



## **Application Notes for GN Netcom Jabra Control Center Software and Jabra PRO 930 Headset with Avaya one-X<sup>®</sup> Communicator and one-X<sup>®</sup> Agent Softphones – Issue 1.0**

### **Abstract**

These Application Notes describe a solution comprised of Avaya one-X<sup>®</sup> Communicator, one-X<sup>®</sup> Agent softphones, Jabra Control Center software, and Jabra PRO 930 Headset. The Jabra PRO 930 is a wireless headset that uses Jabra Control Center software installed on the PC running Avaya IP softphone to control calls to the softphone.

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 for Jabra Control Center software and Jabra PRO 930 Headset to successfully interoperate with Avaya IP softphones and Communication Manager. The Avaya IP softphones used were one-X<sup>®</sup> Communicator and one-X<sup>®</sup> Agent. The Jabra PRO 930 Headset connected to the PC running the softphones via USB cable and Jabra Control Center software serves as an interface between the IP softphone software and PRO 930 Headset.

## 2. General Test Approach and Test Results

The compliance testing of Jabra PRO 930 Headset and Jabra Control Center software interoperating with Avaya one-X<sup>®</sup> Communicator and one-X<sup>®</sup> Agent IP softphones was manually performed. No performance testing was done and the tests listed in the **Section 2.1** were executed and verified.

### 2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios shown below. Tests were executed for both Avaya one-X<sup>®</sup> Communicator and Avaya one-X<sup>®</sup> Agent:

- Verification of acceptable two-way audio path in both directions for local and PSTN calls.
- Verification of the PRO 930 mute button.
- Verification of the PRO 930 volume control.
- Verification of the PRO 930 Multi-function button (MFB) for answering and terminating call remotely.

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.

### 2.2. Test Results

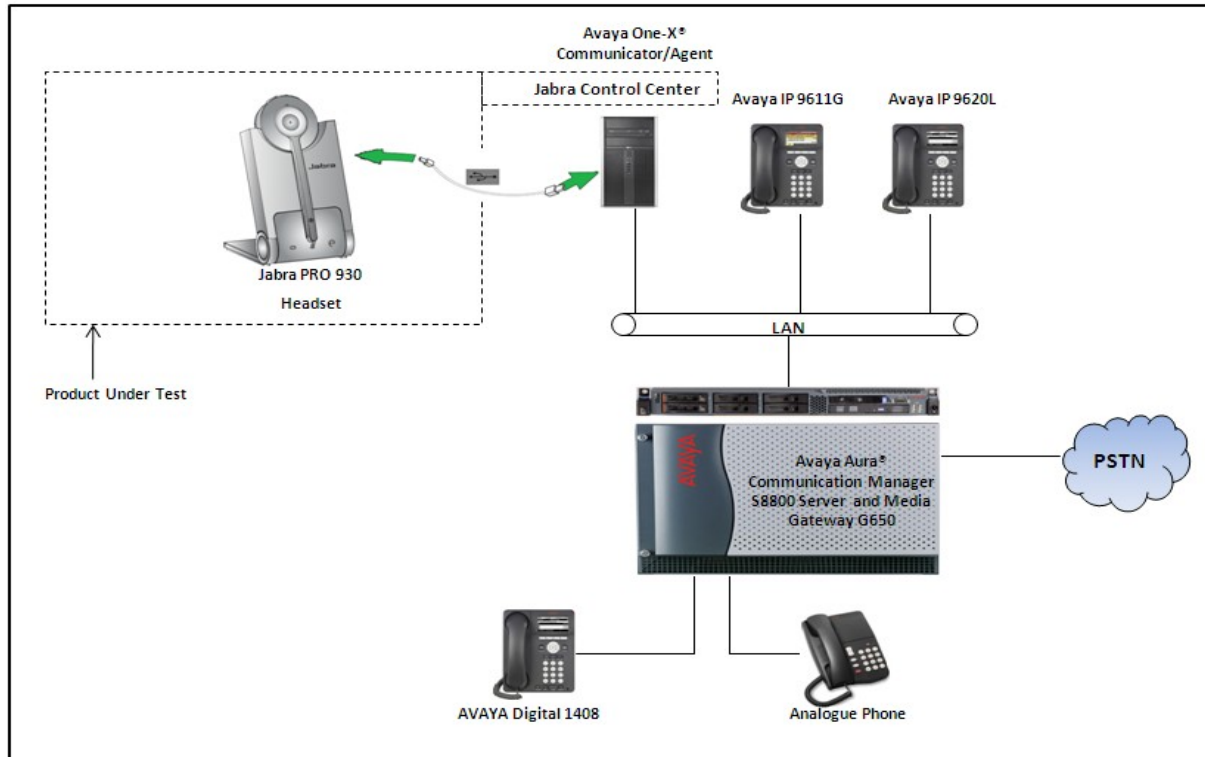
The objectives outlined in the **Section 2.1** were verified. All test cases have been passed.

## 2.3. Support

For technical support for the Jabra PRO 930 Headset, and Jabra products in general, please refer to [www.jabra.com](http://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 the Avaya one-X Communicator/Agent softphones and the Jabra PRO 930 Headset.



**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 S8000 server	Avaya Aura® Communication Manager R016x.00.1.510.1
Avaya G650 Media Gateway IPSI TN2312BP CLAN TN799DP IP Media Processor TN2302AP Digital Line TN2224	HW06, FW043 HW01, FW026 HW20, FW095 000006
Avaya one-X® Communicator	6.1.1.02-SP1-32858
Avaya one-X® Agent	2.5.00467

Avaya 9611G (H323) IP Deskphone	6.0.1
Avaya 9620L (SIP) IP Deskphone	2.6.4
Avaya 1408 Digital Phone	0.50
Jabra Control Center Version	2.5.6.0
Jabra PRO 30 Firmware	1.7.4

## 5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no additional settings required to be configured for the connection of the Jabra PRO 930 Headset to Avaya softphones. The compliance test with the Jabra PRO 930 Headset was carried out with the default server settings for audio parameters.

This section describes the step to provision a station for one-X® Communicator 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]**.

Use the command **add station <DN>** to add a new extension for IP phone in Communication Manager as shown in **Figure 2** below. Enter the model of IP deskphone in the **Type** field, a name in the **Name** field, a code in the **Security Code** field, select 'y' in the IP Softphone? field and keep other fields as default. Press **F3** on the keyboard to submit and complete.

```

admin@DevCM:~
add station 75016                                     Page 1 of 5
STATION
Extension: 75016                                     Lock Messages? n      BCC: 0
Type: 9620                                           Security Code: *      TN: 1
Port: IP                                             Coverage Path 1:      COR: 1
Name: IP Softphone one-X                           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: 75016
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? n
Short/Prefixed Registration Allowed: default
Customizable Labels? y
F1=Cancel F2=Refresh F3=Submit F4=Clr F1d F5=Help F6=Update F7=Nxt Pg F8=Prv Pg

```

Figure 2: Sample of adding station in Communication Manager

## 6. Configure Avaya one-X® Communicator

Select  → Settings → General Settings from the menu as shown below.

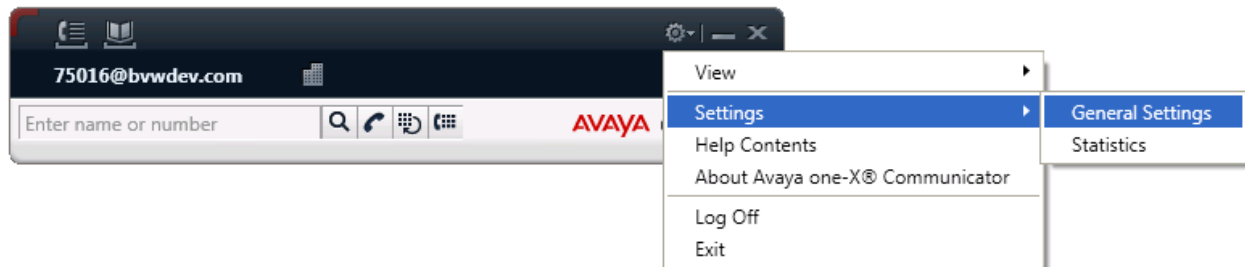


Figure 3: Avaya one-X ® Communicator User Interface

The **General Settings** window appears as shown in **Figure 4**. Select **Audio** from the left pane and select the **Basic** tab. Click on **Audio Tuning Wizard** (not shown).

In the **Basic** tab, select **Jabra PRO 930** in the **Microphone**, **Speaker**, and **Ring additional device** sections. Click **OK** button to close the window.

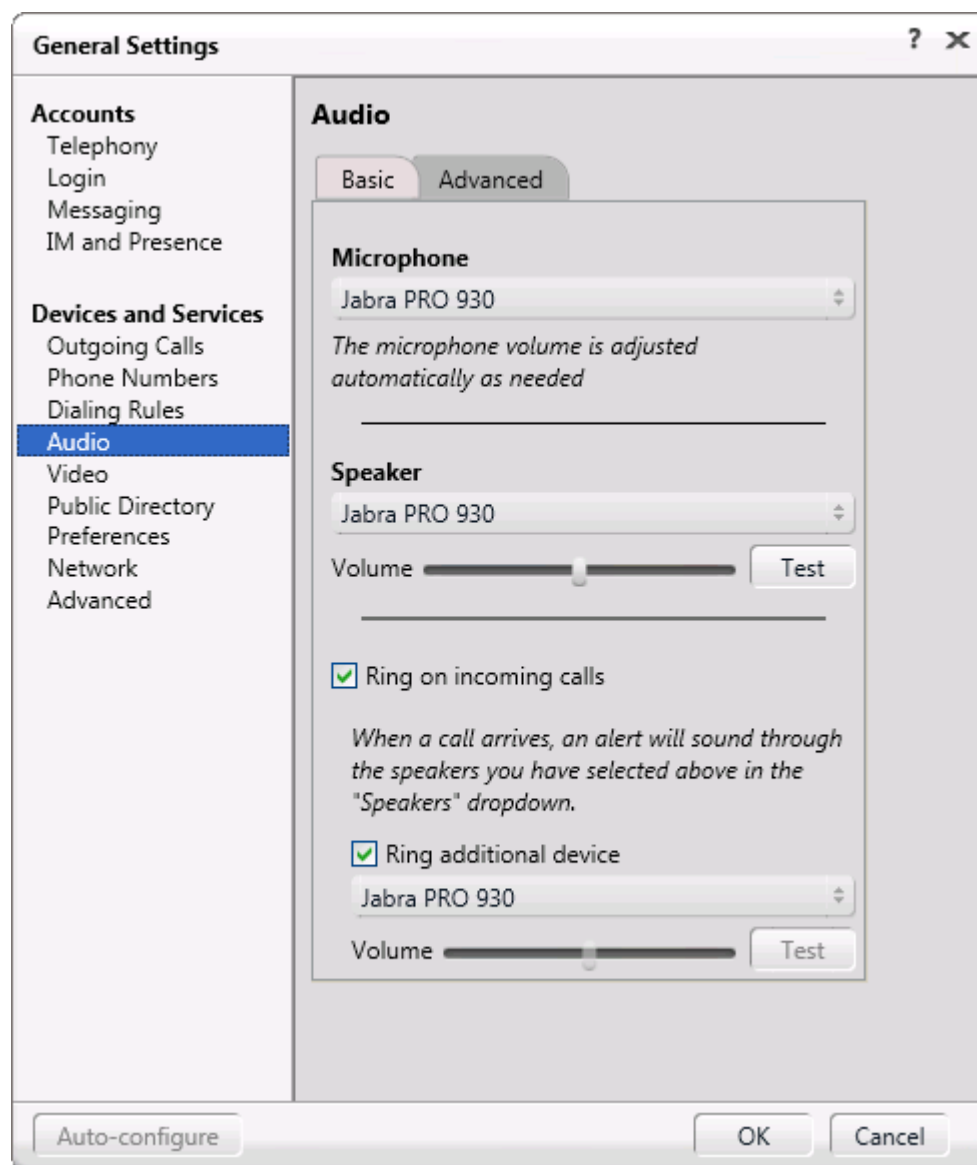


Figure 4: Avaya one-X® Communicator Audio Settings

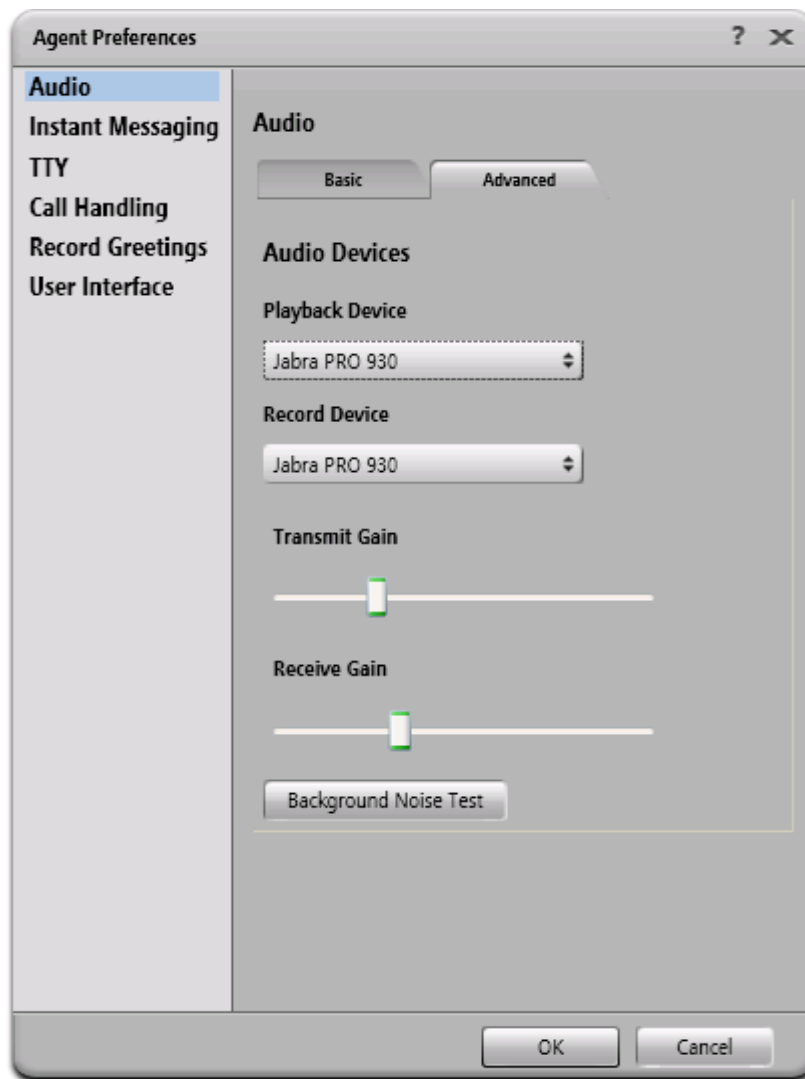
## 7. Configure Avaya one-X® Agent

Select  → Settings → Agent Preferences... from the menu as shown below.



**Figure 5: Avaya one-X® Agent User Interface**

Select **Audio** from the left pane and select the **Advanced** tab of **Audio** window in right-hand side. Select **Jabra PRO 930** from both the **Playback Device** and **Record Device** drop-down menus and click **OK**.



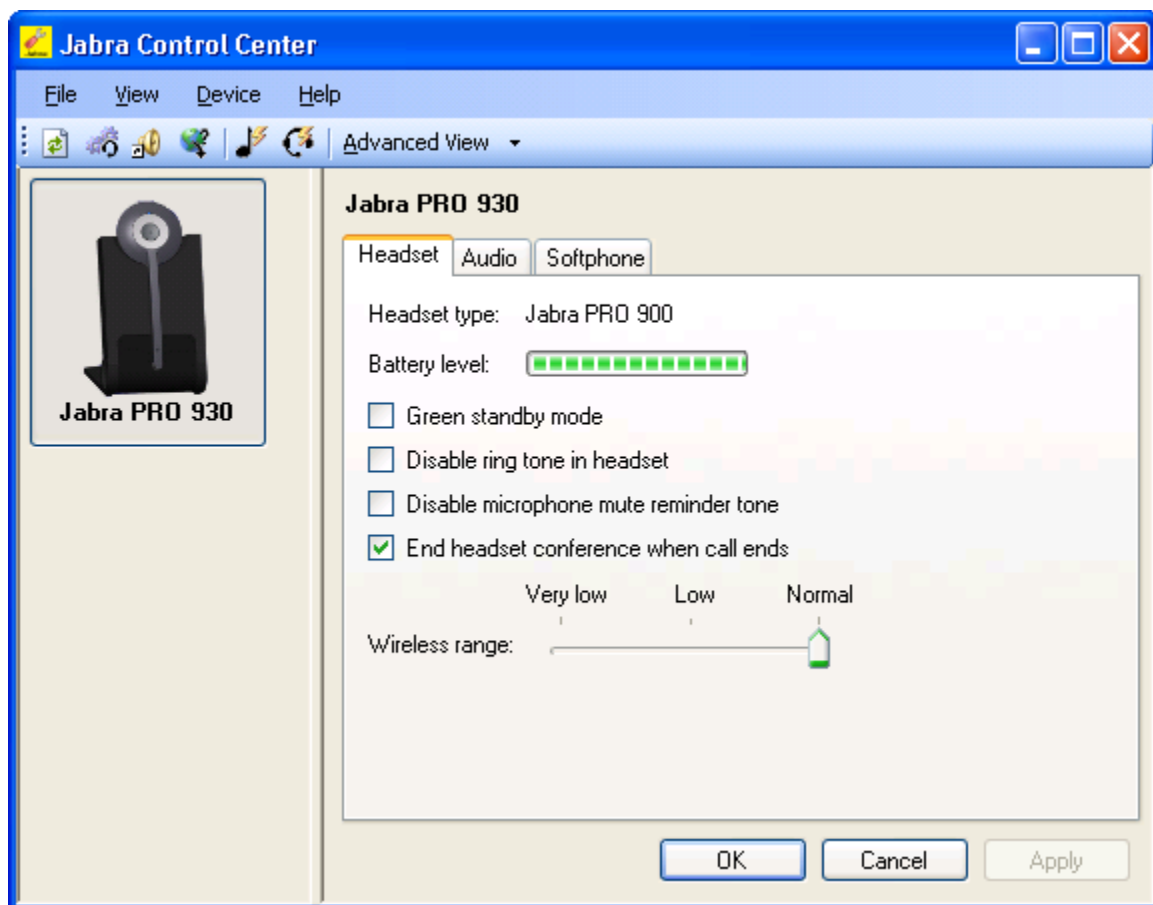
**Figure 6: Avaya one-X® Agent Audio Settings**

## 8. Configure Jabra PRO 930 Headset Solution

This section describes the configured steps for the Jabra PRO 930 Headset and Jabra Control Center software and the connection of Jabra PRO 930 Headset to the Avaya one-X<sup>®</sup> Communicator or one-X<sup>®</sup> Agent softphones. For more information on how to use the PRO 930 Headset please refer to headset manual in **Section 11 [2]**.

### 8.1. Configure Jabra Control Center Program

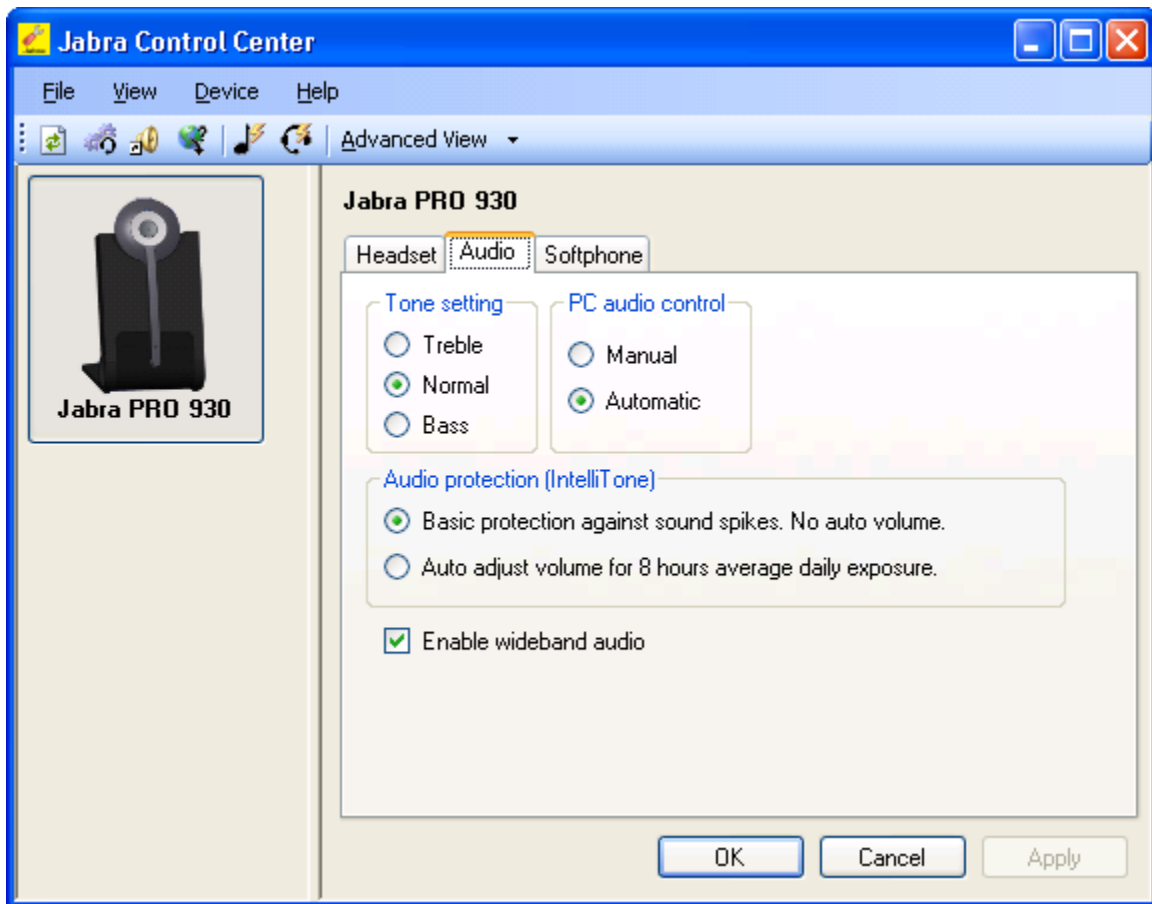
The Jabra Control Center program serves as an interface between the PRO 930 Headset and either Avaya one-X<sup>®</sup> Communicator or Avaya one-X<sup>®</sup> Agent softphones. In **Headset** tab of **Jabra Control Center** window shows type of headset which the program is managing and its configuration as shown in **Figure 7**.



**Figure 7: Headset Tab of Jabra Control Center Window**

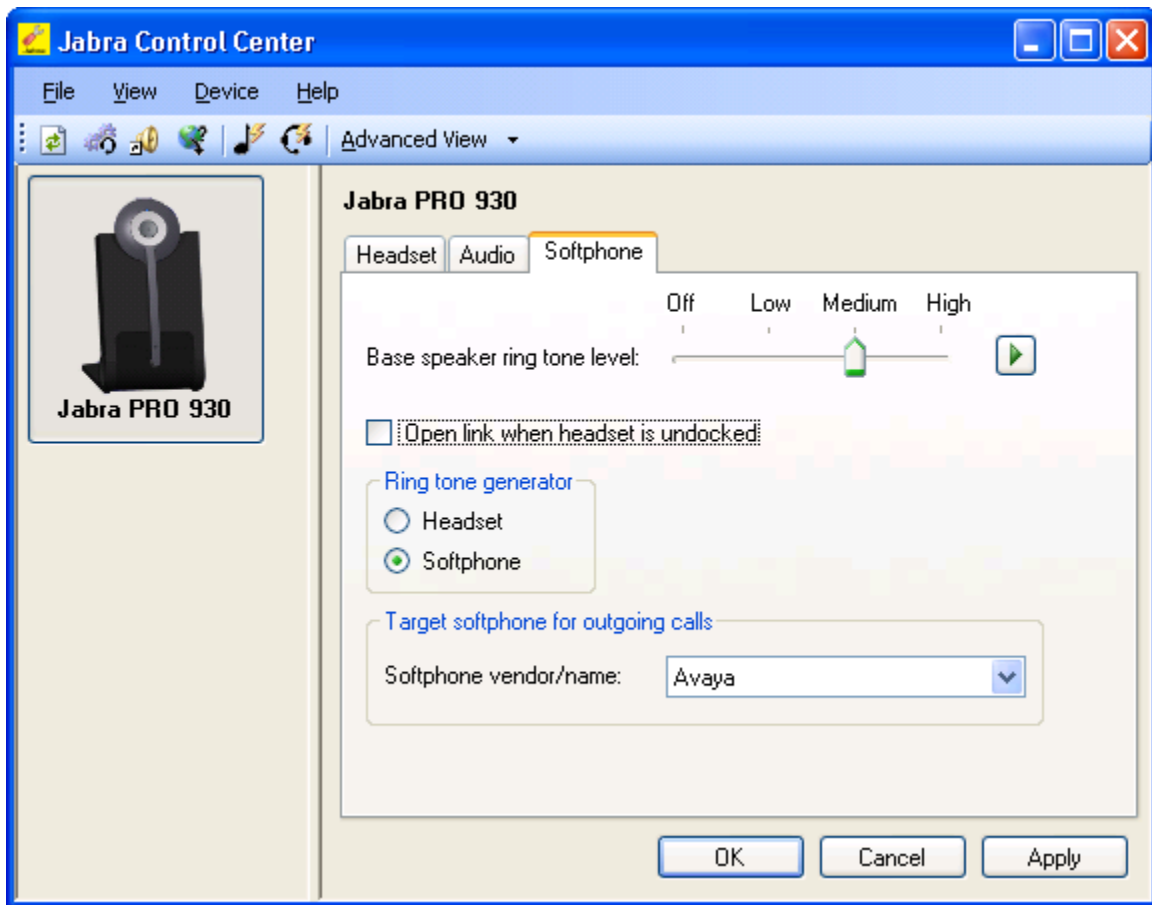


Continue clicking on **Audio** tab and keep all values as default in this tab as shown in **Figure 8** below.



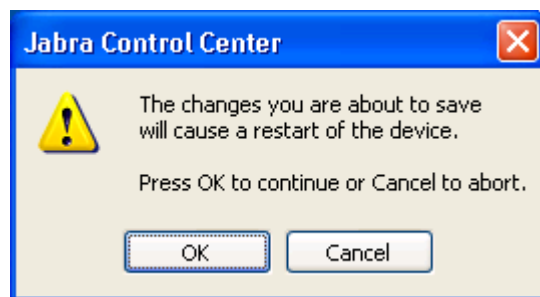
**Figure 8: Audio Tab of Jabra Control Center Window**

Continue clicking on **Softphone** tab, select **Softphone** option in the **Ring tone generator** box and select **Avaya** in dropdown menu **Softphone vender/name** as shown in **Figure 9**.



**Figure 9: Softphone Tab of Jabra Control Center Window**

Click on **Apply** button to apply the changes and then click on **OK** button, a notice window pops up to notify that the changes cause a restart as shown in **Figure 10**. Click **OK** button on the popup window to restart the PRO 930 Headset.



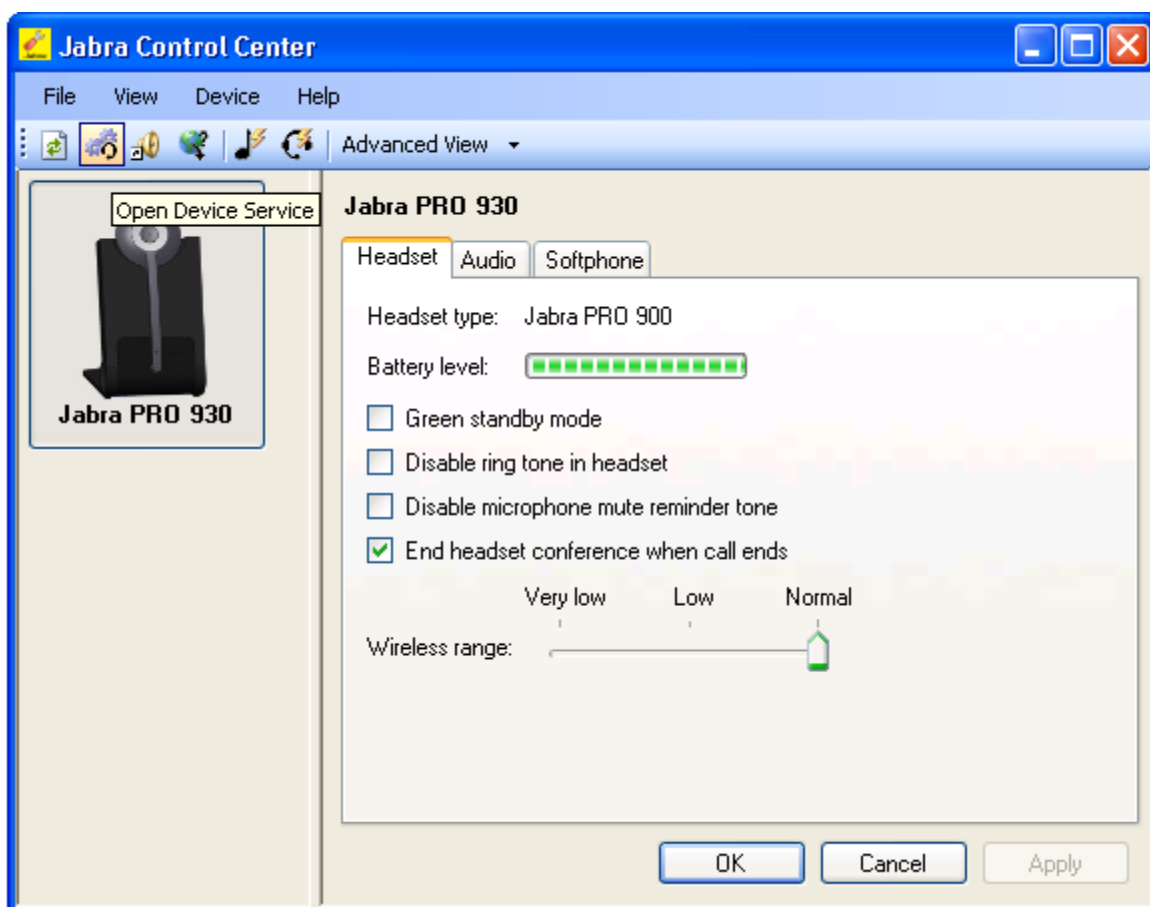
**Figure 10: Popup Window of Jabra Control Center**

After the PRO 930 headset has restarted, double-click on the Jabra Control Center program icon on the Windows task tray as shown in **Figure 11** below to open the Jabra Control Center window.



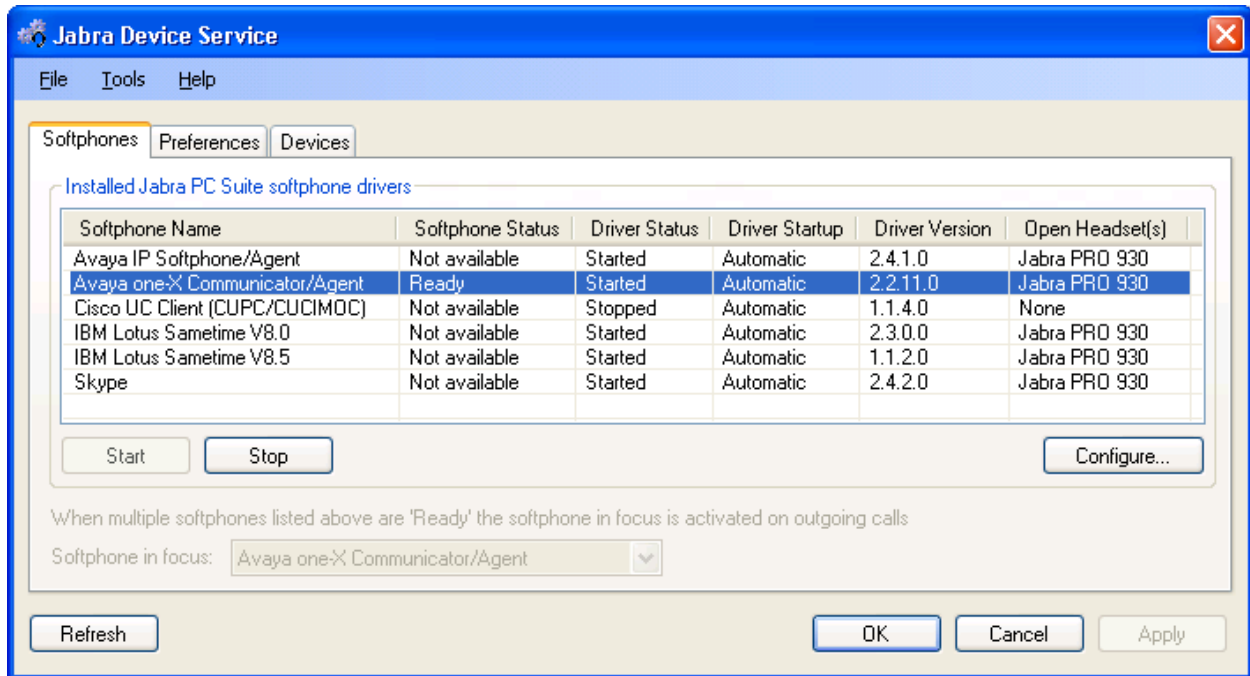
**Figure 11: Jabra Control Center Program Icon**

On the Jabra Control Center window, navigate to **Open Device Service** icon as shown in **Figure 12**.



**Figure 12: Open Device Service Icon of Jabra Control Center Window**


**Figure 13** below shows **Jabra Device Service** window with Avaya one-X Communication/Agent softphone in status **Ready** shown in **Softphone Status** column, if either one-X Communication or one-X Agent softphone is already launched and properly configured in the Jab Control Center program.



**Figure 13: Jabra Device Service Window**

## 8.2. Connect Jabra PRO 930 Headset to PC

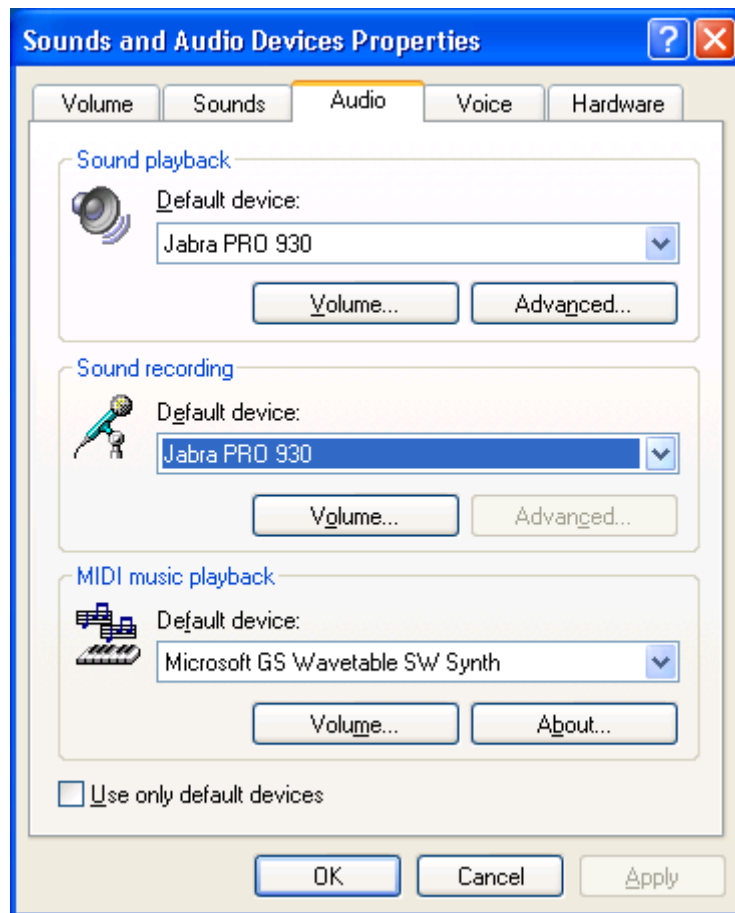
The following procedures show steps to connect Jabra PRO 930 Headset to PC.

- Plug the supplied USB cable into the port marked  on the base.
- Connect other end of the USB cable to any free USB port on the PC

## 9. Verification Steps

The following are procedures to verify Jabra PRO 930 Headset working with Avaya one-X softphone:

- From the Windows Control Panel, open **Sounds and Audio Devices** and click on the **Audio** tab. Verify that the device **Jabra PRO 930** is listed in both the **Sound playback** and **Sound recording** section as shown **Figure 14** below.



**Figure 14: The Sound and Audio Devices Properties Window**

- Pick up and put the headset on. From one-X<sup>®</sup> Communicator, dial a number of another IP deskphone.
- The dial tone should be heard in the speaker of headset and the ringing tone sounds on the IP deskphone.
- Accept the call on the IP deskphone, check the audio on the headset and the handset of the IP desk phone it should be clear.
- End the call on the one-X<sup>®</sup> Communicator by pressing the Multi-Function button on the wireless PRO 930 Headset. The call should be released and Audio link indicator light on the base is OFF.
- Make another call from IP deskphone to the one-X<sup>®</sup> Communicator softphone. A popup window displays on the PC to notify a new incoming call (Note: there is no popup window for incoming call to one-X Agent), the ringing tone is heard on the speaker of headset and the light of Audio link indicator on the base is on.
- Answer the call on the one-X<sup>®</sup> Communicator by pressing the Multi-function button on the wireless headset.

- Check two-way audio from both endpoints. Hang up the call on the one-X<sup>®</sup> Communicator by press the Multi-function button. The call should be released and the light of Audio link indicator is OFF.

Repeat the procedure above for verifying the headset with one-X Agent softphone.

## 10. Conclusion

All of the executed test cases were passed and met the objectives outlined in the **Section 2.1**. The Jabra Control Center software and Jabra PRO 930 Headset are considered to be in compliance with Avaya one-X<sup>®</sup> Communicator and one-X<sup>®</sup> Agent softphones.

## 11. Additional References

Product documentation for the Avaya Aura<sup>®</sup> Communication Manager products may be found at:

<https://support.avaya.com/css/Products/>

Product documentation for Jabra PRO 930 Headset and Jabra products may be found at:

<http://www.jabra.com>

[1] Avaya Aura<sup>®</sup> Communication Manager Documents:

Administering Avaya Aura<sup>®</sup> Communication Manager Server Options, Release 6.0.1, Doc # 03-603479, Issue 2.2, April 2011.

Administering Avaya Aura<sup>®</sup> Communication Manager, Release 6.0, Release 6.0, Doc # 03-300509, Issue 6.0, June 2010.

[2] Jabra PRO 930 Headset Documents:

Jabra PRO 930 Quick Start Guide included with the headset.

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