



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Jabra Direct, Jabra Link 380 USB Bluetooth Dongle and Jabra Evolve2 Buds UC Bluetooth Headset with Avaya Agent for Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Direct, Jabra Link 380 USB Bluetooth dongle and Jabra Evolve2 Buds UC Bluetooth headset with Avaya Agent for Desktop. Call control is supported by the Jabra SDK which is built into Avaya Agent for Desktop.

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 Evolve2 Buds UC Bluetooth headset allows connection and call control with Avaya Agent for Desktop (hereafter referred to as Agent Desktop) via USB Bluetooth dongle that interface to the PC. Call control is supported by the Jabra SDK which is built into Agent Desktop. In this compliance test, Jabra Evolve2 Buds UC Bluetooth headset with both Jabra Link 380 USB-A and USB-C type Bluetooth dongles were tested with both SIP and H.323 interface of Agent Desktop.

With a Jabra headset connected to the PC via Bluetooth (BT), users can directly answer, end, mute/unmute, and adjust volume on the Bluetooth headset.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Agent Desktop, answering and ending calls using the call control button on the Jabra headset, and verifying two-way audio. The call types included calls to voicemail, local extensions, and the PSTN. Mute and un-mute, and volume were also tested.

The serviceability testing focused on verifying the usability of the headset solution after restarting the Agent Desktop, restarting the PC, moving the headset out of Bluetooth range and reconnecting the USB Bluetooth dongle to the PC.

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 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 button on the headset and the soft button on Agent Desktop.
- Using the soft button on Agent Desktop to hold and resume the audio.
- Using the volume buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and the soft button on Agent Desktop to mute and un-mute the audio.
- Verifying incoming call notification on the headset.
- Verifying call ended notification on the headset.
- All the above were tested using Agent Desktop H.323 and SIP interface.

The serviceability testing focused on verifying the usability of the headset solution after restarting the Agent Desktop, restarting the PC, moving out of Bluetooth range and reconnecting the USB Bluetooth dongle to the PC.

2.2. Test Results

All test cases were successfully completed.

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 Evolve2 Buds UC Bluetooth headset with Agent Desktop. The Avaya Agent for Desktop software was installed on the PC. The Jabra Link 380 USB Bluetooth dongle is connected to the PC USB interface. The Jabra headset is then automatically connected via Bluetooth to the dongle.

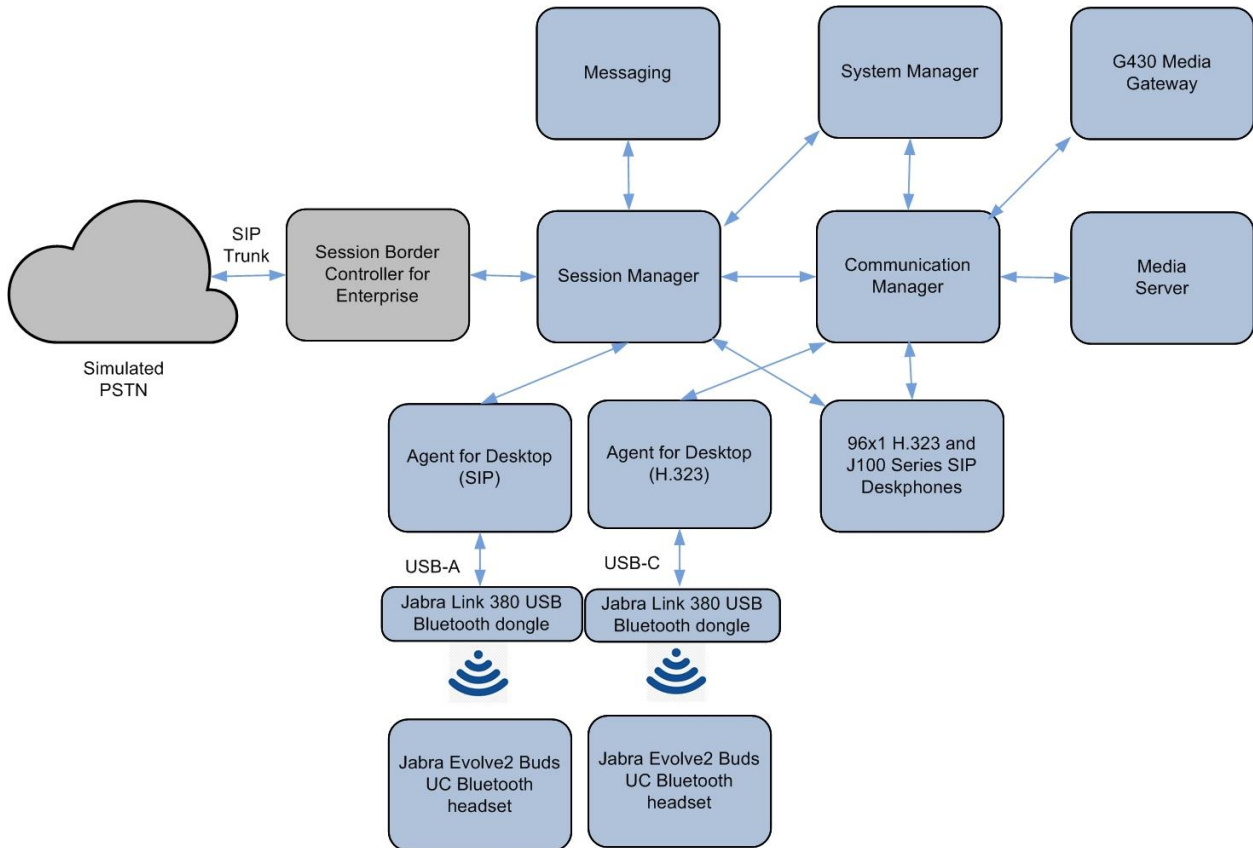


Figure 1: Test Configuration

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	10.1 SP 0.1 (10.1.0.0.0.974.27293)
Avaya G430 Media Gateway MGP	42.4.0
Avaya Aura® Media Server	10.1.0.77
Avaya Aura® System Manager	10.1 Build No. - 10.1.0.0.537353 Software Update Revision No: 10.1.0.0.0614254
Avaya Aura® Session Manager	10.1.0 (10.1.0.0.1010019)
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 Deskphones	6.8523
Avaya J100 Series Deskphones	4.0.11.0.3
Avaya Agent for Desktop running on Windows 10 Pro	2.0.6.22.3003
Jabra Evolve2 Buds UC Bluetooth headsets	1.0.0
Jabra Link 380 USB Bluetooth dongle	1.15.0
Jabra Direct for Windows	6.3.22201

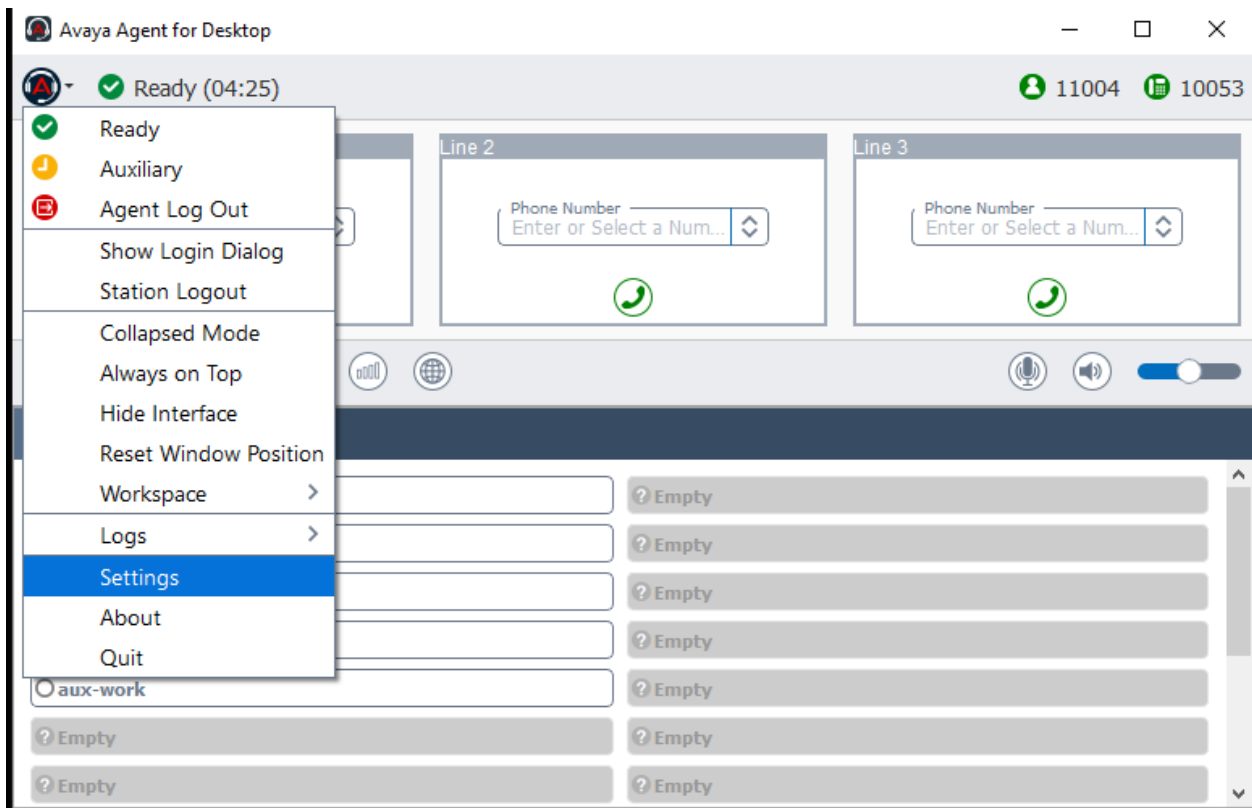
5. Configure Avaya Aura® Session Manager

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 [\[1\]](#) listed in **Section 10** for details.

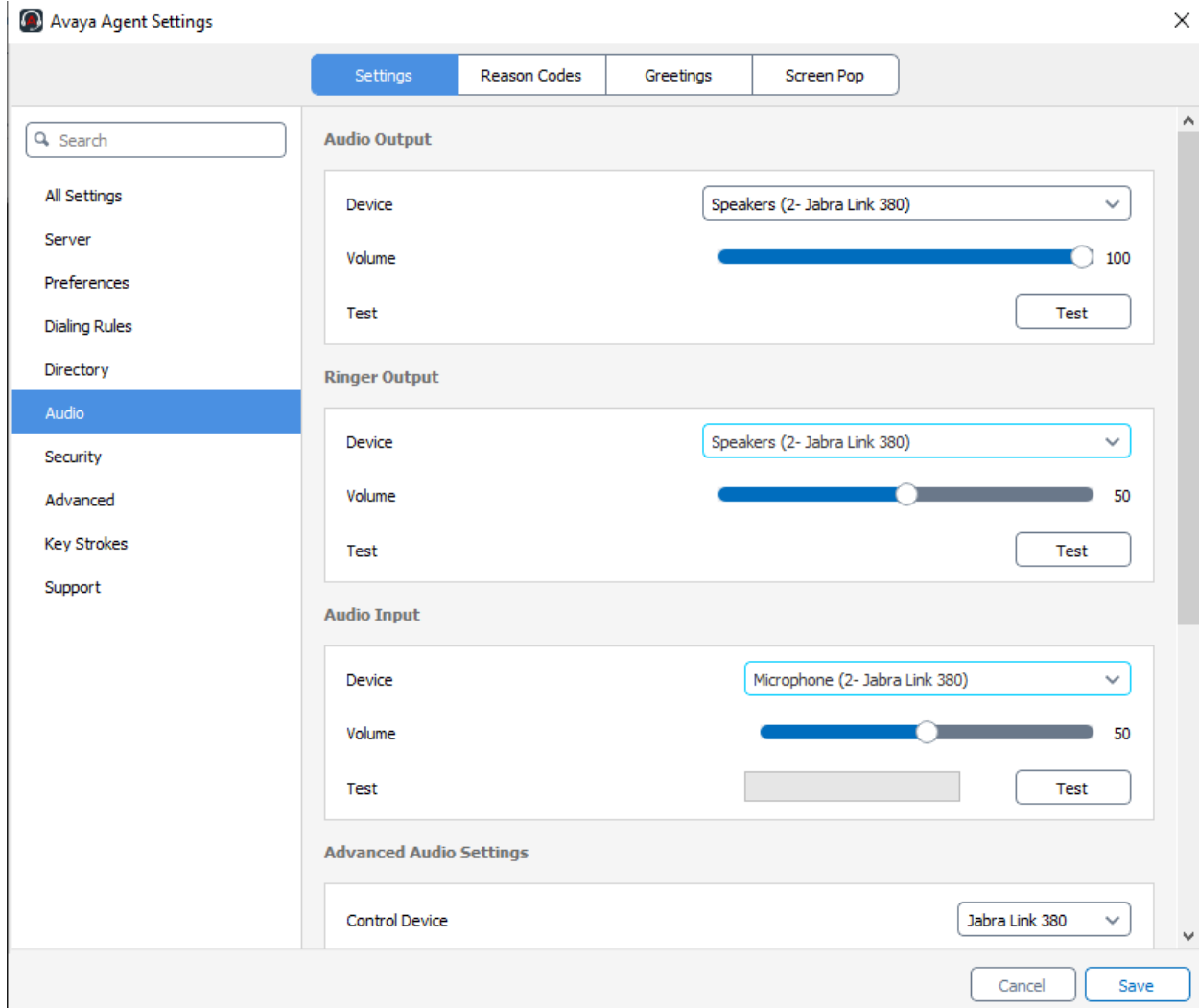
6. Configure Avaya Agent for Desktop

In the compliance testing, Agent Desktop is setup in local configuration mode. Simply plug the Jabra Link 380 USB Bluetooth dongle into the USB port of the PC. The device drivers will automatically be installed. In the following settings, local configuration for Agent Desktop is used.

After logging into Agent Desktop, select **Settings** as shown below.

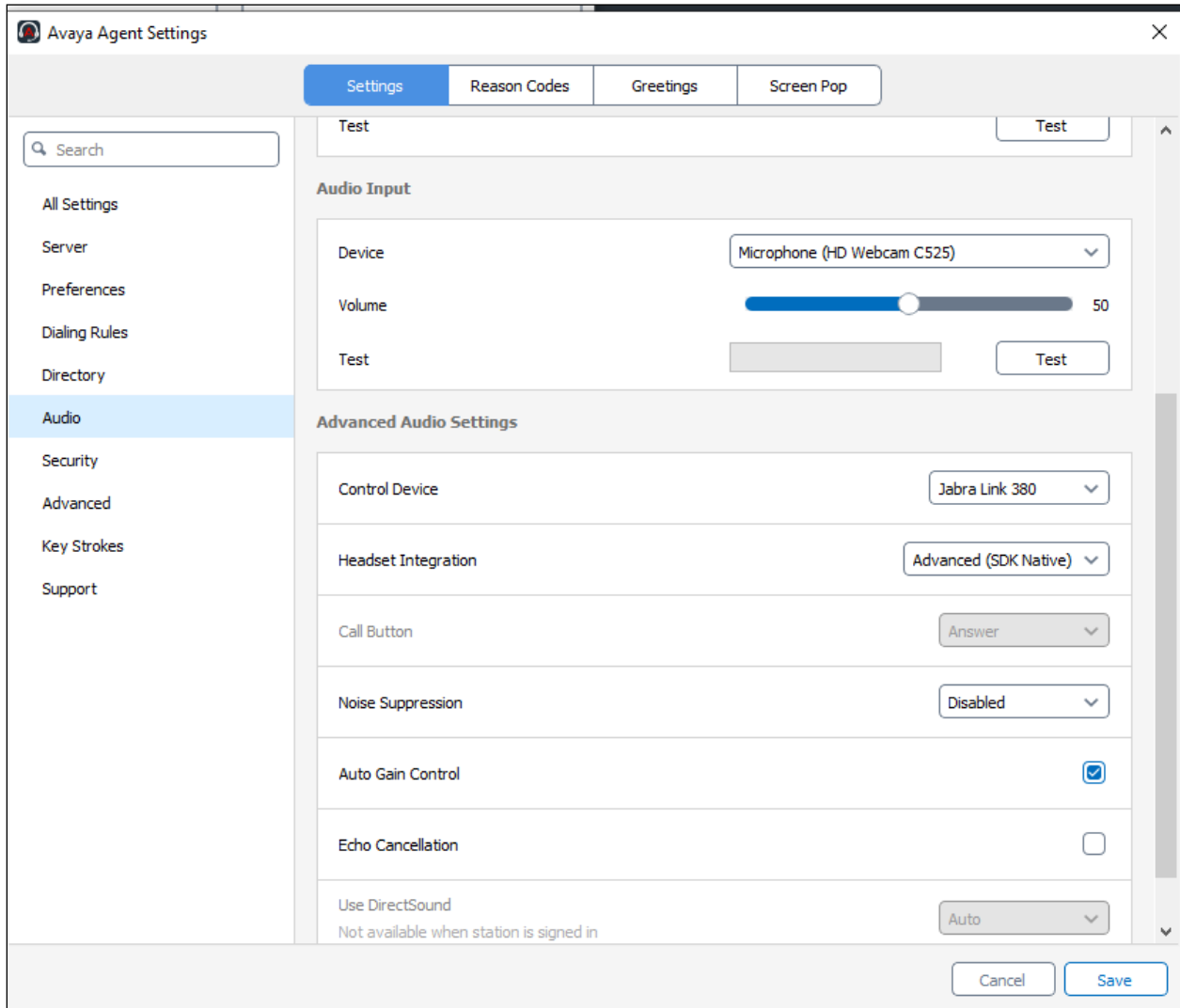


In the **Avaya Agent Settings** window, click on **Audio** and check that the **Device** under **Audio Output** and **Audio Input** displays *Jabra Link 380*. Otherwise, select the device from the click down menu in the respective box. Below is the screenshot if Jabra Link 380 connected to the PC. The **Ringer Output Device** selection of *Jabra Link 380* is optional.



Scrolling further below for **Advanced Audio Settings**, select **Control Device** as *Jabra Link 380* and **Headset Integration** as *Advanced (SDK Native)* is automatically selected which enables the advanced headset feature. Leave the rest as default.

Click **Save** to complete the audio settings.



7. Configure Jabra Evolve2 Buds UC Bluetooth Headset

This section covers the steps to integrate Jabra Evolve2 Buds UC Bluetooth headset with Agent Desktop, including:

- Installing the Jabra Direct software
- Connect the Jabra headset

Note: After successfully performing this procedure, the Jabra headset will be detected in Agent Desktop as described in **Section 6**.

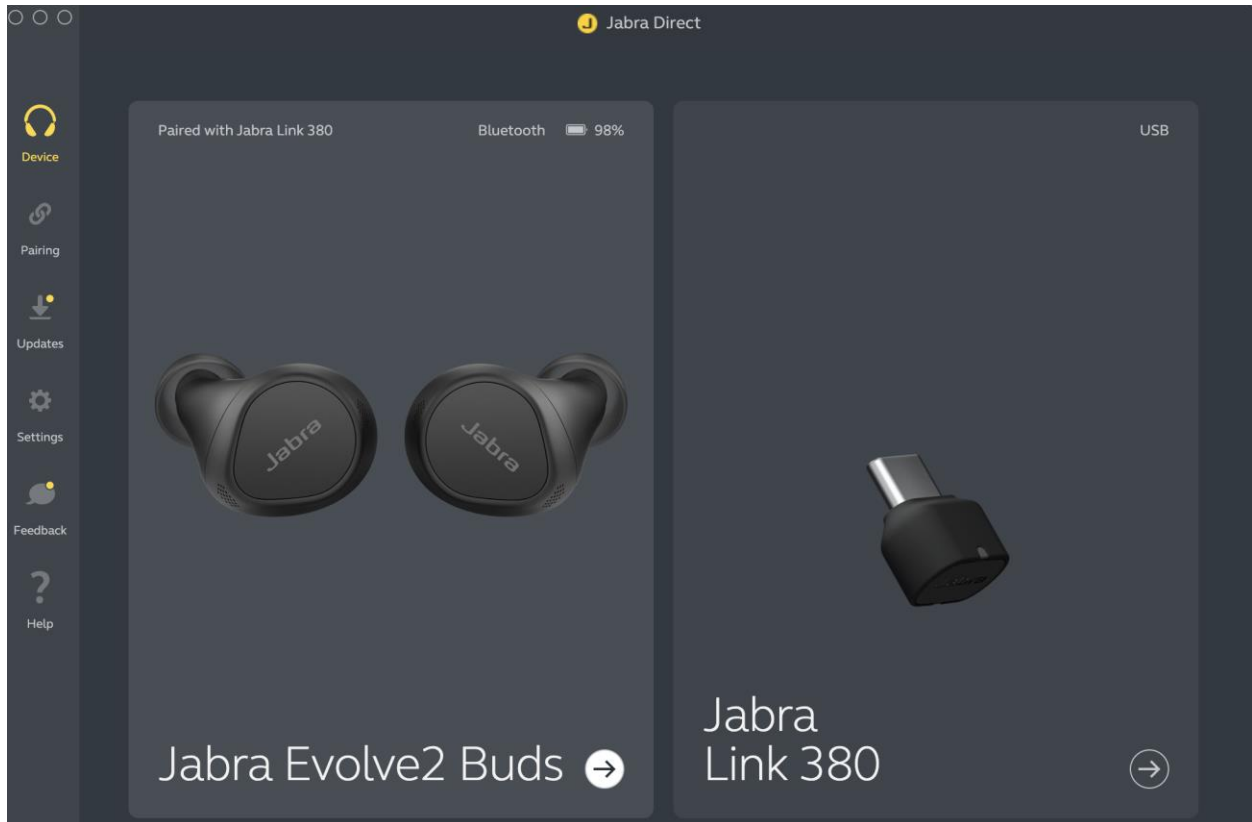
7.1. Installing the Jabra Direct Software

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 380 into the USB port of the PC. The device drivers will automatically be installed. Remove the Jabra Evolve2 Buds UC Bluetooth headset from the case and the device will automatically connect to the Jabra Link 380. Otherwise, consult the manual [\[4\]](#) to re-configure the Bluetooth connection in **Section 10**.

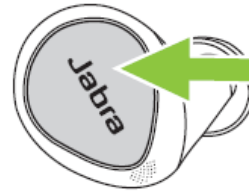
Open the Jabra Direct program installed on the PC. Select the **Device** tab on the left menu. The headset and Bluetooth dongle connected to the PC is shown below.



8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with Agent Desktop. Illustrated below are the steps with Jabra Evolve2 Buds UC Bluetooth headset.

1. Make incoming and outgoing calls and verify that calls can be established with two-way audio. For incoming calls, answer the call by pressing the left or right button on the headset.
2. End the call by double-pressing the left or right button on the headset.
3. Verify also that the headset is able to successfully execute call control functions such as mute/un-mute, and volume adjustment. Similarly, verify such call control functions could be done on the Agent Desktop.



Left earbud	Function	Right earbud
Press the Left or Right button	Answer call	Press the Left or Right button
Double-press the Left or Right button	End/Reject call	Double-press the Left or Right button
Press the Left or Right button	Mute/unmute microphone	Press the Left or Right button
	Volume up	Press and hold the Right button
Press and hold the Left button	Volume down	

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Direct, Jabra Link 380 USB Bluetooth dongle and Jabra Evolve2 Buds UC Bluetooth headset with Avaya Agent for Desktop. All test cases were completed successfully.

10. Additional References

This section references the Avaya and Jabra documentation that is relevant to these Application Notes.

The following Avaya product documentation can be found at <http://support.avaya.com>.

[1] *Administering Avaya Aura® Session Manager*, Release 10.1.x, Issue 3, April 2022.

[2] *Deploying and configuring Avaya Agent for Desktop*, Release 2.0.6.22, Issue 1, July 2022.

[3] *Using Avaya Agent for Desktop*, Release 2.0.6.20, Issue 1, April 2022.

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

[4] *Jabra Evolve2 Buds User Manual*.

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