

Plantronics Support for VDI

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1. Background

Virtual Desktop Infrastructure (VDI) is the method of hosting a virtualized desktop operating system in a centralized server. Many components need to come together for a complete VDI solution. These include the thin client hardware platform, the operating system, the virtualization software and the particular softphone components. Plantronics have surveyed our customers to identify the most prevalent VDI configurations, and are now able to provide compatibility statement with an estimated 70% of the VDI real time voice installations. Test and engineering work for VDI is an ongoing effort and we will therefore be able to provide compatibility with additional VDI configurations over time.

1.1 VDI Components

Some of the important VDI components are as follows:

- **Hardware:** VDI may be deployed on thin clients or re-purposed laptops/desktops. Some hardware attributes that may affect compatibility are:
 - CPU
 - RAM memory
 - 32-bit vs. 64-bit
- **Operating System:** A variety of operating systems may be deployed in VDI environments such as Windows and Linux. Windows based VDI systems can deploy the standard Windows OS or the smaller foot-print *Windows Embedded Standard (WES7 or WES10)* both of which are available for 32bit and 64bit machines.
- **Virtualization Software and mode:** There are a number of virtualization broker software solutions led by Citrix and VMWare. This VDI component brokers the interaction between the endpoint and the backend applications and desktop images that reside in a customer's data center or in the data center of a hosting service. Level of virtualization can vary as well. For instance, the whole desktop may be virtualized (e.g., as made possible by Citrix XenDesktop) or specific apps like Skype for Business (e.g., as made possible by Citrix XenApp).
- **Softphone:** Not all softphones can run in virtualized mode due to real time audio/video handling issues. The ones that do support VDI mode, may not support all the features.

2. Plantronics VDI Compatibility

2.1 Summary of VDI compatibility

The following table summarizes the Plantronics VDI compatibility information. It is important to also review the details captured in the subsequent sections and Appendix A at the end of this document:

Note

Given the evolving nature it is recommended that during your pilot stage to test your exact configuration with your proposed Plantronics headsets to ensure the products work as expected.

Softphone	Operating system	Virtualization Software	Thin Client	Plantronics Headset Native Support	Plantronics Hub (installed locally)	Plantronics Manager Pro
Skype for Business, 16.0.4266.1001 and higher	WES7, Windows 10 IoT	Citrix Xen Desktop and XenApp; see here for version	HP t520, HP t630, Dell Wyse 5060	Yes	3.10 and above	3.10 and above
Skype for Business 16.0.4266.1001 and higher	Windows 7	Citrix Xen Desktop and XenApp; see here for version	Re purposed machines	Yes	3.10 and above	3.10 and above
Cisco Jabber VXME 11.0, 11.9 and higher	WES 7, Windows 10 IoT	Citrix Xen Desktop and XenApp; see here for versions	HP t520, HP t630, Dell Wyse 5060	Yes	3.10 and above	3.10 and above
Skype for Business 16.0.4266.1001 and higher	eLux 6.1.1-1	Citrix Xen Desktop; see here for version	HP t520, HP t630, Dell Wyse 5060 and re purposed machines	Yes	Not supported	Not supported

2.2 Different levels of VDI Compatibility

Plantronics have defined and tested for several different levels of compatibility ranging from basic USB audio support to a full featured Plantronics Hub and Plantronics Manager Pro deployment. Further details are shown below:

- **Basic USB audio:** Provides basic USB audio only support (no Plantronics Hub support, or remote call control from the headset support). Plantronics products are tested against all USB.ORG test suites and are compliant with the USB standards and, as such, basic USB audio is expected to work. However, Plantronics has not explicitly tested with any particular VDI/thin client platform.

- **Plug-n-play remote call control with softphone (Plantronics Hub not installed):** provides basic USB audio support as well as remote call control with supported softphones. Given the many possible VDI configurations, Plantronics compatibility in this environment cannot be assumed and must be explicitly stated.
- **Plantronics Hub support:** as well as providing basic audio and remote call control, Plantronics Hub can also be installed locally on the thin client to provide additional benefit to the end user such as firmware updates, battery level meter and headset customization. Given the many possible VDI configurations, Plantronics Hub support cannot be assumed and must be explicitly stated.
- **Plantronics Manager Pro support:** Plantronics Manager Pro provides IT tools to allow the remote management of the Plantronics headsets (device settings, firmware updates, extensive inventory, usage, acoustic and conversational reports). Given the many possible VDI configurations, Plantronics Manager Pro support cannot be assumed and must be explicitly stated.

2.4 Ongoing VDI support activities

VDI compatibility testing is work in progress and the support matrices provided in this document will be updated regularly. Plantronics routinely monitors customer VDI deployments to prioritize the ongoing test and engineering effort.

Appendix A

Test Results

3. VDI compatibility matrices

The following matrices capture the status of our ongoing VDI testing effort and will be updated regularly as we complete testing for new devices, softphones, operating systems and so on. Please consult this document on a regular basis for the latest updates.

3.1 Skype for Business on thin terminals running Citrix on Windows Embedded

Thin terminal: HP (t520, t630), Dell Wyse 5060

OS: WES7, Windows 10 IoT 32bit/64bit

Citrix mode: XenDesktop, XenApp

- Citrix Receiver
- Citrix RTOP
- Citrix Realtime Media Engine
- Citrix Realtime Connector
- For supported version numbers of these components, refer to Citrix page [here](#)
- **Softphone:** Skype for Business 16.0.4266.1001 and higher

Plantronics Hub: 3.10.0.155598.0 and higher, must be installed locally

Plantronics Manager Pro: 3.10 or higher

With Plantronics Hub and Plantronics Manager Pro	Blackwire 310	Blackwire 520	Blackwire 720	Voyager Focus UC/BT600	Voyager 5200 UC/BT600	Savi W7xx	SaviW4xx	DAxx
Call answer/end	☑	☑	☑	☑	☑	☑	☑	☑
Mute/unmute	☑	☑	☑	☑	☑	☑	☑	☑
Hold/resume	☑	☑	☑	☑	☑	☑	☑	☑
Plantronics Hub features	☑	☑	☑	☑	☑	☑	☑	☑
Plantronics Manager Pro	☑	☑	☑	☑	☑	☑	☑	☑

☑ Successful X Failed ? Testing still in progress

Without Plantronics Hub	Blackwire 310	Blackwire 520	Blackwire 720	Voyager Focus UC/BT600	Voyager 5200 UC/BT600	Savi W7xx	Savi W4xx	DAxx
Call answer/end	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mute/unmute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hold/resume	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

3.2 Skype for Business on standard PC/laptop running Citrix on Windows standard

Terminal: Normal or repurposed laptops/desktops

OS: Windows 7

Citrix mode: XenDesktop, XenApp

- Citrix Receiver
- Citrix RTOP
- Citrix Realtime Media Engine
- Citrix Realtime Connector
- For supported version numbers of these components, refer to Citrix page [here](#)

Softphone: Skype for Business 16.0.4266.1001 and higher

Plantronics Hub: 3.10.0.155598.0 and higher, must be installed locally

Plantronics Manager Pro: 3.10 or higher

With Plantronics Hub and Plantronics Manager Pro	Blackwire 310	Blackwire 520	Blackwire 720	Voyager Focus UC/BT600	Voyager 5200 UC/BT600	Savi W7xx	Svai W4xx	DAxx
Call answer/end	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mute/unmute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hold/resume	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Plantronics Hub features	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Plantronics Manager Pro	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Successful X Failed ? Testing in progress

Without Plantronics Hub	Blackwire 310	Blackwire 520	Blackwire 720	Voyager Focus UC/BT600	Voyager 5200 UC/BT600	Savi W7xx	Svai W4xx	DA 80/90
Call answer/end	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mute/unmute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hold/resume	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

3.2 Skype for Business running Citrix on eLux

Terminal: HP t610, Dell Wyse TC8 or repurposed laptop/desktop

OS: eLux (a variant of Linux) R6.1.1-1 and higher

Citrix mode: XenDesktop

- Citrix Receiver
- Citrix RTOP
- Citrix Realtime Media Engine
- Citrix Realtime Connector
- For supported version numbers of these components, refer to Citrix page [here](#)

Softphone: Skype for Business 16.0.4266.1001 and higher

Plantronics Hub: Not supported

Plantronics Manager Pro: Not supported

Without Plantronics Hub	Blackwire 310	Blackwire 520	Blackwire 720	Voyager Focus UC/BT600	Voyager 5200 UC/BT600	Savi W7xx	Svai W4xx	DA 80/90
Call answer/end	☑	☑	☑	☑	☑	☑	☑	☑
Mute/unmute	☑	☑	☑	☑	☑	☑	☑	☑
Hold/resume	☑	☑	☑	☑	☑	☑	☑	☑

☑ Successful X Failed ? Testing in progress

3.3 Cisco Jabber VXME on thin terminals running Citrix and Windows Embedded

Thin terminal: HP (t520, t630), Dell Wyse 5060

OS: WES7, Windows 10 IoT

Citrix mode: XenDesktop, XenApp

- Citrix Receiver
- Citrix RTOP
- Citrix Realtime Media Engine
- Citrix Realtime Connector
- For supported version numbers of these components, refer to Citrix page [here](#)

Softphone: Cisco Jabber VXME 11.0, 11.9 and higher

Plantronics Hub: 3.10.0.155598.0 and higher, must be installed locally

Plantronics Manager Pro: 3.10 or higher

With Plantronics Hub and Plantronics Manager Pro	Blackwire 310	Blackwire 520	Blackwire 720	Voyager Focus UC/BT600	Voyager 5200 UC/BT600	Savi W7xx	Svai W4xx	DAxx
Call answer/end	☑	☑	☑	☑	☑	☑	☑	☑

Mute/unmute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hold/resume	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Plantronics Hub features	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Plantronics Manager Pro	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Successful Failed ? Testing in progress

Without Plantronics Hub*	Blackwire 310	Blackwire 520	Blackwire 720	Voyager Focus UC/BT600	Voyager 5200 UC/BT600	Savi W7xx	Savi W4xx	DAxx
Call answer/end	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mute/unmute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hold/resume	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

*Note: Jabber VXME v11.8 does not contain the correct version of Plantronics plugin and are therefore not compatible. Versions beyond 11.8 have addressed this issue.

3.4 Cisco Jabber VXME on standard PC/laptop running Citrix on Windows standard

Thin terminal: (t520, HP t630), Dell Wyse 5060

OS: WES7, Windows 10 IoT

Citrix mode: XenDesktop, XenApp

- Citrix Receiver
- Citrix RTOP
- Citrix Realtime Media Engine
- Citrix Realtime Connector
- For supported version numbers of these components, refer to Citrix page [here](#)

Softphone: Cisco Jabber VXME 11.0, 11.9 and higher

Plantronics Hub: 3.10.0.155598.0 and higher, must be installed locally

Plantronics Manager Pro: 3.10 or higher

With Plantronics Hub and Plantronics Manager Pro	Blackwire 310	Blackwire C520	Blackwire 720	Voyager Focus UC/BT600	Voyager 5200 UC/BT600	Savi W7xx	Svai W4xx	DAxx
Call answer/end	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mute/unmute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hold/resume	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Plantronics Hub features	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Plantronics Manager Pro	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Successful X Failed ? Testing in progress

Without Plantronics Hub	Blackwire 310	Blackwire 520	Blackwire 720	Voyager Focus UC/BT600	Voyager 5200 UC/BT600	Savi W7xx	Savi W4xx	DAxx
Call answer/end	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mute/unmute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hold/resume	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>