



Avaya Solution & Interoperability Test Lab

Application Notes for Jabra Direct and Jabra Evolve2 30 UC Mono/Stereo USB-A/USB-C Headset with Avaya one-X® Agent - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra Direct and Jabra Evolve2 30 UC Mono/Stereo USB-A/USB-C Headset with Avaya one-X® Agent.

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 Evolve2 30 UC Mono/Stereo USB-A/USB-C Headset together with Jabra Direct software allow connection and call control with Avaya one-X® Agent (hereafter referred to as one-X Agent) using cable via the USB interface to the PC. In this compliance test, Jabra Evolve2 UC headset USB-A and USB-C connection are used.

The Jabra Direct is a collection of programs that enable remote call control with Jabra headset and one-X Agent. With a Jabra headset connected to the PC USB interface, users can directly answer, end, mute/unmute, hold/resume and adjust volume with the headset.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls with one-X Agent, 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. 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 the one-X Agent, restarting the PC, and reconnecting the headset USB cable 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 Jabra headset and the soft button on one-X Agent.
- Using the call button on the headset and the soft button on one-X Agent 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 one-X Agent to mute and un-mute the audio.
- Verifying incoming call notification.
- Verifying call ended notification.

The serviceability testing focused on verifying the usability of the headset solution after restarting the one-X Agent, restarting the PC, and reconnecting the USB interface to the PC.

2.2. Test Results

All test cases passed 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

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra Direct and Jabra Evolve2 30 UC Mono/Stereo headset with Avaya one-X® Agent. The Jabra Direct software was installed on the PCs together with Avaya one-X® Agent. The Jabra headsets are connected via cable into the PCs' USB interface.

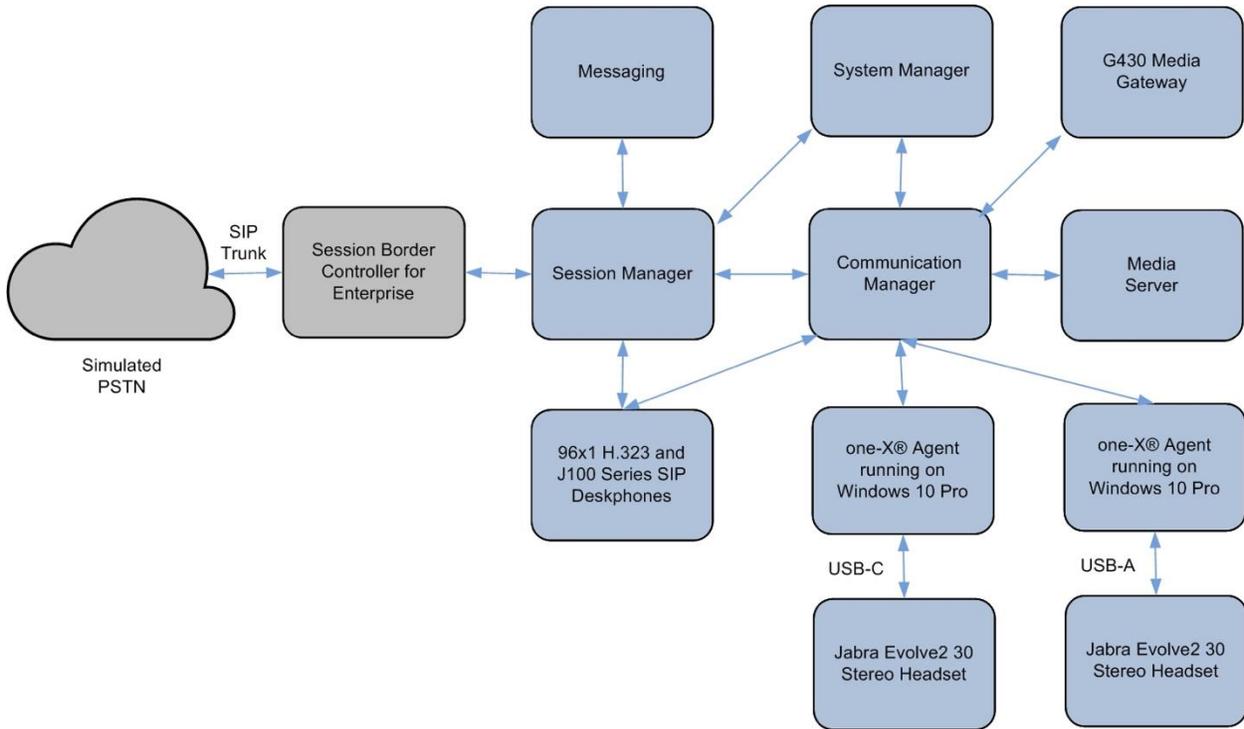


Figure 1: Test Configuration

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	8.1.3.0.1-FP3P1
Avaya G430 Media Gateway MGP	41.34.1
Avaya Aura® System Manager	8.1.3.1 Build No. - 8.1.0.0.733078
Avaya Aura® Session Manager	8.1.3.1.813113
Avaya Aura® Media Server	8.0.2.138
Avaya Messaging	10.8 SP1SU2
Avaya 96x1 Series H.323 Deskphones	6.8502
Avaya J100 Series SIP Deskphones	4.0.7.0.7
Avaya one-X® Agent running on Windows 10 Pro	2.5.15 (H.323)
Jabra Evolve2 30 UC Mono/Stereo USB-A/USB-C Headsets	1.4.1
Jabra Direct for Windows	5.2.20825

5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for one-X Agent. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Use the **add station** command to create a station for one-X Agent. Set the **Type** field to the station type to be emulated. In this example, *9641G* was used. Set the **Port** field to *IP* and configure a **Security Code**, which will be used as the password by one-X Agent to log in. Set the **IP Softphone** field to *y*.

```

add station 10004                                     Page 1 of 5
                                                    STATION
Extension: 10004                                     Lock Messages? n                               BCC: 0
Type: 9641G                                         Security Code: xxxxxx                          TN: 1
Port: S00005                                       Coverage Path 1:                               COR: 1
Name: one-X Agent                                   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: 10003
Speakerphone: 2-way                                Mute Button Enabled? y
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? n
Short/Prefixed Registration Allowed: default

                                                    Customizable Labels? y
  
```

On **Page 4** of the Station form, configure the additional feature buttons shown in bold, which are used by one-X Agent to log in as an Automatic Call Distribution (ACD) agent.

```

add station 10004                                     Page 4 of 5
                                                    STATION
SITE DATA
Room:                                               Headset? n
Jack:                                              Speaker? n
Cable:                                             Mounting: d
Floor:                                             Cord Length: 0
Building:                                          Set Color:

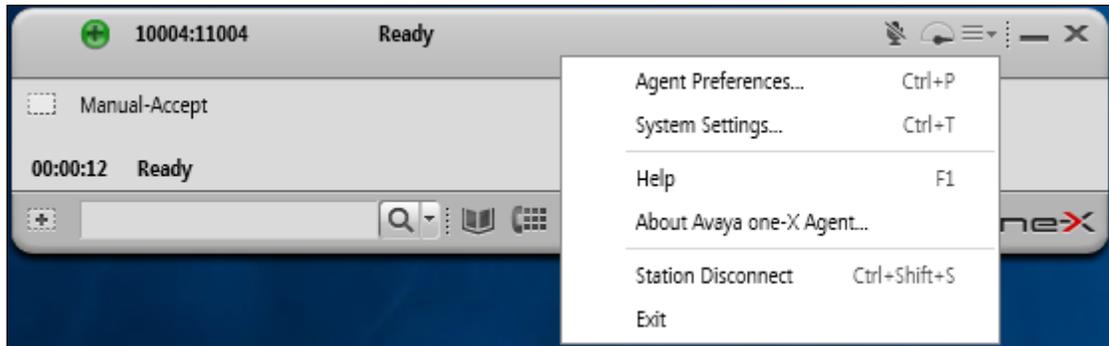
ABBREVIATED DIALING
List1: system                                     List2:
List3:

BUTTON ASSIGNMENTS
1: call-appr                                     5: abrv-dial List: 1 DC: 01
2: call-appr                                     6: abrv-dial List: 1 DC: 02
3: call-appr                                     7: auto-in Grp:
4:                                               8: aux-work RC: Grp:

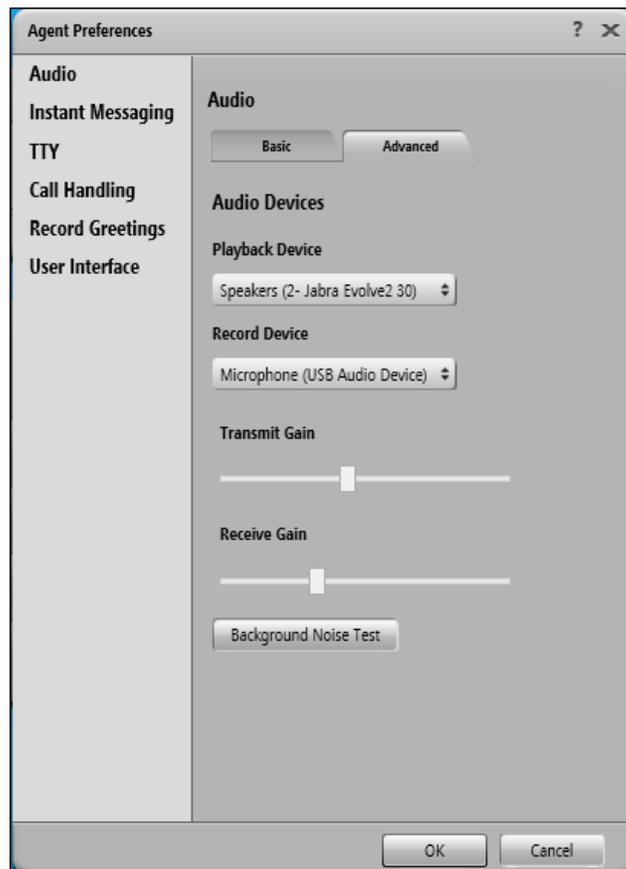
voice-mail 10000
  
```

6. Configure Avaya one-X® Agent

Before configuring the one-X Agent, the headset has to be configured and provisioned as in **Section 7** first. After logging into one-X Agent, click on the menu  and then select **Agent Preferences** as shown below.



In the **Agent Preferences** window, click on **Audio** in the left panel and then select the **Advanced** tab on the right as shown below. Check that **Playback Device** and **Record Device** fields display *Jabra Evolve2 30*. Otherwise, select the device from the click down menu on the respective box.



7. Configure Jabra Evolve2 30 UC Mono/Stereo headset solutions

This section covers the steps to integrate Jabra Evolve2 30 UC Mono/Stereo headsets with one-X Agent, including:

- Installing the Jabra Direct software
- Connect the Jabra headset
- Configuring Jabra headset with Jabra Direct

Note: After successfully performing this procedure, the Jabra headset will be detected in one-X Agent as described in **Section 6**.

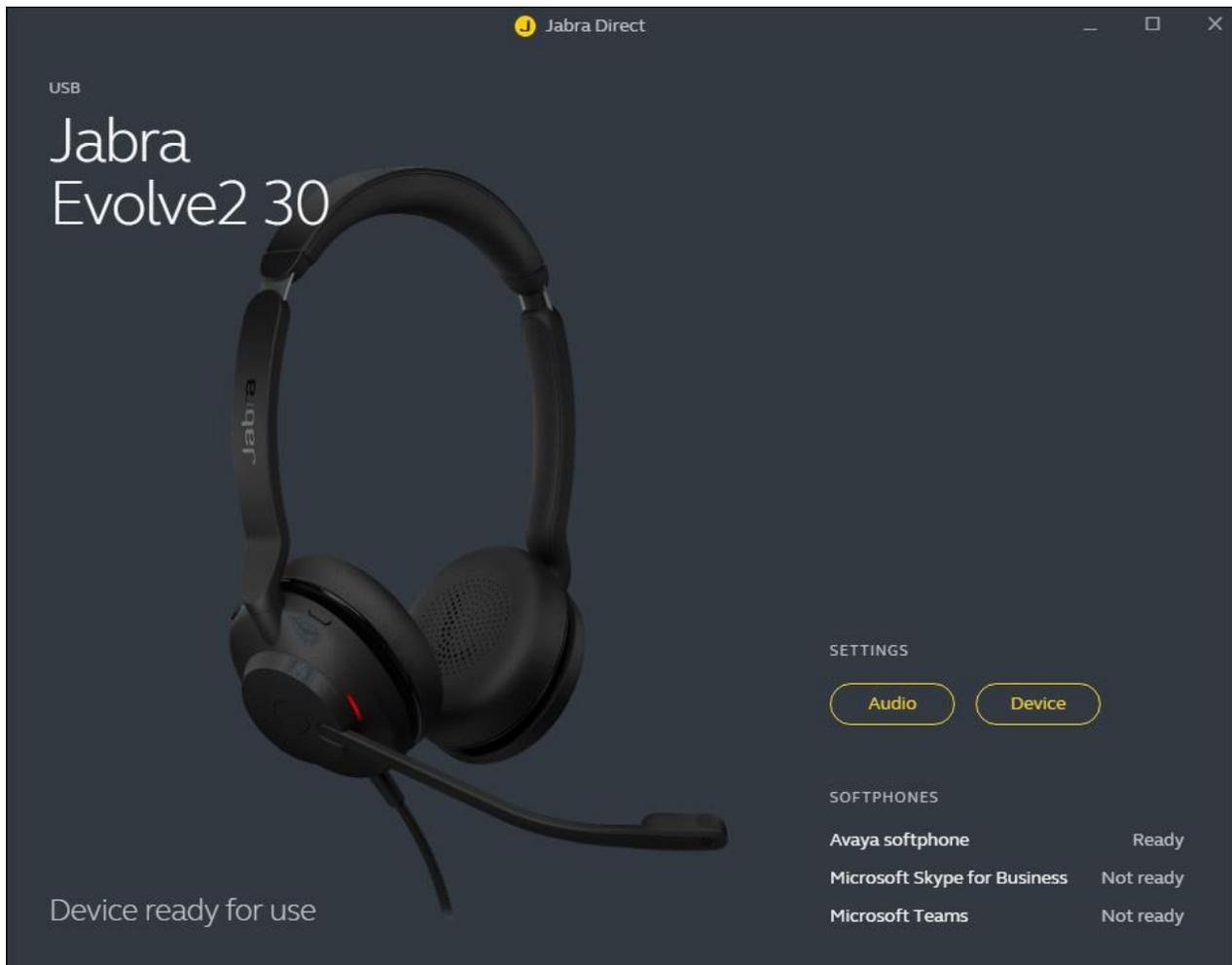
7.1. Installing the Jabra Direct Software

Jabra Direct software can be obtained from Jabra support portal at <https://www.jabra.com/support/>. Installation of the software is done through executing the setup file and following the prompt.

7.2. Connect the Jabra headset

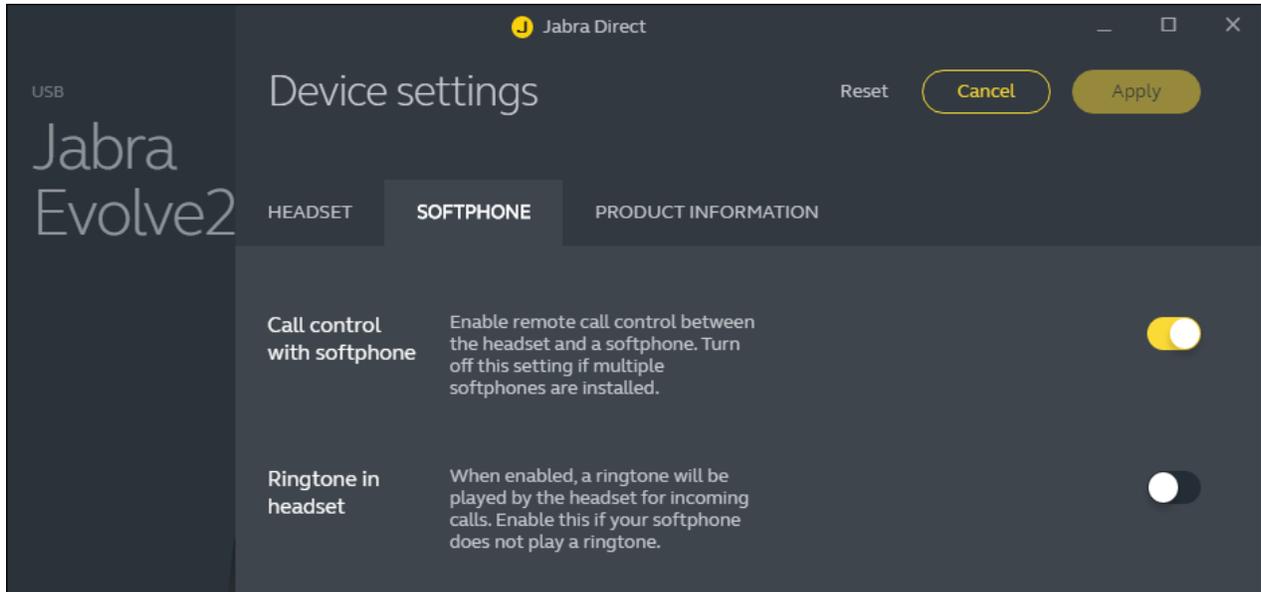
Plug the Jabra Evolve2 30 cable into the USB port of the PC. The device drivers will automatically be installed.

Open the Jabra Direct program installed on the PC. Select the **Device** tab on the left menu (not shown) and **Device ready for use** is shown at the bottom left. Open the one-X Agent program and check Jabra Direct program that the **Avaya softphone** status at the bottom right is in **Ready** state. Note that the **Avaya softphone** status can be in **Ready** state when one-X Agent is running but not necessary logon.



7.3. Configuring Jabra headset with Jabra Direct

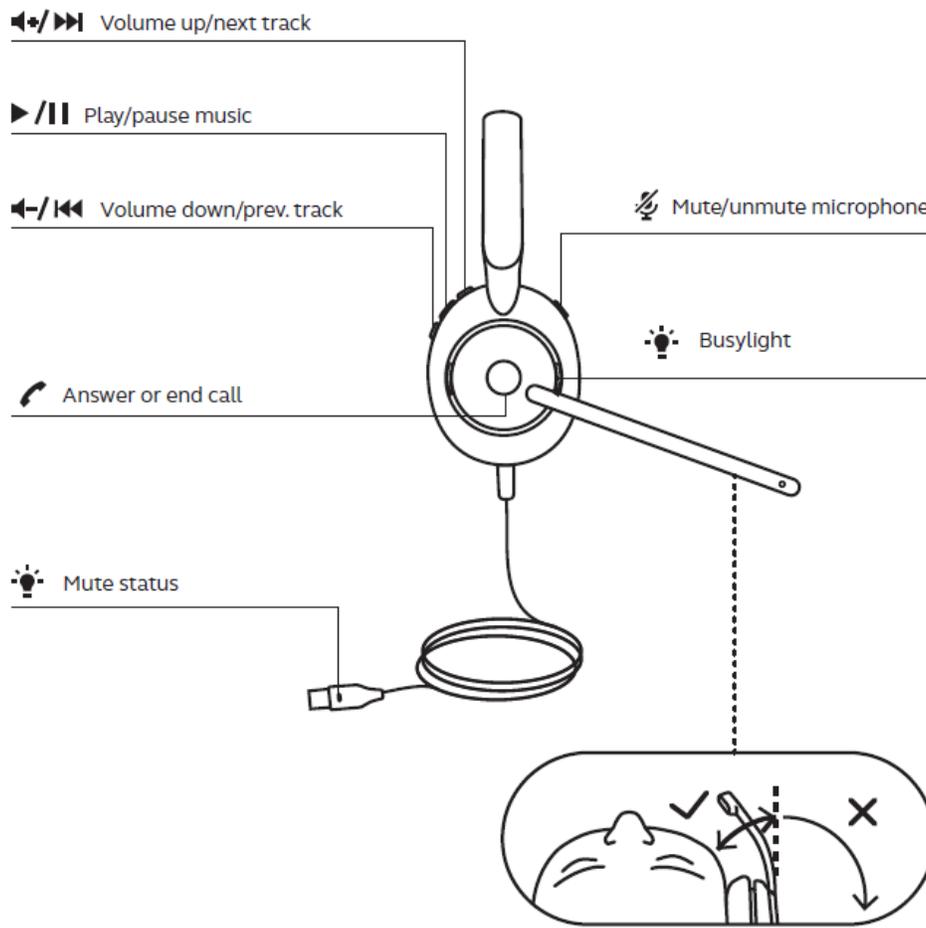
Select the **Device** from the previous screen. Select the **SOFTPHONE** tab and check that **Call control with softphone** is enabled as shown below (by default). Otherwise, enabled it by sliding button towards the right and click **Apply** to save it.



8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with one-X Agent PC.

1. Open the Jabra Direct program to verify that the headset has been successfully connected to PC for use with one-X Agent running. Observed that Jabra Evolve2 30 headset is detected as detailed in **Section 7.2**.
2. 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 answer/end call button on the headset (as shown below). Alternatively, move the microphone boom-arm down to answer the incoming call.
3. End the call by pressing the same answer/end call button on the headset.
4. Verify also that the headset is able to remotely control call functions such as answer, mute/un-mute and adjust the volume. Call Hold is done by pressing the answer/end call button once for more than 2 seconds until a tone is heard. Pressing the button again will resume the call. Similarly, verify such call control functions could be done on the one-X Agent.



9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra Direct and Jabra Evolve2 30 UC Mono/Stereo USB-A/USB-C Headset with Avaya one-X® Agent. All test cases were completed successfully.

10. 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 8.1.x, Issue 8, Nov 2020
- [2] *Using Avaya one-X® Agent, Release 2.5.10 (H.323)*, Issue 1.0, Mar 2017.

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

- [3] *Jabra Evolve2 30 Quick start guide*.

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