



Application Notes for Jabra Direct with Jabra Engage 65 and Jabra Engage 75 Stereo and Mono USB/DECT Headset with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Direct Engage 65 and Jabra Engage 75 Stereo and Mono USB/DECT headsets with Avaya one-X® Agent. The Jabra Engage DECT headsets connect wirelessly to its base which in turn connects to the PC via USB cable. The Jabra Direct is a collection of programs that enable remote call control with Jabra headset and Avaya one-X® Agent. With a Jabra headset connected via its base to the USB interface on a PC, users can directly answer, end, mute/unmute calls and adjust volume using buttons on the Jabra headset or the base.

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 Engage 65 and Jabra Engage 75 USB/DECT headsets together with Jabra Direct software allow connection and call control with Avaya one-X® Agent (hereafter referred to as one-X Agent) via USB cable from the base to a PC. The Jabra Direct is a collection of programs that enable remote call control with Jabra headset and one-X Agent. With a Jabra headset connected via its base to the USB interface on a PC, users can directly answer, end, mute/unmute calls and adjust volume using button on the Jabra headset or the base.

The Jabra Direct includes 2 core functions, which were exercised during the compliance testing:

- **Readiness Status:** Status of your device and softphone via a dashboard.
- **Personalized Headset:** This is done via settings, firmware update and call control.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with 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, local extensions, and the PSTN. Call hold and resume, mute and un-mute are also tested.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the one-X Agent, restarting the PC, reconnecting the USB cable of the base to the PC and moving the headset out of DECT range.

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 Jabra headset and the soft button on one-X Agent.
- Using the call button on the Jabra headset and the soft button on one-X Agent to hold and resume the audio.
- Using the volume buttons on the Jabra headset to adjust the audio volume.
- Using the mute button on the Jabra headset and the soft button on one-X Agent to mute and un-mute the audio.
- Verifying incoming call notification on Jabra headset base.
- Verifying call ended notification on Jabra headset base.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the one-X Agent, restarting the PC, reconnecting the USB cable to the PC and moving the headset out of DECT range.

2.2. Test Results

All test cases passed successfully.

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 Direct Engage 65 and Jabra Engage 75 Stereo and Mono USB/DECT Headset solution. The configuration consists of an Avaya Aura® Communication Manager running on a virtualized server with an Avaya G450 Media Gateway providing connectivity to the PSTN via a simulated public trunk. Avaya Aura® Messaging was used as the voicemail system. The Jabra Direct software was installed on the PC. The Jabra headsets are connected wirelessly via DECT to the base, and then USB cable from base to the PC.

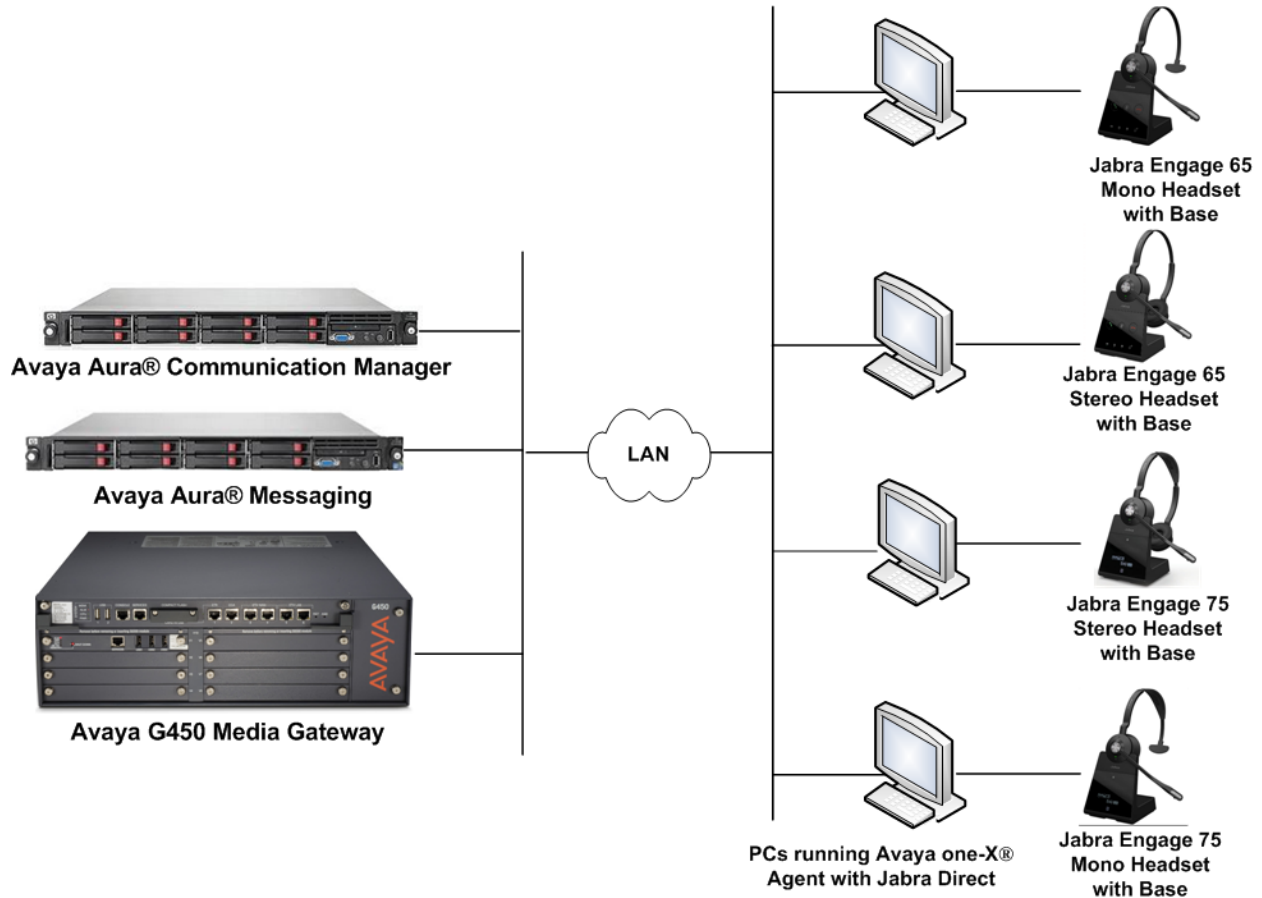


Figure 1: Test Configuration

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 | 7.1.3.0.0.532.24515 |
| Avaya Aura® Messaging | 7.0 SP0 Patch 2 |
| Avaya one-X Agent running on Windows 10 Pro | 2.5.11 (H.323) |
| Jabra Engage 65 Stereo and Mono USB/DECT headsets with Base | 1.9.13 1.9.13 (Service Pack 2) |
| Jabra Engage 75 Stereo and Mono USB/DECT headsets with Base | 1.9.13 1.9.13 (Service Pack 2) |
| Jabra Direct | 3.12 |

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for 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 one-X Agent. Set the **Type** field to the station type to be emulated. In this example, *9641G* was used. Set the **Port** field to *IP* and configure a **Security Code**, which will be used as the password by one-X Agent to log in. Set the **IP Softphone** field to *y*.

```
add station 10004                                     Page 1 of 5
                                                    STATION
Extension: 10004                                     Lock Messages? n          BCC: 0
Type: 9641G                                         Security Code: xxxxxx    TN: 1
Port: S00005                                       Coverage Path 1:         COR: 1
Name: one-X Agent                                   Coverage Path 2:         COS: 1
                                                    Hunt-to Station:         Tests? y

STATION OPTIONS
Location:                                           Time of Day Lock Table:
Loss Group: 19                                     Personalized Ringing Pattern: 1
                                                    Message Lamp Ext: 10003
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 shown in bold, which are used by one-X Agent to log in as an Automatic Call Distribution (ACD) agent.


```
add station 10004                                     Page 4 of 5
                                                    STATION
SITE DATA
Room:                                               Headset? n
Jack:                                              Speaker? n
Cable:                                             Mounting: d
Floor:                                             Cord Length: 0
Building:                                          Set Color:

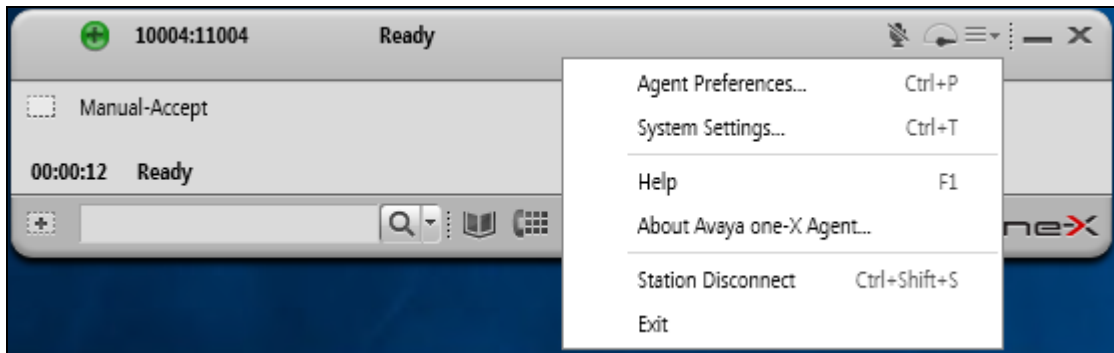
ABBREVIATED DIALING
List1: system                                     List2:                    List3:

BUTTON ASSIGNMENTS
1: call-appr                                     5: abrv-dial List: 1 DC: 01
2: call-appr                                     6: abrv-dial List: 1 DC: 02
3: call-appr                                     7: auto-in      Grp:
4:                                               8: aux-work    RC:      Grp:

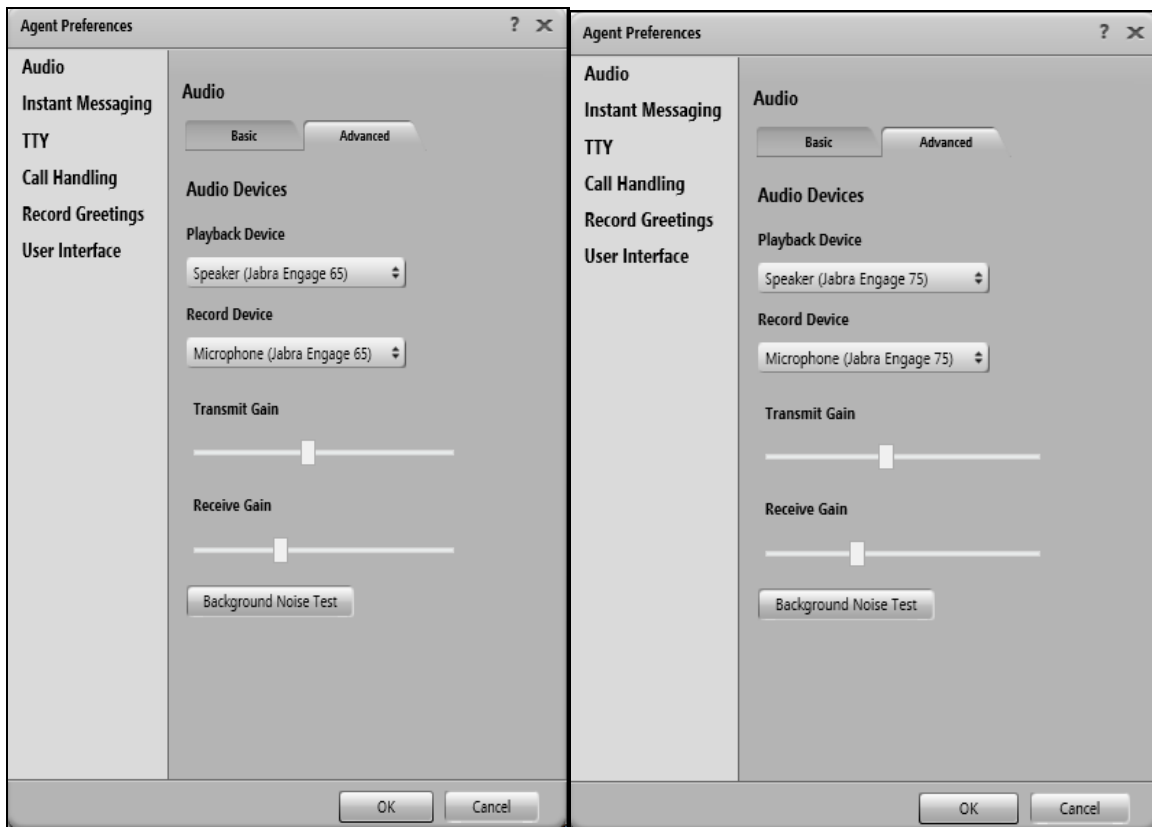
voice-mail 10000
```

6. Configure Avaya one-X® Agent

Before configuring the one-X Agent, the headset has to be configured and provisioned as in **Section 7** first. After logging into 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. Check that **Playback Device** and **Record Device** fields display *Jabra Engage 65* or *Jabra Engage 75* depending on the headsets and base.



7. Configure Jabra Engage 65 and 75 headset solutions

This section covers the steps to integrate Jabra Engage 65 and Jabra Engage 75 headsets with one-X Agent, including:

- Installing the Jabra Direct software
- Connect the Jabra headset
- Configuring Jabra headset with Jabra Direct

Note: After successfully performing this procedure, the Jabra headset will be detected in one-X Agent as described in **Section 6**.

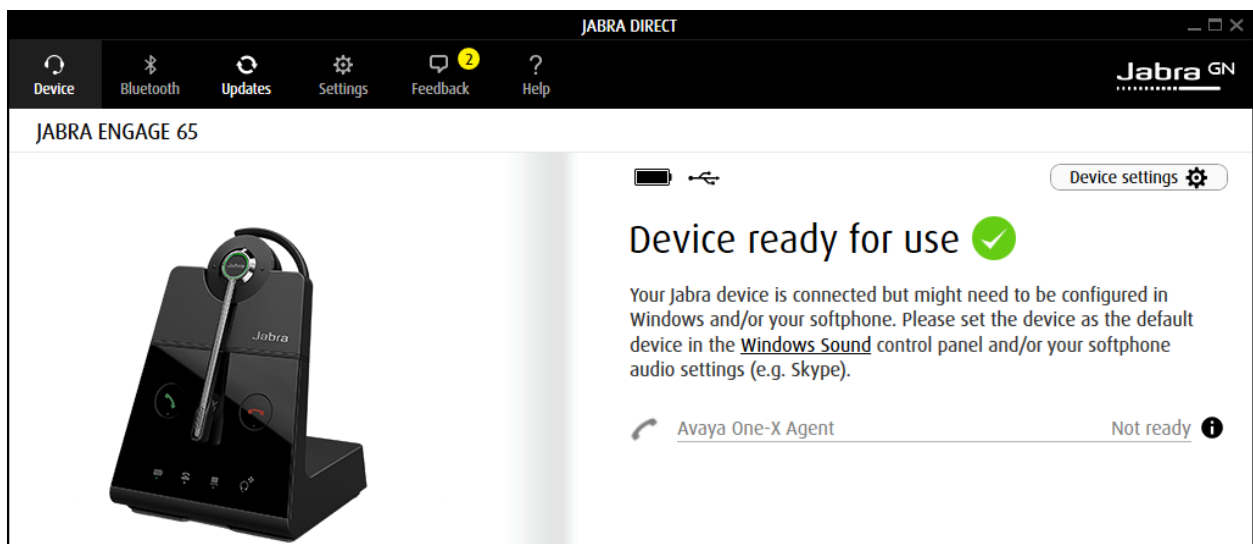
7.1. Installing the Jabra Direct Software

Jabra Direct software can be obtained from Jabra support portal at <https://www.jabra.com/support/>. Installation of the software is done through executing the setup file and following the prompt.


7.2. Connect the Jabra headset

Plug the Jabra Engage 65 and Jabra Engage 75 base to the USB port of the PC. Dock the headsets to the base. Plug the base to the power supply with the adapter provided. The device drivers will automatically be installed. The primary headset will be registered with the base.

Open the Jabra Direct program installed on the PC. Select the **Device** tab on the top menu and **Device ready for use** is shown with a **green tick** on the right pane for the Jabra Engage 65 or 75. The **Avaya one-X Agent** will be greyed out as shown in **Not Ready** state. The Avaya one-X Agent will be in ready state only when it is running but not necessary logon.

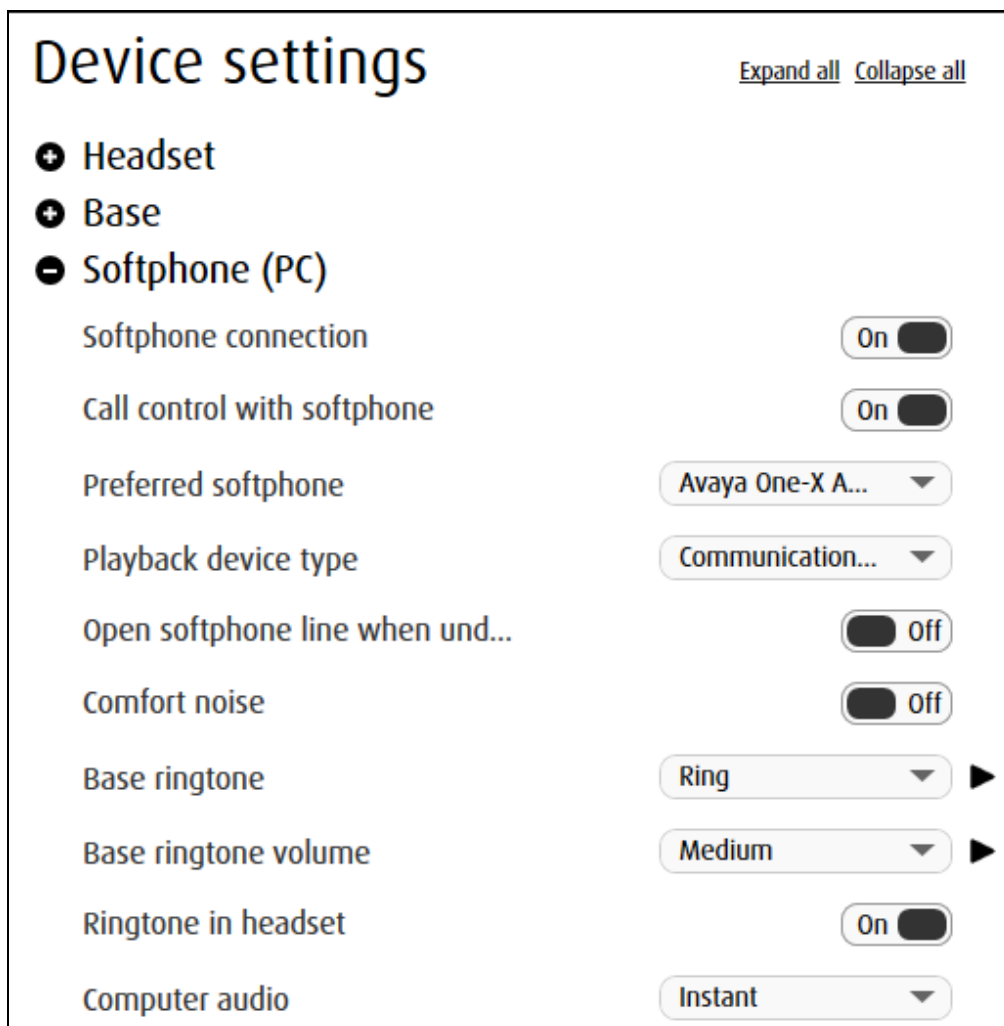


7.3. Configuring Jabra headset with Jabra Direct

On the default screen (**Device** tab), click on **Device settings**  near the top right pane (not shown). Scroll to the lower portion of the screen and expand the **Softphone (PC)**. Assuming one-X Agent is setup and login, set the option for the following:


- **Preferred softphone:** *Avaya One-X Agent* [as opposed to Standard Softphone]
- **Ringtone in headset:** *On* [optional for ringtone to be played on headset]
- **Computer audio:** *Manual/Delayed/Instant/Always* [depending how audio is to be received from computer]

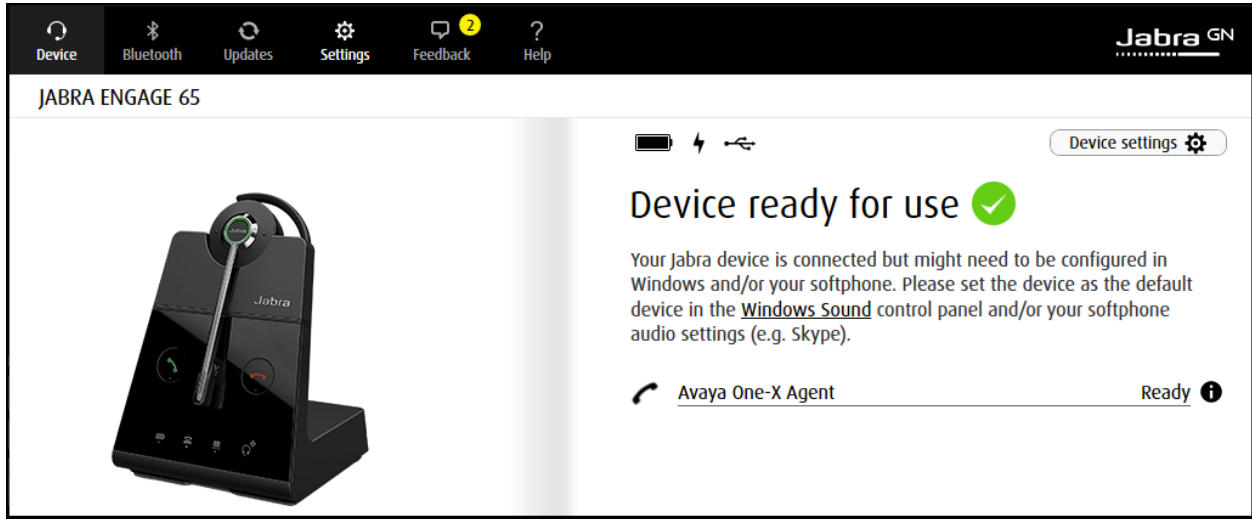
The rest of the settings can be left as default. The **Headset** and **Base** Device settings are left as default but can be adjusted for personal preferences. Click **Apply** (not shown) to confirm the settings and the base will reboot.



8. Verification Steps

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

1. Verify that the Jabra headset has been successfully connected for use with one-X Agent. From the **Jabra Direct** program, select the **Device** tab. Verify that the **Device ready for use** is tick green  as below.



2. Verify that the Avaya one-X Agent is shown in **Ready** status. Note that the Ready state does not mean Avaya one-X Agent is logged in. The application can be just running without the user being logged in. Once the Jabra headset is connected to 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 button on the headset or the answer button from the base. Refer to [3] for Jabra Engage 65 User Manual and [4] for Jabra Engage 75 User Manual for more information on the buttons.
3. End the call by pressing the same call button on the headset or the end call button on the base.
4. Verify also that Jabra Headset is able to remotely control call functions such as answer, mute/un-mute, hold/resume and end the call. Similarly, such call control functions could be done on the base except for hold/resume.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Direct, Jabra Engage 65 and Jabra Engage 75 Stereo and Mono USB/DECT headsets 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 7.1.2, Issue 5, February 2018.

[2] *Using Avaya one-X® Agent, Release 2.5.4 (H.323)*, Issue 1.0, December 2013.

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

[3] *Jabra Engage 65 User Manual*.

[4] *Jabra Engage 75 User Manual*.

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