Jabra Direct 2.0 For Windows and macOS

Personalize your device with smart, secure and free software

Jabra Direct 2.0 is a software solution that enables you to personalize and optimize the use of your Jabra USB solution in a user friendly desktop interface offering complete integration of your softphone and headset.

Jabra Direct 2.0 has two core functions

- Readiness status - Overview of all active USB-device and which softphones they are connected to

- Personalize the device - Adjust settings, control firmware updates and remote call control

Secure and free software

Jabra Direct 2.0 is free of charge and is compliant with the SOC II Type 1 data protection standard*.

How to get Jabra Direct 2.0

Jabra Direct 2.0 can be downloaded from: www.jabra.com/direct

Jabra Direct 2.0 can be deployed to individual users via Jabra Xpress.

At a glance:
Smart software

- The device can be personalized in areas like ringtone, sound optimization for music, audio protection level, sidetone level and many more areas to optimize the usage of the device .

- You also get remote call control with supported softphone systems.

- The software update mechanism enables you to get the latest firmware for all devices and keep them updated for optimal usage, security and performance.

GN Making Life Sound Better

Compatibility and remote call control

Jabra Direct provides compatibility between Jabra USB devices and an extensive range of softphones. This enables you to have remote call control (answer/end call, mute, redial etc.) from your Jabra audio device over your softphone(s). The remote call control features available for each softphone can be seen in below Softphone/Feature matrix. The exact softphones supported (names and versions) can be seen in below softphone compatibility list.

Features - Windows and macOS	
What is Jabra Direct	Jabra Direct is an application with a simple user interface that enables you to get your Jabra device(s) connected to softphone(s) and ready for calls and music. It also allows you to personalize your Jabra device, update your device firmware for the best possible performance, and get remote call control over your softphone(s).
Remote call control	Jabra Direct enables you to have remote call control (answer/end call, mute, redial etc) from your Jabra audio device. Jabra Direct will automatically detect and enable remote call control for the softphones installed on your computer.
Dashboard	The Jabra Direct dashboard is a user friendly status menu available from the desktop notification area, typically accessed via the lower right corner of the desktop. The dashboard shows the status of your headset, if any updates are available, and if your softphone(s) are ready for use. By clicking your Jabra device in the dashboard, you will be linked into the Jabra Direct main application for managing setting preferences, start firmware updates or access applications that might be available for your Jabra device
Settings	The device setting control in Jabra Direct enables you to configure your Jabra audio and video device to fit you personal preferences.
Firmware update	The Jabra Direct Firmware Updater enables you to update the firmware of your Jabra devices. Firmware is a type of software that runs inside many types of electronic devices, managing their various internal processes. Jabra releases updates that improve performance and add new functionalities to your headset, speakerphone or camera. To receive firmware update notifications, go to Settings and switch Update Notifications to 'On'.
Where to download	www.jabra.com/direct

Supported Softphones - Windows	
Avaya	• Avaya Equinox version 3.2.x and later • Avaya Communicator version 2.x or later • Avaya Communicator for Microsoft Lync version 6.4x or later • Avaya one-X Communicator version 5.2 or later • Avaya one-X Agent 2.0 SP3 or later • Avaya Aura Agent Desktop version 6.1 or later • Avaya IP Softphone version 6.0 or later • Avaya IP Agent version 7.0 or later
BroadSoft	• BroadSoft UC-One version 20.1 or later • BroadSoft based softphone variants (branded under other names, though often including "UC-One")
Cisco	• Cisco IP Communicator version 2.0.1.1 or later • Cisco Unified Personal Communicator version 8.0 or later • Cisco WebEx Connect version 7.1.1 to 7.3.1 • Cisco Jabber version 9.6 or later • Cisco UC Integration for Microsoft Lync version 9.6 or later
CounterPath	• Bria version 4.3.0, 4.4.1 and later • X-lite version 4.9.2, 4.9.4 and later
Microsoft	Microsoft Lync 2010/2013 and Skype for Business presence integration Skype version 7.1 to 7.40.0.104
Zoom	Zoom Meetings for Windows version 4.4.6 or later
NEC	NEC SP350 version 5.1.0 or later
Mitel	Mitel version 14 or later
Other softphones	All softphones will recognize your Jabra headset as a standard Windows sound card. However, you will not be able to control these phones from the Jabra headset (i.e., you will need to use the softphone interface to place and answer calls). Please check our compatibility guide for more information.

Features Softphones - Windows	Accept incoming call	Reject incoming call	End call	Mute/ unmute microphone	Hold/ resume call	Last number redial	Number dialing using headset keypad	Supporting plus sign from headset keypad	Caller ID	Supports set presence	Supports IVRS6
Avaya Equinox	•	•	•	•	•		•	•[1]			
Avaya IP Softphone or IP Agent	•	•	•	•	•	•	•	•[2]			
Avaya one-X Communicator/ one-X Agent/Aura Agent desktop	•	•	•	•	•		•	•[1]			
BroadSoft UC-One[6]	•	•	•	•	•	•	•	•	•		•
Cisco IP Communicator	•	•	•	•	•	•	•	•[2]			•
Cisco Jabber	•	•	•	•	•	•	•		•		•
Cisco UC Integration for Microsoft Lync	•	•	•	•	•	•	•		•		•
Cisco Unified Personal Communicator	•	•	•	•	•	•	•	•[1]	•	•[5]	•
Cisco WebEx Connect	•	•	•	•							
CounterPath Bria and X-lite	•	•	•	•	•	•	•				
NEC SP350	•	•		•[3]	•	•[4]	•				
ShoreTel Communicator [6]	•	•	•		•	•[4]	•				
Skype for Business	•	•	•	•	•	•	•	•[1]	•	•	•
Zoom	•	•		•							

[1] Plus sign represented as '+' in the phone number
[2] Plus sign represented as '00' in the phone number
[3] Mute/unmute microphone from softphone is not reflected in device
[4] Softphone does not support redial, but redial from device will dial from the soft-phone directory list

[5] Softphone supports only Available and Busy states
[6] Softphone requires manual post installation step. Please refer to the guides on the Jabra Direct support page at www.jabra.com/direct

Technical Requirements - Windows

Operating System: Windows 10 (32 & 64 bit); Windows 8.1 (32 & 64 bit); Windows 8 (32 & 64 bit); Windows 7 (32 & 64 bit); Windows Vista (32 & 64 bit), Windows XP and Windows RT are not supported.

Microsoft.NET 4.0 Client Profile or .NET 4.0 Framework Full.

Hardware: A USB connection must be available and a Jabra device must be connected to it

Supported Softphones - macOS	
Avaya	• Avaya Equinox version 2.0 or above • Avaya one-X Communicator version 2.0 or above
CounterPath	• CounterPath Bria, up to ver. 4.3.0 and from 4.4.1 or above (ver. 4.4.0 not fully supported) • CounterPath X-Lite, up to ver. 4.9.2 and from 4.9.4 or above (ver. 4.9.3 not fully supported)
Skype for Business	• Version 5.8.0.945 to 7.5.8.501 (for consumer)
Other softphones	All softphones will recognize your Jabra USB device as a standard macOS sound card with sound-in and sound-out features. However, you will not be able to answer/end calls from these phones with Jabra USB devices (i.e., you will need to use the softphone user interface to answer and end calls).

Features Softphones - macOS	Accept Incoming call	End call	Mute/unmute microphone	Place call on hold	Resume call on hold	Redial
Avaya Equinox	•	•	•	•	•	•
Avaya one-X Communicator	•	•	•	•	•	•
CounterPath Bria and X-lite	•	•	•	•	•	•
Microsoft Skype (for Consumer)	•	•	•	•	•	•

Technical Requirements - macOS	
Operating System	10.12, 10.13, 10.14, 10.15
Hardware	A USB connection must be available and a Jabra device must be connected to it

Jabra Device Compatibility - Windows and macOS

Jabra Direct 2.0 works with all* Jabra corded USB devices, wireless USB devices and Bluetooth devices using Jabra Link 360/370.

*All Jabra USB devices are supported, excepts for Jabra GN 2000 and Jabra GO 64 Series. Contact Jabra Enterprise support for further information.

If you are in charge of configuring, updating and ensure softphone integrations for multiple Jabra users in your organization, and (optionally) also want to mass-deploy Jabra Direct to them, please go to: www.jabra.com/xpress

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