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Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub Software and Plantronics Calisto P240 USB Handset with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Calisto P240 USB Handset with Avaya one-X® Communicator. Plantronics Hub Software enables the integrated call control features for Calisto P240, including call answer/end and synchronized mute with one-X Communicator. The Calisto handset connects via a USB port on the PC running one-X Communicator. The Calisto P240 also offers speakerphone functionality.

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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate the Plantronics Hub Software and Plantronics Calisto P240 USB Handset with Avaya one-X® Communicator. Plantronics Hub Software enables the integrated call control features for Calisto P240, including call answer/end and synchronized mute with one-X Communicator. The Calisto handset connects via a USB port on the PC running one-X Communicator. The Calisto P240 also offers speakerphone functionality.

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 one-X® Communicator using the Plantronics Hub Software and Plantronics Calisto P240 USB Handset 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 the Calisto handset after restarting the Avaya one-X® Communicator, disconnecting and reconnecting the handset, 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 internal extensions 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 Calisto P240 handset.

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- Using the volume control buttons on the Calisto P240 handset to adjust the playback volume.
- Using the mute control button on the handset to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the handset and one-X Communicator.
- Placing the call on hold from the handset.
- Dialing calls from the handset.
- Verifying two-way audio using the handset and handset.
- Toggling between the handset microphone and handset.
- one-X Communicator was tested using a H.323 and SIP interface.

For the serviceability testing, the handset was disconnected and reconnected to verify proper operation. Avaya one-X® Communicator application was also restarted for the same purpose. The desktop PC was also rebooted to verify that one-X Communicator and handset were operational when the PC came back into service.

2.2. Test Results

All test cases passed with the following observation:

- DTMF support using the keypad of the handset while on an active call is not yet supported. While on an active call, DTMF must be entered from the one-X Communicator keypad (e.g., to navigate a voicemail system).

2.3. Support

For technical support and information on Plantronics Hub Software and Plantronics Calisto P240 USB Handset, 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 one-X® Communicator and Plantronics Hub Software were installed on a desktop PC running Windows 7. Plantronics Calisto P240 USB Handset was connected to a USB port of the desktop PC running one-X Communicator. Avaya Aura® System Manager and Avaya Aura® Session Manager (not shown) were also used in the test configuration to test one-X Communicator with a SIP interface.
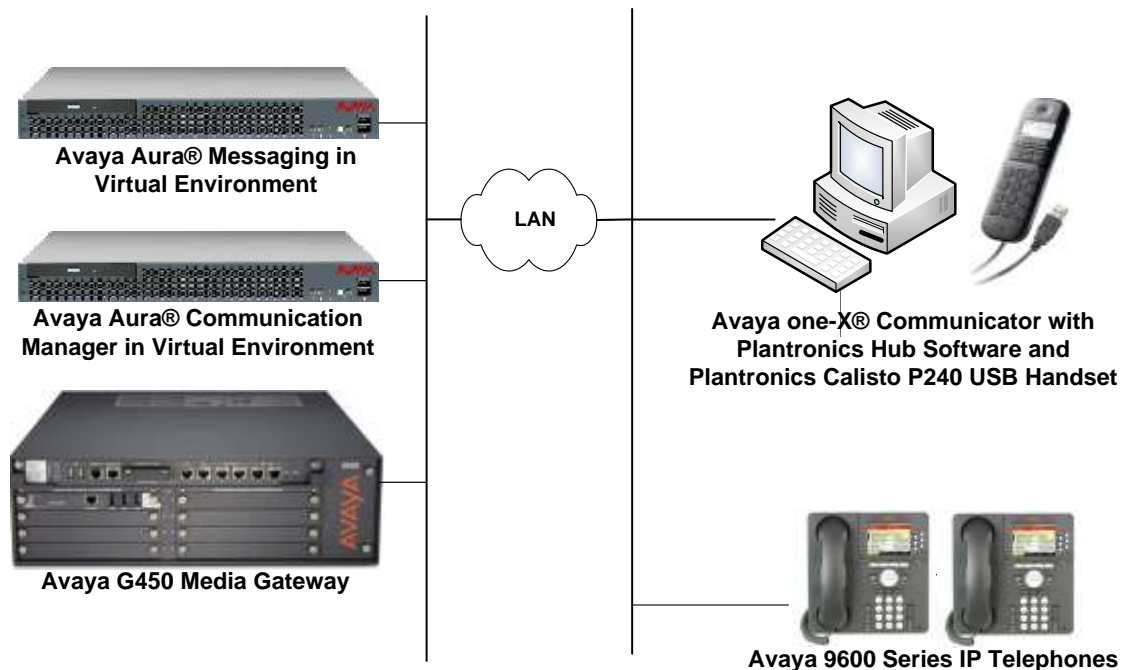

Figure 1: Avaya one-X® Communicator with Plantronics Hub Software and Plantronics Calisto P240 USB Handset

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 with an Avaya G450 Media Gateway	7.0 SP 1 (R017x.00.0.441.0 with Patch 22477)
Avaya Aura® System Manager	7.0 (Build No. 7.0.0.016266-7.0.9.912 Software Update Revision No: 7.0.0.0.3929)
Avaya Aura® Session Manager	7.0.0.0.700007
Avaya Aura® Messaging	6.3.2 SP 2 Patch 3
Avaya one-X® Communicator on Microsoft Windows 7	6.2.7.03-SP7
Avaya 9600 Series IP Telephone	S3.250A (H.323)
Avaya 96x1 Series IP Telephone	7.0.0.39 (SIP)
Plantronics Hub Software	3.7.51238.28796
Plantronics Calisto P240 USB Handset	v.461

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5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for one-X Communicator. Set the **Type** field to the station type to be emulated. In this example, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by one-X Communicator to log in. Set the **IP Softphone** field to *y*.

Note: To configure one-X Communicator using a SIP interface, a SIP station was configured automatically through Avaya Aura® System Manager. The **Station Type** was set to *9630SIP* and a descriptive **Name** was also provided. The **IP Softphone** field was set to *y*. Use the default values for the other fields on **Page 1**.

```
add station 77400                                          Page   1 of   5
                                STATION

Extension: 77400                    Lock Messages? n               BCC: 0
     Type: 9630                     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
                                     Time of Day Lock Table:
            Loss Group: 19       Personalized Ringing Pattern: 1
                                         Message Lamp Ext: 77400
        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
```

# 6. Configure Avaya one-X® Communicator

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 handset 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 one-X Communicator, click on ⚙▾ and then select **Settings** ➔ **General Settings** as shown below.
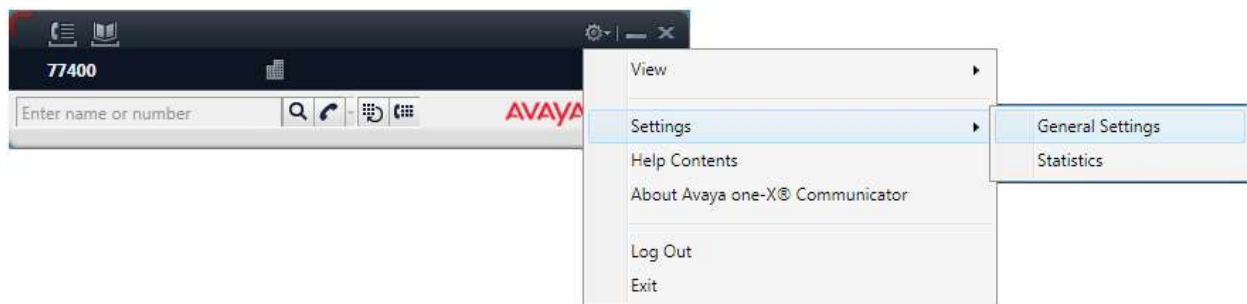
The Calisto P240 handset is automatically detected by one-X Communicator. In the **General Settings** window, navigate to **Devices and Services** ➔ **Audio** and then select the **Basic** tab as shown below. Set the **Microphone** and **Speaker** fields to *P240 Mic (Plantronics Calisto P240)* and *P240 Recv (Plantronics Calisto P240)*, respectively, as shown below. Click the **Test** button to verify that sound is heard through the audio device. Click **OK**.
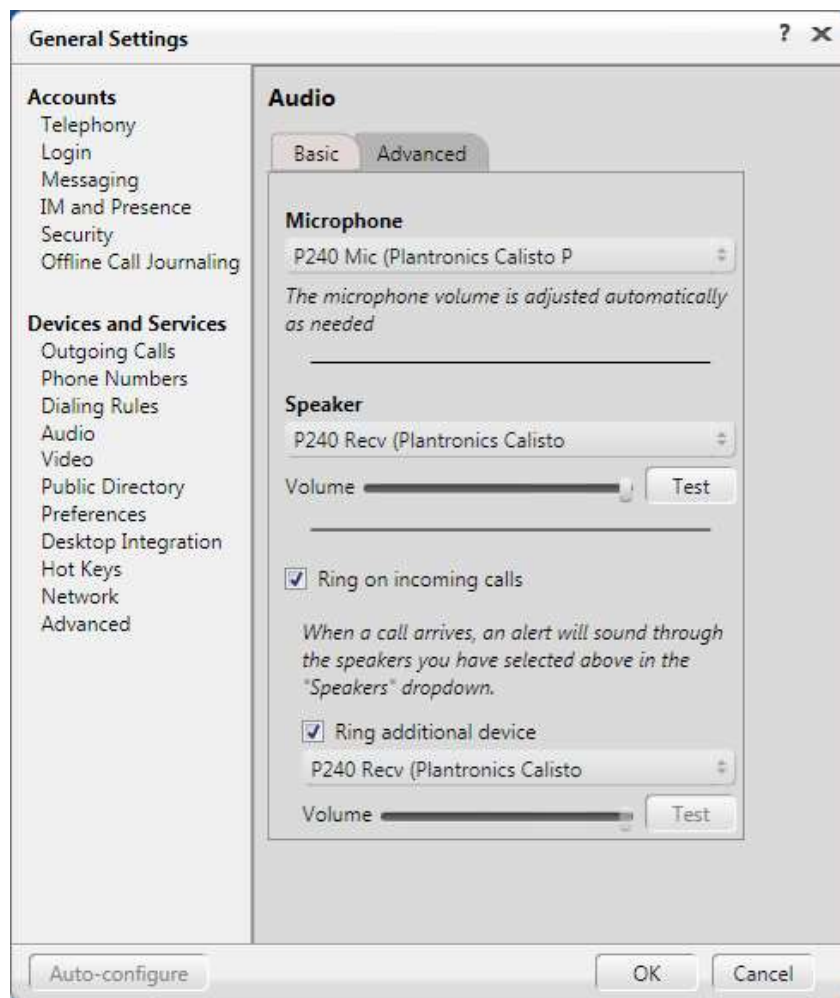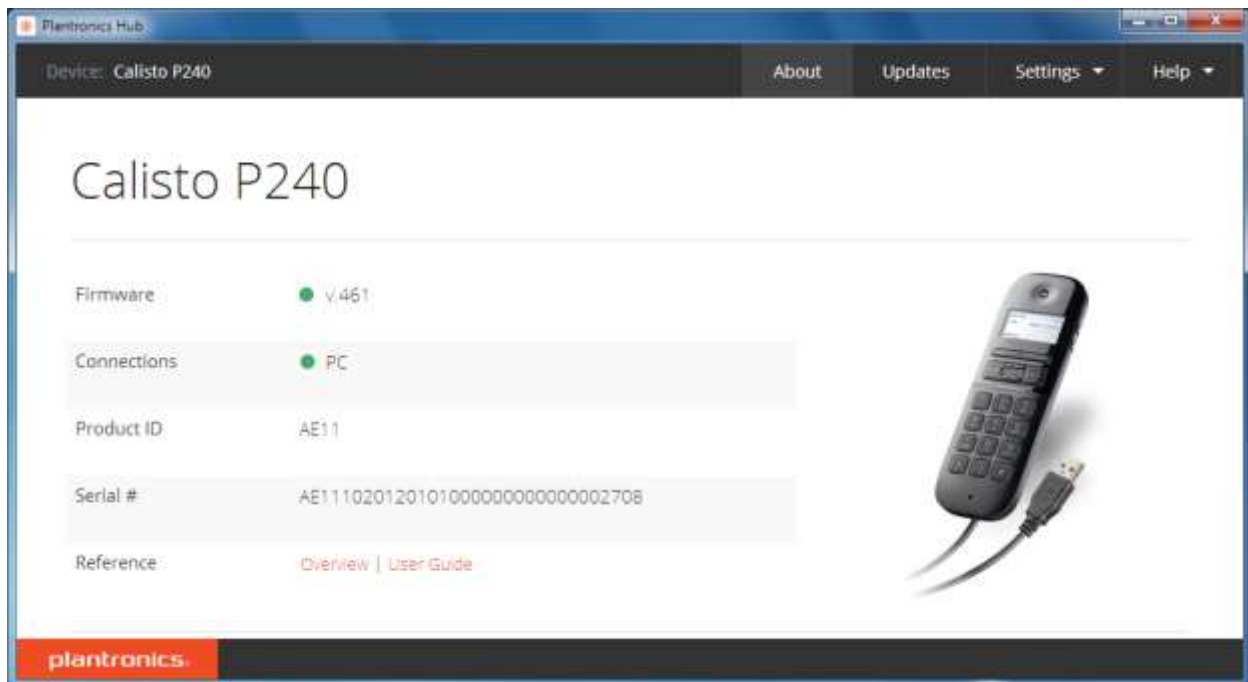
7. Install Plantronics Hub Software and Plantronics P240 USB Handset

The Plantronics Hub software enables the Plantronics Calisto P240 handset to answer, end, and mute calls using the call control button on the handset. Install the software on the PC running the one-X Communicator. Refer to [3] for additional information.

After the Hub software is installed, connect the Calisto P240 handset to a USB port on the desktop PC running one-X Communicator.

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

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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 Calisto P240 USB handset with one-X Communicator.

1. Start the one-X Communicator application.
2. Place an incoming call to one-X Communicator from any local phone.
3. Answer the call using the call control button on the Calisto P240 handset.
4. Verify two-way talk path between the Calisto P240 handset and phone.
5. Disconnect the call from the Calisto P240 handset 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 Calisto P240 USB Handset with Avaya one-X® Communicator. 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, Issue 1, August 2015, Document Number 03-300509.
[2] *Implementing Avaya one-X® Communicator*, Release 6.2 FP 6, April 2015.

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

[3] *Plantronics Hub v3.7 for Windows User Guide.*
[4] *Plantronics Calisto P240 USB Handset Quick Start Guide.*

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