



Avaya Solution & Interoperability Test Lab

Application Notes for Jabra PC Suite and Jabra Evolve 65 Headset with Avaya Aura® Agent Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra PC Suite and Jabra Evolve 65 Headset with Avaya Aura® Agent Desktop. Jabra Evolve 65 Headset can be connected to the PC via a Jabra Link 360 Bluetooth Dongle or USB cable. In this compliance test, the Bluetooth Dongle will be used. Jabra PC Suite is a collection of programs that enable call control with Jabra headsets and Agent Desktop. With a Jabra headset connected via the Jabra Link 360 Bluetooth Dongle plug into the USB interface on a PC, users can directly answer, end, mute/unmute calls and adjust volume using buttons on the Jabra headset.

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 Evolve 65 Headset together with the Jabra PC Suite software allows connection and call control with Avaya Aura® Agent Desktop (hereafter referred to as Agent Desktop) via Bluetooth to a PC. Jabra PC Suite is a collection of programs that enable call control with Jabra headsets and in conjunction with an Agent Desktop. With a Jabra headset connected via the Jabra Link 360 Bluetooth Dongle plug into the USB interface on a PC, users can directly answer, end, mute/unmute calls and adjust volume using buttons on the Jabra headset.

The Jabra PC Suite includes the following programs, which were exercised on an Agent PC during the compliance testing:

- **Jabra Device Service:** This program runs in the background and monitors the Jabra Link 360 connected to the headsets. It enables the **Jabra Control Center** and the Agent Desktop driver used to interact with the Jabra Link 360.
- **Jabra Control Center:** This program is used to configure the settings of the Jabra Link 360.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to Agent Desktop, answering and ending calls using the call control button on the Evolve Link, and verifying two-way audio. The call types included calls

between local extensions, and from the PSTN. Local extension call between Evolve 65 Headsets, call transfer and conference call are also tested.

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

2.1. Interoperability Compliance Testing

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

- Placing calls to internal extensions to verify two-way audio.
- Placing calls from the PSTN to contact center number to verify two-way audio.
- Answering and ending calls using the call control button on the Jabra headset and the soft button on Agent Desktop.
- Using the volume control buttons on the Jabra headset to adjust the audio volume.
- Using the voice control button on the Jabra headset to mute and un-mute the audio.
- Using the soft button on Agent Desktop to hold and un-hold the audio.
- Verifying incoming call notification on Jabra headset.
- Verifying call ended notification on Jabra headset.

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

2.2. Test Results

Invoking mute button on headset does not highlight the mute icon on the Agent Desktop display. The reverse works fine. Otherwise, mute function works whether it is from Agent Desktop soft button or headset mute button. All other test cases passed with the following observation:

1. The pre-requisite for Agent Desktop to provide headset integration is the Avaya headset utility in Avaya Aura® Contact Center 6.4 release must be deployed with all agent seats by the IT administrator.

2.3. Assumptions

These Application Notes do not provide any configuration details for the following list of assumptions:

- Avaya Aura® Communication Manager has been installed and is operational.
- Avaya Aura® Contact Center has been installed and is operational.
- Avaya Aura® Session Manager has been installed and is operational.
- Agent Desktop user has been configured in Communication Control Toolkit (CTT) and has a valid user ID, password and domain for use with Agent Desktop.

2.4. 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 PC Suite and Jabra Evolve 65 Headset solutions. The configuration consists of Avaya Aura® Communication Manager, Avaya Aura® Application Enablement Server and Avaya Aura® System Manager in Avaya Aura® 6.2 FP4 Infrastructure, to work with Avaya Aura® Contact Center. Avaya G450 Media Gateway provides connectivity to the PSTN via an ISDN-PRI trunk. The Jabra headsets were connected to the Agent Desktop via the Jabra Link 360 Bluetooth Dongle plug into the USB port of PCs. The Jabra PC Suite software was installed on each Agent's PC.

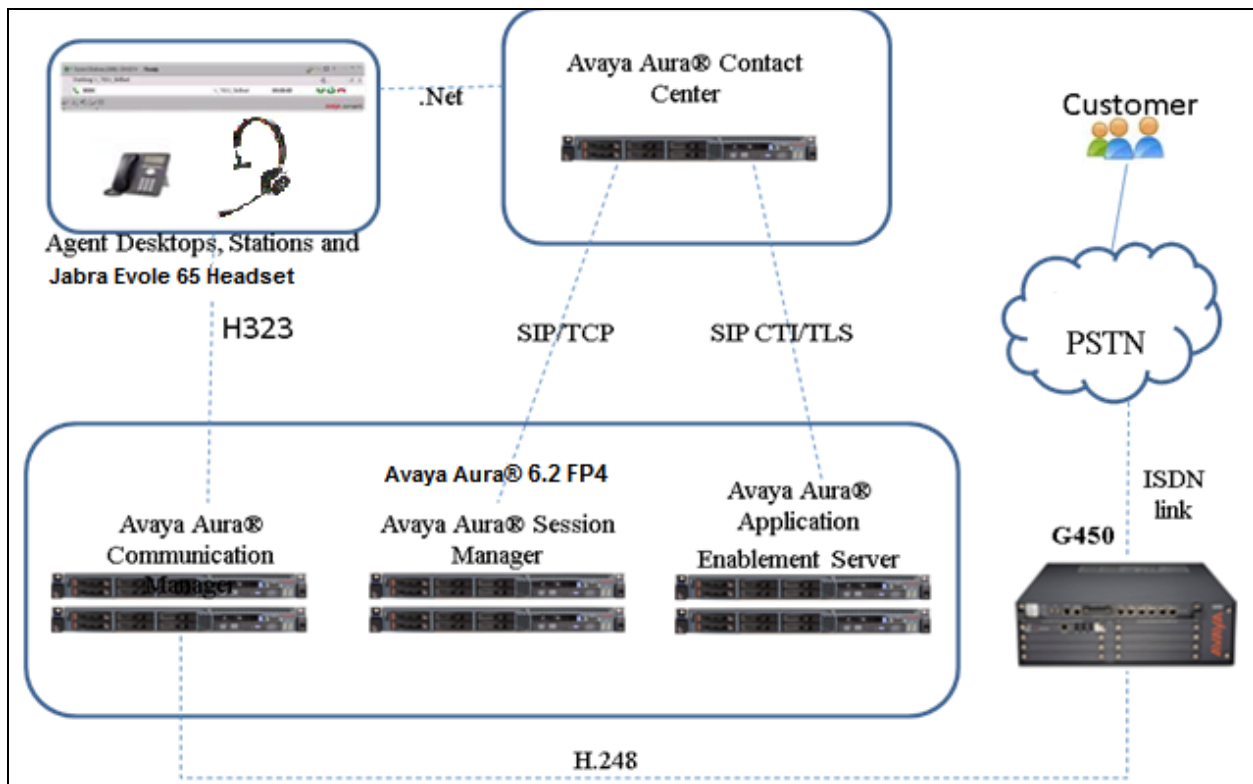


Figure 1: Test Configurations

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	R6.3.7 (R016x.03.0.124.0-21754)
Avaya Aura® Messaging	R6.3.1 (6.3.124.321-1.251259)
Avaya Aura® Contact Center - Avaya Aura® Agent Desktop	6.4.1 FP1
Jabra PC Suite running on a PC with Windows 7 Professional Service Pack 1	Version 2.15.8937 with 2.2.14.0 driver for Agent Desktop
Jabra Evolve 65 headset with Jabra Link 360 Bluetooth Dongle	1.22.0

5. Configure Avaya Aura® Communication Manager

This section will add stations for use by the Avaya Aura® Contact Center Agents. These are H.323 stations that must be configured with the following.

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

Enter **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 **9630**
- **Name:** A descriptive name.
- **Security Code:** Enter a valid code e.g., 123456.
- **IP SoftPhone:** **y**

add station 6530061		Page 1 of 5
STATION		
Extension: 65-30061	Lock Messages? n	BCC: M
Type: 9630	Security Code: 123456	TN: 1
Port: S01301	Coverage Path 1:	COR: 1
Name: GH6530061	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Location:	Time of Day Lock Table:	
Loss Group: 19	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 65-30061	
Speakerphone: 2-way	Mute Button Enabled? n	
Display Language: english	Button Modules: 0	
Survivable GK Node Name:	Media Complex Ext:	
Survivable COR: internal	IP SoftPhone? y	
Survivable Trunk Dest? y	IP Video Softphone? y	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

Navigate to **Page 2** and enter the following highlighted values for the specified fields, and retain the default values for the remaining fields.

add station 6530061		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? n	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: disabled	
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? y	
Remote Softphone Emergency Calls: as-on-local	Direct IP-IP Audio Connections? y	
Emergency Location Ext: 65-30061	Always Use? n IP Audio Hairpinning? n	

On **Page 4** of the Station form assign two “**call-appr**” in **Button Assignments** section.

add station 6530061		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:	
2: call-appr	6:	
3:	7:	
4: release	8:	
voice-mail		

6. Configure a Avaya Aura® Contact Center Agent

This section describes how to assign the phone created in **Section 5** to the agent. In the Launch pad, click **Contact Center Management**. In the left pane, click the Contact Center Manager to which the agent is to be modified. Double click on the Agent from the list (not shown). The following highlighted fields were configured on **Agent Details** Window under **User Details** section:

- **Login ID:** The number the agent enters to logon to the phone. In this case the field is set to the extension (6530061) created in **Section 5**
- **Voice URI:** The SIP address of the TR87-controlled terminal dedicated to this agent, in the format sip:agent (use Extension@SIPdomain, where SIPdomain is the Contact Center Manager Server (CCMS) local SIP Subscriber Domain name. For example; sip:6530061@sgaacc.com)

The screenshot displays the Avaya Contact Center Management web application. The top navigation bar includes the Avaya logo, the title 'Contact Center Management', and a 'Logged in user: webadmin | Logout' link. Below the navigation bar, a sidebar on the left shows a tree view with 'CCM Servers (Agents)' expanded, listing 'SGAACC6_CCMS'. The main content area is titled 'Agent Details: sgaacc6a1 sgaacc6a1' and 'Server: SGAACC6_CCMS'. The 'User Details' section is expanded, showing fields for First Name (sgaacc6a1), Last Name (sgaacc6a1), Title, Department, Language (English), and Comment. To the right, there are fields for User Type (Agent), Login ID (6530061), Voice URI (sip:6530061@sggmcc.com), IM URI (sip:sgaacc6a1@pres.ips.avaya.com), and Account Type (Create CCT Agent checked). A 'CCT Agent Login Details' box shows Domain (SGAACC6) and User ID (sgaacc6a1). At the bottom, there is a link to 'Associate User Account'.

7. Configure Avaya Aura® Agent Desktop

7.1. Install Agent Desktop and support application

Install the Agent Desktop, if this is the first time starting the application, or starting the application following installation of an upgrade or a patch.

1. In Internet Explorer, typing the HTTP address (URL) provided by your system administrator. The URL format is <Contact Center MultiMedia Servername>/agentdesktop. If you do not use the multimedia functionality then the URL is <Communication Control Toolkit servername>/agentdesktop.
2. Click **Launch Agent Desktop**.
3. Click **Install**.

Install the **Avaya Aura Agent Desktop - Headset Support** application and iClarityQOSService for DSCP tagging of IP packets as a windows service in addition to the Agent Desktop software.

Note that the iClarityQOSService is automatically installed by Avaya one-X Agent and one-X Communicator. If these applications are already installed on the client PC, iClarityQOSService is not required.

Avaya Aura Agent Desktop – Headset Support and iClarityQOSService software are installed separately and come as part of Avaya Aura Contact Center Package. Run and install Avaya Aura Agent Desktop –Headset Support msi file. As for the iClarityQOSService, follow the instruction that comes with the software and execute it from the Windows Command Prompt as below.

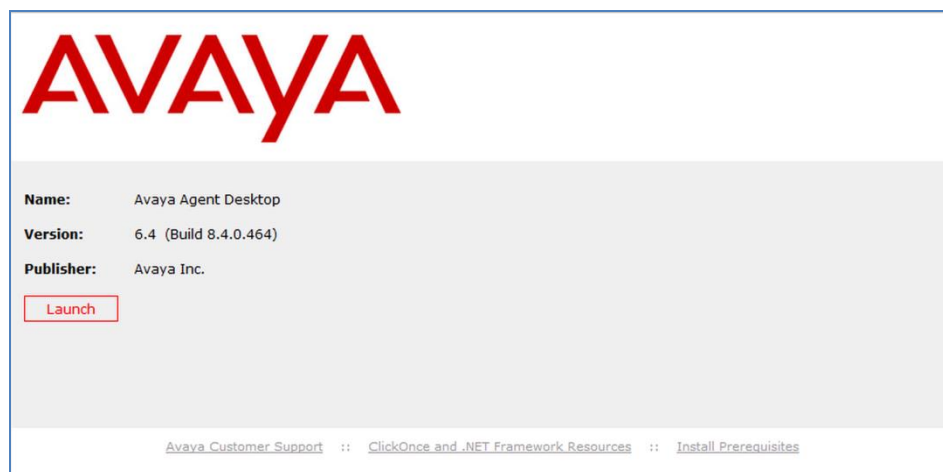
7.2. Starting the Agent Desktop

Important:

If the contact center uses an Avaya Aura® Communication Manager, Agent Desktop client computers do not support the following applications running concurrently with Agent Desktop:

- Avaya one-X® Communicator
- IP Agent
- IP Softphone
- Any other non-Avaya softphone applications
- Avaya one-X Agent. In a Multimedia-only Contact Center deployment, where the Contact Center agents are configured for Multimedia contact types only, running Agent Desktop concurrently with Avaya one-X Agent on a client computer is supported

1. In Internet Explorer, type the HTTP address (URL) provided by system administrator.
Example: <http://sgaacc6/agentdesktop>



2. Click **Launch** or click **Start → Programs → Avaya → Agent Desktop**
The Agent Desktop toolbar appears. If a CCT Connection Failure message appears stating the automatic login to CCT using your Windows logon identity failed, your Windows User ID is not configured on CCT. Click **Retry** to enter valid User Credentials or click **Cancel** to exit the application. Contact your IT admin for assistance.
3. Type the valid information for following attributes in the User Credentials screen:

User ID: User name, example: sgaacc6a1

Password: Password

Domain: Domain in which the user name and password are configured or IP address of Contact Center, example sgaacc6.



7.3. Login Avaya Aura® Agent Desktop

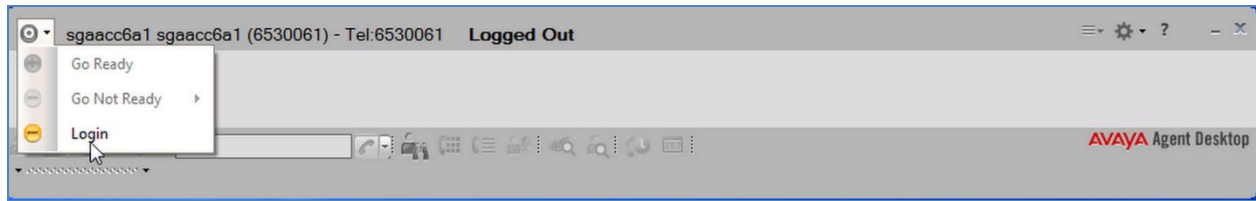
Log on to Agent Desktop after starting the Agent Desktop application. There are two options in the Multimedia Agent Logon: My Computer and Desk Phone. During the test, **My Computer (Softphone)** mode is used.

Important:

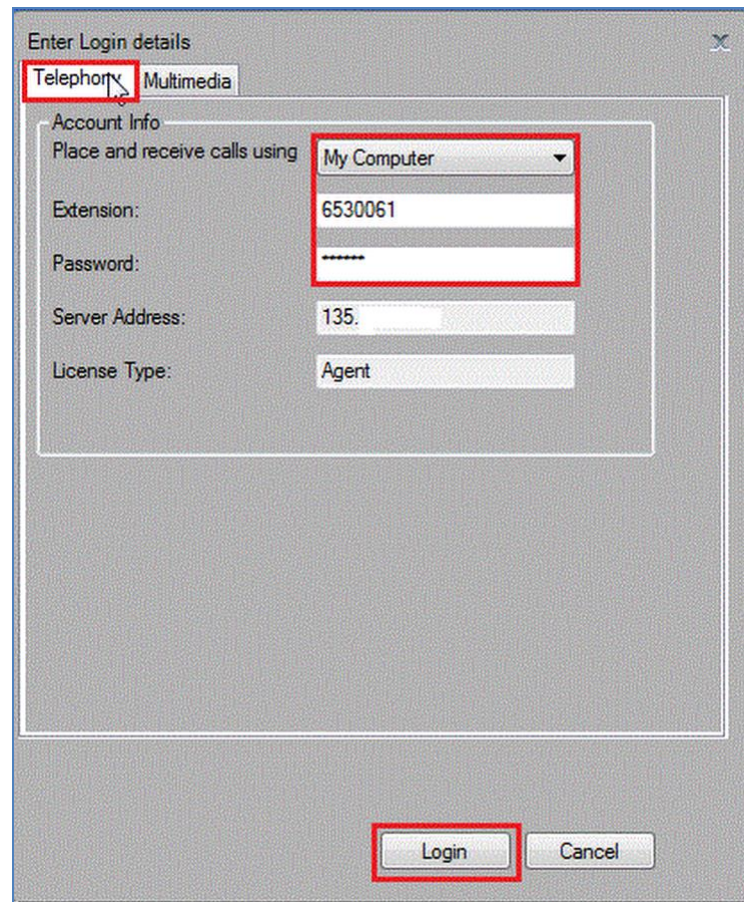
If an audio device (such as a headset or microphone) is added while Agent Desktop is running, you must restart Agent Desktop to start using the new audio device.

Procedure

1. On the Agent Desktop Top bar, from the Status list, select **Login**.




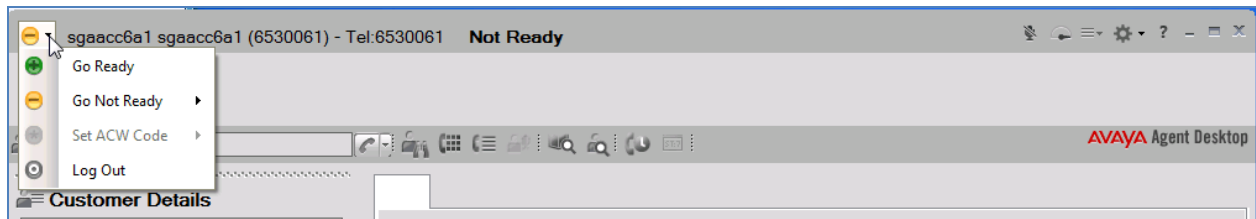
2. In the Multimedia Agent Login window, enter login details:
Place and receive call using: My Computer.
Extension: Extension number appears in the Extension box, example in the figure above in step 1, DN is 6530061.
Password: Password for the extension, created in **Section 5**.
Server Address: The IP address of the telephony switch which is pre-configured by administrator. Example: IP address of G450 Media Gateway is used during compliance test.
License Type: The “Contact Center” license type. This is also pre-populated. Example: Agent.

A screenshot of the 'Enter Login details' window. The window has two tabs: 'Telephony' and 'Multimedia'. The 'Telephony' tab is selected. Below the tabs is a section titled 'Account Info' with the following fields:


- 'Place and receive calls using' is a dropdown menu with 'My Computer' selected.
- 'Extension:' is a text box containing '6530061'.
- 'Password:' is a text box with masked characters (dots).
- 'Server Address:' is a text box containing '135.'.
- 'License Type:' is a text box containing 'Agent'.

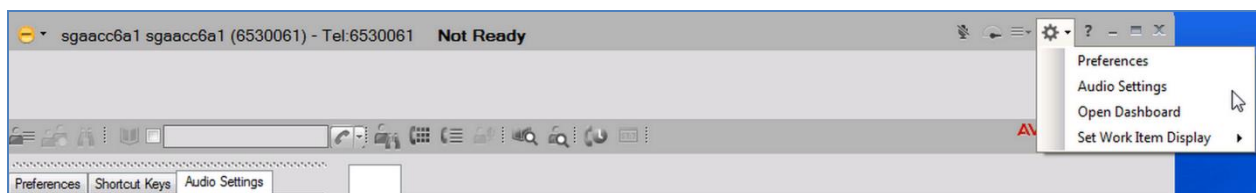
At the bottom of the window are 'Login' and 'Cancel' buttons. Red boxes highlight the 'Telephony' tab, the 'Place and receive calls using' dropdown, the 'Extension' and 'Password' fields, and the 'Login' button.

3. Click **Login** when completed.
4. By default the Agent Desktop status is Not Ready.
5. Change the status to Ready to indicate that Agent is available to handle all media types for which system is licensed and configured by selecting  → **Go Ready**

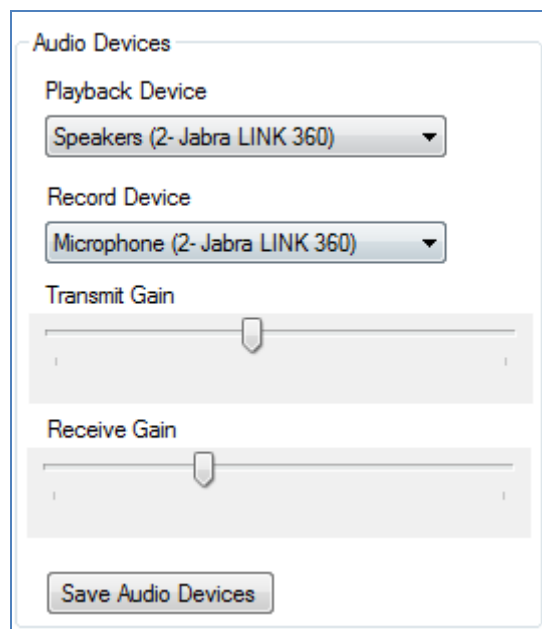


7.4. Configure the audio device for Softphone

1. The headset must be configured and connected first as shown in **Section 8**.
2. On the Agent Desktop Top bar menu, click  → **Audio Settings**.



3. In the **Audio Settings** tab, in the **Audio Devices** section, check **Jabra LINK 360** as the audio playback hardware from the **Playback Device** list (see screenshot in the step below). Otherwise, select from the drop down list and click **Save Audio Devices**.



8. Configure Jabra Headset solution

This section covers the steps to integrate Jabra headsets with Agent Desktop, including:

- Installing the Jabra PC Suite software
- Connect the Jabra Headset
- Configuring Jabra PC Suite

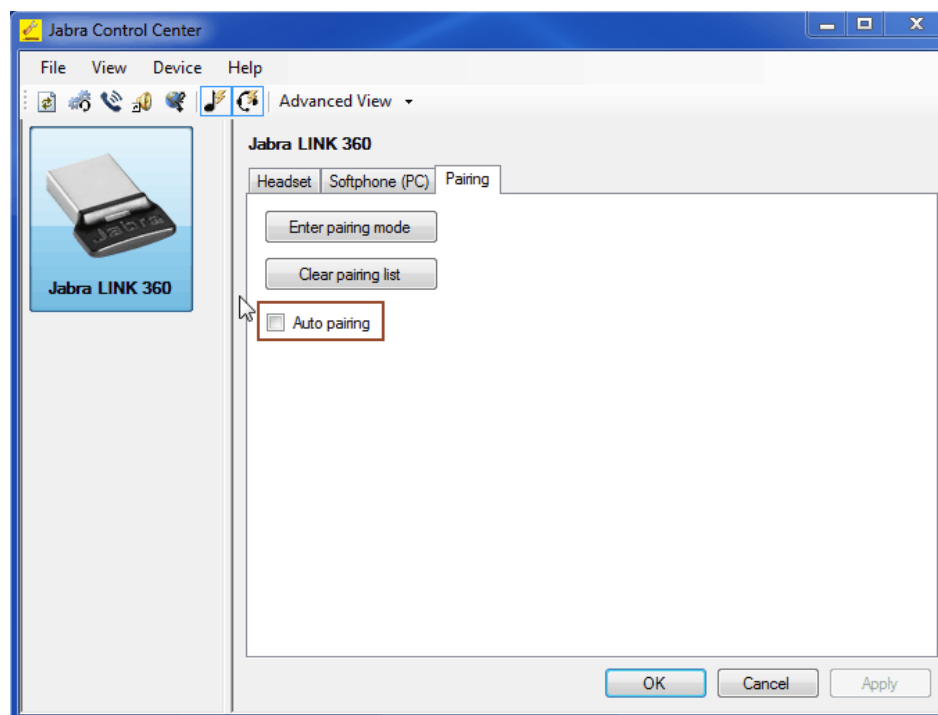
Note: After successfully performing this procedure, the Jabra headset can then be detected in Agent Desktop as described in **Section 7.4**.

8.1. Installing the Jabra PC Suite Software

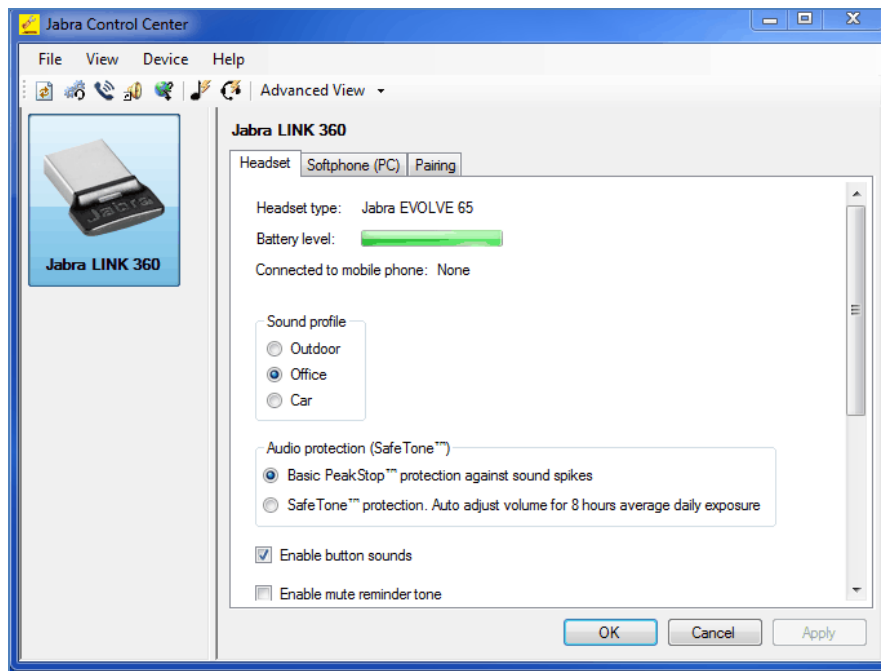
The installation instructions for Jabra PC Suite on the Agent Desktop PC is described in [4] listed in **Section 11**.

8.2. Connect the Jabra Headset

Plug the Jabra Link 360 Bluetooth dongle to the USB port of the PC. The device drivers will automatically be installed. Pair the Jabra Evolve 65 Headset to the Jabra Link 360 using the Jabra Control Center software which is part of the Jabra PC Suite. Select **Advanced View** and click on the **Pairing** tab. Click on **Clear pairing list** and then **Enter pairing mode**. Check on the **Auto pairing** in order that pairing will be automatically done the next time the headset Bluetooth pairing is turn on.

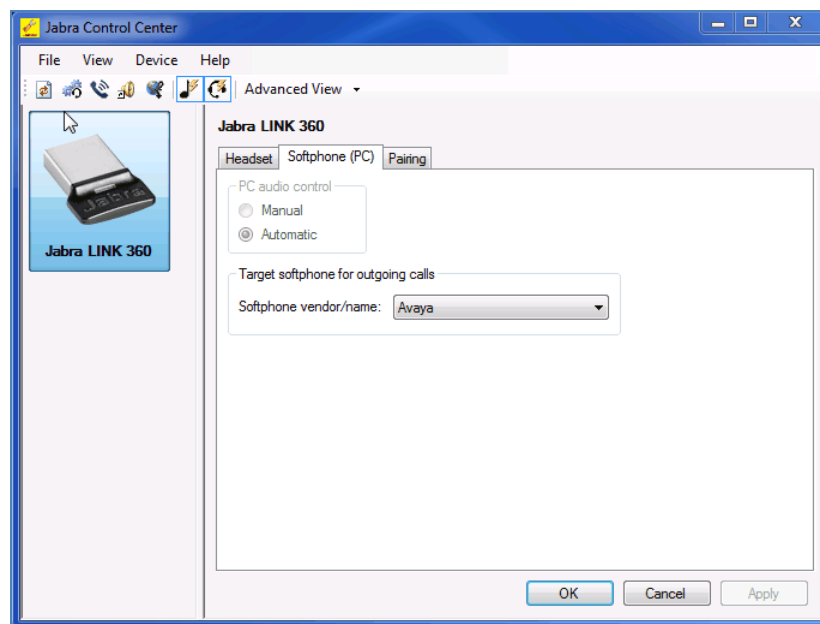


Once the Jabra Link 360 is paired with the headset, you can see the headset battery level is indicated. Other parameters regarding the headset can be set here too.



8.3. Configuring Jabra PC Suite

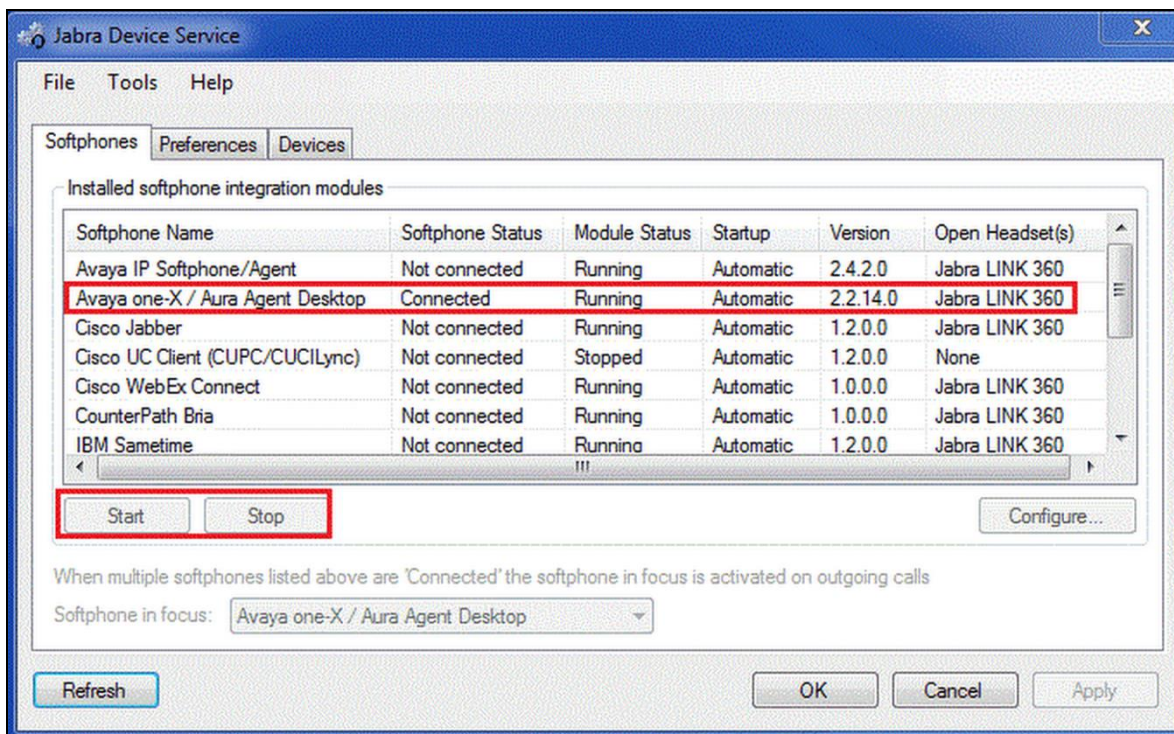
Launch the **Jabra Control Center** and select the **Softphone (PC)** tab. Click on *Automatic* for **PC audio control**. The **Target softphone for outgoing calls** field will automatically detect the **Softphone vendor/name** as *Avaya* shown below. Click **OK**.



9. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with the Agent Desktop.

1. Verify that the Jabra headset has been successfully paired and ready for use with Agent Desktop. From the **Jabra Device Service** program, select the **Softphones** tab. Verify that:
 - The **Softphone Status** associated with Agent Desktop is **“Connected”**.
 - The **Module Status** is **“Running”**.
 - The **Open Headset(s)** is **“Jabra LINK 360”**.



2. If the Jabra headset buttons is not functioning, restart the service. Select the **Avaya one-X / Aura Agent Desktop**; click **Stop** and then **Start**.
3. Once the Jabra headset is connected to Agent Desktop, verify that incoming and outgoing calls can be established with two-way audio to the headset. For incoming calls, answer the call by pressing the Answer/end call button on the headset.
4. End the call by pressing the Answer/end call control button on the headset.

10. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra PC Suite and Jabra Evolve 65 Headset with Avaya Aura® Agent Desktop. All test cases were completed successfully with observations noted in **Section 0**.

11. 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™ Communication Manager*, Release 6.3, Issue 10.0, June 2014, Document Number 03-300509.
- [2] Application Note for Configuring Avaya Aura® Contact Center 6.2 with Avaya Aura® 6.2 Infrastructure – Issue 1.0
- [3] *Avaya Aura® Agent Desktop Release 6.4*, Issue 05.02, June 2014, Document Number NN44400-114

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

- [4] *Installing Jabra PC Suite*.
- [5] *Jabra Evolve 65 user manual*.

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