



Application Notes for Jabra BIZ 1500 Mono/Duo USB-A Headset with Avaya Agent for Desktop 2.0 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra BIZ 1500 Mono/Duo USB-A Headset with Avaya Agent for Desktop 2.0. 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 BIZ 1500 Mono/Duo USB-A Headset allows connection and call control with Avaya Agent for Desktop (hereafter referred to as Agent Desktop) using cable via the USB interface to the PC. Call control is supported by the Jabra SDK, which is built into Avaya Agent for Desktop.

With a Jabra headset connected to the PC USB interface, users can mute/unmute and adjust volume using the in-line call controller of the headset with Agent Desktop running on the PC. Note that there is no call button on the in-line call controller to answer or end a call.

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 soft button on Agent Desktop, 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 are also tested.

The serviceability testing focused on verifying the usability of the headset solution after restarting the Agent Desktop, restarting the PC, and reconnecting the headset USB cable 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 with the soft button on Agent Desktop.
- Using the soft button on Agent Desktop to hold and resume the audio.
- Using the volume buttons on the in-line call controller of the headset to adjust the audio volume.
- Using the mute button on the in-line call controller of the headset and the soft button on Agent Desktop to mute and un-mute the audio.
- Verifying incoming call notification on the in-line call controller of headset.
- Verifying call ended notification on the in-line call controller of 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, and reconnecting the headset cable to the USB interface of the PC.

2.2. Test Results

All test cases are successfully completed.

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 Jabra BIZ 1500 Mono/Duo USB-A headset with Agent Desktop using SIP interface. The Avaya Agent for Desktop software was installed on the PC. The Jabra headset is connected via cable to the PCs' USB interface.

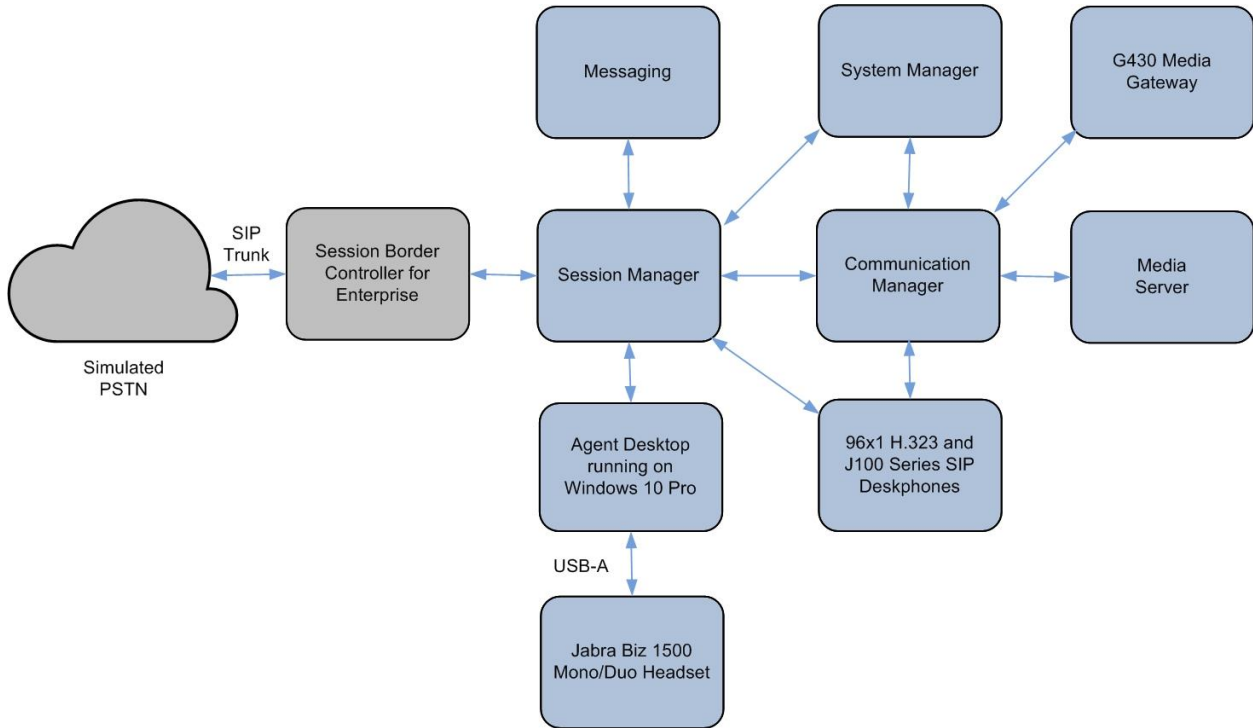


Figure 1: Test Configuration

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	8.1.3.0.1-FP3P1
Avaya G430 Media Gateway	41.34.1
Avaya Aura® System Manager	8.1.3.1 Build No. - 8.1.0.0.733078 Software Update Revision No: 8.1.3.1.1012244 Service Pack 1
Avaya Aura® Session Manager	8.1.3.1.813113
Avaya Aura® Media Server	8.0.2.138
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 Deskphones	6.8511
Avaya J100 Series SIP Deskphones	4.0.10.0.4
Avaya Agent for Desktop running on Windows 10 Pro	2.0.6.14.3002
Jabra BIZ 1500 Mono/Duo USB-A Headsets	1.2

5. Configure Avaya Aura® Communication Manager

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

Using an existing H.323 station, set the **IP SoftPhone** to “y” and 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: 9641G                                           Security Code: *         TN: 1
  Port: S000002                                         Coverage Path 1: 99      COR: 1
  Name: 9641G H.323                                     Coverage Path 2:         COS: 1
Unicode Name? n                                         Hunt-to Station:         Tests? y
STATION OPTIONS
  Loss Group: 19                                         Time of Day Lock Table:
  Speakerphone: 2-way                                    Personalized Ringing Pattern: 1
  Display Language: english                             Message Lamp Ext: 10001
  Survivable GK Node Name:                               Mute Button Enabled? y
  Survivable COR: internal                               Button Modules: 0
  Survivable Trunk Dest? y                               Media Complex Ext:
                                                    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? n
  Jack:                                                  Speaker? n
  Cable:                                                 Mounting: d
  Floor:                                                 Cord Length: 0
  Building:                                              Set Color:
ABBREVIATED DIALING
  List1:                                                 List2:                   List3:
BUTTON ASSIGNMENTS
  1:call-appr                                           5:auto-in              Grp:
  2:call-appr                                           6:manual-in            Grp:
  3:call-appr                                           7:after-call          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. The configuration is performed via the System Manager.

Using an existing SIP station, administer the feature buttons required. On System Manager, navigate to **User Management > Manage Users > New User Profile > Communication Profile > CM Endpoint Profile > Endpoint Editor**. 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.

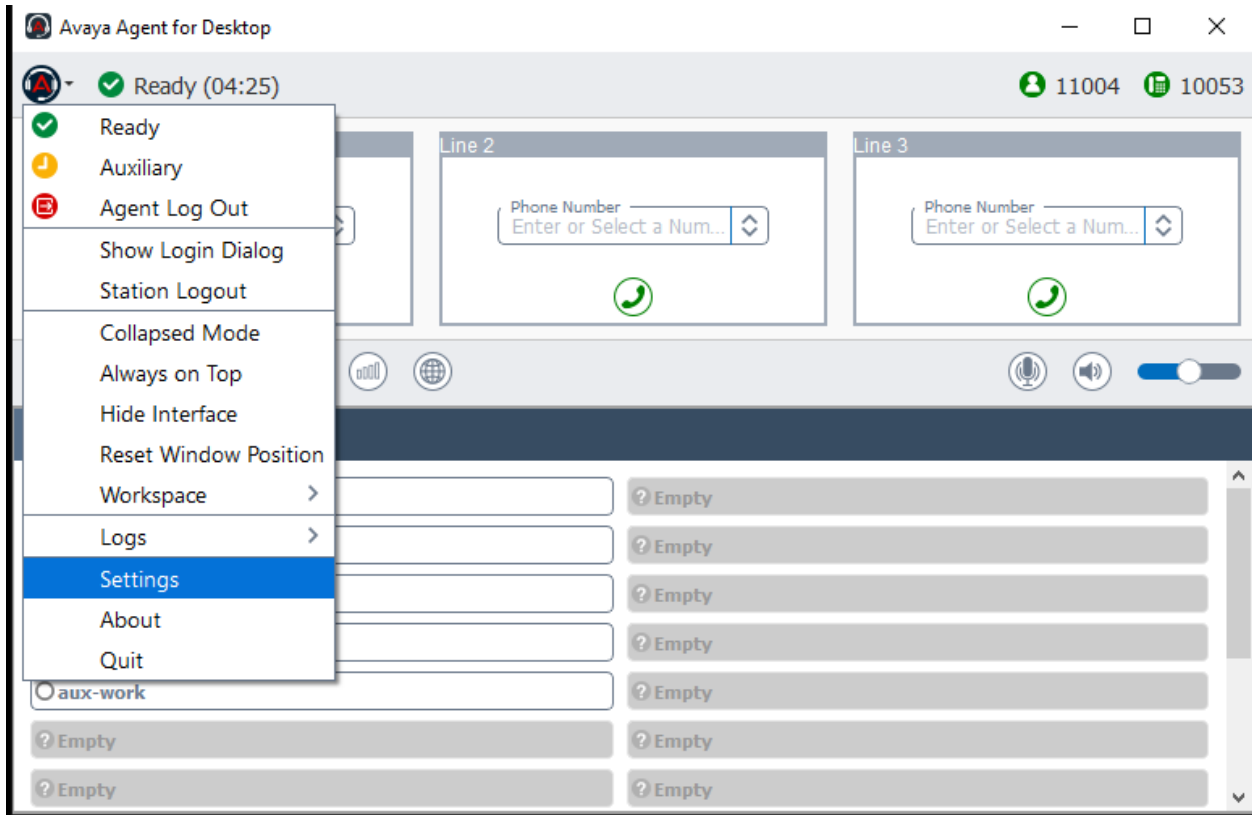
The screenshot displays the System Manager interface for configuring a user profile. The breadcrumb navigation is Home > User Management > Manage Users. The main content area is titled 'Endpoint Editor' and includes fields for 'emplate' (Set Type: 9608SIPCC), 'ort' (5000071), and 'ame' (AVAYA, SIP10053). Below these are tabs for 'General Options (G)', 'Feature Options (F)', 'Site Data (S)', 'Abbreviated Call Dialing (A)', and 'Enhanced Call Fwd (E)'. The 'Button Assignment (B)' tab is active, showing sub-tabs for 'Main Buttons', 'Feature Buttons', 'Button Modules', and 'Phone View'. The 'Main Buttons' sub-tab is selected, displaying a table of button configurations. The table has columns for 'Favorite', 'Button Label', 'Button Feature', 'Argument-1', 'Argument-2', and 'Argument-3'. The 'Button Feature' column includes options like 'call-appr', 'agnt-login', 'auto-in', 'manual-in', 'after-call', and 'aux-work'. The 'auto-in' and 'manual-in' features have associated 'Reason Code' and 'Hunt Grp' fields. A 'Required' section is visible at the bottom left, and a 'Done' button is at the bottom right.

Favorite	Button Label	Button Feature	Argument-1	Argument-2	Argument-3
<input type="checkbox"/>		call-appr			
<input type="checkbox"/>		call-appr			
<input type="checkbox"/>		call-appr			
<input type="checkbox"/>		agnt-login			
<input checked="" type="checkbox"/>		auto-in			
<input checked="" type="checkbox"/>		manual-in			
<input checked="" type="checkbox"/>		after-call			
<input checked="" type="checkbox"/>		aux-work			

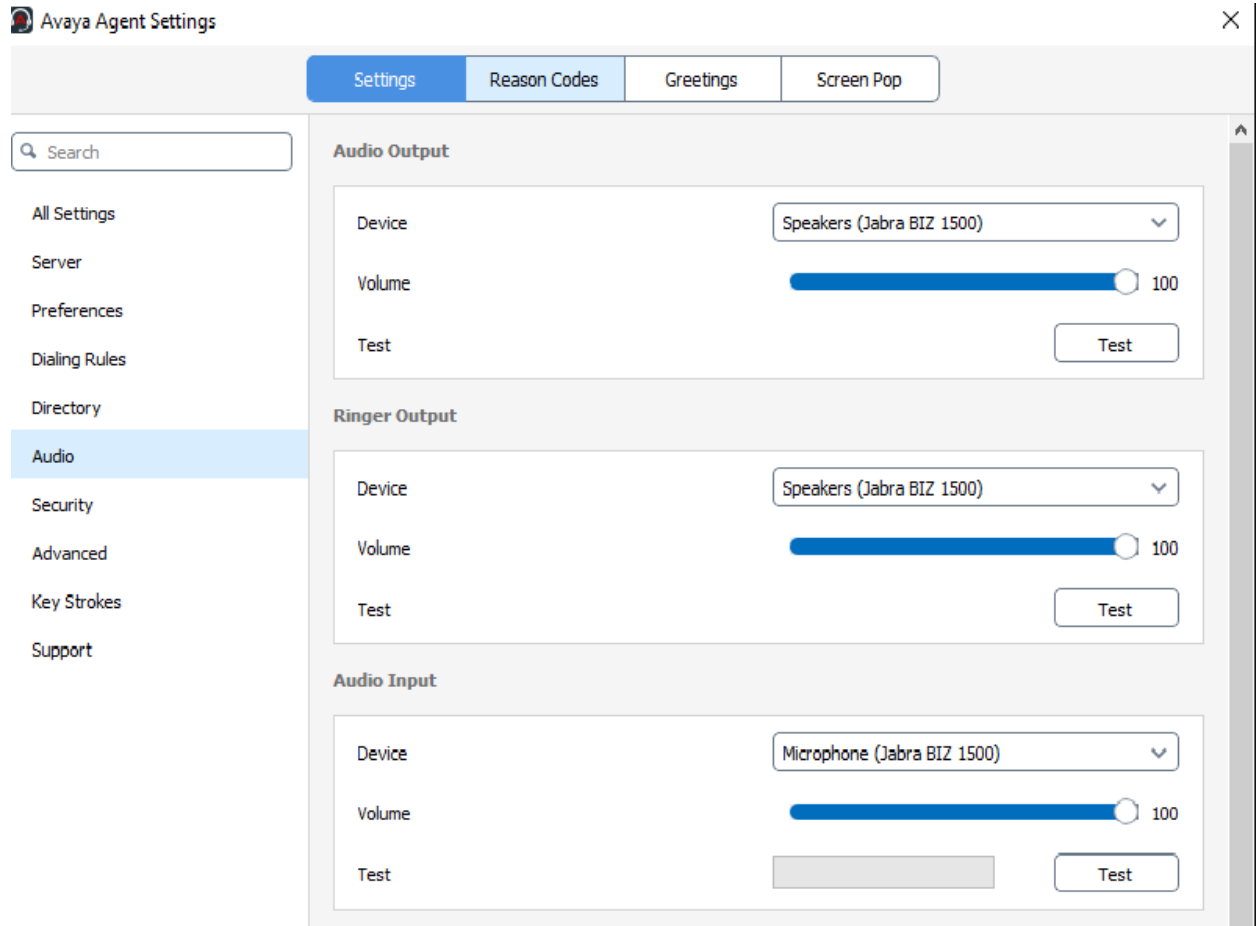
7. Configure Avaya Agent Desktop

Simply plug the Jabra BIZ 1500 cable into the USB port of the PC. The device drivers will automatically be installed. In these compliance settings, local configuration for Agent Desktop is used.

After logging into Agent Desktop, select **Settings** for the **Avaya Agent Settings** screen shown on the next page.



In the **Avaya Agent Settings** window, click on **Audio** and check that the **Device** under **Audio Output** and **Audio Input** display *Jabra BIZ 1500*. Otherwise, select the device from the click down menu on the respective box. Under **Ringer Output**, the selection of *Jabra BIZ 1500* as **Device** is optional.



Scrolling further below for **Advanced Audio Settings**, select **Control Device** as *Jabra BIZ 1500* and **Headset Integration** as *Advanced (SDK Native)* which enables the advanced headset feature. Note that the **Call Button** is grey out as there is no call button on the headset in-line call controller.

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

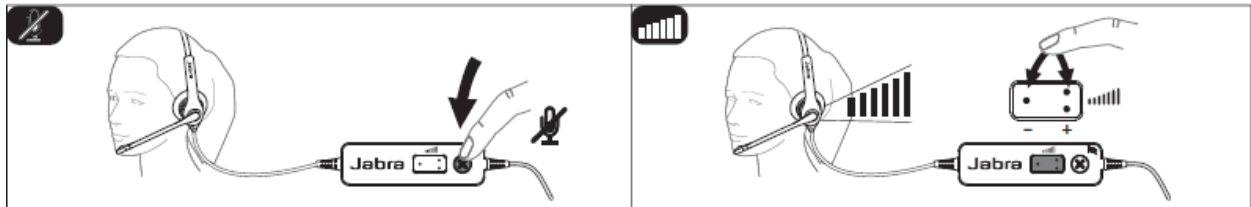
The screenshot shows the 'Avaya Agent Settings' application window. The 'Settings' tab is active, and the 'Audio' section is selected in the left-hand navigation menu. The main content area is divided into two sections: 'Audio Input' and 'Advanced Audio Settings'. In the 'Audio Input' section, the 'Device' is set to 'Microphone (Jabra BIZ 1500)', the 'Volume' is at 100, and there is a 'Test' button. The 'Advanced Audio Settings' section includes: 'Control Device' set to 'Jabra BIZ 1500', 'Headset Integration' set to 'Advanced (SDK Native)', 'Call Button' set to 'Hold' (disabled), 'Noise Suppression' set to 'Disabled', 'Auto Gain Control' checked, and 'Echo Cancellation' unchecked. 'Cancel' and 'Save' buttons are located at the bottom right of the window.

Section	Setting	Value
Audio Input	Device	Microphone (Jabra BIZ 1500)
	Volume	100
	Test	Test
Advanced Audio Settings	Control Device	Jabra BIZ 1500
	Headset Integration	Advanced (SDK Native)
	Call Button	Hold
	Noise Suppression	Disabled
	Auto Gain Control	<input checked="" type="checkbox"/>
	Echo Cancellation	<input type="checkbox"/>

8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with Agent Desktop PC.

1. Make incoming and outgoing calls and verify that calls can be established with two-way audio. For incoming calls, answer the call from the Agent Desktop. Note that Jabra BIZ 1500 does not have an answer/end call button.
2. End the call by pressing soft button of Agent Desktop.
3. Verify also that the headset is able to remotely control call functions mute/un-mute and adjust the volume with the in-line call controller. Similarly, verify such call control functions could be done on the Agent Desktop.



9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra BIZ 1500 Mono/Duo USB-A 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 are relevant to these Application Notes.

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

- [1] *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 8, Nov 2020
- [2] *Administering Avaya Aura® Session Manager*, Release 8.1.x, Issue 7, Oct 2020.
- [3] *Using Avaya Agent for Desktop*. Release 2.0.6.7, Issue 1, Dec 2020

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

- [4] *Jabra BIZ 1500 headset USB Quick start guide*.

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