



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics EncorePro 710/720 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphone – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics EncorePro 710/720 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphone. The EncorePro 710/720 headsets provide two-way audio with a flexible mic. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. Volume control and mute are provided directly from the Avaya digital deskphone.

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 EncorePro 710/720 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphone. The EncorePro 710/720 headsets provide two-way audio with a flexible mic. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. Volume control and mute are provided directly from the Avaya digital deskphone.

The following headsets and accessories were tested:

- HIC Adapter Cable – provides Quick Disconnect for connecting corded headsets directly to Avaya deskphone.
- EncorePro HW710 – Monaural wireless headset.
- EncorePro HW720 – Binaural wireless headset.

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 the Avaya 9400/9500 Series Digital Deskphones with the Plantronics EncorePro 710/720 Headsets and verifying two-way audio. 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 the Avaya 9400/9500 Series Digital Deskphones and re-connecting the headset to the deskphone.

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 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 telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for headset interfaces, different manufacturers utilize different 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 acceptable.
- Placing and receiving calls to and from internal extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.
- Verify ring back tone for outgoing calls.
- Verify ring alert for incoming calls
- Toggling between handset, speaker phone and headset.
- Using the volume control buttons on Avaya deskphone to adjust the audio volume.
- Using the mute control button on Avaya deskphone to mute and un-mute the audio.
- Using the headset with 9404 and 9504 Avaya digital deskphones.

For the serviceability testing, the 9400/9500 Series Digital Deskphone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

Testing was completed successfully with the following observations/limitations.

- Incoming call alert is not heard through headset, it is heard through phone.
- The headset button on the 9400 deskphone remains activated when the far-end drops the call, allowing subsequent calls to be answered automatically on the headset when auto-answer is enabled. In case the headset button on the deskphone is not active and auto-answer is configured, the subsequent incoming calls keep ringing until the user answers the calls or they are re-routed to the Messaging Server.
- On 9500 Series, if auto answer is enabled, the call will be answered automatically whether headset button on the deskphone is activated or not.
- When the far end disconnects the call, the headset button on the deskphone remains activated. This is the default behavior of Avaya Digital Deskphones.

2.3. Support

For technical support and information on Plantronics EncorePro 710/720 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 EncorePro 710/720 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphones. The configuration consists of an Avaya Aura® Communication Manager Virtual Machine (VM) with Avaya Aura Media Server VM and an Avaya G450 Media Gateway which supports the 9400 Series Digital Deskphones and an Avaya IP Office 500 V2, which supports the 9500 series digital telephones. The Session Manager/System Manager VM provides connectivity to the simulated SIP PSTN via SIP trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. The Plantronics EncorePro 710/720 Headsets were connected to the Plantronics HIC Adapter Cable which in turn connected to the headset port of the Avaya digital deskphone.

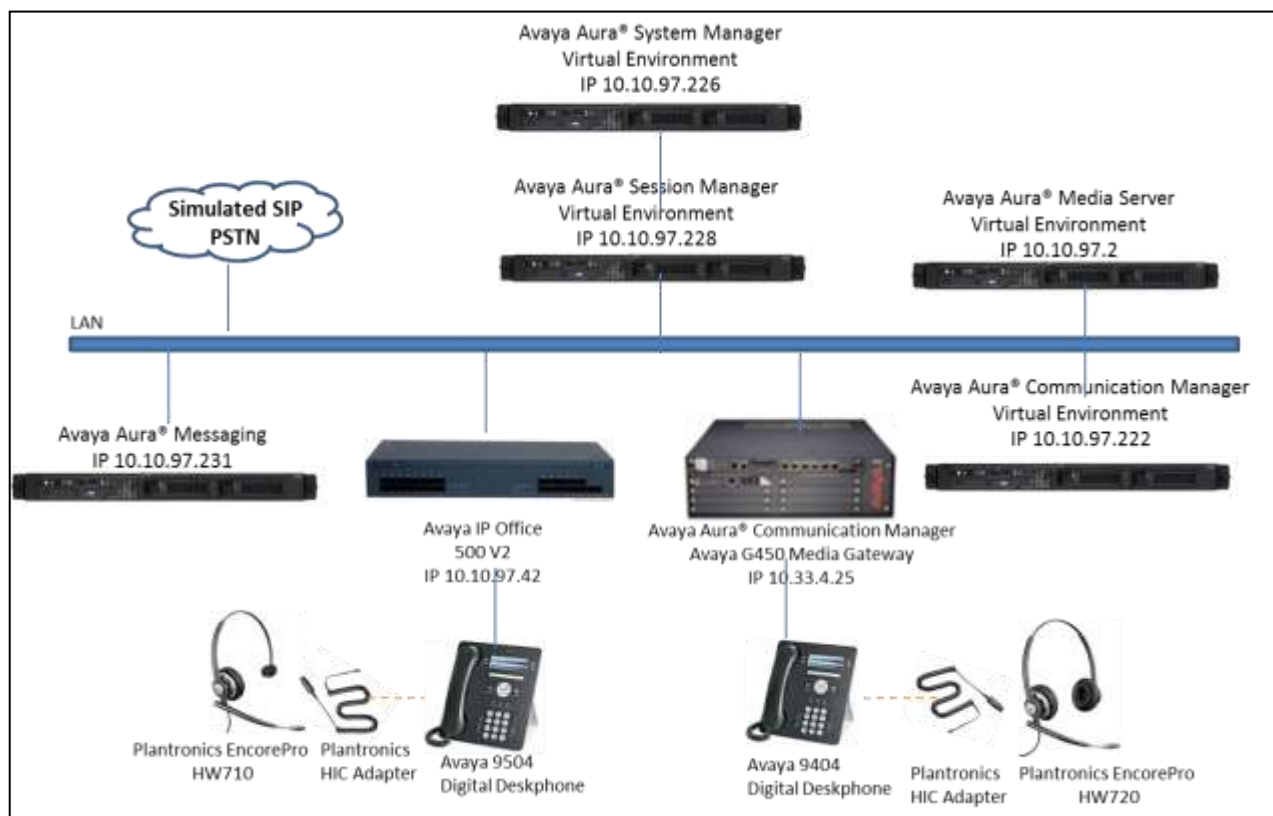


Figure 1: Test diagram for Avaya 9400/9500 Series Digital Deskphone with Plantronics EncorePro 710/720 Headsets and Plantronics HIC Adapter Cable.

4. Equipment and Software Validated

The following equipment and software were used for the compliance test:

Equipment	Software
Avaya Aura® Communication Manager in Virtual Environment	7.0 SP1
Avaya G450 Media Gateway	37.20.0
Avaya Aura® Media Server in Virtual Environment	7.7 SP2 (v.7.7.0.281)
Avaya IP Office 500 V2	9.1 SP5
Avaya Aura® Messaging	6.3.2
Avaya 9404 Digital Deskphone	Release 2 SP4 (R15)
Avaya 9504 Digital Deskphone	Rel 0.55 Boot Loader v0.15
Plantronics EncorePro HW710	P/N 78712-101
Plantronics EncorePro HW720	P/N 78714-101
Plantronics HIC-2 Adapter Cable	P/N 49323-46

5. Configure Avaya Aura® Communication Manager and Avaya IP Office

It is assumed that a fully functioning Communication Manager and IP Office are in place with the necessary licensing. For further information on the configuration of Communication Manager or IP Office, please see **Section 9** of these Application Notes.

5.1. Configure a Station for Avaya 9400 Series Digital Deskphone

These Application Notes assume that the Avaya 9400 Series Digital Desk phones are configured and operational in Avaya Aura® Communication Manager. There are no additional settings required for the Plantronics EncorePro 710/720 Headsets and Plantronics HIC Adapter Cable to work with Avaya 9400 Series Digital Desk phones. For further information on how to configure these Avaya Digital Desk phones refer to **Section 9** of these Application Notes.

5.2. Configure a Station for Avaya 9500 Series Digital Deskphone

These Application Notes assume that the Avaya 9500 Series Digital Telephones are configured and operational in Avaya IP Office. There are no additional settings required on IP Office for the Plantronics EncorePro 710/720 Headsets and Plantronics HIC Adapter Cable to work with Avaya 9500 Series Digital Desk phones. For further information on how to configure these Avaya Digital Desk phones refer to **Section 9** of these Application Notes.

6. Connect Plantronics EncorePro 710/720 Headset

Connect the EncorePro 710/720 headsets to the Plantronics HIC Adapter Cable via the Quick Disconnect connector, and then connect the HIC cable directly to the headset port of the Avaya 9400/9500 Series Digital Deskphone.

7. Verification Steps

Verify that the Plantronics EncorePro 710/720 Headsets and Plantronics HIC Adapter Cable have been connected to the Avaya 9400/9500 Series Digital Deskphones. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headset.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics EncorePro 710/720 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphone. Testing was completed successfully with observations noted in **Section 2.2**.

9. Additional References

The following Avaya product documentation can be found at <http://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager, Release 7.0 03-300509 Issue 1 August 2015*
- [2] *Avaya 9400 Series Digital Deskphones for Avaya Aura® Communication Manager Installation and Maintenance Guide Release 1.0, 16-603533, Issue 1, August 2011.*

The following Plantronics documentation can be found at:

- [1] <http://www.plantronics.com/us/product/hic-adapter-cable>
- [2] <http://www.plantronics.com/us/product/encorepro-710-720#fndtn-models>

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