



Avaya Solution & Interoperability Test Lab

Application Notes for Jabra Evolve 65t, Jabra Link 370 USB Adapter, and Jabra Direct with Avaya Equinox® for Windows - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Evolve 65t Wireless Earbuds, Jabra Link 370 USB Adapter and Jabra Direct Software with Avaya Equinox® for Windows. The Jabra Link 370 USB Adapter provides Bluetooth connectivity to the Jabra Evolve 65t Wireless Earbuds. Jabra Direct is software that enables remote call control directly from Jabra Evolve 65t. This allows Jabra Evolve 65t to hold, resume, answer and end calls on Avaya Equinox® for Windows. Jabra Direct also provides a readiness status with respect to its connectivity to Avaya Equinox® for Windows.

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

These Application Notes describe the configuration steps required to integrate the Jabra Evolve 65t Wireless Earbuds, Jabra Link 370 USB Adapter and Jabra Direct Software with Avaya Equinox® for Windows. The Jabra Link 370 USB Adapter provides Bluetooth connectivity to the Jabra Evolve 65t Wireless Earbuds. Jabra Direct is software that enables remote call control directly from Jabra Evolve 65t. This allows Jabra Evolve 65t to hold, resume, answer and end calls on Avaya Equinox® for Windows. Jabra Direct also provides a readiness status with respect to its connectivity to Avaya Equinox® for Windows.

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 Equinox® for Windows, holding, resuming, answering and ending calls using the call control button on Evolve 65t, and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of Evolve 65t after restarting the Avaya Equinox® for Windows, restarting the PC and re-connecting the Link 370 USB Adapter.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note 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.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. 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 earbuds.
- Holding and resuming calls using the call control button on the earbuds.
- Using the volume control buttons on the earbuds to adjust the audio volume.
- Using voice commands to answer and hold calls on Evolve 65t.
- Performing call control functions from Equinox.
- Verifying incoming call notification on the earbuds.

For the serviceability testing, Evolve 65t was paired with the Jabra Link 370 USB Adapter via Bluetooth. The desktop PC running Equinox was restarted and the Link 370 USB Adapter was re-connected to verify proper operation of the earbuds after all of the components were back in-service.

2.2. Test Results

All test cases passed with the following observations.

- After connecting (or re-connecting) the Jabra Link 370 USB Adapter, Jabra Direct must be restarted.
- Jabra Evolve 65t doesn't support a mute feature directly from the earbuds.

2.3. Support

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

- Phone: 1 (866) 697-8757
- Website: <https://www.jabra.com/support#/>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra headset solution with Avaya Equinox® for Windows. The configuration consists of a desktop PC running Windows 10 with Avaya Equinox® for Windows and Jabra Direct Software. The Jabra Evolve 65t Wireless Earbuds pair with the Jabra Link 370 USB Adapter via Bluetooth. Avaya Aura® Communication Manager with an Avaya G450 Media Gateway provided PSTN via an ISDN-PRI trunk. Avaya H.323/SIP Deskphones were used to establish calls with Equinox and Avaya Aura® Messaging was used as the voicemail system.

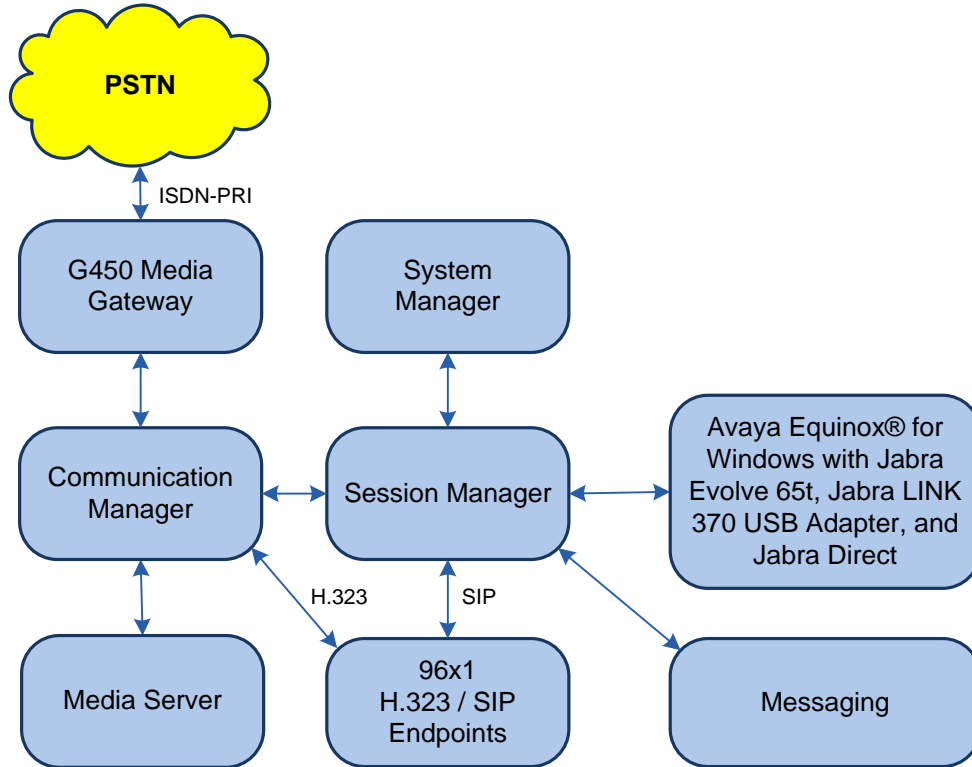


Figure 1: Jabra Evolve 65t, Jabra Link 370 USB Adapter, and Jabra Direct with Avaya Equinox® for Windows

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	8.1.0.1.0-SP1
Avaya G450 Media Gateway	FW 40.25.0
Avaya Aura® Media Server	v.8.0.1.121
Aura® System Manager	8.1.0.0 Build No. – 8.1.0.0.733078 Software Update Revision No: 8.1.0.0.079814
Aura® Session Manager	8.1.0.0.810007
Avaya Equinox® for Windows	3.6.0.153.36
Avaya Aura® Messaging	7.0.1.2.0 FP1 SP 2
Avaya 96x1 Series IP Deskphones	6.8003 (H.323) 7.1.5.0.11 (SIP)
Jabra Evolve 65t	FW version: 2.25.0
Jabra Link 370 USB Adapter	FW version: 1.21.0
Jabra Direct	4.0.5230

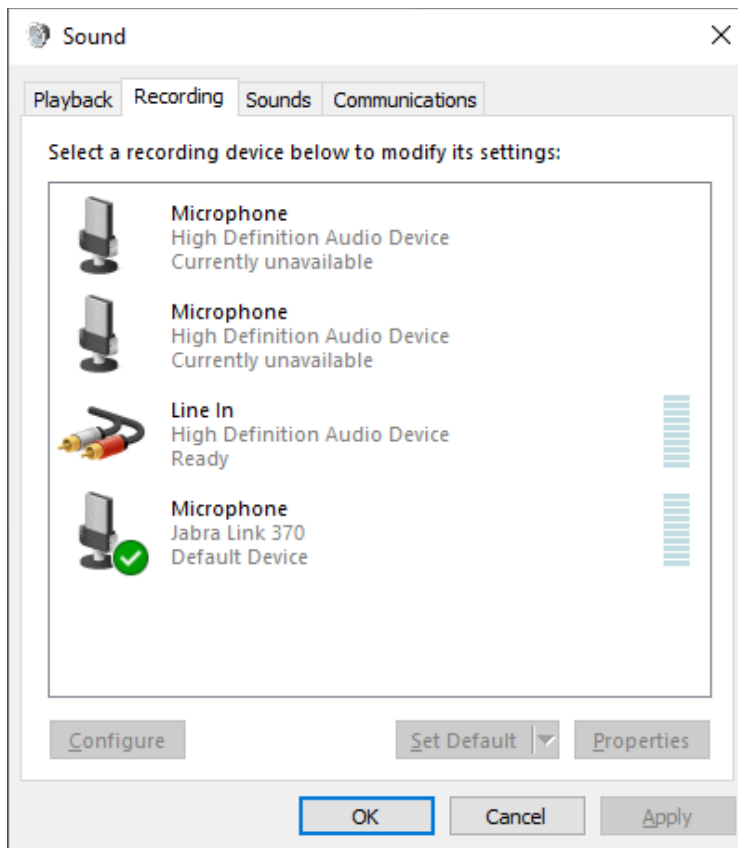
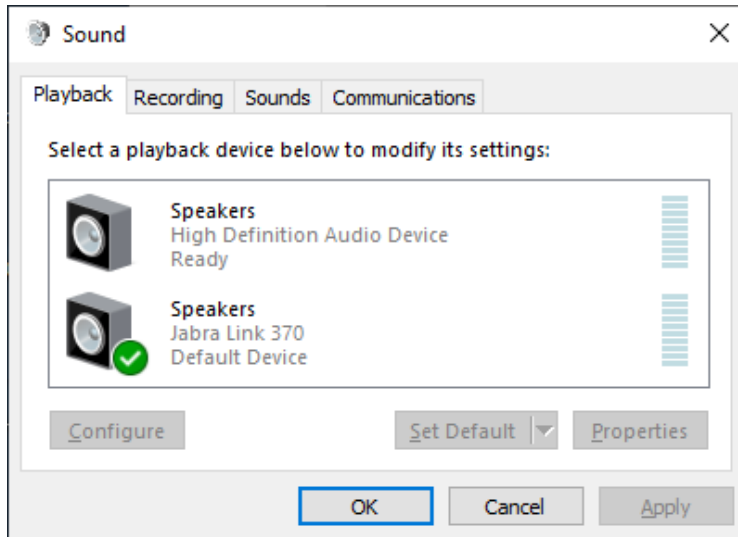
5. Configure Avaya Aura® Communication Manager


This section covers the station configuration for Equinox . The configuration is viewed via the System Access Terminal (SAT) on Communication Manager, but since Equinox is a SIP endpoint, a SIP station was configured through Avaya Aura® System Manager. The **Station Type** was set to *9641SIP* and a descriptive **Name** was also provided. The **IP Softphone** and **IP Video Softphone** fields were set to *y*. Use the default values for the other fields on **Page 1**.

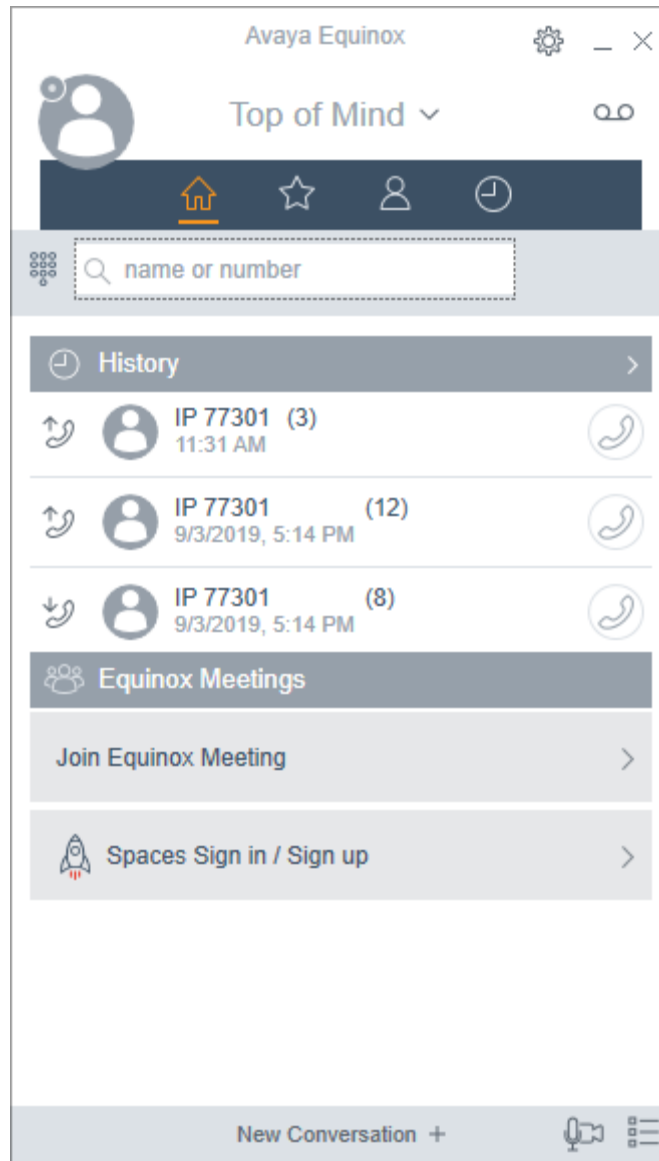
```
display station 78040                                     Page 1 of 6
                                                         STATION
Extension: 78040                                         Lock Messages? n          BCC: M
  Type: 9641SIP                                         Security Code:           TN: 1
  Port: S00020                                           Coverage Path 1:        COR: 1
  Name: 78040, Equinox                               Coverage Path 2:        COS: 1
                                                         Hunt-to Station:
STATION OPTIONS
                                                         Time of Day Lock Table:
  Loss Group: 19                                         Message Lamp Ext: 78040
                                                         Button Modules: 0
  Display Language: english
  Survivable COR: internal
  Survivable Trunk Dest? y                               IP SoftPhone? y
                                                         IP Video Softphone? y
                                                         Short/Prefixed Registration Allowed: default
```

6. Configure Avaya Equinox® for Windows

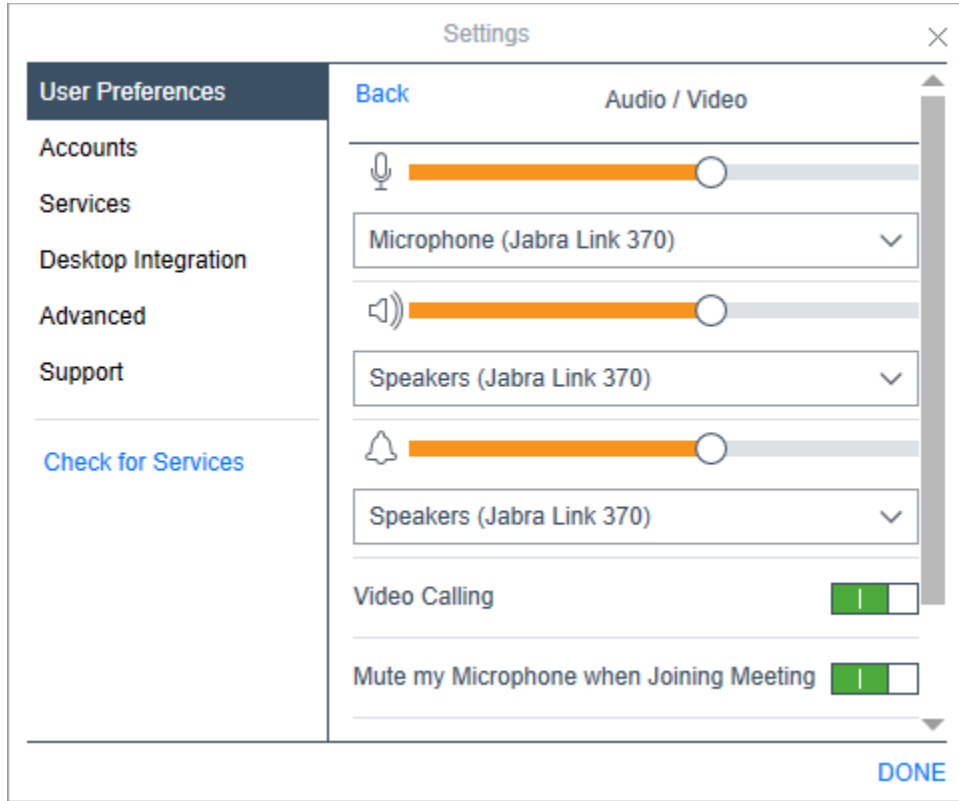
Connect the Jabra Link 370 USB Adapter to a USB port on the PC running Equinox. Next, ensure that the **Sound** properties under Windows 10 Control Panel are set properly. Verify that Link 370 has been detected by Windows 10 and that it has been set as the default device in the **Playback** and **Recording** tabs as shown below.



After launching and logging into Equinox, click on **Options and Settings**  to display the **Settings** window as shown below.



Navigate to **Settings** → **User Preferences** → **Audio/Video** (not shown) to display the **Audio/Video** window shown below. The Jabra Link 370 is automatically detected by Equinox. Set the microphone and speaker fields to *Microphone (Jabra Link 370)* and *Speakers (Jabra Link 370)*, respectively, as shown below. Click **DONE**.



7. Configure and Install Jabra Evolve 65t Headset Solution

This section covers the steps to integrate Jabra Evolve 65t with Equinox, including:

- Install Jabra Direct
- Connect Jabra Link 370 USB Adapter
- Configure Jabra Direct

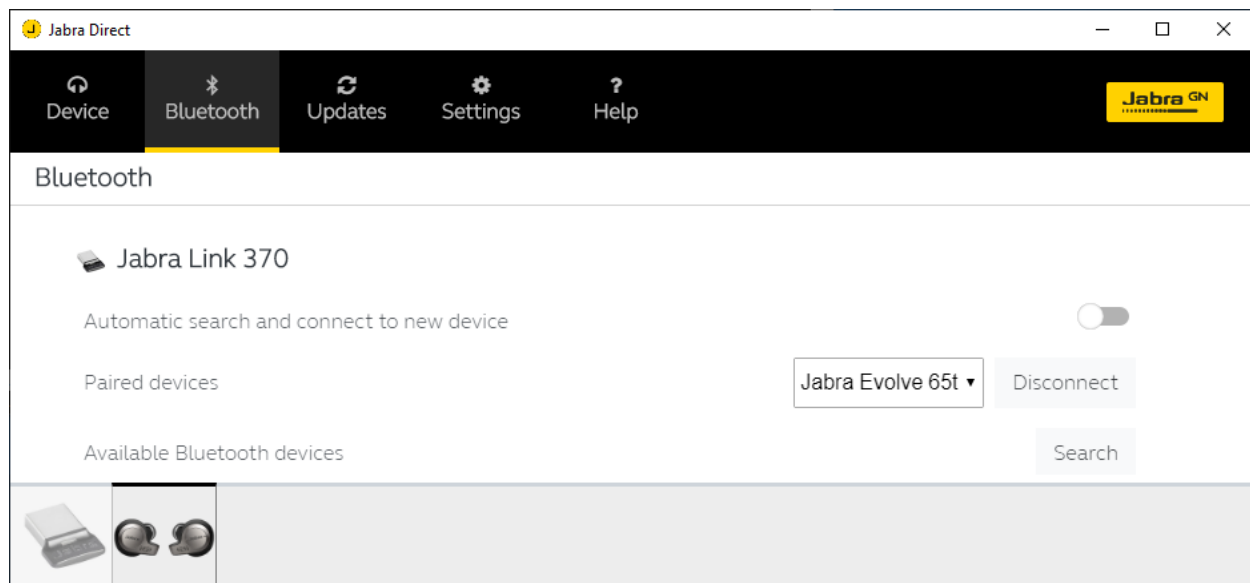
Note: After successfully performing this procedure, the Jabra headset will be detected by Avaya Equinox® for Windows as described in **Section 6**.

7.1. Install Jabra Direct

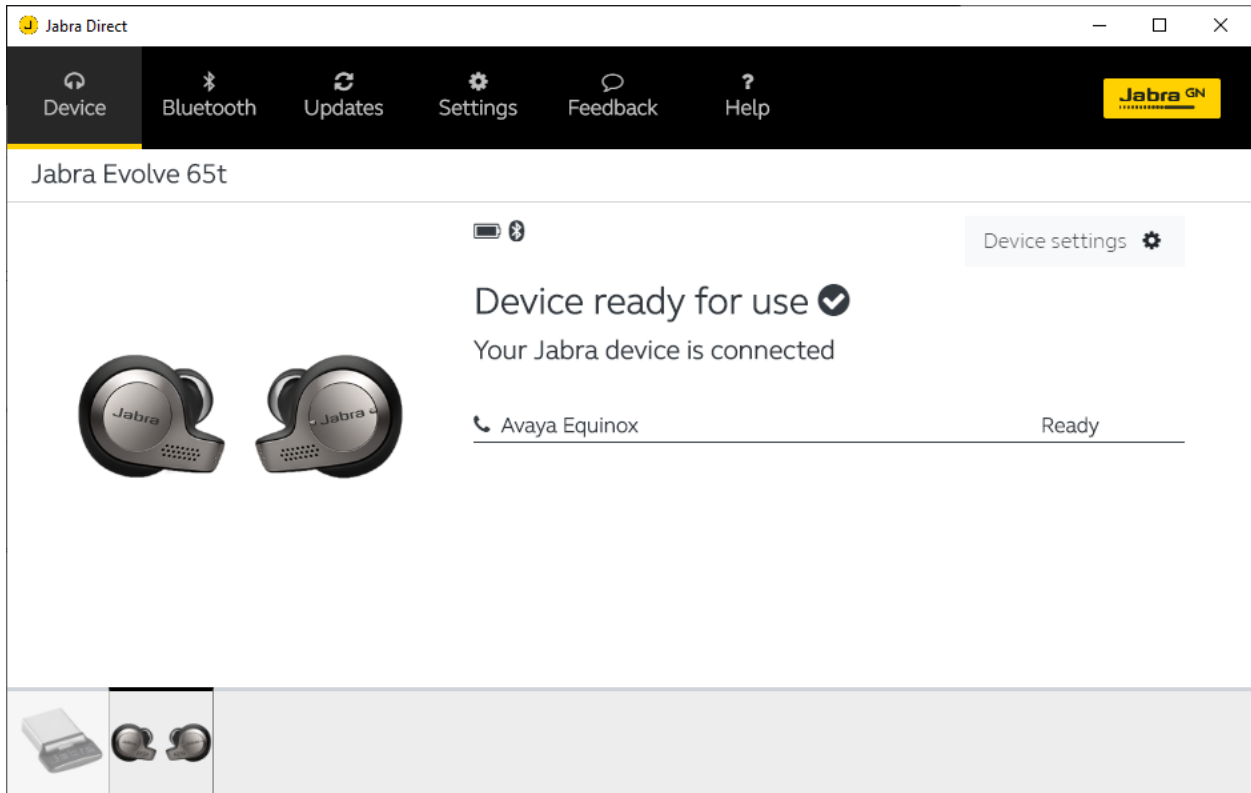
Download the Jabra Direct software from <http://www.jabra.com/software-and-services/jabra-direct> and install.

7.2. Connect Jabra Link 370 USB Adapter

Connect the Jabra Link 370 USB Adapter to an available USB port on the PC running Equinox. The device drivers will be automatically installed. Power on the Evolve 65t. The Evolve65t and Link 370 are pre-paired and should automatically connect. Open Jabra Direct and select the **Bluetooth** option along the top menu and verify that Evolve 65t has been paired with Link 370 as shown below.

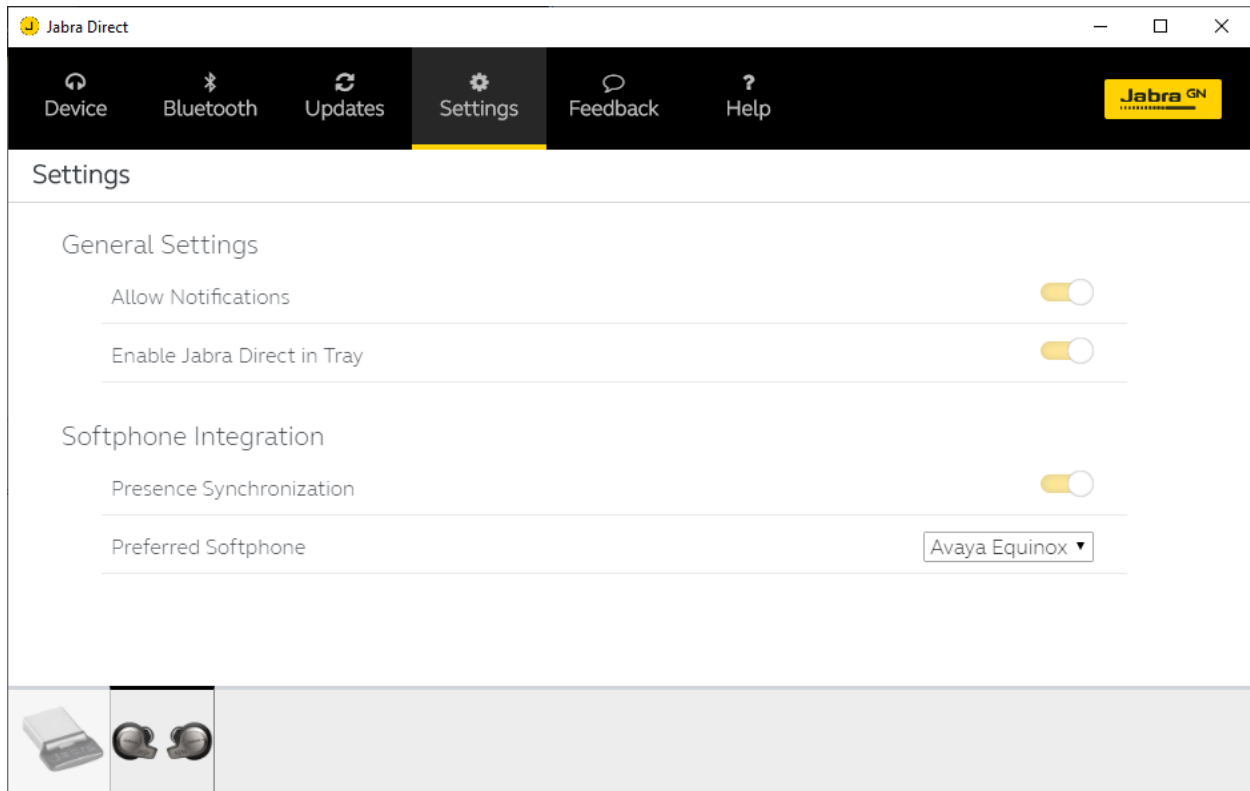


Select the **Device** option along the top menu and verify that Equinox is ready for use as shown below. The **Device Settings** options allows Evolve 65t to be customized.



7.3. Configure Jabra Direct

In Jabra Direct, select the **Settings** option along the top menu and verify that **Preferred Softphone** is set to *Avaya Equinox*.



8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with the Avaya Equinox® for Windows.

1. Verify that Evolve 65t has been paired with Link 370 as described in **Section 7.2**.
2. Verify that Equinox is ready for use as described in **Section 7.2**.
3. Once the Jabra headset is connected to Equinox, verify that incoming and outgoing calls can be established with two-way audio to the earbuds. For incoming calls, verify that incoming call notification is heard and the call can be answered by pressing the call control button on the earbuds.
4. End the call by pressing the call control button on the earbuds.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Evolve 65t Wireless Earbuds, Jabra Link 370 USB Adapter, and Jabra Direct with Avaya Equinox® for Windows. All test cases were completed successfully with observations notes 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 8.1.x, Issue 2, July 2019, available at <http://support.avaya.com>.

[2] *Planning for and Administering Avaya Equinox® for Android, iOS, Max, and Windows*, Release 3.6, Issue 2, July 2019.

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

[3] *Jabra Evolve 65t Get Started Guide*.

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