



Application Notes for Jabra Evolve 65t, Jabra Link 370 USB Adapter, and Jabra Direct with Avaya one-X® Communicator - 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 one-X® Communicator. 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 one-X® Communicator. Jabra Direct also provides a readiness status with respect to its connectivity to Avaya one-X® Communicator.

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 one-X® Communicator. 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 one-X® Communicator. Jabra Direct also provides a readiness status with respect to its connectivity to Avaya one-X® Communicator.

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 one-X® Communicator, 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 one-X® Communicator, 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 one-X Communicator.
- 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 one-X Communicator 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.

- When a call on one-X Communicator is placed on hold, and the Long Hold Recall Timer on Avaya Aura® Communication Manager expires, the call must be resumed from one-X Communicator. The call cannot be resumed directly from Evolve 65t. If the Long Hold Recall Timer is disabled or hasn't expired, the call can be resumed by pressing the call control button on Evolve 65t.
- 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 one-X® Communicator. The configuration consists of a desktop PC running Windows 10 with Avaya one-X® Communicator 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 one-X Communicator and Avaya Aura® Messaging was used as the voicemail system.

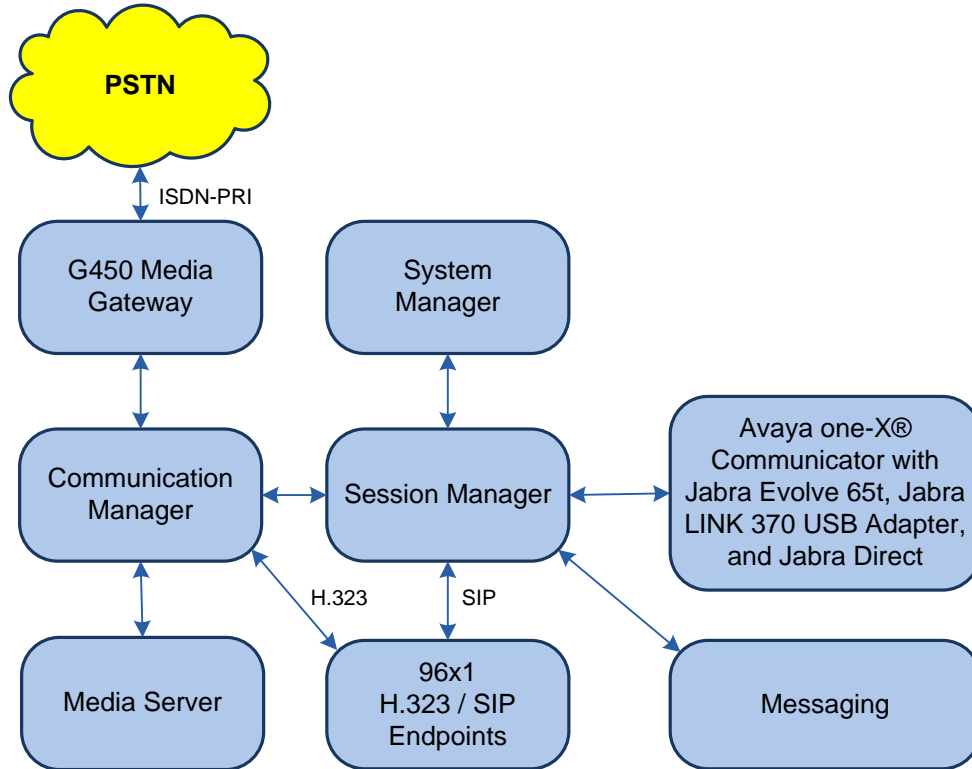


Figure 1: Jabra Evolve 65t, Jabra Link 370 USB Adapter, and Jabra Direct with Avaya one-X® Communicator

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 one-X® Communicator	6.2.14.1 (6.2 Service Pack 14)
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

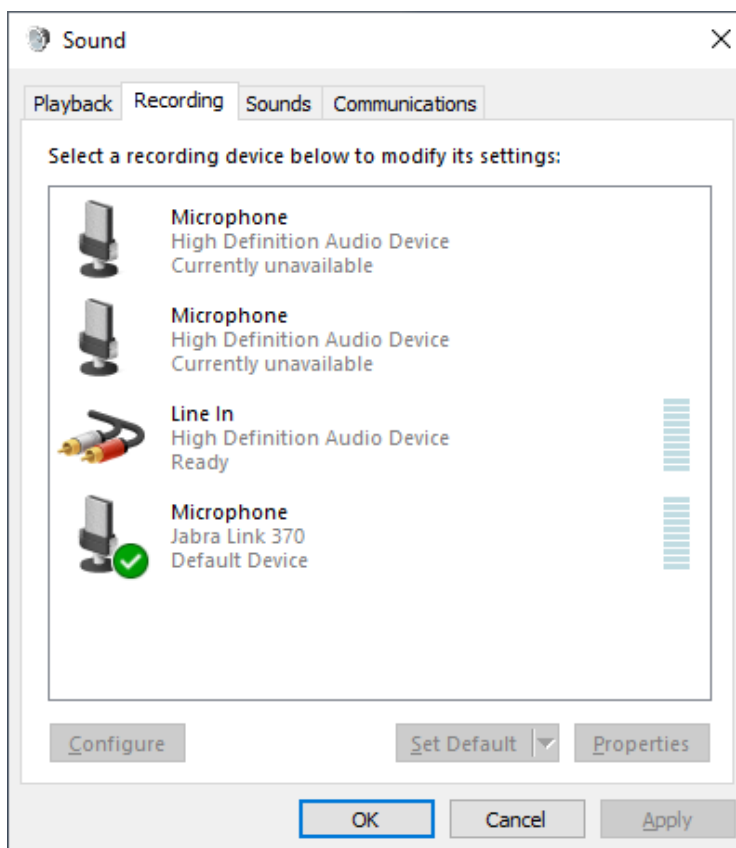
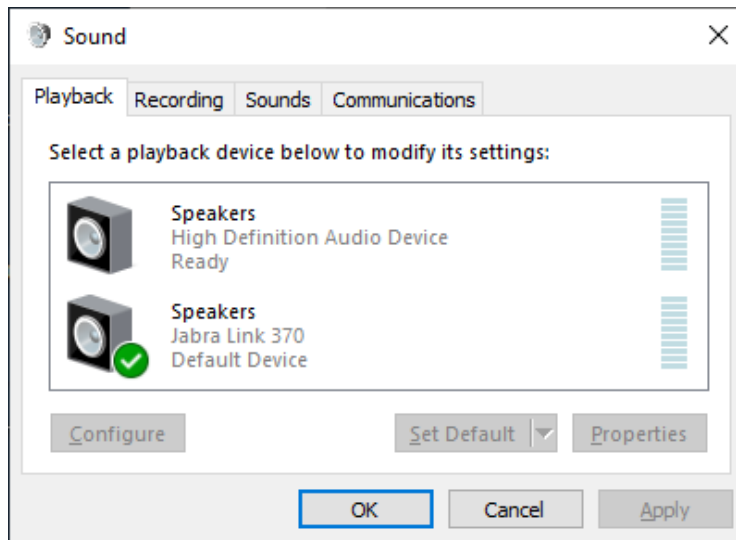
Avaya one-X® Communicator can register as a H.323 or SIP user. This section covers the H.323 station configuration for one-X Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.


Use the **add station** command to create a station for one-X Communicator. 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 one-X Communicator to log in. Set the **IP Softphone** field to *y*.

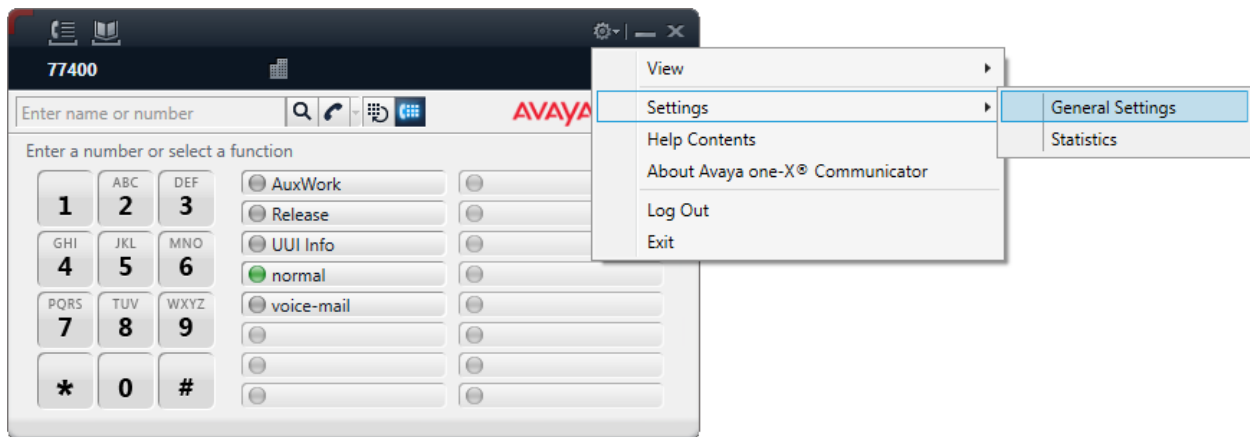
```
add station 77400                                     Page 1 of 5
                                                    STATION
Extension: 77400                                     Lock Messages? n                               BCC: 0
  Type: 9630                                       Security Code: *****                       TN: 1
  Port: IP                                           Coverage Path 1:                               COR: 1
  Name: Jabra                                       Coverage Path 2:                               COS: 1
Unicode Name? n                                     Hunt-to Station:                               Tests? y
STATION OPTIONS
                                                    Time of Day Lock Table:
  Loss Group: 19                                     Personalized Ringing Pattern: 1
                                                    Message Lamp Ext: 77400
  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
```

6. Configure Avaya one-X® Communicator

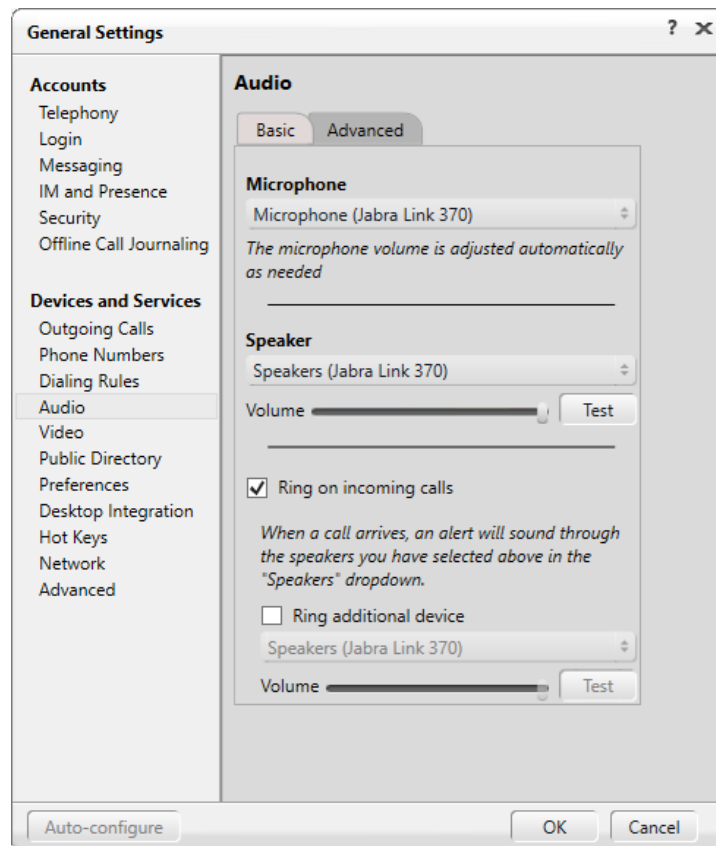
Connect the Jabra Link 370 USB Adapter to a USB port on the PC running one-X Communicator. Next, ensure that the **Sound** properties under Windows 10 Control Panel are set correctly. Verify that Link 370 has been detected by Windows 10 and that it has been set as the default device in the **Playback**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



After logging into one-X Communicator, click on  and then select **Settings** → **General Settings** as shown below.



The Link 370 USB Adapter is automatically detected by one-X Communicator. In the **General Settings** window, navigate to **Devices and Services** → **Audio** and select the **Basic** tab as shown below. Set the **Microphone** and **Speaker** fields to *Microphone (Jabra Link 370)* and *Speakers (Jabra Link 370)*, respectively, as shown below. Click the **Test** button to verify that sound is heard through Evolve 65t. Click **OK**.



7. Configure and Install Jabra Evolve 65t Headset Solution

This section covers the steps to integrate Jabra Evolve 65t with one-X Communicator, including:

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

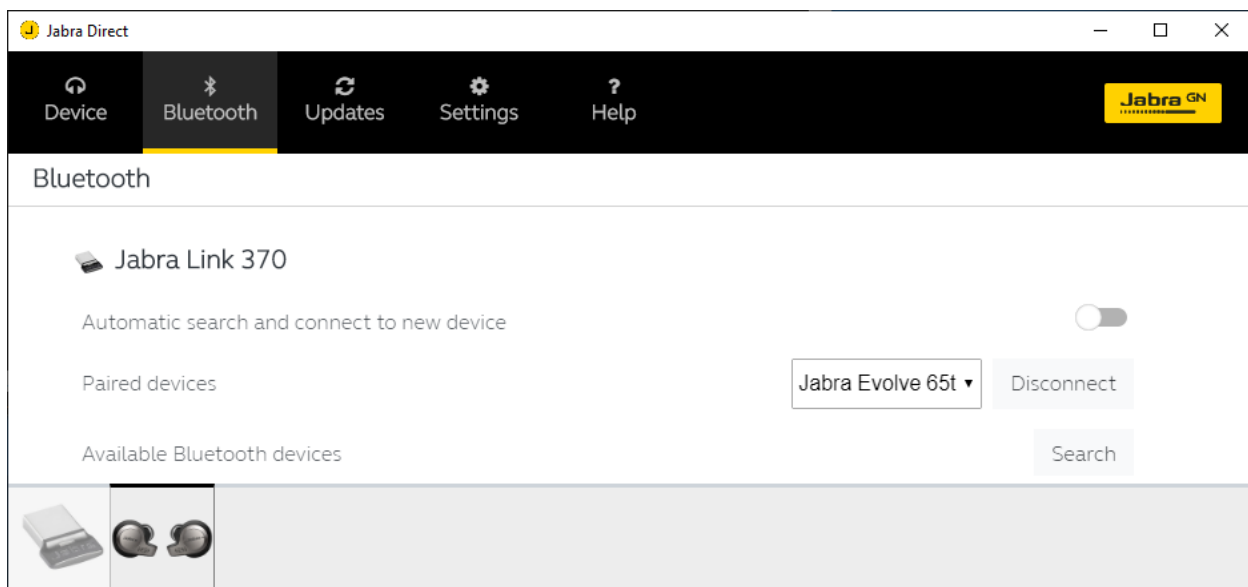
Note: After successfully performing this procedure, the Jabra headset will be detected by Avaya one-X® Communicator as described in **Section 6**.

7.1. Install Jabra Direct

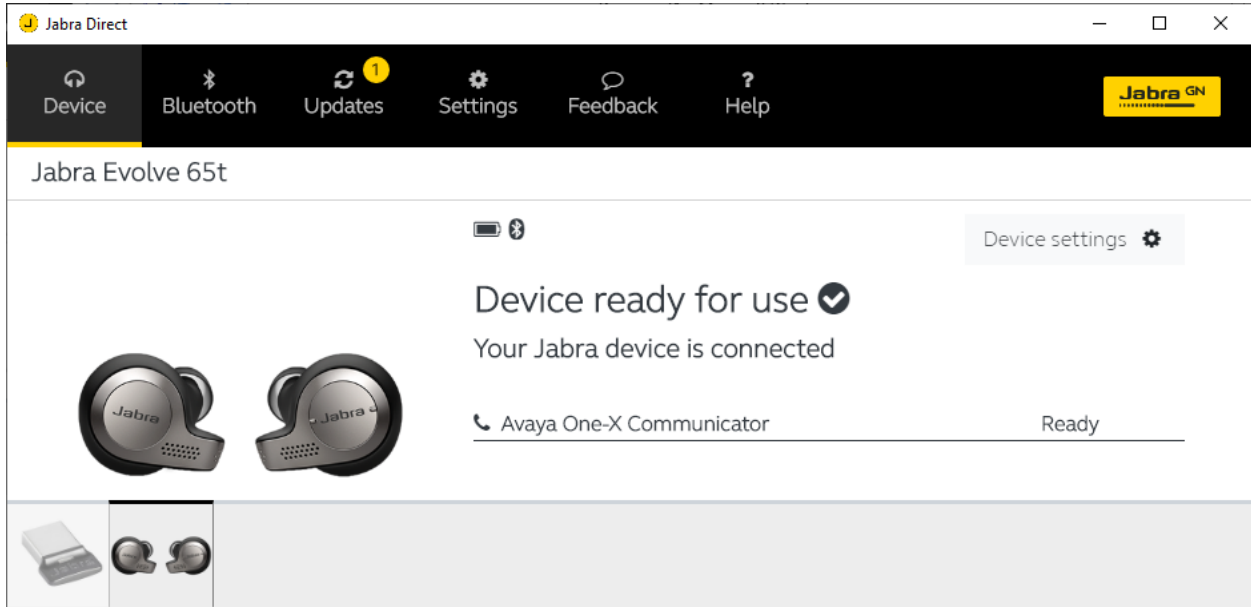
Download the Jabra Direct software from <http://www.jabra.com/software-and-services/jabra-direct> and install.

7.2. Connect Jabra Link 370 USB Adapter

Connect the Jabra Link 370 USB Adapter to an available USB port on the PC running one-X Communicator. 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.

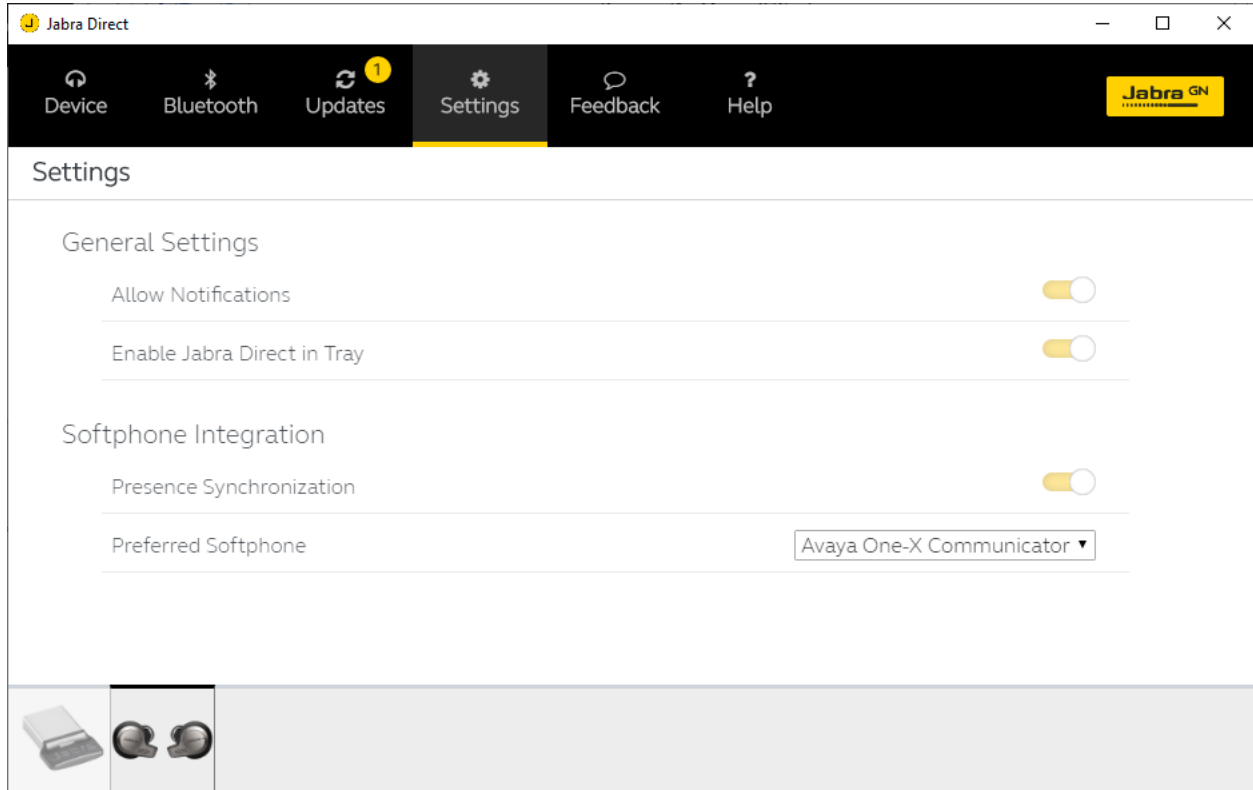


Select the **Device** option along the top menu and verify that one-X Communicator is ready for use as shown below. The **Device Settings** options allows Evolve 65t to be customized.



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 One-X Communicator*.



8. Verification Steps

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

1. Verify that Evolve 65t has been paired with Link 370 as described in **Section 7.2**.
2. Verify that one-X Communicator is ready for use as described in **Section 7.2**.
3. Once the Jabra headset is connected to one-X Communicator, 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 one-X® Communicator. 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] *Administering Avaya one-X® Communicator*, Release 6.2 Feature Pack 10, November 2015.

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

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

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