



Application Notes for Plantronics Hub Software and Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets with Avaya one-X® Agent. Plantronics Hub Software enables the integrated call control features for the Entera series of headsets, including call answer/end and synchronized mute with one-X Agent. The Entera headsets connect via a USB port on the PC running one-X Agent. For this compliance test, Entera HW111N-USB monaural headset and Entera HW121N-USB binaural headset were verified.

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 Entera HW111N-USB/HW121N-USB Corded Headsets with Avaya one-X® Agent. Plantronics Hub Software enables the integrated call control features for the Entera series of headsets, including call answer/end and synchronized mute with one-X Agent. The Entera headsets connect via a USB port on the PC running one-X Agent.

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 Agent using the Plantronics Hub Software and Plantronics Entera series headsets 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 Entera headsets after restarting the Avaya one-X Agent, disconnecting and reconnecting the headsets, 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 headset.
- Using the volume control buttons on the headset to adjust the playback volume.

- Using the mute button on the headset and on one-X Agent to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and one-X Agent.

For the serviceability testing, the headset was disconnected and reconnected to verify proper operation. Avaya one-X Agent application was also restarted for the same purpose. The desktop PC was also rebooted to verify that one-X Agent 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 Entera Series Corded 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 Agent and Plantronics Hub Software were installed on a desktop PC running Windows 7. Plantronics Entera Series Corded Headsets were connected to a USB port of the desktop PC running one-X Agent.

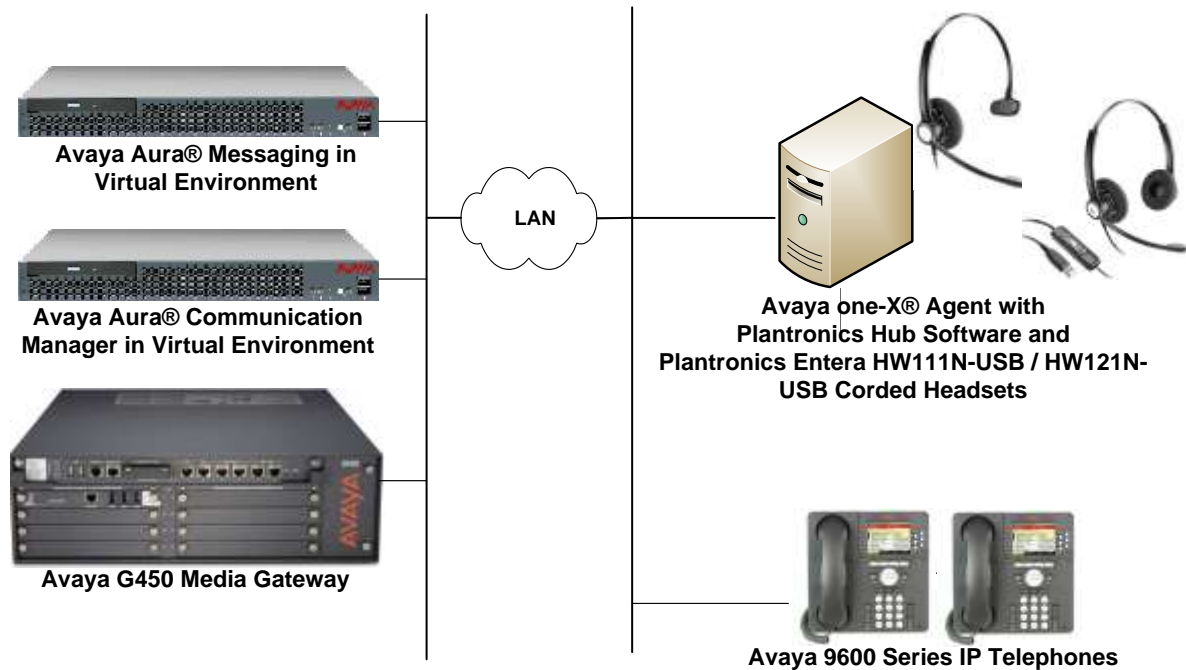


Figure 1: Avaya one-X Agent with Plantronics Hub Software and Plantronics Entera Series Corded Headsets

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 with an Avaya G450 Media Gateway	7.0 SP 1 (R017x.00.0.441.0 with Patch 22477)
Avaya Aura® Messaging	6.3.2 SP 2 Patch 3
Avaya one-X® Agent on Microsoft Windows 7	2.5.58020.0 (H.323)
Avaya 9600 Series IP Telephone	S3.250A (H.323)
Avaya 96x1 Series IP Telephone	7.0.0.39 (SIP)
Plantronics Hub Software	3.6.51102.21715
Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets	v.102

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Avaya one-X Agent. 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 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 one-X Agent 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

                                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 one-X 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                        8: release
  voice-mail                          Grp:
```

6. Configure Avaya one-X® Agent

Prior to configuring one-X Agent, connect the Plantronics headset to the PC via a USB port; otherwise, one-X Agent will not detect the headset.

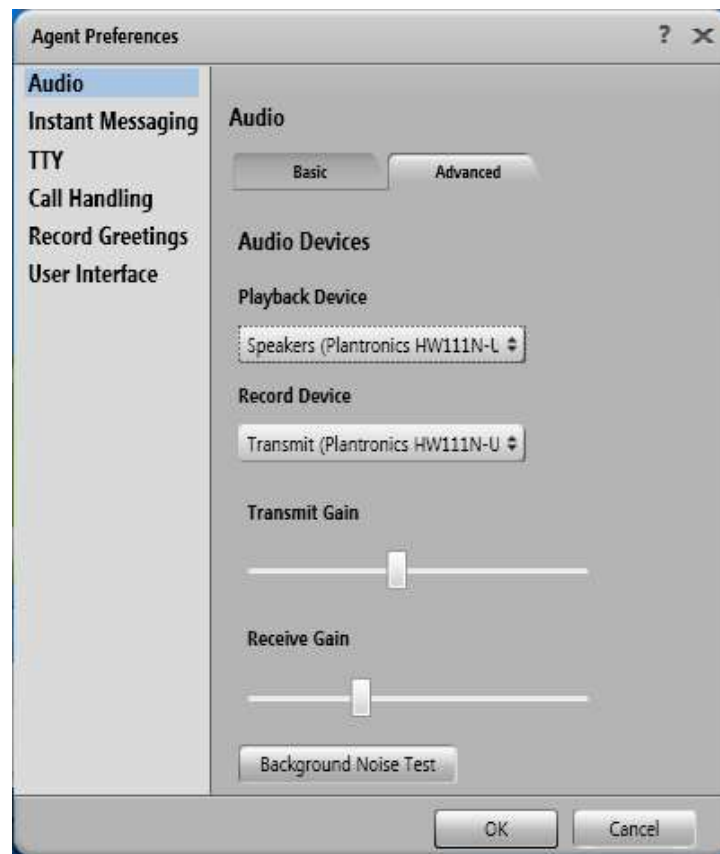
Next, ensure that the **Sound** properties under Windows 7 Control Panel are set properly. Verify that the Plantronics headset has been detected by Windows 7 and that it has been set as the default device in the **Playback** and **Recording** tabs as shown below.



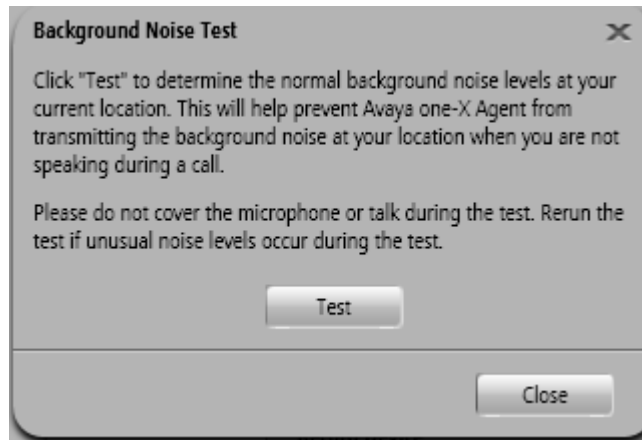
After logging into Avaya one-X Agent, click on  and then select **Agent Preferences** as shown below.



The Plantronics Entera headset is automatically detected by one-X Agent. In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab. Set the **Playback Device** and **Record Device** fields to *Plantronics HW111N-USB or HW121N-USB* as shown below. Click the **Background Noise Test** button to determine the normal background noise levels at the location.



After clicking the **Background Noise Test** button, the following window is displayed. Click **Test**. Once the test is completed, click **Close**. Click **OK** in the **Audio** → **Advanced** tab and restart one-X Agent.

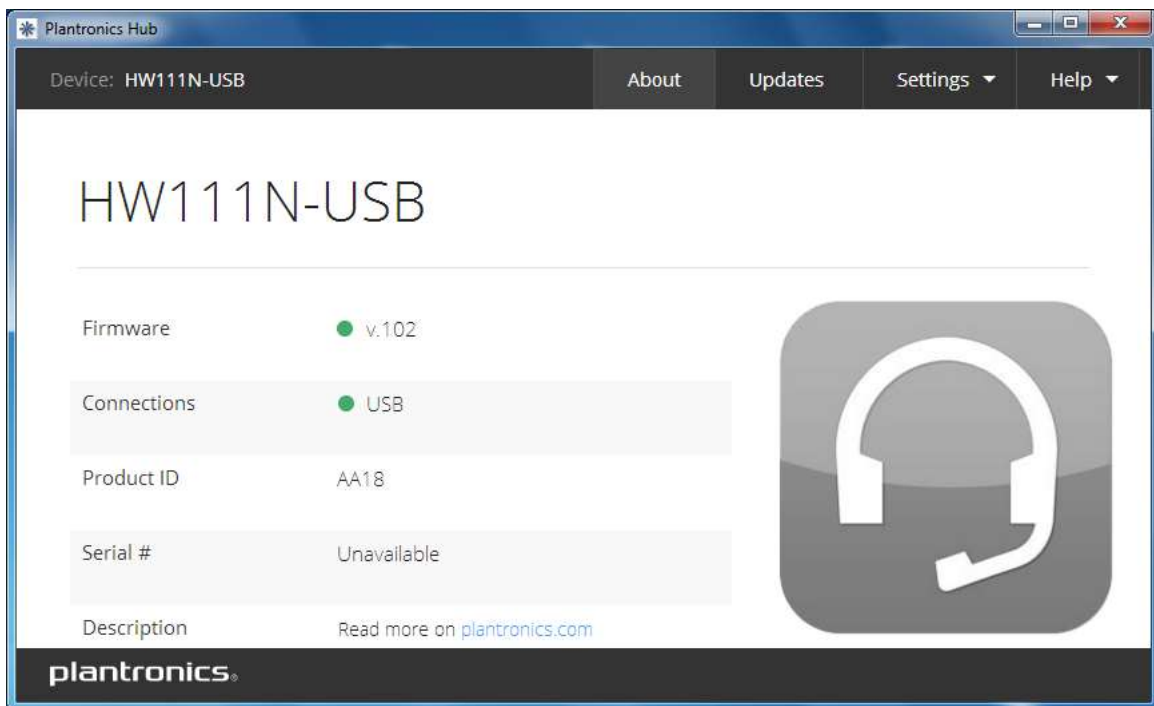


7. Install Plantronics Hub Software and Plantronics Entera Series Corded Headsets

The Plantronics Hub software enables the Plantronics Entera Headsets to answer, end, and mute calls using the call control button on the headsets. Install the software on the PC running the one-X Agent. Refer to [3] for additional information.

After the Hub software is installed, connect the Entera headset to a USB port on the desktop PC running one-X Agent.

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.



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 Entera headset with one-X Agent.

1. Start the one-X Agent application.
2. Place an incoming call to one-X Agent from any local phone.
3. Answer the call using the call control button on the headset.
4. Verify two-way talk path between the Entera 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 Entera Series Corded Headsets with Avaya one-X® Agent. 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, Issue 1, August 2015, Document Number 03-300509.
- [2] *Installing and Configuring Avaya one-X® Agent*, Release 2.5, March 31, 2011.

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

- [3] *Plantronics Hub v3.6 for Windows User Guide*.
- [4] *Plantronics Entera HW111N-USB and HW121N-USB Quick Start Guide*.

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