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Avaya Solution & Interoperability Test Lab

Application Notes for Jabra Evolve2 30 UC Mono/Stereo USB-C headset with Avaya Vantage™ device - Issue 1.1

Abstract

These Application Notes describe the configuration steps required to integrate Jabra Evolve2 30 UC Mono/Stereo USB-C headset with Avaya Vantage™ device.

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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1. Introduction

The Jabra Evolve2 30 UC Mono/Stereo USB-C headset connects with Avaya Vantage™ (hereafter referred to as Vantage) via the USB-C port. In these compliance testing, the Jabra Evolve2 30 Stereo headset with USB-C was tested with Avaya Vantage™ device K155.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from the Vantage, and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN. Call hold and resume, mute/un-mute, and volume are also tested in those scenarios. Feature testing also includes calling and voice activation with Amazon Alexa, and joining calls to Avaya Spaces Conference with call hold and resume, and mute/un-mute on the audio.

The serviceability testing focused on verifying the usability of the headset solution by reconnecting the headset USB cable to the Vantage device and after restarting Vantage device.

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 Deskphones 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.
- Placing calls into Avaya Spaces Conference.
- Hearing ringing tone for incoming and ring back for outgoing calls.
- Answering and ending calls using the call control buttons on the Vantage and headset.
- Using the volume control buttons on the Vantage and headset to adjust the audio volume.
- Using the mute control buttons on the Vantage and headset to mute and un-mute the audio including calls in Spaces conference.
- Using the hold control button on the Vantage to hold and un-hold the call.
- Switching between the headsets, the phone handset and speaker while in conversation.
- Issuing voice commands in Amazon Alexa and listen for appropriate response.
- Placing calls by name or number via voice activation on Amazon Alexa.

For the serviceability testing, the USB-C headset cable was reconnected to the Vantage, and Vantage restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed. The following observations was made:
- Mute status is not reflected on Spaces or Vantage if mute is activated on headset and vice-versa as Mute HID command is not implemented in the Vantage device.
- Call control (hold/unhold, answer/drop) are not fully supported by Vantage for this headset. Support may be added in a future release. It is recommended that the user perform call control functions from the Vantage device.

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 Evolve2 30 UC Mono/Stereo USB-C headset integration with Avaya Vantage™. The Jabra Evolve2 30 headset connects to Vantage via the device USB-C port.
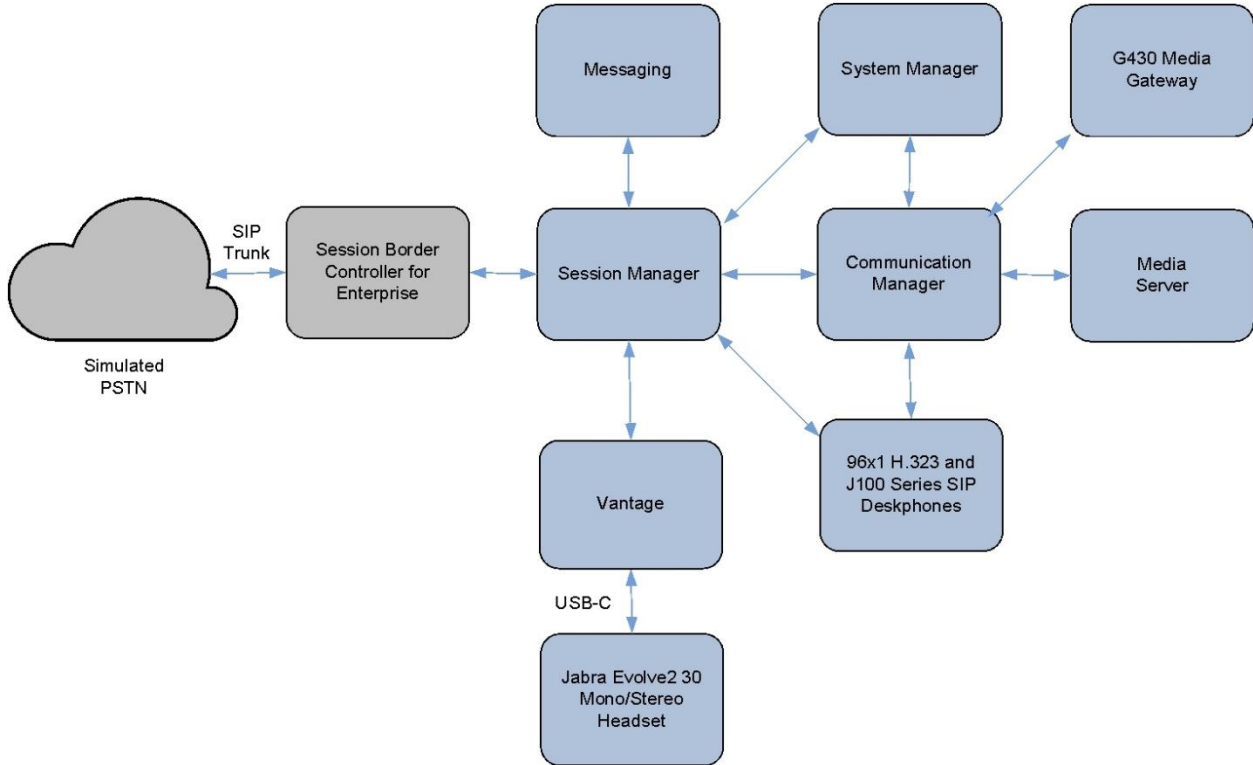

Figure 1: Test Configuration

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	8.1.3.0.1-FP3P1
Avaya G430 Media Gateway • MGP	41.34.1
Avaya Aura® System Manager	8.1.3.1 Build No. - 8.1.0.0.733078 Software Update Revision No: 8.1.3.1.1012244 Service Pack 1
Avaya Aura® Session Manager	8.1.3.1.813113
Avaya Aura® Media Server	8.0.2.138
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 Deskphones	6.8502
Avaya J100 Series SIP Deskphones	4.0.7.0.7
Avaya Vantage™ K155 device	3.0.0.3
Jabra Evolve2 30 Mono/Stereo USB-C headsets	1.4.1

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5. Configure Avaya Vantage™

It is implied a working Communication Manager system is already in place, including dial plans and SIP trunks to Session Manager. It is assumed that Vantage have been configured and setup. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**.

6. Setup of Jabra Headset

Connect the Jabra Evolve2 30 UC Mono/Stereo headset to Vantage USB-C port. The following will be shown on the Vantage display.

- USB device Jabra EVOLVE2 30 has been *connected*.

Similarly, if the Jabra headset is unplugged the display will show the headset has been *disconnected*.

7. **Verification Steps**

This section verifies that the Jabra headset has been successfully integrated with Vantage.

- Plug Jabra Evolve2 30 headset to Vantage USB-C port (on the right side). Verify the display shows the message that the headset has been successfully connected as in **Section 6**.

- Select the *USB audio* from the **Audio device selector** list on the Vantage display screen so that it stays as the default option.

- Verify dial tone can be heard by pressing the headset button on Vantage or touch the **Audio device selector** on the Vantage display screen.

- 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 Multi-function button on the headset (as shown below).

- End the call by pressing the same answer/end call button on the headset. (Note that the Multi-function button or the boom arm does not work and these function had to be performed on the Vantage)

- Verify also that the headset is able to remotely control call functions such as mute/un-mute and adjust the volume. Similarly, verify such call control functions could also be done on the Vantage.
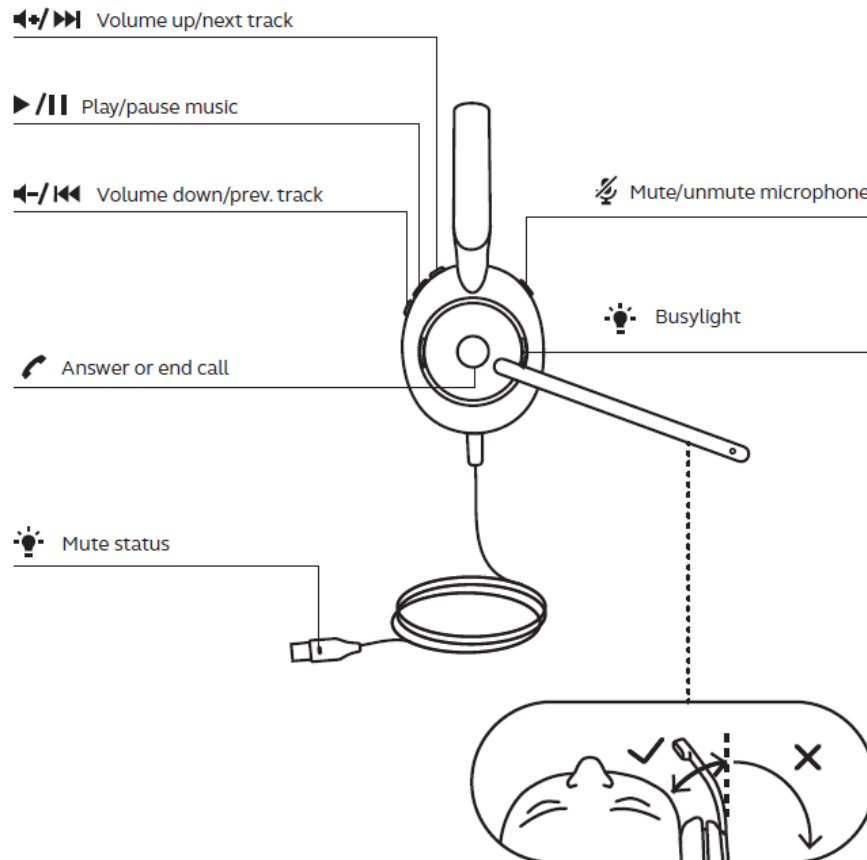
8. Conclusion

These Application Notes describe the integration of Jabra Evolve2 30 UC Mono/Stereo USB-C headset with Avaya Vantage™ device. All test cases were completed successfully with observations noted in **Section 2.2**.

9. 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 8.1.x, Issue 8, Nov 2020.
[2] *Administering Avaya Aura® Session Manager,* Release 8.1.x, Issue 7, Oct 2020.
[3] *Using Avaya Vantage™*, Release 3.0, Issue 1, October 2020.

The Jabra documentation can be obtained at http://www.jabra.com.
[5] *Jabra Evolve2 30 headset Quick start guide.*

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