AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for Jabra Engage 65/75 Mono/Stereo/Convertible DECT/USB Headset with Avaya Agent for Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Engage 65/75 Mono/Stereo/Convertible DECT/USB Headset with Avaya Agent for Desktop. Call control is supported by the Jabra SDK which is built into Avaya Agent for Desktop.

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 Engage 65/75 Mono/Stereo/Convertible DECT/USB Headset allows connection and call control with Avaya Agent for Desktop (hereafter referred to as Agent Desktop) using cable via the USB interface to the PC. Call control is supported by the Jabra SDK which is built into Avaya Agent for Desktop. In this compliance test, only the Jabra Engage 65 Convertible Headset was used since there are similarities between Jabra Engage 65 and 75 (see the declaration letter from Jabra in Attachment 1).

With a Jabra headset base connected to the PC USB interface, users can directly answer, end, mute/unmute, hold/resume and adjust volume on the DECT headset or its base with Agent Desktop running on the PC.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with Agent Desktop, answering and ending calls using the call control button on the Jabra headset, and verifying two-way audio. The call types included calls to voicemail, local extensions, and the PSTN. Call hold and resume, mute and un-mute, and volume were also tested.

The serviceability testing focused on verifying the usability of the headset solution after restarting the Agent Desktop, restarting the PC, moving the headset out of DECT range and reconnecting the headset USB cable to the PC.

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 recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and endpoints utilized enabled capabilities of TLS/SRTP.

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

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 button on the headset and the soft button on Agent Desktop.
- Using the hold button on the headset and the soft button on Agent Desktop to hold and resume the audio.
- Using the volume buttons on the headset or the base to adjust the audio volume.
- Using the mute button on the headset or base and the soft button on Agent Desktop to mute and un-mute the audio.
- Verifying incoming call notification on the headset or base.
- Verifying call ended notification on the headset or base.
- All the above were tested using Agent Desktop H.323 and SIP interface.

The serviceability testing focused on verifying the usability of the headset solution after restarting the Agent Desktop, restarting the PC, moving out of DECT range and reconnecting the headset base to the USB interface of the PC.

2.2. Test Results

All test cases were successfully completed. The following are the observations made:

- In *Advanced Audio Settings* for Agent Desktop, if *Headset Integration* is set to Advanced (SDK Native) the call button on Jabra Engage headset can perform both Answer/Drop call function (refer to **Section 7**).

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 Engage 65 Convertible DECT/USB Headset with Agent Desktop. The Avaya Agent for Desktop software was installed on the PC. The Jabra Engage headset base is connected via cable to the PC USB interface. Note that the headset is connected to the base via DECT not shown in the diagram.
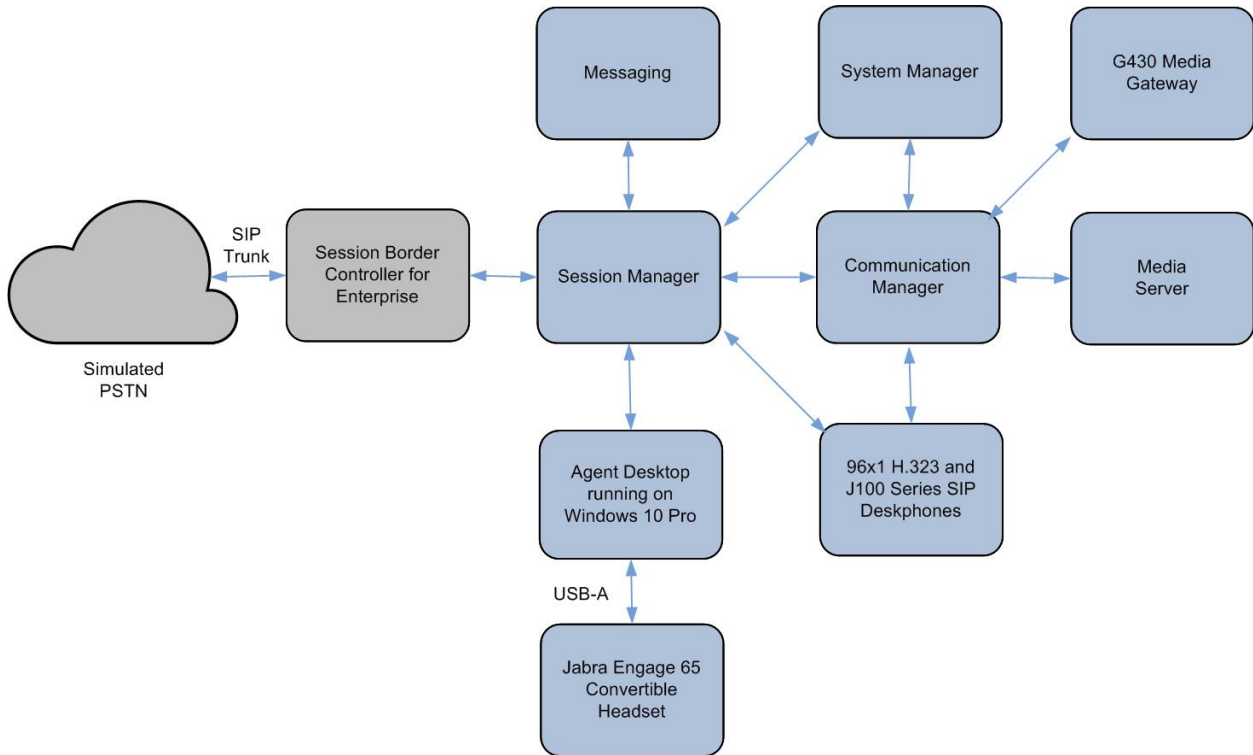
Figure 1: Test Configuration

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	8.1.3.0.1-FP3P1
Avaya G430 Media Gateway MGP	41.34.1
Avaya Aura® System Manager	8.1.3.1 Build No. - 8.1.0.0.733078
Avaya Aura® Session Manager	8.1.3.1.813113
Avaya Aura® Media Server	8.0.2.138
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 Deskphones	6.8502
Avaya J100 Series Deskphones	4.0.7.0.7
Avaya Agent for Desktop running on Windows 10 Pro	2.0.6.11.3003
Jabra Engage 65 Convertible DECT/USB Headset	4.4.1

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for Agent Desktop on Communication Manager. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Using an existing H.323 station, add the feature buttons shown in bold, which are used by Agent Desktop to log in as an Automatic Call Distribution (ACD) agent.

```
change station 10001                                        Page   1 of   5
                              STATION

Extension: 10001                    Lock Messages? n              BCC: 0
     Type: 9641G                    Security Code: *               TN: 1
     Port: S000002                 Coverage Path 1: 99            COR: 1
     Name: 9641G H.323             Coverage Path 2:               COS: 1
Unicode Name? n                   Hunt-to Station:              Tests? y
STATION OPTIONS
                                     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
```

```
change station 10001                                        Page   4 of   5

                              STATION
 SITE DATA
      Room:                              Headset? n
      Jack:                              Speaker? n
      Cable:                             Mounting: d
      Floor:                          Cord Length: 0
   Building:                             Set Color:

ABBREVIATED DIALING
    List1:              List2:                   List3:




BUTTON ASSIGNMENTS
 1:call-appr                      5:auto-in          Grp:
 2:call-appr                      6:manual-in        Grp:
 3:call-appr                      7:after-call       Grp:
 4:agnt-login                     8:aux-work    RC:  Grp:
    voice-mail 10000
```

6. Configure Avaya Aura® Session Manager

This section covers the station configuration for Agent Desktop on Session Manager. The configuration is performed via the System Manager.

Using an existing SIP station, administer the feature buttons required. On the System Manager, navigate to **User Management > Manage users > New User Profile > Communication Profile > CM Endpoint Profile > Endpoint Editor**. At the bottom of the page, click the **Button Assignment** tab. Assign the **manual-in, auto-in, after-call, agnt-login** and **aux-work button.** Configuring these buttons is required to sign in the agent in Agent Desktop.

7. Configure Avaya Agent Desktop

Simply plug the base USB cable of Jabra Engage 65 into the USB port of the PC. The device drivers will automatically be installed. In the following settings, local configuration for Agent Desktop is used.

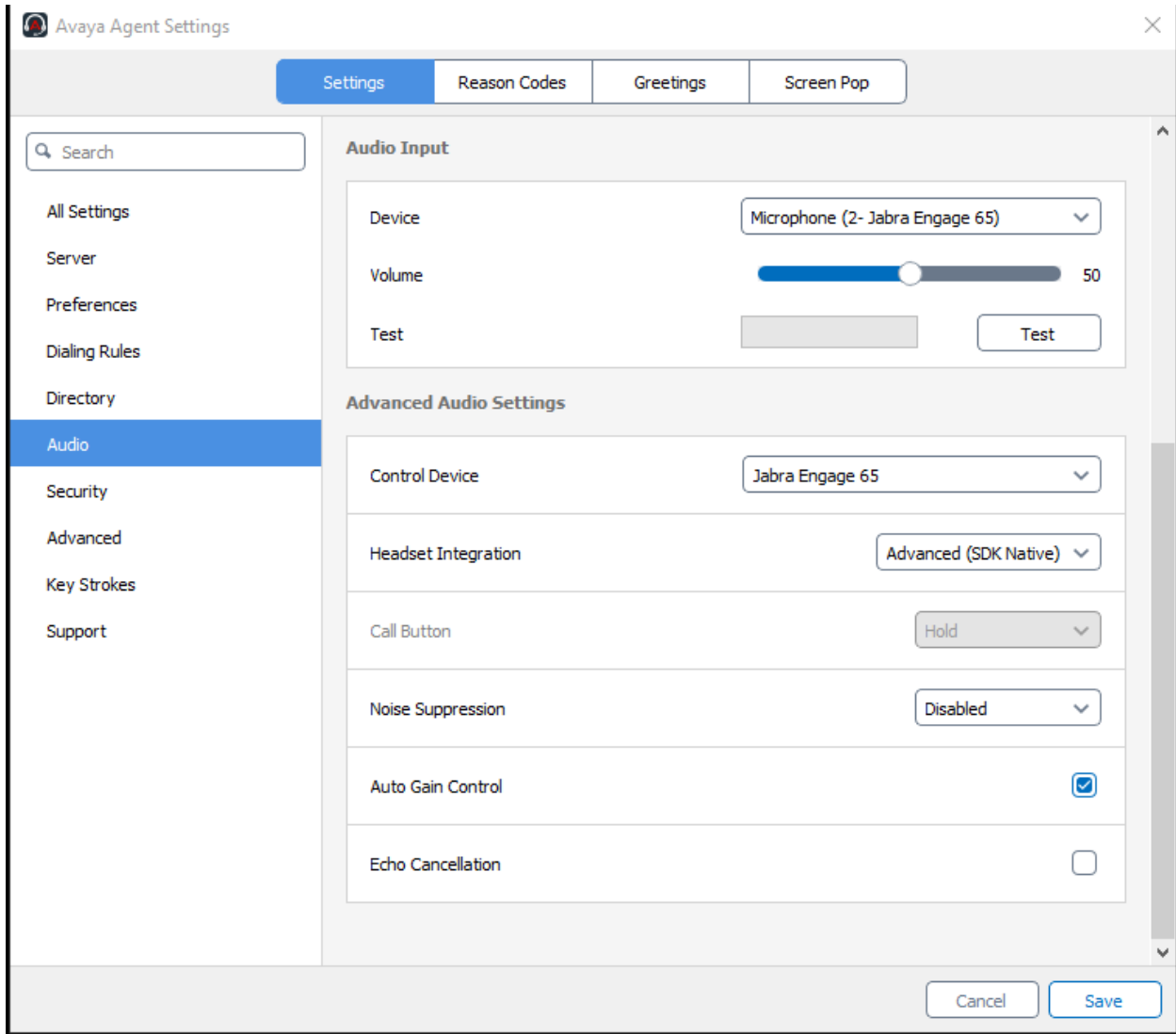After logging into Agent Desktop, select **Settings** as shown below.
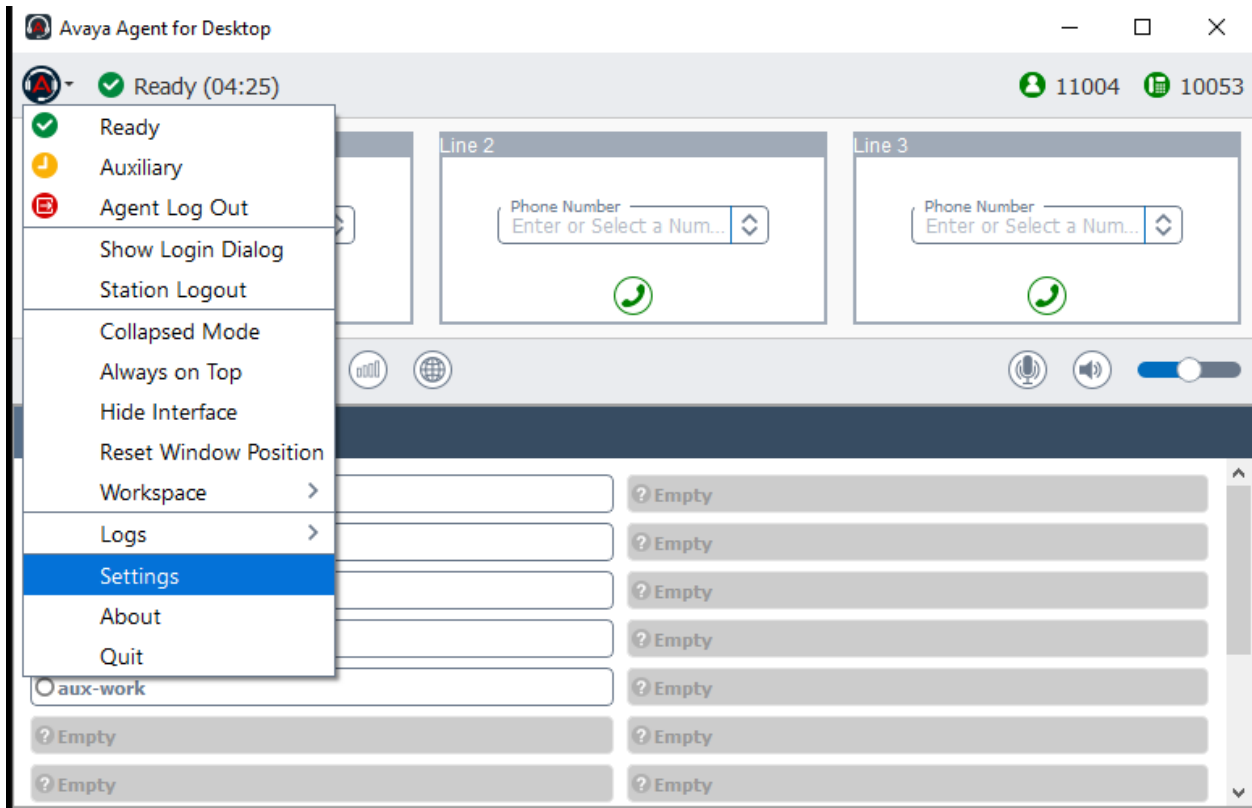
In the **Avaya Agent Settings** window, click on **Audio** and check that the **Device** under **Audio Output** and **Audio Input** displays *Jabra Engage 65*. Otherwise, select the device from the click down menu on the respective box. Below is the screenshot if Jabra Engage 65 headset base is connected to the PC. The **Ringer Output Device** selection of *Jabra Engage 65* is optional.
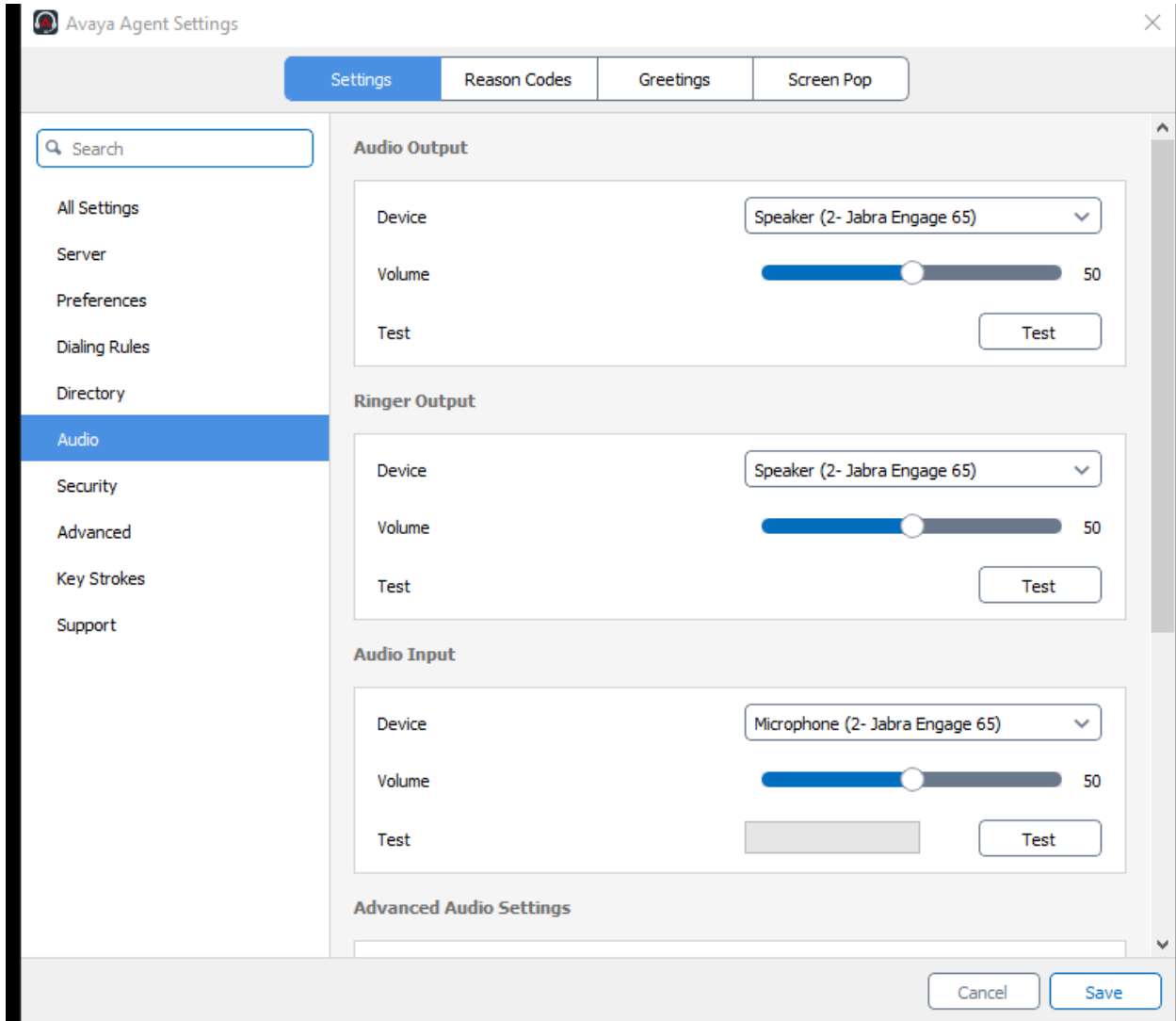
Scrolling further below for **Advanced Audio Settings**, select **Control Device** as *Jabra Engage 65* and **Headset Integration** as *Advanced (SDK Native)* which enables the advanced headset feature. If the **Headset Integration** is selected as *Basic (HID API)*, the call button on the headset can only perform one function i.e. answer, hold or drop. The base answer call button will only be effective if answer is set and similarly for the end call button. If hold is set, the call button will be able to initiate call hold and resume.
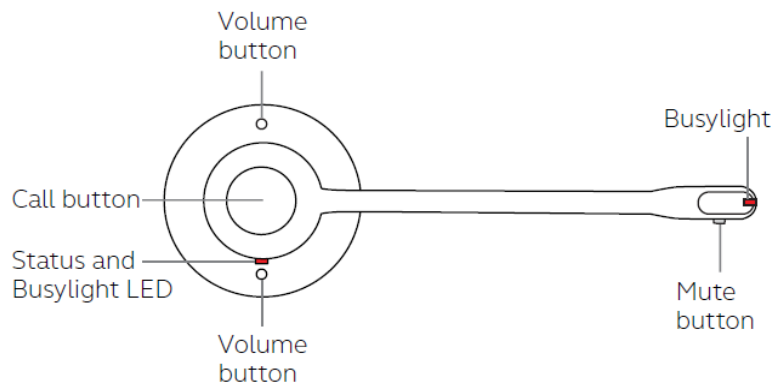
Click **Save** to complete the audio settings.

LYM; Reviewed:
SPOC 7/29/2021

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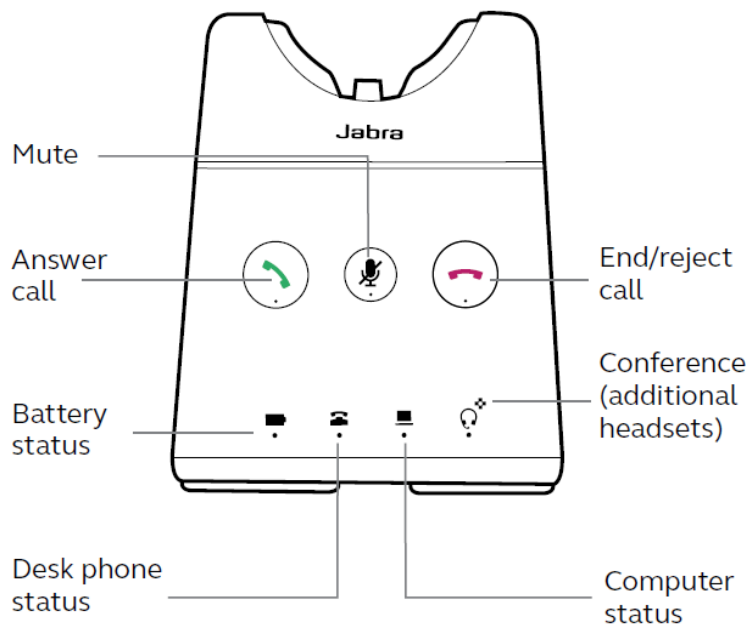
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Engage65_75AAD

8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with Agent Desktop PC. Illustrated below are the steps with Jabra Engage 65.

1. Make incoming and outgoing calls and verify that calls can be established with two-way audio. For incoming calls, answer the call by pressing the call button on the headset or the base (as shown below).
2. End the call by pressing the same call button on the headset or End call button on the base.
3. Verify also that the headset is able to successfully execute call control call functions such as answer, mute/un-mute, hold/resume and adjust the volume using the headset or base. For example, Call Hold is done by pressing the call button on the headset once and holding it for 2 seconds. Pressing the call button again a second time will resume the call. Similarly, verify that the other call control functions can be successfully be executed using the headset or base with the Agent Desktop.

Mute

Answer
call

End/reject
call

Conference
(additional
headsets)

Battery
status

Desk phone
status

Computer
status

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Engage 65/75 Mono/Stereo/Convertible DECT/USB Headset with Avaya Agent for Desktop. 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 is 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 8.1.x, Issue 8, Nov 2020.
[2] *Administering Avaya Aura® Session Manager,* Release 8.1.x, Issue 7, Oct 2020.
[3] *Using Avaya Agent for Desktop*. Release 2.0.6.7, Issue 1, Dec 2020.

The following Jabra documentation can be found at http://www.jabra.com.
[4] *Jabra Engage 65 Headset User Manual.*

Jabra GN

<u>Jabra Engage 65/75 – Declaration of Similarity</u>

It is hereby declared:

Jabra Engage 65 and Engage 75 products each consist of a DECT base station and relevant headset. Both Jabra Engage 65 and 75 products use the same headset models (with model WHB050HS for Convertible, or WHB051HS for Mono/Stereo), and a respective base station supporting either the Convertible headset or the Mono/Stereo headsetsto create the package. The Engage 65 and Engage 75 products are named according to their base variant.

Engage 65 and Engage 75 bases support USB connection to a PC running a soft client such as Avaya Agent for Desktop. The Engage 75 bases have a touchscreen display for ease of use, showing connected devices, battery life, and call controls. The Engage 65 bases have one-touch buttons for call control functionality including answer, end, and mute as well as battery life and connectivity indicators.

The Engage 65 and Engage 75 headsets and associated bases use identical firmware.

When connected via USB to a PC running Avaya Agent for Desktop, functional behavior of Engage 65 and Engage 75 is identical.

The headsets for Engage 65 and Engage 75 are the same and as such, there will also be no difference in audio performance between the two models.

Signed, 2021-05-12 on behalf of GN Audio A/S by:

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