Ringing Pattern: 1
                                        Message Lamp Ext: 40003
            Speakerphone: 2-way      Mute Button Enabled? y
        Display Language: english        Button Modules: 0
 Survivable GK Node Name:
           Survivable COR: internal     Media Complex Ext:
   Survivable Trunk Dest? y             IP SoftPhone? Y
                                      IP Video Softphone? n
                        Short/Prefixed Registration Allowed: default
                                      Customizable Labels? y
```

8. Configure Avaya one-X® Communicator

After logging into one-X Communicator, click on ⚙▾ and then select **Settings** → **General Settings** as shown below.
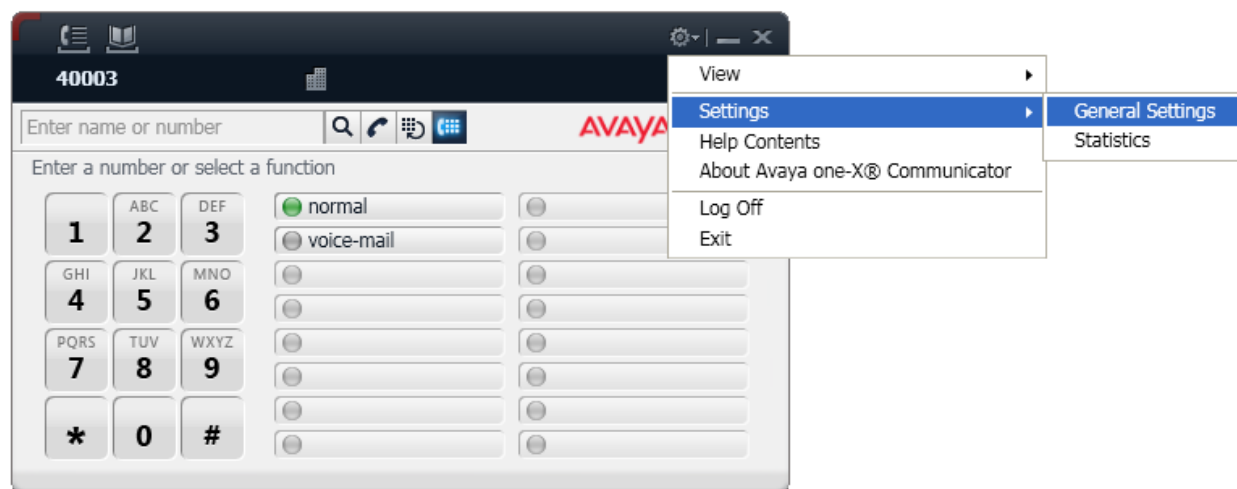
The Calisto 620 speakerphone is automatically detected by one-X Communicator.   In the **General Settings** window, navigate to **Devices and Services → Audio** and then select the **Basic** tab as shown below.   Set the **Microphone** and **Speaker** fields to *Plantronics BT300C* as shown below. Click the **Test** button to verify that sound is heard through the audio device. Click **OK**. Restart one-X Communicator.
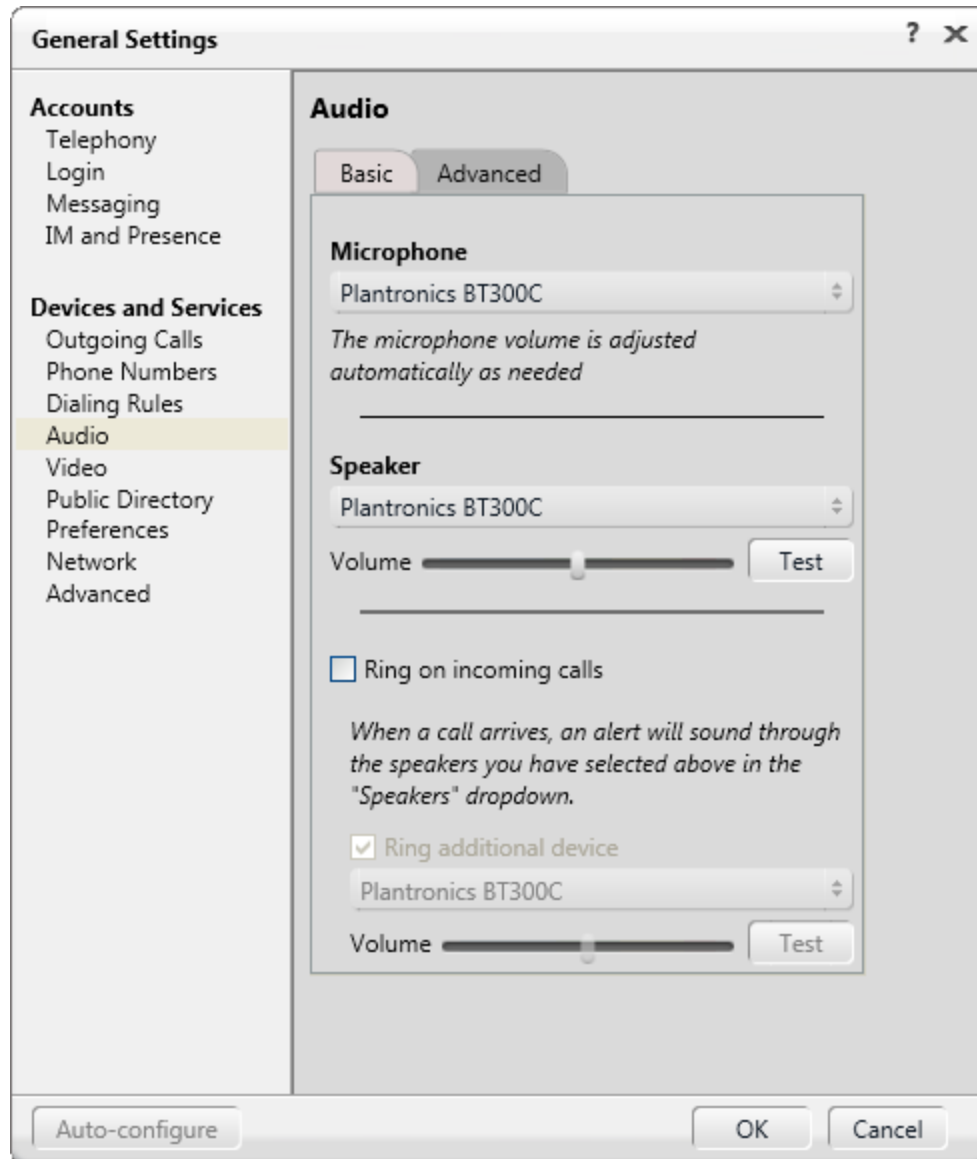
9. Install Plantronics Spokes Software and Plantronics Calisto 620

The Plantronics Spokes software enables the Plantronics Calisto 620 to answer, end, and mute calls using the call control button on the speakerphone. Install the software on the PC running the one-X Communicator. Refer to [3] for additional information.

After the Spokes software is installed, connect the Plantronics Calisto 620 Bluetooth USB adapter to the desktop PC running one-X Communicator and turn on the speakerphone. When the speakerphone is paired via Bluetooth, a chime should be heard and the Bluetooth LED on the speakerphone should blink blue once. If the speakerphone needs to be paired again, follow the instructions in [4].

10. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the Plantronics Spokes Software and Plantronics Calisto 620 with Avaya one-X® Communicator.

1. Start the one-X Communicator application.
2. Place an incoming call to one-X Communicator from any local phone.
3. Answer the call using the call control button on the speakerphone.
4. Verify two-way talk path between the Calisto 620 and phone.
5. Disconnect the call from the speakerphone using the call control button.
6. Verify that the call is properly disconnected.

11. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Spokes Software and Plantronics Calisto 620 Wireless Speakerphone with Avaya one-X® Communicator. All test cases were completed successfully.

12. 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 6.2, Issue 7, December 2012, Document Number 03-300509.
[2] *Administering Avaya one-X® Communicator User Reference*, October 2011.

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

[3] *Plantronics Spokes Software for Windows*, Build 2.8.24304.0.
[4] *Plantronics Calisto 620 Bluetooth Wireless Speakerphone + Bluetooth USB Adapter Quick Start Guide.*

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