Avaya Solution & Interoperability Test Lab

Application Notes for Jabra PC Suite and Jabra PRO 935 Bluetooth Headset with Avaya one-X® Communicator – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya one-X® Communicator softphone, Jabra PC Suite and the Jabra PRO 935 Headset. The Jabra PRO 935 is a wireless headset that uses Jabra PC Suite software installed on the PC running Avaya IP softphone to control calls.

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.

TBH; Reviewed:
SPOC 6/17/2014

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1. Introduction

These Application Notes describe the configuration steps required for Jabra PC Suite software and the Jabra PRO 935 Headset to successfully interoperate with Avaya one-X® Communicator and Avaya Aura® Communication Manager. The Jabra PRO 935 Headset connects to the PC running Avaya one-X® Communicator via a USB cable and the Jabra PC Suite software serves as an interface between Avaya one-X® Communicator and the PRO 935 Headset.

2. General Test Approach and Test Results

The compliance testing of the Jabra PRO 935 Headset and Jabra PC Suite 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.

2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios with one-X Communicator using both SIP and H.323 protocols.

- Verification of acceptable two-way audio path in both directions for local and PSTN calls
- PRO 935 mute button operation
- PRO 935 volume controls
- PRO 935 Multi-function button (MFB) for answering and terminating calls remotely
- Interoperability with one-X Communicator controls
- Interoperability with voicemail

The serviceability testing focused on verifying the ability of PRO 935 to recover from adverse conditions, such as disconnecting and reconnecting the USB cable, restarting one-X Communicator, power cycling the PRO 935 and walking out and back into wireless range.

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.

2.2. Test Results

The objectives outlined in **Section 2.1** were verified and all test cases passed.

2.3. Support

For technical support for the Jabra PRO 935 Headset, and Jabra products in general, please refer to www.jabra.com. On the Jabra website, support hotline numbers can be found for specific countries.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between Avaya one-X Communicator, Jabra PRO 935 Headset and Jabra PC Suite.
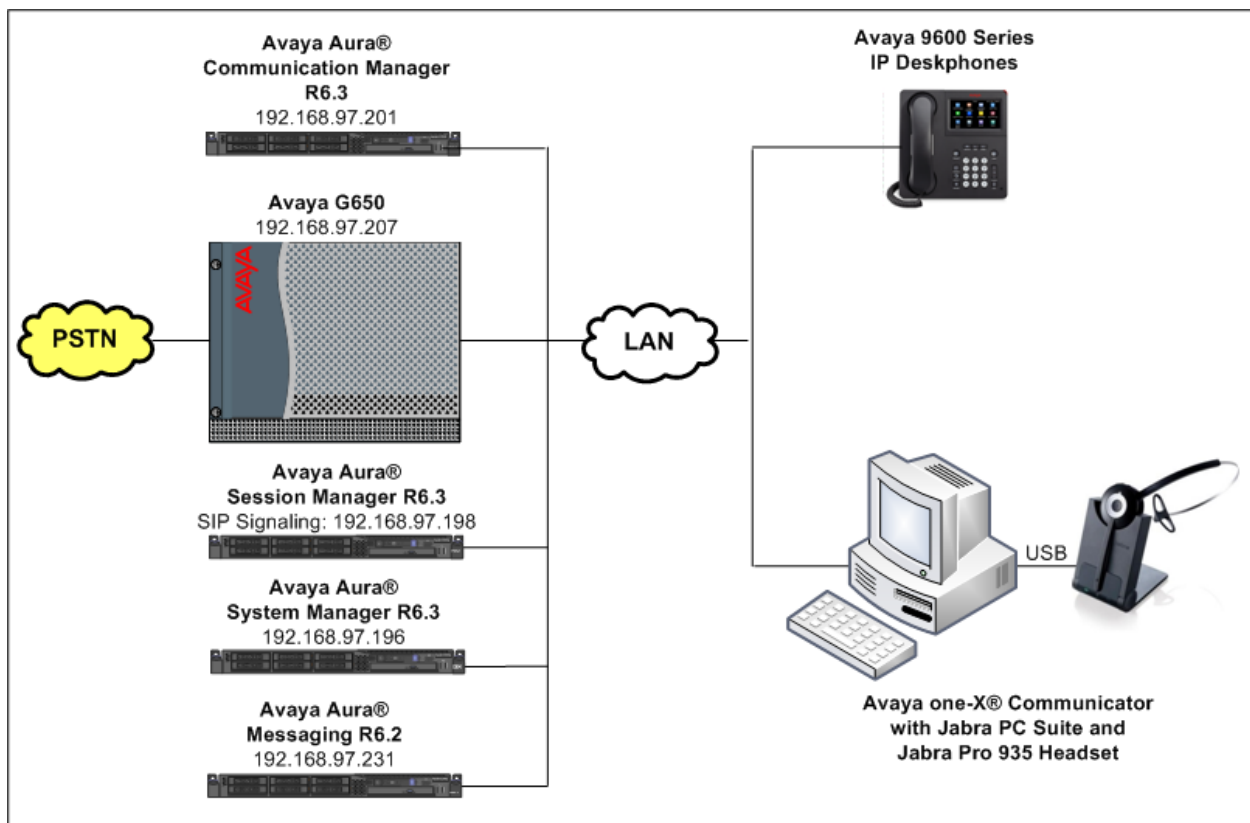

Figure 1: Reference Configuration Diagram

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4. Equipment and Software Validated

The following equipment and software was used during the lab testing:

Equipment	Software Version
Avaya Aura® Session Manager running on S8800 Server	Release: 6.3.2.0.632023
Avaya Aura® System Manager running on S8800 Server	6.3.0 - FP2 Build No. - 6.3.0.8.5682-6.3.8.1627
Avaya Aura® Communication Manager running on Avaya S8800Server/G650 Media Gateway	R016x.03.0.124.0 patch 21172
Avaya Aura® Messaging	6.2
Avaya one-X® Communicator	6.2.1.06-SP1
Avaya 9621G IP Deskphone (SIP)	SIP 6.3.0.73
Avaya 9640 IP Deskphone (H.323)	3.2.1
Jabra PC Suite	2.13.4910
Jabra PRO 935 Bluetooth Headset	1.4.0

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational. There are no Communication Manager configurations for the Jabra PRO 935 Headset to interoperate with Avaya one-X Communicator.
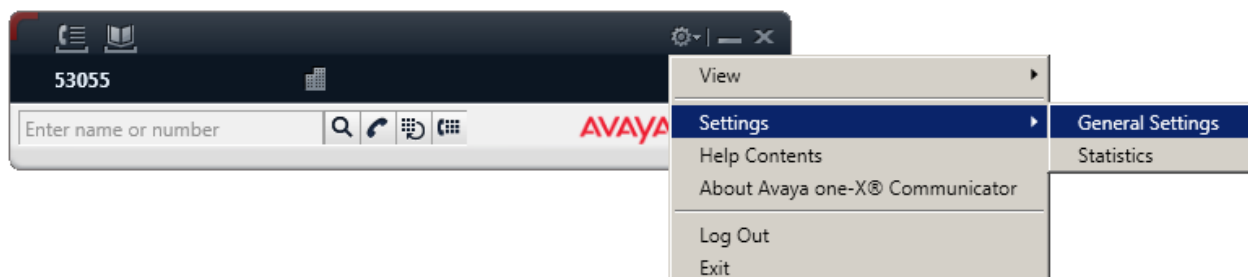
This section describes the steps to provision a station for one-X Communicator softphone in Communication Manager by System Administration Terminal (SAT). For detailed information on how to configure and administer Communication Manager, please refer to **Section 10 [1]**.

Use the SAT command **add station x** to add a new extension in Communication Manager where **x** is the new extension number as in the figure below. Enter the model of IP deskphone in the **Type** field, a name in the **Name** field, a code in the **Security Code** field, 'y' in the **IP Softphone?** field and keep the other fields as default.

```
add station 53055                                          Page   1 of   5
                              STATION

Extension: 53055                      Lock Messages? n           BCC: 0
     Type: 9620                   Security Code: 12345            TN: 1
     Port: IP                   Coverage Path 1:                COR: 1
     Name: IP Softphone One-X    Coverage Path 2:                COS: 1
                                 Hunt-to Station:              Tests? y
STATION OPTIONS
                                      Time of Day Lock Table:
            Loss Group: 19       Personalized Ringing Pattern: 1
                                        Message Lamp Ext: 53055
          Speakerphone: 2-way         Mute Button Enabled? y
      Display Language: english
 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
```
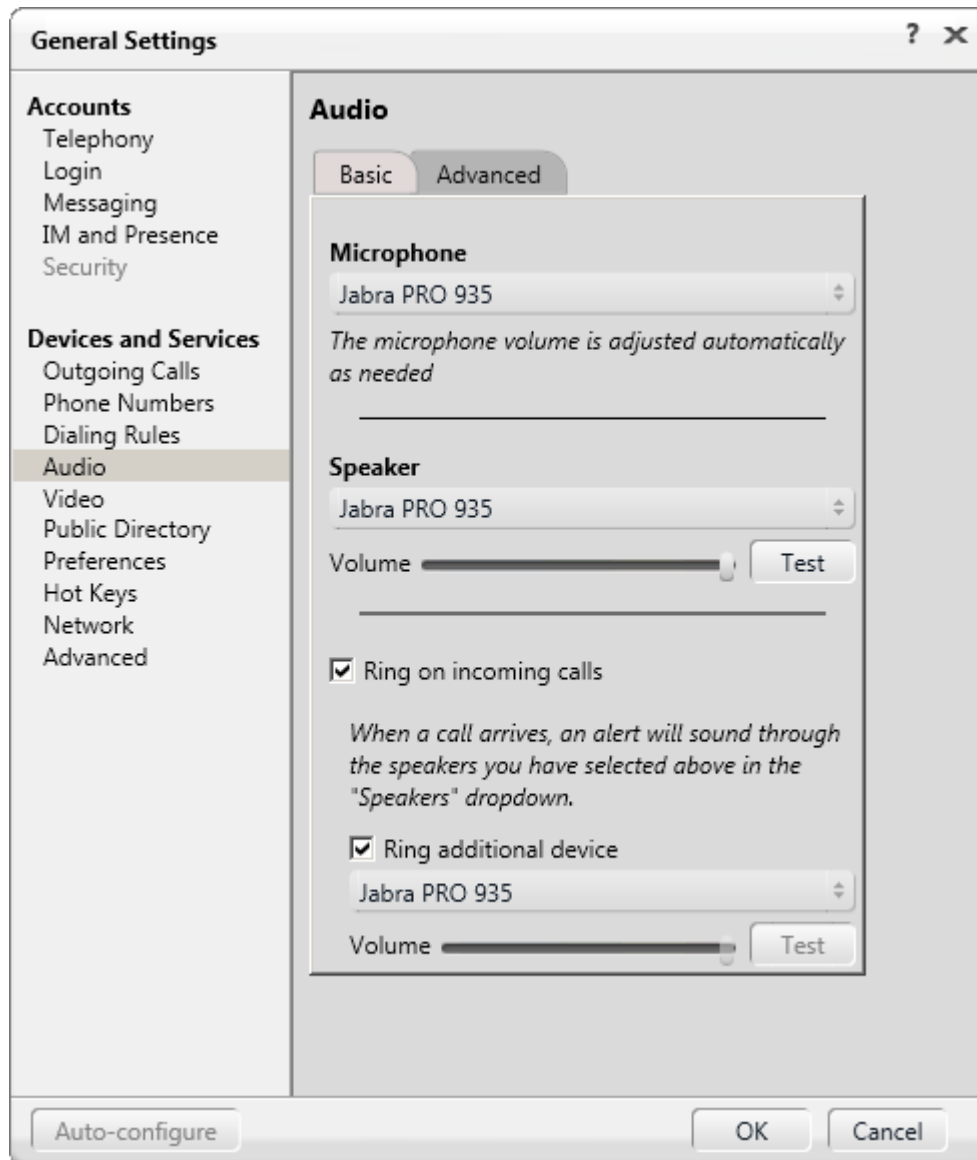
6. Configure Avaya one-X® Communicator

Select ⚙️→**Settings**→**General Settings** from the menu as shown below.

The **General Settings** window appears as shown **below**. Select **Audio** from the left pane and select the **Basic** tab.

In the **Basic** tab, select **Jabra PRO 935** in the **Microphone**, **Speaker**, and **Ring additional device** sections. Click the **OK** button to close the window.
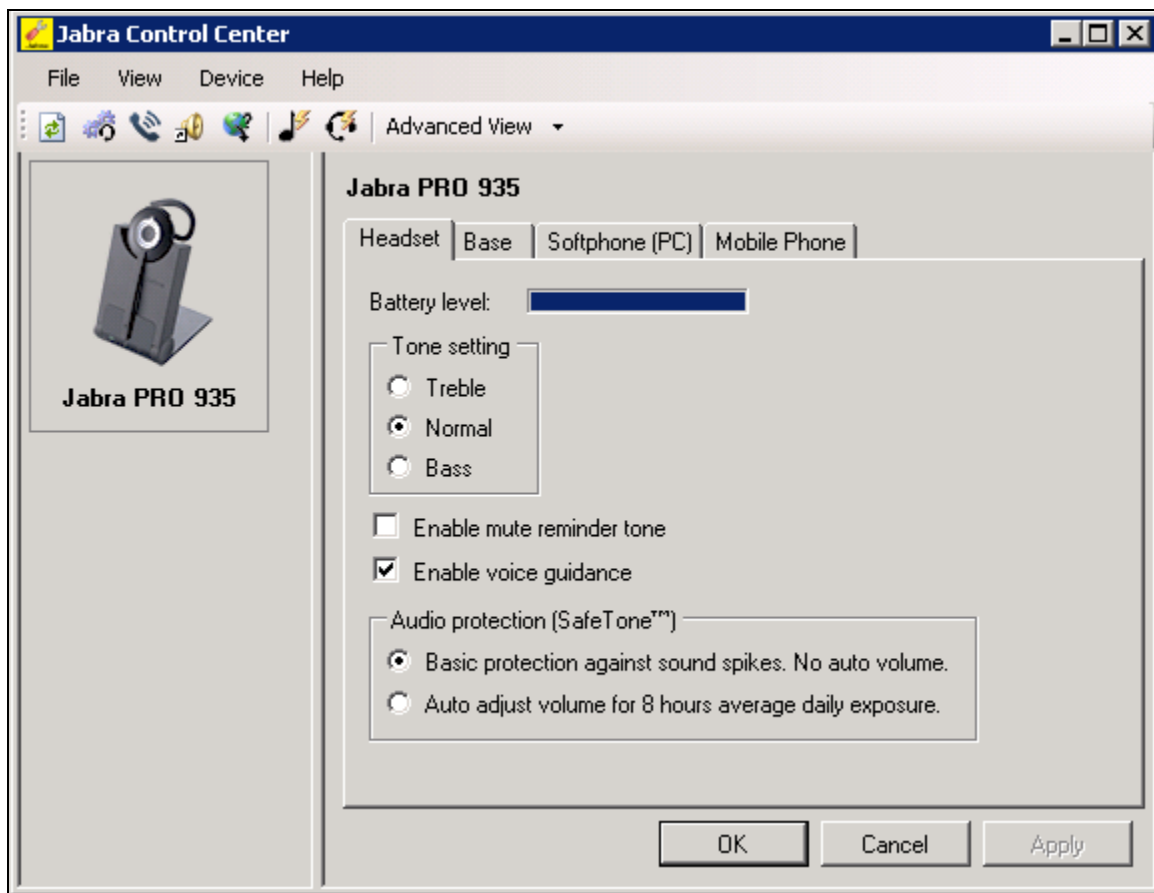
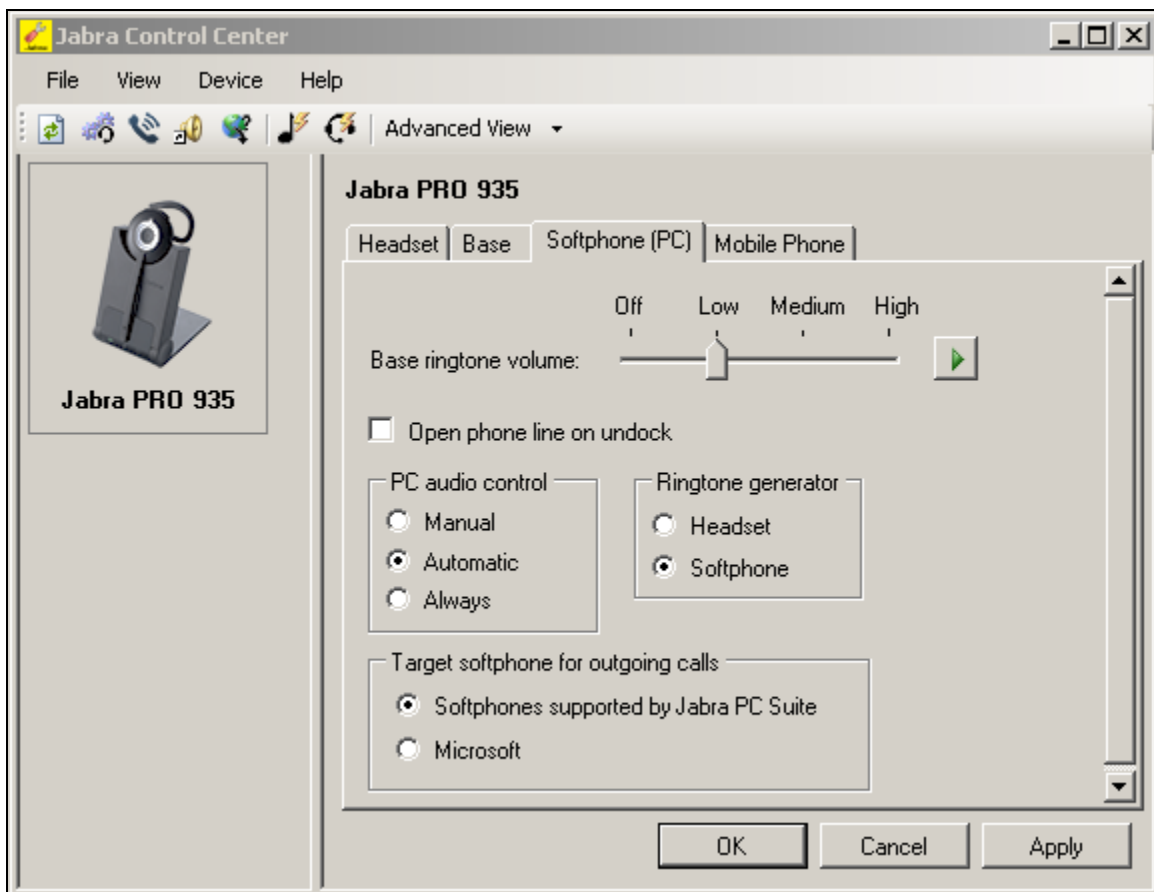# 7. Configure Jabra PRO 935 Headset

This section describes the configuration steps for the Jabra PRO 935 Headset and Jabra PC Suite software for operation with Avaya one-X Communicator. For more information on how to use the PRO 935 Headset please refer to the headset manual listed in **Section 10 [4]**.

7.1. Configure Jabra PC Suite

Included in the Jabra PC Suite is the Jabra Control Center program. The Jabra Control Center program serves as an interface between the PRO 935 Headset and Avaya one-X Communicator. The **Headset** tab of **Jabra Control Center** displays the type of headset which the program is managing and its configuration as shown below.

Click on the **Softphone** tab, select **Softphone** option in the **Ring tone generator** box and select **Softphones supported by Jabra PC Suite** in the **Target softphone for outgoing calls** box as shown.

Click the **Apply** button to apply the changes and then click the **OK** button.
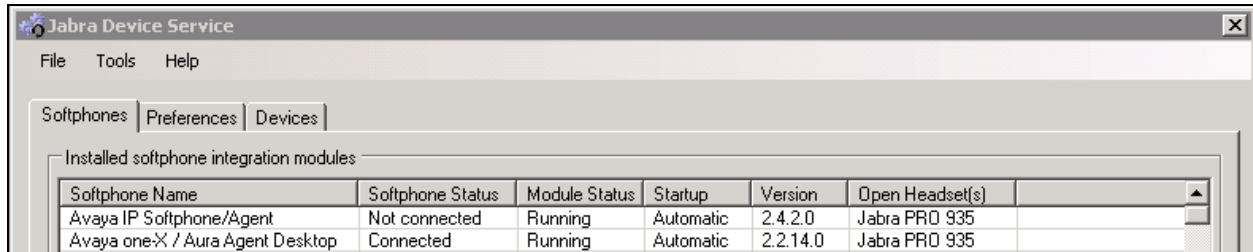
7.2. Connect Jabra PRO 935 Headset to PC

The following procedure shows the steps to connect the Jabra PRO 935 Headset to the PC.

- Plug the supplied USB cable into the port marked [USB icon] on the PRO 935 Headset base
- Connect the other end of the USB cable to a free USB port on the PC

8. Verification Steps

This section provides tests that can be performed to verify proper installation and configuration of the Jabra PC Suite and the Jabra PRO 935 Headset with Avaya one-X Communicator.

Included in the Jabra PC Suite is the Jabra Device Service program. Run the **Jabra Device Service** program and verify that the **Softphone Status** for **Avaya one-X / Aura Agent Desktop** is **Connected** as shown below.

Perform a test call as follows:
- Start the Avaya one-X Communicator application
- Place an incoming call to Avaya one-X Communicator
- Answer the call using the Multi-function button on the headset
- Verify two-way talk path between the headset and the calling phone
- Disconnect the call from the headset using the Multi-function button
- Verify that the call is properly disconnected

9. Conclusion

These Application Notes describe the configuration steps required for the Jabra PRO 935 Headset and Jabra PC Suite to interoperate with Avaya one-X® Communicator. All feature and serviceability test cases were completed and passed as per **Section 2**.

10. Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Release 6.3, Document Number 03-300509, Issue 9, October 2013

[2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 6.3, Document Number 555-245-205, Issue 11, October 2013

[3] *Administering Avaya one-X® Communicator*, Release 6.2, December 2013

Documentation for the Jabra PRO 935 Headset and Jabra products can be found at http://www.jabra.com.

[4] *Jabra PRO 935 User Manual,* Rev A, 2014

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