Avaya Solution & Interoperability Test Lab

Application Notes for Jabra PC Suite and Jabra USB Headsets with Avaya one-X® Agent - Issue 1.1

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra PC Suite and various families of Jabra USB headsets with Avaya one-X® Agent. Jabra PC Suite is a collection of programs that enable remote call control with Jabra headsets and Avaya one-X Agent. This means that with a Jabra headset, users can answer and end calls away from their PC. In addition, users can mute/unmute calls directly from the Jabra headset. The focus of these Application Notes is on the Jabra PC Suite software. The following Jabra USB headsets were used to exercise the call control functions provided by Jabra PC Suite.

- UC Voice 150/250/550/750 USB
- BIZ 2400 USB
- GN 2000 USB
- LINK 280 USB Adapter with GN 2000 QD

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 PC Suite and various families of Jabra USB headsets with Avaya one-X® Agent. Jabra PC Suite is a collection of programs that enable remote call control with Jabra headsets and Avaya one-X Agent. This means that with a Jabra headset, users can answer and end calls away from their PC. In addition, users can mute/unmute calls directly from the Jabra headset. The focus of these Application Notes is on the Jabra PC Suite software. The following Jabra USB headsets were used to exercise the call control functions provided by Jabra PC Suite.

- UC Voice 150/250/550/750 USB
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- GN 2000 USB
- LINK 280 USB Adapter with GN 2000 QD

The Jabra PC Suite includes the following programs, which were exercised during the compliance testing:

- **Jabra Device Service:** This program runs in the background and monitors the Jabra LINK 360 Bluetooth USB adapter. It enables the **Jabra Control Center** and the Avaya one-X Agent driver used to interact with the Jabra headset.

- **Jabra Control Center:** This program is used to configure the settings of the Jabra headset.

Note that the Jabra Call Control application is only used with Jabra headsets that can connect to a desktop phone and softphone at the same time, which is not supported by the Jabra headsets covered in the compliance test.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Avaya 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, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the Avaya one-X Agent PC and reconnecting the Jabra headset to the PC.

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 headset.
- Using the volume control buttons on the Jabra headset to adjust the audio volume.
- Using the Voice Control button on the Jabra headset to mute and un-mute the audio.
- Using Jabra Call Control to answer calls, end calls, and mute/unmute calls.
- Verifying incoming call notification on Jabra headset.
- Verifying call ended notification on Jabra headset.

For the serviceability testing, the Jabra headset was reconnected to the one-X Agent PC and the PC was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed with the following observation. After rebooting the desktop PC and launching Avaya one-X Agent, the Jabra headset cannot disconnect the call using the call control button for the first call. Subsequent calls can be disconnected from the headset.

2.3. Support

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

- Phone: (866) 697-8757
- Website: http://www.jabra.com/NA-US/Support/pages/Default.aspx
- Email: JabraSupport.US@jabra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra PC Suite and various Jabra USB headset solutions. The configuration consists of an Avaya S8300 Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. The Jabra headsets were connected to the Avaya one-X Agent PC via a USB port. The Jabra PC Suite software was installed on the PC.
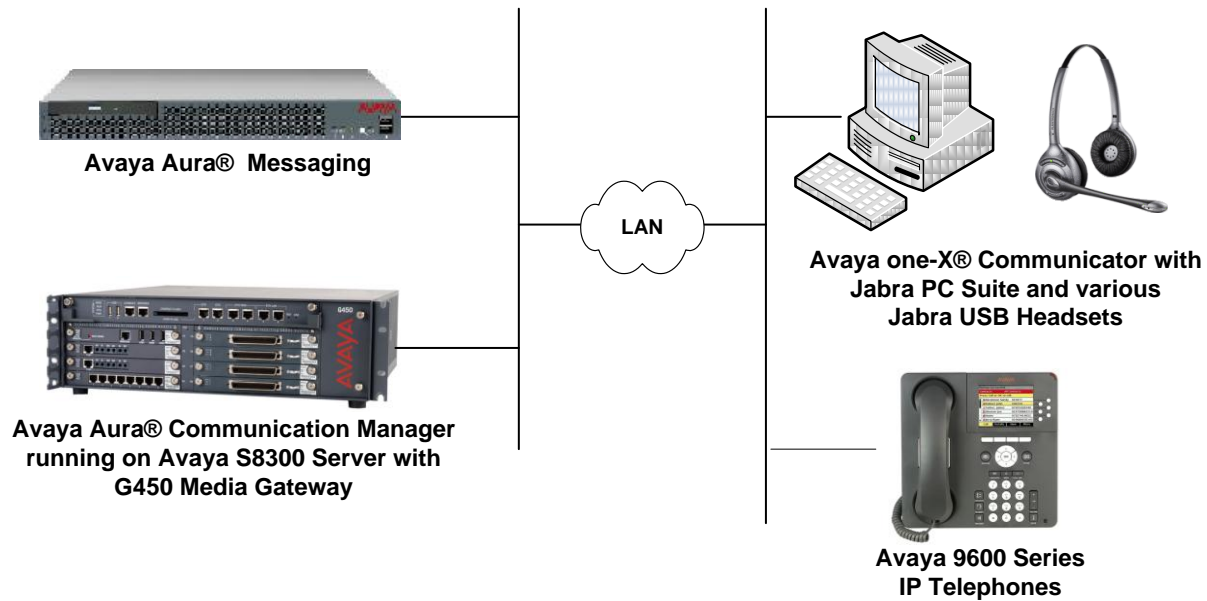

Avaya Aura® Messaging

LAN

Avaya one-X® Communicator with Jabra PC Suite and various Jabra USB Headsets

Avaya Aura® Communication Manager running on Avaya S8300 Server with G450 Media Gateway

Avaya 9600 Series IP Telephones

Figure 1: Avaya one-X Agent with Jabra PC Suite and Jabra USB Headsets

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 running Avaya S8300 Server with a G450 Media Gateway	6.0.1 SP 5.01 (R016x.00.1.510.1 w/Patch 19303)
Avaya one-X® Agent	2.5 Patch 2 (2.5.00467.18)
Avaya Aura® Messaging	6.0.1 SP 1
Avaya 9600 Series IP Telephones	3.1 SP 2
Jabra PC Suite	2.8.1678 (includes 2.2.13.0 software driver for Avaya one-X Agent)
Jabra UC Voice 150 USB Headset	FW 2.47
Jabra UC Voice 250 USB Headset	FW 2.58
Jabra UC Voice 550 USB Headset	FW 1.12
Jabra UC Voice 750 USB Headset	FW 0.4
Jabra BIZ 2400 USB Headset	FW 0.8.0
Jabra GN 2000 USB Headset	FW 2.9
Jabra LINK 280 (with GN 2000 QD Headset)	FW 1.36.0

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Avaya 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 Avaya one-X Agent. Set the **Type** field to the station type to be emulated. In this example, *9630* was used. Set the **Port** field to *IP* and configure a **Security Code**, which will be used as the password by Avaya one-X Agent to log in. Set the **IP Softphone** field to *y*.

```
add station 40003                                           Page   1 of   5
                                 STATION

Extension: 40003                     Lock Messages? n            BCC: 0
     Type: 9630                      Security Code: 40003         TN: 1
     Port: IP                        Coverage Path 1:            COR: 1
     Name: Jabra                     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: 40003
           Speakerphone: 2-way        Mute Button Enabled? y
       Display Language: english         Button Modules: 0
 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
```

On **Page 4** of the Station form, configure the additional feature buttons in bold, which are used by Avaya one-X Agent to log in as an Automatic Call Distribution (ACD) agent.

```
add station 40003                                           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                      5: manual-in         Grp:
 2: call-appr                      6: after-call        Grp:
 3: call-appr                      7: aux-work    RC:   Grp:
 4: auto-in         Grp:           8: release
    voice-mail
```
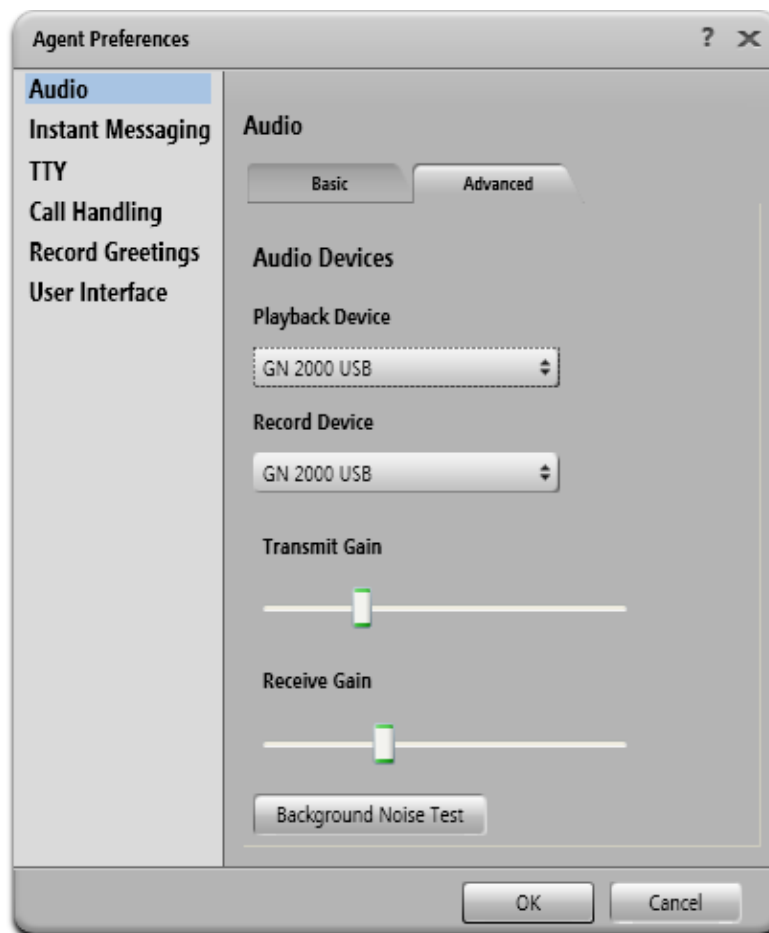
6. Configure Avaya one-X Agent

After connecting the Jabra headset to the PC, select the Jabra headset in Avaya one-X Agent.

After logging into Avaya one-X Agent, select ☰▾ → **Agent Preferences** as shown below.

In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab as shown below.   Set the **Playback Device** and **Record Device** fields to the appropriate Jabra headset name as shown below.   Click **OK** and restart Avaya one-X Agent.

JAO; Reviewed:
SPOC 8/10/2012

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JabraSuiteAgent

7. Configure Jabra USB Headsets

This section covers the steps to integrate Jabra USB headsets with Avaya one-X Agent, including:

- Installing the Jabra PC Suite software
- Connecting the Jabra USB Headsets

Note: After successfully performing this procedure, the Jabra headset can then be selected in Avaya one-X Agent as described in **Section 6**.

7.1. Installing the Jabra PC Suite Software

The installation instructions for Jabra PC Suite on the Avaya one-X Agent PC is described in **[3]** listed in **Section 10**.

7.2. Connect the Jabra USB Headset

Connect the Jabra USB headset directly to a USB port on the Avaya one-X Agent PC. The GN 2000 QD (Quick Disconnect) Headset connects to the LINK 280 USB Adapter, which in turn connects to a USB port on the PC.

8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with the Avaya one-X Agent PC.

1. Verify that the Jabra headset has been successfully paired and ready for use with Avaya one-X Agent. From the **Jabra Device Service** program, select the **Softphones** tab. Verify that the **Softphone Status** associated with Avaya one-X Agent is *Ready* as shown below.
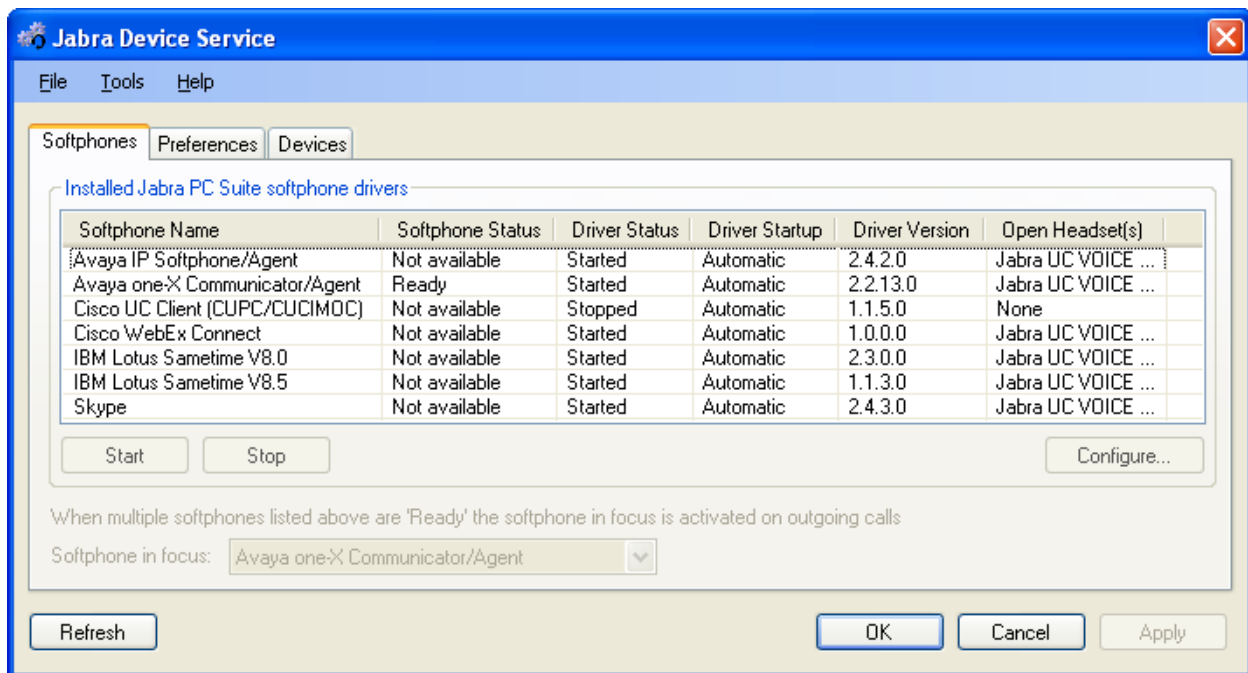
2. Once the Jabra headset is connected to Avaya one-X Agent, verify that incoming and outgoing calls can be established with two-way audio to the headset. For incoming calls, answer the call by pressing the call control button on the headset.

3. End the call by pressing the call control button on the headset.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra PC Suite and various Jabra USB headsets with Avaya one-X Agent. All test cases were completed successfully with observations noted 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 6.0, Issue 6.0, June 2010, Document Number 03-300509.
[2] *Using Avaya one-X® Agent 2.5*, June 2011.

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

[3] *Installing Jabra PC Suite*.

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