



Avaya Solution & Interoperability Test Lab

Application Notes for Jabra PC Suite, Jabra Evolve 20 and Evolve 30 Headsets with Avaya one-X® Communicator - 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® Communicator. The Jabra PC Suite is a collection of programs that enable remote call control with Jabra headsets and Avaya one-X® Communicator. With Jabra headsets 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.

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® Communicator 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® Communicator. 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.

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® Communicator 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® Communicator, answering and ending calls using the call control button 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® Communicator, 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 Communicator.
- Using the soft button on one-X Communicator 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 Communicator 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 Communicator, restarting the PC and reconnecting the Jabra headset to the PC.

2.2. Test Results

The green answer/hang up button might not work after restart of PC or one-X Communicator application or re-seat the Jabra Evolve Link USB connection. To resolve it, restart the Jabra Device Service connection to Avaya one-X integration module. All other test cases passed successfully.

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.

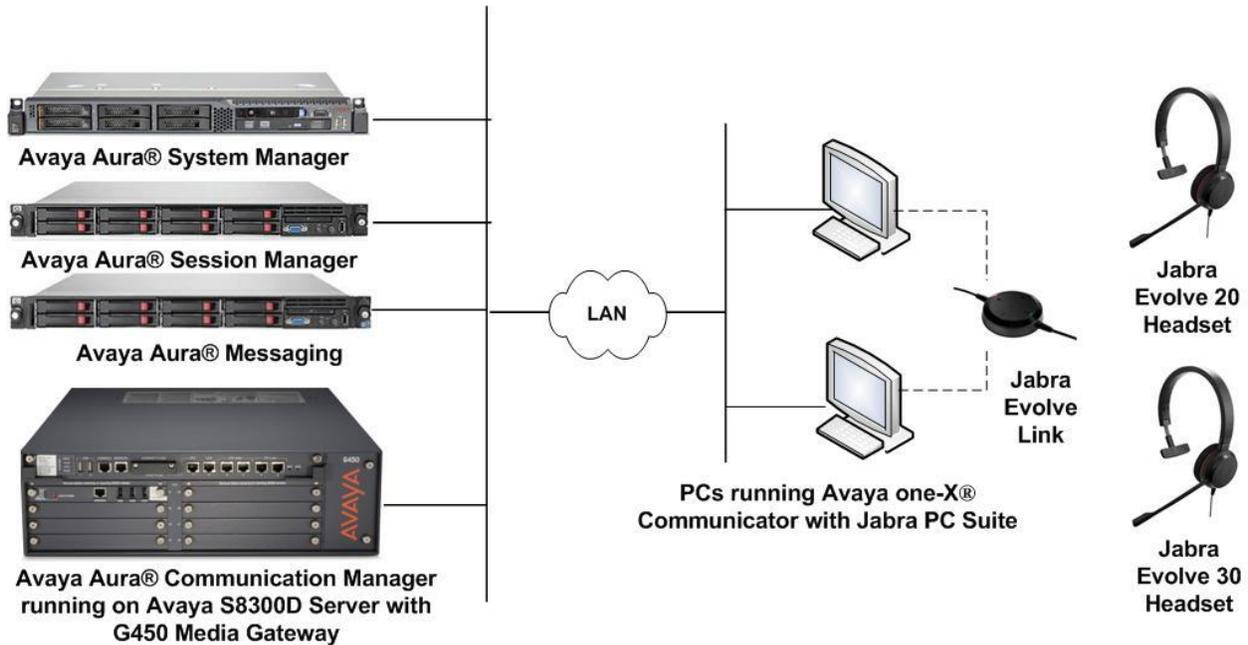


Figure 1: Test Configuration

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 Aura® System Manager	R6.3.9 (6.3.9.1.2538)
Avaya Aura® Session Manager	R6.3.9 (6.3.9.0.639011)
Avaya one-X® Communicator running on PC with Windows 7 Professional Service Pack 1	6.2.4.06 FP 4
Jabra PC Suite running on PC with Windows 7 Professional Service Pack 1	2.16.9388.0 with with 2.2.14.0 driver for one-X Communicator
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® Communicator. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

5.1. Configure H.323 station

Use the **add station** command to create a station for Avaya one-X® Communicator. Set the **Type** field to the station type to be emulated. In this example, *9611G* was used. Set the **Port** field to *IP* and configure a **Security Code**, which will be used as the password by Avaya one-X® Communicator to log in. Set the **IP Softphone** field to *y*.

```
add station 10001                                     Page 1 of 5
                                                    STATION
Extension: 10001                                     Lock Messages? n          BCC: 0
  Type: 9611G                                       Security Code: 111222     TN: 1
  Port: S00002                                     Coverage Path 1:         COR: 1
  Name: one-XC                                     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: 10001
  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
```

5.2. Configure SIP station

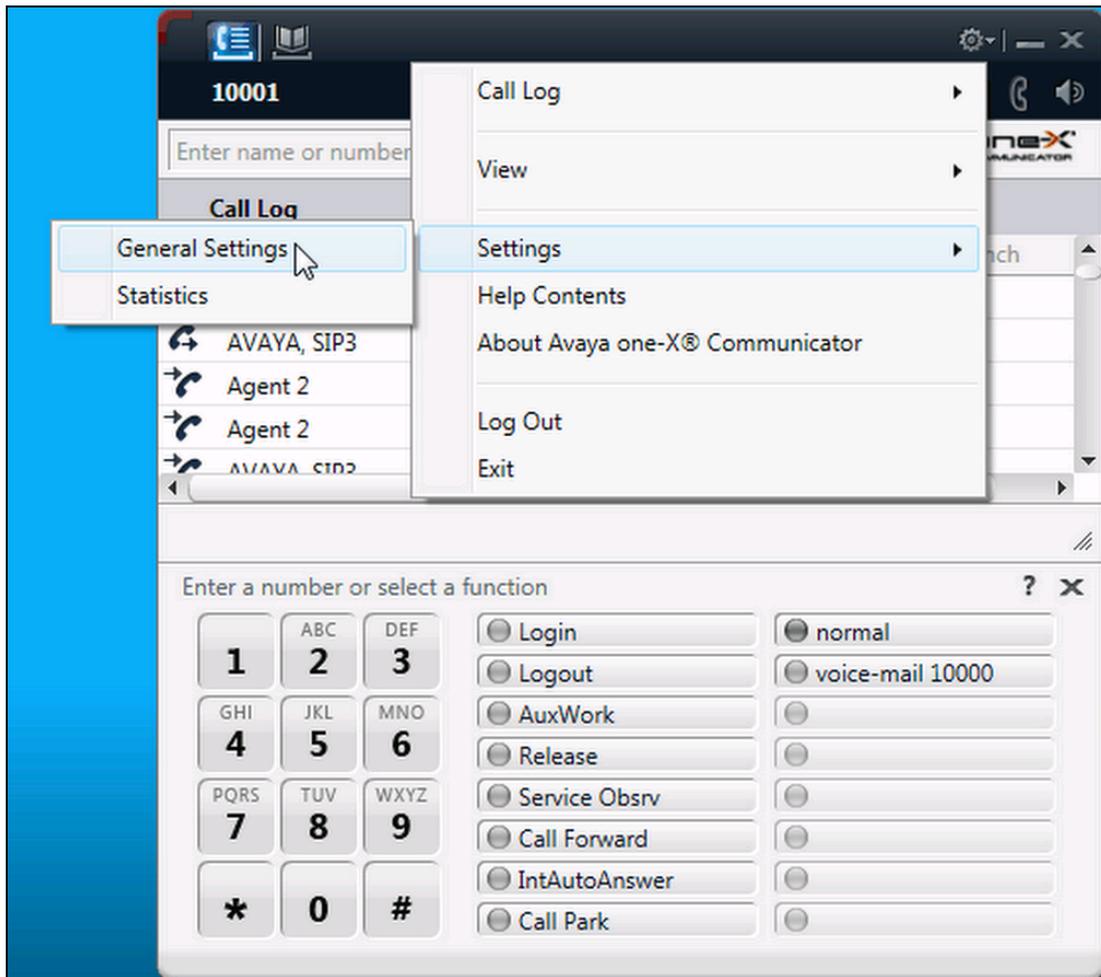
The configuration for SIP station is performed partially via the System Access Terminal (SAT) on Communication Manager. The rest of the configurations are performed via the System Manager. There is an option to generate SIP station without using the SAT when adding a new SIP user using System Manager. The details will not be covered in this document. Please refer to the application notes in [4] for details. Below shows the SIP Station with **Type 9641SIP** configured.

```
display station 10049                                     Page 1 of 6
                                                         STATION
Extension: 10049                                         Lock Messages? n          BCC: 0
  Type: 9641SIP                                         Security Code:           TN: 1
  Port: S00138                                          Coverage Path 1:         COR: 1
  Name: AVAYA, SIP3                                     Coverage Path 2:         COS: 1
                                                         Hunt-to Station:
STATION OPTIONS
  Location:                                             Time of Day Lock Table:
  Loss Group: 19                                       Message Lamp Ext: 10049
  Display Language: english                            Button Modules: 0
  Survivable COR: internal
  Survivable Trunk Dest? y                             IP SoftPhone? n
                                                         IP Video? n
```

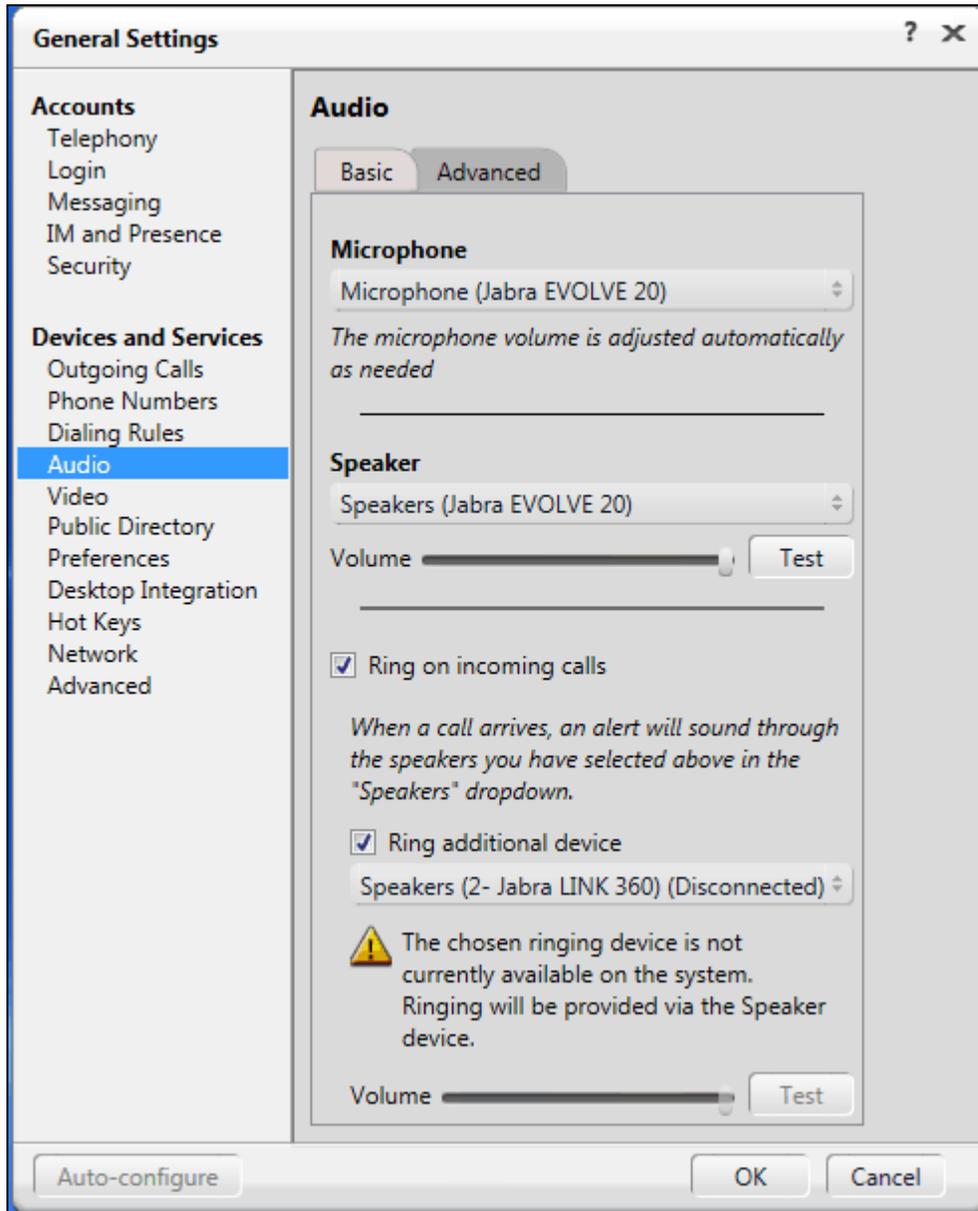
6. Configure Avaya one-X® Communicator

Before configuring the Avaya one-X® Communicator, the headset has to be configured and provisioned as detailed in **Section 7**. After logging into Avaya one-X® Communicator, select

 → **Settings** → **General Settings** as shown below.



The *Jabra EVOLVE LINK* will appear as under the **Basic** tab of the **Audio** settings. Check that this device is detected under the **Microphone** and **Speaker** fields as shown below.



7. Configure Jabra Evolve 20 and Evolve 30 Headsets solution

This section covers the steps to integrate Jabra headsets with one-X Communicator, 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® Communicator as described in **Section 6**.

7.1. Installing the Jabra PC Suite software

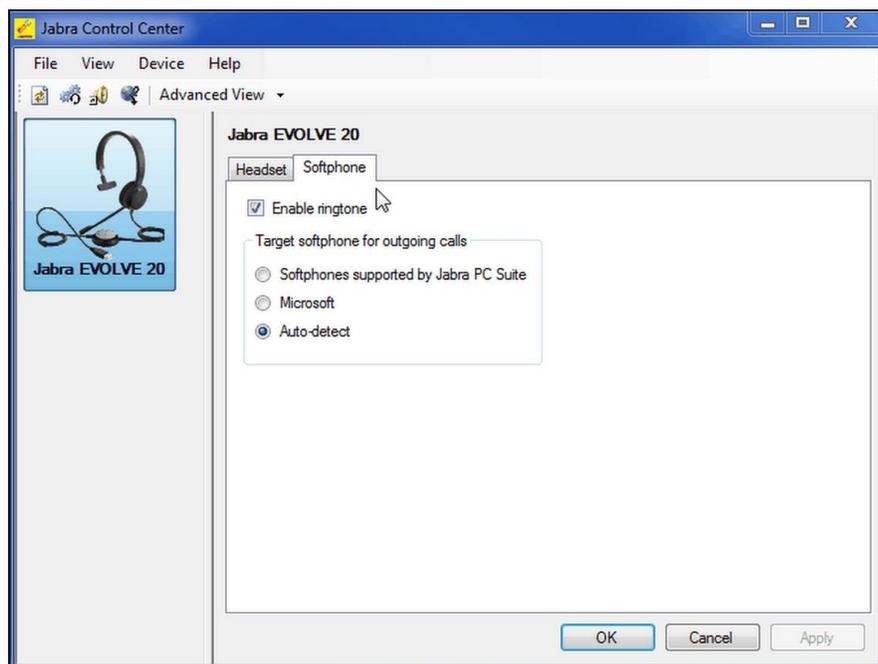
The installation instructions for Jabra PC Suite on the Avaya one-X® Communicator PC is described in [5] listed in **Section 10**.

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 once plugged into the PC.

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**.



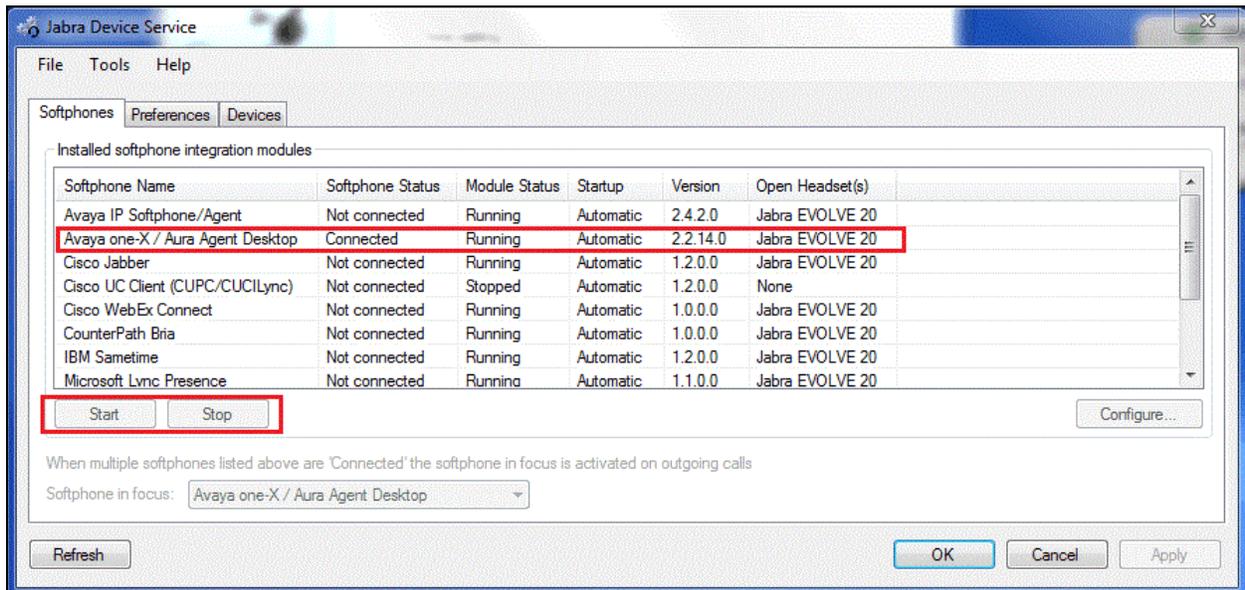
8. Verification Steps

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

1. Verify that the Jabra headset has been successfully connected for use with Avaya one-X® Communicator. 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 by selecting the **Avaya one-X/ Aura Agent Desktop**; click **Stop** and then **Start**.
3. Once the Jabra headset is connected to Avaya one-X® Communicator, 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.

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® Communicator. All test cases were completed successfully with observations noted in **Section Error! Reference source not found.**

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] *Administering Avaya one-X® Communicator*, Release 6.2 FP4, October 2014.
- [3] *Implementing Avaya one-X® Communicator*, Release 6.2 FP4, October 2014.
- [4] *Application Notes for Configuring Avaya 9600 Series IP Deskphones running Avaya one-X® SIP firmware with Avaya Aura® Session Manager*.

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

- [5] *Installing Jabra PC Suite*.
- [6] *Jabra Evolve 20 user manual*.
- [7] *Jabra Evolve 30 user manual*.

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