



Application Notes for Plantronics Hub Software and Plantronics Blackwire 3210/3220 USB Corded Headsets with Avaya Equinox for Windows - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Blackwire 3210/3220 USB Corded Headsets with Avaya Equinox for Windows. Plantronics Hub Software enables integrated call control features on the Plantronics Blackwire 3210/3220 USB Corded Headsets, including call answer/end and mute synchronization with Avaya Equinox. The Plantronics Hub Software was installed on the desktop PC running Avaya Equinox and a Plantronics Blackwire 3210/3220 USB Corded Headset was connected to a USB or USB-C port on the desktop PC running Avaya Equinox. For the compliance test, the Blackwire 3210 USB monaural headset was verified. The Blackwire 3220 is a binaural headset.

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 3210/3220 USB Corded Headsets with Avaya Equinox for Windows. Plantronics Hub Software enables integrated call control features on the Plantronics Blackwire 3210/3220 USB Corded Headsets, including call answer/end and mute synchronization with Avaya Equinox. The Plantronics Hub Software was installed on the desktop PC running Avaya Equinox and a Plantronics Blackwire 3210/3220 USB Corded Headset was connected to a USB or USB-C port on the desktop PC running Avaya Equinox. For the compliance test, the Blackwire 3210 USB monaural headset was verified. The Blackwire 3220 is a binaural headset.

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 Equinox using the Plantronics Hub Software and Plantronics Blackwire 3210 USB Corded Headset 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 Blackwire 3210 USB Corded Headset after restarting the Avaya Equinox, 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 these DevConnect Application Notes 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 3210 headset.
- Using the volume control button on the Blackwire 3210 headset to adjust the playback volume.
- Using the mute button on the Blackwire 3210 headset and on Equinox to mute and unmute the audio, including verifying that the mute status was accurately reflected on the headset and Equinox.
- Checking that the call control button on the headset would blink whenever 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. Avaya Equinox was also restarted for the same purpose. The desktop PC was also rebooted to verify that Equinox 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 3210/3220 USB Corded 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. Avaya Equinox for Windows and Plantronics Hub Software were installed on a desktop PC running Windows 10. A Plantronics Blackwire 3210 USB Corded Headset was connected to the desktop PC running Avaya Equinox. The configuration also included the following components:

- Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing media processing and connectivity to the PSTN via an ISDN-PRI trunk (not shown).
- Avaya Aura® Media Server also providing media processing.
- Avaya Aura® Messaging serving as the voicemail system.
- Avaya Aura® Session Manager providing SIP connectivity to Avaya Equinox.
- Avaya Aura® System Manager used to configured Session Manager and a SIP station for Avaya Equinox.

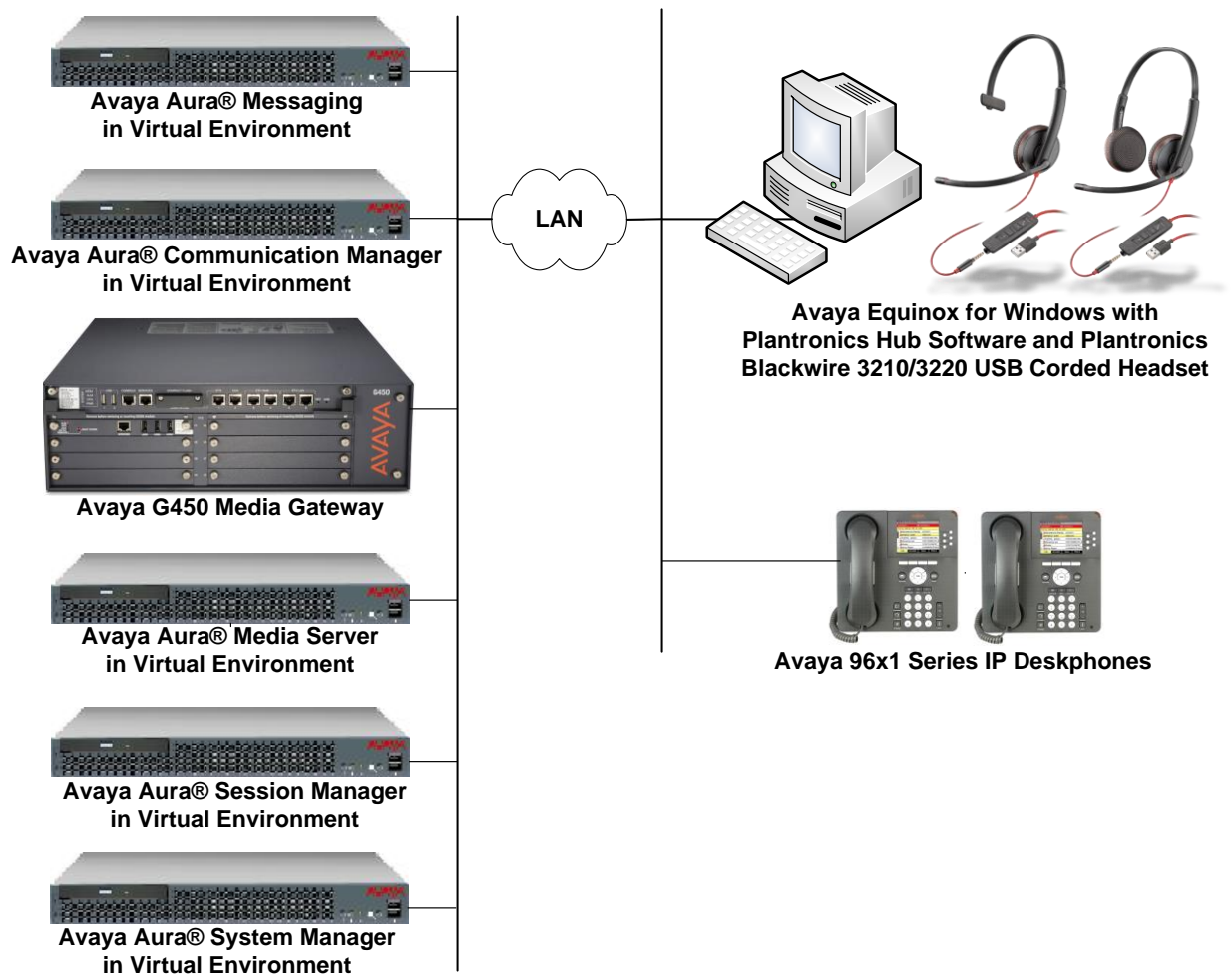


Figure 1: Avaya Equinox for Windows with Plantronics Hub Software and Plantronics Blackwire 3210/3220 USB Corded Headsets

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	7.1.1 FP1 (R017x.01.0.532.0 with Patch 23985)
Avaya G450 Media Gateway	FW 38.21.0
Avaya Aura® Media Server	7.8.0.333
Avaya Aura® Messaging	7.0.1.2.0 FP1 SP 2
Avaya Aura® System Manager	7.1.1.0 Build No. 7.1.0.0.1125193 Software Update Revision No. 7.1.1.0.046931 Feature Pack 1
Avaya Aura® Session Manager	7.1.1.0711008
Avaya Equinox for Windows on Microsoft Windows 10	3.3.0.135
Avaya 9600 Series IP Telephone	6.6506 (H.323) 7.1.1.0.9 (SIP)
Plantronics Hub Software	3.10.2 Build 12688
Plantronics Blackwire 3210/3220 USB/USB-C Series Headsets	v.210

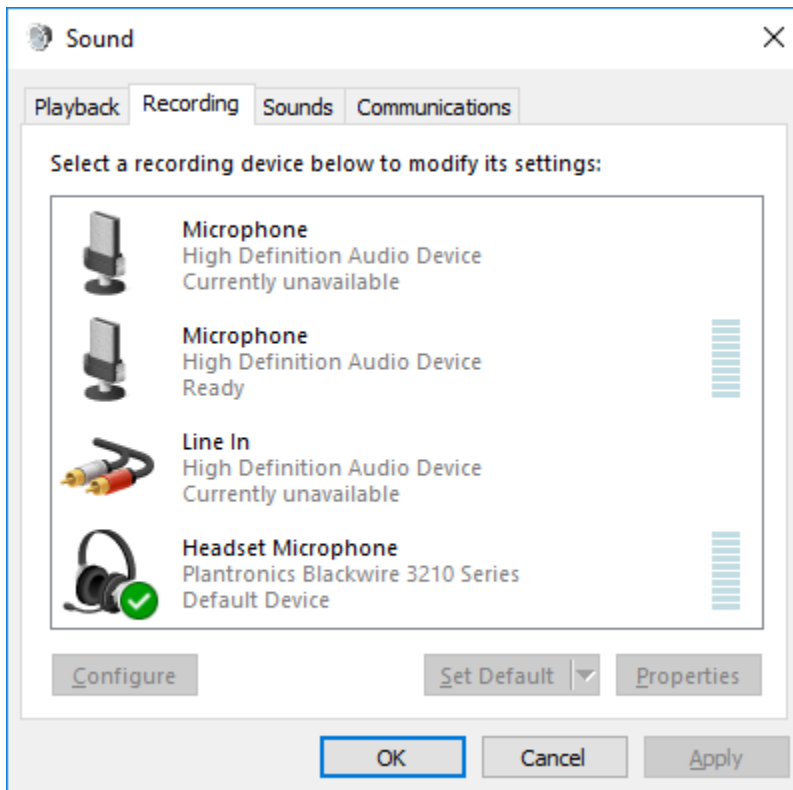
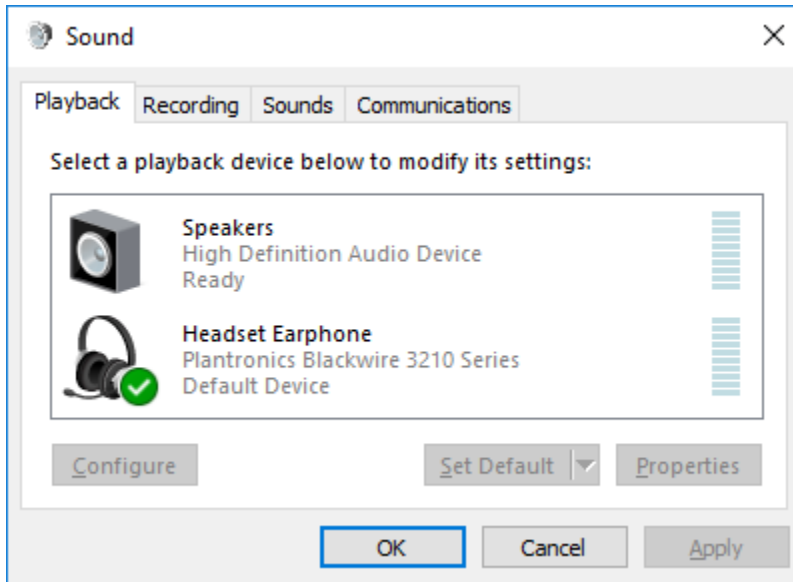
5. Configure Avaya Aura® Communication Manager


This section covers the station configuration for Avaya Equinox for Windows. The configuration is viewed via the System Access Terminal (SAT) on Communication Manager, but since Avaya Equinox is a SIP endpoint, a SIP station was configured through Avaya Aura® System Manager. The **Station Type** was set to *9641SIP* and a descriptive **Name** was also provided. The **IP Softphone** and **IP Video Softphone** fields were set to *y*. Use the default values for the other fields on **Page 1**.

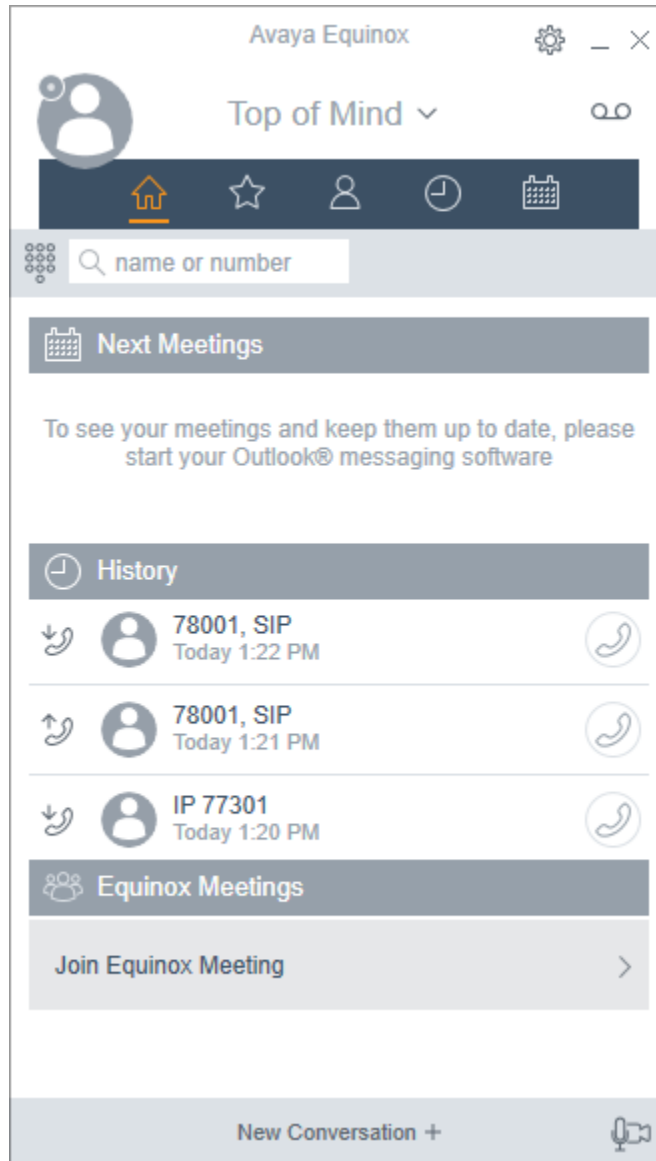
```
display station 78040                                     Page 1 of 6
                                                         STATION
Extension: 78040                                         Lock Messages? n          BCC: M
  Type: 9641SIP                                         Security Code:           TN: 1
Port: S00020                                             Coverage Path 1:        COR: 1
  Name: 78040, Equinox                               Coverage Path 2:        COS: 1
                                                         Hunt-to Station:
STATION OPTIONS
                                                         Time of Day Lock Table:
  Loss Group: 19                                         Message Lamp Ext: 78040
                                                         Button Modules: 0
Display Language: english
  Survivable COR: internal
Survivable Trunk Dest? y                                IP SoftPhone? y
                                                         IP Video Softphone? y
                                                         Short/Prefixed Registration Allowed: default
```

6. Configure Avaya Equinox for Windows

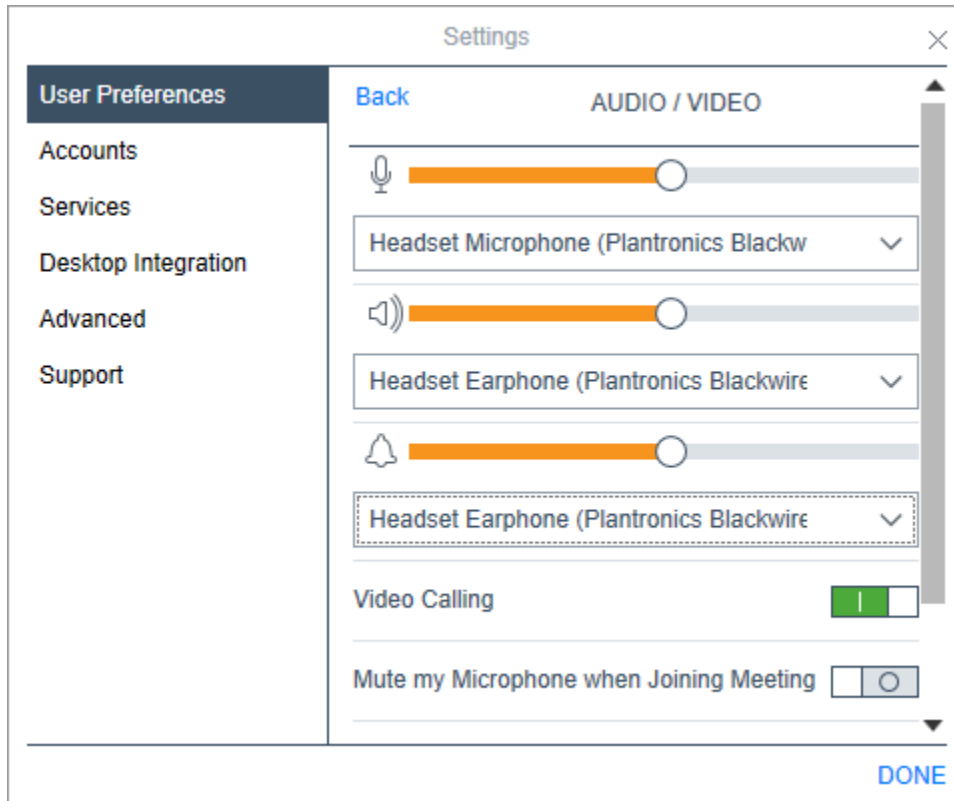
Connect the Blackwire 3210 headset to a USB or USB-C port on the desktop PC running Equinox. Verify that the Plantronics headset has been detected by Windows 10 and that it has been set as the default device under the **Sound** settings in the **Playback** and **Recording** tabs as shown below.



After launching and logging into Equinox, click on **Options and Settings**  to display the **Settings** window as shown below.



Navigate to **Settings** → **User Preferences** → **Audio/Video** to display the **AUDIO/VIDEO** window shown below. The Blackwire 3210 Headset is automatically detected by Equinox. Set the microphone and speaker fields to *Headset Microphone (Plantronics Blackwire 3210 Series)* and *Headset Earphone (Plantronics Blackwire 3210 Series)*, respectively, as shown below. Click **DONE**.

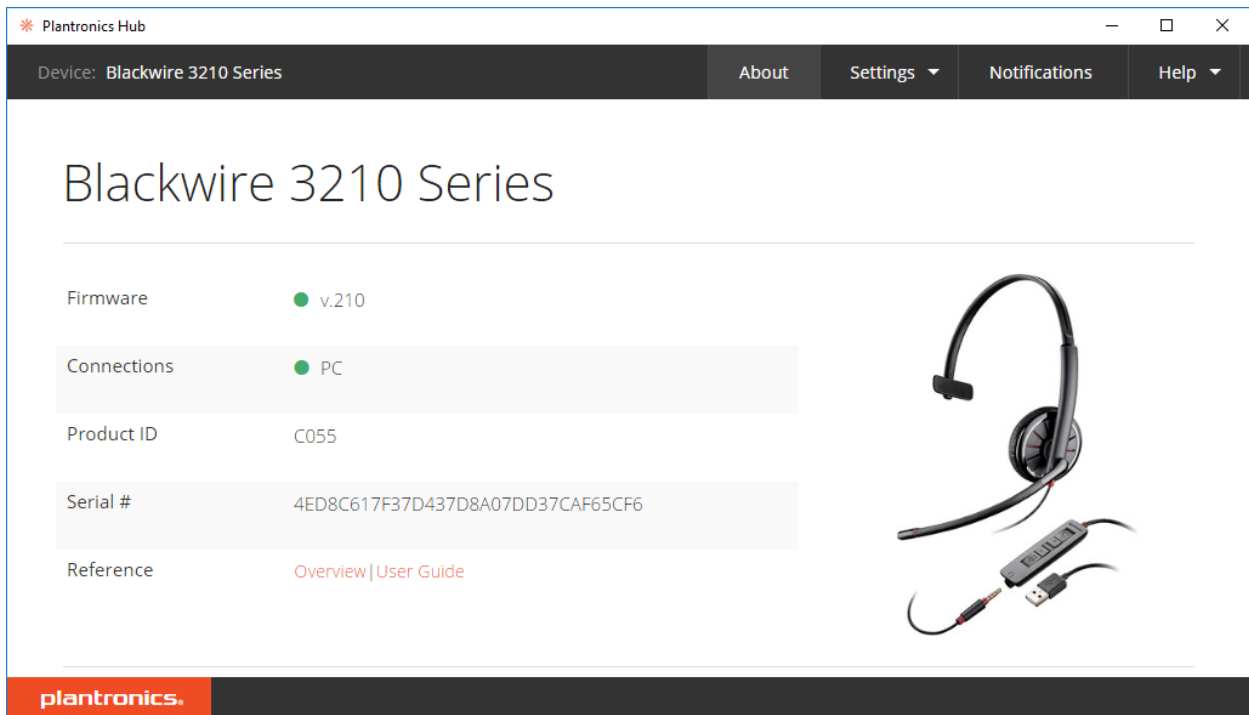


7. Install Plantronics Hub Software and Plantronics Blackwire 3210/3220 USB Corded Headsets

The Plantronics Hub software enables the Plantronics Blackwire 3210/3220 USB Corded Headsets to answer, end, and mute calls and adjust the volume using buttons on the headset. Install the software on the desktop PC running Equinox. Refer to [2] and [3] for additional information.

After the Plantronics Hub software is installed, connect the Blackwire 3210 headset to a USB or USB-C port on the desktop PC running Equinox.

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 Avaya Equinox as indicated by the green checkmark ✓ in the **Connected** column shown below.

Note: Avaya Equinox must be started before Plantronics Hub so that Hub connects to Equinox.

Plantronics Hub

Device: Blackwire 3210 Series

About Settings Notifications Help

Softphones & Media Players

Configure things to work the way you do.

Blackwire 3210 Series Cancel Apply

Dial Tone
Hear a dial tone for a VoIP call when you press your headset's call button. Your target softphone must support dial tone. On

Software Settings ⓘ

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

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	3.10.51977.12688	<input checked="" type="checkbox"/>	
Avaya Communicator	3.10.51977.12688	<input checked="" type="checkbox"/>	
Avaya Communicator for Microsoft Lync	3.10.51977.12688	<input checked="" type="checkbox"/>	
Avaya Equinox	3.10.51977.12688	<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 3210/3220 USB Corded Headsets with Avaya Equinox.

1. Start the Equinox application.
2. Place an incoming call to Equinox 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 Blackwire 3210/3220 USB Corded Headsets with Avaya Equinox for Windows. 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] *Planning for and Administering Avaya Equinox for Android, iOS, MAC, and Windows*, Release 3.3, Issue 1, December 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 3200 Series Quick Start*.

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