Avaya Solution & Interoperability Test Lab

Application Notes for GN Netcom Jabra PC Suite Version 2.11.3002 and Jabra Speak 510 USB Speakerphone Version 1.3.0 with Avaya Aura® Agent Desktop 6.2 – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya Aura® Agent Desktop, Jabra PC Suite software, and Jabra Speak 510 speakerphone. The Jabra PC Suite software enables Jabra Speak 510 speakerphone to integrate with Aura® Agent Desktop. This allows users to perform call control such as answer and hang up calls directly from Jabra Speak 510 speakerphone.

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.

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1. Introduction

These Application Notes describe the configuration steps required for Jabra Control Center software and Jabra Speak 510 speakerphone to successfully interoperate with Avaya Aura® Agent Desktop softphone and Avaya Aura® Communication Manager. Jabra Speak 510 speakerphone is connected to the PC running Avaya Aura® Agent Desktop softphone via USB cable and Jabra Control Center software serves as an interface between Avaya Aura® Agent Desktop softphone software and Jabra Speak 510 speakerphone. Avaya Aura® Agent Desktop application is used to manage agent activities and also can be used as an IP softphone.

2. General Test Approach and Test Results

The compliance testing of Jabra Speak 510 speakerphone and Jabra Control Center software interoperating with Avaya Aura® Agent Desktop softphone was manually performed. No performance testing was done and the tests listed in **Section 2.1** were executed and verified.

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.

2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios shown below.
- Verification of acceptable two-way audio path in both directions for local and external calls.
- Verification of Jabra Speak 510 speakerphone mute, hold and volume buttons
- Verification of Jabra Speak 510 speakerphone answer, hang-up buttons.
- Verification of serviceability of Jabra Speak 510 speakerphone.

2.2. Test Results

The objectives outlined in **Section 2.1** were verified. All test cases passed and there are two observations for the serviceability test:

- During a call between Avaya Aura® Agent Desktop softphone and caller, if Jabra Speak 510 speakerphone is unplugged from the PC and then plugged back, audio for the current call is lost, but other control functions such as hold/retrieve, mute/un-mute are still worked. The workaround to get the audio back is that after Jabra Speak 510 is plugged back, press the green telephony icon on Jabra Speak 510 speakerphone to hold the current call and then press this icon again to retrieve the call. This will allow the audio to be active again.
- During a call between Avaya Aura® Agent Desktop softphone and caller, if Jabra Control Center application is closed and then launched again, the audio of the current call is still active but the hold/retrieve and hang-up call functions on Jabra Speak 510 speakerphone are lost until the next call.

2.3. Support

For technical support for Jabra Speak 510 speakerphone, and Jabra products in general, please refer to www.jabra.com. On the Jabra website, support hotline numbers will be found for specific country.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between Avaya Aura® Agent Desktop softphone and Jabra SPEAK 510 speakerphone.
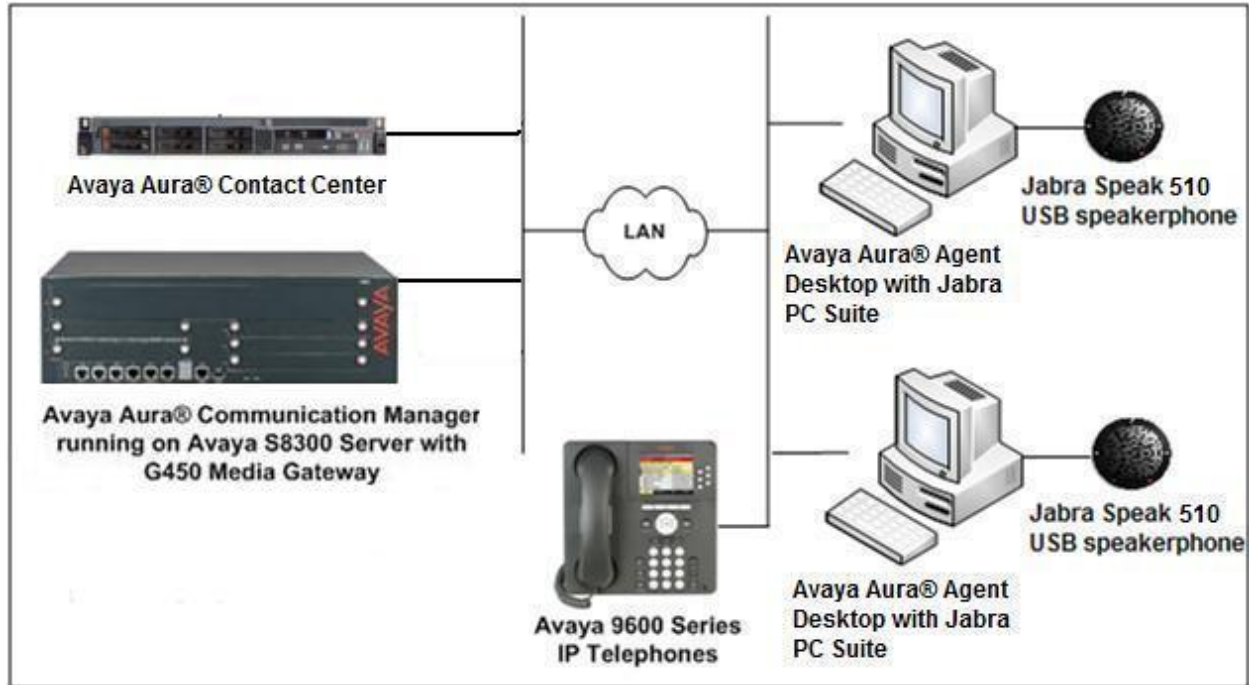

Figure 1: Reference Configuration Diagram

4. Equipment and Software Validated

The following equipment and software was used during the lab testing:

Equipment	Software Version
Avaya Aura® Communication Manager running on Avaya S8300 server	R016x.02.0.823.0
Avaya G450 Media Gateway	31.22.0.1
Avaya S8800 server	Contact Center release 6.2 + Service Pack 5 + Rollup 1,2, and 3
Avaya Aura® Contact Center Operating System	Windows 2008 64-bit R2 Standard SP1
Avaya Aura® Agent Desktop	6.2 Build 8.2.0.929
Avaya 9611G (H323) IP Deskphone	6.0.1
Avaya 9650C (SIP) IP Deskphone	2.6.4
Jabra Control Center Version	2.11.3002
Jabra Speak 510 speakerphone	1.3.0

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is installed and configured to work with Contact Center. There are no additional settings required to be configured for the connection of Jabra Speak 510 to Avaya Aura® Agent Desktop softphone. The compliance test with Jabra Speak 510 was carried out with the default server settings for audio parameters.

This section describes the step to provision a station for Avaya Aura® Agent Desktop softphone in the Communication Manager by System Administration Terminal (SAT) command. For detailed information on how to configure and administer Communication Manager, please refer to **Section 11 [1]**.

Add stations for use by Avaya Aura® Agent Desktop softphone. In the compliance test, two H.323 stations **5100** and **5101** were configured and used as the Contact Center agents. The following are mandatory configurations for the station agent.
- A maximum of 2 Call Appearance lines per agent station.
- Restrict Last Appearance must be enabled on all agent stations
- IP Softphone enabled.

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 **9620**.
- **Name**: A descriptive name.
- **Security Code**: Enter a valid code, e.g. **1234**.
- **IP SoftPhone**: **y**.

```
add station 5100                                              Page   1 of   5
                                  STATION

Extension: 5100                     Lock Messages? n                  BCC: 0
    Type: 9620                       Security Code:1234                TN: 1
    Port: S00002                   Coverage Path 1:                   COR: 1
    Name: Agent 9620               Coverage Path 2:                   COS: 1
                                   Hunt-to Station:
STATION OPTIONS
                                     Time of Day Lock Table:
            Loss Group: 19      Personalized Ringing Pattern: 1
                                        Message Lamp Ext: 5100
          Speakerphone: 2-way       Mute Button Enabled? y
      Display Language: english
 Survivable GK Node Name:
         Survivable COR: internal      Media Complex Ext:
   Survivable Trunk Dest? y                    IP SoftPhone? y

                                        IP Video Softphone? n
                        Short/Prefixed Registration Allowed: default

                                        Customizable Labels? y
```

Go to **Page 2**, and set **Restrict Last Appearance** to **y** and retain other fields at default.

```
add station 5100                                                  Page   2 of   5
                                    STATION
FEATURE OPTIONS
            LWC Reception: spe            Auto Select Any Idle Appearance? n
          LWC Activation? y                      Coverage Msg Retrieval? y
 LWC Log External Calls? n                                   Auto Answer: none
            CDR Privacy? n                           Data Restriction? n
   Redirect Notification? y              Idle Appearance Preference? n
 Per Button Ring Control? n             Bridged Idle Line Preference? n
    Bridged Call Alerting? n                 Restrict Last Appearance? y
 Active Station Ringing: single
                                                  EMU Login Allowed? n
        H.320 Conversion? n     Per Station CPN - Send Calling Number?
        Service Link Mode: as-needed                 EC500 State: enabled
          Multimedia Mode: enhanced             Audible Message Waiting? n
   MWI Served User Type:                      Display Client Redirection? n
             AUDIX Name:                      Select Last Used Appearance? n
                                              Coverage After Forwarding? s
                                              Multimedia Early Answer? n
 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
  Emergency Location Ext: 5100        Always Use? n IP Audio Hairpinning? n
```

Go to **Page 4**, and only assign two **call-appr**.

```
add station 5100                                                  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                      4:
 2: call-appr                      5:
 3:                                6:
```

Repeat the same procedure to create another H323 station **5101**.

6. Configure Avaya Aura® Agent Desktop

From a PC that hosts Avaya Aura® Agent Desktop application, launch the Microsoft Internet Explorer application. In the address bar, enter the link as below https://<ipaddress of contact center server>/agentdesktop. The screen below shows the page of instruction of installing Avaya Aura® Agent Desktop application, click on **Install Prerequisites** button to install list of prerequisite softwares that needs for Avaya Aura® Agent Desktop.

After the prerequisite software is installed, Avaya Aura® Agent Desktop will be automatically launched. The screen below shows Avaya Aura® Agent Desktop application that is already signed in by a Contact Center CCT user and its status is **Logged Out**.
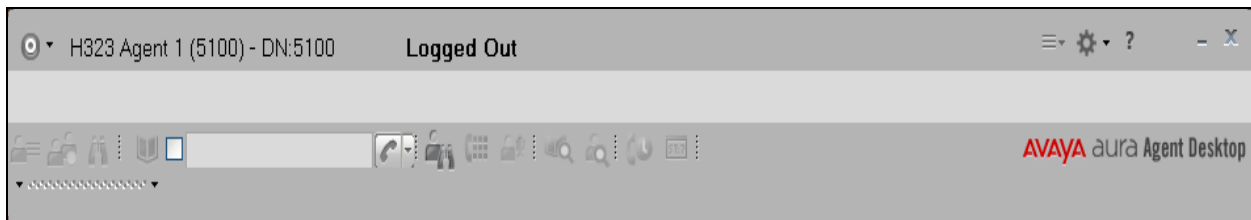
To log in the agent above in, click on the ⊙ ▾ circle button in the upper left hand and select the **Login** in the menu.
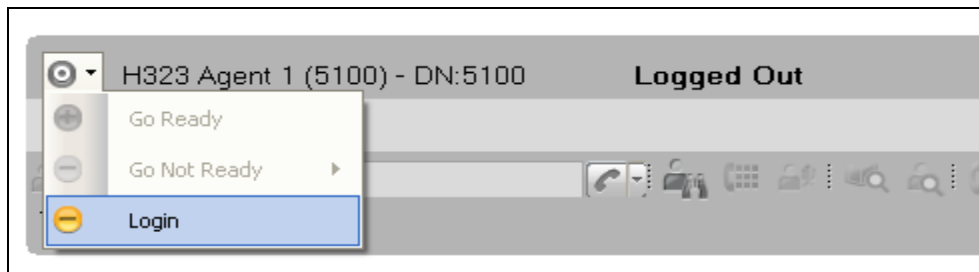
The **Enter Login details** window is displayed. In the **Telephony** tab, select **My Computer** in the **Place and receive calls using** dropdown menu, enter extension number **5100** and its password in the **Extension** and **Password** fields as configured in **Section 5**. The IP address in the **Server Address** field is the IP address of Communication Manager that the extension will register to. Click on the **Login** button to log in and Avaya Aura® Agent Desktop softphone register to Communication Manager.

The screen below shows Avaya Aura® Agent Desktop softphone successfully registering station **5100** to the Communication Manager Server and its current status is **Not Ready**.
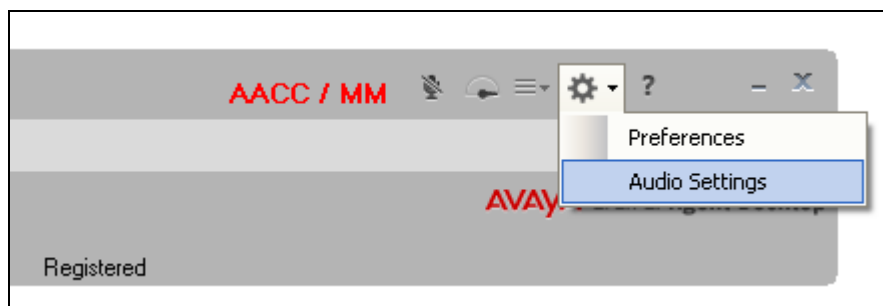

Set to **Ready** status by click on the ⊖ yellow circle button in the upper left hand and select **Go Ready** from the menu as shown below.
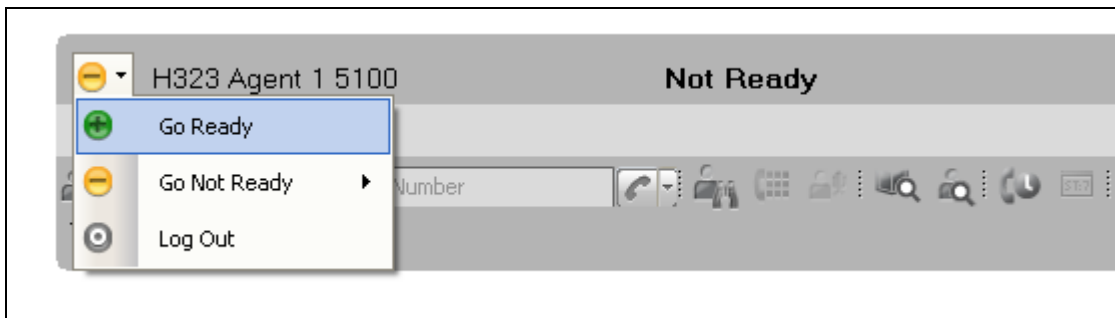

The screen below shows Avaya Aura® Agent Desktop with **Ready** status.
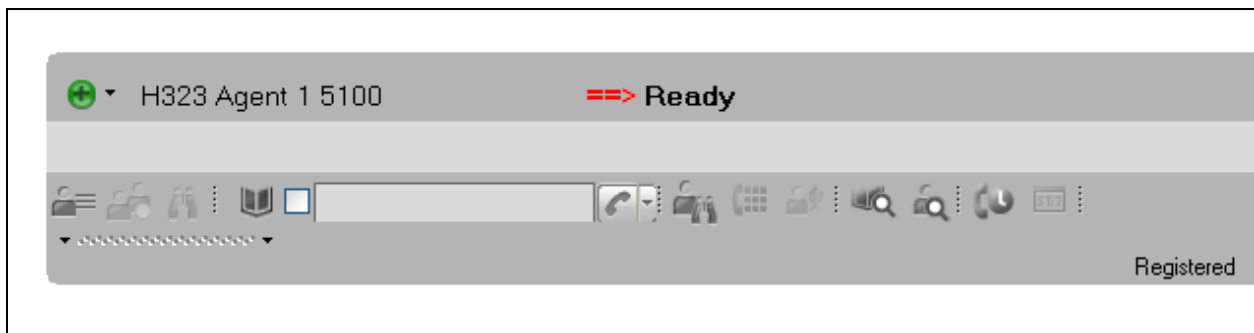
Configure audio setting for Avaya Aura® Agent Desktop, click on the ⚙ setting icon in the upper right hand and select **Audio Settings** from the menu as the screen below.

The **Audio Settings** section is displayed in the lower left hand-side of Avaya Aura® Agent Desktop window. Select **Jabra SPEAK 510 USB** in both **Playback Device** and **Record Device** dropdown menus as shown below. Click the **Save Audio Devices** to save the changes.
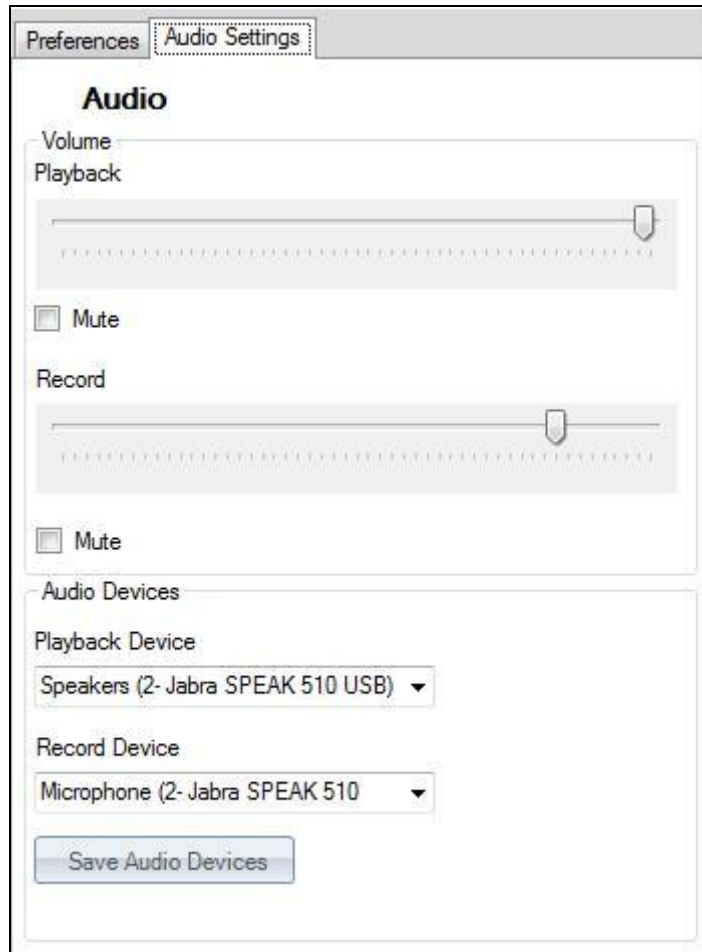
7. Configure Jabra PC Suite and Speak 510 speakerphone

This section describes steps on how to configure Jabra Speak 510 speakerphone and Jabra PC Suite software to connect to Avaya Aura® Agent Desktop softphone. For more information on how to use Jabra Speak 510 please refer to headset manual in **Section 10 [2]**.

7.1. Connect Jabra Speak 510 to PC

The following procedures show steps to connect Jabra Speak 510 speakerphone to a PC which hosts Avaya Aura® Agent Desktop softphone application.

- Plug the USB socket of Jabra Speak 510 into the USB port marked on the PC.
- Wait for some seconds so that the PC is able to recognize Jabra Speak 510 speakerphone device.
- The PC recognizes Jabra Speak 510 successfully and shows "**Jabra Speak 510 speakerphone device is ready to use**".

## 7.2. Configure Jabra Control Center

Jabra Control Center is one of the applications in Jabra PC Suite software designed for Jabra products to work with softphone vendors. Jabra PC Suite applications consist of Call Manager, Control Center, Device Service and Firmware Updater applications. Jabra Control Center application serves as an interface between Jabra Speak 510 speakerphone and Avaya Aura® Agent Desktop softphone.

This document assumes that Jabra PC Suite software is already installed on the same PC with Avaya Aura® Agent Desktop application. Jabra **Control Center** application is configured to either launch automatically with Windows or manually by user.

The screen below shows Jabra Speak 510 speakerphone is recognized by Jabra Control Center application and in the right hand side and under the **Target softphone for outing calls** section, select the radio option "**Softphones supported by Jabra PC Suite**" as shown in the screen below.

From **Jabra Control Center** window, navigate to menu **View → Device Service** Window.
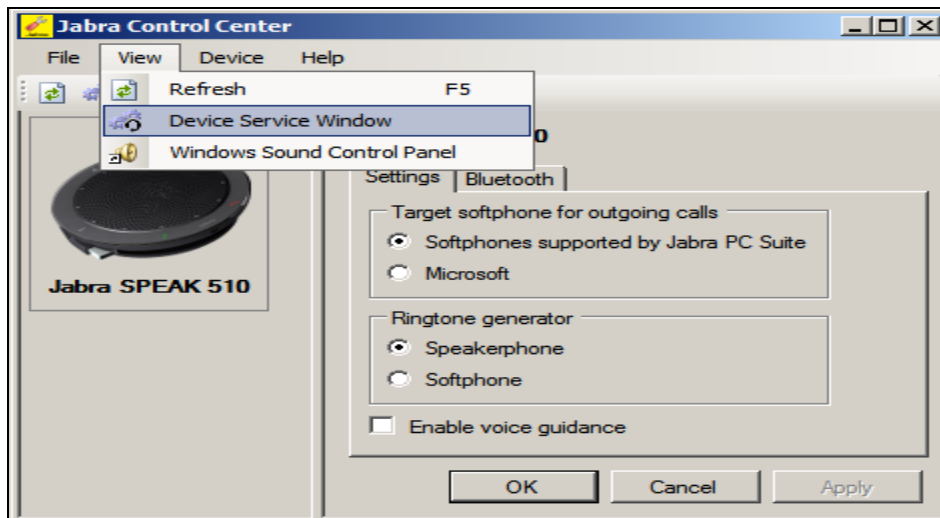
Jabra Device Service window is displayed. Make sure the **Softphone Status** column is presented as "**Connected**" and the **Module Status** column shows "**Running**" for the **Aura Agent Desktop** softphone in the **Softphone Name** column as shown in the screen below.
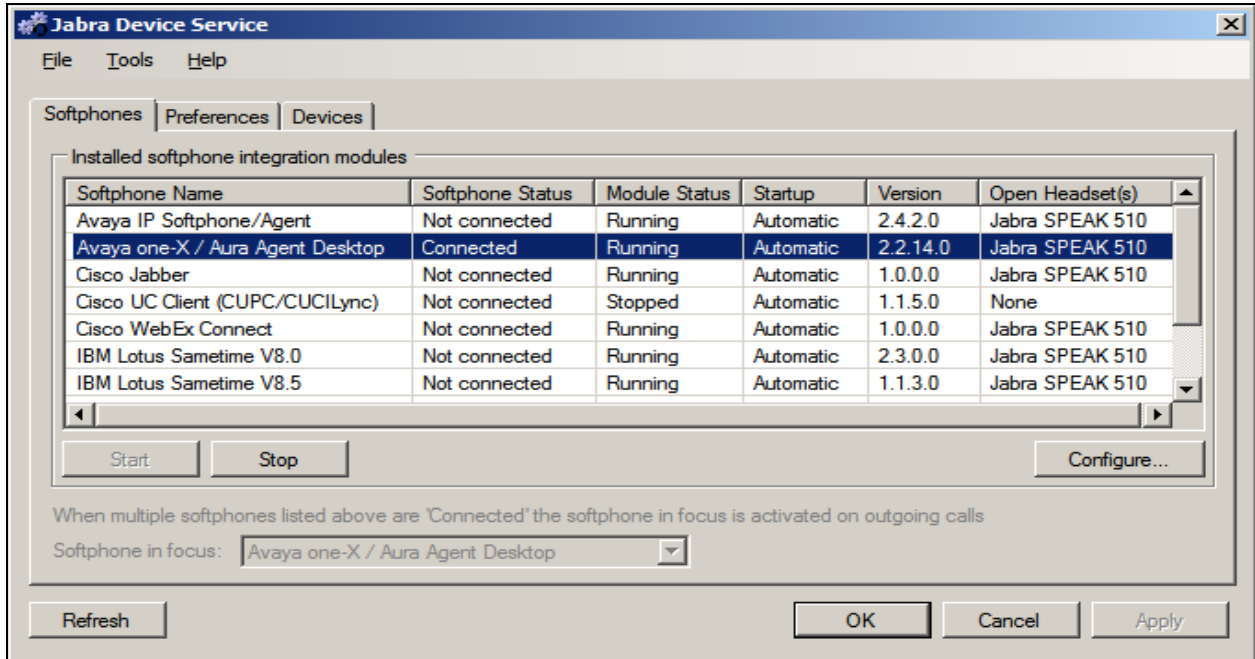

8. Verification Steps

The following are procedures to verify Jabra Speak 510 speakerphone working with Avaya Aura® Agent Desktop softphone:

- From the PC which Jabra Speak 510 speakerphone is installed, navigate to Windows Control Panel, open **Sounds and Audio Devices** and click on the **Audio** tab. Verify that the device **Jabra Speak 510 speakerphone** is listed in both the **Sound playback** and **Sound recording** section as shown respectively below.
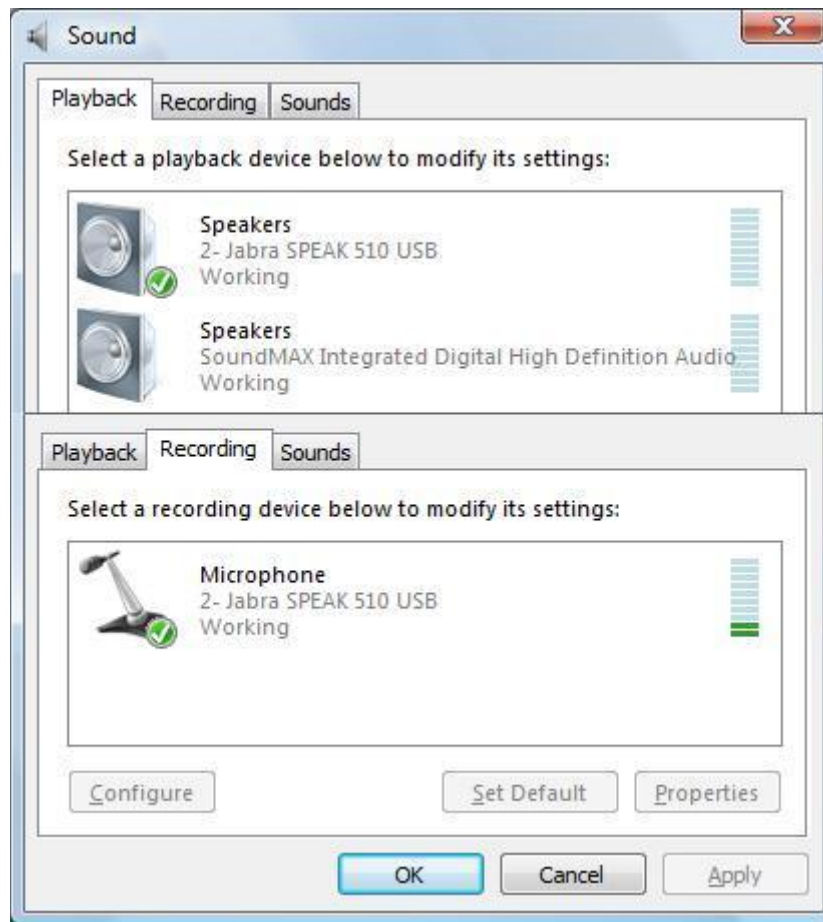
- Log the agent **5100** in and set it in **Ready** mode so the agent can receive incoming call via Communication Manager.
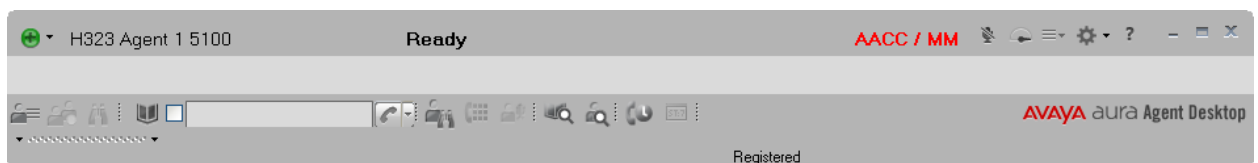
- From a H.323 station place a call to the CDN route point of Contact Center, e.g. **4000**. The H323 station will be connected to Contact Center and hear music for 10 seconds and then the call will be routed to the agent **5100**.

- Press the green telephony icon on Jabra Speak 510 speakerphone to answer the call.
- Verify quality of audio of the call between the H.323 station and Jabra Speak 510 speaker phone. During the call, also verify that Jabra Speak 510 can be used to control basic telephony functions of Avaya Aura® Agent Desktop softphone such as hold/retrieve call, mute/un-mute, and increase/decrease volume by using the green telephony, mute, "-" , and "+" icons on Jabra Speak 510 speakerphone.
- Hang up the call by pressing the red telephony icon on Jabra Speak 510 speakerphone.

9. Conclusion

All of the executed test cases were passed and met the objectives outlined in the **Section 2.1**. Jabra PC Suite and Jabra Speak 510 speakerphone is considered to be in compliance with Avaya Aura® Agent Desktop softphone.

10. Additional References

Product documentation for the Avaya Aura® Communication Manager products may be found at:
https://support.avaya.com/css/Products/

Product documentation for Jabra Speak 510 speakerphone and Jabra products may be found at: http://www.jabra.com

[1] Avaya Aura® Communication Manager Documents:
  Administering Avaya Aura® Communication Manager Server Options, Release 6.2, Doc# 6.203-603479, Issue 3.0, December 2012.
  Administering Avaya Aura® Communication Manager, Release 6.2, Doc # 03-300509, Issue 7.0, December 2012.
  Avaya Aura® Agent Desktop, Release 6.2, Doc # NN44400-114, Issue 03.05, July 2012.

[2] Jabra Speak 510 Documents:
  Jabra Speak 510 Quick Start Guide included with the device.

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