



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub Software and Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets with Avaya Aura® Agent Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets with Avaya Aura® Agent Desktop. Plantronics Hub Software enables the integrated call control features for the Entera series of headsets, including call answer/end and synchronized mute with Agent Desktop. The Entera headsets connect via a USB port on the PC running Agent Desktop. For this compliance test, Entera HW111N-USB monaural headset and Entera HW121N-USB binaural headset were verified.

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 the Plantronics Hub Software and Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets with Avaya Aura® Agent Desktop. Plantronics Hub Software enables the integrated call control features for the Entera series of headsets, including call answer/end and synchronized mute with Agent Desktop. The Entera headsets connect via a USB port on the PC running Agent Desktop. For this compliance test, Entera HW111N-USB monaural headset and Entera HW121N-USB binaural headset were verified.

Refer to the appropriate Plantronics documentation listed in **Section 10** for additional product information.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from Avaya Aura® Agent Desktop using the Plantronics Hub Software and Plantronics Entera series headsets and verifying 2-way audio. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

The serviceability testing focused on verifying the usability of Entera series headsets after restarting the Avaya Aura® Agent Desktop, disconnecting and reconnecting the headset, and rebooting the PC.

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 local stations to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.

- Answering and ending calls using the call control button on the headset.
- Using the volume control buttons on the headset to adjust the playback volume.
- Using the mute button on the headset and on Agent Desktop to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and Agent Desktop.

For the serviceability testing, the headset was reconnected to verify proper operation. Avaya Aura® Agent Desktop application was also restarted for the same purpose. The desktop PC was also rebooted to verify that Agent Desktop headset was operational when the PC came back into service.

2.2. Test Results

All test cases passed. Incoming and outgoing calls were place to/from Avaya Aura® Agent Desktop with the Plantronics headset and two-way audio was verified. Call, mute, and volume control directly from the headset were verified.

2.3. Support

For technical support and information on Plantronics Hub Software and Plantronics Entera Series Headsets, contact Plantronics at:

- Phone: 1-855-765-7878 (toll free)
- Website: <http://www.plantronics.com/us/support/>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics solution. The configuration consists of Avaya Aura® Communication Manager running in a virtual environment with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. Avaya Aura® Agent Desktop and Plantronics Hub Software were installed on a desktop PC running Windows 7. Entera series headsets connected via Bluetooth to a Plantronics BT600 Bluetooth USB Adapter connected to the desktop PC running Agent Desktop. Agent Desktop logged into Avaya Aura® Contact Center not shown in the test configuration below.

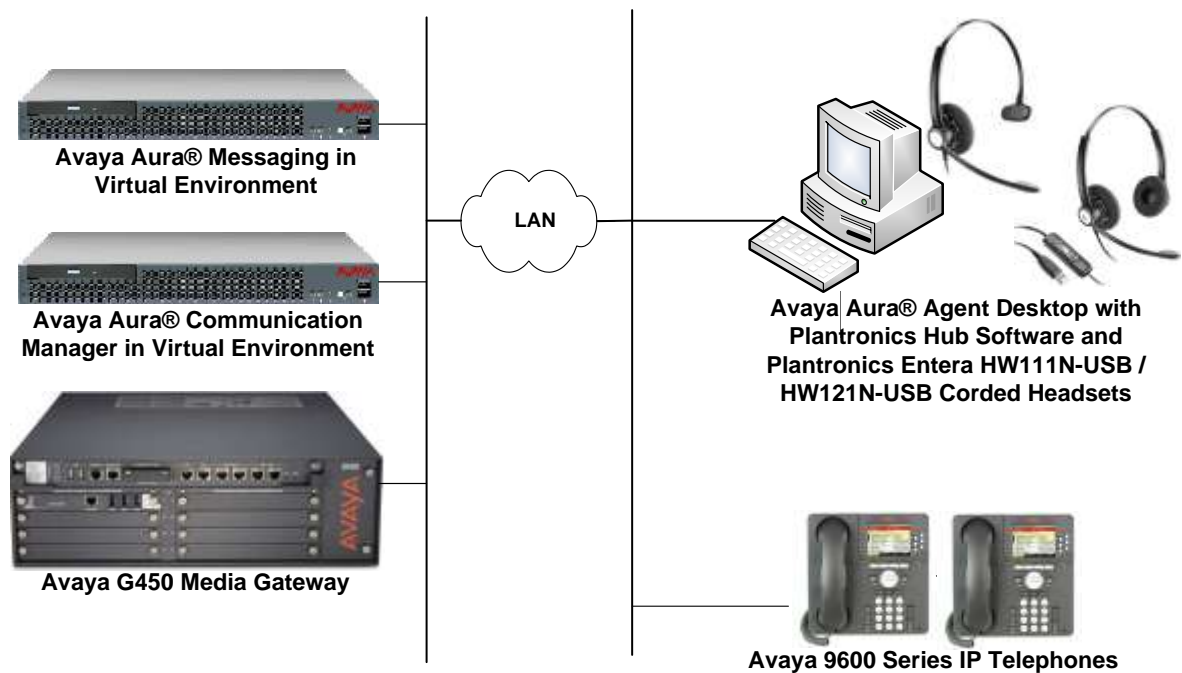


Figure 1: Avaya Aura® Agent Desktop with Plantronics Hub Software and Plantronics Entera Series Corded Headsets

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 in a Virtual Environment	6.3 SP 12 (R016x.03.0.124.0 with Patch 22505)
Avaya G450 Media Gateway	Firmware 37.19.0
Avaya Aura® Messaging	6.3.124.315-1.247325
Avaya Aura® Agent Desktop on Microsoft Windows 7	6.4 (Build 14.200.42.1285)
Avaya Aura® Contact Center	6.4 SP 15
Avaya 9600 Series IP Telephone	S3.250A (H.323) 2.6.14.5 (SIP)
Plantronics Hub Software	3.6.51102.21715
Plantronics Entera HW111N-USB/HW121N-USB Corded Headsets	v.102

5. Configure Avaya Aura® Communication Manager

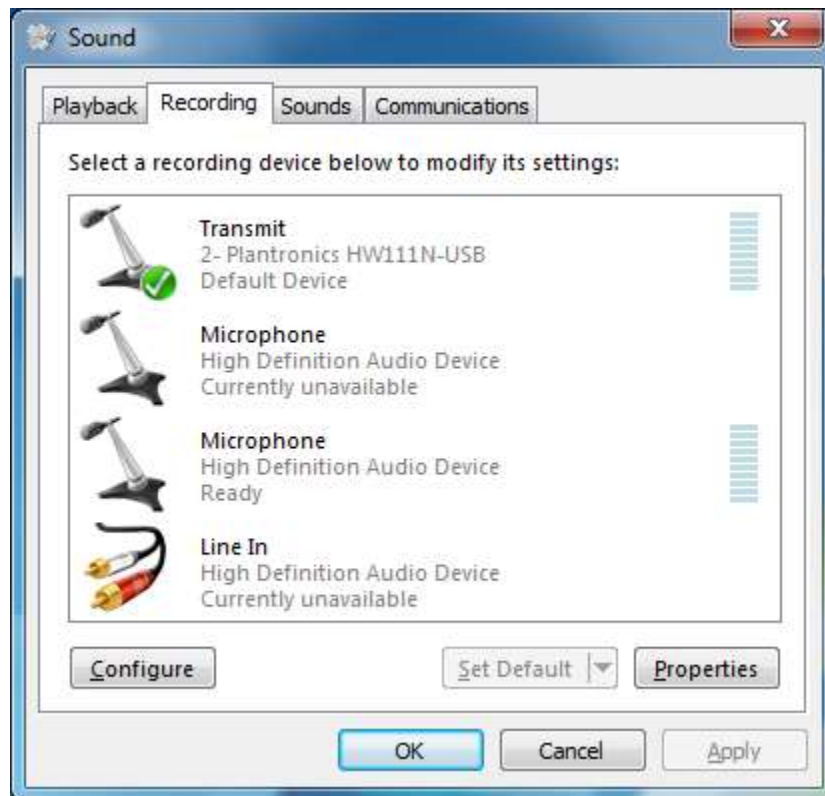
This section covers the station configuration for Agent Desktop. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.


Use the **add station** command to create a station for Agent Desktop. Set the **Type** field to the station type to be emulated. In this example, *4620* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by Agent Desktop to log in. Set the **IP Softphone** field to *y*.

add station 53018		Page 1 of 5
STATION		
Extension: 77400	Lock Messages? n	BCC: 0
Type: 4620	Security Code: 1234	TN: 1
Port: IP	Coverage Path 1:	COR: 1
Name: Plantronics	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 53018	
Display Language: english	Mute Button Enabled? y	
Survivable GK Node Name:	Expansion Module: n	
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	

6. Configure Avaya Aura® Agent Desktop

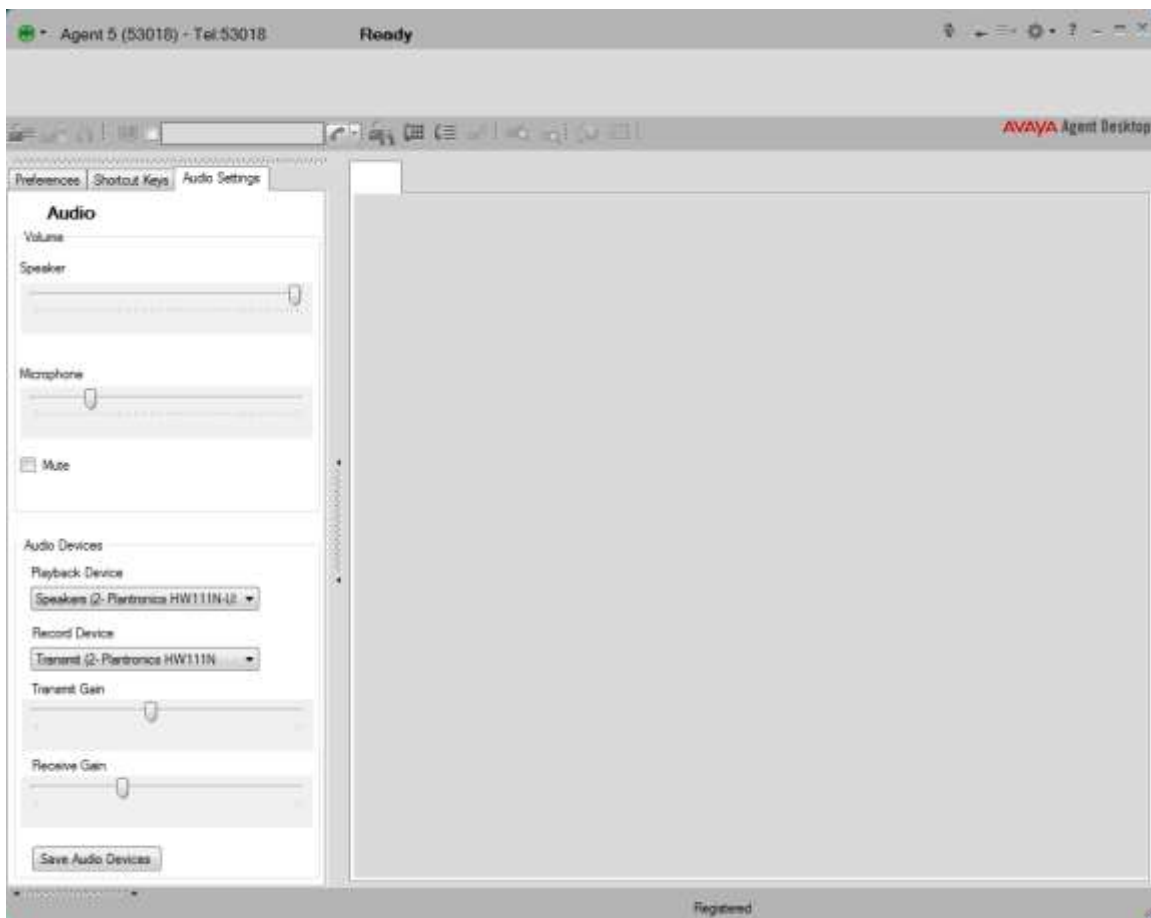
Connect the Plantronics headset to the PC via a USB port. Next, ensure that the **Sound** properties under Windows 7 Control Panel are set properly. Verify that the Plantronics headset has been detected by Windows 7 and that it has been set as the default device in the **Playback** and **Recording** tabs as shown below.



After logging into Agent Desktop, click on  and then select **Audio Settings** as shown below.



The Plantronics headset is automatically detected by Agent Desktop. In the **Audio Settings** tab, set the **Playback Device** and **Record Device** fields to *Speakers (Plantronics HW111N-USB)* and *Transmit (Plantronics HW111N-USB)*, respectively, as shown below. Click **Save Audio Devices**.

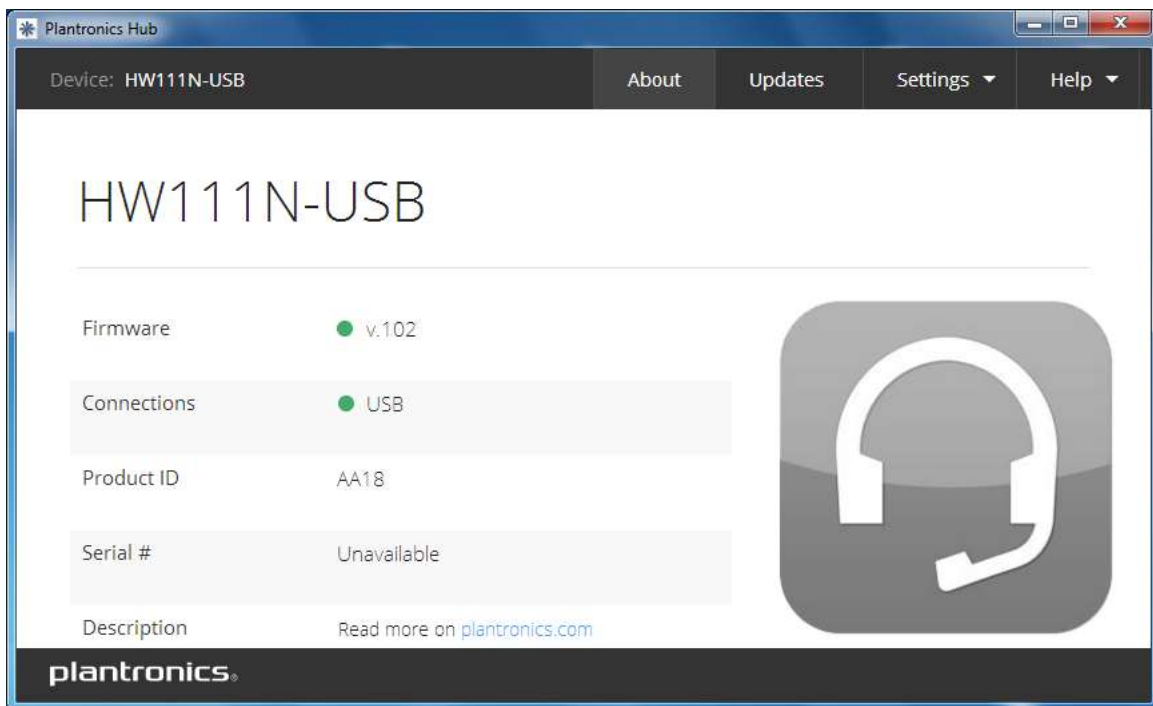


7. Install Plantronics Hub Software and Plantronics Entera Series Corded Headsets

The Plantronics Hub software enables the Plantronics Entera Headsets to answer, end, and mute calls using the call control button on the headsets. Install the software on the PC running the Agent Desktop. Refer to [2] for additional information.

After the Hub software is installed, connect the Entera headset to a USB port on the desktop PC running Agent Desktop.

Prior to using the headset, the Plantronics Hub software should be running and should have detected the headset as shown below. All default settings for the Hub software were used for compliance testing.



8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the Plantronics Hub Software and Plantronics Entera headset with Agent Desktop.

1. Start the Agent Desktop application.
2. Place an incoming call to Agent Desktop from any local phone.
3. Answer the call using the call control button on the headset.
4. Verify two-way talk path between the Entera headset and phone.
5. Disconnect the call from the headset using the call control button.
6. Verify that the call is properly disconnected.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Entera Series Coded 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 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*, Release 6.3, Issue 10.0, June 2014, Document Number 03-300509, available at <http://support.avaya.com>.

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

- [2] *Plantronics Hub v3.6 for Windows User Guide*.
[3] *Plantronics Entera HW111N-USB and HW121N-USB Quick Start Guide*.

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