



## **Application Notes for Plantronics DA-70/80 USB Processors Adapters and SupraPlus HW251N/HW261N Headsets with Avaya Aura® Agent Desktop - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate the Plantronics DA-70/80 USB Processors Adapters and SupraPlus HW251N/HW261N Headsets with Avaya Aura® Agent Desktop using H.323. The Plantronics DA-70/80 USB Processor adapters connect to PC via USB and to Plantronics SupraPlus HW251N/HW261N headsets via Quick Disconnect connector. The DA-80 adapter provides call control features directly from the adapter, such as answering or terminating a call from the headset, adjusting volume control and mute from the headset while the DA-70 adapter does not have the call control features.

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 DA-70/80 USB Processors Adapters and SupraPlus HW251N/HW261N Headsets with Avaya Aura® Agent Desktop (Agent Desktop). The Agent Desktop logs on as an agent of Contact Center and registers to Communication Manager as H323 softphone. The Plantronics DA-70/80 USB Processor adapters connect to a PC via USB and to Plantronics SupraPlus HW251N/HW261N headsets via Quick Disconnect (QD) connector. The DA-80 adapter provides call control features directly from the adapter, such as answering or terminating a call from the headset, adjusting volume control and mute from the headset while the DA-70 adapter does not have the call control features.

## 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 Agent Desktop softphone with the Plantronics DA-70/80 USB Processors Adapters and SupraPlus HW251N/HW261N headsets and verifying two-way audio, call control from the headset. The call types included calls to voicemail, local extensions, and the PSTN.

The serviceability testing focused on verifying the usability of the Plantronics headsets after restarting Agent Desktop and re-connecting the DA-70/80 adapter to USB port on the PC which has Agent Desktop softphone installed and disconnecting the headsets from the adapters.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

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.

## 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 internal extensions to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Incoming call alert notification.
- Hearing ring back tone for outgoing calls.
- Using the call control button on the Plantronics DA-80 adapter.
- Using the volume control and mute buttons on the Plantronics DA-80 adapter.
- Answering and terminating the call using Agent Desktop to verify status of call control is reflected on the Plantronics headset.
- Using the Plantronics headset with Agent Desktop softphone using H323 protocol.

For the serviceability testing, the Plantronics headset is reconnected to USB port, and restarting of the Agent Desktop softphone to verify proper operation of the headset.

## 2.2. Test Results

All test cases executed and passed successfully.

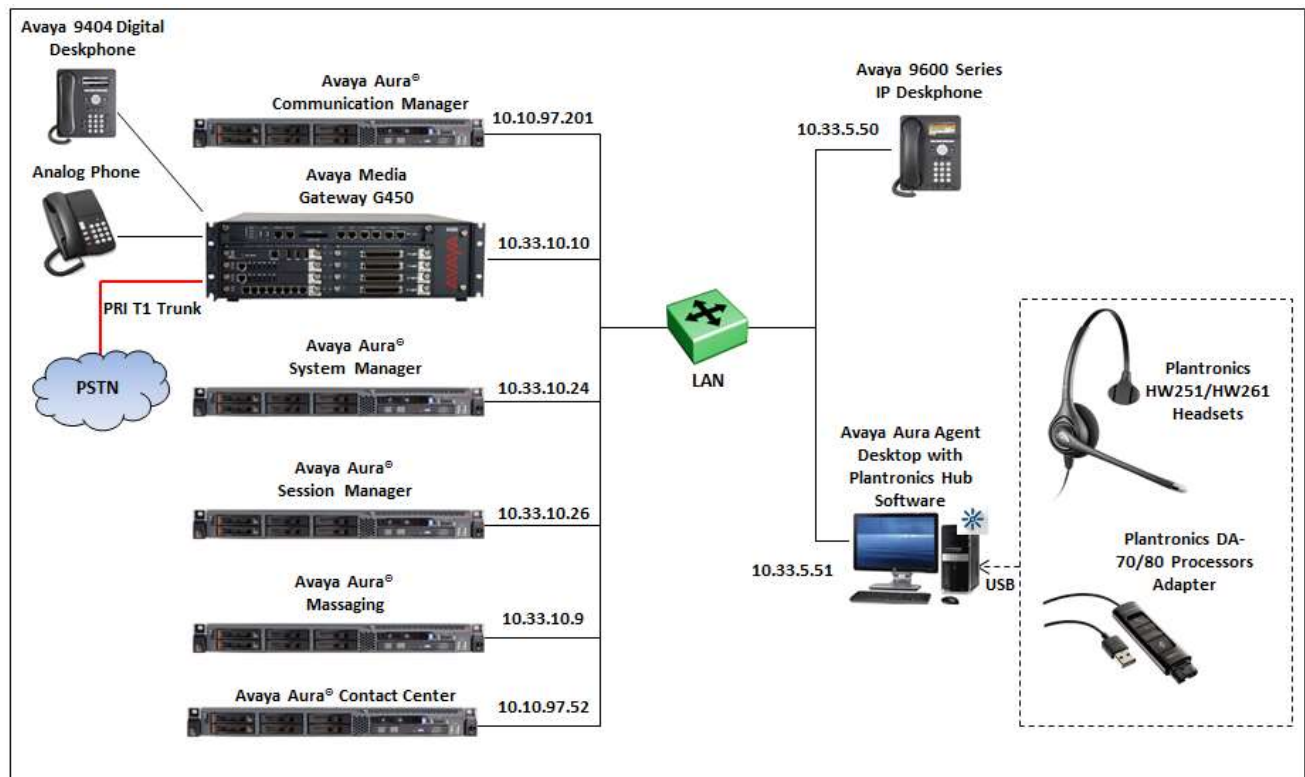
## 2.3. Support

For technical support and information on Plantronics DA-70/80 USB Processors and Plantronics SupraPlus HW251N/HW261N Headsets, contact Plantronics Support at:

- Phone: 1-855-765-7878  
1-831-426-5858 (International)
- Website: <http://www.plantronics.com/us/support/index.jsp>

### 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the Plantronics DA-70/80 USB Processors and Plantronics SupraPlus HW251N/261N Headsets with Agent Desktop. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk. Agent Desktop softphone logs on an agent in Contact Center system and registers to Communication Manager using My Computer mode to answer and place calls from the PC, Avaya Aura® Messaging was used as the voicemail system. The Plantronics DA-70/80 USB Processor adapters connect to PC via USB and to the HW251N/HW261N headsets via QD connector.



**Figure 1: Avaya Aura® Agent Desktop softphone with Plantronics DA-70/80 USB Processors and Plantronics SupraPlus HW251N/261N 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 running on an Avaya S8800 Server	6.3 SP 12 (R016x.03.0.124.0 w/Patch 22505)
Avaya Media Gateway G450	37.19.0
Avaya Aura® Session Manager	6.3 SP 14 (6.3.14.0.631402)
Avaya Aura® System Manager	6.3. SP 14 (6.3.14.11.3595)
Avaya Aura® Messaging	6.3.1
Avaya Aura® Contact Center	6.4 SP15
Avaya 96x1 Series IP Deskphones	6.5 (SIP)
Avaya 96x0 Series IP Deskphones	3.25 (H323)
Avaya Aura® Agent Desktop running on Microsoft Windows 2007 SP1	6.4 (Build 14.200.42.1285)
Avaya 9408 Digital Deskphone	Firmware12
Analog phone	N/A
Plantronics DA-70/80 USB Processor Adapters	Base: v.68 Tuning: v.26.26 USB: v.68
Plantronics SupraPlus HW251N Headset	P/N: 64338-31
Plantronics SupraPlus HW261N Headset	P/N: 64339-31
Plantronics Hub Software	3.6.51102.21715

## 5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 9600 IP endpoint. The configuration is performed via the System Access Terminal (SAT) on Communication Manager or via Avaya Aura® System Manager for SIP station.

### 5.1. Configure a Station for Avaya one-X Communicator H323

Use the **add station** command to create a station for the 9650 IP station. Set the **Type** field to the station type to be emulated. In this example, *9650* was used. Set the **Port** field to *IP* and configure a **Security Code** that will be used by the Agent Desktop to log in, set **IP Softphone** to *y* as the Agent Desktop softphone can be used.

**Note:** To enable Auto Answer on the IP station set the **Auto Answer** field on **Page 2** (not shown) to the appropriate value, such as *all*.

add station 53010		Page 1 of 5
<b>STATION</b>		
Extension: 53010	Lock Messages? n	BCC: 0
Type: 9650	Security Code: 1234	TN: 1
Port: IP	Coverage Path 1:	COR: 1
Name: H.323 9650	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
<b>STATION OPTIONS</b>		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 53006	
Display Language: english	Mute Button Enabled? y	
Survivable GK Node Name:	Button Modules: 0	
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	

## 6. Configure Avaya Aura® Agent Desktop

This section provides configuration of Agent Desktop softphone to log in an agent in Contact Center system and register to Communication Manager as H323 station using My Computer mode provisioned in **Section 5** above.


Navigate to **Start Menu → All Program → Avaya** and select **Avaya Aura Agent Desktop 6.0**. Avaya Agent Desktop softphone is displayed with User Credentials windows. Enter username *agent1* in **User ID** field, its password in the **Password** field and the IP address of Contact Center CCT server *10.10.97.52* in the **Domain** field.

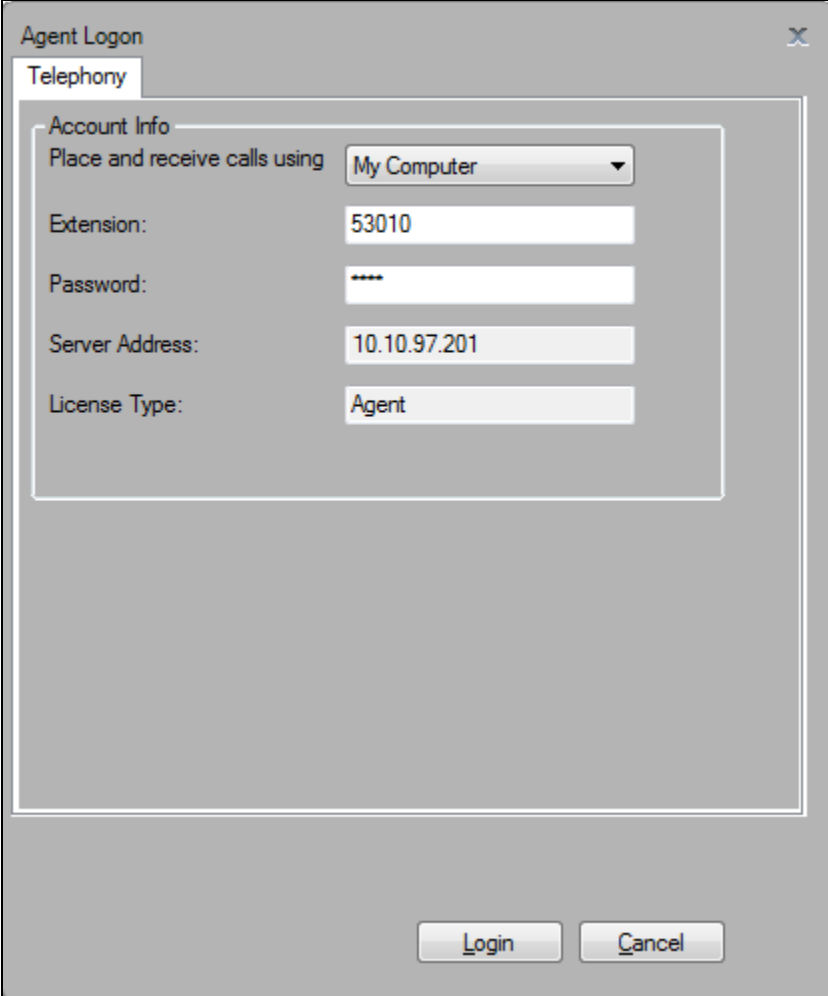
Note: Avaya Aura® Contact Center system and the login credential are used in this section was previously configured and not mentioned in this document.



The screenshot below shows the Agent Desktop logs in the agent1 successfully.




Click on the small circle  in the top left corner of Agent Desktop shown above and select **Login** (not shown). The **Agent Logon** window displays, select *My Computer* mode in the **Place and receive calls using** dropdown menu, enter the extension *53010* and its password as configured in **Section 5** in the **Extension** and **Password** fields, and keep other values at default. Click **Login** button to log in the extension 53010 as an agent.

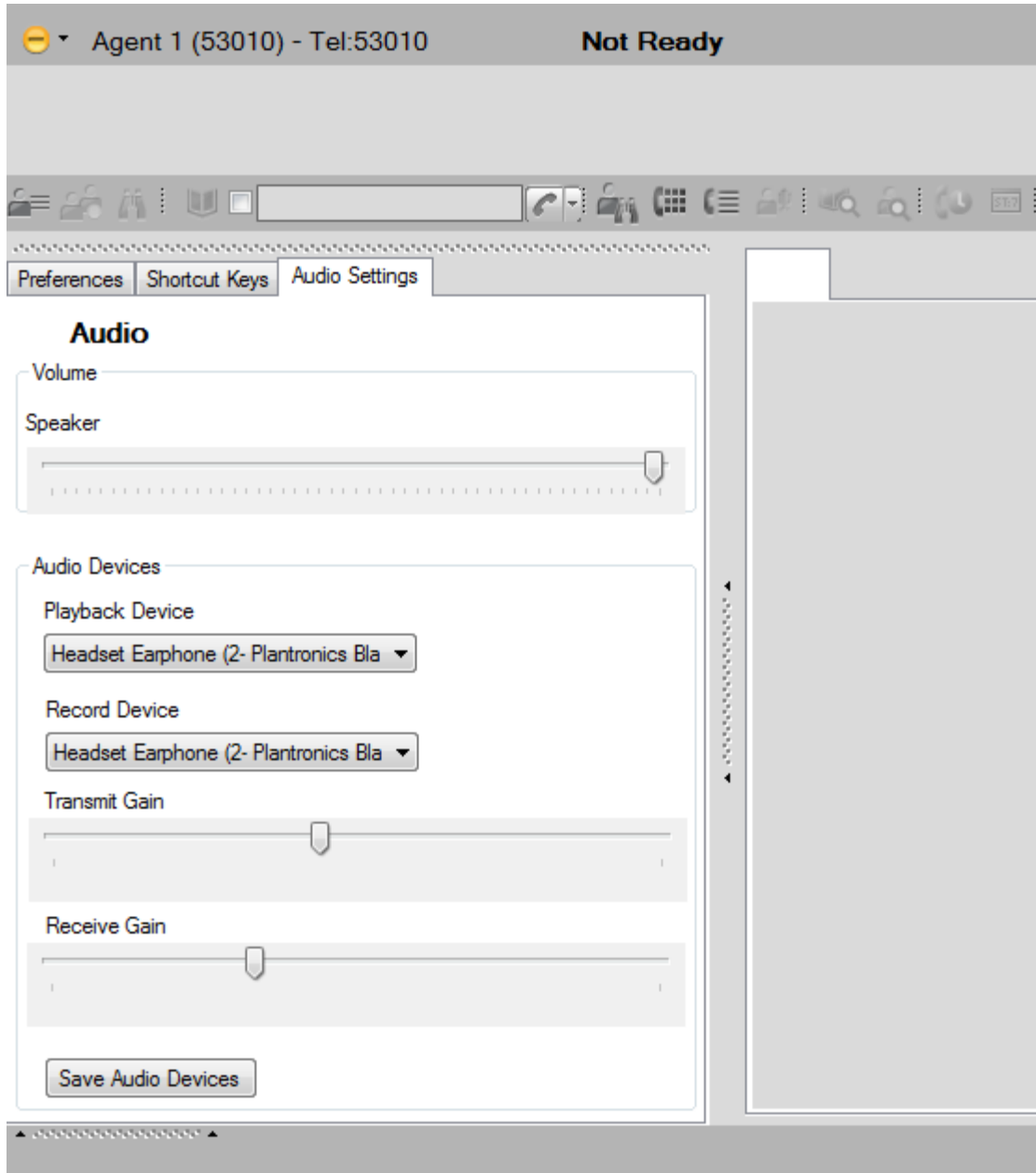
The image shows the 'Agent Logon' window with a 'Telephony' tab selected. Inside a box labeled 'Account Info', there are five fields: 'Place and receive calls using' (a dropdown menu showing 'My Computer'), 'Extension:' (text box with '53010'), 'Password:' (text box with four asterisks), 'Server Address:' (text box with '10.10.97.201'), and 'License Type:' (text box with 'Agent'). At the bottom of the window are 'Login' and 'Cancel' buttons.

The screenshot below shows Agent Desktop logged in the Contact Center agent and placed in **Not Ready** status. From this state, the Agent Desktop is able to place and answer call to another extension. To receive Contact Center call, set to **Go Ready** from the menu.





To configure Agent Desktop using Plantronics headset, click on the **Setting** icon  in the top right corner as seen in the above screen and select **Audio Settings** (not shown). The Audio Settings tab displays in the left hand side, select Plantronics Blackwire headset in both **Playback Device** and **Record Device** dropdown menu. Click **Save Audio Devices** to save configuration.



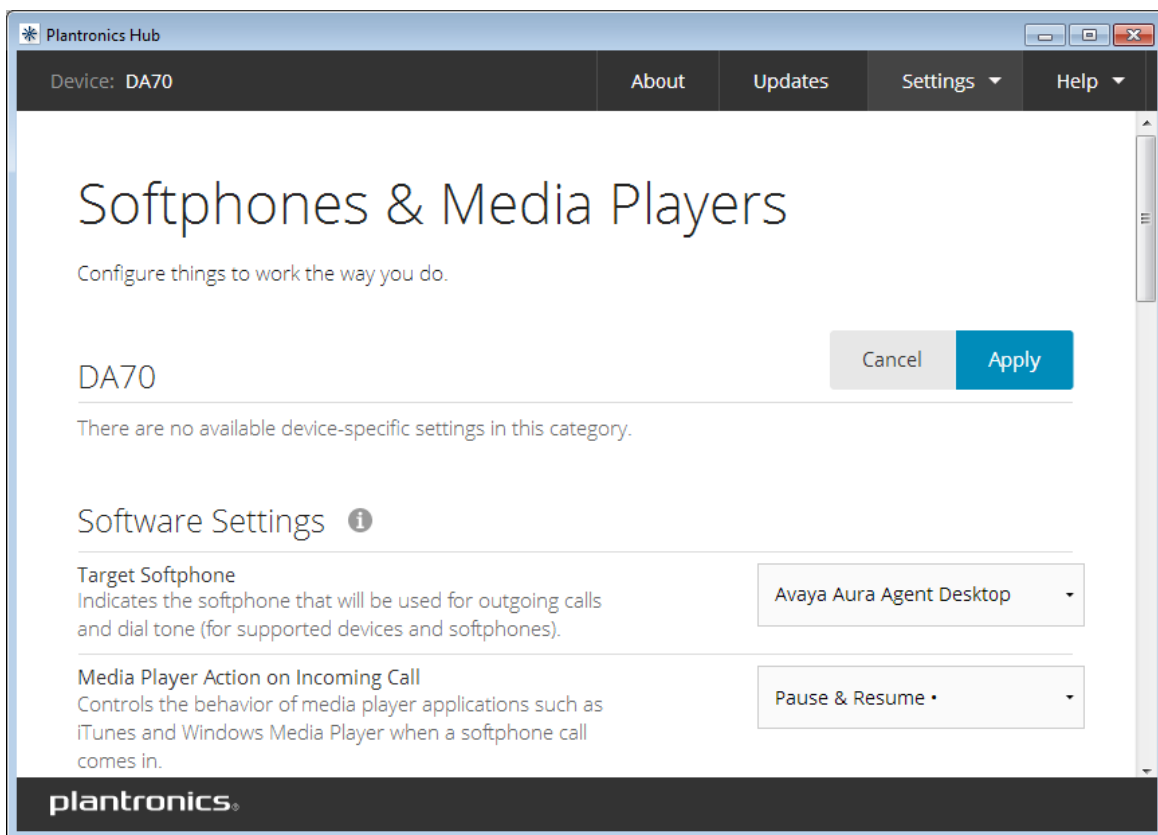
## 7. Configure Plantronics DA-70/80 USB Processors and Plantronics SupraPlus HW251N/261N Headsets

This section provides the configuration steps for Plantronics Hub software, Plantronics DA-70/80 USB Processors and Plantronics SupraPlus HW251N/261N headsets to work with Agent Desktop softphone.

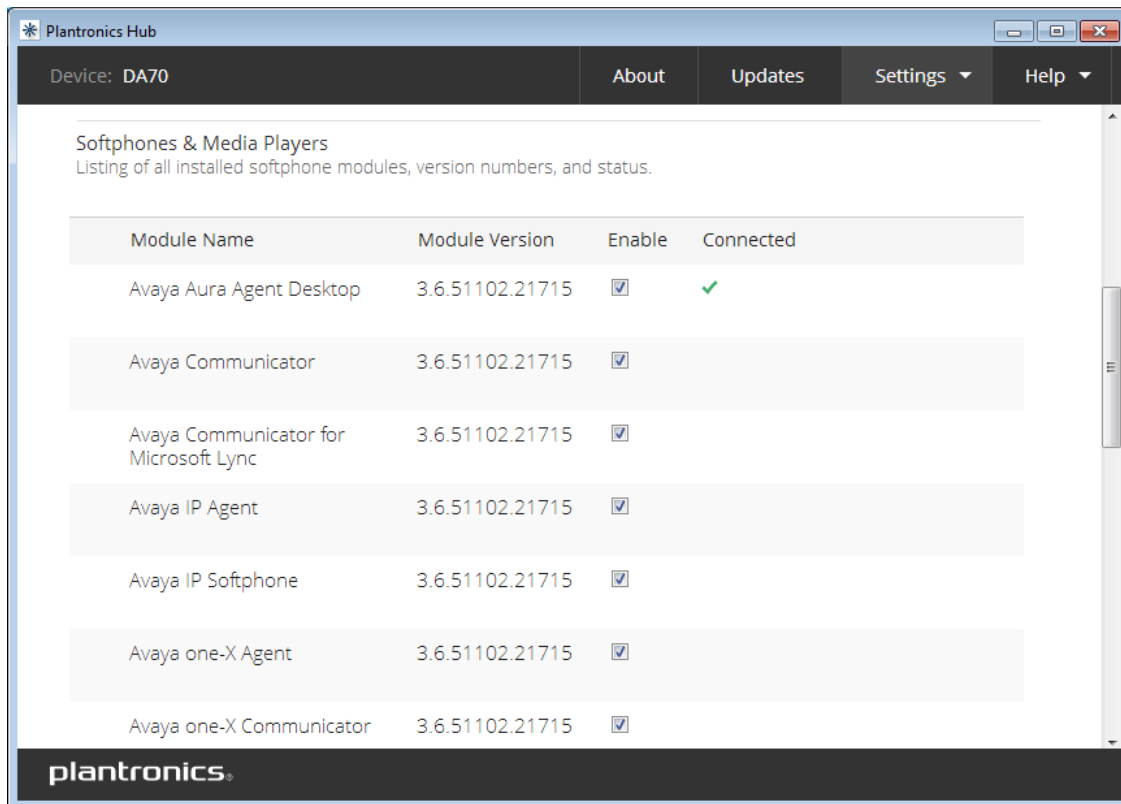
1. Install Plantronics Hub software on PC which has Agent Desktop softphone installed.
2. Connect Plantronics HW251N/HW26N1 headsets to the DA-70/80 USB adapters via QD connector.
3. Insert the DA-70/80 adapters to an available USB port on the PC.
4. Launch the Plantronics Hub software, there is an icon of the Hub software that appears in the System tray bar showing that Plantronics headset is being connected.



5. Launch Agent Desktop softphone.
6. Configure Plantronics Hub software to use with Agent Desktop softphone, from the Plantronics Hub window, navigate to **Settings** → **Softphones**. In the **Target Softphone** dropdown menu select **Avaya Aura Agent Desktop** in the list of softphones.



Scroll down to the list of installed softphone, make sure in the **Connected** column there is a green check displayed for Avaya Aura Agent Desktop.



## 8. Verification Steps

These typical steps below are used to verify the inter-working between Plantronics Hub software, Plantronics DA-80 USB adapters, SupraPlus HW251N/HW261N headsets and Agent Desktop softphone. Note that these steps below are applied on the Plantronics DA-80 adapter. For Plantronics DA-70 adapter that does not have the call control button, only audio of the calls and call status are verified, the call status is verified based on the beep tone heard through the headsets and changing color of Hub icon in the system tray for actions made on the Agent Desktop softphone such as mute/unmute and call answer/end.

1. From the Agent Desktop softphone with Plantronics DA-80 adapter and the HW251N/HW261N headset place a local call to another station.
2. Verify the ringback tone is heard through the Plantronics headset and the light on the call control button on the DA-80 adapter should be lit up.
3. Answer the call on the other station, verify two-way speech path with clear audio between the Agent Desktop softphone and the other station.
4. During the call, adjust the volume up and down and mute/unmute from Plantronics DA-80 adapter, verify the volume adjusted successfully and status of mute/unmute reflected properly on the Agent Desktop softphone.

5. End the call by pressing the call control button on the Plantronics DA-80 adapter, verify the call is terminated and the DA-80 adapter is idle.

## 9. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics DA-70/80 USB Processors and Plantronics SupraPlus HW251N/HW261N Headsets and Avaya Aura® Agent Desktop softphone. All test cases were completed successfully with observations noted in **Section 0**.

## 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 6.3, Issue 10, August 2015, Document Number 03-300509.*
- [2] *Administering Avaya Aura System Manager, Release 6.3, Issue 8, September 2015.*
- [3] *Administering Avaya Aura Session Manager, Release 6.3, Issue 7, September 2015.*
- [4] *Installing the Agent Desktop Client for Avaya Contact Center R6.4, Doc ID ADMN 112759*
- [5] *Avaya Aura® Contact Center Server Administration, Release 6.4, 44400-610*
- [6] *Avaya Aura® Contact Center Installation, Release 6.4, 44400-311*

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

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