



## DevConnect Program

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# Application Notes for Configuring Jabra Evolve2 50 UC Mono/Stereo Headsets with Avaya Agent for Desktop - Issue 1.0

## Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Evolve2 50 UC Mono/Stereo Headsets 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 Avaya DevConnect Program.

# 1. Introduction

The Jabra Evolve2 50 UC Headsets allow connection and call control with Avaya Agent for Desktop (hereafter referred to as Agent Desktop) via USB interface to the PC. Call control is supported by the Jabra SDK which is built into Agent Desktop. The Jabra Evolve2 50 UC Headsets have both Mono and Stereo variants. In the compliance test, Jabra Evolve2 50 UC Headsets with both USB-A and USB-C type interfaces were tested with both SIP and H.323 interface of Agent Desktop.

With a Jabra headset connected to the PC, users can directly answer, end, mute/unmute, and adjust volume on the headsets.

## 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. 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, and reconnecting the headset 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 soft button on Agent Desktop to hold and resume the audio.
- Using the volume buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and the soft button on Agent Desktop to mute and un-mute the audio.
- Verifying incoming call notification on the headset.
- Verifying call ended notification on the headset.
- 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 Agent Desktop, restarting the PC, and reconnecting the headset to the PC.

## 2.2. Test Results

All test cases were completed successfully.

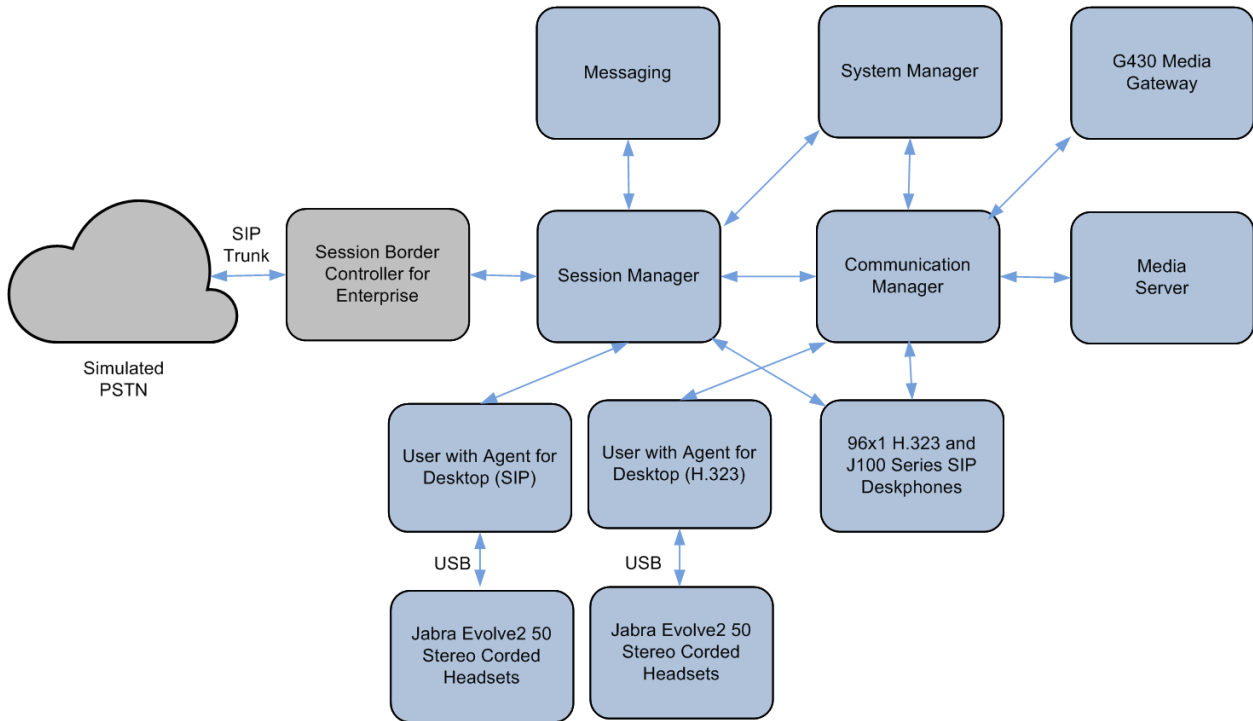
## 2.3. Support

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](mailto:JabraSupport.US@jabra.com)

### 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the Jabra Evolve2 50 UC Headsets with Agent Desktop. The Avaya Agent for Desktop software was installed on the PC. The Jabra headsets were connected directly to the PC USB interface. Both Jabra Evolve2 50 UC Stereo Headsets with USB-A and USB-C type interface were tested.



**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	10.1 SP2 (10.1.0.2.0.974.27607)
Avaya G430 Media Gateway MGP	FW 42.18.0
Avaya Aura® Media Server	10.1.0.101
Avaya Aura® System Manager	10.1 SP 2 Build 10.1.0.0.537353 Hot Fix 1010215434
Avaya Aura® Session Manager	10.1 SP2 (10.1.0.2.1010219)
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 Deskphones	6.8541
Avaya J100 Series SIP Deskphones	4.0.13.0.6
Avaya Agent for Desktop running on Windows 10 Pro	2.0.6.25.3006
Jabra Evolve2 50 UC Stereo Headsets	1.1.6

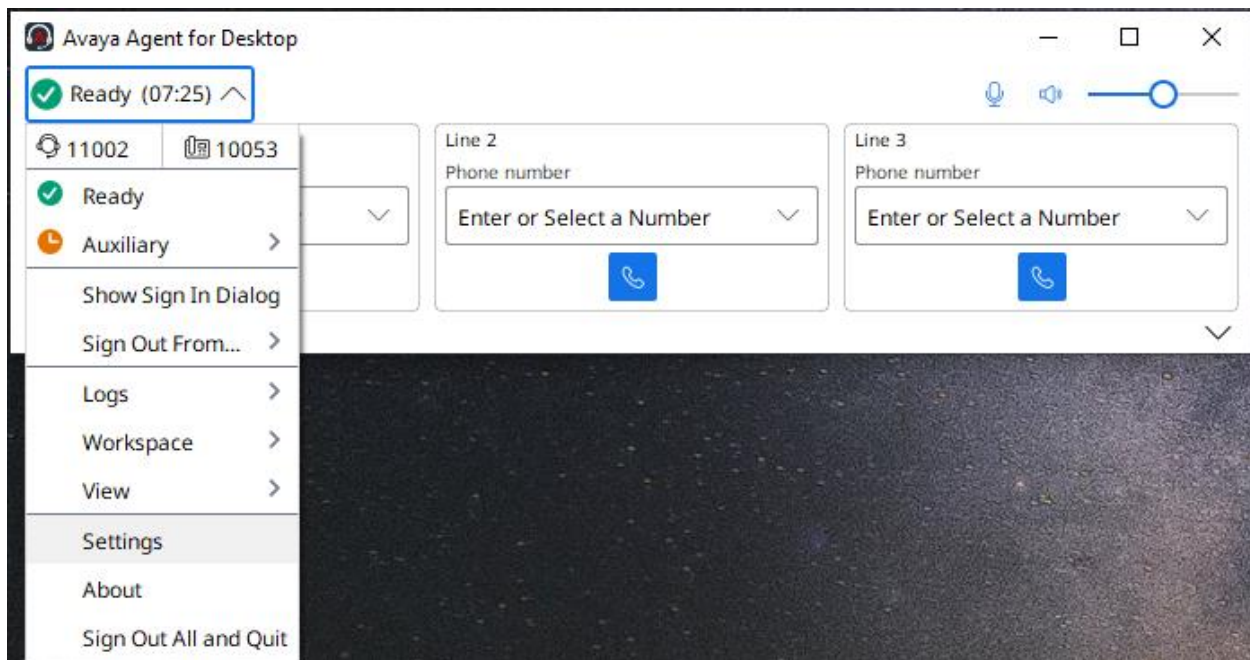
## 5. Configure Avaya Aura® Session Manager

The addition of SIP Users will not be detailed here. Refer to details in adding users in the administration document for Avaya Aura® Session Manager in [\[1\]](#) listed in **Section 10** for details.

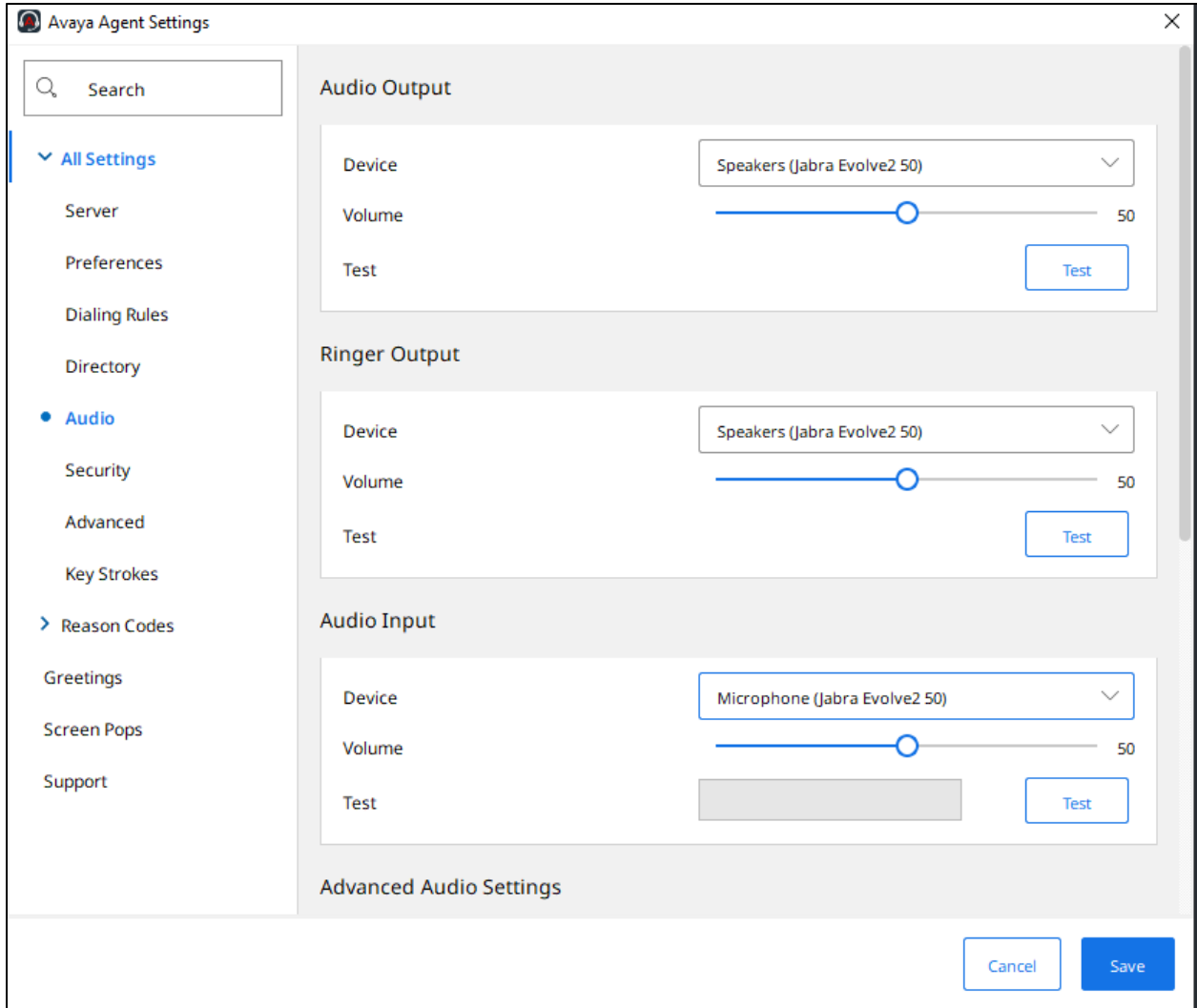
## 6. Configure Avaya Agent for Desktop

In the compliance testing, Agent Desktop is setup in local configuration mode. Before configuring Agent Desktop, the headsets has to be configured and provisioned as in **Section 7** first.

After logging into Agent Desktop, click the **Ready** icon on left and select **Settings** as shown below.

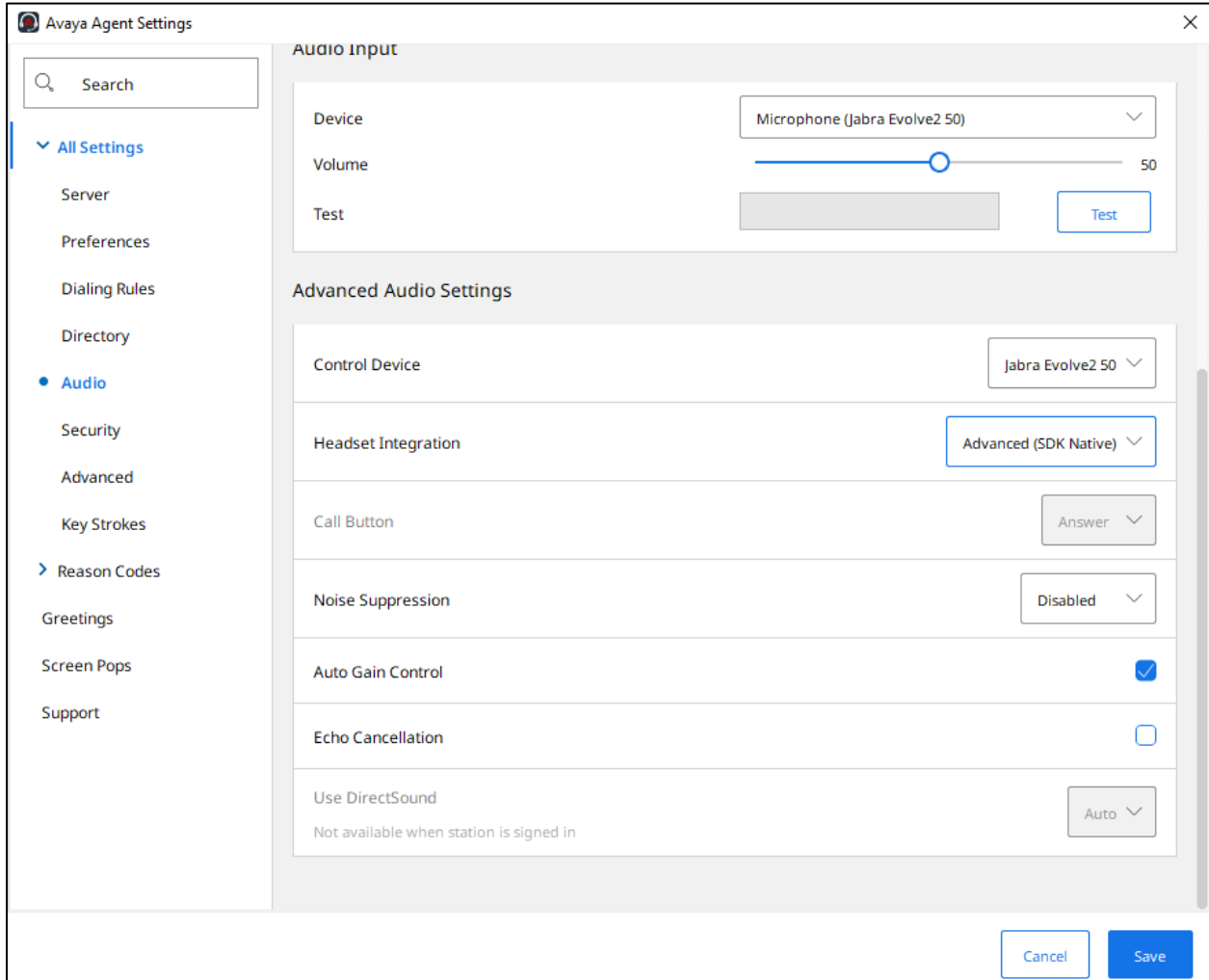


In the **Avaya Agent Settings** window, click on **Audio** and check that the **Device** under **Audio Output** and **Audio Input** displays *Jabra Evolve2 50*. Otherwise, select the device from the click down menu on the respective box. Below is the screenshot if Jabra Evolve2 50 is connected to the PC. The **Ringer Output Device** selection of *Jabra Evolve2 50* is optional.



Scrolling further below for **Advanced Audio Settings**, select **Control Device** as *Jabra Evolve2 50* and **Headset Integration** as *Advanced (SDK Native)* is automatically selected which enables the advanced headset feature. Leave the rest as default.

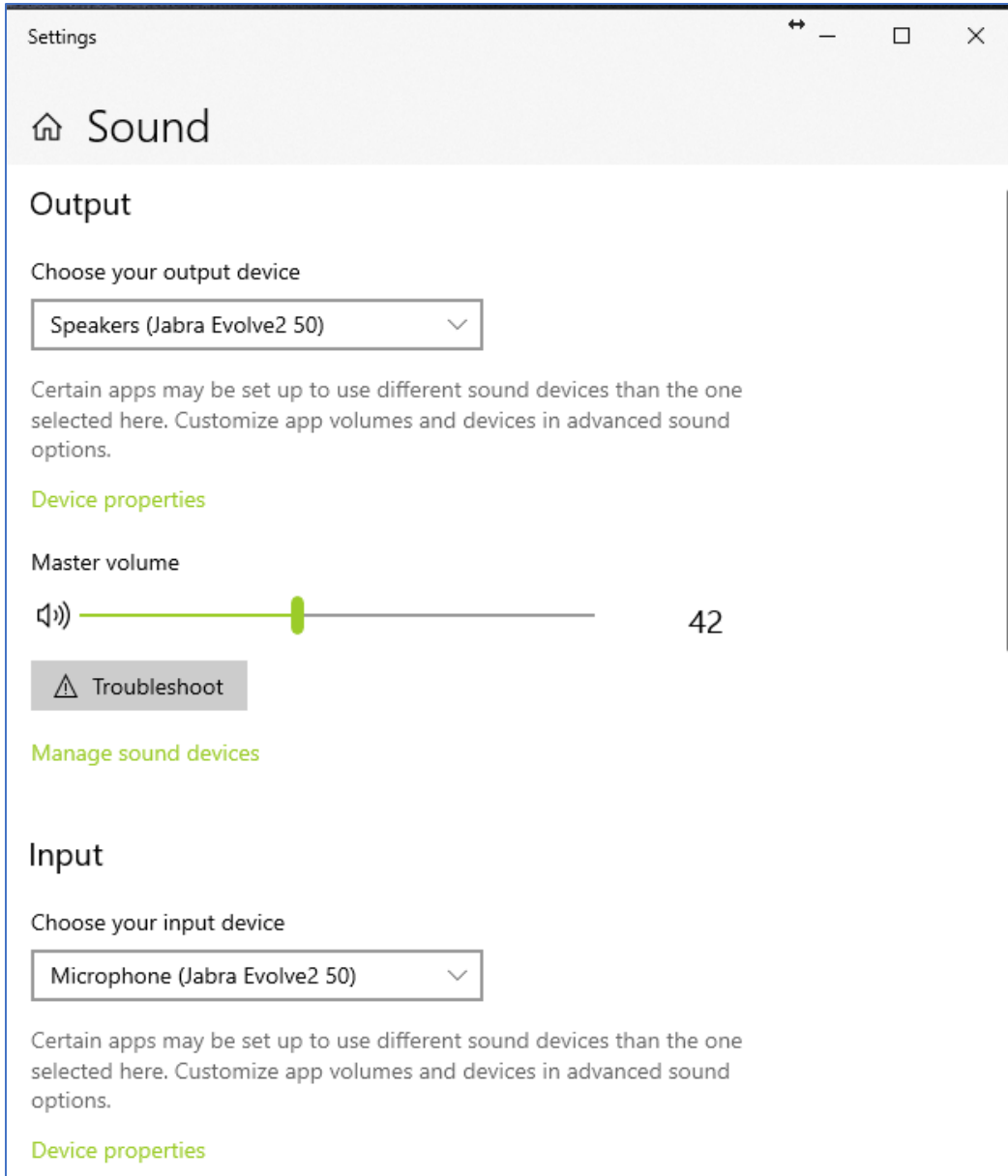
Click **Save** to complete the audio settings. It is advisable to *restart* the Agent Desktop for a fresh configuration. Otherwise, configuration settings will not stay.





## 7. Connect Jabra Evolve2 50 UC Headset


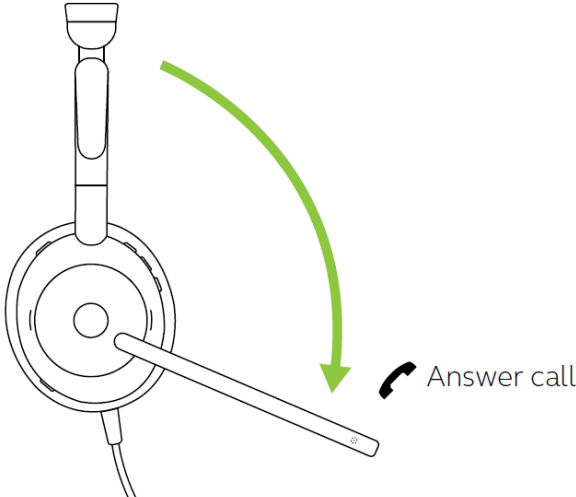
Plug the Jabra headset into the USB port of the PC. The device drivers will automatically be installed. Verify from the Sound Settings for Windows that the Jabra headset is detected as below. After successfully installed, the Jabra headset is detected in Agent Desktop as described in **Section 6**.



## 8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with Agent Desktop. Illustrated below are the steps with Jabra Evolve2 50 UC Headset.

- 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 right button on the headset or answer the call using the microphone boom arm (default settings) shown below.
- End the call by pressing the right button on the headset.
- Verify also that the headset is able to successfully execute call control functions such as mute/un-mute, and volume adjustment. Similarly, verify such call control functions could be done on Agent Desktop and the PC volume.

Right	Calls & music	
	Answer call	Press the <b>Call</b> button Alternatively, move the microphone down to answer a call
	End call	Press the <b>Call</b> button
	Reject call	Double-press the <b>Call</b> button
		

## 9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Evolve2 50 UC Mono/Stereo Headsets with Avaya Agent for Desktop. All test cases were completed successfully.

## 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® Session Manager*, Release 10.1, Issue 5, March 2023.
- [2] *Deploying and configuring Avaya Agent for Desktop*, Release 2.0.6.25, Issue 1, December 2022.
- [3] *Using Avaya Agent for Desktop*, Release 2.0.6.25, Issue 1, December 2022.

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

- [4] *Jabra Evolve2 50 User Manual*.

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