

A blurred background image of a business meeting. In the foreground, a person's hands are visible, one holding a pen and the other gesturing. In the background, another person is typing on a laptop. The scene is brightly lit, suggesting an office environment.

JABRA XPRESS

Pres. version 14, Oct. .2015

REMOTE MASS DEPLOYMENT & HEADSET MANAGEMENT

Jabra®

A UNIQUE ONLINE TOOL FOR MASS DEPLOYMENT OF SOFTWARE AND SETTINGS FOR JABRA USB HEADSETS

[illegible]

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JABRA XPRESS - TWO VALUE PROPOSITIONS

Jabra Xpress for initial installation/deployment

- First 3 month for free



- Save time mass deploying remotely
- Boost end-user satisfaction with a PnP experience
- Enable standardization across company and reduce IT support

Jabra Xpress for device management

- MSRP \$3/€2.75 per user per year



- Get a future-proof solution with free updates
- Agility to easily adapt if your communication environment changes
- Ensure fast user adoption and ROI through asset management

WHAT CAN JABRA XPRESS DO?

Jabra XPRESS is an online tool that can create software packages for remote update, configurations and asset management of Jabra USB devices.

A package can include:

- Device firmware
- Remote device configuration
- Single Jabra Direct components
- Headset asset management component



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1. DEPLOYMENT OF HEADSET SOFTWARE

THE ROI OF MASS DEPLOYMENT

Time study: Initial deployment of 250 wireless USB headsets

Desk phone: Siemens OpenStage
Softphone: Microsoft Office Communicator
Headset: Jabra PRO™ 9450
Headset cabling: Done by users
Hearing Protection: Enabled (85dB)

Task	Traditional	Jabra XPRESS
PC software installation (2 min/unit)	8.3h	1h*
Initial configuration (1 min/unit)	4.2h	0h
Total initial deployment	12.5h	1h

* Using Jabra XPRESS and standard Microsoft Deployment Software



2. DIAGNOSTICS AND ASSET MANAGEMENT



3. FIRMWARE UPDATES WITH NEW FEATURES AND DRIVERS

THE ROI OF FIRMWARE UPDATES

Time study: Firmware update of 250 wireless USB headsets

Desk phone: Siemens OpenStage
Softphone: Microsoft Office Communicator
Headset: Jabra PRO™ 9450
Headset cabling: Done by users
Hearing Protection: Enabled (85dB)

Task	Traditional	Jabra XPRESS
Walk to desk (1 min/unit)	4.2h	0h
Firmware update (4 min/unit)	16.7h	0.5h*
Total initial deployment	20.9h	0.5h

* Using Jabra XPRESS and standard Microsoft Deployment Software



4. CHANGE OF SETTINGS FOR GROUPS OF USERS IF REQUIRED

THE ROI OF SETTING ADJUSTMENT

Time study: Update of settings for 60 users

Desk phone: Siemens OpenStage
Softphone: Microsoft Office Communicator
Headset: Jabra PRO™ 9450
Headset cabling: Done by users
Hearing Protection: Enabled (85dB)
Environmental settings: Open plan office (many headsets in a small area)
– Low range, Narrowband

Task	Traditional	Jabra XPRESS
Walk to desk (1 min/unit)	1h	0h
Change settings (1 min/unit)	1h	0.5h*
Total initial deployment	2h	0.5h

* Using Jabra XPRESS and standard Microsoft Deployment Software

HOW DOES IT WORK?

Deploy to relevant user groups via any standard deployment tool that uses MSI/WMI

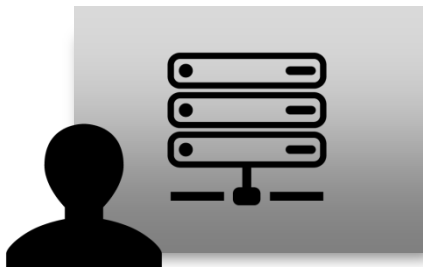
1 Sign-up to Jabra Xpress
Logon with user specific password to protected website

XPRESS MICROSITE

2 Customize MSI packages for deployment of firmware, drivers and settings – or download asset management component (headset WMI Provider) for scanning of network.



Company DEPLOYM. SERVER



MS SCCM, Tivoli,
Active Directories,
Group Policies, etc.

Download MSI files to
corporate IT environment

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Note: Jabra application at end-user PC support life-cycle events. E.g. a new replacement headset will be configured when it is first plugged in. IT can move a headset from one department to another, and it will be reconfigured first time it is plugged in.

SUPPORTED SOLUTIONS



CC

Office



Best



Jabra BIZ 2400



Evolve 80



Jabra PRO 9460/70 Series



Jabra Motion Office

Better



Jabra BIZ 2300



Evolve 40 & 65



Jabra PRO 9450 & Speak 510



Jabra Motion UC

Good



Jabra BIZ 1900



Evolve 20 & 30



Jabra PRO 900 & Speak 410



Jabra Stealth UC

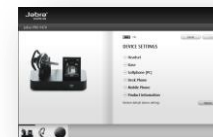
Enablers



Jabra LINK 220, 30, 60, 80



Jabra LINK 850



Jabra Direct

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HANDS ON

STEP 1 – SELECTION


- Create a new Microsoft Install package MSI format
- Edit an existing Jabra XPRESS MSI package
- Download Jabra WMI Provider
- Download product information

Jabra® JABRA XPRESS REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

START SELECT DEVICES CONFIGURATION PC SOFTWARE SUMMARY DOWNLOAD

START MANAGING YOUR DEVICES


- 1 Update and configure your Jabra devices and deploy Jabra software by creating a new MSI package using the Jabra Xpress online tool.
- 2 Download the MSI package to your PC.
- 3 Install the MSI package on end users' PCs. Jabra devices will be updated after the next PC restart.



NEW >

MODIFY A PREVIOUS CONFIGURATION


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



UPLOAD >

GET AN OVERVIEW OF YOUR DEVICES

- 1 Download the Jabra WMI Provider and install it on end users' PCs.
- 2 Run a WMI query from your management tool to get detailed information about all Jabra USB devices in your organization (e.g. device model and firmware version information).



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


DOWNLOAD >

LEARN MORE

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

STEP 2 – PRODUCT SELECTION

- Select the Jabra devices you want to remotely managed

 JABRA XPRESS REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT


START SELECT DEVICES CONFIGURATION PC SOFTWARE SUMMARY DOWNLOAD

SELECT JABRA DEVICES TO BE MANAGED

SUPPORTED DEVICES (hover over device for image)

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
Jabra LINK 860
Jabra MOTION OFFICE
Jabra MOTION UC
Jabra PRO 925 Dual Connectivity
Jabra PRO 925 Single Connectivity
Jabra PRO 930
Jabra PRO 930 MS
Jabra PRO 935 Dual Conn
Jabra PRO 935 Single Cor
Jabra PRO 9450 Series
Jabra PRO 9460 Series
Jabra PRO 9465 / 9470
Jabra SPEAK 410
Jabra SPEAK 410 MS
Jabra SPEAK 450 Cisco
Jabra SPEAK 510
Jabra SPEAK 510 MS

Jabra PRO 9460 Series

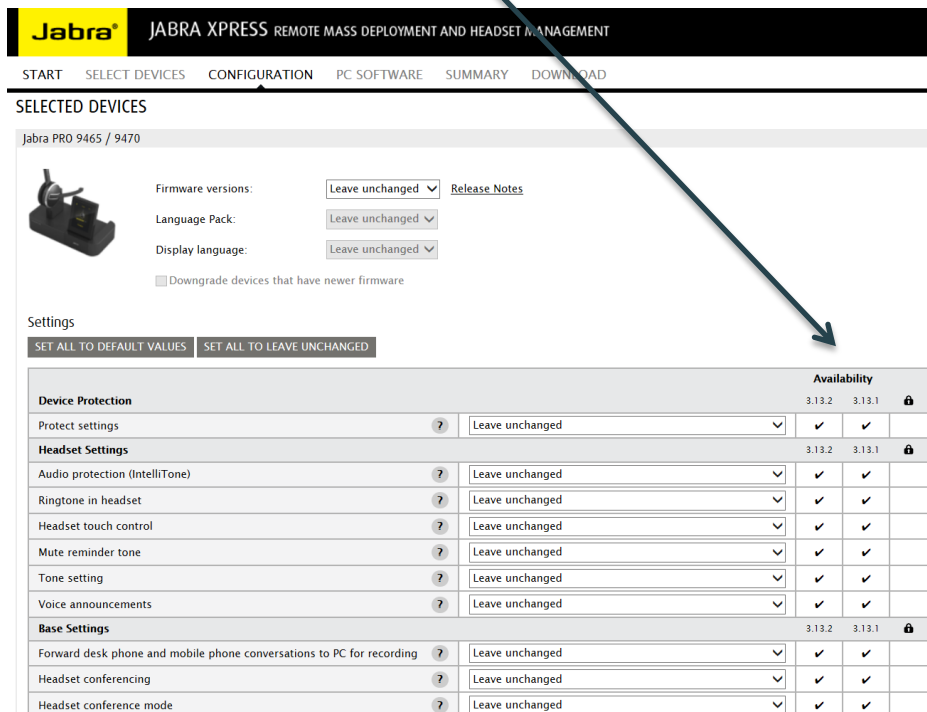


ADD >
< REMOVE
<< REMOVE ALL

DEVICES TO BE MANAGED

STEP 3 – DEPLOYMENT OPTIONS & CONFIGURATION

- Set end-user parameters for MSI package
- Type end-user notification
- Select device firmware and settings




Jabra® JABRA XPRESS REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

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

SELECTED DEVICES

Jabra PRO 9465 / 9470



Firmware versions: [Release Notes](#)

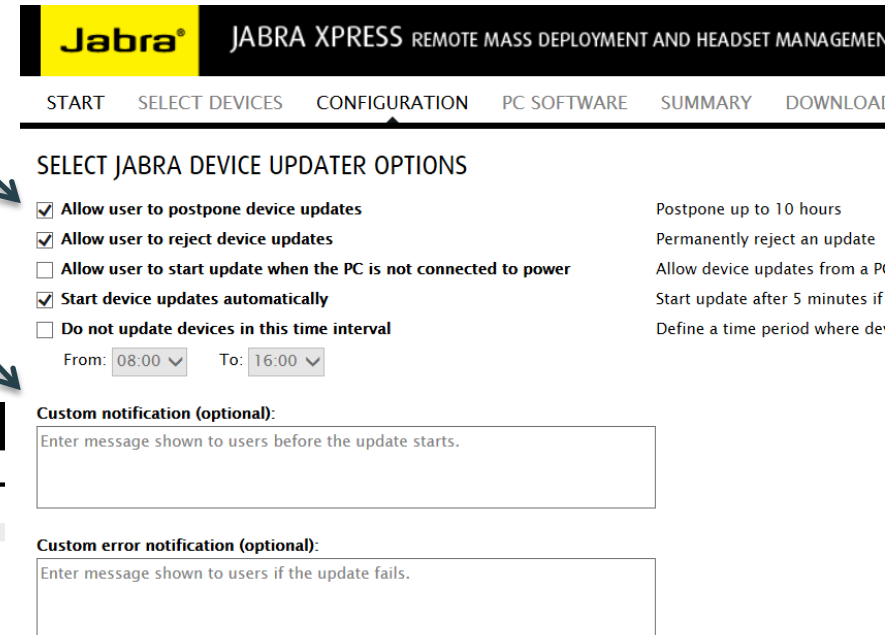
Language Pack:

Display language:

☐ Downgrade devices that have newer firmware

Settings

		Availability		
		3.13.2	3.13.1	
Device Protection				
Protect settings	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Headset Settings				
Audio protection (IntelliTone)	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ringtone in headset	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Headset touch control	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mute reminder tone	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tone setting	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Voice announcements	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Base Settings				
Forward desk phone and mobile phone conversations to PC for recording	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Headset conferencing	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Headset conference mode	<input type="text" value="Leave unchanged"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Jabra® JABRA XPRESS REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

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

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

☒ Start device updates automatically Start update after 5 minutes if

☐ Do not update devices in this time interval Define a time period where de

From: To:

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.

STEP 4 – SELECT SOFTWARE COMPONENTS

- Select components and settings for Jabra Direct
- Select softphone integration to get headset hook control with your soft phone

Jabra® JABRA XPRESS REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

START SELECT DEVICES CONFIGURATION PC SOFTWARE SUMMARY DOWNLOAD

SELECT PC SOFTWARE

☐ Jabra Direct Jabra Direct provides end user confidence via a dashboard. User can personalize the headset/speakerphone via software.

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 auto answer for smartphone. For setup instructions visit the Jabra support page.

SELECT JABRA DIRECT INTEGRATION FOR SOFTPHONES (call control)

☐ Avaya IP Softphone / Agent Avaya IP Agent version 7.0 or later Avaya IP Softphone

☐ Avaya Communicator / Agent Avaya Communicator version 2.1 or later / Incl. for Microsoft Lync Agent version 2.0 SP3 or later Avaya Aura Agent Desktop

☐ BroadSoft UC One BroadSoft UC One version 20.1 or later Note: This integration requires Cisco IP Communicator version 2.0.1.1 or later. Note: Before this MSI package is installed

☐ Cisco IP Communicator Cisco Jabber version 9.6 or later Cisco UC Integration for Microsoft Lync

☐ Cisco Jabber / Cisco UC Integration for Microsoft Lync Cisco Unified Personal Communicator version 8.0 or later

☐ Cisco Unified Personal Communicator Cisco WebEx Connect version 7.1.1 – 7.3.1

☐ Cisco WebEx Connect CounterPath Bria version 3.5 or later. CounterPath X-Lite manual post installation step by end-users

☐ CounterPath Bria IBM Sametime Connect version 8.5 or later. Note: This integration requires users

☐ IBM Sametime Connect Microsoft Skype for Business Microsoft Lync 2010 and Microsoft Lync

☐ Microsoft Skype for Business NEC SP350 version 5.1.0 or later

☐ NEC SP350 ShoreTel Communicator version 14 or later. Note: This integration requires users

☐ ShoreTel Communicator Skype version 7.1 or later

☐ Skype Softphones integrated via Jabra SDK

☐ Other softphones requiring Jabra Direct

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

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STEP 5 – SUMMARY AND DOWNLOAD

- Review the summary of your selections



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):	–

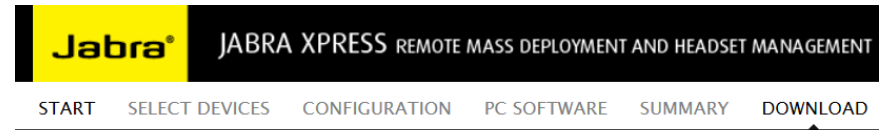
DEVICES

Jabra PRO 9465 / 9470

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

		Availability	
Device Protection		3.13.2	3.13.1
Protect settings	Leave unchanged	✓	✓
Headset Settings		3.13.2	3.13.1
Audio protection (IntelliTone)	Leave unchanged	✓	✓
Ringtone in headset	Leave unchanged	✓	✓
Headset touch control	Leave unchanged	✓	✓
Mute reminder tone	Leave unchanged	✓	✓
Tone setting	Leave unchanged	✓	✓
Voice announcements	Leave unchanged	✓	✓
Base Settings		3.13.2	3.13.1
Forward desk phone and mobile phone conversations to PC for recording	Leave unchanged	✓	✓
Headset conferencing	Leave unchanged	✓	✓

- Accept end user license agreement
- Download your preferred MSI package format (32 or 64 Bit)
- If needed use deployment instruction



You are now ready to download and deploy your MSI package. If you have selected device updates or configurations

DOWNLOAD MSI PACKAGE

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

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.



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STEP 6 – DEPLOY THE MSI PACKAGE TO END-USER PC



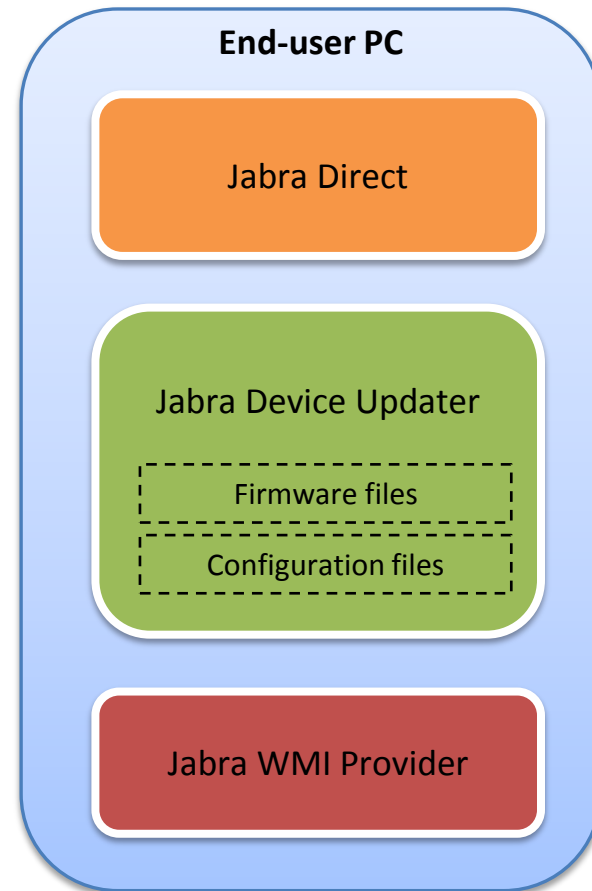
Use your preferred deployment tool e.g.



E.g. of deployment tools that support MSI & WMI:
Microsoft System Center Configuration, Microsoft System Center Operations, IBM Tivoli endpoint manager, Dell KACE, Big FIX, Wyse for Windows installer, Flexera

STEP 7 – INSTALLATION ON END-USER PC

- Jabra software that can be installed on end-user PCs:
 - Jabra Direct components
 - Jabra Device Updater
 - Jabra WMI Provider
- When Jabra Device Updater are installed it will automatically check new connected Jabra USB devices and enforce corporate policies and legislation
- Jabra MSI package can be uninstalled (zero footprint)



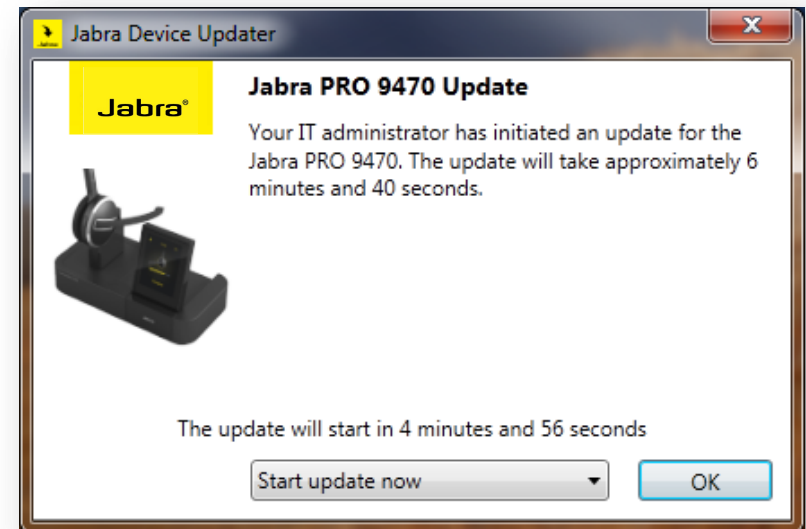
SYSTEM REQUIREMENTS

- End-user PC
 - Windows XP SP3 32bit, Vista 32/64bit, Windows 7 32/64bit, and Windows 8 32/64 bit. Microsoft RT not supported
 - Microsoft .NET 4.0 Client Profile or .NET Framework Full must be installed
- IT admin PC to access Jabra XPRESS – Mass Deployment and Asset management tool – Minimum requirements:
 - Internet access
 - Internet Explorer 9 or later
 - Chrome 44 or later
 - Firefox 40 or later
- IT deployment tools – supporting the Microsoft MSI and WMI standard
 - E.g. Microsoft System Center Configuration, Microsoft System Center Operations, Active directories, Group Policies, IBM Tivoli endpoint manager, Dell KACE, Big FIX, Wyse for Windows installer, Flexera, Altiris
- Jabra professional USB audio devices
 - Jabra PRO™ 9400 Series, Jabra PRO™ 925, 930 & 935, Jabra GO™ 6470, Jabra Motion Office, Jabra Supreme UC, Motion UC & Stealth UC, Jabra EVOLVE series, Jabra BIZ™ 2300 & 2400/2400 II Series, Jabra GN2000 USB, Jabra UC Voice™ Series, Jabra SPEAK 410, 450 (Cisco) & 510, Jabra DIAL 550, Jabra HANDSET 450 Cisco, Jabra LINK 850 & 860, LINK 350 Dongle*(GO 6430), LINK 360 Dongle, Jabra LINK 220, 220A, 230, 260, 265 & 280 QD to USB Adaptor, and new USB products to come.
*Dongle only

END-USER INFORMATION

If IT admin has set parameters in MSI package

- “Allow user to postpone update”
- “Allow user to reject update”



FIRMWARE UPDATE END-USER INFO

- Jabra Device Updater end-user information when updating Jabra device
- Recovery instructions to end-user in case of unintended Device Firmware Update (DFU) mode interrupt

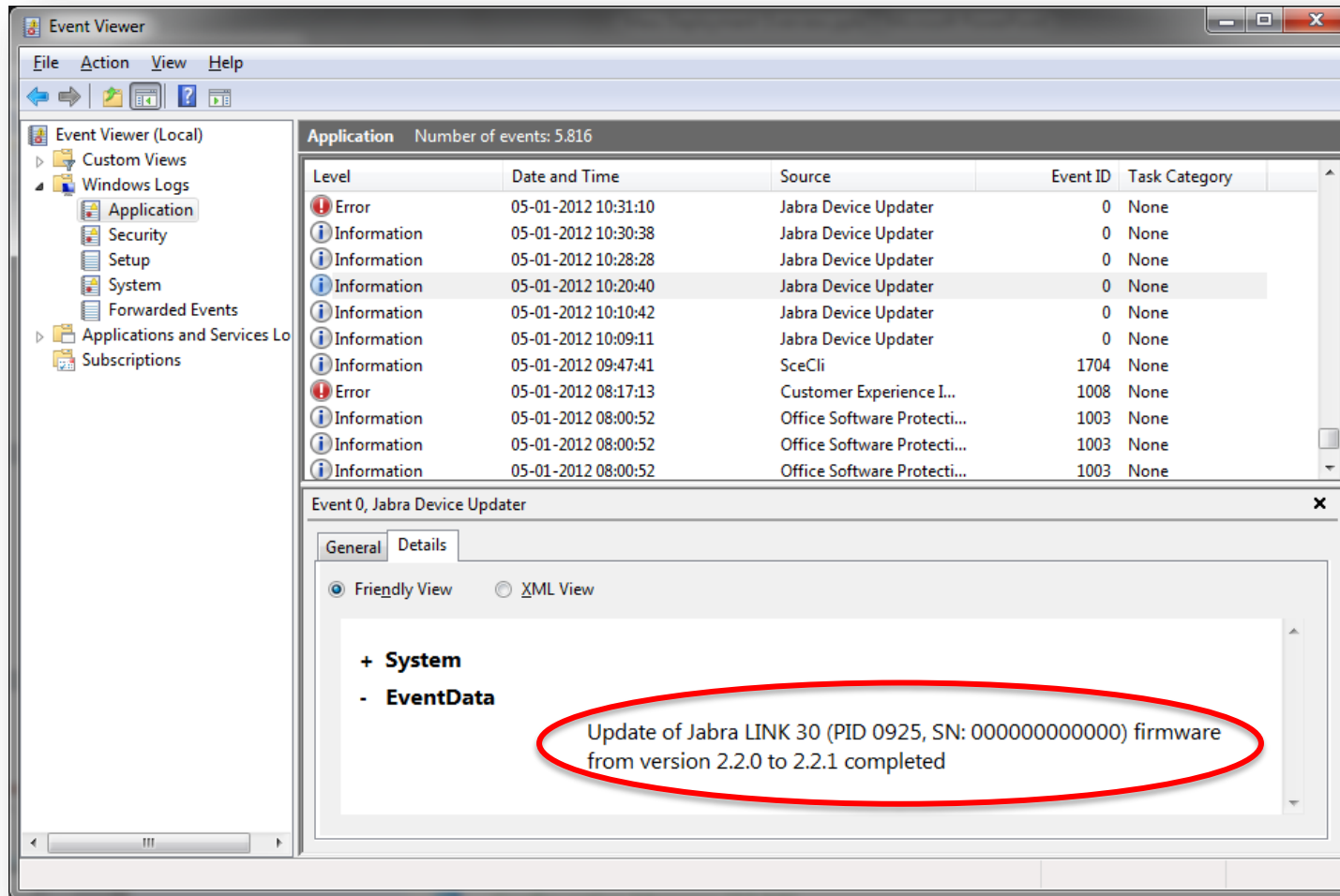


JABRA XPRESS DIAGNOSTIC OPTION

- Jabra Device Updater logs major events to Windows' Application Log.
- The log source is called "Jabra Device Updater".
- The table below shows an overview of logged events.

Severity	Event Description
Error	Application failed to start (unable to initialize required modules)
Error	Unhandled exception
Warning	If FW downgrade was skipped because the FW version or configuration of the target device did not permit a downgrade.
Information	If user rejects a firmware update (i.e. chooses "Do not remind me again").
Information	If a firmware update was postponed by the user.
Information	When a firmware update has been successfully completed (incl. FW version before and after)
Error	When a firmware update has failed (incl. FW version before and after and failure reason)
Information	When a device configuration has been successfully completed.
Error	When a device configuration update has failed (incl. failure reason)
Error	If computer is entering suspend mode during an update

REPORTING IN WINDOWS EVENT LOG



REMOTE COLLECT JABRA DEVICE INFO

- Jabra Xpress WMI Provider can provide a central overview of Jabra USB devices that are currently connected to end-user PC and Jabra USB devices that has been connected to end-user PC.
- Jabra Xpress WMI Provider is a custom Windows Management Instrumentation (WMI) provider that adds a **Jabra_USBDevice** class to the WMI repository on the PCs on which it is installed.

The **Jabra_USBDevice** class has these properties:

Property	Datatype	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	string	Configuration timestamp (if available)
LastPluggedInDate	string	Time and date when device was last plug-in (if available)

JABRA XPRESS HOME APPLICATION PAGE


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YOU'RE ON

JABRA XPRESS REMOTE MASS DEPLOYMENT AND DEVICE MANAGEMENT

STARTSELECT DEVICESCONFIGURATIONPC SOFTWARESUMMARYDOWNLOAD

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DOWNLOAD >

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

Please visit:

www.jabra.com/xpress

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THANK YOU