



Application Notes for GN Netcom Jabra PC Suite Software Version 2.11.3002, Jabra Motion Bluetooth Headset Version a1.17.0 and Link 360 USB Dongle Version 1.5.0 with Avaya Aura[®] Agent Desktop 6.2 – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya Aura[®] Agent Desktop, Jabra PC Suite software, and Jabra Motion Bluetooth headset. The Jabra Motion is a Bluetooth headset that uses Jabra PC Suite software installed on the PC running Avaya Agent Desktop softphone.

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

These Application Notes describe the configuration steps required for Jabra Control Center software, Jabra Link 360 USB dongle (Link) and Jabra Motion Bluetooth headset (Motion) to successfully interoperate with Avaya Aura® Agent Desktop softphone and Avaya Aura® Communication Manager. The Jabra Motion is communicating with Jabra Link 360 USB dongle via Bluetooth interface that in turn connecting to the PC running the Agent Desktop softphone and Jabra Control Center software serves as an interface between the Agent Desktop softphone software and the Jabra Link/Motion. Avaya Aura® Agent Desktop application is used to manage agent activities and also can be used as an IP softphone.

2. General Test Approach and Test Results

The compliance testing of Jabra Motion and Jabra Control Center software interoperating with Avaya Aura® Agent Desktop softphone was manually performed. No performance testing was done and the tests listed in **Section 2.1** were executed and verified.

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'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

The compliance testing included the following test scenarios shown below.

- Verification of acceptable two-way audio path in both directions for local and external calls.
- Verification of the Motion mute and volume buttons
- Verification of the Motion answer command and hang-up button.
- Verification of serviceability of the Jabra Motion.

2.2. Test Results

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

2.3. Support

For technical support for the Jabra Motion Bluetooth headset, and Jabra products in general, please refer to www.jabra.com.

- Phone: (800) 697-8757
- Website: <http://www.jabra.com/NA-US/Support/pages/Default.aspx>
- Email: JabraSupport.US@jabra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between the Avaya Aura® Agent Desktop softphone, Jabra Link and Jabra Motion.

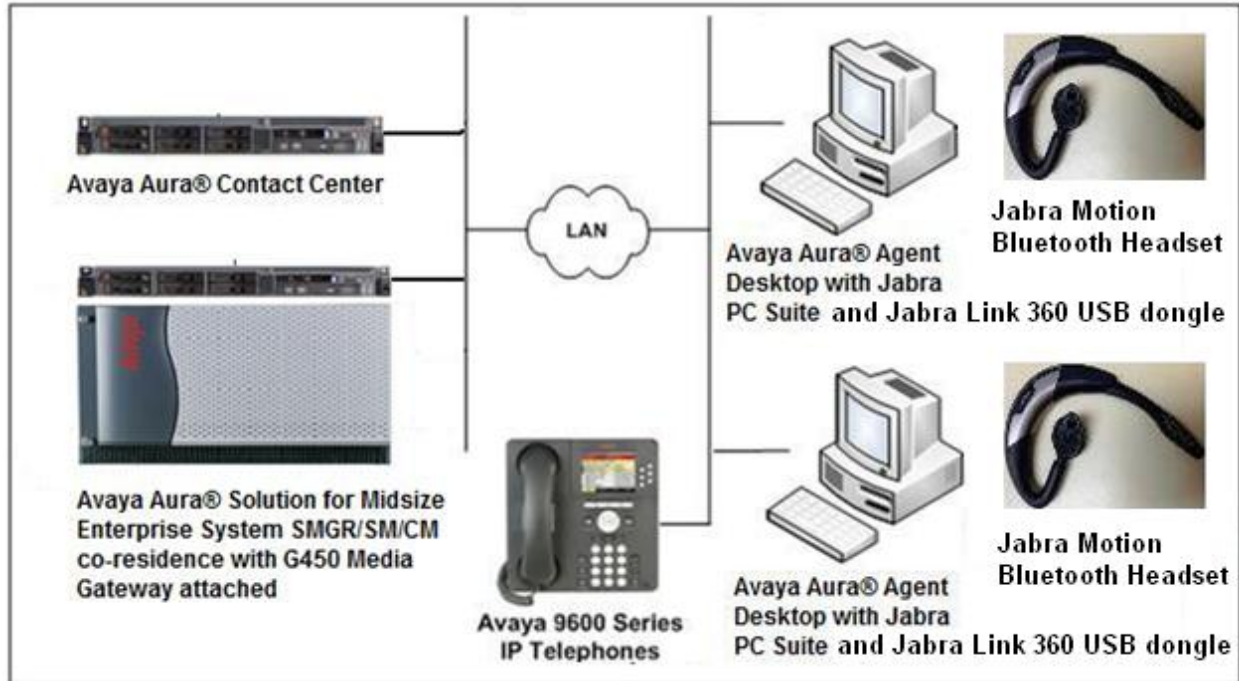


Figure 1: Reference Configuration Diagram

4. Equipment and Software Validated

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

Equipment	Software Version
Avaya Aura® Communication Manager running on Avaya S8800 server	R016x.02.0.823.0
Avaya G450 Media Gateway	31.22.0.1
Avaya S8800 server	Contact Center release 6.2 + Service Pack 5 + Rollup 1,2, and 3
Avaya Aura® Contact Center Operating System	Windows 2008 64-bit R2 Standard SP1
Avaya Aura® Agent Desktop	6.2 Build 8.2.0.929
Avaya 9611G (H323) IP Deskphone	6.0.1
Avaya 9650C (SIP) IP Deskphone	2.6.4
Jabra Control Center Version	2.11.3002
Jabra Motion Bluetooth headset	a1.17.0
Jabra Link 360 bluetooth dongle	1.5.0

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is installed and configured to work with Contact Center. There are no additional settings required to be configured for the connection of the Jabra Link 360 USB dongle and Jabra Motion Bluetooth headset to Agent Desktop softphone. The compliance test with the Jabra Motion was carried out with the default server settings for audio parameters.

This section describes the step to provision a station for Agent Desktop softphone in the Communication Manager by System Administration Terminal (SAT) command. For detailed information on how to configure and administer Communication Manager, please refer to **Section 11 [1]**.

Add stations for use by the Agent Desktop softphone. In the compliance test, two H.323 stations **5100** and **5101** were configured and used as the Contact Center agents. The following are mandatory configurations for the station agent.

- A maximum of 2 Call Appearance lines per agent station.
- Restrict Last Appearance must be enabled on all agent stations
- IP Softphone enabled.

Issue “**add station <n>**” command, where “**n**” is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** enter station type 9620.
- **Name:** A descriptive name.
- **Security Code:** Enter a valid code, e.g. **1234**.
- **IP SoftPhone:** “**y**”.

add station 5100		Page	1 of	5
STATION				
Extension: 5100	Lock Messages? n	BCC: 0		
Type: 9620	Security Code: 1234	TN: 1		
Port: S00002	Coverage Path 1:	COR: 1		
Name: Agent 9620	Coverage Path 2:	COS: 1		
	Hunt-to Station:			
STATION OPTIONS				
Loss Group: 19	Time of Day Lock Table:			
	Personalized Ringing Pattern: 1			
Speakerphone: 2-way	Message Lamp Ext: 5100			
Display Language: english	Mute Button Enabled? y			
Survivable GK Node Name:	Media Complex Ext:			
Survivable COR: internal	IP SoftPhone? y			
Survivable Trunk Dest? y	IP Video Softphone? n			
	Short/Prefixed Registration Allowed: default			
	Customizable Labels? y			

Go to **Page 2**, and set “**Restrict Last Appearance**” to “y” and retain other fields at default.

add station 5100		Page 2 of 5
STATION		
FEATURE OPTIONS		
LWC Reception: spe	Auto Select Any Idle Appearance? n	
LWC Activation? y	Coverage Msg Retrieval? y	
LWC Log External Calls? n	Auto Answer: none	
CDR Privacy? n	Data Restriction? n	
Redirect Notification? y	Idle Appearance Preference? n	
Per Button Ring Control? n	Bridged Idle Line Preference? n	
Bridged Call Alerting? n	Restrict Last Appearance? y	
Active Station Ringing: single	EMU Login Allowed? n	
H.320 Conversion? n	Per Station CPN - Send Calling Number?	
Service Link Mode: as-needed	EC500 State: enabled	
Multimedia Mode: enhanced	Audible Message Waiting? n	
MWI Served User Type:	Display Client Redirection? n	
AUDIX Name:	Select Last Used Appearance? n	
	Coverage After Forwarding? s	
	Multimedia Early Answer? n	
Remote Softphone Emergency Calls: as-on-local	Direct IP-IP Audio Connections? y	
Emergency Location Ext: 5100	Always Use? n IP Audio Hairpinning? n	

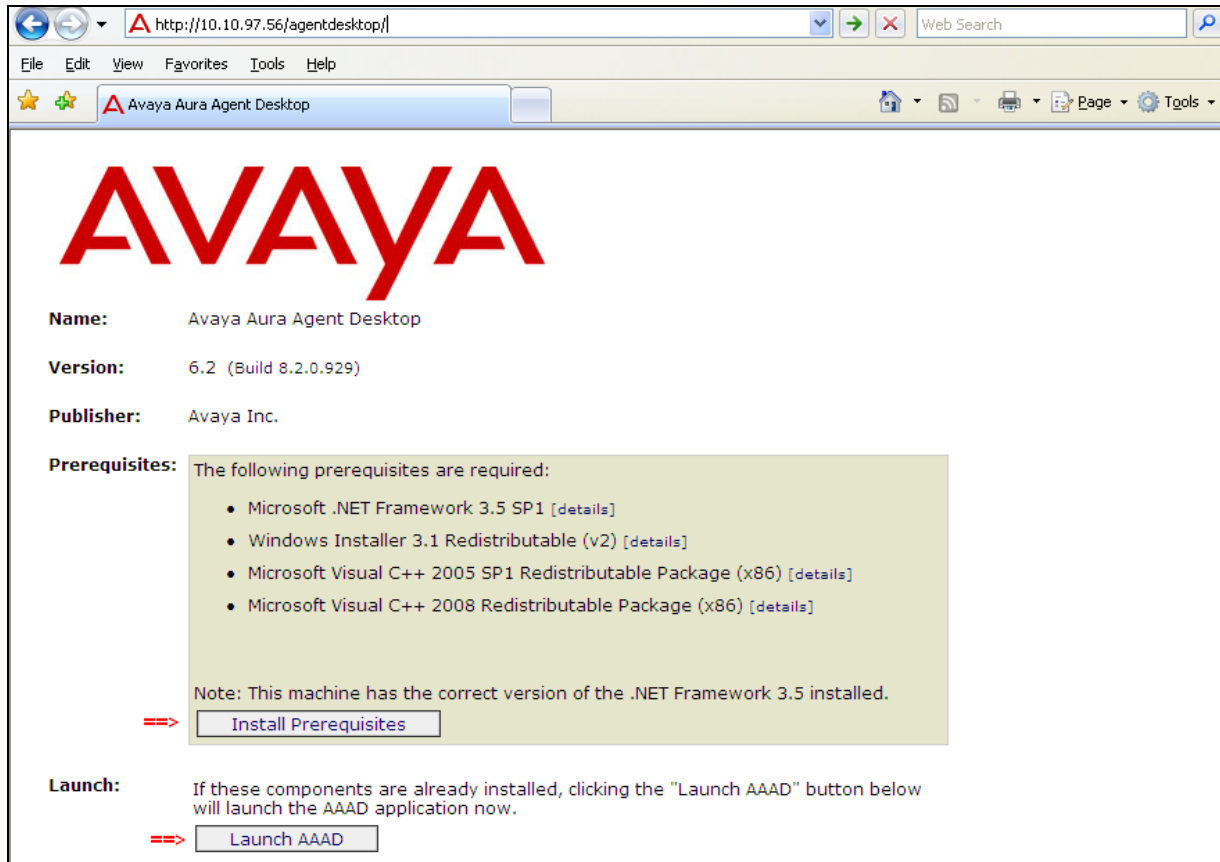
Go to **Page 4**, and only assign two “call-appr”.

add station 5100		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	4:	
2: call-appr	5:	
3:	6:	

Repeat the same procedure to create another H323 station **5101**.


6. Configure Avaya Aura® Agent Desktop

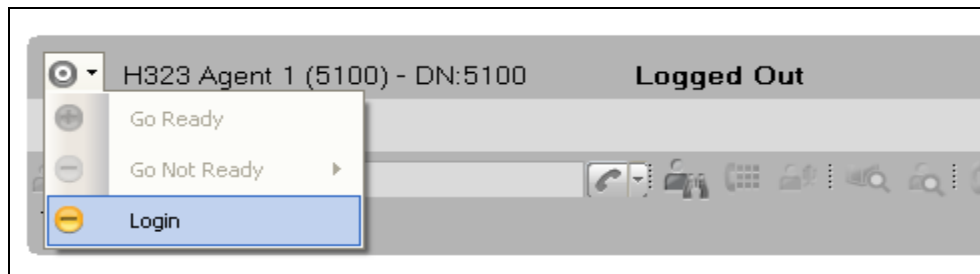
From a workstation PC that hosts the Agent Desktop application, launch the Microsoft Internet Explorer application. In the address bar, enter the link as below <https://<ipaddress of contact center server>/agentdesktop>. The screen below shows the page of instruction of installing Agent Desktop application, click on **Install Prerequisites** button to install list of prerequisite softwares that needs for Agent Desktop.



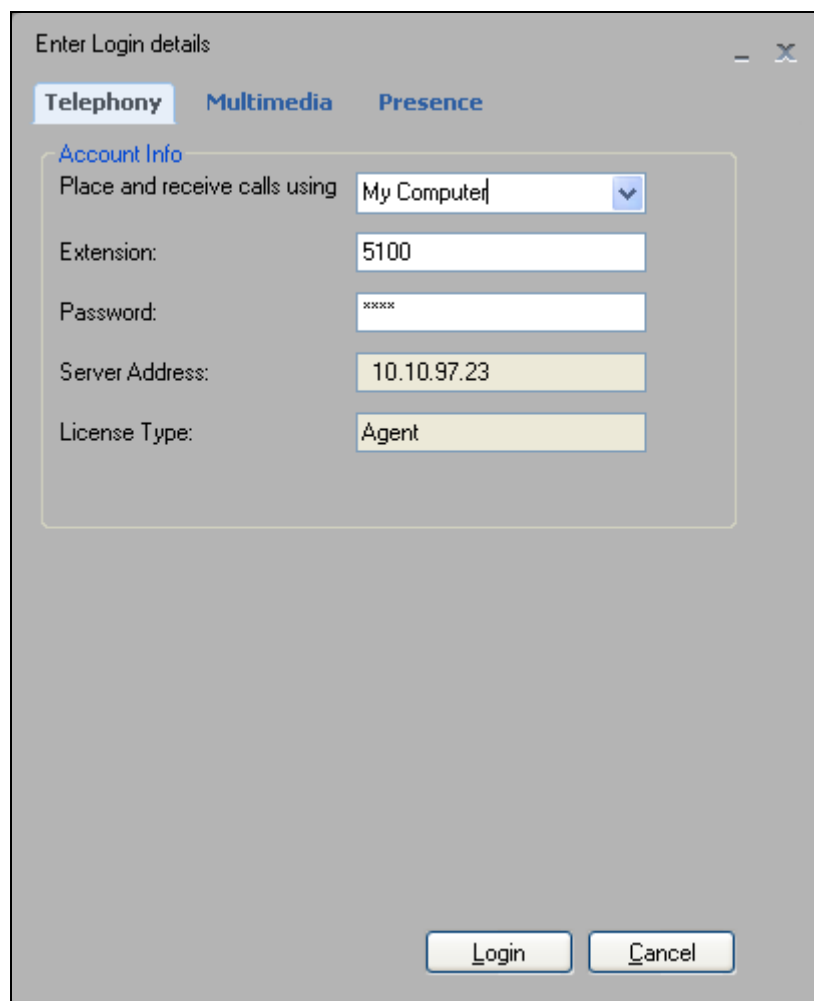
After the prerequisite software is installed, the Agent Desktop will be automatically launched. The screen below shows the Agent Desktop application that is already signed in by a Contact Center CCT user and its status is “**Logged Out**”.



To log in the agent, click on the  circle button in the upper left hand and select the **Login** in the menu.




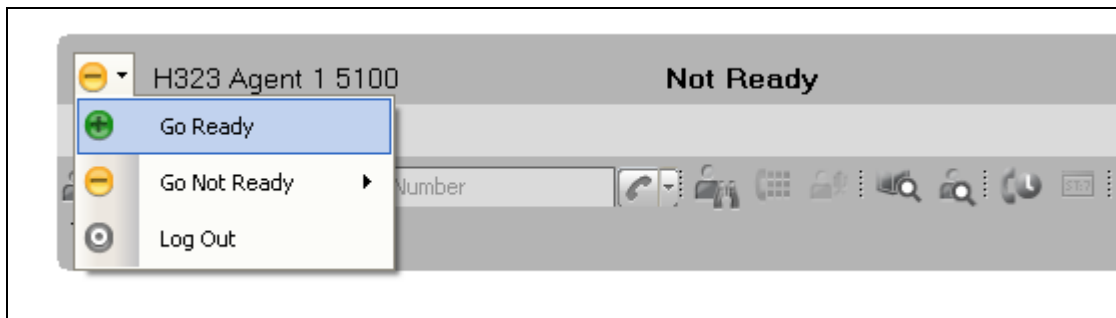
The **Enter Login details** window is displayed. In the **Telephony** tab, select **My Computer** in the **Place and receive calls using** dropdown menu, enter extension number **5100** and its password in the **Extension** and **Password** fields as configured in **Section 5**. The **IP address** in the **Server Address** field is the IP address of Communication Manager Server that the extension will register to. Click on the **Login** button to log agent in and has Agent Desktop softphone registering to the station **5100**.

A screenshot of a 'Enter Login details' dialog box. It has three tabs: 'Telephony', 'Multimedia', and 'Presence'. The 'Telephony' tab is active. Under 'Account Info', there is a dropdown menu for 'Place and receive calls using' with 'My Computer' selected. Below this are five text input fields: 'Extension' (5100), 'Password' (masked with 'xxxx'), 'Server Address' (10.10.97.23), and 'License Type' (Agent). At the bottom are 'Login' and 'Cancel' buttons.

The screen below shows the Agent Desktop softphone successfully registering station **5100** to the Communication Manager Server and its current status is “**Not Ready**”.




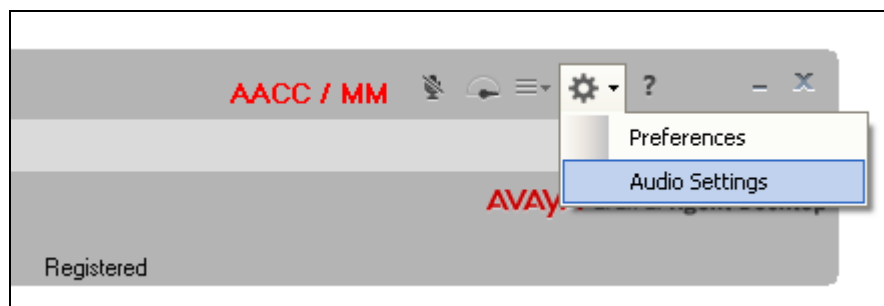
Set to **Ready** status by click on the  yellow circle button in the upper left hand and select “**Go Ready**” from the menu as shown below.



The screen below shows the Agent Desktop with “**Ready**” status.



Configure audio setting for the Agent Desktop, click on the  setting icon in the upper right hand and select **Audio Settings** from the menu as the screen below.



The **Audio Settings** section is displayed in the lower left hand-side of the Agent Desktop window. Select **Jabra Link 360** in both **Playback Device** and **Record Device** dropdown menus as shown below. Click the **Save Audio Devices** to save the changes.


The screenshot shows the 'Audio Settings' window. At the top, there are two tabs: 'Preferences' and 'Audio Settings'. The 'Audio Settings' tab is active. Below the tabs, the title 'Audio' is centered. Under 'Audio', there are two sections: 'Volume' and 'Audio Devices'. The 'Volume' section has a 'Playback' slider and a 'Record' slider. Below the sliders is a 'Mute' checkbox. The 'Audio Devices' section has two dropdown menus: 'Playback Device' and 'Record Device'. The 'Playback Device' dropdown is set to 'Speakers (Jabra LINK 360)' and the 'Record Device' dropdown is set to 'Microphone (Jabra LINK 360)'. At the bottom of the 'Audio Devices' section is a 'Save Audio Devices' button.

7. Configure Jabra PC Suite, Link and Motion

This section describes the configured steps for the Jabra Motion, Jabra Link and Jabra PC Suite software and the connection of Jabra Link/Motion to the Agent Desktop softphone. For more information on how to use Jabra Motion refer to headset manual in **Section 11 [2]**.

7.1. Connect Jabra Link and Jabra Motion to Workstation PC

The following procedures show steps to connect Jabra Link 360 USB dongle and Motion headset to a workstation PC which hosts the Agent Desktop softphone application.

- Plug the Jabra Link 360 USB dongle into the USB port marked  on the PC.
- Wait for a few seconds so that the PC is able to recognize the Link 360 USB device.
- The PC recognizes the Link 360 dongle successfully and shows on the Jabra Control Center “**Jabra Link 360**” (not shown).
- Turn on the Motion headset and follow the voice command on the headset to pair the headset to the Link 360 dongle.

7.2. Configure Jabra Control Center

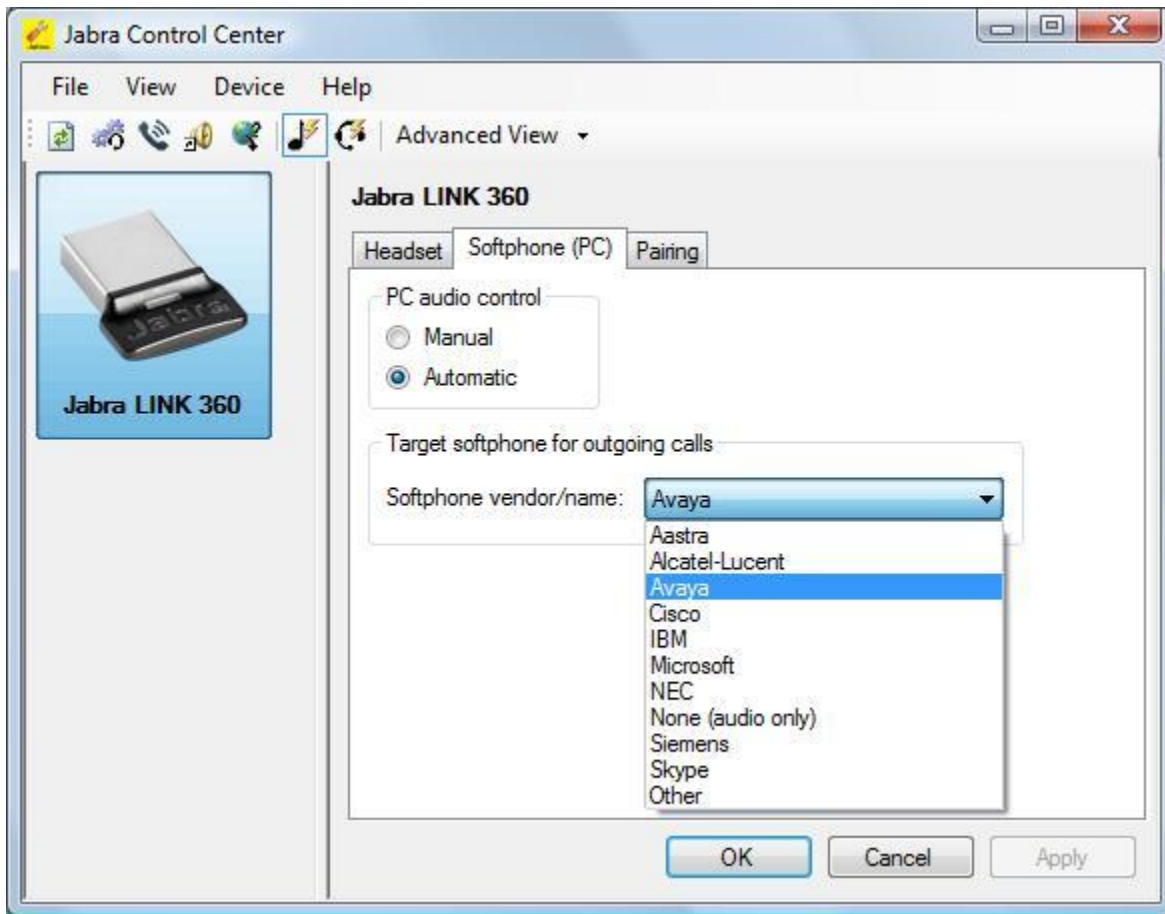
The Jabra Control Center is one of the applications in Jabra PC Suite software designed for Jabra products to work with softphone vendors. Jabra PC Suite applications consist of Call Manager, Control Center, Device Service and Firmware Updater applications. Jabra Control Center application serves as an interface between the Jabra Link 360 USB dongle and the Agent Desktop softphone.

This document assumes that Jabra PC Suite software is already installed on the same workstation PC with the Agent Desktop application. Jabra **Control Center** application is configured to either launch automatically with Windows or manually by user.

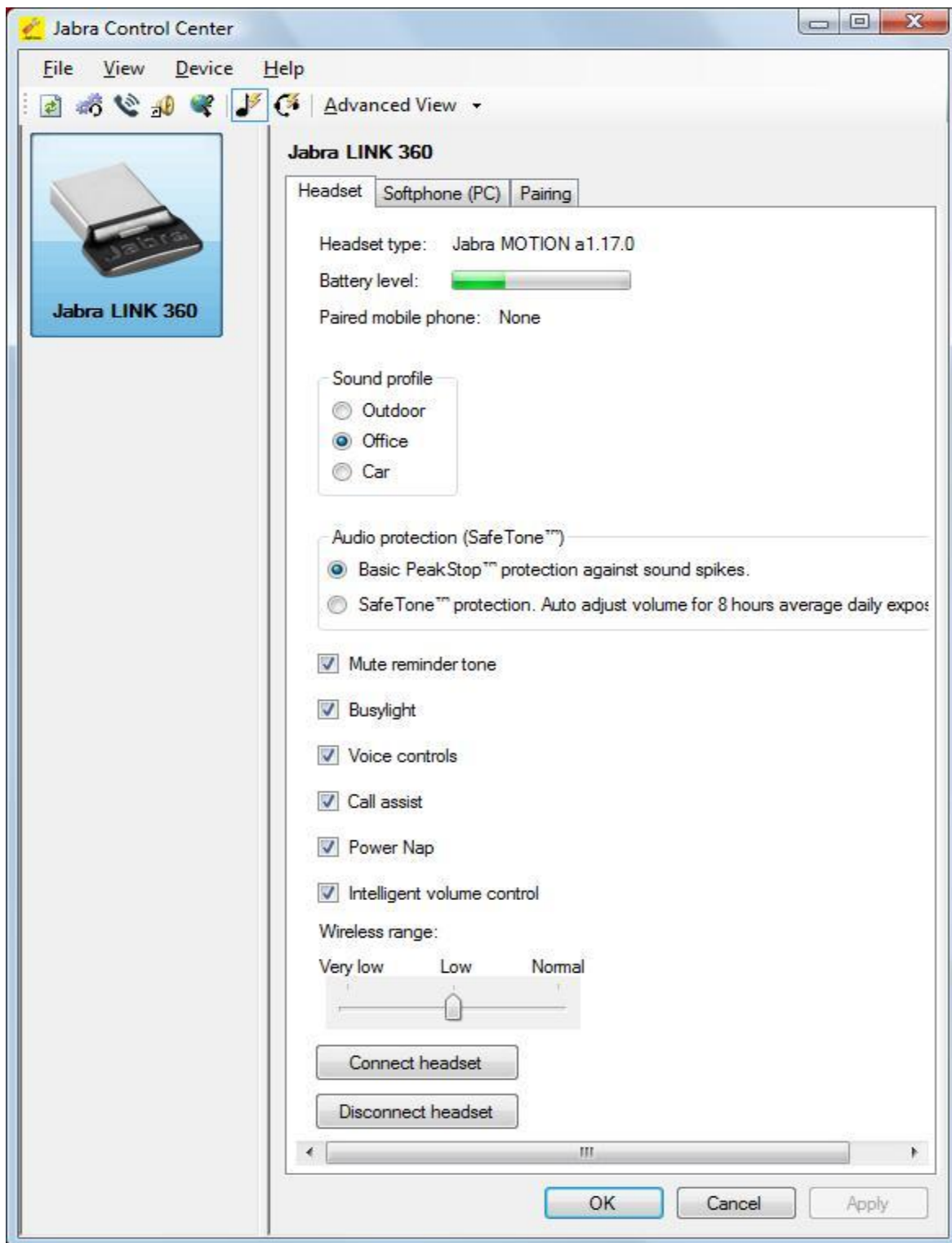
The Jabra Control Center will recognize the Jabra Link 360 and will display as shown in figure bellow.



Navigate to **Advanced View** → **Softphone (PC)** → **Softphone vendor/name**, select **Avaya** and click **Apply**.



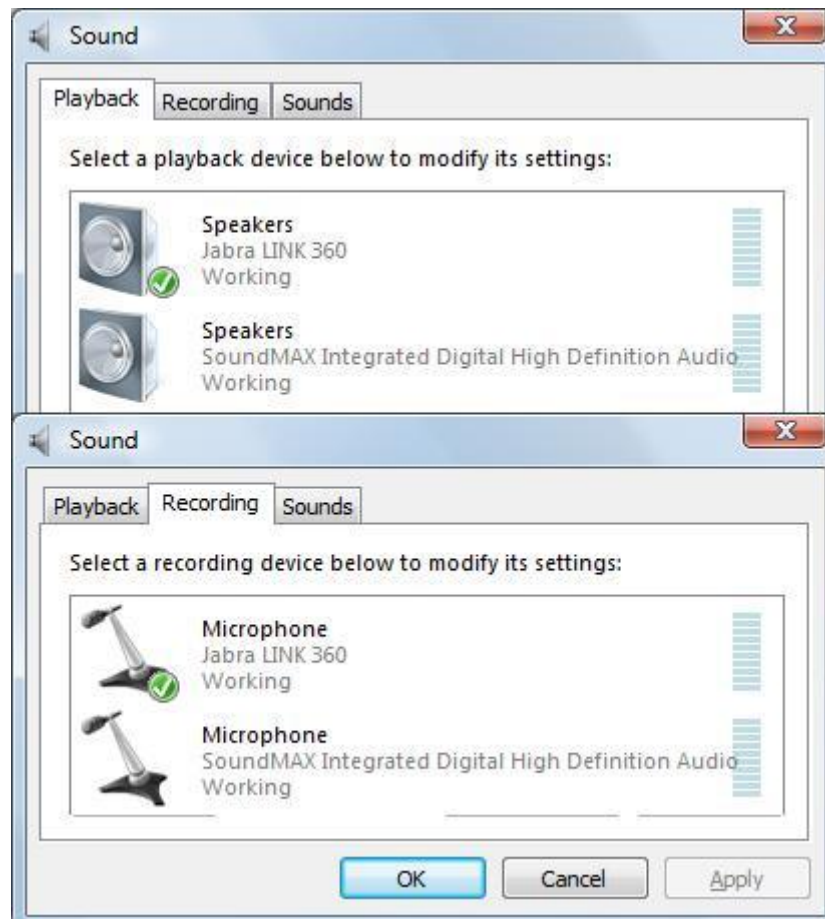
The screen below shows the Jabra Link 360 USB dongle is recognized by the Jabra Control Center application as shown in the screen below.



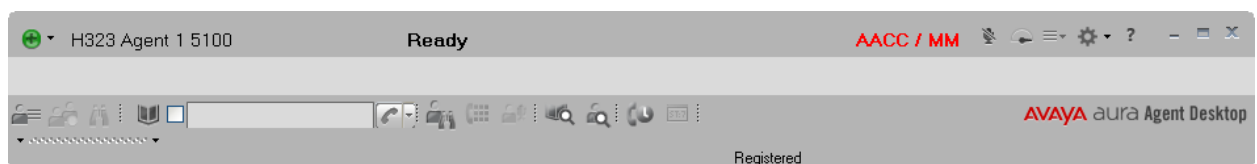
8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with the Avaya Aura® Agent Desktop softphone.

- From the workstation PC which Jabra Link is installed, navigate to Windows Control Panel, open **Sounds and Audio Devices** and click on the **Audio** tab. Verify that the device **Jabra Link 360** is listed in both the **Sound playback** and **Sound recording** section as shown respectively below.



- Log the agent **5100** in and set it in **Ready** mode so the agent can receive incoming call via Contact Center.



- From a H.323 station place a call to the CDN route point of Contact Center, e.g. **4000**. The H323 station will be connected to Contact Center and hear music for 10 seconds and then the call will be routed to the agent **5100**.



- Say “Answer” command to answer the call.
- Verify quality of audio of the call between the H.323 station and the Jabra Motion headset. During the call, also verify that the Jabra Motion can be used to mute/un-mute, and increase/decrease volume.
- Hang up the call by pressing the red telephony icon on the Jabra Motion.

9. Conclusion

All of the executed test cases were passed and met the objectives outlined in the **Section 2.1**. The Jabra PC Suite software version 2.9, Jabra Link 360 USB dongle and Jabra Motion Bluetooth headset is considered to be in compliance with Avaya Aura® Agent Desktop softphone.

10. Additional References

Product documentation for the Avaya Aura® Communication Manager products may be found at:

<https://support.avaya.com/css/Products/>

Product documentation for Jabra Motion and Jabra products may be found at:

<http://www.jabra.com>

[1] Avaya Aura® Communication Manager Documents:

- Administering Avaya Aura® Communication Manager Server Options, Release 6.2, Doc# 6.203-603479, Issue 3.0, December 2012.
- Administering Avaya Aura® Communication Manager, Release 6.2, Doc # 03-300509, Issue 7.0, December 2012.
- Avaya Aura® Agent Desktop, Release 6.2, Doc # NN44400-114, Issue 03.05, July 2012.

[2] Jabra Motion Documents:

Jabra Motion Quick Start Guide included with the device.

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