Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Plantronics EncorePro 710/720 Headsets and Plantronics HIS Adapter Cable with Avaya 1600 Series IP Deskphones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics EncorePro 710/720 Headsets and Plantronics HIS Adapter Cable with Avaya 1600 Series IP Deskphones. The EncorePro 710/720 headsets provide two-way audio with a flexible mic. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. Volume control and mute are provided directly from the Avaya IP deskphone.

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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate the Plantronics EncorePro 710/720 Headsets and Plantronics HIS Adapter Cable with Avaya 1600 Series IP Deskphone. The EncorePro 710/720 headsets provide two-way audio with a flexible mic. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. Volume control and mute are provided directly from the Avaya digital deskphone. The following headsets and accessories were tested:

- HIS Adapter Cable – provides Quick Disconnect for connecting corded headsets directly to Avaya deskphone.
- EncorePro HW710 – Monaural wireless headset.
- EncorePro HW720 – Binaural wireless 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 the Avaya 1600 Series IP Deskphones with Plantronics EncorePro 710/720 Headsets and Plantronics HIS Adapter Cable 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 EncorePro 710/720 headsets after restarting the Avaya 1600 Series IP Deskphones and re-connecting the headset to the deskphone.

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.

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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 acceptable.
- Placing and receiving calls to and from internal extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.
- Verify ring back tone for outgoing calls.
- Verify ring alert for incoming calls.
- Toggling between handset, speaker phone and headset.
- Using the volume control buttons on Avaya deskphone to adjust the audio volume.
- Using the mute control button on Avaya deskphone to mute and un-mute the audio.
- Using the headset with 1616 and 1614 IP deskphones

For the serviceability testing, the 1600 Series IP Deskphone was 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.

- Incoming call alert is not heard through headset, it is heard through phone.
- The headset button on the deskphone remains activated when the far-end drops the call, allowing subsequent calls to be answered automatically on the headset when auto-answer is enabled.
- When the far end disconnects the call, the headset button on the deskphone remains activated. This is the default behavior of Avaya Deskphones.

2.3. Support

For technical support and information on Plantronics EncorePro 710/720 Headsets, contact Plantronics Support at:

- Phone: 1-855-765-7878
  1-831-426-5858 (International)
- Website: http://www.plantronics.com/us/support/index.jsp

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3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics EncorePro 710/720 Headsets and Plantronics HIS Adapter Cable with Avaya 1600 Series IP Deskphones. The configuration consists of an Avaya Aura® Communication Manager Virtual Environment (VM) with Avaya Aura® Media Server VM and an Avaya G450 Media Gateway which supports the 1600 Series IP Deskphones. The Session Manager/System Manager VM provides connectivity to the simulated SIP PSTN via SIP trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. The Plantronics EncorePro 710/720 Headsets were connected to the Plantronics HIS Adapter Cable which in turn connected to the headset port of the Avaya IP deskphone.

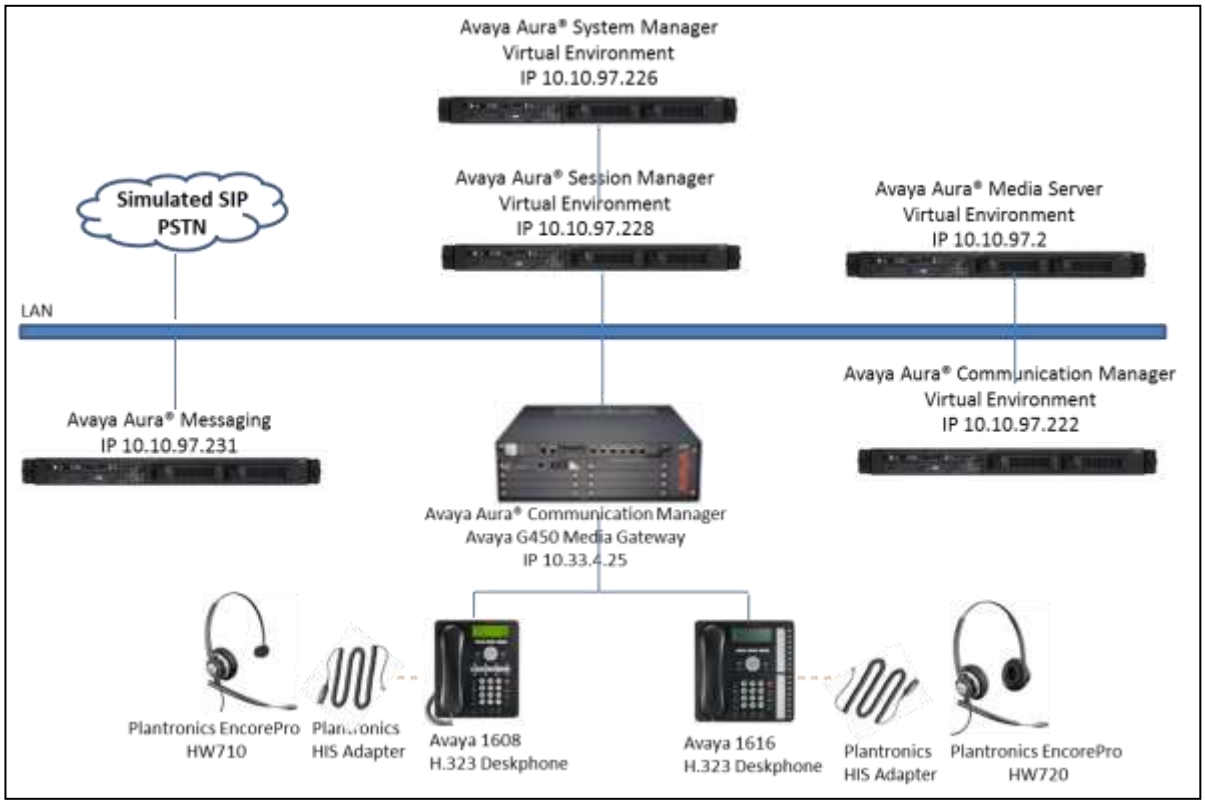


Figure 1: Avaya 1600 Series IP Deskphone with Plantronics EncorePro 710/720 Headsets and Plantronics HIS Adapter Cable.

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4. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Communication Manager in Virtual Environment	7.0 SP1
Avaya G450 Media Gateway	37.20.0
Avaya Aura® Media Server Virtual Environment	7.7 SP2 (v.7.7.0.281)
Avaya Aura® Messaging	6.3.2
Avaya 1608 IP Deskphone (H.323)	1.3 Release 8
Avaya 1616-I IP Deskphone (H.323)	1.3 Release 8
Plantronics EncorePro HW710	P/N 78712-101
Plantronics EncorePro HW720	P/N 78714-101
Plantronics HIS-1 Adapter Cable	P/N 72442-41

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5. Configure Avaya Aura® Communication Manager

This section displays the station configuration for the Avaya 1600 IP Deskphone. The configuration is performed via the System Access Terminal (SAT) on Avaya Aura® Communication Manager.

5.1. Configure a Station for Avaya 1600 Series IP Deskphone

These Application Notes assume that the Avaya 1600 Series IP Deskphones are configured and operational in Avaya Aura® Communication Manager. There are no additional settings required for the connection of the Plantronics EncorePro 710/720 Headsets and Plantronics HIS Adapter Cable to the Avaya 1600 Series IP Deskphones.

An example of a 1600 Series IP 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: 1616                        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
```


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5.2. Configure 46xxsettings.txt File

In the 46xxsettings.txt file, the HEADSYS parameter needs to be set appropriately depending on whether the headset button should be deactivated automatically if the far-end drops the call. For stations configured with auto-answer, set this parameter to '1' so that the headset button is not deactivated when the far-end drops the call. This allows the subsequent call to be answered automatically through the headset. Below is an example for setting this parameter. In this example, the parameter is set to '0', which would cause the headset button to be deactivated when the far-end drops the call first.

```
################### CALL CENTER SETTINGS #################
##
## HEADSYS specifies whether the telephone will go on-hook if the headset is active
## when a Disconnect message is received.
## Value Operation
## 0 The telephone will go on-hook if a Disconnect message is received when the headset is active
## 1 Disconnect messages are ignored when the headset is active
## Note: a value of 2 has the same effect as a value of 0, and
## a value of 3 has the same effect as a value of 1.
## This parameter is supported by:
## 96x1 H.323 R6.2.1 and later (the default value is 0 unless the value
## of CALLCTRSTAT is set to 1, in which case the default value is 1)
## 96x1 H.323 R6.1 and R6.2 ignore this parameter, and will ignore Disconnect messages
## if the user is logged in as a call center agent. If the user is not logged in
## as a call center agent, the telephone will go on-hook if a Disconnect message
## is received when the headset is active.
## 96x1 H.323 releases prior to R6.1 (the default value is 1)
## 96x1 SIP R6.4 and later (the default value is 0)
## 96x1 SIP R6.0 and later up to R6.4 (not included) (the default value is 1)
## 96x0 H.323 R1.2 and later (the default value is 1)
## 96x0 SIP R1.0 and later (the default value is 1)
## 16xx H.323 R1.3 and later (the default value is 1)
SET HEADSYS 0
```


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6. Connect the Plantronics EncorePro 710/720 Headsets

Connect the EncorePro 710/720 headsets to the Plantronics HIS Adapter Cable, and then connect the HIS cable directly to the headset port of the Avaya 1600 Series IP Deskphones.

7. Verification Steps

Verify that the Plantronics EncorePro 710/720 Headsets and Plantronics HIS Adapter Cable have been connected to the Avaya 1600 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 EncorePro 710/720 Headsets and Plantronics HIS Adapter Cable with Avaya 1600 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] *Avaya 1600 Series IP Deskphone Administration Guide, 16-601438 Issue 7 May 2015*.

The following Plantronics documentation can be found at:
http://www.plantronics.com/us/product/his-adapter-cable
http://www.plantronics.com/us/product/encorepro-710-720#fndtn-models

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