



Avaya Solution & Interoperability Test Lab

Application Notes for DA Series Audio Processor and Plantronics EncorePro 510/520 Headsets with Avaya one-X® Attendant - Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration comprised of Plantronics EncorePro 510/520 USB Corded Headsets and Plantronics DA Series Audio Processor with Avaya one-X® Attendant. Designed for those who spend hours each day on long conference calls, webinars and video conferencing, the EncorePro 510/520 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 to integrate DA Series Audio Processor and EncorePro 510/520 USB corded headsets with Avaya one-X® Attendant. In this compliance testing, the following headsets were tested:

- EncorePro HW510 – Over-the-head, for enhanced stability (Monaural).
- EncorePro HW520 – Over-the-head, for enhanced stability (Binaural).
- DA-80 USB Audio Processor provides feature to directly answer, end, mute/unmute calls using button on the DA-80.
- DA-70 USB Audio Processor does not have control button.

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 one-X® Attendant using Plantronics EncorePro 510/520 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 EncorePro 510/520 Headsets after restarting the Avaya one-X® Attendant, disconnecting and reconnecting the Headsets and rebooting the PC.

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 while operating the Avaya one-X® Attendant:

- 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.
- Hearing incoming ring alert.
- Hearing ring back tone for outgoing calls.
- Answering and ending calls using call control on DA-80.
- Answering and ending calls using Avaya one-X® Attendant's buttons.
- Using the mute control button on Avaya one-X® Attendant and the DA-80 to mute and un-mute the audio.
- Using the volume control buttons on the DA-80 to adjust the volume on the headset speakers.
- Using the hold feature from the Avaya one-X® Attendant.

The serviceability testing focused on verifying the usability of Plantronics EncorePro 510/520 Headsets after restarting the Avaya one-X® Attendant, disconnecting and reconnecting the Headsets and rebooting the PC.

2.2. Test Results

All executed test cases passed with the following observations,

- When there is an incoming call to one-X Attendant, a beep tone is heard however there is no LED light on the DA-80 USB Audio Processor to indicate an incoming call. Call can be answered by pressing the call control button however the LED light is not lit to indicate that the headset is active on a call.
- When making an outgoing call from one-X Attendant, the far end ringing tone can be heard however the LED light on the DA-80 USB Audio Processor is not lit to indicate that the headset is active in making an outgoing call.
- When a PC is restarted after one-X® Attendant is installed, the user may see an indication that the Plantronics Spokes Software, or Hub Software, process is running on the Windows task bar. This process is used by the headset for call control functionality. If the user manually closes or shuts down this process while one-X® Attendant is running, call control functionality will stop. Restarting one-X® Attendant will restore call control functions.
- On the Avaya one-X® Attendant, in Audio\Setting Wizard, the name of the headset was truncated. It is displayed as follows:

Microphone: "Headset Microphone (Plantronics"

Speaker: "Headset Earphone (Plantronics D"

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 consists of an Avaya Aura® Communication Manager Virtual Environment (VM) with Avaya Aura® Media Server VM and an Avaya G450 Media Gateway which supports the H.323 endpoint. The Session Manager/System Manager VM provides connectivity to the simulated SIP PSTN via SIP trunk (not shown). The H.323 based endpoints are registered to the Communication Manager. The Avaya one-X® Attendant was installed on Windows7. The Plantronics headset and DA Audio Processor were connected to this PC via the USB port.

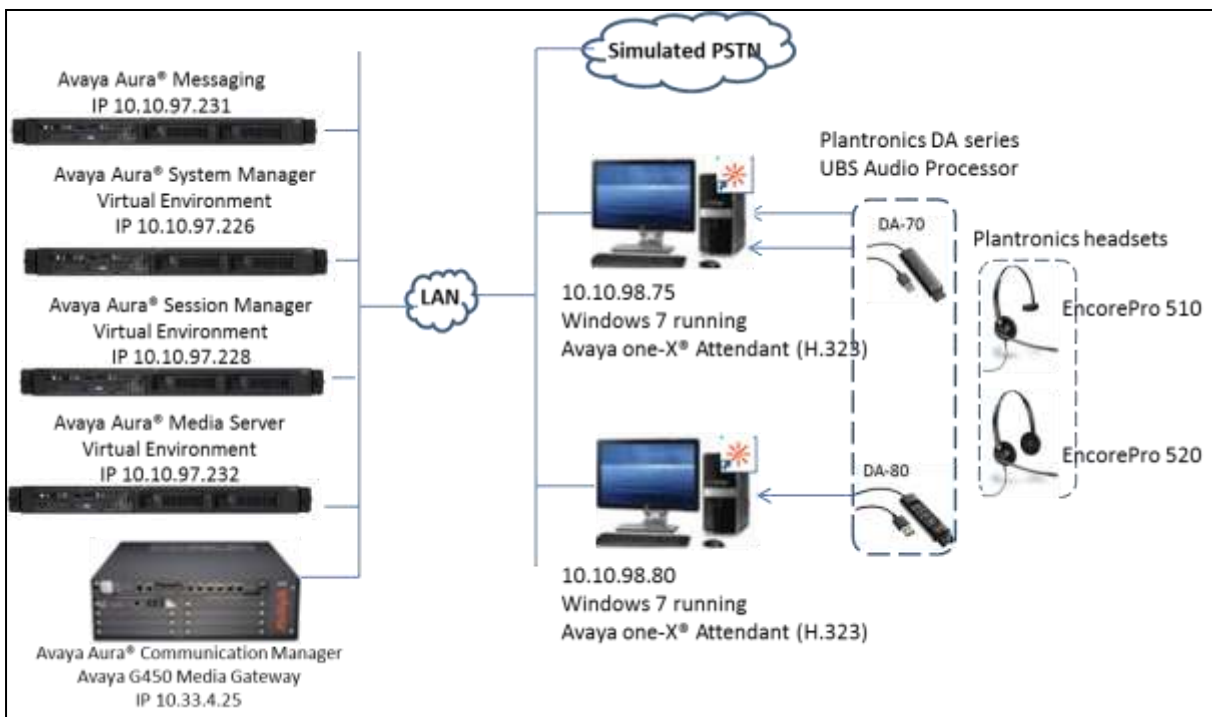


Figure 1: Test Configuration

4. Equipment and Software Validated

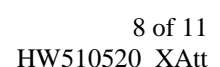
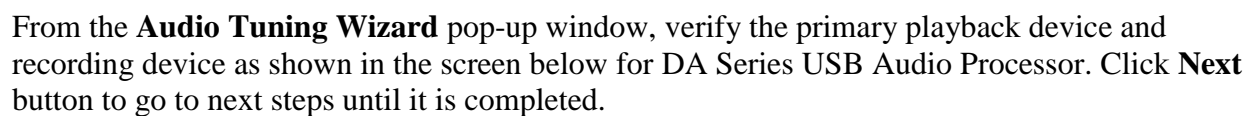
The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura [®] System Manager in Virtual Environment	7.0.0.1
Avaya Aura [®] Session Manager in Virtual Environment	7.0 SP1
Avaya Aura [®] Communication Manager in Virtual Environment	7.0 SP1
Avaya G450 Media Gateway	37.20.0
Avaya Aura [®] Media Server Virtual Environment	7.7 SP2 (v.7.7.0.281)
Avaya one-X [®] Attendant	4.12.010.001
Plantronics DA Series USB Audio Processor	v68.26.26
Plantronics EncorePro HW510 Headset	PN: 89433-01
Plantronics EncorePro HW520 Headset	PN: 89434-01
Windows OS	Windows 7 Professional SP1

5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Avaya Aura® Communication Manager is in place with the necessary licensing and that an extension is configured to handle softphone and one-X® Attendant. For further information on the configuration of Avaya Aura® Communication Manager and extension for one-X® Attendant please see **reference [7]** of these Application Notes.

While installing Avaya one-X® Attendant, if the headset is already plugged in to the PC's USB port then the headset will be recognized as part of the installation. If a headset needs to be plugged in after installations of Avaya one-X® Attendant, then after logging into Avaya one-X® Attendant, navigate to **Edit → Audio → Settings wizard** (not shown) from the main screen shown below.



7. Install DA Series Audio Processor and Plantronics EncorePro 510/520 Headsets

This section provides the configuration steps for Plantronics DA Series USB Audio Processor and Plantronics 510/520 headset to work with one-X Attendant.

Connect EncorePro 510/520 headset to the DA-70/80 USB adapters via Quick Disconnect connector. Insert the DA-70/80 adapters to an available USB port on the PC.

8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the DA Series Audio Processor and Plantronics EncorePro 510/520 with Avaya one-X Attendant.

1. Start the one-X Attendant application and log in.
2. Place an incoming call to one-X Attendant from any local phone.
3. Answer the call using the call control button on the DA-80.
4. Verify two-way talk path between the headset and phone.
5. Disconnect the call from the DA-80 using the call control button.
6. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required for Plantronics DA Series Audio Processor and Plantronics EncorePro 510/520 Headsets and Avaya one-X® Attendant. Please refer to **Section 2.2** for test results and observations if any.

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, 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, Doc ID 03-603324*
- [5] *Avaya one-X® Attendant 4.0 SP11 at CM Release 1.0 User manual*
- [6] *Avaya one-X® Attendant 4.0 (SP11) connected to Avaya Communication Manager Installation and Administration Manual, 16-603459-EN*
- [7] *Application Notes for Plantronics Spokes Software and Plantronics Blackwire C700 Series USB Headsets with Avaya one-X® Attendant - Issue 1.0 -*
<https://www.devconnectprogram.com/fileMedia/download/1786ad83-e5dc-4137-8d59-49cc40c0be84>

The Plantronics product documentation can be found at:

- [8] <http://www.plantronics.com/us/support/docs/>
- [9] <http://www.plantronics.com/us/product/da-series>
- [10] <http://www.plantronics.com/us/product/encorepro-510-520>

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