

Avaya Solution & Interoperability Test Lab

Application Notes for Jabra LINK 360 USB dongle and Stealth UC Bluetooth Wireless Headsets with Avaya Communicator for Windows 2.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra LINK 360 USB dongle and Stealth UC Bluetooth Wireless Headsets with Avaya Communicator for Windows.

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.

1. Introduction

These Application Notes describe the configuration steps required to integrate the Jabra LINK 360 USB dongle and Stealth UC Wireless headsets with Avaya Communicator for Windows. The Stealth UC Wireless headset was used to exercise the call control functions.

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 to Communication Manager Extensions, answering and ending calls using the call control button on the headset, and verifying two-way audio. The call types included calls between local extensions, and from the PSTN.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting Avaya Communicator for Windows 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 internal extensions to verify two-way audio.
- Placing calls from the PSTN and to Voicemail to verify two-way audio.
- Answering and ending calls using the call control button on the headset.
- Using the Voice Control button on the Jabra headset to mute and un-mute the audio.
- Verifying incoming call notification on Jabra headset.
- Verifying call ended notification on Jabra headset.

For the serviceability testing, the Jabra headset was reconnected to the Avaya Communicator for Windows and the PC was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed.

2.3. Assumptions

These Application Notes do not provide any configuration details for the following list of assumptions:

- Avaya Aura® Communication Manager has been installed and is operational.
- Avaya Communicator for Windows has been installed and is operational.

2.4. Support

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

- Phone: (800) 697-8757
- Website: <u>http://www.jabra.com/NA-US/Support/pages/Default.aspx</u>
- Email: <u>JabraSupport.US@jabra.com</u>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra LINK 360 USB dongle and Stealth UC Bluetooth Wireless headset solutions. The configuration consists of Avaya Aura® Communication Manager with and Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk. The Jabra headsets were connected to the Avaya Communicator for Windows PC via a USB port using the Link 360 USB dongle.

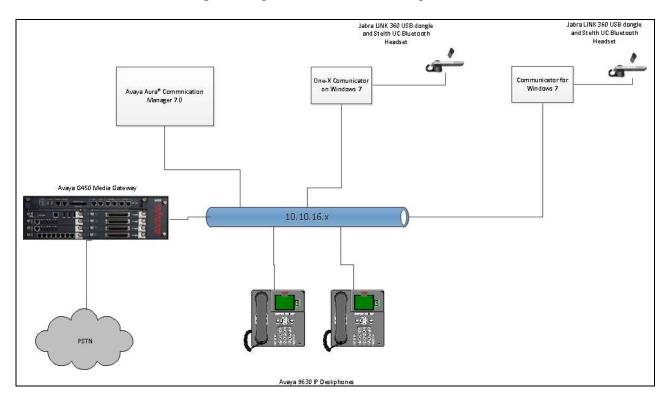


Figure 1: Avaya Communicator for Windows with Stealth UC Wireless Headsets

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	R17x.00.0.441.0 Build 7.0.0.3.0.441.22856
Avaya Communicator for Windows	2.1.3.80
G450 Media Gateway	R37.21.0
Stealth UC Wireless Headset Link 360 USB dongle	FW 2.2.0 FW 1.24.0

5. Configure Avaya Communicator for Windows Extension

This section will add stations for use by the Avaya Communicator for Windows. These are SIP stations that must be configured using Avaya Aura System Manager web interface with IP Softphone enabled.

Access the System Manager using a Web Browser by entering http://<FQDN >/SMGR, where <FQDN> is the fully qualified domain name of System Manager or <u>http://<IP</u> Adddress >/SMGR. Log in using appropriate credentials.

* System Manager 7.0		
Recommended access to System Manager is via FQDN.		
Go to central login for Single Sign-On	7	
	User ID:	
If IP address access is your only option, then note that authentication will fail in the following cases:	Password:	
First time login with "admin" account Expired/Reset passwords	Log On Cancel	
Use the "Change Password" hyperlink on this page to change the password manually, and then login.		Change Pasano
Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.	Supported Browsers: Internet Explorer 9.x, 10.x or 1: 37.0 and 38.0.	1.x or Firefox 36.0,

From the Dashboard select Users \rightarrow User Management.

Users	Coments .	Q, Services
Administrators Directory Synchronization Groups & Roles Over Management Oser Provisioning Rule	Communication Manager Communication Server 1000 Conformations Engagement Development Platform IP Office Modia Server Meeting Exchange Messaging Presence Routing Session Manager Work Assignment	Backup and Restorn Bulk Import and Export Configurations Events Geographic Redundancy Inventory Licenses Replication Reports Scheduler Security Shatdown Solution Deployment Manager Templates Tumat Management

Select **Manage Users** from the left hand menu and click on **Edit**.

* User Hanagement	. Home / Baers / Basr Ho	inagement / Ma	nage livers				
Manage Users	Search		6				Heb
Public Contacts							
Shared Addresses	User Manage	ment					
System Presence	User Manage	ment					
ACLS							
Communication Profile Pessword	Users						
Policy	🗉 View 🦯 Edit	O New 21	Duplicate 🤤 Delete M	tore Actions *			Advanced Search +
	23 Items 🤶 Show	15 •					Filter: Enable
	Last Name	First Name	Disalay Name	Lugin Name	51F Handle	Last Lugin	
	V Communicator	Avava	Communicator, Avaya	8275040@devconnect.local	8275040		

From the Communication Profile tab (not shown) select **CM Endpoint Profile**. Click on **Endpoint Editor**.

CM Endpoint Profile 💌	
* System	CM71627 👻
* Profile Type	Endpoint
Use Existing Endpoints	
* Extension	Q 8275040 Endpoint Editor
Template	9630SIP_DEFAULT_CM_7_0
Set Type	9630SIP
Security Code	
Port	Q S00053
Voice Mail Number	
Preferred Handle	(None)
Calculate Route Pattern	
Sip Trunk	aar
Enhanced Callr-Info display for 1-line phones	
Delete Endpoint on Unassign of Endpoin	t 🔽

In the Endpoint Editor select the **Feature Options** tab and select **IP Softphone** allowing this endpoint to be used with Communicator for Windows. When finished click on **Done** (not shown).

System	CM71627	Extension	8275040
Template	9630SIP_DEFAULT_CM_7_0	 Set Type 	9630SIP
Port	500053	Security Code	
Name Communicator, Avaya			
General Options (G) * Fea	ture Options (F) Site Data (S)	Abbreviated Call Dialing (A) Enhan	nced Call Fwd (E) Button Assignment (B)
Group Membership (M)			
Active Station Ringing MWI Served User Type Per Station CPN - Send Calling Number IP Phone Group ID Remote Soft Phone Emergency Calls	single None Some Some Some Some Some Some Some Som	Auto Answer Coverage After Forwarding Display Language Hunt-to Station Loss Group	none • system • english • 19
LWC Reception AUDIX Name Speakerphone	spe •	Survivable COR Time of Day Lock Table	None •
Short/Prefixed Registration Allowed	default 🔹	Voice Mail Number	
EC500 State	enabled 💌	Music Source	
Features Always Use IP Audio Hairpinning Bridged Call Alerting Bridged Idle Line Prefe		Idle Appearance Prefer IP SoftPhone LWC Activation CDR Privacy	ence

6. Configure Communicator for Windows.

This section describes how to assign the Jabra LINK 360 and Stealth UC Wireless for use with Communicator for Windows.

- Log into Communicator for Windows.
- Select Jabra LINK 360 from settings

Log into Communicator for Windows using the Station in Section 5.

Click on the top right menu and select Other Settings.



Select Audio from the left hand menu and then select Jabra LINK 360 for Microphone, Speaker and Ring additional device.

A Settings	
	Audio
Server Dialing Rules Enterprise Search Contacts	Microphone Microphone (2- Jabra LINK 360) The microphone volume can be adjusted using the Microsoft® Windows® settings. Speaker
Audio	Speakers (2- Jabra LINK 360) V
Video Conference Messaging Preferences About Support	The speaker volume can be adjusted using the Microsoft® Windows® settings. Ringing Ring on incoming calls When a call arrives, an alert will sound through the speakers you have selected above in the 'Speaker' dropdown. Ring additional device Speakers (2- Jabra LINK 360) ✓
	OK Cancel

7. Configure Jabra USB Headsets

This section covers the steps to integrate Jabra Link 360 USB dongle and Stealth UC Bluetooth Wireless headsets with Communicator for Windows.

• Connecting the Stealth UC Wireless Headsets

7.1. Connect the Jabra USB Headset

Connect the Jabra LINK 360 dongle directly to a USB port on the Communicator for Windows PC. Switch on the Stealth UC Bluetooth Wireless headset and a PC Connected message is played through the earpiece.

8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with Communicator for Windows.

- 1. Verify that the Jabra headset has been successfully installed and is ready for use with Communicator for Windows.
- 2. Once the Jabra headset is selected in Communicator for Windows, verify that incoming and outgoing calls can be established with two-way audio to the headset.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra LINK 360 USB dongle and Stealth UC Wireless headsets with Communicator for Windows. 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 <u>http://support.avaya.com</u>.

- [1] Administering Avaya Aura® Communication Manager, Release 7.0, Issue 1, August 2015, Document Number 03-300509.
- [2] *Communication Manager Overview and Specification*, Release 7.0, Issue 1.0, August 2015, Document Number 03-604233.
- [3] Administering Avaya Communicator for Android, iPad, iPhone, and Windows, Issue 4, Release 2.1, June 2015
- [4] The installation documentation for Jabra Direct can be found at http://www.jabra.com/support/

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