



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Voyager PRO UC v2 Bluetooth Headset with Avaya 9600 Series IP Telephones and Avaya BT Adapter - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Voyager PRO UC v2 Bluetooth Headset with Avaya 9600 Series IP Telephones and Avaya BT Adapter. The BT Adapter provides Bluetooth support for select Avaya 9600 Series IP Telephones. For this compliance test, the BT Adapter was used with the 9620 IP telephone. Plantronics Voyager PRO UC allows users to answer, end, and mute/un-mute calls directly from the headset.

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 Voyager PRO UC v2 Bluetooth Headset with Avaya 9600 Series IP Telephones and Avaya BT Adapter. The BT Adapter provides Bluetooth support for select Avaya 9600 Series IP Telephones, such as the 9620, 9630, 9640, and 9650 IP telephones. For this compliance test, the BT Adapter was used with the 9620 IP telephone. Plantronics Voyager PRO UC allows users to answer, end, and mute/un-mute calls directly from the headset.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from the Avaya 9620 IP Telephone with the Avaya BT Adapter using the Plantronics headset and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the Plantronics Voyager PRO UC Bluetooth Headset after restarting the Avaya 9620 IP Telephone and pairing (and disconnecting) the headset with the phone using Bluetooth.

2.1. Interoperability Compliance Testing

All test cases were performed manually. The following features were verified:

- Placing calls to a 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 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.
- Receiving dial tone, incoming call notification (beeps), and ringback on headset on incoming and outgoing calls.
- Using the volume control buttons on the Plantronics headset to adjust the audio volume.
- Using the mute control button on the Plantronics headset to mute and un-mute the audio.

For the serviceability testing, the Plantronics headset was paired with the BT Adapter on the 9620 IP telephone using Bluetooth and removed from the Bluetooth device list on the phone. In addition, the 9620 IP telephone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed.

2.3. Support

For technical support and information on Plantronics Voyager PRO UC v2, 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 Voyager PRO UC v2 Bluetooth Headset with the Avaya 9620 IP Telephone. 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 Aura® Messaging was used as the voicemail system. The Plantronics headset was paired with the 9620 IP telephones as a Bluetooth device.

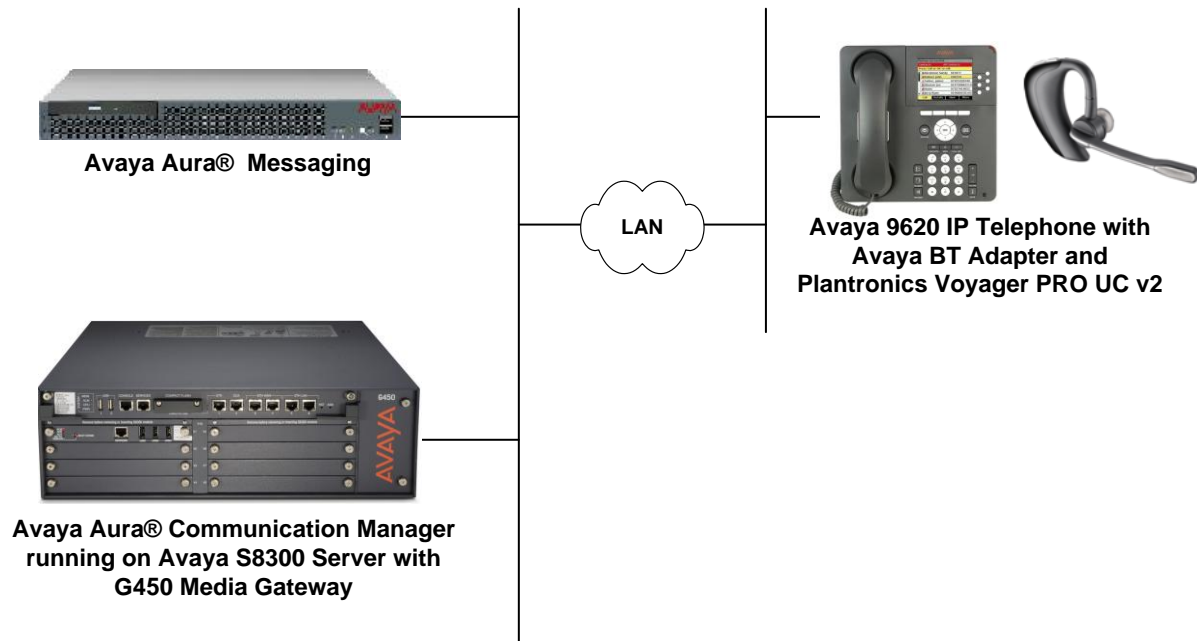


Figure 1: Avaya 9620 IP Telephone with Avaya BT Adapter and Plantronics Voyager PRO UC v2 Bluetooth Headset

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 running Avaya S8300 Server with a G450 Media Gateway	6.0.1 SP 5.01 (R016x.00.1.510.1 w/Patch 19303)
Avaya Aura® Messaging running on an Avaya S8800 Server	6.0.1 SP 1
Avaya 9620 IP Telephone with Avaya BT Adapter (700383789)	3.1 SP 4 (H.323)
Plantronics Voyager PRO UC v2	--

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 9620 IP Telephone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager. The procedures include:

- Configuring a station for the 9620 IP telephone.
- Connect the BT Adapter to the 9620 IP telephone.
- Pairing the Plantronics headset with the IP telephone.
- Removing the Plantronics headset from the IP telephone Bluetooth device list, when necessary.

5.1. Configure a Station for Avaya 9620 IP Telephone

Use the **add station** command to create a station for the 9620 IP telephone. Set the **Type** field to the station type to be emulated. In this example, *9620* 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.

Note: To enable Auto Answer on the IP telephone set the **Auto Answer** field on **Page 2** (not shown) to the appropriate value, such as *all*.

add station 40002		Page 1 of 5
STATION		
Extension: 40002	Lock Messages? n	BCC: 0
Type: 9620	Security Code: 40002	TN: 1
Port: IP	Coverage Path 1:	COR: 1
Name: Plantronics	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 40002	
Display Language: english	Mute Button Enabled? y	
Survivable GK Node Name:	Button Modules: 0	
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? n	
	IP Video? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

5.2. Connect the Avaya BT Adapter to the Avaya 9620 IP Telephone

Disconnect the power cable to the 9620 IP telephone and connect the BT Adapter to the back of the phone. Connect the short cable that comes with the BT Adapter from the headset port on the BT Adapter to the headset port on the 9620 IP telephone. An optional wedge stand may also be connected to the phone so that the phone sits properly on a desktop with the BT Adapter attached. Connect the power cable to the phone and power up the phone. When phone is powered up, the user will be automatically prompted to add a Bluetooth device. Proceed with the instructions in **Section 5.3**.

5.3. Pair Plantronics Headset with IP Telephone

After the 9620 IP telephones are configured and in-service, start the Bluetooth pairing process as described below.

Note: If the headset does not pair or connect to the 9620 IP phone, follow the procedure in the next section to reset the Bluetooth device list.

1. If the 9620 is not already prompting the user to add a Bluetooth device, press the **Menu** button and then navigate to **Options & Settings → Advanced Options → Bluetooth...**
2. Select **Change** and then select **Add** to add a Bluetooth device.
3. Select **Other Headset**.
4. Start the Bluetooth pairing process on the headset. Turn off the headset and then turn it back on by pressing the power button and holding it until the headset announces, "Pairing..."
5. On the 9620, select **Start** to start the pairing process.
6. Wait 5-15 sec. while the devices discover each other. The 9620 will display "Looking for Bluetooth device" on the touch-screen.
7. Once found, the 9620 will display the device found. It will indicate "Device: Voyager PRO UC v2".
8. On the 9620, select **Next**.
9. Wait while the Passkey is processed. The 9620 will automatically try common Bluetooth Passkeys, such as '0000'. The Plantronics headset uses '0000' by default so the headset should be paired successfully without any further action by the user.
10. When the pairing process is complete, the 9620 will display, "Your Bluetooth device paired" and the Plantronics headset will announce, "Pairing Successful".

5.4. Removing Headset from Avaya 9620 Bluetooth Device List

To remove the headset from the 9620 Bluetooth device list, follow these instructions.

Note: This procedure may be necessary if the headset will not pair or connect to the 9620 IP telephones and the user would like to restart the pairing process.

1. On the 9620, press the **Menu** button and then navigate to the Bluetooth menu as described in Step 1 in Section 5.3.
2. Select **Disable** to unpair the headset.

6. Configure Plantronics Voyager PRO UC v2

No configuration is required for the Plantronics headset. However, the Plantronics headset needs to be paired with the Avaya 9620 IP telephone as a Bluetooth device using the default Passkey on the headset, which is '0000'. Once the headset has been paired, it will be ready for calls. See [4] for pairing instructions. In summary, to initiate Bluetooth pairing on the Plantronics headset, turn off the headset and then turn it back on by pressing the power button until the headset plays the "Pairing..." announcement.

7. Verification Steps

Verify that the Plantronics headset has been paired with the 9620 IP telephones using Bluetooth by viewing the Bluetooth device list on the phone under **Bluetooth Setup**. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headset and that the headset can get dial tone and end an active call.

7.1. Answering, Ending, and Placing Calls

To answer, end, or place a call using the Plantronics headset follow the instructions below.

- | | |
|------------------|--|
| To Answer a Call | <ul style="list-style-type: none">▪ If the headset button on the IP telephone is not activated, press the headset button on the phone or the call control button on the headset to answer an incoming call.▪ If auto-answer is enabled and the headset button on the IP telephone is activated, subsequent incoming calls will be answered automatically and a two-way audio path will be established to the headset. |
| To End a Call | Press the headset button on the IP telephone or the call control button on the headset to terminate a call. |
| To Place a Call | Press the call control button on the headset or activate the headset button on the IP telephone to get dial tone and dial the number. |

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Voyager PRO UC v2 Bluetooth Headset with Avaya 9620 IP Telephone and the Avaya BT Adapter. 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.
- [3] *Avaya one-X® Deskphone H.323 9608, 9611G, 9621G, and 9641G Installation and Maintenance Guide*, Release 6.2, Issue 3, February 2012, Document Number 16-603603.

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

- [4] *Plantronics Voyager B230 Wireless Headset System Quick Start Guide*.

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