



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Spokes Software and Plantronics Calisto P240 USB Handset with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Spokes Software and the Plantronics Calisto P240 USB Handset with Avaya one-X® Agent. Plantronics Spokes Software enables the integrated call control features for Plantronics USB headsets/handsets, including call answer/end and synchronized mute with one-X Agent. The Calisto P240 also offers speakerphone functionality.

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 Spokes Software and the Plantronics Calisto P240 USB Handset with Avaya one-X® Agent. Plantronics Spokes Software enables the integrated call control features for Plantronics USB headsets/handsets, including call answer/end and synchronized mute with one-X Agent. The Calisto P240 also offers speakerphone functionality.

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 Avaya one-X Agent using the Plantronics Spokes Software and Plantronics Calisto P240 and verifying two-way audio using the handset and speakerphone. The type of calls made included calls to voicemail, to internal extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the Plantronics Calisto P240 after restarting Avaya one-X Agent, 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 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 Calisto P240.
- Using the volume control buttons on the handset to adjust the playback volume.
- Using the mute control button on the handset to mute and un-mute the recording level.
- Dialing calls from the handset.
- Verifying two-way audio using the handset and speakerphone.
- Toggling between the handset microphone and speakerphone.

For the serviceability testing, the Calisto P240 was disconnected and reconnected to verify proper operation. Avaya one-X Agent application was also restarted for the same purpose. The desktop PC was also rebooted to verify that one-X Agent and the handset were operational when the PC came back into service.

2.2. Test Results

All tests passed with the following observations:

- The Calisto P240 speaker is susceptible to ambient noise and should be used as a handset rather than a speakerphone whenever possible.
- DTMF support from the handset while on an active call is not yet supported. While on an active call, DTMF must be entered from the one-X Communicator keypad.

2.3. Support

For technical support and information on Plantronics Spokes Software and Plantronics Calisto P240 USB Handset, 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 consisted of an Avaya S8300 Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN (not shown). Avaya Aura® Messaging was used as the voicemail system. Avaya one-X® Agent and Plantronics Spokes Software were installed on a Windows 7 desktop PC. The Plantronics Calisto P240 was connected to the Windows XP desktop PC via a USB port.

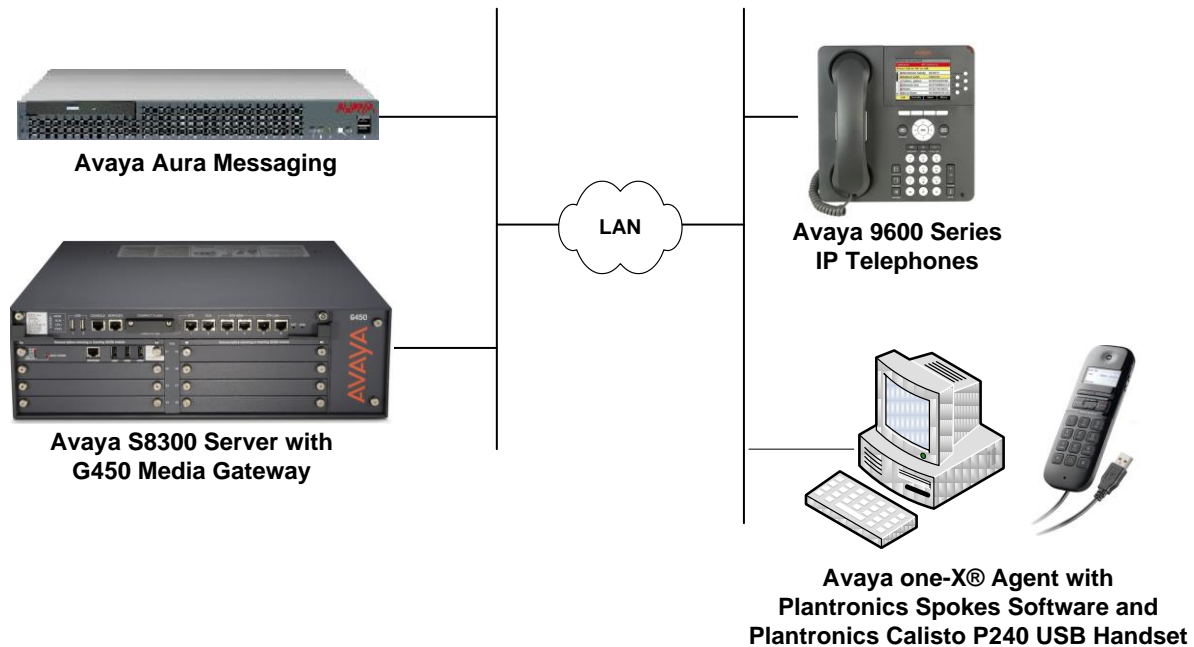


Figure 1: Avaya one-X Agent with Plantronics Spokes Software and Plantronics Calisto P240 USB Handset

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	6.2 SP 3 (R016x.02.0.823.0 with Patch 19926)
Avaya one-X® Agent	2.5 Patch 2 (2.5.00467.18)
Avaya 9600 Series IP Telephone	3.1 SP 4 (H.323)
Avaya Aura® Messaging	6.0.1 SP 1
Plantronics Spokes Software	2.7.14092.0
Plantronics Calisto P240 USB Handset	FW v. 428

5. Configure Avaya Aura® Communication Manager

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

Use the **add station** command to create a station for Avaya one-X Agent. Set the **Type** field to the station type to be emulated. In this example, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by one-X Agent to log in. Set the **IP Softphone** field to *y*.

```
add station 40003                                     Page 1 of 5

                                STATION

Extension: 40003                                Lock Messages? n                BCC: 0
  Type: 9630                                Security Code: 40003          TN: 1
  Port: IP                                Coverage Path 1:                COR: 1
  Name: Plantronics                       Coverage Path 2:                COS: 1
                                           Hunt-to Station:

STATION OPTIONS

      Location:                                Time of Day Lock Table:
      Loss Group: 19                       Personalized Ringing Pattern: 1
                                           Message Lamp Ext: 40003
      Speakerphone: 2-way                   Mute Button Enabled? y
      Display Language: english             Button Modules: 0
Survivable GK Node Name:
      Survivable COR: internal               Media Complex Ext:
Survivable Trunk Dest? y                   IP SoftPhone? Y
                                           IP Video Softphone? n
                                           Short/Prefixed Registration Allowed: default
                                           Customizable Labels? y
```

On **Page 4** of the Station form, configure the additional feature buttons in bold, which are used by one-X Agent to log in as an Automatic Call Distribution (ACD) agent.

```
add station 40003                                     Page 4 of 5

                                STATION

SITE DATA
  Room:                                Headset? n
  Jack:                                Speaker? n
  Cable:                               Mounting: d
  Floor:                               Cord Length: 0
  Building:                            Set Color:

ABBREVIATED DIALING
  List1:                                List2:                                List3:

BUTTON ASSIGNMENTS
  1: call-appr                          5: manual-in                    Grp:
  2: call-appr                          6: after-call                   Grp:
  3: call-appr                          7: aux-work                     RC:  Grp:
  4: auto-in                            8: release
    voice-mail                           Grp:
```

6. Configure Avaya one-X® Agent

After logging into Avaya one-X Agent, click on  and then select **Agent Preferences** as shown below.



The Plantronics Calisto P240 is automatically detected by Microsoft Windows. In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab as shown below. Set the **Playback Device** and **Record Device** fields to *P240 Mic (Plantronics Calisto P240)* and *P240 Recv (Plantronics Calisto P240)*, respectively, as shown below. Click **OK**. Restart one-X Agent.

Note: The Calisto P240 has to be connected prior to starting one-X Agent; otherwise, one-X Agent would not detect the Calisto P240.



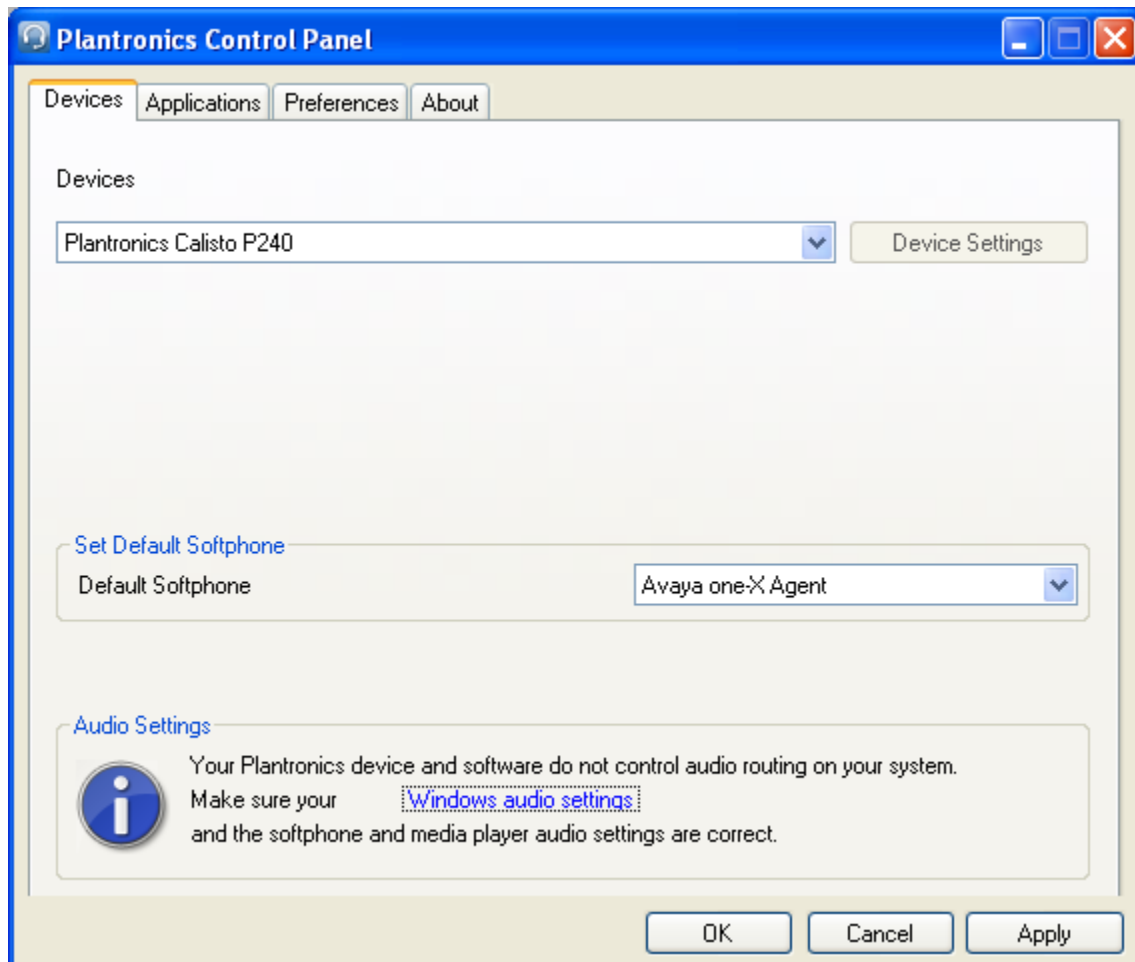
7. Install Plantronics Headsets

The Plantronics Spokes software enables the Plantronics Calisto P240 USB Handset to answer, end, and mute calls using the call control button on the handset itself. Install the software on the PC running the Avaya one-X Agent. Refer to [4] for additional information.

After the Spokes software is installed, connect the Calisto P240 to the desktop PC running one-X Agent via a USB port.

Call dialing is supported directly from the Calisto P240 handset keypad. To enable call dialing, launch the Plantronics Control Panel and set the **Default Softphone** field to *Avaya one-X Agent* as shown below.

Note: DTMF support from the handset while on an active call is not yet supported. While on an active call, DTMF must be entered from the one-X Agent keypad.



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 Calisto P240 with Avaya one-X Agent.

1. Start the one-X Agent application.
2. Place an incoming call to one-X Agent from an Avaya 9600 series IP telephone.
3. Answer the call using the call control button on the Plantronics Calisto P240 handset.
4. Verify two-way talk path between the headset and phone.
5. Disconnect the call from the headset or audio device using the call control button.
6. Verify that the call is properly disconnected.
7. Repeat the above test, but this time, dial the call from the handset directly.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Spokes Software and Plantronics Calisto P240 USB Handset with Avaya one-X® Agent. All test cases were completed successfully. All tests passed with the observations 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] *Administering Avaya Aura® Communication Manager*, Release 6.2, Issue 7.0, December 2012, Document Number 03-300509.
- [2] *Using Avaya one-X® Agent 2.5*, June 2011.

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

- [3] *Plantronics Spokes Software for Windows*, Build 2.7.14092.0.
- [4] *Plantronics Calisto P240 USB Handset Quick Start Guide*.

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