Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Blackwire C725 USB Corded Headset and Plantronics Hub Software with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration comprised of Plantronics Blackwire C725 USB corded Headset and Plantronics Hub software with Avaya one-X® Communicator (both H.323 & SIP mode). Designed for those who spend hours each day on long conference calls, webinars and video conferencing, the Blackwire C725 Headset makes communications more effective and productive.

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 for Plantronics Blackwire C725 USB corded Headset and Plantronics Hub software with Avaya one-X® Communicator (both H.323 and SIP mode). Designed for those who spend hours each day on long conference calls, webinars and video conferencing, the Blackwire C725 USB Corded Headset makes communications more effective and productive. The Blackwire C725 USB Corded Headset employs simple plug-and-play USB connectivity to the PC.

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 Avaya one-X® Communicator using Plantronics Blackwire C725 Headset and verifying good talk path in both directions. The type of calls made included calls to voicemail, to internal extensions and to the PSTN.

The serviceability testing focused on verifying the usability of Plantronics Blackwire C725 Headset after restarting the Avaya one-X® Communicator, disconnecting and reconnecting the Headsets and rebooting the PC.

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 while operating the Avaya one-X® Communicator in both H.323 and SIP mode:

- 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 mute control button on Avaya one-X® Communicator and the headsets to mute and un-mute the audio.
- Using the hold feature from the Avaya one-X® Communicator.
- Placing the headsets on the ear for an incoming call and ensuring that the call is answered automatically.

The serviceability testing focused on verifying the usability of Plantronics Blackwire C725 Headset after restarting the Avaya one-X® Communicator, disconnecting and reconnecting the Headsets and rebooting the PC.

2.2. Test Results

All executed test cases passed with the following observations,

- The headset provides 3 beep tones when user wears the headset on the head to answer an incoming call before the call is automatically answered.

2.3. Support

For technical support and information on Plantronics headsets, contact Plantronics 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 solution. The configuration comprised of an Avaya Aura® Communication Manager (Communication Manager), Avaya Aura® Session Manager (Session Manager), Avaya Aura® System Manager and an Avaya G650 Media Gateway. The H.323 based stations are registered to the Communication Manager and the SIP based stations are registered to the Session Manager. The Plantronics Hub software and Avaya one-X® Communicator were installed on the same PC. The Plantronics C725 USB Corded Headset was connected to this PC via the USB port.

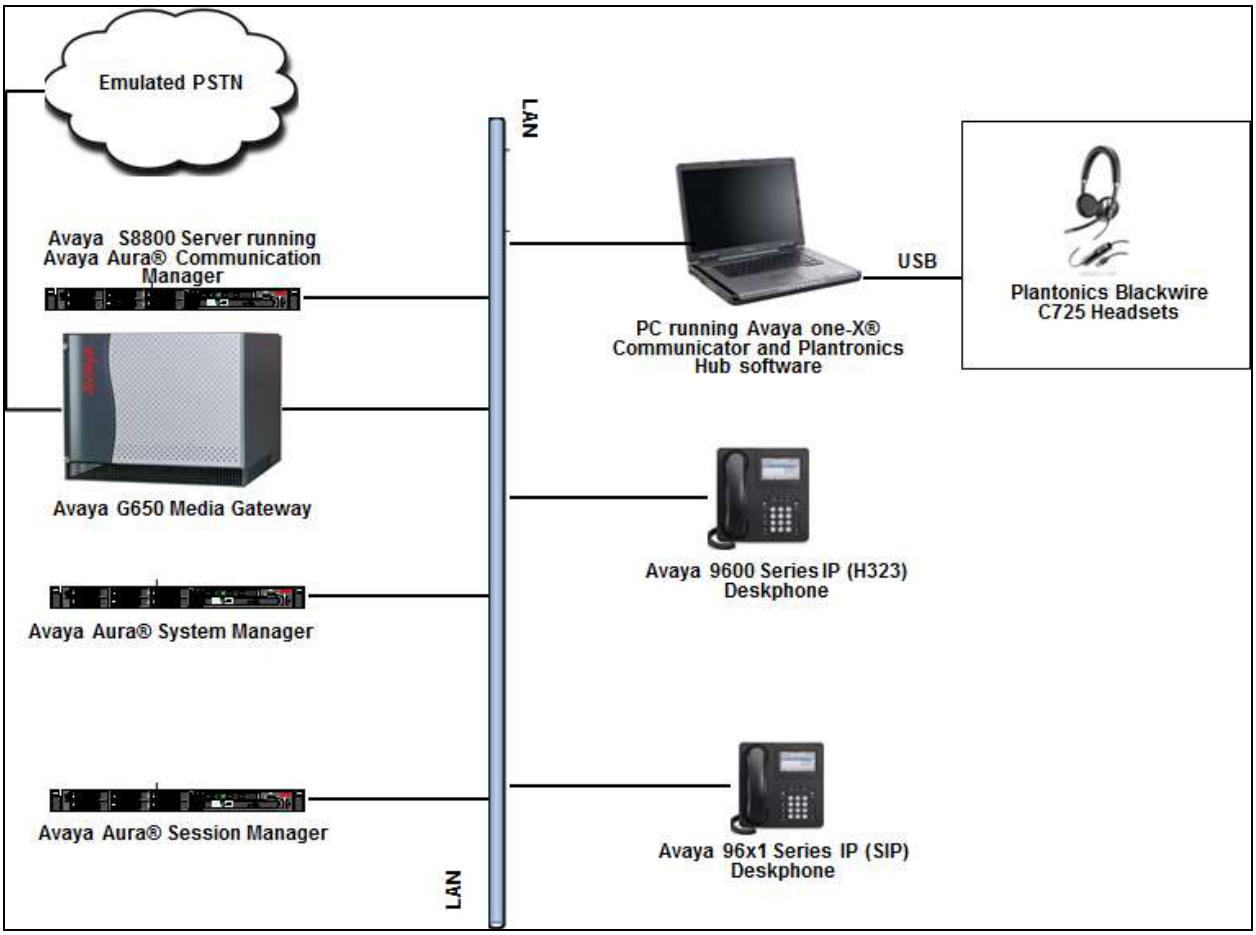


Figure 1: Test Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® System Manager running on an Avaya S8800 Server	6.3.14
Avaya Aura® Communication Manager running on an Avaya S8800 Server	6.3.12.0-SP12 (R016x.03.0.124.0-22505)
Avaya Aura® Session Manager running on an Avaya S8800 Server	6.3.14.0.631402
Avaya one-X® Communicator (H.323 & SIP)	6.2.7.03-SP7
Avaya IP Deskphones: • 9608 (H.323) • 96x1 (SIP)	 6.4014 6.3.14
Plantronics Hub Software	3. 6.51102.21715
Plantronics C725 Headset	v.135
Windows OS	Windows 7 Professional SP1

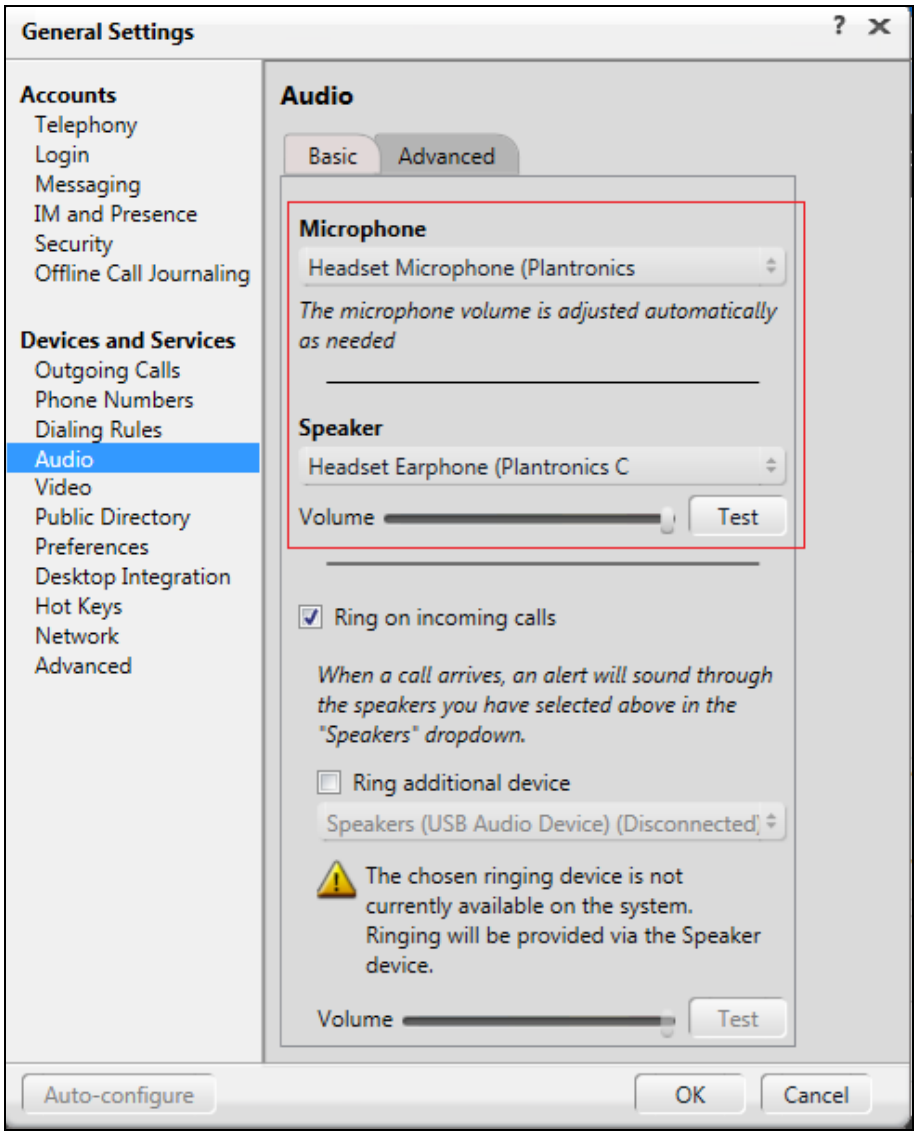
5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Avaya Aura® Communication Manager is in place with the necessary licensing and that an extension is configured to handle softphone and one-X® Communicator. For further information on the configuration of Avaya Aura® Communication Manager please see **Section 10** of these Application Notes.

6. Configure Avaya one-X® Communicator

The Avaya one-X® Communicator was tested in both H.323 and SIP mode. After logging into Avaya one-X® Communicator, select → **Settings** → **General Settings** from the menu as shown below.

From the **Audio** → **Basic** tab ensure that the **Microphone** and **Speaker** options are selected for Plantronics headset. In the screenshot below Plantronics C725 is selected.



7. Configure Plantronics Blackwire C725 USB Corded Headset

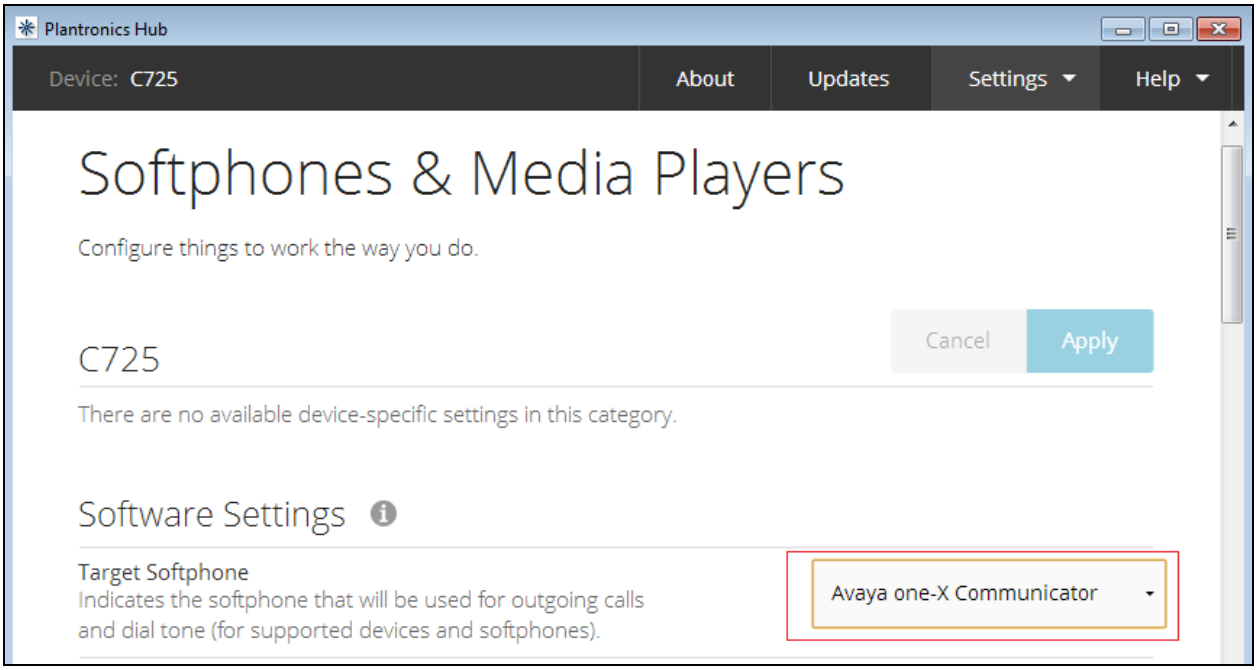
The Plantronics Blackwire C725 Headset is an USB plug-and-play device. When plugged into the USB Port of a PC, it is automatically detected in Microsoft Windows without requiring any additional driver software. In this test configuration, the Plantronics Blackwire C725 Headset is detected as **Plantronics C725** in Windows 7.

7.1. Install Plantronics Hub Software

The Plantronics Hub software can be downloaded from the Plantronics web page. Some of the software enabled functionality of the Hub is,

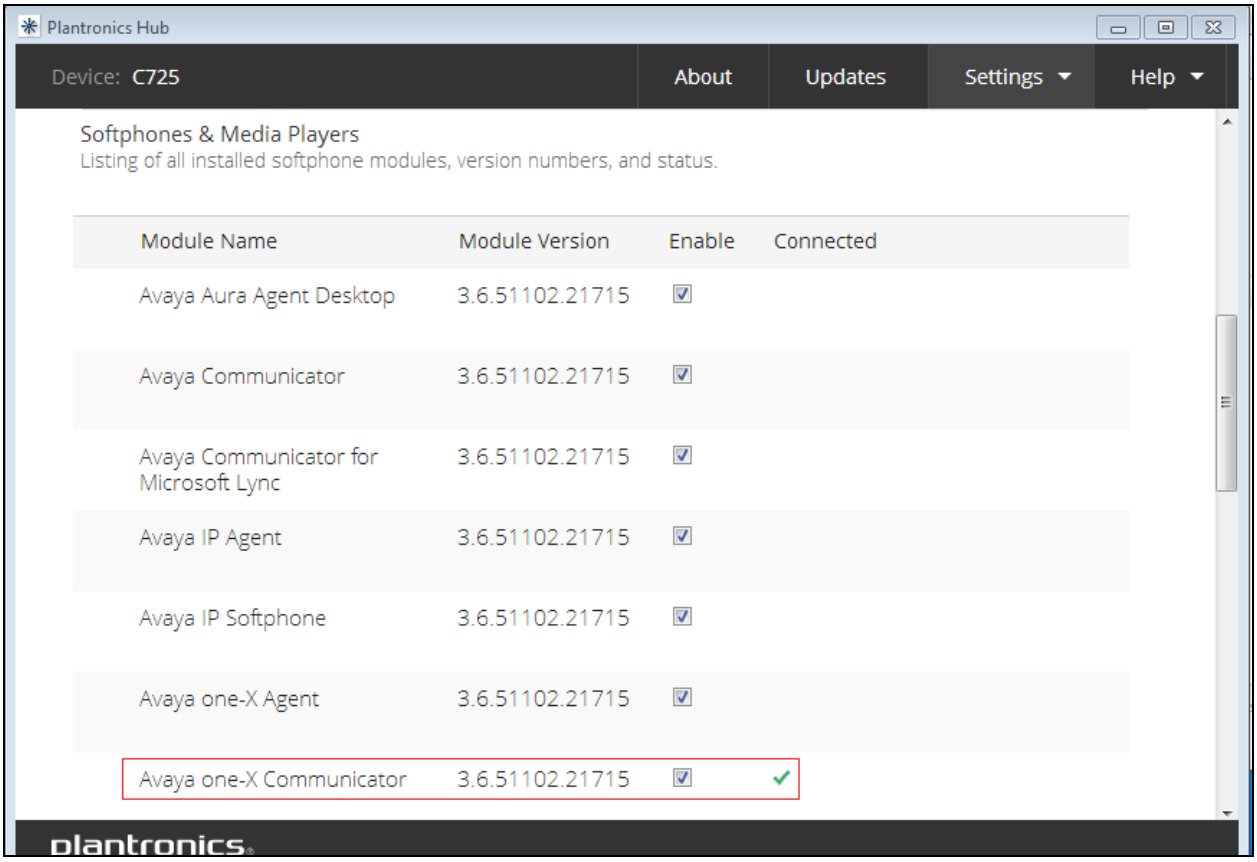
- Call control across multiple softphones.
- Battery meter conveniently displays headset battery life remaining in PC icon tray.
- Headset control panel allows for customization of settings, including call notification and related options.

After the Hub software is installed, navigate to **Settings → Softphones** and under **Software Settings** select *Avaya one-X Communicator* from the drop down menu. Click **Apply**.



8. Verification Steps

From the Hub software installed, navigate to **Settings → Softphones**, scroll down to **Softphones & Media Players** section, and verify that the headset is connected to Avaya one-X Communicator as shown in the screen below.



Also verify the following,

- The headset fully supports call control initiated from the headset.
- When the headset is connected to Avaya one-X® Communicator, press the handset button on the Communicator. The headset LED should be blinking on the button that has the image of a PC.
- When a call is disconnected by pressing the handset button on the one-X® Communicator, the call will be dropped and the headset LED on the button that has the image of a PC will also turn off.
- Press the button on the headset depicting a PC. The LED on the button that has the image of a PC will start to blink.
- To end calls press the button on the headset depicting a PC. Active call will disconnect and the LED light on the button that has the image of a PC will turn off.
- Verify if the volume up/down and mute/unmute button on the headset functions as intended.
- Verify that the Hold button on the one-X® Communicator function as intended.

9. Conclusion

These Application Notes describe the configuration steps required for Plantronics Blackwire C725 USB Corded Headset and Plantronics Hub software with Avaya one-X® Communicator (both H.323 & SIP mode). Please refer to **Section 2.2** for test results and observations if any.

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,* Document ID 03-300509
[2] *Avaya Aura® Communication Manager Feature Description and Implementation,* Document ID 555-245-205
[3] *Implementing Avaya Aura® Session Manager* Document ID 03-603473
[4] *Administering Avaya Aura® Session Manager,* Doc ID 03-603324
[5] *Administering Avaya one-X® Communicator,* Release 6.2 Feature Pack 7
[6] *Using Avaya one-X® Communicator,* Release 6.2 FP7
[7] *Implementing Avaya one-X® Communicator,* Release 6.2 FP7

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

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.