



## **Application Notes for Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headsets with Avaya Communicator for Windows 2.1 - Issue 1.0**

### **Abstract**

These Application Notes describe the compliance test and configuration procedures needed to integrate a Plantronics Hub and Voyager Legend UC Mobile Bluetooth Headsets to operate with Avaya Communicator for Windows.

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

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 Hub and Voyager Legend UC Mobile Bluetooth Headsets with Avaya Communicator for Windows.

The Avaya IP Office Server Edition configuration consisted of two Avaya IP Office systems, a primary Linux server and an expansion IP500V2 that were connected via Small Community Network (SCN) trunks. In the compliance test, Communicator for Windows was installed on two PCs running Microsoft Windows 7. Each Communicator for Windows was logged in as a SIP user, with one registered to Avaya IP Office primary Linux Server and the other registered to Avaya IP Office 500 V2.

Plantronics Hub software enables the integrated call control features for Voyager Legend UC, including call answer/end and synchronized mute with Communicator for Windows. The Plantronics Hub was installed on the desktop PC running Communicator for Windows. Voyager Legend UC connected via Bluetooth connection to a Plantronics BT300 Bluetooth USB Adapter which is connected to the USB port of PC running Communicator for Windows.

## 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 Communicator for Windows clients using Voyager Legend UC Mobile Bluetooth 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 Voyager Legend UC Mobile Bluetooth Headsets when Avaya Communicator for Windows was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot on the PC where Avaya Communicator for Windows 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 the Avaya Communicator for Windows screen interface.
- Answering and ending calls using call control button on headset.
- Hearing ring back tone for outgoing calls.
- Hearing ring alert for incoming calls.
- Using the volume control buttons on the headsets to adjust the volume on the headset speakers.
- Using the mute control button on Avaya Communicator for Windows and the headset to mute and un-mute the transmitted audio.
- Using Hold feature on Avaya Communicator for Windows
- 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 headsets were disconnected and reconnected to the USB port of the PC running Avaya Communicator for Windows 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 Communicator, the name of the headset for “Speaker” and “Microphone” fields are Plantronics BT 300 USB Adapter 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 Communicator”. This is expected behavior.
- During the call if user walks away PC which is running Communication for Windows about 30 feet the call will be dropped.

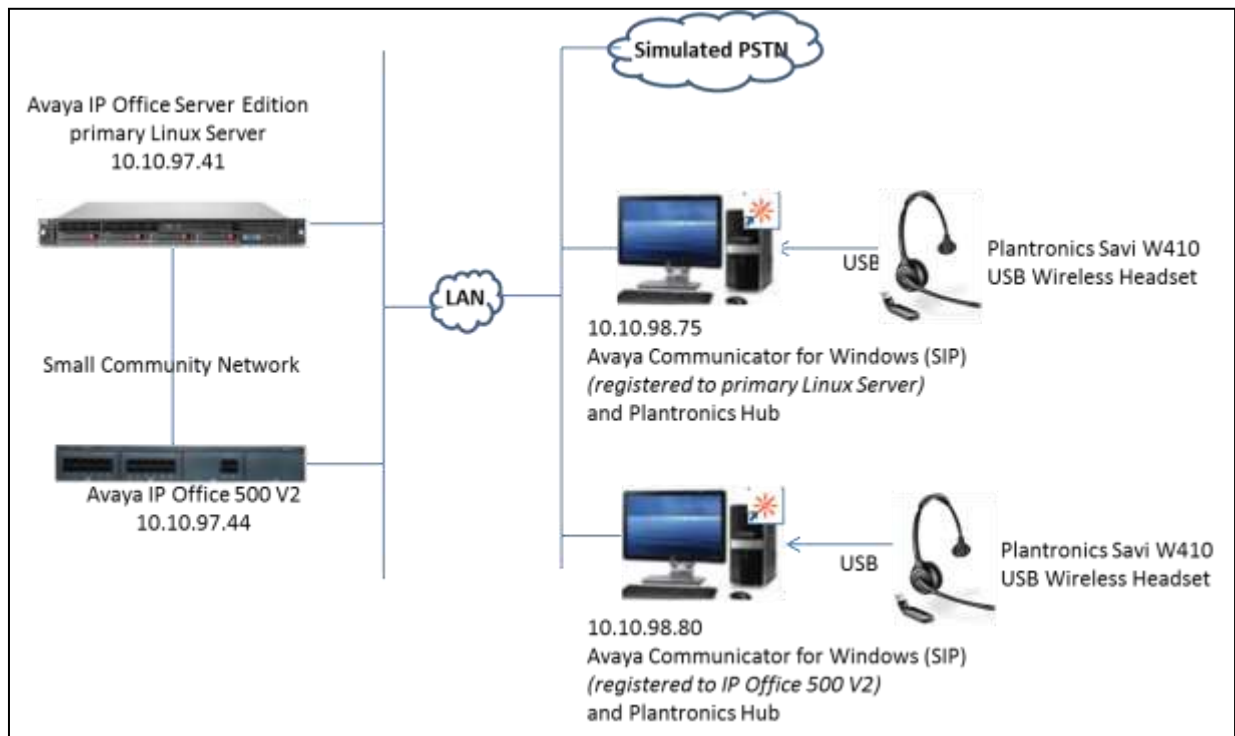
## 2.3.Support

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 solution. Avaya IP Office 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 Communicator for Windows was installed on two computer running Microsoft Windows 7 each Communicator was logged in using SIP user, on computer one SIP user was registered to Avaya IP Office primary Linux Server and the other registered to Avaya IP Office 500 V2. The Plantronics headset is connected to BT 300 USB Adapter via Bluetooth and BT 300 Adapter is plugged in to an available USB port in the computer.



**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 IP Office Primary Linux  | 9.1 SP 4                                      |
| Avaya IP Office 500V2  | 9.1 SP 4                                      |
| Avaya Communicator for Windows   | 2.1.2.75                                      |
| Plantronics Voyager Legend UC Mobile<br>Bluetooth Headset with BT 300 Bluetooth<br>USB Adapter | Base: v.6108<br>Headset: v.a701<br>USB: v.861 |
| Plantronics Hub  | 3.7.51238.28796                               |

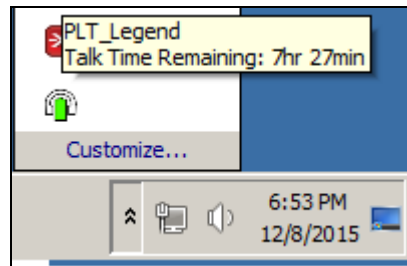
## 5. Configure Avaya IP Office

It is assumed that fully functioning Avaya IP Office systems are in place with the necessary licensing and that existing SIP extensions and users are already configured on both IP Office systems for Avaya Communicator for Windows. For further information on the configuration of IP Office please see **Section 10** of these Application Notes

## 6. Install the Plantronics Hub 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 Communicator for Windows.

1. Install Plantronics Hub software on PC which has Communicator for Windows 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 Avaya Communicator for Windows.
5. Configure Plantronics Hub software to use with Avaya Communicator softphone, from the Plantronics Hub window, navigate to **Settings** → **Softphones**. In the **Target Softphone** verify Avaya Communicator is displayed.



Device: Voyager Legend UCAboutUpdatesSettings▼Help▼

## Softphones & Media Players

Configure things to work the way you do.

Voyager Legend UCCancelApply


**Dial Tone**  
Hear a dial tone for a VoIP call when you press your headset's call button.  
Your target softphone must support dial tone.

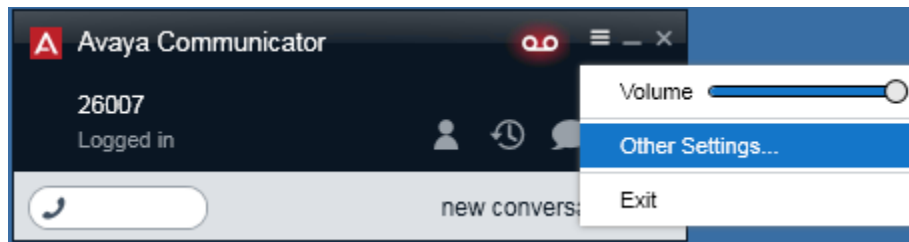
On▼

**Software Settings** ⓘ  
**Target Softphone**  
Indicates the softphone that will be used for outgoing calls and dial tone (for supported devices and softphones).

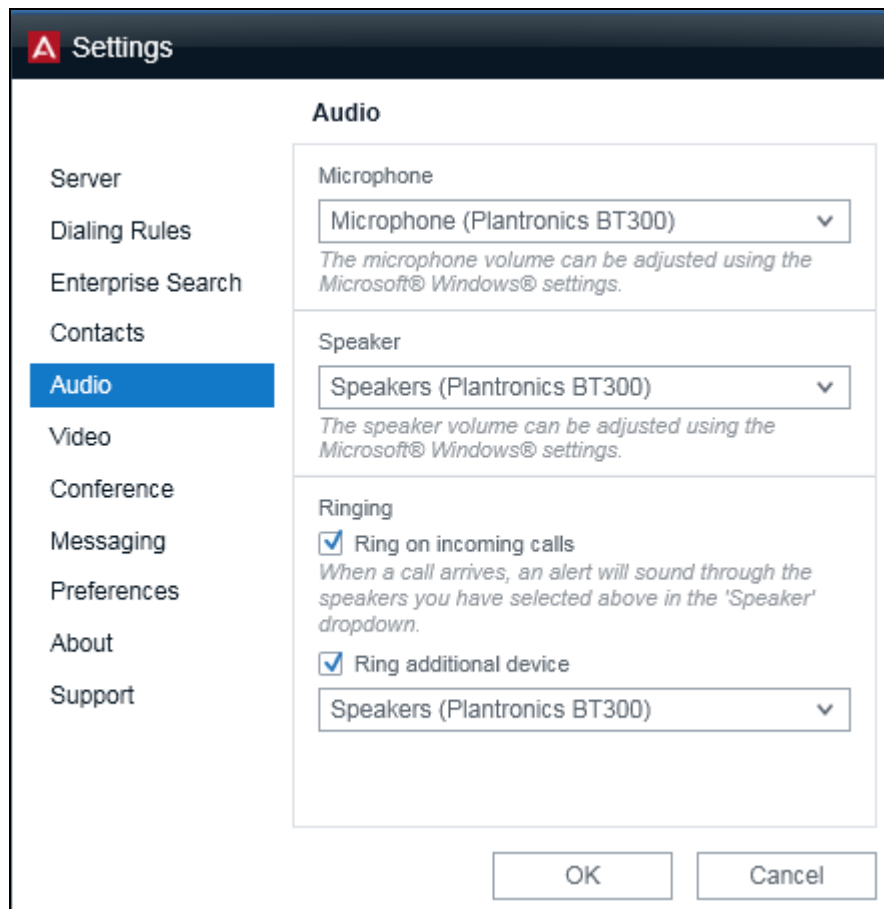
Avaya Communicator▼

## 7. Configure Avaya Communicator for Windows

Launch Avaya Communicator for Windows and log in using the extension number and password created previously. Select  → **Other Settings ...** as shown below:



On the **Settings** screen, select **Audio**. On the right window, verify applicable Plantronics headset is display in the **Microphone** and **Speaker** sections, as shown below. Click **OK** when done.



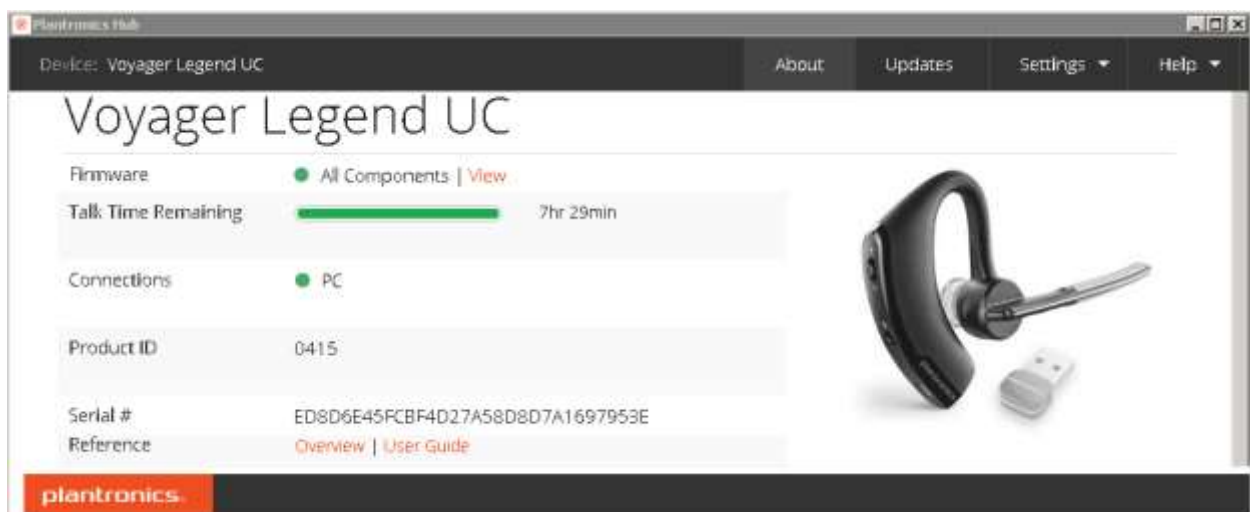
## 8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Plantronics Hub and Voyager Legend UC Mobile Bluetooth headset with Avaya Communicator for Windows.

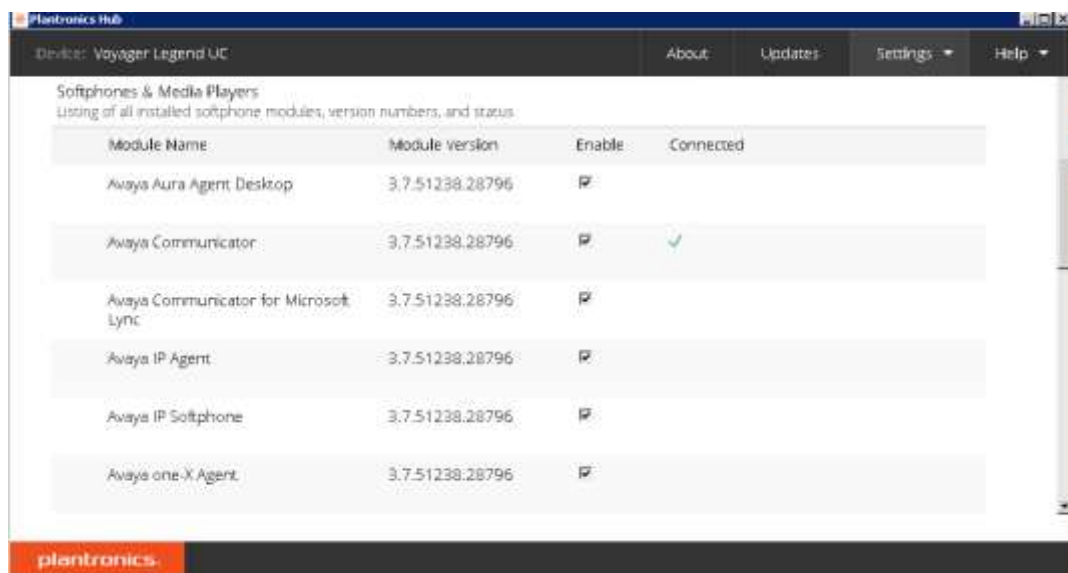
### 8.1. Verify Plantronics Hub

Make sure Avaya Communicator for Windows is launched and headset is plugged in. Select **Start → Plantronics Hub**.

The page will display the connected device Voyager Legend UC and its information as shown below:



Verify the running softphone, Avaya Communicator is checked.



## 8.2. Verify call via headset

This section provide tests that can be perform to verify proper installation of headset, Hub software and Avaya Communicator for Windows

1. Place an incoming call to Avaya Communicator for Windows.
2. Verify two-way talk path between the headset and the called extension.
3. Press the Mute button on the headset and verify the call can be muted/unmuted.
4. Verify mute icon on Communicator for Windows 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 Voyager Legend UC Mobile Bluetooth Headsets with Avaya Communicator for Windows. 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] *IP Office Manager 9.1, Document 15-601011 Issue 9.14 0, September 2015.*

[2] *Administering Avaya Communicator for Android, iPad, iPhone, and Windows, Release 2.1 Issue 2, March 2015*

Documentation and information for the Plantronics Hub and Voyager Legend UC Mobile Bluetooth headsets can be found at the following websites:

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

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

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