



Application Notes for GN Netcom Jabra PC Suite Version 2.11.3002 and Jabra Speak 510 USB Speakerphone Version 1.3.0 with Avaya one-X® Agent Version 2.5.1072– Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya one-X® Agent, Jabra PC Suite software, and Jabra Speak 510 speakerphone. The Jabra PC Suite software enables Jabra Speak 510 speakerphone to integrate with Avaya one-X® Agent. This allows users to perform call control such as answer and hang up calls directly from Jabra Speak 510 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.

1. Introduction

These Application Notes describe the configuration steps required for Jabra PC Suite software, namely Jabra Control Center, and Jabra Speak 510 speakerphone to successfully interoperate with Avaya one-X® Agent. Jabra Speak 510 speakerphone is connected to a PC running Avaya one-X® Agent via a USB cable. Jabra Control Center software serves as an interface between Avaya one-X® Agent and Jabra Speak 510 speakerphone. Jabra PC Suite software enables Jabra Speak 510 speakerphone to perform call control such as; answer, hang up, hold and mute.

2. General Test Approach and Test Results

The compliance testing of Jabra Speak 510 speakerphone and Jabra 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:

- Verification of acceptable two-way audio path in both directions for local and external calls.
- Verification of Jabra Speak 510 speakerphone mute, hold and volume buttons
- Verification of Jabra Speak 510 speakerphone answer, hang-up buttons.
- Verification of serviceability of Jabra Speak 510 speakerphone.

2.2. Test Results

The scenarios outlined in **Section 2.1** were verified. All test cases passed. However, there are two observations for the serviceability test:

- During a call between Avaya one-X® Agent and caller, if Jabra Speak 510 speakerphone is unplugged from PC and then plugged back, audio for the current call is lost, but other control functions such as hold/retrieve, mute/un-mute still worked. The workaround to get the audio back is that after Jabra Speak 510 is plugged back, press the green telephony icon on Jabra Speak 510 speakerphone to hold the current call and then press this icon again to retrieve the call. This will allow the audio to be active again.
- During a call between Avaya one-X® Agent and caller, if Jabra Control Center application is closed and then launched again, the audio of the current call is still active but the hold/retrieve and hang-up call functions on Jabra Speak 510 speakerphone are lost until the next call.

2.3. Support

For technical support for Jabra Speak 510 speakerphone, and Jabra products in general, please refer to www.jabra.com. On the Jabra website, support hotline numbers will be found for specific country.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between Avaya one-X® Agent and Jabra Speak 510 speakerphone.

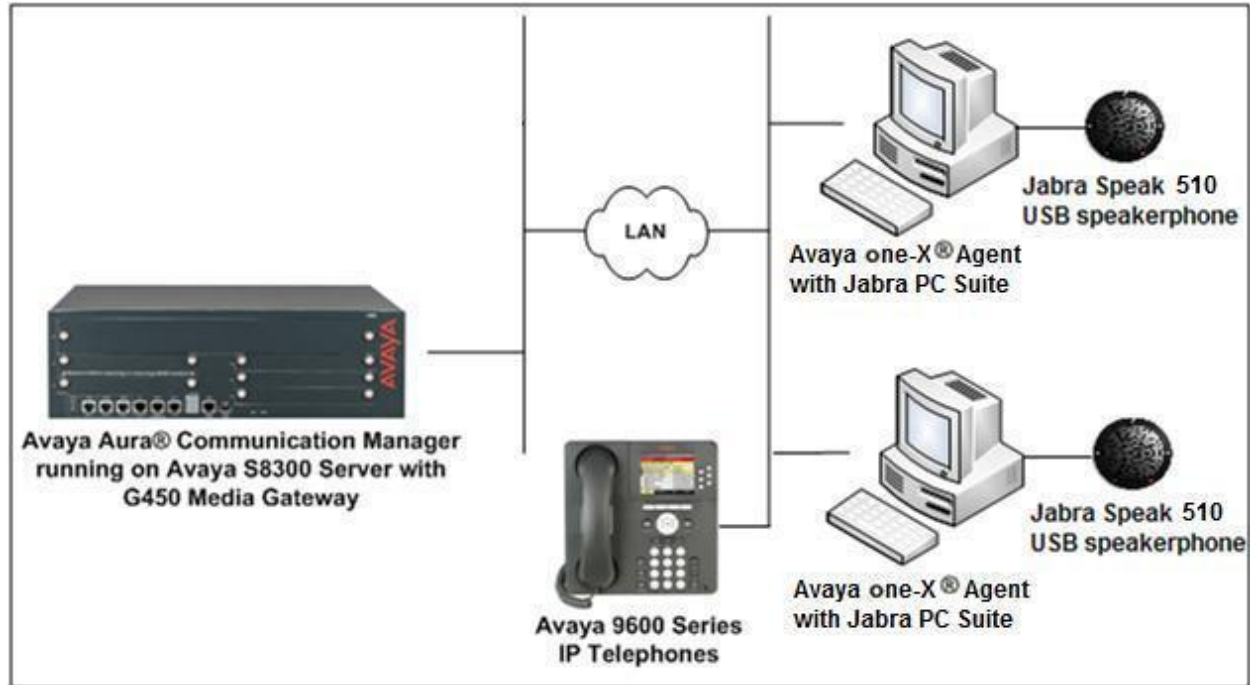


Figure 1: Reference Configuration Diagram

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 Control Center Version	2.11.3002.0
Jabra Speak 510 speakerphone	1.3.0

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Avaya Aura® Communication Manager is installed and configured to work with Avaya one-X® Agent as an agent of an ACD queue. Configuration of an agent for ACD queue is included in this section. The compliance test with Jabra Speak 510 was carried out with the default Communication Manager settings for audio parameters.

This section describes the steps required to provision a station and an agent for Avaya one-X® Agent in Communication Manager via System Administration Terminal (SAT). 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:** A descriptive name.
- **Security Code:** Enter a valid code, e.g. **1234**. This is used to log into Avaya 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: :	

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

6. Configure Avaya one-X® Agent

This section assumes that Avaya one-X® Agent has been installed on PC hosting Jabra PC Suite. The configuration below shows steps to set up Avaya one-X® Agent to work with Avaya Aura® Communication Manager.

After connecting Jabra Speak 510 speakerphone to a PC, launch Avaya one-X® Agent from PC desktop, the **Welcome** screen is shown.



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

- **Enable automatic connection to Communication Manager** field is enabled.
- **Extension** as configured in Communication Manager; **53011** as an example in this sample configuration.
- **Password** credential as configured in Communication Manager; **Security Code** for station in **Section 5**.
- **Server Address** is IP address of the Communication Manager.
- **User Type** is set to **Agent**.
- **Place and receive calls using** is set to **My Computer**.

AVAYA one-X

Login

Telephony Agent IM

☒ **Enable automatic connection to Communication Manager**
Use the information that was last used for successful registration

Extension
53011

Password
••••

☒ Save password during sign in

☐ CM Auto Answer Support Required

☒ Warn for Another User Logged in at Extension

Server Address
10.10.97.201

User Type
Agent

Place and receive calls using
My Computer

Changes will take effect at the time of login

Save Settings & Log In Cancel

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

- **Enable ACD Login** is enabled.
- **Agent** as configured in Communication Manager, **1002** as example in this sample configuration.
- **Password** credential as configured in Communication Manager. i.e., **Security Code** for agent in **Section 5**.
- **Default Agent State upon ACD connection** is 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

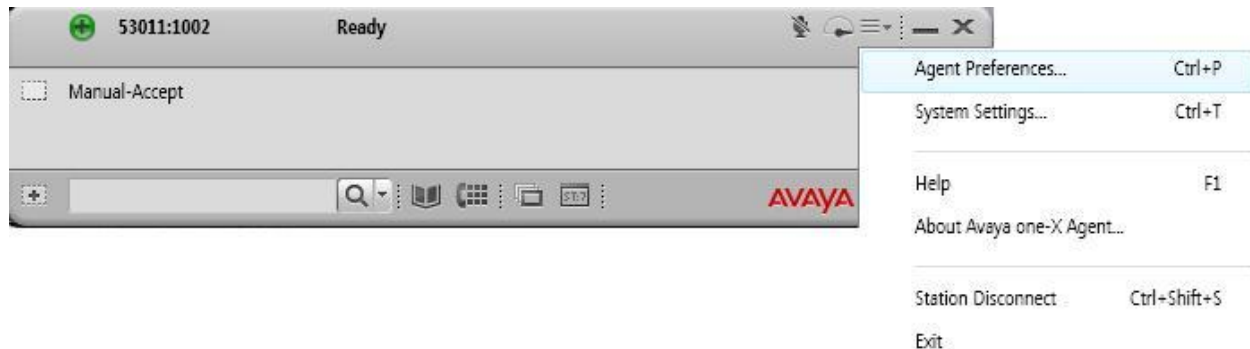
Agent Sign In to ACD

Agent
1002

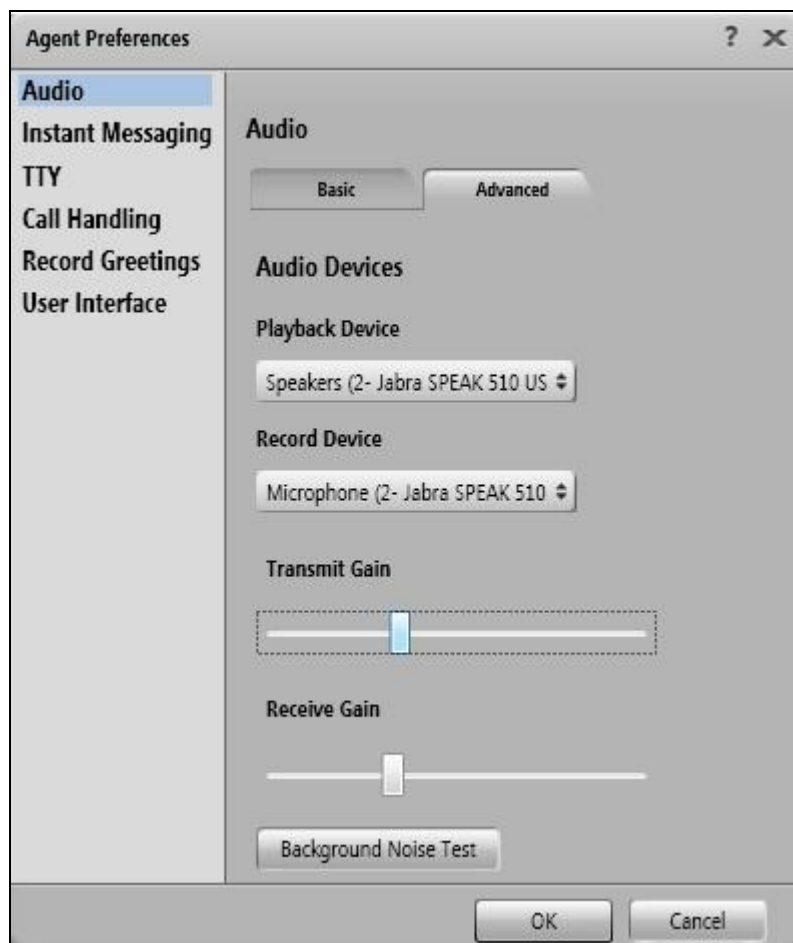
Password
••••

Log In Cancel

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



Agent Preferences screen is shown. Click on the **Advanced** tab to make sure that under the **Audio Devices**, **Playback Device** is set to **Speakers (2- Jabra Speak 510 speakerphone)** and **Record Device** is set to **Microphone (2- Jabra Speak 510 speakerphone)**. Click **Ok**.




7. Configure Jabra PC Suite and Speak 510 speakerphone

This section describes steps on how to configure Jabra Speak 510 speakerphone and Jabra PC Suite software to connect to Avaya one-X® Agent. For more information on how to use Jabra Speak 510 please refer to headset manual in **Section 10 [2]**.

7.1. Connect Jabra Speak 510 to PC

The following procedures show steps to connect Jabra Speak 510 speakerphone to a PC which hosts Avaya one-X® Agent.

- Plug the USB socket of Jabra Speak 510 into the USB port marked  on a PC.
- Wait for couple of seconds so that the PC recognizes and installs required drivers for Jabra Speak 510 speakerphone device.
- Once the PC recognizes and installs required drivers for Jabra Speak 510 successfully a pop-up on windows taskbar is displayed, which shows “**Jabra Speak 510 speakerphone device is ready to use**”.

7.2. Configure Jabra Control Center

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 Jabra Speak 510 speakerphone and Avaya one-X® Agent.

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

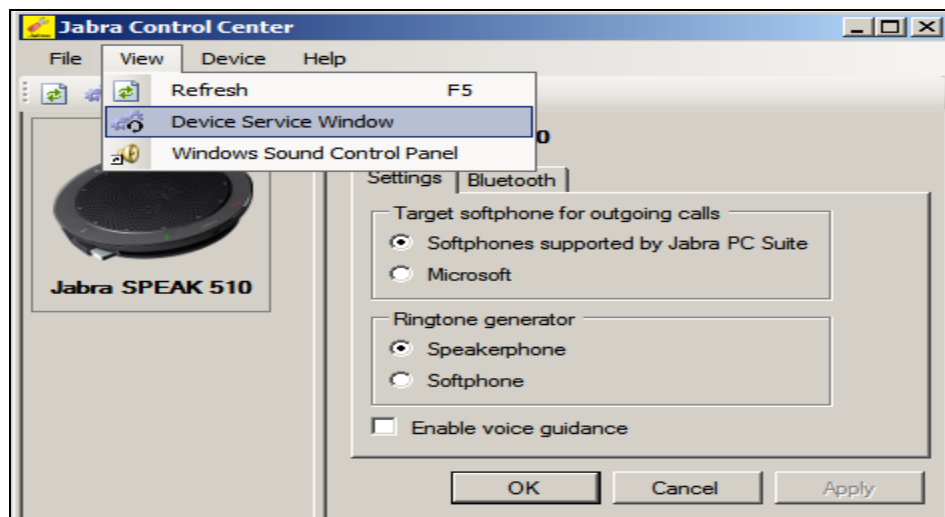
Once Jabra Control Center application is launched, the screen below shows Jabra Speak 510 speakerphone is recognized by Jabra Control Center application. On the right hand side under the **Target softphone for outing calls** section, select the radio option “**Softphones supported by Jabra PC Suite**” as shown in the screen below.



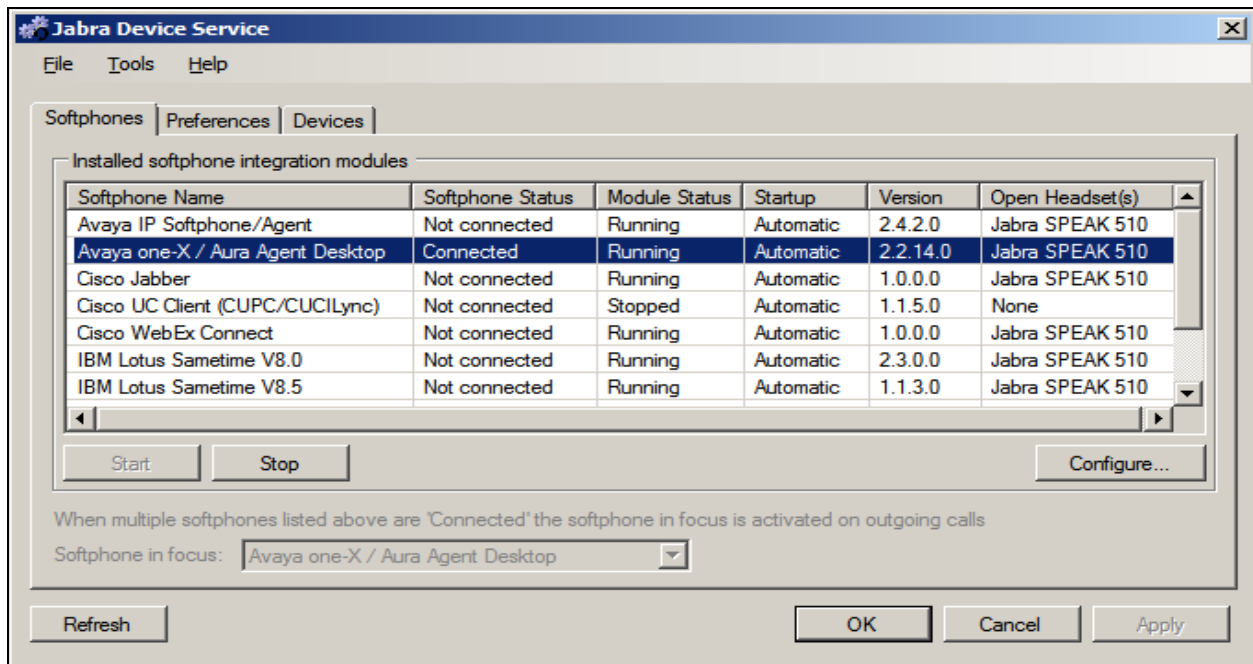
8. Verification Steps



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

1. Verify that Jabra USP speakerphone Speak 510 has been successfully paired and ready for use with Avaya one-X® Agent. From **Jabra Control Center** window, navigate to menu **View → Device Service Window**.



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



- Once Jabra Speak 510 speakerphone is connected to Avaya one-X® Agent, verify that incoming and outgoing calls can be established with two-way audio to Jabra Speak 510 speakerphone. For incoming calls, answer the call by pressing the answer  button on Jabra Speakerphone. End the call by pressing the hang up  button on Jabra Speakerphone.

9. Conclusion

All of the executed test cases were passed and met the objectives outlined in the **Section 2.1**. Jabra PC Suite software and Jabra Speak 510 speakerphone are 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 Speak 510 speakerphone 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 Speak 510 Documents:

Jabra Speak 510 Quick Start Guide included with the device.

©2013 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.