



Application Notes for Plantronics Hub and Blackwire 500 Series with Avaya Aura® Agent Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub and Blackwire 500 Series USB headsets with Avaya Aura® Agent Desktop.

Plantronics Hub is a stand-alone application providing call control, settings management, update and battery level notifications and mute alerts to Plantronics headset. The Blackwire 500 Series USB corded headsets provide two-way audio with a noise-canceling flexible mic and call control buttons. This solution provides call control features directly from the headset, such as answering or terminating a call, adjusting volume control and mute.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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 the Plantronics Hub and Blackwire headsets with Avaya Aura® Agent Desktop (Agent Desktop). The Agent Desktop logs on as an agent of Avaya Aura® Contact Center and registers to Avaya Aura® Communication Manager as H323 softphone. Plantronics Hub is an application that enables call control with Blackwire headsets and Agent Desktop. This means that with a Blackwire headset, users can directly answer, end, mute/unmute calls using button on the Blackwire headsets. The Blackwire USB headset was used to exercise the call control functions provided by Plantronics Hub application.

In this compliance testing, the following headsets were tested:

- Blackwire C510 – Monaural, USB corded headset
- Blackwire C520 – Binaural, USB corded headset

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 Agent Desktop softphone, answering and ending calls using the call control button on the Blackwire headset, and verifying two-way audio. The call types included calls between local extensions, and the PSTN.

The serviceability testing focused on verifying the usability of the Blackwire headset after restarting the Agent Desktop and reconnecting the Blackwire headset to 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:

- Placing calls to internal extensions to verify two-way audio.
- Placing calls from the PSTN to contact center number to verify two-way audio.
- Answering and ending calls using the call control button on the headset.
- Answering and ending calls using the Agent Desktop screen interface
- Hearing ring back tone for outgoing calls.
- Hearing ring alert for incoming calls.
- Using the volume control buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and Agent Desktop to mute and un-mute the audio.
- Verifying incoming call notification on headset.
- Using Hold feature on Agent Desktop.

For the serviceability testing, the Blackwire headset was reconnected to the Agent Desktop and the PC was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed with the following observation: Pre-requisite for Avaya Aura Agent Desktop to provide headset integration is that:

1. The “Avaya Aura Agent Desktop – Headset Support” utility must be installed on the PC.
2. During an active call, if a user makes a modification in the Hub application, the LED green light of the call control button of the headset is turned off. There is no impact to the audio of the call, and the call is still active. Work around is to put the call on hold by pressing the call button delay for 2 seconds and pressing the call control button again to retrieve the call. The light will be lit again.

2.3. Support

For technical support and information on the Plantronics products described in this solution, contact Plantronics Technical Support 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 Hub and Blackwire 500 Series USB headset solution. The configuration consists of Avaya Aura® Communication Manager, Avaya Aura® Application Enablement Services and Avaya Aura® System Manager in Avaya Aura® 6.3 Infrastructure to work with Avaya Aura® Contact Center. The Avaya G450 Media Gateway provided connectivity to the PSTN via an ISDN-PRI trunk. The Blackwire headsets were connected via USB ports to the Agent Desktop application running on the agent PCs.

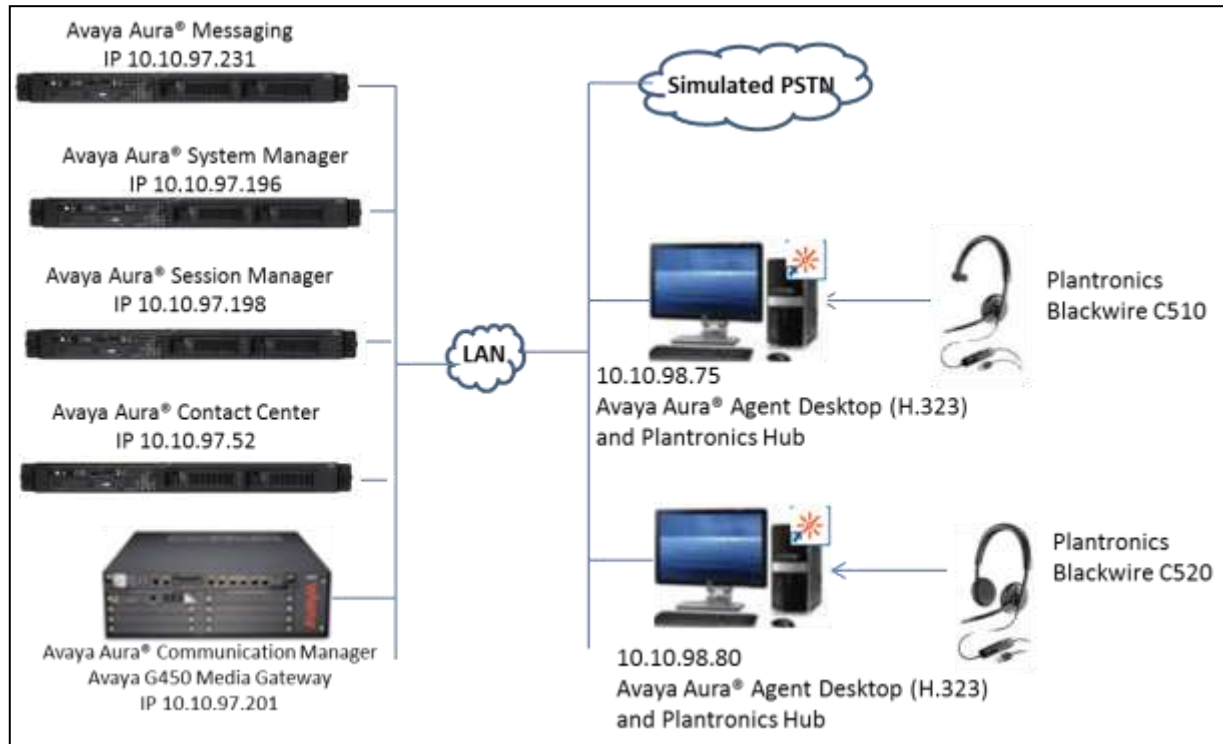


Figure 1: Avaya one-X Agent with Plantronics Hub and Blackwire Headsets

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	6.3.12
Avaya G450 Media Gateway	36.156.0
Avaya Aura® Session Manager	6.3 SP 14 (6.3.14.0.631402)
Avaya Aura® System Manager	6.3. SP 14 (6.3.14.11.3595)
Avaya Aura® Messaging	6.3.2
Avaya Aura® Contact Center	6.4 SP15
Avaya Aura® Agent Desktop running on Microsoft Window 7 SP1	6.4 Build 14.200.42.1285
Avaya Aura® Agent Desktop utility <ul style="list-style-type: none">• Avaya Aura Agent Desktop – Headset Support	6.3.208
Plantronics Blackwire C510/ 520	FW147
Plantronics Hub	3.6.51102.21715

5. Configure Avaya Aura® Communication Manager

This section will add stations for use by the Avaya Aura® Contact Center agents. These are H.323 stations that must be configured with the following:

- A maximum of two Call Appearance lines per agent station.
- Restrict Last Appearance must be enabled on all agent stations.
- IP Softphone enabled.

Issue **add station <n>** command, where **n** is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** Enter station type **9620**.
- **Name:** A descriptive name.
- **Security Code:** Enter a valid code ex: 1234.
- **IP SoftPhone:** y.

add station 53017		Page 1 of 5
STATION		
Extension: 53107	Lock Messages? n	BCC: 0
Type: 9620	Security Code: 1234	TN: 1
Port: IP	Coverage Path 1:	COR: 1
Name: Agent9	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 5102	
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	

Navigate to **Page 2** (not shown) and enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Restrict Last Appearance:** y

On **Page 4** of the Station form assign two “**call-appr**” in **BUTTON ASSIGNMENTS** section.

add station 53017		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		
Li st1:	List2:	List3:
BUTTON ASSIGNMENTS		
1: call-appr	5:	
2: call-appr	6:	
3:	7:	
4:	8:	

6. Configure Avaya Aura® Agent Desktop

This section provides configuration of Agent Desktop to log in an agent in Contact Center system and register to Communication Manager as H323 station using My Computer mode provisioned in **Section 5** above.

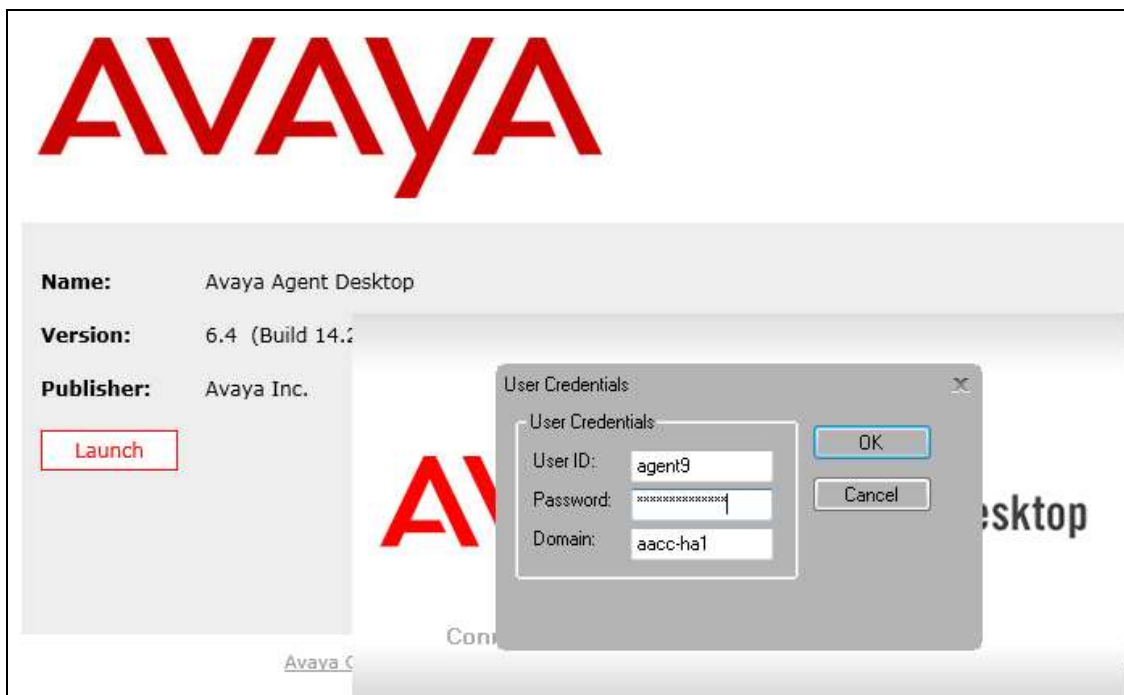
Navigate to **Start Menu → All Program → Avaya** and select **Avaya Aura Agent Desktop**

6.0. Avaya Agent Desktop softphone is displayed with **User Credentials** windows. Type valid information for following attributes in the **User Credentials** screen:

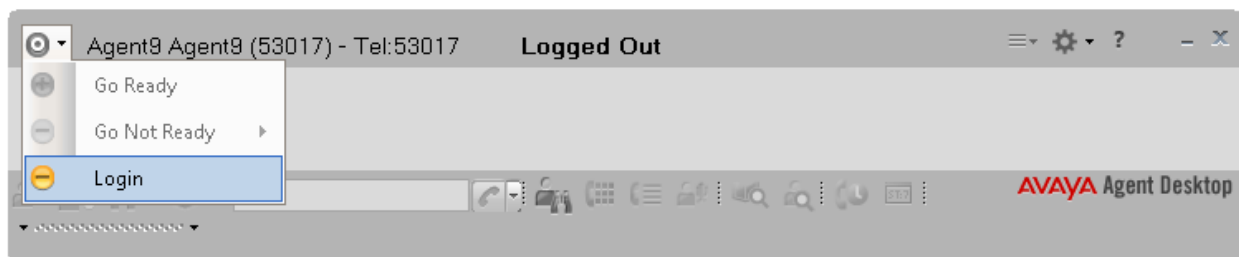
User ID: User name, example: agent9.

Password: User password.

Domain: Applicable domain or IP address of Contact Center.



The screenshot below shows the Agent Desktop logged in as agent9 successfully.



Click on the small circle at top left window and select login as show above. In the **Agent Logon** window, enter login details:

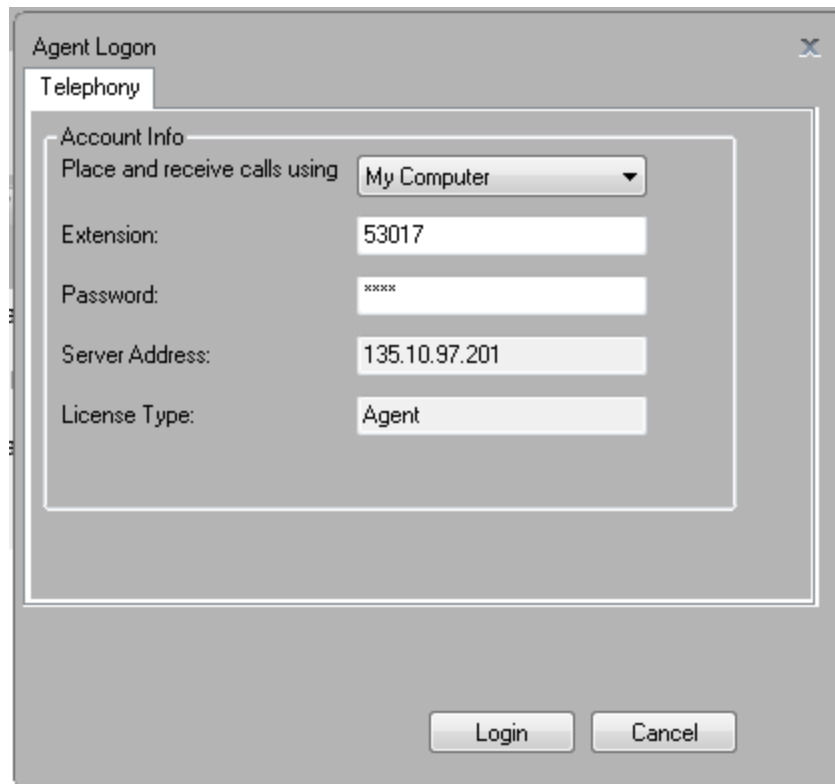
Place and receive calls using: select My Computer.


Extension: Enter extension configured in **Section 5**, example: 53017.

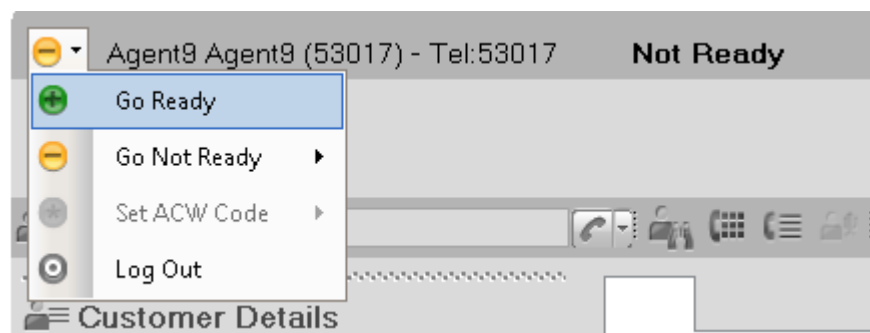
Password: Enter password for the extension, created in **Section 5**.


Server Address: The server address of the telephony switch. Example: IP address of Communication Manager used during compliance test.

Retain other values at their default. Click **Login** button to log in the extension 53017 as an agent.

The image shows a software window titled "Agent Logon" with a close button (X) in the top right corner. Inside the window, there is a tab labeled "Telephony". Below the tab, there is a section titled "Account Info" which contains several input fields: "Place and receive calls using" with a dropdown menu showing "My Computer", "Extension:" with the text "53017", "Password:" with masked characters "xxxx", "Server Address:" with the text "135.10.97.201", and "License Type:" with the text "Agent". At the bottom of the window, there are two buttons: "Login" and "Cancel".

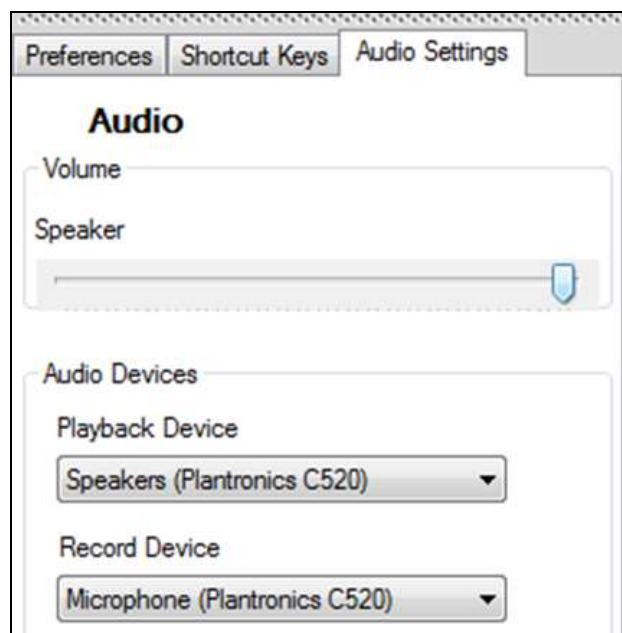
By default the Agent Desktop status is not ready. Change the status to ready to indicate that agent is available to place and answer call by selecting  → **Go Ready**.



To verify Agent Desktop using Plantronics Headset, click  → **Audio Settings**.



In the **Audio Settings** tab, in the **Audio Devices** section, select the applicable Blackwire headset as the audio playback hardware from the **Playback Device** list (see screenshot in the step below). Select the applicable Blackwire headset as the audio recording hardware on the local system from the **Record Device** list. Click **Save Audio Devices** to save configuration.



7. Configure Plantronics Blackwire 500 Series

The Plantronics Hub application enables the Plantronics Blackwire 500 Series headsets to answer, end, and mute calls using the call control button on the headset itself. Install the application on the PC running the Avaya Aura® Agent Desktop. Refer to **Section Error!** Reference source not found. of these Application Notes for additional information. After the Hub application is installed, connect Blackwire headsets to the desktop PC running Avaya Aura® Agent Desktop via USB port.

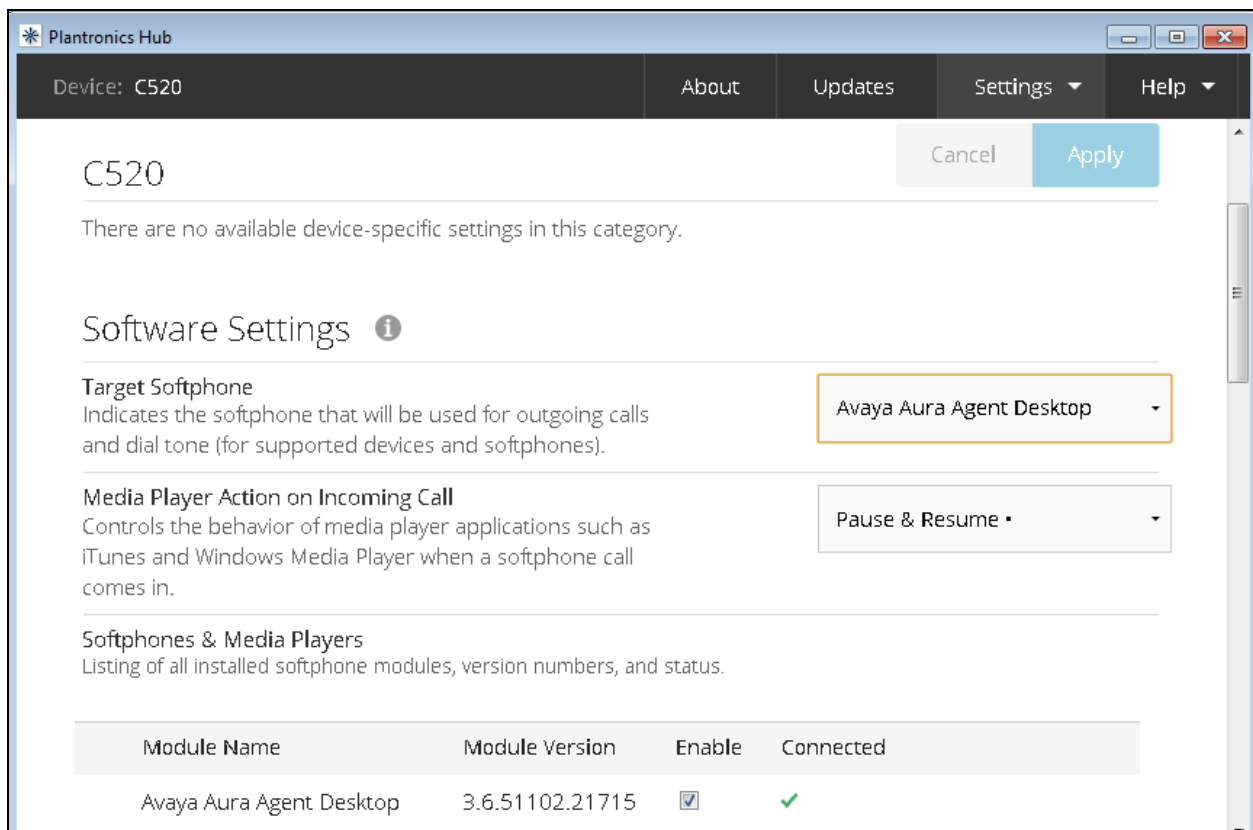
8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Plantronics Hub and Blackwire 500 Series USB corded headsets with Agent Desktop.

8.1. Verify Plantronics Hub

Make sure Agent Desktop is launched and headset is plugged in. Select **Start → Plantronics Hub**.

The page will display the connected device, in this case C520 and its information as shown below. Verify the Avaya Aura Agent Desktop entry is checked.



8.2. Verify Call via Headset

This section provides tests that can be performed to verify proper installation of Blackwire headset, Hub application and Agent Desktop:

1. Place an incoming call to Agent Desktop.
2. Verify two-way talk path between the headset and the called extension.
3. Press the Mute button on the Blackwire headset and verify the call can be muted/unmuted.
4. Verify mute light on headset, mute icon Agent Desktop and mute message on Hub application are in sync and indicate correct mute status.
5. Verify the volume can be adjusted by using the volume controls on the headset.
6. Disconnect the call from the headset by pressing the call control button on the headset.
7. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Plantronics Hub and Blackwire 500 Series USB headsets with Avaya Aura® Agent Desktop. All test cases were completed successfully with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and Blackwire 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 6.3, Issue 10.0, June 2014, Document Number 03-300509.*
- [2] *Application Note for Configuring Avaya Aura® Contact Center 6.2 with Avaya Aura® 6.2 Infrastructure – Issue 1.0*
- [3] *Avaya Aura® Agent Desktop Release 6.4, Issue 05.02, June 2014, Document Number NN44400-114*

Documentation and information for the Plantronics Blackwire 500 Series USB corded headsets can be found at the following websites:

- [1] <http://www.plantronics.com/ca/product/blackwire-500>

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