Jabra Headset Integration Guide

Yeastar P-Series Software Edition

Version: 1.0
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Contents

About This Guide

This guide takes you through the steps required to configure Jabra headsets to work with Linkus Web Client. Using a Jabra headset, you can answer, hold, reject, or end calls, manage the volume and mute the microphone.

Supported Jabra headsets

Headsets compatible with Linkus are listed as follows:

Jabra Headset	Linkus Web Client	Linkus Desktop Client
Jabra Evolve Series	√	√
Jabra Pro Series	√	√
Jabra Speak Series	√	√
Jabra Engage Series	√	√
Jabra Biz Series	√	×

Jabra headset compatibility guides

The following table provides compatibility guides for specific Jabra headset models that are tested by Yeastar:

Table 1.

Jabra Headset	Linkus Client	Document
Jabra Evolve 20 MS Mono Headset	Web Client	• [Integrate Jabra Evolve 20 MS Mono Headset with Linkus Web Client](#) • [Integrate Jabra Evolve 20 MS Mono Headset with Linkus Web Client on 'Yeastar Linkus for Google'](#)
	Desktop Client	• [Integrate Jabra Evolve 20 MS Mono Headset with Linkus Desktop Client](#)
Jabra Pro 930 Headset	Web Client	• [Integrate Jabra Pro 930 Headset with Linkus Web Client](#) • [Integrate Jabra Pro 930 Headset with Linkus Web Client on 'Yeastar Linkus for Google'](#)
	Desktop Client	• [Integrate Jabra Pro 930 Headset with Linkus Desktop Client](#)

Table 1. (continued)

Jabra Headset	Linkus Client	Document
Jabra Engage 50 Head-set	Web Client	• [Integrate Jabra Engage 50 Headset with Linkus Web Client](#) • [Integrate Jabra Engage 50 Headset with Linkus Web Client on 'Yeastar Linkus for Google'](#)

Integrate Jabra Evolve 20 MS Mono Headset with Linkus Web Client

By configuring Jabra Evolve 20 MS Mono Headset as the audio device for Linkus Web Client, you can control Linkus calls via the headset.
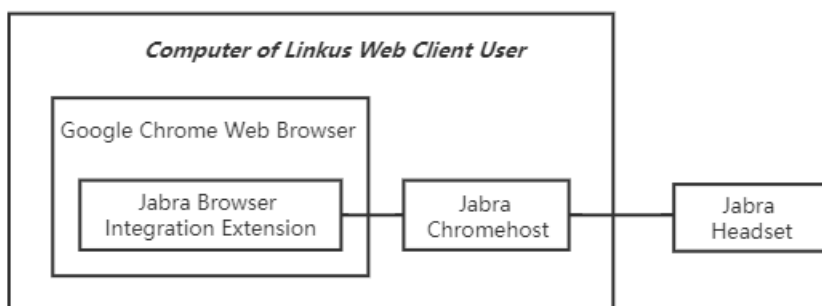
Requirements

To integrate Jabra Evolve 20 MS Mono Headset with Linkus Web Client, make sure the following requirements are all met:

Item	Requirement
Operating System	• Windows • macOS
Web Browser	• Google Chrome
Linkus Web Client	• 83.6.0.24 or later

Procedure

To integrate Jabra headset with Linkus Web Client, you need to install Jabra Chromehost and Jabra Browser Integration Extension to ensure advanced functionality of Jabra headset, then configure the Jabra headset as the audio device of Linkus Web Client.

- [Step1. Install 'Jabra Chromehost' on the computer](#)
- [Step2. Install 'Jabra Browser Integration Extension' on Google Chrome browser](#)
- [Step3. Configure Linkus Web Client to use Jabra Evolve 20 MS Mono Headset](#)
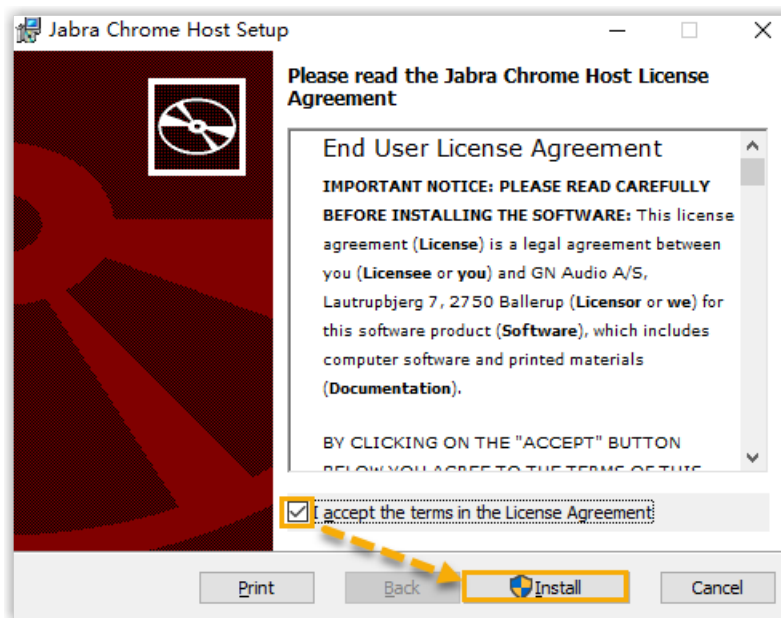
Step1. Install 'Jabra Chromehost' on the computer

Jabra Chromehost is an application that allows access to Jabra Headset.

1. Visit Jabra Browser Integration.
2. Scroll down to Native Chromehost downloads section.
3. In the Chrome host native download column, click an installation package based on your operating system.

Native Chromehost downloads

Operating systems	Chrome host native download	Description
Windows (Windows 7 or newer)	JabraChromeHost2.1.0.msi	Chromehost 2.1.0
macOS (El Capitan or newer)	JabraChromeHost2.1.1.dmg	Chromehost 2.1.1

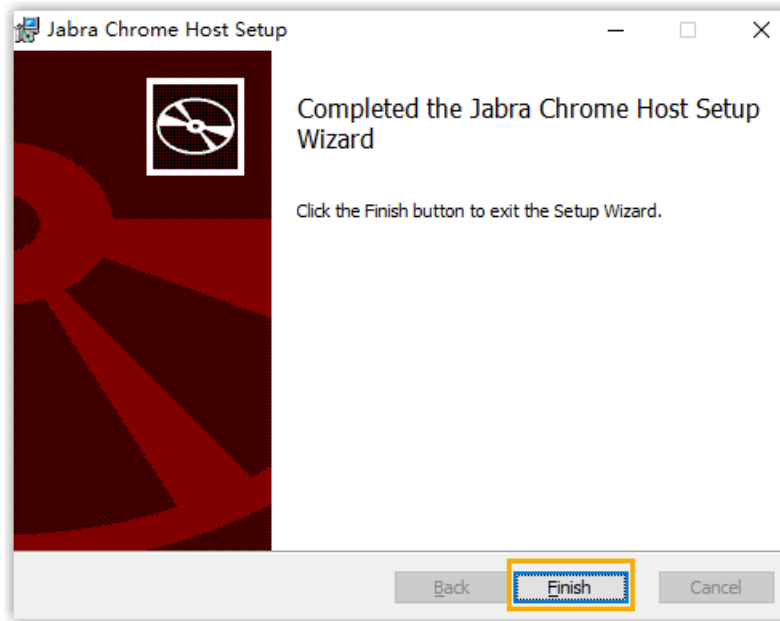Jabra Chromehost is downloaded.
4. Install Jabra Chromehost.
   a. Double click the installation package that you have downloaded.
   b. Select the checkbox of acknowledgement, then click Install.

The Jabra Chromehost is installing.
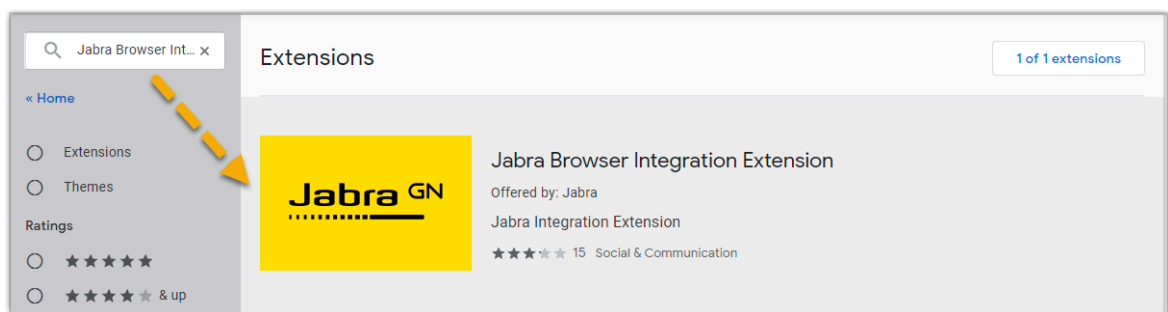   c. After Jabra Chromehost is installed, click Finish to exit the Setup Wizard.

Step2. Install 'Jabra Browser Integration Extension' on Google Chrome browser

Jabra Browser Integration Extension is an extension for Google Chrome, which allows Chrome to communicate with the installed Jabra Chromehost.
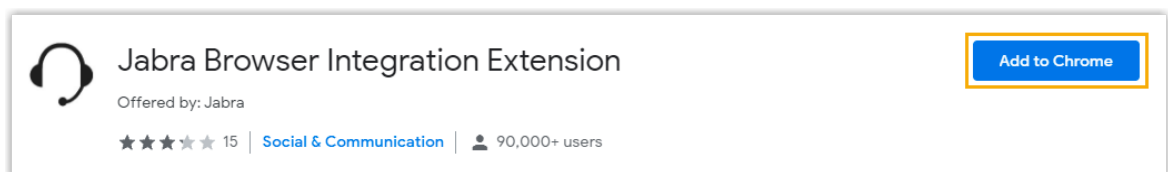
Follow the instructions below to install the extension.

1. On your computer, open Chrome Web Store.
2. In the search bar, enter `Jabra Browser Integration Extension` and press `Enter`.
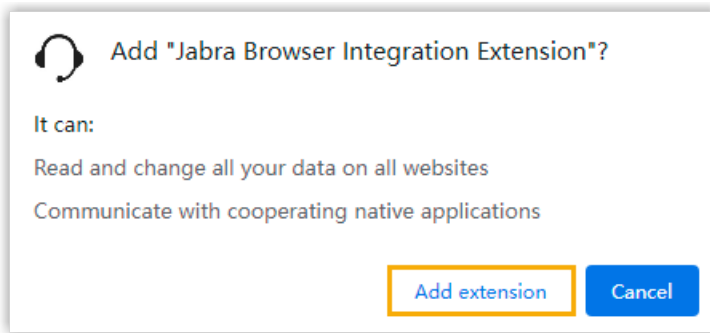
   The Jabra Browser Integration Extension is displayed on the page.

3. Click Jabra Browser Integration Extension.
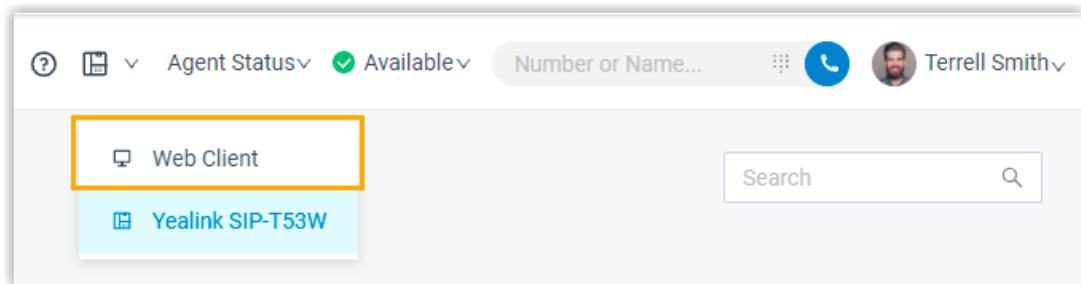4. On the right of the extension, click Add to Chrome.

5. In the pop-up window, check the permissions that Jabra Browser Integration Extension requests, then click Add extension.

Jabra Browser Integration Extension is installed.

Step3. Configure Linkus Web Client to use Jabra Evolve 20 MS Mono Headset

1. Plug Jabra Evolve 20 MS Mono Headset into a USB port on your computer.
2. If Linkus Web Client is in CTI mode, change it to softphone mode.
    a. Log in to Linkus Web Client.
    b. At the toolbar, select Web Client from the drop-down list.

3. Configure Linkus Web Client to use Jabra Evolve 20 MS Mono Headset.
    a. On the left navigation bar, click Preferences tab.
    b. Under Audio & Video tab, configure Jabra Evolve 20 MS Mono Headset as the audio device.

- Microphone: Select Jabra Evolve 20 MS Mono Headset.
- Speaker: Select Jabra Evolve 20 MS Mono Headset.

> **ⓘ Tip:**
> You can click Test Speaker to test volume.

- Ringing Device: Select Jabra Evolve 20 MS Mono Headset or any desired device.
- Headset Integration: Select Jabra.

  If the environment of your web browser and operating system meet the requirements for headset integration, the page prompts 'Headset Ready'.

c. Click Save.

Result

You can use Jabra Evolve 20 MS Mono Headset to handle calls.

> **⚠ Important:**
> If you simultaneously stay logged in on both Linkus Web Client and Linkus Desktop Client, then the Jabra headset will be used to control calls of Linkus Desktop Client.

Descriptions for controller and call operations

The following figure shows you Jabra controller. You can use specific buttons to handle calls.

The following table shows how you can handle calls and what can be achieved.

Table 2.

Item	Operation & Result
Answer a call	When a call reaches your extension, the controller's status LED blinks rapidly in green. Operation: Press Call Button to answer the call. Result: • The call is established; • The controller's status LED turns solid green.
Answer a second call	When a call reaches your extension while you are on a call, the controller's status LED blinks rapidly in green. Operation: Press Call Button to answer the second call. Result: • The previous call is on hold while the second call is answered; • The controller's status LED turns solid green. > 📝 Note: > To swap between calls, you can proceed with that on Linkus.
Reject a call	When a call reaches your extension, the controller's status LED blinks rapidly in green.

Table 2. (continued)

Item	Operation & Result
	Operation: Press Call Button twice. Result: The call is rejected.
Reject a second call	When a call reaches your extension while you are on a call, the controller's status LED blinks rapidly in green. Operation: Press Call Button twice. Result: The new call is rejected.
End a call	Operation: During an active call, press Call Button. Result: The call is ended.
Hold a call	Operation: During an active call, long press Call Button for 2 seconds. Result: • The call is on hold; • The status of Hold Button on Linkus is synchronized.
Resume a call	Operation: During an active call, long press Call Button for 2 seconds. Result: • The call is resumed; • The status of Hold Button on Linkus is synchronized.
Mute your micro-phone	Operation: During an active call, press Mute Button. Result: • Your microphone (the headset) is muted; • The controller's Mute indicator turns solid red; • The status of Mute Button on Linkus is synchronized.
Unmute your micro-phone	Operation: When the call is muted, press Mute Button. Result: • Your microphone (the headset) is unmuted; • The controller's Mute indicator is not displayed; • The status of Mute Button on Linkus is synchronized.
Adjust system vol-ume	Operation: Press Volume Button to adjust system volume. Result: System volume is adjusted accordingly.

Integrate Jabra Pro 930 Headset with Linkus Web Client

By configuring Jabra Pro 930 Headset as the audio device for Linkus Web Client, you can control Linkus calls via the headset.
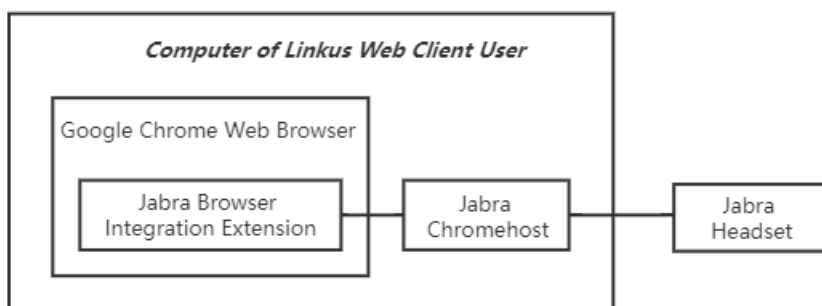
Requirements

To integrate Jabra Pro 930 Headset with Linkus Web Client, make sure the following requirements are all met:

Item	Requirement
Operating System	• Windows • macOS
Web Browser	• Google Chrome
Linkus Web Client	• 83.6.0.24 or later

Procedure

To integrate Jabra headset with Linkus Web Client, you need to install Jabra Chromehost and Jabra Browser Integration Extension to ensure advanced functionality of Jabra headset, then configure the Jabra headset as the audio device of Linkus Web Client.

- [Step1. Install 'Jabra Chromehost' on the computer](#)
- [Step2. Install 'Jabra Browser Integration Extension' on Google Chrome browser](#)
- [Step3. Connect Jabra Pro 930 Headset to your computer](#)
- [Step4. Configure Linkus Web Client to use Jabra Pro 930 Headset](#)

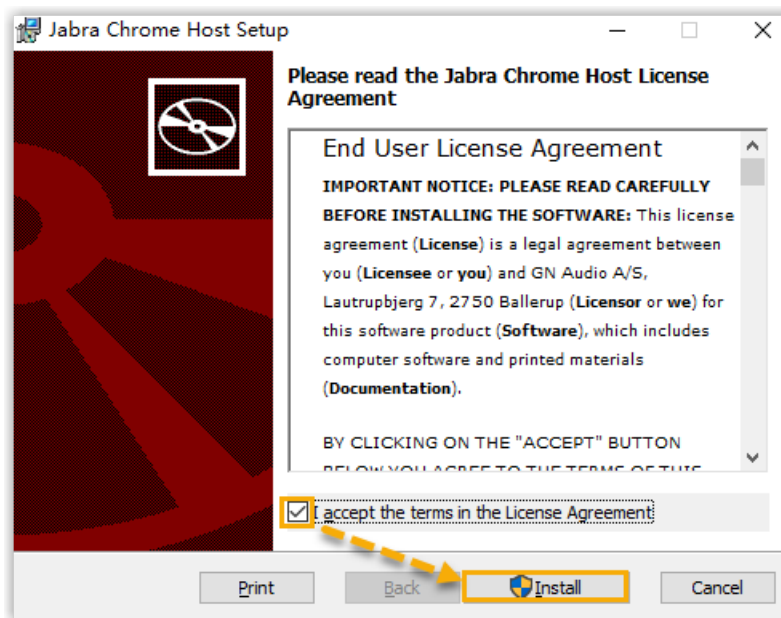## Step1. Install 'Jabra Chromehost' on the computer

Jabra Chromehost is an application that allows access to Jabra Headset.

1. Visit [Jabra Browser Integration](#).
2. Scroll down to Native Chromehost downloads section.
3. In the Chrome host native download column, click an installation package based on your operating system.

Native Chromehost downloads

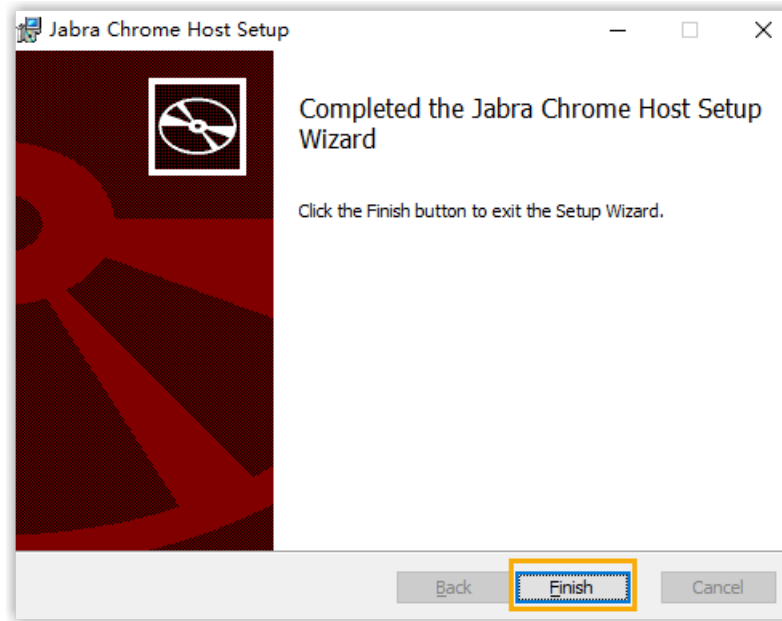| Operating systems	Chrome host native download	Description
Windows (Windows 7 or newer)	JabraChromeHost2.1.0.msi	Chromehost 2.1.0
macOS (El Capitan or newer)	JabraChromeHost2.1.1.dmg	Chromehost 2.1.1

Jabra Chromehost is downloaded.
4. Install Jabra Chromehost.
   a. Double click the installation package that you have downloaded.
   b. Select the checkbox of acknowledgement, then click Install.

The Jabra Chromehost is installing.
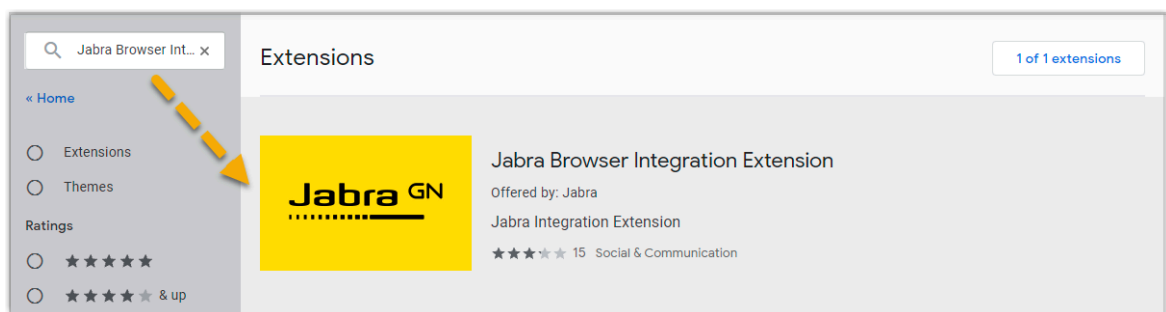   c. After Jabra Chromehost is installed, click Finish to exit the Setup Wizard.

Step2. Install 'Jabra Browser Integration Extension' on Google Chrome browser

Jabra Browser Integration Extension is an extension for Google Chrome, which allows Chrome to communicate with the installed Jabra Chromehost.
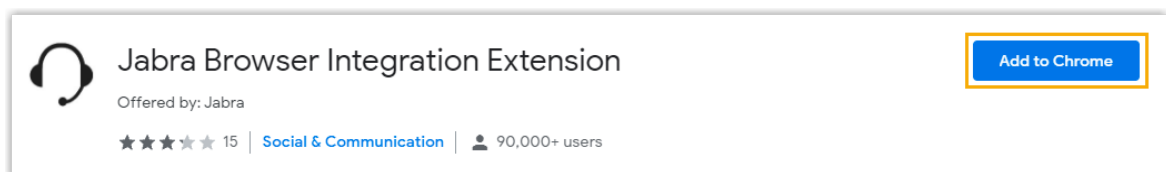
Follow the instructions below to install the extension.

1. On your computer, open Chrome Web Store.
2. In the search bar, enter `Jabra Browser Integration Extension` and press `Enter`.
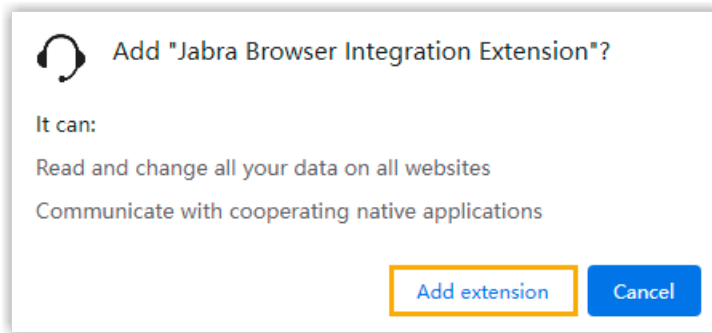
   The Jabra Browser Integration Extension is displayed on the page.

3. Click Jabra Browser Integration Extension.
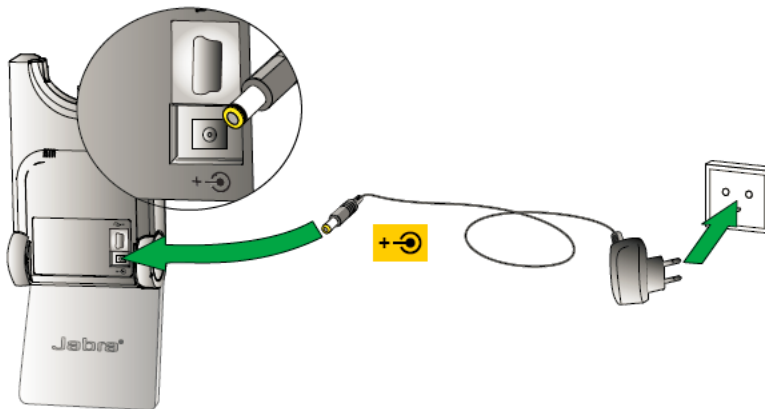4. On the right of the extension, click Add to Chrome.

5. In the pop-up window, check the permissions that Jabra Browser Integration Extension requests, then click Add extension.
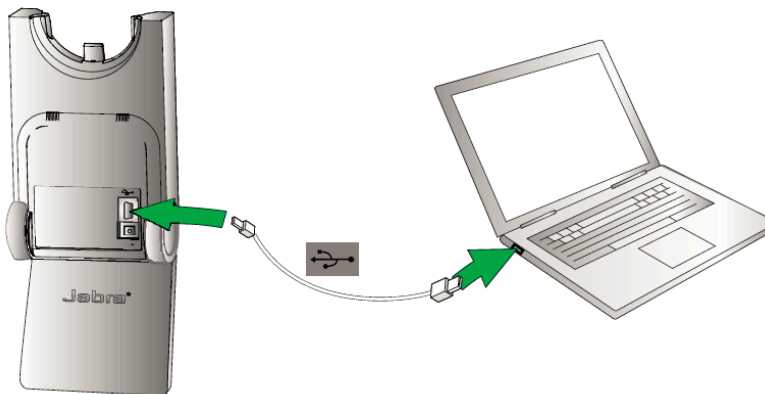

Jabra Browser Integration Extension is installed.

Step3. Connect Jabra Pro 930 Headset to your computer

1. Connect power supply to Jabra Pro 930 base.
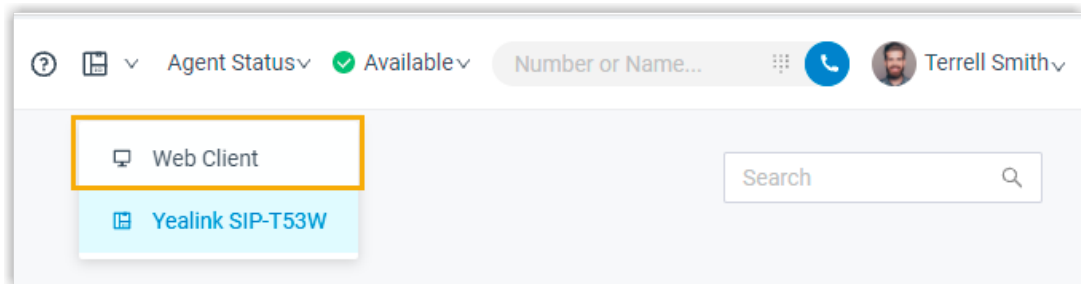

2. Connect Jabra Pro 930 base to your computer.
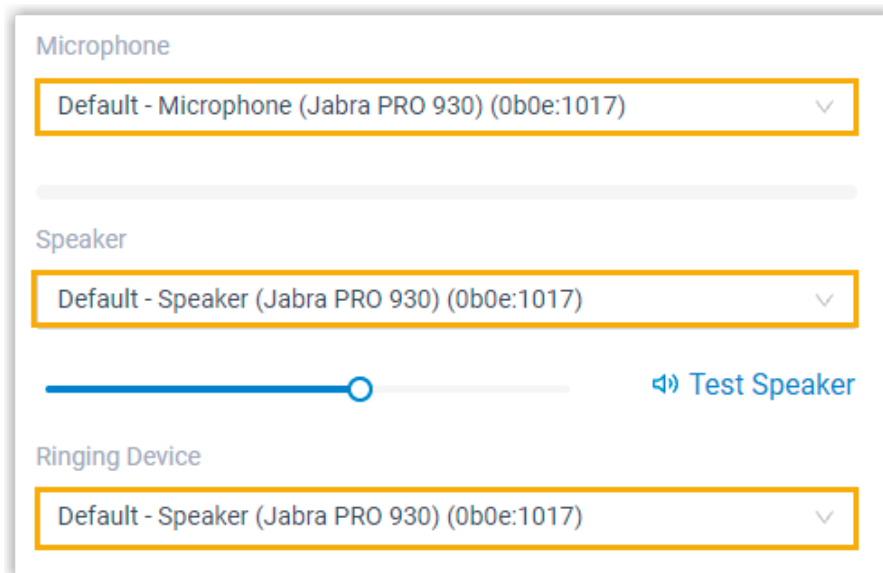

3. Dock the headset with the base.

Step4. Configure Linkus Web Client to use Jabra Pro 930 Headset

1. If Linkus Web Client is in CTI mode, change it to softphone mode.
   a. Log in to Linkus Web Client.
   b. At the toolbar, select Web Client from the drop-down list.

2. Configure Linkus Web Client to use Jabra Pro 930 Headset.
   a. On the left navigation bar, click Preferences tab.
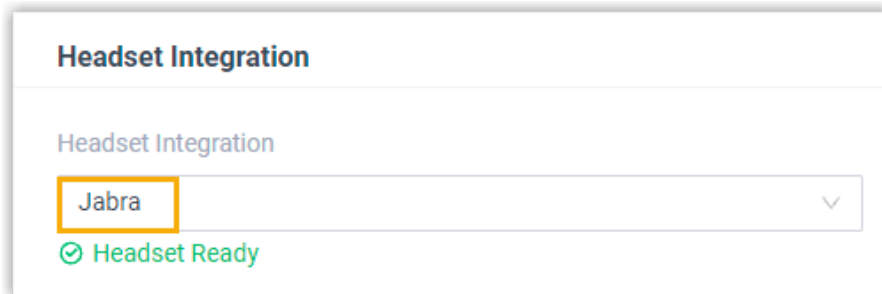   b. Under Audio & Video tab, configure Jabra Pro 930 Headset as the audio device.

- Microphone: Select Jabra Pro 930 Headset.
- Speaker: Select Jabra Pro 930 Headset.

> **ⓘ Tip:**
> You can click Test Speaker to test volume.

- Ringing Device: Select Jabra Pro 930 Headset or any desired device.
- Headset Integration: Select Jabra.

  If the environment of your web browser and operating system meet the requirements for headset integration, the page prompts 'Headset Ready'.

Headset Integration

Headset Integration

| Jabra | ⌄ |

⊘ Headset Ready
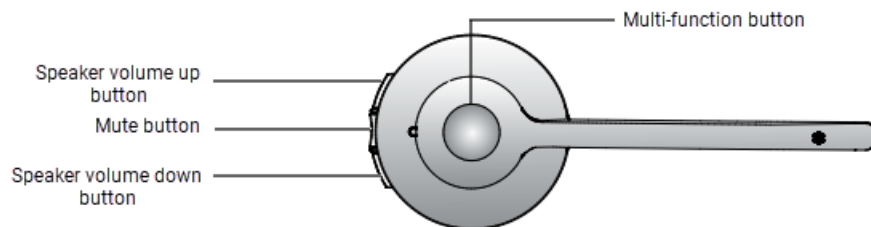
c. Click Save.

Result

You can use Jabra Pro 930 Headset to handle calls.

> **⚠ Important:**
> If you simultaneously stay logged in on both Linkus Web Client and Linkus Desktop Client, then the Jabra headset will be used to control calls of Linkus Desktop Client.

Descriptions for headset buttons and call operations

The following figure shows you Jabra Pro 930 Headset. You can use the headset's buttons to handle calls.

Multi-function button

Speaker volume up button

Mute button

Speaker volume down button

The following table shows how you can handle calls and what can be achieved.

Table 3.

Item	Operation & Result
Answer a call	When a call reaches your extension, you will hear a prompt from the base, and the base's audio link indicator turns blue. Operation: • Press Multi-function Button. • Pick up headset from the base. Result: • The call is established; • The base's audio link indicator is in solid blue.
Answer a second call	When a call reaches your extension while you are on a call, you will hear a prompt from the base, and the base's audio link indicator turns blue. Operation: • Press Multi-function Button. • Pick up headset from the base. Result: • The previous call is on hold while the second call is answered; • The base's audio link indicator is in solid blue. 📝 Note: To swap between calls, you can proceed with that on Linkus.
Reject a call	When a call reaches your extension, you will hear a prompt from the base, and the base's audio link indicator turns blue. Operation: Press Multi-function Button twice. Result: The call is rejected.
Reject a second call	When a call reaches your extension while you are on a call, you will hear a prompt from the base, and the base's audio link indicator turns blue. Operation: Press Multi-function Button twice. Result: The new call is rejected.
End a call	Operation:

Table 3. (continued)

Item	Operation & Result
	During an active call, you can end the call as follows: • Press Multi-function Button. • Dock the headset with the base. Result: The call is ended.
Hold a call	Operation: During an active call, long press Multi-function Button for 2 seconds. Result: • The call is on hold; • The status of Hold Button on Linkus is synchronized.
Resume a call	Operation: During an active call, long press Multi-function Button for 2 seconds. Result: • The call is resumed; • The status of Hold Button on Linkus is synchronized.
Mute your microphone	Operation: During an active call, press Mute Button. Result: • Your microphone (the headset) is muted; • The headset's Mute indicator turns solid red; • The status of Mute Button on Linkus is synchronized.
Unmute your microphone	Operation: When the call is muted, press Mute Button. Result: • Your microphone (the headset) is unmuted; • The headset's Mute indicator is not displayed; • The status of Mute Button on Linkus is synchronized.
Adjust system volume	Operation: Press Volume Button to adjust system volume. Result: System volume is adjusted accordingly.

Integrate Jabra Engage 50 Headset with Linkus Web Client

By configuring Jabra Engage 50 Headset as the audio device for Linkus Web Client, you can control Linkus calls via the headset.
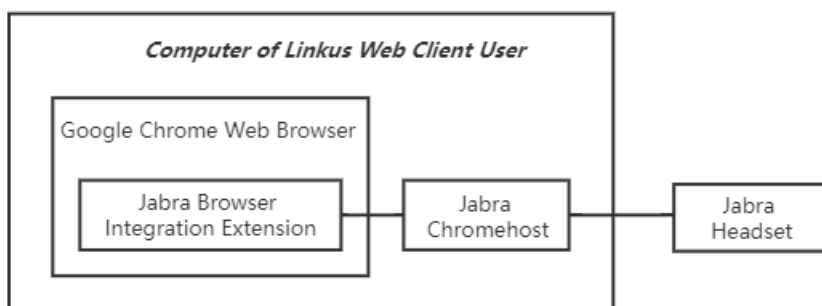
Requirements

To integrate Jabra Engage 50 Headset with Linkus Web Client, make sure the following requirements are all met:

Item	Requirement
Operating System	• Windows • macOS
Web Browser	• Google Chrome
Linkus Web Client	• 83.6.0.24 or later

Procedure

To integrate Jabra headset with Linkus Web Client, you need to install Jabra Chromehost and Jabra Browser Integration Extension to ensure advanced functionality of Jabra headset, then configure the Jabra headset as the audio device of Linkus Web Client.

- [Step1. Install 'Jabra Chromehost' on the computer](#)
- [Step2. Install 'Jabra Browser Integration Extension' on Google Chrome browser](#)
- [Step3. Configure Linkus Web Client to use Jabra Engage 50 Headset](#)

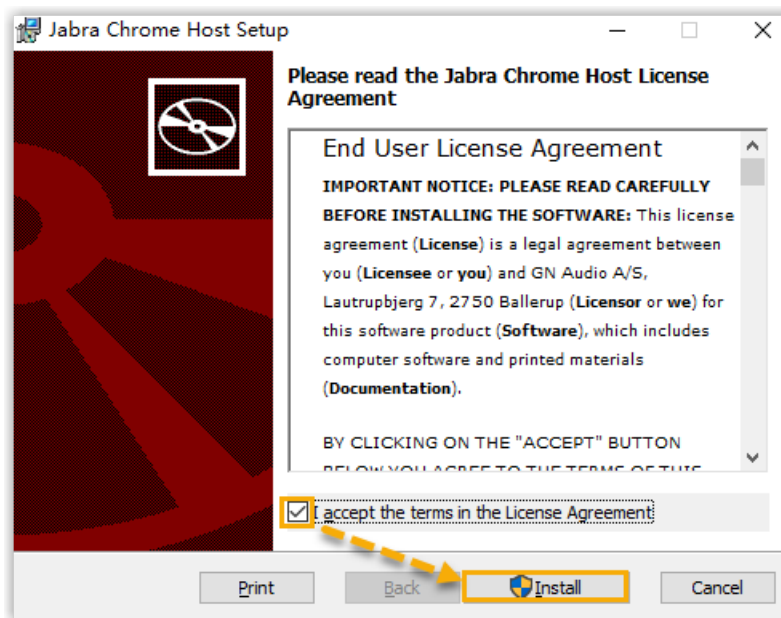## Step1. Install 'Jabra Chromehost' on the computer

Jabra Chromehost is an application that allows access to Jabra Headset.

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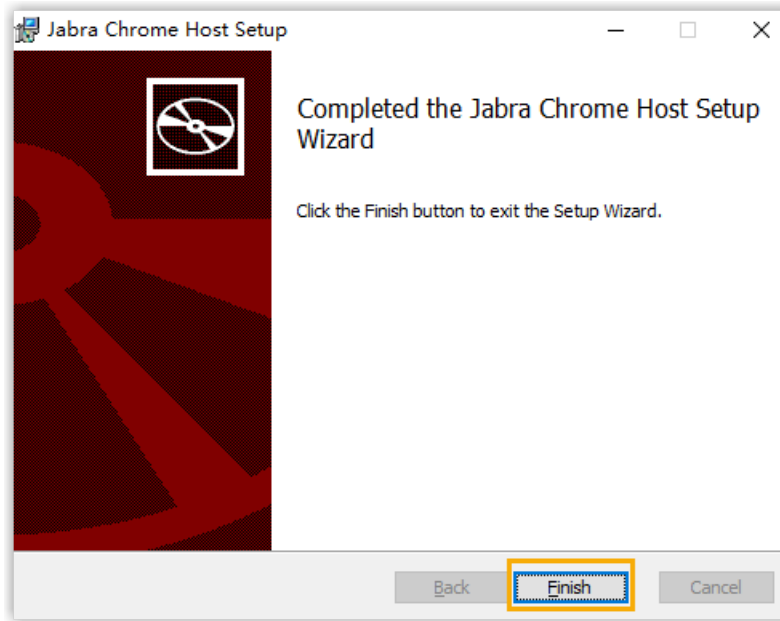

Jabra Chromehost is downloaded.
4. Install Jabra Chromehost.
    a. Double click the installation package that you have downloaded.
    b. Select the checkbox of acknowledgement, then click Install.

The Jabra Chromehost is installing.
    c. After Jabra Chromehost is installed, click Finish to exit the Setup Wizard.
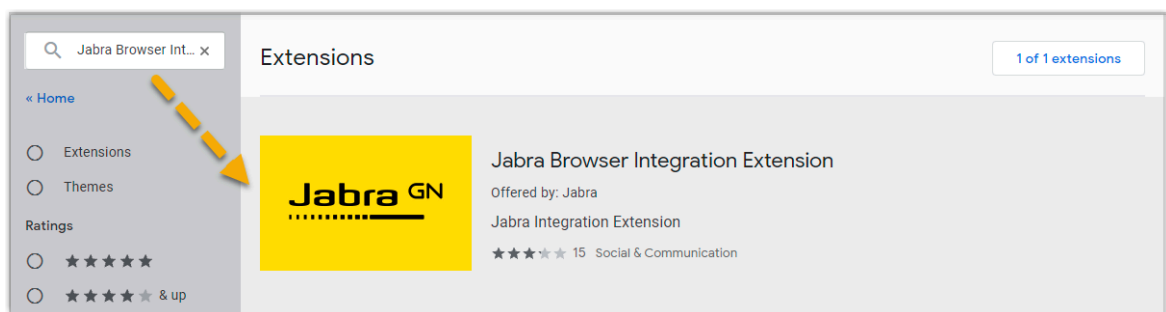
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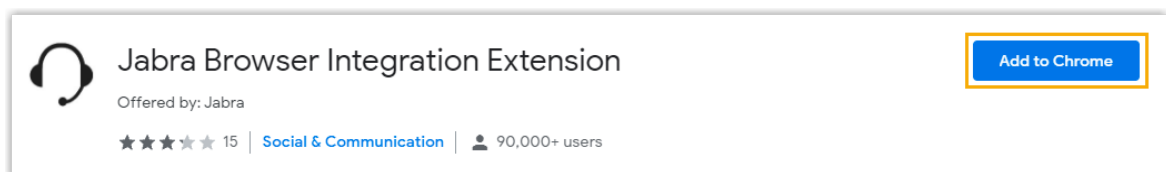
Follow the instructions below to install the extension.

1. On your computer, open [Chrome Web Store](#).
2. In the search bar, enter `Jabra Browser Integration Extension` and press `Enter`.
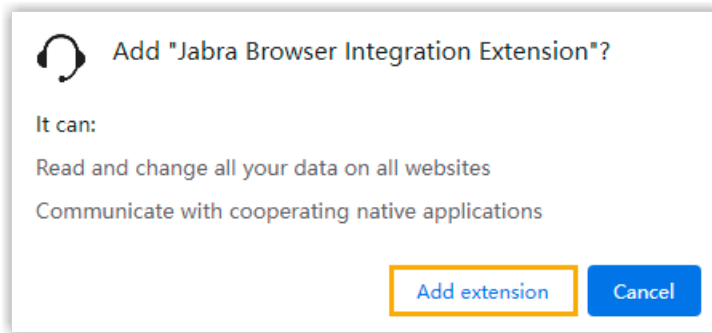
   The Jabra Browser Integration Extension is displayed on the page.

3. Click Jabra Browser Integration Extension.
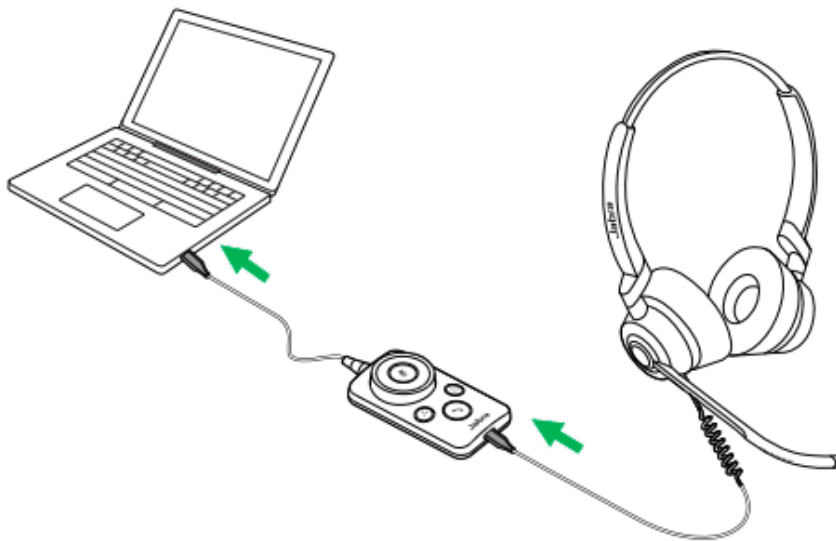4. On the right of the extension, click Add to Chrome.

5. In the pop-up window, check the permissions that Jabra Browser Integration Extension requests, then click Add extension.
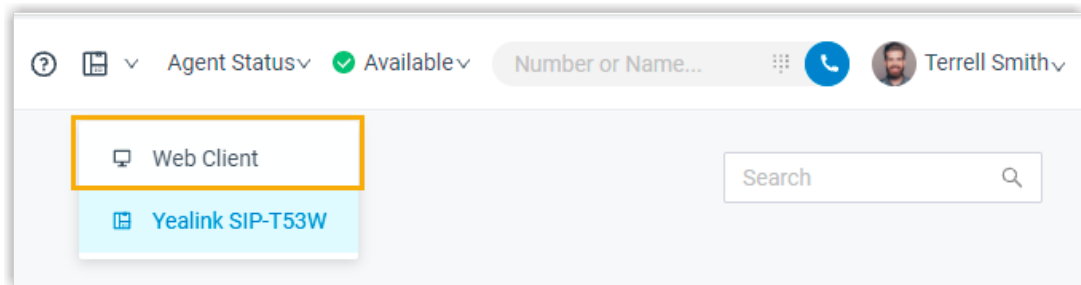

Jabra Browser Integration Extension is installed.

Step3. Configure Linkus Web Client to use Jabra Engage 50 Headset
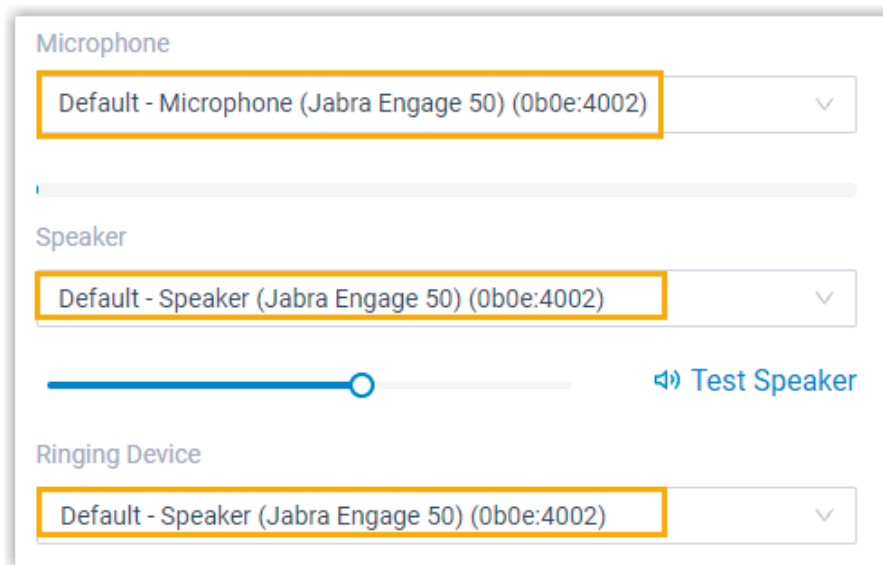
1. Connect one end of Jabra Engage Link controller to Jabra Engage 50 Headset, and connect the other end to the USB port on your computer.

2. If Linkus Web Client is in CTI mode, change it to softphone mode.
   a. Log in to Linkus Web Client.
   b. At the toolbar, select Web Client from the drop-down list.

3. Configure Linkus Web Client to use Jabra Engage 50 Headset.
   a. On the left navigation bar, click Preferences tab.
   b. Under Audio & Video tab, configure Jabra Engage 50 Headset as the audio device.
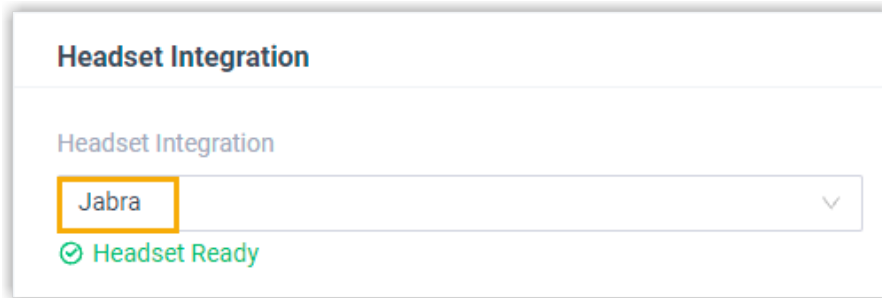

• Microphone: Select Jabra Engage 50 Headset.
• Speaker: Select Jabra Engage 50 Headset.

> **ⓘ Tip:**
> You can click Test Speaker to test volume.

• Ringing Device: Select Jabra Engage 50 Headset or any desired device.
• Headset Integration: Select Jabra.

If the environment of your web browser and operating system meet the requirements for headset integration, the page prompts 'Headset Ready'.

Headset Integration

Headset Integration

Jabra
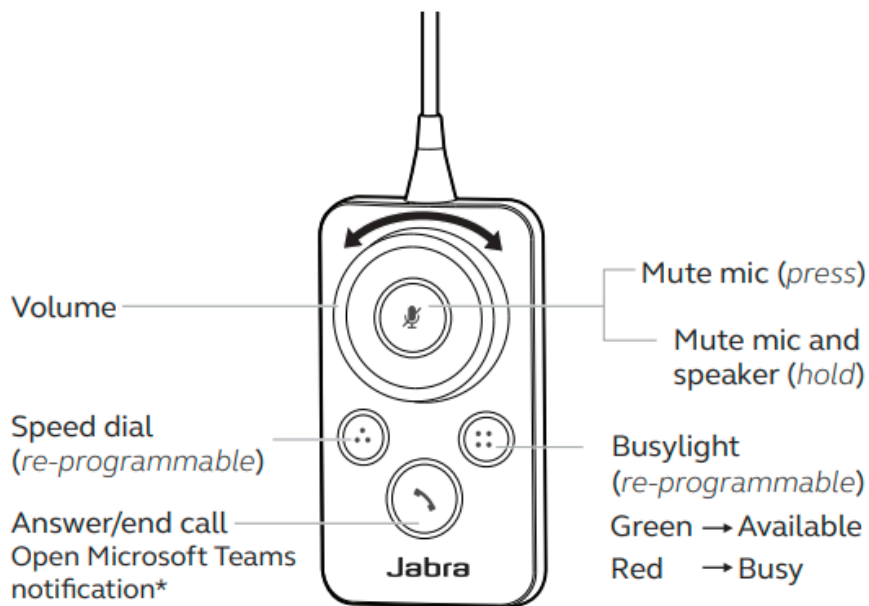
⊘ Headset Ready

     c. Click Save.

Result

You can use Jabra Engage 50 Headset to handle calls.

> ⚠ **Important:**
> If you simultaneously stay logged in on both Linkus Web Client and Linkus Desktop Client, then the Jabra headset will be used to control calls of Linkus Desktop Client.

Descriptions for controller and call operations

The following figure shows you Jabra Engage Link controller. You can use specific buttons to handle calls.

The following table shows how you can handle calls and what can be achieved.

Table 4.

Item	Operation & Result

Answer a call	When a call reaches your extension, the status LED of Call button blinks rapidly in green.
	
	Operation: Press Call Button to answer the call.
	
	Result:
	
	  • The call is established;
	  • The status LED of Call Button turns solid green.

Answer a second call	When a call reaches your extension while you are on a call, the status LED of Call button blinks rapidly in green.
	
	Operation: Press Call Button to answer the second call.
	
	Result:
	
	  • The previous call is on hold while the second call is answered;
	  • The status LED of Call button turns solid green.
	
	📝 Note:
	To swap between calls, you can proceed with that on Linkus.

Reject a call	When a call reaches your extension, the status LED of Call button blinks rapidly in green. Operation: Press Call Button twice. Result: The call is rejected.
Reject a second call	When a call reaches your extension while you are on a call, the status LED of Call button blinks rapidly in green. Operation: Press Call Button twice. Result: The new call is rejected.
End a call	Operation: During an active call, press Call Button. Result: The call is ended.

Hold a call	Operation: During an active call, long press Call Button for 2 seconds.
	Result:
	
	  • The call is on hold;
	  • The status of Hold Button on Linkus is synchronized.

Table 4. (continued)

Item	Operation & Result
Resume a call	Operation: During an active call, long press Call Button for 2 seconds. Result: • The call is resumed; • The status of Hold Button on Linkus is synchronized.
Mute your micro-phone	Operation: During an active call, press Mute Button. Result: • Your microphone (the headset) is muted; • The controller's Mute indicator turns solid red; • The status of Mute Button on Linkus is synchronized.
Unmute your micro-phone	Operation: When the call is muted, press Mute Button. Result: • Your microphone (the headset) is unmuted; • The controller's Mute indicator is not displayed; • The status of Mute Button on Linkus is synchronized.
Adjust system vol-ume	Operation: Adjust Volume Button to turn up or turn down sys-tem volume. Result: System volume is adjusted accordingly.