

Jabra



INSTALLING JABRA PC SUITE

A BRAND BY



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WWW.JABRA.COM

JABRA PC SUITE OVERVIEW

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 can find these updates on the Jabra web site and may receive e-mail about firmware updates if you register your devices with Jabra.

The Jabra PC Suite also includes drivers for various softphones 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:

CISCO IP COMMUNICATOR

The Cisco IP Communicator driver is a library (DLL) that is added to your Cisco IP Communicator installation if it is present when you install Jabra PC Suite. If you install Cisco IP Communicator after installing Jabra PC Suite, then reinstall the PC Suite to get the Cisco driver.

IBM LOTUS SAMETIME

The IBM Lotus Sametime softphone integration requires installation of Jabra PC Suite followed by a manual installation of a plug-in in the Sametime Connect client. Refer to the Jabra PC Suite online help for instructions on how to install the Same-time plug-in.

SKYPE

The Skype driver is a simple background program that manages the connection between your headset solution and the Skype softphone program. After installing Jabra PC Suite you need to open Skype and allow the Jabra Skype driver to access Skype. See the Jabra PC Suite online help for detailed instructions on how to do this.

If you are using **Microsoft Office Communicator** you don't need a softphone driver. However, you still need to install Jabra PC Suite if you want to configure your headset using Jabra Control Center, or update the firmware in your Jabra solution.

SYSTEM REQUIREMENTS

To run the Jabra PC Suite, your computer must meet or exceed the following requirements:

- **Operating System:** Microsoft Windows XP with Service Pack 2 or later; or Microsoft Windows Vista (all variants). 64-bit versions of Windows are not supported.
- **Microsoft .NET Framework:** Version 3.5 is required; the Jabra setup program will automatically download and install this from Microsoft if necessary (requires Internet connection).
- **Hardware:** A USB connection must be available and a Jabra device must be connected to it.

Jabra PC Suite supports the following softphone solutions:

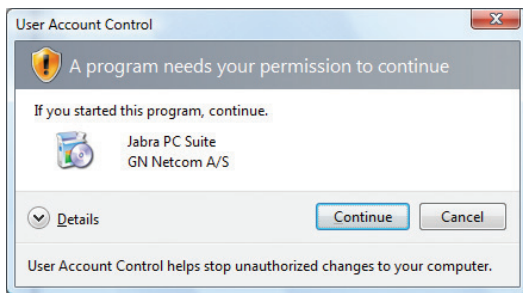
- **Cisco IP Communicator:** version 2.0.1.1 or above
- **IBM Lotus Sametime Connect:** version 8.0.1 or later (not version 8.0.2)
- **Skype:** version 3.2 or above
- **Other softphones:** All softphones will recognize your Jabra headset as a standard Windows sound card with sound-in and sound-out features. 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).

Note: Jabra is constantly evaluating the softphone market to see which new programs should be supported with a dedicated driver, as listed above for Skype, Cisco and IBM. Contact your Jabra representative or see the Jabra web site for the latest news on softphone driver development.

INSTALLING JABRA PC SUITE

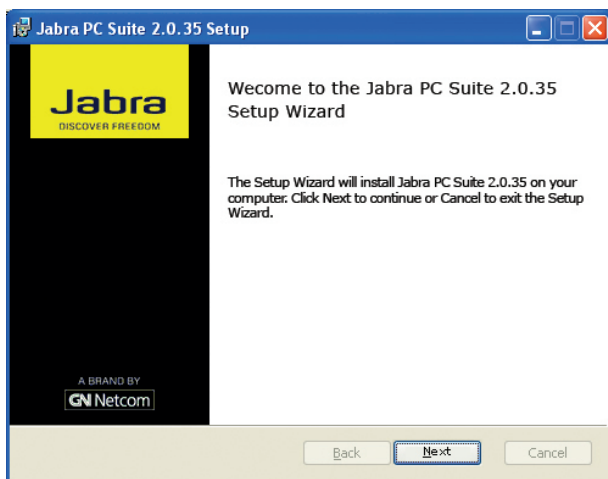
TO INSTALL JABRA PC SUITE ON YOUR COMPUTER:

1. If are using the Cisco IP Communicator softphone program, then install that program first. (If you add this program later, you can simply re-run the Jabra PC Suite setup wizard to install the Jabra driver for Cisco.)
2. 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.
3. Insert the CD-ROM that came with your Jabra product or download the Jabra PC Suite installer from www.jabra.com.
4. Double-click on the JabraPcSuiteSetup.exe file to launch the installer.
5. When you launch the installer on Windows Vista you may see this User Account Control warning:



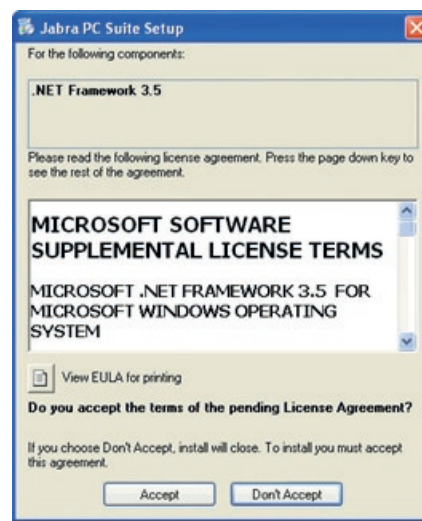
Click on the **Continue** button.

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

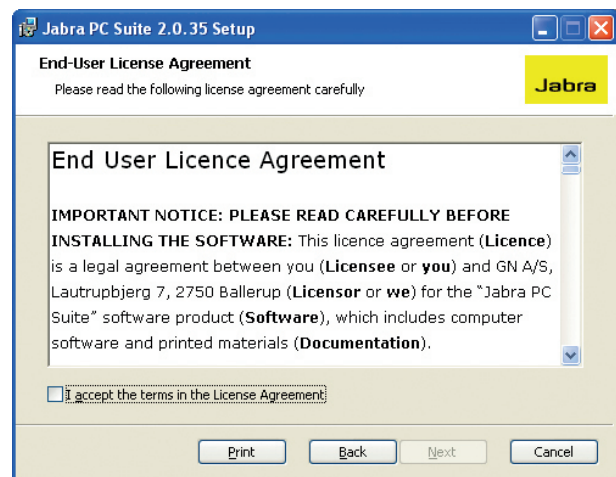


There are no settings here, so just read the text and click on **Next**.

7. The setup program checks to see if you have Microsoft .NET Runtime 3.5 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 .NET 3.5 is already installed on your PC, then you will not see the .NET installer and you can skip this step.

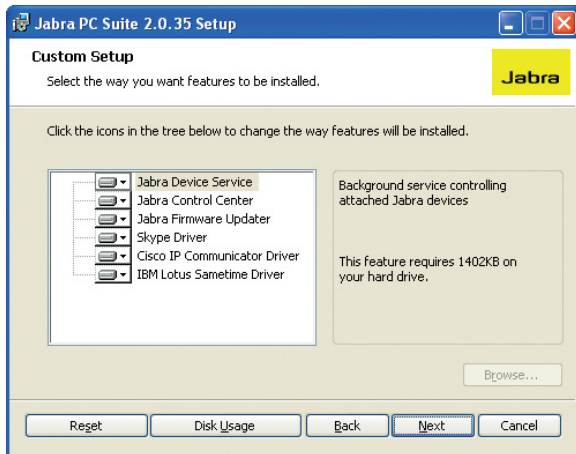


8. The Jabra **End-User License Agreement** page opens.



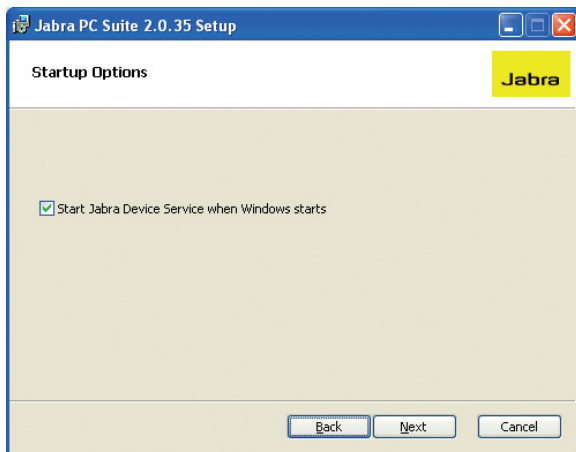
Read the license agreement carefully. If you agree with its terms, then mark the I accept... check box and click on **Next**. You can also Print the agreement from here if you like.

9. The **Custom Setup** page opens.



The Jabra PC Suite includes several programs, all of which will be installed by default. (Note that the Cisco IP Communicator Driver is shown only if the Cisco softphone is already installed on your system.) We recommend that you install all of the listed programs, though you might exclude one or more softphones drivers if you are sure you will never use them. To remove a program, click on the hard-disk icon next to the target name to open 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.

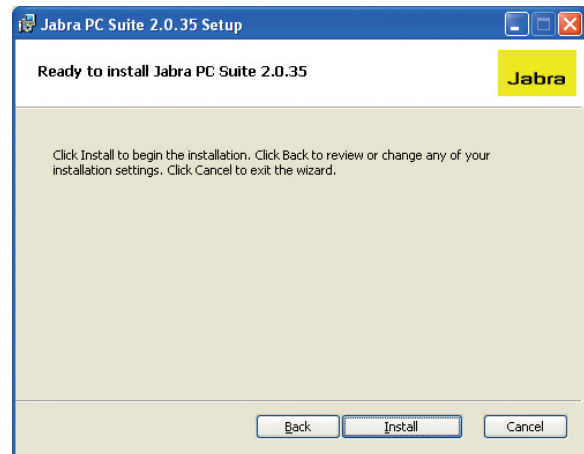
10. The **Startup Options** page opens.



The setup program is able to create a shortcut in your Windows start-up folder that will launch the Jabra Device Service each time you start Windows. This program runs in the background and enables advanced control functionality for your softphones and headset. We recommend that you leave this box marked if you will often use a softphone with your headset.

Mark the **Start Jabra Device Service when Windows Starts** checkbox 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.

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



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

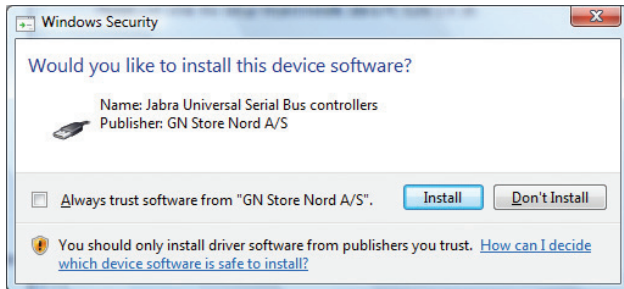
12. A progress bar is shown to track your installation. During installation you may see warnings from Windows that the software "has not passed Windows Logo testing".

The warning message below is how it looks in Windows XP.



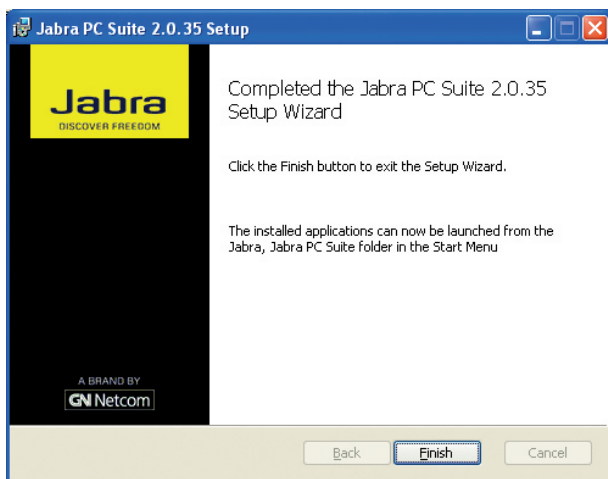
This is expected and does not indicate a problem. Though we have not formally certified the software with Microsoft, we have tested it extensively on all supported platforms, so you can safely click on the **Continue Anyway** button. If you choose to stop the installation now, then Jabra PC Suite will not be installed.

In Windows Vista the warning looks like this:



Here you must press the **Install** button to continue.

13. 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 FOR IBM LOTUS SAMETIME DRIVER

If you installed the IBM Lotus Sametime Driver with Jabra PC Suite you need to manually install a Jabra plug-in in the Lotus Sametime Connect softphone to finalize the installation.

The instructions on how to install the Jabra Sametime plug-in is found in the Jabra PC Suite online help. You can also find an installation guide in PDF format in a subfolder called **Sametime plugin** in the Jabra PC Suite installation folder (default path: **C:\Program Files\Jabra\Jabra PC Suite**).