



# **Interoperability of Jabra Headsets with Avaya Softclients & Deskphones**

**Issue 2.3**

**August 15, 2022**

## **Abstract**

This document contains information about the compatibility level of a variety of Jabra headsets that interoperate with Avaya softclients and deskphones, including Avaya Workplace Attendant, Avaya Workplace Clients for Windows and MacOS, Avaya Vantage 3 (K155, K175), Avaya J139/J159/J179/J189 IP Phones, Avaya 1408/9508/9408 Digital Phones, Avaya Agent for Desktop, Avaya Spaces, Avaya one-X Agent, Avaya Cloud Office, and Avaya Workspaces for Avaya OneCloud CCaaS.

Information in this document has been obtained through testing by Avaya DevConnect, Avaya Client teams, and Jabra, as well as through additional technical discussions.

Readers should pay attention to Sections 3 and 4 to ensure the level of interoperability existing between a particular Jabra headset and a specific Avaya softclient or deskphone adequately covers their own use cases.

# 1.0 Introduction

This document presents a cohesive view of the interoperability/compatibility between a specific set of Jabra headsets and a variety of Avaya softclients and deskphones.

# 2.0 Interoperability

Jabra headsets interoperate with below Avaya softclients and deskphones.

Detailed support level is documented in the Compatibility Level Matrix in section 4.

CC Clients	UC Clients	Devices
<ul style="list-style-type: none"><li>▪ Avaya Workspaces for Avaya OneCloud CCaaS</li><li>▪ Workplace Attendant</li><li>▪ Avaya Agent for Desktop</li><li>▪ one-X Agent</li></ul>	<ul style="list-style-type: none"><li>▪ Avaya Workplace (Win/Mac)</li><li>▪ Avaya Cloud Office</li><li>▪ Spaces</li></ul>	<ul style="list-style-type: none"><li>▪ Vantage 3 (K155, K175)</li><li>▪ J139, J159, J179, J189</li><li>▪ 1408</li><li>▪ 9508, 9408</li></ul>

## 3.0 Levels of Interoperability

This section outlines the levels of interoperability which can exist between Jabra headsets and Avaya softclients or deskphones. Section 4 identifies the level of interoperability existing between a specific Jabra headset and a particular Avaya softclient or deskphone.

1) L1 – Basic Voice support:

Jabra headsets that support standard audio input and output when connected over BT / USB / 3.5mm / RJ9 are stated as interoperable based on the client implementation for a generic headset support over these ports. For any limitation or issues, refer to the client documentation available on <https://support.avaya.com/>

2) L1A – Tested by Avaya:

Stated for Jabra headsets that have been tested by Avaya client teams or through the Avaya DevConnect program and approved for basic voice support. For Application Notes on the testing performed by DevConnect and test results, refer to the documentation available on <https://www.devconnectmarketplace.com/marketplace/jabra>

3) L2– Call Control integration:

Stated for Jabra headsets for which call control integration is implemented. Following functionalities could be performed through the Jabra headset as part of the Call Control support when connected to a computer:

- Answer an incoming call
- Terminate an active call
- Mute an active call
- Unmute an active call
- Increase volume
- Decrease volume
- Hold an active call
- Resume a held call
- Answer 2<sup>nd</sup> incoming call when 1<sup>st</sup> is active
- Drop 2<sup>nd</sup> active call and resume 1<sup>st</sup> active call

4) L2A – Tested by Avaya:

Stated for Jabra headsets that have been tested by Avaya client teams or through the Avaya DevConnect program and approved for call control support. For Application Notes on the testing performed by DevConnect and test results, refer to the documentation available on <https://www.devconnectmarketplace.com/marketplace/jabra>

## 4.0 Compatibility Level Matrix

Headsets	Clients	Avaya Workspaces for Avaya OneCloud CCaaS	Workplace Attendant	Avaya Agent for Desktop	one-X Agent	Avaya Workplace (Win)	Avaya Workplace (Mac)	Avaya Cloud Office	Spaces	Vantage 3 - K175	Vantage3 - K155	J139	J159	J179	J189	9508	9408	1408
	Client Connectivity Types	USB, 3.5mm	USB, 3.5mm	USB, 3.5mm	USB, 3.5mm	BT, USB, 3.5mm	BT, USB, 3.5mm	BT, USB, 3.5mm	BT, USB, 3.5mm	BT, USB-C, 3.5mm, RJ9	BT, USB-C, 3.5mm, RJ9	RJ9	BT, USB-A, RJ9	BT, RJ9	BT, USB-A, RJ9	RJ9	RJ9	RJ9
EVOLVE2 75	BT					L1	L1	L2	L1	L1	L1		L1	L1	L1			
	USB (Dongle)	L1	L2A	L2	L2A	L2	L2	L2	L1	L1	L1		L1		L1			
EVOLVE2 65	BT					L1	L1	L2	L1	L1A	L1A		L1	L1	L1			
	USB (Dongle)	L1	L2A	L2	L2A	L2A	L2A	L2A	L1	L1	L1		L1		L1			
EVOLVE2 40	USB	L1	L2A	L2	L2A	L2A	L2A	L2A	L1	L1	L1		L1		L1			
EVOLVE2 30	USB	L1	L2A	L2	L2A	L2A	L2A	L2	L1				L1		L1			
EVOLVE 30 II	USB	L1	L2A	L2	L2A	L2A	L2A	L2A	L1				L1		L1			
	3.5mm	L1	L1	L1	L1	L1	L1	L1	L1	L1A	L1A							
PRO 920	RJ9									L1	L1	L2A	L2A	L2A	L2A	L2A	L2A	L2A
ENGAGE 75	BT					L1	L1	L2	L1	L1	L1		L1	L1	L1			
	USB	L1	L2A	L2A	L2A	L2A	L2	L2	L1				L1		L1			
	RJ9									L1	L1	L2A	L2A	L2A	L2A	L2	L2	L2
ENGAGE 65	USB	L1	L2A	L2A	L2A	L2A	L2	L2	L1				L1		L1			
	RJ9									L1	L1	L2A	L2A	L2A	L2A	L2	L2	L2
ENGAGE 50	USB	L1	L2A	L2	L2A	L2A	L2	L2	L1	L1	L1		L1		L1			
BIZ 2400 II	USB	L1	L2A	L2	L2A	L2	L2	L2	L1				L1		L1			
	RJ9									L1	L1	L1A	L1A	L1A	L1A	L1	L1	L1
BIZ 2300	USB	L1	L2A	L2A	L2A	L2	L2	L2A	L1				L1		L1			
	RJ9									L1	L1	L1A	L1A	L1A	L1A	L1	L1	L1
BIZ 1500	USB	L1	L2A	L2A	L2A	L2	L2	L2A	L1				L1		L1			
	RJ9									L1	L1	L1A	L1A	L1A	L1A	L1	L1	L1

## 5.0 Change History

Issue	Date	Reason
2.3	8/15/2022	Compatibility Level Matrix updates
2.1	4/21/2022	Initial issue

---

**©2022 Avaya Inc. All Rights Reserved.**

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in this document is subject to change without notice. The information in this document is believed to be accurate and dependable but is presented without express or implied warranty. Users are responsible for their application of any products specified in this document.