Mac OS X Compatibility with Plantronics Audio Devices

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Plantronics, the maker of best-in-class mobile communication devices, extends its leadership position in Unified Communications (UC) with support for the Apple Mac OS platform. Leading UC softphones are either supported as plug-n-play or with Plantronics Hub Desktop software.

COMPATIBILITY

This guide will walk you through the levels of compatibility we offer with our UC audio solutions in the Mac OS environment, including native Mac OS environments with a variety of Plantronics audio devices.

Plantronics works closely and partners with the industry's leading softphone providers to ensure integration and compatibility with our UC products. Plantronics products optimized for UC offer Remote Call Control (RCC)—providing call answer/end, mute, volume control —right from the headset or audio device.

There are three levels of compatibility with our UC audio devices:

1. **Basic USB connectivity:** UC device enables receive and transmit of audio and user manages call control functions using the softphone user interface on the computer. All Plantronics USB audio devices support the ability to receive and transmit audio on all native Mac and Mac/Windows emulated environments.

2. **Plug-and-play operation:** UC device enables softphone call control to enable full RCC functionality without the need for additional software for the following softphones:
    1. **Cisco Jabber:** The Jabber integration with Plantronics provides full RCC functionality.
       Note: Running Skype for Business in addition to Cisco Jabber, will block RCC operation of Cisco Jabber.
    2. **Microsoft Skype for Business:** The Skype integration with Plantronics provides full RCC functionality.
       Note: Running Skype for Business on Mac creates some challenges that users need to be aware of:
        1. Other softphones or applications that need to access USB ports will be blocked.
        2. Running Plantronics Hub Desktop software may interfere with RCC operation of Skype for Business and vice versa. Plantronics Manager Pro functionality will not be available in this case. If you need to use Plantronics Hub software or Plantronics Manager Pro to perform settings changes, firmware updates, etc., the following steps must be followed:
            a) Fully exit Skype for Business
            b) Launch Plantronics Hub application
            c) Unplug Plantronics device and plug it in again
            d) Perform desired function in Plantronics Hub or Plantronics Manager Pro
            e) Exit Plantronics Hub application
            f) Launch Skype for Business

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3. **Plantronics Hub software installed:** All Plantronics Hub and Plantronics Manger Pro features are supported along with full RCC functionality with the following softphones:

Softphone	Plantronics Hub Support Including Remote Call Control
Avaya one-X Communicator	Yes
Avaya Equinox	Yes
Cisco Jabber	Yes
Skype (consumer version only)	Yes
Skype for Business	No

Future releases of Plantronics Hub Software for Mac may provide expanded capabilities and include support for additional softphones and UC clients.