



Application Notes for Jabra PRO 935 USB/Bluetooth Wireless Headsets with Avaya Communicator for Windows - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra PRO 935 USB/Bluetooth Wireless Headsets with Avaya Communicator for Windows.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the 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

These Application Notes describe the configuration steps required to integrate the Jabra PRO 935 USB/Bluetooth Wireless Headsets with Avaya Communicator for Windows. Jabra 935 USB/Bluetooth Wireless headset was used to exercise the call control functions.

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 Communication Manager extensions, answering and ending calls using the call control button on the headset, and verifying two-way audio. The call types included calls between local extensions, and from the PSTN.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting Avaya Communicator for Windows and reconnecting the Jabra headset to the PC.

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 and to voicemail to verify two-way audio.
- Answering and ending calls using the call control button on the headset.
- Using the Voice Control button on the Jabra headset to mute and un-mute the audio.
- Verifying incoming call notification on Jabra headset.
- Verifying call ended notification on Jabra headset.

For the serviceability testing, the Jabra headset was reconnected to the Avaya Communicator for Windows and the PC was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed.

2.3. Support

For support on this Jabra headset solution, contact Jabra Technical Support at:

- Phone: +1 (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 to verify the Jabra PRO 935 USB/Bluetooth Wireless headset solutions. The configuration consists of Avaya Aura® Communication Manager with and Avaya G430 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk. The Jabra headsets were connected to the Avaya Communicator for Windows PC via a USB port.

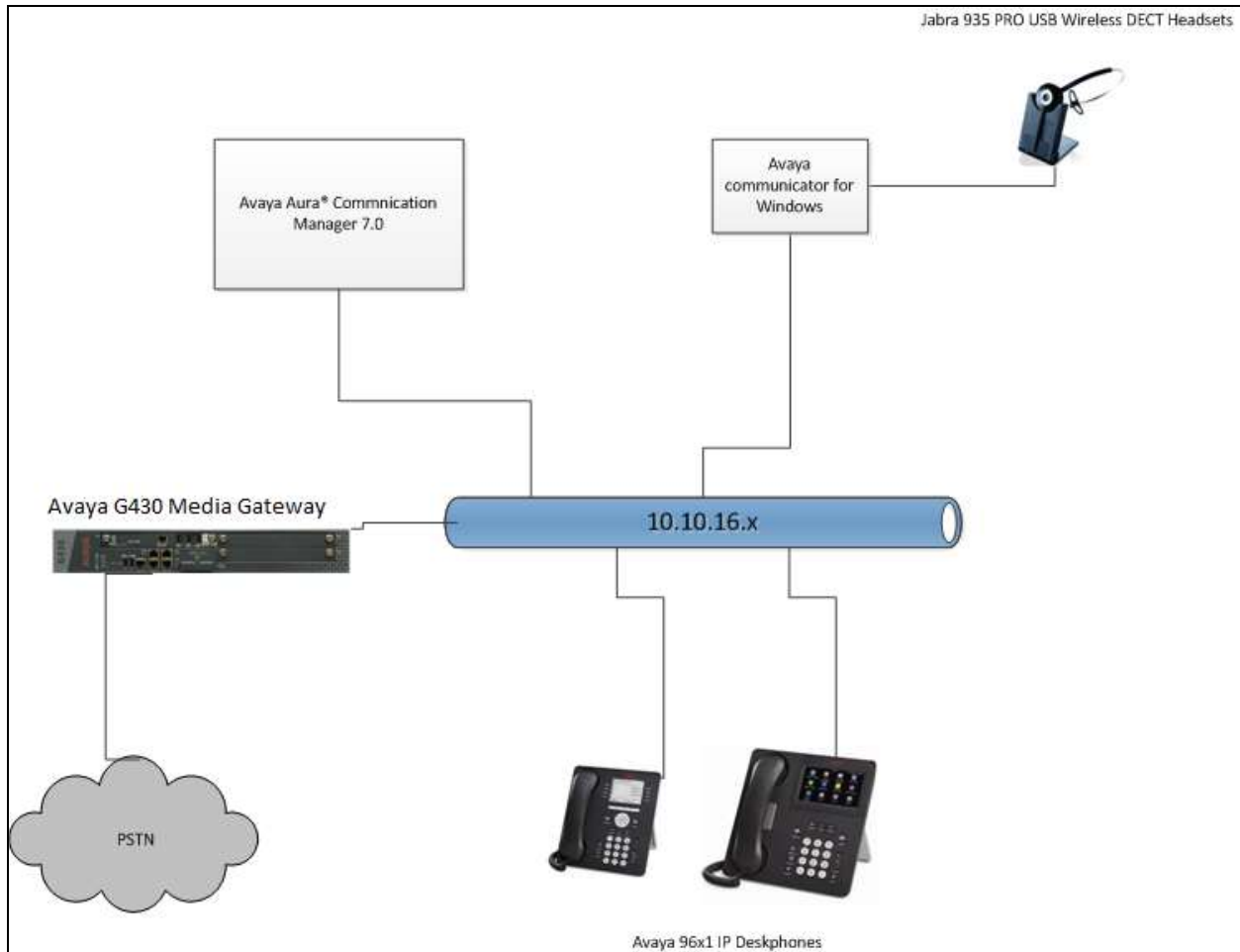


Figure 1: Avaya Communicator for Windows with PRO 935 Wireless Headsets

4. Equipment and Software Validated

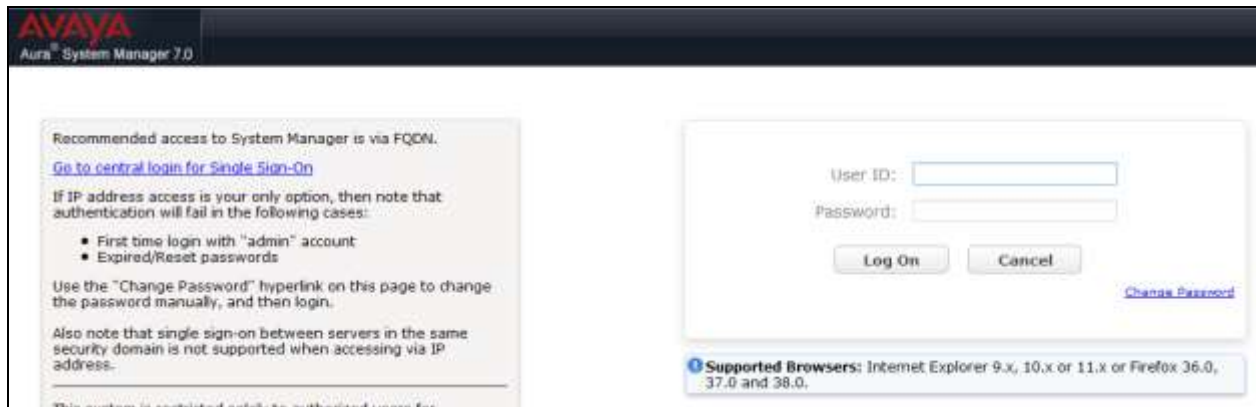
The following equipment and software were used for the sample configuration provided.

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on a Virtual Platform	R17x.00.0.441.0 Build 7.0.0.3.0.441.22856
Avaya Communicator for Windows	2.1.3.80
G430 Media Gateway	R37.21.0
Jabra PRO 935 USB DECT Headset	FW 1.4.6

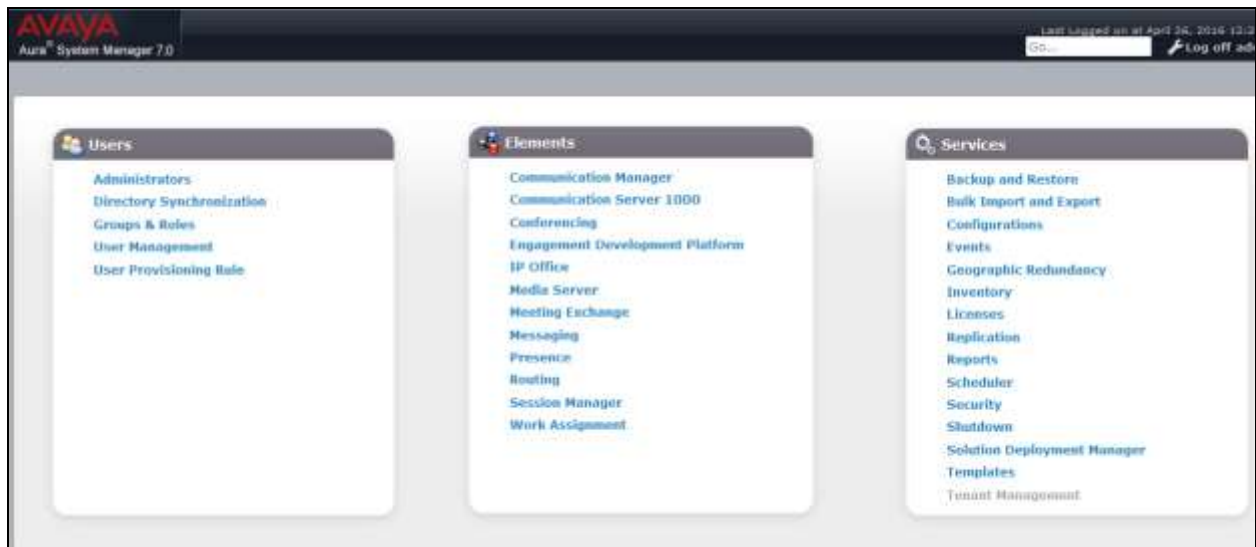
5. Configure Avaya Communicator for Windows Extension

This section will add stations for use by the Avaya Communicator for Windows. These are SIP stations that must be configured using Avaya Aura® System Manager web interface with IP Softphone enabled.

Access the System Manager using a web browser by entering **http://<FQDN>/SMGR**, where **<FQDN>** is the fully qualified domain name of System Manager or **http://<IP Address>/SMGR**. Log in using appropriate credentials.



From the Dashboard select **Users** → **User Management**.



Select **Manage Users** from the left hand menu and click on **Edit**.



From the Communication Profile tab (not shown) select **CM Endpoint Profile**. Click on **Endpoint Editor**.

☒ **CM Endpoint Profile** ▼

* System

* Profile Type

Use Existing Endpoints ☐

* Extension

Template

Set Type

Security Code

Port

Voice Mail Number

Preferred Handle

Calculate Route Pattern ☐

Sip Trunk

Enhanced Callr-Info display for 1-line phones ☐

Delete Endpoint on Unassign of Endpoint ☒

In the Endpoint Editor select the **Feature Options** tab and select **IP Softphone** allowing this endpoint to be used with Communicator for Windows. When finished click on **Done** (not shown).

System	CM71627	Extension	8275040
Template	9630SIP_DEFAULT_CM_7_0	Set Type	9630SIP
Port	500053	Security Code	
Name	Communicator, Avaya		

General Options (G) *		Feature Options (F)		Site Data (S)		Abbreviated Call Dialing (A)		Enhanced Call Fwd (E)		Button Assignment (B)	
Group Membership (M)											

Active Station Ringing	single	Auto Answer	none
MWI Served User Type	None	Coverage After Forwarding	system
Per Station CPN - Send Calling Number	None	Display Language	english
IP Phone Group ID		Hunt-to Station	
Remote Soft Phone Emergency Calls	as-on-local	Loss Group	19
LWC Reception	spe	Survivable COR	internal
AUDIX Name		Time of Day Lock Table	None
Speakerphone		Voice Mail Number	
Short/Prefixed Registration Allowed	default	Music Source	
EC500 State	enabled		

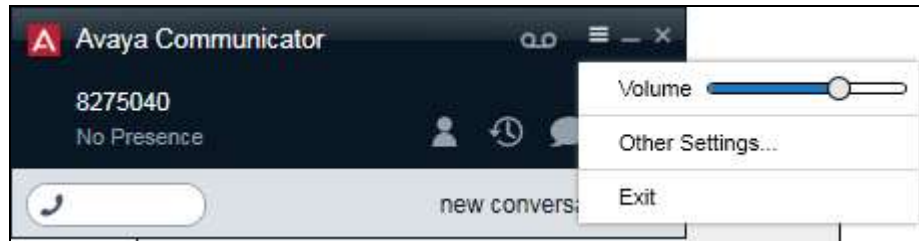
Features	
<input type="checkbox"/> Always Use	<input type="checkbox"/> Idle Appearance Preference
<input type="checkbox"/> IP Audio Hairpinning	<input checked="" type="checkbox"/> IP SoftPhone
<input type="checkbox"/> Bridged Call Alerting	<input checked="" type="checkbox"/> LWC Activation
<input type="checkbox"/> Bridged Idle Line Preference	<input type="checkbox"/> CDR Privacy

6. Configure Communicator for Windows

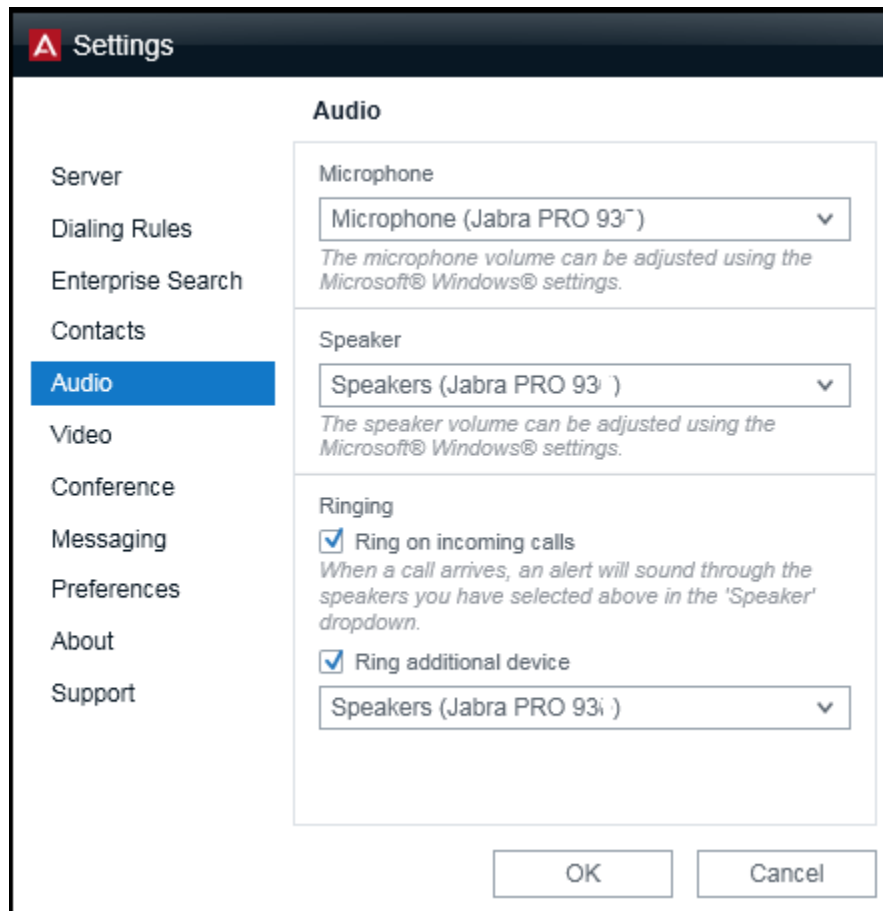
This section describes how to assign the Jabra PRO 935 Headset for use with Communicator for Windows.

- Log into Communicator for Windows.
- Select Jabra PRO 935 from settings.

Log into Communicator for Windows using the Station in **Section 5**. Click on the top right menu and select **Other Settings**.



Select **Audio** from the left hand menu and then select **Jabra PRO 935** for **Microphone**, **Speaker** and **Ring additional device**.



7. Configure Jabra USB Headsets

This section covers the steps to integrate Jabra PRO 935 USB Wireless headsets with Communicator for Windows.

- Connecting the Stealth UC Wireless Headsets.

7.1. Connect the Jabra USB Headset

Connect the Jabra PRO 935 USB Wireless Base station to a USB port on the Communicator for Windows PC. Switch on the Jabra PRO 935 USB Wireless headset and a PC Connected message is played through the earpiece.

8. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with Communicator for Windows.

1. Verify that the Jabra headset has been successfully installed and is ready for use with Communicator for Windows.
2. Once the Jabra headset is selected in Communicator for Windows, verify that incoming and outgoing calls can be established with two-way audio to the headset.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra PRO 935 USB Wireless Headset with Communicator for Windows. All test cases were completed successfully with observations noted in **Section 2.2**.

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 7.0, Issue 1, August 2015, Document Number 03-300509.
- [2] *Communication Manager Overview and Specification*, Release 7.0, Issue 1.0, August 2015, Document Number 03-604233.
- [3] *Administering Avaya Communicator for Android, iPad, iPhone, and Windows*, Issue 4, Release 2.1, June 2015.
- [4] The installation documentation for Jabra Direct can be found at <http://www.jabra.com/support/>

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