

Jabra Xpress for Windows



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1. INTRODUCTION TO JABRA XPRESS

1.1 WHAT IS JABRA XPRESS?

Jabra Xpress is a collection of tools that helps IT administrators quickly and easily manage Jabra headsets throughout an organization.

Benefits of using Jabra Xpress

- Update Jabra device firmware for optimal functionality.
- Configure Jabra device settings for your organization's specific needs
- Install Jabra Direct
- Get a status overview of your organization's Jabra devices

Jabra Xpress Tools

Jabra Xpress consist of four tools:

- **Xpress online tool** – create an MSI package for mass deployment with your choice of Jabra device firmware, settings, and software for your organization's needs.
- **Jabra Device Updater** – a Windows application installed on an end user's PC that governs Jabra device configurations (e.g. firmware versions, device settings etc).
- **Jabra Audio Device Dashboard** – an application populating comprehensive status reports and enabling you to get an overview of all your Jabra devices, and check the warranty and firmware status (see separate User Manual for Jabra Audio Device Dashboard).
- **Jabra WMI provider** – a WMI provider that collects detailed information of Jabra devices (e.g. model name, firmware version etc).

Jabra Xpress is based on standard Microsoft technologies and will seamlessly integrate into your existing IT management infrastructure.

1.2 WHO SHOULD USE JABRA XPRESS?

Jabra Xpress is intended for use by an IT administrator responsible for maintaining Jabra devices installed in an organization. The IT administrator must be familiar with the key technologies used in Jabra Xpress, such as MSI package deployment, MSI distribution tools, WMI protocols, and tools for querying Jabra devices.

2. JABRA XPRESS MINIMUM PC REQUIREMENTS

2.1 IT ADMINISTRATOR MINIMUM PC REQUIREMENTS

- Internet connection.
- Internet Explorer ver. 9, Mozilla Firefox ver. 40 or later, or Google Chrome ver 44 or later.

2.2 END USER MINIMUM PC REQUIREMENTS

- Windows XP SP3 or later.
- .NET Framework 4 Full, or .NET Framework 4 Client Profile.

2.3 WHAT IS INSTALLED ON THE IT ADMINISTRATOR'S PC

No applications are installed on the IT Administrator's system.

2.4 WHAT IS INSTALLED ON THE END USER'S PCS

The software installed on an end user's PCs will depend on what options are selected when creating the MSI package or ZIP archive using Jabra Xpress.

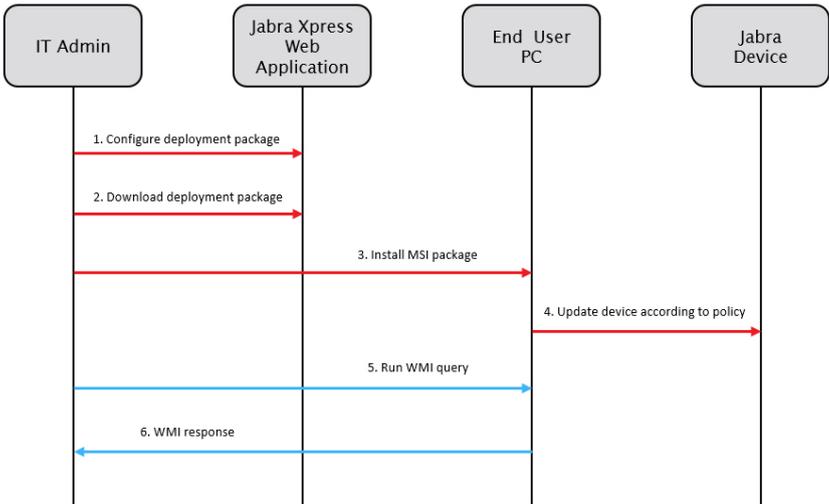
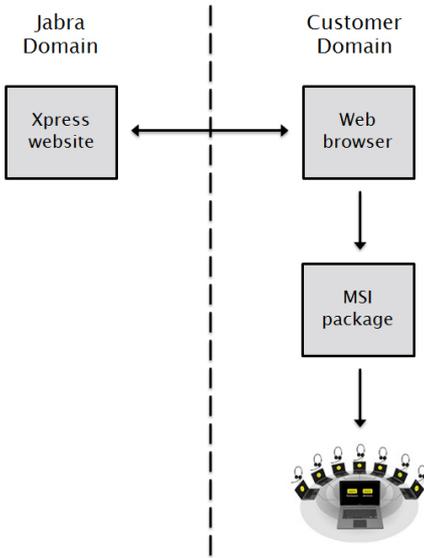
An MSI package or ZIP archive may contain one, or more, of the following software for installation on the end user's PC:

- Jabra Device Updater, including firmware and settings for Jabra devices (See Chapter 5 **Jabra Device Updater** for more information).
- Jabra Direct.

3. USER SCENARIOS

3.1 TYPICAL SCENARIOS

The table and flowchart below explain typical usage scenarios for Jabra Xpress.

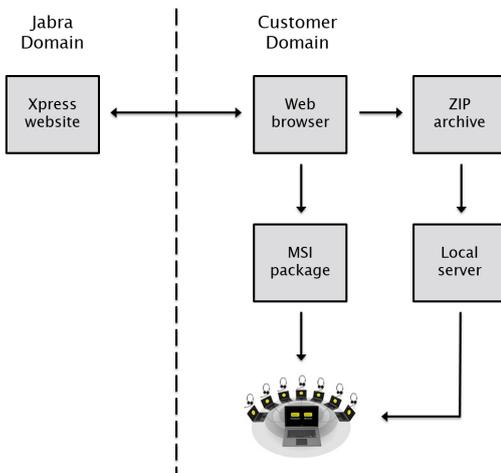


User scenario	Scenario description	Action (flowchart)
New Jabra Direct release	A new version of Jabra Direct is released, or new subcomponents such as softphone drivers, have been added or updated.	1 to 4
New firmware released	New firmware is released for an existing Jabra product.	1 to 4
New device plugged in	A new Jabra headset is plugged into a USB port on an end user's PC. The Jabra device Updater will check the headset's firmware version and configuration against the values selected by the IT admin. If versions do not match the firmware and/or device settings will be updated.	4
New employee setup	A new employee workspace is set up with a PC and a Jabra headset. The corporate IT administration tool will install the MSI package on the new PC.	3 to 4
Headset replaced with same or similar model	A broken headset is replaced with a new headset with factory default settings. The Jabra device Updater will check the headset's firmware version and configuration against the values selected by the IT admin. If versions do not match the firmware and/or device settings will be updated.	4
Headset replaced with a new model	A new headset model is rolled out in the organization. The IT administrator needs to create or update an existing an MSI package that includes the new headset model.	1 to 4
End user PC replaced	An employee gets a new company PC with no Jabra SW installed. The existing Jabra headset is reused. The corporate IT administration tool will install the mass deployment MSI package on the new PC when the user logs in.	4
New corporate settings policy	An IT administrator changes one or more settings for a Jabra headset in the organization. The IT administrator needs to create or update an existing an MSI package with the new device settings.	1 to 4
Deploy firmware update again	An end user has permanently rejected a firmware update for a device, and the device must be firmware updated. The IT administrator needs to deploy the MSI file again to end user's PCs.	2 to 4
Device install base status	It administrator wants to get an overview of installed devices and firmware versions in the organization. The IT administrator selects the WMI provider in the Jabra Xpress online tool. The MSI package containing the Jabra WMI provider is deployed and installed on end user PC's. The IT administrator is running the query script from his deployment system and the installed WMI provider reports back to IT admin from end user PC's. An alternative is use Jabra Audio Device Dashboard.	5 to 6

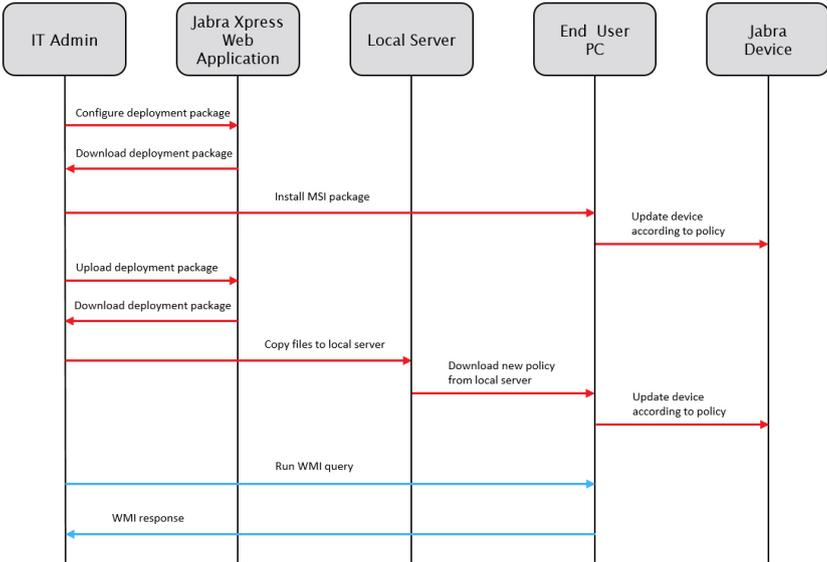
1. **Configure MSI package.** Using the Jabra Xpress online tool, an IT administrator can create an MSI package for mass deployment with Jabra device firmware, settings, and software for their organization's needs. An existing MSI package can also be uploaded to the Jabra Xpress online tool and changed. Optionally, a Jabra WMI provider can be downloaded in its own MSI package.
2. **Download MSI package.** The final MSI file is downloaded to the IT administrator's PC.
3. **Deploy MSI package.** The MSI file is moved to the corporate MSI roll-out system (e.g. MS SCCM) and installed on end user's PCs in the organization.
4. **Update Jabra Device Firmware and/or Settings.** The MSI file will install selected Jabra Direct and will install and run an application called Jabra Device Updater (if selected) that updates firmware and settings in all matching Jabra devices. Depending on how the Jabra Device Updater is configured it may reside on the PC and continuously check that Jabra device firmware and settings are in sync with corporate policies.
5. **Run WMI Query.** An IT administrator can get an overview of installed Jabra devices and their firmware version and configuration ID by executing a WMI query from the central management tool.
6. **WMI response.** The WMI query response from each client PC is assembled into a combined report in the management tool.

3.2 ADVANCED SCENARIO (LOCAL SERVER DEPLOYMENT)

Local Server Deployment is a feature that enables an IT administrator to deploy new device policies (device firmware versions and settings) without having to install a new MSI package on end users' PCs. Instead, a local server deployment package is downloaded from the Xpress website and copied to a local web or file server. The Jabra Device Updater service running on an end user's PC will perform a daily check for new policy files on the local server. When new policy files are detected on the local server the Jabra Device Updater service will download a local copy to the PC and enforce the new policy for connected devices.



The sequence chart below illustrates a flow using a local server.



The first deployment is done as usual with an MSI package installation on every end user PC.

How to change existing device policies

1. Upload the original deployment package (ZIP archive) to Jabra Xpress, and make any modifications needed.
2. Download a new deployment package (ZIP archive) for the local server and copy it to the local server.

Within 24 hours the new policies will be enforced to all end user PCs.

Limitations

Rolling out policy updates via a local server has the following limitations:

- You cannot deploy new PC applications (Jabra Direct) via a local server. New PC software installations or upgrades will always require a new MSI deployment.
- A change of the local server URL requires a new MSI deployment.
- New Jabra products and firmware versions added to Xpress after the original MSI package was created may not be supported by the installed Jabra Device Updater.

Devices that are not supported by the installed Jabra Device Updater version will be marked in the Xpress web interface.

4. JABRA XPRESS ONLINE TOOL

The Jabra Xpress online tool is divided into 6 step-by-step sections that guide an IT administrator through the configuration and creation of an MSI package.

- Home
- Windows Desktop
- Select Devices
- Configuration
- PC Software
- Download
- Summary

4.1 HOME

The screenshot shows the Jabra Xpress online tool interface. At the top, there is a black header with the Jabra logo and the text "JABRA XPRESS REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT". Below the header, the page is titled "WELCOME TO JABRA XPRESS". A paragraph describes the tool as a collection of tools for managing Jabra headsets. To the right, there is an illustration of a central laptop surrounded by several headsets. Below this, the "SELECT YOUR PLATFORM" section is visible, with two options: "WINDOWS DESKTOP" and "LINUX THIN CLIENT". Each option includes a brief description and a "NEXT >" button. The footer of the page reads "JABRA XPRESS 14.0.1081.1 - Copyright © 2017 GN Audio A/S".

Jabra ^{GN} JABRA XPRESS REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

HOME

WELCOME TO JABRA XPRESS

Jabra Xpress is a collection of tools that helps IT administrators quickly and easily manage Jabra headsets throughout an organization.

Benefits of using Jabra Xpress

- Update Jabra device firmware for optimal functionality.
- Configure Jabra device settings for the specific needs of your organization.
- Install Jabra Direct (Windows only).
- Get a status overview of Jabra devices in your organization.

SELECT YOUR PLATFORM

WINDOWS DESKTOP

Create MSI packages, for installation on end user PCs, containing device firmware, device settings, the Jabra Device Updater and options for Jabra Direct. Alternatively, create ZIP archives for local server deployment.

Modify a previous configuration by uploading an existing MSI package or ZIP archive.

Get an overview of your devices with:

- Jabra Audio Device Dashboard
- Jabra WMI Provider Tool

NEXT >

LINUX THIN CLIENT

Create ZIP archives, for local server deployment, containing device firmware, device settings, and the Jabra Device Updater.

Modify a previous configuration by uploading an existing ZIP archive.

Get an overview of your devices with:

- Jabra Audio Device Dashboard

NEXT >

JABRA XPRESS 14.0.1081.1 - Copyright © 2017 GN Audio A/S

Choose the platform:

Select 'NEXT' for the platform you are targeting. In this document we cover the 'Windows Desktop' flow.

4.2 WINDOWS DESKTOP

**JABRA XPRESS** REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

START SELECT DEVICES CONFIGURATION PC SOFTWARE DOWNLOAD SUMMARY

START MANAGING YOUR DEVICES

- 1 Update and configure your Jabra devices and deploy Jabra software using the Jabra Xpress online tool by creating a new MSI package or ZIP archive for deployment.
- 2 Download the MSI package(s) or ZIP archive to your PC.
- 3 Install the MSI package on end users' PCs, or extract the ZIP archive and install its MSI package(s) on end users' PCs and copy files to a local deployment server.



NEW >

MODIFY A PREVIOUS CONFIGURATION

Upload and modify an existing MSI package or ZIP archive to the Jabra Xpress online tool to change any of the configurations.



UPLOAD >

GET AN OVERVIEW OF YOUR DEVICES

Select between two solutions:

- **Jabra Audio Device Dashboard** gives you comprehensive device status reports via your own intranet site.
- **Jabra WMI Provider Tool** reports device name, statuses, etc. back to your software management solution.



NEXT >

LEARN MORE

- [Jabra Xpress User Manual](#)
- [FAQ](#)
- [Jabra Xpress Presentation](#)
- [Jabra Xpress Data Sheet](#)
- [Microsoft SCCM test of Jabra WMI Provider](#)

Start Managing your Jabra Devices

Select 'NEW' to create and download a new MSI package, or ZIP archive (for local server deployment).

Modify a Previous Configuration

Select 'UPLOAD' to upload a previous MSI package or ZIP archive, and edit any of the configurations to create a new MSI package or ZIP archive.

Get an Overview of Your Devices

Select 'NEXT' to choose between two solutions for getting an overview of your devices: 1) Jabra Audio Device Dashboard, or 2) Jabra WMI provider.

**JABRA XPRESS** REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

START

OVERVIEW OF YOUR DEVICES

INCREASE EFFICIENCY & BETTER PLAN FOR THE FUTURE

JABRA AUDIO DEVICE DASHBOARD



Populate comprehensive status reports using Jabra Audio Device Dashboard, enabling you to get an overview of all your Jabra USB devices, check the warranty, firmware status and serial number, and maximize Jabra audio devices RCM.

The solution helps you reduce maintenance & inventory costs and optimize inventory purchase decisions & forecasts.

HOW TO USE

- 1 Download the Jabra Audio Device Dashboard deployment package.
- 2 Deploy the client application on end users' PCs and setup a web server and database.
- 3 Access the Jabra Audio Device Dashboard from your intranet to get an overview of all your Jabra USB devices (e.g. device name, firmware version, serial no., etc.).

I have read and accept the [end user license agreement](#)

DOWNLOAD

FULL VISIBILITY OF ALL DEVICES

JABRA WMI PROVIDER



Get an overview (e.g. device name, firmware version, serial no., SKU no., connected status etc.) via your software management solution or the complete portfolio of Jabra USB devices installed in your IT network using the Jabra WMI provider tool.

The solution helps you reduce maintenance & inventory costs and optimize inventory purchase decisions & forecasts.

HOW TO USE

- 1 Download the Jabra WMI Provider tool and install on end users' PCs.
- 2 Run a WMI query from your management tool to collect all Jabra USB devices detailed information (e.g. device name, firmware version etc.).

I have read and accept the [end user license agreement](#)

DOWNLOAD

4.3 SELECT DEVICES

Select which Jabra devices to firmware and/or settings update from the list of supported Jabra devices. Multiple devices can be selected.

Selected devices are listed in the “Devices to be managed” list. Hovering over the devices listed will display the device for quick identification.

Jabra GN JABRA XPRESS REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

START SELECT DEVICES CONFIGURATION PC SOFTWARE DOWNLOAD SUMMARY

SELECT JABRA DEVICES TO BE MANAGED

SUPPORTED DEVICES (hover over device for image)

- Jabra BIZ 2300 USB Mono
- Jabra BIZ 2400 II CC USB Mono
- Jabra BIZ 2400 II CC USB Stereo
- Jabra BIZ 2400 II Duo
- Jabra BIZ 2400 II Mono
- Jabra BIZ 2400 USB Duo
- Jabra DIAL 550
- Jabra EVOLVE 20 Mono
- Jabra EVOLVE 20 Stereo
- Jabra EVOLVE 30 Mono
- Jabra EVOLVE 30 Stereo
- Jabra EVOLVE 40 Mono
- Jabra EVOLVE 40/80 Stereo
- Jabra EVOLVE 65 Mono
- Jabra EVOLVE 65 Stereo
- Jabra GN2000 MS USB Mono / Duo
- Jabra GN2000 USB Mono / Duo
- Jabra GO 6470
- Jabra HANDESET 450
- Jabra LINK 220 QD to USB Adapter
- Jabra LINK 220a QD to USB Adapter
- Jabra LINK 230 QD to USB Adapter
- Jabra LINK 260 QD to USB Adapter
- Jabra LINK 265 QD to USB Training Adapter
- Jabra LINK 280 QD to USB Adapter
- Jabra LINK 350 (GO 6430)
- Jabra LINK 360
- Jabra LINK 850

DEVICES TO BE MANAGED

- Jabra BIZ 2300 USB Duo
- Jabra BIZ 2400 USB Mono

ADD >
< REMOVE
<< REMOVE ALL



4.4 CONFIGURATION

Jabra GN JABRA XPRESS REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

START SELECT DEVICES CONFIGURATION PC SOFTWARE DOWNLOAD SUMMARY

SELECT JABRA DEVICE UPDATER OPTIONS

- Allow user to postpone device updates Postpone up to 10 hours
- Allow user to reject device updates Permanently reject an update
- Allow user to start update when the PC is not connected to power Allow device updates from a PC running on battery (not recommended)
- Start device updates automatically Start update after 5 minutes if user has not started, postponed or rejected the update
- Do not update devices in this time interval Define a time period where device updating is not allowed e.g. within normal office hours
From: 08:00 To: 16:00

Custom notification (optional):
Enter message shown to users before the update starts.

Custom error notification (optional):
Enter message shown to users if the update fails.

SELECTED DEVICES

Jabra BIZ 2300 USB Duo

Firmware versions: Leave unchanged [Release Notes](#)

Downgrade devices that have newer firmware



When an MSI package or ZIP archive containing firmware and/or settings is deployed, Jabra Device Updater is installed on the end user's PC. Jabra Device Updater updates Jabra Devices to the firmware versions and settings selected in the MSI package or ZIP archive. Whenever a selected Jabra device is connected to the end user's PC, Jabra Device Updater will check for update eligibility.

A firmware or settings update can only start when all preconditions are met. Preconditions may vary from device to device, and will include one or more of the following:

- The computer must be connected to AC power (only relevant for laptop PCs).
- There are no active calls on the Jabra device.
- The Jabra headset is docked (only relevant for devices with a dockable headset).



Jabra Device Updater Options

Jabra Device Updater can be configured to determine the level of interaction the end user has with Jabra Device Updater when the firmware update starts.

Allow user to postpone device updates

The end user can postpone the firmware update by 15 minutes, 1 hour or 4 hours. After the postpone period has ended, the end user will be prompted to accept the firmware update or postpone again, up to a total of 10 hours.

Allow user to reject device updates

The end user can select 'Do not remind me again' to permanently reject the firmware update. Each device selected for firmware update must be individually rejected by the user.

Allow user to start update when the PC is not connected to power

The end user will be able to start the update, even when their laptop is not connected to a power supply.

Start device updates automatically

When Jabra Device Updater is displayed it will ask the end user for permission to start the firmware update. If the end user does not respond within 5 minutes the update will start automatically.

Note: When using Windows 8, the Jabra Device Updater will only display in Desktop Mode.

Do not update devices in this time interval

Prevent Jabra Devices from being updated during a specific time interval (e.g. working hours) by selecting a 'From' and 'To' time interval. The time is based upon the local time on the end user's PC.

Note: If the selected 'From' and 'to' time is set to the same hour, no update restriction will be applied.

Custom notification (optional)

Write an optional custom message that will be added to the default notification displayed to the end user when Jabra Device Updater starts.

Custom error notification (optional)

Write an optional custom message that will be added to the default notification displayed to the end user if an error has stopped Jabra Device Updater.

Selected Devices

This is a list of all devices selected to be updated by Jabra Device Updater.

SELECTED DEVICES

Jabra GO 6470



Firmware versions: [Release Notes](#)

Language Pack:

Display language:

Downgrade devices that have newer firmware

Firmware version

By default each selected device is set to 'Leave unchanged'. The selected Jabra devices will keep their current firmware versions, and no firmware update will be initiated. A firmware version can be selected using the drop down list. Firmware versions are ranked with the latest firmware version first in the list.

Selecting 'Managed by Jabra' will notify end user's when new firmware is published on Jabra.com for their Jabra device. Jabra Device Updater will check for updates on Jabra.com once every 2 weeks. The end user's PC must have Internet access.

Note: Jabra Device settings configuration is not supported when selecting 'Managed by Jabra'

Downgrade devices that have newer firmware

Optionally it is possible to downgrade a device to an older version of firmware by first selecting the desired firmware in the drop-down list, and then selecting 'Downgrade devices that have newer firmware'. For some devices a firmware downgrade is not offered.

Language pack and display language

The language pack and display language configuration is supported for devices that have a base station display (e.g. Jabra PRO 9460). Preferred end user display language can be selected by first selecting relevant language pack, and then selecting display language.

Settings

Some Jabra devices offer configurable settings that define the device's behavior (e.g. Audio protection level, Wireless range, Ringtone volume etc). By default device settings are set to 'Leave unchanged'.

Note: Device settings might change depending on the firmware version selected.

Settings

SET ALL TO DEFAULT VALUES

SET ALL TO LEAVE UNCHANGED

				Availability		
Device Protection				4.6.5	4.5.17	🔒
Protect settings	?	Leave unchanged	▼	✓	✓	
Headset Settings				4.6.5	4.5.17	🔒
Audio protection (IntelliTone)	?	Leave unchanged	▼	✓	✓	
Headset touch control	?	Leave unchanged	▼	✓	✓	
Mute reminder tone	?	Leave unchanged	▼	✓	✓	
Power save mode	?	Leave unchanged	▼	-	✓	
Tone setting	?	Leave unchanged	▼	✓	✓	
Voice announcements	?	Leave unchanged	▼	✓	✓	
Base Settings				4.6.5	4.5.17	🔒
Touch panel backlight level	?	Leave unchanged	▼	✓	✓	
Touch panel click tone volume	?	Leave unchanged	▼	✓	✓	
Touch panel dimmer delay	?	Leave unchanged	▼	✓	✓	
Wireless range	?	Leave unchanged	▼	✓	-	
Softphone Settings				4.6.5	4.5.17	🔒
Base speaker ringtone level for softphone	?	Leave unchanged	▼	✓	✓	
Connect to softphone (PC)	?	Leave unchanged	▼	✓	✓	
Open phone line when headset is undocked	?	Leave unchanged	▼	✓	✓	
PC audio control	?	Leave unchanged	▼	✓	✓	
PC wideband audio	?	Leave unchanged	▼	✓	✓	

The available settings for each selected Jabra device are listed in the table. A setting's default value is indicated by *. If a firmware version has not been selected ('Leave unchanged'), each supported firmware version will be displayed.

✓ indicates that the setting is supported by the selected Firmware version.

Selected Device settings will be enforced as long as Jabra Device Updater is installed on the end user's PC.

Device settings set to 'Leave unchanged' will not be changed and can be managed by the end user.

Select 'Protect settings' to prevent access to the settings on the Jabra device (for Jabra devices supporting device protection). Settings that support password protection will be indicated by a ✓ in the 🔒 column.

Devices not supporting setting protection will not show the 🔒 column.

4.5 PC SOFTWARE

Select which Jabra PC software and software settings to install on the end user PC.

**JABRA XPRESS** REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

START SELECT DEVICES CONFIGURATION **PC SOFTWARE** DOWNLOAD SUMMARY

SELECT PC SOFTWARE

Jabra Direct Jabra Direct (version 3.2.11229) provides end user confidence via a dashboard with readiness status for Jabra devices and softphones. Also the end user can personalize the headset/speakerphone via simple setting controls.

CONFIGURE JABRA DIRECT

Allow update of presence status Synchronize softphone presence with device presence
 Help us improve Jabra Direct Allow Jabra to collect anonymous usage statistics
 Intelligent Call Transfer Jabra Evolve Link (from FW ver. 2.2.0) can support automatic call transfers from a Skype for Business softphone call to a smartphone. For setup instructions visit the Jabra support website.

SELECT JABRA DIRECT INTEGRATION FOR SOFTPHONES (call control)

Avaya IP Softphone / Aagent Avaya IP Aagent version 7.0 or later Avaya IP Softphone version 6.0 or later
 Avaya Communicator / Agent Avaya Communicator version 2.1 or later / incl. for MS Lync Avaya one-X Communicator version 5.2 or later Avaya one-X Agent version 2.0 SP3 or later Avaya Aura Agent Desktop version 6.1 or later

BroadSoft UC One BroadSoft UC One version 20.1 or later Note: This integration module may require a manual post installation step by end-users
 Cisco IP Communicator Cisco IP Communicator version 2.0.1.1 or later. Note: This integration module requires that Cisco IP Communicator is installed before this MSI package is installed

Cisco Jabber / Cisco UC Integration for Microsoft Lync Cisco Jabber version 9.6 or later Cisco UC Integration for Microsoft Lync version 9.6 or later
 Cisco Unified Personal Communicator Cisco Unified Personal Communicator version 8.0 or later
 Cisco WebEx Connect Cisco WebEx Connect version 7.1.1 – 7.3.1
 CounterPath Bria CounterPath Bria version 3.5 or later. CounterPath X-Lite version 4.6 or later. Note: This integration module may require a manual post installation step by end-users

IBM Sametime Connect IBM Sametime Connect version 8.5 or later. Note: This integration module may require a manual post installation step by end-users
 Microsoft Skype for Business Microsoft Skype for Business Microsoft Lync 2010 and 2013 Note: This integration module is required for presence update of Microsoft Lync

NEC SP350 NEC SP350 version 5.1.0 or later
 ShoreTel Communicator ShoreTel Communicator version 14 or later. Note: This integration module may require a manual post installation step by end-users
 Skype Skype version 7.1 or later
 Other softphones requiring Jabra Direct Softphones integrated via Jabra SDK

Not on the list? Not all softphones require a Jabra integration

Select Jabra Direct

Select which Jabra Direct to install the software on the end user's PC.

Configure PC Software Settings

Refer to the Jabra Xpress Online tool help for more information about configuration options.

Select Jabra Integration for Softphones

Select the softphone drivers to be deployed. Softphone drivers enable full call functionality with Jabra Direct.

For a list of all supported softphones visit www.jabra.com/direct.

Note: The IBM Lotus Sametime call control integration requires a manual installation of a Java plug-in in the IBM Lotus Sametime client, after the MSI package has been installed on end user's PCs. Please refer to the IBM Lotus Sametime installation guide on the Jabra Direct support page on www.jabra.com/direct.

Additionally, Cisco IP Communicator requires the Cisco IP Communicator softphone installed on the end user's PC before the Jabra MSI package is installed.

4.6 DOWNLOAD

Select one of two download options:

- Download MSI package
- Local server deployment (ZIP archive).

**JABRA XPRESS** REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

START SELECT DEVICES CONFIGURATION PC SOFTWARE **DOWNLOAD** SUMMARY

SELECT BETWEEN OUR TWO SOLUTIONS

- **Classic MSI deployment to end-user PCs**, all-in-one MSI package that can contain product firmware, settings file and end-user applications / UC integrations.
- **Local server deployment**, deploy updater agent and end-user applications / UC integrations to end-user PCs and control product firmwares and settings files on your local server.

You are now ready to download and deploy your MSI package. If you have selected device updates or configurations, the selected devices will be updated after the next restart of the end user's PC.

I have read and accept the [end user license agreement](#)

DOWNLOAD MSI PACKAGE

MSI Package for Windows 32-bit [DOWNLOAD](#)

MSI Package for Windows 64-bit [DOWNLOAD](#)



DEPLOYMENT INSTRUCTIONS

After the MSI packages have been downloaded use these instructions to deploy:

To install:
msiexec.exe /i package.msi

To uninstall:
msiexec.exe /x package.msi

Prerequisites:
.NET Framework 4 Client Profile or .NET Framework 4 Full.

LOCAL SERVER DEPLOYMENT

Local server URL or UNC path

ZIP archive [DOWNLOAD](#)



DEPLOYMENT INSTRUCTIONS

After the ZIP archive has been downloaded unpack it to show its content.

readme.txt
This file contains detailed information for deployment.

Files to be placed on local server
This folder contains two files, a ZIP archive and an XML file that must be deployed to the local server.

MSI files to be installed on end-user PCs
This folder contains two files, an MSI installer for 32-bit(x86) versions of Windows and an MSI installer for 64-bit(x64) versions of Windows.

Prerequisites:
.NET Framework 4 Client Profile or .NET Framework 4 Full.

Option 1: Download MSI Package

DOWNLOAD MSI PACKAGE

MSI Package for Windows 32-bit [DOWNLOAD](#)

MSI Package for Windows 64-bit [DOWNLOAD](#)



DEPLOYMENT INSTRUCTIONS

After the MSI packages have been downloaded use these instructions to deploy:

To install:
msiexec.exe /i package.msi

To uninstall:
msiexec.exe /x package.msi

Prerequisites:
.NET Framework 4 Client Profile or .NET Framework 4 Full.

Read and accept the end user license agreement by selecting 'I have read and accept the end user license agreement'. It is not possible to download the MSI package until the end user license agreement has been accepted.

There are two options for download:

- MSI package for Windows 32-bit.
- MSI package for Windows 64-bit.

Download the relevant MSI package (or both, if required).

MSI Package Deployment Instructions

Install MSI package

```
msiexec.exe /i package.msi
```

When an MSI package is installed on an end user's PC that already has an MSI package installed, the existing Jabra Device Updater and Jabra Direct will be uninstalled, and replaced with the software selected in the new MSI package.

Note: The end user's PC must be restarted before the installed software will run.

Uninstall MSI package

```
msiexec.exe /x package.msi
```

After uninstallation the end user's PC is left with a zero footprint. Changes made to attached Jabra devices are preserved.

Option 2: Local Server Deployment (ZIP archive)

LOCAL SERVER DEPLOYMENT

Local server URL or UNC path

ZIP archive



DEPLOYMENT INSTRUCTIONS

After the ZIP archive has been downloaded unpack it to show its content.

readme.txt
This file contains detailed information for deployment.

Files to be placed on local server
This folder contains two files, a ZIP archive and an XML file that must be deployed to the local server.

MSI files to be installed on end-user PCs
This folder contains two files, an MSI installer for 32-bit (x86) versions of Windows and an MSI installer for 64-bit (x64) versions of Windows.

Prerequisites:
.NET Framework 4 Client Profile or .NET Framework 4 Full.

Read and accept the end user license agreement by selecting 'I have read and accept the end user license agreement'. It is not possible to download the ZIP archive until the end user license agreement has been accepted.

To download the ZIP archive, enter the local server URL or UNC path, and click Download.

Local Server Deployment Instructions

Download and unpack the ZIP archive to a local folder. The ZIP archive contains 2 folders:

Files to be placed on local server URL or UNC path (as specified when downloaded):

- xpress_package_info.xml
- xpress_package_v1_20150601_140734.zip (the timestamp part of the filename is an example)

The ZIP archive and the XML file must be copied to the local server at a location matching the specified server URL or UNC path. The ZIP archive is password encrypted, and the XML file contains information about the ZIP archive.

MSI files to be installed on end user PCs:

- JabraXPRESSx86.msi
- JabraXPRESSx64.msi

If an MSI installation has never been performed then the MSI installer for 32-bit (x86) versions of Windows, or the MSI installer for 64-bit (x64) versions of Windows must be deployed to all end user PCs.

4.7 SUMMARY

After the MSI package or ZIP archive has been configured, a summary report will be generated. The summary report provides an overview of selected Jabra devices and their relevant firmware versions and settings, selected PC software components and software settings. The summary can be saved in HTML format.



SUMMARY OF DEPLOYMENT PACKAGE CONTENT

DOWNLOAD SUMMARY

JABRA DEVICE UPDATE OPTIONS

Allow user to postpone device updates	✓
Allow user to reject device updates	✓
Allow user to start update when the PC is not connected to power	✓
Start device updates automatically	✓
Do not update devices in this time interval	–
Custom notification (optional):	–
Custom error notification (optional):	–

DEVICES

Jabra GO 6470

Update device to version	Leave unchanged
Language pack	Leave unchanged
Display language	Leave unchanged
Downgrade devices that have newer firmware	No

		Availability	
		4.6.5	4.5.17
Device Protection			🔒
Protect settings	Leave unchanged	✓	✓
Headset Settings		4.6.5	4.5.17
Audio protection (IntelliTone)			🔒
Audio protection (IntelliTone)	Leave unchanged	✓	✓
Headset touch control	Leave unchanged	✓	✓
Mute reminder tone	Leave unchanged	✓	✓
Tone setting	Leave unchanged	✓	✓
Voice announcements	Leave unchanged	✓	✓
Power save mode	Leave unchanged	–	✓
Base Settings		4.6.5	4.5.17
Touch panel backlight level			🔒
Touch panel backlight level	Leave unchanged	✓	✓
Touch panel click tone volume	Leave unchanged	✓	✓
Touch panel dimmer delay	Leave unchanged	✓	✓
Wireless range	Leave unchanged	✓	–
Softphone Settings		4.6.5	4.5.17
Base speaker ringtone level for softphone			🔒
Base speaker ringtone level for softphone	Leave unchanged	✓	✓
Connect to softphone (PC)	Leave unchanged	✓	✓
Open phone line when headset is undocked	Leave unchanged	✓	✓
PC audio control	Leave unchanged	✓	✓
PC wideband audio	Leave unchanged	✓	✓
Desk Phone Settings		4.6.5	4.5.17
Base speaker ringtone level for desk phone			🔒
Base speaker ringtone level for desk phone	Leave unchanged	✓	✓
Connect to desk phone	Leave unchanged	✓	✓
Clear dial-tone switch position	Leave unchanged	✓	✓
Hook lifter type	Leave unchanged	✓	✓
Microphone transmit gain	Leave unchanged	✓	✓
Open phone line when headset is undocked	Leave unchanged	✓	✓
Mobile Phone Settings		4.6.5	4.5.17
Base speaker ringtone level for mobile phone			🔒
Base speaker ringtone level for mobile phone	Leave unchanged	✓	✓

SELECT PC SOFTWARE

Jabra Direct	–
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PC SOFTWARE SETTINGS

Allow update of presence status	–
Help us improve Jabra Direct	–
Intelligent Call Transfer	–

JABRA INTEGRATION FOR SOFTPHONES (call control)

Avaya IP Softphone / Agent	–
Avaya Communicator / Agent	–
BroadSoft UC One	–
Cisco IP Communicator	–
Cisco Jabber / Cisco UC Integration for Microsoft Lync	–
Cisco Unified Personal Communicator	–
Cisco WebEx Connect	–
CounterPath Bria	–
IBM Sametime Connect	–
Microsoft Skype for Business	–
NEC SP350	–
ShoreTel Communicator	–
Skype	–
Other softphones requiring Jabra Direct	–

5. JABRA DEVICE UPDATER

5.1 WHAT IS JABRA DEVICE UPDATER?

Jabra Device Updater is a background application that monitors Jabra devices connected to the end user's PC. It also handles the device firmware and settings updates selected by the IT administrator.

5.2 INSTALL JABRA DEVICE UPDATER

Jabra Device Updater is automatically installed on end user's PCs when an MSI package is deployed that has a Jabra device selected for firmware and/or settings update. Jabra Device Updater does not require administrator rights on end user's PCs to run.

Note: After deployment of the MSI package containing the Jabra Device Updater, the end user's PC must be restarted before Jabra Device Updater will run.

5.3 FIRMWARE UPDATE USING JABRA DEVICE UPDATER

Each time a selected Jabra device is connected to the end user's PC, Jabra Device Updater will check the device for update eligibility. If the device has different firmware and/or settings than selected in the MSI package, Jabra Device Updater will initiate the device update.

In the event of a firmware update, the end user will receive notification from Jabra Device Updater that the firmware update will begin. All firmware and/or settings files used by Jabra Device Updater are either downloaded from a local server, or installed locally on each end user's PCs.



Depending on the Jabra Device Updater options selected in Jabra Xpress when creating the MSI package or ZIP archive, the end user will have varying interaction with Jabra Device Updater (see Chapter 3.3.3 **Jabra Device Updater Options** for more information).

A firmware update can only start when all preconditions are met. Preconditions may vary from device to device, and will include one or more of the following:

- The computer must be connected to AC power (only relevant for laptop PCs).
- There must be no active calls on the Jabra device.
- The Jabra headset must be docked (only relevant for devices with a dockable headset).

Note: Not all Jabra devices are supported for a firmware update. For a full list of supported devices refer to jabraxpress.jabra.com, or the list of supported devices in Jabra Xpress.

5.4 FIRMWARE UPDATE SECONDARY DEVICES

Some Jabra devices support multiple headsets paired with the same base. This feature is used for conferencing. When Jabra Device Updater initiates a firmware update for the base and the headset, only the currently docked headset will be firmware updated. Secondary headsets will be automatically firmware updated when they are docked after the initial firmware update.

5.5 FAILED FIRMWARE UPDATE

In the event of a failed firmware update, Jabra devices can be recovered. The end user will receive onscreen instructions on how to recover the Jabra device. The instructions will vary depending on the Jabra device.

If the firmware update continues to fail, a restart of the end user PC is recommended before re-trying.

5.6 SETTINGS ONLY UPDATE

In the event of a settings only update, end user interaction is not necessary. After the settings update the Jabra device may restart automatically.

Note: settings updates will not begin when there is an active call on the device.

5.7 JABRA DEVICE UPDATER LANGUAGES

Jabra Device Updater supports 18 languages. The language displayed is determined by the default language setting (keyboard layout) in Windows on the end user's PC. If the current Windows language is not supported, the language will default to English.

The supported languages are:

- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- Danish
- Dutch
- English
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese
- Russian
- Spanish
- Swedish
- Turkish

5.8 TRACKING AND TROUBLESHOOTING UPDATES

Jabra Device Updater logs major firmware update events to Windows Application Log, which can be viewed using Windows Event Viewer. The log source is "Jabra Device Updater".

Event severity	What it means
Information	User rejected a firmware update (i.e. user selects 'do not remind me again')
Information	Firmware update was postponed by the user.
Information	Firmware update successfully completed.
Information	Device configuration successfully completed.
Information	New device policy files downloaded from local server
Warning	Firmware downgrade was skipped because current firmware version is below minimum version required for firmware update.
Warning	Firmware downgrade was skipped because the firmware version or configuration of the target device did not permit a downgrade.
Warning	If a device setting is not supported by the target device's firmware version. The log entry will contain the name of the setting, the device name and device firmware version.
Warning	Device not configured because its firmware version is below the minimum supported firmware version
Error	Jabra Device Updater failed to start.
Error	Unhandled exception.
Error	Firmware update failed.
Error	Device configuration update failed.
Error	PC entered suspend mode during firmware update.
Error	Error during download of firmware from jabra.com

For information on how to use the Windows Event Viewer, refer to Microsoft help pages.

5.9 UNINSTALL JABRA DEVICE UPDATER

To uninstall the Jabra Device Updater (and stop monitoring Jabra devices) use Windows Uninstall a program or Add/remove program, and select Jabra Xpress for uninstallation.

6. JABRA WMI PROVIDER

6.1 WHAT IS THE JABRA WMI PROVIDER?

The Jabra Windows Management Instrumentation (WMI) provider is an extension to the company's existing asset management tools, providing an overview of the complete portfolio of Jabra USB devices installed in the IT network. It can report an overview of Jabra USB devices that are currently, or previously, connected to the end user's PC.

6.2 BENEFITS OF USING THE JABRA WMI PROVIDER

There are several benefits of using the Jabra WMI provider to query Jabra USB devices.

Access more Jabra USB device information

Access information about a Jabra USB device's SKU, serial number, last plugged-in date, and configuration timestamp information.

Option to query previously connected Jabra USB devices

Previously connected Jabra USB devices can also be queried along with currently connected Jabra USB devices. When a connected Jabra USB device is queried the information is cached, allowing the information to be queried when the Jabra USB device is not connected.

6.3 JABRA USB DEVICE PROPERTIES

The **Jabra_USBDevice** class is added to the WMI repository on the end user's PC, and provides information about Jabra USB devices that are currently connected to the end user's PC, or have previously been connected. **Jabra_USBDevice** is installed in the namespace "root\Jabra".

The **Jabra_USBDevice** class has the following properties:

Property	Data type	Description
DeviceId	String	Unique device ID (USB device path)
Name	String	Device name
VendorId	Integer	USB vendor ID (GN Netcom VID: 0x0B0E)
ProductId	Integer	USB product ID
Connected	Boolean	True if device is connected to the PC, false if not
FirmwareVersion	String	Firmware version
SerialNumber	String	Serial number (if available)
SKU	String	SKU number (if available)
ConfigurationTimestamp	Integer	Configuration timestamp (if available)
MicrosoftLyncCertified	Boolean	Indicates whether the device is certified for Microsoft Lync/Skype for Business.
NameTag	String	Device name/asset tag, if supported by device
LastPluggedInDate	String	Time and date when device was last plugged-in (if available) Format: DD/MM/YYYY HH:MM:SS AM/PM

6.4 HOW TO QUERY JABRA USB DEVICES

The following WMI commands that can be used to query Jabra USB devices.

Custom Jabra WMI queries

Connected or previously connected Jabra USB devices can be queried using the Jabra WMI provider class (**Jabra_USBDevice**) in the namespace "root\Jabra".

What to query	How to query
All Jabra USB devices (connected and/or disconnected)	select * from Jabra_USBDevice
Only connected Jabra USB devices	select * from Jabra_USBDevice where Connected = True
Only disconnected Jabra USB devices	select * from Jabra_USBDevice where Connected = False

Standard Windows WMI queries

The standard **Win32_USBDevice** or **Win32_PnPEntity** can be used to query connected Jabra USB devices. It is not possible to query disconnected Jabra USB devices using the standard Windows WMI, and the connected Jabra USB device information is limited.

What to query	How to query
Connected Jabra USB devices	select * from Win32_USBDevice where DeviceId like '%VID_0B0E%'
	select * from Win32_PnPEntity where DeviceId like '%VID_0B0E%'

Note: Standard Windows WMI queries for other headset vendors are possible. Simply exchange the Jabra vendor ID in the query string with your desired vendor ID (e.g. Plantronics vendor ID '%VID_047F%', Sennheiser vendor ID '%VID_1395%').

6.5 HOW TO QUERY JABRA SOFTWARE

Jabra software can be queried using the standard WMI classes in the namespace "root\cimv2".

What to query	How to query
Query running Jabra software	select * from Win32_Process where Caption like 'Jabra%'
Query installed Jabra software	select * from Win32_Product where Caption like 'Jabra%'

6.6 UNINSTALL THE JABRA WMI PROVIDER

To uninstall the Jabra WMI Provider use Windows Uninstall a program or Add/remove program, and select Jabra WMI provider for uninstallation.

