



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub and DA Series USB Audio Processor and EncorePro 710/720 Headsets with Avaya Communicator for Windows 2.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Plantronics DA Series USB Audio Processor adapter and EncorePro 710/720 headsets with Avaya Communicator for Windows running SIP protocol. The Plantronics DA Series USB Audio Processor adapter connects to PC via USB and to Plantronics EncorePro 710/720 headsets via Quick Disconnect connector.

Plantronics Hub is a stand-alone application providing call control, settings management, update and battery level notifications and mute alerts to Plantronics DA Series USB Audio Processor.

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 Plantronics DA Series USB Audio Processor adapter and EncorePro 710/720 headsets with Avaya Communicator for Windows running SIP protocol and registered to IP Office Server Edition.

The Avaya IP Office Server Edition configuration consisted of two Avaya IP Office systems, a primary Linux server and an expansion IP500V2 that were connected via Small Community Network (SCN) trunks. In the compliance test, Communicator for Windows was installed on two PCs running Microsoft Windows 7. Each Communicator for Windows was logged in as a SIP user, with one registered to Avaya IP Office primary Linux Server and the other registered to Avaya IP Office 500 V2.

The Plantronics DA Series USB Audio Processor (DA) adapter connects to PC via USB and to Plantronics EncorePro 710/720 headsets via Quick Disconnect (QD) connector. In the compliance testing, the DA80 adapter provided call control features directly from the adapter, such as answering or terminating a call from the headset, adjusting volume control and mute from the headset while the DA70 adapter did not have the call control features.

Plantronics Hub is a stand-alone application providing call control, settings management, update and battery level notifications and mute alerts to Plantronics DA Series USB Audio Processor.

In this compliance test the following headsets and accessories used were:

- DA70: USB audio processor without call answer/end, mute and volume controls.
- DA80: USB audio processor with call answer/end, mute and volume controls.
- HW710: Over-the-head, for enhanced stability (monaural) QD-equipped.
- HW720: Over-the-head, for enhanced stability (binaural) QD-equipped

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 Communicator for Windows clients using the DA Series USB Audio Processor and EncorePro 710/720 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 DA Series USB Audio Processor and EncorePro 710/720 headsets when Avaya Communicator for Windows was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot on the PC where Avaya Communicator for Windows was running.

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 between Linux and 500 V2 Expansion 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. Answering and ending calls using Communicator for Windows screen interface.
5. Answering and ending calls using DA80.
6. Hearing ring back tone for outgoing calls.
7. Hearing ring alert for incoming calls.
8. Using the volume control buttons on the DA80 to adjust the volume on the headset speakers.
9. Using the mute control button on the DA80 to mute and un-mute the transmitted audio.
10. Using hold feature on Communicator for Windows.

For the serviceability testing, the headsets were disconnected and reconnected to the USB port of the PC running Avaya Communicator for Windows to verify proper operation. In addition, the PC was rebooted to verify that the headsets were operational after the restart was completed and the application was reinitialized.

2.2. Test Results

All test cases passed with the following observations:

1. On the Avaya Communicator for Windows, the name of the headset was truncated. It is displayed as follows:
Microphone: "Headset Microphone (Plantronics)"
Speaker: "Headset Earphone (Plantronics D)"
2. On the Plantronics Hub, under settings for Softphones and Media Players, the "Target Softphone" needs to be manually selected as "Avaya Communicator". This is expected behavior.

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 solution. Avaya IP Office provides the VoIP resources for the connectivity of Communicator for Windows and the SIP trunk to the simulated PSTN, used during the compliance tests. Communicator for Windows was installed on two PCs running Microsoft Windows 7. Each Communicator for Windows was logged in as a SIP user, with one registered to Avaya IP Office primary Linux Server and the other registered to Avaya IP Office 500 V2. The Plantronics headsets were connected to DA Audio Processor and the DA USB end connected to an available USB port in the PC.

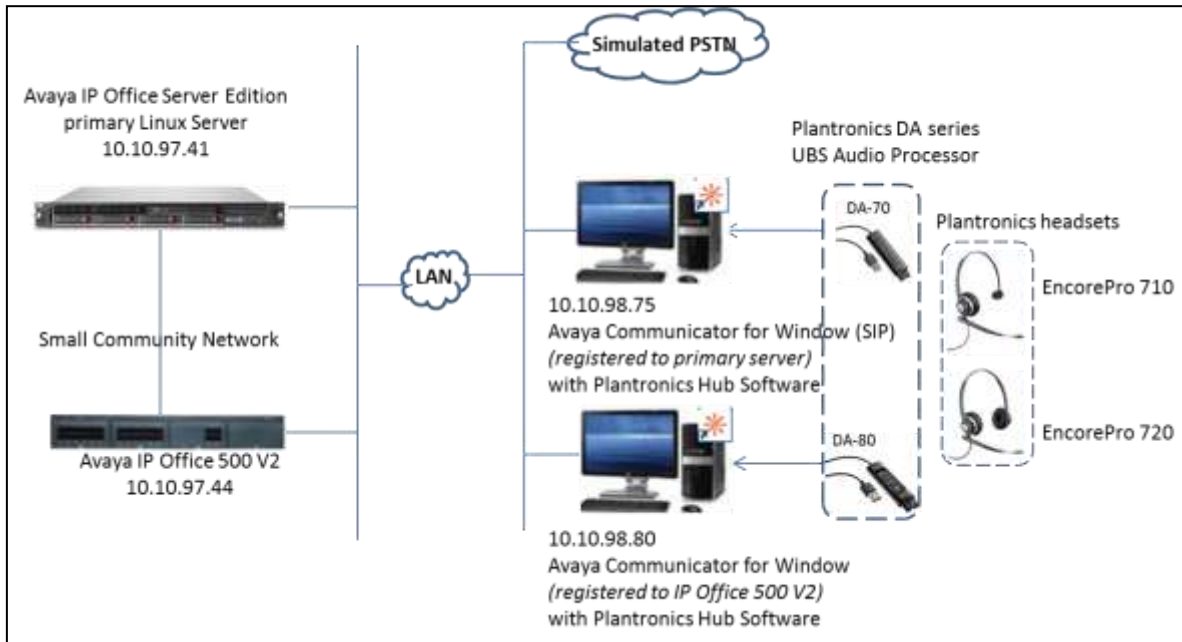


Figure 1: Test Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office Server Edition (Primary)	9.1 SP 4
Avaya IP Office 500V2 (Expansion)	9.1 SP 4
Avaya Communicator for Windows on Microsoft Window 7	2.1.2.75 SP1
Plantronics DA Series USB Audio Processor	v68.26.26
Plantronics EncorePro HW710	P/N: 78712-101
Plantronics EncorePro HW720	P/N: 78714-101
Plantronics Hub	3.7.51238.28796

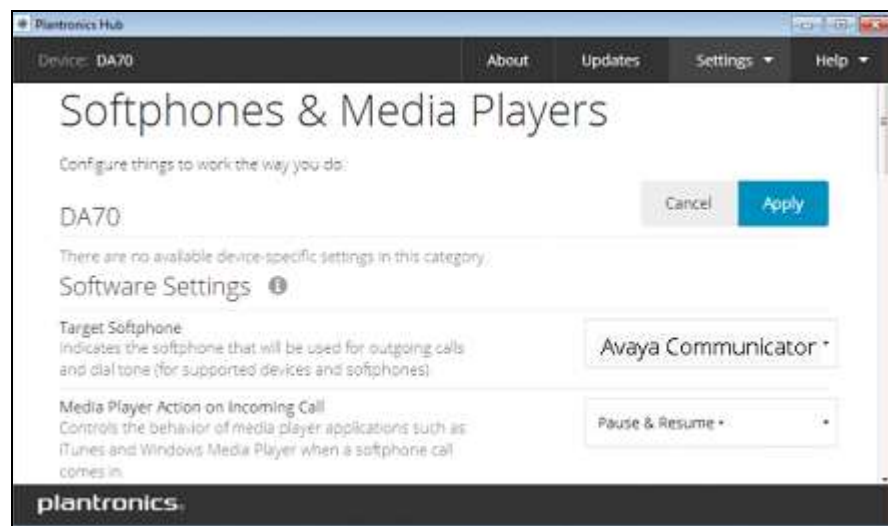
5. Configure Avaya IP Office

It is assumed that fully functioning Avaya IP Office systems are in place with the necessary licensing and that existing SIP extensions and users are already configured on both IP Office system for Avaya Communicator for Windows. For further information on the configuration of IP Office please see **Section 10** of these Application Notes.


6. Install Plantronics Hub and DA Series USB Audio Processor and EncorePro 710/720

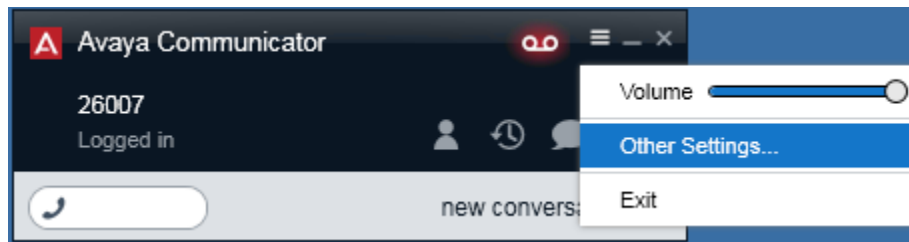
This section provides the configuration steps for Plantronics Hub software, Plantronics DA Series USB Processor and Plantronics 710/720 headsets to work with Communicator for Windows.

1. Install Plantronics Hub software on PC which has Communicator for Windows softphone installed.
2. Connect EncorePro 710/720 headset to the DA70/80 USB adapters via QD connector.
3. Insert the DA70/80 adapters to an available USB port on the PC.
4. Launch the Plantronics Hub software, there is an icon of the Hub software that appears in the System tray bar showing that Plantronics headset is being connected.
5. Launch Communicator for Window.
6. Configure Plantronics Hub software to use with Communicator for Window, from the Plantronics Hub window, navigate to **Settings** → **Softphones**. In the **Target Softphone** verify **Avaya Communicator** is displayed.

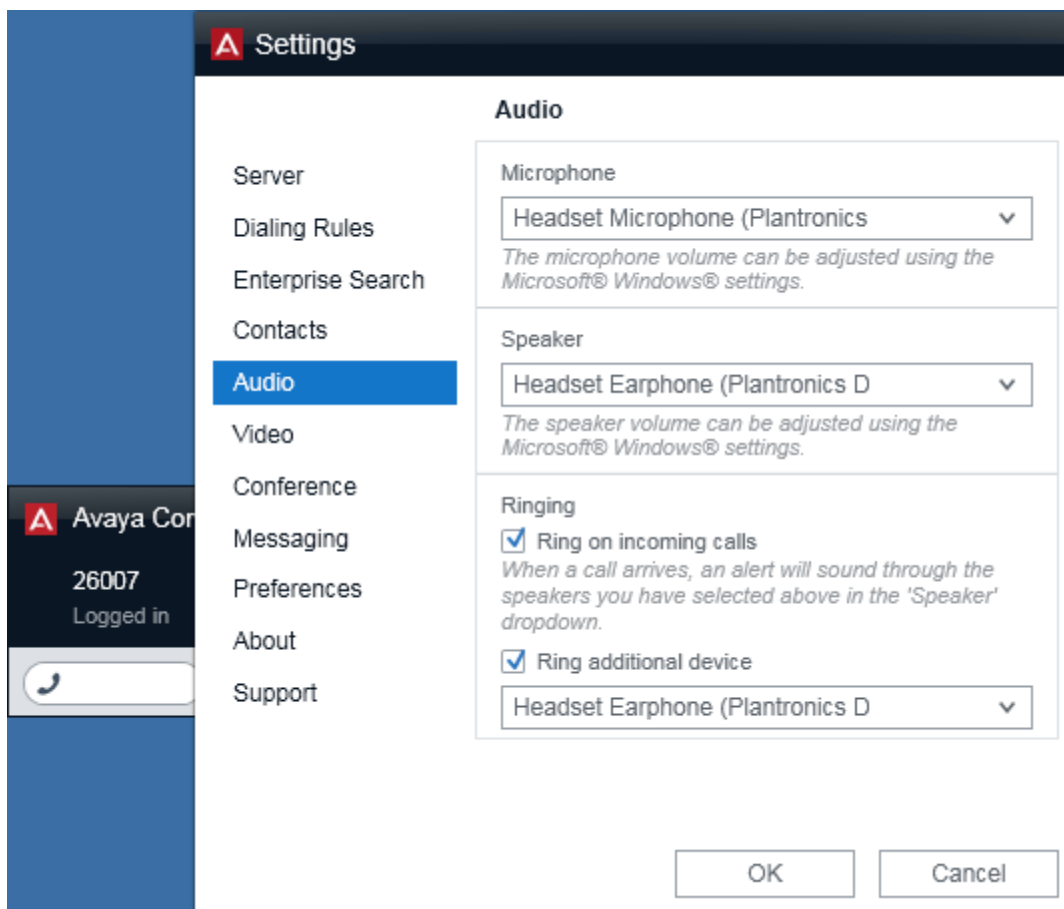


7. Configure Avaya Communicator for Windows

Launch Avaya Communicator for Windows and log in using the extension number and password created previously. Select  → **Other Settings ...** as shown below:



On the **Settings** screen, select **Audio**. On the right window, verify applicable Plantronics device is displayed in the **Microphone** and **Speaker** sections, as shown below. Click **OK** when done.



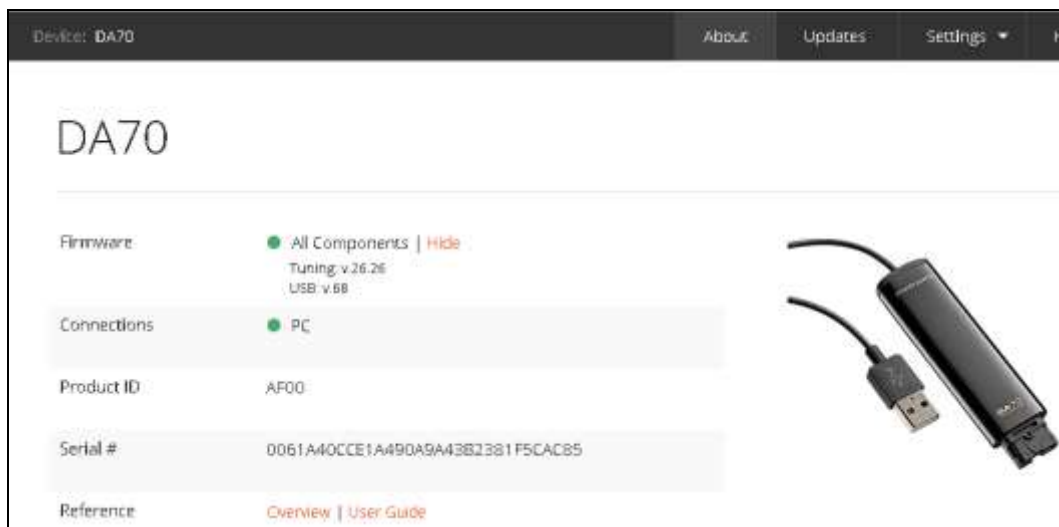
8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Plantronics Hub and DA Series USB Audio Processor and EncorePro 710/720 headsets with Avaya Communicator for Windows.

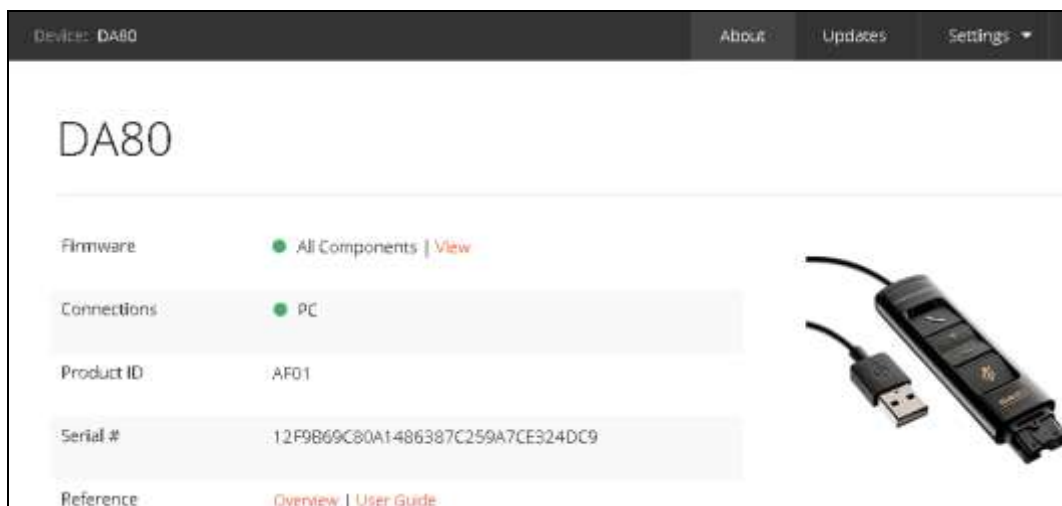
8.1. Verify Plantronics Hub

Make sure Avaya Communicator for Window is launched and headset is plugged in. Select **Start** → **Plantronics Hub**.

The page will display the connected device DA70 and its information as shown below:



Repeat the same step for DA80. Here is detail page for DA80 Processor and its information as shown below:



Verify the supported softphone **Avaya Communicator** is checked.

DA70

CancelApply

There are no available device-specific settings in this category.

Software Settings ⓘ

Target Softphone

Indicates the softphone that will be used for outgoing calls and dial tone (for supported devices and softphones).

Avaya Communicator ▾

Media Player Action on Incoming Call

Controls the behavior of media player applications such as iTunes and Windows Media Player when a softphone call comes in.

Pause & Resume ▾

Softphones & Media Players

Listing of all installed softphone modules, version numbers, and status.

Module Name	Module Version	Enable	Connected
Avaya Aura Agent Desktop	3.7.51238.28796	☑	
Avaya Communicator	3.7.51238.28796	☑	✓

8.2. Verify Call via Headset

This section provides tests that can be perform to verify proper installation of headset, Hub software and Avaya Communicator for Windows.

1. Place an incoming call to Avaya Communicator for Windows.
2. Verify two-way talk path between the headset and the caller.
3. Press the Mute button on the DA80 and verify the call can be muted/unmuted.
4. Verify mute light on DA80, mute icon on Communicator for Windows and mute message on Hub software are in sync and indicate correct mute status.
5. Verify the volume can be adjusted by using the volume controls on the headset.
6. Disconnect the call from the headset pressing the call control button on the headset.
7. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Hub and DA Series USB Audio Processor and EncorePro 710/720 headsets with Avaya Communicator for Windows. All test cases were completed successfully, with the observation noted in **Section 2.2**.

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] *IP Office Manager 9.1, Document 15-601011 Issue 9.14 0, September 2015.*

[2] *Administering Avaya Communicator for Android, iPad, iPhone, and Windows, Release 2.1 Issue 2, March 2015*

Documentation and information for the Plantronics Hub and DA Series USB Audio Processor and EncorePro 710/720 headsets can be found at the following websites:

[3] <http://www.plantronics.com/us/product/plantronics-hub-desktop>

[4] <http://www.plantronics.com/us/product/da-series>

[5] <http://www.plantronics.com/us/product/encorepro-710-720>

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