



Application Notes for Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset with Avaya one-X® Communicator - 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® Communicator. Plantronics Hub Software enables the integrated call control features for EncorePro 500D headset, including call answer/end and mute synchronization with one-X Communicator. The Plantronics Hub Software was installed on the desktop PC running one-X Communicator. 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 Communicator. 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® Communicator. Plantronics Hub Software enables the integrated call control features for EncorePro 500D headset, including call answer/end and mute synchronization with one-X Communicator. The Plantronics Hub Software was installed on the desktop PC running one-X Communicator. 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 Communicator. 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 Communicator 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 Communicator, 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 Communicator to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and one-X Communicator.

For the serviceability testing, the headset was disconnected and reconnected to verify proper operation. Avaya one-X Communicator application was also restarted for the same purpose. The desktop PC was also rebooted to verify that one-X Communicator 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 Communicator 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 Communicator. The EncorePro 510D was used for the compliance test.

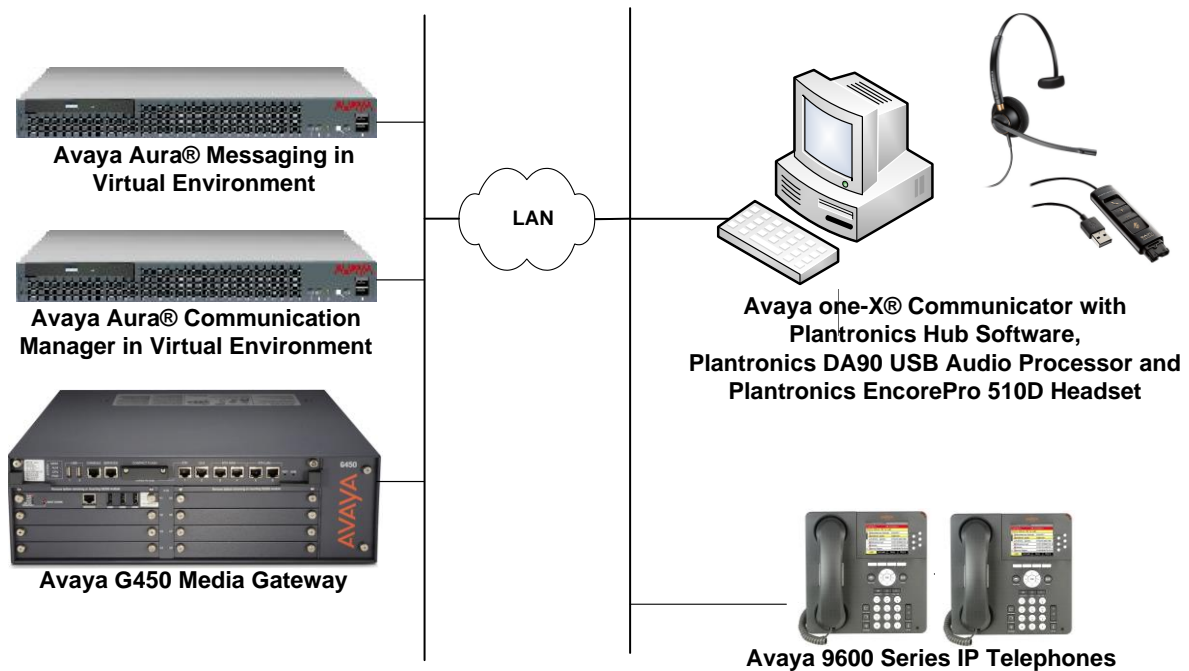


Figure 1: Avaya one-X® Communicator with Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset

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® Communicator on Microsoft Windows 10	6.2 SP12 (6.2.12.04-SP12)
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

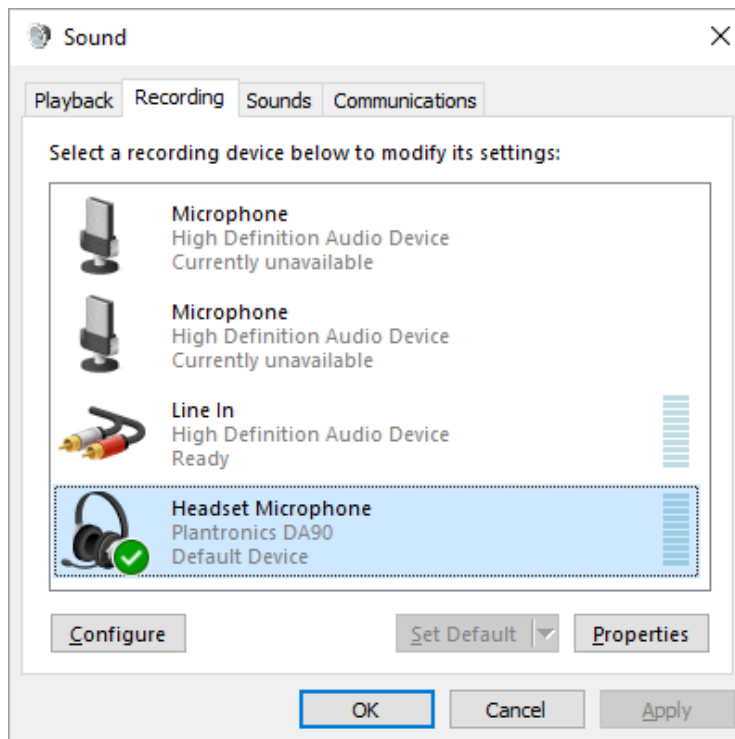
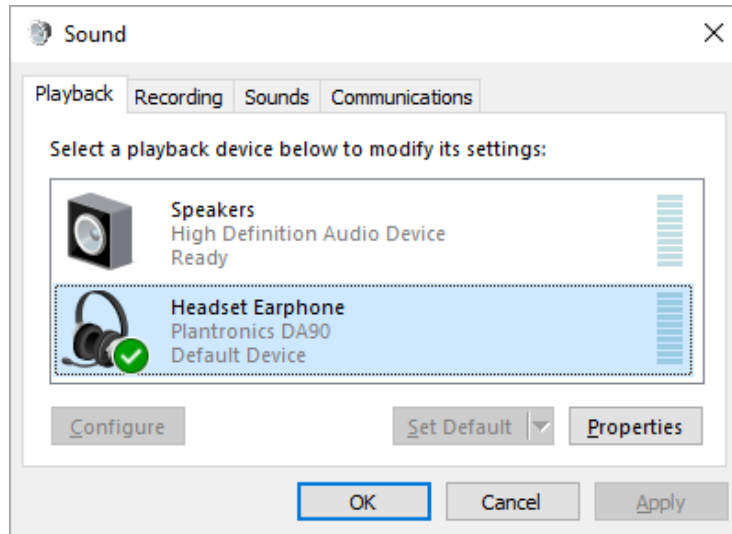
This section covers the station configuration for Avaya one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.


Use the **add station** command to create a station for Avaya one-X 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*.

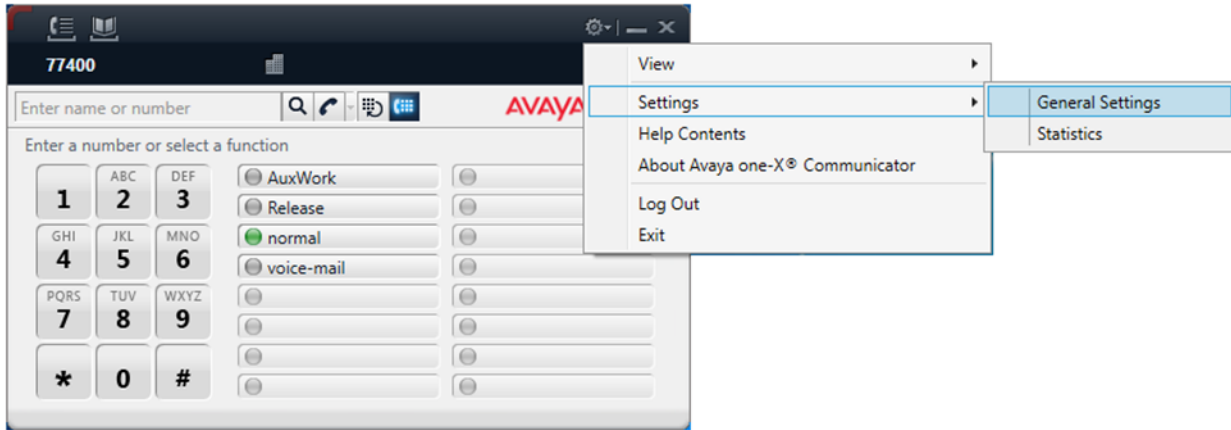
```
add station 77400                                     Page 1 of 5
                                                    STATION
Extension: 77400                                     Lock Messages? n                               BCC: 0
  Type: 9630                                         Security Code: 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
```

6. Configure Avaya one-X® Communicator

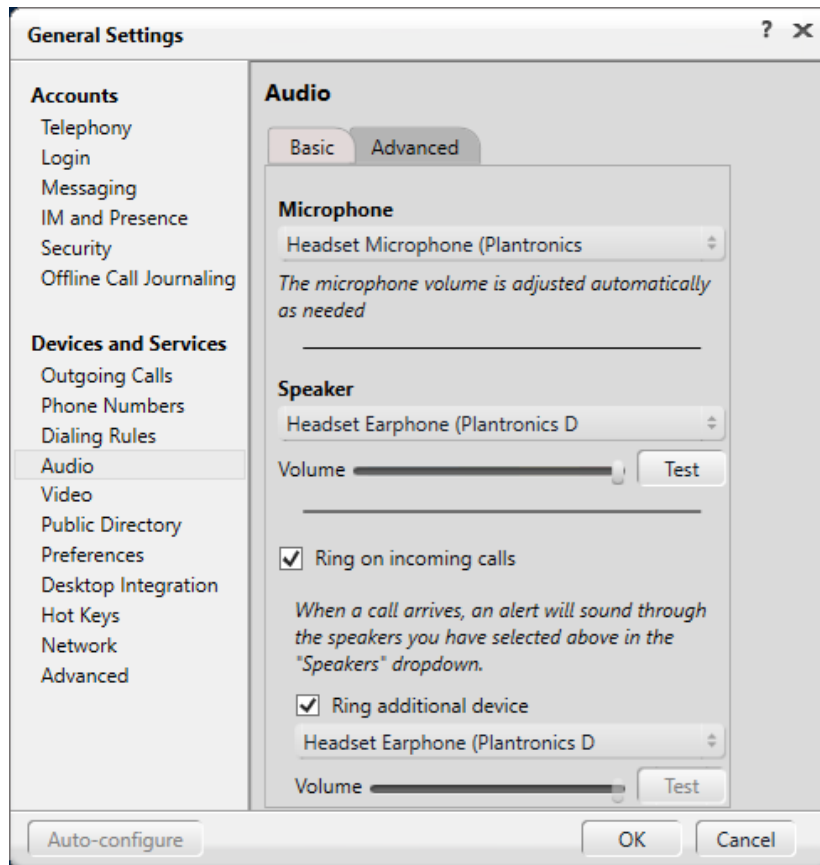
Connect the EncorePro 500D Headset and DA90 USB Audio Processor to a USB port on the desktop PC running one-X Communicator. Verify that the Plantronics headset has been detected by Windows 10 and that it has been set as the default device in the Playback and Recording tabs as shown below.



After logging into one-X Communicator, click on  and then select **Settings** → **General Settings** as shown below.



The DA90 USB Audio Processor 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 *Headset Microphone (Plantronics DA90)* and *Headset Earphone (Plantronics DA90)*, respectively, as shown below. Click the **Test** button to verify that sound is heard through the audio device. Click **OK**.

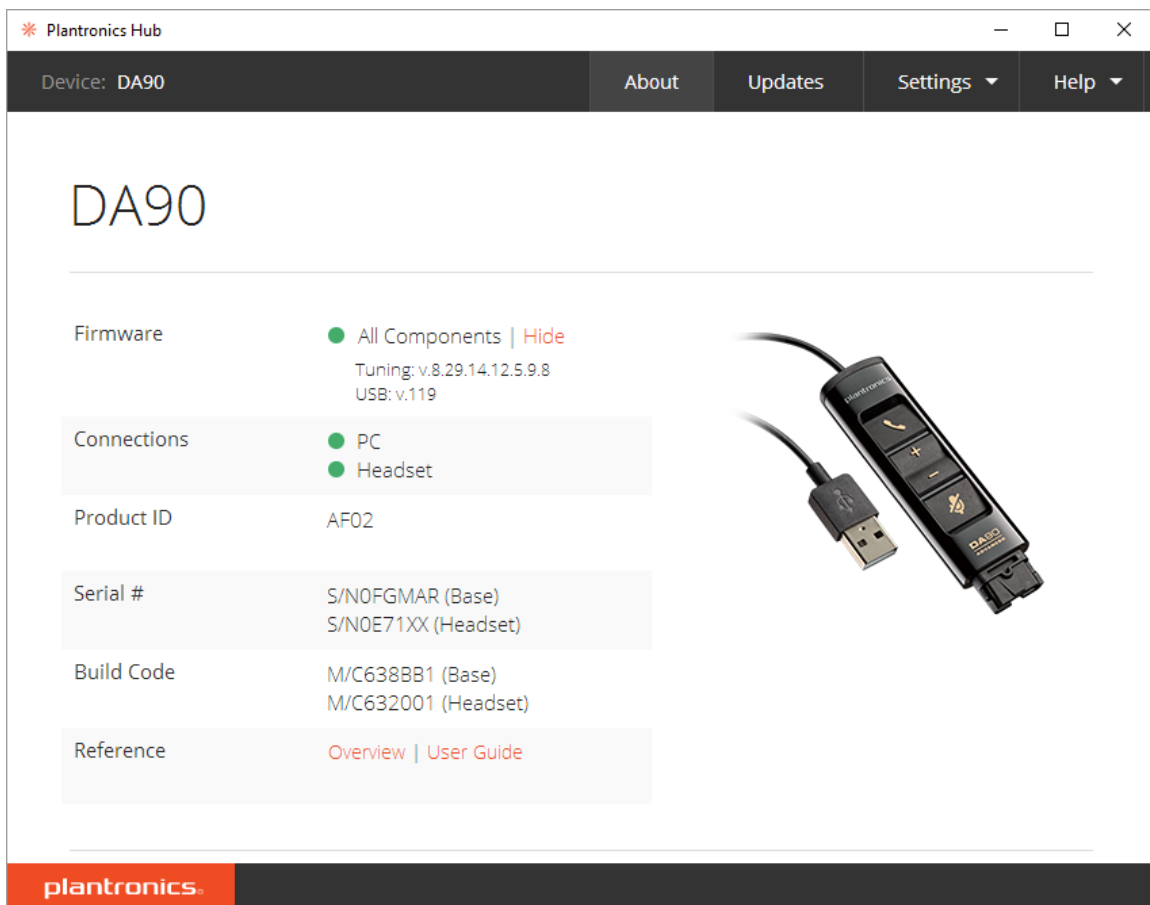


7. Install Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics Encore Pro 510D Headset

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 Communicator. 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 Communicator.

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 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 headset.
4. Verify two-way talk path between the EncorePro 500D 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, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset with Avaya one-X® Communicator. 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] *Implementing Avaya one-X® Communicator*, Release 6.2 Feature Pack 10, November 2015.

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*.

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