

A blurred background image of a business meeting. Several people in dark suits are seated around a table. One person in the foreground is typing on a laptop keyboard. Another person in the background is holding a pen over a document. The overall scene is brightly lit, suggesting an office environment.

JABRA XPRESS

REMOTE MASS DEPLOYMENT & DEVICE MANAGEMENT

Jabra[®]
YOU'RE ON

AGENDA

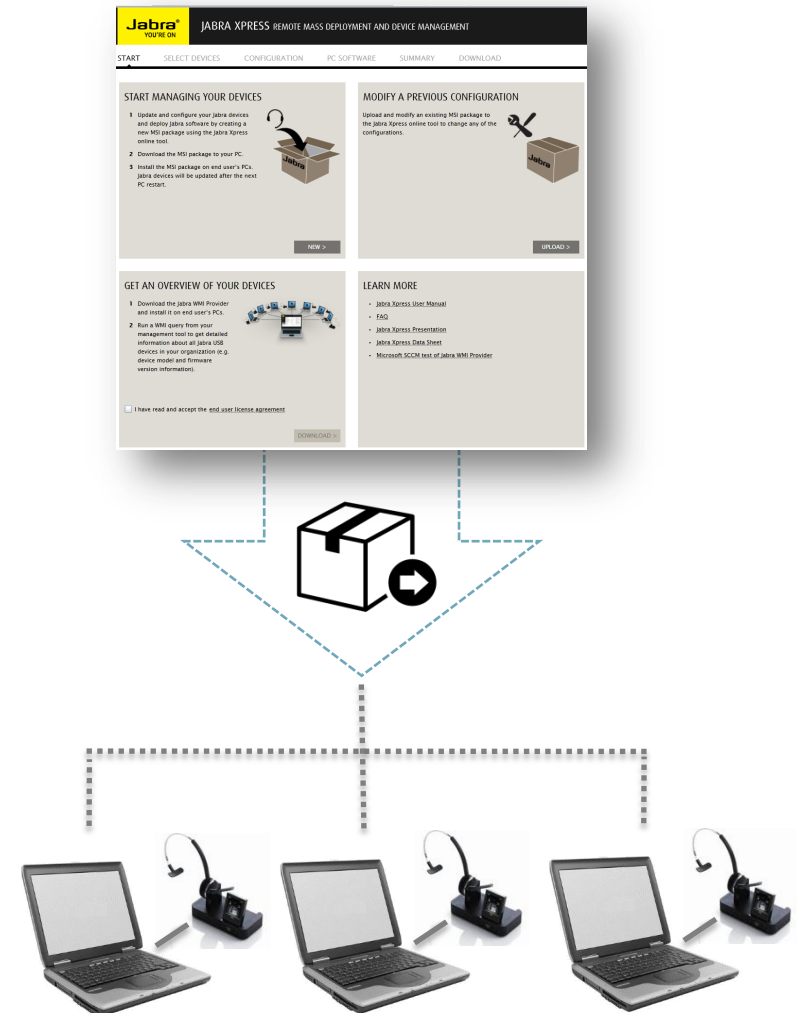
- Introduction
- Business needs and target groups
- Value proposition and key messaging
- Features and benefits
 - Mass deployment concept
 - Asset management
 - Firmware updates & Diagnostics
 - Change of settings
- Hands-on training session

INTRODUCTION

JABRA XPRESS

- An industry-first configuration and information tool for remote deployment of software, settings and updates for USB headsets.
- Based on standard Microsoft technology (MSI/WMI)* and compatible with all leading deployment systems, including SCCM, Tivoli and Altiris.
- Fully integrated solution that works with customers' normal deployment systems.

* MSI = Windows Installer
WMI = Windows Management Instrumentation



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
- Single Jabra PC Suite components
- Headset asset management component
- Remote device configuration



Jabra[®]
YOU'RE ON

WHAT CAN JABRA XPRESS BE USED FOR?

- Mass deployment
Time and cost-saving mass deployment of headset software, applications and user-specific settings for optimal efficiency and precision
- Diagnostics/Asset management
Provides an overview of the company's portfolio of Jabra audio endpoints and installed firmware
- Productivity-enhancing firmware updates
Jabra releases updates (Jabra Value Packs) free-of-charge 1-2 times/year with new features, drivers for new softphones etc.
- Change of settings
Remote update of settings and drivers for specific headsets or groups of users

WHICH HEADSETS ARE SUPPORTED?



DESK CENTRIC



Jabra BIZ™ 2400 USB



Jabra GN2000 USB "2G"
& LINK 220/280



Jabra UC VOICE™ Series



OFFICE CENTRIC



Jabra PRO™ 9400 Series



Jabra PRO™ 9450



Jabra PRO™ 930



MOBILE CENTRIC



Jabra GO™ 6470



Jabra Motion UC*



Jabra SPEAK 410 & 510

Jabra[®]
YOU'RE ON

*Only USB dongle
+new USB Jabra products to come

VALUE PROPOSITION AND KEY MESSAGING

VALUE PROPOSITION

- **Faster deployment at lower cost**
Remote deployment and updates of firmware and settings is a fast and cost-effective alternative to traditional deployment
- **Enhanced productivity and user/customer satisfaction**
Deployment of “the right settings for the right people” increases productivity and enhances the user-experience with Jabra audio endpoints
- **Improved ROI and service-life of products**
Easy deployment of new features helps IT management keep headsets up-to-date and future-proof their investment
Allows remote trouble-shooting and do adjustments without the user being involved
- **Ensure compliance with corporate policies and legislation**
Jabra Xpress includes features to manage headset portfolio and enforce corporate image on e.g. noise protection and environmental settings

FEATURES AND BENEFITS

HOW DOES IT WORK?

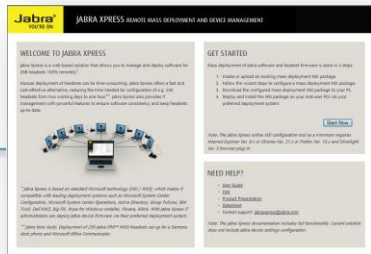
Deploy to relevant user groups via any standard deployment tool that uses MSI/WMI

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

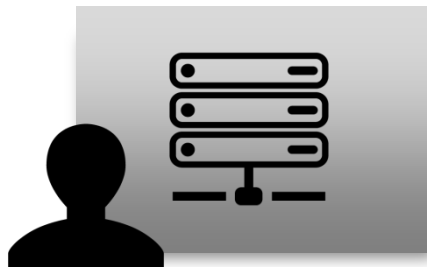
2 Customize MSI packages for deployment of firmware, drivers and settings - or download asset management component (headset WMI Provider) for scanning of network.



XPRESS MICROSITE



Company DEPLOYM. SERVER



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

Download MSI files to
corporate IT environment

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.



ASSET MANAGEMENT

How many Jabra
headsets do we
have installed?
Are they up to date?

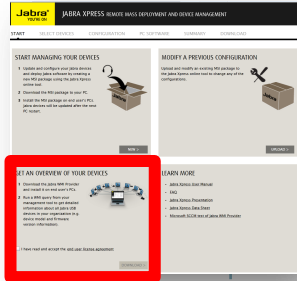


Headsets ?

Firmware ?

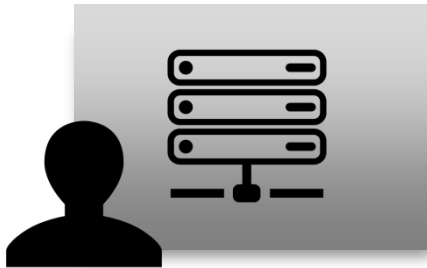
ASSET MANAGEMENT

XPRESS MICROSITE



1 Download asset management component (Jabra WMI Provider)

Company DEPLOYM. SERVER



2 Deploy asset management component (Jabra WMI Provider)

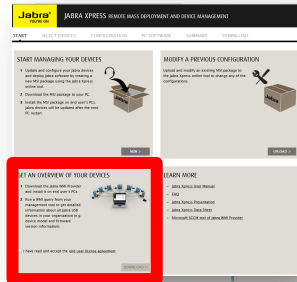
MS SCCM, Tivoli,
Active Directories,
Group Policies, etc.



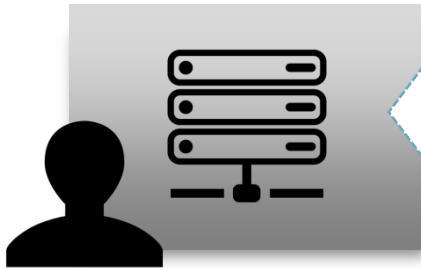
Jabra[®]
YOU'RE ON

ASSET MANAGEMENT

XPRESS MICROSITE



Company DEPLOYM. SERVER



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

3 Schedule execution of
Jabra WMI query

4 PC's return the following information:
- Jabra product Name & ID
- Serial number (if available in device)
- Firmware version (of base)
- Configuration timestamp

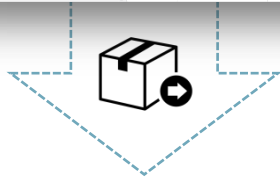
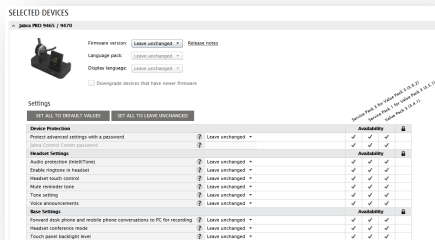


Jabra[®]
YOU'RE ON

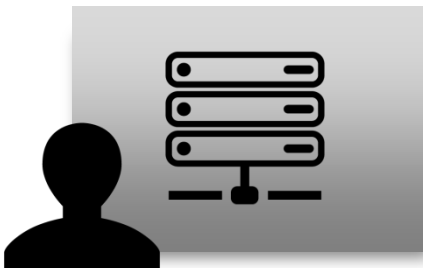
IS THERE A SMART WAY
TO DEPLOY SOFTWARE,
FRIMWARE AND SETTINGS
FOR 250 HEADSETS?

MASS DEPLOYMENT

XPRESS MICROSITE



Company DEPLOYM. SERVER



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

1 Customize MSI file with software, firmware and settings for specific headsets

MSI packages can include:

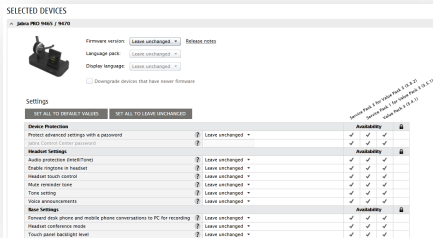
- PC software
 - Jabra Control Center
 - Jabra Call Manager

Jabra PC Suite components can be configured individually (no need to deploy the entire suite)

- Drivers for softphones integration
- Headset software (firmware) for specific headset models
- Settings for specific headset models

MASS DEPLOYMENT

XPRESS MICROSITE



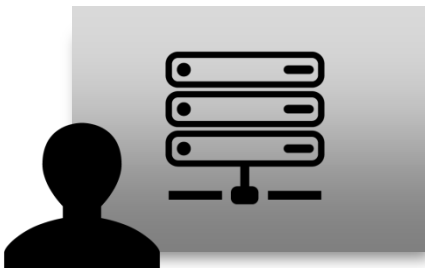
1 Customize MSI file with software and settings for specific headsets

How to handle groups / more than one corporate image?

If two groups of employees use the same headset model, but need different settings:

- Create two MSI packages with the relevant settings
- Deploy to each group using own deployment tools

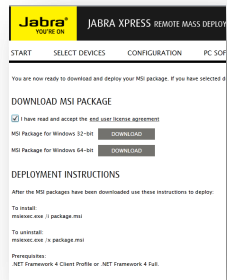
Company DEPLOYM. SERVER



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

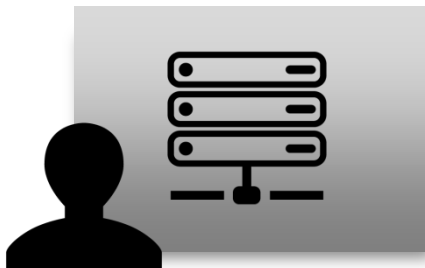
MASS DEPLOYMENT

XPRESS MICROSITE



2 Download MSI package(s) to corporate deployment server

Company DEPLOYM. SERVER



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



3 Schedule deployment of MSI package(s)



Extracting MSI package and updating headset

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	1 h*
Initial configuration (1 min/unit)	4.2h	0h
Total initial deployment	12.5h	1 h

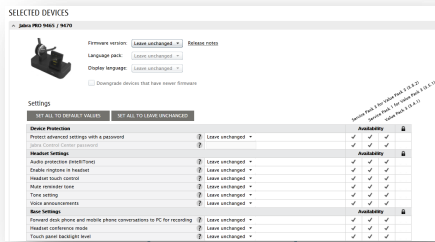
* Using Jabra Xpress and standard Microsoft Deployment Software



FANTASTIC – A FREE
VALUE PACK FROM JABRA
WITH DIAL PAD AND A
NEW CALL MANAGER –
BUT HOW DO I DEPLOY IT?

DEPLOYMENT OF UPDATES

XPRESS MICROSITE

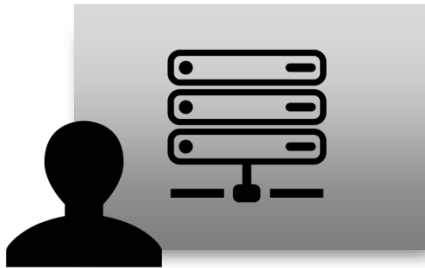


1 Customize MSI file with Value Pack 3 for Jabra PRO™ 9470 and Jabra GO™ 6470

2 Download MSI package to corporate deployment server



Company DEPLOYM. SERVER



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



Schedule deployment of MSI package



Extracting MSI package and updating headset

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

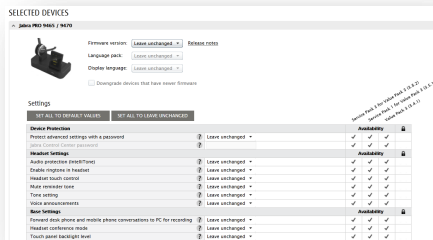
* Using Jabra Xpress and standard Microsoft Deployment Software



HEADSET USERS IN
CUSTOMER SERVICE
COMPLAIN THAT CUSTOMERS
CAN'T HEAR THEM (LOW
MICROPHONE VOLUME). CAN
I CHANGE SETTINGS
REMOTELY?

ADJUSTMENT OF SETTINGS

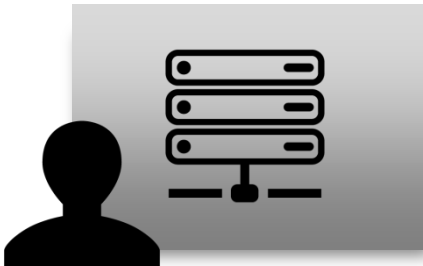
XPRESS MICROSITE



1 Customize MSI file with new settings

2 Download MSI package to corporate deployment server

Company DEPLOYM. SERVER



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

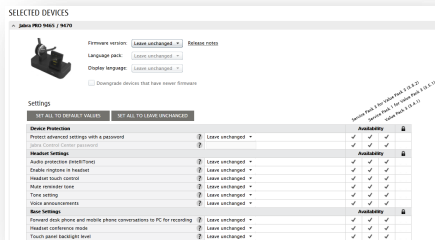
Adjustment of settings

An MSI package is created to change settings for Jabra PRO™ 9470 users in Customer Service:

Mic Volumen: High

ADJUSTMENT OF SETTINGS

XPRESS MICROSITE

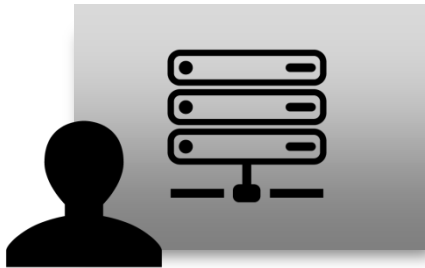


1 Customize MSI file with new settings

2 Download MSI package to corporate deployment server



Company DEPLOYM. SERVER



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

3 Schedule deployment of MSI package



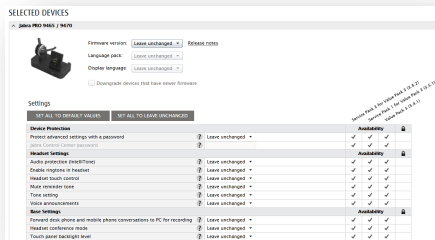
Target deployment

Only Jabra PRO™ 9470 users in Customer Service need the new settings.

The IT manager use own deployment tool to define this user group

ADJUSTMENT OF SETTINGS

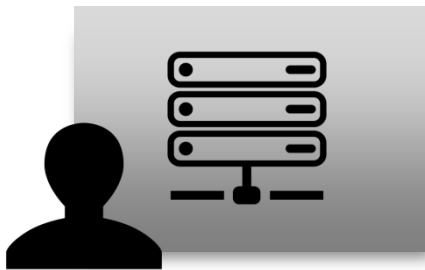
XPRESS MICROSITE



1 Customize MSI file with new settings

2 Download MSI package to corporate deployment server

Company DEPLOYM. SERVER



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

3 Schedule deployment of MSI package

User group: Customer Service



EXAMPLES OF SETTINGS THAT CAN BE ADJUSTED REMOTELY

Microphone volume settings

- If users experience that customers have difficulties hearing them, IT staff can adjust settings remotely to match noise levels in the office

Wireless range settings

- If density issues occur in open plan offices with many wireless headsets, IT staff can solve the problem remotely by adjusting the wireless range settings

Audio protection settings

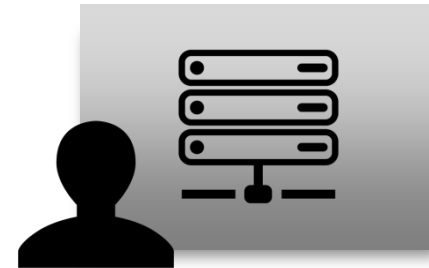
- IT can remotely deploy Noise Protection settings to comply with Noise At Work regulations or policies.

Ringtone/volume settings

- Set PC and/or headset ringtone/volume to comply with office policy for noise levels in the work environment (e.g. Quiet office policy)

Softphone/hard phone settings

- Change drivers/settings to match new softphone brand or version



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

FEATURES & BENEFITS

- Jabra Xpress online MSI configuration tool
 - No need for local application to generate Jabra MSI packages
 - Upload your previously generated Jabra XPRESS MSI packages and modify to new corporate policies
 - Simple e-mail notification when new benefits / software solutions are ready for mass deployment



Jabra[®]
YOU'RE ON

FEATURES & BENEFITS

- Remote update of Jabra PC Suite components and Jabra USB devices with new firmware and settings
 - Save time/costs and increase IT management productivity and improve headset ROI
 - Extended service-life of products by being able to deploy new features and drivers, IT can future-proof the headset investment
 - Compliance with corporate policies and legislation – “corporate image”
 - Diagnostic information via Windows Event Log



Jabra[®]
YOU'RE ON

FEATURES & BENEFITS

- Jabra Xpress WMI provider for Jabra USB devices
 - Provides central overview of Jabra USB devices that are currently connected to end-user PC and Jabra USB devices that has been connected end-user PC.
 - Following device information will be provided: Device ID, Name, Vendor ID, Product ID, Connect status & time , Firmware Version, Serial number, SKU number, Configuration time stamp



Jabra[®]
YOU'RE ON

EXAMPLES OF SETTINGS THAT CAN BE ADJUSTED REMOTELY

Microphone volume settings

- If users experience that customers have difficulties hearing them, IT staff can adjust settings remotely to match noise levels in the office

Wireless range settings

- If density issues occur in open plan offices with many wireless headsets, IT staff can solve the problem remotely by adjusting the wireless range settings

Audio protection settings

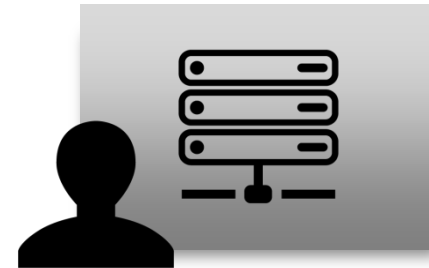
- IT can remotely deploy Noise Protection settings to comply with Noise At Work regulations or policies.

Ringtone/volume settings

- Set PC and/or headset ringtone/volume to comply with office policy for noise levels in the work environment (e.g. Quiet office policy)

Softphone/hard phone settings

- Change drivers/settings to match new softphone brand or version



HANDS ON TRAINING

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
 - Silverlight 5.x
 - Internet Explorer 8.x or above
 - Chrome 21.x or above
 - Firefox 15.x or above
- 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™ 930, Jabra GO™ 6470 & Jabra GO™ 6430/LINK 350 Dongle*, Jabra Supreme & Motion UC/LINK 360 Dongle*, Jabra GN2000 USB, Jabra BIZ™ 2400 Series, Jabra UC Voice™ 150, 250, 550, 750, Jabra SPEAK 410 & 510 (speaker phone) Jabra LINK 850, Jabra LINK 220, 220A & 280 QD to USB Adaptor, and new USB products to come..

*USB BT dongle only



Jabra[®]
YOU'RE 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

The screenshot shows the Jabra Xpress Remote Mass Deployment and Device Management web interface. The header includes the Jabra logo and the text "JABRA XPRESS REMOTE MASS DEPLOYMENT AND DEVICE MANAGEMENT". The navigation menu consists of "START", "SELECT DEVICES", "CONFIGURATION", "PC SOFTWARE", "SUMMARY", and "DOWNLOAD".

The main content area is divided into four sections:

- START MANAGING YOUR DEVICES**: Includes a list of steps: 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 user's PCs. Jabra devices will be updated after the next PC restart. An icon of an open Jabra box is shown.
- MODIFY A PREVIOUS CONFIGURATION**: Includes the text "Upload and modify an existing MSI package to the Jabra Xpress online tool to change any of the configurations." and an icon of a closed Jabra box with a wrench.
- GET AN OVERVIEW OF YOUR DEVICES**: Includes a list of steps: 1. Download the Jabra WMI Provider and install it on end user's 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). An icon of a network of devices is shown.
- LEARN MORE**: Includes a list of links: Jabra Xpress User Manual, FAQ, Jabra Xpress Presentation, Jabra Xpress Data Sheet, and Microsoft SCCM test of Jabra WMI Provider.

At the bottom of the interface, there is a checkbox labeled "I have read and accept the [end user license agreement](#)" and a "DOWNLOAD >" button.

STEP 2 – PRODUCT SELECTION

- Select the Jabra devices you want to remotely managed

Jabra
YOU'RE ON

JABRA XPRESS REMOTE MASS DEPLOYMENT AND DEVICE MANAGEMENT

START SELECT DEVICES CONFIGURATION PC SOFTWARE SUMMARY DC

SELECT JABRA DEVICES TO BE MANAGED

SUPPORTED DEVICES (hover over device for image)

- Jabra BIZ 2400 MS USB Duo
- Jabra BIZ 2400 MS USB Mono
- Jabra BIZ 2400 USB Duo
- Jabra BIZ 2400 USB Mono
- Jabra GN2000 MS USB Mono / Duo
- Jabra GN2000 USB Mono
- Jabra GO 6430 / LINK 350
- Jabra GO 6470
- Jabra LINK 220 QD to USB Adapter
- Jabra LINK 220a QD to USB Adapter
- Jabra LINK 280 QD to USB Adapter
- Jabra LINK 360 / SUPREME
- Jabra LINK 850
- Jabra PRO 930
- Jabra PRO 930 MS
- Jabra PRO 9450 Series
- Jabra PRO 9460 Series
- Jabra SPEAK 410
- Jabra SPEAK 410 MS
- Jabra SPEAK 510
- Jabra SPEAK 510 MS
- Jabra UC VOICE 150
- Jabra UC VOICE 150 MS
- Jabra UC VOICE 150 MS Duo

DEVICES TO BE MANAGED

- Jabra PRO 9465 / 9470

ADD >

< REMOVE

<< REMOVE ALL

Jabra PRO 9460 Series



STEP 3 – DEPLOYMENT OPTIONS

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

Device Protection		Availability		
Protect advanced settings with a password	Leave unchanged	✓	✓	✓
Jabra Control Center password		✓	✓	✓
Headset Settings		Availability		
Audio protection (IntelliTone)	Leave unchanged	✓	✓	✓
Enable 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		Availability		
Forward desk phone and mobile phone conversations to PC for recording	Leave unchanged	✓	✓	✓
Headset conference mode	Leave unchanged	✓	✓	✓
Touch panel backlight level	Leave unchanged	✓	✓	✓



STEP 4 – SELECT SOFTWARE COMPONENTS

- Select components and settings for Jabra PC Suite e.g. Jabra Call Manager
- Select softphone integration to get headset hook control with your soft phone

Jabra[®]
YOU'RE ON

JABRA XPRESS REMOTE MASS DEPLOYMENT AND DEVICE MANAGEMENT

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

SELECT JABRA PC SUITE COMPONENTS

<input type="checkbox"/> Jabra Control Center	Enables users to configure their device settings (version 2.10.3050)
<input type="checkbox"/> Jabra Call Manager	Enables users to manage calls via a PC interface (version 2.10.3050)

CONFIGURE PC SOFTWARE SETTINGS

<input type="checkbox"/> Show Jabra icon in Windows notification area	Provides quick access to Jabra PC software
<input type="checkbox"/> Pause Windows Media Player when a call is initiated	Automatically pause Windows Media Player when a call starts
<input type="checkbox"/> Allow update of presence status	Allow update of presence status when a call is initiated
<input type="checkbox"/> Help us improve Jabra PC Suite	Allow Jabra to collect anonymous usage statistics

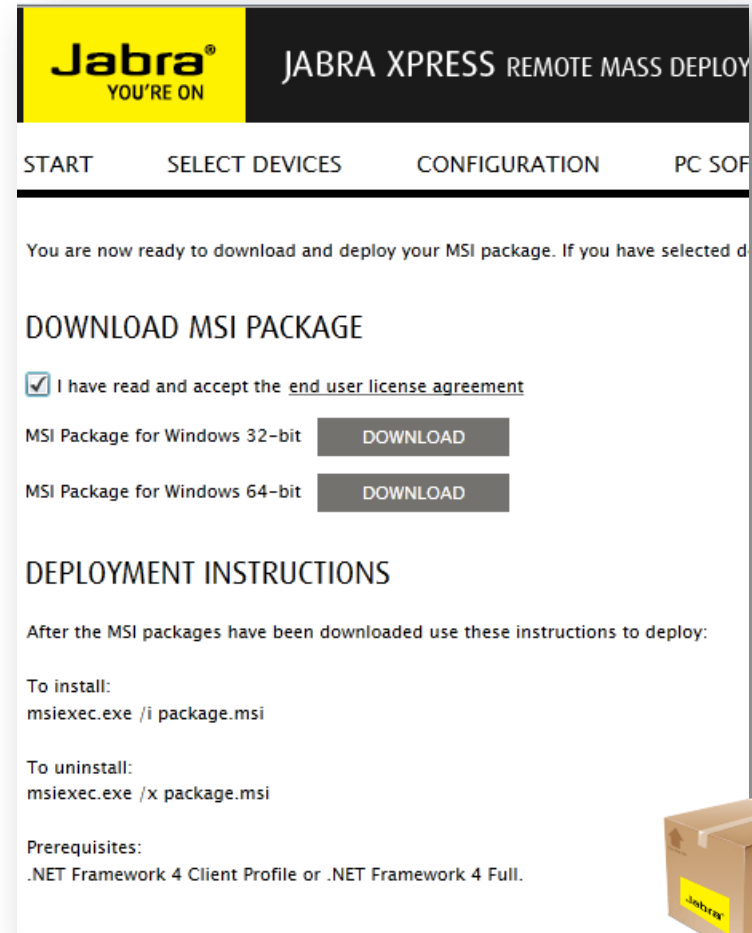
SELECT JABRA INTEGRATION FOR SOFTPHONES (call control)

<input type="checkbox"/> Avaya IP Softphone or IP Agent	Supports version 6.0 or later
<input type="checkbox"/> Avaya one-X Communicator, one-X Agent or Aura Agent Desktop	Supports one-X Communicator version 5.2 or later, one-X Agent version 5.2 or later
<input type="checkbox"/> Cisco IP Communicator	Supports version 2.0.1.1 or later. Note: This integration module requires the Cisco IP Communicator MSI package to be installed
<input type="checkbox"/> Cisco Unified Communication (CUPC/CUCIMOC/CUCILync)	Supports version 8.0 or later
<input type="checkbox"/> Cisco WebEx Connect	Supports version 7.1.1 or later
<input type="checkbox"/> IBM Lotus Sametime Connect	Supports version 8.0.1 or 8.5. Note: This integration module requires the IBM Lotus Sametime Connect MSI package to be installed
<input type="checkbox"/> Microsoft Lync Presence	Supports Microsoft Lync 2010
<input type="checkbox"/> NEC SP350	Supports version 5.1.0 or later
<input type="checkbox"/> Skype	Supports version 3.2 or later
<input type="checkbox"/> Other softphones requiring Jabra PC suite	Softphones integrated via Jabra SDK

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

STEP 5 – DOWNLOAD

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



The screenshot shows the Jabra Xpress Remote Mass Deployment interface. At the top, there is a yellow header with the Jabra logo and the text "YOU'RE ON". To the right, it says "JABRA XPRESS REMOTE MASS DEPLOY". Below the header, there is a navigation bar with four tabs: "START", "SELECT DEVICES", "CONFIGURATION", and "PC SOFTWARE". The "START" tab is active. The main content area has a message: "You are now ready to download and deploy your MSI package. If you have selected d". Below this, there is a section titled "DOWNLOAD MSI PACKAGE". There is a checkbox with a checkmark and the text "I have read and accept the [end user license agreement](#)". Below this, there are two download buttons: "MSI Package for Windows 32-bit" and "MSI Package for Windows 64-bit", each with a "DOWNLOAD" button next to it. Below the download buttons, there is a section titled "DEPLOYMENT INSTRUCTIONS". It says "After the MSI packages have been downloaded use these instructions to deploy:". Under "To install:", it shows the command `msiexec.exe /i package.msi`. Under "To uninstall:", it shows the command `msiexec.exe /x package.msi`. Under "Prerequisites:", it says ".NET Framework 4 Client Profile or .NET Framework 4 Full." In the bottom right corner of the screenshot, there is a small 3D rendering of a cardboard box with the Jabra logo and "MSI" on it.

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



Use your preferred deployment tool e.g.

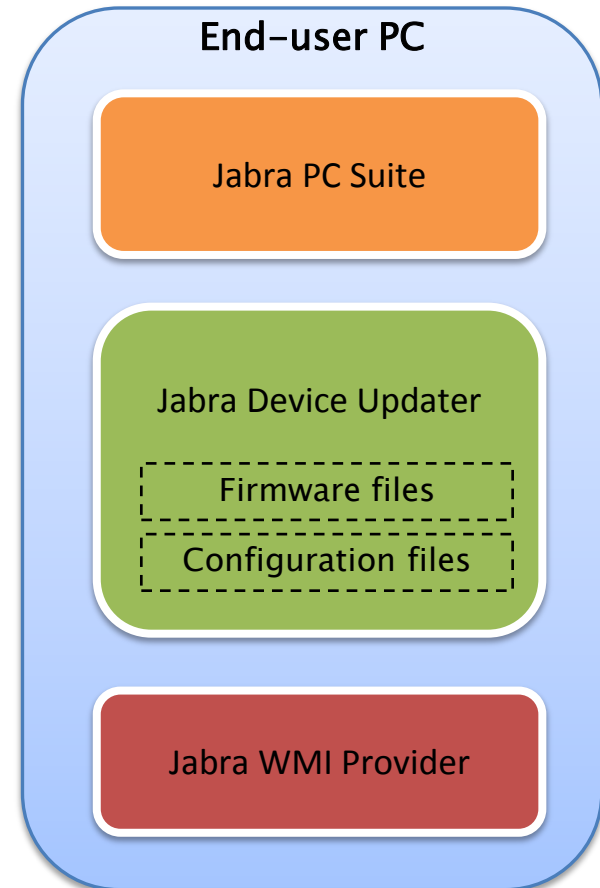


E.g. of deployment tools that support MSI & WMI:
Microsoft System Center Configuration, Microsoft System Center Operations, IBM Tivoli endpoint manager, Dell KACE, Big FIX, Wyse for Windows installer, Flexera



STEP 7 – INSTALLATION ON END-USER PC

- Jabra software that can be installed on end-user PCs:
 - Jabra PC Suite 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)



END-USER INFORMATION

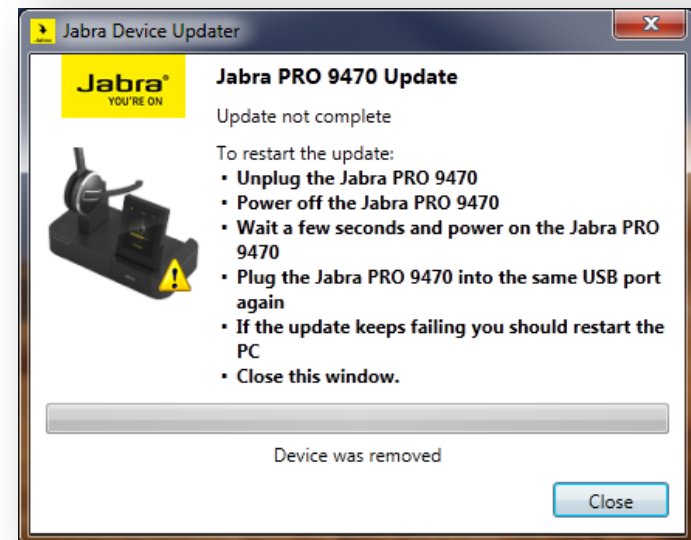
If IT admin has set parameters in MSI package

- “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

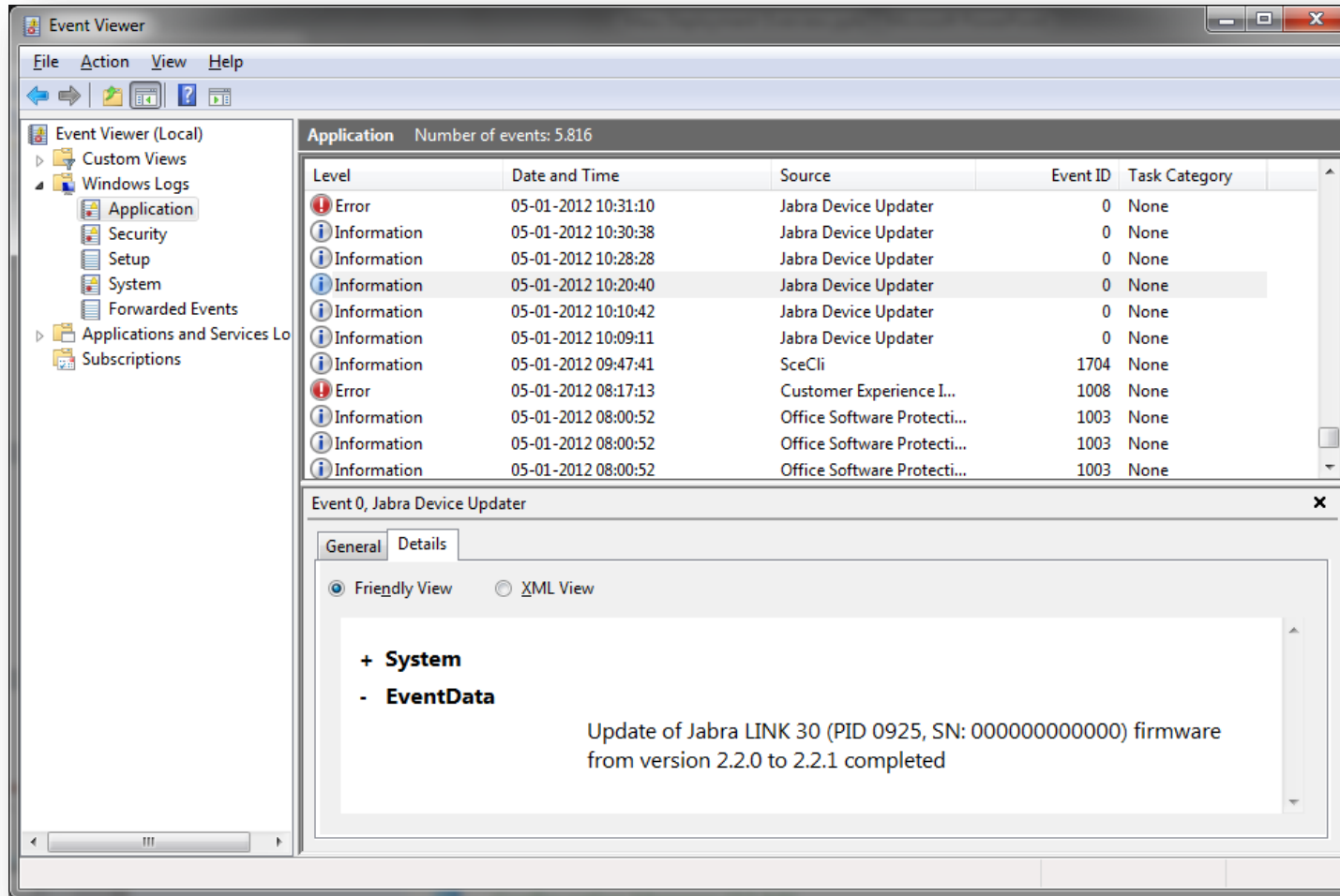


JABRA XPRESS DIAGNOSTIC OPTION

- 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



The screenshot displays the Windows Event Viewer application. The left-hand pane shows the navigation tree with 'Event Viewer (Local)' expanded to 'Windows Logs' and then 'Application'. The main pane shows a list of events from the 'Jabra Device Updater' application. The table below represents the data shown in the event log.

Level	Date and Time	Source	Event ID	Task Category
Error	05-01-2012 10:31:10	Jabra Device Updater	0	None
Information	05-01-2012 10:30:38	Jabra Device Updater	0	None
Information	05-01-2012 10:28:28	Jabra Device Updater	0	None
Information	05-01-2012 10:20:40	Jabra Device Updater	0	None
Information	05-01-2012 10:10:42	Jabra Device Updater	0	None
Information	05-01-2012 10:09:11	Jabra Device Updater	0	None
Information	05-01-2012 09:47:41	ScCli	1704	None
Error	05-01-2012 08:17:13	Customer Experience I...	1008	None
Information	05-01-2012 08:00:52	Office Software Protecti...	1003	None
Information	05-01-2012 08:00:52	Office Software Protecti...	1003	None
Information	05-01-2012 08:00:52	Office Software Protecti...	1003	None

Below the table, the details for 'Event 0, Jabra Device Updater' are shown. The 'General' tab is active, displaying the event in 'Friendly View'. The event data is as follows:

```
+ System
- EventData
    Update of Jabra LINK 30 (PID 0925, SN: 000000000000) firmware
    from version 2.2.0 to 2.2.1 completed
```


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 PAGE




JABRA XPRESS REMOTE MASS DEPLOYMENT AND DEVICE 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 user's 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 user's 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](#)

THANK YOU