



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System with Avaya Communicator for Windows 2.1 - Issue 1.0

Abstract

These Application Notes describe the compliance test and configuration procedures needed to integrate a Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System to operate with Avaya Communicator for Windows. Plantronics Hub software enables the integrated call control features for Savi 400 Series, including call answer/end and synchronized mute with Communicator for Windows. Plantronics Hub was installed on the desktop PC running Communicator for Windows.

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 Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System with Avaya Communicator for Windows. Plantronics Hub software enables the integrated call control features for Savi 400 Series, including call answer/end and synchronized mute with Communicator for Windows. During compliance test, Plantronics Hub was verified with Savi W410.

2. General Test Approach and Test Results

The interoperability compliance test included functionality and serviceability testing. The functionality testing focused on placing and receiving calls to and from Avaya Communicator for Windows clients using Savi 400 Series Headset, and verifying good talk path in both directions. The type of calls made included calls to the voicemail, and calls to and from internal extensions and the PSTN.

The serviceability testing focused on verifying the usability of Savi 400 Series Headset when Avaya Communicator for Windows was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot on the PC where Avaya Communicator for Windows was running.

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

The following functionality was 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 extensions to verify two way audio path and quality.
- Placing and receiving calls to and from the PSTN to verify two way audio path and quality.
- Answering and ending calls using the Avaya Communicator for Windows screen interface.
- Answering and ending calls using call control button on headset.
- Verify ring back tone for outgoing calls.
- Verify ring alert for incoming calls.
- Using the volume control buttons on the headset to adjust the volume on the headset speakers.
- Using the mute control button on Avaya Communicator for Windows and the headset to mute and un-mute the transmitted audio.
- Using Hold feature on Avaya Communicator for Windows.

For the serviceability testing, the headsets were disconnected and reconnected to the USB port of the PC running Avaya Communicator for Windows to verify proper operation. In addition, the PC was rebooted to verify that the headsets were operational after the restart was completed and the application was reinitialized.

2.2. Test Results

All test cases passed with the following observations:

- On the Avaya Communicator, the name of the headset for “Speaker” and “Microphone” fields are Plantronics D100 instead Voyager Legend UC as display on Plantronics Hub. This is expected behavior.
- On Plantronics Hub, under settings for Softphones and Media Players, the “Target Softphone” needs to be manually selected as “Avaya Communicator”. This is expected behavior.

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 solution. Avaya IP Office provides the VoIP resources for the connectivity of Avaya IP Telephones and the SIP trunk to the simulated PSTN, used during the compliance tests. Avaya Communicator for Windows was installed on two computer running Microsoft Windows 7 each Communicator was logged in using SIP user, on computer one SIP user was registered to Avaya IP Office primary Linux Server and the other registered to Avaya IP Office 500 V2. . Plantronics Savi 410 was connected to the desktop PC using a Plantronics D100 USB adapter.

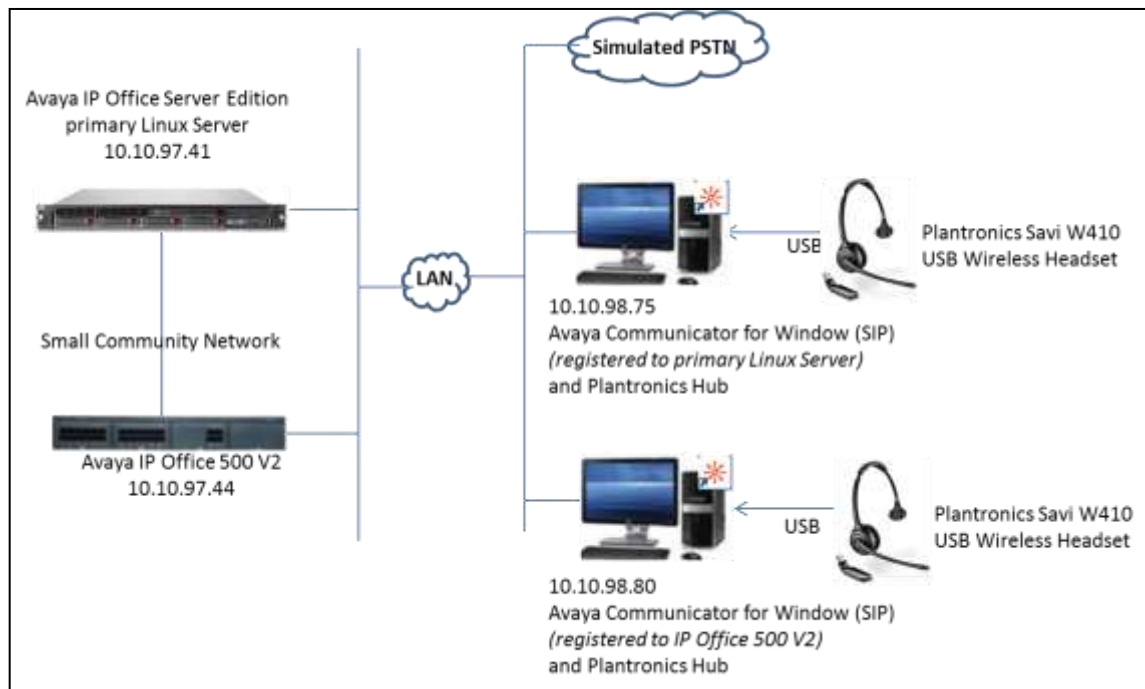


Figure 1: Test Configuration

4. Equipment and Software Validated

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

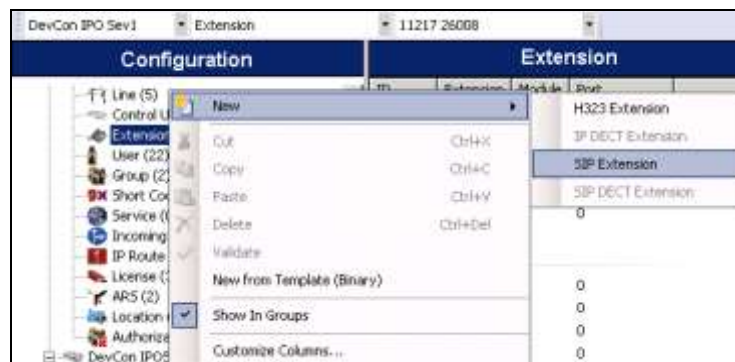
Equipment/Software	Release/Version
Avaya IP Office Primary Linux	9.1 SP 4
Avaya IP Office 500V2	9.1 SP 4
Avaya Communicator for Windows	2.1.2.75
Plantronics Savi 400 Series USB Wireless Headset system with D100 USB Adapter	Base: v.28.27 Headset: v.28.26 Tuning: v.35 USB: v.132
Plantronics Hub	3.7.51238.28796

5. Configure Avaya IP Office

It is assumed that a fully functioning Avaya IP Office is in place with the necessary licensing. For further information on the configuration of IP Office please see **Section 10** of these Application Notes.

5.1. Configuring SIP Station

This section provides the procedures for configuring SIP user for Communicator for Windows. In **Manager** window, from the configuration tree in the left pane, right-click on **Extension**, and select **New** → **SIP Extension** from the pop-up list to add a new SIP extension.



In the **Extn** tab type in an available extension number for **Base Extension**. Click **Ok** to save changes.



Right click on the **User** to add new user, enter the following information:

- **Name:** Any descriptive name, ex 26007
- **Password:** Enter any password, this password is needed to login Window for Communicator if required, example: DevConnect@123.
- **Confirm Password:** Re-enter password.
- **Extension:** Enter extension created in above section.

The screenshot shows the Avaya User Configuration window. The left pane displays the Configuration tree with 'User' selected. The middle pane lists users, with '26007' highlighted. The right pane shows the configuration for user 26007, including Name, Password, Confirm Password, Conference PIN, Account Status (Enabled), Full Name (Double Zero Seven), Extension (26007), Email Address, Locale, Priority (5), System Phone Rights (None), and ACCS Agent Type (None).

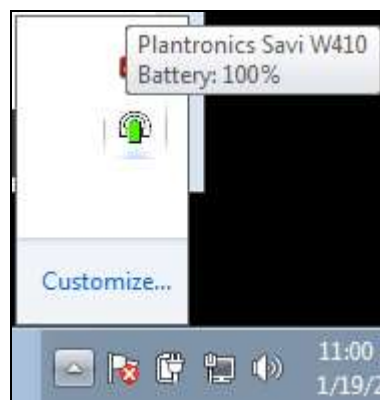
Select **Profile** as **Power user** and make sure **Enable Communicator** option is checked. Leave other options as default. Click **OK** to save changes. Click save icon to merge changes.

The screenshot shows the Avaya User Configuration window for user 26007. The 'Profile' section is expanded, showing 'Power User' selected. The 'Enable Communicator' option is checked. Other options like 'Receptionist', 'Enable Softphone', 'Enable one-X Portal Services', 'Enable one-X TeleCommuter', 'Enable Remote Worker', 'Enable Mobile VoIP Client', 'Send Mobility Email', and 'Ex Directory' are unchecked. The 'OK', 'Cancel', and 'Help' buttons are visible at the bottom.

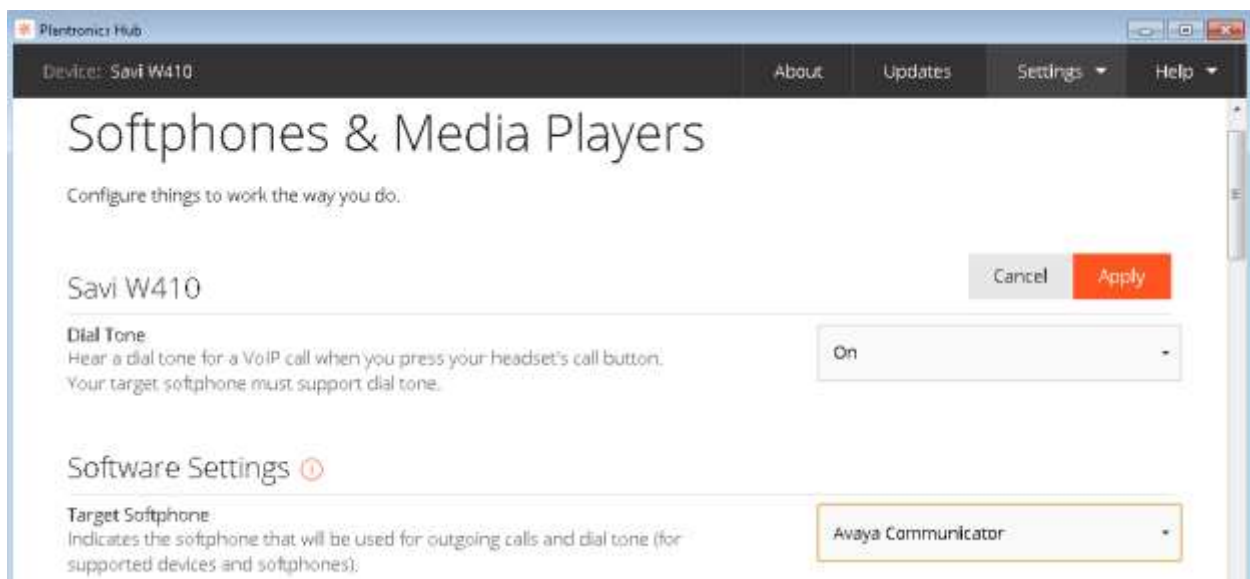
6. Install Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System

This section provides the configuration steps for Plantronics Hub software, Plantronics D100 USB Adapter and Plantronics Savi 400 Series Headset to work with Communicator for Windows.


1. Install Plantronics Hub software on PC which has Communicator for Windows softphone installed.
2. Insert the D100 USB Adapter to an available USB port on the PC.
3. Launch the Plantronics Hub software, there is an icon of the Hub software that appears in the System tray bar showing that Plantronics headset is being connected.

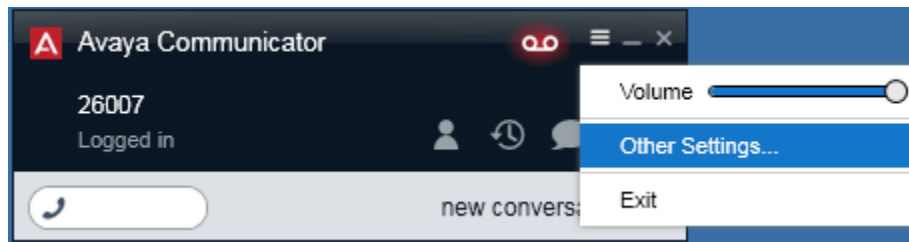


4. Launch Avaya Communicator for Windows softphone.
5. Configure Plantronics Hub software to use with Avaya Communicator softphone, from the Plantronics Hub window, navigate to **Settings** → **Softphones**. In the **Target Softphone** verify Avaya Communicator is displayed.

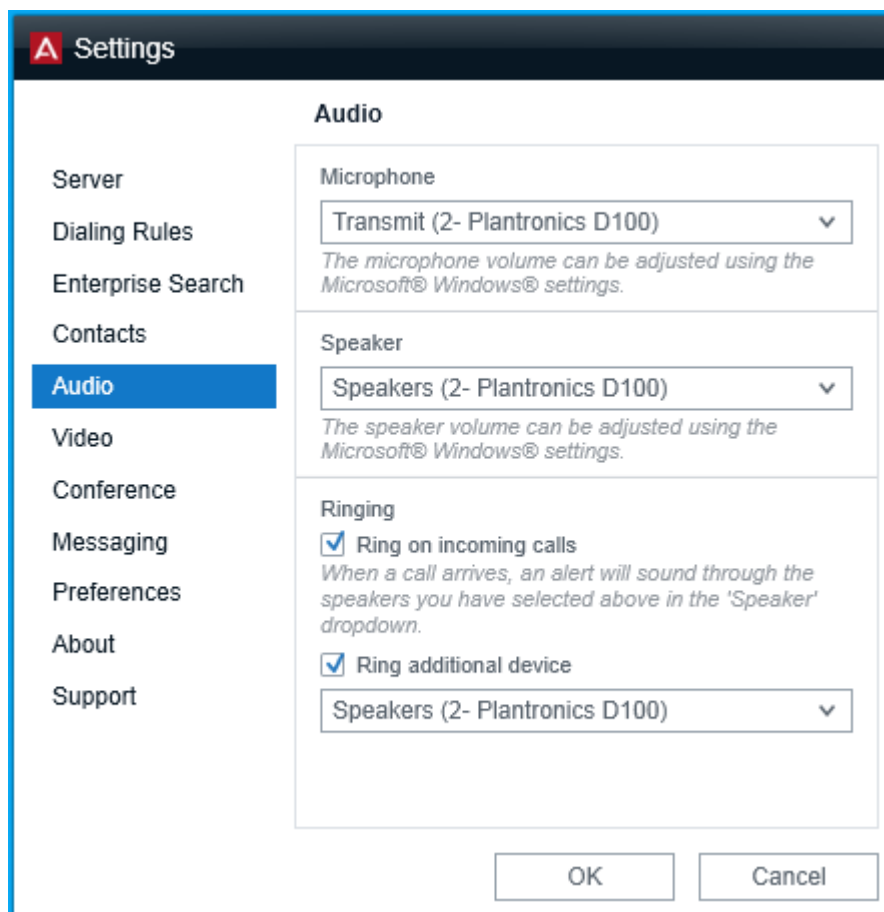


7. Configure Avaya Communicator for Windows

Launch Avaya Communicator for Windows and log in using the extension number and password created previously. Select  → **Other Settings ...** as shown below:



On the **Settings** screen, select **Audio**. On the right window, verify applicable Plantronics headset is display in the **Microphone** and **Speaker** sections, as shown below. Click **OK** when done.



8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Plantronics Hub and Savi 400 Series headset with Avaya Communicator for Windows.

8.1. Verify Plantronics Hub

Make sure Avaya Communicator for Windows is launched and headset is plugged in. Select **Start → Plantronics Hub**. Verify that the Savi 400 Series USB Wireless Headset system has been successfully installed and its information is displayed in Plantronics Hub as shown below:



From the Plantronics Hub, select **Settings → Softphones**; verify in the **Connected** column there is a green check displayed for Avaya Communicator.

Softphones & Media Players Listing of all installed softphone modules, version numbers, and status:			
Module Name	Module Version	Enable	Connected
Avaya Aura Agent Desktop	3.7.51238.28796	<input checked="" type="checkbox"/>	
Avaya Communicator	3.7.51238.28796	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Avaya Communicator for Microsoft Lync	3.7.51238.28796	<input checked="" type="checkbox"/>	
Avaya IP Agent	3.7.51238.28796	<input checked="" type="checkbox"/>	
Avaya IP Softphone	3.7.51238.28796	<input checked="" type="checkbox"/>	
Avaya one-X Agent	3.7.51238.28796	<input checked="" type="checkbox"/>	

8.2. Verify Call via Headset

This section provide tests that can be perform to verify proper installation of headset, Hub software and Avaya Communicator for Windows.

1. Place an incoming call to Avaya Communicator for Windows.
2. Verify two-way talk path between the headset and the called extension.
3. Press the Mute button on the headset and verify the call can be muted/unmuted.
4. Verify mute icon on Communicator for Windows and mute message on Hub software are consistency together 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 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 the Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System with Avaya Communicator for Windows. All test cases were completed successfully, with the observation 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] IP Office Manager 9.1, Document 15-601011 Issue 9.14 0, September 2015.

[2] Administering Avaya Communicator for Android, iPad, iPhone, and Windows, Release 2.1 Issue 2, March 2015

Documentation and information for the Plantronics Hub and Savi 400 Series USB Wireless Headset System can be found at the following websites:

[3] <http://www.plantronics.com/us/product/plantronics-hub-desktop>

[4] <http://www.plantronics.com/us/product/savi-400?skuId=sku6310035>

©2016 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.