



Application Notes for Configuring Plantronics DA60 USB Headset Adapter and Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets with Avaya One-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics DA60 USB Headset Adapter and Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets with Avaya One-X® Agent. The Plantronics DA60 is a corded USB-to-headset Adapter that provides Plantronics Headsets the ability to manage PC communications with Digital Signal Processing (DSP) for crisp, clear sound. The Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets were used to verify the functionality of the Plantronics DA60 USB Headset Adapter.

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 DA60 USB Headset Adapter and Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets with Avaya One-X® Agent. The Plantronics DA60 is a corded USB-to-headset Adapter that provides Plantronics Headsets the ability to manage PC communications with Digital Signal Processing (DSP) for crisp, clear sound. The Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets were used to verify the functionality of the Plantronics DA60 USB Headset Adapter.

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 Deskphones or with a different generation of the same Avaya Deskphone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their Deskphones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya Deskphones 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 a PC running Avaya One-X® Agent with the Plantronics DA60 USB Headset Adapter and Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets 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 SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets after restarting Avaya One-X® Agent.

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 and receiving calls to and from internal IP (H.323), Digital and Analog extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.
- Hearing ring back tone on the headsets for incoming and outgoing calls.
- Answering and ending calls using the call control buttons on Avaya One-X® Agent.
- Using the volume control button on Avaya One-X® Agent and the in-line volume control button of the DA60 USB Headset Adapter. Note that the in-line volume control button on the DA60 USB Headset Adapter controls the volume under **Sounds and Audio Devices Properties** in Microsoft Windows® **Control Panel**.
- Using the Mute control button on Avaya One-X® Agent and the in-line mute control button of the DA60 USB Headset Adapter to Mute and Un-mute the audio on the headsets.
- Using the Hold button on Avaya One-X® Agent to Hold and Un-hold the calls.

For the serviceability testing, by exiting and login back into Avaya One-X® Agent and by unplugging and plugging back in the Plantronics DA60 USB Headset Adapter from the PC during active calls to ensure that two way audio is re-established automatically to the headsets.

2.2. Test Results

Testing was completed successfully with the following observations/limitations.

- Audio will not work on the headsets if One-X® Agent is launched **before** the DA60 USB Headset Adapter is connected to the PC. One-X® Agent only reads the DA60 USB Headset Adapter during initialization or when it's being launched. The recommendation is to **always** connect the USB Headset Adapter to the PC **before** launching One-X® Agent.

2.3. Support

For support on this Plantronics Headset solution, contact Plantronics at:

- Phone: (888) 752-6876
- Website: <http://www.plantronics.com/us/>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics DA60 USB Headset Adapter and Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets with Avaya One-X® Agent running on a PC. The configuration consists of an Avaya S8300 server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway and a mix of Deskphones (IP, analog and digital) for placing calls to and from the equipment under test.

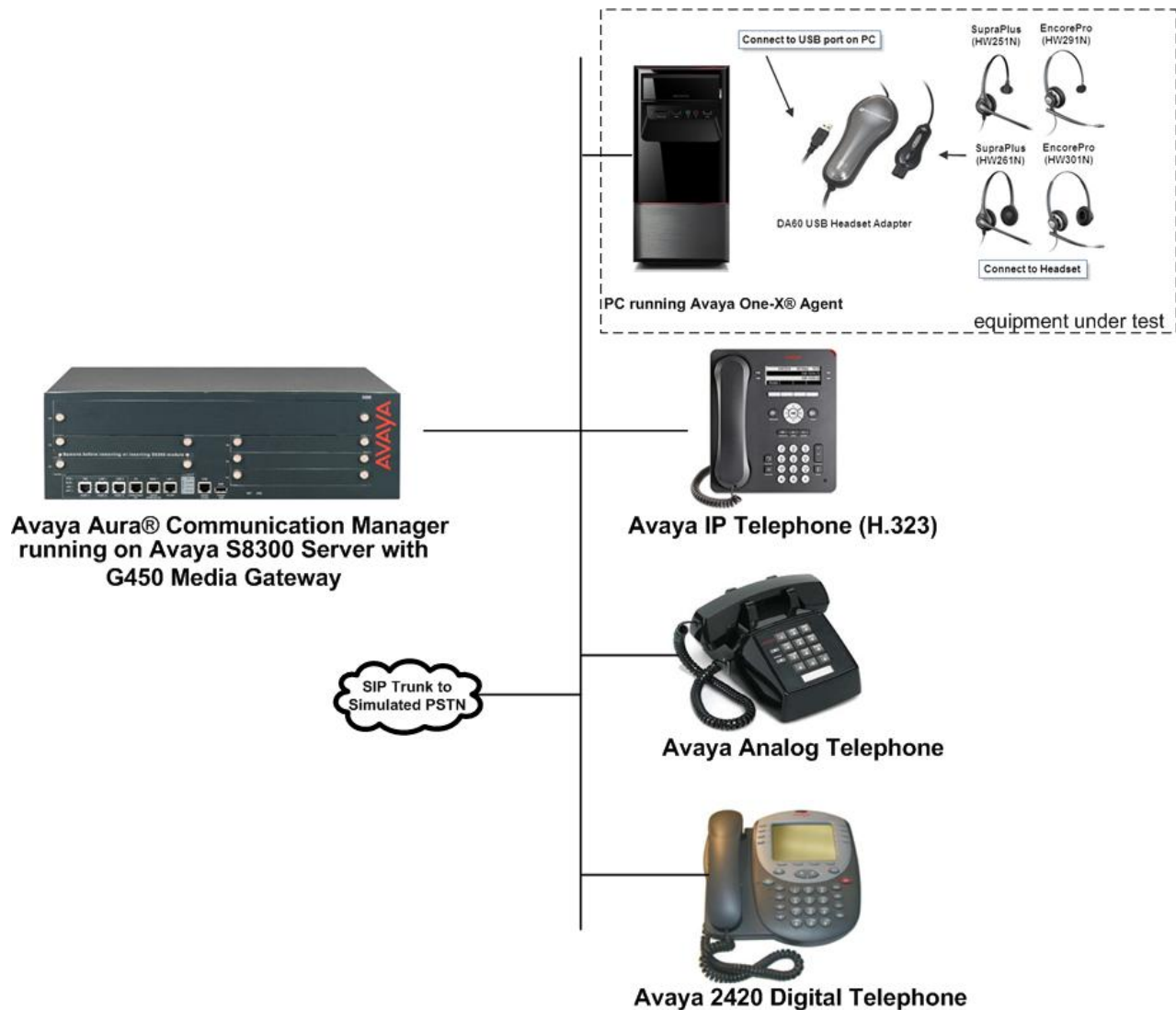


Figure 1: Avaya One-X® Agent running on a PC with Plantronics DA60 USB Headset Adapter and Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets.

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Avaya S8300 Server with a G450 Media Gateway	6.0.1 SP8.01 (00.1.510.1-19917)
Microsoft Windows® XP Professional	Ver. 2002, Service Pack 3
Avaya One-X® Agent	2.5.1072.11082
Avaya 9600 Series IP Deskphones (H.323)	Avaya one-X® Desk phone Edition Version 3.104
Avaya Analog Deskphone	--
Avaya 2420 Digital Deskphone	--
Plantronics DA60 USB Headset Adapter	--
Plantronics SupraPlus (HW251N) Headset	--
Plantronics SupraPlus (HW261N) Headset	--
Plantronics EncorePro (HW291N) Headsets	--
Plantronics EncorePro (HW301N) Headsets	--

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Avaya Aura® Communication Manager is configured and operational. This section focuses only on the configuration of the station to be use with Avaya One-X® Agent. The values configured in this section were used during the compliance tests, default values may be used for any fields not configured in these Application Notes. The compliance tests with the Plantronics DA60 USB Headset Adapter were carried out with the default settings for audio parameters. The configuration is performed via the System Access Terminal (SAT) on Avaya Aura® Communication Manager.

5.1. Configure a Station for Avaya One-X® Agent

To create a station to be used with Avaya One-X® Agent use the **add station n** command; where **n** is an available extension in the dial plan, extension **3036** was used in the sample configuration. Set the **Type** field to the IP Telephone type that will be emulated, **9640** was used in the sample configuration. In the **Security Code** field enter a password to be used by Avaya One-X® Agent to log in. Set the **Coverage Path 1** field to the Coverage Path configured for Voice Mail, "1" was used in the sample configuration. Ensure that **IP SoftPhone?** is set to **y**.

```
display station 3036                                     Page 1 of 5
STATION
Extension: 3036                                           Lock Messages? n      BCC: 0
Type: 9640                                                Security Code: *      TN: 1
Port: S00010                                             Coverage Path 1: 1    COR: 1
Name: one-X Agent                                         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: 3036
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? y
IP Video Softphone? n
Short/Prefixed Registration Allowed: default
Customizable Labels? y
```

On **Page 4** assign the necessary agent work mode buttons. The assignment of **after-call**, **aux-work**, **release** and either **auto-in** or **manual-in** buttons are mandatory. For the compliance test both manual-in and auto-in buttons were provisioned.

display station 3036		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		
Grp:			
voice-mail			

5.2. Configure Agent-LoginID for Avaya one-X® Agent

To create an agent-loginID to be used by Avaya one-X® Agent use the **add agent-loginID n** command; where **n** is an available extension in the dial plan. Enter and confirm a **Password** to be used by Avaya one-X® Agent to log in to the agent-loginID. Set **Auto Answer** to **station** so that the agent-loginID will follow the auto answer configuration of the station it logs in to.

```
display agent-loginID 3501                                     Page 1 of 2
AGENT LOGINID
Login ID: 3501
Name: Agent 3501
TN: 1
COR: 1
Coverage Path:
Security Code:
AAS? n
AUDIX? n
LWC Reception: spe
LWC Log External Calls? n
AUDIX Name for Messaging:
LoginID for ISDN/SIP Display? n
Password:
Password (enter again):
Auto Answer: station
MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: system
Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
Forced Agent Logout Time:
WARNING: Agent must log in again before changes take effect
```


On **Page 2** under **Direct Agent Skill** enter an agent skill, “1” was used in the sample configuration. Under **SN** enter the required ACD skill group and under **SL** enter an associated skill level. In the sample configuration skill group **1** was used with a skill level of **1**.

display agent-loginID 3501				Page 2 of 2			
AGENT LOGINID							
Direct Agent Skill: 1				Service Objective? n			
Call Handling Preference: skill-level				Local Call Preference? n			
SN	RL	SL		SN	RL	SL	
1: 1		1		16:			
2:				17:			
3:				18:			
4:				19:			
5:				20:			
6:							
7:							
8:							
9:							
10:							
11:							
12:							
13:							
14:							
15:							

6. Connect the Plantronics DA60 USB Headset Adapter and Headsets to the PC running Avaya One-X® Agent

During the compliance test the Plantronics DA60 USB Headset Adapter was used to connect the Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets to the PC running Avaya One-X® Agent. The Plantronics DA60 USB Headset Adapter is a corded USB-to-headset Adapter that provides Plantronics Headsets the ability to manage PC communications with Digital Signal Processing (DSP) for crisp, clear sound. Note that the only in-line controls on the DA60 USB Headset Adapter are mute and volume control. In-line control buttons to answer, to terminate a call or to place a call on hold are not available on the DA60 USB Headset Adapter; these functions are only available on Avaya One-X® Agent.

6.1. Cable connections

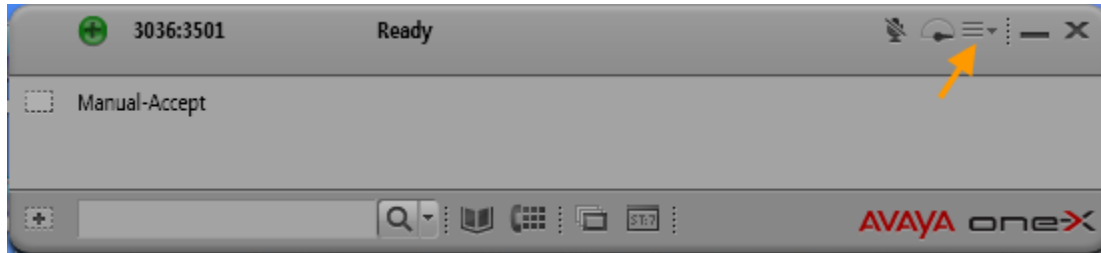
To connect the Plantronics DA60 USB Headset Adapter to the PC running Avaya One-X® Agent and to the Plantronics Headsets, see diagram below.



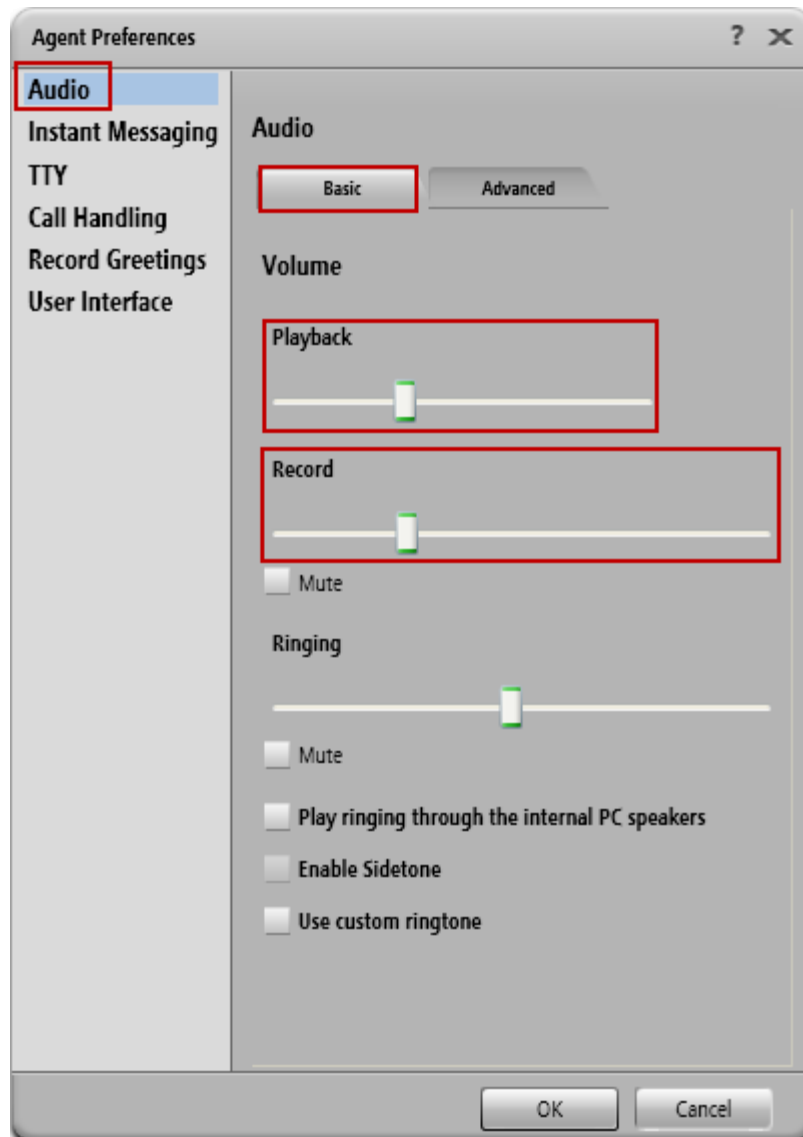
7. Configure Avaya One-X® Agent

These Application Notes assume that Avaya One-X® Agent is already configured and operational. This section focuses only on the settings used with the Plantronics DA60 USB Headset Adapter and Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets. After login into Avaya One-X® Agent, select

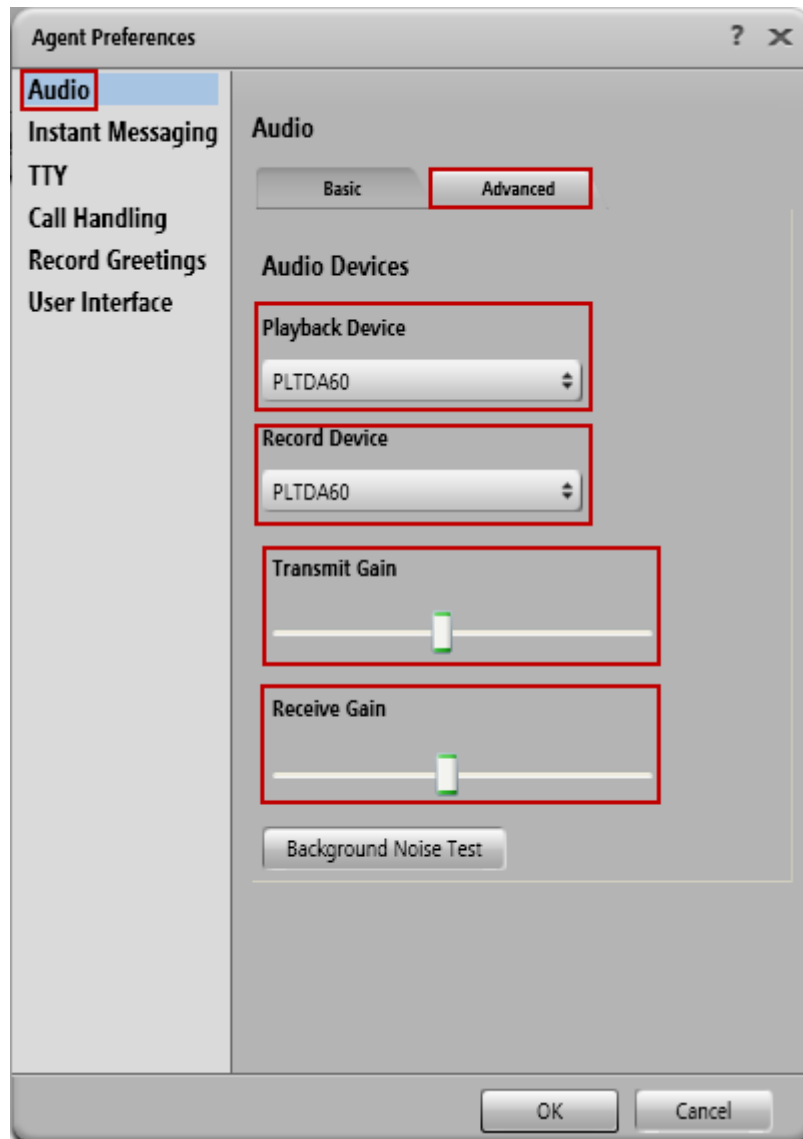
 → **Agent Preferences** from the menu as shown below.



Under **Agent Preferences** select **Audio**, click on the **Basic** tab. Under Volume **Playback** and **Record** adjust the volume of the Headset as needed. The Speaker volume of the Headset can also be adjusted under **Sounds and Audio Devices Properties** in Microsoft Windows® **Control Panel**.



Under **Agent Preferences** select **Audio**, click on the **Advanced** tab. Once login into Avaya One-X® Agent is completed the Plantronics DA60 USB Headset Adapter is automatically detected by Microsoft Windows® as **PLTDA60**, Avaya One-X® Agent will display **PLTDA60** under Audio Devices **Playback Device** and **Record Device**. Under **Transmit Gain** and **Receive Gain** adjust the **Transmit** and **Receive Gain** of the Headset as needed.



8. Answering, Ending, and Placing Calls

To answer, end, or place a call using Avaya One-X® Agent with the Plantronics DA60 USB Headset Adapter and Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets follow the instructions below.

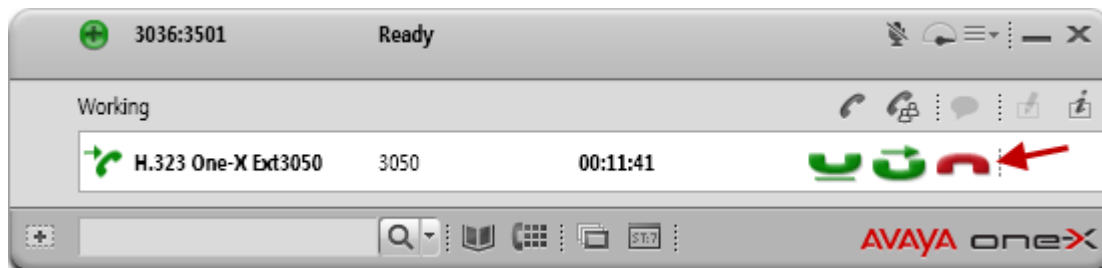
To Answer a Call:

- During incoming calls Avaya One-X® Agent will display “Alerting” as shown below, press the green telephone handset icon.



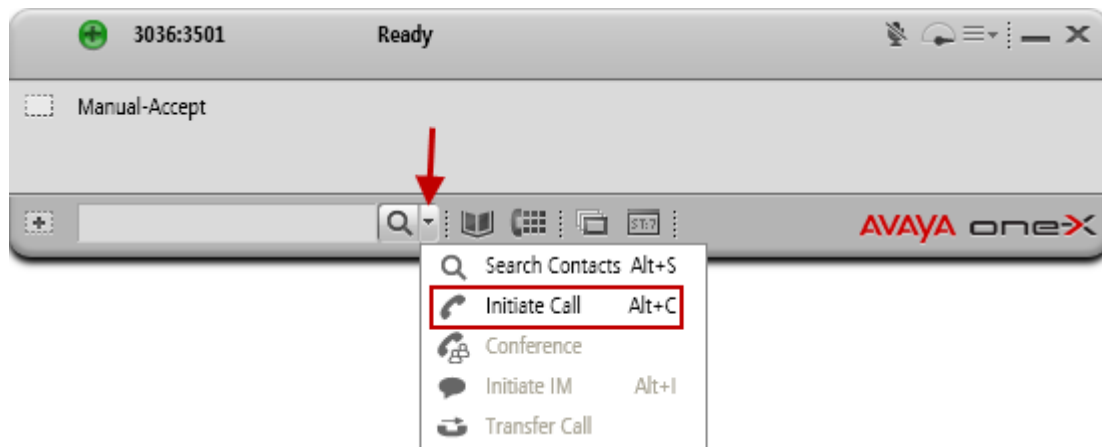
To End a Call:

- Press the red telephone handset icon on Avaya One-X® Agent to terminate a call.

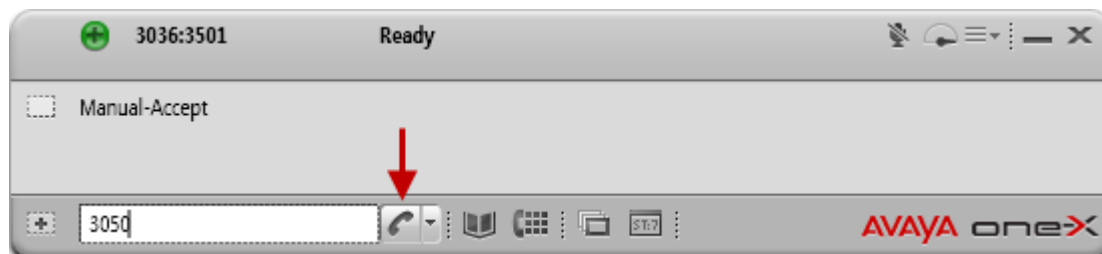


To Place a Call:

- Select **Initiate Call** on the pull down menu or enter **Alt+C**



- Enter the number, and then press the black telephone handset icon.



9. Verification Steps

Verify that the Plantronics DA60 USB Headset Adapter and Plantronic SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headset have been connected to the PC running Avaya One-X® Agent, as shown in **Section 6.1**. Once the Adapter and the Headset are connected to the PC launch Avaya One-X® Agent, verify that incoming and outgoing calls can be established from Avaya One-X® Agent, and that clear two-way audio, dial tone, ring-back tone can be heard on the headset when making calls.

10. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics DA60 USB Headset Adapter and Plantronics SupraPlus (HW251N), SupraPlus (HW261N), EncorePro (HW291N), EncorePro (HW301N) Headsets with Avaya One-X® Agent. Testing was completed successfully with the observations/limitations mentioned in **section 2.2 Test Results**.

11. 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 Communication Manager for Avaya one- X® Agent*, Release 2.5, June 2011.
- [2] *Avaya One-X® Agent Overview*, Release 2.5, June 2011.

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

- [3] *DA60 user Guide*
- [4] *Plantronics EncorePro Headset User Guide*.
- [5] *Plantronics SupraPlus Headset User Guide*.

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