



Application Notes for Plantronics Hub and DA Series USB Processor and EncorePro 710/720 Headset with Avaya one-X® Communicator - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Plantronics DA Series USB Audio Processors Adapter and EncorePro 710/720 headset with Avaya one-X® Communicator using H.323 and SIP protocols. The Plantronics DA Series USB Audio Processors Adapter connects to PC via USB and to Plantronics EncorePro 710/720 headset via Quick Disconnect connector. The DA80 adapter provides call control features directly from the adapter, such as answering or terminating a call from the headset, adjusting volume control and mute from the headset while the DA70 adapter does not have the call control features.

Plantronics Hub is a stand-alone application providing call control, settings management, update and battery level notifications and mute alerts to Plantronics DA Series USB Audio Processor.

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 DA Series USB Audio Processors Adapter and EncorePro 710/720 headset with Avaya one-X® Communicator using H.323 and SIP protocols. The Plantronics DA Series USB Audio Processors (DA) Adapter connects to PC via USB and to Plantronics EncorePro 710/720 headset via Quick Disconnect (QD) connector. The DA80 adapter provides call control features directly from the adapter, such as answering or terminating a call from the headset, adjusting volume control and mute from the headset while the DA70 adapter does not have the call control features.

Plantronics Hub is a stand-alone application providing call control, settings management, update and battery level notifications and mute alerts to Plantronics DA Series USB Audio Processor.

In this compliance test the following headsets and accessories used were:

- DA70: USB audio processor without Call answer/end, mute and volume controls
- DA80: USB audio processor with Call answer/end, mute and volume controls
- HW710: Over-the-head, for enhanced stability (Monaural) QD-equipped.
- HW720: Over-the-head, for enhanced stability (Binaural) QD-equipped.

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 one-X® Communicator clients using DA Series USB Processor and EncorePro 710/720 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 the DA Series USB Processor and EncorePro 710/720 Headset when Avaya one-X® Communicator was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot on the PC where Avaya one-X® Communicator 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 one-X Communicator screen interface.
- Answering and ending calls using DA80.
- Hearing ring back tone for outgoing calls.
- Hearing ring alert for incoming calls.
- Using the volume control buttons on the DA80 to adjust the volume on the headset speakers.
- Using the mute control button on the DA80 to mute and un-mute the transmitted audio.
- Using Hold feature on one-X Communicator.

For the serviceability testing, the headsets were disconnected and reconnected to the USB port of the PC running Avaya one-X® Communicator 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 one-X® Communicator, the name of the headset was truncated. It is displayed as follows:
Microphone: “Headset Microphone (Plantronics”
Speaker: “Headset Earphone (Plantronics D”
- On the Plantronics Hub, under settings for Softphones and Media Players, the “Target Softphone” needs to be manually selected as “Avaya one-X® 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: 1 800-544-4660 (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 Aura® Communication Manager on Avaya G450 Media Gateway 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 one-X® Communicator and Plantronics Hub were installed on a computer running Microsoft Windows 7. The Plantronics headset is connected to DA Audio Processor and DA USB end connects to an available USB port in the PC.

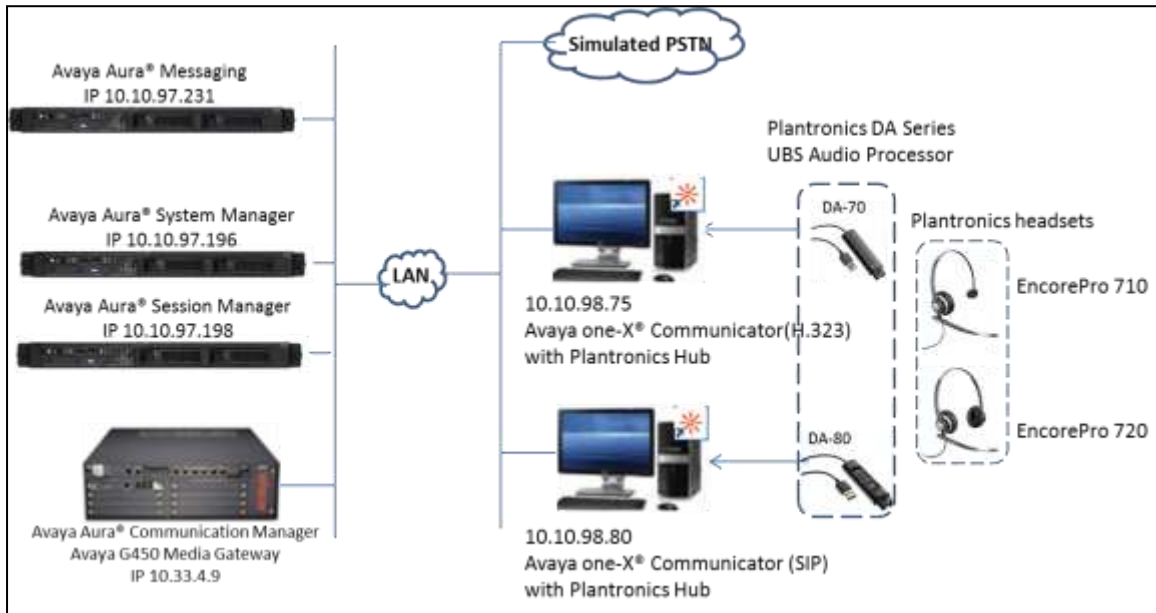


Figure 1: Test Configuration

4. Equipment and Software Validated

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

| Equipment/Software | Release/Version |
|-------------------------------------|--------------------|
| Avaya Aura® Communication Manager | 6.3.12 |
| Avaya G450 Media Gateway | 36.156.0 |
| Avaya one-X® Communicator | 6.2 FP10 |
| Plantronics DA Series USB Processor | v68.26.26 |
| Plantronics EncorePro HW710 | P/N: 78712-101 |
| Plantronics EncorePro HW720 | P/N: 78714-101 |
| Plantronics Hub | 3.7.51238.28796 |
| PC with Microsoft Window 7 | Window 7 64bit SP1 |

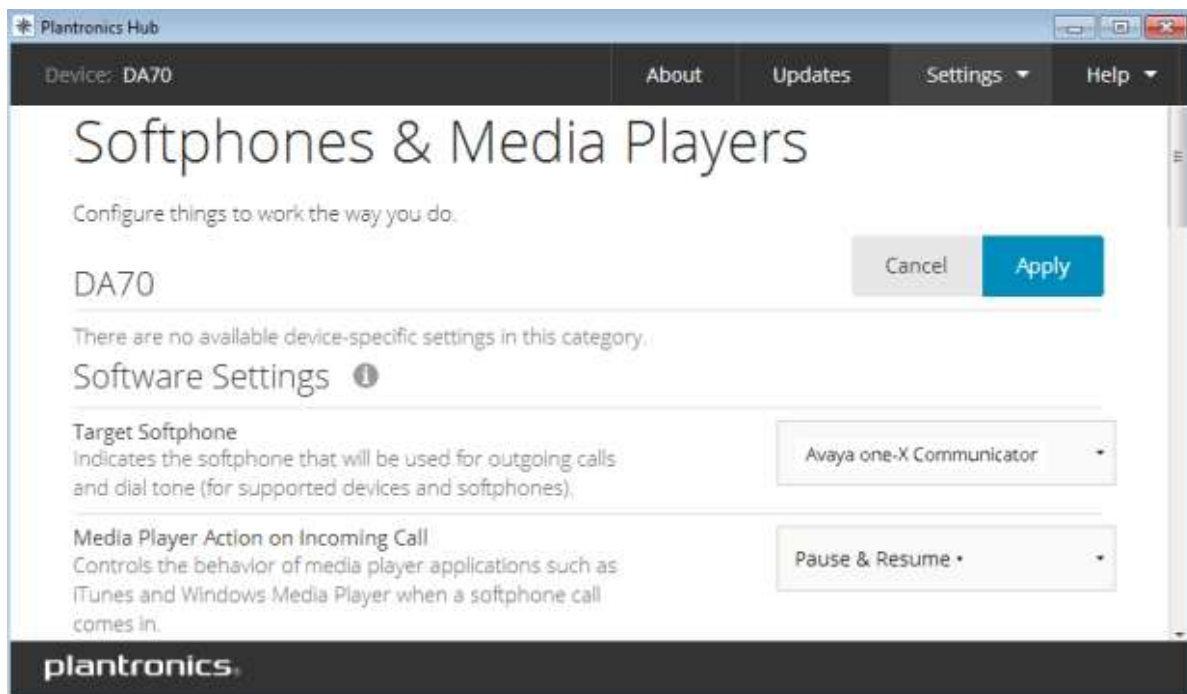
5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. It is assumed that all extensions (H.323 and SIP) are already in place and no special requirement to extensions configuration to work with Plantronics headset. For further information on the configuration of Communication Manager and extension please see **Section 10** of these documents.

6. Install the Plantronics Hub and DA Series USB Processor and EncorePro 710/720 Headset

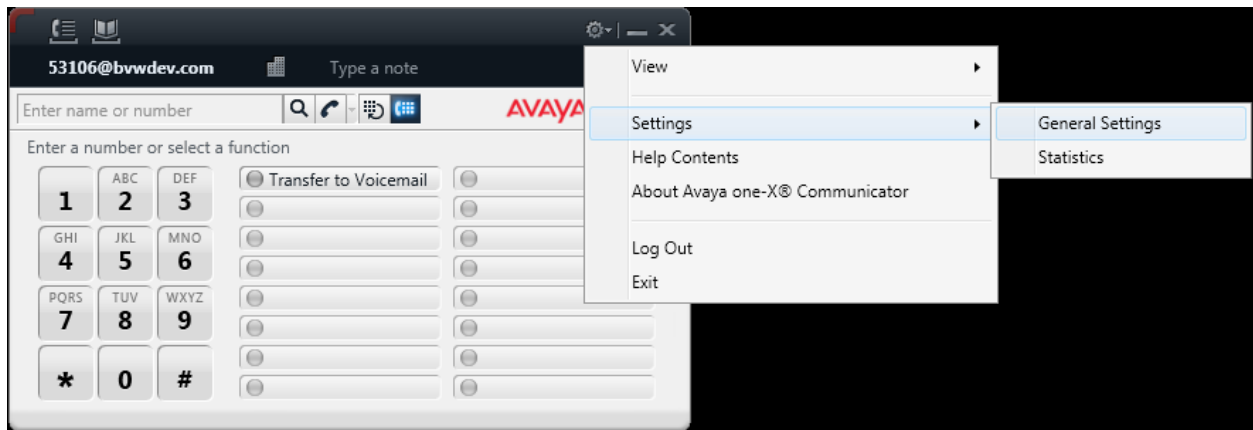
This section provides the configuration steps for Plantronics Hub software, Plantronics DA Series USB Processor and Plantronics 710/720 headset to work with Avaya one-X® Communicator.

1. Install Plantronics Hub software on PC which has Avaya one-X® Communicator softphone installed.
2. Connect EncorePro 710/720 headset to the DA adapter via QD connector.
3. Insert the DA adapter to an available USB port on the PC.
4. 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.
5. Launch Avaya one-X® Communicator softphone.
6. Configure Plantronics Hub software to use with Avaya one-X® Communicator softphone, from the Plantronics Hub window, navigate to **Settings** → **Softphones**. In the **Target Softphone** verify Avaya one-X Communicator is displayed.



7. Configure Avaya one-X® Communicator

Launch Avaya one-X® Communicator and log in using existing extension number and password. Select **Settings** → **General Settings** from the pull-down menu on the taskbar.



On the **General Settings** screen, select **Audio**. On the **Basic** tab, verify applicable Plantronics headset is display from the pull-down menus in the **Microphone** and **Speaker** sections, as shown below.

The volume on the speakers of the headset can be tested and adjusted by clicking the **Test** button on the **Speaker** section. Optionally, the handling of the ring for incoming calls can be configured, and the volume of the ring can be adjusted here also. Click **OK** when done.



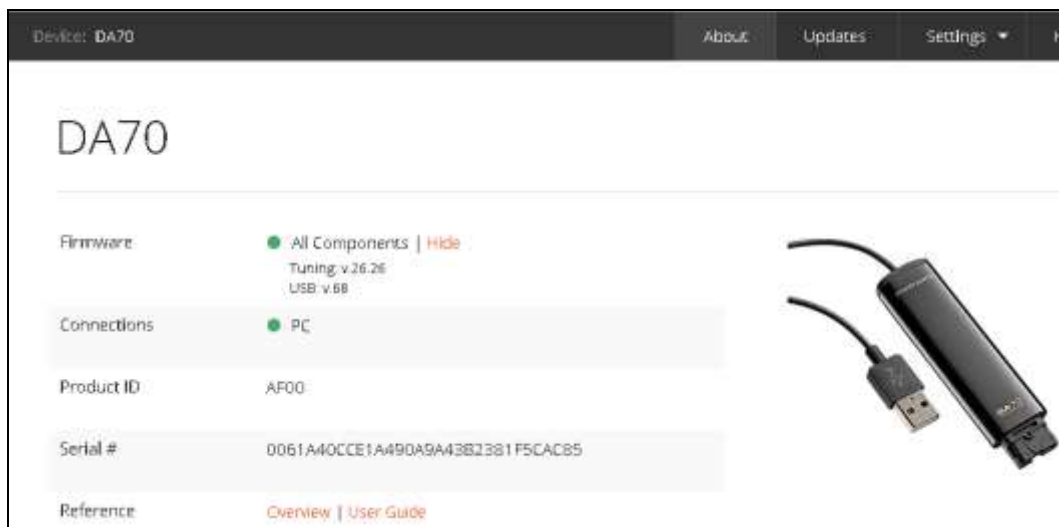
8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Plantronics Hub and DA adapter and EncorePro 710/720 Headset with Avaya one-X® Communicator.

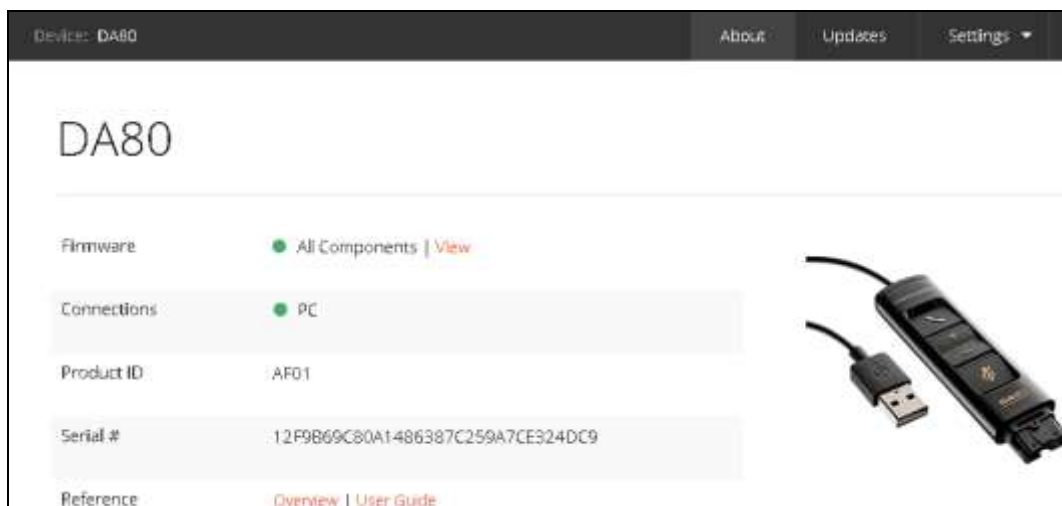
8.1. Verify Plantronics Hub

Make sure Avaya one-X® Communicator is launched and headset is plugged in. Select **Start → Plantronics Hub**.

The page will display the connected device DA-70 and its information as shown below:



Repeat the same step for DA80. Here is detail page for DA80 processors and its information as shown below:



Verify the supported softphone is Avaya one-X® Communicator is checked:

Media Player Action on Incoming Call
Controls the behavior of media player applications such as iTunes and Windows Media Player when a softphone call comes in.

Pause & Resume •

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"/> | |
| 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"/> | |
| Avaya one-X Communicator | 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 one-X® Communicator

1. Place an incoming call to Avaya one-X® Communicator.
2. Verify two-way talk path between the headset and the called extension.
3. Press the Mute button on the DA and verify the call can be muted/unmuted.
4. Verify mute light on DA80, mute icon on one-X® Communicator 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 DA Series USB Processor and EncorePro 710/720 Headsets with Avaya one-X® Communicator. 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] *Administering Avaya Aura® Communication Manager Release 6.3 03-300509 Issue 10 August 2015.*

[2] *Administering Avaya one-X® Communicator Release 6.2 Feature Pack 6 April 2015.*

Documentation and information for the Plantronics Hub and DA Series USB Processor and EncorePro 710/720 Headset can be found at the following websites:

[3] <http://www.plantronics.com/us/product/encorepro-710-720>

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

[5] <http://www.plantronics.com/us/product/da-series>

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