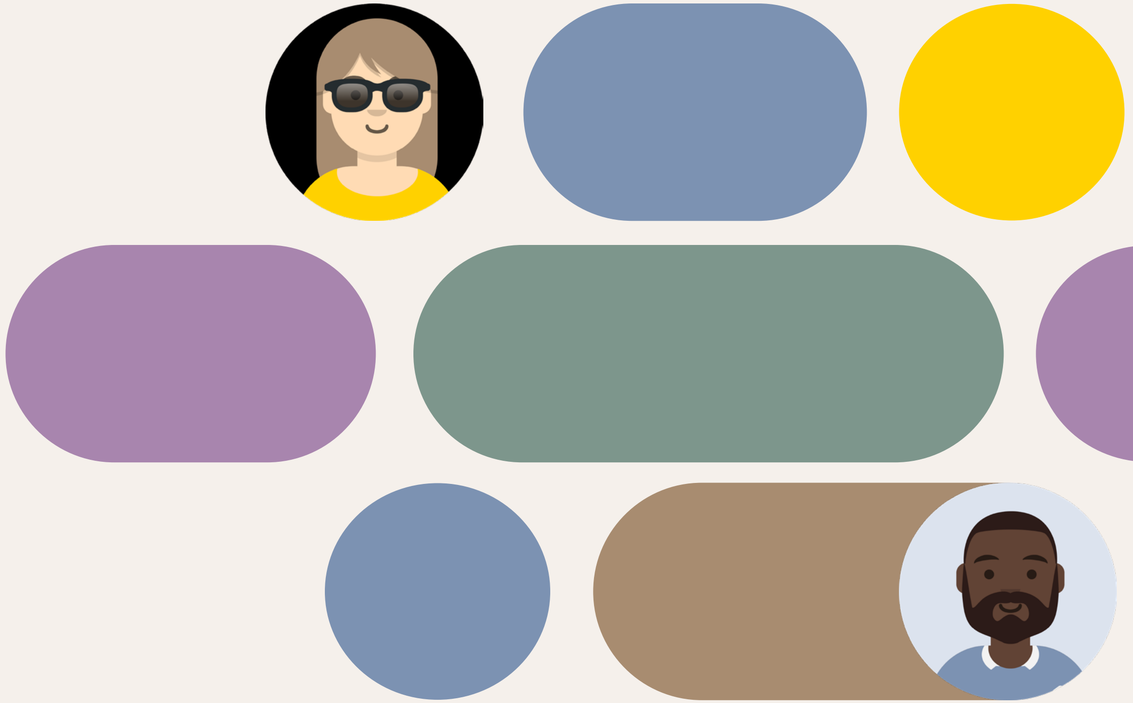
IT Installation Guide



ENGAGE AI

START

Welcome to Jabra Engage AI

This setup guide is designed to support your IT team in the successful deployment of the Jabra Engage AI application across your organization.

Whether you're installing on a single device or rolling it out across a wider environment, **following the outlined steps thoroughly is critical to ensuring a smooth experience for your end users.**

To function effectively, the application requires proper installation, open access through your firewall, and correct user provisioning - either through registration or SSO.

Overlooking even one step can lead to issues such as blocked connections, failed plugin functionality, or disrupted user access. Please make sure your team completes all steps before moving forward with user training or adoption.

If you encounter any questions or require clarification at any point, our support team is ready to help. Contact us anytime at Engage_Ai_Support@jabra.com

What you'll find in this document:

1

FIREWALL RULES

Make sure Engage AI is not blocked. This section includes the domains and addresses to whitelist.

2

MSI INSTALLATION GUIDE

Step-by-step instructions for deploying the application individually or at scale.

3

ACCESS SETUP

Options for user access via a registration form or SSO (including Azure AD / Entra setup).

4

PLUGIN INSTALLATION (OPTIONAL)

Available Plugins and Supported Softphones

5

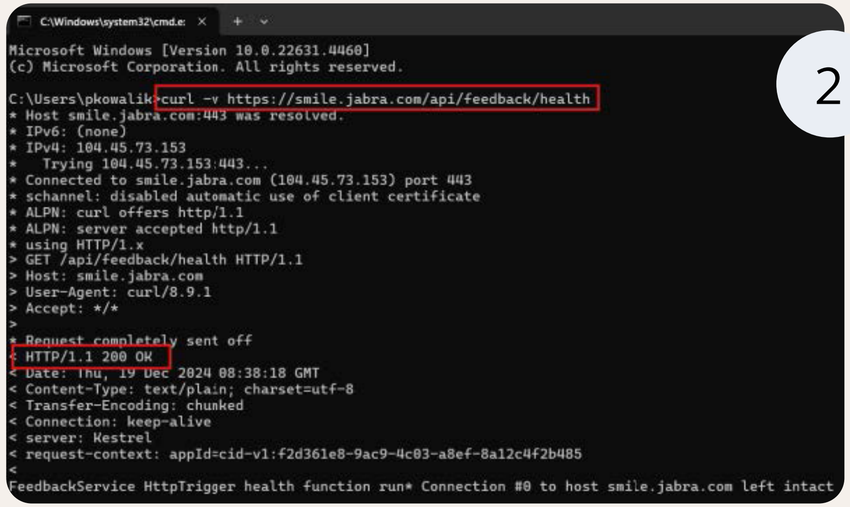
SETUP CHECKLIST

A final at-a-glance list to ensure all critical steps are completed.

Firewall Rules

The first and most critical requirement is verifying that the necessary endpoints are accessible from user machines.

If these endpoints are blocked by firewall rules or other network restrictions, Engage AI will not be able to connect to its services, and the application will fail to function.



2

1 Please review the list below and ensure that all listed endpoints are whitelisted in your organization's firewall:

- https://smile.jabra.com/api/feedback/health
- https://account.gn.com
- https://stognuipprod.blob.core.windows.net/ (HTTP 400 expected)
- https://stognuipprod.z6.web.core.windows.net/ (HTTP 404 expected)
- https://logs-01.loggly.com/ (HTTP 403 expected)
- https://dc.services.visualstudio.com/ (HTTP 404 expected)
- https://www.google-analytics.com/ (HTTP 301 expected)

2 To validate, run Command Prompt (CMD) with each endpoint:

- curl -v https://smile.jabra.com/api/feedback/health
- curl -v https://account.gn.com
- curl -v https://stognuipprod.blob.core.windows.net/
- curl -v https://stognuipprod.z6.web.core.windows.net/
- curl -v https://logs-01.loggly.com/
- curl -v https://dc.services.visualstudio.com/
- curl -v https://www.google-analytics.com

MSI Installation Guide (1/2)

This section outlines how to install Engage AI using the .msiinstaller. Follow the steps below for manual installation and checklist.

*If you wish to perform a bulk installation via Group Policy, you can check this **step-by-step article.***

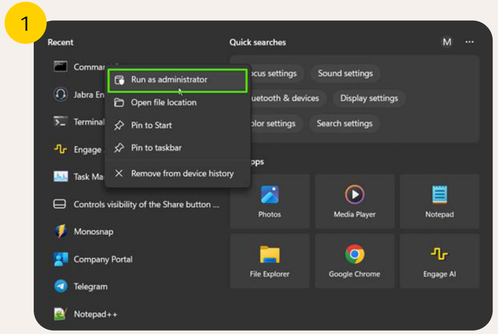
1 Download the Installer

Download the Engage AI MSI installer using **this link**

2 Run the Installer (Manually via CMD)

The installation must be performed by a user with Administration permissions.

1



1 Open Command Prompt as Administrator

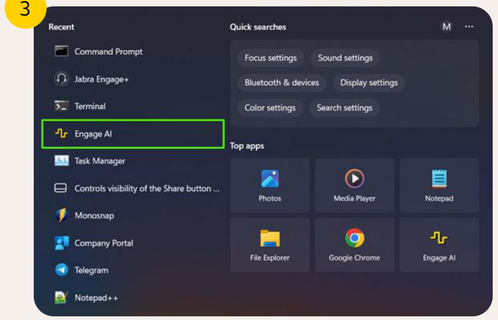
- Click the Windows Start menu and type CMD
- Right Click Command Prompt and select Run as administrator

2

2 Navigate to the Download Folder

- The command line should be executed C:\Users\%**YOUR_username**%\Downloads>Msiexec /i ”Engage.AI System.msi”
- The **/quiet** parameter can be added for silent installation
- **The ALLUSERS=1 /qn** parameter can be added if it should be installed for all users

3



3 Validate the Installation

- Open the Windows Start menu
- Type Engage AI in the search bar
- The application should appear in the results

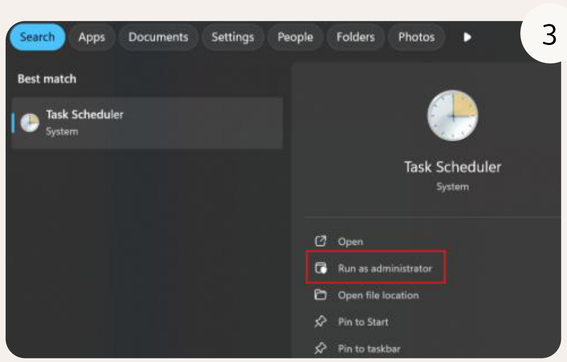
MSI Installation Guide (2/2)

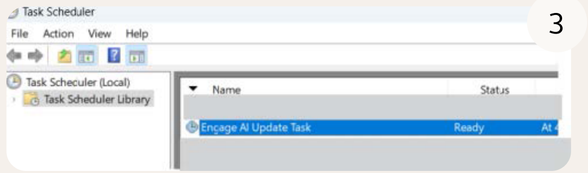
3 Check if Jabra Engage AI scheduled task is active

Engage AI relies on a scheduled task to run background processes reliably (e.g. starting the app at login).

It’s important to ensure the task is active to ensure everything works as expected.

The Engage AI Update Task scheduled task is required to be in the Ready state.

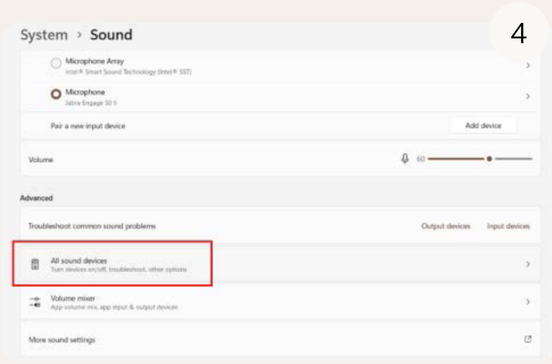


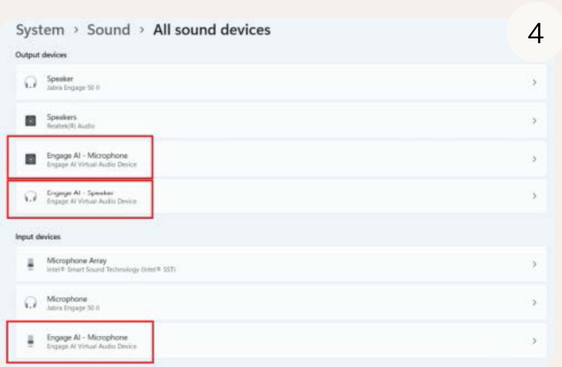


4 Check if Virtual Audio Drivers are installed

While these drivers are required for the noise cancellation feature, Engage AI can still analyse audio and process conversations without them. However, noise cancellation will not be available if the drivers are not installed or working properly.

- Output devices: select Engage AI Microphone and Engage AI Speaker
- Input devices: select Engage AI Microphone





Access Setup

There are two ways for users to access Engage AI: **Registration-Based Login** or **Single Sign-On** (SSO) via Microsoft Entra ID (formerly Azure AD).

! **IMPORTANT: Both options require an invite to be sent to the user.**

OPTION 1: Registration-Based Login

1. **Receive an invite:** A supervisor or manager must send an invite through the Engage AI platform
2. **Complete the registration form:** The user creates an account using the invitation link
3. **Log in** with your new credentials

OPTION 2: Single Sign-On(SSO) via Microsoft Entra ID

The “Azure AD” was rebranded to “Microsoft Entra ID” and the new name is used in this document.

To enable SSO, please follow the steps from following pages (8-10)

It is possible that some people refer to “Microsoft Entra ID” as “Azure AD” and vice versa.

SSO Configuration (1/3)

1 Check if a Microsoft Entra ID application for Jabra / GN already exists

Purpose: Confirmation whether SSO was already set up for other Jabra / GN apps. The setup is global between the two companies –not specific to individual products like Engage AI.

What's involved:

1. Go to your IT and ask about existing Microsoft Entra ID federation setup for Jabra / GN
2. *If yes,* proceed to the last step (**Allow users to use SSO**), if no, continue with the following steps

2 Register a Microsoft Entra ID

Purpose: Creates the foundation for SSO, allowing Jabra / GN to securely connect with your Microsoft Entra ID. It acts as a digital "door" for users to access Engage AI via their Microsoft login.

What's involved:

1. In the Azure portal, go to Microsoft Entra ID → App registrations → New registration
2. Fill in app name, choose directory type
3. Enter **Redirect URI** (account.gn.com)
4. Click **Register**, then copy the **Client ID** (you'll need to send this to Jabra)

SSO Configuration (2/3)

3 Create a Client Secret

Purpose: The client secret acts like a password for the Jabra / GN to securely authenticate with your Microsoft Entra ID. This is required for the login flow to function.

What's involved:

1. Go to **Certificates & secrets**
2. Click **New client secret**
3. Add a description and expiration
4. Copy the **value** (you'll need to send this to Jabra)

4 Configure Optional Claims

Purpose: Claims like **email**, **given_name**, and **family_name** allow Engage AI to personalize the user experience by displaying proper names and email addresses inside the app.

What's involved:

1. Go to **Token configuration** under your registered app
2. Click **Add optional claim**
3. Choose **ID** as token type
4. Select the claims mentioned above and click **Add**

SSO Configuration (3/3)

5 Set API Permissions

Purpose: These permissions allow Engage AI to securely retrieve user information from your Microsoft Entra ID. They're needed for authentication and user profile handling.

What's involved:

1. Go to API permissions
2. Add Microsoft Graph → Delegated permissions
3. Select:
   - **email, profile** (OpenID permissions)
   - **Directory.AccessAsUser.All** (Directory access)
4. Click Grant admin consent

6 Send Required Info to Jabra Engage AI

Purpose: To finalize the setup, Jabra Engage AI needs certain credentials and domain information from your side so we can configure our SSO correctly.

What's involved:

Send the following to Jabra Engage AI Support at **Engage_AI_Support@jabra.com**

- List of supported domains in your Microsoft Entra ID
- Client ID
- Tenant ID
- Client Secret

7 Allow users to use SSO

Purpose: When the SSO setup is done, users can access Engage AI application when they are allowed by IT to access the new (existing) Microsoft Entra ID application.

What's involved:

Provide a list of users to your IT and ask for assigning them to the new (existing) Microsoft Entra ID application mentioned in this document.

Plugin Installation (Optional)

1 Jabra SDK

No additional checks required, included into the Engage AI application **(Jabra headset is required)**

2 WebApp browser extension

You can find the current version here.

3 Amazon Connect browser extension

You can find the current version here.

4 NiCE CXone MAX browser extension

You can find the current version here.

! If using a browser extension: To validate check if the extension is enabled in the Manage extensions tab (can be accessed by **chrome://extensions/** or **edge://extensions/** URL.

+ Supported desktop-based softphones

- **Cisco Jabber:** Download the plugin here
- **Avaya Agent for Desktop**: No additional installs required. Make sure to set the "*External API*" option for the "*Headset Integration*" settings in the Avaya Agent for Desktop application.
- **Avaya One-X Agent:** Download the plugin here
- **Genesys Cloud:** After approving the Enterprise Agreement through the AppFoundry, go to the "*Admin > Integrations*" page on Genesys Cloud, click on the "*+ Integrations*" button and search for the "*Engage AI by Jabra*" application to install.
- **Genesys Workspace:** Download the plugin here

Setup Checklist

Below, you can find a final list of crucial elements that need to be confirmed, to ensure a successful set up.

In case of any questions or need of clarification – do not hesitate to reach out to your main point of contact, or to our support at **Engage_AI_Support@jabra.com**

- The necessary end points are not blocked by a firewall
- The Engage AI Application is installed
- Scheduled task is active & Virtual Audio Drivers are installed
- (Optional) SSO is set up
- (Optional) Plugins have been installed

You are ready to go! Make every call count with Engage AI.