



Avaya Solution & Interoperability Test Lab

Application Notes for Jabra Direct and Jabra Evolve 20 Mono/Stereo USB-A/USB-C Headset with Avaya one-X® Agent - Issue 1.1

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Direct and Jabra Evolve 20 Mono/Stereo USB-A/USB-C Headset with Avaya one-X® Agent.

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 Evolve 20 Mono/Stereo USB-A/USB-C Headset, together with Jabra Direct software, allow connection and call control with Avaya one-X® Agent (hereafter referred to as one-X Agent) using cable via the USB interface to the PC. In this compliance test, USB cable is used for connection to 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 to the PC USB interface, users can directly answer, end, mute/unmute, hold/resume and adjust volume with the in-line call controller of the 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 one-X Agent, 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 are also tested.

The serviceability testing focused on verifying the usability of the headset solution after restarting the one-X Agent, 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 on the Jabra headset and the soft button on one-X Agent.
- Using the call button on the headset and the soft button on one-X Agent 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 one-X Agent to mute and un-mute the audio.
- Verifying incoming call notification.
- Verifying call ended notification.

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

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 and Jabra Evolve 20 headset with one-X Agent. The configuration consists of an Avaya Aura® Communication Manager running on a virtualized server with an Avaya G430 Media Gateway. Avaya Aura® Session Manager was used as the SIP registrar/proxy and Avaya Aura® System Manager was used to configure Session Manager. Avaya Aura® Messaging was used as the voicemail system. Avaya Aura® Media Server provides the audio media processing. Avaya Session Border Controller for Enterprise was used to complete a SIP trunk connection to simulate a PSTN connection to the Enterprise solution. The Jabra Direct software was installed on the PC together with Avaya one-X® Agent. The Jabra headset is connected via cable into the PC USB interface. Depending on the USB type A or C available on PC, appropriate Jabra headset USB type is required.

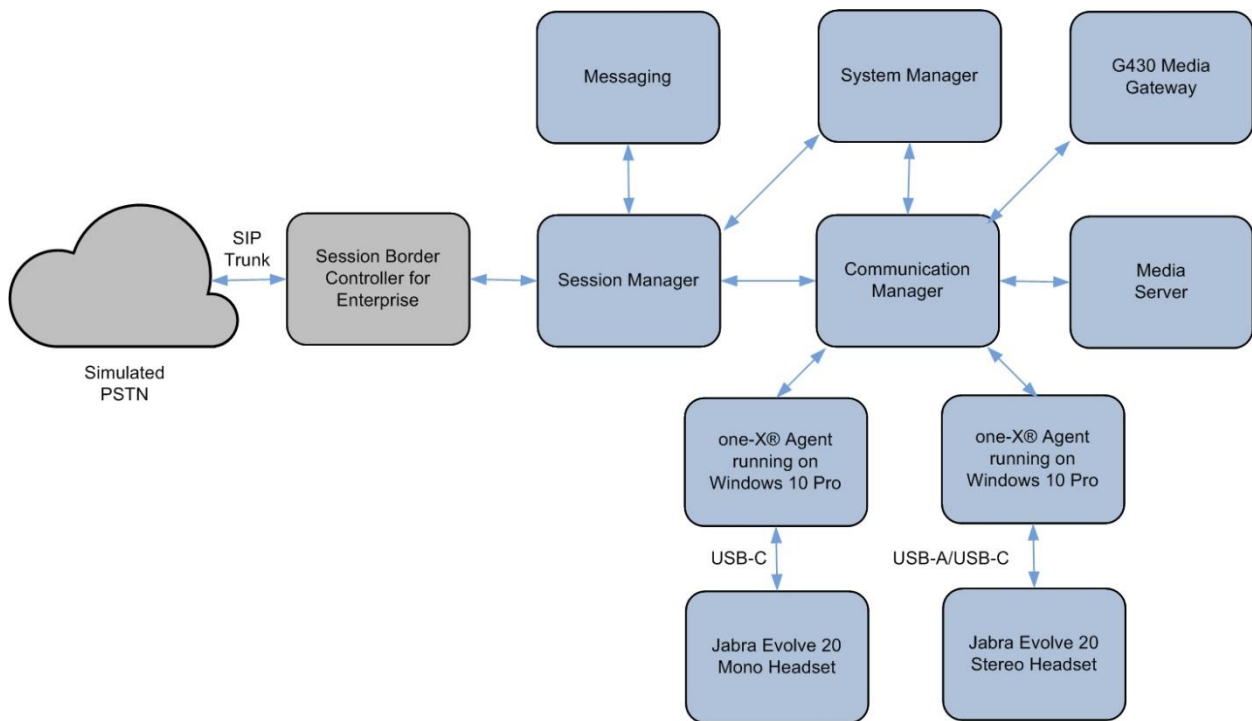


Figure 1: Test Configuration

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	R018x.01.0.890.0- 26095
Avaya G430 Media Gateway <ul style="list-style-type: none">• MGP	41.16.0
Avaya Aura® System Manager	8.1.2.0.0611367
Avaya Aura® Session Manager	8.1.2.1.812101
Avaya Aura® Media Server	8.0.2.93
Avaya Aura® Messaging	7.1 SP2
Avaya one-X® Agent running on Windows 10 Pro	2.5.14 (H.323)
Jabra Evolve 20 Stereo & Mono headsets	FW 4.1.0
Jabra Direct for Windows	4.0.8560

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:

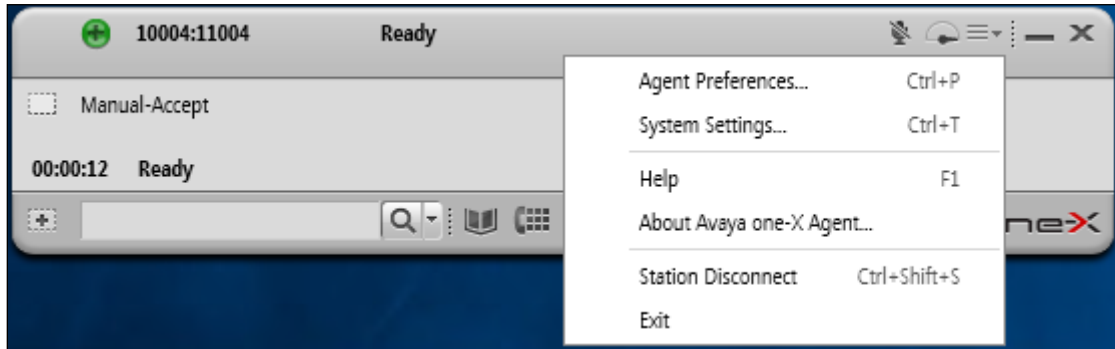
ABBREVIATED DIALING
List1: system                                     List2:                    List3:

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:

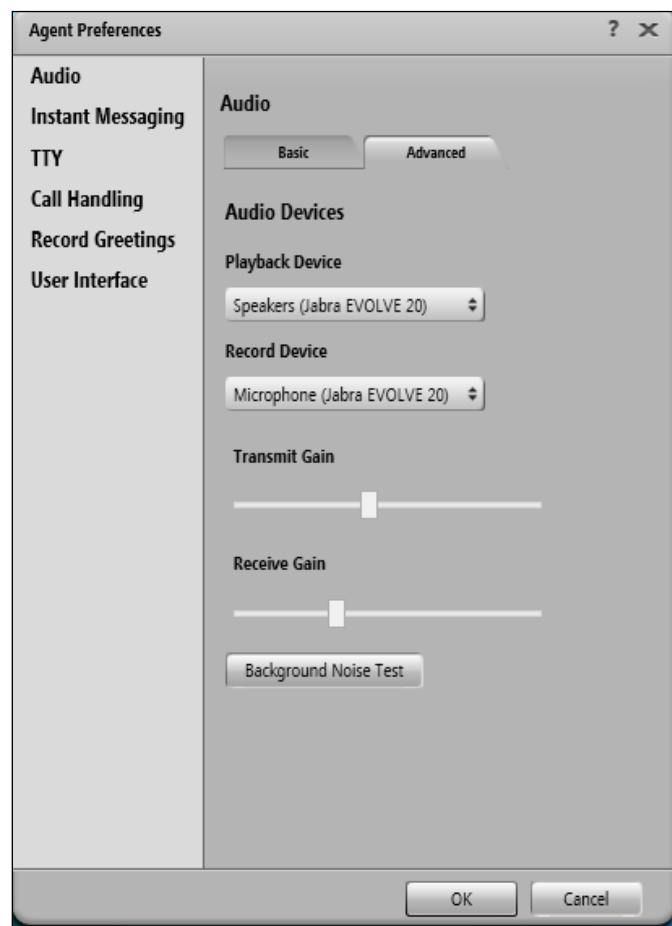
voice-mail 10000
  
```

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 EVOLVE 20*. Otherwise, select the device from the click down menu on the respective box.



7. Configure Jabra Evolve 20 Headset solutions

This section covers the steps to integrate Jabra Evolve 20 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**.

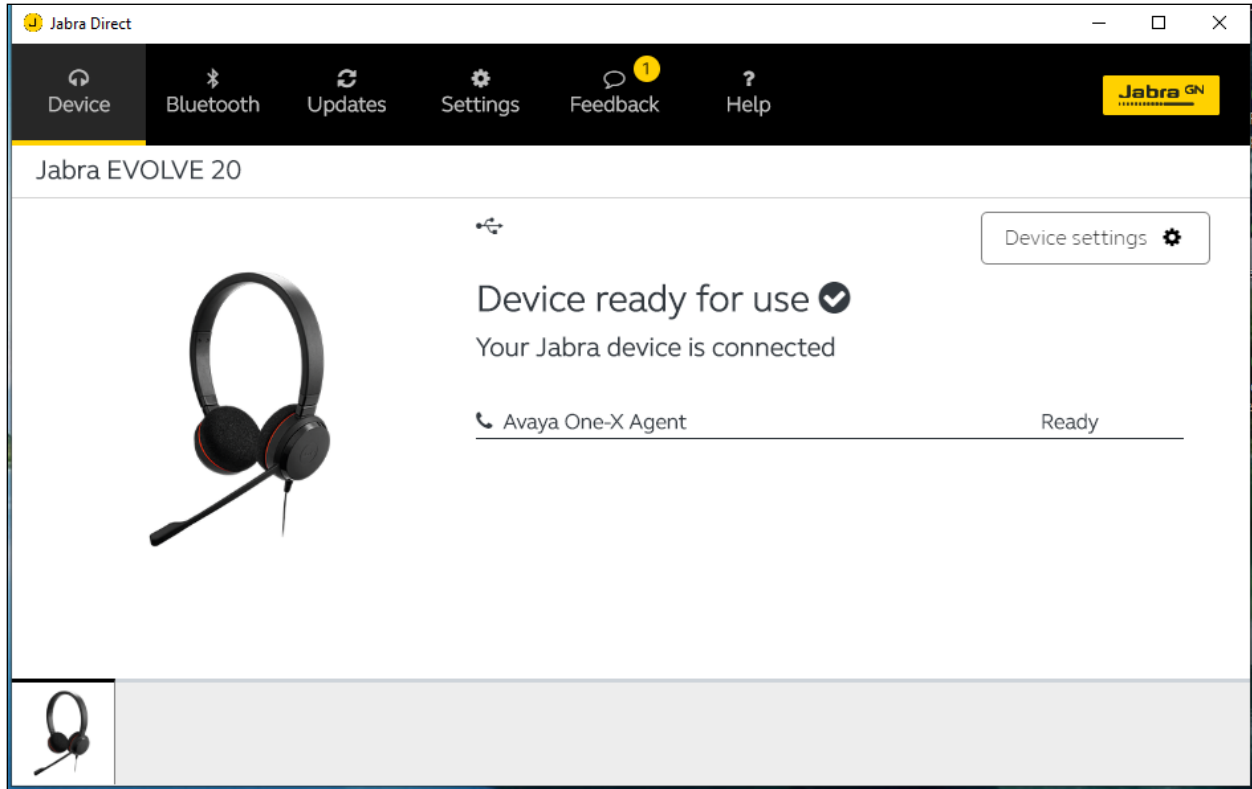
7.1. Installing the Jabra Direct Software

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 Evolve 20 cable into the USB-A/USB-C port of the PC. The device drivers will automatically be installed.

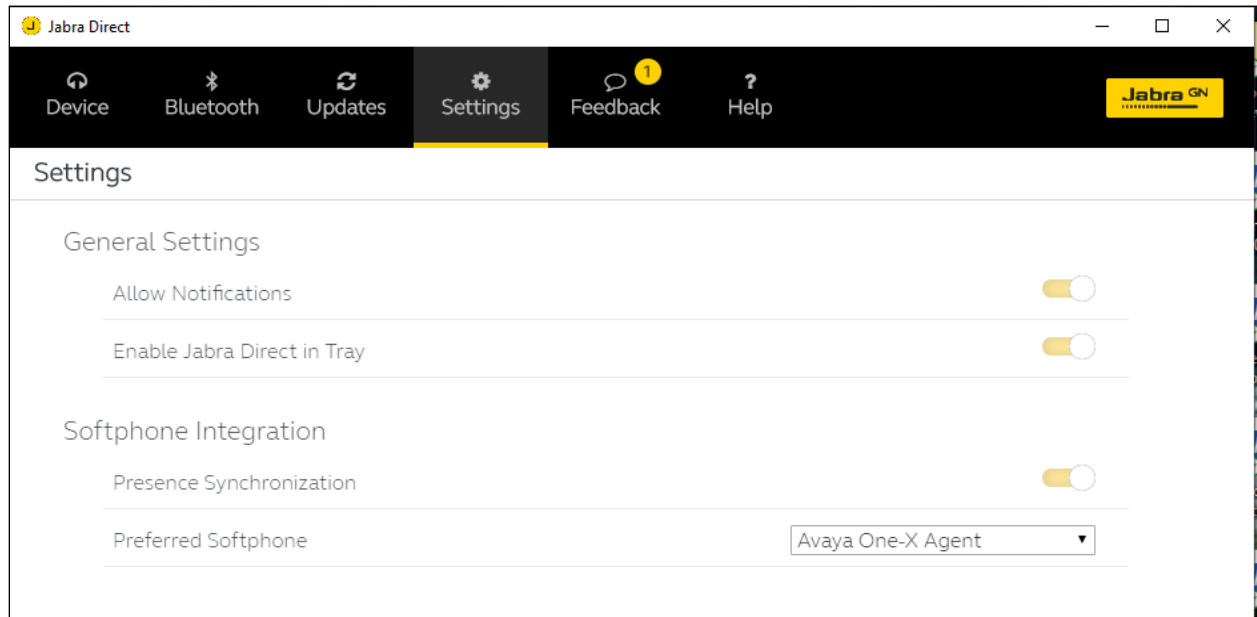
Open the Jabra Direct program installed on the PC. Select the **Device** tab on the top menu and **Device ready for use** is shown with a **tick** on the right of the sentence. The Avaya one-X Agent will be in ready state only when it is running but not necessary logon. Below shows the **Avaya One-X Agent in Ready** state.



7.3. Configuring Jabra Headset with Jabra Direct

Select the **Settings** tab from the Jabra Direct program. Check that **Avaya One-X Agent** is selected as the **Preferred Softphone** (under **Softphone Integration**).

Leave the rest as default.



8. Verification Steps

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

1. Open the Jabra Direct program to verify that the headset has been successfully connected for use with one-X Agent. Observed that Jabra Evolve 20 headset is detected as detailed in **Section 7.2**.
2. Run the one-X Agent and open the Jabra Direct program. Click the **Device** tab (if not selected) and check that **Avaya One-X Agent** is in **Ready** state.
3. 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 in-line call controller of the headset (as shown below).
4. End the call by pressing the same call button of the headset.
5. Verify also that the headset is able to remotely control call functions such as answer, mute/un-mute, hold/resume and adjust the volume on the in-line call controller. Call Hold is done by pressing the call button once. Pressing the call button again will resume the call. Similarly, such call control functions could be done on the one-X Agent.



9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Direct and Jabra Evolve 20 Mono/Stereo USB-A/USB-C Headset 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 8.1.x, Issue 6, Mar 2020
- [2] *Using Avaya one-X® Agent, Release 2.5.10 (H.323)*, Issue 1.0, March 2017.

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

- [3] *Jabra Evolve™ 20/20SE headset Quick start guide*.

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