



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Plantronics Savi Office WO100 Wireless Headset System and Plantronics APV-62 Adapter with the Avaya 9600 Series IP Telephones - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate the Plantronics Savi Office WO100 Wireless Headset System and the Plantronics APV-62 Adapter with the Avaya 9600 Series IP Telephones and Avaya Aura™ Communication Manager. The WO100 is part of the Savi Office family of wireless headsets, which also includes the WO200, WO300, and WO350 wireless headsets. These Application Notes also apply to those headsets. The Savi Office wireless headsets were designed to make communications more effective and productive for those who spend hours each day on long conference calls, webinars and video conferencing.

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 Savi Office WO100 Wireless Headset System and the Plantronics APV-62 Adapter with the Avaya 9600 Series IP Telephones and Avaya Aura™ Communication Manager. The WO100 is part of the Savi Office family of wireless headsets, which also includes the WO200, WO300, and WO350 wireless headsets. These Application Notes also apply to those headsets. The Savi Office wireless headsets were designed to make communications more effective and productive for those who spend hours each day on long conference calls, webinars and video conferencing.

The Savi Office WO100 System contains a base that provides connectivity to the Avaya 9600 Series IP Telephones via the Plantronics APV-62 Adapter and provides wireless communication to the headset. The Savi headset has a call control button to enable or disable calls, a volume control button, and a mute/un-mute control button. Similar controls also exist on the base itself.

## 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 placing calls to and from the Avaya 9600 Series IP Telephones using the Plantronics Savi Office WO100 Headset 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 Plantronics Savi Office WO100 Headset after restarting the Avaya 9600 Series IP Telephone and disconnecting and reconnecting the headset.

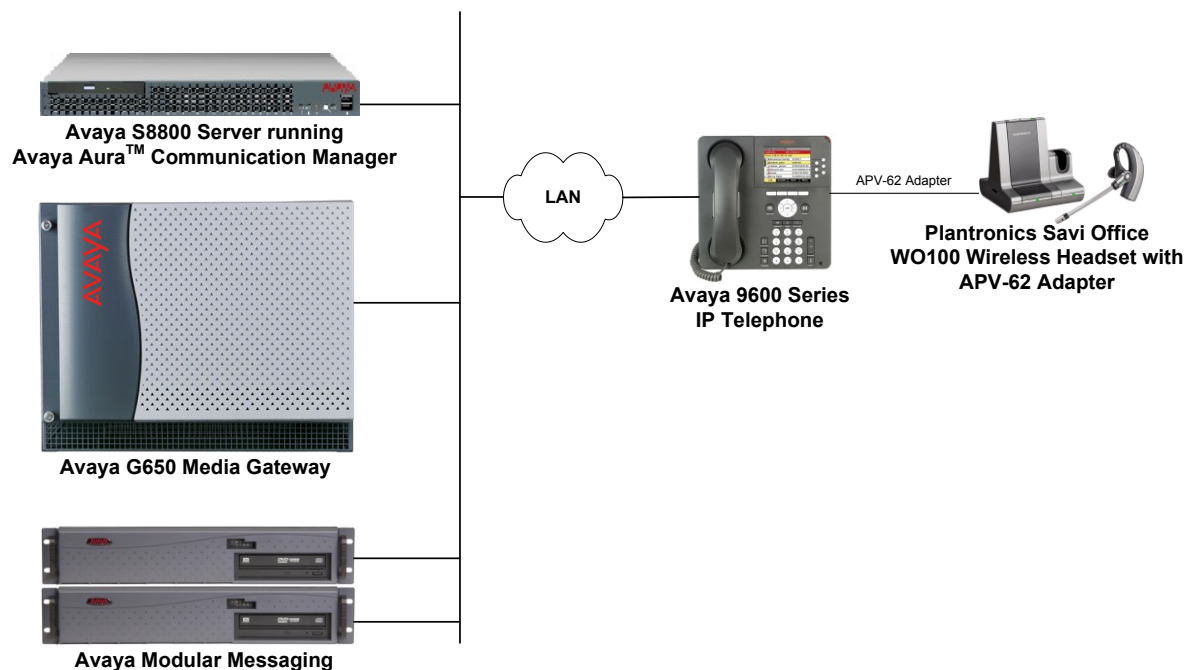
## 1.2. Support

For technical support and information on Savi Office 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/](http://www.plantronics.com/north_america/en_US/support/)

## 2. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the Plantronics Savi Office solution. The configuration consists of an Avaya S8800 Server running Avaya Aura™ Communication Manager with an Avaya G650 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Modular Messaging was used as the voicemail system. The Savi Office WO100 base was connected to the headset jack of the 9600 Series IP telephone via the APV-62 adapter. The base provided wireless communication to the headset.



**Figure 1: Plantronics Savi Office WO100 Wireless Headset System and APV-62 Adapter with Avaya 9600 Series IP Telephone**

## 2.1. Answering, Ending, and Placing Calls

To answer, end, or place a call using the Savi Office WO100 Wireless Headset follow the instructions below. The Call Control button on the base or headset must first be pressed.

- |                  |   |
|------------------|---|
| To Answer a Call | <ul style="list-style-type: none"><li>▪ If the headset button on the 9600 Series IP Telephone is not activated, press the headset button to answer an incoming call.</li><li>▪ If the headset button on the 9600 Series IP Telephone is activated, press the appropriate call appearance button to answer an incoming call.</li><li>▪ If auto-answer is enabled, subsequent incoming calls will be answered automatically via the Savi headset, if the headset button is activated.</li></ul> |
| To End a Call    | Press the headset button on the 9600 Series IP Telephone to terminate a call.   |
| To Place a Call  | <ul style="list-style-type: none"><li>▪ If the headset button on the 9600 Series IP Telephone is not activated, press the headset button to get dial tone and dial the number.</li><li>▪ If the headset button on the 9600 Series IP Telephone is activated, select an idle call appearance button on the phone and dial the number.</li></ul>  |

## 3. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Server with a G650 Media Gateway	Avaya Aura™ Communication Manager 6.0
Avaya Modular Messaging	5.2
Avaya 9600 Series IP Telephone	3.011b (H.323)
Plantronics Savi Office WO100 Wireless Headset System	Base Assembly 77023-03 Rev. B
Plantronics APV-62 Adapter	N/A

## 4. Configure Avaya Aura™ Communication Manager

This section covers the station configuration for the Avaya 9600 Series IP Telephone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for a 9630 IP telephone. 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 the Avaya telephone to log in.

```
add station 77301                                     Page 1 of 5
                                                    STATION
Extension: 77301                                     Lock Messages? n          BCC: 0
  Type: 9630                                           Security Code: 77301      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: 77400
  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 Softphone? n
                                                    Short/Prefixed Registration Allowed: default
                                                    Customizable Labels? y
```

## **5. Configure Plantronics Savi WO100 Wireless Headset System**

No configuration is required on the Savi Office WO100 Wireless Headset. Simply connect the base to the headset jack on the 9600 IP telephone using the APV-62 adapter and press the Call Control button on the base or headset. The headset is now ready for calls.

## **6. General Test Approach and Test Results**

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 the audio quality.
- Placing calls to the PSTN to verify the audio quality.
- Answering and ending calls using the Call Control button on the headset.
- Using the volume control buttons on the Savi Office Headset to adjust the playback volume.
- Using the mute control button on the Savi Office Headset to mute and un-mute the recording level.

For the serviceability testing, the Plantronics Savi Office WO100 Headset was disconnected and reconnected from the phone and the 9600 Series IP telephone was restarted to verify proper operation after the reboot was completed.

All test cases passed.

## **7. Verification Steps**

Verify that incoming and outgoing calls can be established with good audio when using the Savi Office headset with the 9600 Series IP Telephone.

## **8. Conclusion**

These Application Notes describe the configuration steps required to integrate the Plantronics Savi Office WO100 Wireless Headset System with Avaya 9600 Series IP Telephone. All test cases were completed successfully.

## 9. 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] *Avaya one-X Deskphone Edition for 9600 Series IP Telephones Installation and Maintenance Guide*, Release 3.1, Issue 7, November 2009, Document Number 16-300694.

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

- [3] *Plantronics Savi Office WO100 Wireless Headset System Quick Start Guide*.
- [4] *Plantronics Savi Office WO100 Wireless Headset System User Guide*.

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