



Application Notes for Plantronics Hub Software and Plantronics Voyager 5200 UC Bluetooth Headset 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 Voyager 5200 UC Bluetooth Headset with Avaya Aura® Agent Desktop. Plantronics Hub Software enables the integrated call control features for Voyager 5200, including call answer/end and synchronized mute with Agent Desktop. The Plantronics Hub Software was installed on the desktop PC running Agent Desktop. Plantronics Voyager 5200 UC connected via Bluetooth to a Plantronics BT600 Bluetooth USB Adapter connected to the desktop PC running Agent Desktop.

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 Voyager 5200 UC Bluetooth Headset with Avaya Aura® Agent Desktop. Plantronics Hub Software enables the integrated call control features for Voyager 5200, including call answer/end and synchronized mute with Agent Desktop. The Plantronics Hub Software was installed on the desktop PC running Agent Desktop. Plantronics Voyager 5200 UC connected via Bluetooth to a Plantronics BT600 Bluetooth USB Adapter connected to the desktop PC running Agent Desktop.

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 Voyager 5200 UC 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 Voyager 5200 UC 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 Voyager 5200 UC Bluetooth Headset, 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. Avaya Aura® Messaging was used as the voicemail system. Avaya Aura® Agent Desktop, Avaya Aura® Agent Desktop – Headset Support utility and Plantronics Hub Software were installed on a desktop PC running Windows 7. Voyager 5200 UC 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.

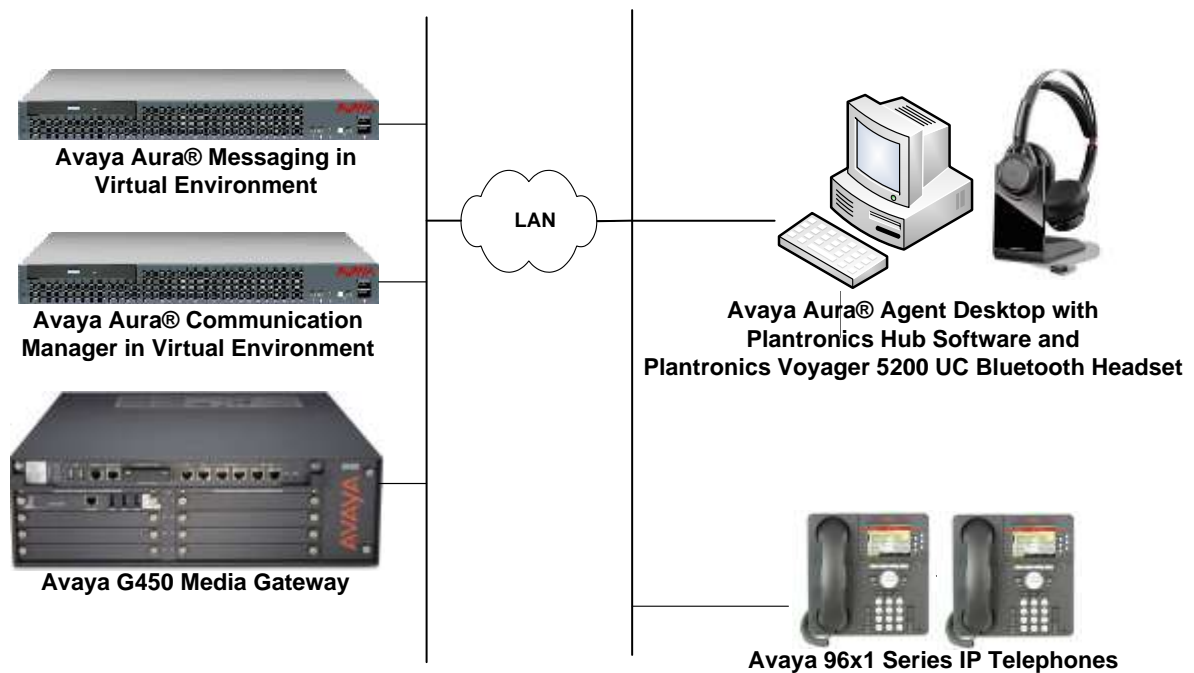


Figure 1: Avaya Aura® Agent Desktop with Plantronics Hub Software and Plantronics Voyager 5200 UC Bluetooth Headset

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	7.0.1.0 FP 1 (R017x.00.0.441.0 with Patch 23012)
Avaya Aura® Messaging	6.3.114.0-SP114
Avaya Aura® Contact Center	7.0 SP 0
Avaya Aura® Agent Desktop on Microsoft Windows 7	7.0 (Build 30.30.33.64)
Avaya Aura® Agent Desktop – Headset Support	6.3.208.0
Avaya 96x1 Series IP Telephone	6.6229 (H.323)
Plantronics Hub Software	3.8.51454.38364
Plantronics Voyager 5200 UC Bluetooth Headset with Plantronics BT600 Bluetooth USB Adapter	v.117 v.1210 (BT600)

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, *9640* 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 56602		Page 1 of 5
STATION		
Extension: 56602	Lock Messages? n	BCC: 0
Type: 9640	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: 56602	
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	

6. Configure Avaya Aura® Agent Desktop

Connect the Plantronics BT600 Bluetooth Adapter 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.




Launch Agent Desktop and log in using the drop-down menu shown in the figure below.



In the **Agent Logon** screen, set the **Place and receive call using** field to *My Computer*. Specify the appropriate **Extension**, **Password**, and **Server Address** corresponding to the Communication Manager. Click **Login**.

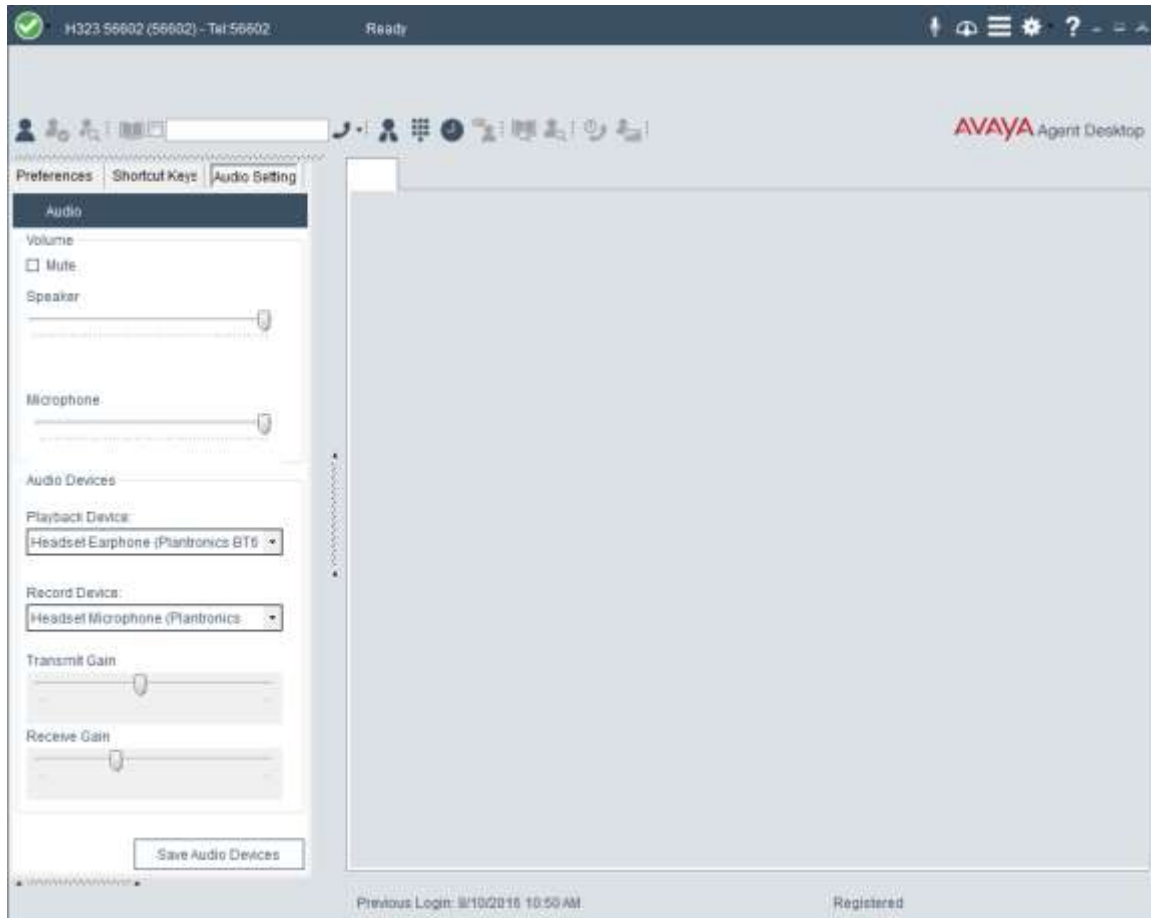
Note: Agent Desktop running on Windows 10 does not provide the *My Computer* option, which is required for this solution.

The screenshot shows the "Agent Logon" dialog box. It has a "Telephony" tab. Under "Account Info", there is a dropdown menu for "Place and receive calls using" set to "My Computer". Below this are input fields for "Extension:" (56602), "Password:" (masked with ****), "Server Address:" (222.22.22.222), and "License Type:" (Agent). At the bottom right, there are "Login" and "Cancel" buttons.

After logging into Agent Desktop, place the Agent Desktop in Ready mode (not shown), and then click on  and then select **Audio Settings** as shown below.



The BT600 Bluetooth USB Adapter is automatically detected by Agent Desktop. In the **Audio Settings** tab, set the **Playback Device** and **Record Device** fields to *Headset Earphone (Plantronics BT600)* and *Headset Microphone (Plantronics BT600)*, respectively, as shown below. Click **Save Audio Devices**.

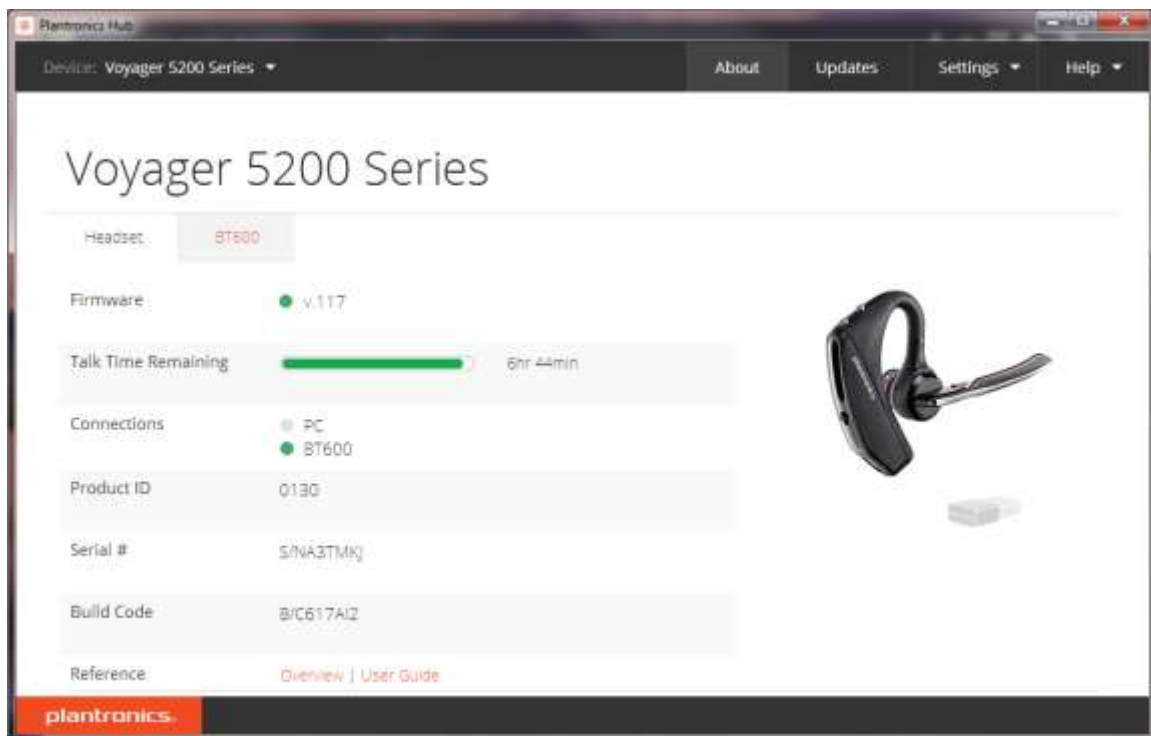


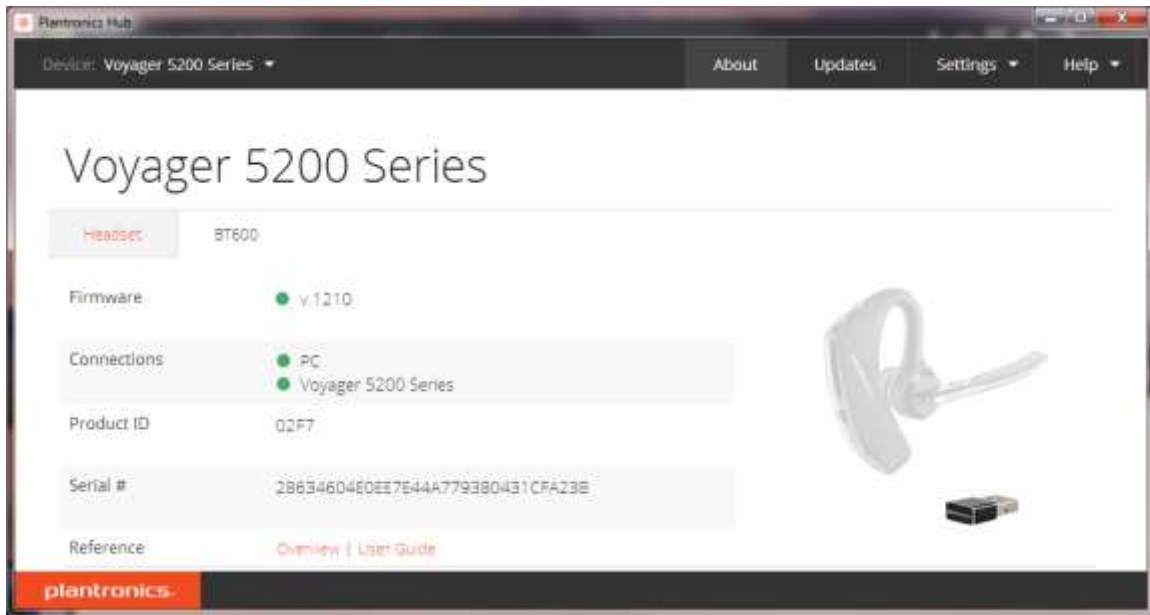
7. Install Plantronics Hub Software and Plantronics Voyager 5200 UC Bluetooth Headset

The Plantronics Hub software enables the Plantronics Voyager 5200 UC Headset 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 Plantronics BT600 Bluetooth USB adapter to the desktop PC running Agent Desktop and then power on the Voyager 5200 UC headset. When the headset is paired via Bluetooth, a chime and “PC Connected” announcement should be heard on the headset. If the headset needs to be paired again, follow the instructions in [3].

Prior to using the headset, the Plantronics Hub software should be running and should have detected the headset and BT600 Bluetooth Adapter as shown below. All default settings for the Hub software were used for compliance testing.

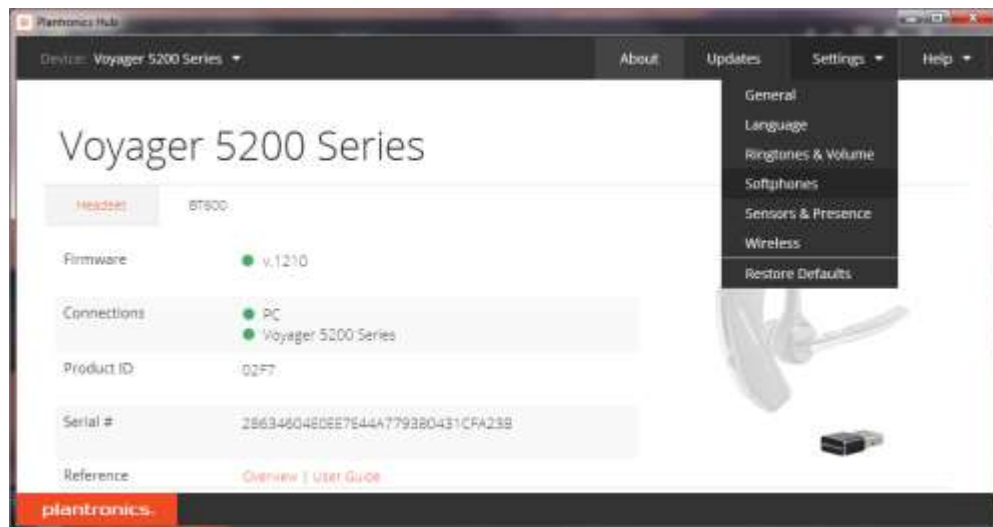




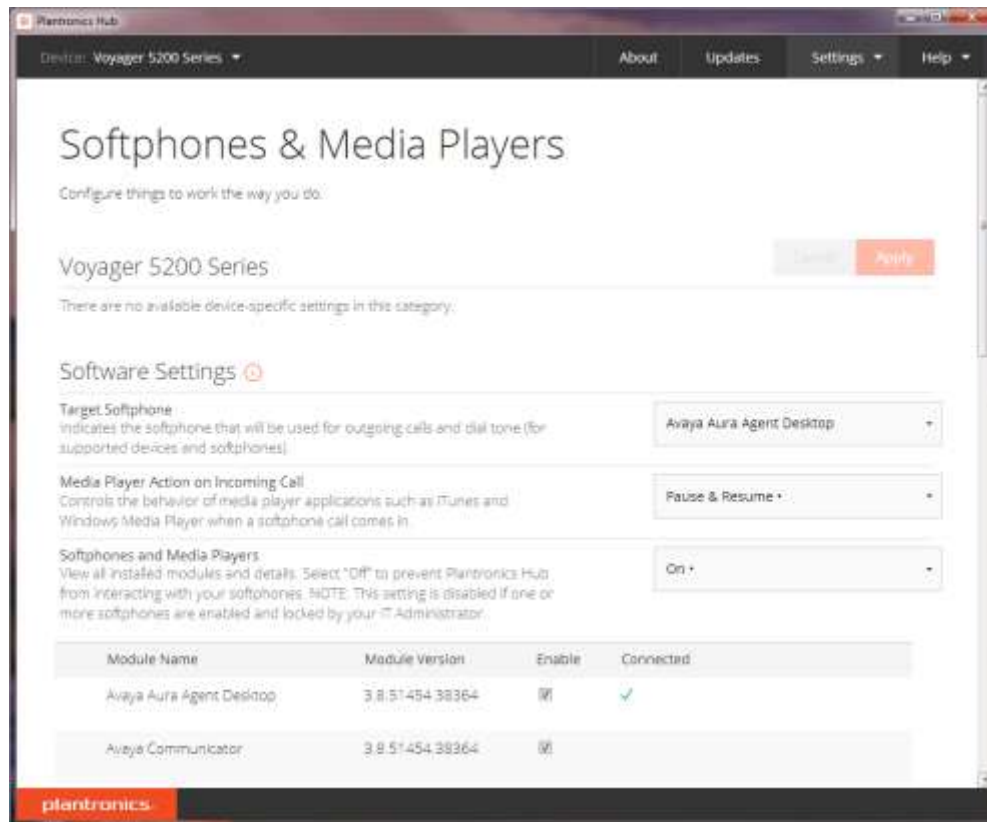
8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the Plantronics Hub Software and Plantronics Voyager 5200 UC Bluetooth Headset with Agent Desktop.

1. Start the Agent Desktop application.
2. Verify that Agent Desktop is connected to Plantronics Hub. Navigate to **Settings** → **Softphones** as shown below.



3. In the **Softphones & Media Players** screen, verify that there is a green checkmark under the **Connected** column for Avaya Aura® Agent Desktop as shown below.



4. Place an incoming call to Agent Desktop from any local phone.
5. Answer the call using the call control button on the headset.
6. Verify two-way talk path between the Voyager 5200 UC headset and phone.
7. Mute the call from the headset and verify that Agent Desktop also indicates that the call is muted. Un-mute the call from Agent Desktop.
8. Disconnect the call from the headset using the call control button.
9. 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 Voyager 5200 UC Bluetooth Headset 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 7.0.1, Issue 2, May 2016, 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 for Windows/MAC User Guide v3.8.1*.

[3] *Plantronics Voyager 5200 UC User Guide*.

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