

Professional Use of the Ninja SIP Softclient with High-Performance Headsets from Jabra

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Abstract

Conventional telephony is far from being ergonomically mature. Users in offices typically still hold a handset to their ear and have a tough time to use their computer simultaneously.

Applications where professional SIP softclients are very frequently seen are call centres and service desks. The vast majority of these users take advantage of ergonomic hardware. This paper shall help users to take appropriate steps to improve their daily telephony

Key words: *Ninja, VoIP, Voice over Internet Protocol, SIP, Session Initiation Protocol, Unified Communications, UC, Handset, Headset, Bluetooth, DECT, USB, Firewire, Ergonomy, Global IP Telecommunications, Jabra, GN Netcom.*

1. Introduction

Voice over IP (VoIP), Unified Communications (UC) and ergonomomy during telephone conversations are directly related with each other. Among the key advantages of VoIP is the availability of a substantial number of end devices like software telephones and classic telephony hardware.

- Hardware telephones:
 - are usually limited to a cheap and small display
 - are typically equipped with a handset
 - might eventually have a connector for a cheap (wired) headset.

- Software telephones:
 - take advantage of high-speed hardware (your PC)
 - use audio hardware delivering crystal-clear sound (your PC)
 - use a high-definition display (again your PC)
 - use multitude of interfaces like Bluetooth, USB and Firewire (already in place on your PC)
 - require per se no extra hardware
 - enable users to make telephone calls hands-free from a distance of up to 30m to the phone!



2. The Ninja SIP Softclient

Ninja [1], [2], [3], [4] is a professional SIP (Session Initiation Protocol) telephone for Windows PCs. Today it is widely used in call centres, in offices and home offices all over the world.



Features in addition to standard ones like audio/video, 6 lines and transfer include:

- TAPI (32Bit) Support for: Windows 2000/Win2003/XP/VISTA/Windows7
- Outlook CTI AddIn (Outlook 2000,2002,XP,2003,2007, 2010 (ready)
- Exchange, Business Contact Manager compatibility
- Reverse lookup with MS Outlook - Outlook / Exchange / Business Contact Manager
- PHandler CTI: Ninja Pro (CTI) [2] is easy to connect with web browser based CRM software.
- Encrypted telephony [SRTP/TLS/AES encryption]
- Busy Lamp Field (BLF, Direct Station Selection)
- Presencing (Simple Presence)
- Support for Bluetooth- and DECT headsets
- Support for Jabra headsets that enable users to make calls from up to 30m distance!

2.1 How to enable users to make telephone calls with the Ninja SIP Softclient from up to 30m distance

2.1.1 DECT (Digital Enhanced Cordless Telecommunications)

In contrast to Bluetooth, which only allows for wireless short range communication is DECT (Digital Enhanced Cordless Telecommunications) a flexible digital radio access standard for medium-range cordless communications in residential, corporate and public environments.

DECT achieves efficient use of the radio spectrum and delivers high speech quality at comparably low power consumption. TDMA (Time Division Multiple Access) radio access, with its low radio interference characteristics, provides high system capacity to handle up to 100'000 users per km² floor space in an office environment.

During a communication in active mode, a DECT headset and the base station transmit during 0.38 ms per 10 ms frame. The DECT radio transmission power in the pulse is fixed to 250 mW (max). The handset transmits only when it is active (active mode), and only during one time slot of 0.38 ms. Therefore, the handset is active during approx. 4% of the time during a conversation. The average radio transmitting power is thus about 10 mW while achieving 30m distance between base station and headset in an office environment. Some headsets are even capable of operating at longer distances (70 or even 150m)!



2.1.2 Connecting a DECT headset to your PC

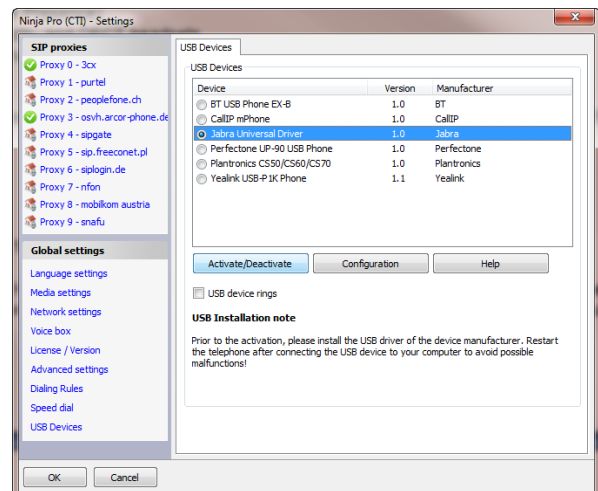
All Headset that are delivered with the Jabra PC Suite offer additional features made available to users via headset buttons: “Accept call”, “Hangup”, “Mute”, “Redial”, “Hold”, “Keypad support”, “Display” etc..

Simply plug one of the newest generation of Jabra headset, the series 9400, into your computer. The Plug & Play mechanism helps you to set the headset up easily. The product is shipped together with a CD-ROM that includes the “Jabra PC-Suite”. Please install this Jabra configuration software. The software provides an interface that the Ninja SIP Softclient [1], [2], [3], [4] calls during operation.

2.1.3 Configuration of the Ninja SIP Softclient for use with a Jabra DECT headset

The professional versions of the Ninja SIP Softclient [1], [2], [3], [4] natively support headsets, as well as microphones and speakers that are plugged into microphone/speaker jacks of a PC, as well as USB devices like Bluetooth adapters, handsets and USB DECT devices.

Once the “Jabra PC-Suite” has been installed, the Ninja SIP Softclient can be launched and the telephone’s settings menu be opened by clicking at theright mouse button. Now enter the menu “USB Devices” in the “Global settings” section of the dialog. Select the “Jabra Universal Driver” and click at the “Activate/Deactivate” button.



The Ninja phone subsequently connects automatically to the “Jabra PC-Suite” and all headset functions are available now.

After activating the “Jabra Universal Driver”, a small Headset icon is visible in the system tray (systray) area at the right button of the PC monitor. A double click at this icon opens the Ninja configuration form for your Jabra headset.



Here you can select the headset device that you want to use with Ninja manually (makes only sense if you have more than one device).

By clicking at “Disconnect” you can deactivate the connection to the headset and by clicking at “Connect” you can re-activate the headset connection.

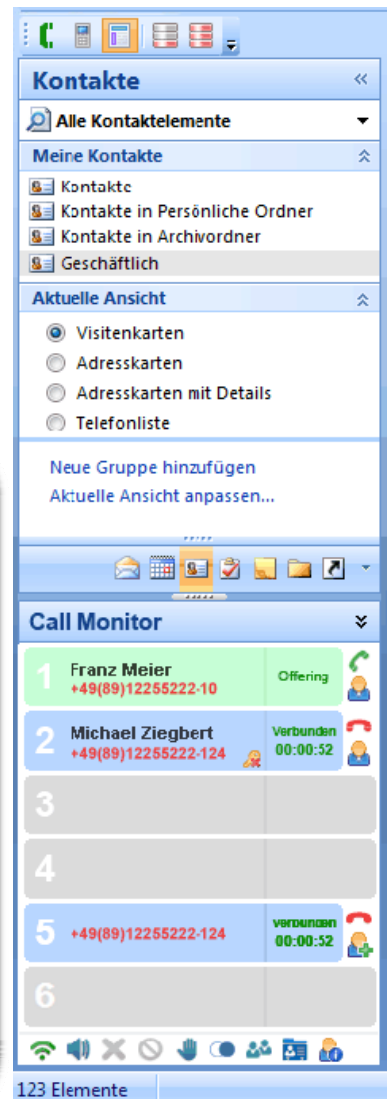
2.2 Which version of the Ninja SIP Softclient to purchase

All Jabra and GN Netcom Headsets and Handsets are supported by all of our commercial versions of Ninja [1], [2], [3], [4].

The Ninja SIP Softclient [1], [2], [3], [4] can be purchased directly at the Global IP telecommunications website at www.globaliptel.com.






The following Ninja versions feature Jabra (GN Netcom) headset support:

- “Ninja Private”
- “Ninja Pro”
- “Ninja Pro (CTI)”
- “Ninja Call Enterprise” for SMB and SME companies.



3. Which Jabra headset fits my purpose

The following list may not be up-to-date and incomplete. Please visit the website from GN Netcom [5] www.jabra.com for up-to-date information.

	<p>Jabra Pro 9400 Series</p> <p>Dect Headset</p> <p>Talking Time : ca. 8 hours (Wideband), ca. 10 hours (Narrowband) Standby : ca. 46 hours Charging : ca. 2-3 hours Distance : ca. 150 meters</p>
	<p>Jabra GN 9350eBIZ 620 Mono</p> <p>Dect Headset</p> <p>Talking Time : ca. 9 hours Standby : ca. 43 (on mode), ca. 120 (off mode) on docking station Charging : ca. 2-3 hours Distance : ca. 120 meters</p>
	<p>Jabra M5390 USB</p> <p>Bluetooth® 2.0 / Headset- (HSP) and Hands Free Speaking (HFP)</p> <p>Talking Time : ca. 6 hours Standby : ca. 60 hours Charging : ca. 2 hours Distance : ca. 70 meters</p>
	<p>Jabra BIZ 620 Mono USB</p> <p>This Headset is the ideal “entry” products for small offices. It’s a wonderful Plug & Play Headset with perfect sound quality and an integrated Noise-Cancelling microphone. The Jabra BIZ 620 is available as a Mono and a DUO version.</p>
	<p>Jabra BIZ 1900 Mono USB</p> <p>This Headset has professional performance features and is thought for cost-conscious call centres. Lightweight, sturdy design and professional quality including a noise-canceling microphone for a noisy office environment. The Jabra BIZ 1900 is available as a Mono and a DUO version.</p>
	<p>Jabra BIZ 2400 Duo USB</p> <p>The high end headsets for professionals are designed for high durability with optimal acoustic qualities. The sound quality is brilliant and covers a frequency range between 300Hz and 3400Hz. This model is thought in a quiet office environment but it is also available with a noise-canceling microphone (MIC Jabra 2400 Mono NC), which suppresses ambient and background noise.</p>

4. Where to buy Jabra headsets

Please contact us. We will support you the right contact persons.

References:

- [1] Global IP Telecommunications website, The Ninja Private SIP Softclient, 2006-2010, <http://www.globaliptel.com/eng/content/Content/Ninja/private.html>
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- [4] Global IP Telecommunications website, The Ninja Call Enterprise SIP Softclient, 2008-2010, <http://www.globaliptel.com/eng/content/Content/Ninja/call-enterprise.html>
- [5] GN Netcom, Solutions Optimized for Unified Communications, 2010, <http://www.jabra.com/NA-US/HeadsetSolutions/pages/UnifiedCommunications.aspx>

For more information: <http://www.globaliptel.com>

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