



DevConnect Program

Application Notes for Configuring Jabra Evolve2 50 UC Mono/Stereo Headsets with Avaya Workplace Client for Mac - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Jabra Evolve2 50 UC Mono/Stereo Headsets with Avaya Workplace Client for Mac.

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 Avaya DevConnect Program.

1. Introduction

The Jabra Evolve2 50 UC Headsets allow connection and call control of Avaya Workplace Client for Mac (hereafter referred to as Avaya Workplace) via USB interface to the Mac. The Jabra Evolve2 50 UC Headsets have both Mono and Stereo variants. In the compliance test, Jabra Evolve2 50 UC Stereo Headsets with both USB-A and USB-C type were tested.

Avaya Workplace 3.30 onward for both Windows and Mac has embedded headset support for Jabra. With a Jabra headset connected to the Mac USB interface, users can directly answer, end, mute/unmute, and adjust volume with the headset.

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 the Jabra headset, and verifying two-way audio. The call types include calls to voicemail, local extensions, and the PSTN. Mute and un-mute, and volume are also tested.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the Avaya Workplace, restarting the Mac, and reconnecting the headset to the Mac.

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.

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

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

- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
- 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 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.
- Verifying call ended notification.

The serviceability testing focused on verifying the usability of the headset solution after restarting Avaya Workplace, restarting the Mac, and reconnecting the headset to the Mac.

2.2. Test Results

All test cases were successfully completed.

2.3. Support

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

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

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra Evolve2 50 UC Headsets with Avaya Workplace. The Avaya Workplace software is installed on the Mac. The Jabra headsets were connected directly to the Macs' USB interface. Both Jabra Evolve2 50 UC Headsets with USB-A and USB-C type interface were tested.

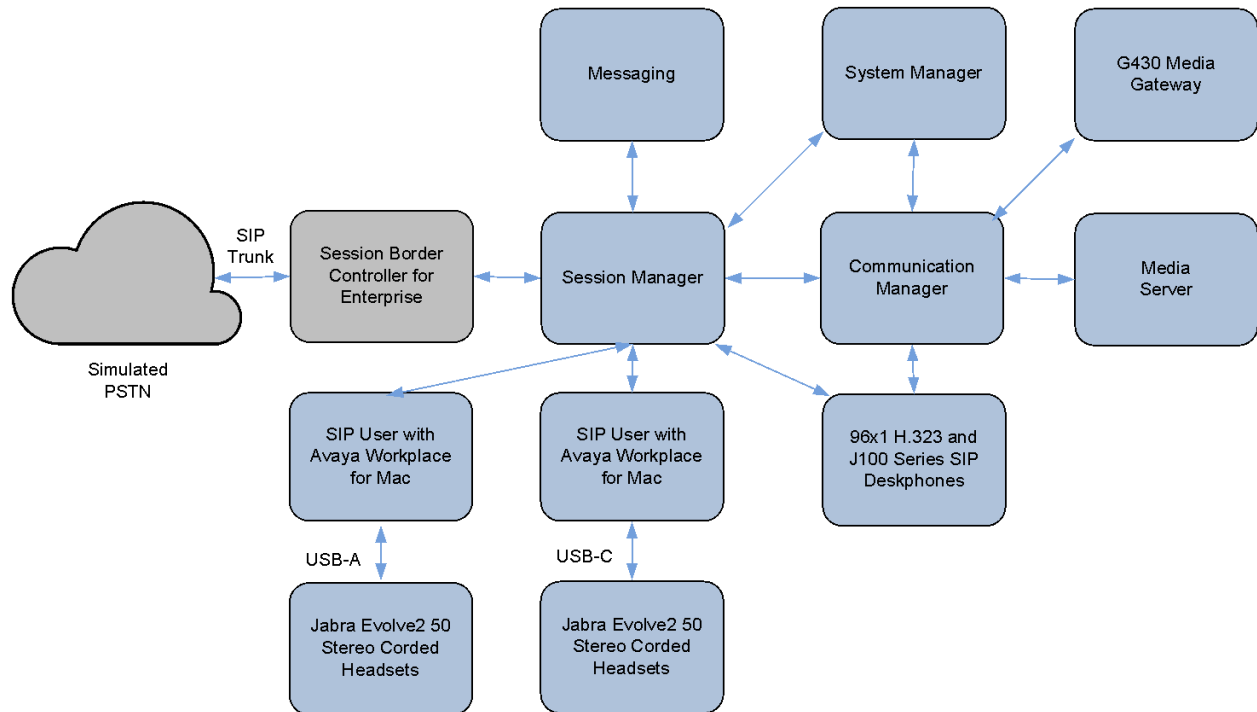


Figure 1: Test Configuration

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	10.1 SP2 (10.1.0.2.0.974.27607)
Avaya G430 Media Gateway MGP	FW 42.18.0
Avaya Aura® Media Server	10.1.0.101
Avaya Aura® System Manager	10.1 SP 2 Build 10.1.0.0.537353 Hot Fix 1010215434
Avaya Aura® Session Manager	10.1 SP2 (10.1.0.2.1010219)
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 Deskphones	6.8541
Avaya J100 Series SIP Deskphones	4.0.13.0.6
Avaya Workplace Client running on macOS Ventura 13.2.1	3.33.0.95.16
Jabra Evolve2 50 UC Stereo Headsets	1.1.6

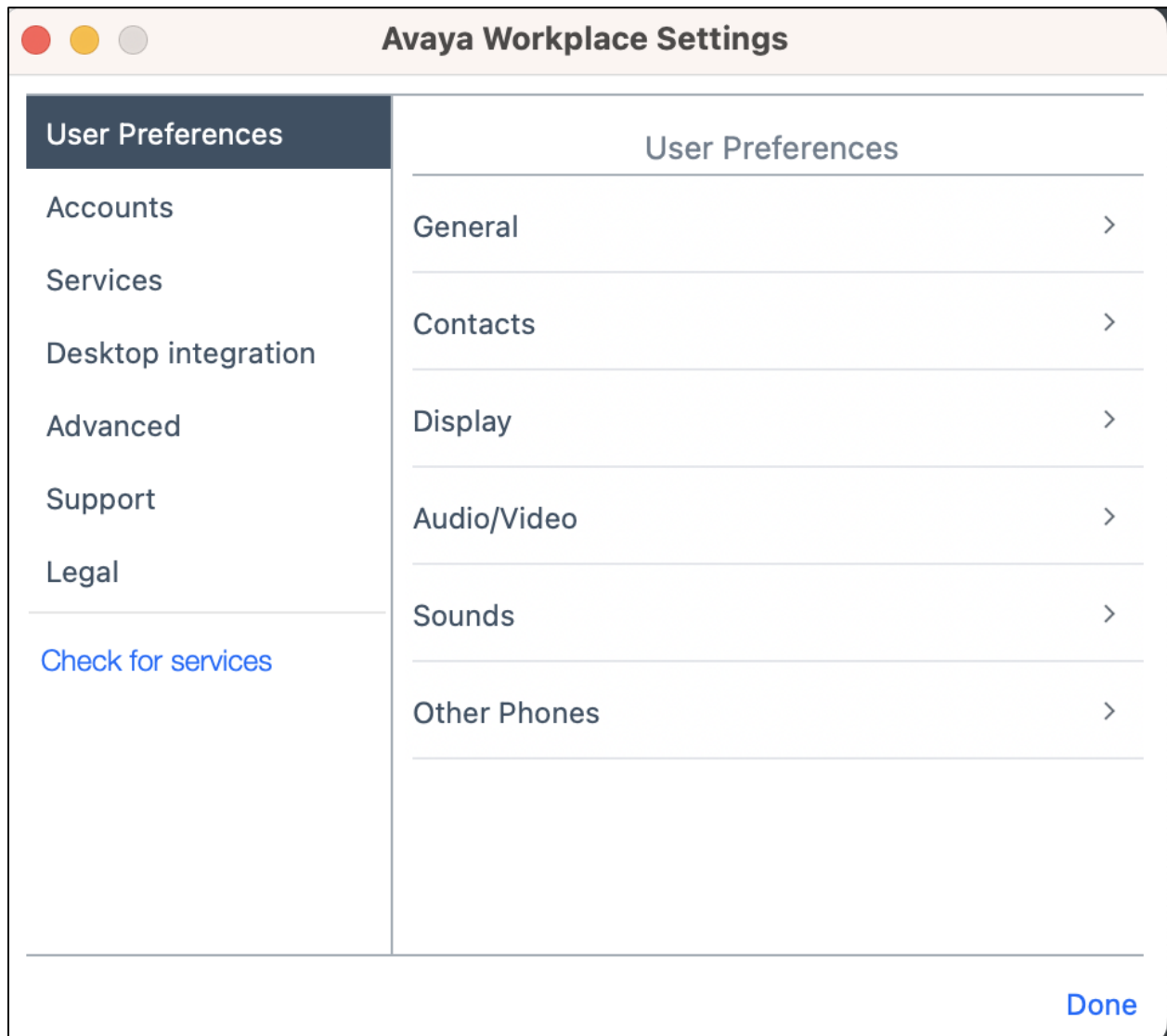
5. Configure Avaya Aura® Session Manager




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.

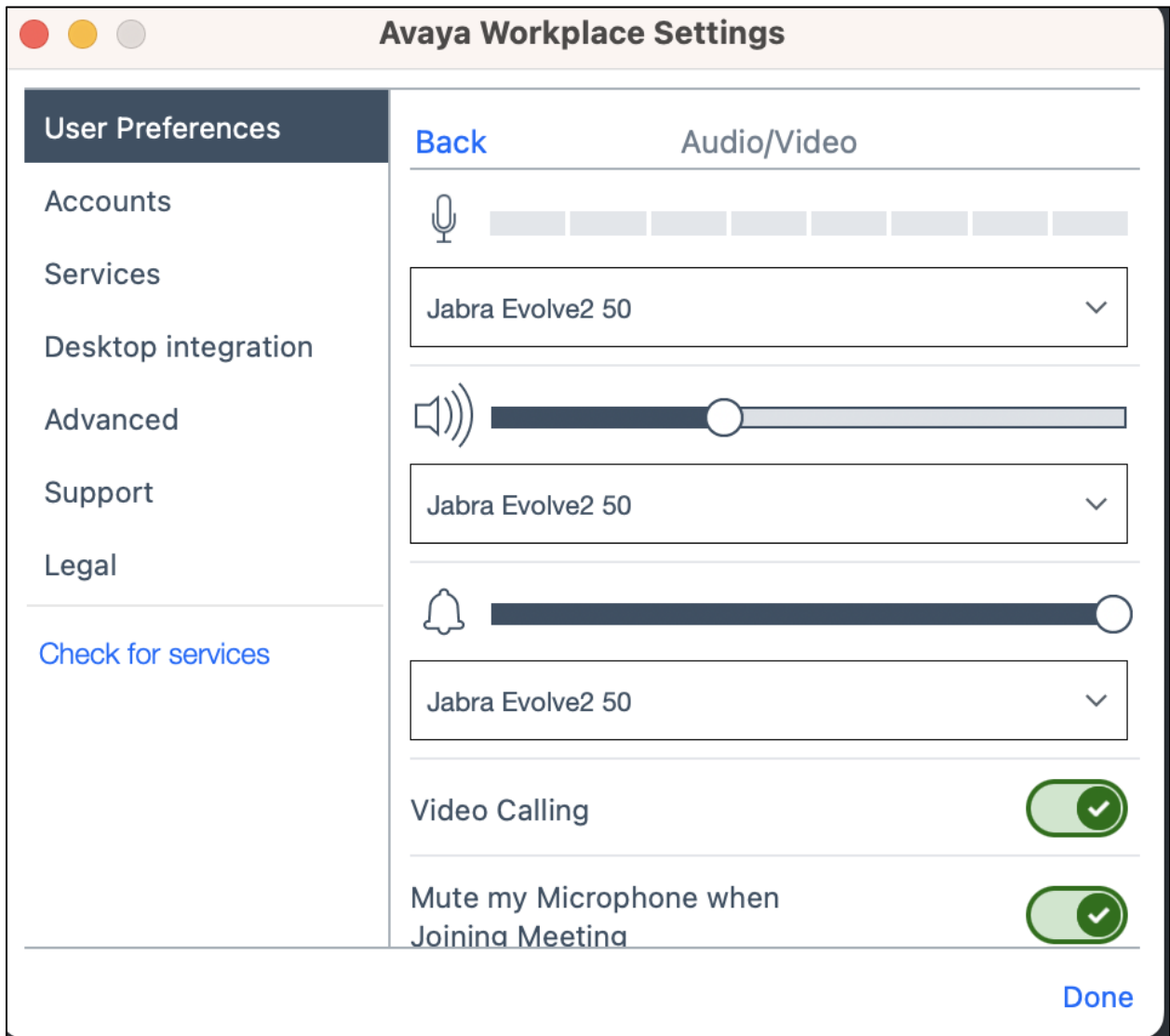
6. Configure Avaya Workplace Client

Avaya Workplace is a SIP soft phone application that provides users with access to Unified Communications (UC) services. This section shows how to configure the Jabra Evolve2 50 UC Headset to use with Avaya Workplace.

Before configuring Avaya Workplace, the headset has to be configured and provisioned as in **Section 7** first. From Avaya Workplace, navigate to **Settings** → **User Preferences** → **Audio/Video**.

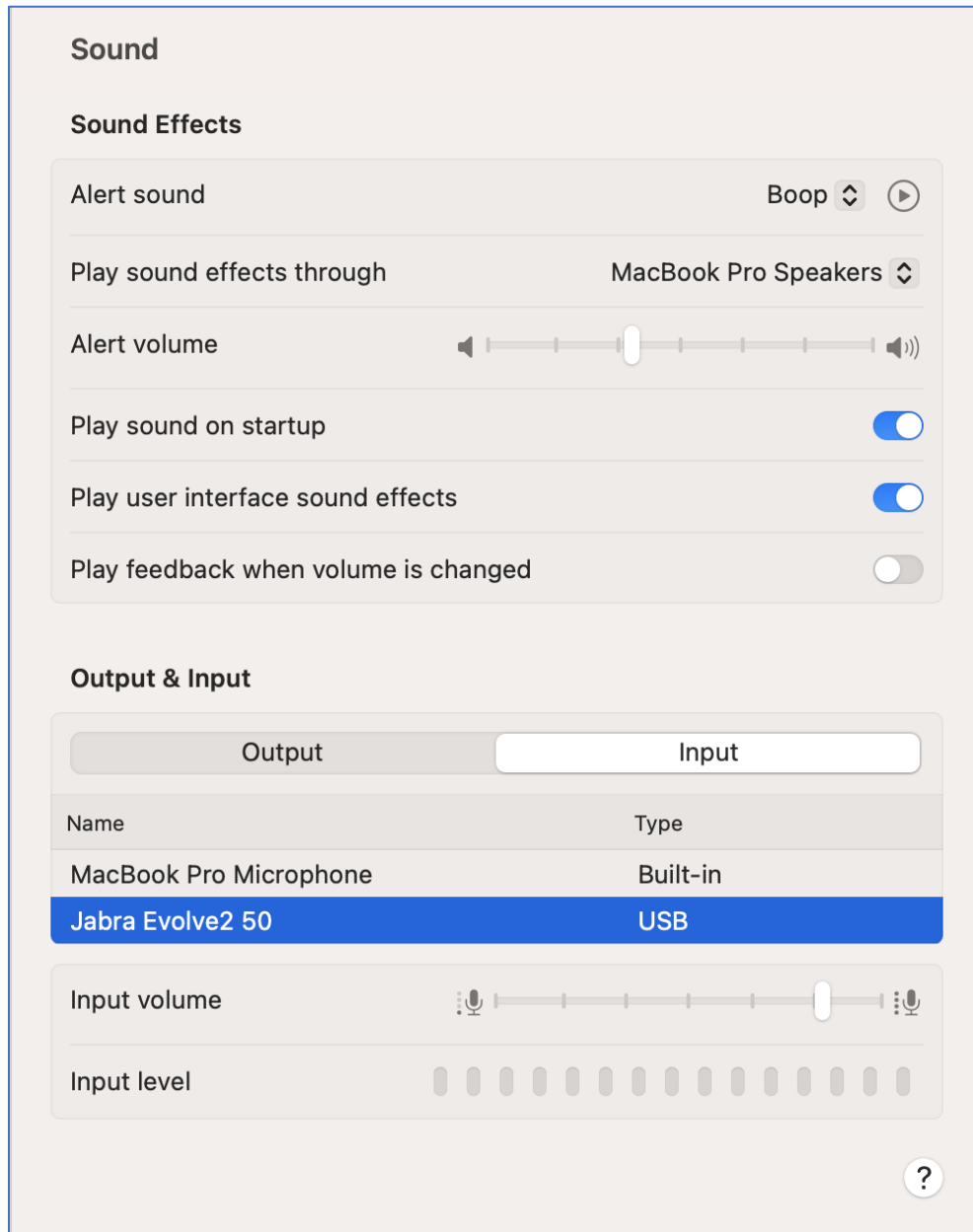


Select *Jabra Evolve2 50* for Microphone  and the same for Speakers  as shown below. It is optional for Ringing on incoming calls  to be set as *Jabra Evolve2 50*.



7. Connect Jabra Evolve2 50 UC Headsets

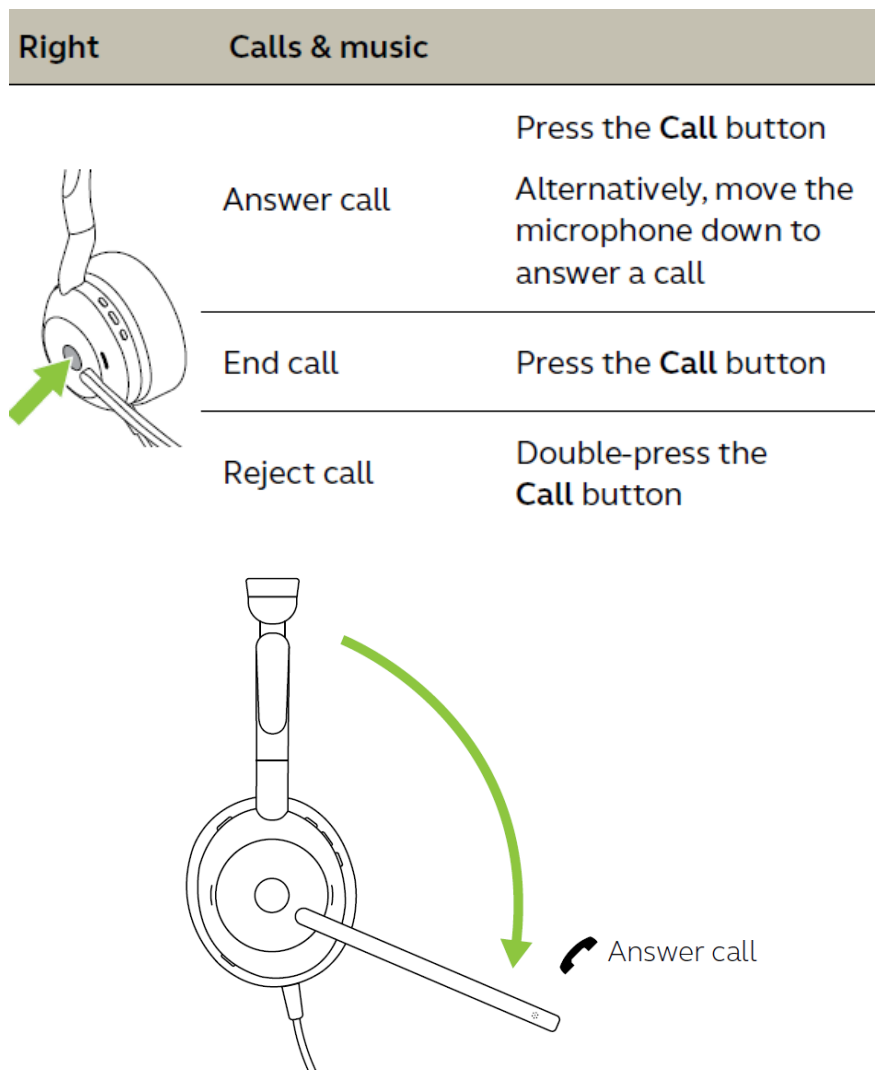
Plug the headset into the USB port of the Mac. The device drivers will automatically be installed. Verify from the Sound Settings for MacOS that the Jabra headset is detected as below for both Input and Output. After the Jabra headset is successfully installed it will be detected in Avaya Workplace as described in **Section 6**.



8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with Avaya Workplace.

- Open Avaya Workplace to verify that the headset has been successfully connected to Mac for use with Avaya Workplace running. Observed that Jabra Evolve2 50 headset is detected as detailed in **Section 6**.
- Make incoming and outgoing calls and verify that calls can be established with two-way audio. For incoming calls, answer the call by pressing the right button on the headset or answer the call using the microphone boom arm (default settings) shown below.
- End the call by pressing the same answer/end call button on the headset.
- Verify also that the headset is able to remotely control call functions such as mute/un-mute and volume adjustment. Similarly, verify such call control functions could be done on Avaya Workplace and the Mac for volume.



9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Evolve2 50 UC Mono/Stereo Headsets with Avaya Workplace Client for Mac. 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 10.1, Issue 5, March 2023.

[2] *Administering Avaya Aura® Session Manager*, Release 10.1, Issue 4, September 2022.

[3] *Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows*, 6 Jan 2023.

[4] *Using Avaya Workplace Client for Android, iOS, Mac, and Windows*, 6 Jan 2023.

The following Jabra documentation can be found at <http://www.jabra.com>.

[5] *Jabra Evolve2 50 User Manual*.

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