AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Spokes Software and Plantronics Voyager Legend UC Wireless Headset with Avaya one-X® Attendant - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Spokes Software and Plantronics Voyager Legend UC Wireless Headset with Avaya one-X® Attendant. Plantronics Spokes Software enables the integrated call control features for Voyager Legend UC, including call answer/end and synchronized mute with Avaya one-X® Attendant. Voyager Legend UC uses Bluetooth USB adapter to connect to the PC running Avaya one-X® Attendant.

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.

JAO; Reviewed:
SPOC 8/5/2013

Solution & Interoperability Test Lab Application Notes
©2013 Avaya Inc. All Rights Reserved.

1 of 16
PlantVoy-Attd

1. Introduction

These Application Notes describe the configuration steps required to integrate the Plantronics Spokes Software and Plantronics Voyager Legend UC Wireless Headset with Avaya one-X® Attendant. Plantronics Spokes Software enables the integrated call control features for Voyager Legend UC, including call answer/end and synchronized mute with Avaya one-X® Attendant. Voyager Legend UC uses Bluetooth USB adapter to connect to the PC running Avaya one-X® Attendant.

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

2. General Test Approach

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 one-X Attendant using the Plantronics Spokes Software and Plantronics Voyager Legend UC Wireless Headset 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 Voyager Legend UC after restarting the one-X Attendant, 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 Attendant to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and one-X Attendant.

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

2.2. Test Results

All test cases passed with the following observations:

- There is no mute synchronization between Voyager Legend UC and one-X Attendant. That is, the mute status on Voyager Legend UC is not accurately reflected on one-X Attendant or vice versa.
- Plantronics Spokes Software throws an exception when rebooting Windows 7. Ignore the exception and continue with the PC reboot.
- When the PC reboots, the following error message is displayed, "HTTP could not register URL https://+:32001/Spokes/ because TCP port 32001 is being used by another application". Click **OK** and continue.

2.3. Support

For technical support and information on Plantronics Spokes Software and Plantronics Voyager Legend UC Wireless Headset, 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. The one-X® Attendant and Plantronics Spokes Software were installed on a desktop PC. Plantronics Voyager Legend UC was connected to the desktop PC using a Plantronics Bluetooth USB adapter.

Avaya Aura® Communication Manager Running on Avaya S8300 Server with Communication Manager Messaging

Avaya one-X® Attendant with Plantronics Spokes Software and Plantronics Voyager Legend UC Wireless Headset

Avaya 9600 Series IP Telephones
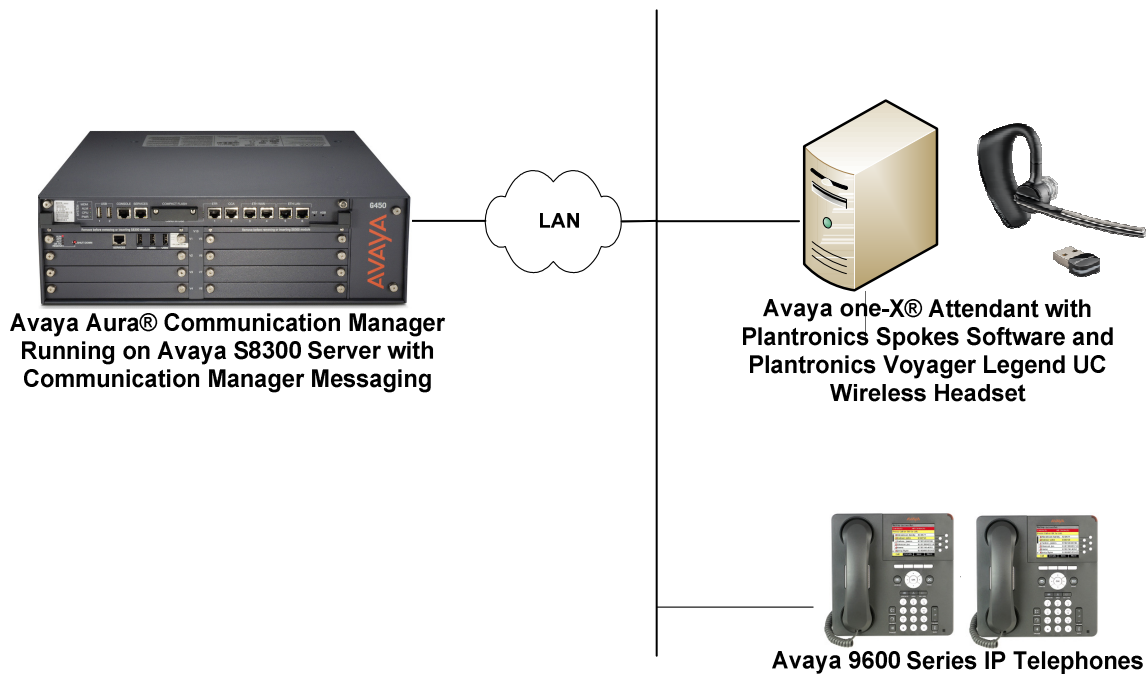
Figure 1: Avaya one-X Attendant with Plantronics Spokes Software and Plantronics Voyager Legend UC Wireless Headset

JAO; Reviewed:
SPOC 8/5/2013
Solution & Interoperability Test Lab Application Notes
©2013 Avaya Inc. All Rights Reserved.
4 of 16
PlantVoy-Attd

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® Attendant on Microsoft Windows 7	4.02.010.000
Avaya 9600 Series IP Telephone	3.1 SP 5 (H.323)
Plantronics Spokes Software	2.8.24304.0
Plantronics Voyager Legend UC	USB Firmware 861, USB Adapter 61.08, Headset 44.00

5. Configure Avaya Aura® Communication Manager

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

Use the **display system-parameters customer-options** command to verify that **IP Stations** and **IP Attendant Consoles** on **Page 4** are enabled. The license file installed on Communication Manager controls the values for these attributes. If a required feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative.

```
display system-parameters customer-options                      Page   4 of  11
                              OPTIONAL FEATURES

   Emergency Access to Attendant? y                               IP Stations? y
           Enable 'dadmin' Login? y
           Enhanced Conferencing? y                          ISDN Feature Plus? n
                  Enhanced EC500? y        ISDN/SIP Network Call Redirection? y
     Enterprise Survivable Server? n                            ISDN-BRI Trunks? y
        Enterprise Wide Licensing? n                                   ISDN-PRI? y
             ESS Administration? y            Local Survivable Processor? n
            Extended Cvg/Fwd Admin? y                  Malicious Call Trace? y
        External Device Alarm Admin? y            Media Encryption Over IP? n
 Five Port Networks Max Per MCC? n    Mode Code for Centralized Voice Mail? n
               Flexible Billing? n
    Forced Entry of Account Codes? y                  Multifrequency Signaling? y
        Global Call Classification? y        Multimedia Call Handling (Basic)? y
             Hospitality (Basic)? y    Multimedia Call Handling (Enhanced)? y
 Hospitality (G3V3 Enhancements)? y              Multimedia IP SIP Trunking? y
                   IP Trunks? y


           IP Attendant Consoles? y
        (NOTE: You must logoff & login to effect the permission changes.)
```

Use the **add attendant <n>** command, where **<n>** is an available attendant position. The **Type** field should be set to **302** for IP consoles. Enter the **Extension** and the **Security Code,** which will be used by one-X® Attendant to register with Communication Manager. Since only one attendant was used, **Console Type** was set to **principal**. Set the **Port** to **IP**.

```
add attendant 1                                            Page   1 of   4
                         ATTENDANT CONSOLE 1


        Type: 302            Name: one-X Attendant
    Extension: 46500         Group: 1              Auto Answer: none
 Console Type: principal       TN: 1              Data Module? n
        Port: IP             COR: 1         Disp Client Redir? n
Security Code: ******        COS: 1          Display Language: english
                                             H.320 Conversion? n
```
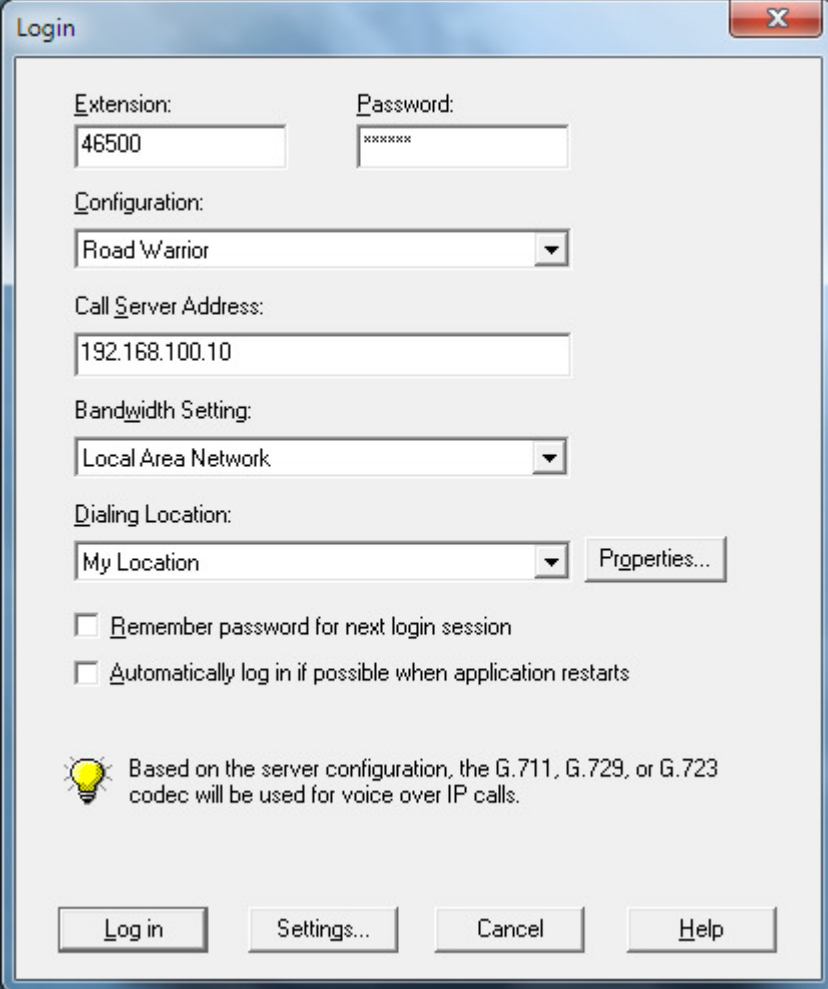
On **Page 2**, set **Auto Start** to *n*. Default values were used for all other fields.

```
add attendant 1                                            Page   2 of   4
                              ATTENDANT CONSOLE

VIS FEATURE OPTIONS

            Auto Start? n
     Echo Digits Dialed? y

IP FEATURE OPTIONS

 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
 Emergency Location Ext: 46500          Always Use? n   IP Audio Hairpinning? n
                                             Service Link Mode: permanent
```

6. Configure Avaya one-X® Attendant

This section describes the configuration steps required for Avaya one-X® Attendant to work with the Plantronics Voyager Legend UC. These Application Notes do not cover the general installation and configuration of Avaya one-X® Attendant. For additional information refer to **[2]**.

Launch Avaya one-X® Attendant and log into Communication Manager using the attendant **Extension** and **Password** created in **Section 5**. Select *Road Warrior* for **Configuration**. Enter the information in the remaining fields as appropriate. Click **Log in**.

On the next screen, click the **Login** button to log in as a one-X Attendant user. The default **Name** is *Avaya* and the **Password** is *000000*. The user will be prompted to change the password once logged in. Select the *one-X Attendant* under **Work profile.** Click **OK.**

On the Avaya one-X® Attendant main screen, click the icon on the toolbar to launch the **Audio Tuning Wizard**. Note that the icon is not available during an active telephone call.
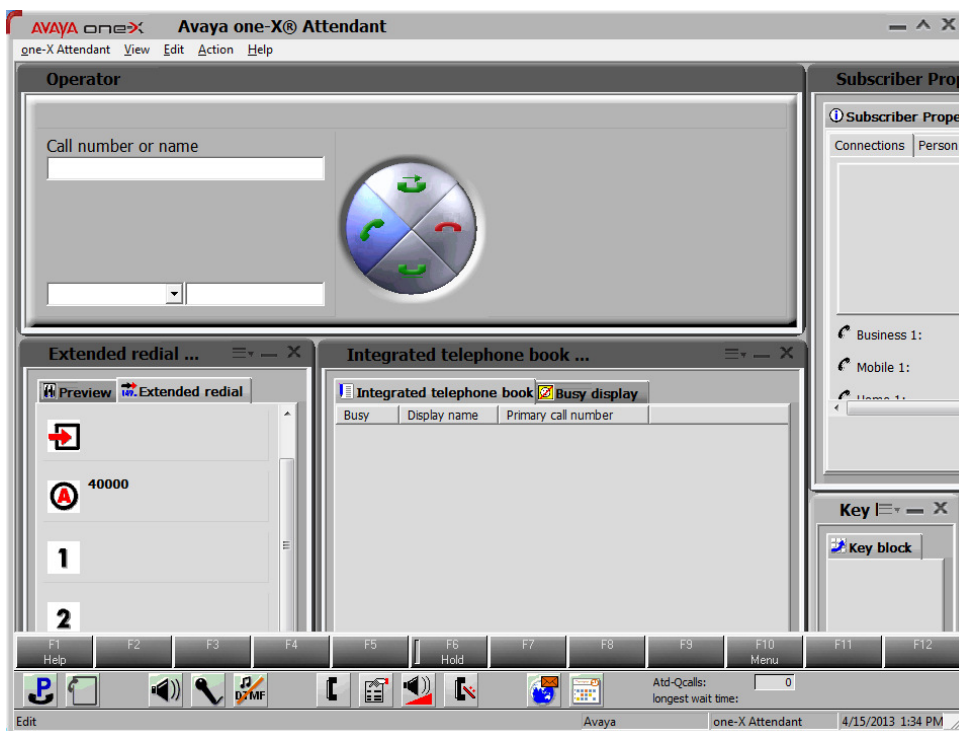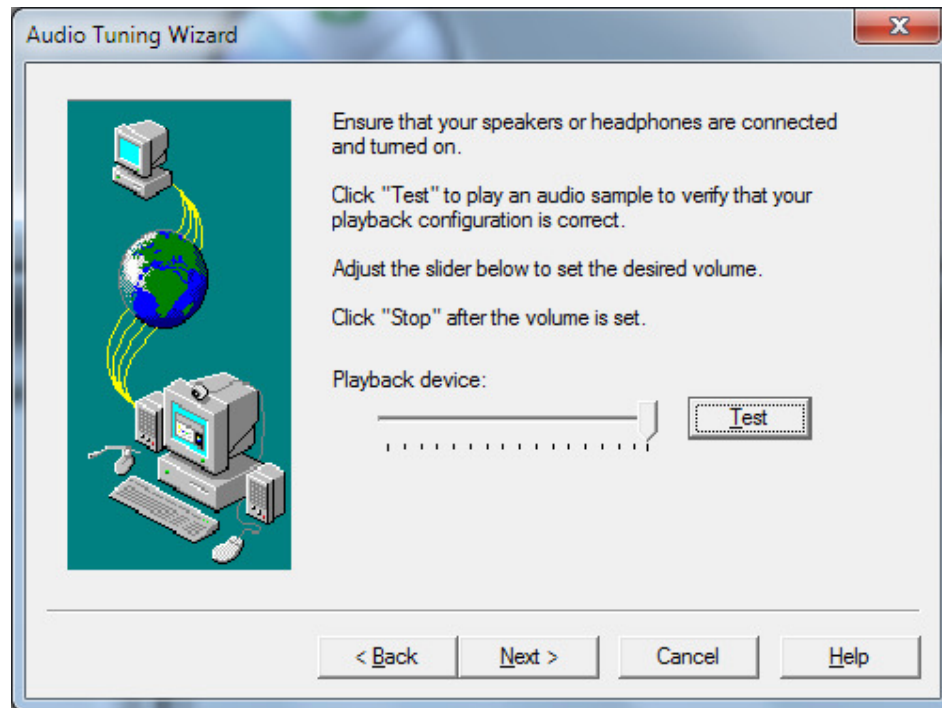
In the Audio Tuning Wizard, set the playback device and recording device to *Speakers (Plantronics BT300)* and *Microphone (Plantronics BT300),* respectively. Click **Next**.
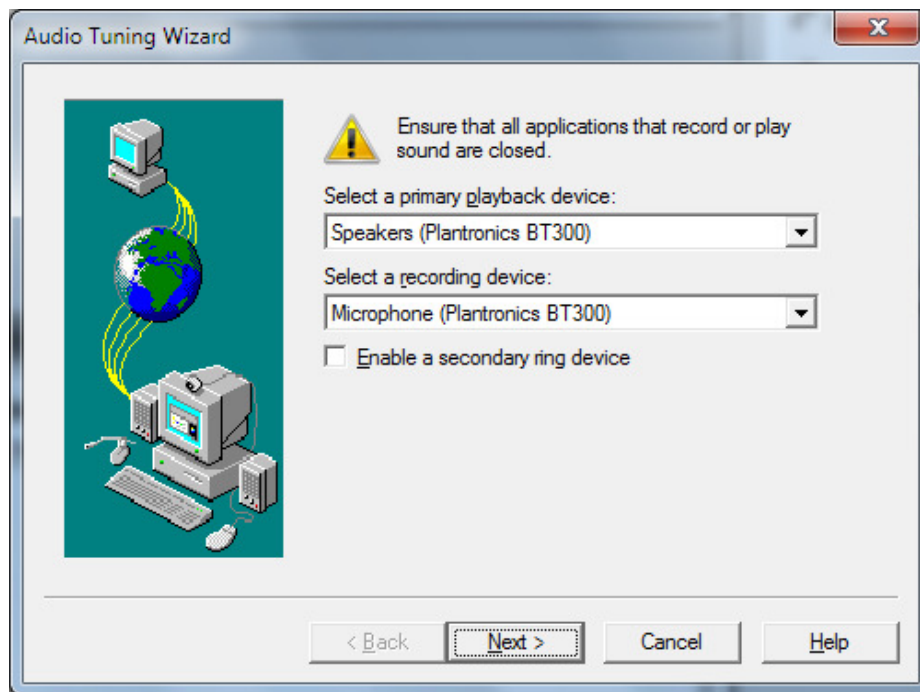
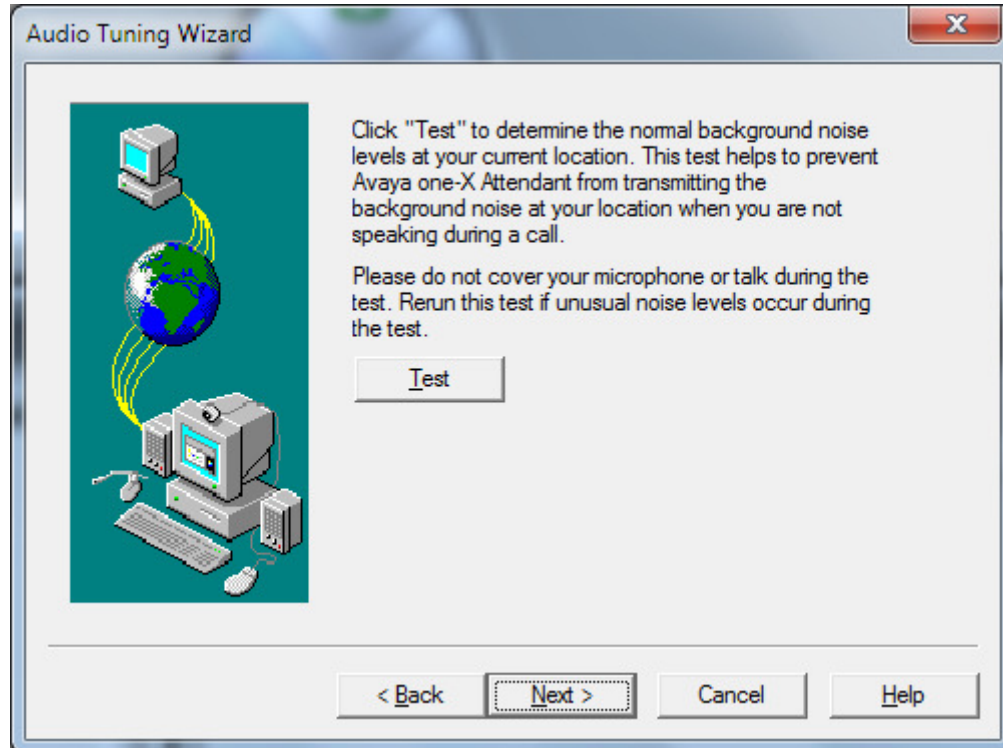In the next window, select *Headset or Handset* as shown below. Click **Next**.
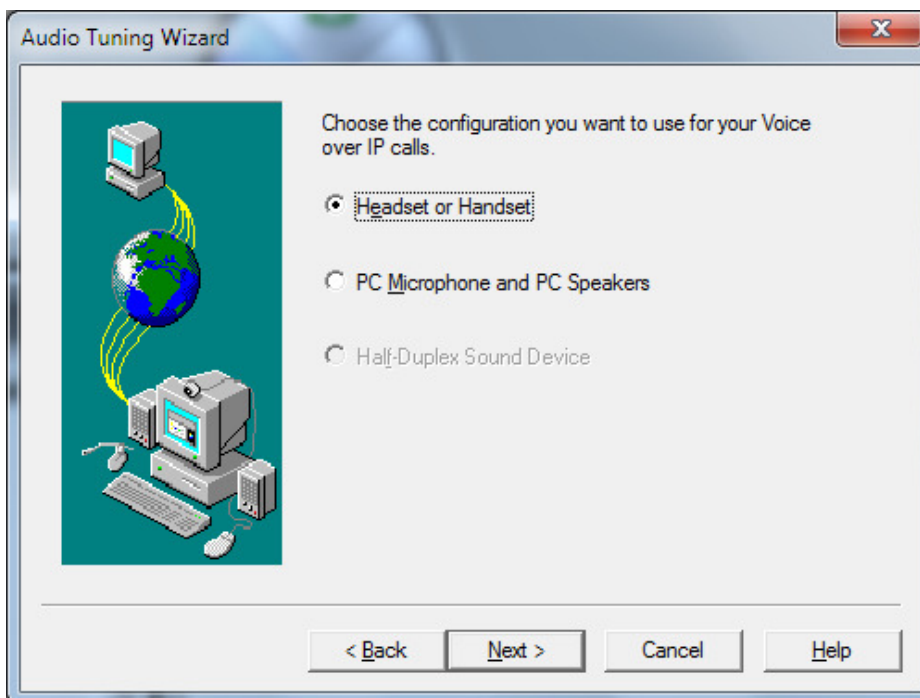
Next, click the **Test** button and verify that audio is heard through the Plantronics headset. Click **Next**.
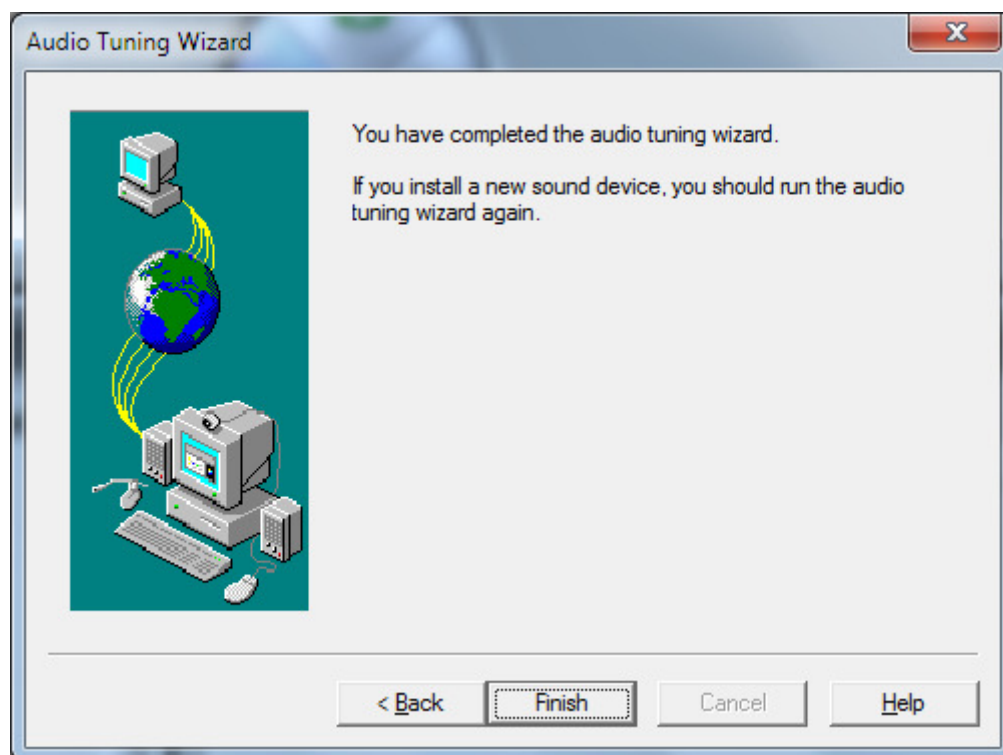

Speak into the headset and verify that the **Audio meter** detects sound to set the recording level. Click **Next**.

JAO; Reviewed:
SPOC 8/5/2013
Solution & Interoperability Test Lab Application Notes
©2013 Avaya Inc. All Rights Reserved.
11 of 16
PlantVoy-Attd
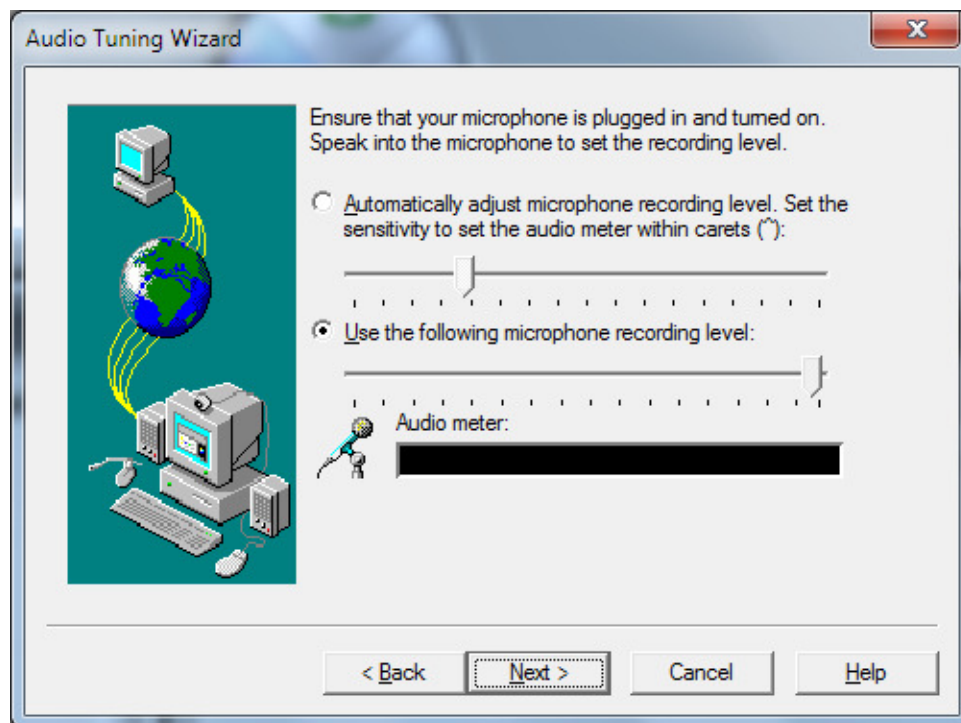
Next, click the **Test** button to determine the normal background noise. Click **Next**.

On the last Audio Tuning Wizard window, click **Finish**.

JAO; Reviewed:
SPOC 8/5/2013

Solution & Interoperability Test Lab Application Notes
©2013 Avaya Inc. All Rights Reserved.

12 of 16
PlantVoy-Attd

Configure the **Volume and Ringer Settings** to allow the user to hear ringing. To access the settings, select the [icon] icon on the toolbar. Set the Playback, Record, and Ringing volume to the desired levels as shown below.
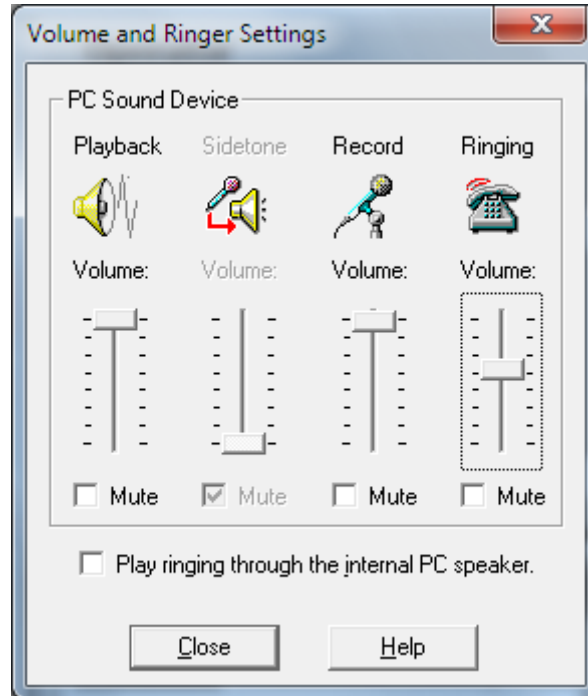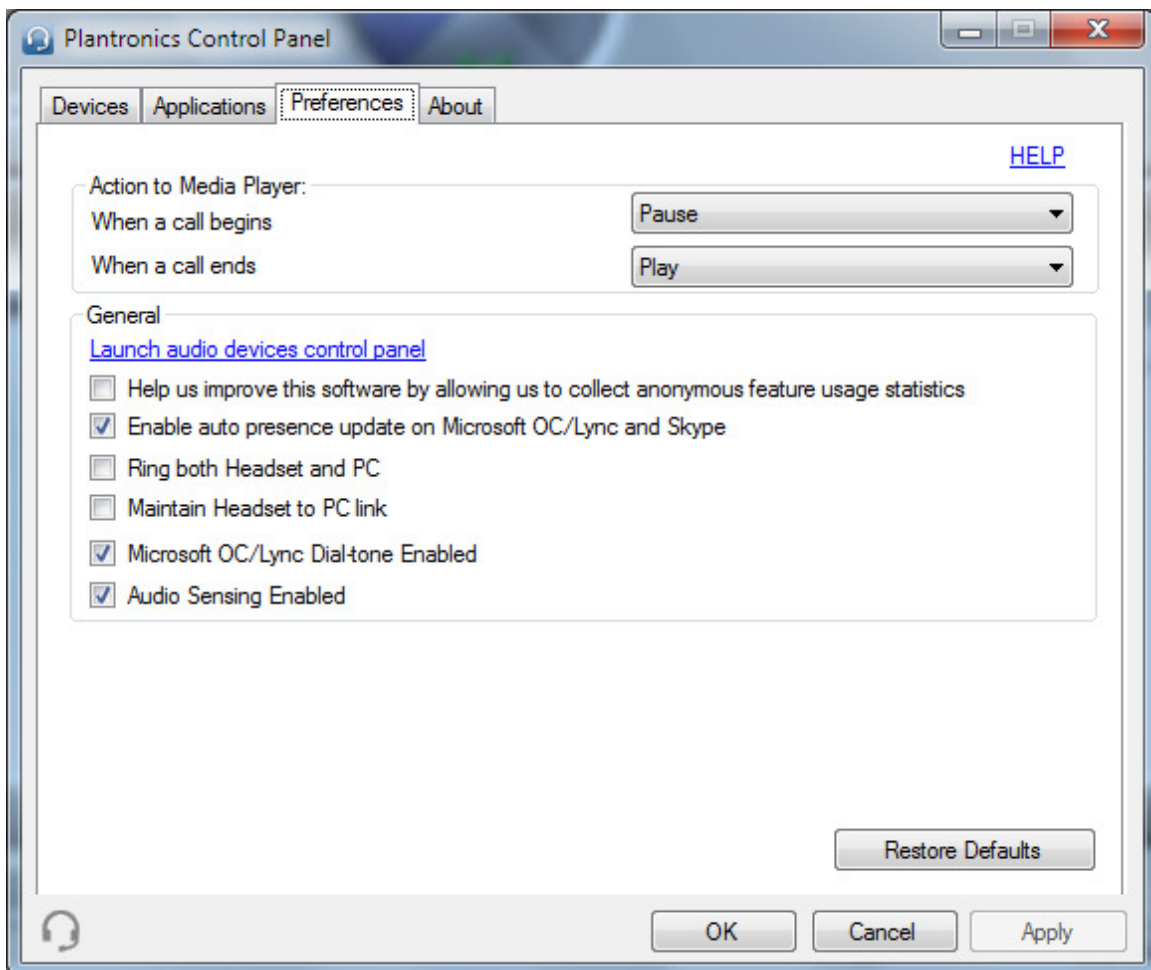
7. Install Plantronics Spokes Software and Plantronics Voyager Legend UC

The Plantronics Spokes software enables the Plantronics Voyager Legend UC to 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 Voyager Legend UC Bluetooth USB adapter to the desktop PC running one-X Communicator and turn on the headset. When the headset is paired via Bluetooth, the headset should announce, "PC Connected." If the headset needs to be paired again, follow the instructions in **[4].**

Lastly, start the **Plantronics Control Panel** and select **Audio Sensing Enabled** in the **Preferences** tab as shown below. Click **OK**.

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 Voyager Legend UC with Avaya one-X® Attendant.

1. Start the one-X Attendant application and log in.
2. Place an incoming call to one-X Attendant from any local phone.
3. Answer the call using the call control button on the headset.
4. Verify two-way talk path between the Voyager Legend UC 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 Voyager Legend UC Wireless Headset with Avaya one-X® Attendant. 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] *Avaya one-X® Attendant 4.0 connected to Avaya Communication Manager. Installation and Administration Manual,* Document 16-603459, Release 4.01, July 2012.

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 Voyager Legend UC Bluetooth Headset and BT300M Bluetooth USB Adapter Quick Start Guide.*