Avaya Solution & Interoperability Test Lab

Application Notes for Configuring GN Netcom Jabra PC Suite Software Version 2.11.3002 and Jabra Speak 410 USB Speakerphone Firmware Version 1.8.0 with Avaya one-X® Agent Version 2.5.1072– Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya Aura® one-X® Agent, Jabra PC Suite software, and Jabra Speak 410 USB Speakerphone. The Jabra PC Suite software program enables the Jabra Speak 410 USB Speakerphone to integrate with Avaya one-X® Agent, allowing the user to perform call control functions such as answer, hang up, hold and mute calls directly from the Speak 410 USB Speakerphone.

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.

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1. Introduction

These Application Notes describe the configuration steps required for Jabra PC Suite program, namely Jabra Control Center and Jabra Speak 410 USB Speakerphone to successfully interoperate with Avaya one-X® Agent. The Jabra Speak 410 USB Speakerphone is connected to the PC running the one-X® Agent via a USB cable, the Jabra Control Center software serves as an interface between the one-X® Agent and the Jabra Speak 410 USB Speakerphone. The Jabra PC Suite program enables the Jabra Speak 410 USB Speakerphone to perform call control functions directly from the speakerphone, such as: answer, hang up, hold and mute calls.

2. General Test Approach and Test Results

The compliance testing of Jabra Speak 410 USB Speakerphone and Jabra Control Center software interworking with Avaya one-X® Agent was performed manually. No performance testing was done; the tests listed in **Section 2.1** were executed and verified successfully.

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.

2.1. Interoperability Compliance Testing

The compliance testing included the test scenarios shown below.
- Verification of acceptable two-way audio path in both directions for local and external calls.
- Verification of the Speak 410 USB Speakerphone mute, hold and volume buttons.
- Verification of the Speak 410 USB Speakerphone answer, hang-up buttons.
- Verification of serviceability of the Speak 410 USB Speakerphone.

2.2. Test Results

The objectives outlined in **Section 2.1** were verified. All test cases passed with the observations and limitations listed below:

- During a call in between an Agent Desktop softphone and a caller, if the Speak 410 USB Speakerphone is unplugged from the PC and then is plugged back in, audio for the active call would not resume, but other call control functions, such as hold/retrieve, mute/un-mute still work. The workaround to get the audio back is that after the Speak 410 USB Speakerphone is plugged back in, press the green telephony icon on the Speak 410 Speakerphone to hold the current call and then press this icon again to retrieve the call. The audio is then streamed normally.

- During a call between an Agent Desktop softphone and a caller, if the Jabra Control Center application is exited and then is launched again, the audio of the current call is still streamed but the hold/retrieve and hang-up call functions on the Speak 410 USB Speakerphone does not work until the next call.

2.3. Support

For technical support for the Jabra Speak 410 USB Speakerphone, and Jabra products in general, please refer to www.jabra.com. On the Jabra website, support hotline numbers can be found for specific country.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between the Avaya one-X® Agent, Jabra Speak 410 USB Speakerphone and Jabra PC Suite software.
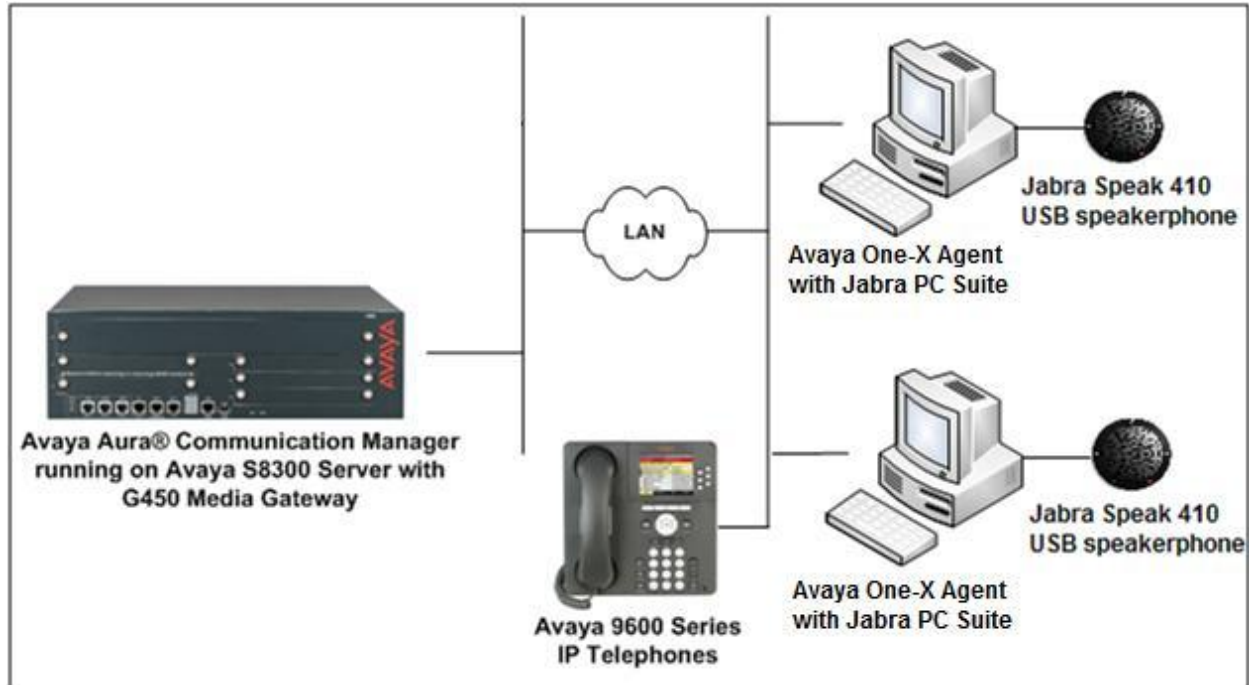
Figure 1: Reference Configuration Diagram

4. Equipment and Software Validated

The following equipment and software was used during the lab testing:

Equipment	Software Version
Avaya Aura® Communication Manager running on S8300 server	R016x.02.0.823.0 SP2
Avaya G450 Media Gateway	31.22.0.1
Avaya one-X® Agent	2.5.1072.11082
Avaya 9611G (H323) IP Deskphone	6.0.1
Avaya 9650C (SIP) IP Deskphone	2.6.4
Jabra Control Center Version	2.11.3002.0
Jabra Speak 410 Speakerphone	1.8.0

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5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Avaya Aura® Communication Manager are installed and configured to work with Avaya one-X® Agent as an agent of an ACD queue. There are no additional settings required for the connection of the Jabra Speak 410 Speakerphone to Avaya one-X® Agent. The compliance test with the Jabra Speak 410 Speakerphone and Jabra Control Center software was carried out with the default server settings for audio parameters.

This section describes the step to provision a station for Avaya one-X® Agent in Avaya Aura® Communication Manager using the System Administration Terminal (SAT). For detailed information on how to configure and administer Avaya Aura® Communication Manager, please refer to **Section 10 [1]**.

Issue "**add station <n>**" command, where "**n**" is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.
- **Type**: Enter station type **4625**.
- **Name**: Enter a descriptive name.
- **Security Code**: Enter a valid code, e.g. **1234**.
- **IP SoftPhone**: "**y**".

```
add station 53011                                               Page   1 of   5
                                    STATION

Extension: 53011                      Lock Messages? n                  BCC: M
     Type: 4625                       Security Code:1234                 TN: 1
     Port: S00024                   Coverage Path 1:                    COR: 1
     Name: Agent 1002               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: 53011
        Speakerphone: 2-way           Mute Button Enabled? y
     Display Language: english
 Survivable GK Node Name:
         Survivable COR: internal         Media Complex Ext:
  Survivable Trunk Dest? y                   IP SoftPhone? y

                                      IP Video Softphone? y
                      Short/Prefixed Registration Allowed: default

                                      Customizable Labels? y
```

Issue "**add agent-loginID <n>**" command, where "**n**" is an available agent number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** Should be a unique agent name.
- **Security Code:** Use to logging into one-X® Agent.

```
add agent-loginID 1002                                      Page   1 of   3
                           AGENT LOGINID

            Login ID: 1002                                       AAS? n
                Name: Agent3                                    AUDIX? n
                  TN: 1                               LWC Reception: spe
                 COR: 1                      LWC Log External Calls? n
       Coverage Path:                        AUDIX Name for Messaging:
       Security Code: 1234
                                             LoginID for ISDN/SIP Display? n
                                                              Password:
                                               Password (enter again):
                                                        Auto Answer: station
                                                   MIA Across Skills: system
                                       ACW Agent Considered Idle: system
                                       Aux Work Reason Code Type: system
                                          Logout Reason Code Type: system
                       Maximum time agent in ACW before logout (sec): system
                                             Forced Agent Logout Time:    :
```

Press **F7** to go to second page and fill in **SN** (Skill Number) and **SL** (Skill-level).

```
add agent-loginID 1002                                      Page   2 of   3
                           AGENT LOGINID
      Direct Agent Skill:                         Service Objective? n
Call Handling Preference: skill-level              Local Call Preference? n

    SN   RL SL         SN   RL SL         SN   RL SL         SN   RL SL
 1: 1       1       16:               31:               46:
 2:                 17:               32:               47:
 3:                 18:               33:               48:
 4:                 19:               34:               49:
 5:                 20:               35:               50:
 6:                 21:               36:               51:
```

6. Configure Avaya one-X® Agent
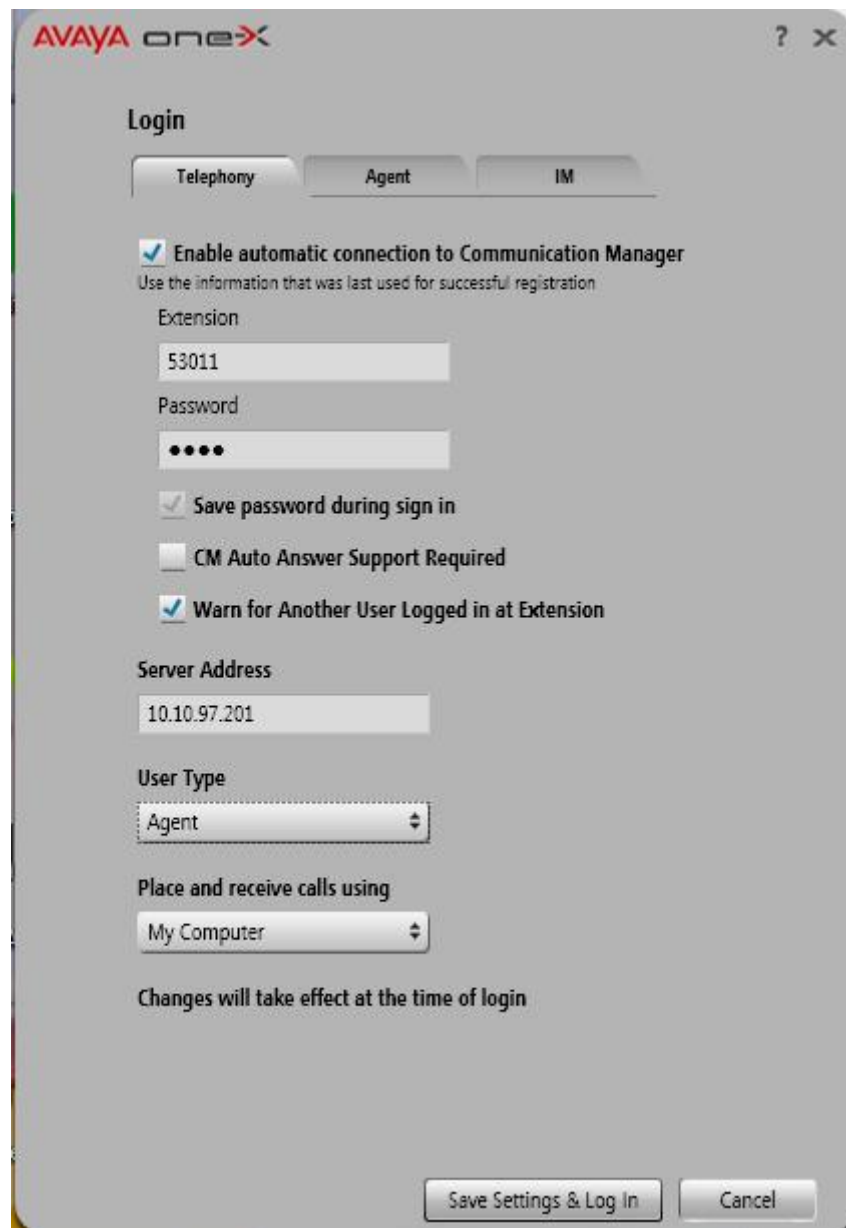
These Application Notes assume that Avaya one-X® Agent has been installed on PC server hosting the Jabra PC Suite software. The configuration bellow shows the steps required to set up the Avaya one-X® Agent to work with Avaya Aura® Communication Manager.

After connecting the Jabra Speak 410 USB Speakerphone to the PC, launch the Avaya one-X® Agent from the PC desktop, the **Welcome** screen appears as is shown below.

Click on **Change Login Settings** button, then on the Login screen select **Telephony** tab. Parameters should be set as shown below:

- **Enable automatic connection to Communication Manager**: This field should be enabled.
- **Extension**: Enter an extension number, **53011** was used in this sample configuration.
- **Password**: Credential should be entered as configured under **Security Code** in **Section 5.**
- **Server Address:** Enter the IP address of the Avaya Aura® Communication Manager.
- **User Type**: Select **Agent**.
- **Place and receive calls using**: Select **My Computer**.

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Next click on the **Agent** tab, make sure the following parameters are set as follow:
- **Enable ACD Login**: Is enabled.
- **Agent** : Enter an agent login ID, **1002** was used in the sample configuration.
- **Password**: Enter credential as configure in **Section 5**.
- **Default Agent State upon ACD connection**: select **Ready**.

Click on **Save Settings & Log In** to log in the one-X® Agent. Then on **Agent Sign In to ACD** screen, click on **Log In** button to complete the agent sign in process.

Click on the **System Options → Agent Preference** on the right top corner of the one-X® Agent as shown in figure bellow.

The **Agent Preferences** screen is shown. Click on the **Advanced** tab, make sure that **Speakers (2- Jabra SPEAK 410 USB) is selected** under **Audio Devices → Playback Device** and under **Record Device**. Click **Ok**.
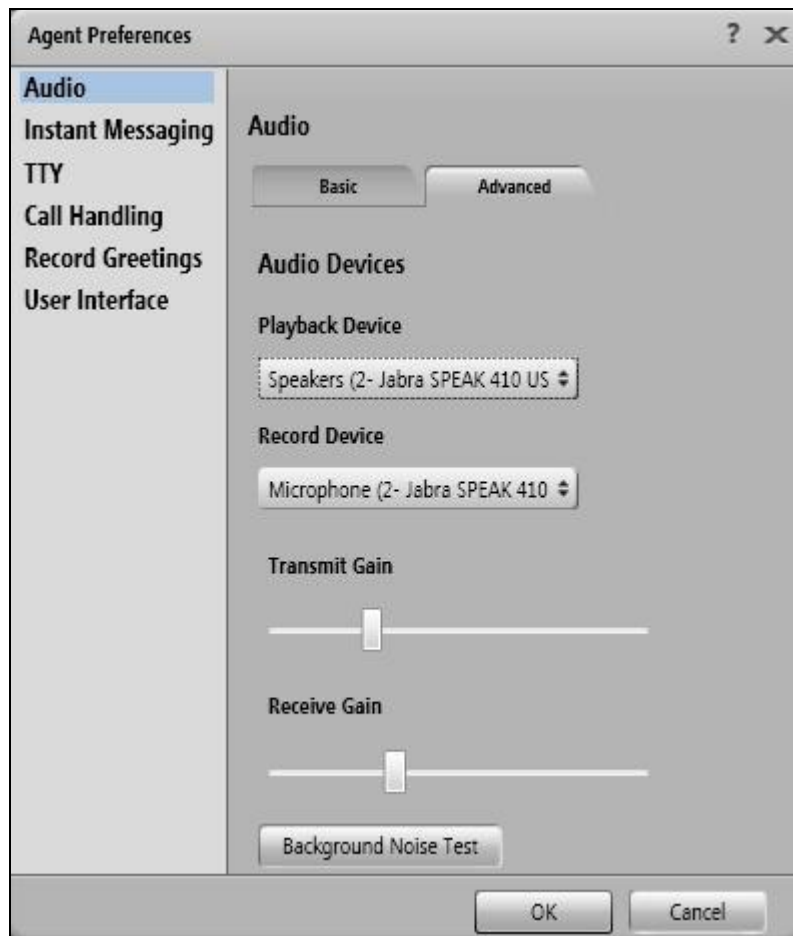
7. Configure the Jabra PC Suite and Speak 410 USB Speakerphone.

This section describes the configuration steps required for the Jabra Speak 410 Speakerphone and Jabra PC Suite software. It also describes how to connect the Jabra Speak 410 Speakerphone to the PC hosting Avaya one-X® Agent. For more information on how to use Jabra Speak 410 Speakerphone please refer to the headset manual in **Section 10 [2]**.

7.1. Connect the Jabra Speak 410 Speakerphone to the PC Workstation.

The following procedures show the steps required to connect the Jabra Speak 410 USB Speakerphone to a PC workstation hosting Avaya one-X® Agent.

1. Plug the USB socket of Jabra Speak 410 Speakerphone into the USB port marked on the PC.
2. Wait for a few seconds so that the PC is able to recognize the Speak 410 USB Speakerphone device.
3. The PC should recognize the Speak 410 Speakerphone after a few seconds, once recognize it should display "**Jabra Speak 410 USB device is ready to use**".

7.2. Configure the Jabra Control Center Software Application

The Jabra Control Center is one of the applications in the Jabra PC Suite software designed for Jabra products to work with softphone vendors. The Jabra PC Suite applications consist of Call Manager, Control Center, Device Service and Firmware Updater applications. The Jabra Control Center application serves as an interface between the Speak 410 USB Speakerphone and the Avaya one-X® Agent.

This document assumes that Jabra PC Suite software is already installed on the same PC as the Avaya one-X® Agent application. The Jabra **Control Center** application is configured to either launch automatically with Windows or manually by the user.

The screen below shows the Jabra Speak 410 USB Speakerphone after it's recognized by the Jabra Control Center application. at the right hand side, under the **Target softphone for outgoing calls**, select the radio option "**Softphones supported by Jabra PC Suite**" as shown in the screen below.
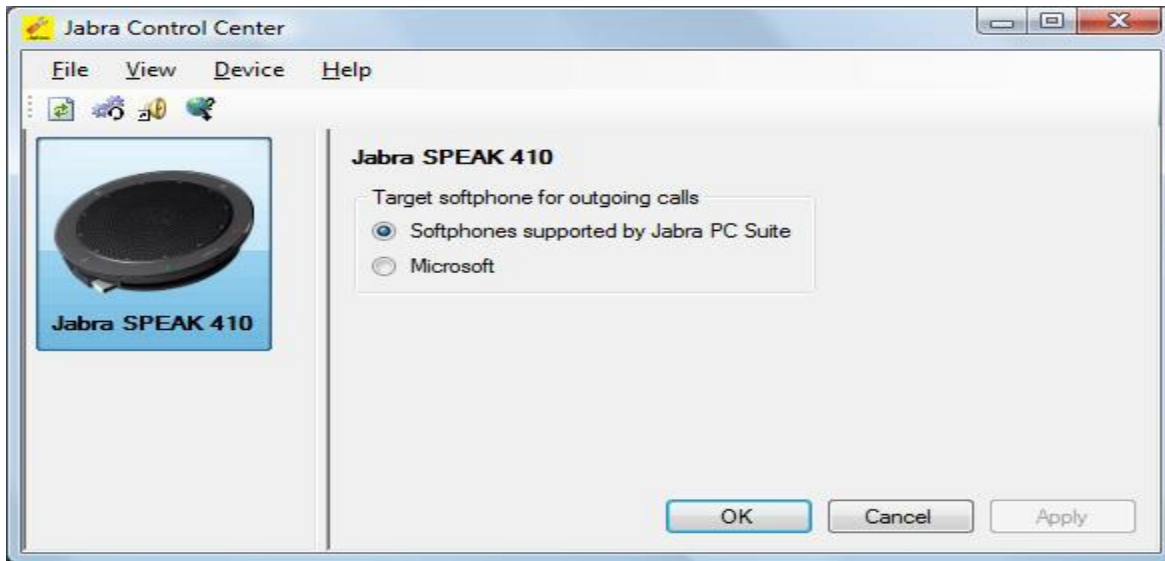
8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with the Avaya one-X® Agent running on a PC Workstation.

1. Verify that the Jabra SPEAK 410 USB Speakerphone has been successfully paired and ready for use with Avaya one-X® Agent. From the **Jabra Control Center** window, navigate to the menu **View → Device Service Window**.

2. From the **Jabra Device Service** window, select the **Softphones** tab. Verify that the **Softphone Status** shows **Connected**, under **Softphone Name** shows **Avaya one-X/ Aura Agent Desktop**, also that **Module Status** shows **Running**, as shown below.
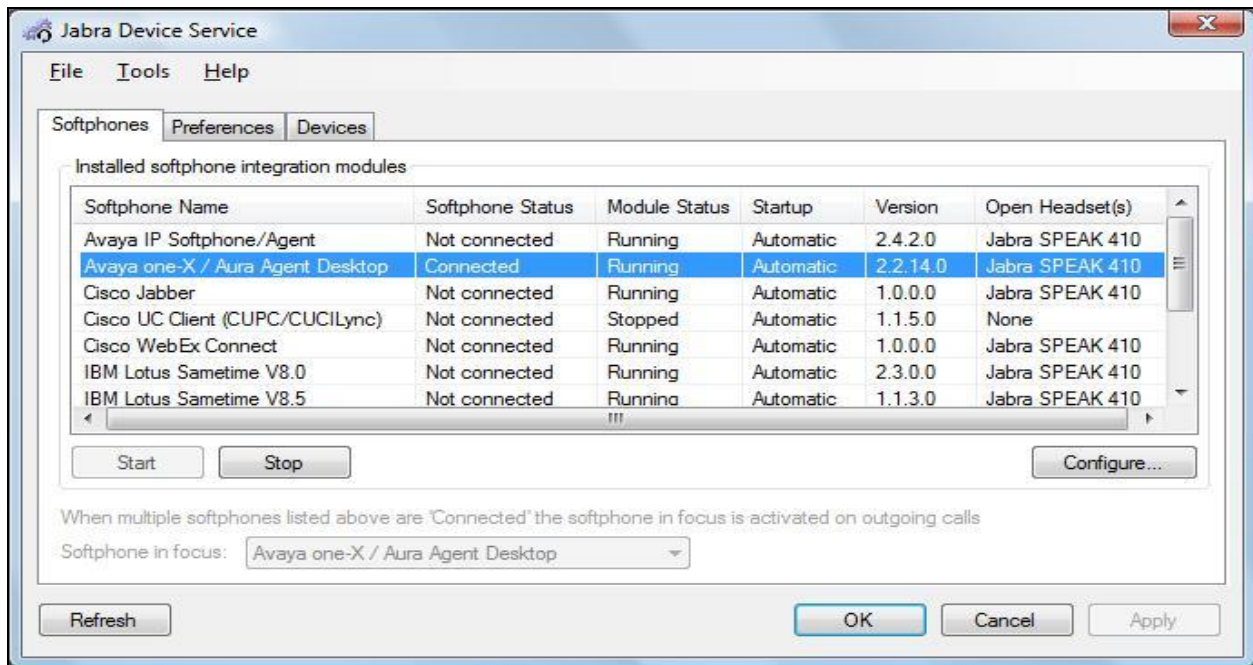
3. Once the Jabra SPEAK 410 USB Speakerphone is connected to Avaya one-X® Agent, verify that incoming and outgoing calls can be established with two-way audio to the SPEAK 410 USB Speakerphone. For incoming calls, answer the call by pressing the answer [icon] button on the speakerphone.

4. End the call by pressing the hang up [icon] button on the speakerphone.

9. Conclusion

The Jabra PC Suite software and Jabra Speak 410 USB Speakerphone are considered to be compliant with Avaya one-X® Agent.

All test cases were executed successfully with the observations and limitations listed in **Section 2.2**

10.   Additional References

Product documentation for the Avaya Aura® Communication Manager products may be found at:
https://support.avaya.com/css/Products/

[1] Avaya Aura® Communication Manager Documents:
Administering Avaya Aura® Communication Manager Server Options, Release 6.2, Doc # 6.203-603479, Issue 3.0, December 2012.
Administering Avaya Aura® Communication Manager, Release 6.2, Doc # 03-300509, Issue 7.0, December 2012.
Avaya one-X® Agent 2.5 document library, Version 3.0, Doc # DOCS100047, Jul 06 2012.

Product documentation for Jabra Speak 410 USB Speakerphone and other Jabra products may be found at: http://www.jabra.com

[2] Jabra Speak 410 Documents:
Jabra Speak 410 Quick Start Guide included with the device.