Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Spokes Software and Plantronics Blackwire C700 Series USB Headsets with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Spokes Software and Plantronics Blackwire C700 Series USB Headsets with Avaya one-X® Communicator. Plantronics Spokes Software enables the integrated call control features in the Blackwire C700 headsets, including call answer/end, auto-answer, and synchronized mute with one-X Communicator. The Blackwire C700 headsets connect via a USB port on the PC running one-X Communicator. For this compliance test, the Blackwire 7510 monaural headset and the Blackwire C720 binaural headset were verified.

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 Spokes Software and Plantronics Blackwire C700 Series USB Headsets with Avaya one-X® Communicator. Plantronics Spokes Software enables the integrated call control features in the Blackwire C700 headsets, including call answer/end, auto-answer, and synchronized mute with one-X Communicator. The Blackwire C700 headsets connect via a USB port on the PC running one-X Communicator. For this compliance test, the Blackwire C710 monaural headset and the Blackwire C720 binaural headset were verified.

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

2. General Test Approach

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.

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 Blackwire C710/C720 USB Headsets and verifying 2-way audio. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

The serviceability testing focused on verifying the usability of the Blackwire C710/C720 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 local stations to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Answering and ending calls using the call control button on the headset.
- Using the volume control buttons on the headset to adjust the playback volume.
- Using the mute button on the headset and on one-X Communicator to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and one-X Communicator.
- Smart Sensor technology that allows an incoming call to be answered simply by putting the headset on without pressing the call control button.

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 one-X Communicator and headset were operational when the PC came back into service.

2.2. Test Results

All tests passed with the following observation:

- The Plantronics Spokes Software and Plantronics Blackwire C700 Series USB Headsets were successfully compliance tested with Avaya one-X Communicator running on Windows 7 only. This solution is currently not supported on Windows XP.

2.3. Support

For technical support and information on Plantronics Spokes Software and Plantronics Blackwire C710/C720 USB Headsets, contact Plantronics at:

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

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics solution. 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 Communication Manager Messaging was used as the voicemail system. Avaya one-X Communicator and Plantronics Spokes Software were installed on a desktop PC. Plantronics Blackwire C710/C720 USB Headsets were connected to the desktop PC using USB connectivity.

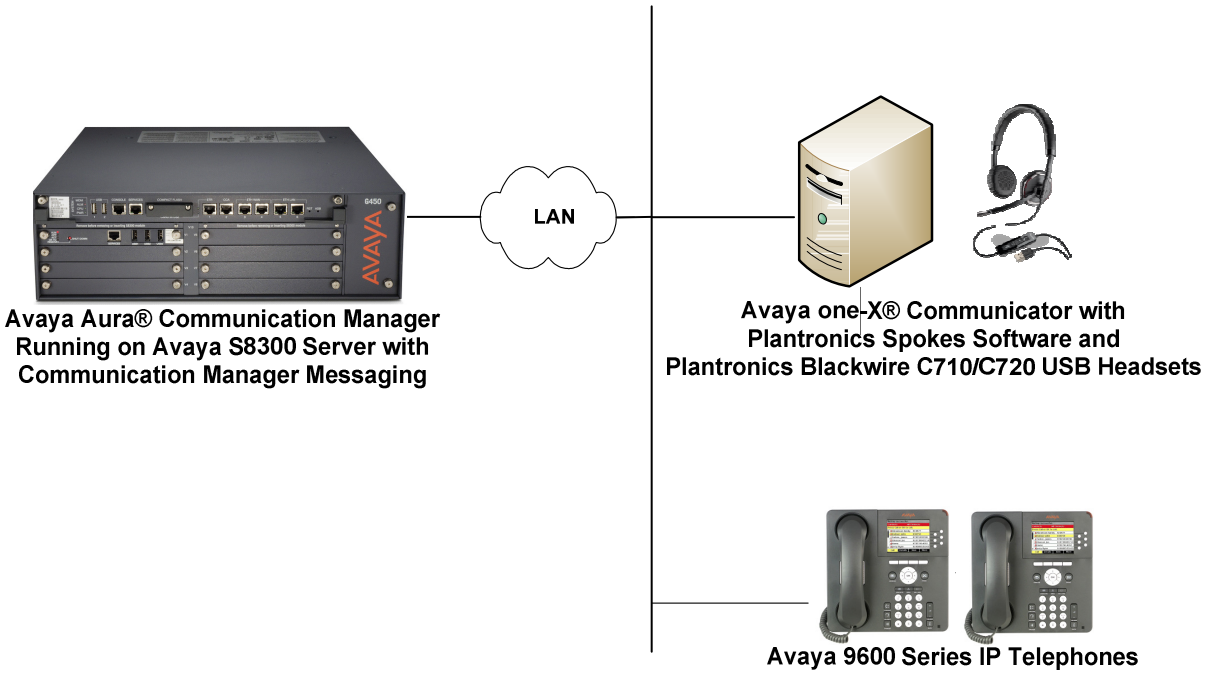


Figure 1: Avaya one-X Communicator with Plantronics Spokes Software and Plantronics Blackwire C710/C720 USB Headsets

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8300 Server with a G450 Media Gateway and Communication Manager Messaging	6.2 SP 5 (R016x.02.0.823.0 with Patch 20396)
Avaya one-X® Communicator on Microsoft Windows 7	6.1 SP 7 (6.1.7.04-SP7-39506))
Avaya 9600 Series IP Telephone	3.1 SP 5 (H.323)
Plantronics Spokes Software	2.8.24304.0
Plantronics Blackwire C710/C720	USB Firmware 39

5. Configure Avaya Aura® Communication Manager

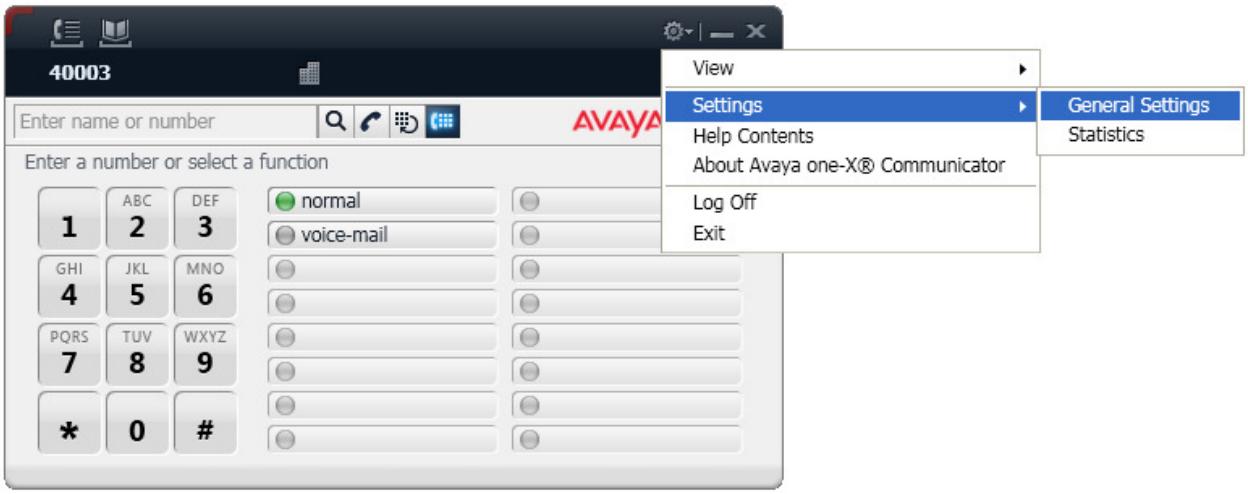
This section covers the station configuration for Avaya one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

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 one-X Communicator to log in. Set the **IP Softphone** field to *y*.

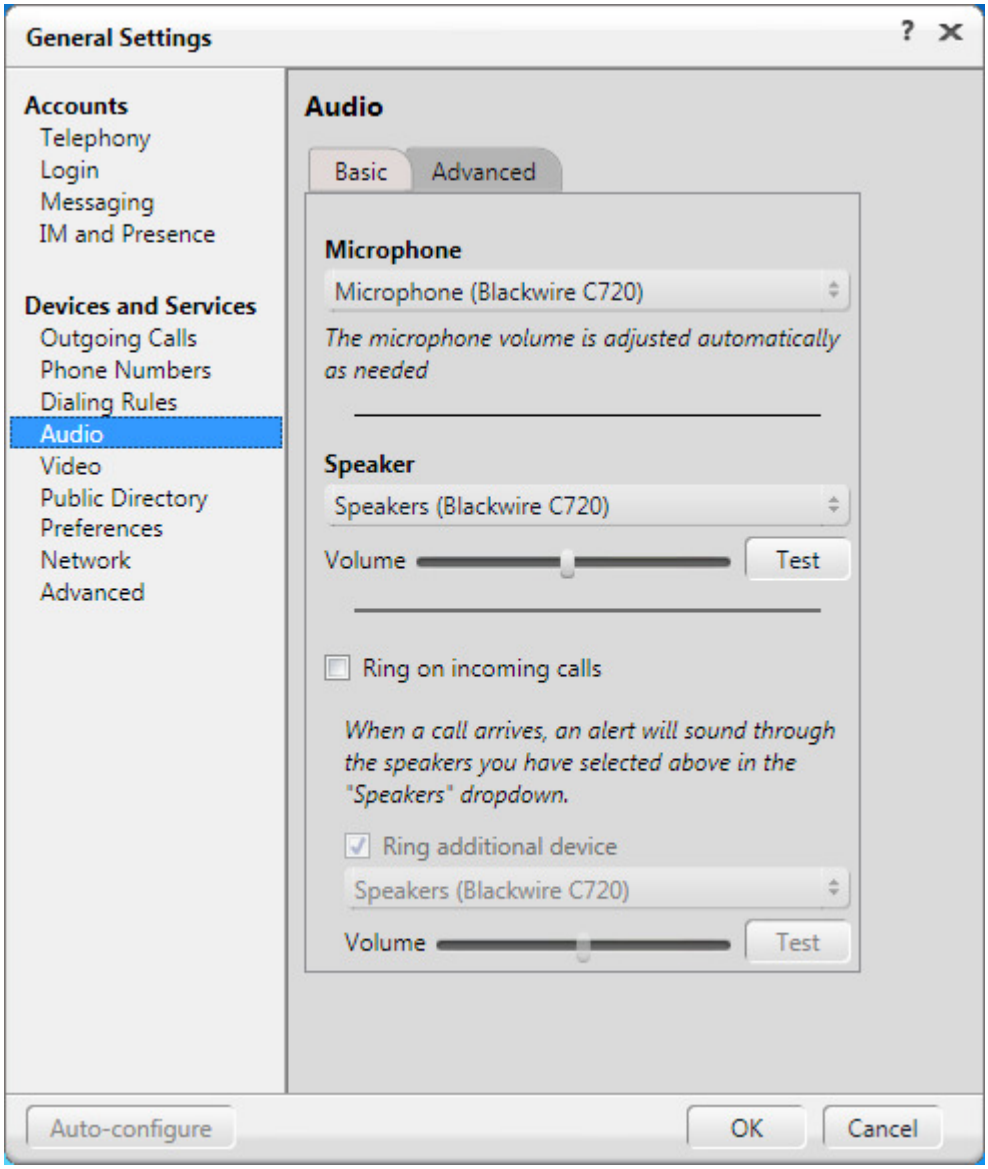
```
add station 40003                                          Page   1 of   5
                                    STATION

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 Blackwire C710/C720 headsets are automatically detected by one-X Communicator. In the **General Settings** window, navigate to **Devices and Services → Audio** and then select the **Basic** tab as shown below. Set the **Microphone** and **Speaker** fields to *Plantronics C720* (or *Plantronics C710*) as shown below. Disable **Ring on incoming calls**. This is required for the Blackwire C710/C720 so that only the headset supplied ring alert is heard; otherwise, normal ringback tone will also be heard. Click the **Test** button to verify that sound is heard through the audio device. Click **OK**. Restart one-X Communicator.



7. Install Plantronics Spokes Software and Plantronics Blackwire C710/C720

The Plantronics Spokes software enables the Plantronics Blackwire C710/C720 to answer (auto-answer), end, and mute calls using the call control button on the headset. Install the software on the PC running the Avaya one-X Communicator. Refer to [3] for additional information.

After the Spokes software is installed, connect the Plantronics Blackwire C710/C720 USB Headset to the desktop PC running one-X Communicator.

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 Blackwire C710/C720 with Avaya one-X Communicator.

1. Start the one-X Communicator application.
2. Place an incoming call to one-X Communicator from any local phone.
3. Answer the call using the call control button on the headset.
4. Verify two-way talk path between the headset and phone.
5. Disconnect the call from the headset 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 Blackwire C710/C720 USB Headsets with Avaya one-X® Communicator. All test cases were completed successfully.

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 6.2, Issue 7, December 2012, 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 2.8.24304.0.
[4] *Plantronics Blackwire C710/C720 Headset Quick Start Guide.*

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.