



Avaya Solution & Interoperability Test Lab

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

Abstract

These Application Notes describe a compliance-tested configuration comprised of Plantronics Voyager Legend UC Mobile Bluetooth headset system with Avaya 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.

1. Introduction

These Application Notes describe the configuration steps required to integrate Voyager Legend UC Mobile Bluetooth headset system with Avaya one-X® Attendant. The Voyager Legend UC headset provides smart sensor technology reacts when put the headset on the ear; it will answer a call without a click or simply tap the call control button to answer if headset is already on. This solution provides call control features directly from the headset, such as answering or terminating a call, volume control and mute.

The following headsets and accessories were tested:

- Voyager Legend UC is Bluetooth headset system includes: Over-the-ear headset and BT300 Bluetooth USB mini-adaptor.

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 Avaya one-X® Attendant using Plantronics Voyager Legend UC headset and verifying good talk path in both directions. The type of calls made included calls to voicemail, to and from internal extensions, to and from the PSTN.

The serviceability testing focused on verifying the usability of Plantronics Voyager Legend UC headset after restarting the Avaya one-X® Attendant, disconnecting and reconnecting the headset and rebooting the PC.

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

All test cases were performed manually. The following features were verified while operating the Avaya one-X® Attendant:

- 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 one-X Attendant 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 one-X Attendant and the headset to mute and un-mute the transmitted audio.
- Using Hold feature on one-X Attendant.
- 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.

The serviceability testing focused on verifying the usability of Plantronics Voyager Legend UC after restarting the one-X® Attendant, disconnecting and reconnecting the headset and rebooting the PC.

2.2. Test Results

All executed test cases passed with the following observations.

1. The bottom right of the tool bar in the PC, where one-X Attendant was installed, showed the Plantronics software as Spokes and not as Hub. However in the Programs and Features section the software installed was shown as Hub. This issue was reported to the one-X Attendant team and tracked as ONEXATTD-1160.
2. When headset was placed to ear during an incoming call, the call was not automatically answered. Call control button on headset needs to be pressed in order to answer call.

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 solution. The configuration consists of an Avaya Aura® Communication Manager with Avaya Aura® Media Server and an Avaya G450 Media Gateway which supports the H.323 endpoint. The Session Manager/System Manager provides connectivity to the simulated SIP PSTN via SIP trunk (not shown). The H.323 based endpoints are registered to Communication Manager. The one-X® Attendant was installed on the same PC with Windows 7. The Plantronics BT300 USB Bluetooth mini-adaptor was connected to the PC via the USB port.

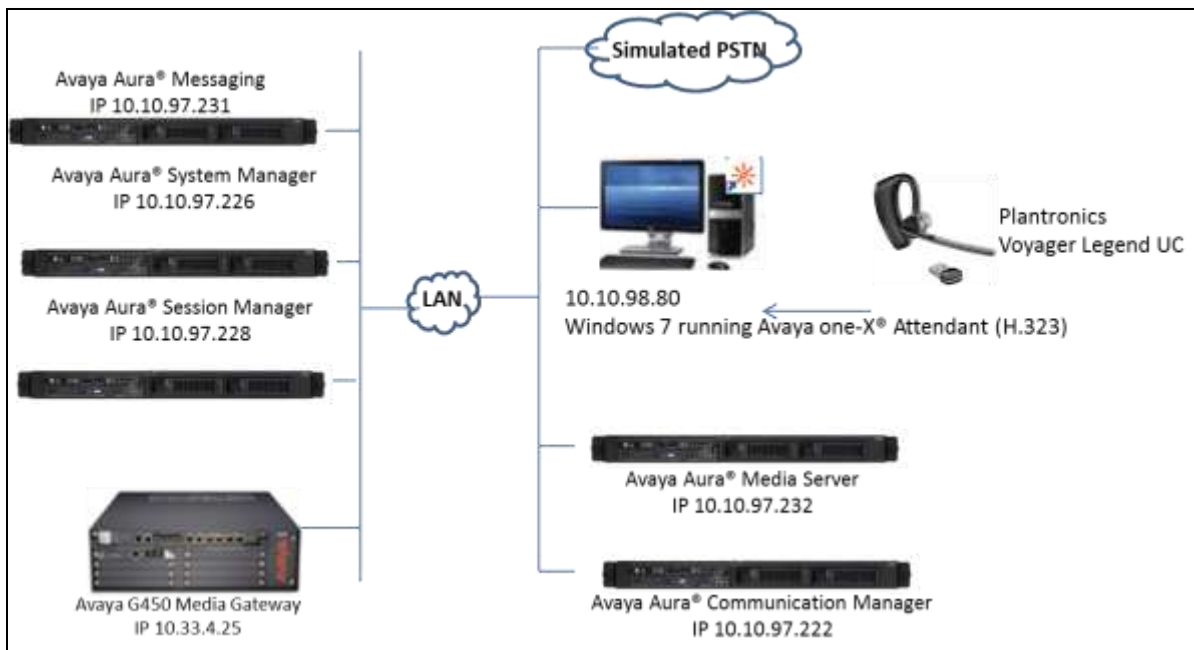


Figure 1: Test Configuration

4. Equipment and Software Validated

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

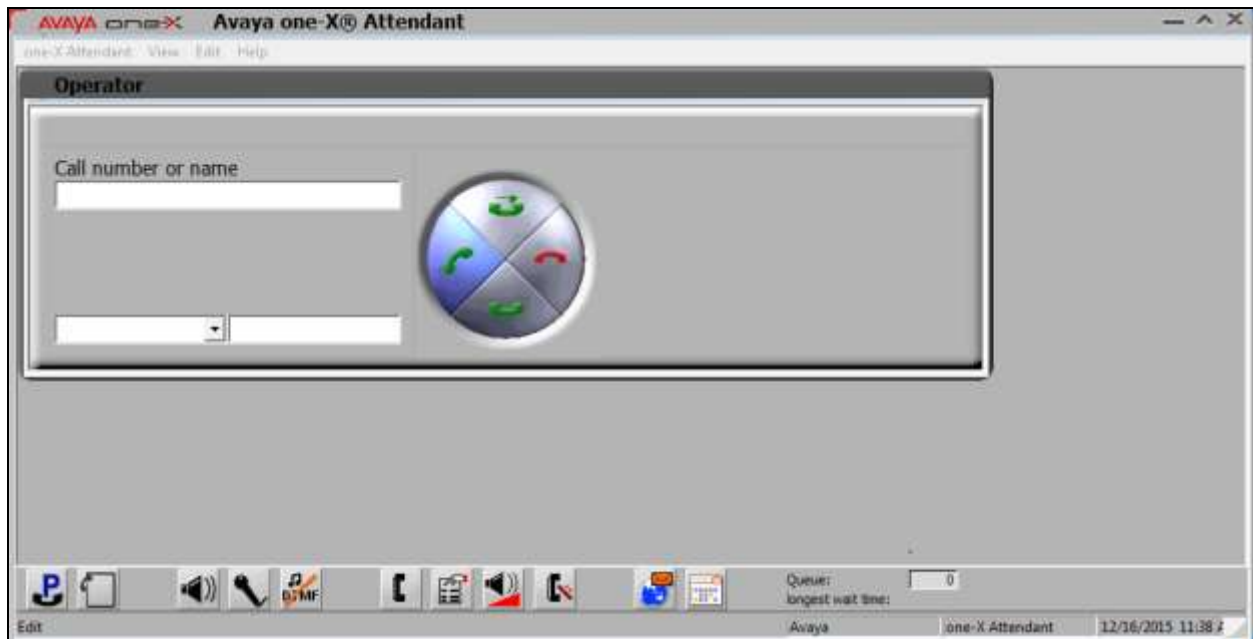
Equipment/Software	Release/Version
Avaya Aura [®] System Manager in Virtual Environment	7.0.0.1
Avaya Aura [®] Session Manager in Virtual Environment	7.0 SP1
Avaya Aura [®] Communication Manager in Virtual Environment	7.0 SP1
Avaya G450 Media Gateway	37.20.0
Avaya Aura [®] Media Server Virtual Environment	7.7 SP2 (v.7.7.0.281)
Avaya one-X [®] Attendant running on Windows 7 SP1	4.12.010.001
Plantronics Voyager Legend UC Mobile Bluetooth Headset with BT 300 Bluetooth USB mini-adapter	Base: v.6108 Headset: v.a701 USB: v.861

5. Configure Avaya Aura® Communication Manager

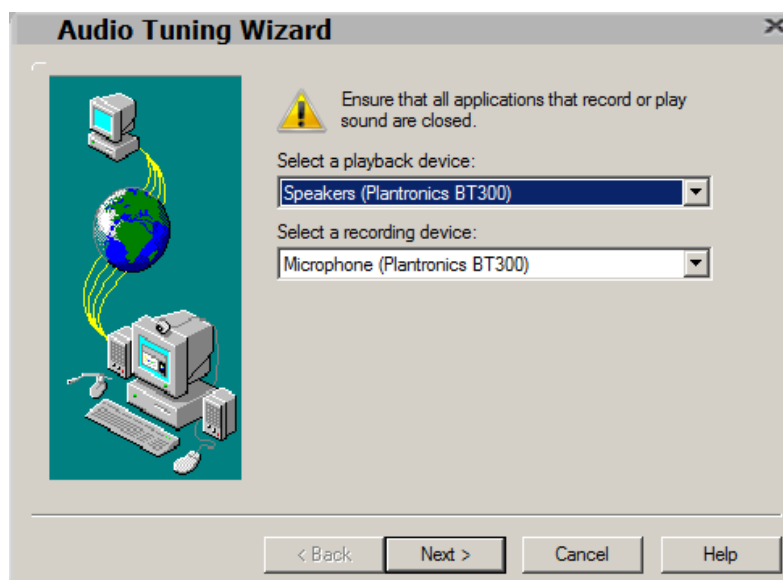
It is assumed that a fully functioning Communication Manager is in place with the necessary licensing and that an extension is configured to handle softphone and one-X® Attendant. For further information on the configuration of Communication Manager and extension for one-X® Attendant please see [6] of these Application Notes.

6. Configure Avaya one-X® Attendant

While installing one-X® Attendant, if the headset is already plugged in to the PC's USB port then the headset will be recognized as part of the installation. If a headset needs to be plugged in after installation of one-X® Attendant, then after logging into one-X® Attendant, navigate to **Edit → Audio → Settings wizard** from the main screen shown below.



From the **Audio Tuning Wizard** window, select the primary playback device and recording device as shown in the screen below. Click **Next** button to go to next steps until it is completed



7. Install Plantronics Voyager Legend UC Headset

This section provides the configuration steps for Plantronics Legend UC headset to work with one-X Attendant.

Connect BT300 Bluetooth USB mini-adapter BT300 to an available USB port on the PC.

8. Verification Steps

This section provides the tests that can be performed to verify proper installation and configuration of the Plantronics Voyager Legend 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.
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 Plantronics Voyager Legend UC Mobile Bluetooth headset with Avaya one-X® Attendant. Please refer to **Section 2.2** for test results and observations.

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 03-300509 Issue 1 August 2015*
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation, Release 7.0 555-245-205 Issue 1 August 2015*
- [3] *Deploying Avaya Aura® Session Manager on VMware® Release 7.0 Issue 1 August 2015*
- [4] *Administering Avaya Aura® Session Manager, Doc ID 03-603324, Release 7.0 Issue 1 August 2015*
- [5] *Avaya one-X® Attendant 4.0 SP11 at CM Release 1.0 User manual 10/2015 Release 1.0*
- [6] *Avaya one-X® Attendant 4.0 (FP10) connected to Avaya Communication Manager Installation and Administration Manual, 16-603459-EN Release 4.0.11 Version: May 2015*

The Plantronics product documentation can be found at:

- [7] <http://www.plantronics.com/us/support/docs/>
- [8] <http://www.plantronics.com/us/product/voyager-legend-uc>

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