



**Application Notes for GN Netcom Jabra PC Suite Software  
Version 2.9 and Jabra Speak 410 USB with Avaya Aura<sup>®</sup>  
Agent Desktop 6.2 – Issue 1.0**

**Abstract**

These Application Notes describe a solution comprised of Avaya Aura<sup>®</sup> Agent Desktop, Jabra PC Suite software, and Jabra Speak 410 USB. The Jabra Speak 410 is an USB speakerphone that uses Jabra PC Suite software installed on the PC running Avaya Agent Desktop softphone to control calls to the softphone.

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 Control Center software and Jabra Speak 410 USB to successfully interoperate with Avaya Aura® Agent Desktop softphone and Avaya Aura® Communication Manager. The Jabra Speak 410 USB is connected to the PC running the Agent Desktop softphone via USB cable and Jabra Control Center software serves as an interface between the Agent Desktop softphone software and the Jabra speaker phone 410 USB. Avaya Aura® Agent Desktop application is used to manage agent activities and also can be used as an IP softphone.

## 2. General Test Approach and Test Results

The compliance testing of Jabra Speak 410 USB and Jabra Control Center software interoperating with Avaya Aura® Agent Desktop softphone 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 Speak 410 USB mute button.
- Verification of the Speak 410 USB volume control.
- Verification of the Speak 410 USB answer and hang-up button.
- Verification of serviceability of the Speak 410 USB.

## 2.2. Test Results

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

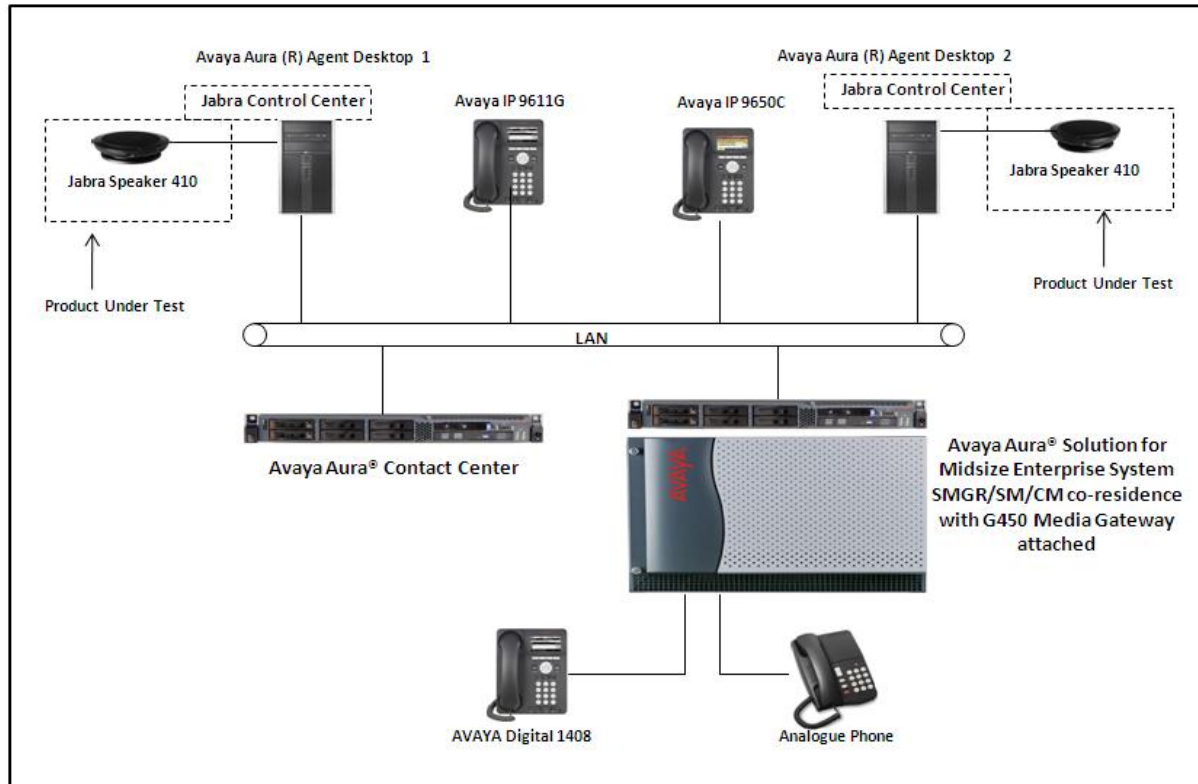
- During a call between Agent Desktop softphone and caller, if the Speak 410 USB is unplugged from the PC and then plugged back, audio for the current call could not be resumed but other control functions such as hold/retrieve, mute/un-mute are still working. The workaround to get the audio back is that after the Speak 410 is plugged back, press the green telephony icon on the Speak 410 speakerphone to hold the current call and then press this icon again to retrieve the call. The audio is now streamed normally.
- During a call between Agent Desktop softphone and caller, if the Jabra Control Center application is exited and then launched again, the audio of the current call is still streamed but the hold/retrieve and hang-up call functions on the Speak 410 USB speakerphone are not working until the next call.

## 2.3. Support

For technical support for the Jabra Speak 410 USB, and Jabra products in general, please refer to [www.jabra.com](http://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 the Avaya Aura® Agent Desktop softphone and Jabra Speak 410 USB.



**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 S8800 server	Avaya Aura® Communication Manager R016x.00.1.510.1 + Service Pack 7
Avaya G450 Media Gateway	31.22.0.1
Avaya S8800 server	Contact Center release 6.2 + Service Pack 5 + Rollup 1,2, and 3
Avaya Aura® Contact Center Operating System	Windows 2008 64-bit R2 Standard SP1
Avaya Aura® Agent Desktop	6.2 Build 8.2.0.929
Avaya 9611G (H323) IP Deskphone	6.0.1
Avaya 9650C (SIP) IP Deskphone	2.6.4
Avaya 1408 Digital Phone	0.50
Jabra Control Center Version	2.9.2931
Jabra Speak 410	1.8.0

## 5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is installed and configured to work with Contact Center. There are no additional settings required to be configured for the connection of the Jabra Speak 410 to Agent Desktop softphone. The compliance test with the Jabra Speak 410 was carried out with the default server settings for audio parameters.

This section describes the step to provision a station for Agent Desktop softphone 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 11 [1]**.

Add stations for use by the Agent Desktop softphone. In the compliance test, two H.323 stations **5100** and **5101** were configured and used as the Contact Center agents. The following are mandatory configurations for the station agent.

- A maximum of 2 Call Appearance lines per agent station.
- Restrict Last Appearance must be enabled on all agent stations
- IP Softphone enabled.

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 9620.
- **Name:** A descriptive name.
- **Security Code:** Enter a valid code, e.g. **1234**.
- **IP SoftPhone:** “y”.

<b>add station 5100</b>		Page 1 of 5
STATION		
Extension: 5100	Lock Messages? n	BCC: 0
Type: 9620	Security Code:1234	TN: 1
Port: S00002	Coverage Path 1:	COR: 1
Name: Agent 9620	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 5100	
Display Language: english	Mute Button Enabled? y	
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	

Go to **Page 2**, and set “**Restrict Last Appearance**” to “**y**” and retain other fields at default.

add station 5100		Page 2 of 5
STATION		
<b>FEATURE OPTIONS</b>		
LWC Reception: spe	Auto Select Any Idle Appearance? n	
LWC Activation? y	Coverage Msg Retrieval? y	
LWC Log External Calls? n	Auto Answer: none	
CDR Privacy? n	Data Restriction? n	
Redirect Notification? y	Idle Appearance Preference? n	
Per Button Ring Control? n	Bridged Idle Line Preference? n	
Bridged Call Alerting? n	<b>Restrict Last Appearance? y</b>	
Active Station Ringing: single	EMU Login Allowed? n	
H.320 Conversion? n	Per Station CPN - Send Calling Number?	
Service Link Mode: as-needed	EC500 State: enabled	
Multimedia Mode: enhanced	Audible Message Waiting? n	
MWI Served User Type:	Display Client Redirection? n	
AUDIX Name:	Select Last Used Appearance? n	
	Coverage After Forwarding? s	
	Multimedia Early Answer? n	
Remote Softphone Emergency Calls: as-on-local	Direct IP-IP Audio Connections? y	
Emergency Location Ext: 5100	Always Use? n IP Audio Hairpinning? n	

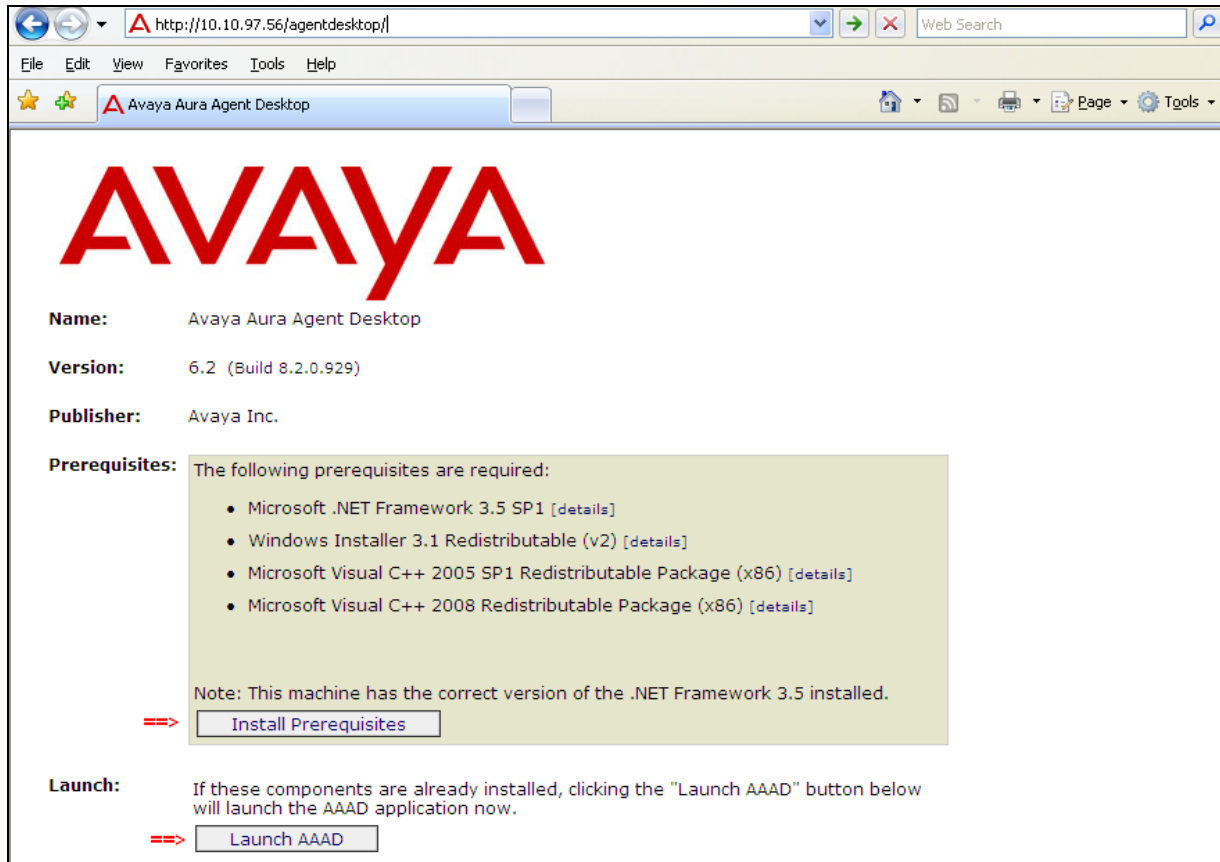
Go to **Page 4**, and only assign two “**call-appr**”.

add station 5100		Page 4 of 5
STATION		
<b>SITE DATA</b>		
Room:	Headset? n	
Jack:	Speaker? n	
Cable:	Mounting: d	
Floor:	Cord Length: 0	
Building:	Set Color:	
<b>ABBREVIATED DIALING</b>		
List1:	List2:	List3:
<b>BUTTON ASSIGNMENTS</b>		
1: <b>call-appr</b>	4:	
2: <b>call-appr</b>	5:	
3:	6:	

Repeat the same procedure to create another H323 station **5101**.


## 6. Configure Avaya Aura® Agent Desktop

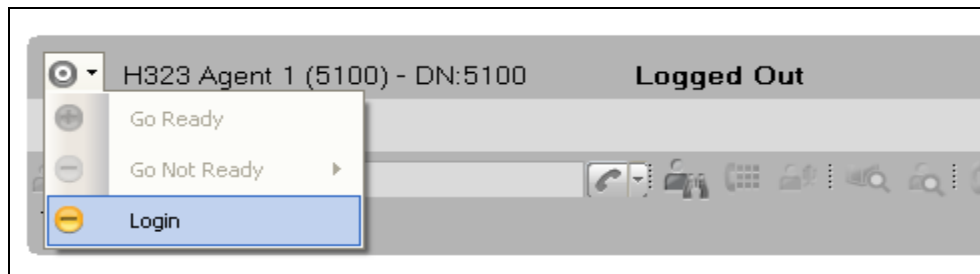
From a workstation PC that hosts the Agent Desktop application , launch the Microsoft Internet Explorer application. In the address bar, enter the link as below <https://<ipaddress of contact center server>/agentdesktop>. The screen below shows the page of instruction of installing Agent Desktop application, click on **Install Prerequisites** button to install list of prerequisite softwares that needs for Agent Desktop.



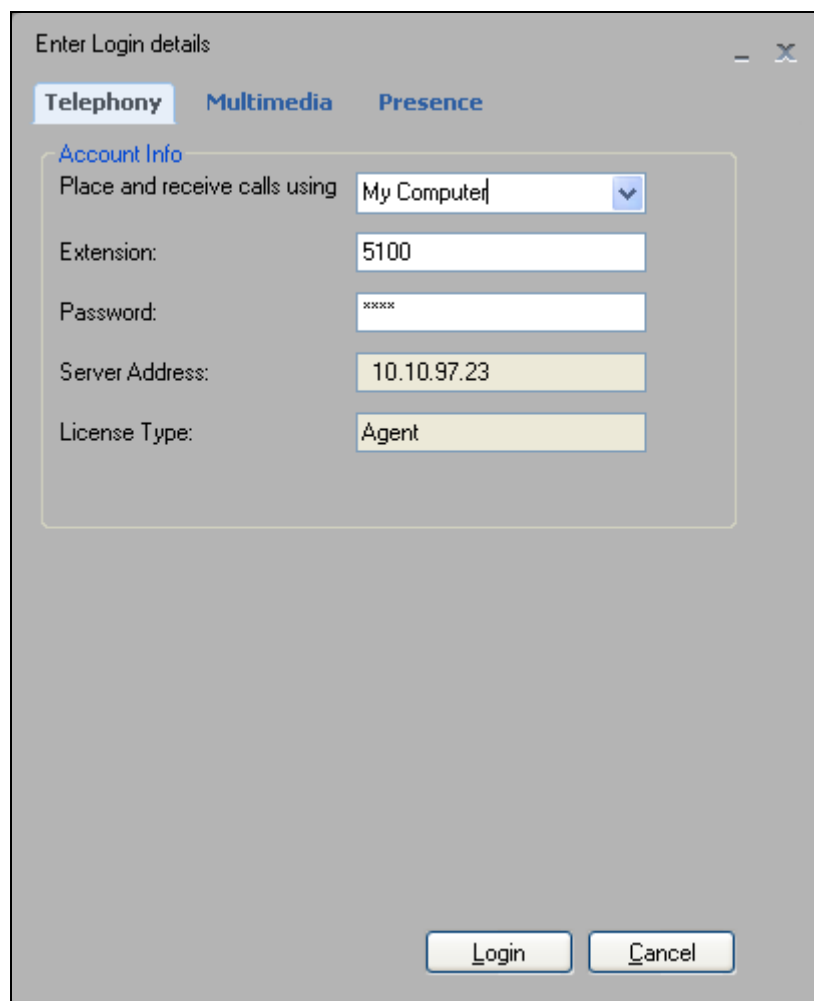
After the prerequisite software is installed, the Agent Desktop will be automatically launched. The screen below shows the Agent Desktop application that is already signed in by a Contact Center CCT user and its status is “**Logged Out**”.



To log in the agent above in, click on the  circle button in the upper left hand and select the **Login** in the menu.




The **Enter Login details** window is displayed. In the **Telephony** tab, select **My Computer** in the **Place and receive calls using** dropdown menu, enter extension number **5100** and its password in the **Extension** and **Password** fields as configured in **Section 5**. The **IP address** in the **Server Address** field is the IP address of Communication Manager Server that the extension will register to. Click on the **Login** button to log agent in and has Agent Desktop softphone registering to the station **5100**.

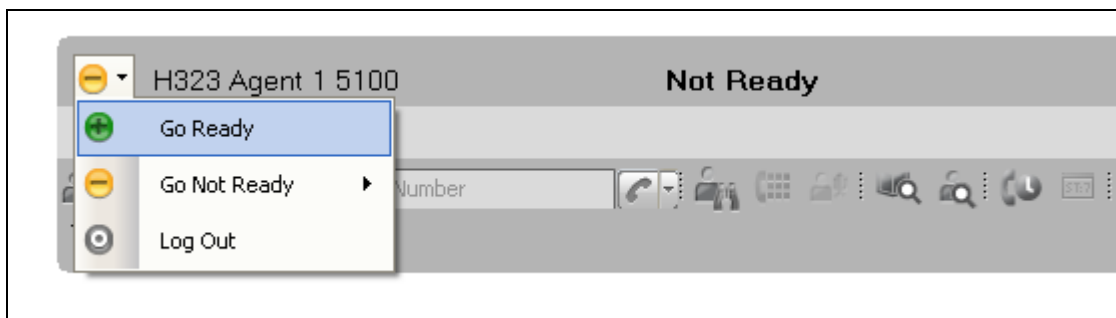
A screenshot of a 'Enter Login details' dialog box. It has three tabs: 'Telephony', 'Multimedia', and 'Presence'. The 'Telephony' tab is active. Under 'Account Info', there are five fields: 'Place and receive calls using' (a dropdown menu with 'My Computer' selected), 'Extension' (text field with '5100'), 'Password' (text field with 'xxxx'), 'Server Address' (text field with '10.10.97.23'), and 'License Type' (text field with 'Agent'). At the bottom are 'Login' and 'Cancel' buttons.



The screen below shows the Agent Desktop softphone successfully registering station **5100** to the Communication Manager Server and its current status is “**Not Ready**”.




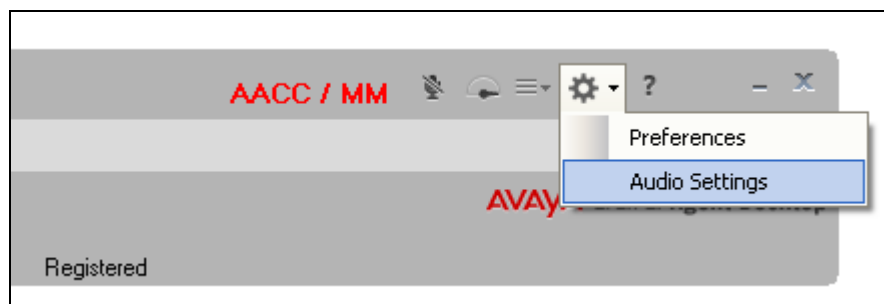
Set to **Ready** status by click on the  yellow circle button in the upper left hand and select “**Go Ready**” from the menu as shown below.



The screen below shows the Agent Desktop with “**Ready**” status.



Configure audio setting for the Agent Desktop, click on the  setting icon in the upper right hand and select **Audio Settings** from the menu as the screen below.



The **Audio Settings** section is displayed in the lower left hand-side of the Agent Desktop window. Select **Jabra SPEAK 410 USB** in both **Playback Device** and **Record Device** dropdown menus as shown below. Click the **Save Audio Devices** to save the changes.

The screenshot shows the 'Audio Settings' window with the following elements:


- Preferences** and **Audio Settings** tabs at the top.
- Audio** section header.
- Volume Playback** section with a horizontal slider and a green play button icon.
- Mute** checkbox for playback.
- Record** section with a horizontal slider and a green play button icon.
- Mute** checkbox for recording.
- Audio Devices** section containing:
  - Playback Device** dropdown menu showing 'Jabra SPEAK 410 USB' with a red double equals sign and a dropdown arrow.
  - Record Device** dropdown menu showing 'Jabra SPEAK 410 USB' with a red double equals sign and a dropdown arrow.
  - Save Audio Devices** button with a red double equals sign.

## 7. Configure Jabra PC Suite and Speak 410 USB

This section describes the configured steps for the Jabra Speak 410 and Jabra PC Suite software and the connection of Jabra Speak 410 to the Agent Desktop softphone. For more information on how to use Jabra Speak 410 please refer to headset manual in **Section 11 [2]**.

### 7.1. Connect Jabra Speak 410 to Workstation PC

The following procedures show steps to connect Jabra Speak 410 USB speakerphone to a workstation PC which hosts the Agent Desktop softphone application.

- Plug the USB socket of Jabra Speak 410 into the USB port marked  on the PC.
- Wait for some seconds so that the PC is able to recognize the Speak 410 USB device.
- The PC recognizes the Speak 410 successfully and shows “**Jabra Speak 410 USB device is ready to use**”.

### 7.2. Configure Jabra Control Center

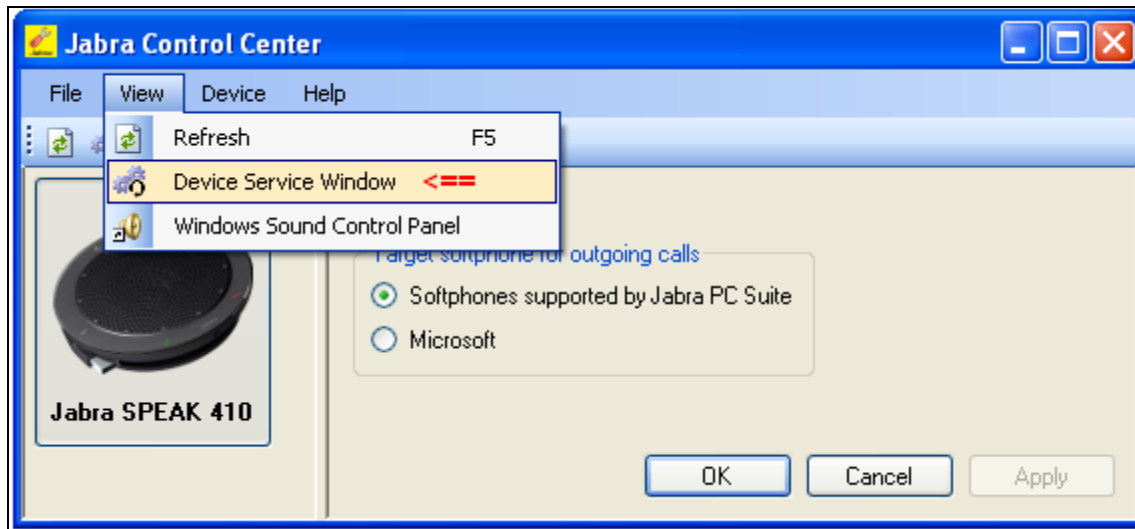
The Jabra Control Center is one of the applications in Jabra PC Suite software designed for Jabra products to work with softphone vendors. Jabra PC Suite applications consist of Call Manager, Control Center, Device Service and Firmware Updater applications. Jabra Control Center application serves as an interface between the Speak 410 USB speakerphone and the Agent Desktop softphone.

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

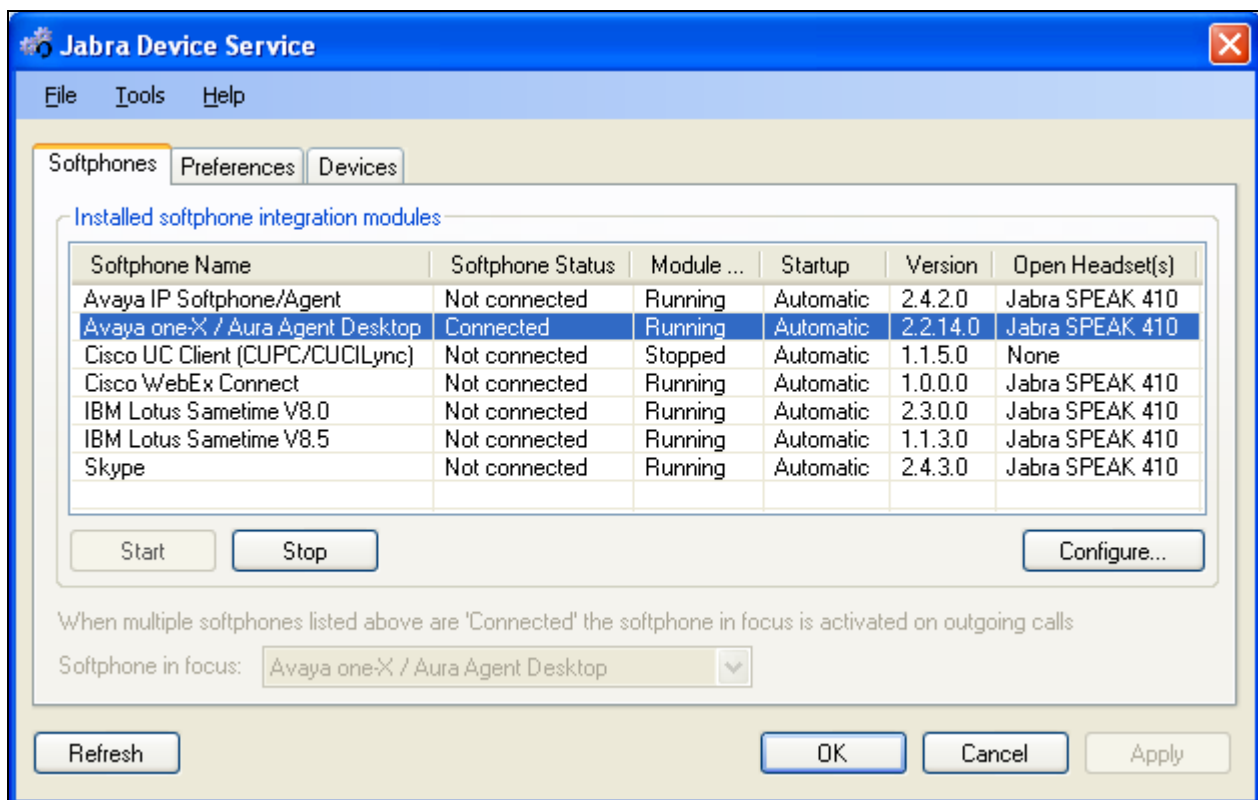
The screen below shows the Jabra Speak 410 USB speakerphone is recognized by the Jabra Control Center application and in the right hand side and under the **Target softphone for outgoing calls** section, select the radio option “**Softphones supported by Jabra PC Suite**” as shown in the screen below.



From the **Jabra Control Center** window, navigate to menu **View → Device Service Window**.



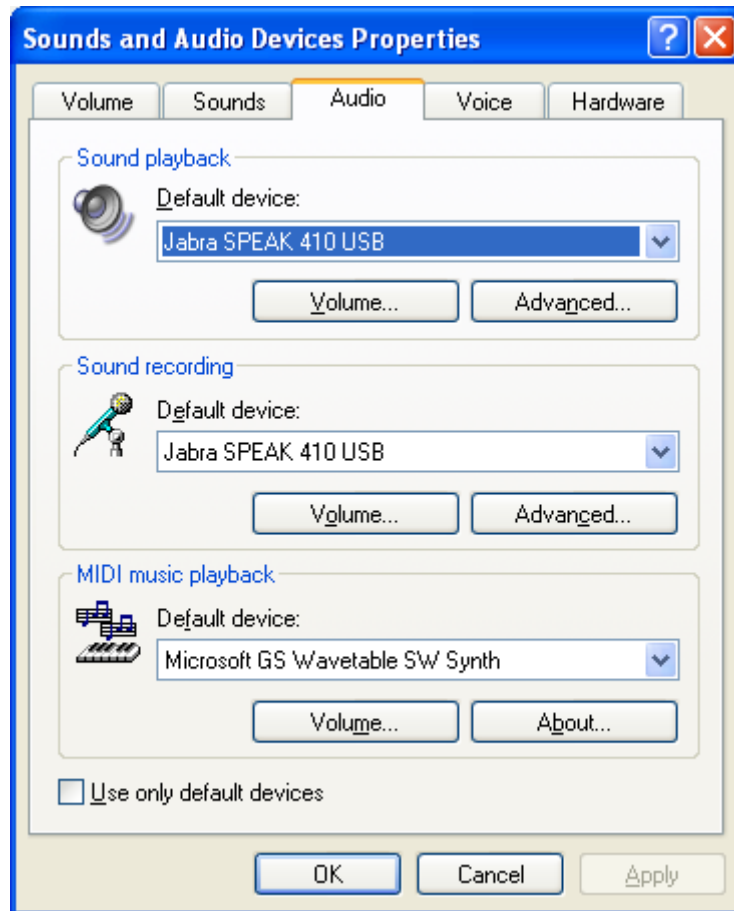
The **Jabra Device Service** window is displayed. Make sure the **Softphone Status** column is presented as “**Connected**” and the **Module Status** column shows “**Running**” for the **Aura Agent Desktop** softphone in the **Softphone Name** column as shown in the screen below.



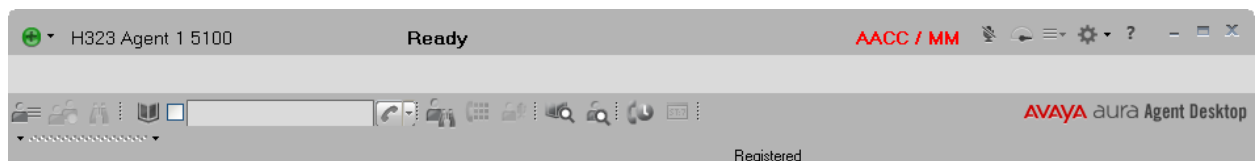
## 8. Verification Steps

The following are procedures to verify Jabra Speak 410 USB speakerphone working with Avaya Aura® Agent Desktop softphone:

- From the workstation PC which Jabra Speak 410 USB is installed, navigate to Windows Control Panel, open **Sounds and Audio Devices** and click on the **Audio** tab. Verify that the device **Jabra Speak 410 USB** is listed in both the **Sound playback** and **Sound recording** section as shown below.



- Log the agent **5100** in and set it in **Ready** mode so the agent can receive incoming call via Contact Center.



- From a H.323 station place a call to the CDN route point of Contact Center, e.g. **4000**. The H323 station will be connected to Contact Center and hear music for 10 seconds and then the call will be routed to the agent **5100**.



- Press the green telephony icon on Jabra Speak 410 speakerphone to answer the call.
- Verify quality of audio of the call between the H.323 station and the Speak 410 speaker phone. During the call, also verify that the Speak 410 can be used to control basic telephony functions of Agent Desktop softphone such as hold/retrieve call, mute/unmute, and increase/decrease volume by using the green telephony, mute, “-”, and “+” icons on the Speak 410 speakerphone.
- Hang up the call by pressing the red telephony icon on the Speak 410 speakerphone.

## 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 2.9 and Jabra Speak 410 USB speakerphone is considered to be in compliance with Avaya Aura® Agent Desktop softphone.

## 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 410 USB 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 6.0.1, Doc # 03-603479, Issue 2.2, April 2011.

Administering Avaya Aura® Communication Manager, Release 6.0, Doc # 03-300509, Issue 6.0, June 2010.

Avaya Aura® Agent Desktop, Release 6.2, Doc # NN44400-114, Issue 03.05, July 2012.

[2] Jabra Speak 410 Documents:

Jabra Speak 410 Quick Start Guide included with the device.

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