AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Savi Office WO200 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent, and Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Savi Office WO200 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent, Avaya one-X® Communicator and Avaya Aura™ Communication Manager. The WO200 is part of the Savi Office family of wireless headsets, which also includes the WO100, WO300, and WO350 wireless headsets. These Application Notes also apply to those headsets. The Savi Office wireless headsets were designed to make communications more effective and productive for those who spend hours each day on long conference calls, webinars and video conferencing.

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 Savi Office WO200 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent, Avaya one-X® Communicator and Avaya Aura™ Communication Manager. The WO200 is part of the Savi Office family of wireless headsets, which also includes the WO100, WO300, and WO350 wireless headsets. These Application Notes also apply to those headsets. The Savi Office wireless headsets were designed to make communications more effective and productive for those who spend hours each day on long conference calls, webinars and video conferencing.

The Savi Office WO200 System contains a base that provides USB connectivity to a PC running an Avaya IP softphone application and provides wireless communication to the headset. The Savi headset has a call control button to enable or disable calls, a volume control button, and a mute/un-mute control button. Similar controls also exist on the base itself. In addition, the PerSono Suite software, which provides the Plantronics Unified Runtime Engine, is installed on the PC to provide these call control capabilities. Refer to [6] for more information on the PerSono Suite software.

1.1. Interoperability Compliance Testing

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 IP Softphone, Avaya IP Agent and Avaya one-X Communicator using the Plantronics Savi Office WO200 Headset and verifying good talk path in both directions. The type of calls made included calls to voicemail, to internal extensions and to the PSTN.

The serviceability testing focused on verifying the usability of Plantronics Savi Office WO200 Headset after restarting the Avaya IP softphone applications, disconnecting and reconnecting the headset, and rebooting the PC.

1.2. Support

For technical support and information on Savi Office headsets, contact Plantronics at:

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

2. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics Savi Office solution. The configuration consists of an Avaya S8800 Server running Avaya Aura™ Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Modular Messaging was used as the voicemail system. Avaya IP Softphone, Avaya IP Agent, and Avaya one-X Communicator were installed on a desktop PC. The Savi Office WO200 base was connected to the desktop PC via a USB port. The base provided wireless communication to the headset.
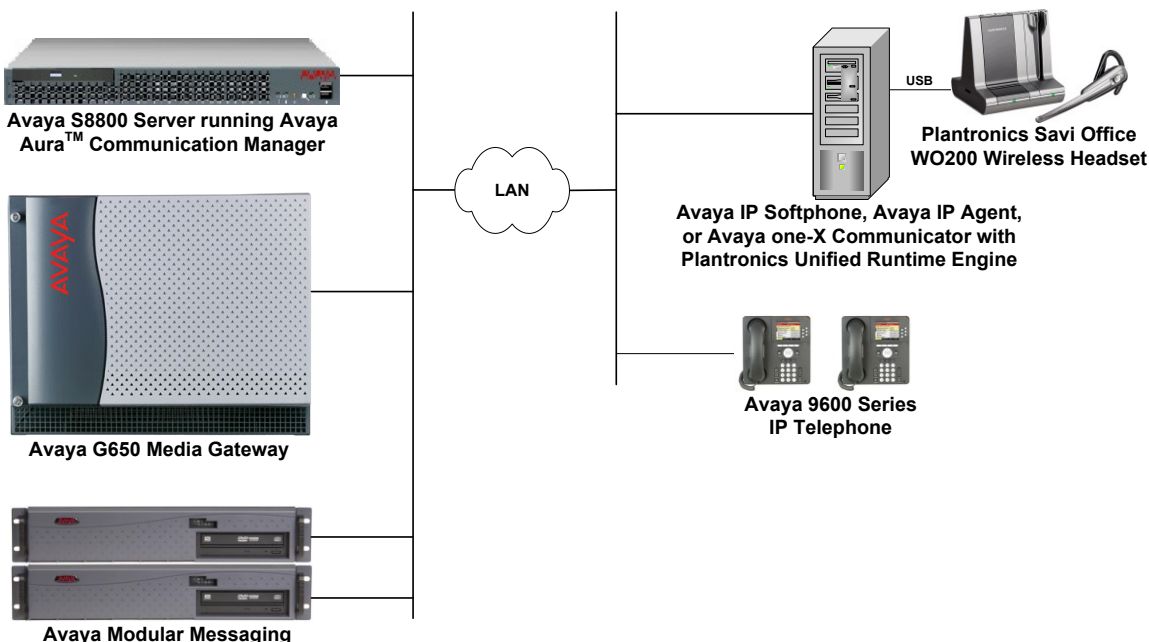

Figure 1: Plantronics Savi Office WO200 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent and Avaya one-X Communicator

3. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Server with a G650 Media Gateway	Avaya Aura^{TM} Communication Manager 6.0
Avaya Modular Messaging	5.2
Avaya IP Softphone	6.0 SP 7 (6.01.93)
Avaya IP Agent	7.0 SP 8 (7.0.38.124)
Avaya one-X Communicator	6.0 (6.0.0.26)
Avaya 9600 Series IP Telephone	3.011b (H.323)
Plantronics PerSono Suite Software including the Plantronics Unified Runtime Engine	2.0.31611.1
Plantronics Savi Office WO200 Wireless Headset System	Base Assembly 77023-03 Rev. B

4. Configure Avaya Aura™ Communication Manager

This section covers the station configuration for Avaya IP Softphone, Avaya IP Agent, and 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 IP Softphone, Avaya IP Agent, or Avaya one-X Communicator. The same station configuration may be used for all the Avaya IP softphones, except that the contact center related buttons (noted below) only apply to Avaya IP 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 the Avaya IP softphones 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: 77400           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: 77400
          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
```

On **Page 4** of the Station form, configure the additional feature buttons in bold, which are used by an Avaya IP 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:         8: release
    voice-mail
```

5. Configure Avaya IP Softphone

After logging into Avaya IP Softphone, select **Audio→Tuning Wizard** from the Audio menu as shown below.
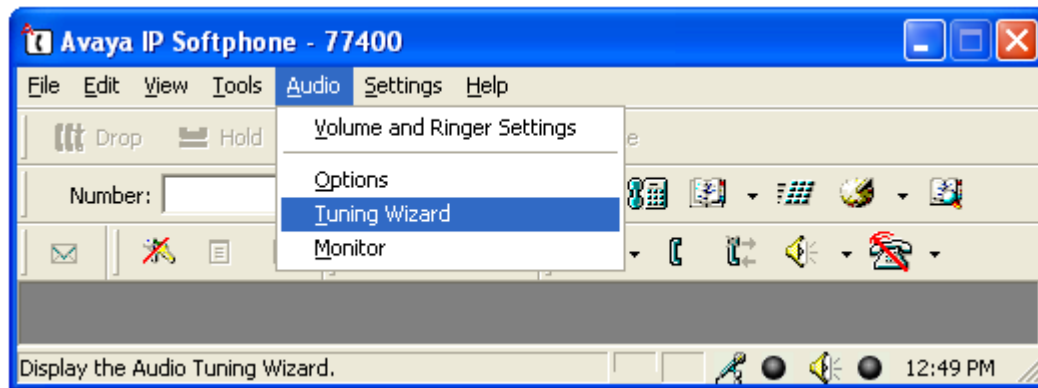
The Savi Office WO200 headset is automatically detected in Microsoft Windows as **Savi Office**. Select this device as the **Primary Playback Device** and **Recording Device** as shown below. Click **Next**.
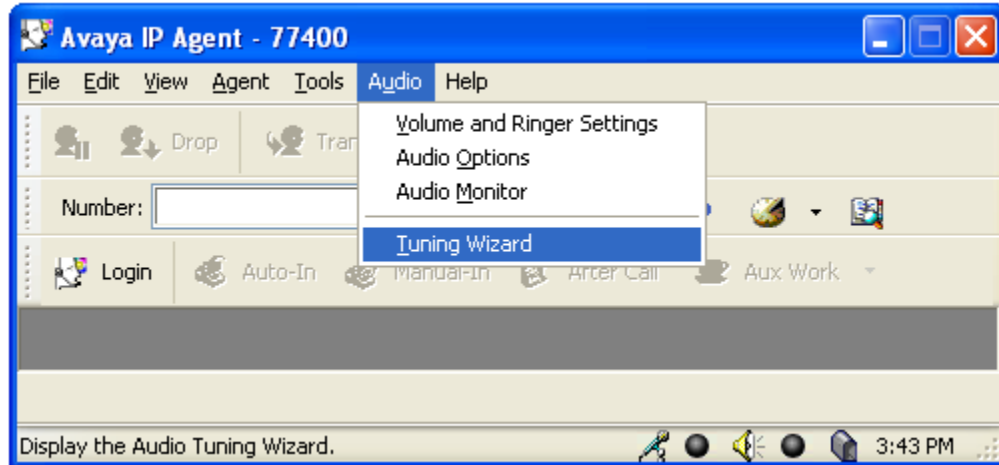
Select **Headset or Handset** from the window shown below. Click **Next** and follow the remaining procedures to tune the audio.

6. Configure Avaya IP Agent

After logging into Avaya IP Agent, select **Audio**→**Tuning Wizard** from the Audio menu as shown below.

The Savi Office WO200 headset is automatically detected in Microsoft Windows as **Savi Office**. Select this device as the **Primary Playback Device** and **Recording Device** as shown below. Click **Next**.

Select **Headset or Handset** from the window down below. Click **Next** and follow the remaining procedures to tune the audio.

7. Configure Avaya one-X Communicator

After logging into Avaya one-X Communicator, select ▾☰→**Settings**→**General Settings** from the menu as shown below.

Select **Audio** from the left pane and select the **Basic** tab. Click on **Audio Tuning Wizard**.
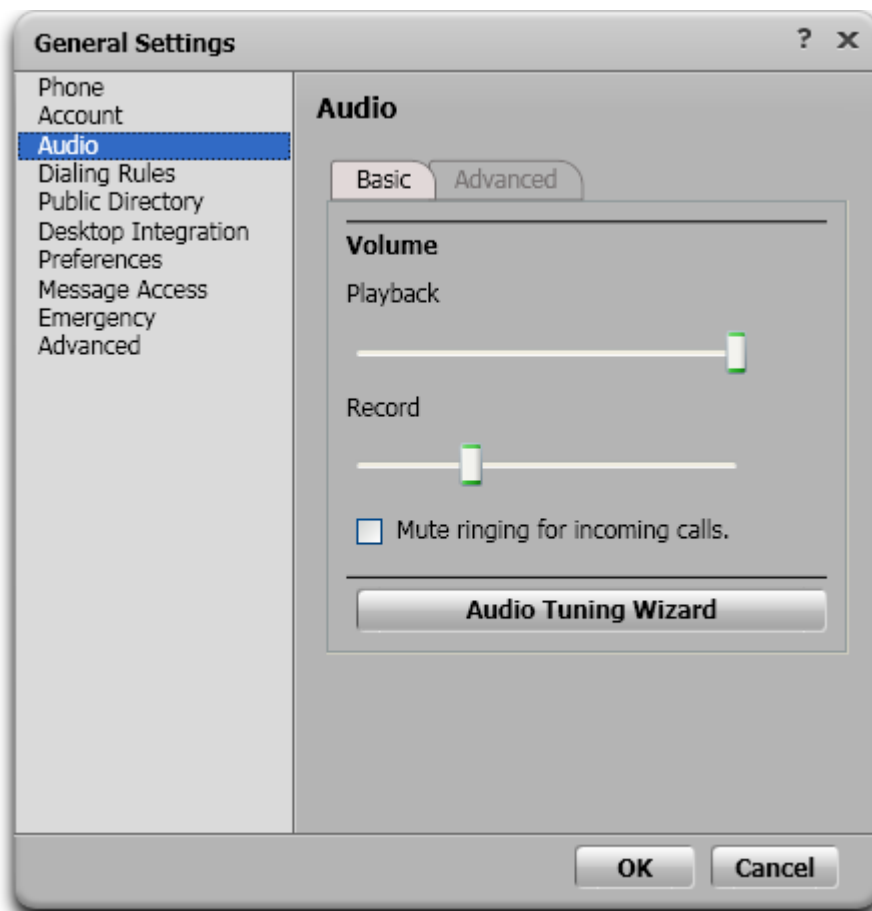
The Savi Office WO200 headset is automatically detected in Microsoft Windows as **Savi Office**. Select this device as the **Primary Playback Device** and **Recording Device** as shown below. Click **Next**.

Audio Tuning Wizard

Before beginning, ensure that all applications that record or play sound are closed.

Select a playback device:

Savi Office

Select a recording device:

Savi Office

Next

JAO; Reviewed:
SPOC 9/3/2010

Solution & Interoperability Test Lab Application Notes
©2010 Avaya Inc. All Rights Reserved.

11 of 15
Savi-WO200

8. Configure Plantronics Savi WO200 Wireless Headset System

The Savi Office WO200 Wireless Headset contains a base which connects to the PC via a USB interface and communicates with the headset via a wireless interface. When the base is connected to a USB Port on the desktop PC, it is automatically detected by Microsoft Windows without requiring any additional driver software. In this test configuration, the Plantronics Savi Office Headset is detected as **Savi Office**.

8.1. Install Plantronics Unified Runtime Engine

The Plantronics PerSono Suite software, which includes the Plantronics Unified Runtime Engine, enables the Plantronics Savi Office WO200 Headset to answer and end calls using the call control button on the headset. Install the software on the PC running the Avaya IP softphone application per the instructions in [6].

9. General Test Approach and Test Results

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 internal extensions to verify the audio quality.
- Placing calls to the PSTN to verify the audio quality.
- Answering and ending calls using the call control button on the headset.
- Using the volume control buttons on the Savi Office Headset to adjust the playback volume.
- Using the mute control button on the Savi Office Headset to mute and un-mute the recording level.

For the serviceability testing, the Plantronics Savi Office WO200 Headset was disconnected and reconnected to verify proper operation. The Avaya IP Softphone, Avaya IP Agent, and Avaya one-X Communicator application were also restarted for the same purpose. The desktop PCs were also rebooted to verify that the Plantronics Unified Runtime Engine process starts automatically when the PC comes back into service.

All test cases passed.

10. Verification Steps

From the Windows Control Panel, open **Sounds and Audio Devices** and click on the **Audio** tab. Verify that the device **Savi Office** is listed in both the **Sound playback** and **Sound recording** section as shown below.
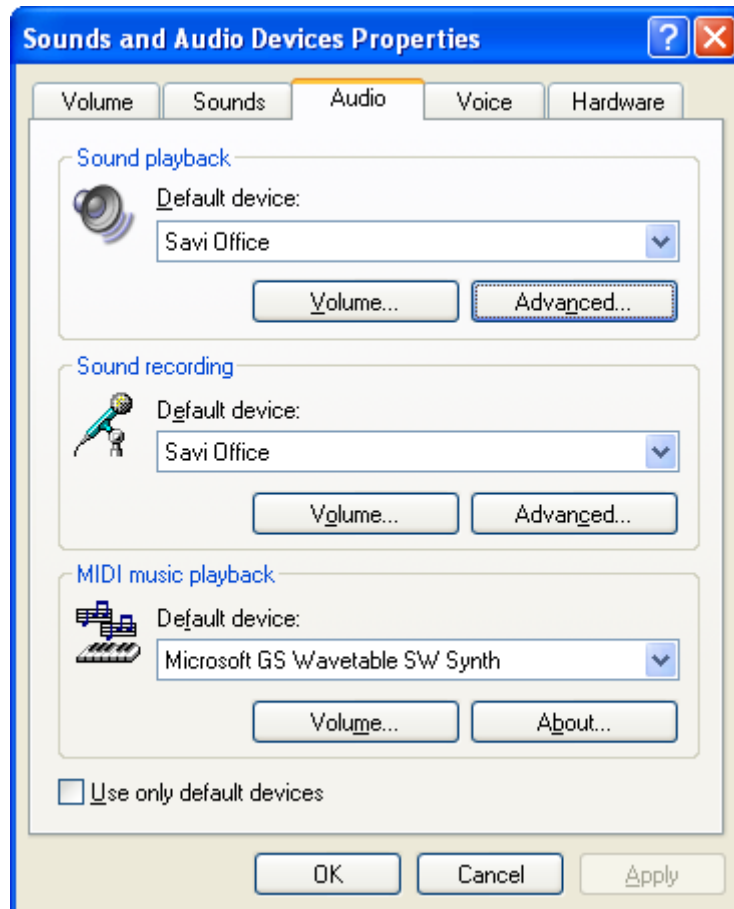
11. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Savi Office WO200 Wireless Headset System with Avaya IP Softphone, Avaya IP Agent, and 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 6.0, Issue 6.0, June 2010, Document Number 03-300509.
[2] *Avaya IP Softphone Release 6.0 User Reference*, Issue 1, May 2007.
[3] *Avaya IP Agent Release 7.0 Installation and User Guide*, Issue 1.1, August 2007.
[4] *Avaya one-X® Communicator User Reference*, November 2009.

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

[5] *Plantronics Savi Office WO200 Wireless Headset System Quick Start Guide.*
[6] *Plantronics Savi Office WO200 Wireless Headset System User Guide.*

JAO; Reviewed:
SPOC 9/3/2010
Solution & Interoperability Test Lab Application Notes
©2010 Avaya Inc. All Rights Reserved.
14 of 15
Savi-WO200