



Jabra Suite for Mac

The Jabra Suite for Mac solutions enable you to:

- Use your Jabra USB audio devices for Remote Call Control over the latest generation of Mac softphone
- Easily firmware upgrade your Jabra devices for optimal performance
- Manage Bluetooth connections

Enable your Jabra device with these softphone call controls Suite for Mac integrates with your softphone so that your Jabra devices let you:

- Hear Ringtones
- Answer and end calls
- Mute the microphone
- Place and resume call on hold
- Redial

This means that users with a wireless headset can answer and end calls on their softphone up to 150 meters / 450 feet away from their desk. With a corded USB audio device users will get a range of remote call controls via the in-line call control unit.

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.

See the list on next page with Jabra audio devices with softphone call control; which Mac softphone versions is supported and check the matrix with what call control features is available between Jabra devices and the softphones.

How it works

Jabra Suite for Mac can interface with a range of softphones via the embedded drivers. The program runs in the background and monitors your USB ports for the connected Jabra device(s) and installed supported softphone(s) - and thereby enables the Jabra device(s) to have remote call control over the softphone(s)



How to firmware upgrade your Jabra device

Just have your Jabra USB product connected to your Mac computer with Jabra Suite for Mac installed, and you will automatically be notified when new firmware is available, and offered to start the upgrade. You can also check for latest updates manually from within Jabra Suite for Mac. See the list on next page with all the Jabra devices that can be firmware upgraded.



TIP: Get overview and readiness status for your Jabra devices and supported softphones by adding Jabra Suite for Mac as a widget to the Notification Center in Mac OSX 10.10 and above. See the FAQ guide for how to enable this.

FEATURE	BENEFIT
What is Jabra Suite for Mac?	<p>Jabra Suite for Mac is a program that enables Jabra USB audio devices to have Remote Call Control over the latest generation of supported Mac softphones. Please see the matrix below for compatible softphones and the remote call control functions available from your Jabra USB device</p> <p>Jabra Suite for Mac also contains a Device Firmware Updater, which is a feature that checks for available Jabra device firmware updates (internet connection needed) and then offers an easy upgrade of the attached devices, securing its optimal performance</p> <p>Jabra Suite for Mac also enables you to manage Bluetooth connections. Whenever you have a Jabra Bluetooth USB dongle (LINK 360 & 370) plugged into your Mac, you can easily search for, pair with and connect to Jabra Bluetooth audio devices</p>
Jabra Suite for Mac	This program runs in the background and monitors your USB ports for Jabra devices and softphone integration. Suite for Mac also checks if there are any new firmware upgrades available for the attached Jabra audio devices
Jabra Firmware Updater	<p>This program 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</p> <p>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 have enabled the automatic check for updates option in the Settings tab in Suite for Mac preference pane. You can also check for latest updates manually using the Jabra Suite for Mac user interface</p>
Overview and Status Notification	You can get overview and readiness status for your Jabra devices and softphones by adding Jabra Suite for Mac as a widget to the Notification Center in Mac OSX. See the FAQ guide for how to enable this
Download Jabra Suite for Mac	www.jabra.com/macsuite

COMPATIBILITY	
Compatible softphones	<ul style="list-style-type: none"> • Avaya Equinox, version 2.0 or above • Avaya one-X Communicator, version 2.0 or above • CounterPath Bria, up to ver. 4.3.0 and from 4.4.1 or above (ver. 4.4.0 not fully supported) • CounterPath X-Lite, up to ver. 4.9.2 and from 4.9.4 or above (ver. 4.9.3 not fully supported) • IBM Sametime, version 8.5.2; 9.0 or above; and Embedded IBM Sametime installed in Lotus Notes 9.0 • Microsoft Skype (for Consumer), version 5.8.0.945 or above <p>See the below matrix for an overview of the remote call control features your Jabra device can have over the softphones</p>
Compatible devices for softphone call control	Jabra GN 2000 USB, Jabra BIZ 1500 & 2300 & 2400 & 2400 II, Jabra SPEAK 410 & 510 & 710 & 810, Jabra PRO 9400 series, Jabra PRO 930 & 935, Jabra GO 6400 series, Jabra LINK 260 & 265 & 280 & 350 & 360 & 370, Jabra Dial 550, Jabra UC Voice 150a, 250a, 550, 550a, 750, 750a, Jabra Motion and Motion Office, Jabra Supreme, Jabra Stealth UC, Jabra Evolve series and new Jabra USB devices to come
Compatible devices for Firmware Updates	Jabra BIZ 1500 & 2300 & 2400 & 2400 II, Jabra SPEAK 410 & 450 & 510 & 710 & 810, Jabra PRO 9400 series, Jabra PRO 900 series, Jabra GO 6400 series, Jabra LINK 180a & 220 & 230 & 260 & 265 & 280 & 350 & 360 & 370 & 850 & 860, Jabra EHS LINK 14201-30 & -33 & -41 & -43 & -44, Jabra Handset 450, Jabra Dial 550, Jabra UC Voice 150a, 250a, 550a, 750a, Jabra Motion and Motion Office, Jabra Supreme, Jabra Stealth UC, Jabra Evolve series and new Jabra USB devices to come



FEATURE SOFT- PHONE	Accept incoming call	End call	Mute microphone	Place call on hold	Resume call on hold	Redial	Support Set presence
Avaya Equinox	▪	▪	▪	▪	▪	▪	
Avaya one-X Communicator	▪	▪	▪	▪	▪		
CounterPath Bria & X-Lite	▪	▪	▪	▪	▪	▪	
IBM Sametime	▪	▪	▪	▪	▪		▪
Microsoft Skype (for Consumer)	▪	▪	▪	▪	▪	▪	▪

Other softphones:

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

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TECHNICAL REQUIREMENTS

System requirements

Operating system: Mac OS X 10.10.x (Yosemite), 10.11.x (El Capitan) and 10.12.x (Sierra)

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

Internet: An Internet connection is needed for Jabra Suite for Mac to check for, download and install new device firmware