

# Plantronics Hub for Windows/Mac

User Guide, v3.9.x

# Contents

Plantronics Hub software	3
Install software	3
The basics	4
Your first look	4
Choose primary device	4
Plantronics Hub on your desktop	4
Customize settings	4
Check battery status	5
Mute	5
Advanced features	6
Manage smart sensors options	6
Update firmware and software	6
Uninstall Plantronics Hub	6
Troubleshooting	7
Support	8

# Plantronics Hub software

Plantronics Hub for Windows/Mac, part of the Plantronics Spokes software portfolio, is a client application that allows end users to manage their Plantronics audio device with softphone call control, firmware updates, customization options and more. End users can easily check device mute and battery status from the desktop.

Plantronics Hub can be used as part of an enterprise-wide deployment with Plantronics Manager Pro or Plantronics Manager. Learn more at [plantronics.com/software](https://plantronics.com/software).

Install software

Load Plantronics Hub for Windows/Mac by visiting [plantronics.com/software](https://plantronics.com/software).

# The basics

## Your first look

When you first open Plantronics Hub, you see one of two screens:

- If no Plantronics device is connected to the computer, you see the introductory screen asking you to connect your device.
- If one or more Plantronics devices are connected, the screen displays the "About" page with information about the primary device. If more than one device is connected to your system, you can select from the device drop-down in the upper left corner.

## Choose primary device

In Plantronics Hub, the primary device is the device designated for call control. When your device has these capabilities, you are enabled to do the following directly from your device:

- Answer or end a call
- Hold or resume a call
- Mute or unmute your device

View or select any of the Plantronics devices that are connected to your computer by going to the Plantronics Hub screen's upper left hand corner and expanding the device selector list.

To change your primary device:

Go to **Plantronics Hub > About** and click "change" next to Primary device. Select from the list and click "Make primary."

## Plantronics Hub on your desktop

Plantronics Hub automatically starts up with your computer and runs in the background to provide call control functions on your headset.

Click the Plantronics Hub headset icon on the system tray or menu bar to easily access Plantronics Hub. It is often in the top or bottom of your desktop, near the clock and volume control icons.

Click the Plantronics Hub headset icon to:

- Mute or unmute your primary device
- Check the battery status of your primary device
- Open the Plantronics Hub application screen by clicking on the device name

## Customize settings

Open Plantronics Hub and use the Settings tab to customize your user experience. A Settings category will only display if it's applicable for your device.

- **General:** Customize mute, call and other headset behaviors. Configure software.
- **Language:** Select the language for voice prompts and alerts.
- **Ringtones & Volume:** Select ringtones based on the source (desk phone, mobile phone, or PC softphone). Some devices let you to select the ringtone volume, or disable the ringtone altogether.
- **Softphones or Softphones & Media Players:** Set a target softphone and determine media player behavior when you take or end a call. The target softphone is used for making outgoing calls with dial tone or dialpad for supported devices and softphones.
- **Sensors & Presence:** Define actions based on whether your headset is worn or removed, such as muting the headset when on a call or auto-pausing streaming audio. Configure settings to change your softphone presence or availability status when you are on a call.
- **Wireless:** Set the bandwidth and range, and enable streaming audio for your wireless headset.
- **Advanced:** Apply additional audio level limiting algorithms on supported headsets beyond the basic safety limits provided by all Plantronics headsets. These settings further reduce sudden

loud sounds, or the audio level to your ear, based on the amount of time you spend on the phone each day.

#### Check battery status

You can check your battery status in two ways. Choose:

- Go to **Plantronics Hub > About > Battery Level or Talk Time Remaining**
- Windows only: Mouse over or click on the Plantronics Hub headset icon in the system tray and view Battery Level or Talk Time Remaining for your primary device

#### Mute

Most devices have a built-in mute option. Refer to your device's user guide for more information.

To mute or unmute your device using Plantronics Hub:

- Click the headset icon in the system tray or menu bar and then click "Mute" or "Unmute."

# Advanced features

## Manage smart sensors options

Smart sensors detect whether or not you are wearing the headset. Many, but not all, Plantronics headsets contain smart sensors.

Smart sensors can enable you to:

- Answer a call by putting on your headset.
- Mute your headset microphone when you remove your headset during a call.
- Transfer call audio between the mobile phone and headset. If you are not wearing your headset and you answer a call on your mobile phone, the audio routes to the phone. Put on the headset to transfer the active call audio to your headset. If you are already wearing your headset and answer an incoming or initiate an outgoing call, the audio will be routed to your headset. Take off the headset to transfer audio to your mobile phone.
- Pause streaming media by removing the headset, and resume your media by putting your headset back on.

The "Sensors & Presence" category of the "Settings" menu gives you more options for interoperability with your softphone. Configure these settings to change your softphone presence or availability status when you are on a call. Some of the settings work only when your softphone is Microsoft Lync (Windows only) or Skype.

## Update firmware and software

From time to time, updates are available for the firmware in your headset and Plantronics Hub software. When an update is available, there is a number in the Updates tab. Click the Updates tab to see the available updates. Click "Update" for each update that you want to install. We recommend installing all updates to keep your device and software functioning at its best.

**NOTE** *Not all Bluetooth devices are updated in this manner. If your Bluetooth device is listed on the Updates page, but there is no "Updates" button click on the "View Details" link for instructions on how to update firmware.*

## Uninstall Plantronics Hub

If you want to uninstall Plantronics Hub, first quit the application, then use the following steps for Windows or Mac.

### Windows

Uninstall Plantronics Hub by going to the **Control Panel > Programs and Features**. Select Plantronics Hub and click Uninstall.

### Mac

Uninstall Plantronics Hub by moving it from the Applications folder to the Trash.

# Troubleshooting

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Audio not routing to expected device    Selecting a primary device in Hub does not affect where softphone calls are routed or where audio will stream. The primary device designation is only relevant to call control.

Most softphones have their own audio device settings. If softphone calls are not being routed to your primary device, change the audio device settings for your softphone.

To stream audio to your primary device, set it up as the default device.

- Windows: **Control Panel > Sound > Playback > Set default**
- Mac: **System Preferences > Sound > Output > Set device**

# Support

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*\*Support in English*

For warranty details, go to [plantronics.com/warranty](http://plantronics.com/warranty).

## NEED MORE HELP?

[plantronics.com/support](http://plantronics.com/support)

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