



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset with Avaya Aura® Agent Desktop - 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 Headset with Avaya Aura® Agent Desktop. Plantronics Hub Software enables the integrated call control features for EncorePro 500D headset, including call answer/end and mute synchronization with Agent Desktop. The Plantronics Hub Software was installed on the desktop PC running Agent Desktop. EncorePro 500D was connected to the DA90 USB Processor which in turn was connected to a USB port on the desktop PC running Agent Desktop. The DA90 USB Processor provided call answer/end, volume and mute control. The EncorePro 510D was used for the compliance test.

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 Headset with Avaya Aura® Agent Desktop. Plantronics Hub Software enables the integrated call control features for EncorePro 500D headset, including call answer/end and mute synchronization with Agent Desktop. The Plantronics Hub Software was installed on the desktop PC running Agent Desktop. EncorePro 500D was connected to the DA90 USB Processor which in turn was connected to a USB port on the desktop PC running Agent Desktop. The DA90 USB Processor provided call answer/end, volume and mute control. The EncorePro 510D was used for the compliance test.

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

2. General Test Approach and Test Results

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 Aura® Agent Desktop using the Plantronics Hub Software, Plantronics DA90 USB Audio Processor, and Plantronics EncorePro 500D 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 EncorePro 500D and DA90 USB Audio Processor after restarting the Avaya Aura® Agent Desktop, 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 DA90.
- Using the volume control buttons on the DA90 to adjust the playback volume.
- Using the mute button on the DA90 and on Agent Desktop to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and Agent Desktop.

For the serviceability testing, the headset was disconnected and reconnected to verify proper operation. Avaya Aura® Agent Desktop application was also restarted for the same purpose. The desktop PC was also rebooted to verify that Agent Desktop 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 Headsets, contact Plantronics 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. The configuration consists of Avaya Aura® Communication Manager running in a virtual environment with an Avaya G450 Media Gateway. Avaya Aura® Messaging was used as the voicemail system. Avaya Aura® Agent Desktop, Avaya Aura® Agent Desktop – Headset Support utility and Plantronics Hub Software were installed on a desktop PC running Windows 7. EncorePro 500D connected via the DA90 USB Audio Processor to the desktop PC running Agent Desktop. Agent Desktop logged into Avaya Aura® Contact Center not shown in the test configuration below. EncorePro 500D was connected to the DA90 USB Processor which in turn was connected to a USB port on the desktop PC running Agent Desktop. The EncorePro 510D was used for the compliance test.

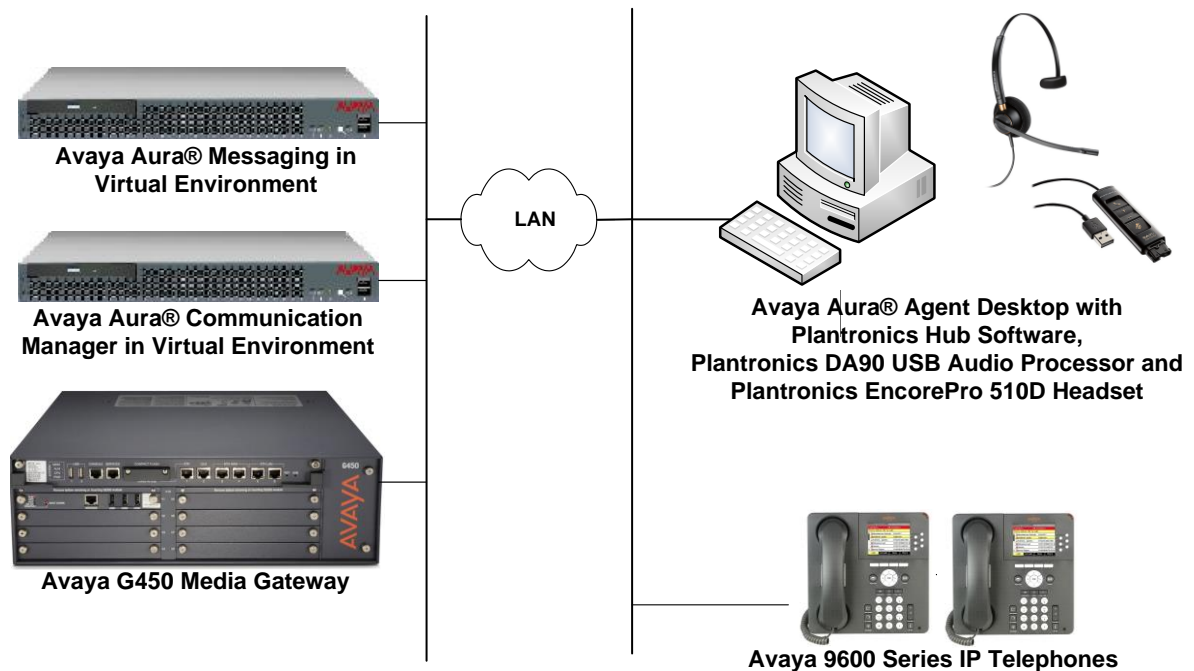


Figure 1: Avaya Aura® Agent Desktop with Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics EncorePro 500D Headset

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 with an Avaya G450 Media Gateway	7.0.1.1 FP1 SP1 (R017x.00.0.441.0 with Patch 23169)
Avaya Aura® Messaging	6.3.114.0-SP114
Avaya Aura® Contact Center	7.0 SP 0
Avaya Aura® Agent Desktop on Microsoft Windows 7	7.0 (Build 30.30.33.64)
Avaya Aura® Agent Desktop – Headset Support	6.3.208.0
Avaya 96x1 Series IP Telephone	6.6229 (H.323)
Plantronics Hub Software	3.8.51508.40463
Plantronics DA90 USB Audio Processor	Tuning: v.8.29.14.12.5.9.8 USB: v.119
Plantronics EncorePro 510D Headset	P/N: 203191-01 Date Code: OCT-16

5. Configure Avaya Aura® Communication Manager

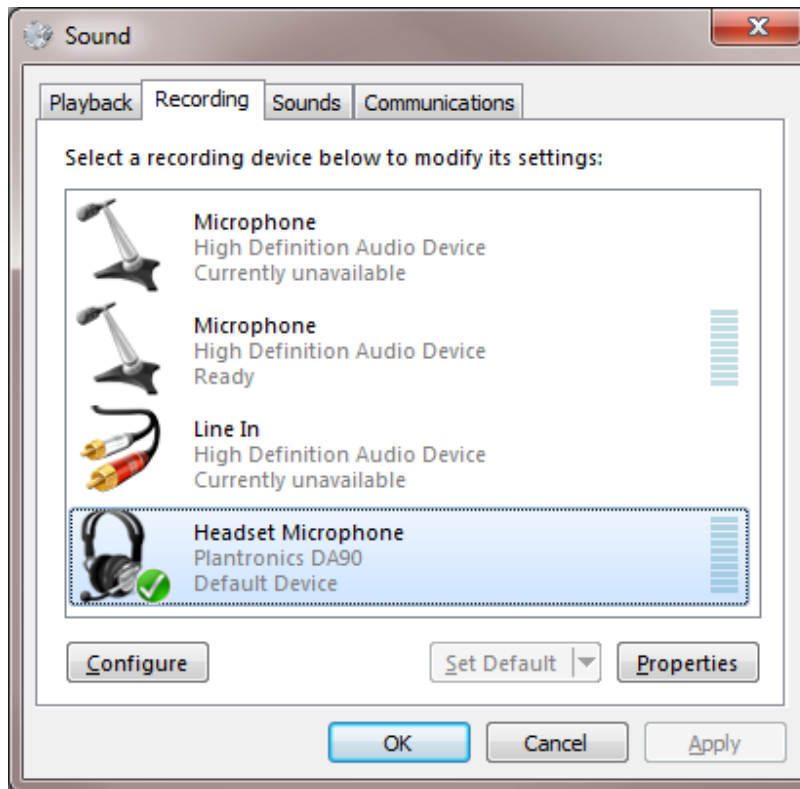
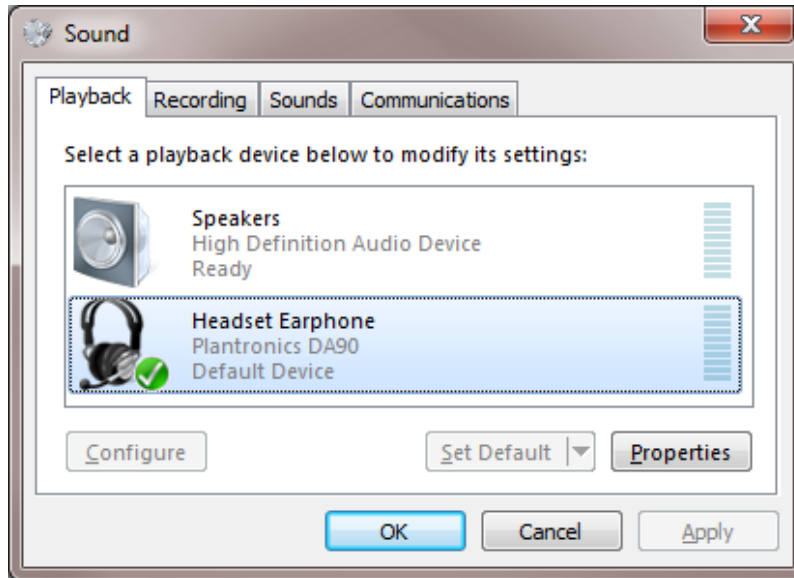
This section covers the station configuration for Agent Desktop. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Agent Desktop. Set the **Type** field to the station type to be emulated. In this example, *9640* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by Agent Desktop to log in. Set the **IP Softphone** field to *y*.

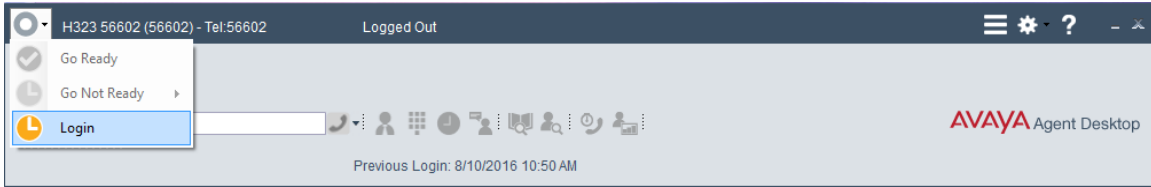
```
add station 56602                                     Page 1 of 5
                                                    STATION
Extension: 56602                                     Lock Messages? n                               BCC: 0
  Type: 9640                                         Security Code: 1234                         TN: 1
  Port: IP                                           Coverage Path 1:                             COR: 1
  Name: Plantronics                                  Coverage Path 2:                             COS: 1
                                                    Hunt-to Station:                             Tests? y
STATION OPTIONS
  Loss Group: 19                                     Time of Day Lock Table:
  Speakerphone: 2-way                               Personalized Ringing Pattern: 1
  Display Language: english                         Message Lamp Ext: 56602
  Survivable GK Node Name:                          Mute Button Enabled? y
  Survivable COR: internal                          Button Modules: 0
  Survivable Trunk Dest? y                          Media Complex Ext:
                                                    IP SoftPhone? y
                                                    IP Video Softphone? n
  Short/Prefixed Registration Allowed: default
                                                    Customizable Labels? y
```

6. Configure Avaya Aura® Agent Desktop

Connect the EncorePro 500D Headset and DA90 USB Audio Processor to a USB port on the desktop PC running Agent Desktop. Next, ensure that the **Sound** properties under Windows 7 Control Panel are set properly. Verify that the Plantronics headset has been detected by Windows 7 and that it has been set as the default device in the **Playback** and **Recording** tabs as shown below.

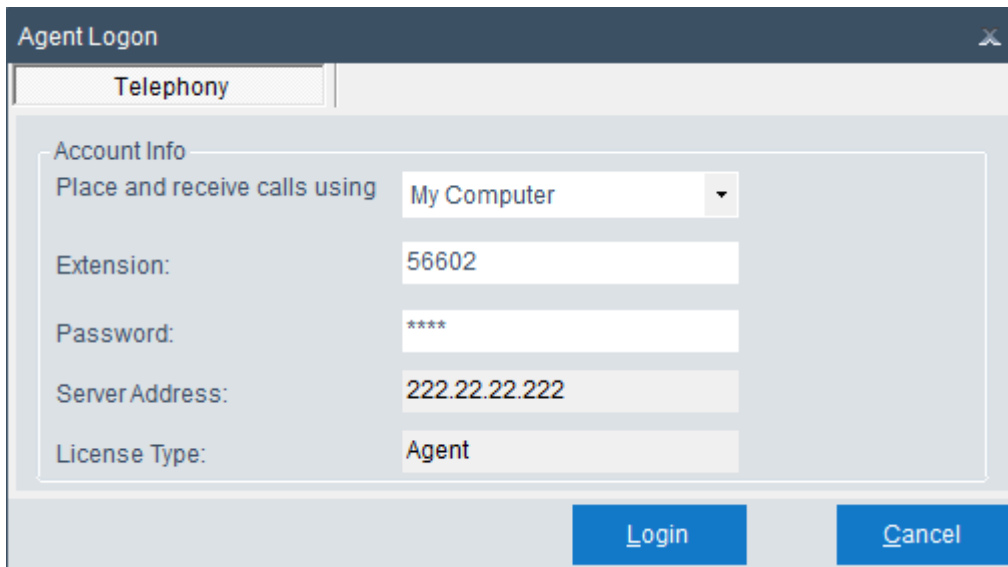



Launch Agent Desktop and log in using the drop-down menu shown in the figure below.

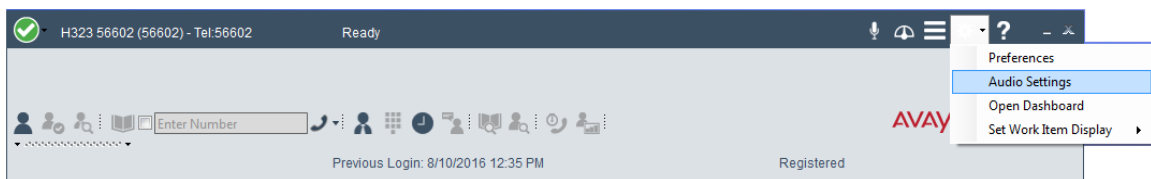


In the **Agent Logon** screen, set the **Place and receive call using** field to *My Computer*. Specify the appropriate **Extension**, **Password**, and **Server Address** corresponding to the Communication Manager. Click **Login**.

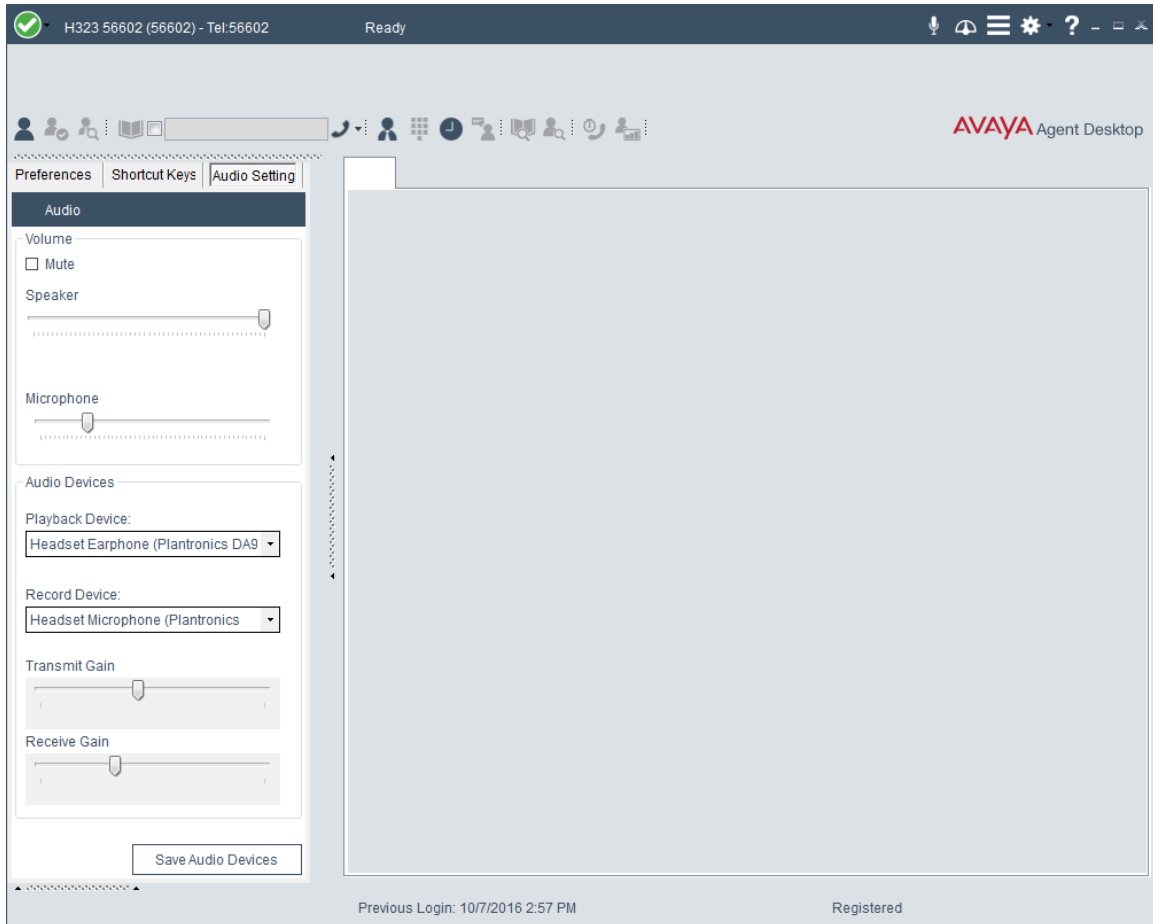
Note: Agent Desktop running on Windows 10 does not provide the *My Computer* option, which is required for this solution.



After logging into Agent Desktop, place the Agent Desktop in Ready mode (not shown), and then click on  and then select **Audio Settings** as shown below.



The DA90 USB Audio Processor is automatically detected by Agent Desktop. In the **Audio Settings** tab, set the **Playback Device** and **Record Device** fields to *Headset Earphone (Plantronics DA90)* and *Headset Microphone (Plantronics DA90)*, respectively, as shown below. Click **Save Audio Devices**.

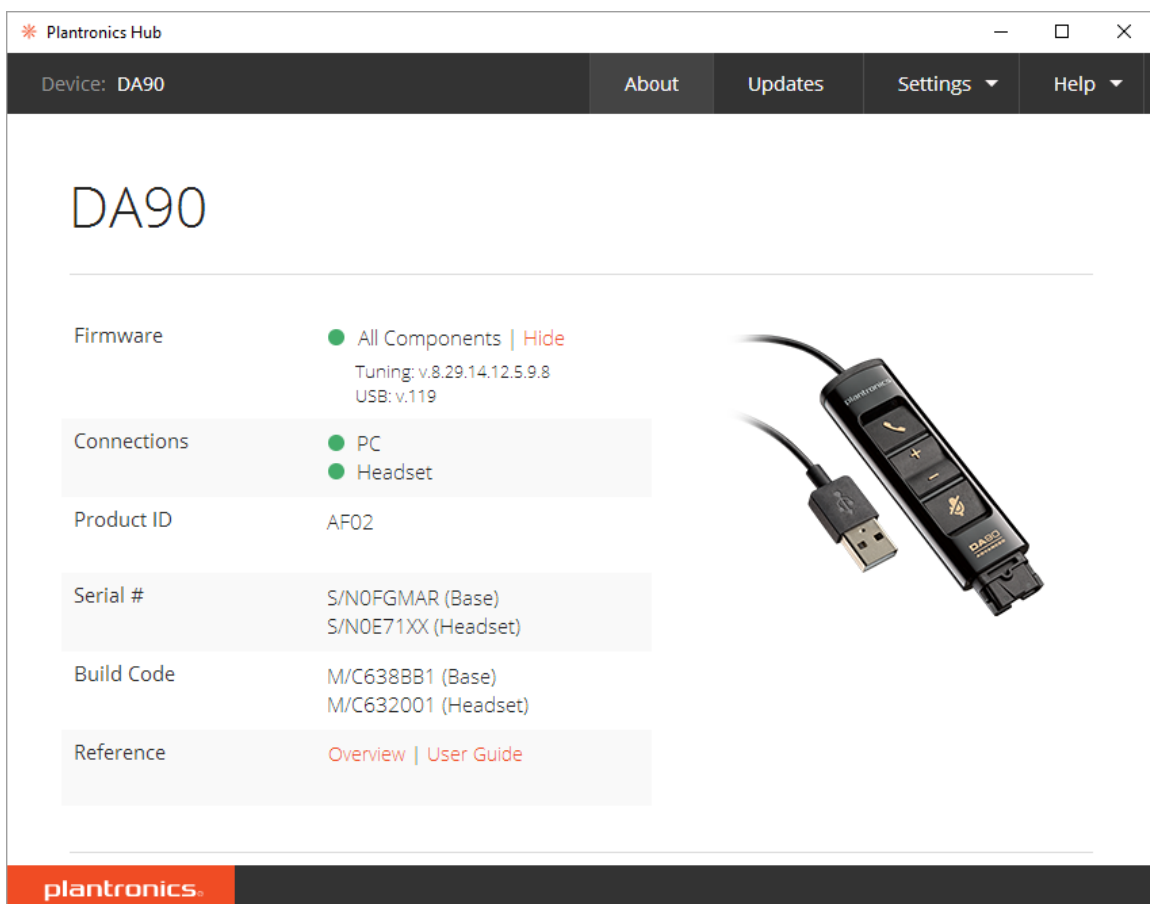


7. Install Plantronics Hub Software, Plantronics DA90 USB Audio Processor and Plantronics Encore Pro 510D Headset

The Plantronics Hub software enables the Plantronics EncorePro 500D Headset to answer, end, and mute calls using the call control and mute buttons on the DA90 USB Audio Processor. Install the software on the PC running the Agent Desktop. Refer to [2] and [3] 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 Agent Desktop.

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.



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 500D Headset with Agent Desktop.

1. Start the Agent Desktop application.
2. Place an incoming call to Agent Desktop from any local phone.
3. Answer the call using the call control button on the DA90 USB Audio Processor.
4. Verify two-way talk path between the EncorePro 500D headset and phone.
5. Disconnect the call from the DA90 USB Audio Processor 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 Headset with Avaya Aura® Agent Desktop. 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 7.0.1, Issue 2, May 2016, Document Number 03-300509.

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

- [2] *Plantronics Hub for Windows/MAC User Guide, v3.8.1.*
[3] *Plantronics DA90 Quick Start Guide.*
[4] *Plantronics EncorePro 510/520 Digital Quick Start Guide.*

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