



Jabra Direct

Giving you confidence for each and every call

Jabra Direct is a desktop software solution that offers complete integration of your softphone and headset connectivity via a user friendly interface. The seamless integration between the audio device and the softphone allows users to benefit from enhanced mobility and the ability to multitask while on a call.

Jabra Direct has two core functions

- Readiness status – of your device and softphone via a dashboard
- Headset personalisation via settings, firmware updates and call control

How it works

Jabra Direct is an easy to install solution that can interface with and manage a range of softphones. Jabra Direct automatically detects and enables Remote Call Control over the IP softphone(s) installed on the computer. Jabra Direct also allows you to update your Jabra USB device with the latest firmware. A firmware update will typically include new or improved functionality and minor corrections.

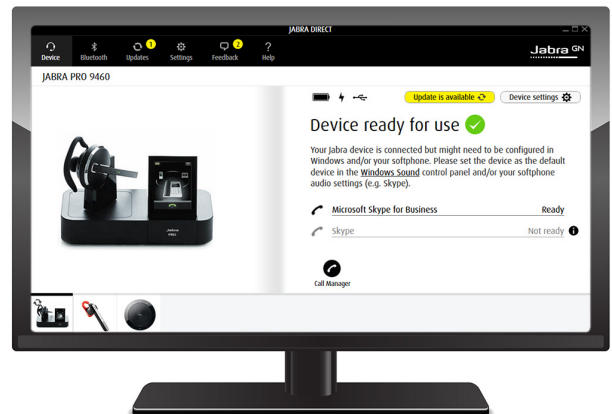
Personalise your Jabra headset

Jabra Direct allows you to manage and configure your Jabra headset via the setting controls. Offering you the flexibility and confidence to select the best headset choice and softphone connection for each and every call.

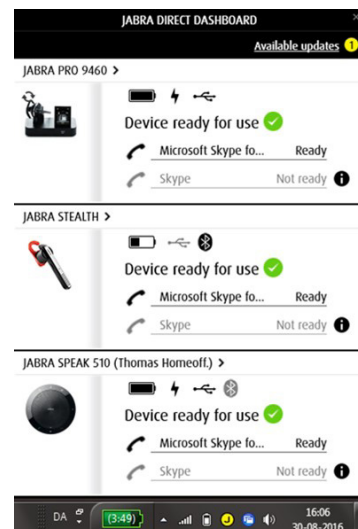
Compatibility

Jabra Direct provides compatibility between Jabra USB devices and an extensive range of softphones. This enables you to have Remote Call Control (answer/end call, mute, redial etc) from your Jabra audio device over your softphone(s).

The Remote Call Control features available for each softphone can be seen in below Softphone/Feature matrix. The exact softphones supported (names and versions) can be seen in below softphone compatibility list.



Jabra Direct Homescreen



Jabra Direct Dashboard

Feature	Benefit
What is Jabra Direct	Jabra Direct is an application with a simple user interface, that enables you to easily get readiness status of your Jabra device(s) and softphone(s). The built-in dashboard gives you a device and softphone connectivity status which increases your confidence and ready status for every call. Jabra Direct enables you to personalize your Jabra device; firmware update your device for the best possible performance; and to have Remote Call Control over you softphone(s).
Remote Call control	Jabra Direct enables you to have Remote Call Control (answer/end call, mute, redial etc) from your Jabra audio device. Jabra Direct will automatically detect and enable Remote Call Control for the softphones installed on you computer.
Dashboard	The Jabra Direct dashboard is an user friendly status menu available from the Windows notification area (typically accessed via the lower right corner of the Windows desktop). The dashboard shows the status of your headset, if any updates are available, and if your softphone(s) are ready for use. By clicking your Jabra device in the dashboard, you will be linked into the Jabra Direct main application for managing setting preferences, start firmware updates or access applications that might be available for your Jabra device
Settings	The device setting control in Jabra Direct enables you to configure your Jabra audio device to fit you personal preferences.
Firmware update	The Jabra Direct Firmware Updater enables you to update the firmware of your Jabra devices. Firmware is a type of software that runs inside many types of electronic devices, managing their various internal processes. Jabra releases updates that improve performance and add new functionalities to your headset or speakerphone. To receive firmware update notifications, go to Settings and switch Update Notifications to 'On'.
Call Manager	The Jabra Direct Call Manager is an application available for selected Jabra devices, and can enable call control of Jabra multiuse headsets via a graphical user interface and the keyboard on the PC
Where to download	www.jabra.com/direct

Softphone Compatibility List for Jabra Direct

Avaya

- Avaya Equinox 3.0 or above
- Avaya Communicator version 2.1 or above
- Avaya Communicator for Microsoft Lync
- Avaya one-X Communicator version 5.2 or above
- Avaya one-X Agent 2.0 SP3 or above
- Avaya Aura Agent Desktop version 6.1 or above
- Avaya IP Softphone version 6.0 or above
- Avaya IP Agent version 7.0 or above

BroadSoft

- BroadSoft UC-One version 20.1 or above
- BroadSoft based softphone variants (branded under other names, though often including "UC-One")

Cisco

- Cisco IP Communicator version 2.0.1.1 or above
- Cisco Unified Personal Communicator version 8.0 or above
- Cisco WebEx Connect version 7.1.1 to 7.3.1
- Cisco Jabber version 9.6 or above
- Cisco UC Integration for Microsoft Lync version 9.6 or later

CounterPath

- Bria version 4.3.0, 4.4.1 and above
- X-lite version 4.9.2, 4.9.4 and above

IBM

- IBM Sametime version 8.5.1
- IBM Sametime version 8.5.2 IFR1
- IBM Sametime version 9
- IBM Sametime client embedded in Lotus Notes

Microsoft

- Microsoft Lync 2010/2013 and Skype for Business Presence integration
- Skype version 7.1 or above

NEC

- NEC SP350 version 5.1.0 or above

ShoreTel

- ShoreTel version 14 or above

Other softphones

- All softphones will recognize your Jabra headset as a standard Windows sound card with sound-in and sound-out features. However, you will not be able to control these phones from the Jabra headset (i.e., you will need to use the softphone user interface to place and answer calls).

Feature	Accept incoming call	Reject incoming call	End call	Mute/unmute microphone	Hold/resume call	Last number redial	Number dialing using headset dialpad	Supporting plus sign from headset dialpad	Caller ID	Supports Set Presence	Supports IVRS6
Softphone											
Avaya Equinox	■		■	■	■		■	■ ¹			
Avaya IP Softphone or IP Agent	■		■	■	■	■	■	■ ²			
Avaya one-X Communicator/one-X Agent/Aura Agent desktop	■		■	■	■		■	■ ¹			
BroadSoft UC One ⁷	■	■	■	■	■	■	■	■	■		■
Cisco IP Communicator	■		■	■		■	■	■ ²			■
Cisco Jabber	■	■	■	■	■	■	■		■		■
Cisco UC integration for Microsoft Lync	■	■	■	■	■	■	■		■		■
Cisco Unified Personal Communicator	■		■	■	■	■	■	■ ¹	■	■ ⁵	■
Cisco WebEx Connect	■	■	■	■							
CounterPath Bria and X-lite ⁷	■	■	■	■	■	■	■		■		■
IBM Sametime ⁷	■	■	■	■	■	■	■	■	■		
NEC SP350	■		■	■ ³	■	■ ⁴	■		■		■
ShoreTel Communicator ⁷	■	■	■		■	■ ⁴	■		■		

¹ Plus sign represented as '+' in phone number

² Plus sign represented as '00' in phone number

³ Mute/unmute microphone from softphone is not reflected in headset

⁴ Softphone does not support redial, but redial from headset will dial from the softphone directory list

⁵ Softphone supports only Available and Busy states

⁶ Interactive voice response system (IVRS) technology allows sending numbers and digits from headsets to voice response system during an active call

⁷ Softphone requires manual post installation step. Please refer to the guides on the Jabra Direct support page at jabra.com/direct

Technical Requirements

Operating System: Windows 10 (32 & 64 bit); Windows 8.1 (32 & 64 bit); Windows 8 (32 & 64 Bit); Windows 7 (32 & 64 Bit); Windows Vista (32 & 64 Bit); Windows XP SP3 (32 Bit). Windows RT not supported

Microsoft .NET 4.0 Client Profile or .NET 4.0 Framework Full.

Hardware: A USB connection must be available and a Jabra device must be connected to it

Compatible headsets - Jabra Direct supports all Jabra professional USB devices

If you are using a Mac please go to: www.jabra.com/macsuite

If you are an IT/headset manger in charge of configuring, updating and ensure softphone integrations for multiple Jabra users in your organization, and (optionally) also want to mass-deploy Jabra Direct to them, please go to: www.jabra.com/xpress