

Plantronics® – Ivanti® Voice Headset Integration Interface

# User Guide

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## 2 Terms and Definitions

- **ACD** – Automatic Call Distribution;
- **Agent** – user of **Voice** servicing calls;
- **API** – Application Programming Interface;
- **Communicator** – Software phone used together with **Voice**. Provided by FRS;
- **Ermolov** – IP Ermolov A.A., manufacturer of The Interface;
- **Headset** – a headset used by Ivanti<sup>®</sup> Voice agent together with **Communicator**. Provided by Plantronics<sup>®</sup>;
- **Ivanti<sup>®</sup>** – manufacturer of Ivanti Voice solution;
- **Ivanti<sup>®</sup> Voice, Voice** – Enterprise level contact-center solution by Ivanti<sup>®</sup>;
- **Plantronics<sup>®</sup>** – manufacturer of headset devices;
- **The Interface, The Solution** – Plantronics<sup>®</sup> – Ivanti<sup>®</sup> Voice Headset Integration Interface solution provided by Ermolov;
- **UI** – User Interface.

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## 3 About

Thank you for your interest in our solution. Plantronics<sup>®</sup> – Ivanti<sup>®</sup> Voice Headset Integration Interface extends Ivanti<sup>®</sup> Voice enabling call control buttons of Plantronics<sup>®</sup> headsets for **Communicator**, an Ivanti<sup>®</sup> Voice softphone.

The purpose of The Solution is to provide an integration interface between Ivanti<sup>®</sup> Voice **Communicator** and a **Headset**.

The Solution supports the following functions:

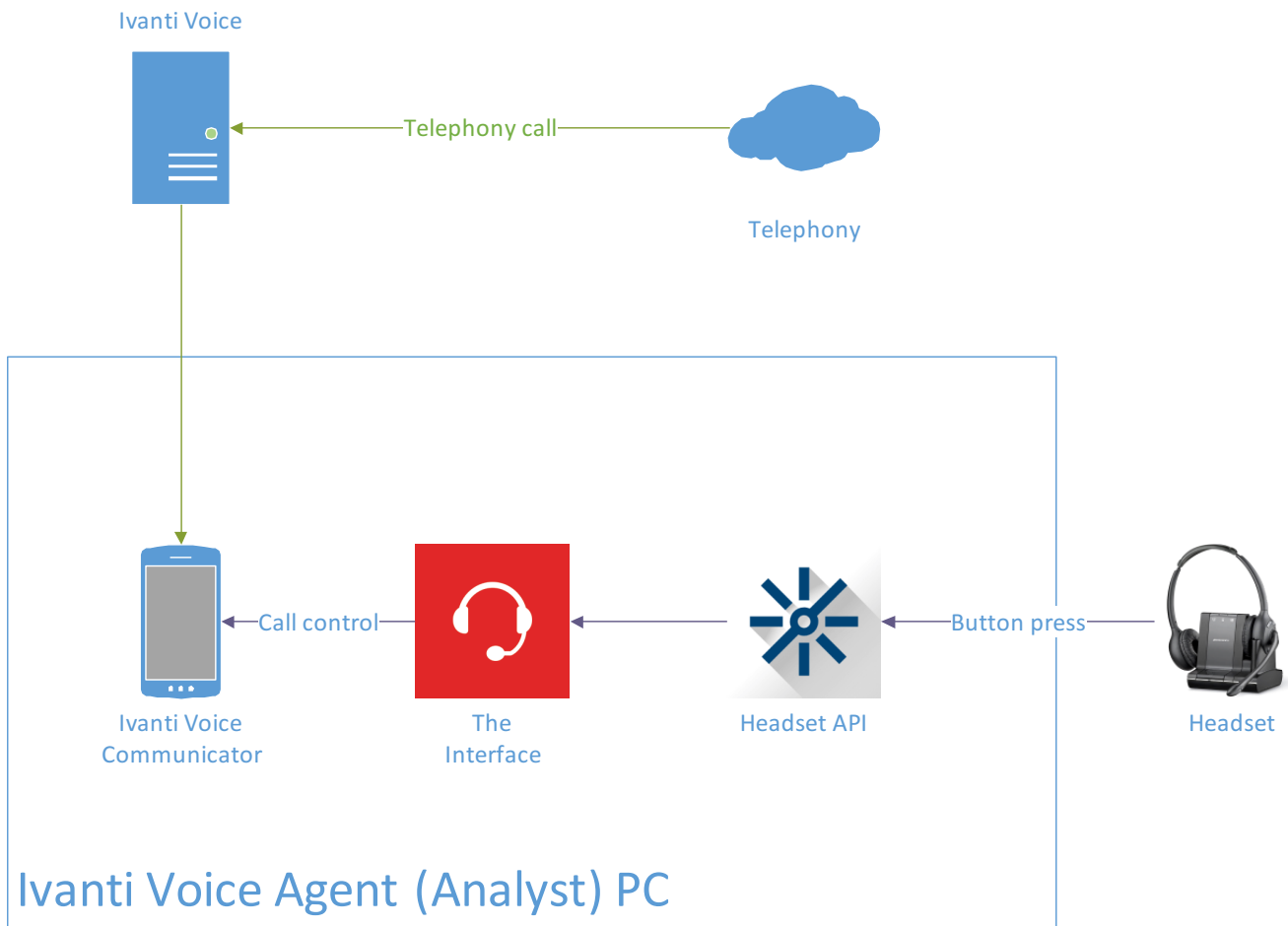
- Use headset call-control button to answer and hang-up call;
- Stay in Windows Notification Area when running;
- Logging to local file system;
- Attended and silent installation capabilities.

Depending on the model of the headset The Solution may support the following function:

- Flash function: put current call on hold and answer other incoming call, or call being on hold;
- Cycle between calls being on hold.

High-level solution diagram is presented on **Figure 1**.

Figure 1. Solution Diagram



- **Telephony.** Existing customer’s telephony environment. Performs routing of telephony calls from/to Ivanti® Voice.
- **Ivanti® Voice.** Existing Voice server. Because of ACD, calls can be routed to Agent’s Communicator. Calls can be placed from Communicator too.
- **Communicator.** Controls calls from its UI. Out of the box, the headset cannot control calls coming through Communicator.
- **The Interface.** Call control application provided as a part of The Solution. The Interface tracks and control calls coming through Communicator. The Interface tracks events coming from the headset.
- **Headset API.** Plantronics® Hub, a middleware provided by Plantronics® to facilitate an interface to Plantronics® headsets.
- **Headset.** Physical headset with one or more call-control buttons.

## 4 Deployment

### 4.1 Requirements

#### Software:

- **Ivanti<sup>®</sup> Voice** versions: 5.8, 2015.x – 2016.x
- **Ivanti<sup>®</sup> Voice Communicator**;
- **.NET Framework 4.0**
- **Plantronics<sup>®</sup> Hub 3.x** to be installed on client PCs. The last release is available here: <http://www.plantronics.com/us/product/plantronics-hub-desktop>
- **Client OS:** Windows 7, Windows 10

#### Hardware. Compatible Headset devices:

- We have tested the solution with Plantronics<sup>®</sup> SAVI W740 device;
- We are pretty sure that the functionality is supported with any Plantronics<sup>®</sup> headset compatible with Plantronics<sup>®</sup> Hub 3.x and having the relevant call-control buttons. The up to date list of tested headsets is located here: <http://ermolov.pro/plantronics-voice> If you do not find the headset in the list, please make sure you test The Solution with the trial version. We are happy to guide you through the easy and straightforward installation process of any device you are not finding in the list of compatible devices on our web-site;
- The up to date list of Plantronics<sup>®</sup> Hub-compatible devices is located here: <http://www.plantronics.com/us/product/plantronics-hub-desktop>

### 4.2 Pre-requisites and Installation Order

1. Ivanti<sup>®</sup> Voice is deployed in your environment;
2. Communicator is installed locally on Agent's PC. Communicator is correctly registered on Ivanti<sup>®</sup> Voice server;
3. Plantronics<sup>®</sup> Hub is installed locally on Agent's PC;
4. Plantronics<sup>®</sup> Headset is plugged in into Agent's PC, powered on and recognized correctly by the PC;
5. The Solution is installed on Agent's PC.

Installation package configures Windows to launch the executable application automatically on Windows start-up. This is achieved by placing a shortcut to the application executable file into current user's Windows **Startup** folder by installer application.

### 4.3 Attended Installation

Attended installation is expected to be used in all cases when installation process is not automated. The package guides a user through the process of installation with installation wizard. Installation wizard includes the following prompts and dialog windows:

- Installation path prompt. The default path may point to Windows **Program Files** directory;
- Installation result window (when installation is finished).

## 4.4 Attended Uninstallation

A shortcut to the application uninstallation is available from Programs and Features management interface of Windows Control Panel:

Name	Publisher	Installed On	Size	Version
FrontRange IP Communications Management Client	FrontRange Solutions	02.06.2015	23,3 MB	5.8.3.3
Google Chrome	Google Inc.	21.01.2015		43.0.2357.130
Headset Interface	Andrey Ermolov	03.07.2015	2,88 MB	1.00.0000

## 4.5 Silent Installation and Uninstallation

Silent installation mode is intended to be used with automated software distribution tools.

Setup package parameters for running the silent installation:

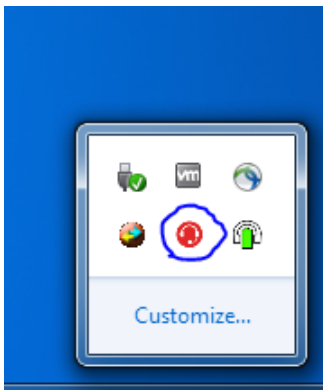
**setup.exe /S /v/qn**

Setup package parameters for silent removal:

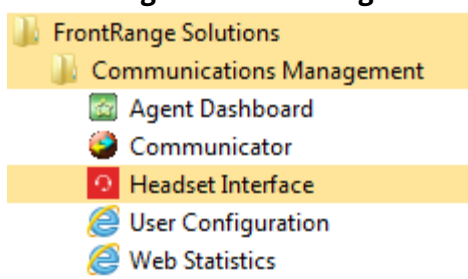
**setup.exe /x /S /v/qn**

## 5 Running the Application

By default, The Interface stays in notification area and starts up automatically on Windows startup, then it tracks whether Communicator is started or not.



Alternatively, user can run the application from Windows Start Menu: **\Start Menu\Programs\FrontRange Solutions\Communications Management:**



By default, an Agent is not expected to run the application manually, because the application should start on windows start-up and run in background.

The application can be closed with the popup menu of Windows Notification area icon.

## 6 Troubleshooting

Once launched application writes logs to directory %AppData%\Ermolov\HeadsetInterface.

Logging system is based on **log4net** library. By default, the logging system generates rotating logs in local text files. Logs can be split into 2MB text files. Total size of text files should not exceed 10MB.

It is possible to configure log level and other logging parameters with **.config** files located in application installation directory.

The system supports the following log severity levels:

- DEBUG
- INFO
- WARNING
- ERROR
- FATAL

## 7 Contact and Legal Information

Home page of The Solution. Please check for latest updates: <http://ermolov.pro/plantronics-voice>

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