

Installing Jabra PC Suite

Cisco Unified Personal Communicator

Version 1.0 SHE

Revision 6, 2011-02-07

JABRA PC SUITE OVERVIEW

Note: This installation guide refers to Jabra PC Suite version 2.5.0 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 drivers 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 drivers.
- **Jabra Control Center**
This program enables you to configure the settings in your Jabra device.
- **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 drivers for various Cisco CSF based Clients on the market. A softphone driver 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 via Cisco CSF based Clients:

- **Cisco Unified Personal Communicator**
The Jabra driver for Cisco Unified Communication manages the connection between your headset solution and a Cisco Unified Personal Communicator client.
- **Cisco Unified Communications Integration for Microsoft Office Communicator**

The Jabra driver for Cisco Unified Communication manages the connection between your headset solution and a Cisco Unified Communications Integration for Microsoft Office Communicator (CUCIMOC) client.

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 or Windows 7, 32-bit or 64-bit version.
- **Microsoft .NET Framework:** Version 3.5 SP1 is required; the Jabra setup program will automatically download and install this from Microsoft if necessary (requires Internet connection). If you are using Windows 7 the required .NET framework is already installed.
- **Hardware:** A USB connection must be available and a Jabra device must be connected to it.

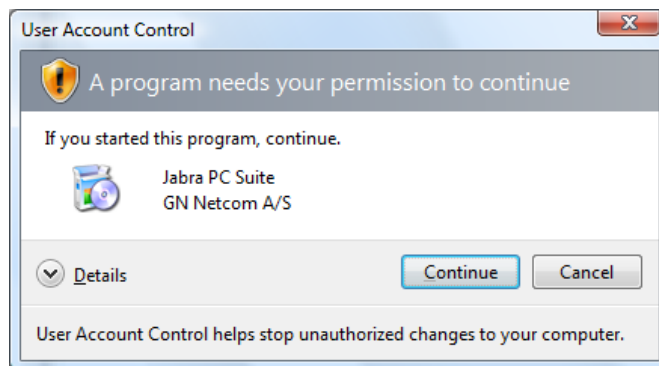
Jabra PC Suite supports the following softphone solutions via Cisco CSF based Clients:

- **Cisco Unified Personal Communicator:** version 8.0 or above
- **Cisco Unified Communications Integration for Microsoft Office Communicator:** version 8.0 or above

INSTALLING JABRA PC SUITE

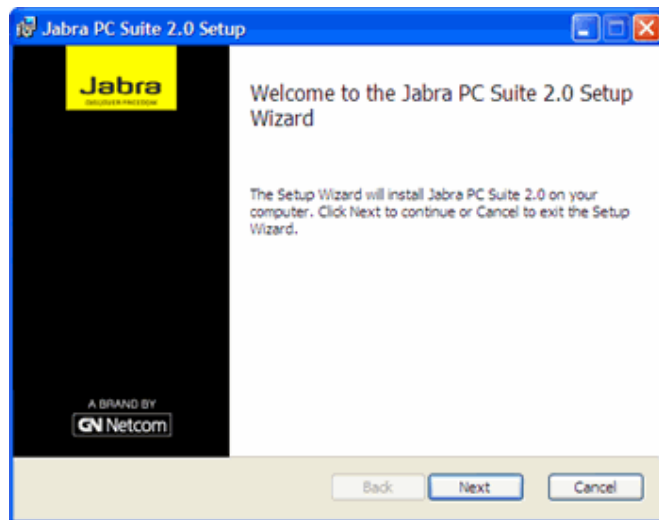
To install Jabra PC Suite on your computer:

1. If an older version of Jabra PC Suite is already installed on your PC, then please close the Jabra Device Service if it is running. You do not have to uninstall the existing version of Jabra PC Suite; it will be replaced by the new version.
2. Insert the CD-ROM that came with your Jabra product or download the Jabra PC Suite installer from www.jabra.com.
3. Double-click on the `JabraPcSuiteSetup.exe` file to launch the installer.
4. When you launch the installer, you may see this User Account Control warning:



Click on the **Continue** button.

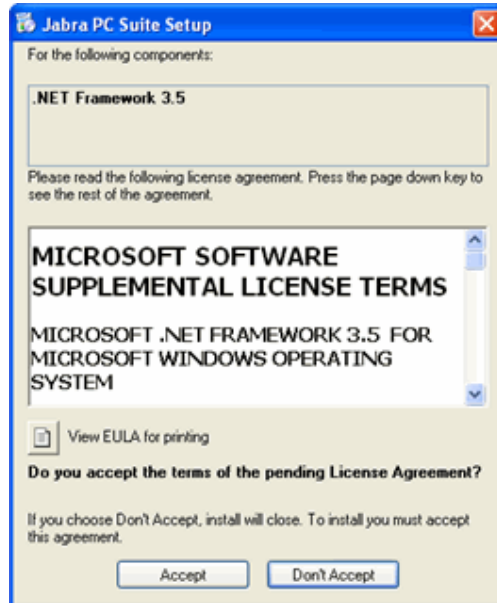
5. The installation wizard launches, starting with a **Welcome** screen.



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

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- The setup program checks to see if you have Microsoft .NET Framework version 3.5 SP1 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.

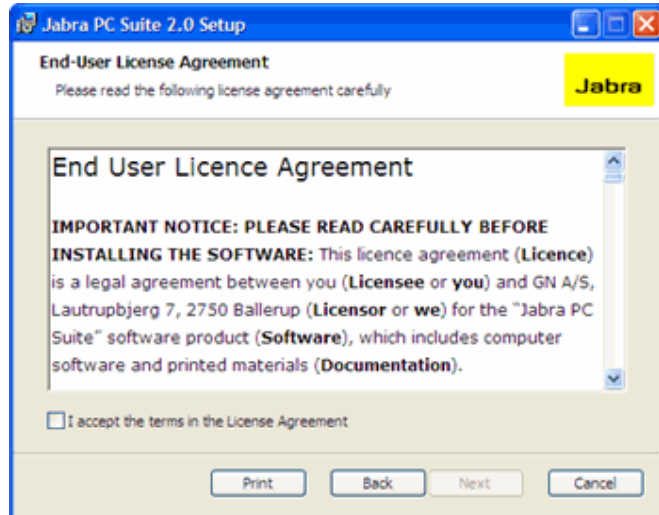


If your PC does not have .NET 3.5 SP1 installed and does not have Internet access you must download an installer for .NET 3.5 SP1 from Microsoft Download Center (<http://download.microsoft.com>) from a PC with Internet access.

Copy the .NET installer to the PC where you want Jabra PC Suite installed and run the .NET installer. After the installation of .NET 3.5 you can run the Jabra PC Suite installer without a need for an Internet connection.

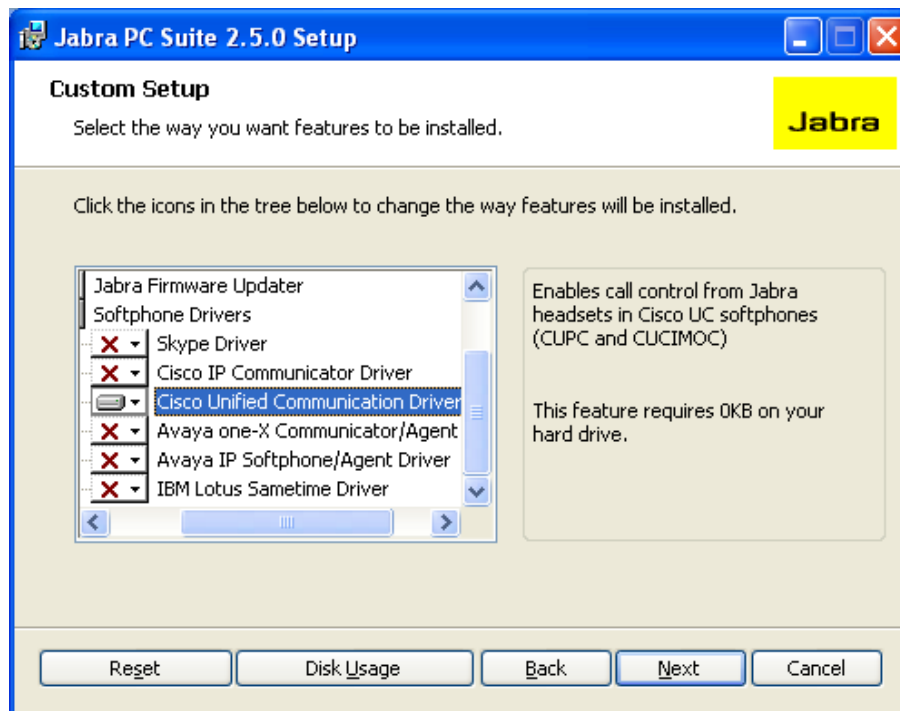
Note: The CD-ROM that is shipped with your Jabra product may also contain an installer for the .NET framework.

- 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 and click on **Next**. You can also **Print** the agreement from here if you like.

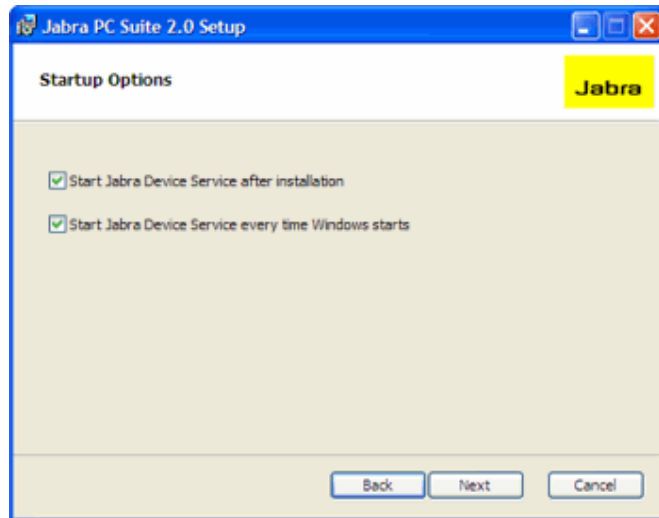
8. The **Custom Setup** page opens.



The Jabra PC Suite includes several programs, all of which will be installed by default. We recommend that you only install “**Cisco Unified Personal Communicator**” of the listed softphones drivers.

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.

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9. 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.

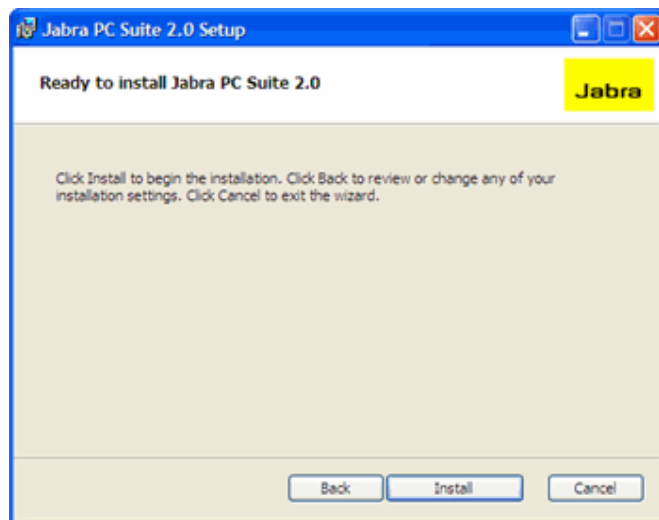
The Jabra Device Service is a program that runs in the background and is required for softphone integration and configuration of Jabra headsets.

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.

10. The **Ready to Install** page opens.



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

11. 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.

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.

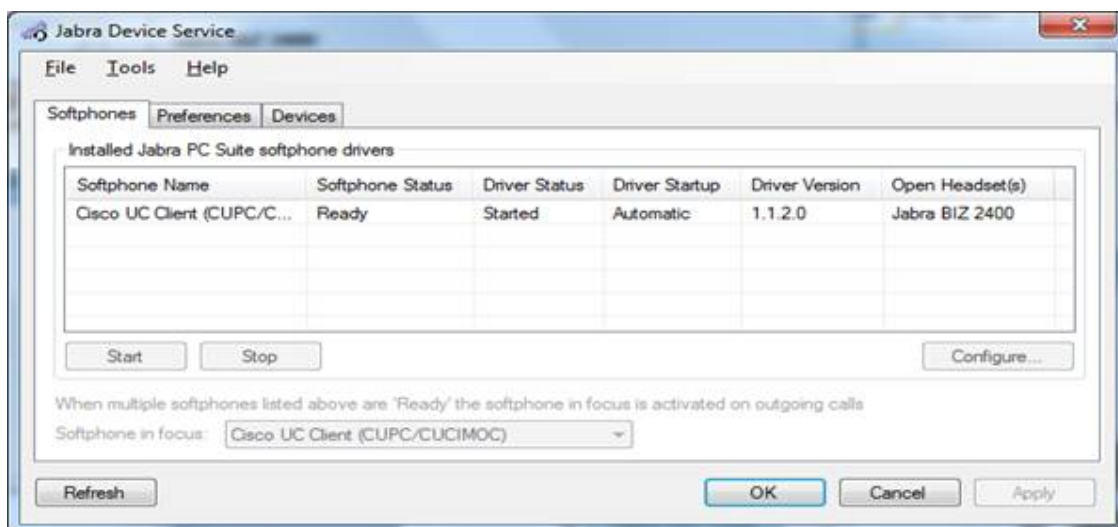
Selection of Target Softphone

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 drivers 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 'Ready'), otherwise the drop-down list is disabled.



Note: To make the “Hook Switch” on the headset you may have to wait up to about 30 seconds after having connected your headset to the PC. Jabra Device Service will display the headset as above when it s ready.

Softphone Integration Troubleshooting

Audio Call

Pressing the Jabra Hook Switch button on incoming call connects audio only even when a video call is presented. You can escalate an audio call to a video call using your Cisco CSF based client user interface.

Firewall Configuration

The Jabra Cisco UC Driver executable (JabraCiscoUCDriver.exe) hosts a web service listener at TCP/IP port 15500 and sending using TCP/IP port 8191.

If you are using a personal firewall other than the built-in Windows Firewall you may have to configure your firewall to allow JabraCiscoUCDriver.exe to listen on port 15500 and sending on port 8191.

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