Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Savi 400 Series USB Wireless Headset System with Avaya E169 IP Media Station - Issue 1.0

Abstract

These Application Notes describe the compliance test and configuration procedures needed to integrate a Plantronics Savi 400 Series USB wireless headset system to operate with Avaya E169 IP Media Station. The Plantronics Savi W410 USB wireless headset system was used to exercise the call control functions.

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.

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Solution & Interoperability Test Lab Application Notes
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Savi400_E169

1. Introduction

These Application Notes describe the compliance test and configuration procedures needed to integrate a Plantronics Savi 400 Series USB wireless headset system to operate with Avaya E169 IP Media Station. The Plantronics Savi W410 USB wireless headset system was used to exercise the call control functions.

2. General Test Approach and Test Results

The interoperability compliance test included functionality and serviceability testing. The functionality testing focused on placing and receiving calls to and from Avaya E169 using the headsets and verifying good talk path in both directions. The type of calls made included calls to the voicemail, and calls to and from internal extensions and the PSTN.

The serviceability testing focused on verifying the usability of the headsets when Avaya E169 was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot of Avaya E169.

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.

2.1. Interoperability Compliance Testing

The following functionality was verified:
1. Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
2. Placing and receiving calls to and from internal extensions to verify two way audio path and quality.
3. Placing and receiving calls to and from the PSTN to verify two way audio path and quality.
4. Incoming call alert notification.
5. Hearing ring back tone for outgoing calls.
6. Answering and ending calls using the headset call button.
7. Using the volume control buttons on the headset to adjust the volume on the headset speakers.
8. Using the mute control button on the headset to mute and un-mute the transmitted audio.
9. Using Hold feature on Avaya E169.

For the serviceability testing, the USB Adapter were disconnected and reconnected to the USB port of Avaya E169 IP Media Station to verify proper operation. In addition, Avaya E169 IP Media Station was rebooted to verify that the headsets were operational after the reboot completed.

2.2. Test Results

All compliance test cases passed successfully. However, the following observations werenoted:

1. Pressing the call control button delay for 2 second did not place the call on hold. Work around is to use the button on Avaya E169 to place the call on hold.
2. While the Avaya E169 is active on a call using the headset with handset undocked, pressing call control button on the headset to transfer the call to handset will disconnect the call instead of transfer to handset. This is expected behavior and working as designed for DECT headsets.

2.3. Support

For technical support and information on the Plantronics products described in this solution, contact Plantronics Technical Support 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 Savi 400 Series headsets with Avaya E169 IP Media Station. The configuration consists of an Avaya Aura® Communication Manager with Avaya Aura® Media Server and an Avaya G450 Media Gateway. The Session Manager/System Manager provides connectivity to the simulated PSTN via SIP trunk (not shown). Avaya E169 logged in as a SIP endpoint and registered with Session Manager. Avaya Aura® Messaging was used as the voicemail system. The Plantronics Savi 400 Series USB wireless headset system was connected to Avaya E169 via the USB adapter plug.
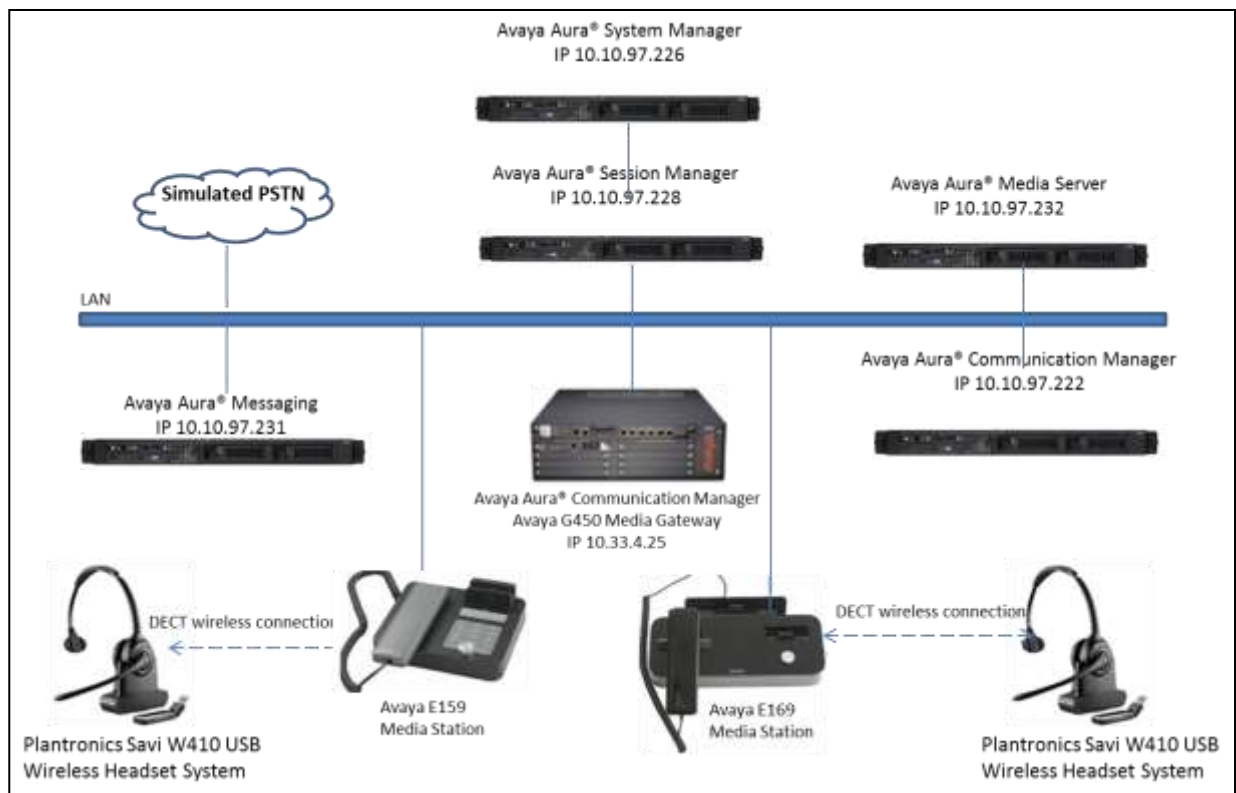
Figure 1: Test configuration Avaya E169 with Plantronics Savi 400 Series USB Wireless Headset System

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 Virtual Environment	7.0 SP1
Avaya G450 Media Gateway	37.20.0
Avaya Aura® Media Server in Virtual Environment	7.7 SP2
Avaya Aura® System Manager in Virtual Environment	7.0.0.1
Avaya Aura® Session Manager in Virtual Environment	7.0SP1
Avaya Aura® Messaging	6.3.2
Avaya E169 IP Media Station (SIP)	FW 1.1.0.1 (E169_8_25_5.bin)
Plantronics Savi W410 Series USB Wireless Headset System with DECT USB D100Adapter	P/N: 84007-03 Base: v.28.27 Headset: v.28.26 Tuning: v.35 USB: v.132

5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. It is assumed that all SIP extensions used for E169 IP Media Stations are already in place and with no special requirement for extensions configuration to work with Plantronics headset. For further information on the configuration of Communication Manager and extension please see **Section 9** of these documents.

6. Connect Plantronics Savi 400 Series USB Wireless Headset System

Insert the USB adapter into USB port of Avaya E169 IP Media Station. The indicator light on the USB adapter will be solid red to indicate the USB adapter is powered on and will turn solid green when it finds the headset

7. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Plantronics headset with Avaya E169. Once the Plantronics headset is connected to the E169 IP Media Station verify that incoming and outgoing calls can be established with two-way audio to the headset.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Savi 400 Series USB wireless headset system with Avaya E169 IP Media Station. All test cases were completed successfully, with the observation noted in **Section 2.2**.

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 6.3 03-300509 Issue 10 August 2015.*

[2] *Installing and Maintaining the Avaya E159 and E169 IP Media Stations, Release 1.1, February 2015.*

[3] *https://www.avaya.com/usa/documents/e159-e169-media-station-fact-sheet_sme7562.pdf*

[4] *Avaya E159 and E169 IP Media Station Overview and Specification Release 1.1 February 2015*

Documentation and information for the Savi 400 Series USB wireless headset system can be found at the following websites:

[1] *http://www.plantronics.com/us/media/media-resources/literature/user_guides/savi_w410_w420_qsg_nasa.pdf*

[2] *http://www.plantronics.com/us/media/media-resources/literature/user_guides/savi_w410_w420_ug_en-us.pdf*