



## **Application Notes for Plantronics Blackwire C710/C720 Headsets with Avaya E169 Media Station - Issue 1.0**

### **Abstract**

These Application Notes describe a compliance-tested configuration comprised of Plantronics Blackwire C710/C720 USB corded Headsets with Avaya E169 Media Station. Designed for those who spend hours each day on long conference calls, webinars and video conferencing, the Blackwire C710/C720 Headsets makes communications more effective and productive.

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 for Plantronics Blackwire C710/C720 USB corded Headsets with Avaya E169 Media Station. Designed for those who spend hours each day on long conference calls, webinars and video conferencing, the Blackwire C710/C720 Headsets makes communications more effective and productive. The Blackwire C710/C720 Headsets employs simple plug-and-play USB connectivity to the E169 Media Station.

## 2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from Avaya E169 Media Station using Plantronics Blackwire C710/C720 Headsets and verifying good talk path in both directions. 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 Plantronics Blackwire C710/C720 Headsets after restarting the Avaya E169 Media Station and disconnecting and reconnecting the Headsets.

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

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.
- Incoming call alert notification.
- Hearing ring back tone for outgoing calls.
- Using the mute control button on Avaya E169 Media Station and the headsets to mute and un-mute the audio.
- Using the hold feature from the Avaya E169 Media Station.
- Placing the headsets on the ear for an incoming call and ensuring that the call is answered automatically.
- Transferring calls between headset, handset and speaker during an active call on Avaya E169 Media Station.

The serviceability testing focused on verifying the usability of Plantronics Blackwire C710/C720 Headsets after restarting the Avaya E169 Media Station and disconnecting and reconnecting the Headsets.

## 2.2. Test Results

All executed test cases passed with the following observation,

- When Mute button is pressed on the headsets, the LED light on the Mute button is lit up and so is the LED light on the E169 Media Station Mute button. When the user Unmutes from the headsets, the Mute button LED light is turned off on the headsets however the LED light on the Mute button of the E169 Media Station is still lit up. User has to press the Mute button again on the headsets to turn off the LED light on the Mute button of the E169 Media Station. If the LED status is not in sync between the headsets and the E169 media Station and the user ends the call, the E169 Media Station display keeps flashing and user needs to press end call again or disconnect and connect the headsets to get out of this state.

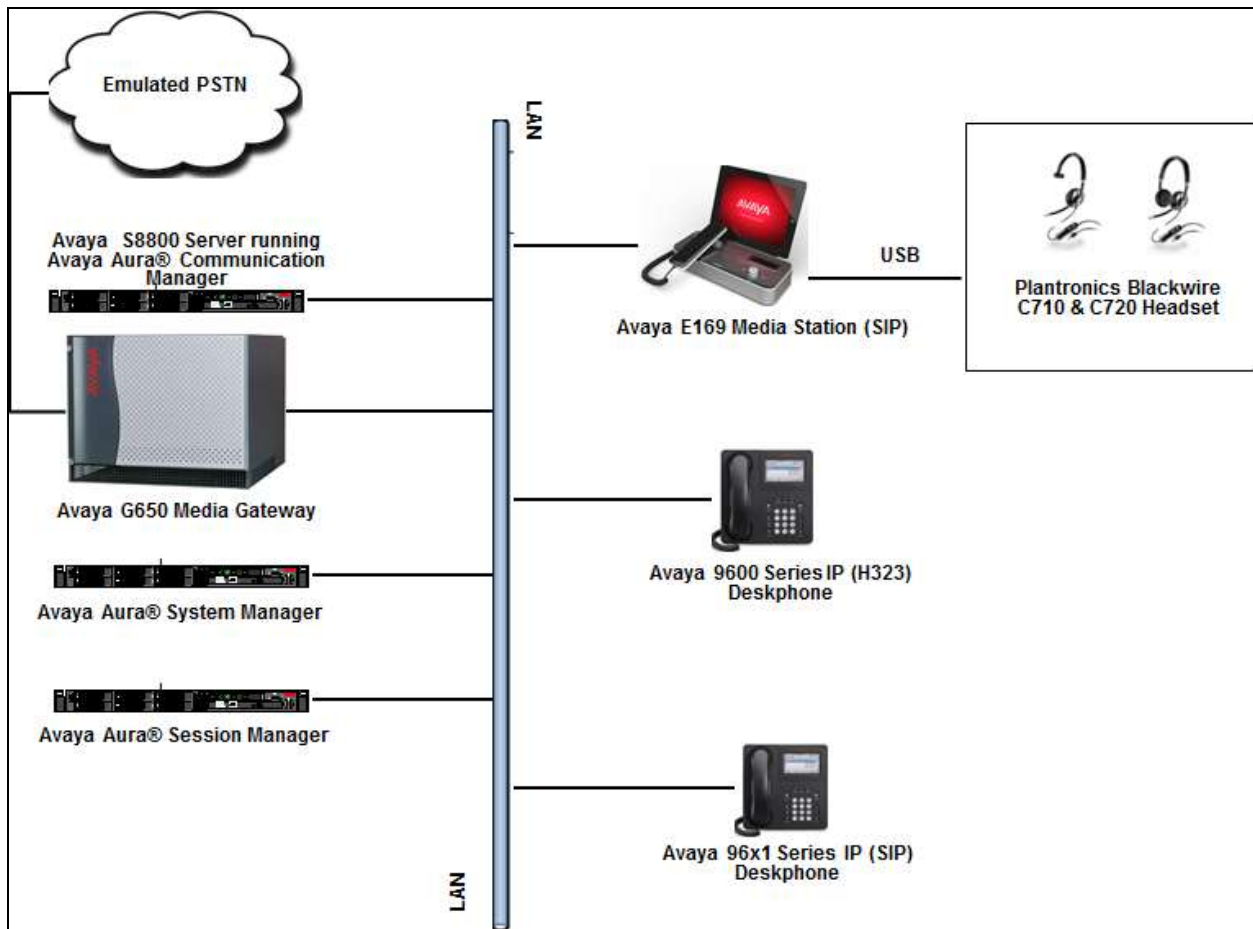
## 2.3. Support

For technical support and information on Plantronics headsets, contact Plantronics at:

- Phone: 1-855-765-7878  
1-831-426-5858 (International)
- Website: <http://www.plantronics.com/us/support/index.jsp>

### 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the Plantronics solution. The configuration comprised of an Avaya Aura® Communication Manager (Communication Manager), Avaya Aura® Session Manager (Session Manager), Avaya Aura® System Manager and an Avaya G650 Media Gateway. The Avaya E169 Media Station is registered as a SIP based station to the Session Manager. The Plantronics C710/C720 Headsets were connected to the E169 Media Station via the USB port.



**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 Aura <sup>®</sup> System Manager running on an Avaya S8800 Server	6.3.14.11.3595
Avaya Aura <sup>®</sup> Communication Manager running on an Avaya S8800 Server	6.3.12.0-SP12 (R016x.03.0.124.0-22505)
Avaya Aura <sup>®</sup> Session Manager running on an Avaya S8800 Server	6.3.14.0.631402
Avaya E169 Media Station	1.1.0.1 (8.25.5-avaya)
Avaya IP Deskphones: <ul style="list-style-type: none"><li>• 9608 (H.323)</li><li>• 96x1 (SIP)</li></ul>	6.4014 6.3.14
Plantronics C710/C720 Headset	v.48

## 5. Configure Avaya Aura<sup>®</sup> Communication Manager

It is assumed that a fully functioning Avaya Aura<sup>®</sup> Communication Manager is in place with the necessary licensing and that an SIP extension is configured on the Session Manager to which the E169 Media Station will register to. For further information on the configuration of Avaya Aura<sup>®</sup> Communication Manager please see **Section 9** of these Application Notes.

## 6. Configure Plantronics Blackwire C710/C720 Headset

The Plantronics Blackwire C710/C720 Headsets is an USB plug-and-play device. When plugged into the USB Port of an Avaya E169 Media Station, it is automatically detected without requiring any additional driver software.

## 7. Verification Steps

Also verify the following,

- The headset fully supports call control initiated from the headset.
- When the headsets are connected to Avaya E169 Media Station, press the handset button on the E169 Media Station to start a call or press the handset button to end the call. The headset LED is not lit on the button that has the image of a PC.
- Press the button on the headset depicting a PC. The LED on the button that has the image of a PC will start to blink.
- To end calls press the button on the headsets depicting a PC. Active call will disconnect and the LED light on the button that has the image of a PC will turn off.
- Verify if the volume up/down and mute/unmute button on the headsets functions as intended.
- Verify that the Hold button on E169 Media Station functions as intended.
- Verify that call can be transferred between headset, handset and the speaker phone.

## 8. Conclusion

These Application Notes describe the configuration steps required for Plantronics Blackwire C710/C720 Headsets with Avaya E169 Media Station. Please refer to **Section 2.2** for test results and observations.

## 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*, Document ID 03-300509
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205
- [3] *Implementing Avaya Aura® Session Manager*, Document ID 03-603473
- [4] *Administering Avaya Aura® Session Manager*, Document ID 03-603324
- [5] *Using the Avaya E169 IP Media Station*, Release 1.1
- [6] *Installing and Maintaining the Avaya E159 and E169 IP Media Stations*, Release 1.1

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

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