



Application Notes for Plantronics Hub Software and Plantronics Blackwire C315/C325 USB Corded Headsets with Avaya Aura® Agent Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Blackwire C315/C325 USB Corded Headsets with Avaya Aura® Agent Desktop using H.323. The Blackwire C315/C325 USB corded headsets provide two-way audio with a flexible mic and call control buttons. This solution provides call control features directly from the headset, such as answering or terminating a call from the headset, adjusting volume control and mute from the headset.

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 Blackwire C315/C325 USB Corded Headsets with Avaya Aura® Agent Desktop (Agent Desktop) logs on as an agent of Contact Center and register to Communication Manager as H323 softphone. The Blackwire C315/C325 USB corded headsets provide two-way audio with a flexible microphone and call control buttons. This solution provides call control features directly from the headset, such as answering or terminating a call from the headset, adjusting volume control and mute/unmute from the 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 Agent Desktop softphone with the Plantronics Blackwire C315/C325 USB corded 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 the Agent Desktop and re-connecting the headset to USB port on the PC which the Agent Desktop softphone installed.

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 headset.
- Using the volume control and mute buttons on the Plantronics headset.
- 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 restarts 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 Blackwire C315/C325 USB Corded 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 Blackwire C315/C325 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 Blackwire C315/C325 headsets were connected to USB port of PC which Agent Desktop softphone installed.

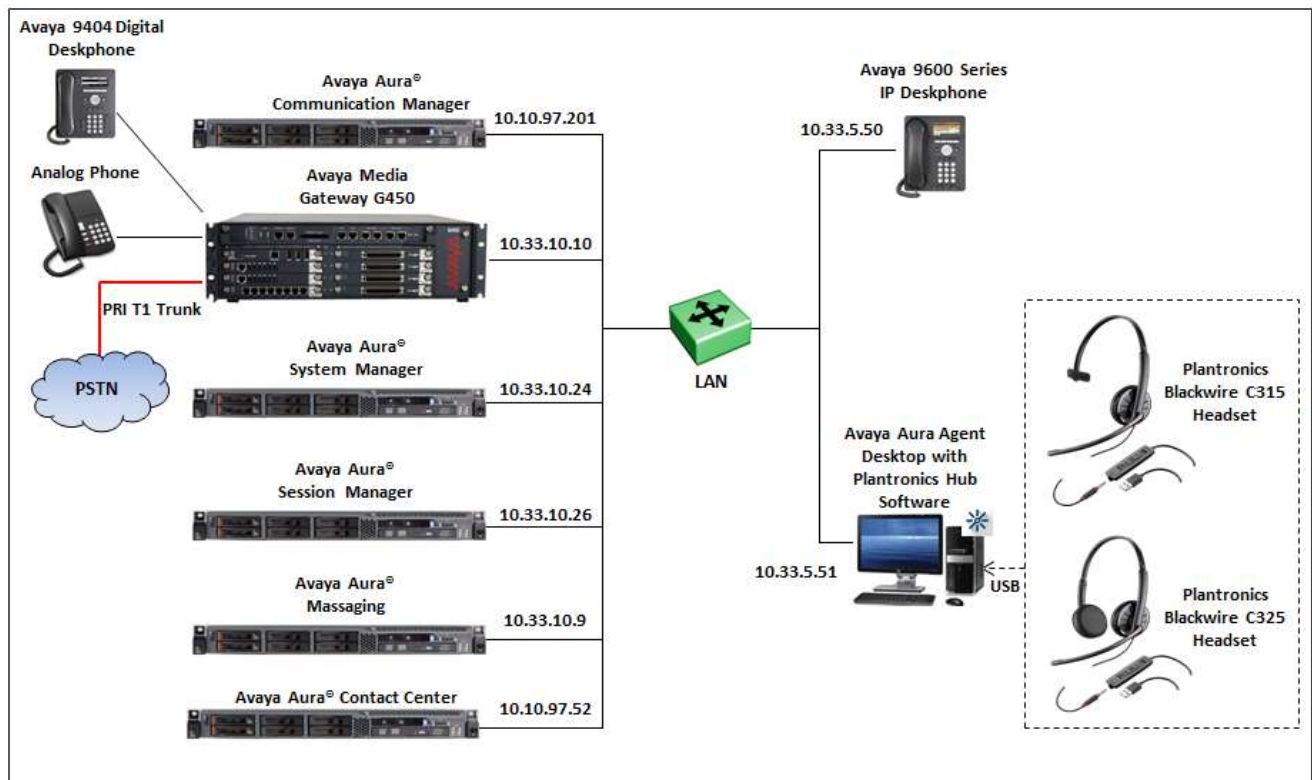


Figure 1: Avaya Aura® Agent Desktop softphone with Plantronics Blackwire C315/325 Headsets and Plantronics Hub Software

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 Blackwire C315/C525 Headsets	V145
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** as that password to 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
STATION				
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	
STATION OPTIONS				
Loss Group: 19		Time of Day Lock Table:		
		Personalized Ringing Pattern: 1		
		Message Lamp Ext: 53006		
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		

6. Configure Avaya Aura® Agent Desktop

This section provides configuration of Agent Desktop softphone to log in an agent in Contact Center system and registers 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 and its password in the **Password** field and the IP address of Contact Center CCT server *10.10.97.52* in the **Domain** field.

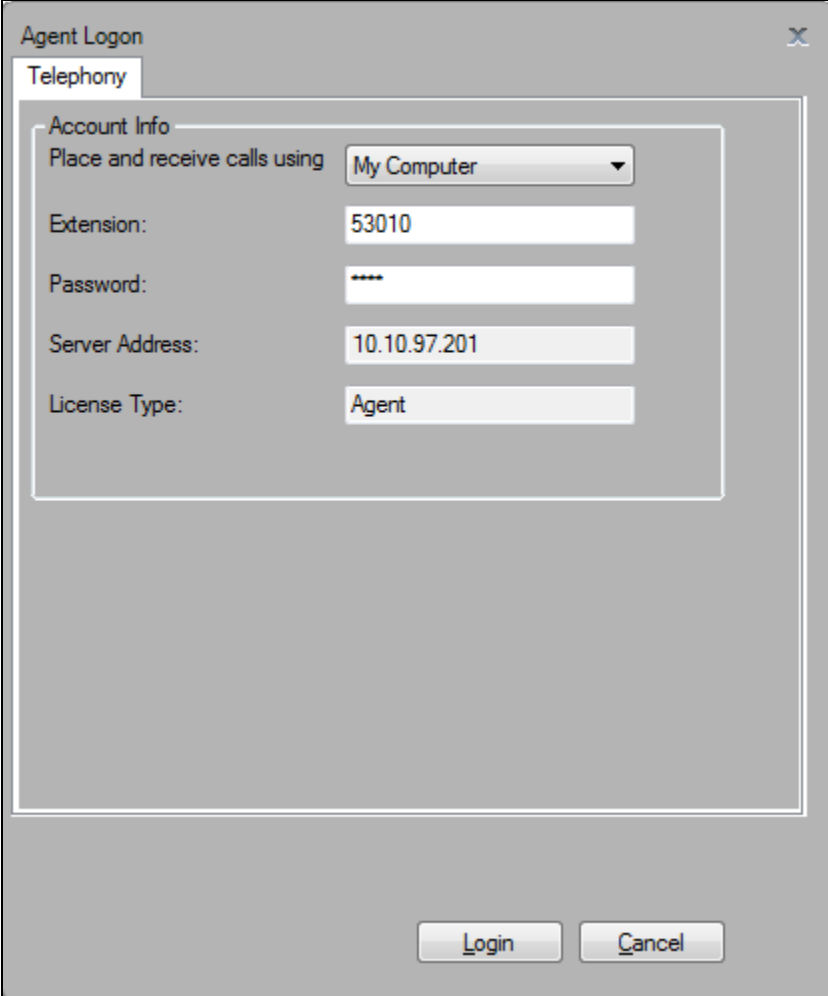
Note: Avaya Aura® Contact Center system and the login credential are used in this section was previously configured and not mentioned in this document.



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 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 screenshot shows the 'Agent Logon' window with the 'Telephony' tab selected. The 'Account Info' section contains the following fields:

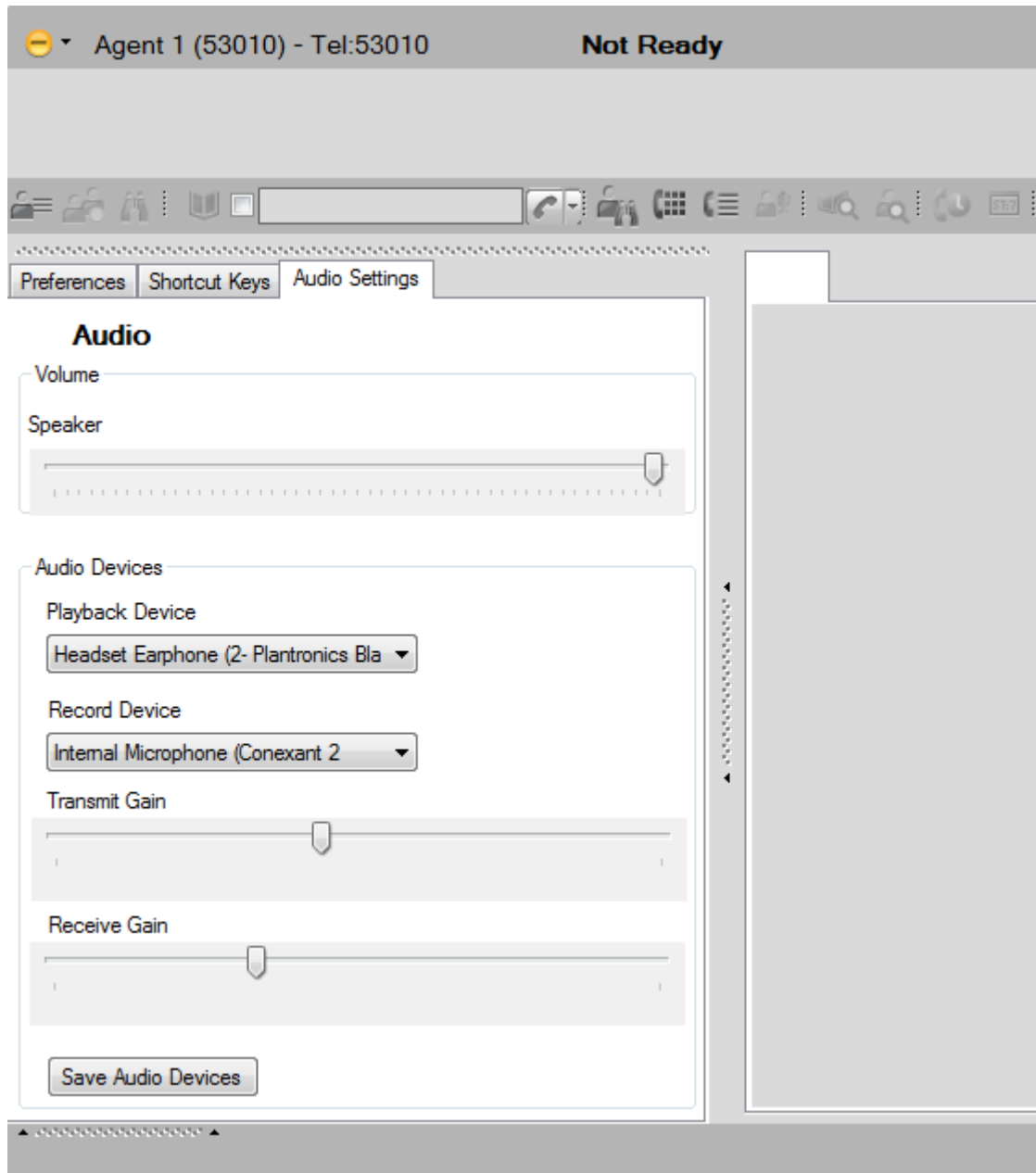
- Place and receive calls using:** My Computer (dropdown menu)
- Extension:** 53010
- Password:** ****
- Server Address:** 10.10.97.201
- License Type:** Agent

At the bottom of the window are two buttons: **Login** and **Cancel**.

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 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.



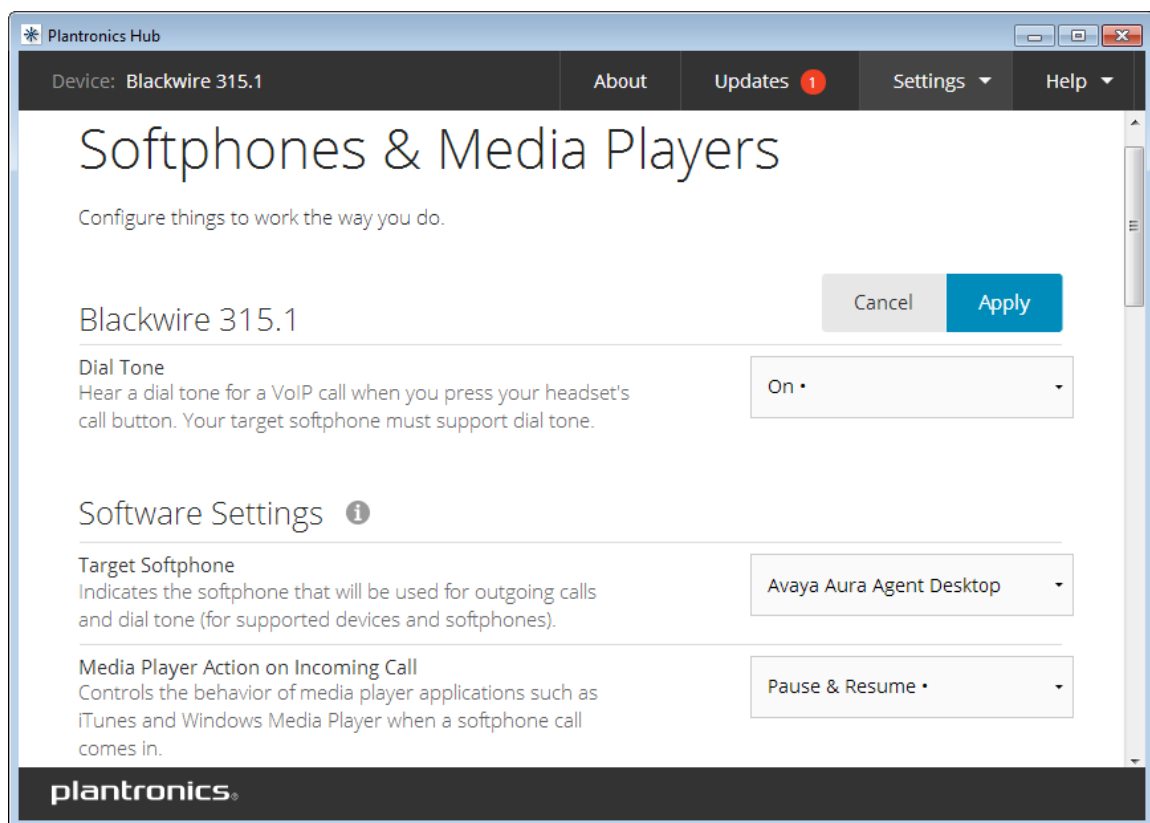
7. Configure Plantronics Hub software and Plantronics Blackwire C315/C325 Headsets

This section provides the steps configuration for Plantronics Hub software and Plantronics Blackwire C315/C325 USB headsets to work with Agent Desktop softphone with Plantronics C315/C325 headsets.

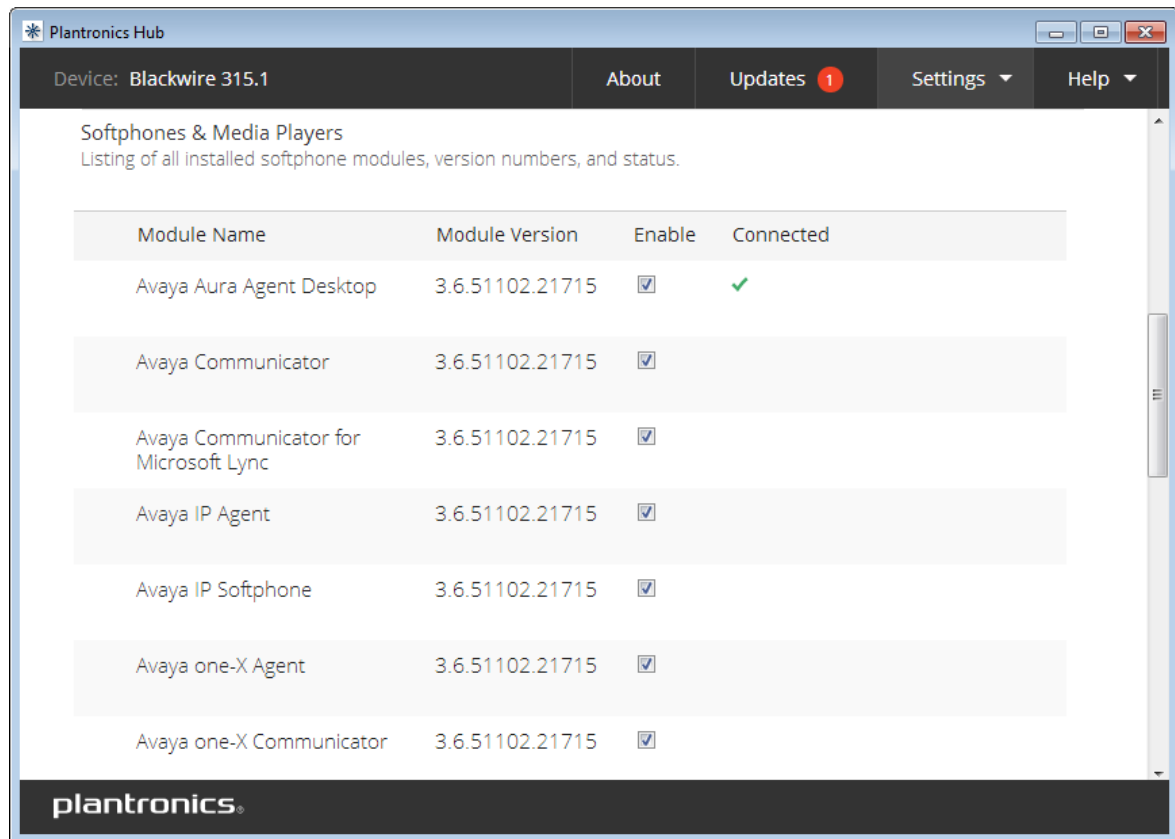
1. Installed Plantronics Hub software on PC which Agent Desktop softphone installed.
2. Insert the Plantronics C315/C325 headset to an available USB port on the PC.
3. Launch the Plantronics Hub software, there is an icon of the Hub software appears in the System tray bar showing that Plantronics headset is being connected.



4. Launch Agent Desktop softphone.
5. 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 in Avaya Aura Agent Desktop.



8. Verification Steps

These typical steps below are used to verify the inter-working between Plantronics Hub software and Plantronics Blackwire C315/C325 USB Corded Headsets and Agent Desktop softphone.

1. From the Agent Desktop softphone with Plantronics headset places 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 headset should be lighted 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 headset, verify the volume adjusted successfully and status mute/unmute reflected properly on the Agent Desktop softphone.
5. End the call by pressing the call control button on the Plantronics headset, verify the call is terminated and the headset is idle.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Hub software and Plantronics Blackwire C315/C325 USB Corded 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.*

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