

Jabra Direct For Windows and macOS

Personalize your device with smart, secure and free software

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

How to get Jabra Direct

For standalone usage, Jabra Direct can be downloaded from www.jabra.com/direct

For enterprise managed usage, Jabra Direct can be downloaded from www.jabra.com/xpress and deployed with companies' own deployment solution/ application.

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.

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 is a native functionality within the Jabra Direct app which enables a seamless upgrade of firmware on your Jabra devices. 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

JABRA DIRECT SUPPORTED SOFTPHONES - WINDOWS

Avaya	<ul style="list-style-type: none">• Avaya Workplace 3.8 and later• Avaya IX Workplace 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	<ul style="list-style-type: none">• BroadSoft UC-One version 20.1 or later• BroadSoft based softphone variants (branded under other names, though often including "UC-One")
Cisco	<ul style="list-style-type: none">• Cisco Unified Personal Communicator version 8.0 or later• Cisco WebEx 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	<ul style="list-style-type: none">• Bria version 4.3.0, 4.4.1 and later• X-lite version 4.9.2, 4.9.4 and later
Microsoft	<ul style="list-style-type: none">• Microsoft Teams, 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 Communicator 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 IX Workplace	•		•	•	•		•	• 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	•	•	•	•	•	•	•				
Microsoft Teams	•	•	•	•	•	•	•	•	•	•	•
NEC SP350	•		•	• ³	•	• ⁴	•				
ShoreTel Communicator ⁶	•	•	•		•	• ⁴	•				
Skype for Business	•	•	•	•	•	•	•	• ¹	•	•	•
Zoom	•	•		•							

TECHNICAL REQUIREMENTS - WINDOWS

Windows version: Please see supported OS versions and requirements on www.jabra.com/direct

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

Internet access: If you have internet restrictions in your IT infrastructure refer to our [FAQ](#) for guidelines.

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 softphone 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

SUPPORTED SOFTPHONES - MACOS

Avaya	<ul style="list-style-type: none"> Avaya Workplace 3.8 and later Avaya IX Workplace version 2.0 or above Avaya one-X Communicator version 2.0 or above
CounterPath	<ul style="list-style-type: none"> 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)
Microsoft Teams	<ul style="list-style-type: none"> All versions supported
Skype for Business	<ul style="list-style-type: none"> 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 IX Workplace	•	•	•	•	•	•
Avaya one-X Communicator	•	•	•	•	•	•
CounterPath Bria and X-lite	•	•	•	•	•	•
Microsoft Teams	•	•	•	•	•	•

TECHNICAL REQUIREMENTS - MACOS

macOS: Please see supported OS versions on www.jabra.com/direct

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

Internet access: If you have internet restrictions in your IT infrastructure refer to our [FAQ](#) for guidelines.

JABRA DEVICE COMPATIBILITY - WINDOWS AND MACOS

Jabra Direct works with all* Jabra corded USB devices, wireless USB devices and Bluetooth devices using Jabra Link 360/370/380.

*See supported Jabra devices in Jabra Direct.

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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