



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Jabra PRO 935 USB/Bluetooth Wireless Headsets with Avaya one-X® Agent - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate the Jabra PRO 935 USB/Bluetooth Wireless Headsets 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 the 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

These Application Notes describe the configuration steps required to integrate the Jabra PRO 935 USB/Bluetooth Wireless Headsets with Avaya one-X® Agent. Jabra 935 USB/Bluetooth Wireless headset was used to exercise the call control functions.

## 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 to Communication Manager extensions, answering and ending calls using the call control button on the headset, and verifying two-way audio. The call types included calls between local extensions, and from the PSTN.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting Avaya one-X® Agent and reconnecting the Jabra headset to the PC.

## 2.1. Interoperability Compliance Testing

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

- Placing calls to internal extensions to verify two-way audio.
- Placing calls from the PSTN and to Voicemail to verify two-way audio.
- Answering and ending calls using the call control button on the headset.
- Using the Voice Control button on the Jabra headset to mute and un-mute the audio.
- Verifying incoming call notification on Jabra headset.
- Verifying call ended notification on Jabra headset.

For the serviceability testing, the Jabra headset was reconnected to the Avaya one-X® Agent and the PC was restarted to verify proper operation of the headset after the reboot was completed.

## 2.2. Test Results

All test cases passed.

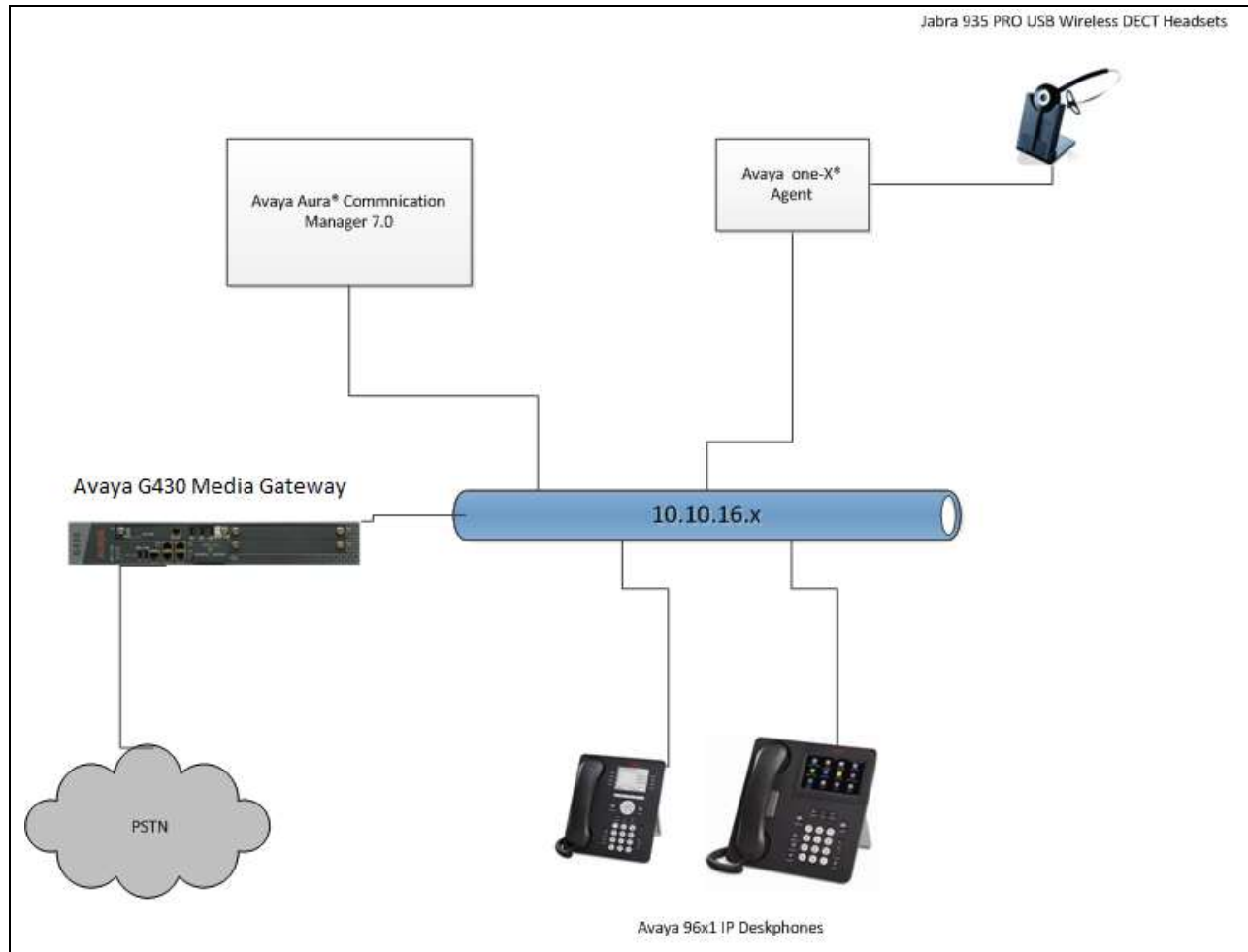
## 2.3. Support

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

- Phone: +1 (800) 697-8757
- Website: <http://www.jabra.com/NA-US/Support/pages/Default.aspx>
- Email: [JabraSupport.US@jabra.com](mailto:JabraSupport.US@jabra.com)

### 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the Jabra PRO 935 USB/Bluetooth Wireless headset solutions. The configuration consists of Avaya Aura® Communication Manager with and Avaya G430 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk. The Jabra headsets were connected to the Avaya one-X® Agent PC via a USB port.



**Figure 1: one-X® Agent with Jabra PRO 935 Wireless Headsets**

## 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<br>running on a Virtual Platform | R17x.00.0.441.0<br>Build 7.0.0.3.0.441.22856 |
| Avaya G430 Media Gateway   | FW 37.21.0                                   |
| Avaya one-X® Agent   | 2.5.58020.0                                  |
| Jabra PRO 935 USB DECT Headset                                     | FW 1.4.6                                     |

## 5. Configure Avaya Aura® Communication Manager

This section will add stations for use by the Avaya one-X® Agent. These are H.323 stations that must be configured with the following.

- A maximum of 3 Call Appearance lines per agent station.
- Restrict Last Appearance must be enabled on all agent stations.
- IP Softphone enabled.

### 5.1. Add one-X® agent station

Issue **add station <n>** command, where **n** is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** Enter station type **9630**.
- **Name:** A descriptive name.
- **Security Code:** Enter a valid code ex: 1234.
- **IP SoftPhone:** y.

|                            |  |             |
|----------------------------|--|-------------|
| <b>add station 8270006</b> |  | Page 1 of 5 |
| STATION                    |  |             |
| Extension: 8270006         | Lock Messages? n                             | BCC: 0      |
| <b>Type: 9630</b>          | <b>Security Code: 1234</b>                   | TN: 1       |
| <b>Port: IP</b>            | Coverage Path 1:                             | COR: 1      |
| <b>Name: Jabra Station</b> | Coverage Path 2:                             | COS: 1      |
|                            | Hunt-to Station:                             |             |
| STATION OPTIONS            |  |             |
| Loss Group: 19             | Time of Day Lock Table:                      |             |
|                            | Personalized Ringing Pattern: 1              |             |
| Speakerphone: 2-way        | Message Lamp Ext: 5102                       |             |
| Display Language: english  | Mute Button Enabled? y                       |             |
| Survivable GK Node Name:   | Button Modules: 0                            |             |
| Survivable COR: internal   | Media Complex Ext:                           |             |
| Survivable Trunk Dest? y   | <b>IP SoftPhone? y</b>                       |             |
|                            | IP Video Softphone? y                        |             |
|                            | Short/Prefixed Registration Allowed: default |             |
|                            | Customizable Labels? y                       |             |

Navigate to **Page 2** and enter the following values for the specified fields, and retain the default values for the remaining fields (not shown).

- **Restrict Last Appearance: y**

On **Page 4** of the Station form assign three “**call-app**” in **Button Assignments** section.

| add station 8270006 |        | 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 |        |                |
| Li st1:             | List2: | List3:         |
| BUTTON ASSIGNMENTS  |        |                |
| 1: <b>call-app</b>  | 5:     |                |
| 2: <b>call-app</b>  | 6:     |                |
| 3: <b>call-app</b>  | 7:     |                |
| 4:                  | 8:     |                |

## 5.2. Add one-X® Agent, agent loginID

Issue **add agent-loginID <n>** command, where **n** is an available extension number. Enter the following values on **Page 1** for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **Password:** Enter agent password e.g. 1234

| change agent-loginID 8271001                                |                                    | Page 1 of 2               |
|---|------------------------------------|---------------------------|
| AGENT LOGINID   |                                    |                           |
| Login ID: 827-1001  |                                    |                           |
| <b>Name:</b> Agent 8271001                                  |                                    | AAS? n                    |
| TN: 1   | Check skill TNs to match agent TN? | AUDIX? n                  |
| COR: 1  |                                    |                           |
| Coverage Path:  |                                    | LWC Reception: spe        |
| Security Code:  |                                    | LWC Log External Calls? n |
| Attribute:  |                                    | AUDIX Name for Messaging: |
| LoginID for ISDN/SIP Display? n                             |                                    |                           |
| <b>Password:</b>  |                                    |                           |
| <b>Password (enter again):</b>                              |                                    |                           |
| Auto Answer: station  |                                    |                           |
| MIA Across Skills: system                                   |                                    |                           |
| ACW Agent Considered Idle: system                           |                                    |                           |
| Aux Work Reason Code Type: system                           |                                    |                           |
| Logout Reason Code Type: system                             |                                    |                           |
| Maximum time agent in ACW before logout (sec): system       |                                    |                           |
| Forced Agent Logout Time: :                                 |                                    |                           |
| WARNING: Agent must log in again before changes take effect |                                    |                           |

On **Page 2** enter a valid **SN** and **SL** for the agent to receive ACD calls.

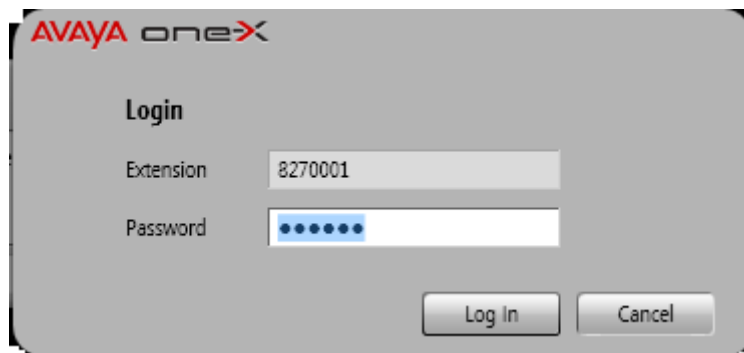
|                                       |    |    |     |    |    |                          |  |
|---------------------------------------|----|----|-----|----|----|--------------------------|--|
| change agent-loginID 8271001          |    |    |     |    |    | Page 2 of 2              |  |
| AGENT LOGINID                         |    |    |     |    |    |                          |  |
| Direct Agent Skill:                   |    |    |     |    |    | Service Objective? n     |  |
| Call Handling Preference: skill-level |    |    |     |    |    | Local Call Preference? n |  |
| SN                                    | RL | SL | SN  | RL | SL |                          |  |
| 1: 1                                  |    | 1  | 16: |    |    |                          |  |

## 6. Configure one-X® Agent

This section describes how to assign the Jabra PRO 935 for use with One-X® Agent.

- Log into one-X® Agent.
- Select Jabra PRO 935 from settings.

Log into one-X® Agent using the Station and Agent configured in **Section 5**.



AVAYA one-X

**Login**

Extension: 8270001

Password: [masked]

Log In Cancel



AVAYA one-X

**Agent Sign In to ACD**

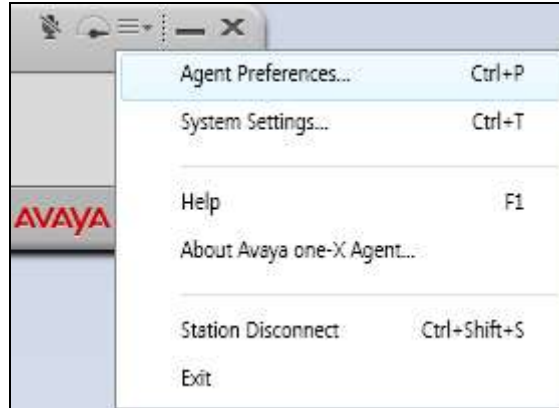
Agent: 8271001

Password: [masked]

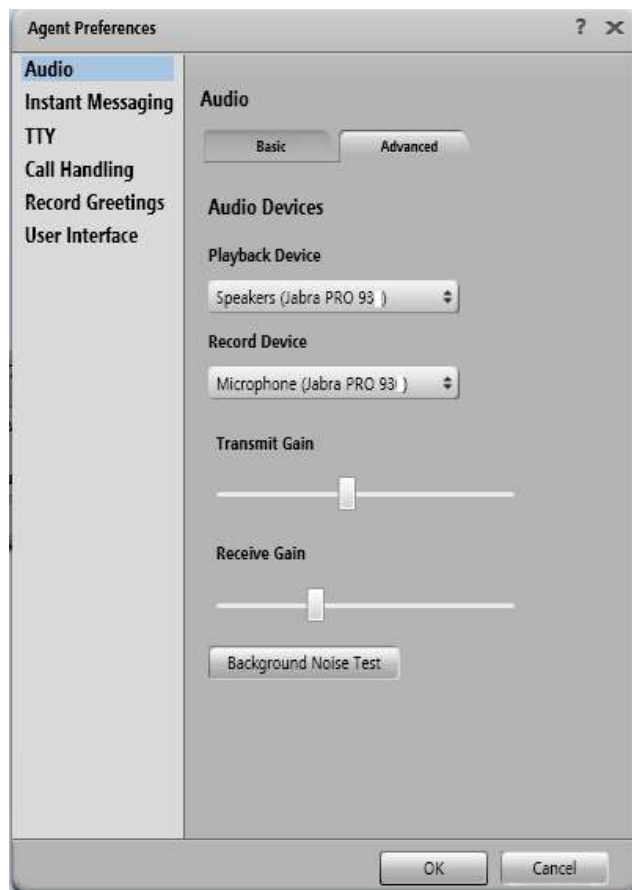
Log In Cancel



Click on the top right menu and select **Agent Preferences**.



On the Agent Preferences screen click on Advanced and select Jabra PRO 935 as the **Playback** and **Record Device**. Click on **OK** to save the changes.



## 7. Configure Jabra USB Headsets

This section covers the steps to integrate Jabra PRO 935 USB Wireless headsets with One-X® Agent.

- Connecting the Stealth UC Wireless Headsets.

### 7.1. Connect the Jabra USB Headset

Connect the Jabra PRO 935 USB Wireless Base station to a USB port on the one-X® Agent PC. Switch on the Jabra PRO 935 USB Wireless headset and a PC Connected message is played through the earpiece.

## 8. Verification Steps

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

1. Verify that the Jabra PRO 935 headset has been successfully installed and is ready for use with one-X® Agent.
2. Once the Jabra PRO 935 headset is selected in one-X® Agent, verify that incoming and outgoing calls can be established with two-way audio to the headset.

## 9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra PRO 935 USB Wireless Headset with one-X® Agent. 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 7.0, Issue 1, August 2015, Document Number 03-300509.
- [2] *Communication Manager Overview and Specification*, Release 7.0, Issue 1.0, August 2015, Document Number 03-604233.
- [3] *Administering Avaya one-X® Agent*, 10 November 2015.
- [4] The installation documentation for Jabra Direct can be found at <http://www.jabra.com/support/>

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