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Certified Application

Alcatel-Lucent Application Partner Program
Inter-Working Report

**Partner: PLANTRONICS
Application: Headsets and headsets amplifiers for Terminals
Alcatel-Lucent Platform: OmniPCX Enterprise / Office**

plantronics®

Certification overview

Date of the certification	April 2013

Alcatel-Lucent's representative	Florian Residori
AAPP member representative	Christophe Herrerias

Alcatel-Lucent Communication Platform	OmniPCX Enterprise OmniPCX Office
Alcatel-Lucent Communication Platform Release	R10.1 (J2.501.16c) for OXE R900/037.002 for OXO
Alcatel-Lucent products	Alcatel-Lucent Terminals : - IP TOUCH 8/9-series - DECT - OmniTouch 8232 - OmniTouch 8118/8128
AAPP products	Headset / amplifier

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Historic

Edition 4: update with the new range of Plantronics devices and Alcatel-Lucent Devices - *February 2013*
Edition 5: update with additional test with DECT 8232 - *April 2013*

Test results

☐ Passed   ☐ Refused   ☐ Postponed

☑ Passed with restrictions

Refer to the section 5 for a summary of the test results.

IWR validity extension

None

Device Summary

Headset Name	Plantronics UK/EU ref	Plantronics US ref	ACTIS ref EURO	ACTIS ref UK	ACTIS ref US
HW TOPS (HEADSETS)	Various	Various			
DM15E*	39380-01	NA			
HW251N/HW261N	36832-41 /36834-41	64338-31 /64339-31	3GV28047AB /3GV28048AB	3GV28047AB /3GV28048AB	3GV28047AB /3GV28048AB
HW291N/HW301N	78712-02 /78714-02	78712-01 /78714-01			
HW111N/HW112N	79180-03 /79181-03				
Savi W710	83545-12	83545-01			
Savi W720	83544-12	83544-01			
Savi W730	83543-12	83543-01			
Savi W740	83542-12	83542-01	3BA27761AA	3BA27761AB	3BA27761AC
CS510	84691-02	84691-01			
CS520	84692-02	84692-01			
CS530	86305-02	86305-01			
CS540	84693-02	84693-01			
M175	37054-02	37054-02	3BN78158AA	3BN78158AA	3BN78158AA
Voyager Pro HD	85690-05	85690-06	3BN67212EU	3BN67212EU	3BN67212EU
Voyager Legend	87300-05	87300-01			
Voyager Legend UC	87670-02	87670-01			
Blackwire C710 UC	87505-02	87505-02			
Blackwire C720 UC	87506-02	87506-02			
Calisto 620 UC	86700-02	86700-01			

*Requires HW Tops

AAPP Member Contact Information

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1 Introduction

This document is the result of the certification tests performed between the AAPP member's application and Alcatel-Lucent's platform.

It certifies proper inter-working with the AAPP member's application.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, Alcatel-Lucent cannot guarantee accuracy of printed material after the date of certification nor can it accept responsibility for errors or omissions. Updates to this document can be viewed by Business Partners on the Technical Support page of the Enterprise Business Portal (https://businessportal.alcatel-lucent.com) in the Application Partner Interworking Reports corner.

2 Validity of the InterWorking Report

This InterWorking report specifies the products and releases which have been certified.

This inter-working report is valid unless specified until the AAPP member issues a new major release of such product (incorporating new features or functionalities), or until Alcatel-Lucent issues a new major release of such Alcatel-Lucent product (incorporating new features or functionalities), whichever first occurs.

A new release is identified as following:
- a Major Release" is any x. enumerated release. Example Product 1.0 is a major product release.
- a "Minor Release" is any x.y enumerated release. Example Product 1.1 is a minor product release

The validity of the InterWorking report can be extended to upper major releases, if for example the interface didn't evolve, or to other products of the same family range. Please refer to the "IWR validity extension" chapter at the beginning of the report.

Note: *The InterWorking report becomes automatically obsolete when the mentioned product releases are end of life.*

3 Limits of the Technical support

Technical support will be provided only in case of a <u>valid InterWorking Report</u> (see chapter 2 "Validity of the InterWorking Report) and in the scope of the features which have been certified. That scope is defined by the InterWorking report via the tests cases which have been performed, the conditions and the perimeter of the testing as well as the observed limitations. All this being documented in the IWR. The certification does not verify the functional achievement of the AAPP member's application as well as it does not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

Any possible issue will require first to be addressed and analyzed by the AAPP member before being escalated to Alcatel-Lucent.

For any request outside the scope of this IWR, Alcatel-Lucent offers the "On Demand Diagnostic" service where assistance will be provided against payment.

For more details, please refer to Appendix F "AAPP Escalation Process".

3.1 Case of additional Third party applications

In case at a customer site an additional third party application NOT provided by Alcatel-Lucent is included in the solution between the certified Alcatel-Lucent and AAPP member products such as a Session Border Controller or a firewall for example, Alcatel-Lucent will consider that situation as to that where no IWR exists. Alcatel-Lucent will handle this situation accordingly (for more details, please refer to Appendix F "AAPP Escalation Process").

4 Test environment

4.1 General architecture

The tests are performed on the Alcatel-Lucent TSS Applications International platform in the following environment:

Figure 1 **Tests environment**
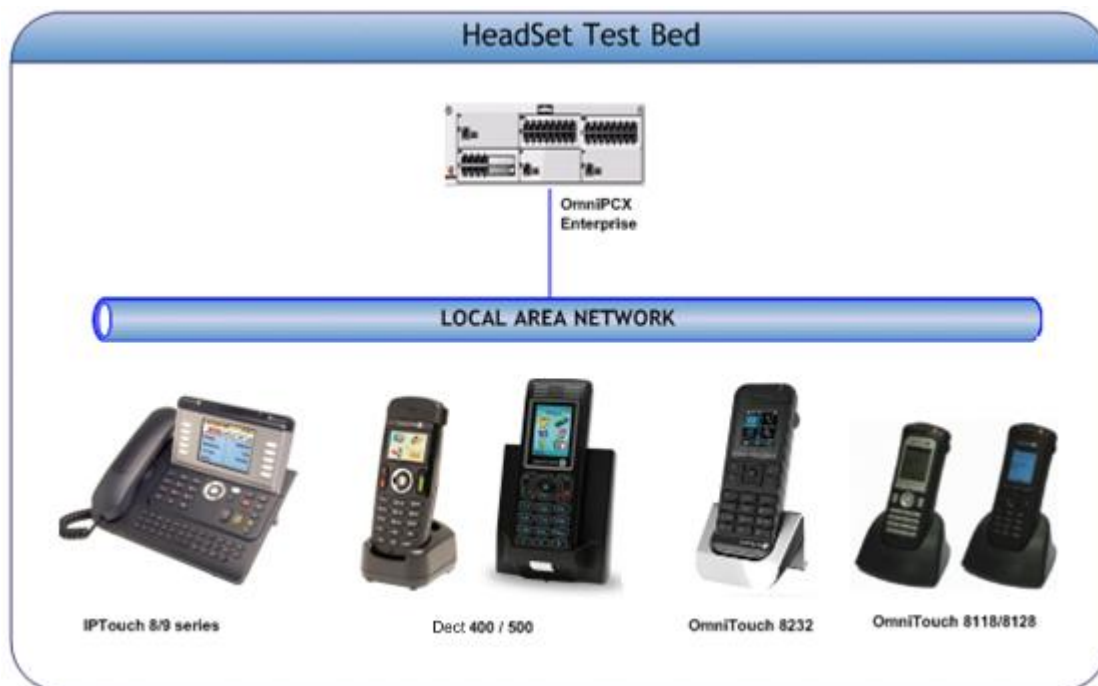
4.2 Hardware configuration

- **Alcatel Communication Platform**: CallServer; UA and Z interfaces, LANX16
  - o Alcatel-Lucent IPTOUCH 4068 (IP) (Bluetooth connection available)
  - o Alcatel-Lucent IPTOUCH 4038 (IP)
  - o Alcatel-Lucent IPTOUCH 4028 (IP)
  - o Alcatel-Lucent IPTOUCH 4018 (IP)
  - o Alcatel-Lucent IPTOUCH 4008 (IP)
  - o Alcatel-Lucent IPTOUCH 4039 (TDM-UA)
  - o Alcatel-Lucent IPTOUCH 4029 (TDM-UA)
  - o Alcatel-Lucent IPTOUCH 4019 (TDM-UA)
  - o Alcatel-Lucent Dect 400
  - o Alcatel-Lucent Dect 500
  - o OmniTouch 8232
  - o OmniTouch 8118
  - o OmniTouch 8128

4.3 Software configuration

- **Alcatel-Lucent Communication Platform**:
  - o OmniPCX Enterprise R10.1 (j2.501.16c)
  - o OmniPCX Office R900 (R900.37.2)

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5 Summary of test results

Alcatel-Lucent declines any responsibility regarding the headsets themselves and possible audio quality issues related to the headsets themselves. These issues must be addressed with Plantronics.

Headset Name	Test Result					Comment
	IPTouch 8/9 series	Dect 400	Dect 500	OmiTouch 8232	OmiTouch 8118/8128	
Adapter						
DM15E	PASSED	NA	NA	NA	NA	Plantronics amplifiers are compliant with EU ESD standards. Under some rare circumstances a potential electric damage could happen.
Corded Devices						
HW251N/HW261N	PASSED	PASSED	PASSED	PASSED	PASSED	
HW291N/HW301N	PASSED	PASSED	PASSED	PASSED	PASSED	
HW111N/HW112N	PASSED	PASSED	PASSED	PASSED	PASSED	
M175	NA	PASSED	PASSED	PASSED	PASSED	
Wireless Devices						
Savi W710	PASSED with Plantronics APA-23 adapter NOT PASSED with bluetooth pairing	NA	NOT PASSED	NA	NA	Bluetooth paring failed
Savi W720	PASSED with Plantronics APA-23 adapter NOT PASSED with bluetooth pairing	NA	NOT PASSED	NA	NA	Bluetooth paring failed
Savi W730	PASSED with Plantronics APA-23 adapter	NA	NOT PASSED	NA	NA	Bluetooth paring failed

	NOT PASSED with bluetooth pairing					
Savi W740	PASSED with Plantronics APA-23 adapter NOT PASSED with bluetooth pairing	NA	NOT PASSED	NA	NA	Bluetooth paring failed
CS510	PASSED	NA	NA	NA	NA	
CS520	PASSED	NA	NA	NA	NA	
CS530	PASSED	NA	NA	NA	NA	
CS540	PASSED	NA	NA	NA	NA	
Voyager Pro HD	PASSED	NA	PASSED	NA	NA	Dect500 and IPTouch 4068 only
Voyager Legend and Voyager Legend UC	PASSED	NA	NOK	NA	NA	Dect500 and IPTouch 4068 only
Blackwire 710 UC	PASSED	NA	PASSED	NA	NA	Dect500 and IPTouch 4068 only
Blackwire 720 UC	PASSED	NA	PASSED	NA	NA	Dect500 and IPTouch 4068 only
Calisto 620 UC	PASSED with restriction	NA	PASSED with restriction	NA	NA	Dect500 and IPTouch 4068 only

6 Restrictions

This section describes the known restrictions for the tested deskphones. These restrictions are related to the phone itself, not to Plantronics headset usage.

For all deskphones

- Answering a second call is not possible from the headset. This second call should be only answered from the hardphone.
- There is no mute synchronisation between the headset and the hardphone. When a call is muted from headset, it should be unmuted from the headset. When a call is muted from the hardphone, it should be unmuted from the hardphone.
- Bluetooth is supported only on IPTouch 4068 extended edition and Dect 500
- When headset is connected or disconnected, the headset icon is displayed or removed after 10 seconds.

For IPTouch 4068 with a Bluetooth headset

- Volume modification is synchronised between IPTouch 4068 and the Bluetooth headset, but the volume bar is not updated on the IPTouch 4068 when the volume is modified on the headset.

For DECT Serie

- There is no headset icon displayed on the screen when a headset is plugged (for Dect 400 only).
- Audio level can't be modified from the headset with a wired headset.
- Audio level can't be modified from the handset with a bluetooth headset (for Dect 500 only).
- Mute can't be activated from the headset with a wired headset.
- When a paired bluetooth headset is started during a call, audio stay established with the handset. The user needs to push the call button on the bluetooth headset.
- Call control (answer or disconnect the call) is not supported with a wired headset.
- Ringing Tone is not played on the headset, but only played on the phone (for Dect 500 only).

For OmniTouch 8232

- Audio level can't be modified from the headset.
- Mute can't be activated from the headset.

For OmniTouch 8118/8128

- Audio level can't be modified from the headset.
- Mute can't be activated from the headset.
- Call control (answer or disconnect the call) is not supported.
- Ringing Tone is not played on the headset only played on the phone.

Contact center specificities

During the tests, IPTouch phone are declared in business or in contact center mode. In both cases, the headsets are connected as explained in the following chapter (in the section: Headset/Phone connectivity). In contact center mode, the following configuration is activated to enable auto answer on CCD calls:

- Headset on-screen button is created and activated on the iptouch phone.
- Interphony is activated (it can be activated during the headset button creation).

7 Test Results

7.1 DM15E

Name : DM15E		
Headset type : Audio Processor		
X	Wired		Wireless
	Mono		Stereo
X	With base		Without base

Compatible Alcatel-Lucent Terminals :	
IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

Plantronics VistaPlus DM15E digital adapter delivers unsurpassed acoustic protection and exceptional sound quality. With SoundGuard digital, daily noise exposure is monitored and controlled in line with new legislation, whilst loud sounds are identified and eliminated. Call Clarity digital enhances sound quality, with automatic volume leveling, selective frequency-response shaping and phone-noise reduction.

Headset/Phone connectivity : IPTouch series	
Connector	RJ11 Cable
Connection on the headset	Phone port
Connection on the phone	RJ11 Handset port

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.1.1 Summary of problems

Plantronics amplifiers are compliant with EU ESD standards. Under some rare circumstances a potential electric damage could happen.

7.1.2 Summary of restrictions

No restrictions

7.1.3 Note

The headset is connected to IPTouch handset connector (RJ11). To enable this device a "headset" key should be programmed on the IPTouch. This key activates the audio path to the headset and disables the handsfree mode.

7.2 Savi W710

Name : SAVI W710			
Headset type : Wireless DECT Monaural Headband Headset			
	Wired	X	Wireless
X	Mono		Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	*PASSED WITH RESTRICTION*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

The Savi® 700-series wireless headset will intelligently manage your PC-, mobile-, and desk-phone calls, and automatically update your UC presence status* so that colleagues can see your availability. It can also connect with up to three other Savi headsets on a call, and has a wireless roaming range of up to 120 metres. The headsets feature wideband audio and DSP for high quality, natural sounding call clarity and a single charge of the batteries provides up to nine hours talk time. Once you experience a Savi 700 headset system you'll wonder how you ever lived without it.

NOTE:
[1] HL10 can be used to answer/end calls remotely

[2] APA-23 can be used to answer/end calls remotely.

Headset/Phone connectivity : IPTouch series	
Connector	APA-23 P/N: 38908-11
Connection on the headset	Plantronics Adaptor
Connection on the phone	3.5mm connector

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Not Passed**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.2.1 Summary of problems

After bluetoth paring, the wireless connection between the heasdet and the phone failed.

7.2.2 Summary of restrictions

No restrictions

7.3 Savi W720

Name : SAVI W720			
Headset type : Wireless DECT Binaural Headband Headset			
	Wired	**X**	Wireless
	Mono	**X**	Stereo
X	With base		Without base

Compatible Alcatel-Lucent Terminals :	
IP TOUCH SERIES 8&9	*PASSED WITH RESTRICTION*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

The Savi® 700-series wireless headset will intelligently manage your PC-, mobile-, and desk-phone calls, and automatically update your UC presence status* so that colleagues can see your availability. It can also connect with up to three other Savi headsets on a call, and has a wireless roaming range of up to 120 metres. The headsets feature wideband audio and DSP for high quality, natural sounding call clarity and a single charge of the batteries provides up to nine hours talk time. Once you experience a Savi 700 headset system you'll wonder how you ever lived without it.

NOTE:

[1] HL10 can be used to answer/end calls remotely

[2] APA-23 can be used to answer/end calls remotely.

Headset/Phone connectivity : IPTouch series	
Connector	APA-23 P/N: 38908-11
Connection on the headset	Plantronics Adaptor
Connection on the phone	3.5mm connector

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Not Passed**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.3.1 Summary of problems

After bluetoth paring, the wireless connection between the heasdet and the phone failed.

7.3.2 Summary of restrictions

No restrictions

7.4 Savi W730

Name : SAVI W730			
Headset type : Wireless DECT Over the Ear Headset			
	Wired	**X**	Wireless
X	Mono		Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	*PASSED WITH RESTRICTION*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

The Savi® 700-series wireless headset will intelligently manage your PC-, mobile-, and desk-phone calls, and automatically update your UC presence status* so that colleagues can see your availability. It can also connect with up to three other Savi headsets on a call, and has a wireless roaming range of up to 120 metres. The headsets feature wideband audio and DSP for high quality, natural sounding call clarity and a single charge of the batteries provides up to nine hours talk time. Once you experience a Savi 700 headset system you'll wonder how you ever lived without it.

NOTE:

[1] HL10 can be used to answer/end calls remotely

[2] APA-23 can be used to answer/end calls remotely.

Headset/Phone connectivity : IPTouch series	
Connector	APA-23 P/N: 38908-11
Connection on the headset	Plantronics Adaptor
Connection on the phone	3.5mm connector

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Passed**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.4.1 Summary of problems

After bluetoth paring, the wireless connection between the heasdet and the phone failed.

7.4.2 Summary of restrictions

No restrictions

7.5 Savi W740

Name : SAVI W740			
Headset type : Wireless DECT Convertible Headset			
	Wired	X	Wireless
X	Mono		Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	**PASSED WITH RESTRICTION**
DECT 400	**NA**
DECT 500	**NOT PASSED**
OMNITOUCH 8232	**NA**
OMNITOUCH 8118/8128	**NA**

The Savi® 700-series wireless headset will intelligently manage your PC-, mobile-, and desk-phone calls, and automatically update your UC presence status* so that colleagues can see your availability. It can also connect with up to three other Savi headsets on a call, and has a wireless roaming range of up to 120 metres. The headsets feature wideband audio and DSP for high quality, natural sounding call clarity and a single charge of the batteries provides up to nine hours talk time. Once you experience a Savi 700 headset system you'll wonder how you ever lived without it.
NOTE:
[1] HL10 can be used to answer/end calls remotely

[2] APA-23 can be used to answer/end calls remotely.

Headset/Phone connectivity : IPTouch series	
Connector	APA-23 P/N: 38908-11
Connection on the headset	Plantronics Adaptor
Connection on the phone	3.5mm connector

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Passed**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.5.1 Summary of problems

After bluetoth paring, the wireless connection between the heasdet and the phone failed.

7.5.2 Summary of restrictions

No restrictions

7.6 CS510

Name : CS510			
Headset type : Wired Monaural Headband Headset			
	Wired	**X**	Wireless
X	Mono		Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

Plantronics CS500™ Series is setting a new standard for wireless desk phone communications. The new convertible headsets – the lightest DECT™ headsets on the market – feature streamlined design, improved performance, and the same great reliability. They offer hands-free productivity up to 120 metre away from your desk, and great collaboration options. Pair your headset with any base by simply docking it, or add up to three additional headset wearers into your call. Switch between narrowband audio to maximise battery life or wideband, professional-grade audio to enable clearer conversations. Experience outstanding, wideband audio quality, and style like never before.

NOTE:

[1] HL10 can be used to answer/end calls remotely

[2] APA-23 can be used to answer/end calls remotely.

Headset/Phone connectivity : IPTouch series	
Connector	APA-23 P/N: 38908-11
Connection on the headset	Plantronics Adaptor
Connection on the phone	3.5mm connector

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.6.1 Summary of problems

No problems

7.6.2 Summary of restrictions

No restrictions

7.7 CS520

Name : CS520			
Headset type : audio processor			
	Wired	**X**	Wireless
	Mono	**X**	Stereo
X	With base		Without base

Compatible Alcatel-Lucent Terminals :

IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

Plantronics CS500™ Series is setting a new standard for wireless desk phone communications. The new convertible headsets – the lightest DECT™ headsets on the market – feature streamlined design, improved performance, and the same great reliability. They offer hands-free productivity up to 120 metre away from your desk, and great collaboration options. Pair your headset with any base by simply docking it, or add up to three additional headset wearers into your call. Switch between narrowband audio to maximise battery life or wideband, professional-grade audio to enable clearer conversations. Experience outstanding, wideband audio quality, and style like never before.

NOTE:

[1] HL10 can be used to answer/end calls remotely

[2] APA-23 can be used to answer/end calls remotely.

Headset/Phone connectivity : IPTouch series	
Connector	APA-23 P/N: 38908-11
Connection on the headset	Plantronics Adaptor
Connection on the phone	3.5mm connector

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.7.1 Summary of problems

No problems

7.7.2 Summary of restrictions

No restrictions

7.8 CS530

Name : CS530			
Headset type : audio processor			
	Wired	**X**	Wireless
X	Mono		Stereo
X	With base		Without base

Compatible Alcatel-Lucent Terminals :

IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

Plantronics CS500™ Series is setting a new standard for wireless desk phone communications. The new convertible headsets – the lightest DECT™ headsets on the market – feature streamlined design, improved performance, and the same great reliability. They offer hands-free productivity up to 120 metre away from your desk, and great collaboration options. Pair your headset with any base by simply docking it, or add up to three additional headset wearers into your call. Switch between narrowband audio to maximise battery life or wideband, professional-grade audio to enable clearer conversations. Experience outstanding, wideband audio quality, and style like never before.

NOTE:

[1] HL10 can be used to answer/end calls remotely

[2] APA-23 can be used to answer/end calls remotely.

Headset/Phone connectivity : IPTouch series	
Connector	APA-23 P/N: 38908-11
Connection on the headset	Plantronics Adaptor
Connection on the phone	3.5mm connector

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.8.1 Summary of problems

No problems

7.8.2 Summary of restrictions

No restrictions

7.9 CS540

Name : CS540			
Headset type : audio processor			
	Wired	**X**	Wireless
X	Mono		Stereo
X	With base		Without base

Compatible Alcatel-Lucent Terminals :	
IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

Plantronics CS500™ Series is setting a new standard for wireless desk phone communications. The new convertible headsets – the lightest DECT™ headsets on the market – feature streamlined design, improved performance, and the same great reliability. They offer hands-free productivity up to 120 metre away from your desk, and great collaboration options. Pair your headset with any base by simply docking it, or add up to three additional headset wearers into your call. Switch between narrowband audio to maximise battery life or wideband, professional-grade audio to enable clearer conversations. Experience outstanding, wideband audio quality, and style like never before.

NOTE:

[1] HL10 can be used to answer/end calls remotely

[2] APA-23 can be used to answer/end calls remotely.

Headset/Phone connectivity : IPTouch series	
Connector	APA-23 P/N: 38908-11
Connection on the headset	Plantronics Adaptor
Connection on the phone	3.5mm connector

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.9.1 Summary of problems

No problems

7.9.2 Summary of restrictions

No restrictions

Name : HW251N\HW251			
Headset type : Wired monaural Headset			
X	Wired		Wireless
X	Mono		Stereo
	With base	**X**	Without base

Compatible Alcatel-Lucent Terminals :	
IP TOUCH SERIES 8&9	*OK*
DECT 400	*OK*
DECT 500	*OK*
OMNITOUCH 8232	*OK*
OMNITOUCH 8118/8128	*OK*

Plantronics SupraPlus® headset sets the standard in audio performance. SupraPlus is UC ready with wideband technology that ensures great incoming call quality The new Microphone boom is longer and sleeker; improving user positioning for better outgoing call quality and the ultra noise-cancelling microphone provides exceptional noise reduction (where applicable). All this enables much clearer conversations and less fatigue for office and contact centre workers.

Ergonomically designed, and available in monaural or binaural versions; voice tube; noise-cancelling; silver or black, the versatile SupraPlus is the headset of choice in offices and contact centres around the world.

NOTE:
[1] Requires DM15/AP15 Audio Processor/Biway adapter

[2] IPTouch and MyIC range of Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01 or special Alcatel-Lucent bundle HW251N/AL (39475-01) or HW261N/AL (39476-01) which include the cable.

Headset/Phone connectivity : IPTouch series	
Connector	SPARE, IP-TOUCH CABLE Part No.: 38324-01
Connection on the headset	None
Connection on the phone	3.5mm connector
Headset/Phone connectivity : OmniTouch 8232	
Connector	P/N 38541-03 MO300-IPHONE 4S
Connection on the headset	None
Connection on the phone	3.5mm connector

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**

Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.10.1 Summary of problems

No problems

7.10.2 Summary of restrictions

No restrictions

7.11 SupraPlus Hard of Hearing HW251H

Name : HW251H Hard of Hearing			
Headset type : Wired monaural Headset			
X	Wired		Wireless
X	Mono		Stereo
	With base	**X**	Without base

Compatible Alcatel-Lucent Terminals :	
IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*OK*
OMNITOUCH 8118/8128	*NA*

This version of the SupraPlus headset has been specially designed to work with the T-position found on hearing aids.

IPTouch Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01

Headset/Phone connectivity : IPTouch series	
Connector	SPARE, IP-TOUCH CABLE Part No.: 38324-01
Connection on the headset	None
Connection on the phone	3.5mm connector
Headset/Phone connectivity : OmniTouch 8232	
Connector	P/N 38541-03 MO300-IPHONE 4S
Connection on the headset	None
Connection on the phone	3.5mm connector

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.11.1 Summary of problems

No problems

7.11.2 Summary of restrictions

No restrictions

7.12 SupraPlus HW261\HW261N

Name : HW261N\HW261			
Headset type : Wired binaural Headset			
X	Wired		Wireless
	Mono	**X**	Stereo
	With base	**X**	Without base

Compatible Alcatel-Lucent Terminals :

IP TOUCH SERIES 8&9	*OK*
DECT 400	*OK*
DECT 500	*OK*
OMNITOUCH 8232	*OK*
OMNITOUCH 8118/8128	*OK*

Plantronics SupraPlus® headset sets the standard in audio performance. SupraPlus is UC ready with wideband technology that ensures great incoming call quality The new Microphone boom is longer and sleeker; improving user positioning for better outgoing call quality and the ultra noise-cancelling microphone provides exceptional noise reduction (where applicable). All this enables much clearer conversations and less fatigue for office and contact centre workers.

Ergonomically designed, and available in monaural or binaural versions; voice tube; noise-cancelling; silver or black, the versatile SupraPlus is the headset of choice in offices and contact centres around the world.

IPTouch Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01 or special Alcatel-Lucent bundle HW251N/AL (39475-01) or HW261N/AL (39476-01) which include the cable.

Headset/Phone connectivity : IPTouch series	
Connector	SPARE, IP-TOUCH CABLE Part No.: 38324-01
Connection on the headset	None
Connection on the phone	3.5mm connector
Headset/Phone connectivity : OmniTouch 8232	
Connector	P/N 38541-03 MO300-IPHONE 4S
Connection on the headset	None
Connection on the phone	3.5mm connector

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.12.1 Summary of problems

No problems

7.12.2 Summary of restrictions

No restrictions

7.13 SupraPlus Hard of Hearing HW261H

Name : HW261H Hard of Hearing				
Headset type : Wired monaural Headset				
X	Wired		Wireless	
	Mono	**X**	Stereo	
	With base	**X**	Without base	
Compatible Alcatel-Lucent Terminals :				

IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*NA*
OMNITOUCH 8232	*OK*
OMNITOUCH 8118/8128	*NA*

This version of the SupraPlus headset has been specially designed to work with the T-position found on hearing aids.

IPTouch Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01

Headset/Phone connectivity : IPTouch series	
Connector	SPARE, IP-TOUCH CABLE Part No.: 38324-01
Connection on the headset	None
Connection on the phone	3.5mm connector
Headset/Phone connectivity : OmniTouch 8232	
Connector	P/N 38541-03 MO300-IPHONE 4S
Connection on the headset	None
Connection on the phone	3.5mm connector

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.13.1 Summary of problems

No problems

7.13.2 Summary of restrictions

No restrictions

7.14 EncorePro HW291N

Name : HW291N			
Headset type : Wired monaural Headset			
X	Wired		Wireless
X	Mono		Stereo
	With base	**X**	Without base

Compatible Alcatel-Lucent Terminals :	
IP TOUCH SERIES 8&9	*OK*
DECT 400	*OK*
DECT 500	*OK*
OMNITOUCH 8232	*OK*
OMNITOUCH 8118/8128	*OK*

The Plantronics EncorePro takes a different approach to headset design. Every component has been designed and produced with one aim the best performance. The microphone is designed to sit in exactly the right place for optimum audio clarity, and the low slung design ensures it cannot be seen by the wearer. The slim speaker has a wideband frequency response for clearer and more intelligible conversations. The EncorePro headset makes no compromise on reliability, durability, comfort or audio quality. EncorePro; Designed for performance - built to last.

IPTouch Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01

Headset/Phone connectivity : IPTouch series	
Connector	SPARE, IP-TOUCH CABLE Part No.: 38324-01
Connection on the headset	None
Connection on the phone	3.5mm connector
Headset/Phone connectivity : OmniTouch 8232	
Connector	P/N 38541-03 MO300-IPHONE 4S
Connection on the headset	None
Connection on the phone	3.5mm connector

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**

Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.14.1 Summary of problems

No problems

7.14.2 Summary of restrictions

No restrictions

7.15 Encorepro HW301N

Name : HW301N			
Headset type : Wired binaural Headset			
X	Wired		Wireless
	Mono	**X**	Stereo
	With base	**X**	Without base

Compatible Alcatel-Lucent Terminals :	
IP TOUCH SERIES 8&9	*OK*
DECT 400	*OK*
DECT 500	*OK*
OMNITOUCH 8232	*OK*
OMNITOUCH 8118/8128	*OK*

The Plantronics EncorePro takes a different approach to headset design. Every component has been designed and produced with one aim the best performance. The microphone is designed to sit in exactly the right place for optimum audio clarity, and the low slung design ensures it cannot be seen by the wearer. The slim speaker has a wideband frequency response for clearer and more intelligible conversations. The EncorePro headset makes no compromise on reliability, durability, comfort or audio quality. EncorePro; Designed for performance - built to last.

IPTouch Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01

Headset/Phone connectivity : IPTouch series	
Connector	SPARE, IP-TOUCH CABLE Part No.: 38324-01
Connection on the headset	None
Connection on the phone	3.5mm connector
Headset/Phone connectivity : OmniTouch 8232	
Connector	P/N 38541-03 MO300-IPHONE 4S
Connection on the headset	None
Connection on the phone	3.5mm connector

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**

Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.15.1 Summary of problems
No problems

7.15.2 Summary of restrictions
No restrictions

Alcatel·Lucent

7.16 Entera HW111N

Name : HW111N			
Headset type : Wired monaural Headset			
X	Wired		Wireless
X	Mono		Stereo
	With base	**X**	Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	*OK*
DECT 400	*OK*
DECT 500	*OK*
OMNITOUCH 8232	*OK*
OMNITOUCH 8118/8128	*OK*

The simple value for money headset

Entera offers you a simple, value for money headset. It is available with a single earpiece that can be worn on either ear, or dual earpieces to block background noise. Both come with a noise cancelling microphone for clear speech. Entera comes with Plantronics world class service and support

IPTouch Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01

Headset/Phone connectivity : IPTouch series	
Connector	SPARE, IP-TOUCH CABLE Part No.: 38324-01
Connection on the headset	None
Connection on the phone	3.5mm connector
Headset/Phone connectivity : OmniTouch 8232	
Connector	P/N 38541-03 MO300-IPHONE 4S
Connection on the headset	None
Connection on the phone	3.5mm connector

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.16.1 Summary of problems

No problems

7.16.2 Summary of restrictions

No restrictions

7.17 Entera HW121N

Name : HW121N			
Headset type : Wired binaural Headset			
X	Wired		Wireless
	Mono	**X**	Stereo
	With base	**X**	Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	*OK*
DECT 400	*OK*
DECT 500	*OK*
OMNITOUCH 8232	*OK*
OMNITOUCH 8118/8128	*OK*

The simple value for money headset

Entera offers you a simple, value for money headset. It is available with a single earpiece that can be worn on either ear, or dual earpieces to block background noise. Both come with a noise cancelling microphone for clear speech. Entera comes with Plantronics world class service and support

IPTouch Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01

Headset/Phone connectivity : IPTouch series	
Connector	SPARE, IP-TOUCH CABLE Part No.: 38324-01
Connection on the headset	None
Connection on the phone	3.5mm connector
Headset/Phone connectivity : OmniTouch 8232	
Connector	P/N 38541-03 MO300-IPHONE 4S
Connection on the headset	None
Connection on the phone	3.5mm connector

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.17.1 Summary of problems

No problems

7.17.2 Summary of restrictions

No restrictions

7.18 M175

Name : M175			
Headset type : Wired Headset (2.5mm Plug)			
X	Wired		Wireless
X	Mono		Stereo
	With base		Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	*NA*
DECT 400	*OK*
DECT 500	*OK*
OMNITOUCH 8232	*OK WITH ADAPTER 84372-01*
OMNITOUCH 8118/8128	*OK*

The Plantronics M175 mobile headset offers hands-free convenience for your active lifestyle. Keep both hands on the wheel while driving and enjoy additional productivity in the office and on the go. Its convertible design can be worn as headband or earloop on either ear. You choose between greater stability and convenient small size. The adjustable noise-cancelling microphone keeps your voice crystal clear, even in noisy environments. Includes one-touch volume and mute. Comfortable, durable, and lightweight, it also works with headset-ready cordless phones

Headset/Phone connectivity : DECT and OmniTouch series	
Connector	None : Jack 2.5mm provided on the headset SPARE, adapter Jack 2,5 mm to 3,5mm for Omnitouch 8232 (84372-01)
Connection on the headset	NA
Connection on the phone	2.5mm or 3,5mm connector

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Not Applicable**
Call control (On-hook/Off-hook from the headset, Mute)	**Not Applicable (only mute and In-line volume control are available from the headset)**

7.18.1 Summary of problems

No problems

7.18.2 Summary of restrictions

No restrictions

7.19 Voyager Pro HD

Name : Voyager Pro HD			
Headset type : BT Wireless Headset			
	Wired	**X**	Wireless
X	Mono		Stereo
	With base	**X**	Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*OK*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

The Plantronics Voyager PRO HD with Smart Sensor technology redefines hands-free convenience. This headset is so smart, that by simply placing it on your ear, it automatically answers your phone or transfers calls back and forth between your phone and headset. Voyager PRO HD takes you beyond the headset, with our Vocalyst service that lets you manage email, check weather or update Facebook, and the Plantronics MyHeadset app that gives you tips, tricks and tools for Android-based phone. Combine HD streaming audio plus natural sound and superior comfort and you've got the smartest headset for smartphones.

Headset/Phone connectivity : IPTouch series	
Connector	Bluetooth
Headset/Phone connectivity : DECT 500	
Connector	Bluetooth

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Passed**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.19.1 Summary of problems

No problems

7.19.2 Summary of restrictions

No restrictions

7.20 Voyager Legend and Voyager Legend UC

Name : Voyager Legend UC			
Headset type : BT Wireless Headset			
	Wired	**X**	Wireless
X	Mono		Stereo
	With base	**X**	Without base

Compatible Alcatel-Lucent Terminals :

IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*NOK*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

Plantronics meets the demands of the mobile professional like never before with the Voyager Legend™ UC. It's the Voyager family's most complete solution: connectivity to PC, mobile, or tablet; precision-tuned triple mics for unprecedented noise and wind reduction; up to seven hours of talk time; a portable charging case for use on-the-go and a desktop charging stand for when you touch down. Industry-first Smart Sensor™ technology answers the call when the headset is placed on your ear, and a complete set of tap and talk voice commands and alerts — now including mobile-caller name announcement — means that call management is simple and intuitive.

Headset/Phone connectivity : IPTouch series	
Connector	Bluetooth
Headset/Phone connectivity : DECT 500	
Connector	Bluetooth

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Passed**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.20.1 Summary of problems

While we are in communication the headset sends a "Bip" every 2-3seconds with the DECT 500.

7.20.2 Summary of restrictions

No restrictions

7.21 Blackwire C710 UC

Name : Blackwire C710 UC			
Headset type : BT Wireless Headset			
	Wired	**X**	Wireless
X	Mono		Stereo
	With base	**X**	Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*OK*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

Corded reliability meets wireless flexibility. The Blackwire 700 Series is the versatile UC headset that offers high-quality PC audio and seamless Bluetooth connectivity to mobile phones and tablets. Enjoy unmatched audio quality, industry-first Smart Sensor technology a detachable cable for taking your mobile calls throughout the office.

Headset/Phone connectivity : IPTouch series	
Connector	Bluetooth
Headset/Phone connectivity : DECT 500	
Connector	Bluetooth

Subjective tests	Result
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	Result
Headset pairing	**Passed**
Bluetooth pairing	**Passed**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.21.1 Summary of problems

No problems

7.21.2 Summary of restrictions

No restrictions

7.22 Blackwire C720 UC

Name : Blackwire C720 UC			
Headset type : BT Wireless Headset			
	Wired	**X**	Wireless
	Mono	**X**	Stereo
	With base	**X**	Without base

Compatible Alcatel-Lucent Terminals :	
IP TOUCH SERIES 8&9	*OK*
DECT 400	*NA*
DECT 500	*OK*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

Corded reliability meets wireless flexibility. The Blackwire 700 Series is the versatile UC headset that offers high-quality PC audio and seamless Bluetooth connectivity to mobile phones and tablets. Enjoy unmatched audio quality, industry-first Smart Sensor technology a detachable cable for taking your mobile calls throughout the office.

Headset/Phone connectivity : IPTouch series	
Connector	Bluetooth
Headset/Phone connectivity : DECT 500	
Connector	Bluetooth

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Passed**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.22.1 Summary of problems
No problems

7.22.2 Summary of restrictions
No restrictions

7.23 Calisto 620 UC

Name : Calisto 620 UC			
Headset type : BT Wireless Speakerphone			
	Wired	**X**	Wireless
X	Mono		Stereo
	With base	**X**	Without base
Compatible Alcatel-Lucent Terminals :			

IP TOUCH SERIES 8&9	*OK WITH RESTRICTION*
DECT 400	*NA*
DECT 500	*OK WITH RESTRICTION*
OMNITOUCH 8232	*NA*
OMNITOUCH 8118/8128	*NA*

The no cord, no fuss UC speakerphone. The perfect tool for impromptu conference calls, the Plantronics Calisto® 620 is a portable wireless UC speakerphone that instantly transforms your laptop or smartphone into a high-quality conferencing device. Small and lightweight, the Calisto 620 provides professional-sounding audio and wireless connectivity, wherever you touch down.

Headset/Phone connectivity : IPTouch series	
Connector	Bluetooth
Headset/Phone connectivity : DECT 500	
Connector	Bluetooth

Subjective tests	**Result**
Headset side comprehension of speech	**Passed**
Sound level (after setup, the signal level in the headset is comfortable)	**Passed**
Distant side comprehension of speech	**Passed**
Noise Cancellation feature via supported headset	**Passed**

Call control	**Result**
Headset pairing	**Passed**
Bluetooth pairing	**Passed**
Call control (On-hook/Off-hook from the headset, Mute)	**Passed**

7.23.1 Summary of problems

No problems

7.23.2 Summary of restrictions

When Hooking-Off from the hardphone, the station continues to ring until you stop it. You have to answer from the Calisto 620.

8 Appendix A - AAPP member's subjective Measurements

As well as carrying out simple electrical measurements, subjective measurements on the headset are also required.

Subjective measurements are for want of a better word very subjective. In order to ensure some sort of standard and repeatability the following steps should be used during the subjective measurements.

1) For each headset tested a blind comparison should always be made against the handset. The remote party should be asked to comment on level and tonal quality of both the headset and handset.
2) For amplifier based products or products that require some setting up, the unit should be set to provide a transmit level that is similar to that of the handset. The exact setting should be recorded.
3) Both the headset wearer and remote part should listen out for distortion, noise or any unwanted artefacts. The headset is deemed not compatible if the noise or artefacts affects the overall audio quality.
4) The headset is deemed compatibility if the headset does not degrade the quality of the telephone, or introduce any unwanted artefacts.

9 Appendix B – Call Control Tests

9.1 Headset plugging

Test number	Test Case Description
1	Initial state: phone in idle state. 1. Plug a headset. 2. The headset is detected and a headset icon shall be displayed
2	Initial state: phone in idle state. 1. Plug a headset. 2. The headset is detected and a headset icon shall be displayed 3. Make a call from IPTouch to the hardphone. Check that audio path is established to the headset
3	Initial state: phone in idle state. Headset is plugged. 1. Unplug the headset. 2. The unplugging of the headset is detected. The headset icon shall disapear.
4	Initial state: phone in idle state. 1. Plug and unplug the headset ten times at various speeds (from very-very slow to fast). 2. The headset shall be detected in the correct state each time. Headset icon in the correct state too. Check that there is no reset.
5	Initial state: phone is in conversation (headset mode). 1. Unplug the headset. 2. The unplugin of the headset is detected. The headset icon shall disapear. For IPTouch serie, the audio path belongs to handsfree if on-hooked or to the handset if off-hooked. For DECT or OmniTouch series, the audio path belongs to set.
5	Initial state: phone is in conversation (headset mode). 1. Plug and unplug the headset ten times at various speeds (from very-very slow to fast). 2. The headset shall be detected in the correct state each time. Audio path and headset icon are in the correct state too. Check that there is no reset.
6	Initial state: the Headset is plugged. 1. For IPTouch serie, unplug and replug the power cord in order to force the phone to reset. For DECT or OmniTouch series, unplug and replug the battery in order to force the phone to reset. 2. When the phone comes back to life, the headset must be detected. The headset icon shall be displayed.

9.2 Bluetooth pairing

Bluetooth is available only for IPTouch 4068 and DECT 500.

Test number	Test Case Description
1	Check the basic bonding feature of a Bluetooth handset and a Bluetooth headset 1. Activate the discover mode of the Bluetooth headset and IP touch. Discovery process is successfully launched. 2. Enter the right PIN code to pair the device with IP phone with the softkey on phone. Pin code is requested on IP phone and the pairing process successfull. 3. Make the bonding with IP phone process of the Bluetooth handset. The Bluetooth handset can also be bonded with IP phone successfully. 4. Change the order of the headset and handset bonding process. The handset and headset can be bonded with the IP phone successfully.
2	The aim of this test is to verify the Bluetooth headset can pick up the recover call when it was switched on. 1. Set-up a call on the IP phone with the Bluetooth headset. 2. Turn off the Bluetooth headset. The IP phone shall display "Recovery call ?" and ringing. 3. Switch on the Bluetooth headset again and answer the recovery call with Bluetooth headset when the Bluetooth headset bonded with IP phone again. The recovery call should be answered with headset.
3	Check the IP phone behavior when input wrong password for Bluetooth device bonding. 1. Select one Bluetooth device from the Bluetooth list found by the phone. Then press Add button. A dial pad popup to require inputting the password. 2. Don't input anything. Then press OK button and check that an error is displayed 3. Repeat step 1 and input a wrong password. Check that an error is displayed 4. Repeat step 1 and input a right password. The Bluetooth handset should pare successfully.
4	Check that no problem occurs when the phone is turned off in the initialisation phase. 1. During pairing, after the list of present Bluetooth devices is displayed on the screen just BEFORE pairing, turn off the power on the phone.Bluetooth device is not bonded and the phone works fine. 2. During pairing, after the list of present Bluetooth devices is displayed on the screen, just AFTER pairing (wait for the end of popup "device successfully added"), turn off the power on the phone. Bluetooth device is bonded and the phone works fine with this Bluetooth device.

5	Check that no problem occurs when the phone is turned off when you are in call recovery state.
	1. Make a communication toward a phone with the Bluetooth device.Take this Bluetooth device away in order to be in call recovery state. (go far away to loose the radio link)
	2. Turn off/on the power supply of the phone. Bluetooth device is still bonded and the IP phone works fine with this Bluetooth device.

9.3 Incoming Call

Test number	Test Case Description
1	Call the hardphone (in G711 A law) with an IPTouch (in G711 A law) and verify that the ringing tone is heard in the headset 1. Make a call from IPTouch to the hardphone. 2. Verify that the ringing tone is heard 3. For IPTouch serie, press four times the handsfree-key. Active audio path shall toggles between headset and handsfree if on-hook and betwen headset, handsfree and handset if off-hook. Check that the icon indicating the active audio path is temporarily displayed.
2	Hook-Off from the hardphone and verify that the audio is established in both ways. Verify that the audio is clear, with good quality, no cracks and no blanks during 1mn 1. Take the call with the Hook-off button from the hardphone. 2. On headsets with a touch screen (ex Jabra 9465), verify that the mute and release buttons are available 3. Check that the call is established and audio quality and volume is ok in both ways for both parties for at least 1 min
3	Verify the audio level adjustment by pulling up and down the sound in the headset 1. For the incoming call, verify the audio of the call by pressing + and - in the headset. 2. Verify the volume is ok and maintained
4	Only if the headset provides call control functions, re-do the tests 1 to 3, but Hook-Off and Hook-On from the headset button.
5	Activate the Mute button from the hardphone (only if call control is available). Do it a few times. 1. In the incoming call, activate the mute button and deactivate the same in hardphone. 2. Verify that the audio is muted
6	Activate the Mute button on the headset (only if call control is available). Do it a few times. Then Hook-on from the hardphone. 1. In the incoming call, activate the mute button and deactivate the same in the headset. 2. Verify that the audio is muted
7	Only if the headset provides call control and mute functions, the hardphone being in idle state, place a new incoming call to the hardphone, Hook-Off from the hardphone, check the audio is established, activate the Mute button and Hook-On from the headset 1. Place an incoming call to the hardphone 2. Take the call from the hardphone by pressing the button and verify the audio is established in both ways for both parties 3. In the incoming call, activate the mute button and deactivate the same from the headset 4. Verify that the audio is muted, de-muted on the headset accordingly 5. Hook-On from the headset

8	The hardphone being in idle state, place a new Incoming call, Hook-Off from the hardphone, check the audio is established , then place a second incoming call and Hook-On from the hardphone 1. Place an incoming call to the hardphone 2. Take the call from the hardphone by pressing the button and verify the audio is established in both ways for both parties 3. Place a second incoming call to the hardphone 4. Take the call from the hardphone by pressing the button and verify the audio is established in both ways for both parties 5. Switch to the first call and verify the audio 6. Hook-On from the hardphone
9	The hardphone being in idle state, place a new Incoming call, Hook-Off from the headset, check the audio is established , then place a second incoming call and Hook-On from the headset" 1. Place an incoming call to the hardphone 2. Take the call from the headset by pressing the button and verify the audio is established in both ways for both parties 3. Place a second incoming call to the hardphone 4. Take the call from the harphone and verify the audio is established in both ways for both parties 5. Switch to the first call and verify the audio 6. Hook-On from the headset
10	Only if the headset provides call control functions, use a hardphone configured in G729 (via "Intra-domain compression" on OXE side), place an ISDN incoming call to the hardphone, Hook-Off from the headset, check the audio quality during 1mn, check the Mute button, and Hook-On from the hardphone 1. Make an ISDN incoming call to the hardphone. 2. Check the ring tone and verify the same with the headset 3. Take the call from the headset and verify the audio quality and volume for 1min on both parties 4. Check Mute by activating and deactivating from the hardphone 5. Disconnect the call from the hardphone and check for the tone in the headset
11	Only if the headset provides call control and mute functions, the hardphone being idle, place an ISDN incoming call to the hardphone, Hook-Off from the hardphone and activate the Mute button. Place a second incoming call from the IPTouch to the hardphone, let it ring 10 seconds. Release that second call and check that the first call is still muted. Then, deactivate the Mute button from the hardphone; check the audio is ok in both ways and Hook-Off from the hardphone. 1. Place an ISDN incoming call to the hardphone and take the call from the hardphone. 2. Check the audio level for few seconds 3. Mute this call from the hardphone 4. Make another incoming call from IPTouch to the hardphone which is already active in the first call. 5. Check the tone for the indication of second call in the headset. 6. Check the ring tone for 10 seconds on the IP Touch 7. Then release the second call from the IP Touch and check the muted first call is still in active. 8. Deactivate the mute from the hardphone and verify the audio is ok in both ways for both parties of the call 9. Activate and Deactivate from hardphone the same and check the audio is ok in both ways for both parties of the call 10. Hook-Off from the hardphone

12	The hardphone being in idle state, place an ISDN incoming call to the hardphone, Hook-Off from the hardphone. Call the IP Touch, Hook-Off the IP Touch and activate the conference from the hardphone. Check the audio on all 3 participants, Mute from the hardphone, then Hook-Off from the hardphone.
	1. Place an ISDN incoming call to the hardphone and take the call from the hardphone.
	2. Check the audio level for few seconds
	3. Make an outgoing call to IPTouch from the hardphone which is already active in other call.
	4. Check the ring back tone and the audio in the headset for this call
	5. Then from hardphone activate conference with the other two users.
	6. Check the audio quality and volume is ok in both ways for the 3 participants
	7. Check Mute by activating and deactivating from the hardphone
	8. Hook-Off from the hardphone
	9. Check that the ISDN call is connected to the IP Touch
	10. Release the call
13	The hardphone being in idle state, place an ISDN incoming call to the hardphone, Hook-Off from the hardphone. Make an inquiry call to an Internal number.
	1. Place an ISDN incoming call to the hardphone and answer the call from the hardphone
	2. Check the audio level for a few seconds
	3. Make an inquiry call to an internal number
	4. Check the incoming caller gets music on hold
	5. Transfer the call from the hardphone
	6. Check the audio is ok in both ways for on the two parties after the transfer
	7. Additionnally, test Enquiry Off instead of Transfer
14	Only if the wireless headset provides call control functions, check auto-answer mode is activated by wearing the headset
	1. Place an ISDN incoming call to the hardphone
	2. Check that the call is automatically answered by wearing the headset
	3. Check the audio is ok in both ways for the 2 participants
	4. Check Mute by activating and deactivating from the headset
	5. Hook-Off from the headset
15	Configure the hardphone in auto-answer mode and check the audio
	1. Place an ISDN incoming call to the hardphone
	2. Check that the call is automatically answered
	3. Check the audio is ok in both ways for the 2 participants
	4. Check Mute by activating and deactivating from the headset
	Hook-Off from the headset

9.4 Outgoing Call

Test number	Test Case Description

1	Call from the hardphone (in G711 A law) an IPTouch (in G711 A law), use the hardphone buttons to make the call
	and verify that the ringing tone is heard in the headset
	  1. Make a call to IPTouch from the hardphone.
	  2. While IPTouch is ringing, check the ringback tone in the headset.

2	Hook-Off from the IP Touch and verify that the audio is established in both ways.
	Verify that the audio is clear, with good quality, no cracks and no blanks during 1mn.
	  1. Make a new outgoing call to IPTouch from the hardphone.
	  2. Check the ringback tone in the headset.
	  3. Answer the call from IPtouch
	  4. Check that the call is established in both ways on both parties
	  5. Check the quality of the audio and volume in the headset for 1 min

3	Verify the audio level adjustment by pulling up and down the sound in the headset 1. Verify the audio by + and - in the headset for 1 min.
4	Only if the headset provides call control functions, re-do the tests 1 to 3, but by setting the call via Hook-Off from the headset button and Hook-On from the Headset

5	Activate the Mute button from the hardphone (only if call control is available). Do it a few times.
	  1. Activate the mute button and deactivate the same in hardphone and check the audio
	  2. Do it several times

6	Activate the Mute button on the headset (only if call control is available). Do it a few times.
	Then Hook-on from the IP Touch and check that the hardphone and the headset is released
	  1. Activate the mute button and deactivate the same in the headset and check the audio
	  2. Do it several times
	  3. Then disconnect the call from the IPTouch and check the tone in the headset.

7	Use a hardphone configured in G729 (via "Intra-domain compression" on OXE side) , place an ISDN outgoing call via Hook-Off from the headset, check the audio quality, check the Mute button, and Hook-On from the hardphone
	  1. Make an ISDN outgoing call from the hardphone using the headset.
	  2. Take the call in IPTouch and verify the audio is established in both ways on both parties
	  3. Check the audio quality and volume for 1min.
	  3. Activate the mute button and deactivate the same in hardphone and check the audio
	  4. Release the call from the hardphone

10 Appendix C: AAPP member's escalation process

For presales and post support please refer to www.plantronics.com for the contact details of your nearest Plantronics office or partner.

The website also offers the latest software downloads as well as an extensive knowledge database.

The following local contact numbers can also be used to obtain both presales and technical support.

UK　　　　　　　　*0800 410014*

Netherland　　　　*0800 7526876*

BE/LUX　　　　　*00800 75268766*

France　　　　　　*0825 0825 99*

Germany　　　　　*0800 242500*

Italy　　　　　　　*0800 950934*

Iberia　　　　　　*902 415191*

Finland　　　　　*0201 550 550*

Sweden　　　　　*031 28 95 00*

Denmark　　　　　*44 35 05 35*

Norway　　　　　*23 17 3770*

MEEA　　　　　　*+44 1793 842443*

11 Appendix D: AAPP program

11.1 Alcatel-Lucent Application Partner Program (AAPP)

The Application Partner Program is designed to support companies that develop communication applications for the enterprise market, based on Alcatel-Lucent's product family. The program provides tools and support for developing, verifying and promoting compliant third-party applications that complement Alcatel-Lucent's product family. Alcatel-Lucent facilitates market access for compliant applications.

The Alcatel-Lucent Application Partner Program (AAPP) has two main objectives:

- **Provide easy interfacing for Alcatel-Lucent communication products**: Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel-Lucent products.

- **Test and verify a comprehensive range of third-party applications**: to ensure proper inter-working, Alcatel-Lucent tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Compliant Application, come from every area of voice and data communications.

The Alcatel-Lucent Application Partner Program covers a wide array of third-party applications/products designed for voice-centric and data-centric networks in the enterprise market, including terminals, communication applications, mobility, management, security, etc.

Web site

The Application Partner Portal is a website dedicated to the AAPP members and potential candidates. It can be accessed at this URL: http://applicationpartner.alcatel-lucent.com

11.2 Alcatel-Lucent.com

You can access the Alcatel-Lucent website at this URL: http://www.Alcatel-Lucent.com/

12 Appendix E: AAPP Escalation process

12.1 Introduction

The purpose of this appendix is to define the escalation process to be applied by the Alcatel-Lucent Business Partners when facing a problem with the solution certified in this document.

The principle is that Alcatel-Lucent Technical Support will be subject to the existence of a valid InterWorking Report within the limits defined in the chapter "Limits of the Technical support".

In case technical support is granted, Alcatel-Lucent and the Application Partner, are engaged as following:
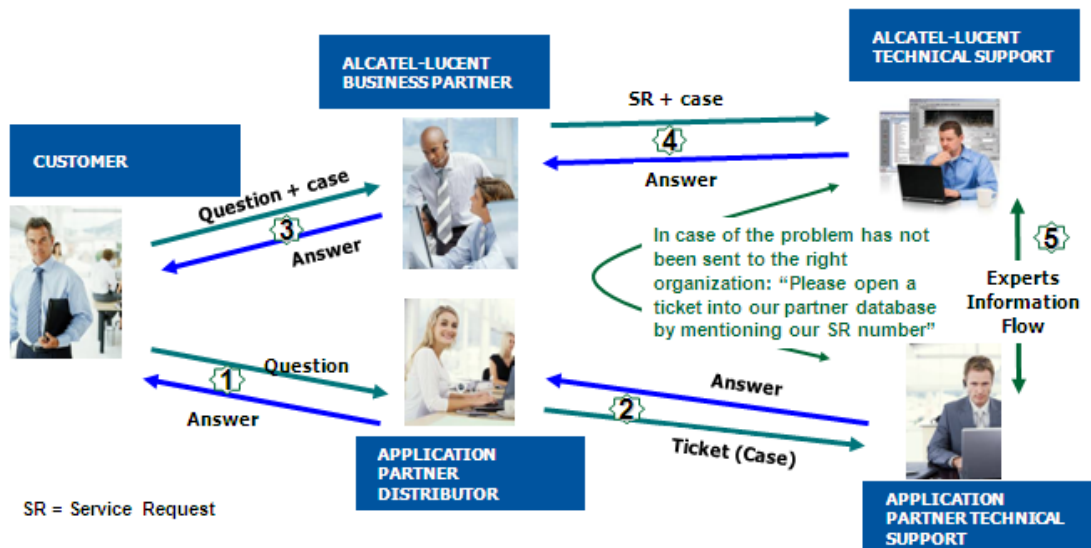
(*) The Application Partner Business Partner can be a Third-Party company or the Alcatel-Lucent Business Partner itself

12.2 Escalation in case of a valid Inter-Working Report

The InterWorking Report describes the test cases which have been performed, the conditions of the testing and the observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties, Alcatel-Lucent and the Application Partner, are engaged:

Case 1: the responsibility can be established 100% on Alcatel-Lucent side.
In that case, the problem must be escalated by the ALU Business Partner to the Alcatel-Lucent Support Center using the standard process: open a ticket (eService Request –eSR)

Case 2: the responsibility can be established 100% on Application Partner side.
In that case, the problem must be escalated directly to the Application Partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the Application Partner is described in the IWR.

Case 3: the responsibility can not be established.
In that case the following process applies:

➢ The Application Partner shall be contacted first by the Business Partner (responsible for the application, see figure in previous page) for an analysis of the problem.

➢ The Alcatel-Lucent Business Partner will escalate the problem to the Alcatel-Lucent Support Center only if the Application Partner has demonstrated with traces a problem on the Alcatel-Lucent side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel-Lucent.

In that case, the Alcatel-Lucent Business Partner must provide the reference of the Case Number on the Application Partner side. The Application Partner must provide to Alcatel-Lucent the results of its investigations, traces, etc, related to this Case Number.

Alcatel-Lucent reserves the right to close the case opened on his side if the investigations made on the Application Partner side are insufficient or do no exist.

Note: Known problems or remarks mentioned in the IWR will not be taken into account.

For any issue reported by a Business Partner outside the scope of the IWR, Alcatel-Lucent offers the "On Demand Diagnostic" service where Alcatel-Lucent will provide 8 hours assistance against payment.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent PBX with ACTIS quotation tool in order to interwork with an external application is not the guarantee of the availability and the support of the solution. The reference remains the existence of a valid InterWorking Report.

Please check the availability of the Inter-Working Report on the AAPP (URL: https://private.applicationpartner.alcatel-lucent.com) or Enterprise Business Portal (Url: Enterprise Business Portal) web sites.

IMPORTANT NOTE 2: Involvement of the Alcatel-Lucent Business Partner is mandatory, the access to the Alcatel-Lucent platform (remote access, login/password) being the Business Partner responsibility.

12.3 Escalation in all other cases

These cases can cover following situations:

1. An InterWorking Report exist but is not valid (see Chap 2 "Validity of an Interworking Report")

2. The 3rd party company is referenced as <u>AAPP participant</u> but there is no official InterWorking Report (no IWR published on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,

3. The 3rd party company is NOT referenced as <u>AAPP participant</u>

In all these cases, Alcatel-Lucent offers the "On Demand Diagnostic" service where Alcatel-Lucent will provide 8 hours assistance against payment.

12.4 Technical support access

The Alcatel-Lucent **Support Center** is open 24 hours a day; 7 days a week:

- e-Support from the Application Partner Web site (if registered Alcatel-Lucent Application Partner): http://applicationpartner.alcatel-lucent.com
- e-Support from the Alcatel-Lucent Business Partners Web site (if registered Alcatel-Lucent Business Partners): https://businessportal.alcatel-lucent.com click under "Let us help you" the *eService Request* link
- e-mail: Ebg_Global_Supportcenter@alcatel-lucent.com
- Fax number: +33(0)3 69 20 85 85
- Telephone numbers:

Alcatel-Lucent Business Partners Support Center for countries:

Country	Supported language	Toll free number
France	French	+800-00200100
Belgium		
Luxembourg		
Germany	German	
Austria		
Switzerland		
United Kingdom	English	
Italy		
Australia		
Denmark		
Ireland		
Netherlands		
South Africa		
Norway		
Poland		
Sweden		
Czech Republic		
Estonia		
Finland		
Greece		
Slovakia		
Portugal		
Spain	Spanish	

For other countries:

English answer:	+ 1 650 385 2193
French answer:	+ 1 650 385 2196
German answer:	+ 1 650 385 2197
Spanish answer:	+ 1 650 385 2198

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