



Application Notes for Jabra Direct and Jabra Evolve 75e Headset with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Direct and Jabra Evolve 75e Headset with Avaya one-X® Agent. Jabra Evolve 75e Headset connected to the PC via a Jabra Link 370 Bluetooth Dongle or USB cable. In this compliance test, the Bluetooth Dongle will be used. 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 the Jabra Link 370 Bluetooth Dongle plug into the USB interface on a PC, users can directly answer, end, mute/unmute calls and adjust volume using buttons on the Jabra headset.

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 75e Headset together with Jabra Direct software allow connection and call control with Avaya one-X® Agent (hereafter referred to as one-X Agent) via Bluetooth 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 the Jabra Link 370 Bluetooth Dongle plug into the USB interface on a PC, users can directly answer, end, mute/unmute calls and adjust volume using button on the Jabra headset.

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 Bluetooth Dongle to the PC and moving the headset out of Bluetooth range.

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.

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

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

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the one-X Agent, restarting the PC, reconnecting the Bluetooth Dongle to the PC and moving the headset out of Bluetooth 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 and Jabra Evolve 75e 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 headset is connected wirelessly via the Jabra Link 370 Bluetooth Dongle to the PC.

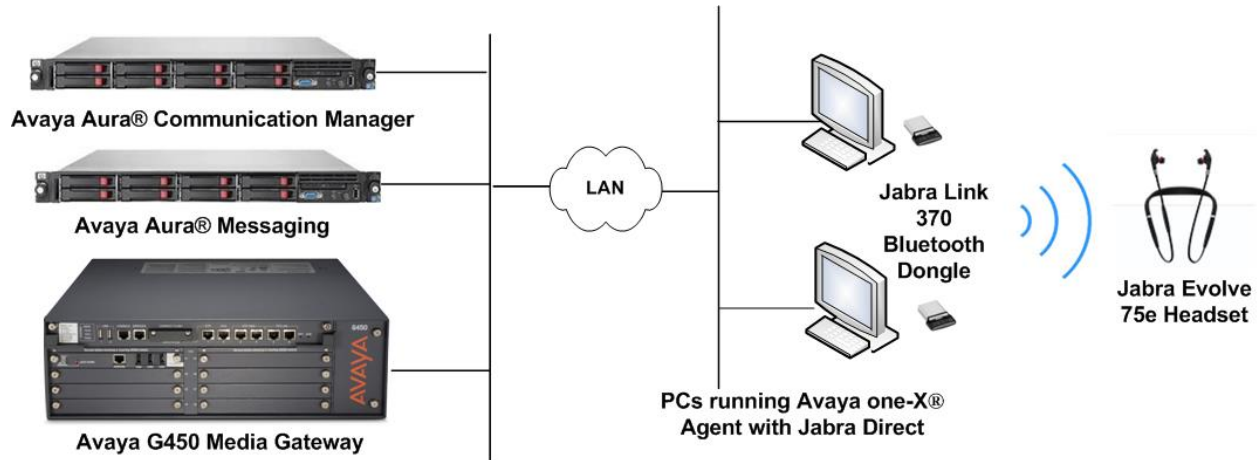


Figure 1: Test Configuration

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 with Avaya G450 Media Gateway	7.1.2.0.0.532.24184
Avaya Aura® Messaging	7.0 SP0 Patch 2
Avaya one-X® Agent running on a PC with Windows 10 Pro	2.5.11 (H.323)
Jabra Evolve 75e	1.12
Jabra Link 370 Bluetooth Dongle	1.18
Jabra Direct running on a PC with Windows 10 Pro	3.11

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:

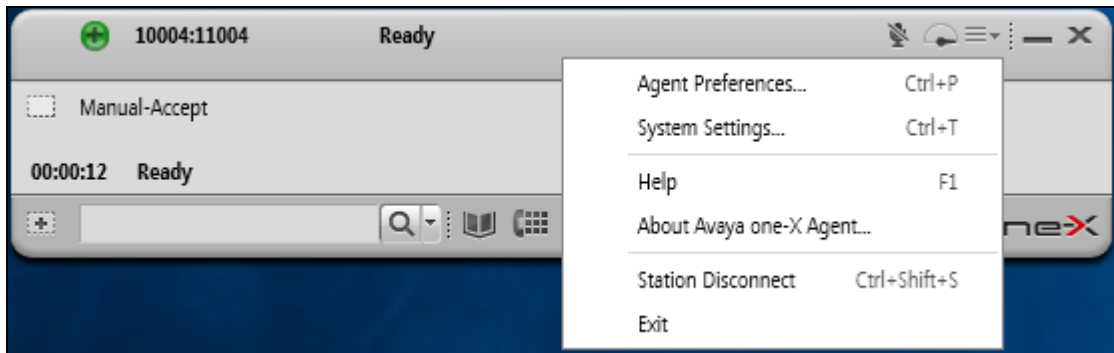
BUTTON ASSIGNMENTS
1: call-appr                                     5: abrv-dial List: 1 DC: 01
2: call-appr                                     6: abrv-dial List: 1 DC: 02
3: call-appr                                     7: auto-in Grp:
4:                                               8: aux-work RC: 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 LINK 370*.



7. Configure Jabra Evolve 75e Headset solution

This section covers the steps to integrate Jabra Evolve 75e Headsets with one-X Agent, including:

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

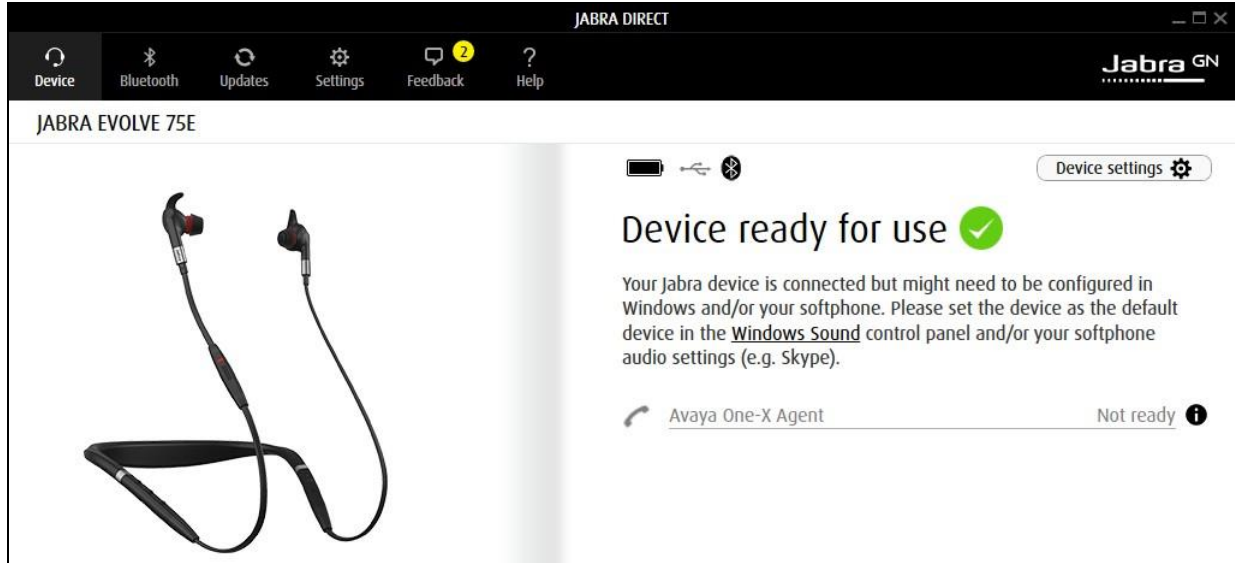
7.2. Connect the Jabra headset

Plug the Jabra Link 370 Bluetooth dongle to the USB port of the PC. The device drivers will automatically be installed. Power on the Jabra Evolve 75e. The Jabra Evolve 75e Headset and the Jabra Link 370 are pre-paired and will automatically connect.

Once the Jabra Link 370 is paired with the headset, open the Jabra Direct program installed on the PC. Select the **Bluetooth** tab on the top menu and it will show the Jabra Link 370 is paired with the Jabra Evolve 75e as below:



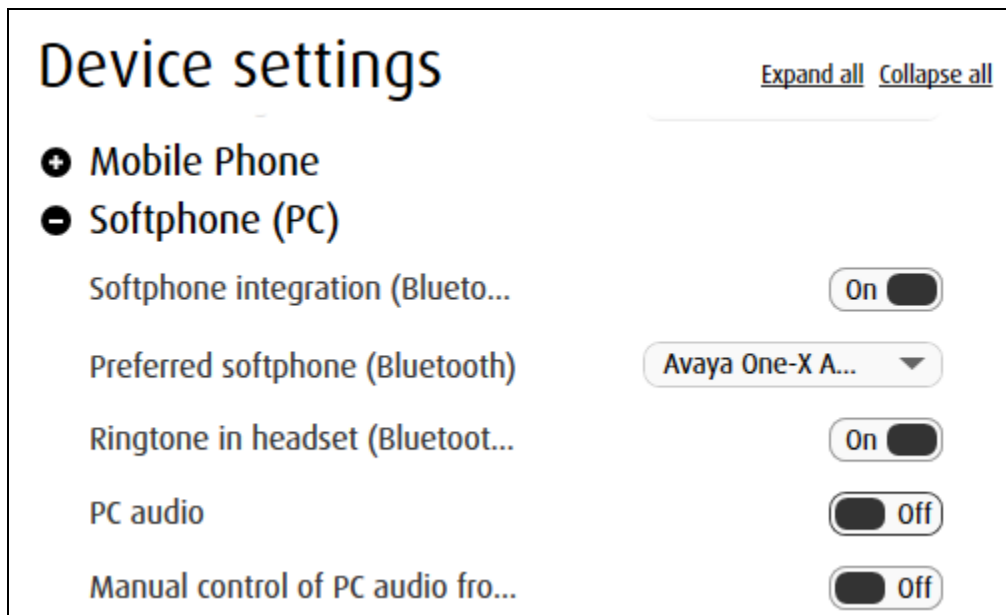
Select the **Device** tab on the top menu and the **Device ready for use** is shown on the right pane.



7.3. Configuring Jabra Direct


On the default screen (**Device** tab), click on **Device settings** on the 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:

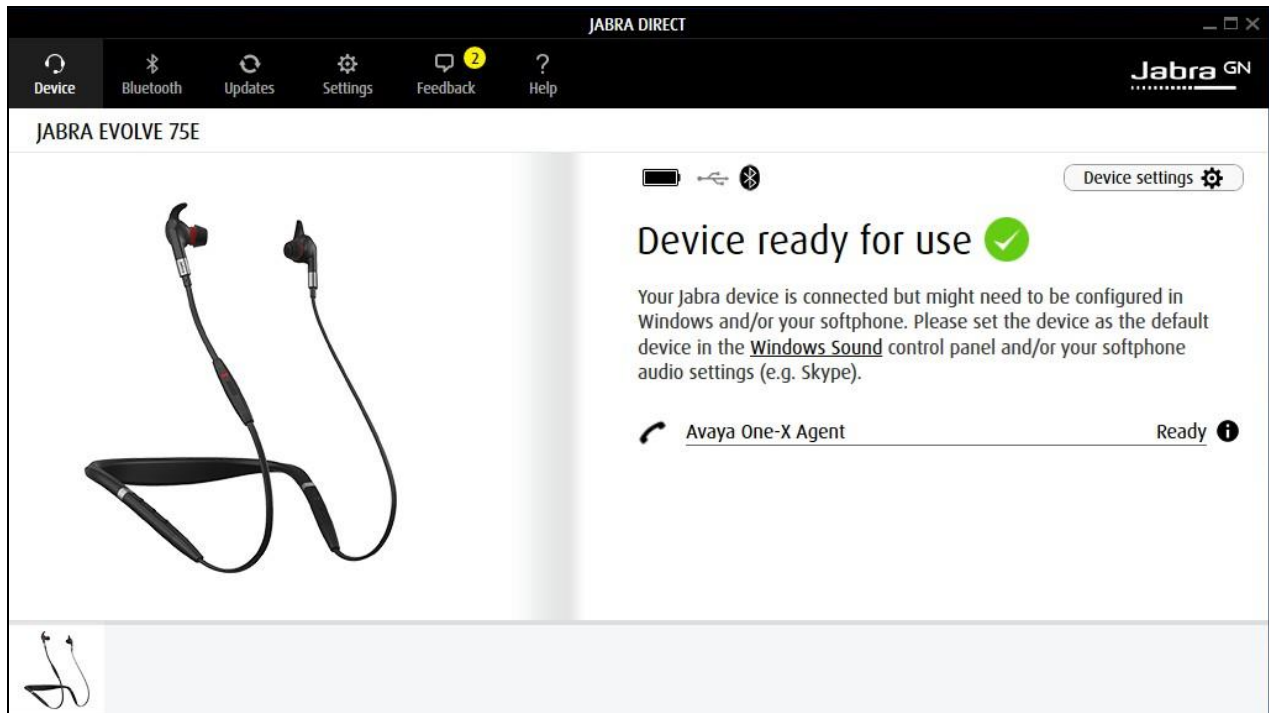
- **Softphone integration (Bluetooth): On**
- **Preferred softphone (Bluetooth): Avaya One-X Agent** [as opposed to Standard Softphone]
- **Ringtone in headset (Bluetooth): On** [optional for ringtone to be played on headset]
- **PC audio: Off** [turning on will setup audio link to headset which might interfere with the conversation using one-X Agent]
- **Manual control of PC audio from Jabra Direct Dashboard: Off** [Control of PC audio link and PC communication link is not required]



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. 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 *multi-function* button on the headset. Refer to Jabra Evolve 75e User Manual [3] for more information on the buttons.
3. End the call by pressing the same *multi-function* button on the headset.
4. Verify also that Jabra Evolve 75e Headset is able to remotely control call functions from the headset such as answer, mute/un-mute, hold/resume and end the call.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Direct and Jabra Evolve 75e 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 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 Evolve 75e User Manual*.

[4] *Jabra Link 370 – Technical specifications*

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