

BroadSoft Configuration for Plantronics Hub

User Guide

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BroadSoft Configuration for Plantronics Hub

Overview	This document outlines the configuration steps that must be taken when BroadSoft UC1-based softphones are used with Plantronics Hub Desktop for Windows.
Target audience	End users who have installed both Plantronics Hub for Desktop for Windows and BroadSoft UC1-based softphones.
BroadSoft plug-in configuration	<p>Follow these steps to configure Plantronics Hub call control to your BroadSoft softphone.</p> <ol style="list-style-type: none">1 Ensure that both BroadSoft and Plantronics Hub applications are installed2 Go to the BroadSoft > Preferences > Add-ins3 Enable <i>'Allow 3rd party applications to access UC-One'</i> and <i>'Accept incoming requests by default'</i>4 <i>'Do not ask about incoming Add-in connection requests'</i> is not required. (If this <i>'Do not ask'</i> option is not enabled, then upon restart the user will see a pop-up dialog asking to enable the plug-in.)5 Restart BroadSoft application
Important notes	<ul style="list-style-type: none">• BroadSoft preferences must be set to allow third-party plug-ins.• BroadSoft must be restarted in order for the PLTBroadSoftPlugin.dll to load.• If Plantronics Hub is uninstalled, the plug-in will be removed. If Plantronics Hub is reinstalled, the PLTBroadSoftPlugin.dll will reinstall automatically upon restart of BroadSoft, as long as preferences allow third-party plug-ins.• If BroadSoft is uninstalled, the PLTBroadSoftPlugin.dll will be removed and will be missing if BroadSoft is reinstalled. Plantronics Hub will need to be repaired or reinstalled, and BroadSoft preferences configured to allow plug-ins, then restart BroadSoft.• BroadSoft must be installed in the default location in order for the Plantronics Hub plug-in to work. If BroadSoft is installed elsewhere, the PLTBroadSoftPlugin.dll will not be in the correct location and will fail to support BroadSoft call control.

Support

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