Avaya Solution & Interoperability Test Lab

Application Notes for Jabra BIZ 2400 II USB Headsets with Avaya E169 Media Station - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra BIZ 2400 II USB Headsets with Avaya E169 Media Station. The Jabra BIZ 2400 II USB headset was used to exercise the call control functions.

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.

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Solution & Interoperability Test Lab Application Notes
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Biz2400IIE169

1. Introduction

These Application Notes describe the configuration steps required to integrate the Jabra Biz 2400 II USB headsets with Avaya E169 Media Station. The Jabra BIZ 2400 II USB headset was used to exercise the call control functions.

Note that the Jabra Call Control application is only used with Jabra headsets that can connect to a desktop phone and softphone at the same time, which is not supported by the Jabra headsets covered in the compliance test.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to Communication Manager extensions, answering and ending calls using the call control features of the E169 Media Station, and verifying two-way audio. The call types included calls between local extensions, and from the PSTN.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the E169 Media Station and reconnecting the Jabra headset to the USB port on the E169 Media Station.

2.1. **Interoperability Compliance Testing**

All test cases were performed manually. The following features were verified:

- Placing calls to internal extensions to verify two-way audio.
- Placing calls from the PSTN and to Voicemail to verify two-way audio.
- Using the volume control button on the Jabra headset to adjust the audio volume.
- Using the Voice Control button on the Jabra headset to mute and un-mute the audio.
- Verifying incoming call notification on Jabra headset.
- Verifying call ended notification on Jabra headset.

For the serviceability testing, the Jabra headset was reconnected to the E169 Media Station and the H175 Video Collaboration Station was restarted to verify proper operation of the headset after the reboot was completed.

2.2. **Test Results**

All test cases passed with the following observations:
- The call control feature used to initiate and end calls is not supported in this version of 2400 II USB Headset for this test.

2.3. **Assumptions**

These Application Notes do not provide any configuration details for the following list of assumptions:
- Avaya Aura® Communication Manager has been installed and is operational.
- Avaya E169 Media Station has been installed and is operational.

2.4. Support

For support on this Jabra headset solution, contact Jabra Technical Support at:

- 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 to verify the Jabra BIZ 2400 II USB headset solutions. The configuration consists of Avaya Aura® Communication Manager with and Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk. The Jabra headsets were connected to the E169 Media Station via a USB port.
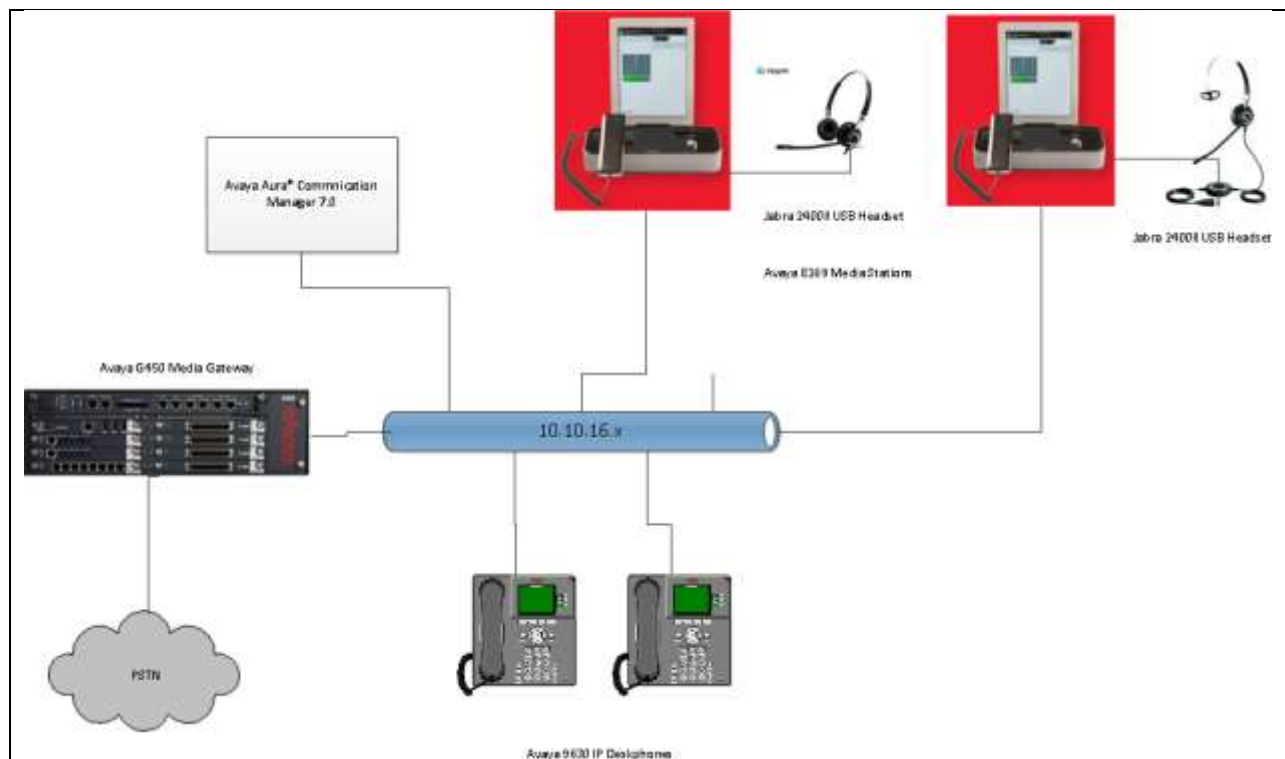

Figure 1: Avaya E169 Media Station with Jabra BIZ 2400 II USB Headsets

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	R17x.00.0.441.0
Avaya Aura® System Manager	R7.0.0.0.16266-7.0.9.912 Update 7.0.0.0.3929
Avaya Aura® Session Manager	R7.0.0.0.700007
Avaya E169 Media Station	1.0
G450 Media Gateway	R36.14.0.1
Avaya 9630 H323 Handsets	FW 3.2.4
Jabra BIZ 2400 II USB Headset	FW 1.6.0

5. Configure Avaya Aura® Communication Manager

The installation and configuration of Communication Manager is outside the scope of this document. There are no additional steps required to configure Communication Manager for use with the 2400 II USB Headset

6. Configure E169 Media Station.

Installation and configuration of the E169 Media Station is outside the scope of this document. There are no additional steps required to configure the E169 Media Station for use with the 2400 II USB Headset.

7. Configure Jabra USB Headsets

This section covers the steps to integrate Jabra USB headsets with E169 Media Station, including:

- Connecting the Jabra BIZ 2400 II USB Headsets

7.1. Connect the Jabra USB Headset

Connect the Jabra USB headset directly to a USB port on the E169 Media Station.

8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with E169 Media Station.

- Once the Jabra headset is connected to the E169 Media Station, verify that incoming and outgoing calls can be established with two-way audio to the headset.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Jabra BIZ 2400 II USB headsets with E169 Media Station. All test cases were completed successfully with observations noted 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 7.0, Issue 1, August 2015, Document Number 03-300509.

[2] *Communication Manager Overview and Specification*, Release 7.0, Issue 1.0, August 2015, Document Number 03-604233.

[3] Installing and Maintaining the Avaya E159 and E169 IP Media Stations, February 2015.

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