Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Voyager Focus UC Bluetooth Headset with Avaya one-X® Attendant - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics Voyager Focus UC Bluetooth Headset with Avaya one-X® Attendant. No additional Plantronics software is required. Voyager Focus UC connected via Bluetooth to a Plantronics BT600 Bluetooth USB Adapter connected to the desktop PC running one-X Attendant.

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 Voyager Focus UC Bluetooth Headset with Avaya one-X® Attendant. No additional Plantronics software is required. Voyager Focus UC connected via Bluetooth to a Plantronics BT600 Bluetooth USB Adapter connected to the desktop PC running one-X Attendant.

Refer to the appropriate Plantronics documentation listed in **Section 10** for additional product information.

2. General Test Approach

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 Attendant using the Plantronics Voyager Focus 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 Focus UC after restarting the Avaya one-X Attendant, 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.
- Verifying ringback tone and incoming call notification for outgoing and incoming calls, respectively.
- Using the volume control buttons on the headset to adjust the playback volume.
- Using the mute button on the headset and on one-X Attendant to mute and un-mute the audio, including verifying that the mute status was accurately reflected on the headset and one-X Attendant.

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

2.2. Test Results

All test cases passed with the following observations:

- Placing Voyager Focus UC on your head/ear while there is an incoming call does not automatically answer the call. The user must press the call control button on the headset to answer the call.
- When a PC is restarted after one-X® Attendant is installed, the user may see an indication that the Plantronics Spokes Software, or Hub Software, process is running on the Windows task bar. This process is used by the headset for call control functionality. If the user manually closes or shuts down this process while one-X® Attendant is running, call control functionality will stop. Restarting one-X® Attendant will restore call control functions.

2.3. Support

For technical support and information on Plantronics Voyager Focus 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 providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. Avaya one-X Attendant was installed on a desktop PC running Windows 7. Voyager Focus UC connected via Bluetooth to a Plantronics BT600 Bluetooth USB Adapter connected to the desktop PC running one-X Attendant.
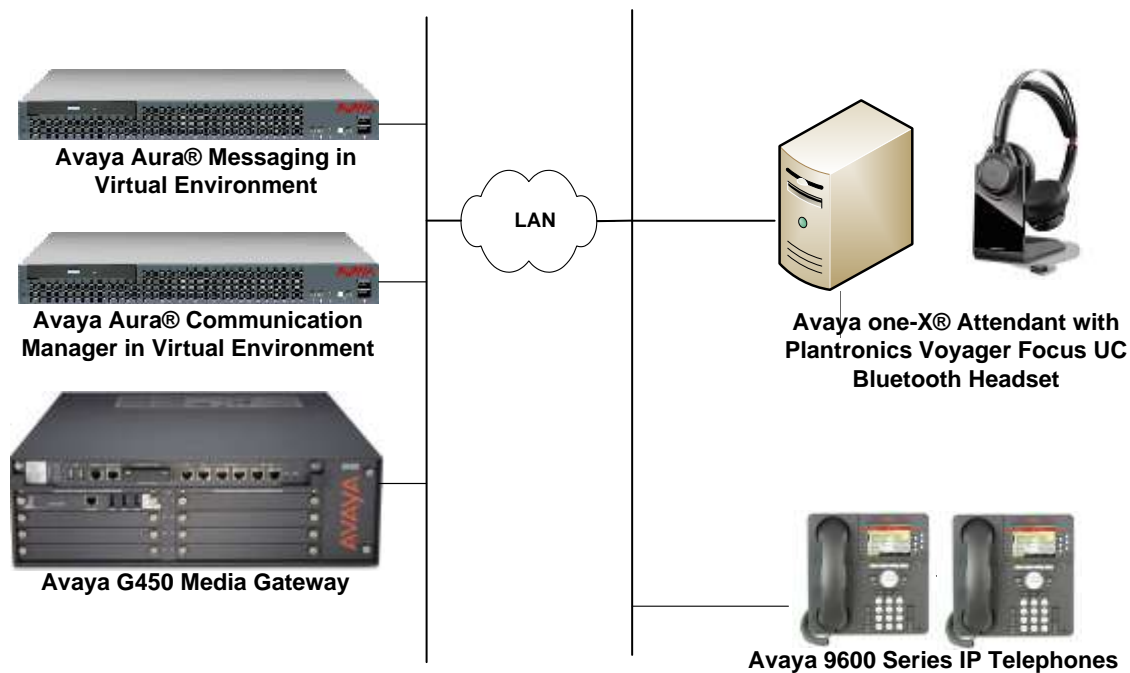
Figure 1: Avaya one-X Attendant with Plantronics Voyager Focus UC Bluetooth Headset

4. Equipment and Software Validated

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

Equipment	Software
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 one-X® Attendant on Microsoft Windows 7	4.0 SP 11 (4.12.010.001)
Avaya Aura® Messaging	6.3.2 SP 2 Patch 3
Avaya 9600 Series IP Telephone	S3.250A (H.323)
Avaya 96x1 Series IP Telephone	7.0.0.39 (SIP)
Plantronics Voyager Focus UC Bluetooth Headset with Plantronics BT600 Bluetooth USB Adapter	v.40 v.1156 (BT600)

5. Configure Avaya Aura® Communication Manager

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

Use the **display system-parameters customer-options** command to verify that **IP Stations** and **IP Attendant Consoles** on **Page 4** are enabled. The license file installed on Communication Manager controls the values for these attributes. If a required feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative.

```
display system-parameters customer-options                     Page   5 of  12
                              OPTIONAL FEATURES

   Emergency Access to Attendant? y                            IP Stations? y
            Enable 'dadmin' Login? y
          Enhanced Conferencing? y                     ISDN Feature Plus? n
                 Enhanced EC500? y      ISDN/SIP Network Call Redirection? y
     Enterprise Survivable Server? n                      ISDN-BRI Trunks? y
       Enterprise Wide Licensing? n                              ISDN-PRI? y
            ESS Administration? y            Local Survivable Processor? n
          Extended Cvg/Fwd Admin? y                  Malicious Call Trace? y
        External Device Alarm Admin? y            Media Encryption Over IP? y
 Five Port Networks Max Per MCC? n   Mode Code for Centralized Voice Mail? n
              Flexible Billing? n
  Forced Entry of Account Codes? y                  Multifrequency Signaling? y
      Global Call Classification? y      Multimedia Call Handling (Basic)? y
            Hospitality (Basic)? y   Multimedia Call Handling (Enhanced)? y
 Hospitality (G3V3 Enhancements)? y              Multimedia IP SIP Trunking? y
                   IP Trunks? y


            IP Attendant Consoles? y
        (NOTE: You must logoff & login to effect the permission changes.)
```

Use the **add attendant <n>** command, where **<n>** is an available attendant position. The **Type** field should be set to **302** for IP consoles. Enter the **Extension** and the **Security Code,** which will be used when by Avaya one-X® Attendant to register with Communication Manager. Since only one attendant was used, **Console Type** was set to **principal**. Set the **Port** to **IP**.

```
add attendant 1                                             Page   1 of   4
                            ATTENDANT CONSOLE 1


         Type: 302               Name: one-X Attendant
    Extension: 77600             Group: 1              Auto Answer: none
 Console Type: principal           TN: 1               Data Module? n
         Port: IP                 COR: 1          Disp Client Redir? n
Security Code: ******             COS: 1           Display Language: english
                                                  H.320 Conversion? n
```

On **Page 2**, set **Auto Start** to *n*. Default values were used for all other fields.

```
add attendant 1                                          Page   2 of   4
                              ATTENDANT CONSOLE

VIS FEATURE OPTIONS

              Auto Start? n
      Echo Digits Dialed? y

IP FEATURE OPTIONS

 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
 Emergency Location Ext: 77600          Always Use? n   IP Audio Hairpinning? n
                                                  Service Link Mode: permanent
```
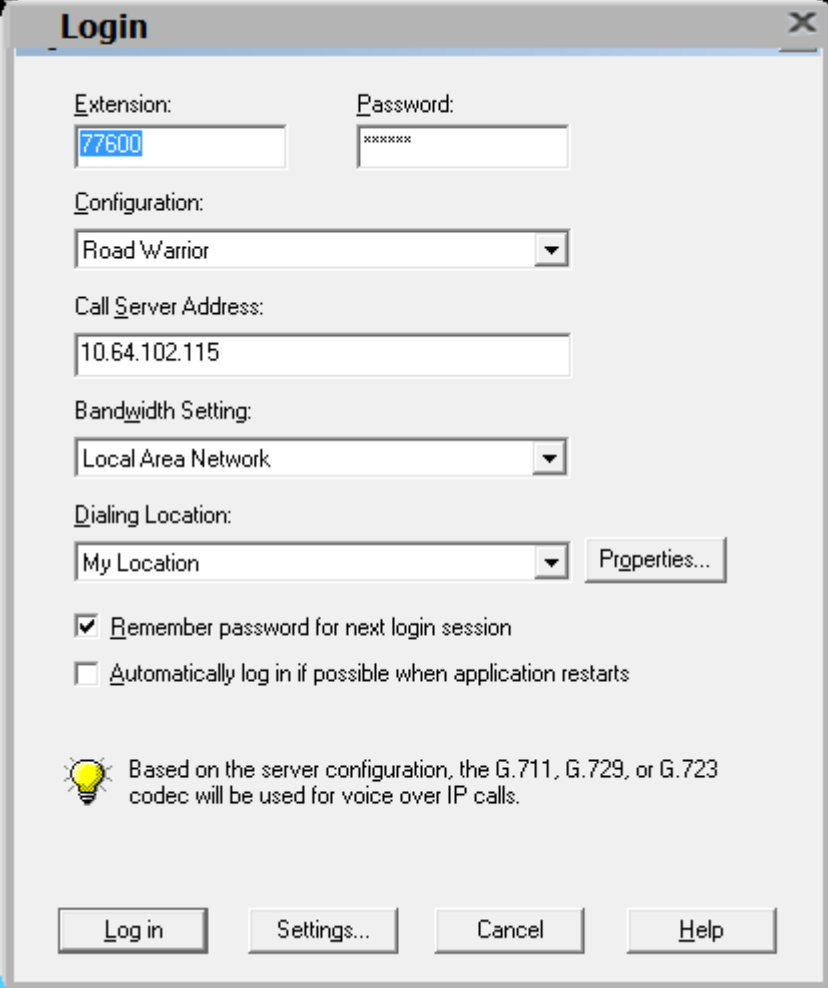
6. Configure Avaya one-X® Attendant

This section describes the configuration steps required for Avaya one-X® Attendant to work with the Plantronics Voyager Focus UC. These Application Notes do not cover the general installation and configuration of Avaya one-X® Attendant. For additional information refer to **[2]**. Prior to configuring one-X Attendant, 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 Avaya one-X® Attendant and log into Communication Manager using the attendant **Extension** and **Password** created in **Section 5**. Select *Road Warrior* for **Configuration**. Enter the information in the remaining fields as appropriate. Click **Log in**.
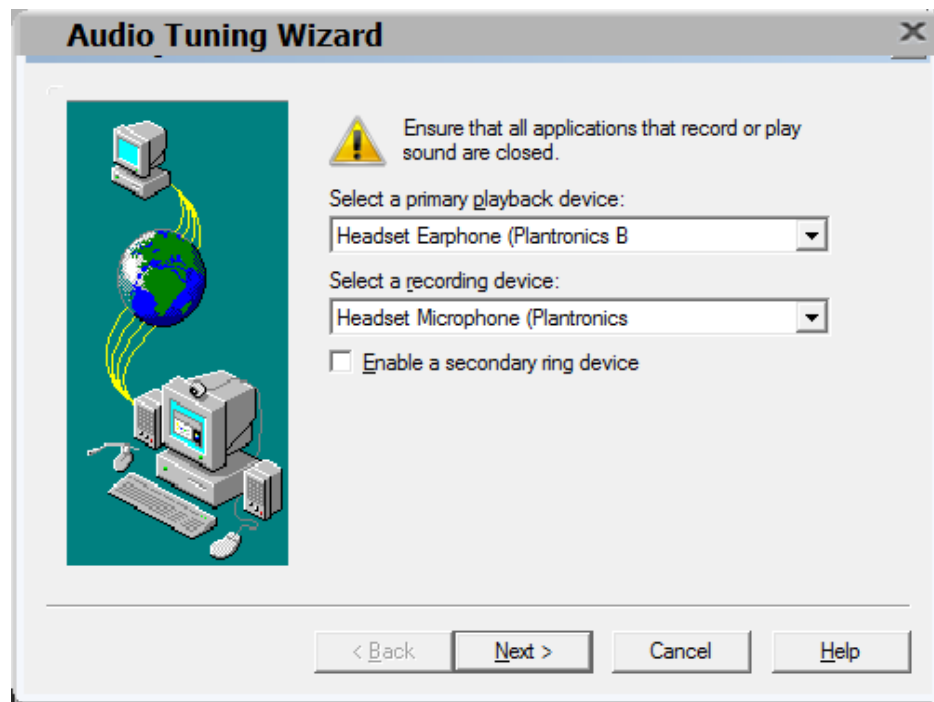
On the next screen, click the **Login** button to log in as a one-X Attendant user. The default **Name** is *Avaya* and the **Password** is *000000*. The user will be prompted to change the password once logged in. Select *one-X Attendant* under **Work profile.** Click **OK.**

On the Avaya one-X® Attendant main screen, click the icon on the toolbar to launch the **Audio Tuning Wizard**. Note that the icon is not available during an active telephone call.
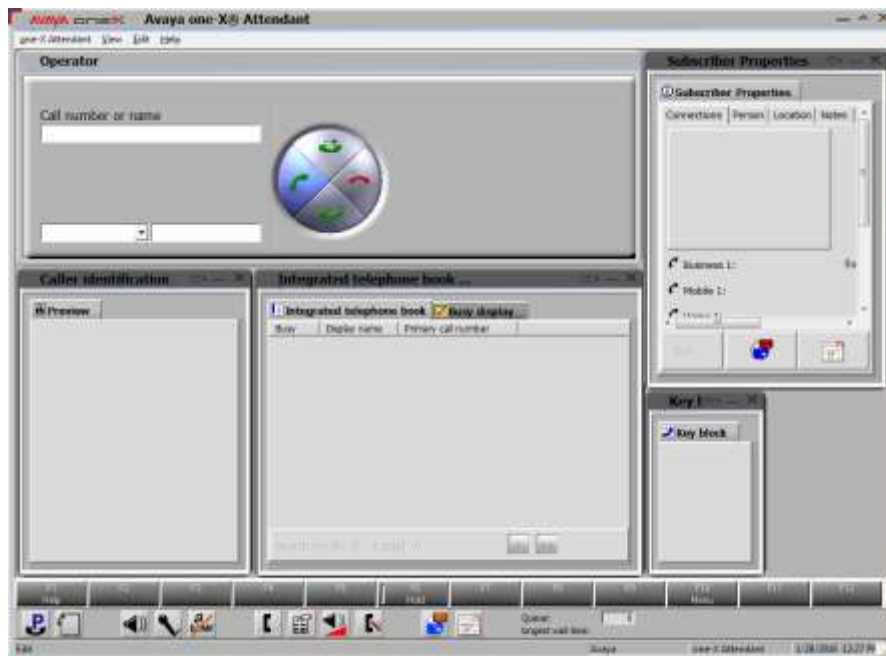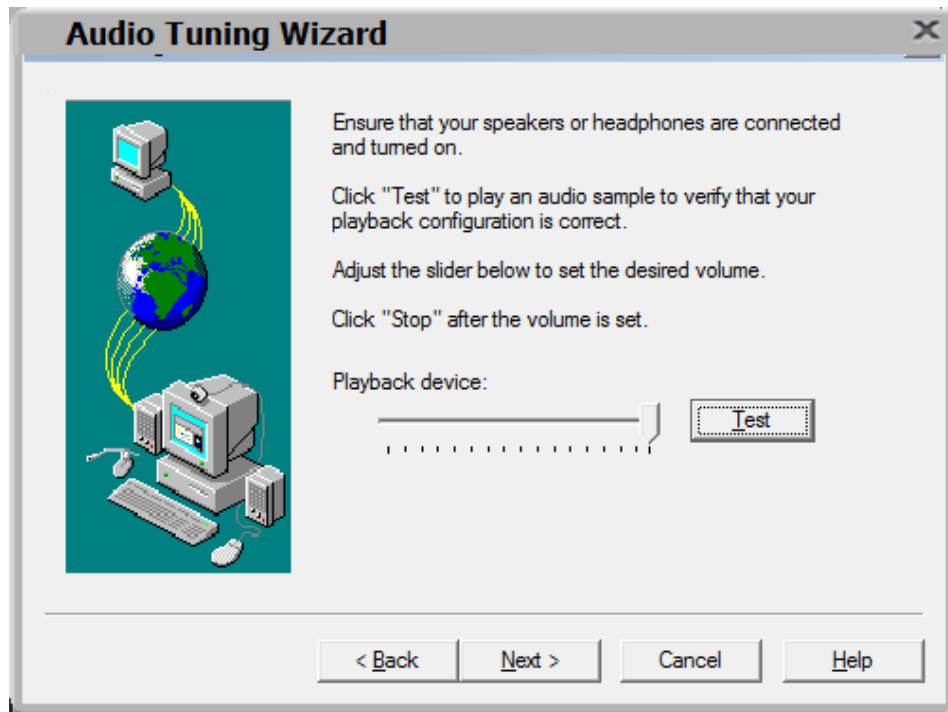
In the Audio Tuning Wizard, set the playback device and recording device to *Headset Earphone (Plantronics BT600)* and *Headset Microphone (Plantronics BT600),* respectively. Click **Next**.


In the next window, select *Headset or Handset* as shown below. Click **Next**.

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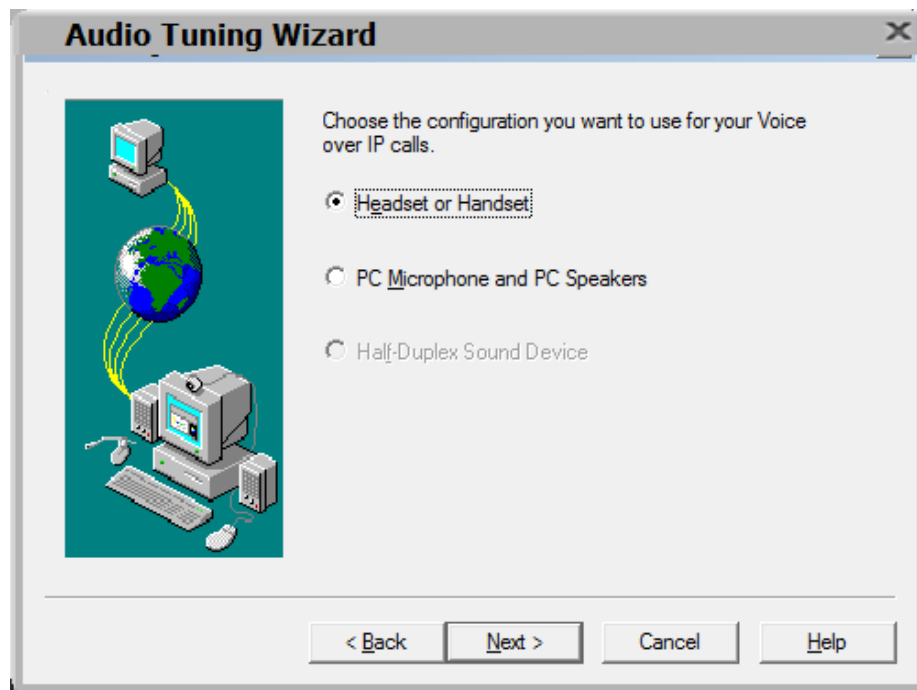
Next, click the **Test** button and verify that audio is heard through the Plantronics headset. Click **Next**.

Speak into the headset and verify that the **Audio meter** detects sound to set the recording level. Click **Next**.
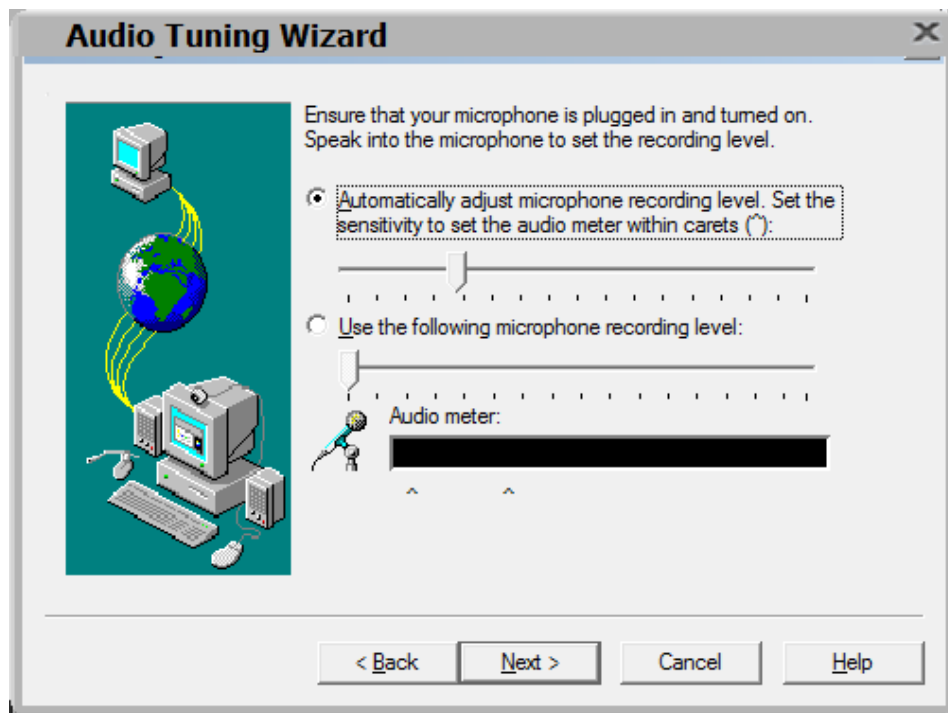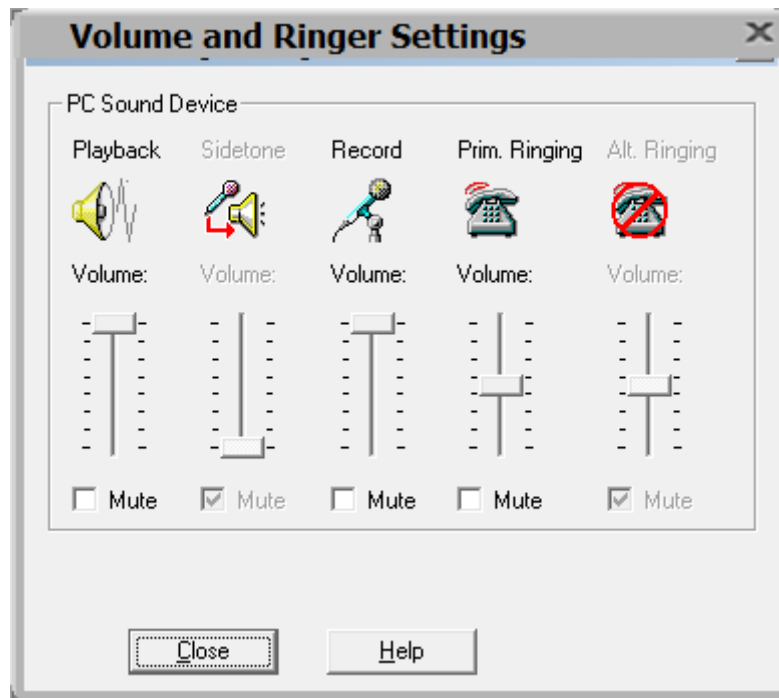
Next, click the **Test** button to determine the normal background noise. Click **Next**.

On the last Audio Tuning Wizard window, click **Finish**.
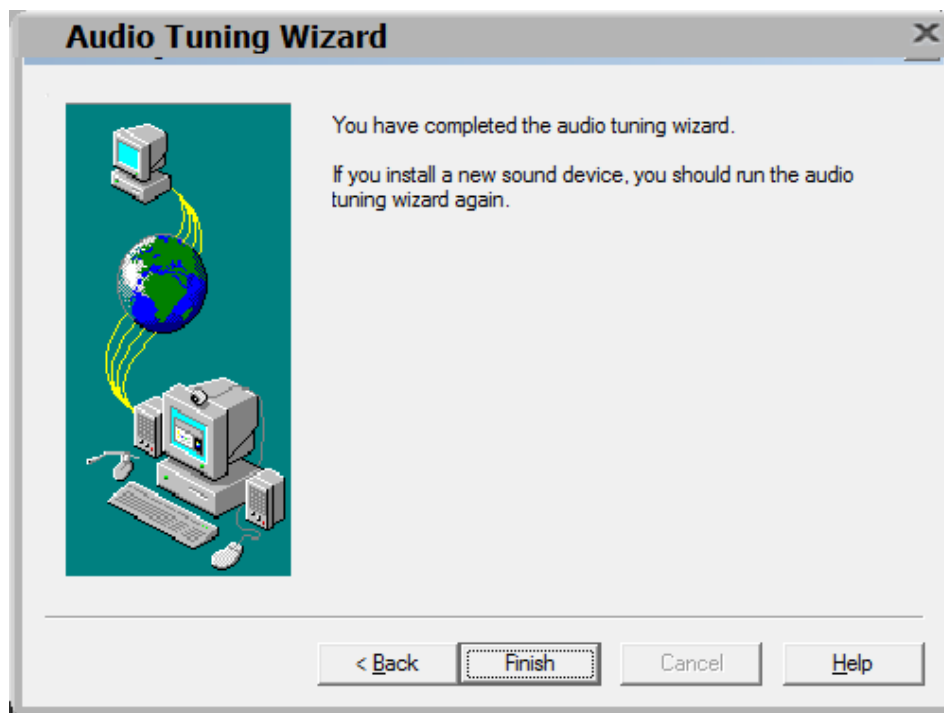
Configure the **Volume and Ringer Settings** to allow the user to hear ringing. To access the settings, select the ![speaker icon] icon on the toolbar. Set the **Playback**, **Record**, and **Prim. Ringing** volume to the desired levels as shown below.

7. Install Plantronics Voyager Focus UC

Power on the Voyager Focus UC headset and then connect the Plantronics BT600 Bluetooth USB adapter to the desktop PC running one-X Attendant. When the headset is paired via Bluetooth, a chime and "PC Connected" announcement should be heard on the headset and the Bluetooth LED on the speakerphone should blink blue once. If the headset needs to be paired again, follow the instructions in **[3].**

8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the Plantronics Voyager Focus UC with Avaya one-X Attendant.

1. Start the one-X Attendant application and log in.
2. Place an incoming call to one-X Attendant from any local phone.
3. Answer the call using the call control button on the headset.
4. Verify two-way talk path between the headset and phone.
5. Disconnect the call from the headset 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 Voyager Focus UC Bluetooth Headset with Avaya one-X® Attendant. 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] *Avaya one-X® Attendant 4.0 (SP11) connected to Avaya Communication Manager. Installation and Administration Manual,* Document 16-603459-EN, Release 4.12, Jan. 2016.

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

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