Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the compliance test and configuration procedures needed to integrate a Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System to operate with Avaya one-X® Agent. Plantronics Hub software enables the integrated call control features for Savi 400 Series, including call answer/end and synchronized mute with one-X Agent. Plantronics Hub was installed on the desktop PC running one-X Agent.

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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Solution & Interoperability Test Lab Application Notes
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Savi410_XA

1. Introduction

These Application Notes describe the configuration steps required to integrate Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System with Avaya one-X® Agent. Plantronics Hub software enables the integrated call control features for Savi 400 Series, including call answer/end and synchronized mute with one-X Agent. During compliance test, Plantronics Hub was verified with Savi W410.

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 one-X® Agent clients using Savi 400 Series USB Wireless Headset System, 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 Savi 400 Series USB Wireless Headset System when Avaya one-X® Agent was restarted, after disconnecting and reconnecting the headsets to the USB port, and after a reboot on the PC where Avaya one-X® Agent 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 one-X® Agent screen interface.
- Answering and ending calls using call control button on the headset.
- Hearing ring back tone for outgoing calls.
- Hearing ring alert for incoming calls.
- Using the volume control buttons on the Blackwire to adjust the volume on the headset speakers.
- Using the mute control button on the headset and Avaya one-X® Agent to mute and un-mute the transmitted audio.
- Using Hold feature on Avaya one-X® Agent.
- 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 one-X® Agent 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 reinitialized.

2.2. Test Results

All test cases passed with the following observations:

- On the Avaya one-X® Agent, the name of the headset for "Playback Device" and "Record Device" fields are Plantronics D100 instead Savi W410 as display on Plantronics Hub. This is expected behavior.

- On Plantronics Hub, under settings for Softphones and Media Players, the "Target Softphone" needs to be manually selected as "Avaya one-X Agent". This is expected behavior.

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

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Savi 400 Series USB Wireless Headset System solution. Avaya Aura® Communication Manager on Avaya G450 Media Gateway provides the VoIP resources for the connectivity of Avaya IP Deskphones and the SIP trunk to the simulated PSTN, used during the compliance tests. Avaya one-X® Agent was installed on a computer running Microsoft Windows 7 and register to Communication Manager as H323 endpoint. Plantronics Savi 410 was connected to the desktop PC using a Plantronics D100 USB adapter.
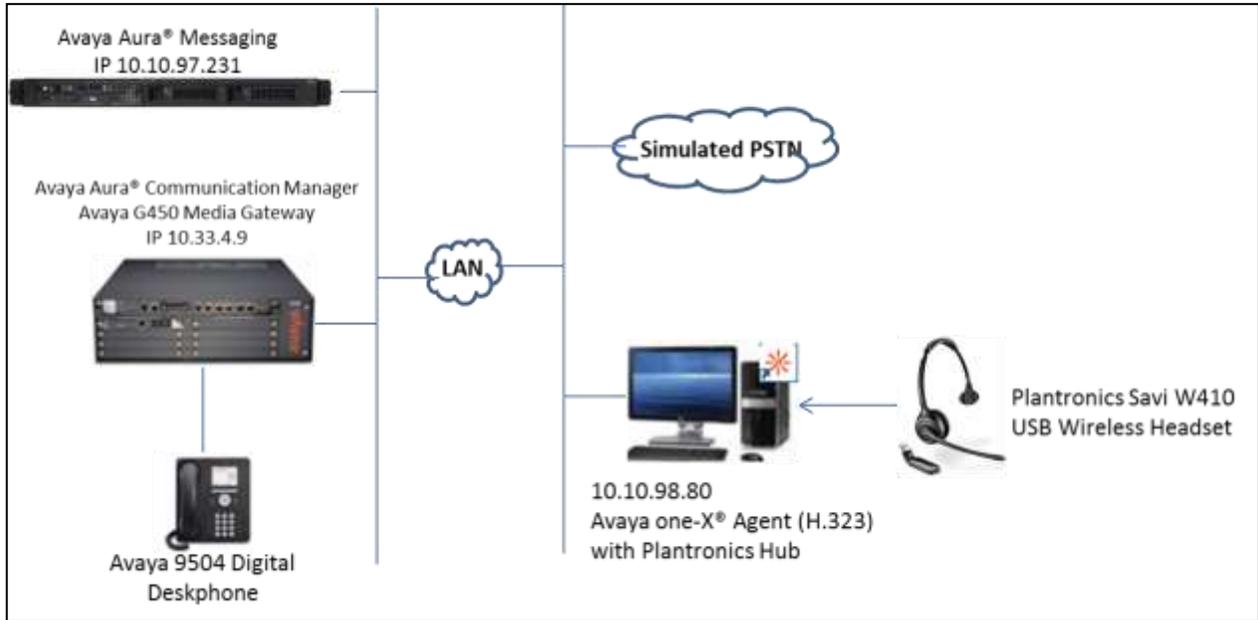
Figure 1: Test configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	6.3.12
Avaya G450 Media Gateway	36.156.0
Avaya one-X® Agent (H323)	2.5.8
Plantronics Savi 400 Series USB Wireless Headset System with D100 Bluetooth USB Adapter	Base: v.28.27 Headset: v.28.26 Tuning: v.35 USB: v.132
Plantronics Hub	3.7.51238.28796

5. Configure Avaya Aura® Communication Manager

An extension must be created in Communication Manager for the Avaya one-X®. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Avaya one-X® Agent. Set the **Type** field to the station type to be emulated. In this example, *9640* was used. Create a **Security Code**, which will be used as the password to log in. Enter a **Name.** Set the **IP Softphone** field to *y*.

```
display station 52156                                     Page   1 of   5
                                STATION
Extension: 52156                 Lock Messages? n                   BCC: 0
     Type: 9640                  Security Code: 1234                 TN: 1
     Port: S00055             Coverage Path 1: 2                    COR: 1
     Name: Nam Mot             Coverage Path 2:                    COS: 1
                               Hunt-to Station:              Tests? y
STATION OPTIONS
                                          Time of Day Lock Table:
             Loss Group: 19    Personalized Ringing Pattern: 1
                                         Message Lamp Ext: 52151
           Speakerphone: 2-way        Mute Button Enabled? y
       Display Language: english        Button Modules: 0
 Survivable GK Node Name:
          Survivable COR: internal        Media Complex Ext:
   Survivable Trunk Dest? y                    IP SoftPhone? y

                                        IP Video Softphone? n
                       Short/Prefixed Registration Allowed: default

                                        Customizable Labels? y
```

On **Page 4** of the Station form, configure the necessary agent work mode buttons that are used in a contact center. They are used by Avaya one-X® Agent to log in as an Automatic Call Distribution (ACD) agent. The work mode buttons used in the sample configuration are highlighted in the screen below.

```
display station 52156                                           Page
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                                  STATION
 SITE DATA
      Room:                                        Headset? n
      Jack:                                        Speaker? n
     Cable:                                      Mounting: d
     Floor:                                   Cord Length: 0
   Building:                                     Set Color:
ABBREVIATED DIALING
    List1:                  List2:                      List3:
BUTTON ASSIGNMENTS
 1: call-appr                        5: manual-in          Grp:
 2: call-appr                        6: after-call         Grp:
 3: call-appr                        7: aux-work    RC:    Grp:
 4: auto-in          Grp:            8: release
    voice-mail 39990
```

Even though ACD was implemented and used during the compliance tests, ACD and Agents administration is beyond the scope of these Application Notes, and they are assumed to be already in place.
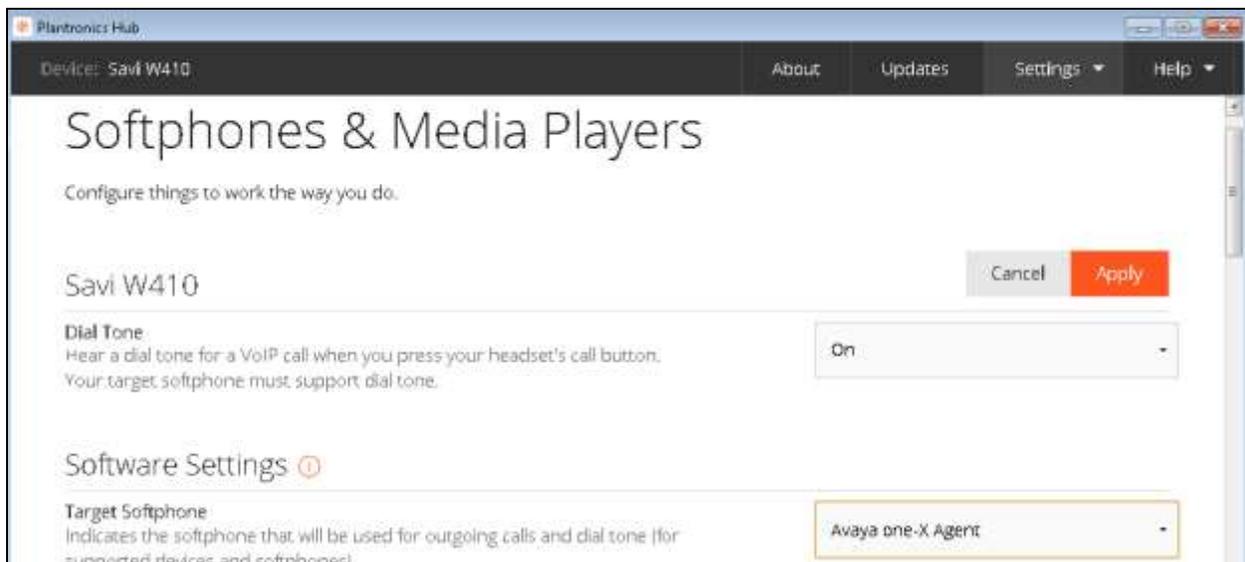
6. Configure the Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System

This section provides the configuration steps for Plantronics Hub software, Plantronics D100 USB Adapter and Plantronics Savi 400 Series USB Wireless Headset System to work with one-X Agent.

1. Install Plantronics Hub software on PC which has one-X Agent softphone installed.
2. Insert the D100 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.
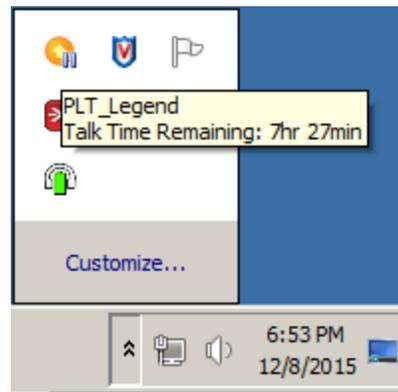

4. Launch one-X Agent softphone.
5. Configure Plantronics Hub software to use with one-X Agent softphone, from the Plantronics Hub window, navigate to **Settings → Softphones**. In the **Target Softphone** verify Avaya one-X Agent is displayed.
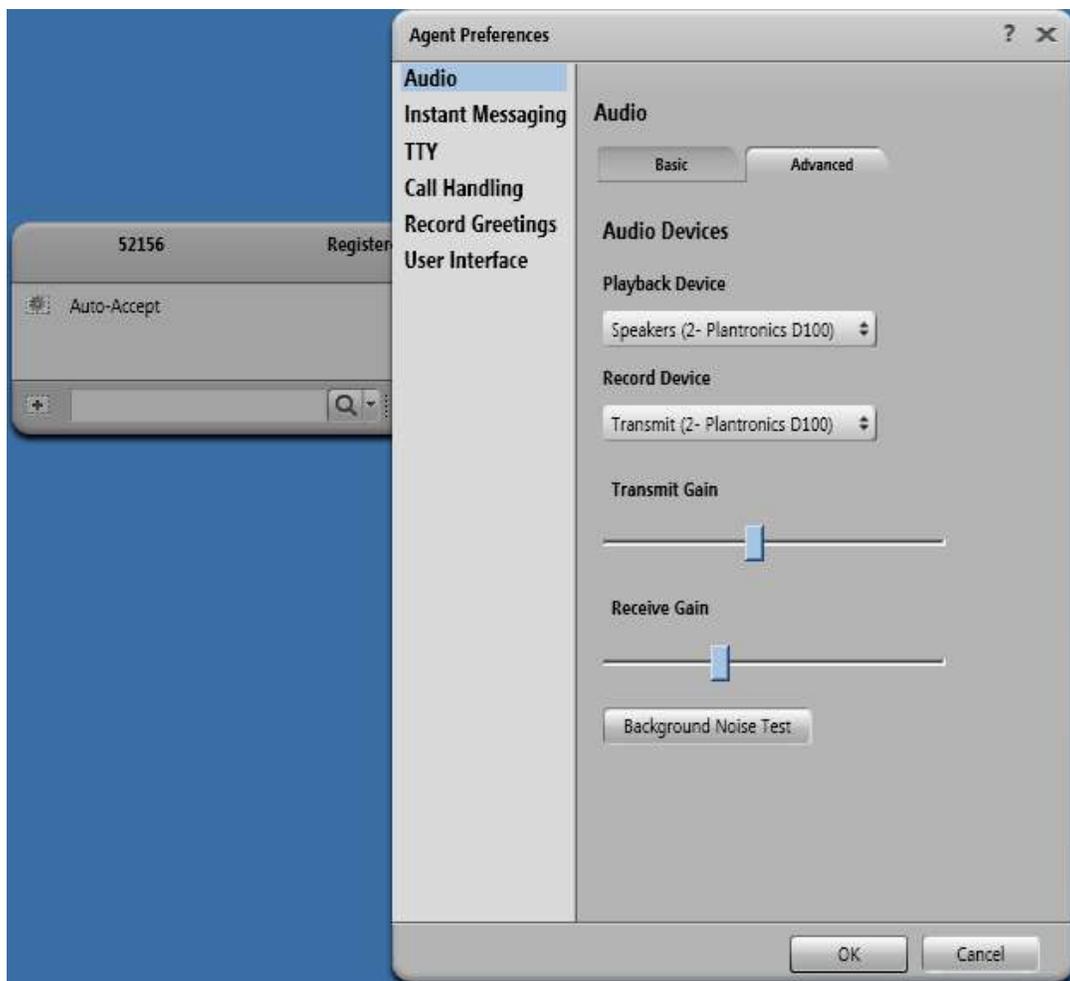
7. Configure Avaya one-X® Agent

Launch Avaya one-X® Agent and log in using the extension number and password created previously. Click the **System Options** ☰▾ icon in the top bar. Select **Agent Preferences**.
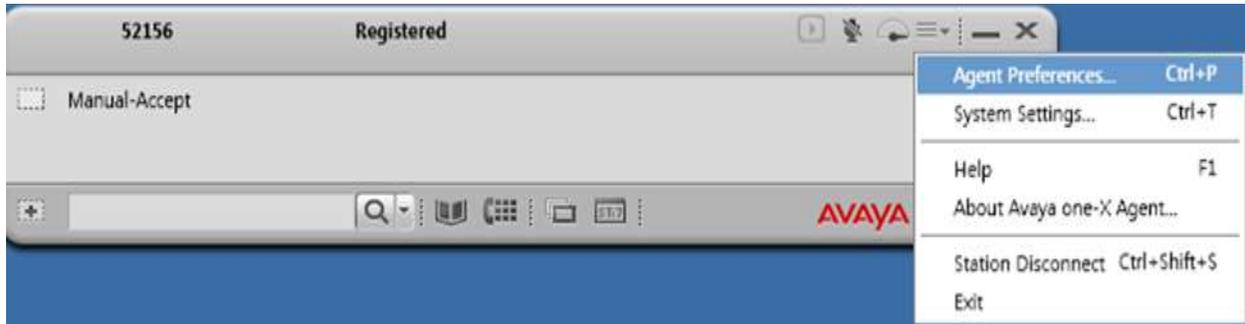
In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab. Verify the **Playback Device** and **Record Device** fields to display applicable Plantronics device. Click **OK**.

8. Verification Steps

This section provides the steps that can be performed to verify proper installation of the Plantronics Hub and Savi 400 Series USB Wireless Headset System with Avaya one-X® Agent.

8.1. Verify Plantronics Hub

Make sure Avaya one-X® Agent is launched and headset is plugged in. Select **Start →
Plantronics Hub**. Verify that the Savi 400 Series USB Wireless Headset system has been successfully installed and its information is displayed in Plantronics Hub as shown below:

From the Plantronics Hub, select **Settings → Softphones**; verify in the **Connected** column there is a green check displayed for Avaya one-X Agent
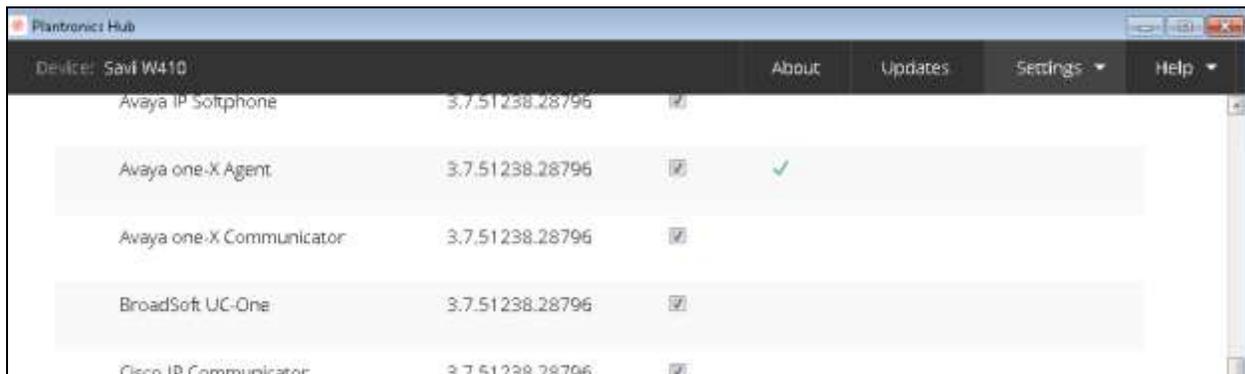
8.2. Verify Call via Headset

This section provides tests that can be perform to verify proper installation of headset, Hub and Avaya one-X® Agent:

1. Place a call to Avaya one-X® Agent from another extension. Click the call control on the headset to answer the call.
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 light on headset, mute icon on one-X® Agent and mute message on Hub are in sync 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 by pressing the call control button again 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 Plantronics Savi 400 Series USB Wireless Headset System with Avaya one-X® Agent. 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] *Administering Avaya Aura® Communication Manager Release 6.3 03-300509 Issue 10 August 2015.*
[2] *Installing and Configuring Avaya one-X® Agent, Release 2.5, March 31, 2011.*

Documentation and information for the Savi 400 Series USB Wireless Headset System can be found at the following websites:

[3] *http://www.plantronics.com/us/product/plantronics-hub-desktop*
[4] *http://www.plantronics.com/us/product/savi-400?skuId=sku6310035*

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