AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D/500USB Series Headsets with Avaya Equinox for Windows - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Series Headsets with Avaya Equinox for Windows. Plantronics Hub Software enables the integrated call control features on the Plantronics EncorePro 500D Series Headsets, including call answer/end and mute synchronization with Avaya Equinox. The Plantronics Hub Software was installed on the desktop PC running Avaya Equinox. A Plantronics EncorePro 500D Series Headset was connected to the Plantronics DA90 USB Audio Processor which in turn was connected to a USB port on the desktop PC running Equinox. The Plantronics DA90 USB Processor provided call answer/end, volume and mute control buttons. These Application Notes also apply to the Plantronics EncorePro 500USB Series Headset, which is hardwired with call control buttons (no DA80 USB Audio Processor required) and connects directly to a USB port on the desktop PC running Equinox. For the compliance test, the EncorePro 510D and 515USB monaural headsets were verified.

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 to integrate the Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Series Headsets with Avaya Equinox for Windows. Plantronics Hub Software enables the integrated call control features on the Plantronics EncorePro 500D Series Headsets, including call answer/end and mute synchronization with Avaya Equinox. The Plantronics Hub Software was installed on the desktop PC running Avaya Equinox. A Plantronics EncorePro 500D Series Headset was connected to the Plantronics DA90 USB Audio Processor which in turn was connected to a USB port on the desktop PC running Equinox. The Plantronics DA90 USB Processor provided call answer/end, volume and mute control buttons. These Application Notes also apply to the Plantronics EncorePro 500USB Series Headset, which is hardwired with call control buttons (no DA80 USB Audio Processor required) and connects directly to a USB port on the desktop PC running Equinox. For the compliance test, the EncorePro 510D and 515USB monaural headsets were verified.

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

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 Equinox using the Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 510D/515USB 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 EncorePro headset and DA90 USB Audio Processor, if applicable, after restarting the Avaya Equinox, disconnecting and reconnecting the headset, and rebooting the PC.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

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 terminating calls using the call control button on the EncorePro headset.
- Using the volume control button on the EncorePro headset to adjust the playback volume.
- Using the mute button on the EncorePro headset and on Equinox to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and Equinox.
- Checking that the call control button on the headset would indicate an incoming/outgoing ringing call or an active call.

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

2.2. Test Results

All test cases passed.

2.3. Support

For technical support and information on Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D/500USB Series Headset, contact a Plantronics support specialist at:

- Phone: 1-855-765-7878 (toll free)
- Website: http://www.plantronics.com/us/support/

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics solution. Avaya Equinox for Windows and Plantronics Hub Software were installed on a desktop PC running Windows 10. A Plantronics EncorePro headset was connected to a USB port on the desktop PC running Avaya Equinox. The configuration also included the following components:

- Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing media processing and connectivity to the PSTN via an ISDN-PRI trunk (not shown).
- Avaya Aura® Media Server also providing media processing.
- Avaya Aura® Messaging serving as the voicemail system.
- Avaya Aura® Session Manager providing SIP connectivity to Avaya Equinox.
- Avaya Aura® System Manager used to configured Session Manager and a SIP station for Avaya Equinox.
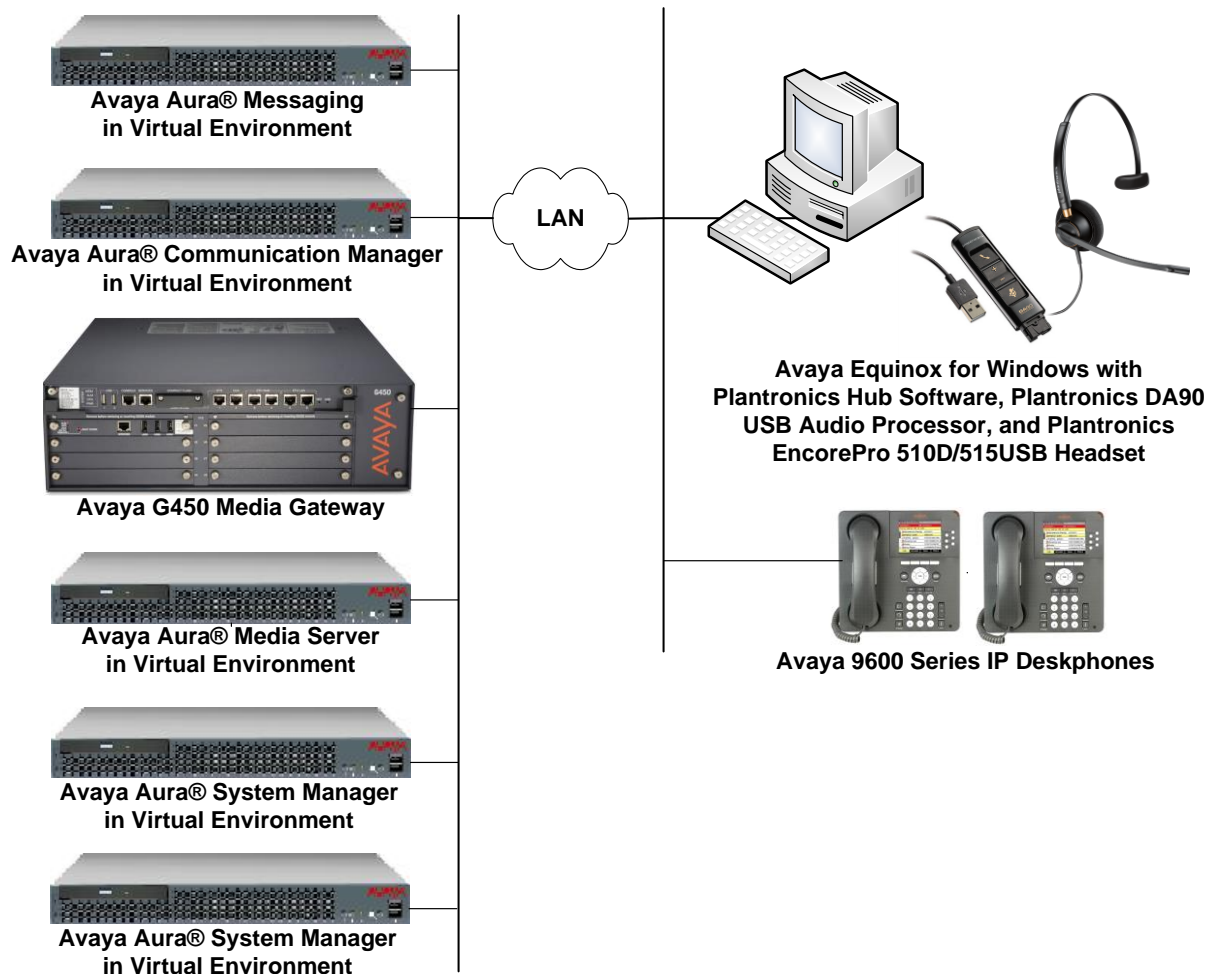

Figure 1: Avaya Equinox for Windows with Plantronics Hub Software, Plantronics DA90 USB Audio Processor, and Plantronics EncorePro 510D/515USB Headset

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 in a Virtual Environment	7.1.1 FP1 (R017x.01.0.532.0 with Patch 23985)
Avaya G450 Media Gateway	FW 38.20.1
Avaya Aura® Media Server	7.8.0.333
Avaya Aura® Messaging	7.0.1.2.0 FP1 SP 2
Avaya Aura® System Manager	7.1.1.0 Build No. 7.1.0.0.1125193 Software Update Revision No. 7.1.1.0.046931 Feature Pack 1
Avaya Aura® Session Manager	7.1.1.0711008
Avaya Equinox for Windows on Microsoft Windows 10	3.2.1.11
Avaya 9600 Series IP Telephone	6.6506 (H.323) 7.1.1.0.9 (SIP)
Plantronics Hub Software	3.10.1 Build 9143
Plantronics DA90 USB Audio Processor	Tuning: v.10.32.18.15.7.10.11 USB: v.124
Plantronics EncorePro 510D Headset	N/A
Plantronics EncorePro 515USB Headset	Tuning: v.9 USB: v.124

# 5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Avaya Equinox for Windows. The configuration is viewed via the System Access Terminal (SAT) on Communication Manager, but since Avaya Equinox is a SIP endpoint, a SIP station was configured through Avaya Aura® System Manager. The **Station Type** was set to *9641SIP* and a descriptive **Name** was also provided. The **IP Softphone** and **IP Video Softphone** fields were set to *y*. Use the default values for the other fields on **Page 1**.

```
display station 78040                                    Page   1 of   6
                              STATION

Extension: 78040                    Lock Messages? n              BCC: M
     Type: 9641SIP                  Security Code:                 TN: 1
     Port: S00020                 Coverage Path 1:                COR: 1
     Name: 78040, Equinox         Coverage Path 2:                COS: 1
                                  Hunt-to Station:
STATION OPTIONS
                                       Time of Day Lock Table:
            Loss Group: 19
                                         Message Lamp Ext: 78040

     Display Language: english              Button Modules: 0

         Survivable COR: internal
  Survivable Trunk Dest? y                    IP SoftPhone? y

                                        IP Video Softphone? y
                      Short/Prefixed Registration Allowed: default
```

6. Configure Avaya Equinox for Windows

Connect the EncorePro 510D headset and DA90 USB Audio Processor to a USB port on the desktop PC running Equinox. The EncorePro 515USB connects directly to a USB port on the desktop PC running Equinox. Verify that the Plantronics headset has been detected by Windows 10 and that it has been set as the default device under the **Sound** settings in the **Playback** and **Recording** tabs as shown below. Note that the device may appear as *Plantronics EncorePro 515 USB* depending on the headset being used.

JAO; Reviewed:
SPOC 1/24/2018

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Plant-En500D-Eq
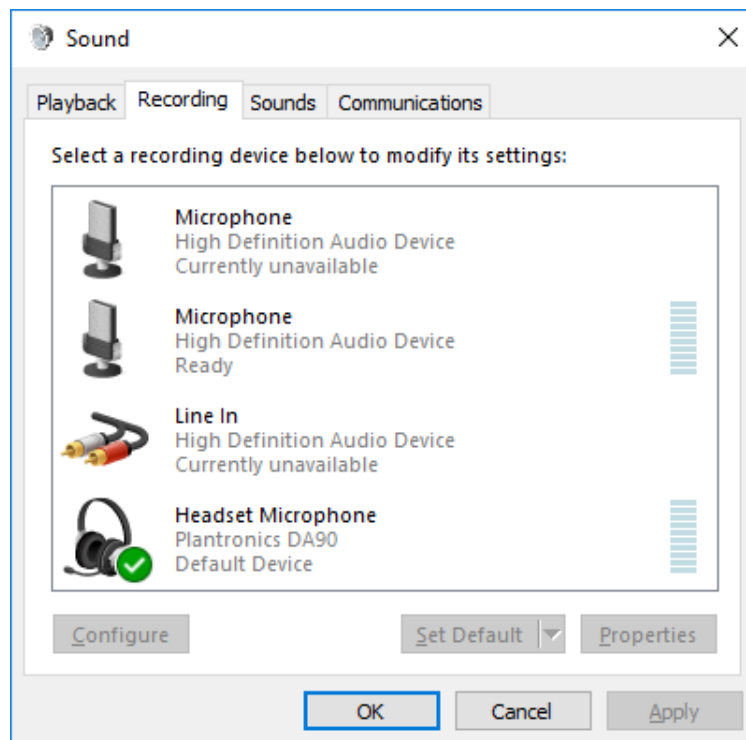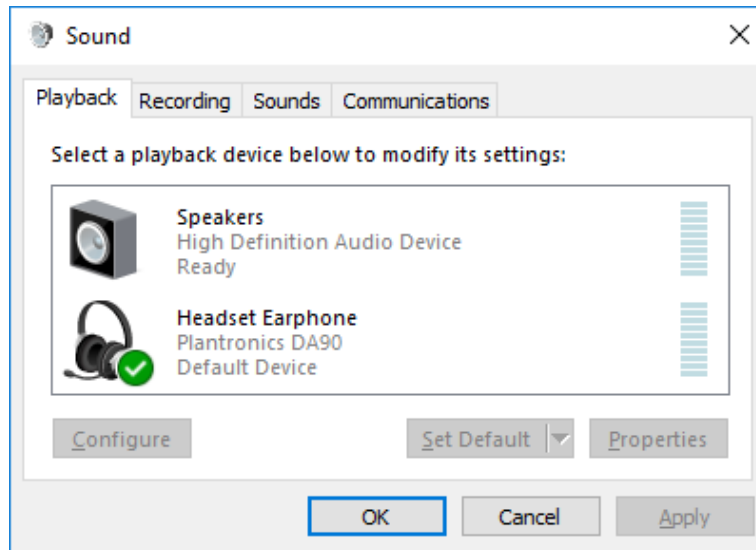
After launching and logging into Equinox, click on **Options and Settings** ⚙ to display the **Settings** window as shown below.
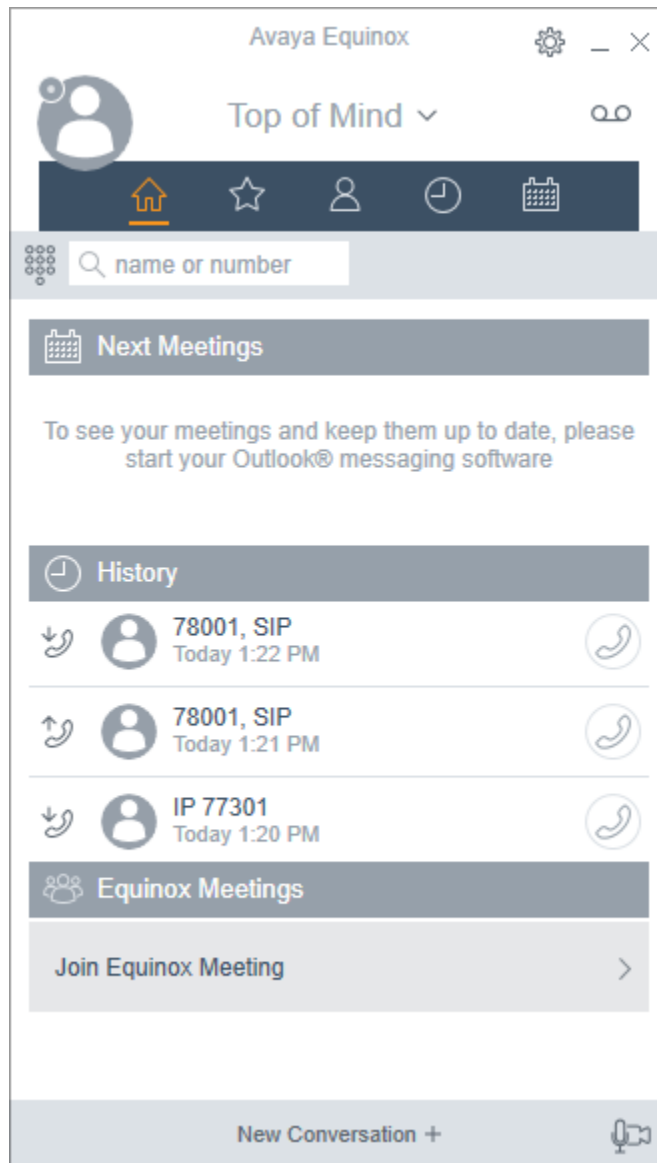
Navigate to **Settings → User Preferences → Audio/Video** to display the **AUDIO/VIDEO** window shown below. The DA90 USB Audio Processor is automatically detected by Equinox. Set the microphone and speaker fields to *Headset Microphone (Plantronics DA90)* and *Headset Earphone (Plantronics DA90)*, respectively, as shown below. Click **DONE**.

Note: The device may be listed as *Headset Microphone (Plantronics EncorePro 515 USB)* and *Headset Earphone (Plantronics EncorePro 515 USB)* depending on the headset being used.
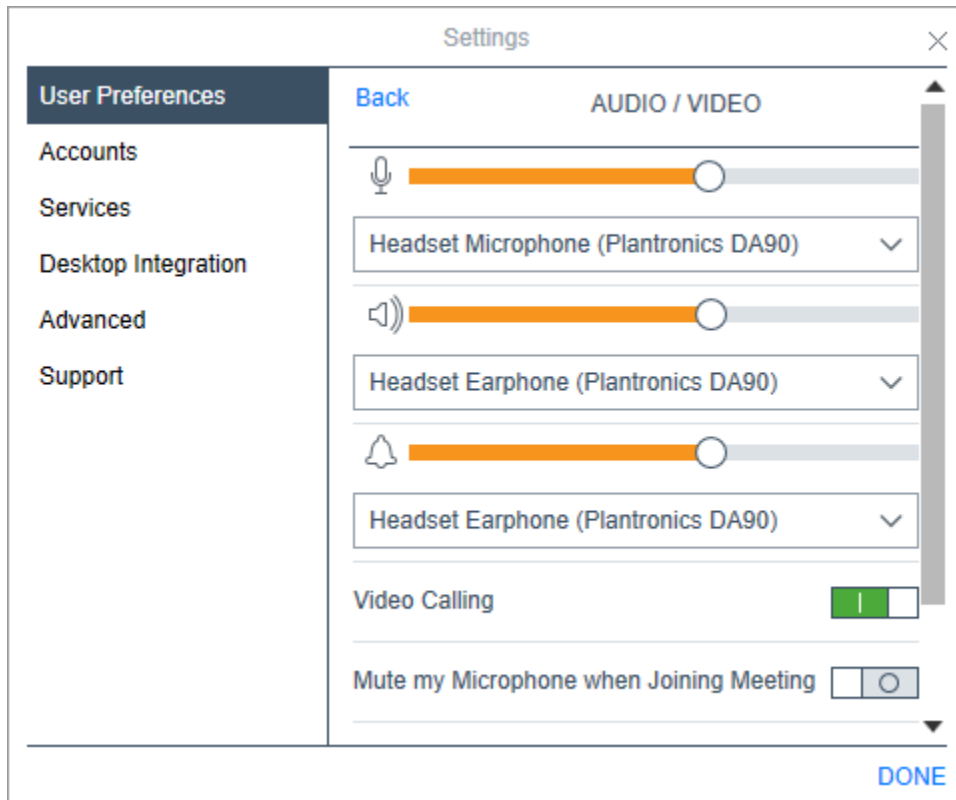
7. Install Plantronics Hub Software, Plantronics DA90 USB Audio Processor, and Plantronics EncorePro 510D/515USB Headset

The Plantronics Hub software enables the Plantronics EncorePro headset to answer, end, and mute calls and adjust the volume using buttons hardwired to the headset or on the DA90 USB Audio Processor. Install the Hub software on the PC running the Equinox. Refer to the Plantronics documentation in **Section 10** for additional information.

After the Hub software is installed, connect the EncorePro 510D headset to the DA90 USB Audio Processor, and then connect the DA90 USB Audio Processor to a USB port on the desktop PC running Equinox. The EncorePro 515USB connects directly to a USB port.

Prior to using the headset and DA90, the Plantronics Hub software should be running and should have detected the DA90 USB Audio Processor as shown below. All default settings for the Hub software were used for compliance testing.

Note: The device may be listed as *EncorePro 515 USB* depending on the headset being used.
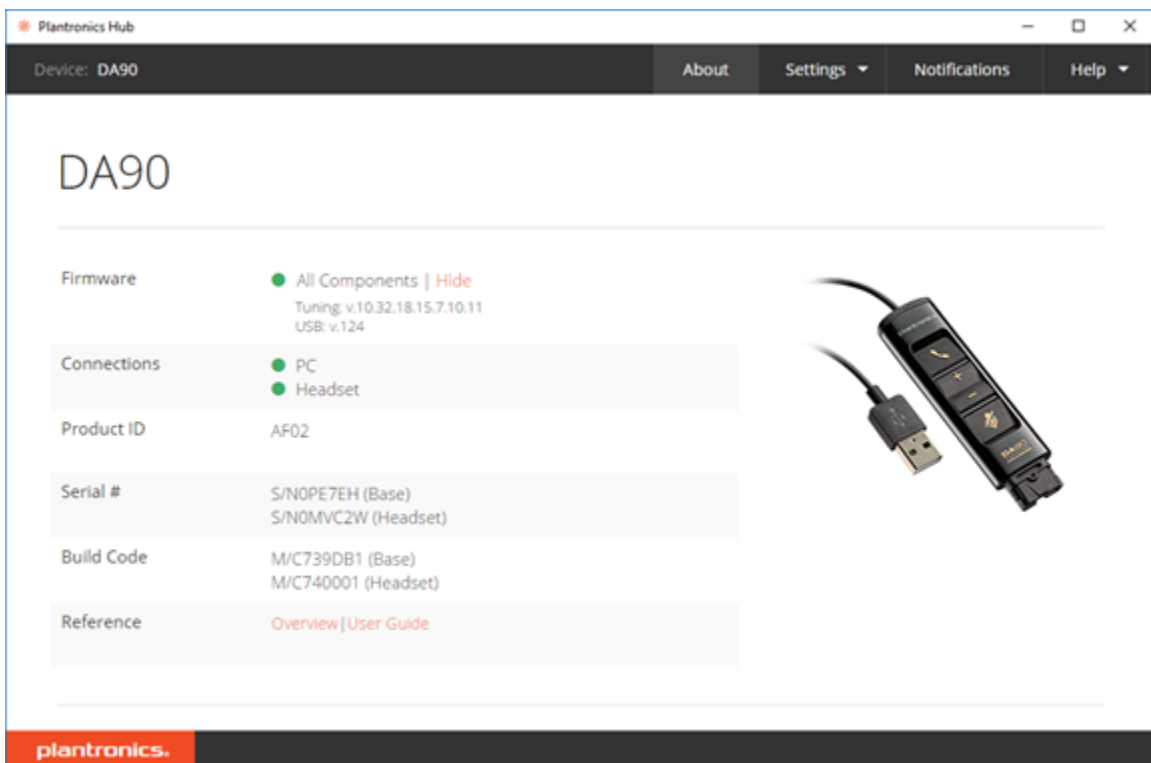
From the **Plantronics Hub** window above, navigate to **Settings → Softphones** to display the Softphones & Media Players window. Verify that Plantronics Hub is connected to Avaya Equinox as indicated by the green checkmark ✓ in the **Connected** column shown below.

Note: Avaya Equinox must be started before Plantronics Hub so that Hub connects to Equinox.

8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 510D/515USB Headsets with Avaya Equinox.

1. Start the Equinox application.
2. Place an incoming call to Equinox 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 Hub Software, Plantronics DA90 USB Audio Processor, and Plantronics EncorePro 500D/500USB Series Headsets with Avaya Equinox for Windows. 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] *Planning for and Administering Avaya Equinox for Android, iOS, MAC, and Windows*, Release 3.2 FP1, Issue 3, August 2017.

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

[2] *Plantronics Hub for Windows/MAC User Guide, v3.10.x.*
[3] *Plantronics DA90 Quick Start Guide.*
[4] *Plantronics EncorePro 510/520 Digital Quick Start Guide.*
[5] *Plantronics EncorePro 515/525 USB Quick Start Guide.*