



Jabra Xpress – Mass deployment and configuration tool



The main purpose of using Jabra Xpress is to reduce the workload of IT admins when they install, configure, and maintain Jabra Headsets.

When IT Admin use this tool, they are able to take control of an unlimited number of headsets.

Using Xpress is fairly easy and does not require software development or deep technical skills. The output of Xpress is a standard MSI file that can be used to deploy to all end-user PCs using a standard deployment tool that the enterprise already is using.

The first requirement is to get access to Jabra Xpress at Jabra.com, which is a simple process involving Jabra sales for acceptance of the enrollment.

After this initial step, you now have access to Xpress through a browser and can configure all Jabra headsets that you have in your organization.

There are five steps that you need to go through, using the Windows platform


Jabra also provides a Linux Xpress similar to the Windows flow.

STEP 1 Devices

Select the devices that you need to manage.

SELECTED DEVICES

Jabra EVOLVE 65 Stereo



Firmware version: [Release notes](#)

Downgrade devices that have a later firmware version

Settings

		Availability			
Device Protection		2.2.1	2.0.0	1.58.0	🔒
Protect settings	? <input type="text" value="Not protected *"/>	✓	✓	✓	
Headset Settings		2.2.1	2.0.0	1.58.0	🔒
Tone setting	? <input type="text" value="Normal *"/>	✓	✓	✓	
Voice guidance	? <input type="text" value="Enabled *"/>	✓	✓	✓	
Audio protection (SafeTone)	? <input type="text" value="Basic PeakStop protection against sound spikes *"/>	✓	✓	-	
Mute reminder tone	? <input type="text" value="Disabled *"/>	✓	✓	✓	
Headset busylight	? <input type="text" value="Enabled *"/>	✓	✓	✓	
Auto reject	? <input type="text" value="Disabled *"/>	✓	✓	✓	
Button sounds	? <input type="text" value="Enabled *"/>	✓	✓	✓	
Softphone Settings		2.2.1	2.0.0	1.58.0	🔒
Ringtone in headset	? <input type="text" value="Disabled *"/>	✓	✓	✓	

STEP 2

Configuration

First you can define how the end-user will experience the update of the headset.
Second, you select the firmware and actual settings of the headset.

SELECT JABRA DEVICE UPDATER OPTIONS

- | | |
|--|---|
| <input checked="" type="checkbox"/> Allow user to postpone device updates | Postpone up to 10 hours |
| <input checked="" type="checkbox"/> Allow user to reject device updates | Permanently reject an update |
| <input type="checkbox"/> Allow user to start update when the PC is not connected to power | Allow device updates from a PC running on battery (not recommended) |
| <input checked="" type="checkbox"/> Start device updates automatically | Start update after 5 minutes if user has not started, postponed or rejected the update |
| <input type="checkbox"/> 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: To:

STEP 3

PC Software

In this third step you need to decide if the end-user shall have access to Jabra Direct, which is the end-user application for changing settings/firmware.

SELECT PC SOFTWARE

- Jabra Direct** Jabra Direct (version 3.9.1042.0) 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

- | | |
|--|--|
| <input type="checkbox"/> Allow update of presence status | Synchronize softphone presence with device presence. |
| <input type="checkbox"/> Display previously connected devices in the Direct Dashboard | Display all Jabra devices, even disconnected devices, in the Direct Dashboard. |
| <input type="checkbox"/> 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. |
| <input type="checkbox"/> Help us improve Jabra Direct | Allow Jabra to collect anonymous usage statistics. |
| <input type="checkbox"/> Enable product registration prompt | Enable a prompt that will allow users to register their Jabra device on jabra.com. The prompt will appear when Jabra Direct is installed for the first time, or when Jabra Direct is updated. |
| <input type="checkbox"/> Enable feedback notification | Enable a pop-up notification that asks users to rate their Jabra product experience. It will appear one time in the Windows notification area 14 days after Jabra Direct is installed and a Jabra device is connected. |

STEP 4

Type of deployment

In this step, you decide if you want a MSI file downloaded for standard deployment or if you want a local server deployment of the software.

No matter the type of configurations file you select (MSI/Local Server) you will get a file to download through the browser you are using.

SELECT A SOLUTION

- **Classic MSI deployment to end user PCs**
All-in-one MSI package that may contain product firmware, settings file, end user applications, UC integrations.
- **Local server deployment**
Deploy the updater agent, end user applications, or UC integrations to end user PCs. Control device firmware and setting files on your local server.

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

I have read and accept the [End User License Agreement](#)

STEP 5

Summary

After download you get an overview of the selections you have made for documentation purposes.

That's it. You are good to go and have configured all the headsets you have selected. The next step is to deploy these configurations using your normal deployment tool.

SUMMARY CONTENT OF DEPLOYMENT PACKAGE

[DOWNLOAD SUMMARY](#)

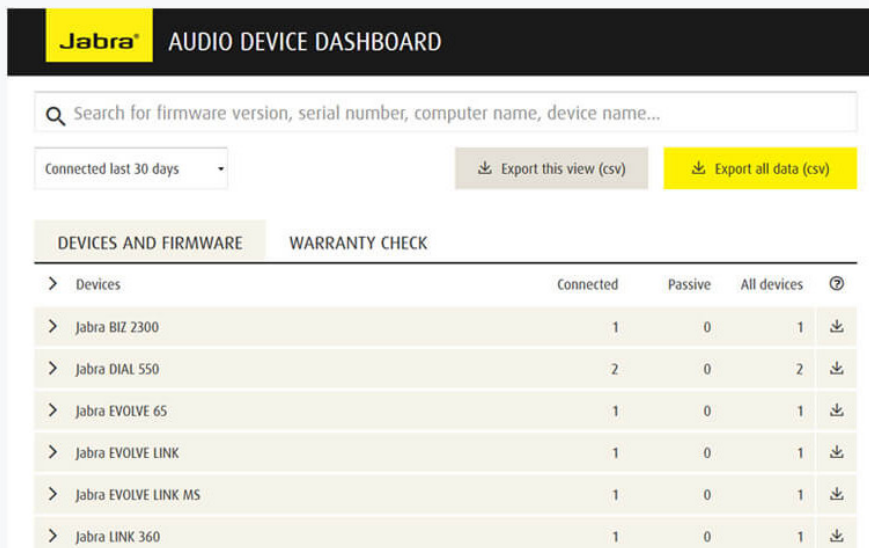
JABRA DEVICE UPDATE OPTIONS

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 EVOLVE 65 Stereo

Update device to firmware version	Leave unchanged
Downgrade devices that have a later firmware version	No



Audio Device Dashboard

In addition to the configuration tool, we also provide an Asset Management tool. The purpose of this is to give the IT Admin insight as to what headsets are deployed throughout the organization, including but not limited to:

- Name of the headset
- Firmware version
- Name of user
- Machine name
- IP address
- Last seen

As a supplement – using a Jabra service – you can have a warranty status. It is possible to send the electronic serial number to Jabra and in return you get the warranty date or a “not in warranty” statement.

The setup of the Audio Device Dashboard is done on the enterprise side of the firewall, which means that it is, as such, not a Jabra setup. We provide all required information and software but you will need to setup your own servers. The only communication to Jabra is the data required for the warranty service.



Find out more

Different working environments, office layouts and interiors present an almost infinite variety of challenges when planning the effective deployment of multiple wireless headsets in a limited space. As a world leading supplier of wireless headset solutions, Jabra has many years of experience helping customers deploy effective wireless solutions on their premises.

Find out more about your options in your particular location and workplace environment by contacting Jabra customer service, where experts are available to discuss your particular needs and establish how best to address them.

About Jabra

Jabra is a leading international developer and manufacturer of a broad range of communications and sound solutions committed to helping people hear more, do more and be more than they ever thought possible. The consumer and business divisions of Jabra markets corded and wireless headsets, plus mobile and in-office speakerphones that empower individuals and businesses through increased freedom of movement, comfort, and functionality.

Jabra employs around 1,000 people worldwide, and in 2015 produced an annual revenue of DKK 3,229 million. Jabra is the brand of GN Audio, a subsidiary of GN. As part of the GN group Jabra has a reputation for innovation, reliability, and ease of use that goes back almost 150 years. GN comprises a unique portfolio of medical, professional & consumer sound solutions that makes life sound better through its research, insights, and expertise in sound. GN operates in more than 90 countries across the world, has more than 5,000 employees, and is listed on Nasdaq Copenhagen.

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