



Application Notes for Configuring Jabra Link 380 USB Bluetooth Dongle and Jabra Evolve2 75 UC Bluetooth Headset with Avaya Agent for Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Link 380 USB Bluetooth Dongle and Jabra Evolve2 75 UC Bluetooth Headset with Avaya Agent for Desktop. Call control is supported by the Jabra SDK which is built into Avaya Agent for Desktop.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

The Jabra Evolve2 75 UC Bluetooth Headset allows connection and call control with Avaya Agent for Desktop (hereafter referred to as Agent Desktop) via Jabra Link 380 USB Bluetooth Dongle that interface to the user PC. Call control is supported by the Jabra SDK which is built into Avaya Agent for Desktop. In this compliance test, Jabra Evolve2 75 UC Bluetooth Headset with both Jabra Link 380 USB-A and USB-C type dongle were tested with both SIP and H.323 interface of Agent Desktop.

With a Jabra headset connected to the PC via Bluetooth (BT), users can directly answer, end, mute/unmute, hold/resume and adjust volume on the Bluetooth headset.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Agent Desktop, answering and ending calls using the call control button on the Jabra headset, and verifying two-way audio. The call types included calls to voicemail, local extensions, and the PSTN. Call hold and resume, mute and un-mute, and volume were also tested.

The serviceability testing focused on verifying the usability of the headset solution after restarting the Agent Desktop, restarting the PC, moving the headset out of Bluetooth range and reconnecting the USB Bluetooth dongle to the PC.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and endpoints utilized enabled capabilities of TLS/SRTP.

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to

determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality.

2.1. Interoperability Compliance Testing

All test cases were performed manually. The following features were verified:

- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
- Placing calls to internal extensions to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Answering and ending calls using the call button on the headset and the soft button on Agent Desktop.
- Using the hold button on the headset and the soft button on Agent Desktop to hold and resume the audio.
- Using the volume buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and the soft button on Agent Desktop to mute and un-mute the audio.
- Verifying incoming call notification on the headset.
- Verifying call ended notification on the headset.
- All the above were tested using Agent Desktop H.323 and SIP interface.

The serviceability testing focused on verifying the usability of the headset solution after restarting the Agent Desktop, restarting the PC, moving out of Bluetooth range and reconnecting the USB Bluetooth dongle to the PC.

2.2. Test Results

All test cases were successfully completed. The following are the observations made:

- All calls when answered initially, the voice is auto muted and then unmuted upon answering. Avaya is investigating this issue.

2.3. Support

For support on this Jabra headset solution, contact Jabra Technical Support at:

- Phone: +1-866-697-8757
- Website: <http://www.jabra.com/Support>
- Email: JabraSupport.US@jabra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra Evolve2 75 UC Bluetooth Headset with Agent Desktop. The Avaya Agent for Desktop software was installed on the PC. The Jabra Link 380 USB Bluetooth dongle is connected to the PC USB interface. The Jabra headset is then automatically connected via Bluetooth to the dongle.

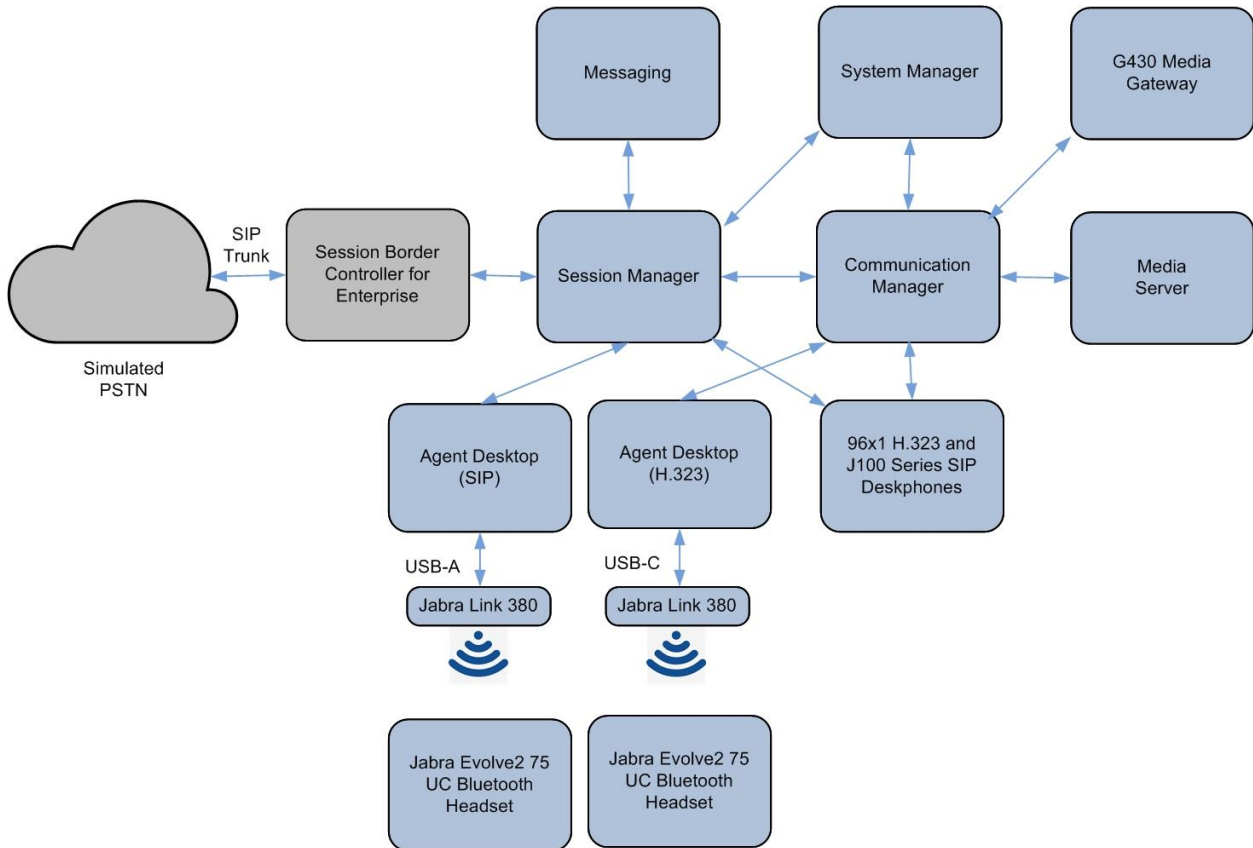


Figure 1: Test Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	8.1.3.2 (8.1.3.2.0.890.26989)
Avaya G430 Media Gateway	41.34.3
Avaya Aura® System Manager	8.1.3.2 Build 8.1.0.0.733078
Avaya Aura® Session Manager	8.1.3.2.813207
Avaya Aura® Media Server	8.0.2.200
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 IP Deskphones	6.8511
Avaya J100 Series IP Phones	4.0.10.0.4
Avaya Agent for Desktop running on Windows 10 Pro	2.0.6.15.3005
Jabra Evolve2 75 UC BT Headsets	1.6.0
Jabra Link 380 USB Bluetooth Dongle	1.10.9

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Agent Desktop on Communication Manager for H.323 interface. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Using an existing H.323 station, add the feature buttons shown in bold, which are used by Agent Desktop to log in as an Automatic Call Distribution (ACD) agent.

```

change station 10001                                     Page 1 of 5
                                     STATION
Extension: 10001                                         Lock Messages? n          BCC: 0
  Type: 9611G                                           Security Code: *          TN: 1
  Port: S000002                                         Coverage Path 1: 99      COR: 1
  Name: 9611G H.323                                     Coverage Path 2:         COS: 1
Unicode Name? n                                         Hunt-to Station:         Tests? y
STATION OPTIONS
                                     Time of Day Lock Table:
  Loss Group: 19                                       Personalized Ringing Pattern: 1
                                     Message Lamp Ext: 10001
  Speakerphone: 2-way                                   Mute Button Enabled? y
  Display Language: english                             Button Modules: 0
Survivable GK Node Name:
  Survivable COR: internal                               Media Complex Ext:
  Survivable Trunk Dest? y                             IP SoftPhone? y
                                     IP Video Softphone? n
                                     Short/Prefixed Registration Allowed: default
                                     Customizable Labels? y
  
```

```

change station 10001                                     Page 4 of 5
                                     STATION
SITE DATA
  Room:                                                 Headset? y
  Jack:                                                 Speaker? n
  Cable:                                                Mounting: d
  Floor: #03-09/10                                       Cord Length: 0
  Building: Rutherford                                       Set Color: blue
ABBREVIATED DIALING
  List1: system                                           List2:
                                           List3:
BUTTON ASSIGNMENTS
1:call-appr                                           5:manual-in              Grp:
2:call-appr                                           6:after-call             Grp:
3:call-appr                                           7:auto-in                Grp:
4:release                                           8:aux-work              RC:   Grp:
voice-mail 10000
  
```

6. Configure Avaya Aura® Session Manager

This section covers the station configuration for Agent Desktop on Session Manager for SIP interface. The configuration is performed via the System Manager.

Using an existing SIP station, administer the feature buttons required. On the System Manager, navigate to **User Management → Manage users → New User Profile → Communication Profile → CM Endpoint Profile → Endpoint Editor**. At the bottom of the page, click the **Button Assignment** tab. Assign the **manual-in**, **auto-in**, **after-call**, **agnt-login** and **aux-work** button. Configuring these buttons is required to sign in the agent in Agent Desktop.

The screenshot displays the 'Endpoint Editor' interface in the Avaya Aura Session Manager. The breadcrumb trail is 'Home > Users > Manage Users'. The user profile being edited is 'AVAYA, SIP10053' with extension 'S000071' and 'Set Type' '9608SIPCC'. The 'Button Assignment' tab is selected, showing 'Endpoint Configurations' and 'Button Configurations'.

Endpoint Configurations:

Favorite	Button Label
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	

Button Configurations:

Button Feature	Argument-1	Argument-2	Argument-3
call-appr			
call-appr			
call-appr			
agnt-login			
auto-in			
manual-in			
after-call			
aux-work			

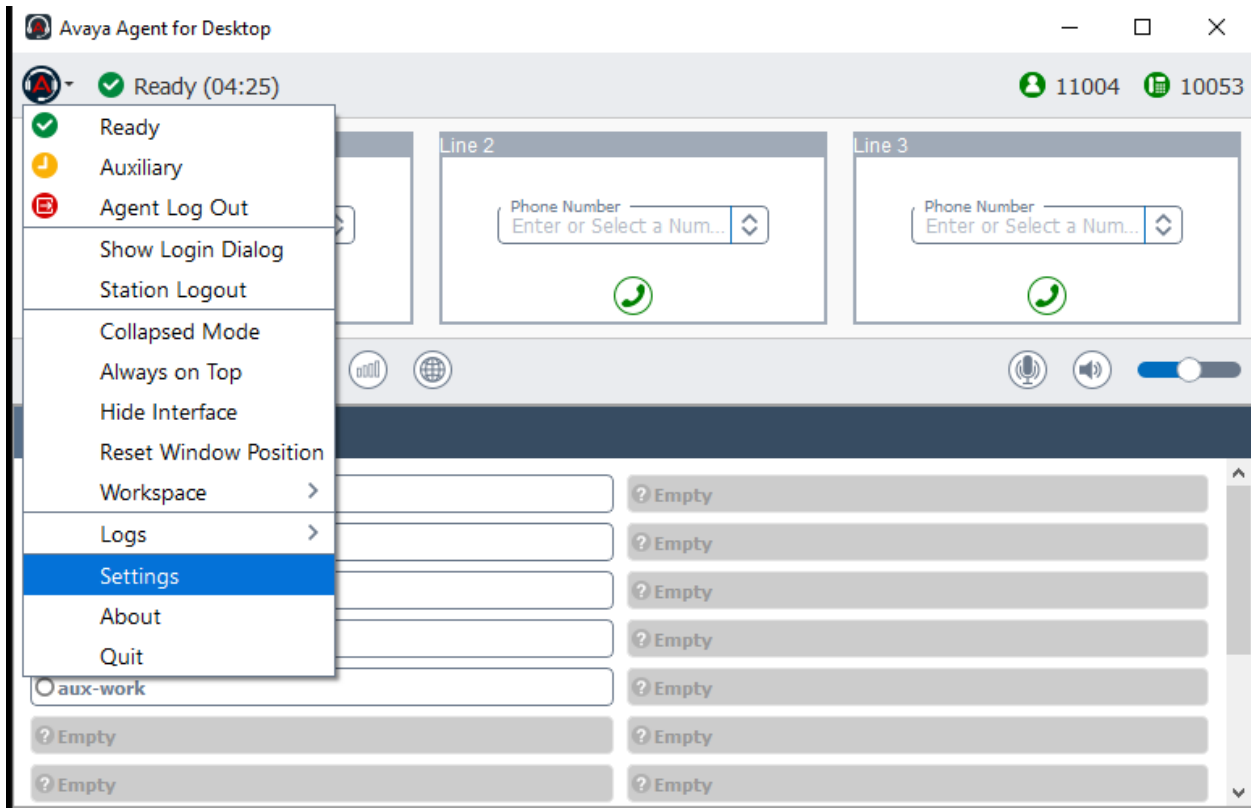
Additional fields include 'Reason Code' and 'Hunt Grp'.

Required fields are indicated by an asterisk. A 'Done' button is located at the bottom right.

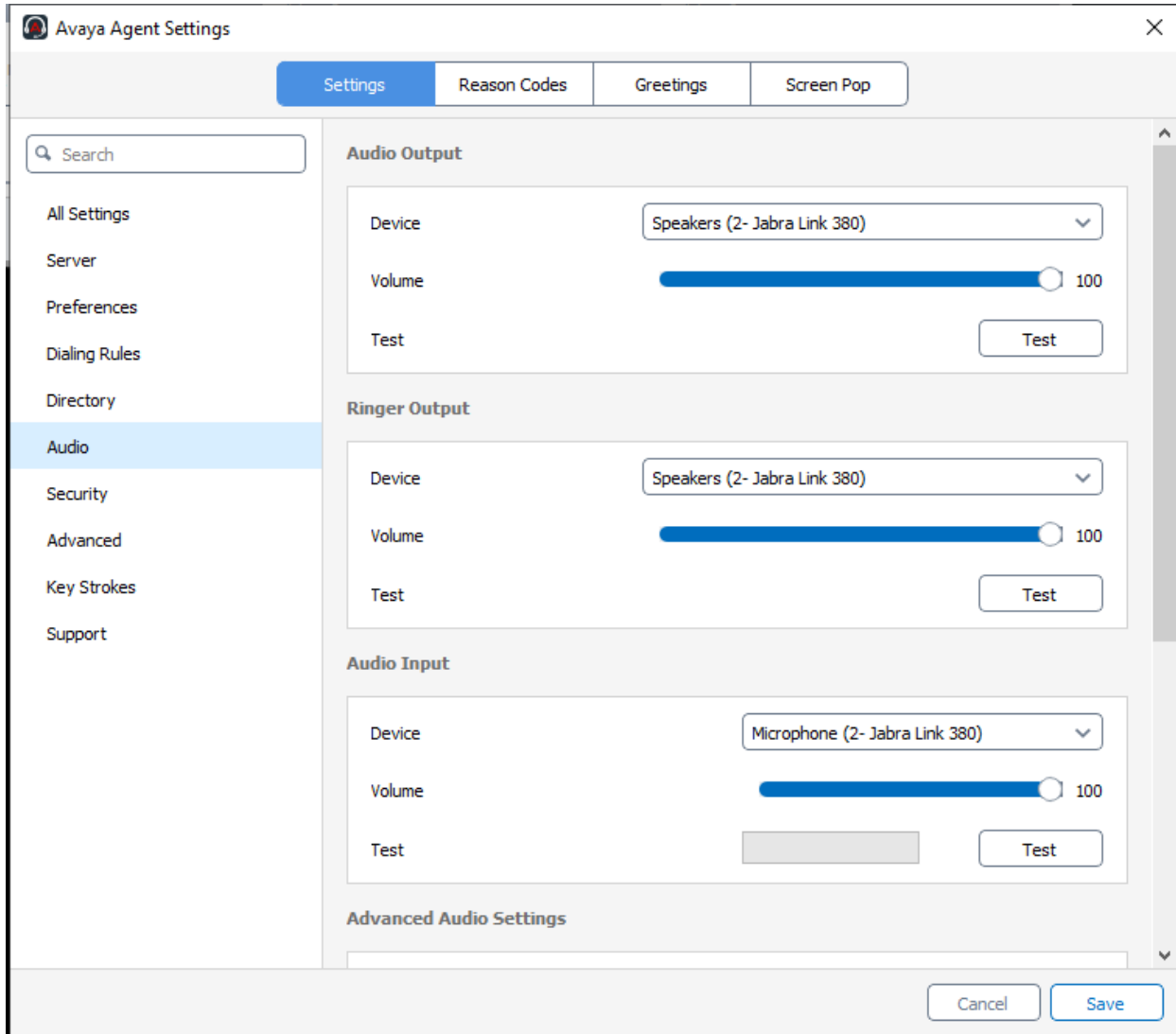
7. Configure Avaya Agent Desktop

Simply plug the Jabra Link 380 USB Bluetooth Dongle into the USB port of the PC. The device drivers will automatically be installed. In the following settings, local configuration for Agent Desktop is used.

After logging into Agent Desktop, select **Settings** as shown below.

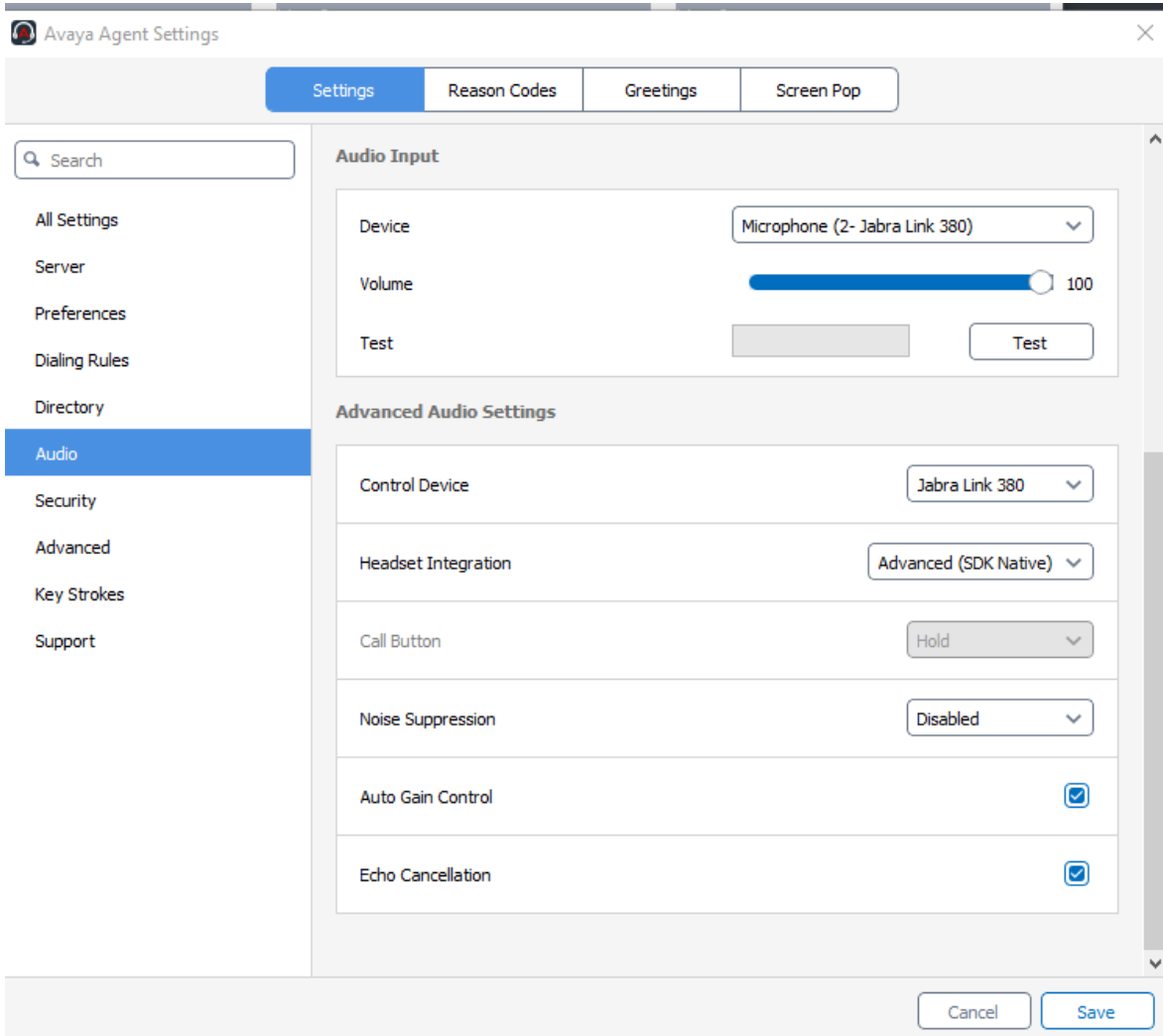


In the **Avaya Agent Settings** window, click on **Audio** and check that the **Device** under **Audio Output** and **Audio Input** displays *Jabra Link 380*. Otherwise, select the device from the click down menu on the respective box. Below is the screenshot if Jabra Link 380 (type USB-A) connected to the PC. The **Ringer Output Device** selection of *Jabra Link 380* is optional.



Scrolling further below for **Advanced Audio Settings**, select **Control Device** as *Jabra Link 380* and **Headset Integration** as *Advanced (SDK Native)* is automatically selected which enables the advanced headset feature.

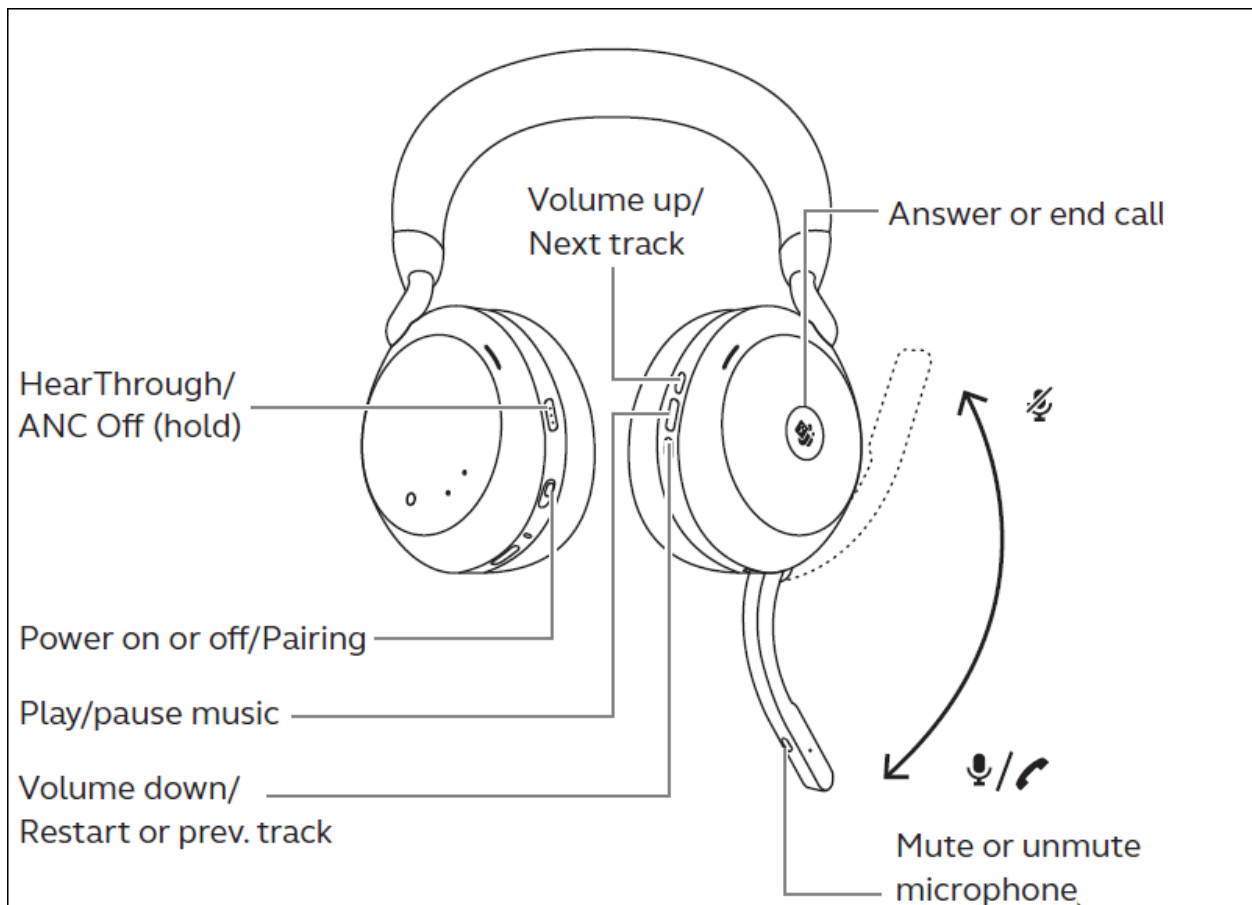
Click **Save** to complete the audio settings.



8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with Agent Desktop PC. Illustrated below are the steps with Jabra Evolve2 75.

1. Make incoming and outgoing calls and verify that calls can be established with two-way audio. For incoming calls, answer the call by pressing the call button on the headset.
2. End the call by pressing the same call button on the headset.
3. Verify also that the headset is able to successfully execute call control call functions such as answer, mute/un-mute, hold/resume and adjust the volume using the headset. For example, Call Hold is done by pressing the call button on the headset once and holding it for 2 seconds. Pressing the call button again a second time will resume the call. Similarly, verify that the other call control functions can be successfully be executed using the headset with the Agent Desktop.



9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Link 380 USB Bluetooth Dongle and Jabra Evolve2 75 UC Bluetooth Headset with Avaya Agent for Desktop. All test cases were completed successfully with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and Jabra documentation that is relevant to these Application Notes.

The following Avaya product documentation can be found at <http://support.avaya.com>.

[1] *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 12, Jul 2021.

[2] *Administering Avaya Aura® Session Manager*, Release 8.1.x, Issue 10, Sep 2021.

[3] *Using Avaya Agent for Desktop*. Release 2.0.6.15, Issue 1, Sep 2021.

The following Jabra documentation can be found at <http://www.jabra.com>.

[4] *Jabra Evolve2 75 User Manual*.

[5] *Jabra Evolve2 75 Quick Start Guide*.

©2021 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.