



**Application Notes for GN Netcom Jabra PC Suite Version 2.11.3002 and Jabra Speak 510 USB Speakerphone Version 1.3.0 with Avaya one-X® Communicator Version 6.1.7.04 – Issue 1.0**

**Abstract**

These Application Notes describe a solution comprised of Avaya one-X® Communicator, Jabra PC Suite software, and Jabra Speak 510 speakerphone. The Jabra PC Suite software programs enable the Jabra speakerphone Speak 510 to integrate with Avaya one-X® Communicator. This allows users to perform call control such as answer and hang up calls directly from Jabra Speak 510 speakerphone.

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 PC Suite program, namely Control Center and Jabra Speak 510 speakerphone to successfully interoperate with Avaya one-X® Communicator. The Jabra Speak 510 speakerphone is connected to the PC running Avaya one-X® Communicator via USB cable and Jabra Control Center software serves as an interface between Avaya one-X® Communicator and Jabra Speak 510 speakerphone. The Jabra PC Suite program enables Jabra Speak 510 speakerphone to perform call control directly such as; answer, hang up, hold and mute the call.

## 2. General Test Approach and Test Results

The compliance testing of Jabra Speak 510 speakerphone and Jabra PC Suite program namely Control Center software interoperating with Avaya one-X® Communicator 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 Jabra Speak 510 speakerphone mute, hold, volume buttons.
- Verification of Jabra Speak 510 speakerphone answer and hang-up button.
- Verification of serviceability of Jabra Speak 510 speakerphone.

## **2.2. Test Results**

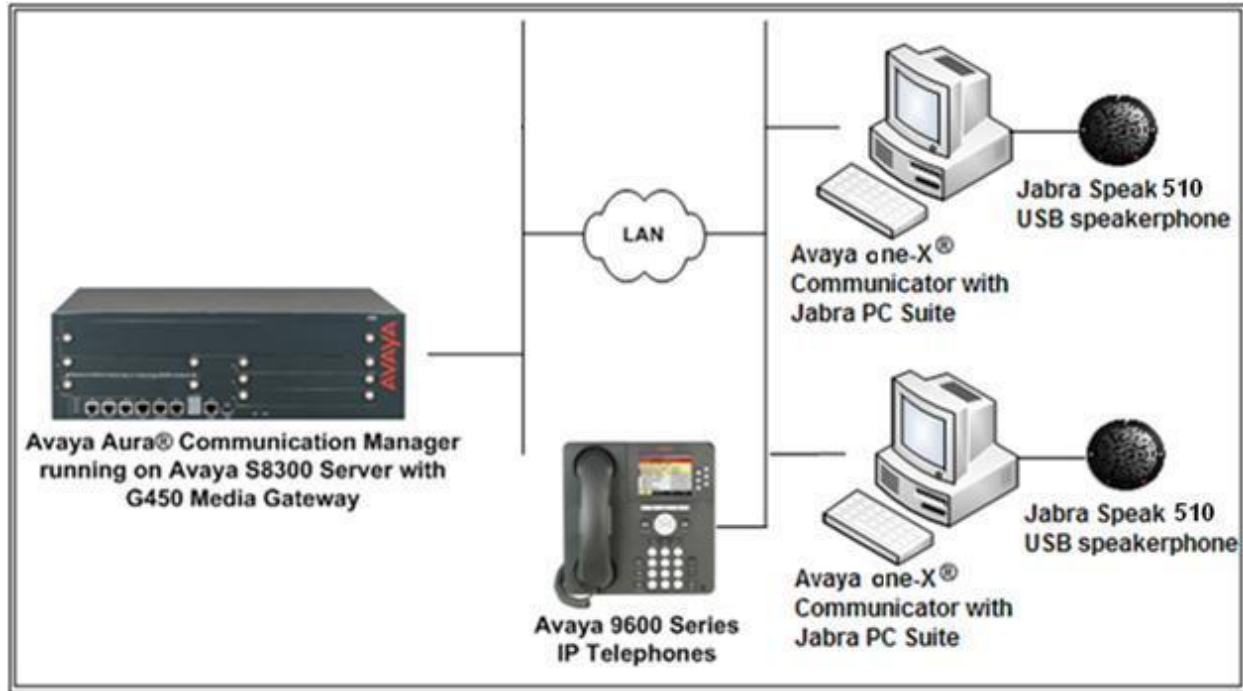
The objectives outlined in **Section 2.1** were verified. All test cases passed and there are two observations for the serviceability test:

## **2.3. Support**

For technical support for Jabra Speak 510 speakerphone, 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 Avaya one-X® Communicator and Jabra Speak 510 speakerphone.



**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 Aura® Communication Manager running on S8300 server	R016x.02.0.823.0
Avaya G450 Media Gateway	31.22.0.1
Avaya one-X® Communicator	6.1.7.04 SP7-39506
Avaya 9611G (H323) IP Deskphone	6.0.1
Avaya 9650C (SIP) IP Deskphone	2.6.4
Jabra PC Suite (Jabra Control Center)	2.11.3002.0
Jabra Speak 510	1.3.0

## 5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Avaya Aura® Session Manager and Communication Manager are installed and configured to work with Avaya one-X® Communication. There are no additional settings required to be configured for the connection of Jabra Speak 510 speakerphone to Avaya one-X® Communicator. The compliance test with Jabra Speak 510 speakerphone was carried out with the default server settings for audio parameters.

This section describes the step to provision a station for Avaya one-X® Communicator 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 10 [1]**.

Issue “**add station <n>**” command, where “**n**” is an available extension number. Extension used is **40016**. 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 40015</b>	<b>Page 1 of 5</b>
STATION	
Extension: 40015	Lock Messages? n
<b>Type: 9620</b>	<b>Security Code:1234</b>
Port: S00002	Coverage Path 1:
<b>Name: Speak510</b>	Coverage Path 2:
	Hunt-to Station:
STATION OPTIONS	
Loss Group: 19	Time of Day Lock Table:
Speakerphone: 2-way	Personalized Ringing Pattern: 1
Display Language: english	Message Lamp Ext: 40015
Survivable GK Node Name:	Mute Button Enabled? y
Survivable COR: internal	Media Complex Ext:
Survivable Trunk Dest? y	<b>IP SoftPhone? y</b>
	IP Video Softphone? n
	Short/Prefixed Registration Allowed: default
	Customizable Labels? y

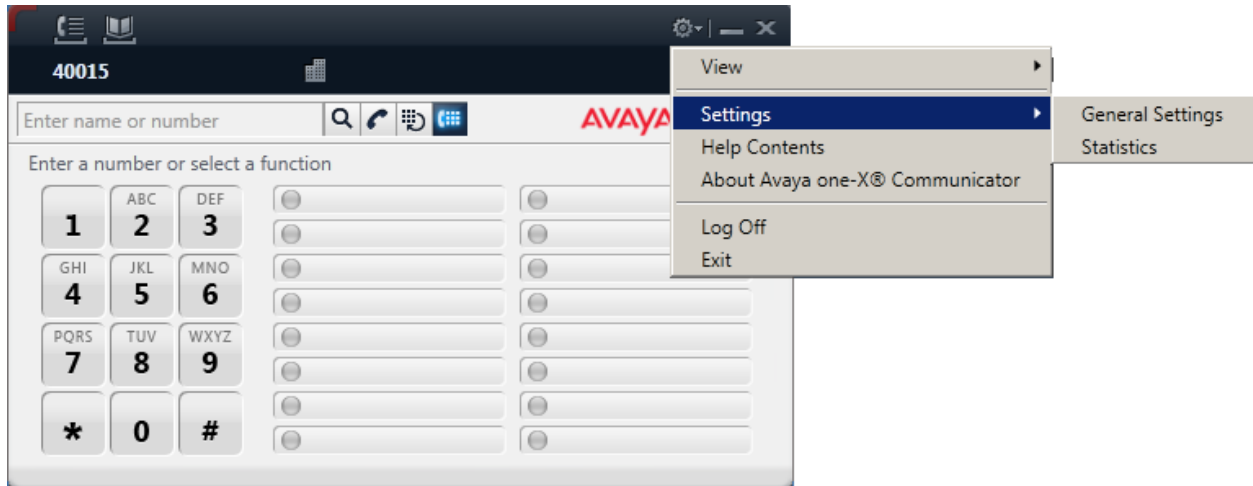


## 6. Configure Avaya one-X® Communicator

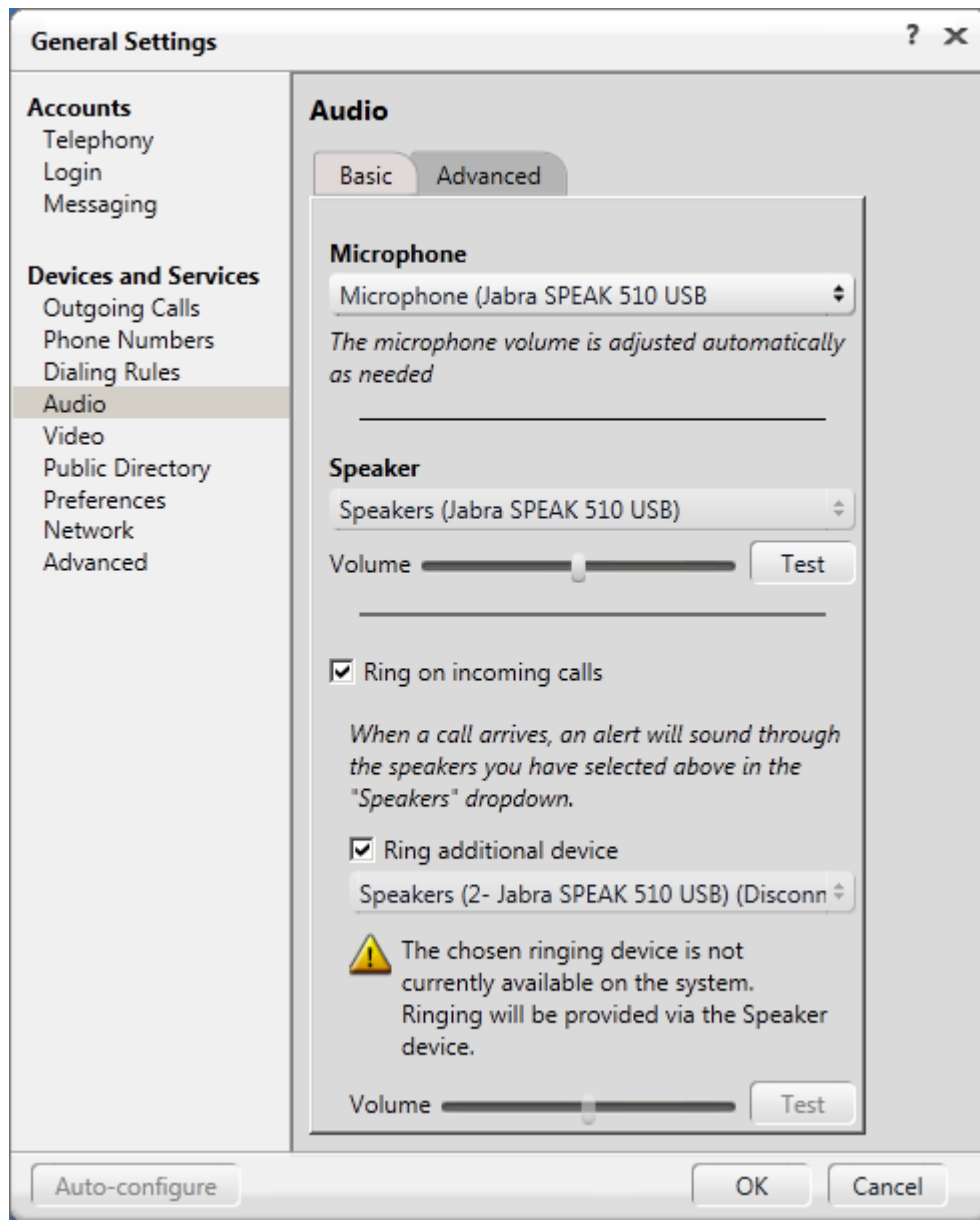
After connecting Jabra Speak 510 speakerphone to a PC, select Jabra Speak 510 speakerphone in Avaya one-X® Communicator.

It is assumed the Avaya one-X® communicator is pre-installed.

After logging into Avaya one-X® Communicator, select  → **Settings** → **General Settings** as shown below.



The Jabra speakerphone should appear with the appropriate headset name under the **Basic** tab of the **Audio** settings. Select the appropriate device is the **Microphone** and **Speaker** fields as shown below. For example, **Jabra SPEAK 510 USB** should appear as the name for Speak 510 speakerphone. Click **OK** and restart Avaya one-X® Communicator.






## 7. Configure Jabra PC Suite and Speak 510 Speakerphone

This section describes steps on how to configure Jabra Speak 510 speakerphone and Jabra PC Suite software to connect to Avaya one-X® Communicator. For more information on how to use Jabra Speak 510 speakerphone please refer to headset manual in **Section 10 [2]**.

### 7.1. Connect Jabra Speak 510 to PC

The following procedures show steps to connect Jabra Speak 510 speakerphone to a PC which hosts Avaya one-X® Communicator.

- Plug the USB socket of Jabra Speak 510 speakerphone into the USB port marked  on the PC.
- Wait for some seconds so that the PC is able to recognize Jabra Speak 510 speakerphone device.
- The PC recognizes Jabra Speak 510 speakerphone successfully and shows “**Jabra Speak 510 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 Jabra Speak 510 speakerphone and Avaya one-X® Communicator.

This document assumes that Jabra PC Suite software is already installed on the same PC with Avaya one-X® Communicator application. Jabra **Control Center** application is configured to either launch automatically with Windows or manually by user.

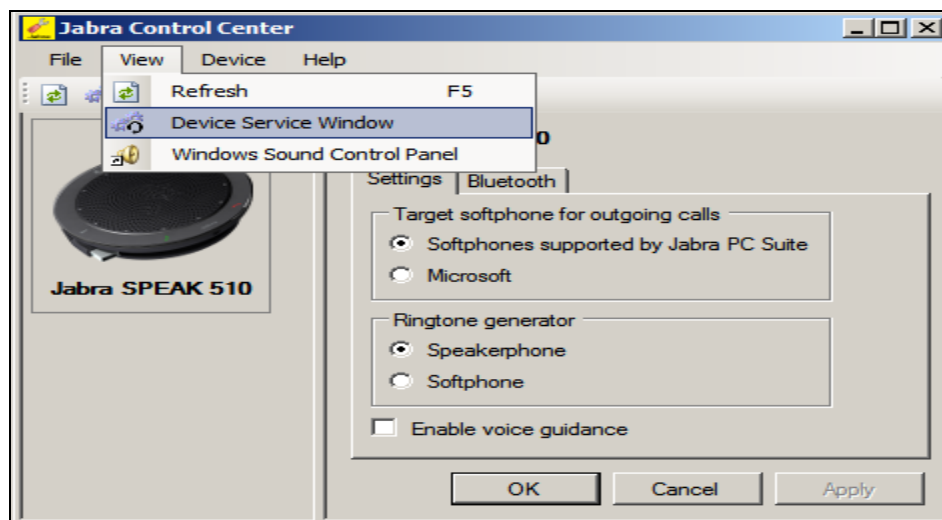
The screen below shows Jabra Speak 510 speakerphone is recognized by Jabra Control Center application and in the right hand side under the **Target softphone for outing calls** section, select the radio option “**Softphones supported by Jabra PC Suite**” as shown in the screen below.



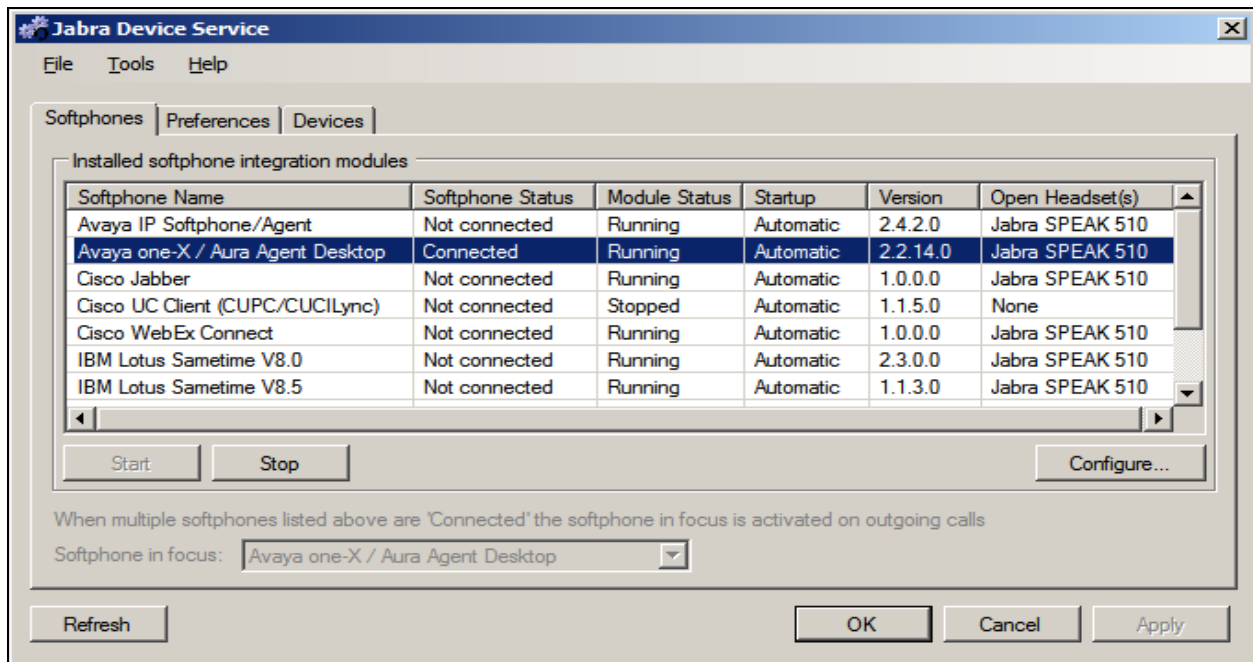
## 8. Verification Steps



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

1. Verify that Jabra Speak 510 speakerphone has been successfully paired and ready for use with Avaya one-X® Communicator. From the **Jabra Control Center** window, navigate to menu **View → Device Service Window**.



2. From the **Jabra Device Service** program, select the **Softphones** tab. Verify that the **Softphone Status** associated with Avaya one-X® Communicator is **Connected** and **Module Status** is **Running** as shown below.



3. Once the Jabra Speak 510 speakerphone is connected to Avaya one-X® Communicator, verify that incoming and outgoing calls can be established with two-way audio to Jabra SPEAK 510 speakerphone. For incoming calls, answer the call by pressing the answer  button on Jabra Speakerphone.
4. End the call by pressing the hang up  button on Jabra 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 and Jabra Speak 510 speakerphone is considered to be in compliance with Avaya one-X® Communicator.

## 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 510 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 6.2, Doc # 6.203-603479, Issue 3.0, December 2012.

Administering Avaya Aura® Communication Manager, Release 6.2, Doc # 03-300509, Issue 7.0, December 2012.

Administering Avaya one-X® Communicator, Release 6.1, Oct 2011.

[2] Jabra Speak 510 Documents:

Jabra Speak 510 Quick Start Guide included with the device.

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