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Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics EncorePro HW510/HW520 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics EncorePro HW510/HW520 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphones. The EncorePro HW510/HW520 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.

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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate the Plantronics EncorePro HW510/HW520 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphones. The EncorePro HW510/HW520 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.

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 HW510/HW520 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'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 a 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.
- Hearing ring back tone for outgoing calls.
- Toggling between handset, speakerphone, and headset.
- Using the volume control buttons on the Avaya deskphone.
- Using the mute control button on the Avaya deskphone to mute and un-mute the audio.
- Using the headset with 9408 and 9508 Digital Deskphones.

For the serviceability testing, the Avaya Digital Deskphones and headset were restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed with the following observation(s):

- Incoming call alert is not heard through headset, it is heard through phone.
- The headset button on the Avaya 9400/9500 Digital Deskphone remains activated when the far-end drops the call. This allows subsequent calls to be answered automatically on the headset when auto-answer is enabled.

2.3. Support

For technical support and information on Plantronics EncorePro HW510/HW520 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 HW510/HW520 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphones. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway, which supports the 9400 series digital telephones, and an Avaya IP Office, which supports the 9500 series digital telephones. The G450 Media Gateway provides connectivity to the PSTN via an ISDN-PRI trunk. Avaya Aura® Messaging was used as the voicemail system. The Plantronics EncorePro HW510/HW520 Headsets were connected to the Plantronics HIC Adapter Cable which in turn connected to the headset port of the Avaya Digital Deskphone.
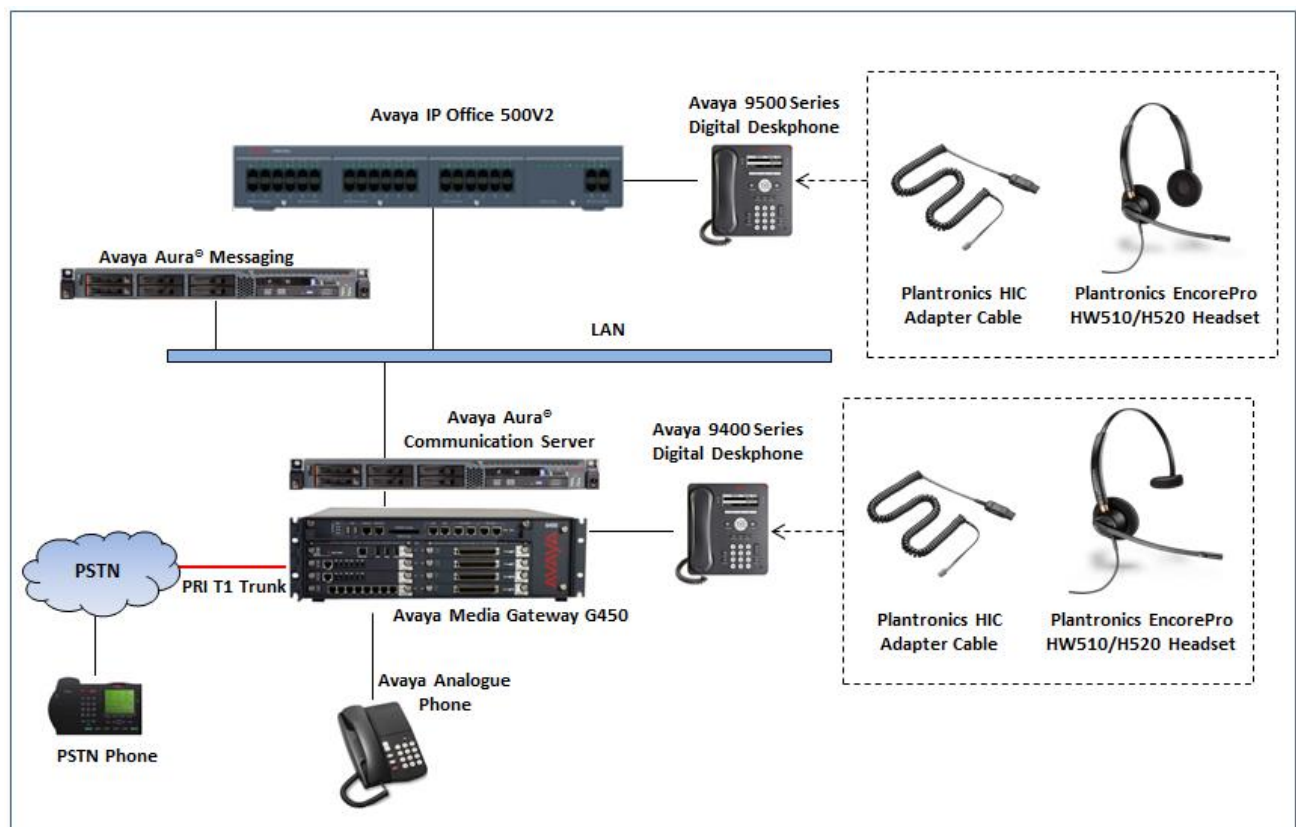

Figure 1: Avaya 9400/9500 Series Digital Deskphones with Plantronics EncorePro HW510/HW520 Headsets and Plantronics HIC Adapter Cable

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 S8300 Server with a G450 Media Gateway	6.3 SP 8 (R016x.03.0.124.0 w/Patch 21588)
Avaya Media Gateway	35.8.0
Avaya IP Office 500 V2	9.0.5.0 build 972
Avaya Aura® Messaging	6.3.1
Avaya 9400 Series Digital Deskphones	R2.0 SP 3 (Rel 12.0)
Avaya 9500 Series Digital Deskphones	R0.55
Plantronics EncorePro HW510 Headset	P/N 89435-01
Plantronics EncorePro HW520 Headset	P/N 89436-02
Plantronics HIC-1 CE2001 Adapter Cable	P/N 49323-44

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5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 9404 Digital Deskphone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

5.1. Configure a Station for Avaya 1400 Series Digital Deskphone

Use the **add station** command to create a station for the 9408 Digital Deskphone. Set the **Type** field to the station type to be emulated. In this example, *9408* was used. Set the **Port** field to the appropriate slot location of the digital board and port.

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

```
add station 53056                                       Page   1 of   4
                              STATION

Extension: 53056                  Lock Messages? n              BCC: 0
     Type: 9408                     Security Code:                TN: 1
     Port: 001V301               Coverage Path 1:               COR: 1
     Name: DCP 53056             Coverage Path 2:               COS: 1
                                 Hunt-to Station:             Tests? y
STATION OPTIONS
                                   Time of Day Lock Table:
             Loss Group: 2      Personalized Ringing Pattern: 1
                                      Message Lamp Ext: 53056
           Speakerphone: 2-way        Mute Button Enabled? y
       Display Language: english

         Survivable COR: internal
   Survivable Trunk Dest? y                   IP SoftPhone? n
                                        Remote Office Phone? n
                                                 IP Video? n
```

6. Configure Avaya IP Office

Avaya IP Office automatically configured a digital station (extension and user) for the 9508 digital telephone, which will use the Plantronics headset. This section displays the extension and user configuration using the Avaya IP Office Manager application.

From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system and log in with the appropriate credentials.

6.1. Extension Configuration

From the configuration tree in the left pane, select the appropriate **Extension** for the digital station to view the configuration, which is shown below. In this example, extension *28201* was used.
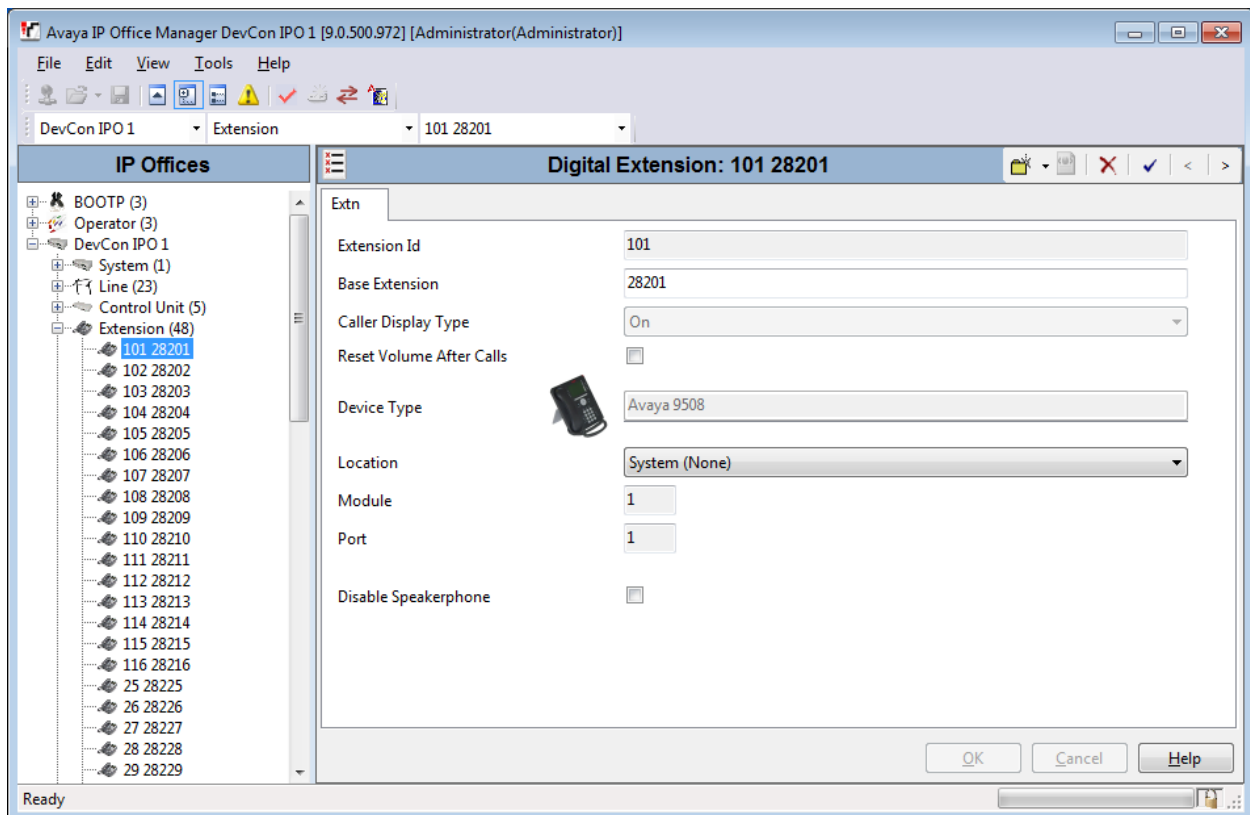
6.2. User Configuration

From the configuration tree in the left pane, select the appropriate **User** for the digital station to view the configuration, which is shown below. In this example, extension *28201* was used.

7. Connect Plantronics EncorePro HW510/HW520 Headsets

Connect the EncorePro HW510/HW520 headsets to the Plantronics HIC Adapter Cable, and then connect the HIC cable directly to the headset port of the Avaya 9400/9500 Series Digital Deskphone.

8. Verification Steps

Verify that the Plantronics EncorePro HW510/HW520 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.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics EncorePro HW510/HW520 Headsets and Plantronics HIC Adapter Cable with Avaya 9400/9500 Series Digital Deskphones. All test cases were completed successfully with observations noted in **Section 2.2**.

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 9, October 2013, Document Number 03-300509.
[2] *Avaya 9400 Series Digital Deskphone User Guide for Avaya Aura® Communication Manager*, Issue 1, August 2011, Document Number 16-603535.

The following Plantronics product documentation is available with the headset.

[3] Plantronics HW540 Quick Start Guide.
[4] Plantronics User Guide HIS Headset Adapter Cable Amplifier Installation.

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