![Avaya logo]

Avaya Solution & Interoperability Test Lab

Application Notes for Jabra Link 380 USB-A Bluetooth Dongle, Jabra Direct for Windows, and Jabra Evolve 75 SE UC Stereo Bluetooth headset with Avaya Workplace Client for Windows - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Jabra Link 380 USB-A Bluetooth Dongle, Jabra Direct for Windows and Jabra Evolve 75 SE UC Stereo Bluetooth headset with Avaya Workplace Client for Windows.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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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1. Introduction

The Jabra Link 380 USB-A Bluetooth Dongle, Jabra Direct for Windows, and Jabra Evolve 75 SE UC Stereo Bluetooth headset allows connection and call control with Avaya Workplace Client for Windows (hereafter referred to as Avaya Workplace) using a Bluetooth connection via the USB interface to the PC.

With a Jabra Link 380 USB-A Bluetooth Dongle and Jabra Evolve 75 SE UC Stereo Bluetooth headset connected to the PC USB interface, users can directly answer, end, mute/unmute, hold/resume and adjust volume with Avaya Workplace running on the PC.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Avaya Workplace, answering and ending calls using the call control button on Evolve 75 SE UC, and verifying two-way audio. The call types included calls to voicemail, local extensions, and the PSTN. Call hold and resume, mute and un-mute, and volume are also tested.

The serviceability testing focused on verifying the usability of the headset solution after restarting Avaya Workplace, restarting the PC, power cycling Evolve 75 SE UC, moving the headset out of Bluetooth range, and disconnecting/reconnecting the Link 380 USB dongle to the PC.

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 recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and endpoints utilized enabled capabilities of TLS/SRTP.

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 tests

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

- Placing calls to internal extensions to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Answering and ending calls using the call button on the headset and the soft button on Avaya Workplace.
- Using the hold button on the headset and the soft button on Avaya Workplace to hold and resume the audio.
- Using the volume buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and the soft button on Avaya Workplace to mute and un-mute the audio.
- Verifying incoming call notification on the headset.
- Verifying call ended notification on the headset.
- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.

The serviceability testing focused on verifying the usability of the headset solution after restarting Avaya Workplace, restarting the PC, power cycling Evolve 75 SE UC, moving Evolve 75 SE UC out of Bluetooth range and disconnecting/reconnecting the Link 380 USB dongle to the PC.

2.2. Test Results

All test cases completed successfully with the following observation noted:

- Softphone volume adjustments made during call ringing (not possible with auto answer) are maintained for the duration of the call but persist for the PC audio (A2DP link) levels. Softphone volume adjustments made during the call (SCO link) persist for the softphone audio levels.

2.3. Support

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

- Phone: +1-866-697-8757
- Website: http://www.jabra.com/Support
- Email: JabraSupport.US@jabra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify Jabra Evolve 75 SE UC Stereo Bluetooth headset with Avaya Workplace. The Avaya Workplace software was installed on the PC. The Jabra Evolve 75 SE UC Stereo Bluetooth headset communicates via Link 380 USB dongle connected to the PC hosting Avaya Workplace.
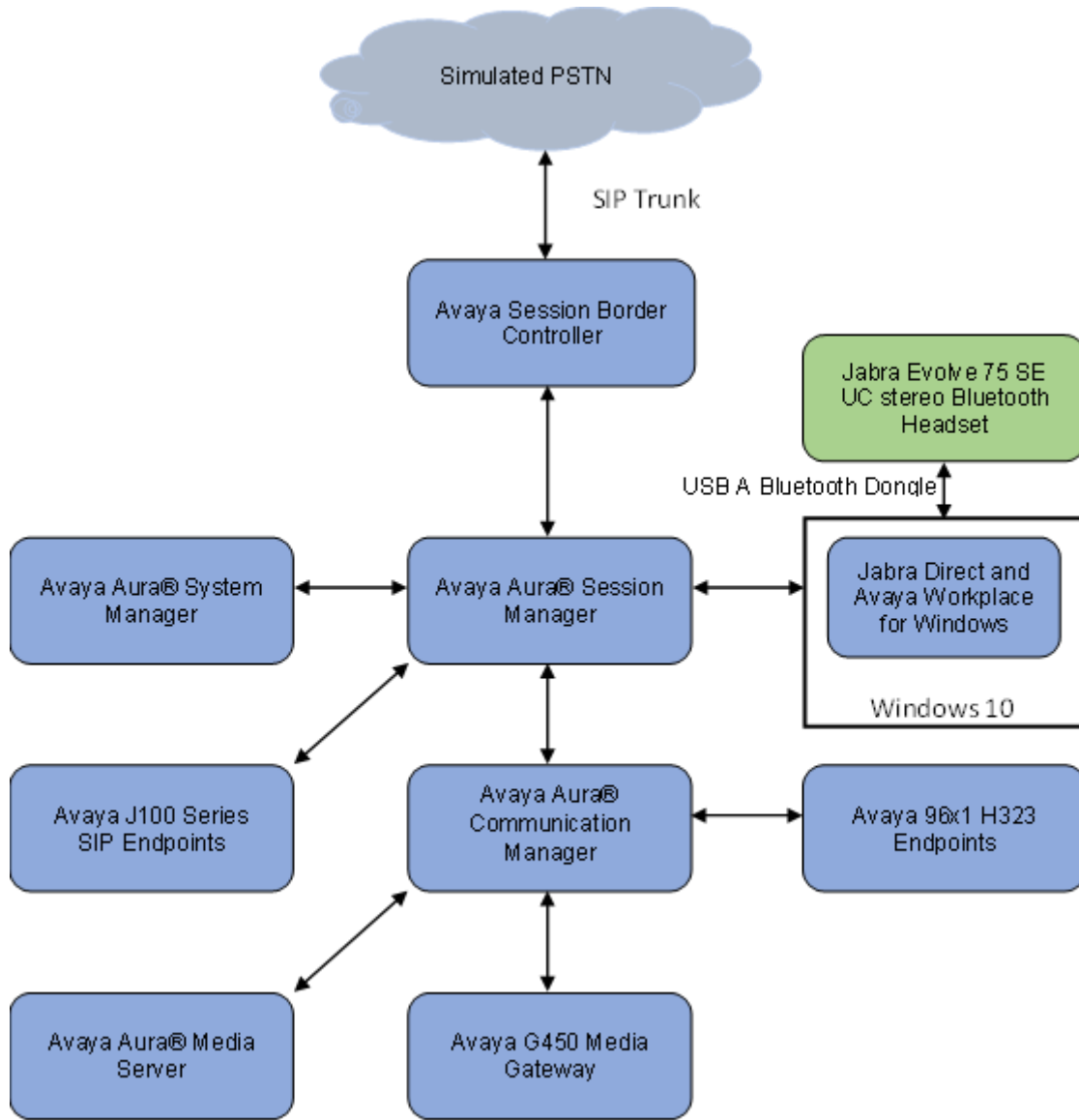
Figure 1: Test Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration.

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Virtual Machine	10.1.0.1.0-SP1 01.0.974.0-27372
Avaya G450 Media Gateway	42.7.0
Avaya Aura® System Manager running on Virtual Machine	10.1.0.1.0614394
Avaya Aura® Session Manager running on Virtual Machine	10.1.0.0.1010105
Avaya Session Border Controller for Enterprise running on Virtual Machine	10.1.1.0-35-21872
Avaya Aura® Media Server running on Virtual Machine	10.1.0.77
Avaya 96x1 Series IP Deskphones	6.8.5.2.3 (H.323)
Avaya J139 SIP Deskphone	4.0.12.0.6 (SIP)
Avaya Workplace for Windows	3.28.0.73
Jabra Evolve 75 SE UC Stereo Bluetooth Headset	1.0.5
Jabra Link 380 USB-A dongle	1.13.0
Jabra Direct Software	6.1.13901

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# 5. Configure Avaya Aura® Session Manager

5.1. Add SIP User

The addition of SIP Users will not be detailed here. Refer to details in adding users in the administration document for Avaya Aura® Session Manager in **[2]** listed in **Section 10** for details.

6. Configure Avaya Workplace Client

Avaya Workplace is a SIP soft phone application that provides users with access to Unified Communications (UC) services. This section shows how to configure Evolve 75 SE UC headset to interoperate with Avaya Workplace. Before configuring Avaya Workplace, the headset has to be configured and paired as in **Section 7** first.

Log in to Avaya Workplace with a valid SIP user. From Avaya Workplace, navigate to **Settings → User Preferences → Audio/Video.**
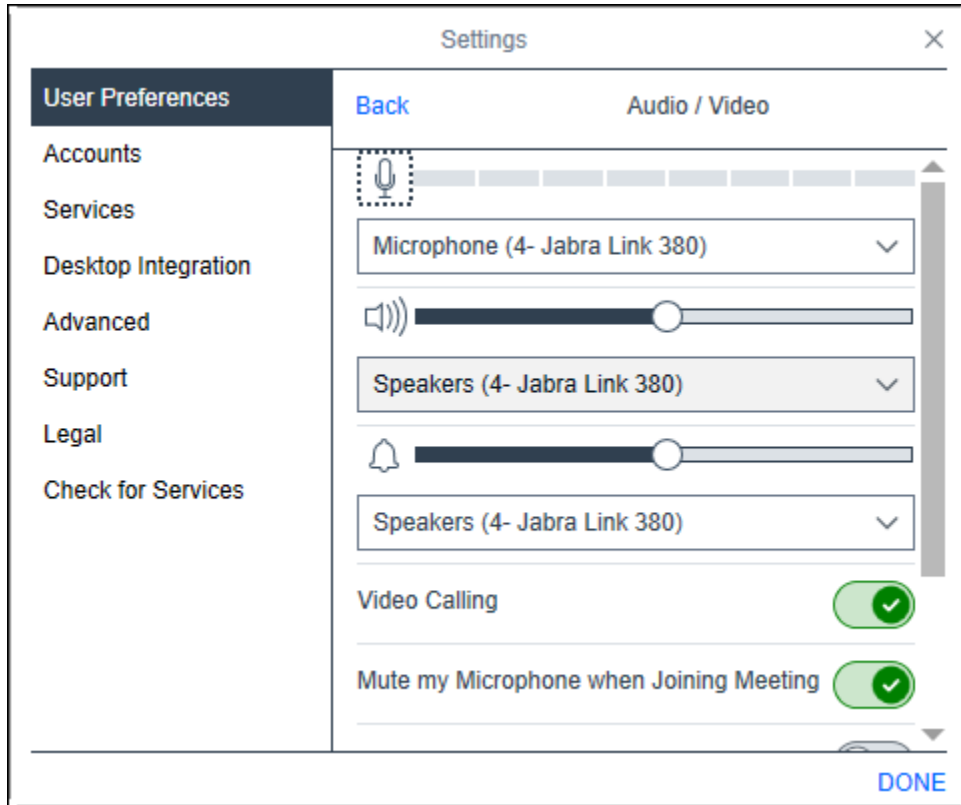
Select entries containing *Jabra Link 380* (the ringer is optional).

7. Configure Jabra Evolve 75 SE UC Stereo Bluetooth Headset Environment

This section covers the steps to integrate Evolve 75 SE UC with Avaya Workplace, including:

- Installing Jabra Direct software
- Connecting the Jabra headset

Note: After successfully performing this procedure, Evolve 75 SE UC will be detected in Avaya Workplace as described in **Section 6**.

7.1. Install Jabra Direct Software

Jabra Direct software can be obtained from the Jabra support portal at https://www.jabra.com/support/. Installation of the software is done through executing the setup file and following the prompts.

7.2. Connect the Jabra Headset

Plug Link 380 USB dongle in the USB port of the PC. Power up Evolve 75 SE UC. Link 380 USB dongle should be paired with Evolve 75 SE UC out of the box. If not, refer to **[5]** for pairing instructions.

Open the Jabra Direct application. Select the **Device** icon on the left side of the window. The window should display both Evolve 75 SE UC and Link 380 USB dongle. The Evolve 75 SE UC headset shows *Paired with Jabra Link 380*.
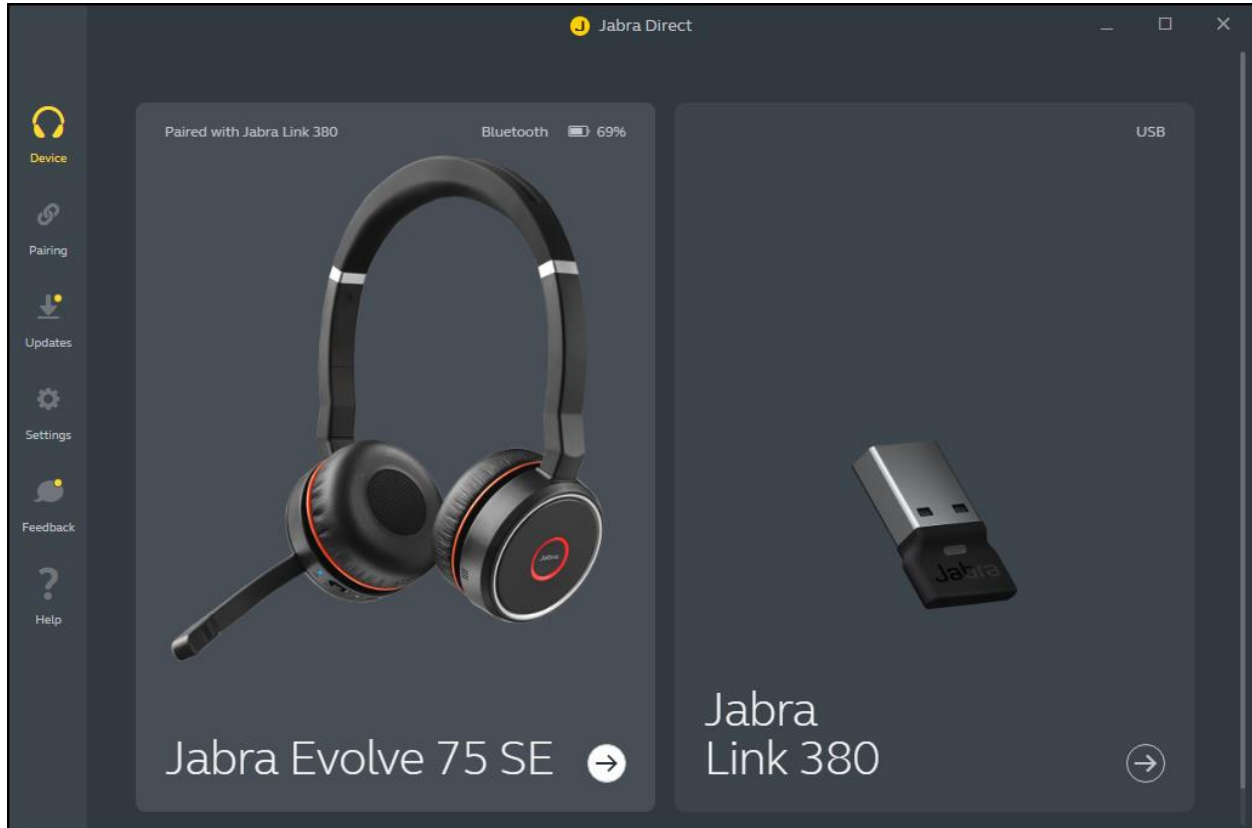
Click on the **Settings** icon on the left side of the window. Under **Softphone Integration**, select *Avaya Workplace* if not already selected.
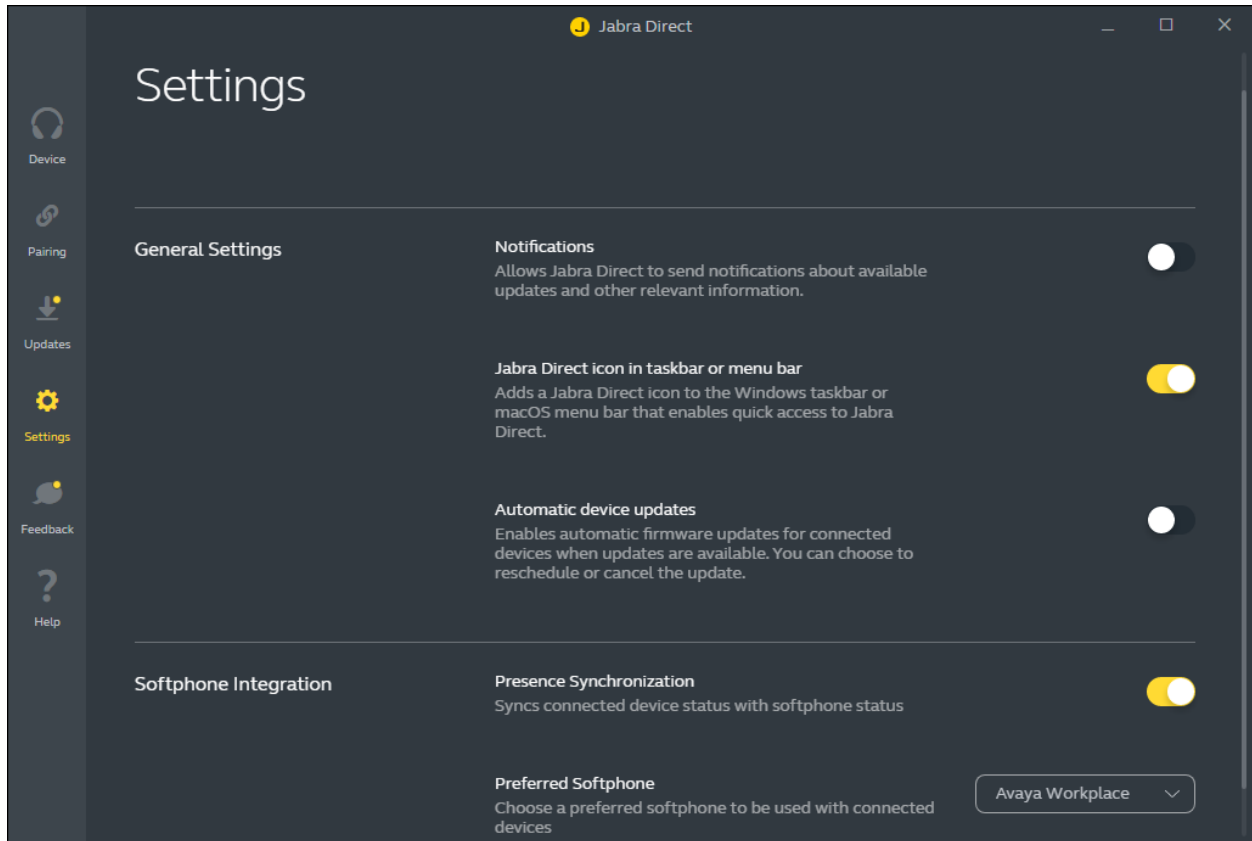
8. Verification Steps

This section provides steps to verify that the Jabra solution has been successfully integrated with Avaya Workplace.

- Make calls from and to Avaya Workplace and verify two-way audio using Evolve 75 SE UC headset.
- Make a call to the headset and verify the call can be answered and dropped from the headset
- Make a call and verify mute can be initiated from Evolve 75 SE UC headset.
- Make a call and verify Avaya Workplace puts the caller on hold when initiated from Evolve 75 SE UC headset.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Link 380 USB-A Bluetooth Dongle, Jabra Direct for Windows, and Jabra Evolve 75 SE UC Stereo Bluetooth headset with Avaya Workplace for Windows. All test cases passed 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 10.1, Issue 1, December 2021.
[2] *Administering Avaya Aura® Session Manager,* Release 10.1.x, Issue 3, April 2022.
[3] *Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows*.
[4] *Using Avaya Workplace Client for Android, iOS, Mac, and Windows*.

The following Jabra documentation can be found at http://www.jabra.com.
[5] *Jabra Evolve 75 User Manual.*

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