



DevConnect Program

Application Notes for Jabra Speak2 75 UC and Jabra Link 380 USB A/C Bluetooth adapter with Avaya Workplace Client for Mac - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Jabra Speak2 75 UC speakerphone and Jabra Link 380 USB A/C Bluetooth adapter connection with Avaya Workplace Client for Mac.

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 Avaya DevConnect Program.

1. Introduction

Jabra Speak2 75 UC speakerphone using Jabra Link 380 USB A/C Bluetooth adapter connection is a next generation portable speakerphone for hybrid work. Jabra Speak2 75 UC speakerphone uses a Jabra Link 380 USB A/C Bluetooth adapter connection to the MacOS with Avaya Workplace Client for Mac (hereafter referred to as Avaya Workplace). Call control is supported by the Jabra SDK, which is built into Avaya Workplace as of Release 3.30. Jabra Speak2 75 UC used a USB C Link 380 Bluetooth adapter for the compliance test. With Jabra Speak2 75 UC speakerphone linked to the Jabra Link 380 adapter, users can directly answer, end, mute/unmute, hold/resume and adjust volume with Avaya Workplace.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Avaya Workplace, answering and ending calls using the call control buttons on Speak2 75 UC, 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 adjustments are also tested.

The serviceability testing focused on verifying the usability of Speak2 75 UC solution after restarting Avaya Workplace, restarting the Mac, disconnecting/reconnecting the Link 380 USB adapter to the Mac, and moving Speak2 75 UC out of Bluetooth range.

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/speakerphones that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset/speakerphone to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets/speakerphones

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/speakerphone 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 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 speakerphone and the soft button on Avaya Workplace.
- Using the hold button on the speakerphone and the soft button on Avaya Workplace to hold and resume the audio.
- Using the volume buttons on the speakerphone to adjust the audio volume.
- Using the mute button on the speakerphone and the soft button on Avaya Workplace to mute and un-mute the audio.
- Verifying incoming call notification on the speakerphone.
- Verifying call ended notification on the speakerphone.
- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.

The serviceability testing focused on verifying the usability of the speakerphone solution after restarting Avaya Workplace, restarting the Mac, disconnecting/reconnecting the Link 380 USB adapter to the Mac, and moving Speak2 75 UC out of Bluetooth range.

2.2. Test Results

All test cases passed successfully.

2.3. Support

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

- Phone: +1-866-697-8757
- Website: <http://www.jabra.com/Support>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify Jabra Link 380 USB adapter and Jabra Speak2 75 with Avaya Workplace. The Avaya Workplace software was installed on the Mac. Jabra Speak2 UC speakerphone communicates via a Bluetooth connection to the Link 380 USB Bluetooth Adapter connected to the Mac hosting Avaya Workplace.

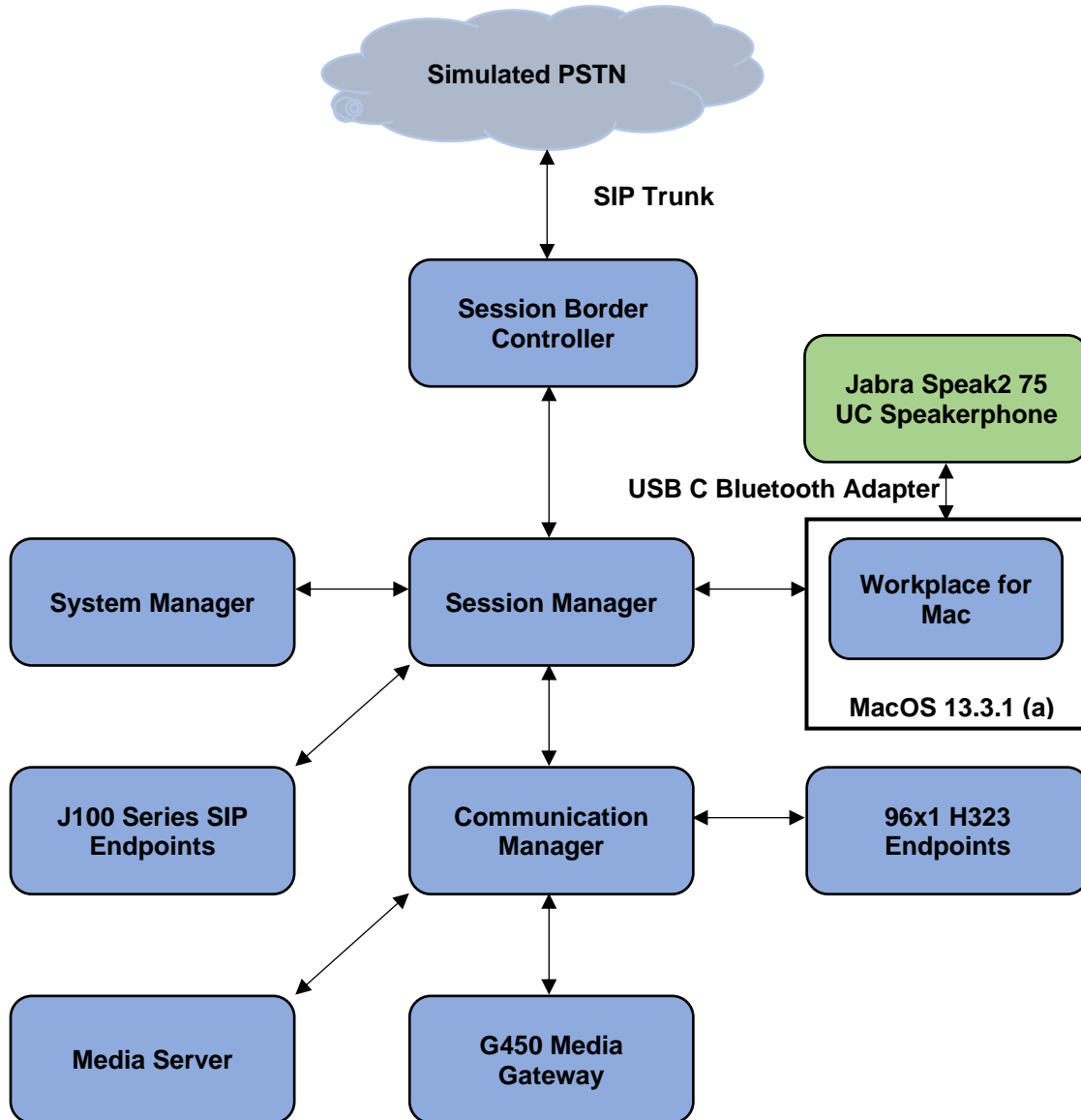


Figure 1: Test Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration.

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	10.1.2.0 FP2 01.0.974.0-27783
Avaya G450 Media Gateway	FW 42.18.0
Avaya Aura® System Manager	10.1.2.0 Feature Pack 2 10.1.2.0.0715476
Avaya Aura® Session Manager	10.1.2.0 Feature Pack 2 10.1.0.02.1012016
Avaya Session Border Controller for Enterprise	10.1.0.0-32-21432
Avaya Aura® Media Server	10.1.0.125
Avaya 96x1 Series IP Deskphones	6.8.5.4 (H.323)
Avaya J179 SIP Deskphones	4.1.1.0.7 (SIP)
Avaya Workplace for Mac	3.33.0.95
Jabra Speak2 75 UC Speakerphone	1.0.1
Jabra Link 380 USB C Bluetooth adapter	1.16.0

5. Configure Avaya Aura® Session Manager

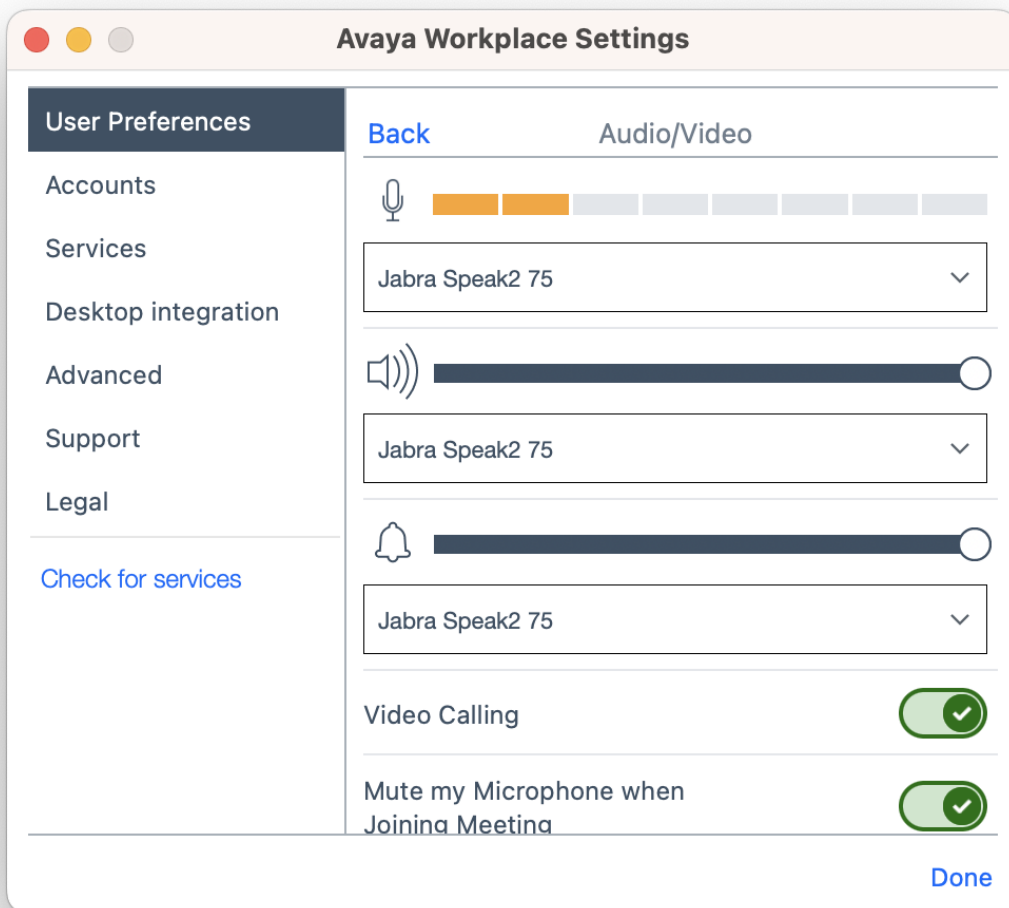
5.1. Add SIP User

The addition of SIP Users will not be detailed here. Refer to details in adding users in the administration document for Avaya Aura® Session Manager in [2] listed in **Section 9** for details.

6. Configure Avaya Workplace Client

Avaya Workplace is a SIP soft phone application that provides users with access to Unified Communications (UC) services. This section shows how to configure Speak2 75 UC speakerphone to interoperate with Avaya Workplace. Before configuring the Avaya Workplace Client, plug Link 380 USB adapter in the USB port. Power up Speak2 75 UC. Link 380 USB adapter should be paired with Speak2 75 UC out of the box. If not, refer to [5] for pairing instructions.

Log in to Avaya Workplace with a valid SIP user. From Avaya Workplace, navigate to **Settings** → **User Preferences** → **Audio/Video**.



Select entries containing *Jabra Speak2 75* (the ringer is optional).

7. Verification Steps

This section provides steps to verify that the Jabra solution has been successfully integrated with Avaya Workplace.

Open Avaya Workplace and log in. Verify call scenarios using Avaya Workplace or Speak2 75 UC controls will work.

- Make calls from and to Avaya Workplace and verify two-way audio using Speak2 75 UC speakerphone.
- Make a call to Speak2 75 UC and verify the call can be answered and dropped using the Speak2 75 UC Answer Call and End/reject call buttons.
- Make a call and verify mute can be initiated from the Mute button on the speakerphone and the soft button on Avaya Workplace.
- Make a call and verify Avaya Workplace puts the caller on and off hold by tapping the Answer Call button on the speakerphone and the soft button on Avaya Workplace .

8. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Speak2 75 UC speakerphone and Jabra Link 380 USB A/C Bluetooth adapter with Avaya Workplace Client for Mac. All test cases passed successfully.

9. 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 10.1.x, Issue 5, March 2023.
- [2] *Administering Avaya Aura® Session Manager*, Release 10.1.x, Issue 5, February 2023.
- [3] *Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows*, updated January 6, 2023.
- [4] *Using Avaya Workplace Client for Android, iOS, Mac, and Windows*, updated January 6, 2023.

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

- [5] *Jabra Speak2 75 User Manual*, RevA-1, 2023.

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