



Avaya Solution & Interoperability Test Lab

Application Notes for Jabra PC Suite and Jabra SUPREME UC Bluetooth Headset with Avaya one-X® Agent - Issue 1.1

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra PC Suite and Jabra SUPREME UC Bluetooth Headset with Avaya one-X® Agent. The Jabra LINK 360 Bluetooth USB adapter, which is included with the headset, must be inserted on the Avaya one-X® Agent PC for connectivity to the headset. The Jabra PC Suite is a collection of programs that enable remote call control with Jabra headsets and Avaya one-X® Agent. This means that with a Jabra wireless headset, users can answer and end calls away from their PC. In addition, users can mute/unmute calls directly from the Jabra headset. The focus of these Application Notes is on the Jabra PC Suite software. The Jabra SUPREME UC is the headset used to exercise the call control functions provided by Jabra PC Suite.

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

These Application Notes describe the configuration steps required to integrate the Jabra PC Suite and Jabra SUPREME UC Bluetooth Headset with Avaya one-X® Agent. The Jabra LINK 360 Bluetooth USB adapter, which is included with the headset, must be inserted on the Avaya one-X® Agent PC for connectivity to the headset. The Jabra PC Suite is a collection of programs that enable remote call control with Jabra headsets and Avaya one-X® Agent. This means that with a Jabra wireless headset, users can answer and end calls away from their PC. In addition, users can mute/unmute calls directly from the Jabra headset. The focus of these Application Notes is on the Jabra PC Suite software. The Jabra SUPREME UC is the headset used to exercise the call control functions provided by Jabra PC Suite.

The Jabra PC Suite includes the following programs, which were exercised during the compliance testing:

- **Jabra Device Service:** This program runs in the background and monitors the Jabra LINK 360 Bluetooth USB adapter. It enables the **Jabra Control Center** and the Avaya one-X® Agent driver used to interact with the Jabra headset.
- **Jabra Control Center:** This program is used to configure the settings of the Jabra headset.
- **Jabra Call Control:** This program allows call control via a graphical user interface on the PC.

Jabra SUPREME UC is a Bluetooth headset that provides Active Noise Cancellation technology, reducing background noise. The Jabra SUPREME UC Bluetooth Headset provides a call control button for answering and ending calls, volume control buttons, and a mute/unmute button. Bluetooth connectivity is provided by the Jabra LINK 360 Bluetooth USB Adapter, which is available with the headset. The headset must be paired with the Jabra LINK 360 adapter. Once the headset is paired successfully, the headset may be selected for use on Avaya one-X® Agent.

2. General Test Approach and Test Results

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'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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Avaya one-X Agent, answering and ending calls using the call control button on the headset, and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the Avaya one-X Agent PC and pairing (and disconnecting) the headset with the PC using Bluetooth.

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 control button on the headset.
- Using the volume control buttons on the Jabra headset to adjust the audio volume.
- Using the Voice Control button on the Jabra headset to mute and un-mute the audio.
- Using Jabra Call Control to answer calls, end calls, and mute/unmute calls.
- Verifying incoming call notification on Jabra headset.
- Verifying call ended notification on Jabra headset.

For the serviceability testing, the Jabra headset was paired with the Avaya one-X Agent PC using Jabra LINK 360 adapter. In addition, the PC was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed.

2.3. Support

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

- Phone: (866) 697-8757
- Website: <http://www.jabra.com/NA-US/Support/pages/Default.aspx>
- Email: JabraSupport.US@jabra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra PC Suite and Jabra SUPREME UC Bluetooth Headset solution. The configuration consists of an Avaya S8300 Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. The Jabra headset was paired with the Avaya one-X Agent PC using the Jabra LINK 360 Bluetooth USB Adapter. The Jabra PC Suite software was installed on the PC.

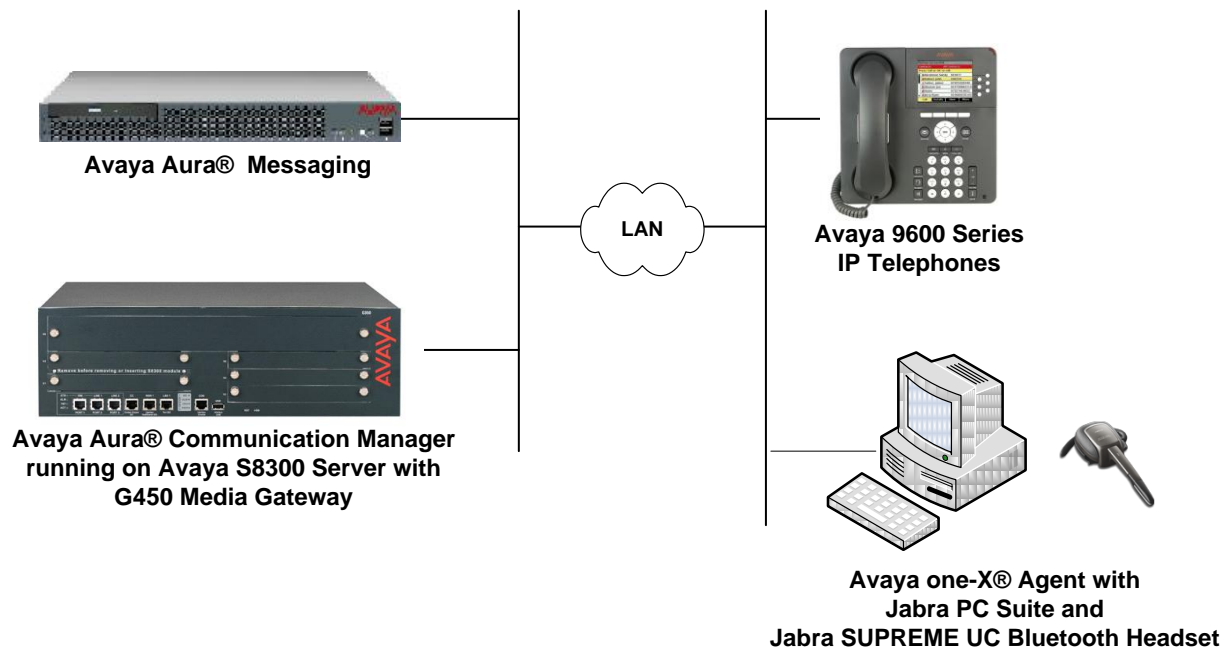


Figure 1: Jabra PC Suite and Jabra SUPREME UC Bluetooth Headset with Avaya one-X® Agent

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 running Avaya S8300 Server with a G450 Media Gateway	6.0.1 SP 5.01 (R016x.00.1.510.1 w/Patch 19303)
Avaya one-X® Agent	2.5 Patch 2 (2.5.00467.18)
Avaya Aura® Messaging	6.0.1 SP 1
Avaya 9600 Series IP Telephones	3.1 SP 2
Jabra PC Suite	2.8.1678 (includes 2.2.13.0 software driver for Avaya one-X® Agent)
Jabra SUPREME UC Bluetooth Headset	2.2.56
Jabra LINK 360 Bluetooth USB Adapter	0.0.26

5. Configure Avaya Aura® Communication Manager

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

Use the **add station** command to create a station for Avaya one-X Agent. Set the **Type** field to the station type to be emulated. In this example, 9630 was used. Set the **Port** field to **IP** and configure a **Security Code**, which will be used as the password by Avaya one-X Agent to log in. Set the **IP Softphone** field to y.


```
add station 40003                                     Page 1 of 5
                                                    STATION
Extension: 40003                                     Lock Messages? n      BCC: 0
  Type: 9630                                       Security Code: 40003  TN: 1
  Port: IP                                         Coverage Path 1:      COR: 1
  Name: Jabra                                       Coverage Path 2:      COS: 1
                                                    Hunt-to Station:
STATION OPTIONS
Loss Group: 19                                     Time of Day Lock Table:
                                                    Personalized Ringing Pattern: 1
                                                    Message Lamp Ext: 40003
Speakerphone: 2-way                               Mute Button Enabled? y
Display Language: english                         Button Modules: 0
Survivable GK Node Name:                          Media Complex Ext:
Survivable COR: internal                           IP SoftPhone? y
Survivable Trunk Dest? y
                                                    IP Video Softphone? n
                                                    Short/Prefixed Registration Allowed: default
                                                    Customizable Labels? y
```

On **Page 4** of the Station form, configure the additional feature buttons in bold, which are used by Avaya one-X Agent to log in as an Automatic Call Distribution (ACD) agent.

```
add station 40003                                     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: manual-in          Grp:
2: call-appr                                       6: after-call         Grp:
3: call-appr                                       7: aux-work          RC:   Grp:
4: auto-in           Grp:
voice-mail                                         8: release
```

6. Configure Avaya one-X® Agent

Prior to selecting the Jabra headset in Avaya one-X Agent, the headset must be paired with the Jabra LINK 360 Bluetooth USB Adapter. The procedure for pairing the Jabra headset with the Avaya one-X Agent PC is described in **Section 7.4** or in the *Jabra SUPREME User Manual* [4].

After logging into Avaya one-X Agent, click on  and then select **Agent Preferences** as shown below.



In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab as shown below. Set the **Playback Device** and **Record Device** fields to *Jabra LINK 360* as shown below. Click **OK**. Restart Avaya one-X Agent.



7. Configure Jabra SUPREME UC

This section covers the steps to integrate Jabra SUPREME UC with Avaya one-X Agent, including:

- Installing the Jabra PC Suite software
- Connect Jabra LINK 360 to the PC
- Configuring Jabra PC Suite
- Pairing Jabra SUPREME UC with the Jabra LINK 360 Bluetooth USB Adapter (refer to [4] of **Section 10** for more details of pairing instructions)

Note: After successfully performing this procedure, the Jabra headset can then be selected in Avaya one-X Agent as described in **Section 6**.

7.1. Installing the Jabra PC Suite Software

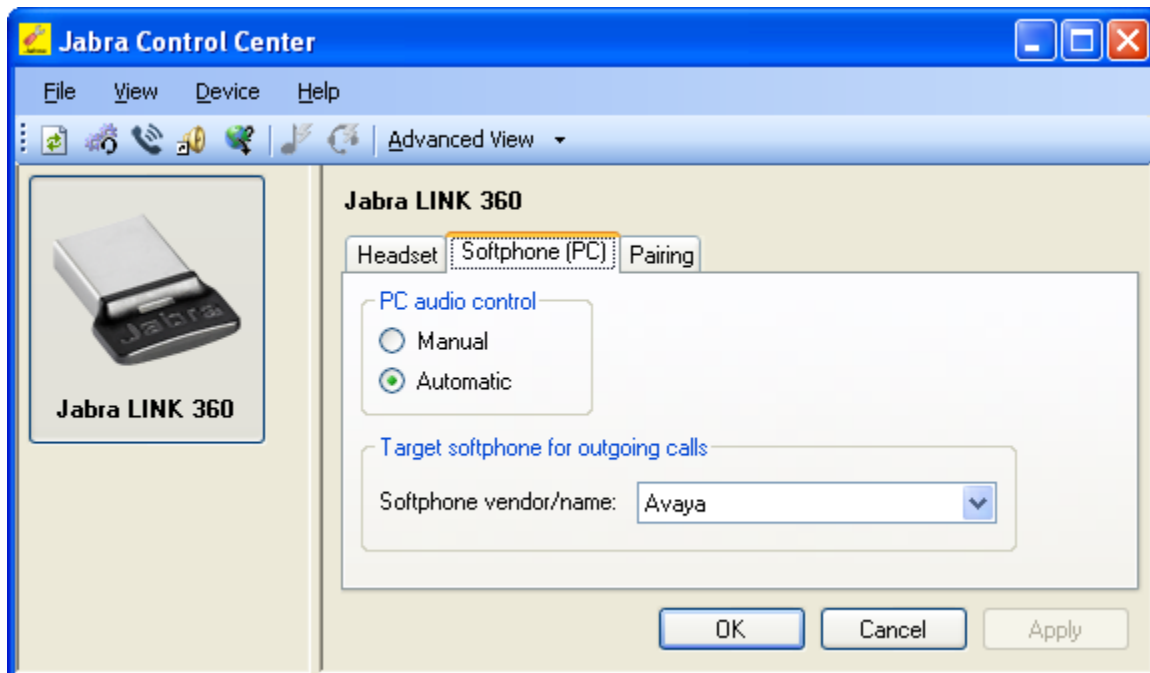
The installation instructions for Jabra PC Suite on the Avaya one-X Agent PC is described in [3] listed **Section 10**.

7.2. Connect Jabra LINK 360 to PC

Insert the Jabra LINK 360 adapter to an available USB port on the PC.

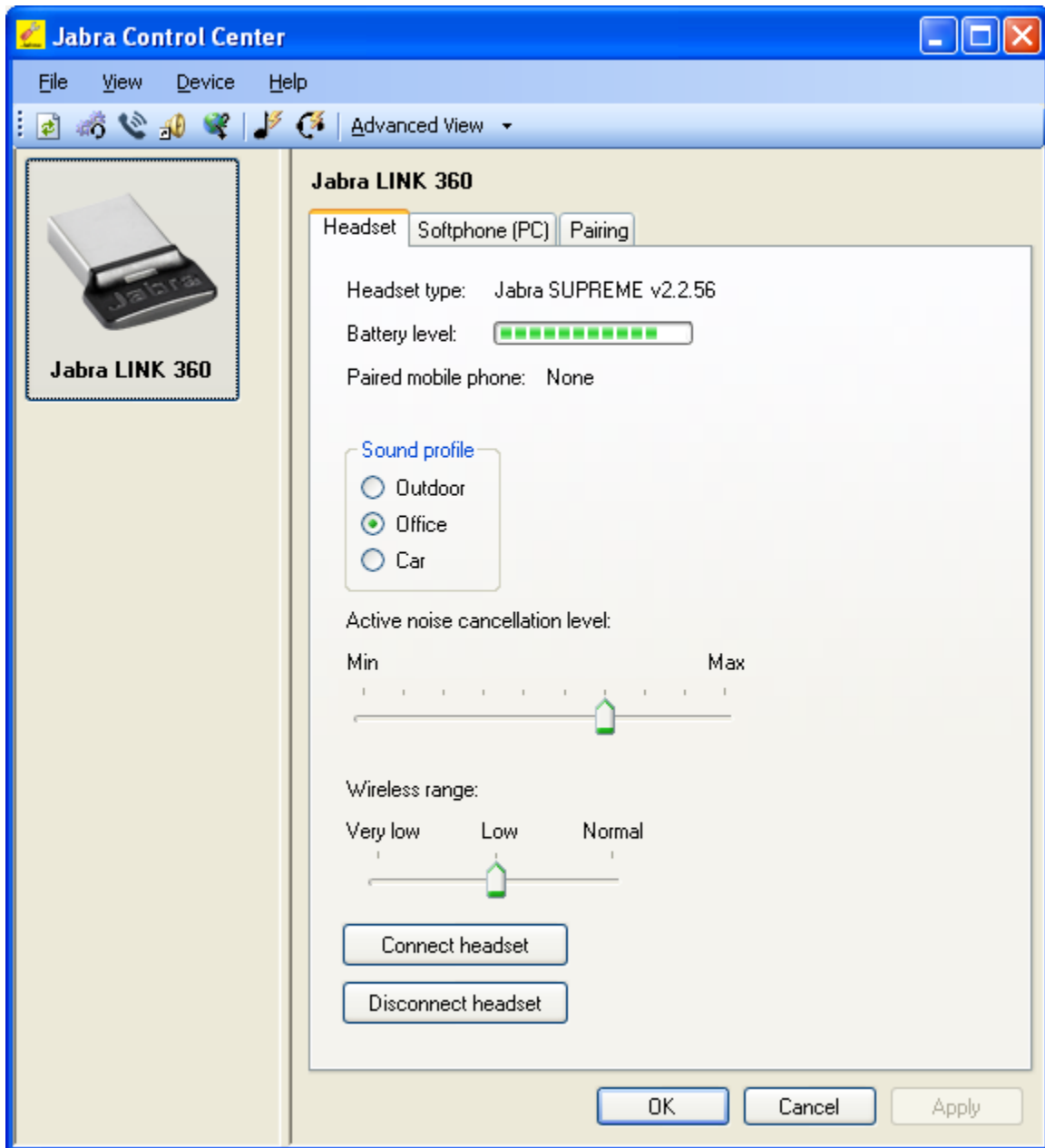
7.3. Configuring Jabra PC Suite

Launch the **Jabra Control Center** and select the **Softphone (PC)** tab. Set the **Target softphone for outgoing calls** field to *Avaya* as shown below. Click **OK**.



7.4. Pairing Jabra SUPREME UC

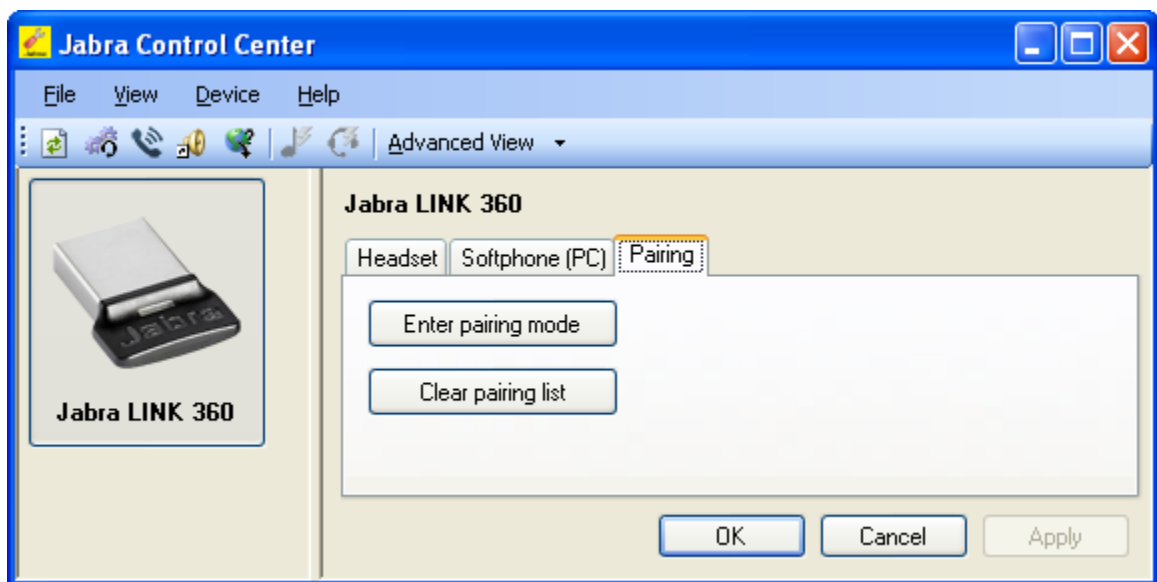
Ensure that **Jabra Device Service** is running. By default, Jabra Supreme UC will be automatically paired with Jabra LINK 360 when the headset is turned on. Upon turning on the headset, the user should first hear the “Power On” announcement followed by the “Connected” announcement. At this time, the headset may be selected within Avaya one-X Agent. When the headset is connected, the **Headset** tab of the **Jabra Control Center** will appear as follows.



If the pairing process needs to be started manually follow these steps (refer to [4] for more information):

1. Turn off the Jabra headset. Jabra SUPREME UC is turned on/off by flipping the boom arm.
2. Turn on the Jabra headset while pressing the call control (answer/end call) button. The user should hear the “Welcome, you are now ready for pairing...” announcement.
3. Open the **Jabra Control Center** and select the **Pairing** tab. Click the **Enter pairing mode** button.

Note: To reinitiate the pairing process, click the **Clear pairing list** button and start the process over from step 1.

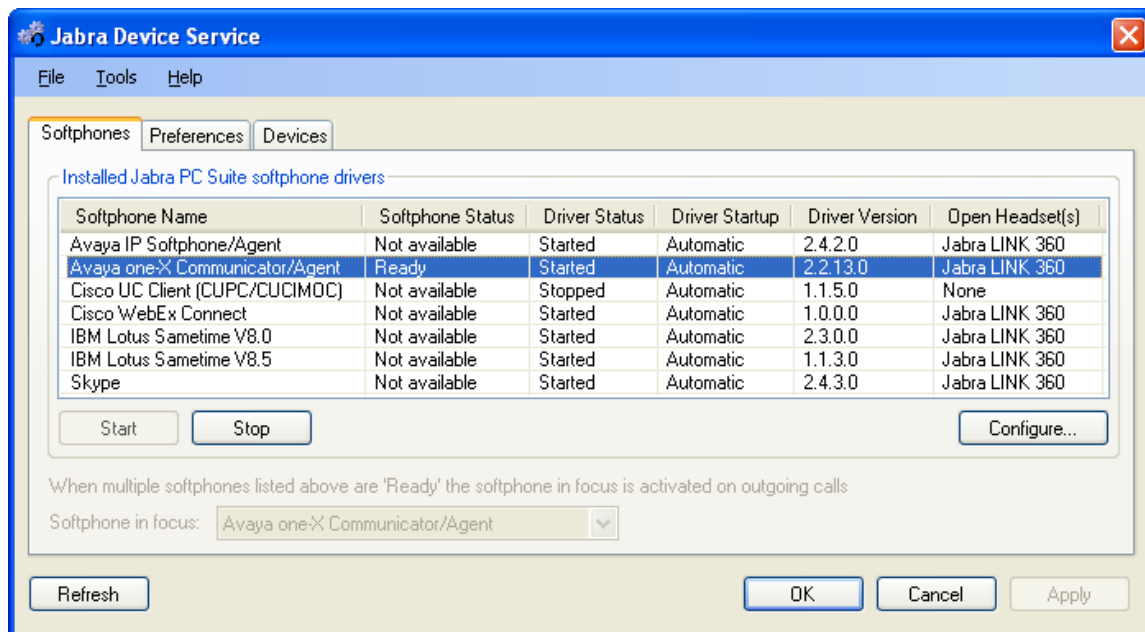


4. An announcement indicating that the headset is connected will be heard. The **Headset** tab should also indicate that the headset is connected as previously described.

8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with the Avaya one-X Agent PC.

1. Verify that the Jabra headset has been successfully paired and ready for use with Avaya one-X Agent. From the **Jabra Device Service** program, select the **Softphones** tab. Verify that the **Softphone Status** associated with Avaya one-X Agent is *Ready* as shown below.



2. Once the Jabra headset is connected to Avaya one-X Agent, verify that incoming and outgoing calls can be established with two-way audio to the headset. For incoming calls, answer the call by pressing the call control button on the headset.
3. End the call by pressing the call control button on the headset.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra PC Suite and Jabra SUPREME UC with Avaya one-X® Agent. All test cases were completed successfully.

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 6.0, Issue 6.0, June 2010, Document Number 03-300509.

[2] *Using Avaya one-X® Agent 2.5*, June 2011.

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

[3] *Installing Jabra PC Suite*.

[4] *Jabra SUPREME User Manual*.

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