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Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Spokes Software and Plantronics Audio Devices with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Plantronics Spokes Software and various Plantronics audio devices/headsets with Avaya one-X® Communicator. Plantronics Spokes Software enables the integrated call control features for Plantronics headsets, including call answer/end and synchronized mute with Avaya one-X® Communicator. The Plantronics Spokes Software was verified with the following Plantronics audio devices:

- Calisto 800 Series with Speakerphone and Microphone
- MDA200 Audio Switcher with a Plantronics USB corded headset
- Voyager Pro UC Wireless Headset
- Savi W740 Wireless Headset System
- Blackwire C610 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 Plantronics Spokes Software and various Plantronics audio devices/headsets with Avaya one-X® Communicator. Plantronics Spokes Software enables the integrated call control features for Plantronics headsets, including call answer/end and synchronized mute with Avaya one-X® Communicator. The Plantronics Spokes Software was verified with the following Plantronics audio devices:

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- MDA200 Audio Switcher with a Plantronics USB corded headset
- Voyager Pro UC Wireless Headset
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- Blackwire C610 Headset

Please refer to the appropriate Plantronics documentation listed in **Section 10** for additional product information.

2. General Test Approach

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from Avaya one-X Communicator using the Plantronics Spokes Software and Plantronics audio devices/headsets 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 the Plantronics audio devices and headsets after restarting the Avaya one-X Communicator, disconnecting and reconnecting the headset, and rebooting the PC.

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 audio quality.
- Placing calls to the PSTN to verify audio quality.
- Answering and ending calls using the call control button on the audio device or headset.
- Using the volume control buttons on the headset to adjust the playback volume.
- Using the mute control button on the headset to mute and un-mute the recording level.
- For the Calisto P830, toggling between the separate microphone and microphone on speakerphone.

For the serviceability testing, the headsets were disconnected and reconnected to verify proper operation. Avaya one-X Communicator application was also restarted for the same purpose. The desktop PC was also rebooted to verify that Avaya one-X Communicator and the headsets were operational when the PC came back into service.

2.2. Test Results

All compliance test cases passed successfully.

2.3. Support

For technical support and information on Plantronics Spokes Software and audio devices, contact Plantronics at:

- Phone: 800-544-4660 (toll free)
  +1 831-426-5858 (International)
- Website: http://www.plantronics.com/north_america/en_US/support/

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3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics solution with Avaya one-X® Communicator. . The configuration consists of an Avaya S8300 Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. Avaya one-X® Communicator and Plantronics Spokes Software were installed on a desktop PC. The Plantronics audio devices were connected to the desktop PC via a USB port.
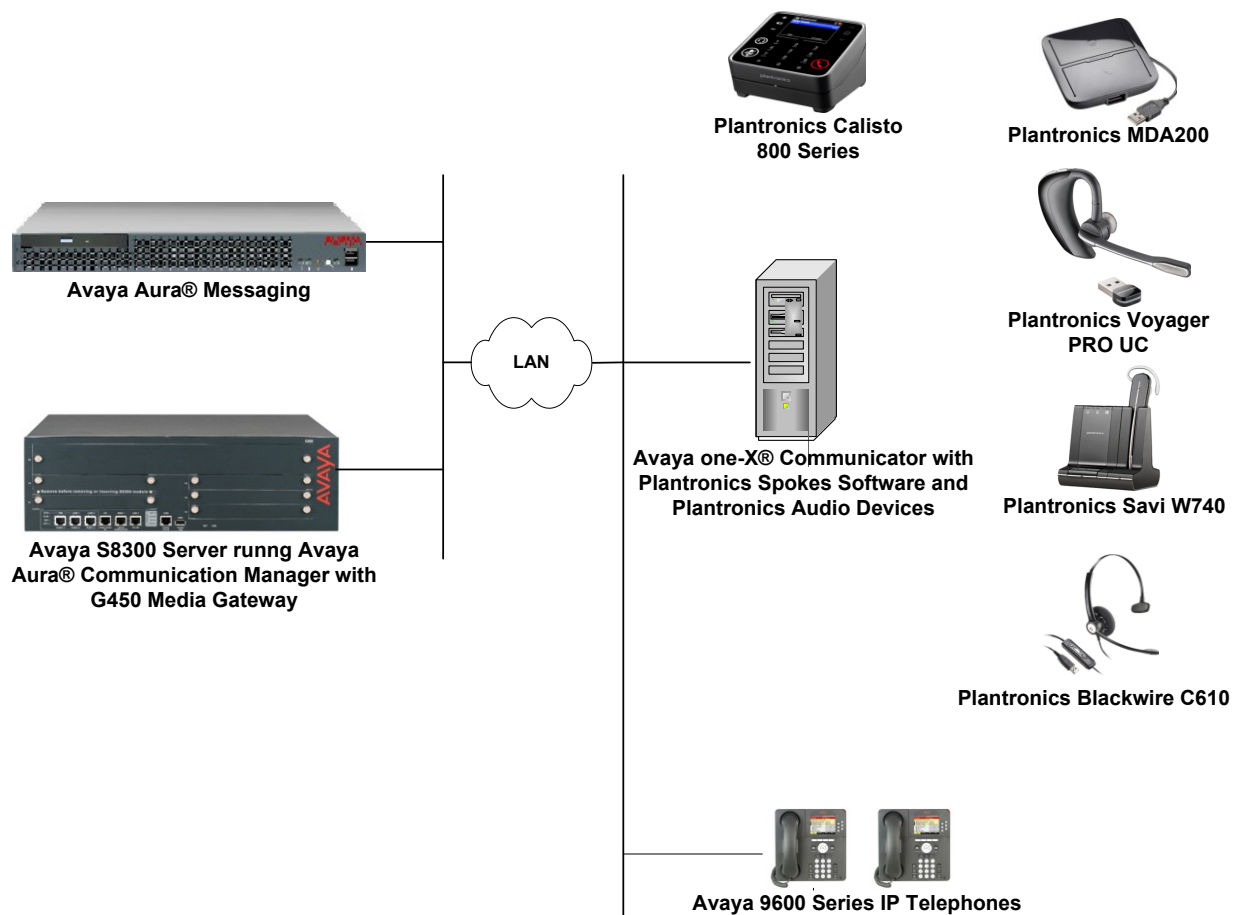
Figure 1: Avaya one-X® Communicator with Plantronics Spokes Software and Plantronics Audio Devices

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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	6.0.1 (R016x.00.1.510.1) with Service Pack 5.01 (Patch 19303)
Avaya Aura® Messaging	5.2
Avaya one-X® Communicator	6.1 SP 3 (6.1.3.09-SP3-Patch3-35953)
Avaya 9600 Series IP Telephone	3.1 SP 2 (H.323)
Plantronics Spokes Software	2.5.50537.0
Plantronics Calisto P835	N/A
Plantronics MDA200 Audio Switcher	N/A
Plantronics Voyager Pro UC v2	N/A
Plantronics Savi W740	N/A
Plantronics Blackwire C610	N/A

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# 5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Avaya one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Avaya one-X Communicator. Set the **Type** field to the station type to be emulated. In this example, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by Avaya one-X Communicator to log in. Set the **IP Softphone** field to *y*.

```
add station 40003                                           Page   1 of   5
                                  STATION

Extension: 40003                      Lock Messages? n              BCC: 0
     Type: 9630                       Security Code: 40003           TN: 1
     Port: IP                       Coverage Path 1:               COR: 1
     Name: Plantronics              Coverage Path 2:               COS: 1
                                    Hunt-to Station:
STATION OPTIONS
                 Location:              Time of Day Lock Table:
              Loss Group: 19     Personalized Ringing Pattern: 1
                                       Message Lamp Ext: 40003
              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 one-X® Communicator

After logging into Avaya one-X Communicator, click on ⚙▾ and then select **Settings ➔ General Settings** as shown below.
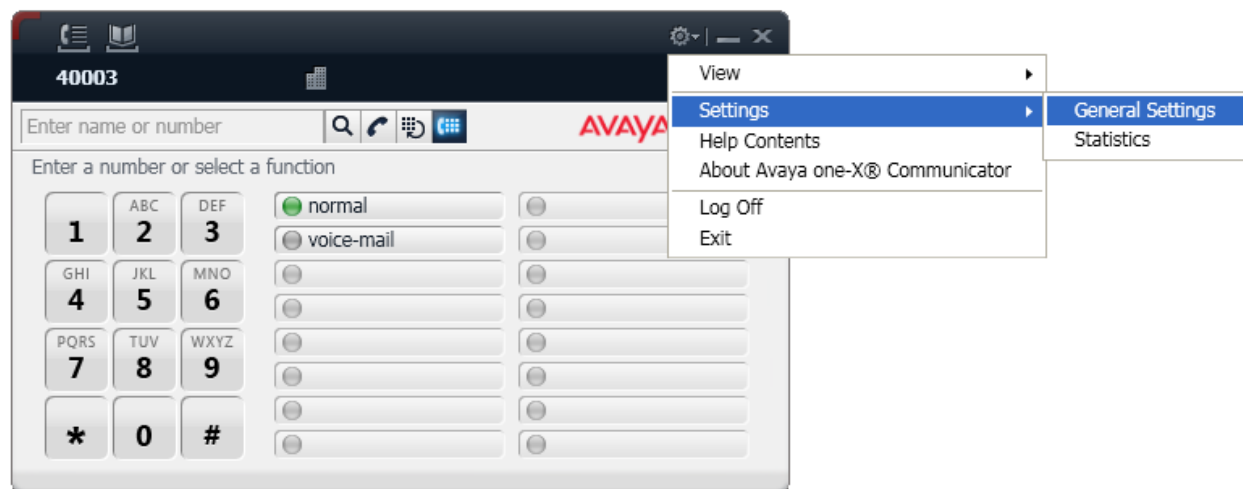
The appropriate Plantronics audio device/headset is automatically detected in Microsoft Windows. In the **General Settings** window, navigate to **Devices and Services → Audio** and then select the **Basic** tab shown below. Set the **Microphone** and **Speaker** fields to the appropriate device as shown below. The example below is configured for the Voyager Pro UC headset. Click **OK**. Restart Avaya one-X Communicator.
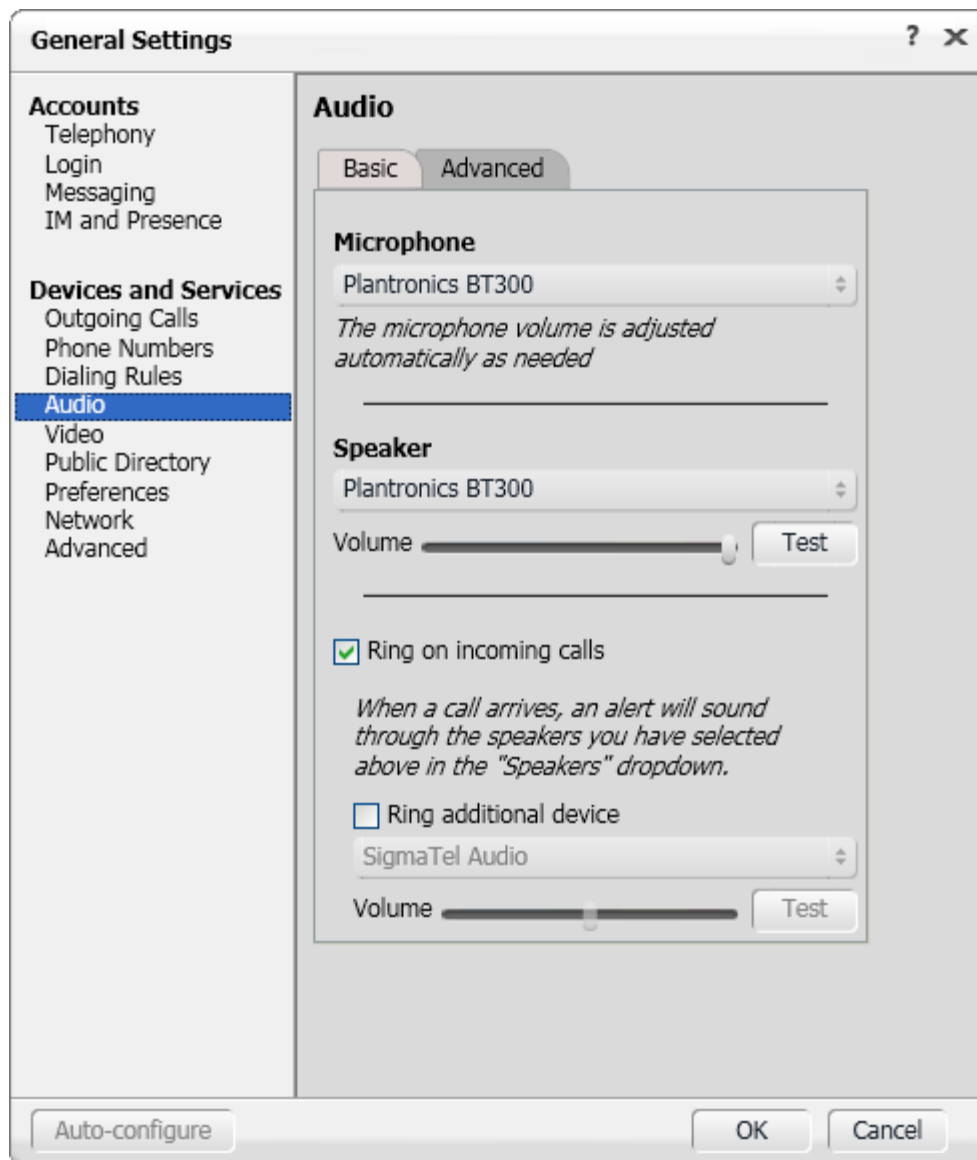
7. Install Plantronics Headsets

The Plantronics Spokes software enables the Plantronics audio devices/headsets to answer, end, and mute calls using the call control button on the headset itself. Install the software on the PC running the Avaya one-X Communicator. Refer to **Section 10** of these Application Notes for additional information.

After the Spokes software is installed, connect the Plantronics audio devices/headsets to the desktop PC running Avaya one-X Communicator via USB port. The Calisto P830, MDA 200, Savi W740, and Blackwire C610 connect to the PC via a USB cord. The Voyager Pro UC connects to the PC using a Bluetooth USB adapter.

8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the Plantronics Spokes Software and Plantronics audio devices/headsets with Avaya one-X Communicator.
1. Start the Avaya one-X Communicator application.
2. Place an incoming call to Avaya one-X Communicator from an Avaya 9600 series IP telephone.
3. Answer the call using the call control button on the Plantronics audio device or headset.
4. Verify two-way talk path between the headset and phone.
5. Disconnect the call from the headset or audio device using the call control button.
6. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Spokes Software and Plantronics audio devices/headset with Avaya one-X® Communicator. See **Section 2.2** for test results and observations.

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 6.0, Issue 6.0, June 2010, Document Number 03-300509.
[2] *Administering Avaya one-X® Communicator User Reference*, October 2011.

The following Plantronics product documentation can be found at http://www.plantronics.com.
[3] *Plantronics Spokes Software for Windows*, Build 2.5.50537.0.
[4] *Plantronics Calisto 800 Series P820/P825/P830/P835 User Guide.*
[5] *Plantronics Voyager PRO UC v2 Bluetooth Headset and BT300 Bluetooth USB Adapter User Guide.*
[6] *Plantronics Savi W740 Multi Device Wireless Headset System User Guide.*
[7] *Plantronics Blackwire C610/C620 User Guide.*