



Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Savi W710 Headsets and APV-63 EHS Adapter with Avaya 9400/9500 Series Digital Desk phones – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Plantronics APV-63 EHS (Electronic Hook Switch) Adapter and Savi W710 wireless headsets with Avaya 9400/9500 Series Digital Desk phones. The Plantronics APV-63 EHS Adapter provides wireless headsets the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the headset including situations when the user is away from their desk. The Plantronics Savi W710 wireless headsets were used to verify the functionality of the APV-63 EHS Adapter.

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 APV-63 EHS (Electronic Hook Switch) Adapter with Avaya 9400/9500 Series Digital Desk phones.

The following headsets and accessories were tested:

- APV-63 EHS (Electronic Hook Switch) Adapter – Provides wireless headsets the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the headset including situations when the user is away from their desk.
- Savi W710 Wireless Headset.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from the Avaya 9400/9500 Series Digital Desk phones with Plantronics APV-63 EHS Adapter and Savi W710 wireless headset and verifying two-way audio. The call types included calls to voicemail, to and from local extensions, to and from the PSTN.

The serviceability testing focused on verifying the usability of the Plantronics Savi W710 wireless headsets after restarting the Avaya 9400/9500 Series Digital Desk phones.

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 headset interfaces, different manufacturers utilize different 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

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 and receiving calls to and from internal extensions to verify two-way audio.
- Placing and receiving calls to and from the PSTN to verify two-way audio.
- Hearing ring back tone for incoming and outgoing calls.
- Answering and ending calls using the call control button on the headset and its base.
- Using the Volume control buttons on the headset to adjust the audio volume.
- Using the Mute control button on the headset to mute and un-mute the audio.

For the serviceability testing, the 9400/9500 Series Digital Desk phone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

Testing was completed successfully with the following observations/limitations.

- Pressing the headset button on the Desk phone first does not automatically activate the call control button on the headset.. Once the call control button on the headset is activated (by pressing it), the headset button on the desk phone can be used to answer, terminate, or to place calls. Without headset being enabled or activated first, it will not receive dial-tone when attempting to place calls or answer calls, if just the headset button on the desk phone is used. This observation was only made on 9500 series desk phones.
- Note that the user will hear a series of beeping tones instead of the normal incoming call alerting tones on the headset during incoming calls if the call control button on the headset or the Desk phone icon button on the base of the headset is active or enabled. This applies to both 9400/95400 series desk phones.
- When far end disconnects the call, the LED on the headset and its base remain lit. User has to manually press the call control button on the headset or its base to turn the LED off. This is relevant to both 9400/9500 series desk phones.
- User is on a call using the headset and the handset is undocked. Turn off (press) the headset button on the desk phone to transfer the call from the headset to the handset. Call is transferred however the LED is lit on the headset and its base. User has to manually press the call control button on the headset and headset base to turn the LED off. This is only relevant to 9500 series desk phones.
- When Mute is pressed on headset, the base Desk phone icon button color changes from Green to Red however Mute button on actual Desk phone is not lit. Similarly when Mute button on Desk phone is activated, this button turns red on Desk phone however LED on base Desk phone icon button is still stays as green. Relevant to both 9500/9400 series desk phones.

2.3. Support

For technical support and information on Plantronics headsets, contact Plantronics at:

- Phone: 1-855-765-7878
1-831-426-5858 (International)
- Website: <http://www.plantronics.com/us/support/index.jsp>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Plantronics APV-63 EHS (Electronic Hook Switch) Adapter and Savi W710 wireless headsets with Avaya 9400/9500 Series Digital Desk phones. The configuration consists of an Avaya S8800 server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway and a mix of Desk phones (IP and digital) for placing calls to and from the equipment under test.

For the Avaya 9500 Series Digital Desk phone the configuration consisted of an Avaya IP Office 500 V2 and an IP Office Digital expansion module.

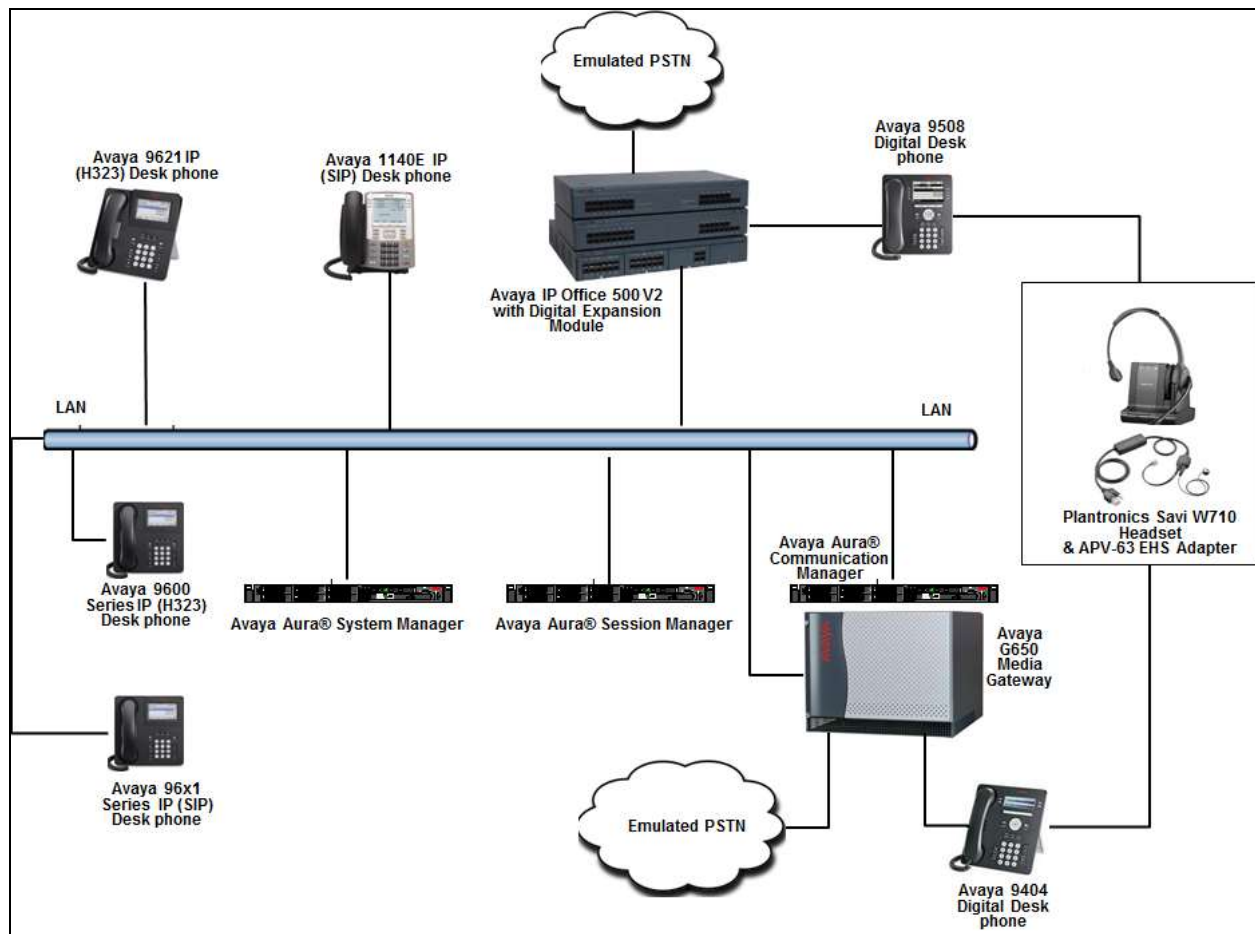


Figure 1: Reference Configuration

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on an Avaya S8800 Server	6.3.12.0-SP12 (R016x.03.0.124.0-22505)
Avaya Aura® System Manager running on an Avaya S8800 Server	6.3.14.11.3595
Avaya Aura® Session Manager running on an Avaya S8800 Server	6.3.14.0.631402
Avaya IP Office 500 V2	9.1.4 build 137
Avaya IP Desk phones: <ul style="list-style-type: none">• 9608 (H.323)• 96x1 (SIP)• 9621G (H.323)• 1140 (SIP)	6.4014 6.3.14 6.4014 4.4.018
Avaya Digital Desk phones: <ul style="list-style-type: none">• 9508• 9404	R55 (v15) R15 (v21)
Plantronics Savi W710 Headset	Base: v.28.47 Bluetooth: v.02.05.0d, 0e Headset: v.28.25 PIC: v.2.2 Tuning: v. USB: v.179
Plantronics APV-63 EHS	01/16 A 17.09

5. Configure Avaya Aura® Communication Manager and Avaya IP Office

It is assumed that a fully functioning Communication Manager and IP Office is in place with the necessary licensing. For further information on the configuration of Communication Manager or IP Office, please see **Section 9** of these Application Notes.

5.1. Configuring 9400 Series Digital Desk phones

These Application Notes assume that the Avaya 9400 Series Digital Desk phones are configured and operational in Avaya Aura® Communication Manager. There are no additional settings required for the connection of the Plantronics APV-63 EHS Adapter and Savi W710 wireless headsets to the Avaya 9400 Series Digital Desk phones. For further information on how to configure these Avaya Digital Desk phones refer to **Section 9** of these Application Notes.

5.2. Configuring 9500 Series Digital Desk phones

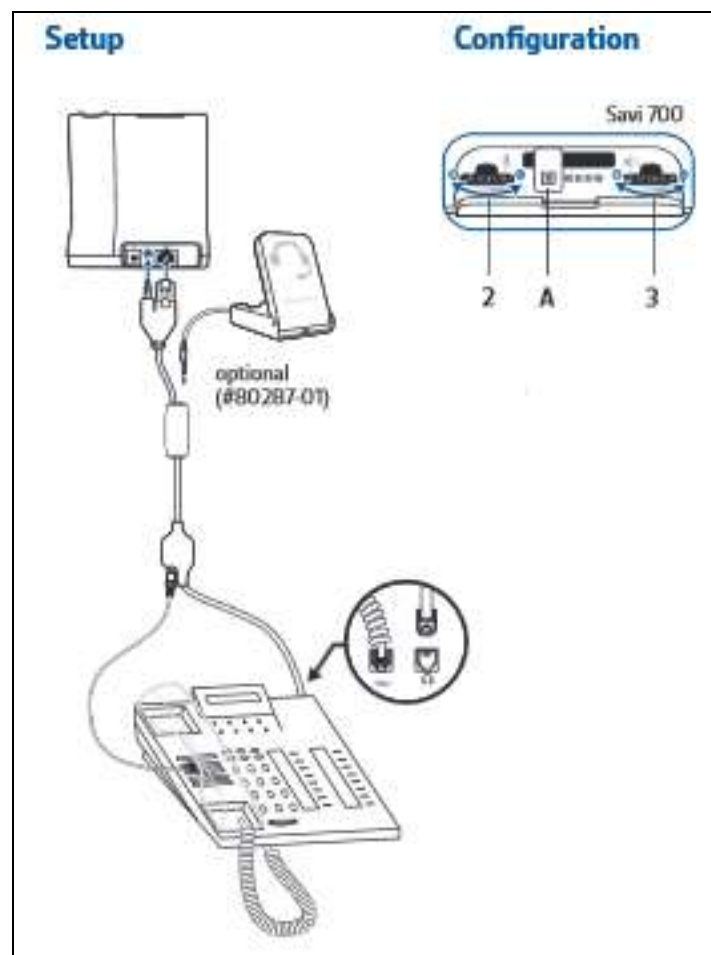
These Application Notes assume that the Avaya 9500 Series Digital Telephones are configured and operational in Avaya IP Office. There are no additional settings required on IP Office for the connection of the Plantronics APV-63 EHS Adapter and Savi W710 wireless headsets to the Avaya 9500 Series Digital Desk phones. For further information on how to configure these Avaya Digital Desk phones refer to **Section 9** of these Application Notes.

6. Connect the Plantronics APV-63 EHS Adapter and Savi W710 Wireless Headset to Avaya 9400/9500 Series Digital Desk phone

During the compliance testing the Plantronics APV-63 EHS Adapter was used to connect the Savi W710 wireless headset to the Avaya 9400/9500 Series Digital Desk phones. The Plantronics APV-63 EHS Adapter provides Savi W710 wireless headset the ability to hear ring tones, answer and end calls, and mute/un-mute calls directly from the wireless headset including situations when the user is away from their desk.

6.1. Cable connections

To connect the Plantronics APV-63 EHS Adapter to the Savi W710 wireless headsets and to the Avaya 9400/9500 Series Digital Desk phone, refer to the diagram below.



7. Verification Steps

Verify that the Plantronics APV-63 EHS Adapter and the Savi W710 wireless headset have been connected to the Avaya 9400/9500 Series Digital Desk phone. Once the adapter and headset are connected to the desk phone, verify that incoming and outgoing calls can be established with two-way audio to the headset and that the headset can get dial tone and end an active call. Also ensure that the mute button and volume control on the headsets work as intended.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Plantronics APV-63 EHS Adapter and the Savi W710 wireless headset with Avaya 9400/9500 Series Digital Desk phones. Testing was completed successfully with observations noted in **Section Error! Reference source not found.** The recommendation for wireless headsets is to always use the call control button on the headset to answer, terminate or to place calls.

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 Aura® Communication Manager*, Document ID 03-300509
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205
- [3] *Implementing Avaya Aura® Session Manager*, Document ID 03-603473
- [4] *Administering Avaya Aura® Session Manager*, Document ID 03-603324
- [5] *IP Office 9.1 Administering Avaya IP Office Platform with Manager*, Release 9.1
- [6] *Avaya IP Office™ Platform Documentation Catalog Release 9.1*, Document number 16-604278.
- [7] *Avaya IP Office™ Platform 9.1. Deploying Avaya IP Office™ Platform IP500 V2*, Document number 15-601042.
- [8] *Avaya 9400 Series Digital Deskphone User Guide for Avaya Aura® Communication Manager*, 16-603535.
- [9] *Avaya 9508 Series Digital Deskphone -User Guide for Integral 5*, 16-603553.

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

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