

Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Calisto P210-A[™] USB Handset with Avaya one-X[®] Communicator - Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration comprised of Plantronics Calisto P210-ATM USB Handsets with Avaya one-X® Communicator and Avaya AuraTM Communication Manager. The Calisto P210-A is a high quality USB handset that is designed for use with Avaya one-X Communicator, providing a familiar phone interface for users transitioning to PC telephony.

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 integrating Plantronics Calisto P210-ATM USB Handset with Avaya one-X® Communicator and Avaya AuraTM Communication Manager. The Plantronics Calisto P210-A USB Handset integrates with Avaya one-X Communicator using the Avaya one-X Communicator Headset API, thus providing basic call control such as dialing, answering or hanging up a call.

1.1. Interoperability Compliance Testing

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 making, answering and ending calls using the Plantronics Calisto P210-A USB Handset and verifying good talk path in both directions. Additional features of the Calisto P210-A USB Handset such as muting the microphone, adjusting incoming volume and ringer adjustment were also verified. 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 Calisto P210-A USB Handset after restarting Avaya one-X Communicator and disconnecting and reconnecting the USB Handset from the PC.

1.2. Support

For technical support and information on Calisto P210-A USB Handset, contact Plantronics at:

• Phone: +1 (800) 544-4660

2. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics solution. The configuration comprised of an Avaya S8300 Server running Communication Manager and an Avaya G450 Media Gateway with connections to the following: an Avaya 9640 IP Telephone and an ISDN-BRI trunk to the PSTN. Avaya Modular Messaging was used as the voicemail system. Avaya one-X Communicator were installed on four desktop PCs/notebooks respectively, each having a Plantronics Calisto P210-A USB Handset attached to the USB Port. Avaya Aura[™] SIP Enablement Services was used to support the Avaya Modular Messaging which was configured for SIP integration. The Avaya C364T-PWR Converged Stackable Switch provides Ethernet connectivity to the Avaya Servers, Media Gateway, desktop PCs and IP telephone.



Avaya Aura[™] SIP Enablement Services



3. Equipment and Software Validated

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

Equipment	Software
Avaya S8300 Server	Avaya Aura TM Communication Manager
	5.2.1 (R015x.02.1.016.4)
	with Service Pack (02.1.016.4-17774)
Avaya G450 Media Gateway	30.10.4
Avaya Modular Messaging	5.2
Avaya Aura [™] SIP Enablement Services	5.2.1 (SES-5.2.1.0-016.4)
Avaya 9640 IP Telephone	3.1 (H.323)
Avaya one-X® Communicator	5.2
running on Windows 7 Professional and	5.2
Windows XP Professional SP3	(5.2.0.10)
Avaya one-X® Communicator	1.0 Service Deals 5
running on Windows 7 Professional and	$(1 \ 0 \ 0 \ 0)$
Windows XP Professional SP3	(1.0.0.99)
Avaya C364T-PWR Converged Stackable	4.5.18
Switch	
Plantronics Calisto P210-A [™] USB Handset	-
Plantronics AvayaOneXBridge	1.0.0.0

4. Configure Communication Manager

The following sections show the relevant configuration screens for Communication Manager. The screen shots included in this section focused only on the configuration of the station and ipcodec-set forms. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

4.1. Configure Station for Avaya one-X Communicator

Use the **add station n** command, where **n** is an available extension in the dial-plan. To create a station to be used by Avaya one-X Communicator, the following information should be provided:

- **Type:** The IP Telephone type that will be emulated. In this compliance testing, the type was set to **9640**.
- Security Code: Password used by Avaya one-X Communicator to log in.
- **Port**: Set to **X** to administer the station without hardware.
- IP SoftPhone?: y

add station 60011		Page 1 of 5
	STATION	
Extension: 60011	Lock Messages? n	BCC: 0
Type: 9640	Security Code: 12345	TN: 1
Port: X	Coverage Path 1: 8	COR: 1
Name: 1XC User 1	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
	Time of Day Lock Tab	ole:
Loss Group: 19	9 Personalized Ringing Patte	rn: 1
	Message Lamp E	xt: 60011
Speakerphone: 2-	-way Mute Button Enabl	ed? y
Display Language: en	nglish Button Modul	es: 0
Survivable GK Node Name:		
Survivable COR: in	nternal Media Complex E	xt:
Survivable Trunk Dest? y	IP SoftPho	ne? y
	IP Video Softpho	ne? n
	Customizable Labe	ls? y

4.2. Configure IP Codec Set

The following screen shows the codec set configuration that was used during the test. To configure the codec set, use the **change ip-codec-set n** command, where **n** is the IP codec set used by Avaya one-X Communicator. In this compliance testing, the G.722-64K and G.711 mulaw codecs were used.

```
1 of
change ip-codec-set 1
                                                            2
                                                 Page
                    IP Codec Set
  Codec Set: 1
  Audio Silence Frames Packet
  Codec
           Suppression Per Pkt Size(ms)
1: G.722-64K 2 20
2: G.711MU
                n
                       2
                                20
3:
4:
5:
6:
7:
```

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5. Configure Plantronics AvayaOneXBridge

Insert the CDROM that comes with the Plantronics Calisto P210-A USB Handset and start the driver installation. Click **Next** at the welcome screen (not shown). At the Select Installation Folder screen, accept the default Folder. Click **Next** and follow the remaining procedures to complete the installation.

🖟 AvayaOneXBridge	
Select Installation Folder	
The installer will install AvayaOneXBridge to the following folder. To install in this folder, click "Next". To install to a different folder, enter it be <u>F</u> older:	elow or click "Browse".
C:\Program Files\Plantronics\AvayaOneXBridge\	Browse
	Disk Cost
Install AvayaOneXBridge for yourself, or for anyone who uses this compu	ter:
O Everyone	
 O Just me 	
Cancel < Back	Next >

After installation, click Start \rightarrow All Programs \rightarrow Plantronics AvayaOneXBridge to start the application.

Note: The AvayaOneXBridge application does not have a GUI and runs only in the background.

6. Configure Avaya one-X Communicator

After starting Avaya one-X Communicator, select \checkmark Settings from the menu as shown below.

Avaya one-X™ Com	municator Login		Settings
			Exit
Please log or		1.7	
Extension:	60011		
Password:	•••••		
		Log On	

Select Audio from the left panel and click the Basic tab. Click Audio Tuning Wizard.

General Settings	? x
Phone Audio Dialing Rules Public Directory Desktop Integration Preferences Message Access Emergency Advanced	Audio Basic Advanced Volume Playback Record Mute ringing for incoming calls. Audio Tuning Wizard
	OK Cancel

Solution & Interoperability Test Lab Application Notes ©2010 Avaya Inc. All Rights Reserved. Plantronics Calisto P210-A USB Handset is automatically detected in Microsoft Windows as **Plantronics P210-A**. Select this device as the **Playback Device** and **Recording Device** as shown below. Click **Next** and follow the remaining procedures to tune the audio.

	? x
Before beginning, ensure t record or play sound are c	that all applications that losed.
Select a playback device:	14
Plantronics P210-A	•
Direct a recording device:	

7. General Test Approach and Test Results

All test cases were performed manually. The following features were verified using the Plantronics Calisto P210-A USB Handset:

- Placing internal, PSTN and international calls using the dial pad and verifying that the playback volume and recording level were good.
- Answering internal and PSTN calls using the handset and verifying that the playback volume and recording level were good.
- Hanging up calls using the USB handset.
- Answering a call during an active call.
- Using the volume control on the handset to adjust the playback volume.
- Using the mute control on the handset to mute the microphone.
- Using the ringer control on the handset to adjust the ringer volume.

For the serviceability testing, the Calisto P210-A USB Handset was disconnected and reconnected to verify proper operation. Avaya one-X Communicator was also restarted to verify proper operation.

All test cases passed successfully. The Avaya one-X Communicator Headset API does not support sending of DTMF during a call. As such, it is not possible to use the dial pad on the Calisto P210-A USB Handset to interact with the voicemail system.

8. Verification Steps

From the Windows Control Panel, open **Sounds and Audio Devices** and click the **Audio** tab. Verify that the device **Plantronics P210-A** is listed in both the **Sound playback** and **Sound recording** section as shown below.

Sound pla	Sec. 25			
-	NDACK			
	efault devic	e:		
	Plantronics F	210-A		*
		Volume	Ad	va <u>n</u> ced
Sound rea	cording			
D 🖉	efault devic	e:		
A 1	Plantronics F	210-A		~
-	ſ	Mahara		
	L	v <u>o</u> iume		ivan <u>c</u> eu
MIDI musi	c playback			
	e <u>f</u> ault devic	e:		
	dicrosoft GS	Wavetable S	W Synth	*
		Volu <u>m</u> e		A <u>b</u> out
	default dev	ices		

From the Windows Task Manager, verify that the process **AvayaOneXBridge.exe** is running as shown below.

Indications Processes Per	formance Networkir		
pplicadons (********* (* on	offidites networking	'9	
Image Name	User Name	CPU	Mem Usa 📥
AcroRd32.exe	Administrator	00	97,240
_alg.exe	LOCAL SERVICE	00	3,768
AvayaOneXBridge.exe	Administrator	00	24,280
AxCrypt.exe	Administrator	00	924
brctrcen.exe	Administrator	00	10,788
brss01a.exe	SYSTEM	00	2,188
brsvc01a.exe	SYSTEM	00	1,528
cidaemon.exe	SYSTEM	00	372
cidaemon.exe	SYSTEM	00	332
cidaemon.exe	SYSTEM	00	1,072
cisvc.exe	SYSTEM	00	1,264
cmd.exe	Administrator	00	100
COCIManager.exe	Administrator	00	7,832
Communications_Helper	Administrator	00	8,228
csrss.exe	SYSTEM	00	3,828
ctfmon.exe	Administrator	00	5,240
DMXLauncher.exe Administrator		00	4,268 🥃
pyploror ovo	Administrator	01	22 05
<	100		
Show processes from all	users	En	d Process

9. Conclusion

These Application Notes describe the configuration steps required for integrating Plantronics Calisto P210-ATM USB Handset with Avaya one-X® Communicator. All test cases were completed successfully. The Avaya one-X Communicator Headset API does not support sending of DTMF during a call. As such, it is not possible to use the dial pad on the Calisto P210-A USB Handset to interact with the voicemail system.

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 <u>http://support.avaya.com</u>.

- [1] Administering Avaya Aura[™] Communication Manager, Release 5.2, Issue 5.0, May 2009, Document Number 03-300509.
- [2] Avaya one-X® Communicator User Reference, November 2009.

The following product documentation is available from Plantronics. [3] *Plantronics P210-A™ USB Handset User Guide*, 2009.

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