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Avaya Solution & Interoperability Test Lab

Application Notes for Jabra PC Suite, Jabra Evolve 20 and Evolve 30 Headsets with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra PC Suite, Jabra Evolve 20 and Evolve 30 Headsets with Avaya one-X® Agent. The Jabra PC Suite is a collection of programs that enable remote call control with Jabra headsets and Avaya one-X® Agent. With a Jabra headset connected via Jabra Evolve Link device to USB interface on a PC, users can answer, end, mute/unmute and adjust volume using buttons on the Jabra Evolve Link device.

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 Evolve 20 and Evolve 30 Headsets together with Jabra PC Suite software allow connection and call control with Avaya one-X® Agent via the USB interface on a PC. The Jabra PC Suite is a collection of programs that enable remote call control with Jabra headsets and Avaya one-X® Agent. With a Jabra headset connected via Jabra Evolve Link device to USB interface on a PC, users can directly answer, end, mute/unmute and adjust volume using buttons on the Jabra Evolve Link device.

The Jabra PC Suite includes the following programs, which were exercised during the compliance testing:

- **Jabra Device Service:** This program runs in the background and monitors the Jabra Evolve Link connected to the headsets. It enables the **Jabra Control Center** and the Avaya one-X® Agent driver used to interact with the Jabra Evolve Link.

- **Jabra Control Center:** This program is used to configure the settings of the Jabra headset.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Avaya one-X® Agent, answering and ending calls using the call control buttons on the Jabra Evolve Link, and verifying two-way audio. The call types

included calls to voicemail, local extensions, and the PSTN. Local extension calls between Evolve 20 and Evolve 30 Headsets, call transfer and conference call are also tested.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the Avaya one-X® Agent, restarting the PC and reconnecting the Jabra headset to the PC.

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 control button on the Jabra Evolve Link and the soft button on one-X Agent.
- Using the soft button on one-X Agent to hold and un-hold the audio.
- Using the volume control buttons on the Jabra Evolve Link to adjust the audio volume.
- Using the voice control button on the Jabra Evolve Link and the soft button on one-X Agent to mute and un-mute the audio.
- Verifying incoming call notification on Jabra headset.
- Verifying call ended notification on Jabra headset.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the one-X Agent, restarting the PC and reconnecting the Jabra headset to the PC.

2.2. Test Results
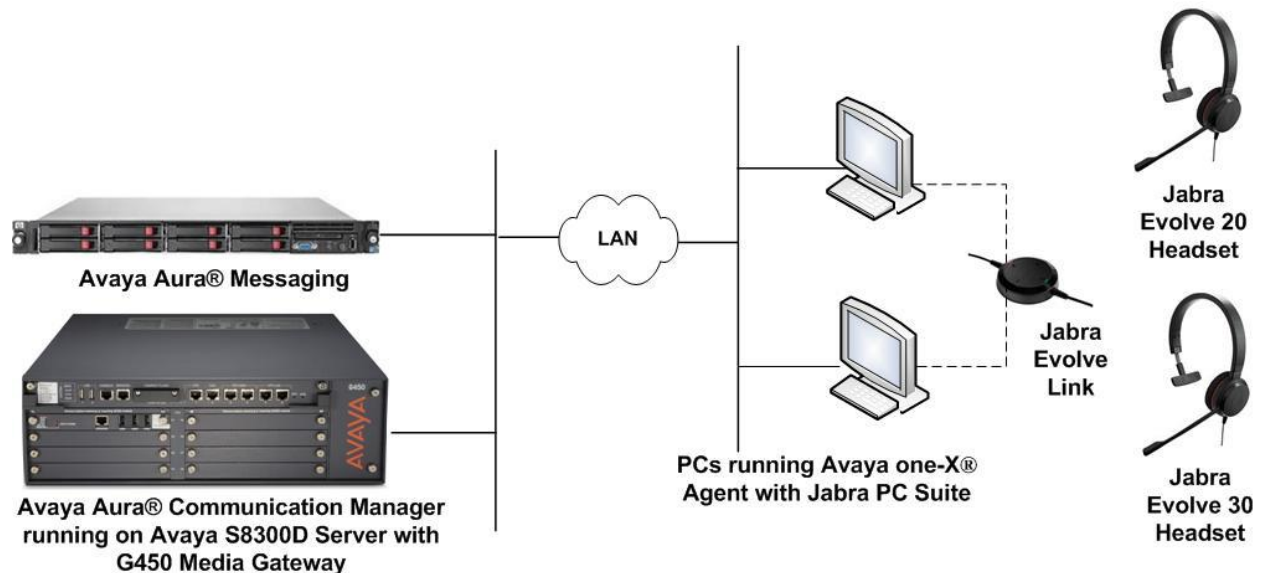
All other test cases are successfully completed.

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 the Jabra PC Suite, Jabra Evolve 20 and Evolve 30 Headsets solution. The configuration consists of an Avaya S8300D Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk. Avaya Aura® Messaging was used as the voicemail system. The Jabra PC Suite software was installed on the PC. The Jabra headsets are connected via the Jabra Evolve Link to the USB interface on the PC.

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 running Avaya S8300D Server with a G450 Media Gateway	R6.3.7 (R016x.03.0.124.0-21754)
Avaya Aura® Messaging	R6.3.1 (6.3.124.321-1.251259)
Avaya one-X® Agent running on PC with Windows 7 Professional Service Pack 1	2.5.50022.0
Jabra PC Suite running on PC with Windows 7 Professional Service Pack 1	2.16.9388.0 with 2.2.14.0 driver for one-X Agent
Jabra Evolve 30 headset	1.23.0
Jabra Evolve 20 headset	1.23.0

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Avaya one-X® Agent. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for Avaya one-X® Agent. Set the **Type** field to the station type to be emulated. In this example, *9641G* was used. Set the **Port** field to *IP* and configure a **Security Code**, which will be used as the password by Avaya one-X® Agent to log in. Set the **IP Softphone** field to *y*.

```
add station 10003                                          Page   1 of   5
                                  STATION

Extension: 10003                       Lock Messages? n             BCC: 0
     Type: 9641G                    Security Code: 111222            TN: 1
     Port: S00005                   Coverage Path 1:                COR: 1
     Name: one-X Agent              Coverage Path 2:                COS: 1
                                    Hunt-to Station:            Tests? y
STATION OPTIONS
              Location:                  Time of Day Lock Table:
            Loss Group: 19       Personalized Ringing Pattern: 1
                                         Message Lamp Ext: 10003
          Speakerphone: 2-way         Mute Button Enabled? y
      Display Language: english           Button Modules: 0
 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
```

On **Page 4** of the Station form, configure the additional feature buttons shown in bold, which are used by Avaya one-X® Agent to log in as an Automatic Call Distribution (ACD) agent.

```
add station 10003                                          Page   4 of   5
                                  STATION
 SITE DATA
      Room:                                    Headset? n
      Jack:                                    Speaker? n
     Cable:                                    Mounting: d
     Floor:                                 Cord Length: 0
  Building:                                    Set Color:

ABBREVIATED DIALING
    List1: system          List2:                  List3:


BUTTON ASSIGNMENTS
 1: call-appr                       5: abrv-dial  List: 1 DC: 01
 2: call-appr                       6: abrv-dial  List: 1 DC: 02
 3: call-appr                       7: auto-in         Grp:
 4:                                 8: aux-work    RC:  Grp:

    voice-mail 10000
```
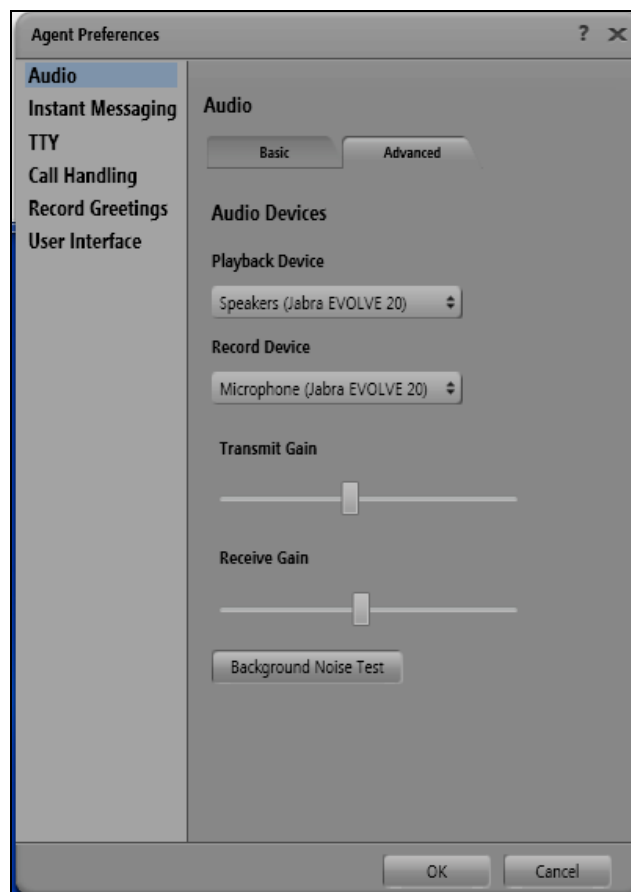
6. Configure Avaya one-X® Agent

Before configuring the Avaya one-X® Agent, the headset has to be configured and provisioned as in **Section 7** first. After logging into Avaya one-X® Agent , click on ≡▾ and then select **Agent Preferences** as shown below.

In the **Agent Preferences** window, click on **Audio** and then select the **Advanced** tab as shown below. Check that the **Playback Device** and **Record Device** fields display *Jabra Evolve Link.*

7. Configure Jabra Evolve 20 and Evolve 30 Headsets solution

This section covers the steps to integrate Jabra headsets with one-X Agent, including:

- Installing the Jabra PC Suite software
- Connect the Jabra Headsets
- Configuring Jabra PC Suite

Note: After successfully performing this procedure, the Jabra headset will be detected in Avaya one-X® Agent as described in **Section 6**.
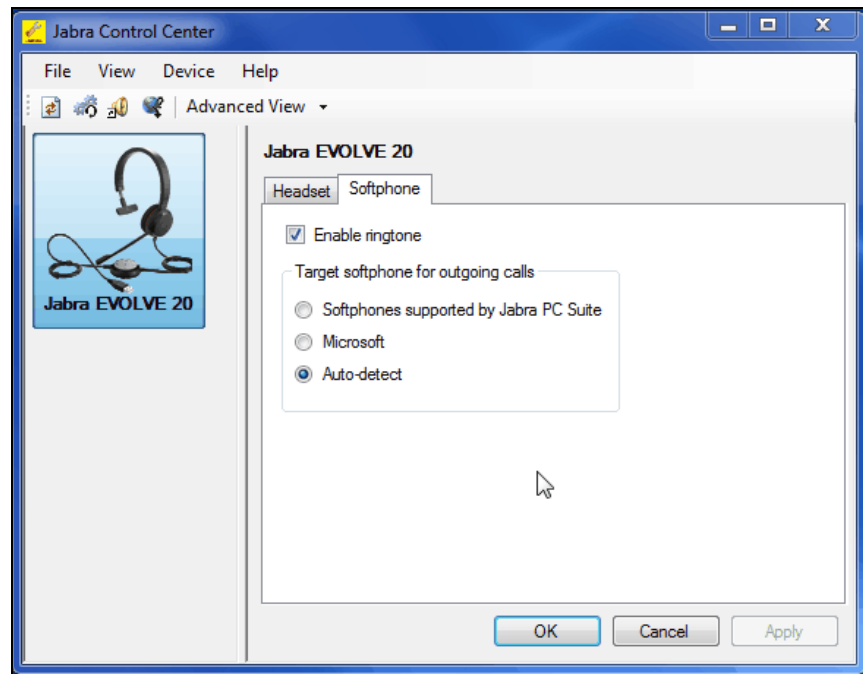
7.1. Installing the Jabra PC Suite Software

The installation instructions for Jabra PC Suite on the Avaya one-X® Agent PC is described in **[3]** listed in **Section 10**.

7.2. Connect the Jabra Headsets

Connect Jabra Evolve 20 and Evolve 30 Headsets to the Jabra Evolve Link using the 3.5mm jack cable. The Jabra Evolve Link will then connect to the PC via USB interface. The device drivers will automatically be installed.

7.3. Configuring Jabra PC Suite

Launch the **Jabra Control Center** and select the **Softphone** tab. Set the **Target softphone for outgoing calls** field to *Auto-detect* as shown below. Click **OK**.
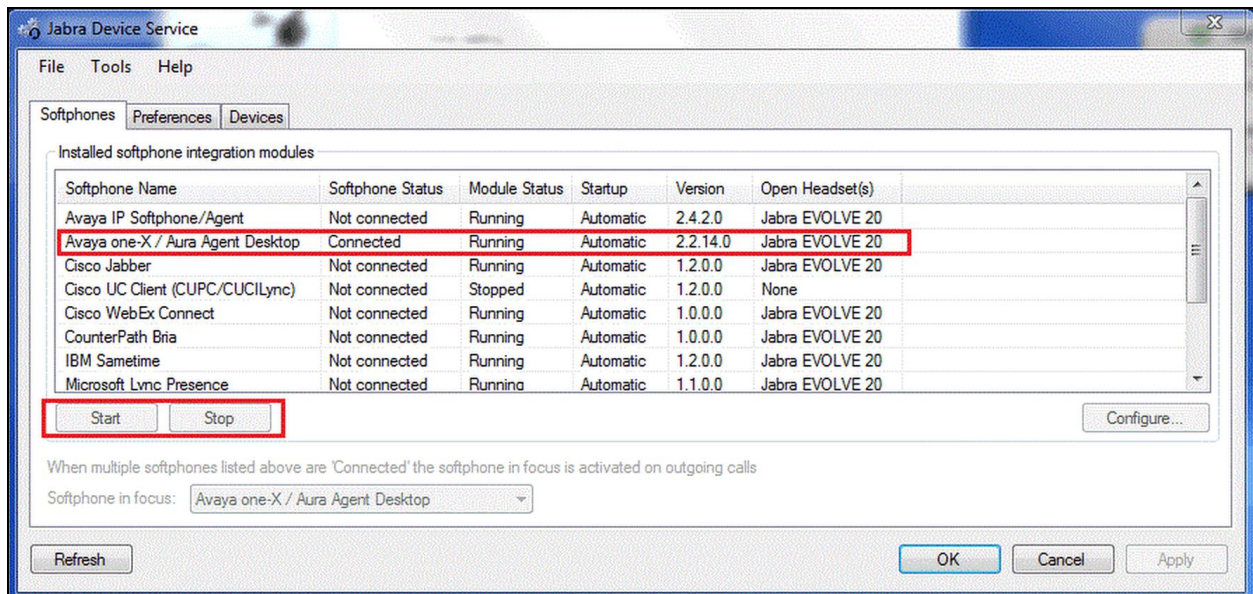
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8. Verification Steps

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

1. Verify that the Jabra headset has been successfully connected for use with Avaya one-X® Agent. From the **Jabra Device Service** program, select the **Softphones** tab. Verify that:
   - The **Softphone Status** associated with Avaya one-X is **"Connected".**
   - The **Module Status** is **"Running".**
   - The **Open Headset(s)** is "**Jabra EVOLVE 20**".

2. If the Jabra Evolve Link buttons is not functioning, restart the service. Select the **Avaya one-X/ Aura Agent Desktop**; click **Stop** and then **Start**.

3. Once the Jabra headset is connected to Avaya one-X® Agent, verify that incoming and outgoing calls can be established with two-way audio to the headset. For incoming calls, answer the call by pressing the call control button on the Evolve Link.

4. End the call by pressing the call control button on the Evolve Link.

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9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra PC Suite, Jabra Evolve 20 and Evolve 30 Headsets with Avaya one-X® Agent . All test cases were completed successfully.

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 6.3, Issue 10.0, June 2014, Document Number 03-300509.
[2] *Using Avaya one-X® Agent, Release 2.5.4 (H.323)*, Issue 1.0, December 2013.

The following Jabra documentation can be found at http://www.jabra.com.
[3] *Installing Jabra PC Suite*.
[4] *Jabra Evolve 20 user manual.*
[5] *Jabra Evolve 30 user manual.*