



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Savi Office and Plantronics EHS APV-65 Adapter with Avaya 5400 and 5600 Series Telephones and Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Plantronics Savi Office and Plantronics EHS APV-65 Adapter to interoperate with Avaya 5400 Series Digital Telephones and Avaya 5600 Series IP Telephones with Avaya IP Office. The Plantronics Savi Office is a wireless headset solution. In the compliance testing, Plantronics Savi Office used the Plantronics EHS APV-65 Adapter to provide wireless communications for Avaya 5400 and 5600 Series Telephones with Avaya IP Office.

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 Savi Office and Plantronics EHS APV-65 Adapter to interoperate with Avaya 5400 Series Digital Telephones and Avaya 5600 Series IP Telephones with Avaya IP Office. The Plantronics Savi Office is a wireless headset solution.

In the compliance testing, Plantronics Savi Office used the Plantronics EHS APV-65 Adapter to provide wireless communications for Avaya 5400 and 5600 Series Telephones with Avaya IP Office.

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.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from Avaya 5420 Digital Telephone and Avaya 5610 and 5620 IP Telephones using Plantronics Savi Office with WO100, WO200, WO300, and WO350 wireless headsets, to verify good talk paths in both directions.

The call scenarios included voicemail call, internal/external call, inbound/outbound call, mute/un-mute, volume adjustment, and switch between headset/handset.

The serviceability testing focused on verifying the ability of Plantronics Savi Office to recover from adverse conditions, such as restarting the Avaya Telephones and disconnecting/reconnecting the Plantronics EHS APV-65 Adapter from the base unit.

1.2. Support

Technical support on Plantronics Savi Office and Plantronics EHS APV-65 Adapter can be obtained through the following:

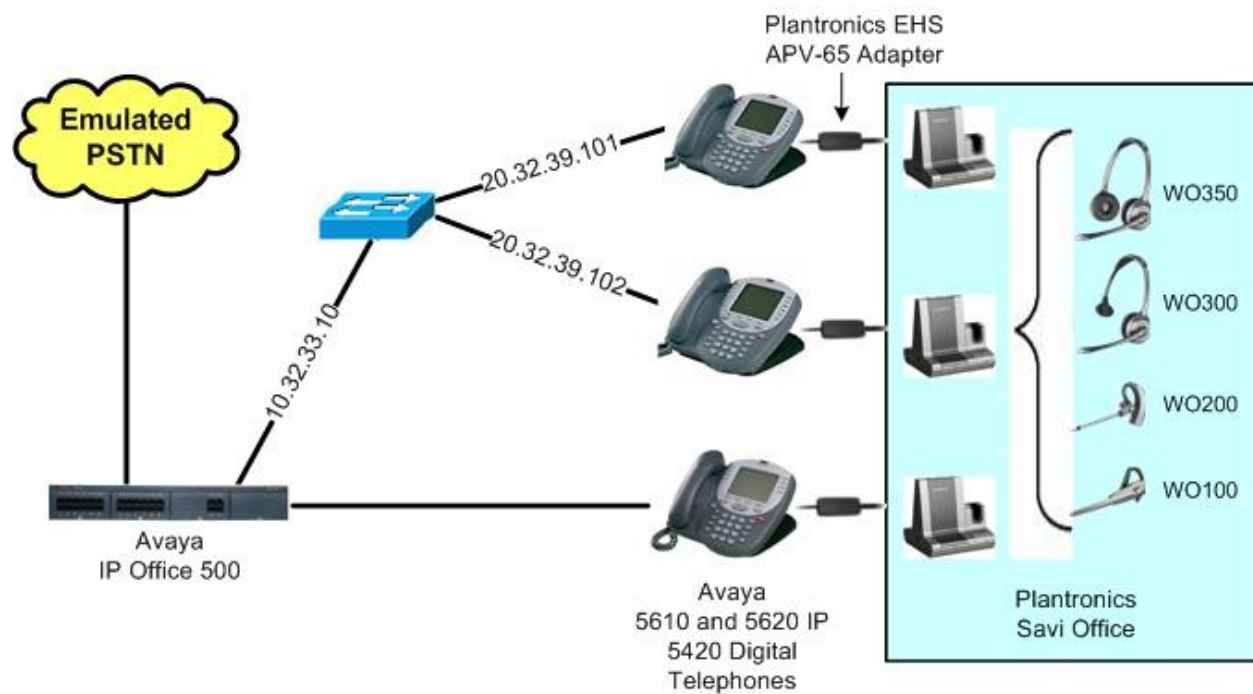
- **Phone:** (800) 544-4660, +1 (831) 426-5858
- **Web:** http://www.plantronics.com/north_america/en_US/support/

2. Reference Configuration

Plantronics Savi Office includes the Plantronics Savi base unit and the Plantronics Savi wireless headset. In the compliance testing, the WO100, WO200, WO300, and WO350 wireless headsets were used.

The Plantronics EHS APV-65 Adapter is physically connected to the base unit on the one end, and to the headset socket in the Avaya Telephone's base on the other. The wireless headsets can be used to enable/disable calls, mute/un-mute, and adjust audio volume.

Note that the integration requires a physical connection to the Avaya Telephone's headset socket, therefore models without a headset socket (such as the 5402 and 5602) are not supported.



3. Equipment and Software Validated

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

| Equipment | Software |
|---|-------------------------------|
| Avaya IP Office IP500 | 6.0 (18) |
| Avaya 5420 Digital Telephone | NA |
| Avaya 5610 and 5620 IP Telephones | 2.9 |
| Plantronics Savi Office with WO100, WO200, WO300, and WO350 Wireless Headsets | Base Assembly 77023-03 Rev. B |
| Plantronics EHS APV-65 Adapter | NA |

4. Configure Avaya IP Office

The extensions and users associated with the Avaya 5420, 5610, and 5620 Telephones are assumed to be in place and will not be described. The table below provides the procedures on how to use the headset in conjunction with the telephone.

| Purpose | Action |
|----------------------------|---|
| To activate the headset | Press the HEADSET button |
| To answer an incoming call | Press the active call appearance |
| To drop an active call | Press the DROP button |
| To make an outgoing call | Press an idle call appearance and dial the number |

5. Configure Plantronics Savi Office

No configuration is required for the Plantronics Savi Office. After charging the system and connecting the EHS APV-65 Adapter to the base unit and to the headset socket on the Avaya telephone, press the call control button on the base unit or on the headset to start using the headset for calls.

6. General Test Approach and Test Results

The feature test cases were performed manually. Calls were manually placed to/from users with Avaya 5420/5610/5620 Telephones and Plantronics Savi Office. Call controls were exercised from the wireless headsets whenever applicable.

The serviceability test cases were performed manually by restarting the connected Avaya Telephones and disconnecting/reconnecting the Plantronics EHS APV-65 Adapter from the base unit.

All test cases were executed and passed.

7. Verification Steps

Make inbound and outbound calls to/from users with Avaya 5420/5610/5620 Telephones and Plantronics Savi Office. Verify that the calls are successful, and that the audio is clear using the wireless headsets.

8. Conclusion

These Application Notes describe the steps required for Plantronics Savi Office and Plantronics EHS APV-65 Adapter to successfully interoperate with Avaya 5400 and 5600 Series Telephones with Avaya IP Office. All feature and serviceability test cases were completed.

9. Additional References

This section references the product documentation relevant to these Application Notes.

1. *IP Office 6.0 Documentation CD*, February 2010, available at <http://support.avaya.com>.
2. *Plantronics Savi EHS Adapters APV-60 & APV-65 Getting Started*, available at <http://www.plantronics.com>.
3. *Plantronics Savi Office WO100 Wireless Headset System Quick Start Guide*, available at <http://www.plantronics.com>.
4. *Plantronics Savi Office WO200 Wireless Headset System Quick Start Guide*, available at <http://www.plantronics.com>.
5. *Plantronics Savi Office WO300/WO350 Wireless Headset System Quick Start Guide*, available at <http://www.plantronics.com>.

©2010 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.