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Avaya Solution & Interoperability Test Lab

Application Notes for Jabra Link 380 USB-A Bluetooth Dongle and Jabra Evolve 65 SE UC Bluetooth headset with Avaya Agent for Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Link 380 USB-A Bluetooth Dongle and Jabra Evolve 65 SE UC Bluetooth headset with 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.

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1. Introduction

The Jabra Link 380 USB-A Bluetooth Dongle and Jabra Evolve 65 SE UC Bluetooth headset allows connection and call control with Avaya Agent for Desktop using a Bluetooth connection via the USB interface to the PC. Call control is supported by the Jabra SDK, which is built into Avaya Agent for Desktop (hereafter referred to as Agent Desktop). This feature negates the need for external applications to provide that functionality. In this compliance test, only Jabra Evolve 65 SE UC Stereo Bluetooth headset is used since there are similarities between Jabra Evolve 65 SE UC Mono and Stereo Bluetooth models (see **Attachment 1**, Jabra Evolve 65 SE UC Declaration of Similarity).

With a Jabra Link 380 USB-A Bluetooth Dongle and Jabra Evolve 65 SE UC Bluetooth headset connected to the PC USB interface, users can directly answer, end, mute/unmute, hold/resume and adjust volume 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 Evolve 65 SE UC, 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 are also tested.

The serviceability testing focused on verifying the usability of the headset solution after restarting Agent Desktop, restarting the PC, power cycling Evolve 65 SE UC, moving the headset out of Bluetooth range, and disconnecting/reconnecting the Link 380 USB dongle 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 tests

All test cases were performed manually. The following features were verified:

- 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 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.
- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.

The serviceability testing focused on verifying the usability of the headset solution after restarting Agent Desktop, restarting the PC, power cycling Evolve 65 SE UC, moving Evolve 65 SE UC out of Bluetooth range and disconnecting/reconnecting the Link 380 USB dongle to the PC.

2.2. Test Results

All test cases completed successfully with the following observation noted:

- Softphone volume adjustments made during call ringing (not possible with auto answer) are maintained for the duration of the call but persist for the PC audio (A2DP link) levels. Softphone volume adjustments made during the call (SCO link) persist for the softphone audio levels.

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 Jabra Evolve 65 SE UC Stereo Bluetooth headset with Agent Desktop. The Agent Desktop software was installed on the PC. The Jabra Evolve 65 SE UC Stereo Bluetooth headset communicates via Link 380 USB dongle connected to the PC hosting Agent Desktop.
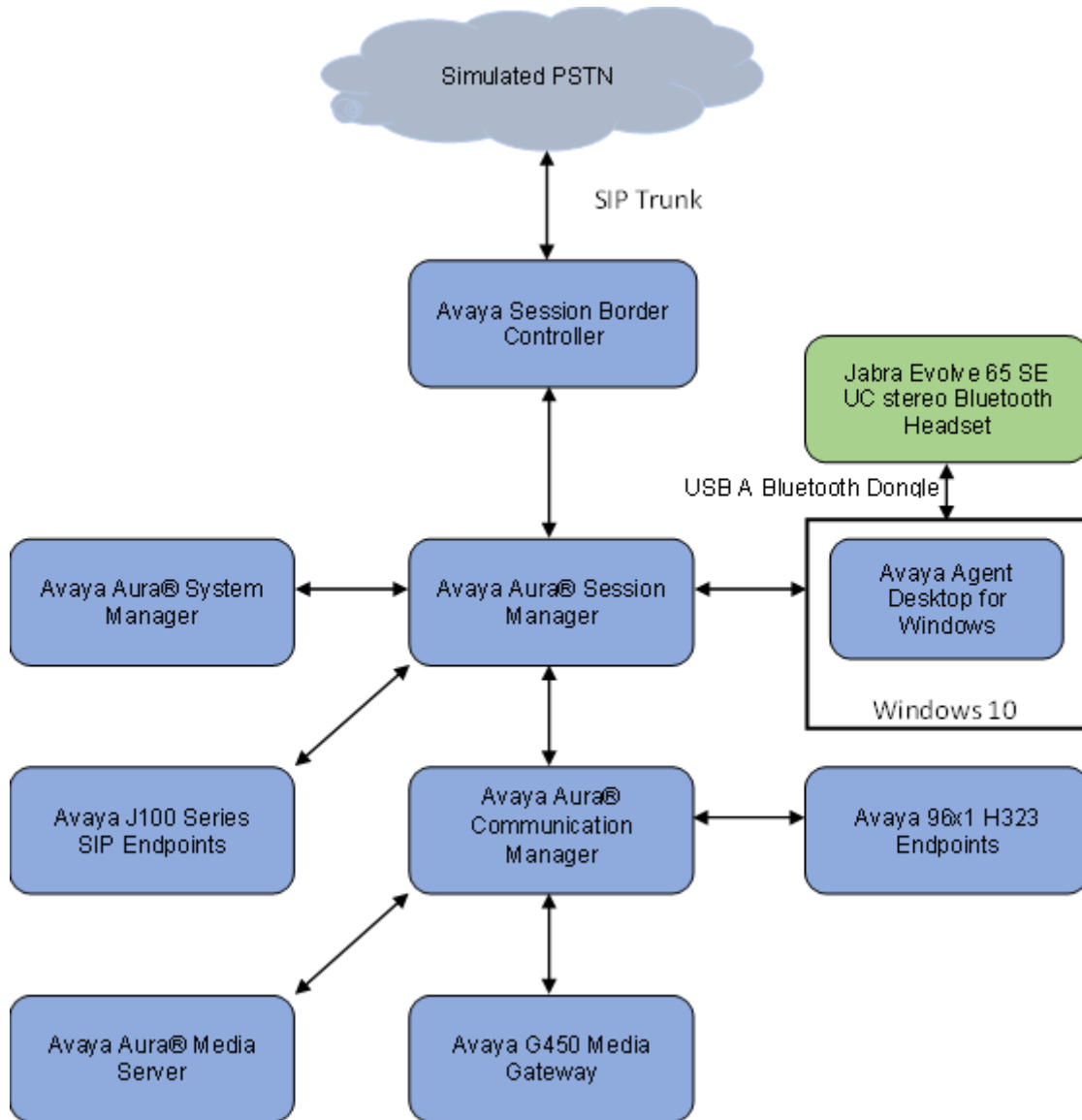

Figure 1: Test Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration.

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Virtual Machine	10.1.0.1-SP1 01.0.974.0-27372
Avaya G450 Media Gateway	42.7.0
Avaya Aura® System Manager running on Virtual Machine	10.1.0.1.0614394
Avaya Aura® Session Manager running on Virtual Machine	10.1.0.0.1010105
Avaya Session Border Controller for Enterprise running on Virtual Machine	10.1.1.0-35-21872
Avaya Aura® Media Server running on Virtual Machine	10.1.0.77
Avaya 96x1 Series IP Deskphones	6.8.5.2.3 (H.323)
Avaya J139 SIP Deskphone	4.0.12.0.6 (SIP)
Avaya Agent for Desktop	2.0.6.21.3003
Jabra Evolve 65 SE UC Stereo Bluetooth Headset	1.0.3
Jabra Link 380 USB-A dongle	1.13.0

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5. Configure Avaya Aura® Session Manager

5.1. Add SIP User

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 9** for details.
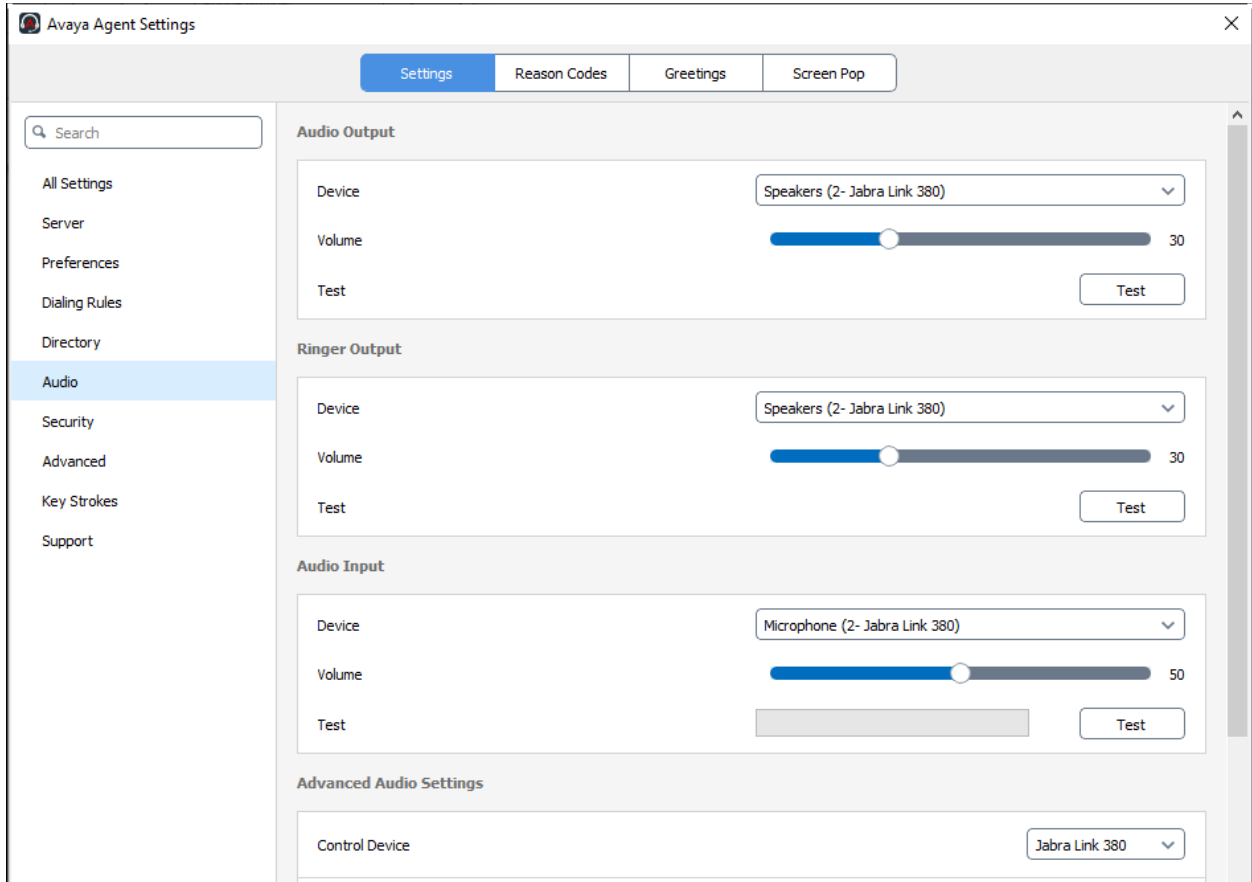
6. Configure Avaya Agent Desktop

Note: Prior to configuring Avaya Agent for Desktop, plug Link 380 USB dongle to the PC. Power up Evolve 65 SE UC. Evolve 65 SE UC should pair to Link 380 USB dongle out of the box. If not, refer to **[4]** for pairing instructions.

Note: In these compliance tests, the local configuration for Agent Desktop is used. After logging into Agent Desktop, select **Settings** as shown below.
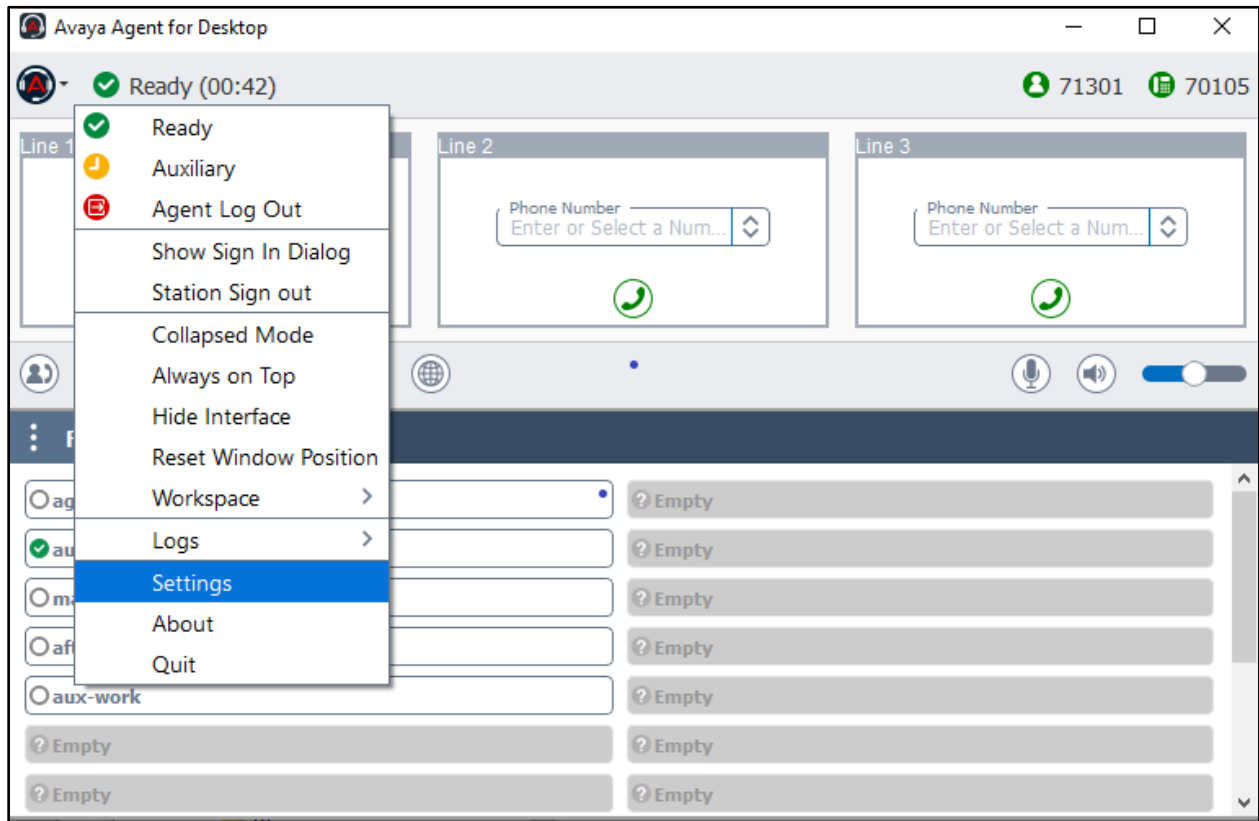
In the **Avaya Agent Settings** window, click on **Audio** and check that the **Device** under **Audio Output** and **Audio Input** displays *Jabra Link 380*. Otherwise, select the device from the drop-down menu in the respective box. Below is the screenshot if Link 380 USB Dongle is connected to the PC. The **Ringer Output Device** selection of *Jabra Link 380* is optional.

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Scrolling further below for **Advanced Audio Settings**, select **Control Device** as *Jabra Link 380* and **Headset Integration** as *Advanced (SDK Native)* which enables the advanced headset feature. Click **Save** to complete the audio settings.
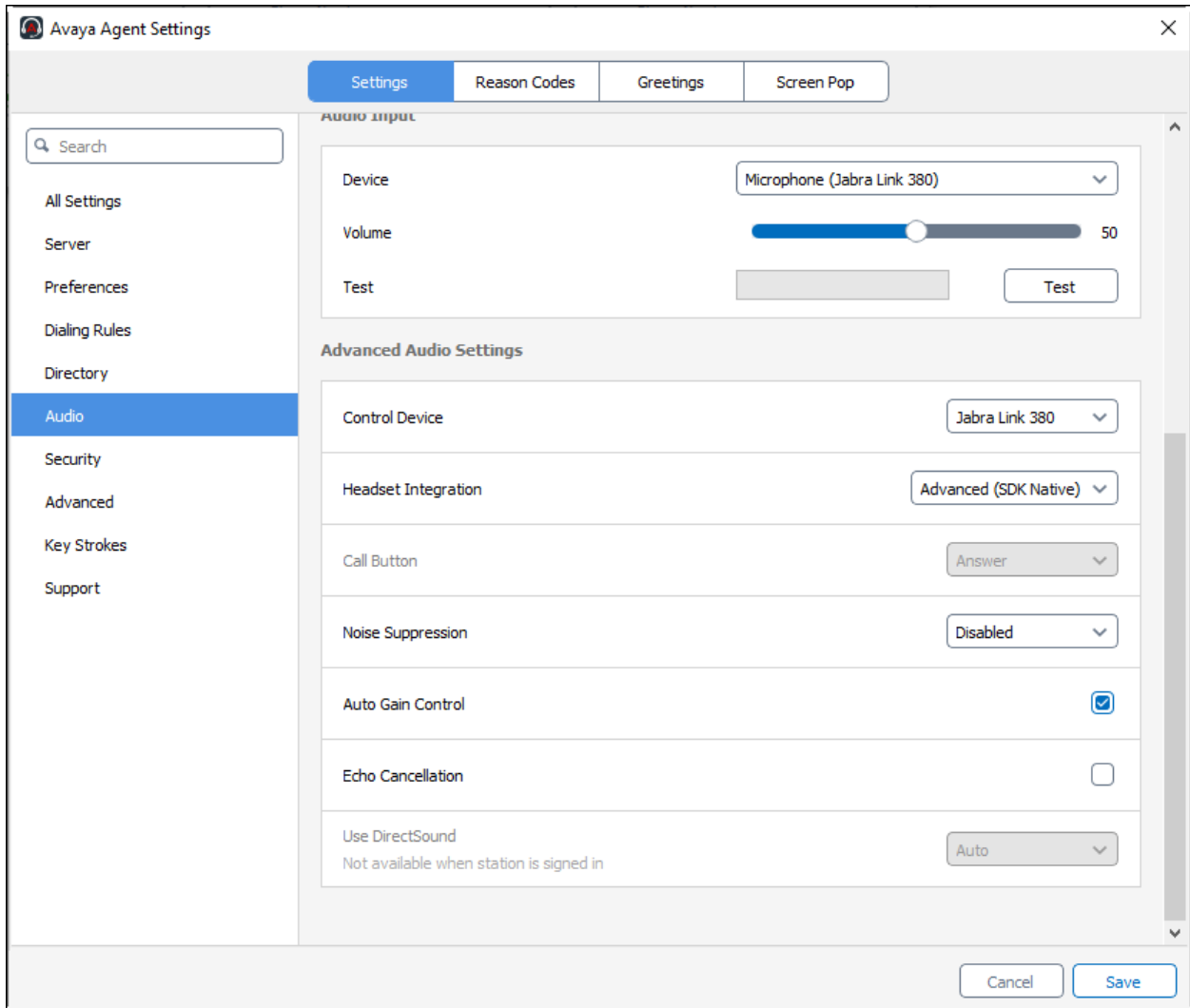
7. Verification Steps

This section provides steps to verify that the Jabra solution has been successfully integrated with Agent Desktop.

- Make calls from and to Agent Desktop and verify two-way audio using Evolve 65 SE UC headset.
- Make a call to the headset and verify the call can be answered and dropped from the headset
- Make a call and verify mute can be initiated from Evolve 65 SE UC headset.
- Make a call and verify Agent Desktop puts the caller on hold when initiated from Evolve 65 SE UC headset.

8. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Link 380 USB-A Bluetooth Dongle and Jabra Evolve 65 SE UC Bluetooth headset with Avaya Agent for Desktop. All test cases passed with observations noted in **Section 2.2**.

9. 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® Session Manager,* Release 10.1.x, Issue 3, April 2022.
[2] *Deploying and configuring Avaya Agent for Desktop,* Release 2.0.6.22, Issue 1, July 2022.
[3] *Using Avaya Agent for Desktop,* Release 2.0.6.20, Issue 1, April 2022.

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

Jabra GN

Jabra Evolve 65 UC -Declaration of Similarity

August 24,22

GN Audio A/S declares that this DoC is issued under our sole responsibility and belongs to the product identified as:

Jabra Evolve 65 (Bluetooth headset w. USB dongle)
Model: **HSC018Wa** (headset), **END060W** (dongle) (optional accessory: Charging Stand, USB cable)

It is hereby declared that the:

Jabra Evolve 65 UC products consist of a Bluetooth and relevant headset. Jabra Evolve 65 UC use the headset models (with model HSC018Wa for Stereo/Mono), and a USB Dongle (END060W), to create the package. Evolve 65 UC supports Bluetooth connection via a dongle to a PC running a soft client such as Avaya Agent for Desktop. The Evolve 65 UC has LED light for indication of, including incoming call, answer, end, and mute. This functionality is the same when connected to the Evolve 65 UC Stereo and Mono.

The Evolve 65 UC Stereo and Mono headsets use identical firmware.

Innocent Bohui | Partner Certification Engineer | GN Audio A/S