



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Voyager 5200 Bluetooth Headset with Avaya 96x1 Series IP Deskphones on Avaya IP Office - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Voyager 5200 Bluetooth Headset with Avaya 96x1 Series IP Deskphones on Avaya IP Office 500 v2. Specifically, the Avaya 9641G IP Deskphone, which provides integrated Bluetooth support, was used. Plantronics Voyager 5200 allows users to answer, end, and mute/un-mute calls directly from the headset.

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 Voyager 5200 Bluetooth Headset with Avaya 96x1 Series IP Deskphones on Avaya IP Office 500 v2. Specifically, the Avaya 9641G IP Deskphone, which provides integrated Bluetooth support, was used. Plantronics Voyager 5200 allows users to answer, end, and mute/un-mute calls directly from the headset.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from the Avaya 96x1 Series IP Telephones with the Plantronics Voyager 5200 headset and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the Plantronics Voyager 5200 headset after restarting the Avaya 9641G IP Telephone.

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 headset.
- Receiving dial tone, incoming call notification (beeps), and ringback on headset on incoming and outgoing calls.
- Using the volume control buttons on the Plantronics headset to adjust the audio volume.
- Using the mute control button on the Plantronics headset to mute and un-mute the audio.

For the serviceability testing, the Plantronics headset was paired with the 9641G IP telephone using Bluetooth and removed from the Bluetooth device list on the phone. In addition, the 9641G IP telephone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed.

2.3. Support

For technical support and information on Plantronics Voyager 5200 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 Voyager 5200 Bluetooth Headset with an Avaya 9641G IP Deskphone on Avaya IP Office with connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system connected to Avaya Aura® Communication Manager (not shown).

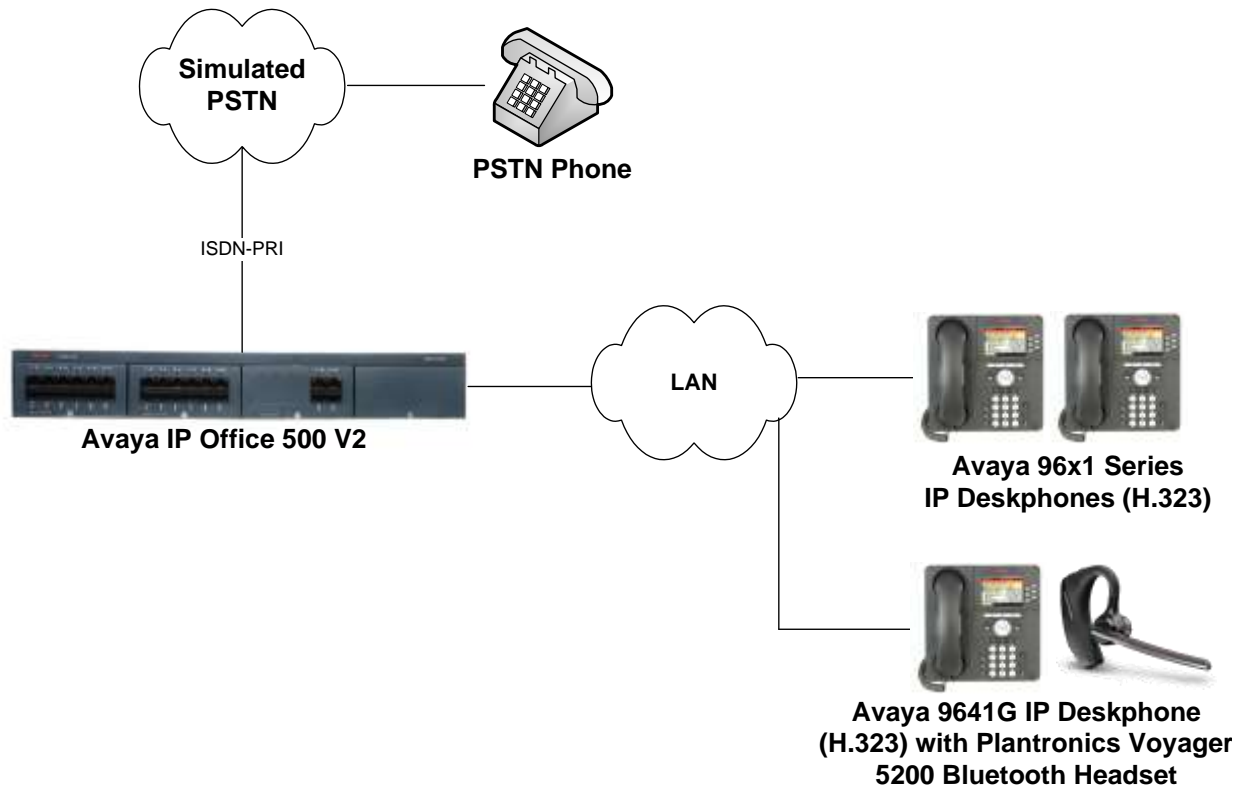


Figure 1: Avaya 9641G IP Telephone with Plantronics Voyager 5200 Bluetooth Headset

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office 500 v2	9.1.7.0 Build 163
Avaya 96x1 Series IP Deskphones	6.6115 (H.323)
Plantronics Voyager 5200 Bluetooth Headset	v.117

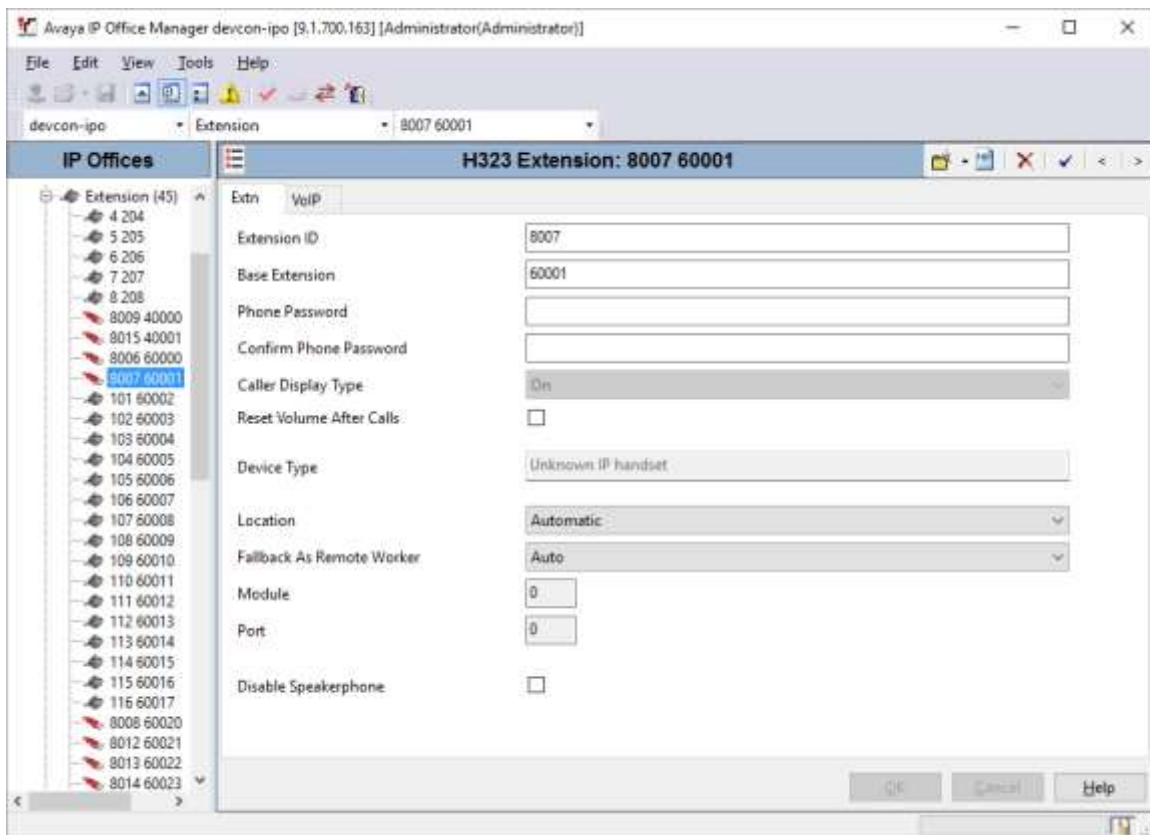
5. Configure Avaya IP Office

This section provides the procedure for configuring an H.323 station (extension and user) on Avaya IP Office. The extension will be assigned to a 9641G IP telephone, which will use the Plantronics headset.

5.1. Administer Extension

From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system and log in with the appropriate credentials.

From the configuration tree in the left pane, right-click on **Extension** and select **New → H.323 Extension** from the pop-up menu. Enter the desired extension for the **Base Extension** field. In this example, extension *60001* was used. The default settings for the VoIP tab were used.



5.2. Administer User

From the configuration tree in the left pane, right-click on **User** and select **New** from the pop-up menu. Enter desired values for the **Name** and **Full Name** fields. For the **Extension** field, enter the extension created in **Section 5.1**. The default settings were used for the **Telephony → Call Settings** sub-tab.

The screenshot shows the 'Avaya IP Office Manager' application window. The title bar indicates the connection to 'devcon-ipo [9:1.700.163] [Administrator/Administrator]'. The menu bar includes File, Edit, View, Tools, and Help. Below the menu bar is a toolbar with icons for file operations and user management. The main window is divided into two panes. The left pane, titled 'IP Offices', contains a tree view with 'User (41)' expanded, showing a list of users from 'NoUser' to '60020 Extn60020'. The user '60001 Extn60001' is selected and highlighted. The right pane, titled 'Extn60001: 60001', displays the configuration fields for the selected user. The tabs at the top of this pane are 'User', 'Voicemail', 'DND', 'Short Codes', 'Source Numbers', 'Telephony', 'Forwarding', 'Dial In', 'Voice Recording', and 'Button F'. The 'User' tab is active, showing the following fields: Name (Extn60001), Password (masked with four asterisks), Confirm Password (masked with four asterisks), Conference PIN (empty), Confirm Conference PIN (empty), Account Status (Enabled), Full Name (Extn60001 IPO), Extension (60001), Email Address (empty), Locale (empty), Priority (5), System Phone Rights (None), and Profile (Basic User). At the bottom right of the right pane are 'OK', 'Cancel', and 'Help' buttons.

5.3. Pair Headset with Phone

After the 9641G IP deskphones are configured and in-service, start the Bluetooth pairing process as described below. The 9641G IP deskphones provide a touch-screen.

1. Place the Plantronics Voyager 5200 Bluetooth Headset in pairing mode. Turn on the headset and then hold down the call control button until a tone is heard and the headset announces, “Pairing...”. In addition, the LED by the power button on the headset will blink red/blue while in pairing mode.
2. Next, on the 9641G, press the **Home** button and then select the **Settings** icon on the touch-screen.
3. Select **Bluetooth Setup** and then press the **Scan** soft button to discover the headset. The Bluetooth pairing process will begin.
4. The 9641G will display “Bluetooth Setup | Scanning...” on the touch-screen.
5. Once found, the 9641G will display the device found. It will indicate “Available Devices: PLT V5200 Series”.
6. On the 9641G, click on the headset to select it
7. The 9641G will proceed to connect to it. It will display, “Connecting to Bluetooth device: PLT V5200 Series”.
8. When the pairing process is completed, the 9641G will display, “Paired devices PLT V5200 Series” and the Plantronics headset will announce, “Pairing Successful”.

6. Configure Plantronics Voyager 5200 Bluetooth Headset

No configuration is required for the Plantronics headset. However, the Plantronics headset does have to be paired with the Avaya 9641G IP telephone as a Bluetooth device. Once the headset has been paired, it will be ready for calls. See [6] for pairing instructions. In summary, to initiate Bluetooth pairing on the Plantronics headset, turn off the headset and then turn it back on by pressing the call control button until the headset plays the “Pairing...” announcement. Also, refer to **Section 5.3** for pairing instructions on the Avaya 9641G IP Deskphone.

7. Verification Steps

Verify that the Plantronics headset has been paired with the 9641G IP telephones using Bluetooth by viewing the Bluetooth device list on the phone under **Bluetooth Setup**. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headset and that the headset can get dial tone and end an active call.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics Voyager 5200 Bluetooth Headset with the Avaya 96x1 Series IP Deskphone on Avaya IP Office. All test cases were completed successfully.

9. 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 IP Office Platform with Manager*, Release 9.1.2, Issue 10.38, February 2016.

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 Hub for Windows/MAC User Interface Reference*, v 3.8.

[4] *Plantronics Voyager 5200 UC Wireless Headset System User Guide*.

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