



Application Notes for Configuring Plantronics Voyager Legend Bluetooth Headset with Avaya 96x1 Series IP Deskphones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Voyager Legend Bluetooth headset with Avaya 96x1 Series IP Deskphones running H.323 and SIP protocols. Plantronics Voyager Legend is a Bluetooth headset that provides smart sensor technology that reacts when put the headset on the ear; it will answer a call without a click, or the user can simply tap the call control button to answer if headset is already on. This solution provides call control features directly from the headset, such as answering or terminating a call, volume control and mute.

Readers should pay attention to **Section** Error! Reference source not found., in particular the scope of testing as outlined in **Section** Error! Reference source not found. as well as the observations noted in **Section** Error! Reference source not found., 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 Voyager Legend Bluetooth headset with Avaya 96x1 Series IP Deskphones running H.323 and SIP protocols. Plantronics Voyager Legend is a Bluetooth headset that provides smart sensor technology that reacts when one places the headset on the ear; it will answer a call without a click, if user already wearing headset simply tap the call control button to answer. This solution provides call control features directly from the headset, such as answering or terminating a call, volume control and mute.

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 96x1 Series IP Deskphones with Plantronics Voyager Legend Bluetooth headset and verifying two-way audio. The call types included calls to voicemail, to and from local extensions, to and from the PSTN.

The serviceability testing focused on verifying the usability of the Plantronics Voyager Legend headset after restarting the Avaya 96x1 Series IP Deskphones and re-connecting Bluetooth connection.

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 deskphones or with a different generation of the same Avaya Deskphone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their deskphones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya deskphones 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:

1. Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were acceptable.
2. Placing and receiving calls to and from internal extensions to verify two-way audio.
3. Placing and receiving calls to and from the PSTN to verify two-way audio.
4. Incoming call alert notification.
5. Hearing ring back tone for outgoing calls.
6. Toggling between handset, speaker phone and headset.
7. Using the volume control buttons on headset to adjust the audio volume.
8. Using the mute control button on headset to mute and un-mute the audio.
9. Using the hold feature on deskphone.
10. Using the headset with 9641GS (SIP) and 9641G (H.323) IP Deskphones.

For the serviceability testing, the 96x1 Series IP Deskphones were restarted to verify proper operation of the headsets after the reboot was completed.

2.2. Test Results

Testing was completed successfully with the following observations/limitations.

1. During a call if a user uses the mute button on the headset to mute the call, the audio is muted, and the headset indicates the call is muted, but the mute button on the deskphone and the mute icon on the deskphone screen do not update to reflect correct status.
2. During a call if user presses the mute button on the deskphone to mute the call, the audio is muted, and the status indicators on the deskphone show that the call is muted, but the user hears/sees no indication on the headset that the call is muted.

Issues 1, 2 only happen on Avaya 96x1 Series SIP deskphones. With Avaya 96x1 Series H.323 deskphones, the mute status is properly synced between the headset and deskphone. These issues have been reported to the Avaya product team and considered as future enhancement.

3. During the call if user walks away deskphone about 30 feet the call will be dropped.

2.3. Support

For technical support and information on Plantronics Voyager Legend headset, 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 Voyager Legend Bluetooth headset with Avaya 96x1 Series IP Deskphones running H.323 and SIP protocols. The configuration consists of an Avaya Aura® Communication Manager with Avaya Aura® Media Server and an Avaya G450 Media Gateway which supports the 96x1 Series H.323 Deskphones. The Avaya Aura® Session Manager and Avaya Aura® System Manager provides connectivity to the simulated SIP PSTN via SIP trunk (not shown) and the SIP based stations are registered to Avaya Aura® Session Manager. Avaya Aura® Messaging was used as the voicemail system. Two Plantronics Voyager Legend headsets were connected to Avaya 9641G and 9641GS deskphone via Bluetooth connection.

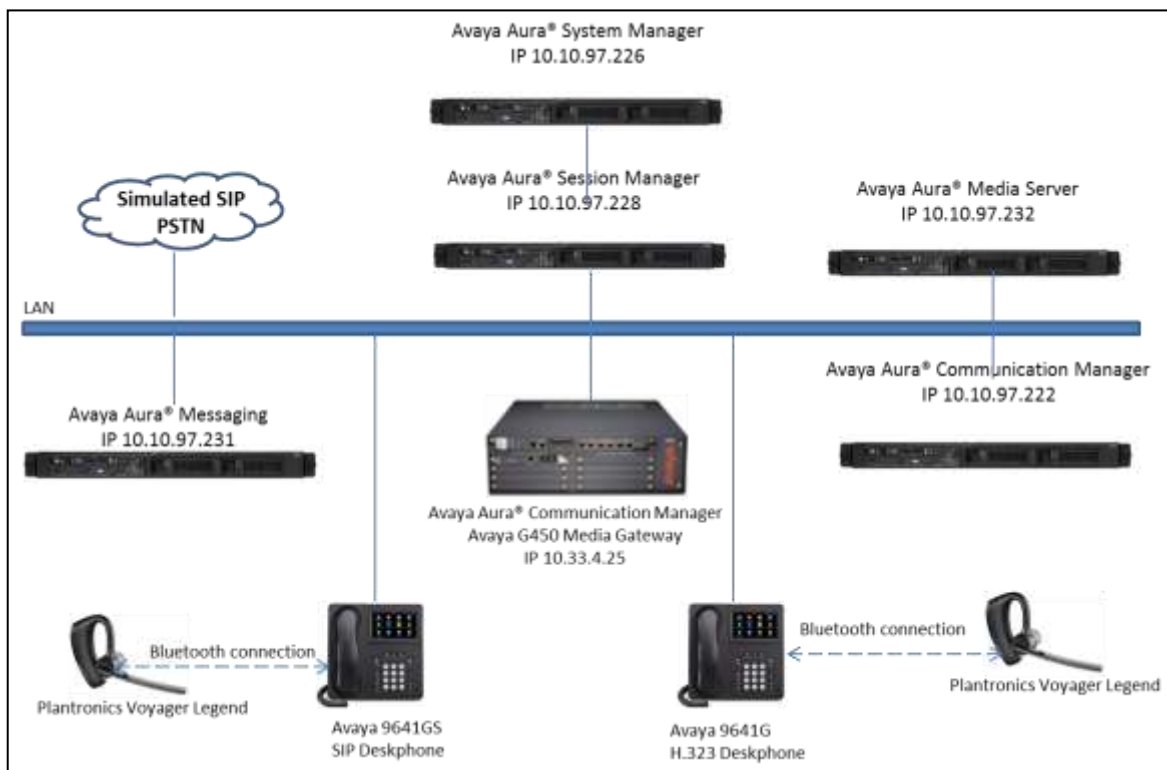


Figure 1: Avaya 96x1 Series IP Deskphone with Plantronics Voyager Legend Bluetooth Headset

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 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 Aura® System Manager in Virtual Environment | 7.0.0.1 |
| Avaya Aura® Session Manager in Virtual Environment | 7.0 SP1 |
| Avaya Aura® Messaging | 6.3.2 |
| Avaya 9641GS IP Deskphone (SIP) | 7.0.39 |
| Avaya 9641G IP Deskphone (H.323) | 6.6029U |
| Plantronics Voyager Legend Bluetooth | P/N: 87300-01 FW v107 |

5. Configure Avaya Aura® Communication Manager

This section displays the station configuration for the Avaya 96x1 IP Deskphone. The configuration is performed via the System Access Terminal (SAT) on Avaya Aura® Communication Manager.

5.1. Configure a Station for Avaya 96x1 Series IP Deskphone

These Application Notes assume that the Avaya 96x1 Series IP Deskphones are configured and operational in Avaya Aura® Communication Manager. There are no additional settings required for the connection of the Plantronics Voyager Legend Bluetooth headset to the Avaya 96x1 Series IP Deskphones.

An example of a 9641G H.323 station provisioned in Avaya Aura® Communication Manager is illustrated below.

```
display station 56106                                     Page 1 of 5
                                                         STATION
Extension: 56106                                         Lock Messages? n      BCC: 0
Type: 9641                                              Security Code: *      TN: 1
Port: S00017                                           Coverage Path 1:      COR: 1
Name: OSix                                             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: 56106
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? n
                                                         IP Video? n
                                                         Short/Prefixed Registration Allowed: default
```

5.2. Configure a Station for Avaya 96x1 Series SIP Deskphone

The SIP station was configured automatically through System Manager. Use the **display station** command to view the station for the 9641GS IP Deskphone. The station **Type** was set to *9641SIP* and a descriptive **Name** was also provided. Use the default values for the other fields on **Page 1**.

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

| | | |
|--|-------------------------|-------------|
| display station 56201 | | Page 1 of 6 |
| STATION | | |
| Extension: 56201 | Lock Messages? n | BCC: M |
| Type: 9641SIP | Security Code: | TN: 1 |
| Port: S00001 | Coverage Path 1: | COR: 1 |
| Name: Two, OOne | Coverage Path 2: | COS: 1 |
| | Hunt-to Station: | |
| STATION OPTIONS | | |
| | Time of Day Lock Table: | |
| Loss Group: 19 | | |
| | Message Lamp Ext: 56201 | |
| Display Language: english | Button Modules: 0 | |
| Survivable COR: internal | | |
| Survivable Trunk Dest? y | IP SoftPhone? y | |
| | IP Video Softphone? y | |
| Short/Prefixed Registration Allowed: default | | |

6. Connect the Plantronics Voyager Legend

This section describe step to connect Voyager Legend Bluetooth headset to Avaya 96x1 Series IP Deskphones.

Note: Avaya 96x1 Series deskphone Bluetooth setup option is available only on the 9641G and 9641GS models, follow steps below to pair the headset with deskphone:

1. On deskphone, press **Home** button.
2. On the deskphone touch screen, tap **Settings**.
3. In the **Main Menu**, check if **Bluetooth Settings** option existed, if yes then process to step 6.
4. If there is no **Bluetooth Settings**, tap **Options & Settings**→**Advanced Options**.
5. Make sure **Enable Bluetooth** option is **YES**. Tap on **Back** button to go back to **Main Menu** and tap on the **Bluetooth Settings**.
6. On the headset, turn power button on and press the call button until hearing announce “Pairing” and the headset LED flashing blue and red.
7. On the deskphone, in **Bluetooth Settings** screen, tap on **Scan** button.
8. Select “PLT_Legend” to pair the headset to deskphone and user will hear announcement say: “Pairing successful” and “Phone one connected”.

7. Verification Steps

Verify that the Plantronics Voyager Legend Bluetooth headset have been connected to the Avaya 9641 Series IP 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 Voyager Legend Bluetooth headset with Avaya 96x1 Series IP Deskphones. All test cases were 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] *Administering Avaya 9601/9608/9608G/9611G/9621G/9641G IP Deskphones SIP, Release 6.5, 16-601944, Issue 1 January 2015.*
- [3] *Administering 9608/9608G/9611G/9621G/9641G IP Deskphones H.323, Release 6.4, 16-300698, Issue 19 June 2014*
- [4] *Avaya 9621G and 9641G IP Deskphone H.323 Release 6.4 June 2014*

The following Plantronics documentation can be found at:

- [1] http://www.plantronics.com/us/media/media-resources/literature/cordless_mobile/voyager-legend_ug_en-us.pdf
- [2] <http://www.plantronics.com/us/support/product/voyager-legend>

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