**Avaya Solution & Interoperability Test Lab**

# Application Notes for Jabra PC Suite and Jabra Motion Office with Avaya one-X® Communicator – Issue 1.0

## Abstract

These Application Notes describe a solution comprised of Avaya one-X® Communicator softphone, Jabra PC Suite and Jabra Motion Office. Jabra Motion Office is a wireless headset that uses Jabra PC Suite software installed on the PC running Avaya one-X® Communicator to control calls.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the 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 for Jabra PC Suite software and Jabra Motion Office to successfully interoperate with Avaya one-X® Communicator and Avaya Aura® Communication Manager. The Jabra Motion Office Headset connects to the PC running Avaya one-X® Communicator via a USB cable and the Jabra PC Suite software serves as an interface between Avaya one-X® Communicator and Jabra Motion Office.

# 2. General Test Approach and Test Results

The compliance testing of Jabra Motion Office and Jabra PC Suite software interoperating with Avaya one-X Communicator was manually performed. No performance testing was done and the tests listed in **Section 2.1** were executed and verified.

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 following test scenarios with one-X Communicator using both SIP and H.323 protocols.

- Verification of acceptable two-way audio path for local and PSTN calls
- Jabra Motion Office mute button operation
- Jabra Motion Office volume controls
- Jabra Motion Office Multi-function button (MFB) for answering and terminating calls remotely
- Interoperability with one-X Communicator controls
- Interoperability with voicemail

The serviceability testing focused on verifying the ability of Jabra Motion Office to recover from adverse conditions, such as disconnecting and reconnecting the USB cable, restarting one-X Communicator, power cycling the Jabra Motion Office and walking out and back into wireless range.

## 2.2. Test Results

The objectives outlined in **Section 2.1** were verified and all test cases passed.

## 2.3. Support

For technical support for the Jabra Motion Office Headset, and Jabra products in general, please refer to www.jabra.com. On the Jabra website, support hotline numbers can be found for specific countries.

# 3. Reference Configuration

**Figure 1** illustrates the test configuration used during the compliance testing between Avaya one-X Communicator, Jabra Motion Office and Jabra PC Suite.
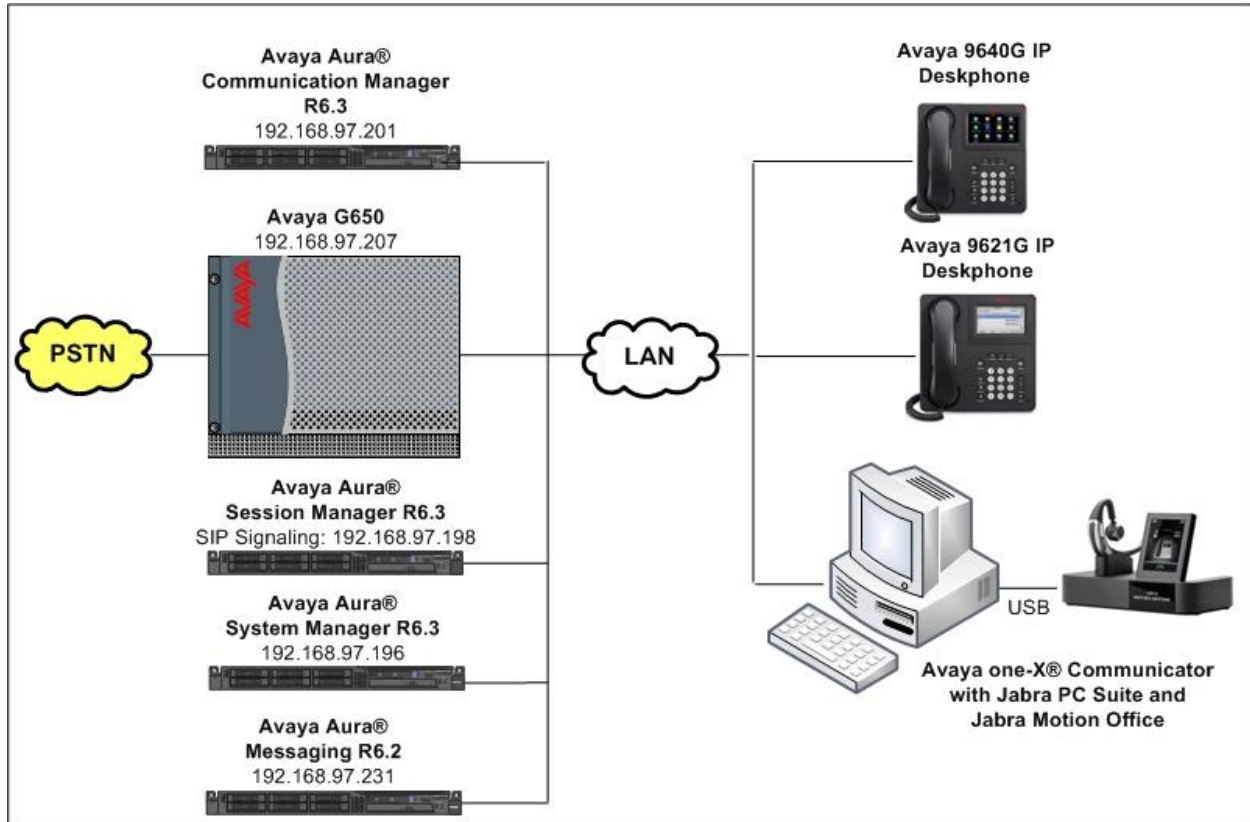


**Figure 1: Reference Configuration Diagram**

# 4. Equipment and Software Validated

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

| Equipment/Software | Release/Version |
|---|---|
| Avaya Aura® Session Manager running on S8800 Server | Release: 6.3.2.0.632023 |
| Avaya Aura® System Manager running on S8800 Server | 6.3.0 - FP2<br>Build No. - 6.3.0.8.5682-6.3.8.1627 |
| Avaya Aura® Communication Manager running on Avaya S8800Server | R016x.03.0.124.0<br>patch 21172 |
| Avaya G650 Media Gateway<br>IPSI TN2312BP<br>CLAN TN799DP<br>IP Media Processor TN2302AP<br>Digital Line TN2224 | <br>HW06, FW043<br>HW01, FW026<br>HW20, FW117<br>000006 |
| Avaya Aura® Messaging | 6.2 |
| Avaya one-X® Communicator (H.323 and SIP) | 6.2 FP3 (6.2.3.05-FP3) |
| Avaya 9621G IP Deskphone (SIP) | 6.3.0.73 |
| Avaya 9640 IP Deskphone (H.323) | 3.2.1 |
| Jabra PC Suite | 2.14.5888 |
| Jabra Motion Office | 1.17.0 |

# 5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no Communication Manager configurations for Jabra Motion Office to interoperate with Avaya one-X Communicator.

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

Use the SAT command **add station x** to add a new extension in Communication Manager where **x** is the new extension number as in the figure below. Enter the model of IP deskphone in the **Type** field, a name in the **Name** field, a code in the **Security Code** field and 'y' in the **IP Softphone?** field and keep the other fields as default.

```
add station 53055                                           Page   1 of   5
                                 STATION

Extension: 53055                    Lock Messages? n              BCC: 0
     Type: 9620                     Security Code: 12345           TN: 1
     Port: IP                       Coverage Path 1:              COR: 1
     Name: IP Softphone One-X       Coverage Path 2:              COS: 1
                                    Hunt-to Station:            Tests? y
STATION OPTIONS
                                       Time of Day Lock Table:
             Loss Group: 19       Personalized Ringing Pattern: 1
                                          Message Lamp Ext: 53055
            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? n
                     Short/Prefixed Registration Allowed: default

                                       Customizable Labels? y
```
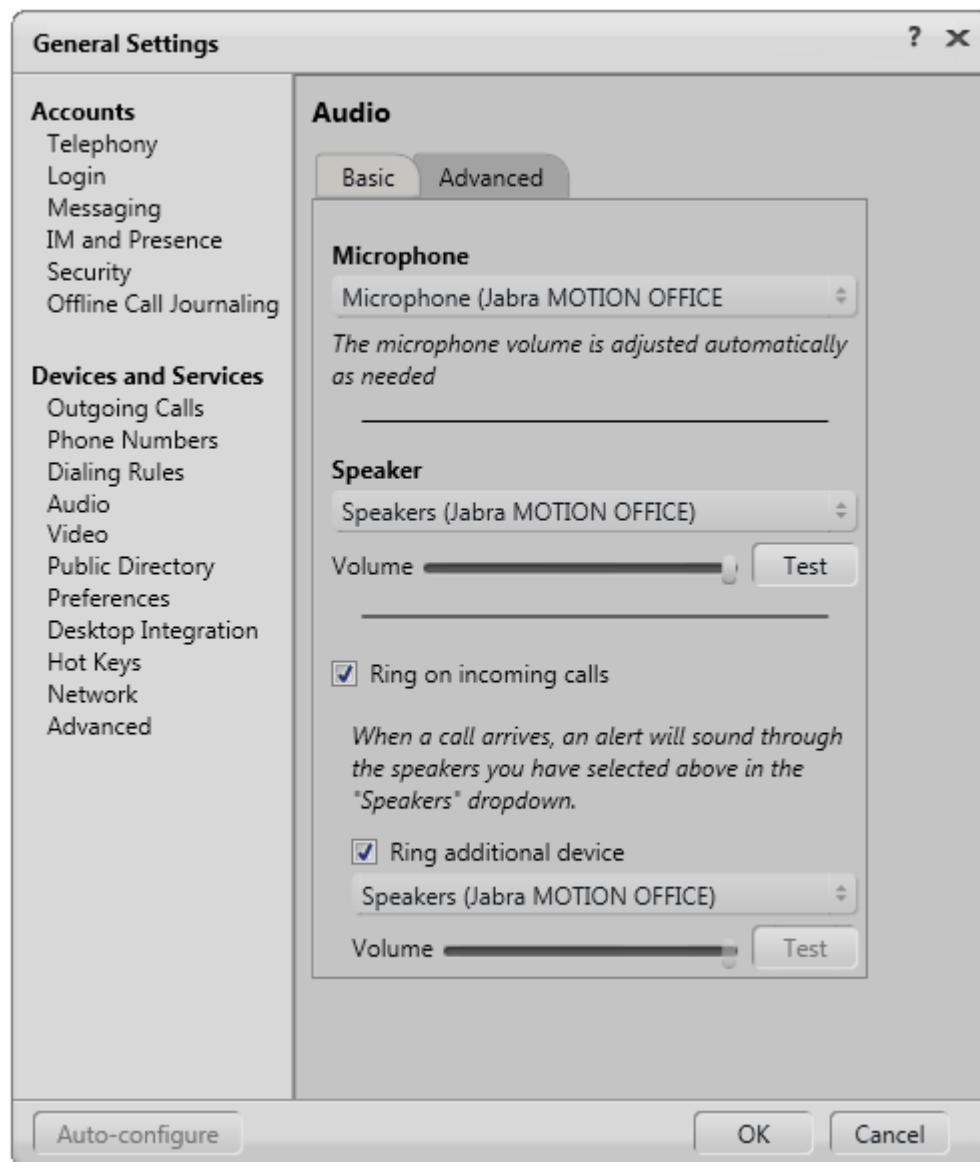
# 6. Configure Avaya one-X® Communicator

Select ⚙ →**Settings**→**General Settings** from the menu as shown below.



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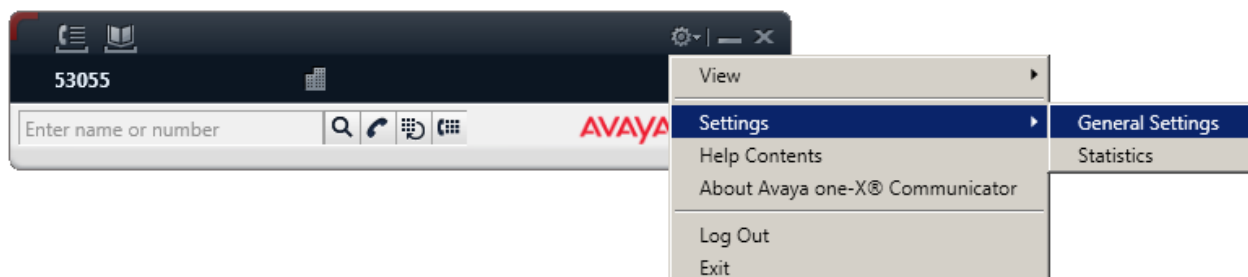
The **General Settings** window appears as shown below. Select **Audio** from the left pane and select the **Basic** tab.

In the **Basic** tab, select **Jabra Motion Office** in the **Microphone**, **Speaker**, and **Ring additional device** sections. Click the **OK** button to close the window.

Please note that Jabra Motion Office needs to be connected to the PC as in **Section 7.2** before Avaya one-X Communicator is started so it will be available for selection on the following screen.

# 7. Configure Jabra Motion Office

This section describes the configuration steps for Jabra Motion Office and Jabra PC Suite for operation with Avaya one-X Communicator. For more information on how to use Jabra Motion Office please refer to the manual listed in **Section 10 [4]**.

## 7.1. Configure Jabra PC Suite

Included in the Jabra PC Suite is the Jabra Control Center program. The Jabra Control Center program serves as an interface between the Motion Office and Avaya one-X Communicator. The **Headset** tab of **Jabra Control Center** displays the type of headset which the program is managing and its configuration as shown below.
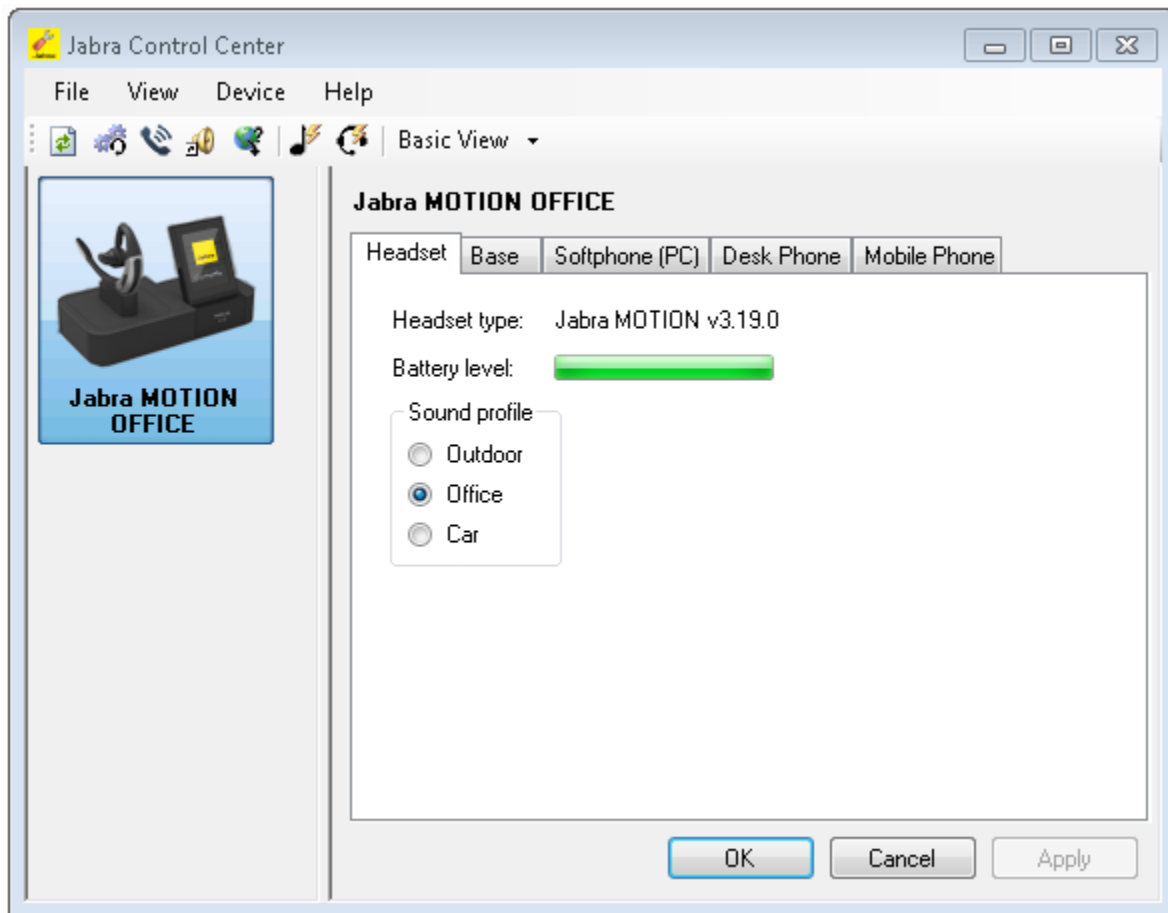
Click on the **Softphone** tab and verify that **Connect to softphone (PC)** is selected as shown.
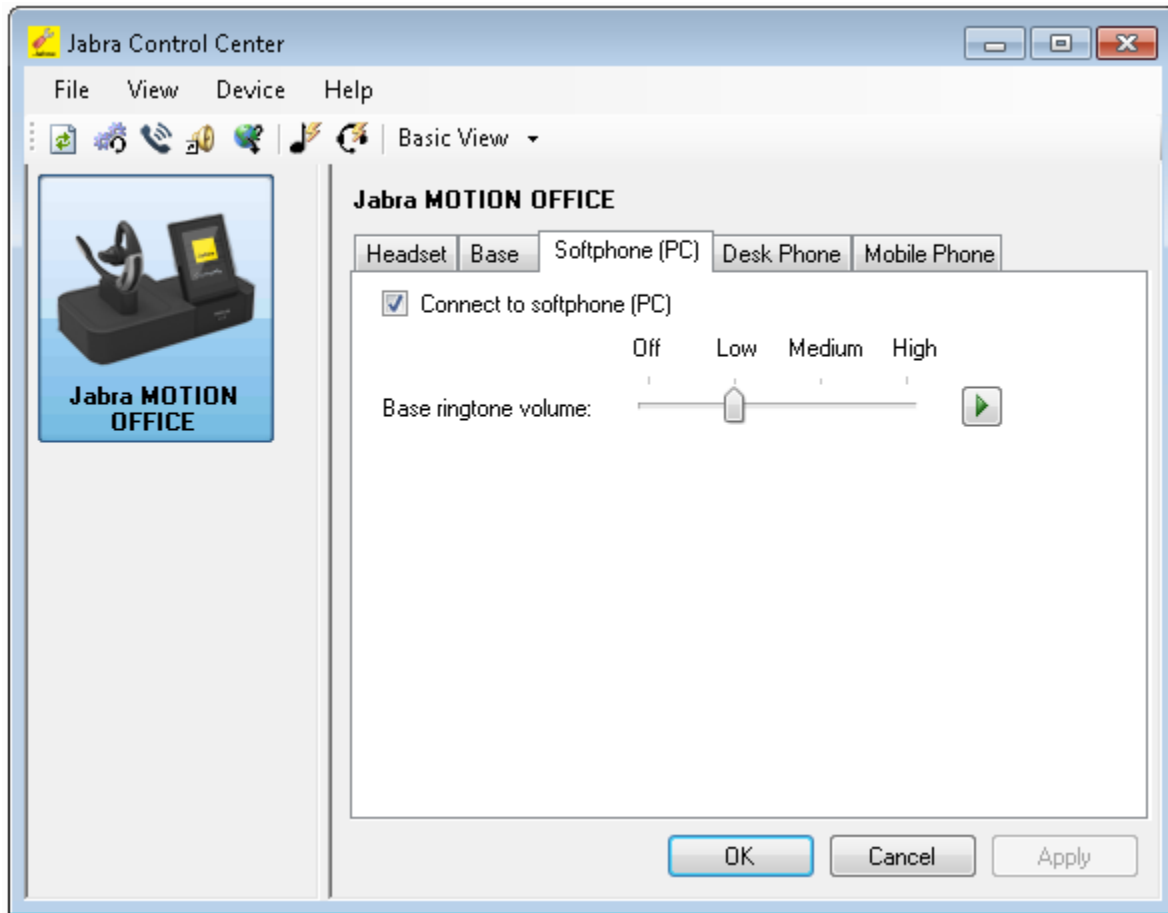


Click the **Apply** button to apply any changes and then click the **OK** button.

## 7.2. Connect Jabra Motion Office to PC

The following procedure shows the steps to connect Jabra Motion Office to the PC.

- Plug the supplied USB cable into the port marked [USB icon] on the Jabra Motion Office base
- Connect the other end of the USB cable to a free USB port on the PC

This should be completed before starting Avaya one-X Agent as in **Section 6**.

# 8. Verification Steps

This section provides tests that can be performed to verify proper installation and configuration of Jabra PC Suite and Jabra Motion Office with Avaya one-X Communicator.

Included in the Jabra PC Suite is the Jabra Device Service program. Run the **Jabra Device Service** program and verify that the **Softphone Status** for **Avaya one-X / Aura Agent Desktop** is **Connected** as shown below.
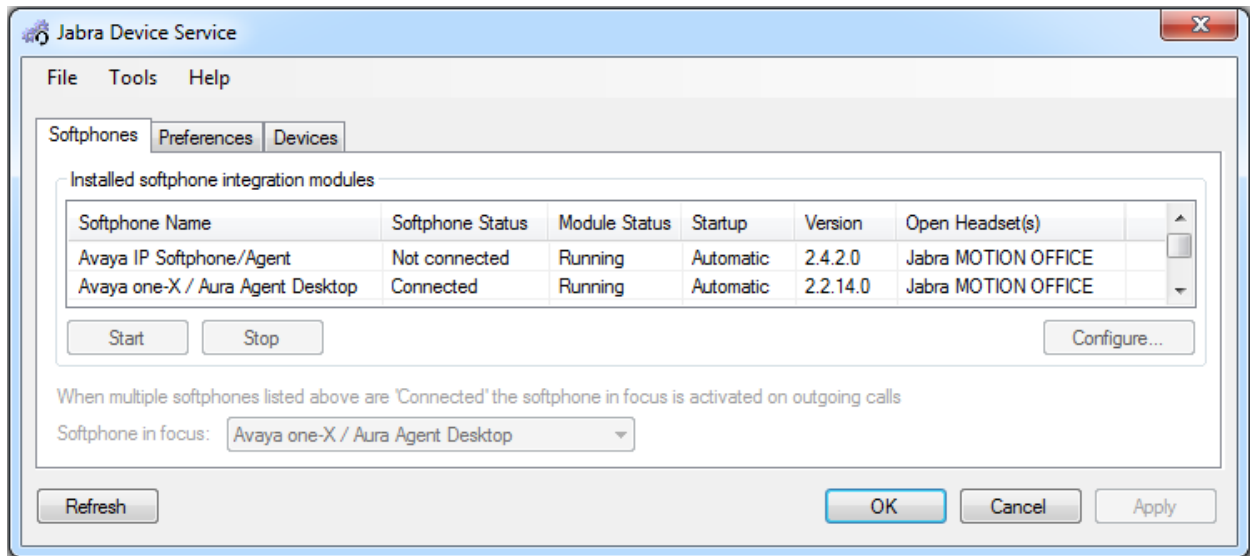


Perform a test call as follows:
- Start the Avaya one-X Communicator application
- Place an incoming call to Avaya one-X Communicator
- Answer the call using the Multi-function button on the headset
- Verify two-way talk path between the headset and the calling phone
- Disconnect the call from the headset using the Multi-function button
- Verify that the call is properly disconnected

# 9. Conclusion

These Application Notes describe the configuration steps required for Jabra Motion Office and Jabra PC Suite to interoperate with Avaya one-X® Communicator. All feature and serviceability test cases were completed and passed as per **Section 2**.

TBH; Reviewed:
SPOC 8/24/2014
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# 10.  Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Release 6.3, Document Number 03-300509, Issue 9, October 2013

[2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 6.3, Document Number 555-245-205, Issue 11, October 2013

[3] *Administering Avaya one-X® Communicator*, Release 6.2, December 2013

Documentation for Jabra Motion Office and Jabra products can be found at http://www.jabra.com.

[4] *Jabra MOTION*<sup>TM</sup> *OFFICE User Manual,* Rev A, 2014

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