

# **Installing Jabra PC Suite**

# JABRA PC SUITE OVERVIEW

**Note:** This installation guide refers to Jabra PC Suite version 2.14.0 or above.

## Elements of the Jabra PC Suite

The Jabra PC Suite is a collection of PC programs that enable you to configure your Jabra device, update its firmware and control supported softphones using the buttons on your headset.

The Jabra PC Suite includes the following programs:

- **Jabra Device Service**  
This program runs in the background and monitors your USB ports for Jabra devices. It enables the Jabra Control Center and softphone integration modules to interact with Jabra devices. While the Device Service is running, you will see a Jabra icon in the Windows notification area (the bottom-right corner of your screen); right-click the icon to set preferences and access links to other Jabra programs. You must have this service running in order to use Jabra Control Center or any of the softphone integration modules.
- **Jabra Control Center**  
This program enables you to configure the settings in your Jabra device.
- **Jabra Call Manager**  
This program enables call control of Jabra multiuse headsets via a graphical user interface on the PC.
- **Jabra Firmware Updater**  
This program enables you to update the firmware of your Jabra device. Firmware is a type of software that runs inside many types of electronic devices, managing their various internal processes. Occasionally, Jabra may release updates that can improve performance or add new functionality to your Jabra product. You will be notified when new firmware is available for your product if you enable the automatic *check for updates* option in Jabra Device Service.

The Jabra PC Suite also includes call control integration modules (also referred to as *softphone drivers*) for various softphones on the market. A softphone call control integration module establishes a control link between a softphone and your Jabra headset, so you can answer and end, mute and un-mute, and hold and resume calls using the buttons on your headset. The call control functions available from your headset depend on the capabilities of the softphone and the Jabra headset model.

Currently these softphones are supported by Jabra PC Suite:

- **Avaya one-X Communicator**  
The Jabra call control integration module for Avaya one-X Communicator manages the connection between your headset solution and an Avaya one-X Communicator softphone client.

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- **Avaya one-X Agent**  
The Jabra call control integration module for Avaya one-X Agent manages the connection between your headset solution and an Avaya one-X Agent softphone client.
  - **Avaya Aura Agent Desktop**  
The Jabra call control integration module for Avaya Aura Agent Desktop manages the connection between your headset solution and an Avaya Aura Agent Desktop softphone.
  - **Avaya IP Softphone**  
The Jabra call control integration module for Avaya IP Softphone manages the connection between your headset solution and an Avaya IP Softphone client.
  - **Avaya IP Agent**  
The Jabra call control integration module for Avaya IP Agent manages the connection between your headset solution and an Avaya IP Agent softphone client.
  - **Cisco IP Communicator**  
The Jabra call control integration module for Cisco IP Communicator is a library (DLL) that is added to your Cisco IP Communicator installation if it is present when you install Jabra PC Suite. If you install Cisco IP Communicator after installing Jabra PC Suite, then reinstall the PC Suite to get the Cisco call control integration module.
  - **Cisco Unified Personal Communicator**  
The Jabra call control integration module for Cisco Unified Communication manages the connection between your headset solution and a Cisco Unified Personal Communicator client.
  - **Cisco Unified Communications Integration for Microsoft Lync or Office Communicator**  
The Jabra call control integration module for Cisco Unified Communication manages the connection between your headset solution and a Cisco Unified Communications Integration for Microsoft Lync or Office Communicator client.
  - **Cisco WebEx Connect**  
The Jabra call control integration module for Cisco WebEx Connect manages the connection between your headset solution and a Cisco WebEx Connect client.
  - **Cisco Jabber**  
The Jabra call control integration module for Cisco Jabber manages the connection between your headset solution and a Cisco Jabber softphone client.
  - **CounterPath Bria**  
The Jabra call control integration module for CounterPath Bria manages the connection between your headset solution and a CounterPath Bria softphone client.

- **IBM Sametime**  
The Jabra call control integration module for IBM Sametime manages the connection between your headset solution and the Sametime client. The IBM Sametime client integration requires installation of Jabra PC Suite followed by manual or automatic (applicable for 8.5.2 IFR-1 client version & above and Embedded client installed in Lotus Notes 9.0 & above) installation of a Java plug-in in the IBM Sametime client. Refer to the Jabra PC Suite online help for instructions on how to install the Sametime plug-in.
- **Microsoft Lync**  
Microsoft Lync communicates directly with a Jabra USB headset and does not require a softphone integration module to enable call control from the headset. However, if you want Jabra PC Suite to set the presence state in Lync when you are in a call on a desk phone or a mobile phone via the headset you need to install the Jabra presence module for Lync.
- **NEC SP350**  
The Jabra call control integration module for NEC SP350 manages the connection between your headset solution and a NEC SP350 softphone client.
- **ShoreTel Communicator**  
The Jabra call control integration module for ShoreTel Communicator manages the connection between your headset solution and a ShoreTel Communicator softphone client.
- **Skype**  
The Jabra call control integration module for Skype manages the connection between your headset solution and a Skype client. After installing Jabra PC Suite you need to open Skype and allow the Jabra Skype call control integration module to access Skype. See the section “Post Installation Steps” later in this document for instructions on how to do this.

## System Requirements

To run the Jabra PC Suite, your computer must meet or exceed the following requirements:

- **Operating System:**  
Microsoft Windows XP (32-bit only) with Service Pack 3.  
Windows Vista, Windows 7, Windows 8 or Windows 8.1, 32-bit or 64-bit version.
- **Microsoft .NET Framework:** Version 4.0 Client Profile is required; the Jabra setup program will automatically download and install this from Microsoft if necessary (requires Internet connection).
- **Hardware:** A USB connection must be available and a Jabra device must be connected to it.

Jabra PC Suite supports the following softphone solutions:

- **Avaya one-X Communicator:** version 5.2 or above
- **Avaya one-X Agent:** version 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 6.0 or above
- **Cisco IP Communicator:** version 2.0.1.1 or above
- **Cisco Unified Personal Communicator:** version 8.0 or above
- **Cisco Unified Communications Integration for Microsoft Lync:** version 8.5 or above
- **Cisco Unified Communications Integration for Microsoft Office Communicator:** version 8.0 or above
- **Cisco WebEx Connect:** version 7.1.1 or above
- **Cisco Jabber:** version 9.6 or above
- **CounterPath Bria:** version 3.5 or above
- **IBM Sametime:** version 8.5 or above
- **NEC SP350:** version 5.1.0.0 or above
- **ShoreTel Communicator:** version 13.1 or above
- **Skype:** version 3.2 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 softphones from the Jabra headset (i.e., you will need to use the softphone user interface to place and answer calls).

**Note:** Jabra is constantly evaluating the softphone market to see which new programs should be supported with a dedicated integration module, as listed above for Skype, Cisco, Avaya, IBM, NEC, ShoreTel and Bria. Contact your Jabra representative or see the Jabra web site for the latest news on softphone integration development. If you enable the automatic *check for updates* option in Jabra Device Service you will be notified when there is a new version of Jabra PC Suite available.

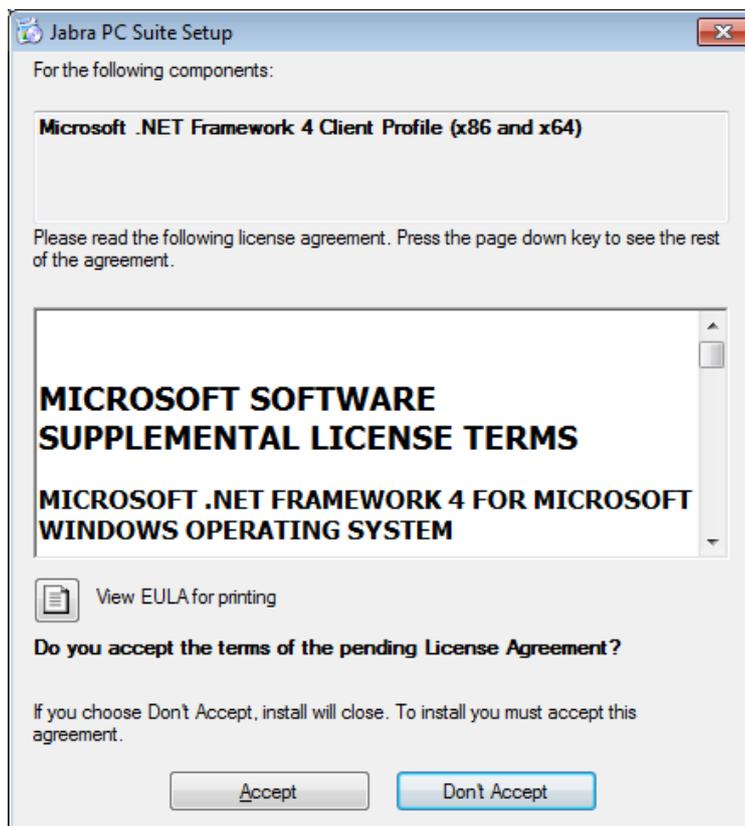
# INSTALLING JABRA PC SUITE

**Note:** Installation of Jabra PC Suite requires Administrator rights on the PC.

To install Jabra PC Suite on your computer:

1. If you are using the Cisco IP Communicator softphone, then install that program first. (If you add this program later, you can simply re-run the Jabra PC Suite setup wizard to install the Jabra integration modules for Cisco.)
2. Insert the CD-ROM that came with your Jabra product or download the Jabra PC Suite installer from [www.jabra.com](http://www.jabra.com).
3. Double-click on the `JabraPcSuiteSetup.exe` file to launch the installer.
4. The setup program checks to see if you have Microsoft .NET Framework version 4.0 Client Profile installed on your PC. If you do not, it will offer to download and install it now. You must be connected to the Internet for this to work.

The .NET installer is provided by Microsoft; please follow the instructions on your screen to install it. If you have trouble with the .NET setup, please contact Microsoft support.



If your PC does not have .NET 4.0 Client Profile installed and does not have Internet access you must download an installer for .NET 4.0 Client Profile from Microsoft Download Center (<http://download.microsoft.com>) from a PC with Internet access.

Copy the .NET installer to the PC where you want Jabra PC Suite installed and run the .NET installer. After the installation of .NET 4.0 Client Profile you can run the Jabra PC Suite installer without a need for an Internet connection.

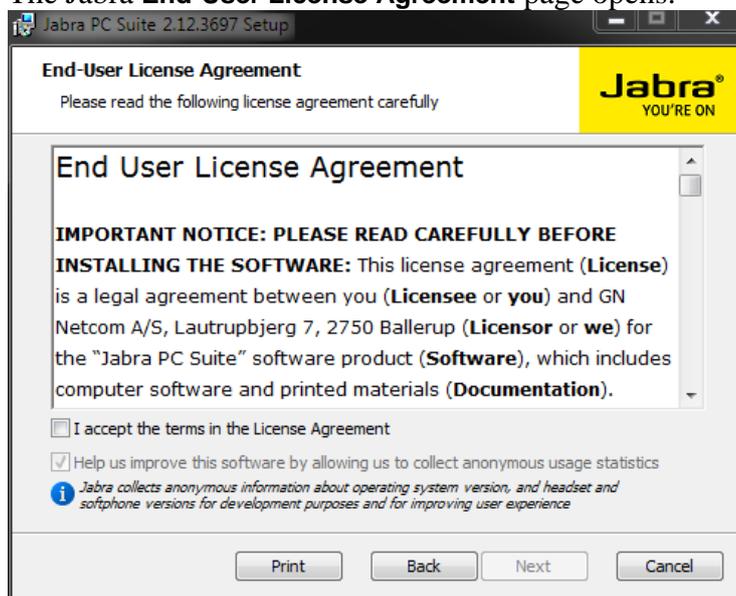
Note: The CD-ROM that is shipped with your Jabra product may also contain an installer for the .NET framework.

5. The installation wizard launches, starting with a **Welcome** screen.



There are no settings here, so just read the text and click on **Next**.

6. The Jabra **End-User License Agreement** page opens.

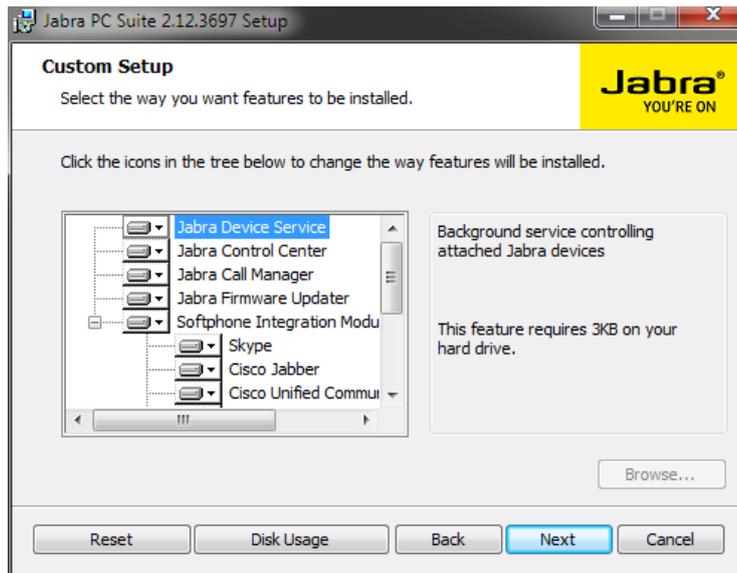


Read the license agreement carefully. If you agree with its terms, then mark the “**I accept...**” check box.

If you want to help Jabra improve the user experience of Jabra PC Suite by allowing it to send anonymous usage statistics to Jabra, then mark the “**Help Jabra...**” check box.

Click on **Next** to continue. You can also **Print** the agreement from here if you like.

7. The **Custom Setup** page opens.



The Jabra PC Suite includes several programs, all of which will be installed by default. (Note that the *Cisco IP Communicator* is shown only if the Cisco softphone is already installed on your system.) We recommend that you install all of the listed programs, though you might exclude one or more softphone integration modules if you are sure you will never use them.

To remove a program, click on the hard-disk icon next to the target name — this opens a menu that you can use to exclude that program. Buttons at the bottom of this page also enable you to see how much disk space will be used and to reset the page to its default settings. Click on **Next** when you are done making settings here.

8. The **Startup Options** page opens.



Mark the **Start Jabra Device Service after installation** check box to run the Jabra Device Service after installation has been completed.

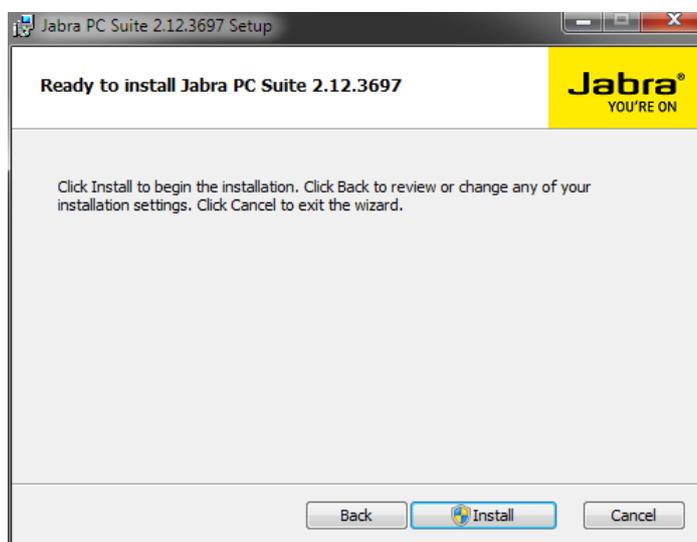
The Jabra Device Service is a program that runs in the background and is required for softphone integration and configuration of Jabra headsets.

The setup program is able to create a shortcut in your Windows Startup folder that will launch the Jabra Device Service each time you start Windows.

Mark the **Start Jabra Device Service every time Windows Starts** check box to run the Device Service at startup (recommended); clear the box if you prefer to run the Device Service manually only when you need it.

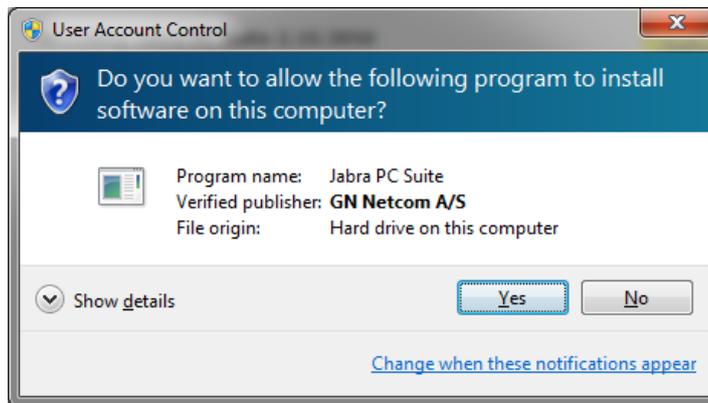
Click on **Next** when you are done.

9. The **Ready to install** page opens.



You have now finished setting your installation options. Click on **Install** to install the software.

You will see this User Account Control warning:



Click on **Yes** to continue.

10. When installation is complete, the **Completed...** page opens.



Click on **Finish** to close the setup program.

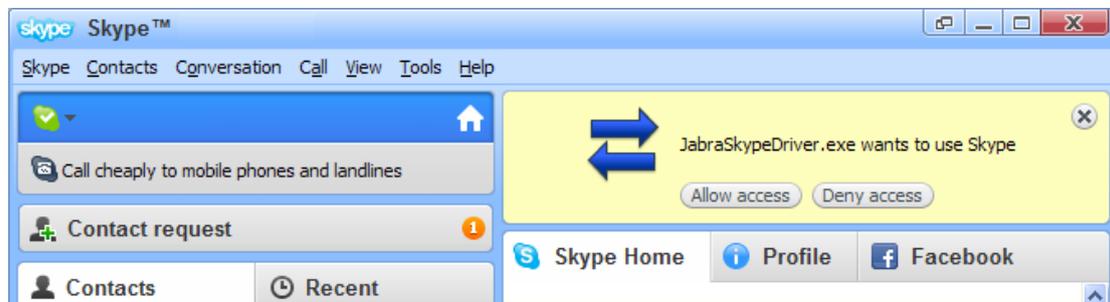
The installed programs are available in the Start Menu at: **All Programs > Jabra > Jabra PC Suite.**

# POST INSTALLATION STEPS

After installation of Jabra PC Suite, you need to carry out a few additional configuration steps to finalize the softphone integration. These steps are also explained in the Jabra PC Suite online help.

## Post Installation Steps for Skype Integration

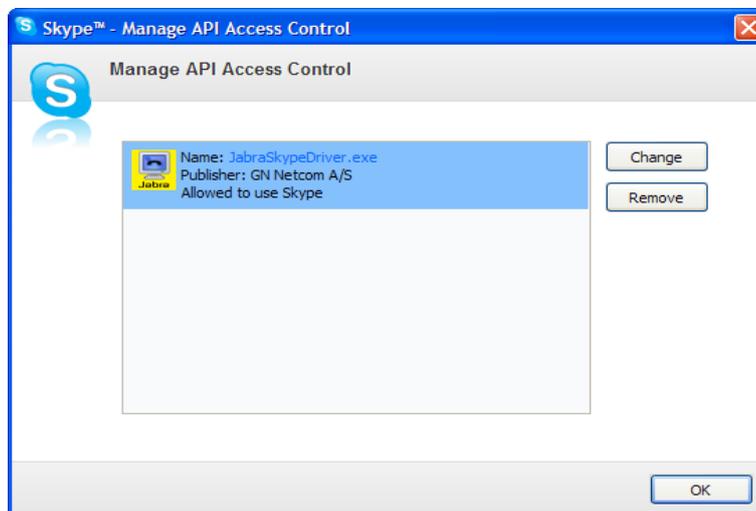
If you installed the Skype integration module with Jabra PC Suite, you need to allow the Jabra Skype Driver (`JabraSkypeDriver.exe`) to connect to Skype. The first time you start Skype after installing the Jabra Skype integration module, you will see this notification from Skype:



You must click on the “**Allow access**” button.

If you do not see this notification, you can follow the steps below to manage other programs’ access to Skype:

1. Open the **Tools** menu in Skype and select **Options...**
2. Open the **Advanced** settings and click on the link called “**Manage other programs’ access to Skype**”
3. In the dialog box that opens you can give `JabraSkypeDriver.exe` permission to connect to Skype.



## Post Installation Steps for IBM Sametime Integration

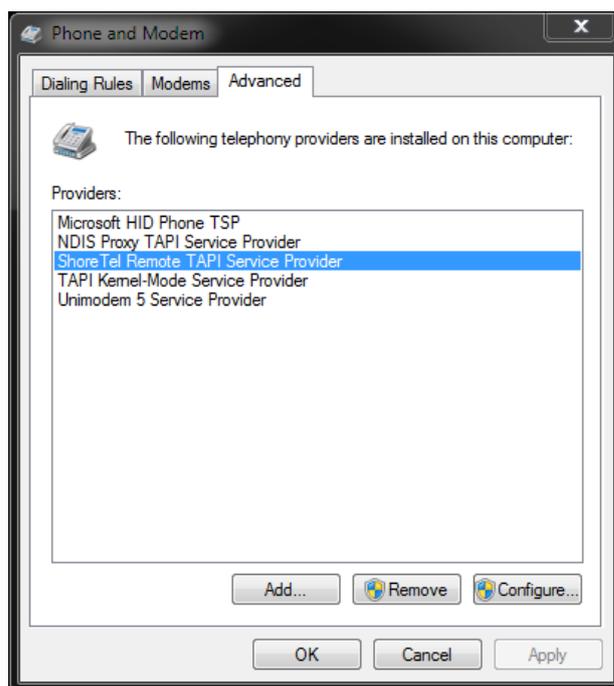
If you installed the IBM Sametime Client integration module with Jabra PC Suite, Jabra plug-in automatically gets installed in the IBM Sametime softphone.

The instructions on how to install the Jabra Sametime plug-in are found in the Jabra PC Suite online help. You can also find an installation guide in PDF format in a subfolder called **Sametime plugin** in the Jabra PC Suite installation folder (default path: **C:\Program Files\Jabra\Jabra PC Suite**).

## Post Installation Steps for ShoreTel Communicator Integration

If you have installed ShoreTel integration module with Jabra PC Suite, you need to install **ShoreTel Telephony Interface** software provided by ShoreTel to connect Jabra ShoreTel integration module with ShoreTel Communicator.

Once the **ShoreTel Telephony Interface** software is installed, reboot the PC. **ShoreTel Remote TAPI Service Provider** should be listed under advanced tab of **Phone and Modem** in control panel.



## Post Installation Steps for CounterPath Bria Integration

If you have installed CounterPath Bria integration module with Jabra PC Suite, you need to disable **Zero-touch device configuration** setting and set **HID Device** as “None” in the CounterPath Bria softphone preference tab.



## Selection of Audio Devices in Softphone

In every softphone you use with a Jabra headset, you must configure the softphone to use the Jabra headset as audio recording device (microphone) and as audio playback device (speaker). Consult your softphone documentation for instructions on how to configure audio devices in your softphone.

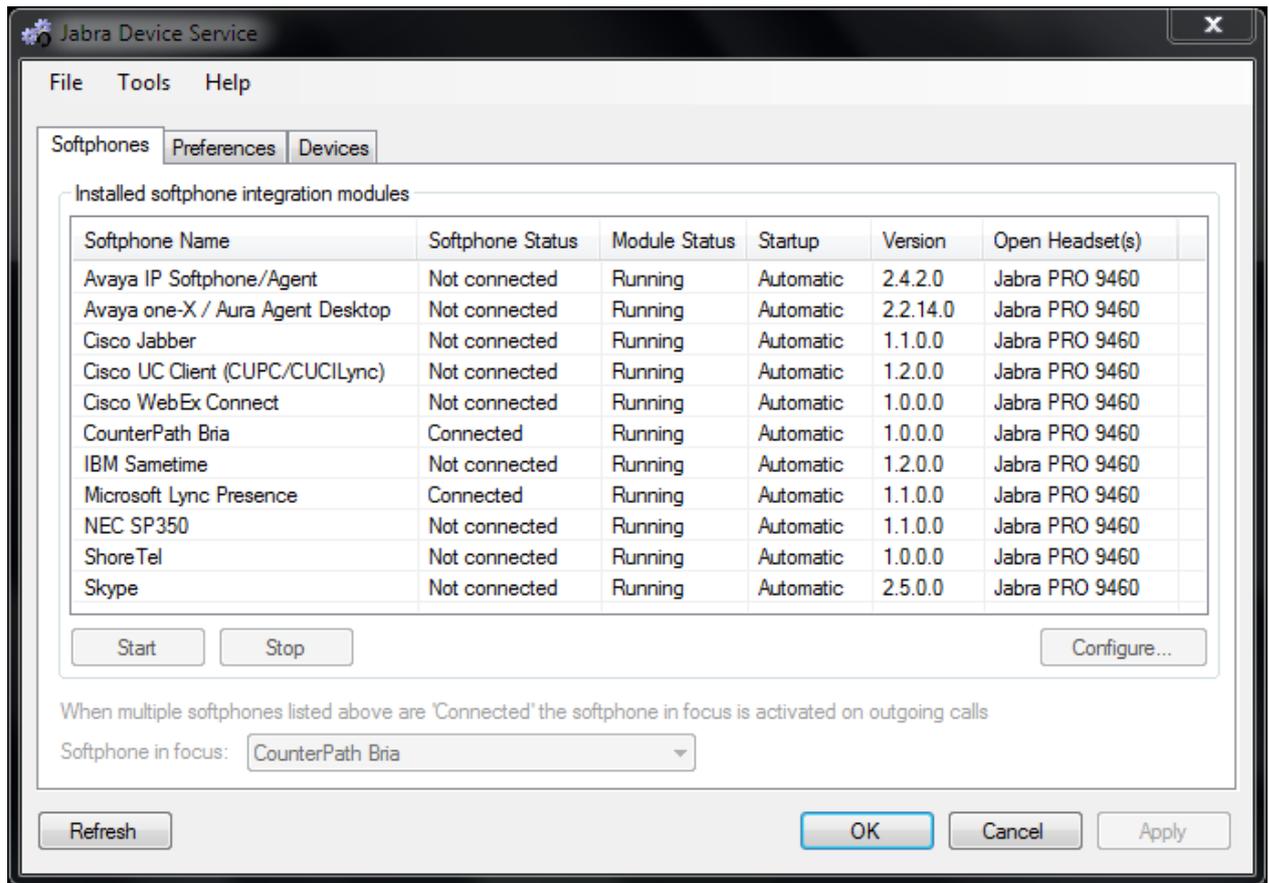
## Selection of Target Softphone

If you are running more than one softphone at a time, you may have to configure which softphone to target when you tap the multi-function button on your headset to initiate a softphone call.

This selection is done in the **Softphones** tab of the Jabra Device Service window. The Device Service window can be opened from the context menu of the Jabra icon in the notification area in Windows taskbar.

The **Softphones** tab shows a status overview of all softphone integration modules installed by Jabra PC Suite. It also contains a drop-down list for selection of softphone in focus for outgoing calls in case multiple softphones are running simultaneously.

The selection of softphone in focus is only relevant when two or more of the listed softphones are available (having status ‘Connected’), otherwise the drop-down list is disabled.



Note that **Microsoft Lync Presence** in the list above refers to the integration module that sets the presence state in Lync. This module does not handle call control and cannot be selected as softphone in focus.

## Softphone Integration Troubleshooting

Please read the Jabra PC Suite online help for further information and troubleshooting tips regarding softphone integration.