



Application Notes for GN Netcom Jabra PC Suite Software Version 2.11.3002, Jabra Motion Bluetooth Headset Version a1.17.0 and Link 360 USB Dongle Version 1.5.0 with Avaya one-X[®] Agent Version 2.5.1 – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya one-X[®] Agent, Jabra PC Suite software, Jabra Motion Bluetooth Headset and Jabra Link 360 USB Dongle. The Jabra PC Suite software programs enable the Jabra Motion Bluetooth headset to integrate with Avaya one-X[®] Agent via Bluetooth connectivity with PC Jabra Link 360 USB dongle.

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 program, namely Control Center, Jabra Motion Bluetooth headset (hereafter referred to as Motion) and Jabra Link 360 dongle to successfully interoperate with Avaya one-X[®] Agent. The Jabra Motion is connected to the PC wirelessly running Avaya one-X[®] Agent via Bluetooth Jabra Link 360 dongle and Jabra Control Center software serves as an interface between Avaya one-X[®] Agent and the Jabra Motion. The Jabra PC Suite program enables the Motion to act as an USB wireless headset of Avaya one-X[®] Agent.

2. General Test Approach and Test Results

The compliance testing of Jabra Motion and Jabra PC Suite program namely Control Center software interoperating with Avaya one-X[®] Agent 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 shown below.

- Verification of acceptable two-way audio path in both directions for local and external calls.
- Verification of the Jabra Motion mute and volume buttons.
- Verification of the Jabra Motion answer command and hang up button.
- Verification of serviceability of the Jabra Motion.

2.2. Test Results

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

2.3. Support

For technical support for the Jabra Motion, and Jabra products in general, please refer to www.jabra.com.

- Phone: (800) 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 during the compliance testing between Avaya one-X[®] Agent, Jabra Motion Bluetooth headset and Jabra Link 360 Bluetooth dongle.

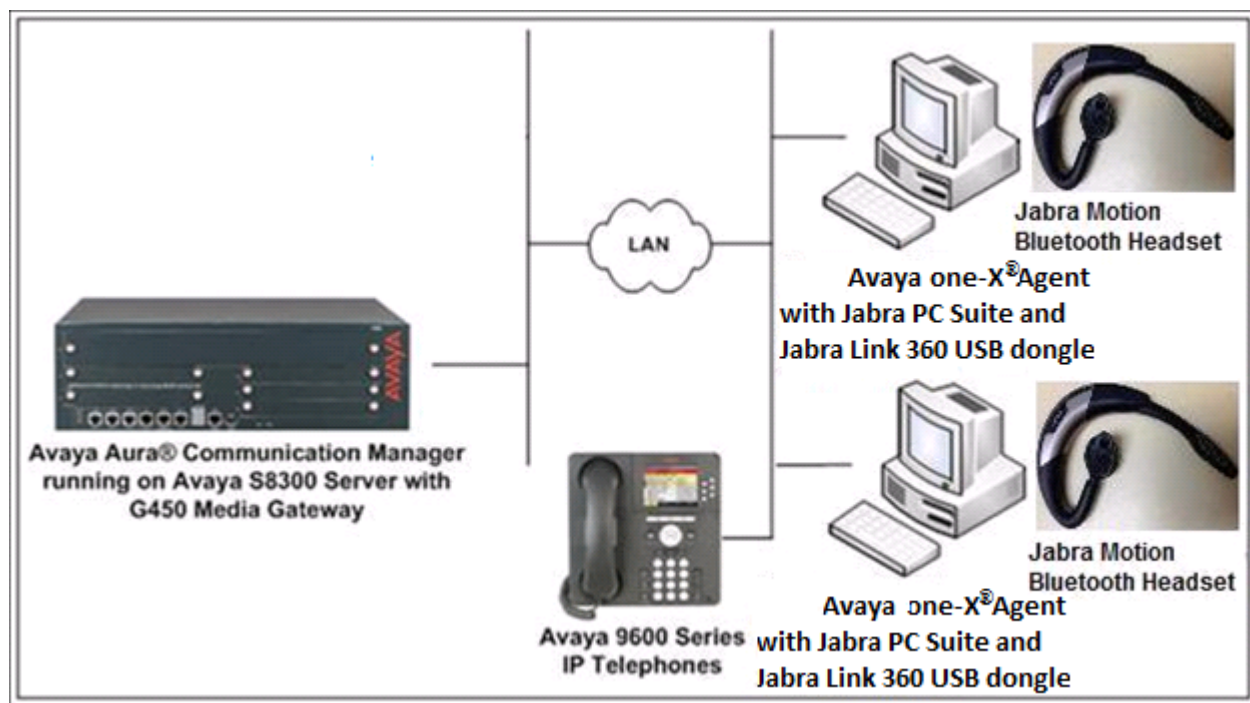


Figure 1: Reference Configuration Diagram

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
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 PC Suite (Jabra Control Center)	2.11.3002.0
Jabra Motion Bluetooth headset	a1.17.0
Jabra Link 360 bluetooth dongle	1.5.0

5. Configure Avaya Aura[®] Communication Manager

These Application Notes assume that Avaya Aura[®] Session Manager and Communication Manager are installed and configured to work with Avaya one-X[®] Agent. There are no additional

settings required to be configured for the connection of the Jabra Motion to Avaya one-X[®] Agent. The compliance test with the Jabra Motion 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 the Communication Manager by System Administration Terminal (SAT) command. For detailed information on how to configure and administer 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:** 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 unique agent name.
- **Security Code** used to log on 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
1: 1	1	16:
2:		17:
3:		18:
4:		19:
5:		20:
6:		21:
		31:
		32:
		33:
		34:
		35:
		36:
		46:
		47:
		48:
		49:
		50:
		51:

6. Configure Avaya one-X® Agent

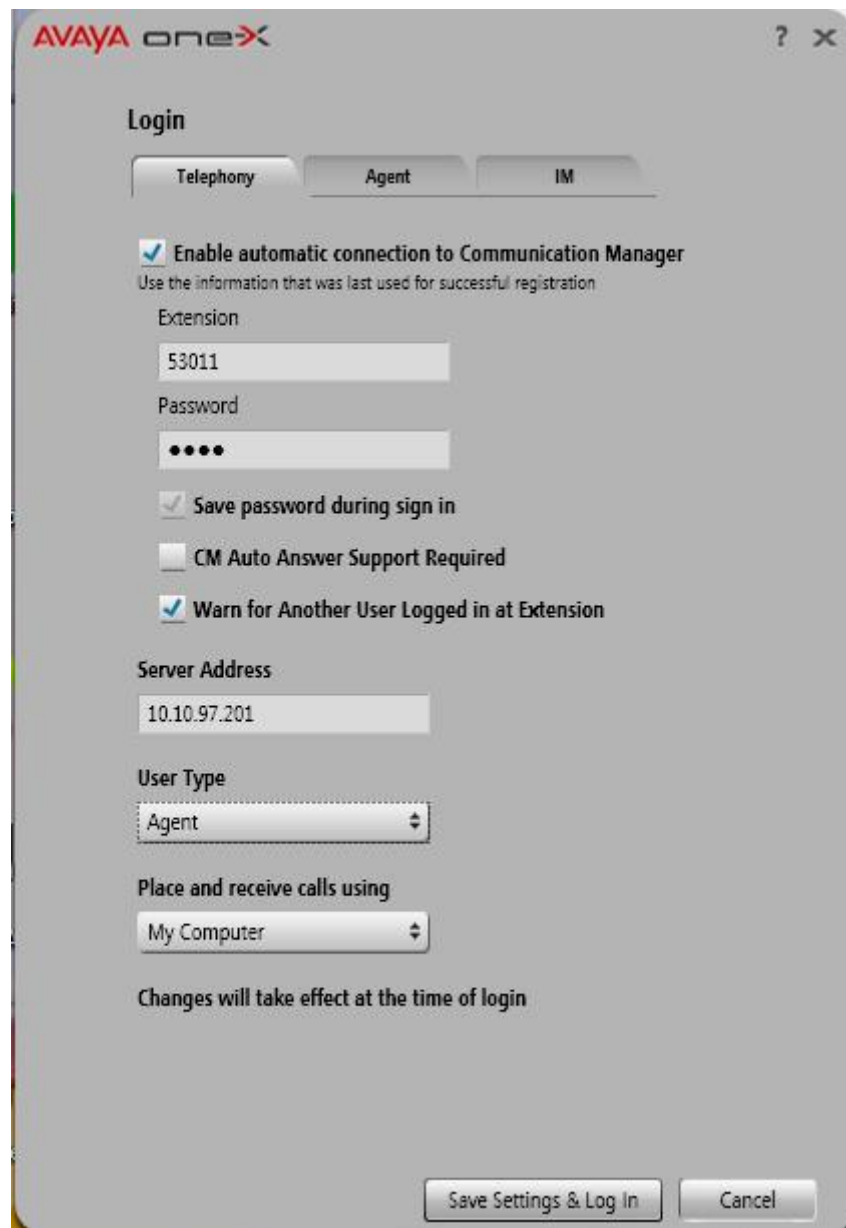
This session assume that Avaya one-X® Agent has been installed on PC server hosting Jabra PC Suite. The configuration bellow shows steps to set up the Avaya one-X® Agent to work with Avaya Aura® Communication Manager.

After connecting the Jabra Link 360 USB dongle to the PC, launch the Avaya one-X® Agent from PC desktop, the **Welcome** screen is shown.



Click on **Change Login Settings** button, then on the Login screen select Telephony tab. The following parameters should be set as bellow:

- **Enable automatic connection to Communication Manager** field is enabled.
- **Extention** should be entered *53011* as example in this sample configuration.
- **Password** credential as configured same as **Security Code** in **Section 5**.
- **Server Address** is IP address of the Communication Manager.
- **User Type** should be Agent.
- **Place and receive calls using** should be My Computer.



The screenshot shows the Avaya oneX Login dialog box. At the top, there are three tabs: "Telephony", "Agent", and "IM". The "Telephony" tab is selected. Below the tabs, there is a section for enabling automatic connection to the Communication Manager, with a checked checkbox and the text "Use the information that was last used for successful registration". Below this, there are input fields for "Extension" (containing "53011") and "Password" (containing four dots). There are also checkboxes for "Save password during sign in" (checked), "CM Auto Answer Support Required" (unchecked), and "Warn for Another User Logged in at Extension" (checked). Below these, there is a "Server Address" field containing "10.10.97.201". There is a "User Type" dropdown menu set to "Agent". There is a "Place and receive calls using" dropdown menu set to "My Computer". At the bottom, there is a message "Changes will take effect at the time of login" and two buttons: "Save Settings & Log In" and "Cancel".

Next click on **Agent** tab, make sure the following parameters being set as follow:

- **Enable ACD Login** is enabled.
- **Agent is filled in, 1002** as sample configuration.
- **Password** credential as configure in Section 5.
- **Default Agent State upon ACD connection** should be set to *Ready*.

AVAYA one-X

Login

Telephony Agent IM

☒ Enable ACD Login

☐ Automatically sign into the ACD server
Use the information that was last used for successful ACD connection

Agent
1002

Password
••••

☒ Save password during sign in

Default Agent state upon ACD connection
Ready

Changes will take effect at the time of login

Save Settings & Log In Cancel

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.

AVAYA one-X

Agent Sign In to ACD

Agent
1002

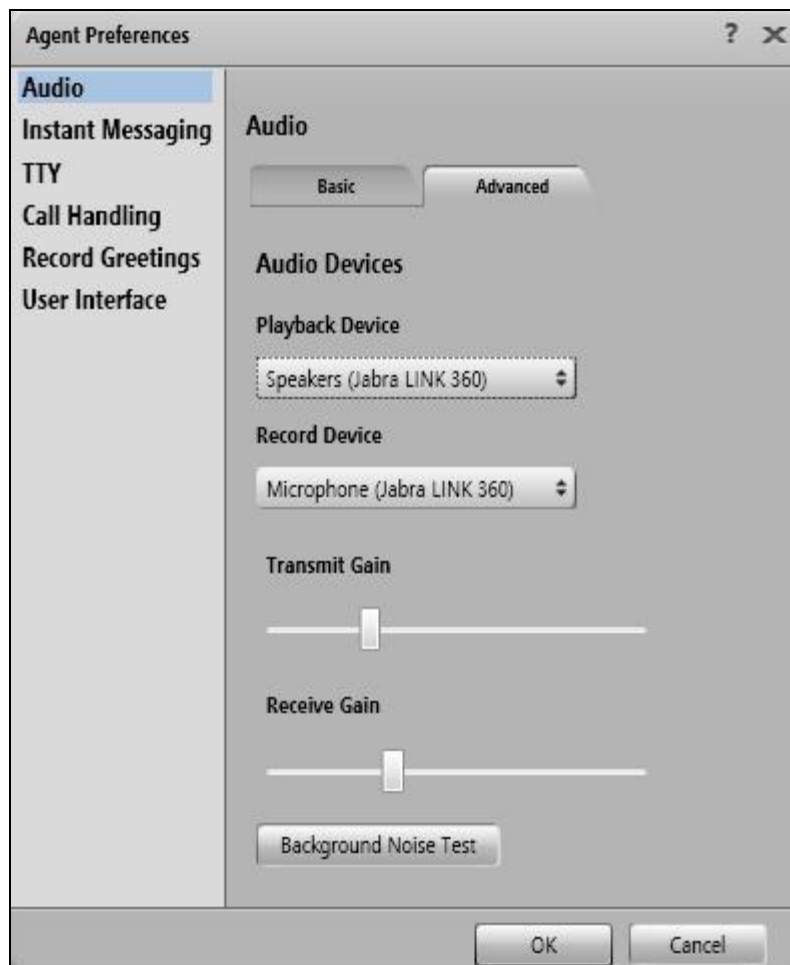
Password
••••

Log In Cancel

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



Agent Preferences screen is shown. Click on the **Advanced** tab to make sure under the **Audio Devices**, **Playback Device** should show **Jabra Link 360** respectively. Click **Ok**




7. Configure Jabra PC Suite, Motion and Link 360

This section describes the configured steps for the Jabra Motion, Link 360, Jabra PC Suite software and the communication of Jabra Motion with the Avaya one-X[®] Agent. For more information on how to use Jabra Motion and Link 360, please refer to headset manual in **Section 10 [2]**.

7.1. Connect Jabra Motion to Workstation PC

The following procedures show steps to connect Jabra Motion headset to a workstation PC which hosts the Avaya one-X[®] Agent.

- Plug the Jabra Link 360 USB dongle into the USB port marked  on the PC.
- Wait for a few seconds so that the PC is able to recognize the Link 360 USB device.
- The PC recognizes the Link 360 dongle successfully and shows on the Jabra Control Center “**Jabra Link 360**” (not shown).
- Turn on the Motion headset and follow the voice command on the headset to pair the headset to the Link 360 dongle.

7.2. Configure Jabra Control Center

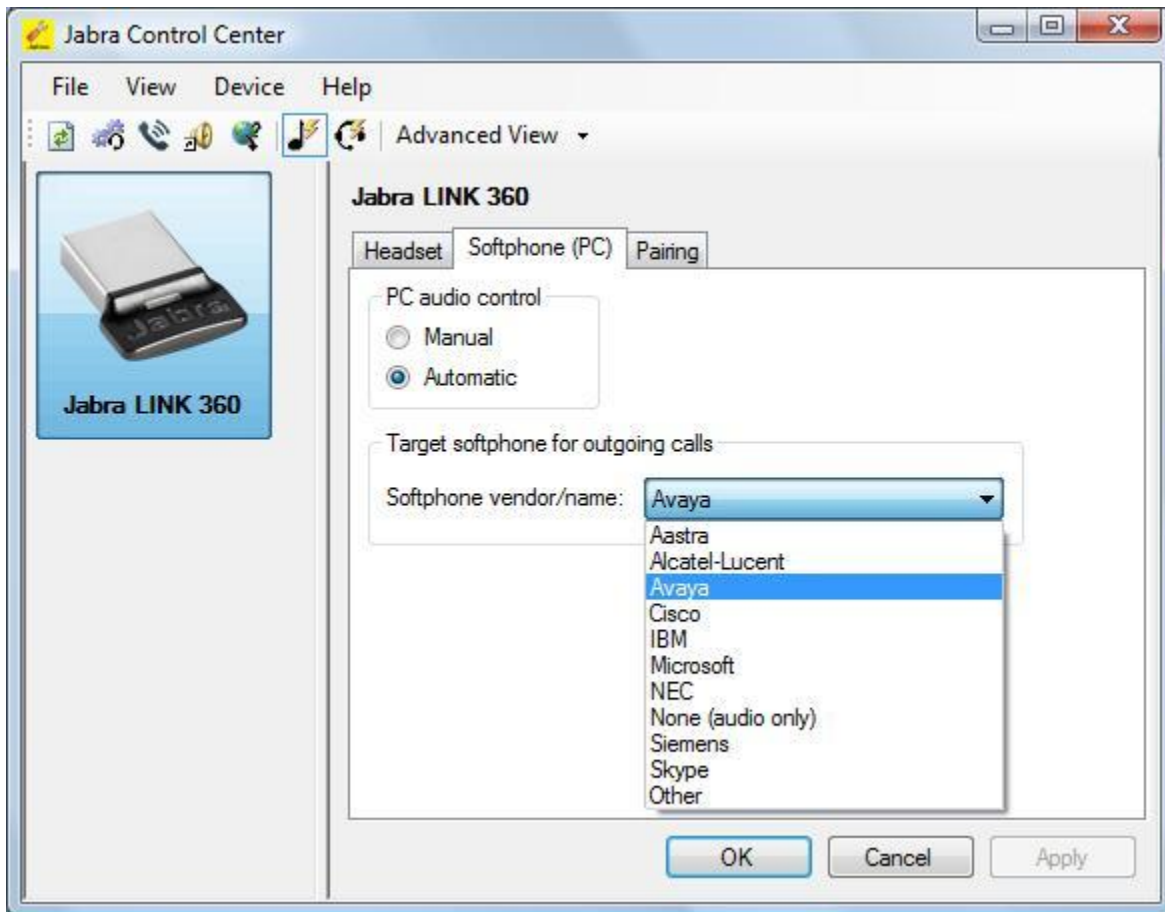
The Jabra Control Center is one of the applications in Jabra PC Suite software designed for Jabra products to work with softphone vendors. Jabra PC Suite applications consist of Call Manager, Control Center, Device Service and Firmware Updater applications. Jabra Control Center application serves as an interface between the Jabra Link 360 USB dongle and Avaya one-X[®] Agent.

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

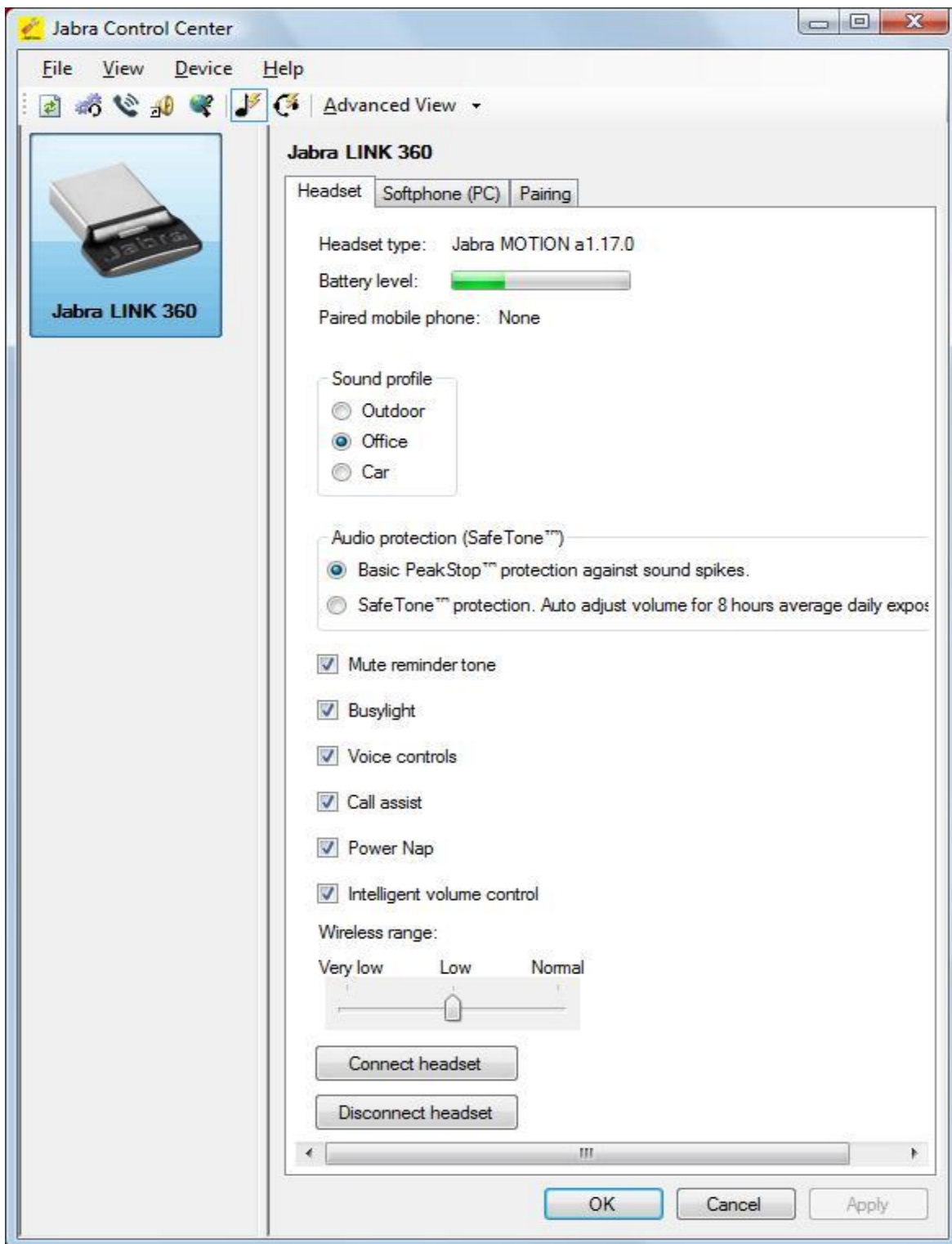
The Jabra Control Center will recognize the Jabra Link 360 and will display as shown in figure below.



Navigate to **Advanced View** → **Softphone (PC)** → **Softphone vendor/name**, select *Avaya* and click **Apply**.



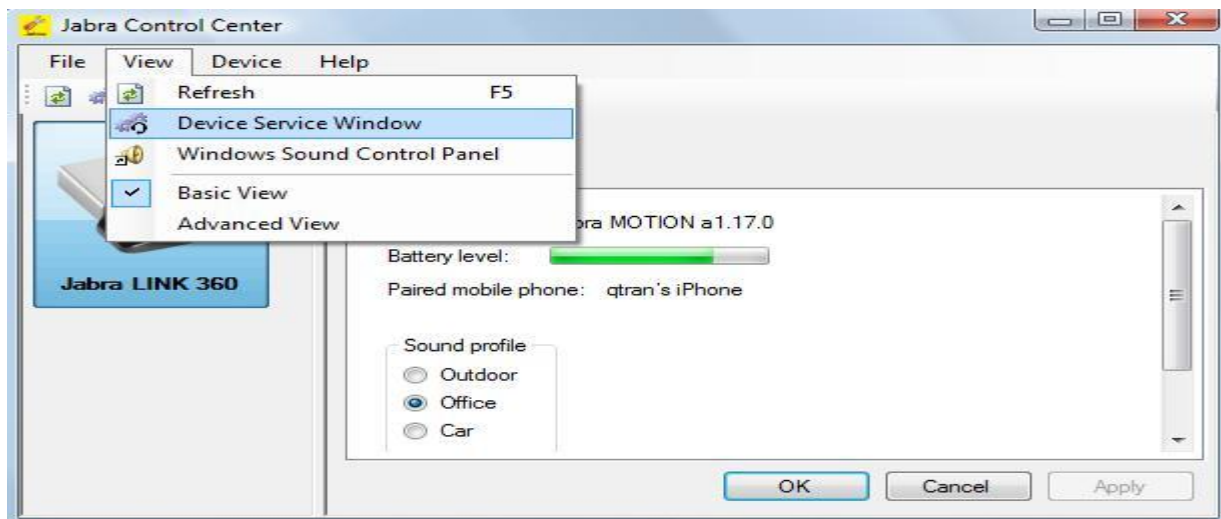
The screen below shows the Jabra Link 360 USB dongle is recognized by the Jabra Control Center application as shown in the screen below.



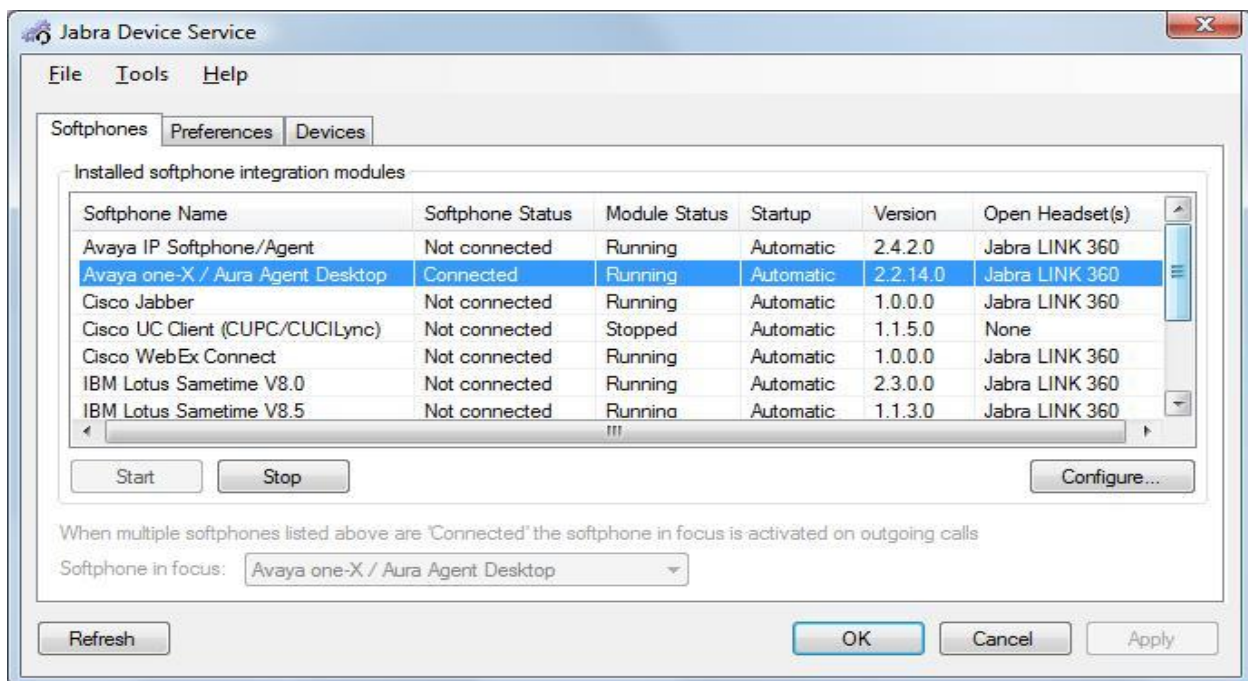
8. Verification Steps

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

1. Verify that the Jabra Motion has been successfully paired with Jabra Link 360 dongle and ready for use with Avaya one-X[®] Agent. From the **Jabra Control Center** window, navigate to menu **View → Device Service Window**.



2. From the **Jabra Device Service** program, select the **Softphones** tab. Verify that the **Softphone Status** associated with Avaya one-X Communicator is *Connected* and **Module Status** is *Running* as shown below.



3. Once the Jabra Motion is paired with Jabra Link 360 USB dongle and able to interact with Avaya one-X Communicator, verify that incoming and outgoing calls can be established with two-way audio to the Motion.

9. Conclusion

All of the executed test cases were passed and met the objectives outlined in the **Section 2.1**. The Jabra PC Suite software version 2.11 and Jabra Motion speakerphone is considered to be in compliance with Avaya one-X[®] Agent.

10. Additional References

Product documentation for the Avaya Aura[®] Communication Manager products may be found at:

<https://support.avaya.com/css/Products/>

Product documentation for Jabra Motion and Jabra products may be found at:

<http://www.jabra.com>

[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.

[2] Jabra Motion Documents:

Jabra Motion Quick Start Guide included with the device.

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