



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headset with Avaya Aura® Agent Desktop - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate the Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headset with Avaya Aura® Agent Desktop (Agent Desktop).

Plantronics Hub software enables the integrated call control features for Voyager Legend UC, including call answer/end and synchronized mute with Agent Desktop. The Plantronics Hub was installed on the desktop PC running Agent Desktop. Voyager Legend UC connected via Bluetooth to a Plantronics BT300 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 any 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 and Voyager Legend UC Mobile Bluetooth Headset with Avaya Aura® Agent Desktop (Agent Desktop).

Plantronics Hub software enables the integrated call control features for Voyager Legend UC Mobile Bluetooth Headset, including call answer/end and synchronized mute with Agent Desktop. The Plantronics Hub was installed on the desktop PC running Agent Desktop. Voyager Legend UC Mobile Bluetooth Headset connected via Bluetooth to a Plantronics BT300 Bluetooth USB Adapter connected to the desktop PC running Agent Desktop.

# 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 Contact Center - Agent Desktop, answering and ending calls using the call control button on the headset, and verifying two-way audio. The call types included calls between local extensions, and from the PSTN.

The serviceability testing focused on verifying the usability of the Voyager Legend UC Mobile Bluetooth Headset solution after restarting the Agent Desktop and reconnecting the Voyager Legend UC Mobile Bluetooth Headset to the PC.

## 2.1. Interoperability Compliance Testing

All test cases were performed manually. The following features were verified:

- Placing calls to internal extensions to verify two-way audio.
- Placing calls from the PSTN to contact center number to verify two-way audio.
- Answering and ending calls using the call control button on the headset.
- Answering and ending calls using the Agent Desktop screen interface
- Hearing ring back tone for outgoing calls.
- Hearing ring alert for incoming calls.
- Using the volume control buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and Agent Desktop to mute and un-mute the audio.
- Verifying incoming call notification on headset.
- Using Hold feature on Agent Desktop.
- Placing the headsets on the ear for an incoming call and ensuring that the call is answered automatically.
- Move far away from the PC where connectivity is lost and walk back in range and placing a call.

For the serviceability testing, the Voyager Legend UC Mobile Bluetooth Headset was reconnected to the Desktop Agent and the PC was restarted to verify proper operation of the headset after the reboot was completed.

## 2.2. Test Results

All test cases passed with the following observations:

- The “Avaya Aura Agent Desktop – Headset Support” utility must be installed on the PC.
- On the Avaya Aura® Agent Desktop, the name of the headset for “Playback Device” and “Record Device” fields are Plantronics BT 300 instead Voyager Legend UC as display on Plantronics Hub. This is expected behavior.
- On the Plantronics Hub, under settings for Softphones and Media Players, the “Target Softphone” needs to be manually selected as “Avaya Aura Agent Desktop”. This is expected behavior.
- During the call if user walks away PC which is running Agent Desktop about 30 feet, the call will be dropped.

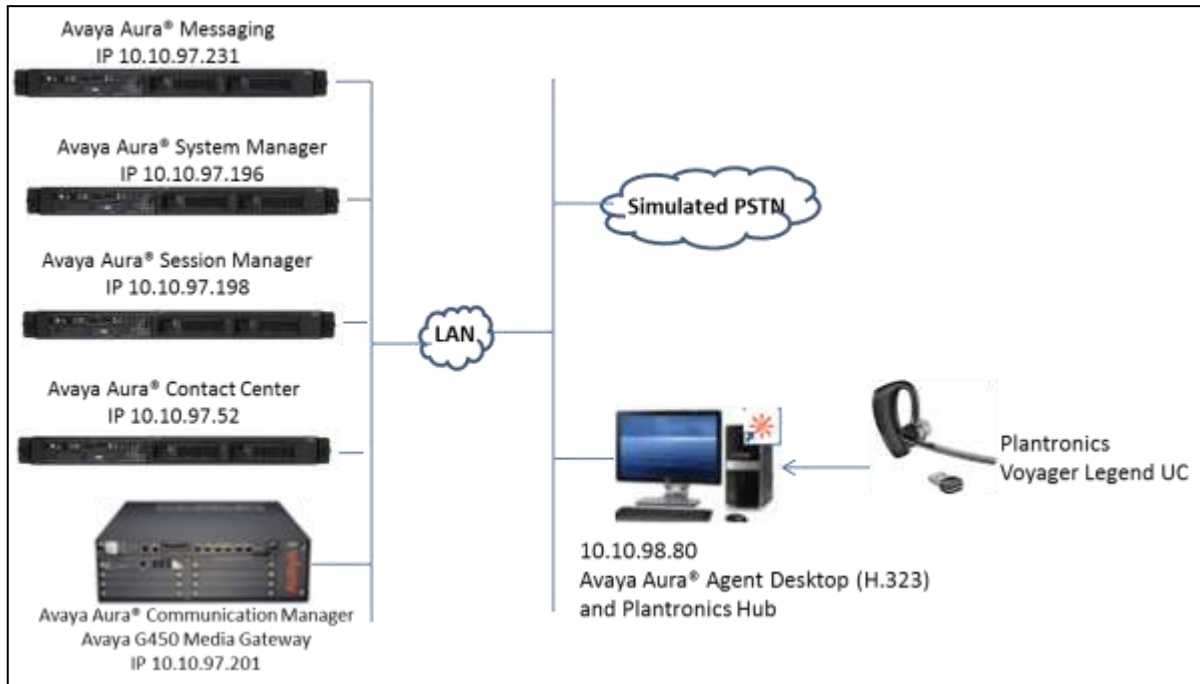
## 2.3. Support

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](http://www.plantronics.com/north_america/en_US/support)

### 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headset with Agent Desktop. The configuration consists of Avaya Aura® Communication Manager, Avaya Aura® Session Manager, Avaya Aura® System Manager and Avaya Aura® Contact Center. Simulated SIP PSTN is provided via Session Manager. The BT300 USB Bluetooth Adapter was connected to the Agent Desktop PC via a USB port and to Voyager Legend UC Mobile Bluetooth Headset via Bluetooth. The Plantronics Hub was installed on the desktop PC running Windows 7.



**Figure 1: Agent Desktop with Plantronics Hub and Voyager Legend UC Mobile 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	6.3.12
Avaya G450 Media Gateway	36.156.0
Avaya Aura® Messaging	6.3.2
Avaya Aura® Session Manager	6.3 SP 14 (6.3.14.0.631402)
Avaya Aura® System Manager	6.3. SP 14 (6.3.14.11.3595)
Avaya Aura® Contact Center	6.4 SP15
Avaya Aura® Contact Center - Avaya Aura® Agent Desktop	6.4 Build 14.200.42.1285
Avaya Aura® Agent Desktop Headset Utility: Avaya Aura Agent Desktop – Headset Support	6.3.208
Plantronics Voyager Legend UC Mobile Bluetooth Headset with BT 300 Bluetooth USB Adapter	Base: v.6108 Headset: v.a701 USB: v.861
Plantronics Hub	3.7.51238.28796

## 5. Configure Avaya Aura® Communication Manager

This section will add H.323 stations for use by the Avaya Aura® Agent Desktop. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Issue **add station <n>** command, where **n** is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** Enter station type **9620**.
- **Name:** A descriptive name.
- **Security Code:** Enter a valid code ex: 1234.
- **IP SoftPhone:** y.

add station 53107		Page 1 of 5
STATION		
Extension: 53010	Lock Messages? n	BCC: 0
<b>Type: 9620</b>	<b>Security Code: 1234</b>	TN: 1
<b>Port: IP</b>	Coverage Path 1:	COR: 1
<b>Name: Agent1</b>	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 5102	
Display Language: english	Mute Button Enabled? y	
Survivable GK Node Name:	Button Modules: 0	
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	<b>IP SoftPhone? y</b>	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

## 6. Configure Avaya Aura® Agent Desktop

This section provides configuration of Agent Desktop softphone to log in an agent in Contact Center system and register to Communication Manager as H323 station using My Computer mode provisioned in **Section 5** above.

Navigate to **Start Menu → All Program → Avaya** and select **Avaya Aura Agent Desktop 6.0**. Avaya Agent Desktop softphone is displayed with User Credentials, enter the following:

- **User ID:** enter agent user name, ex: agent1.
- **Password:** enter password of agent1.
- **Domain:** enter Domain or IP address of Contact Center, ex: 10.10.97.52.

Note: Avaya Aura® Contact Center system and the login credential are used in this section was previously configured and not mentioned in this document.



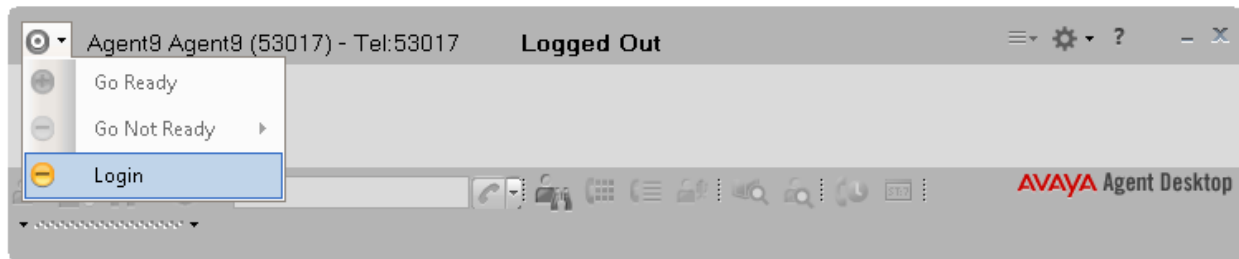
The screenshot below shows the Agent Desktop logs in the agent1 successfully.



Login to the Agent Desktop after the Agent Desktop application has been launched and successfully connected to Contact Center. While log on, there are two options in the Agent Logon: My Computer and Desk Phone. During the test, My Computer mode is used.

**Important:** If an audio device (such as a headset or microphone) is added while Agent Desktop is running, you must restart the Agent Desktop to start using the new audio device.

On the Agent Desktop Top bar, from the Status list, select **Login**.



In the Agent Logon window, enter login details:

- **Place and receive call using:** select My Computer.
- **Extension:** enter extension created in **Section 5**, ex: 53010.
- **Password:** enter password for the extension, created in **Section 5**
- **Server Address:** enter Communication manager IP address, ex: 10.10.97.201.
- **License Type:** using default value, ex: Agent.


Click **Login** when completed.

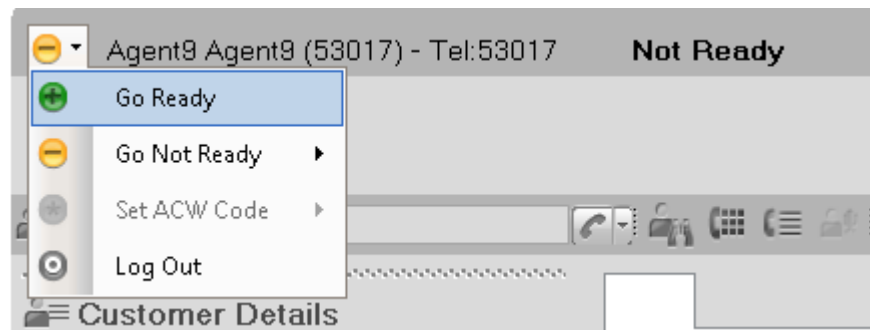
The screenshot shows the 'Agent Logon' window with the 'Telephony' tab selected. The window contains a form with the following fields:


- Place and receive calls using:** A dropdown menu with 'My Computer' selected.
- Extension:** A text field containing '53010'.
- Password:** A text field containing four asterisks '\*\*\*\*'.
- Server Address:** A text field containing '10.10.97.201'.
- License Type:** A text field containing 'Agent'.

At the bottom of the window, there are two buttons: 'Login' and 'Cancel'.



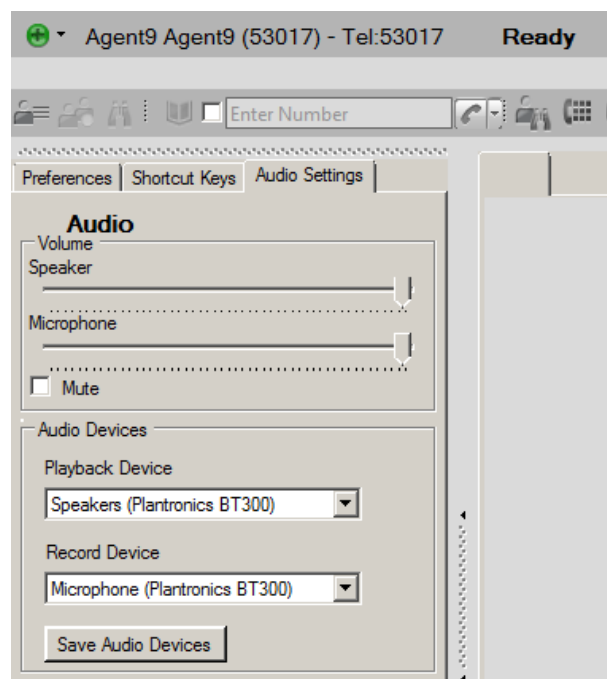
By default the Agent Desktop status is Not Ready. Change the status to Ready to indicate that Agent is available to handle all media types for which system is licensed and configured by select  → **Go Ready**



To configure Agent Desktop using Plantronics headset, on the Agent Desktop Top bar menu, click  → **User Preferences** → **Audio Settings**.



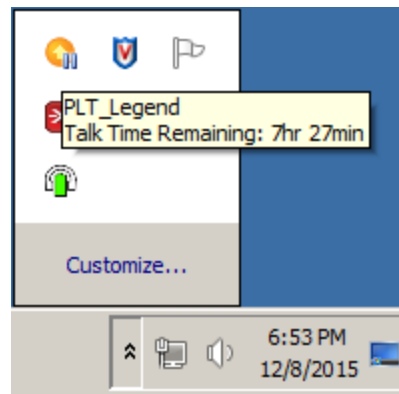
In the **Audio Settings** tab, in the **Audio Devices** section, verify BT300 USB Adapter is displayed in **Playback Device** and **Record Device** (see screenshot in the step below). Click **Save Audio Devices** to save configuration.



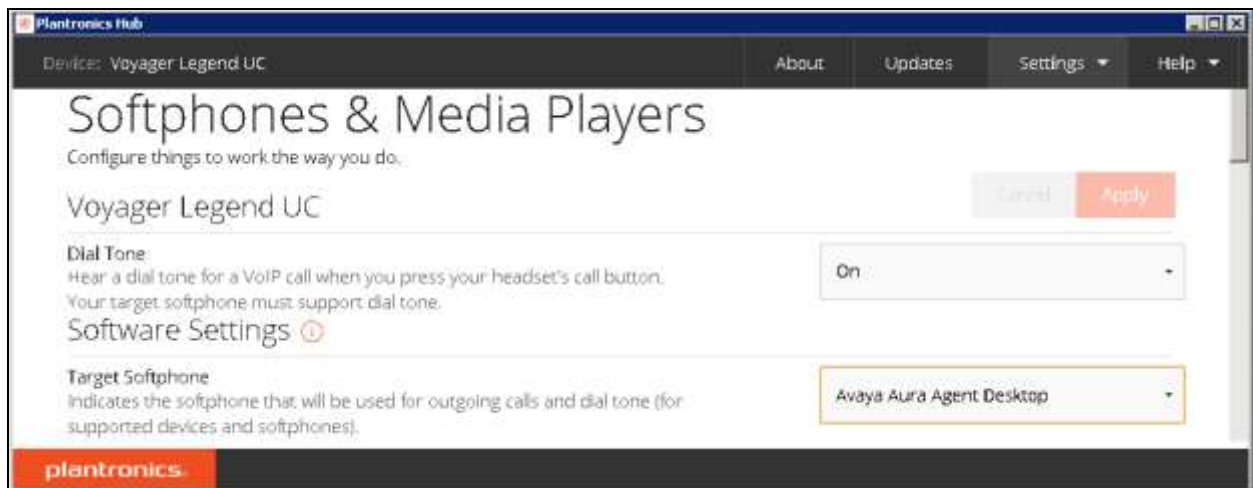
## 7. Install the Plantronics Hub S/W and Voyager Legend UC Mobile Bluetooth Headset

This section provides the configuration steps for Plantronics Hub software, Plantronics BT300 USB Adapter and Plantronics Voyager Legend UC Mobile Bluetooth Headset to work with Agent Desktop.

1. Install Plantronics Hub software on PC which has Agent Desktop softphone installed.
2. Insert the BT300 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.



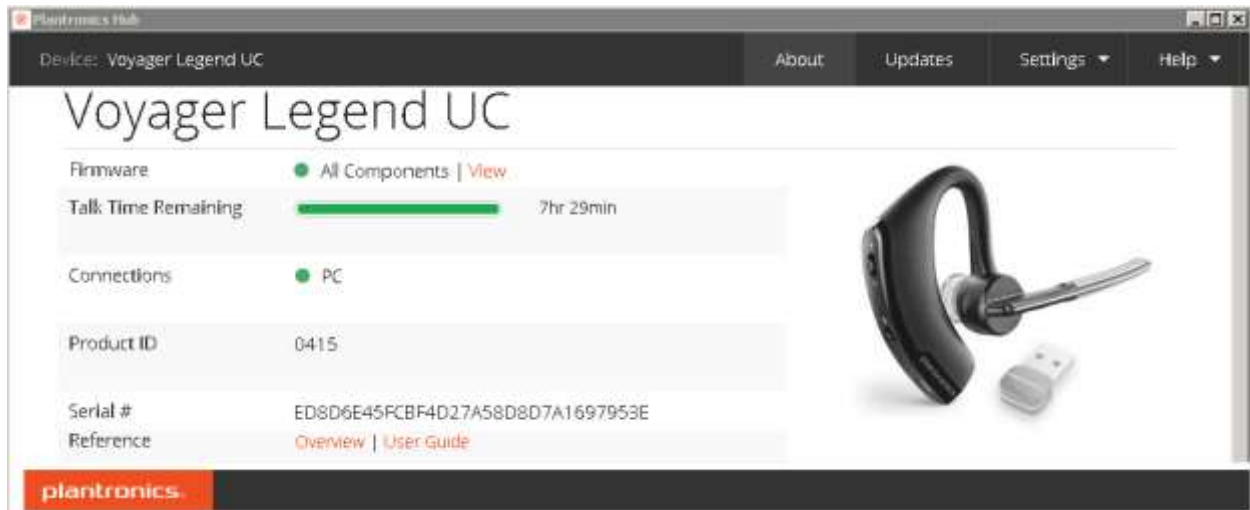
4. Launch Agent Desktop softphone.
5. Configure Plantronics Hub software to use with Agent Desktop softphone, from the Plantronics Hub window, navigate to **Settings** → **Softphones**. In the **Target Softphone** verify Avaya Aura Agent Desktop is displayed.



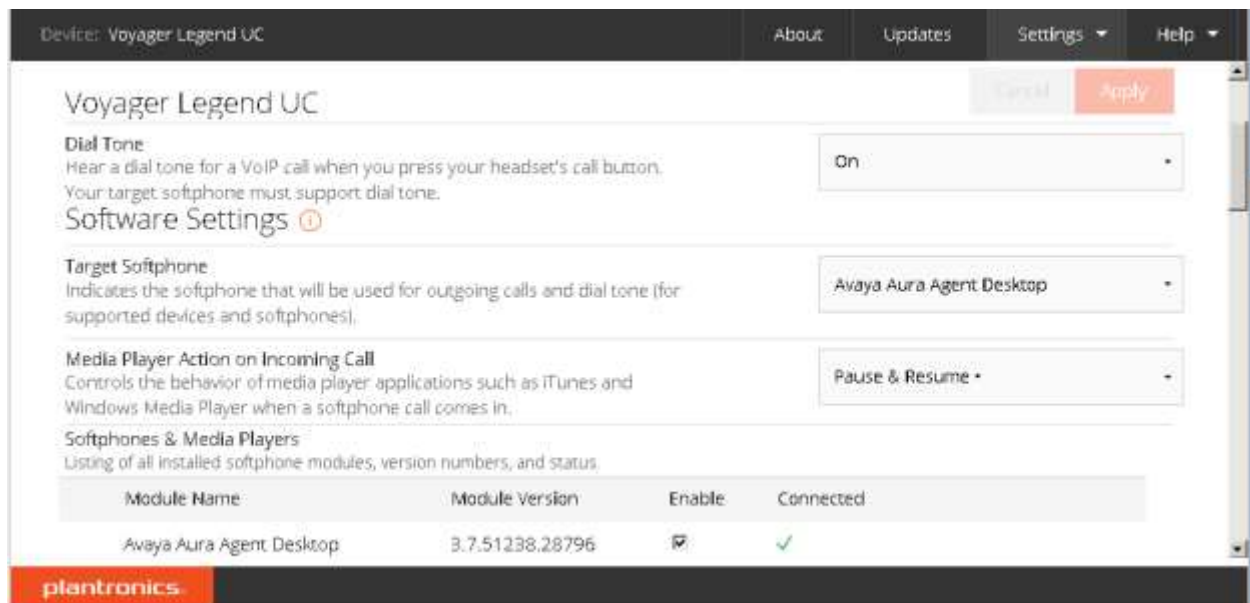
## 8. Verification Steps

This section verifies that the Hub and Voyager Legend UC Mobile Bluetooth Headset solution has been successfully integrated with the Agent Desktop.

Verify that the Voyager Legend UC Mobile Bluetooth Headset has been successfully installed.



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



Once the Voyager Legend UC Mobile Bluetooth Headset is connected to Agent Desktop, verify that incoming and outgoing calls can be established with two-way audio to the headset. For incoming calls, answer the call by pressing the call control button on the Voyager Legend UC.

1. From the Agent Desktop softphone with Plantronics BT300 USB Adapter and the Legend UC headset place a local call to another station.
2. Verify the ring back tone is heard through the Plantronics headset and the blue light on the BT300 is flashing.
3. Answer the call on the other station, verify two-way speech path with audio between the Agent Desktop and the other station.
4. During the call, adjust the volume up and down and mute/unmute from Plantronics Legend UC, verify the volume adjusted successfully and status of mute/unmute reflected properly on the Agent Desktop.

## 9. Conclusion

These Application Notes describe the configuration steps required to integrate Plantronics Hub and Voyager Legend UC Mobile 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 Voyager Legend UC Mobile Bluetooth Headset 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, Issue 10.0, June 2014, Document Number 03-300509.
- [2] Application Note for Configuring Avaya Aura® Contact Center 6.2 with Avaya Aura® 6.2 Infrastructure – Issue 1.0
- [3] Avaya Aura® Agent Desktop Release 6.4, Issue 05.02, June 2014, Document Number NN44400-114

Documentation and information for the Plantronics Hub S/W and Voyager Legend UC Mobile Bluetooth Headset can be found at the following websites:

- [4] <http://www.plantronics.com/us/product/plantronics-hub-desktop>
- [5] <http://www.plantronics.com/us/product/voyager-legend-uc#fndtn-overview>

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