



Avaya Solution & Interoperability Test Lab

Application Notes for Jabra SUPREME UC Bluetooth Headset with Avaya 96x1 Series IP Telephones on Avaya IP Office - Issue 1.1

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra SUPREME UC Bluetooth Headset with Avaya 96x1 Series IP Telephones on Avaya IP Office. Jabra SUPREME UC has the ability to hear ringback tone, incoming call notification, answer and end calls, and mute/un-mute calls directly from the headset when the user is away from their desk.

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 SUPREME UC Bluetooth Headset with Avaya 96x1 Series IP Telephones on Avaya IP Office. Jabra SUPREME UC has the ability to hear ringback tone, incoming call notification, answer and end calls, and mute/un-mute calls directly from the headset when the user is away from their desk.

Jabra SUPREME UC is a Bluetooth headset that provides Active Noise Cancellation technology, reducing background noise. The Jabra SUPREME UC Bluetooth Headset provides a call control button for answering and ending calls, volume control buttons, and a mute/unmute button. The headset must be paired with the Avaya 96x1 IP Telephone.

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 and from the Avaya 96x1 Series IP Telephones with the Jabra SUPREME UC headset and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the Jabra wireless headsets after restarting the Avaya 96x1 Series IP Telephone.

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.
- Hearing ring back tone for incoming and outgoing calls.
- Answering and ending calls using the call control button on the headset.
- Using the volume control buttons on the Jabra headset to adjust the audio volume.
- Using the mute control button on the Jabra headset to mute and un-mute the audio.

For the serviceability testing, a 9641G IP phone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed.

2.3. Support

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

- Phone: (866) 697-8757
- Website: <http://www.jabra.com/NA-US/Support/pages/Default.aspx>
- Email: JabraSupport.US@jabra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra SUPREME UC Bluetooth Headset with an Avaya 9641G IP Telephone on Avaya IP Office with connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system connected to Avaya Aura® Communication Manager (not shown).

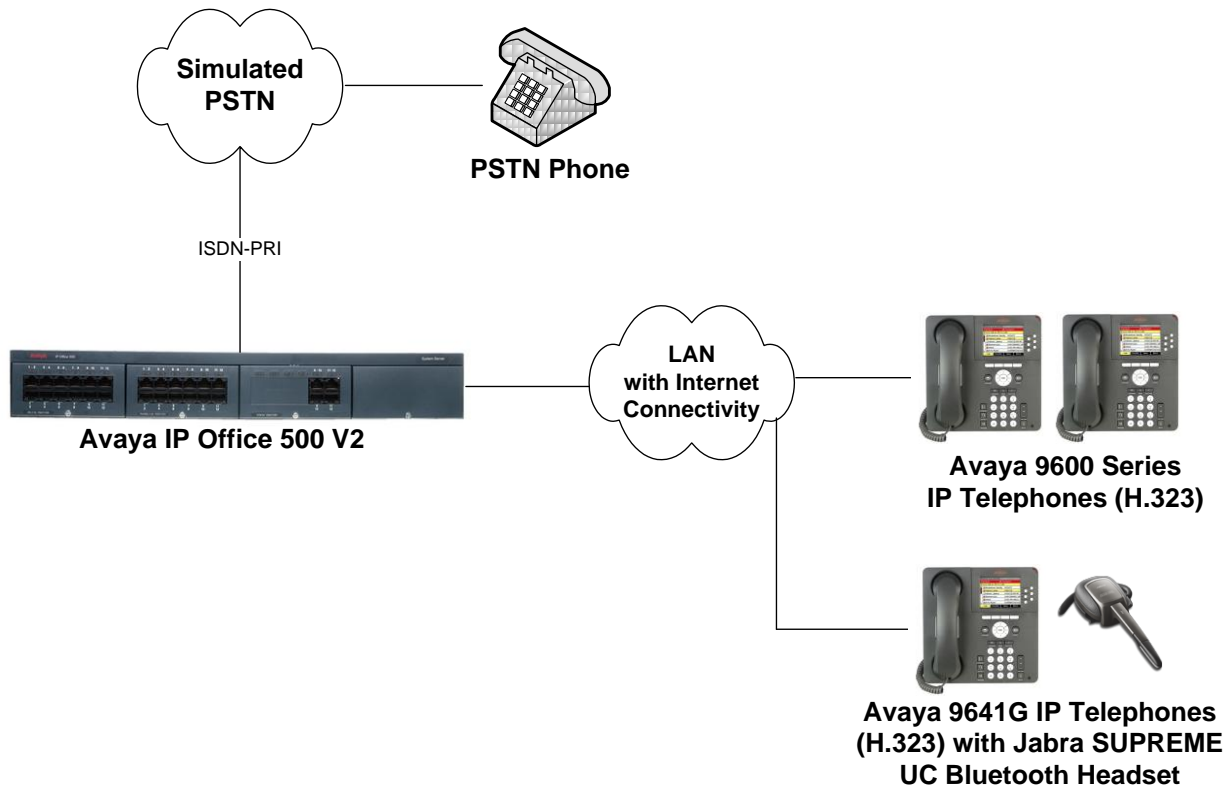


Figure 1: Avaya 9641G IP Telephone with Jabra SUPREME UC Bluetooth Headset

3.1. Answering, Ending, and Placing Calls

To answer, end, or place a call using the Jabra headset follow the instructions below.

- | | |
|------------------|--|
| To Answer a Call | If the headset button on the 9641G IP telephone is not activated, press the headset button on the phone or the answer/end call button on the headset to answer an incoming call. |
| To End a Call | Press the headset button on the 9641G IP Telephone or the answer/end call button on the headset to terminate a call. |
| To Place a Call | <ul style="list-style-type: none">▪ Press the answer/end call button on the headset to get dial tone and dial the number.
▪ Activate the headset button on the 9641G IP telephone to get dial tone and dial the number. |

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya IP Office	8.0.44
Avaya Aura® Messaging	6.0.1 SP 1
Avaya 96x1 Series IP Telephones	6.2119 (H.323)
Jabra SUPREME UC Bluetooth Headset	2.2.56

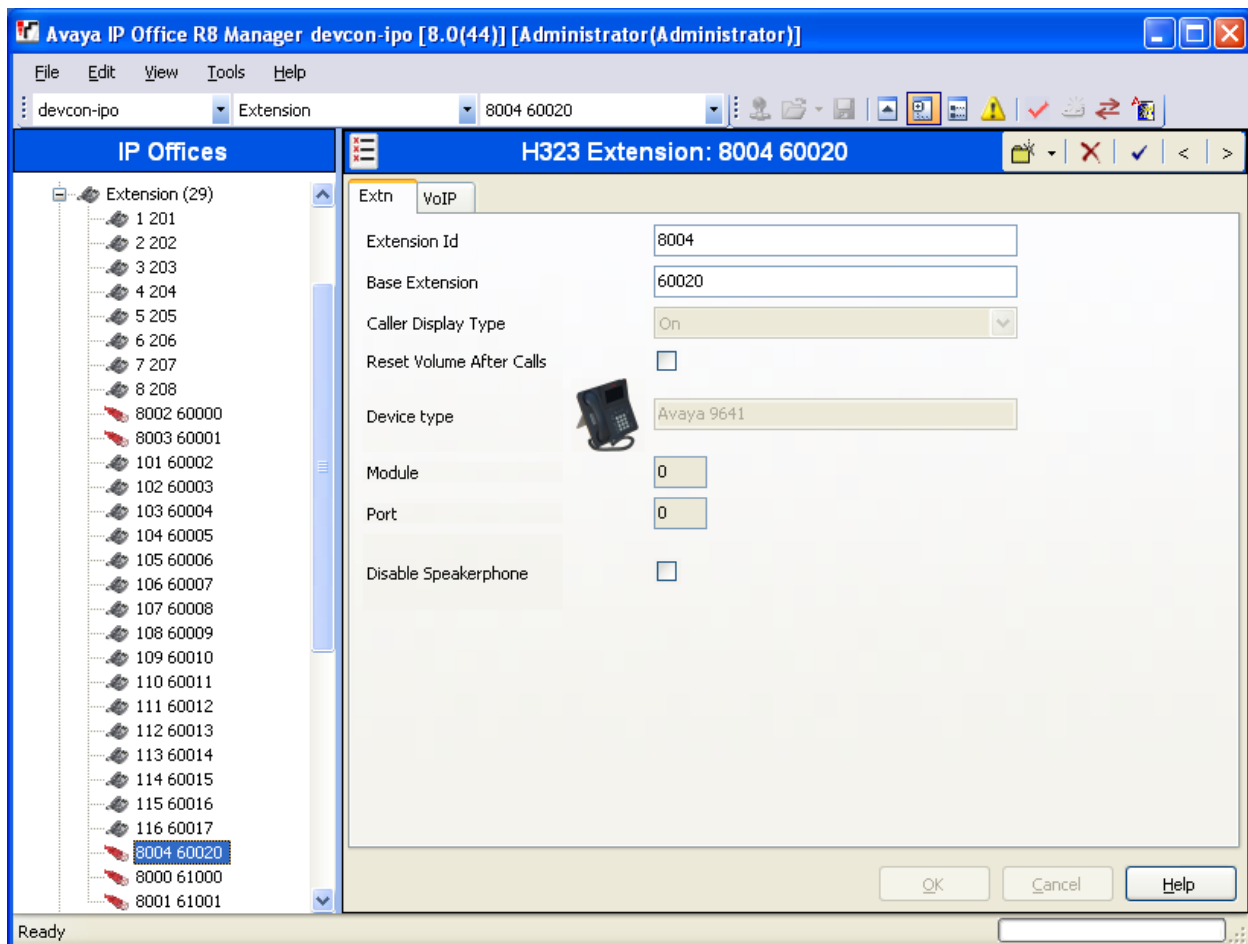
5. Configure Avaya IP Office

This section provides the procedure for configuring an H.323 station (extension and user) on Avaya IP Office. The extension will be assigned to a 9641G IP telephone, which will use the Jabra headset.

5.1. Administer Extension

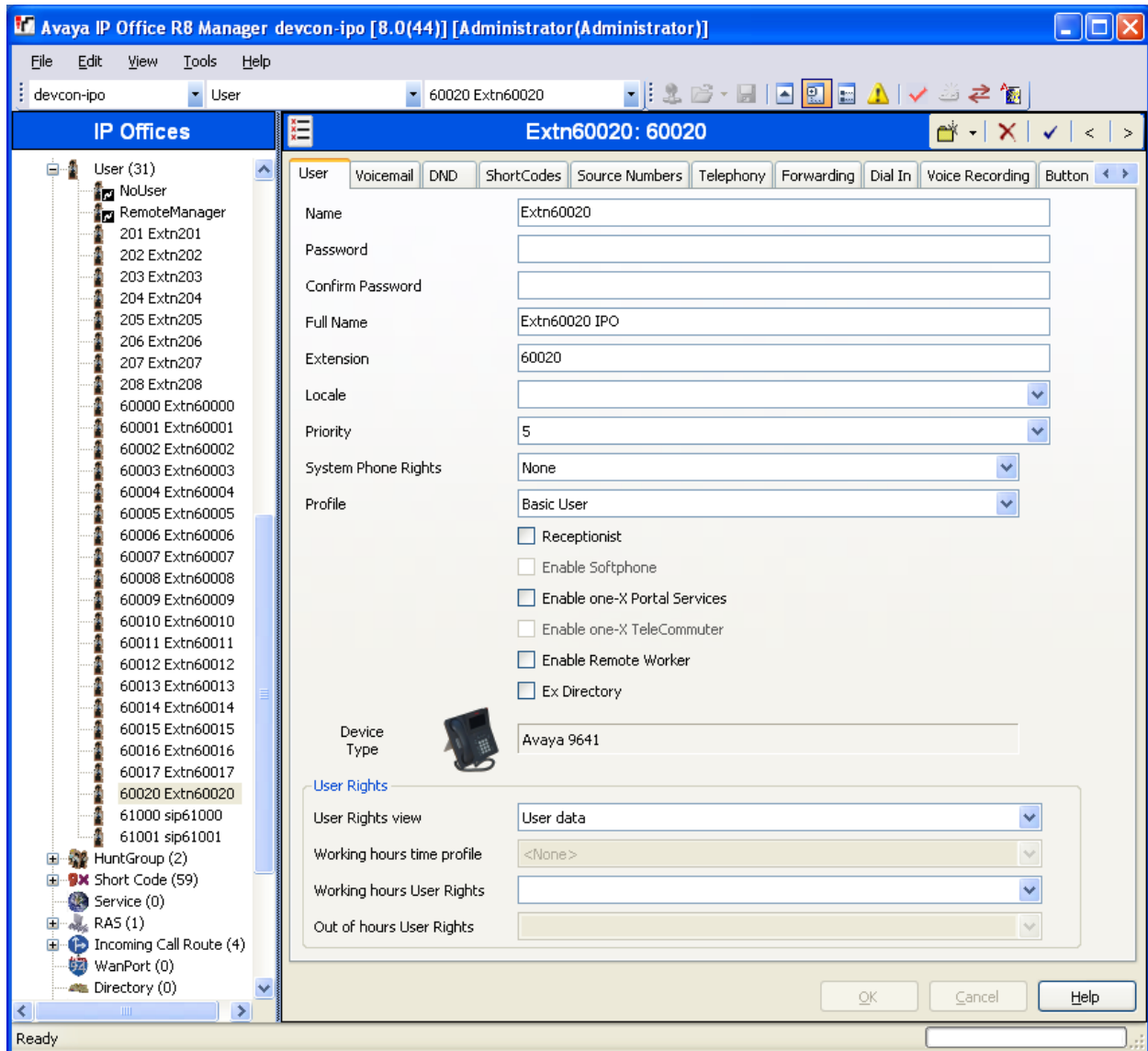
From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system and log in with the appropriate credentials.

From the configuration tree in the left pane, right-click on **Extension** and select **New → H.323 Extension** from the pop-up menu. Enter the desired extension for the **Base Extension** field. In this example, extension **60020** was used. The default settings for the **VoIP** tab were used.



5.2. Administer User

From the configuration tree in the left pane, right-click on **User** and select **New** from the pop-up menu. Enter desired values for the **Name** and **Full Name** fields. For the **Extension** field, enter the extension created in **Section 5.1**. The default settings were used for the **Telephony → Call Settings** sub-tab.



5.3. Pair Headset with Phone

After the 9641G IP phone is configured and ready for service, start the Bluetooth pairing process as described below. The 9641G IP phone provides a touch-screen.

Note: If the headset does not pair or connect to the 9641G IP phone, follow the procedure in the next section to reset the Bluetooth device list.

1. On the 9641G, press the **Home** button and then select the **Settings** icon on the touch-screen.
2. Select **Bluetooth Setup** and then select **Add** to add a Bluetooth device.
3. Select **Other Headset**.
4. On the 9641G, select **Start** to start the pairing process.
5. Now, start the Bluetooth pairing process on the headset. Turn on the headset by flipping the boom arm and holding down the answer/end call button on the headset until the following announcement is heard on the headset, "Welcome you are now ready for pairing..."
6. The 9641G will display "Looking for Bluetooth device." on the touch-screen.
7. Once found, the 9641G will display the device found. It will indicate "Device: Jabra SUPREME v2.2.56".
8. On the 9641G, select **Next**.
9. Wait while the Passkey is processed. The 9641G will automatically try common Bluetooth Passkeys, such as '0000' and '1234'. The Jabra SUPREME UC headset uses '0000' by default so the headset should be paired successfully without any further action by the user.
10. When the pairing process is complete, the 9641G will display, "Your Bluetooth device is paired" and the headset will announce, "Connected".

5.4. Removing Headset from 9641G Bluetooth Device List

To remove the headset from the 9641G Bluetooth device list, follow these instructions.

Note: This procedure may be necessary if the headset will not pair or connect to the 9641G IP phone. Pairing information for devices previously paired with the headset will be lost.

1. On the 9641G, press the **Home** button and then select the **Settings** icon on the touch-screen.
2. Select **Bluetooth Setup** and remove the headset from the list by following the touch screen prompts.

6. Configure Jabra SUPREME UC Bluetooth Headset

No configuration is required on the SUPREME UC headset. However, the SUPREME UC headset does have to be paired with the Avaya 9641G IP phone as a Bluetooth device using the default Passkey on the headset, which is '0000'. To place the headset in pairing mode, turn on the headset by flipping the boom arm while simultaneously holding down the answer/end call button. Wait for the announcement stating that the headset is ready for pairing. Once the headset is paired, it will be ready for calls. See **Section 5.3** for pairing instructions.

7. Verification Steps

Verify that the SUPREME UC headset has been paired with the 9641G IP phone using Bluetooth by viewing the Bluetooth device list on the phone under **Bluetooth Setup**. Once the headset is connected to the phone, verify that an incoming and outgoing call can be established with two-way audio to the headset and that the headset can get dial tone and terminate an active call.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Jabra SUPREME UC Bluetooth Headset with Avaya 96x1 Series IP Telephones on Avaya IP Office. All test cases were completed successfully.

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] *IP Office Manager Manual*, May 2012, Document Number 15-601011.

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

[2] *Jabra SUPREME User Manual*.

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