Jabra PC Suite is free PC software that enables remote call control with Jabra USB devices and the latest generation of softphones.

**JABRA PC SUITE ALLOWS THE USERS TO**
- Hear ring tones
- 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 audio device, users will get a range of remote control benefits 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.

**HOW IT WORKS**
Jabra PC Suite is a plug-and-play solution that can interface with a range of softphone standards via the embedded drivers. The program runs in the background and monitors your USB ports for Jabra devices and softphone integration. Jabra PC Suite also allows you to update your Jabra USB device with the latest firmware. A firmware update will typically include new or improved functionality and error fixes.

**BE IN TOUCH WITH YOUR HEADSET**
Jabra PC Suite includes a Control Center that allows you to manage and configure your Jabra headset from your PC.

**COMPATIBILITY**
Jabra PC Suite provides compatibility between Jabra USB devices and an extensive range of softphones.

Please see page 2 for an overview of which Remote Call Control features are available for the various softphones. Page 3 provides a complete list of all supported softphones, including their release versions.
What is Jabra PC Suite?
The Jabra PC Suite is a collection of PC programs that enable you to configure your Jabra headset solution, update its firmware and control the way your headset will work together with your PC softphones and other audio programs.

Jabra Device Service
This program runs in the background and monitors your USB ports for Jabra devices and offer common features across Jabra USB products (e.g. Pause Media Player when you are on a call...). It enables the Jabra Control Center and softphone interfaces to interact with Jabra devices. While the Device Service is running, you will see a Jabra icon in the Windows notification area (close to the clock in the bottom right corner of your screen); right click the icon to set preferences and access links to other Jabra programs.

Jabra Control Center
This program enables you to configure your Jabra headset from your computer.

Jabra Call Manager
This program enables call control of Jabra multiuse headsets via a graphical user interface and keyboard on the PC.

Jabra Firmware Updater
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. 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.

Where to download?
www.jabra.com/pcsuite

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<th>Feature</th>
<th>Benefit</th>
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1 The Remote Call Control integration is available for both the stand-alone Sametime client and the Sametime client embedded in Lotus Notes. Please see FAQ and Installation Guide for setting this up.
2 Plus sign represented as `+` in phone number.
3 Plus sign represented as `00` in phone number.
4 Mute/unmute microphone from softphone is not reflected in headset.
5 Softphone does not support redial, but redial from headset will dial from the softphone directory list.
6 Softphone supports only Available and Busy states.
7 Interactive voice response system (IVRS) technology allows sending numbers and digits from headsets to voice response system during an active call.
8 The Remote Call Control integration for the BroadSoft UC-One softphone is also working with the multiple BroadSoft variants offered by especially telecommunication companies. These are branded in their own name, but often have UC-One as part of their name.
**TECHNICAL REQUIREMENTS**

**Compatible softphones**
- **Avaya**
  - 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 6.0 or above
  - Avaya one-X Communicator: Version 5.2 or higher;
  - Avaya one-X Agent: Version 2.0 or higher (Requires One-X Communicator to be installed);
  - Avaya IP Agent: Version R6 or higher on Windows XP;
  - Avaya IP Softphone: Version R6 or higher on Windows XP

- **Cisco**
  - 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 or Office Communicator version 8.0 or above
  - Cisco WebEx Connect version 7.1.1 or above
  - Cisco Unified Personal Communicator: version 8.0 or above;
  - Cisco Unified Communications Integration for Microsoft® Office Communicator (CUCIMOC): version 8.0 or above;
  - Cisco WebEx Connect and Cisco UC integration for Cisco WebEx Connect: version 7.1.1 or above
  - Cisco Jabber version 9.6 or above

- **BroadSoft**
  - BroadSoft UC-One version 20.1
  - BroadSoft based softphone variants (branded under other names, though often including ‘UC-One’)

- **CounterPath**
  - Bria version 3.5 or 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 (Presence state integration) version 4.0 or above
  - Skype version 3.2 or above

- **NEC**
  - NEC SP350 version 5.1.0.0 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).

**Compatible headsets**
- Jabra PC Suite supports all Jabra professional USB devices

**System requirements**
- Operating System: 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.