Plantronics Hub for Windows/Mac

User Interface Reference, v 3.8

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Contents

Plantronics Hub for Windows/Mac User Interface Reference

The *Plantronics Hub for Windows/Mac User Interface Reference* describes common tasks you can perform with Plantronics Hub. This section introduces you to the user interface of Plantronics Hub so that you can personalize and enhance your experience with your Plantronics headset in other ways.

Plantronics Hub: Your Connected Devices

The startup screen varies depending on the number of devices connected to your system using USB connectors.

- When no devices are connected, you will see a screen with a large "?" in the center and a request that you plug a device into your system. Use the USB connector or dongle to attach your device to your computer.

- When one device is connected, you will see that device on your startup page.

- When more than one device is connected, the primary device displays on the startup page and there is a device selector in the upper left corner that you can use to change your primary devices or to change the device for which you want to install updates or change settings. Select a device to work with.

Plantronics Hub: About

This page provides information about the selected device or component of a multi-piece device. The options that are shown on this page are specific to the selected device.

Firmware

The *Firmware* section displays an indicator of the status of the firmware for your product. A red dot beside a firmware component indicates that one or more of the components require a firmware update. A green dot indicates that all firmware is up to date.

If the product has only one component, this section will display that component and its firmware version and status. If the product has more than one component, click the "View" link to see a list of all components and their corresponding firmware version.

These are the possible firmware components:

- *Headset*: a cordless headset communicating with a base unit. An example of a device with this component is the Savi 7xx.

- *Bluetooth*: a device that pairs with your headset or smartphone using Bluetooth technology. This could be a Bluetooth adapter such as the BT300 or a Savi 7xx that pairs with your smartphone.

- *USB*: a device that connects to your system with a cord that has a USB connector. The Savi 7xx base connects to your computer using a USB cord.

- *Base*: a charging unit that may include additional functionality such as one-touch call answer/ end, volume up/ down, mute, and flash. An example of a device with this component is the Savi 7xx.

- *PIC*: the microcontroller in the base unit. An example of a device with this component is the Savi 7xx.

Battery Level or Talk Time Remaining

For wireless devices, *Battery Level* displays the percentage of battery power remaining for the device or estimated talk/ listen time remaining in hours and minutes. For devices that are not battery-powered, this field is not shown.

The battery indicator displays as green when the device is between 25- 100% of charge. The battery indicator displays as red when battery life is between 10-25% of charge. The battery indicator displays as white when the battery life is below 10%.

Connections

This section includes a listing of connection types for the selected device.

- For corded devices, the Connection will usually be USB.

- For a wireless headset like the Voyager Legend, this field will also indicate USB because this headset needs the Bluetooth USB adapter to be connected to your computer.

- For devices that include a base, the base can connect to the computer using a USB cable, and then your mobile phone or wireless headset can connect to the base. This section will show all of the available connections as well as an indicator of whether the connection is active (green) or not (red.)

The *Conferenced Headsets* listing is shown for devices that support this functionality, such as the Savi 7xx. When the primary headset user starts a call and subscribes one or more additional headsets to the base to create a multiheadset conference call, this section lists the primary headset that is connected and the number of other headsets that are conferenced or subscribed to the base.

A green dot denotes a connected headset. A grey dot denotes a disconnected headset. A yellow dot indicates that there are one or more conferenced headsets.

Primary Device

The *Primary Device* is the designated device for call control, which enables you to answer/ end, hold/ resume (if supported), or mute/ unmute a call directly from your headset.

- The device with a green dot and a "Yes" indicates that this is your primary device.

- Devices with a gray dot and "No" indicates that these devices are not your primary device. If you have more than one device and would like to change your primary device, click *Change* to change your primary device.

- Devices that cannot be designated as a primary device will not display the *Primary Device* section.

To change your primary device, follow these steps:

1   Click "Change" on the "Primary Device" row.

2   Select your desired primary device from the list of available, connected device and then click the "Make Primary" button.
    Note about device routing precedence:

- Selecting a primary device does not affect where softphone calls are routed or where audio will stream.

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

- To stream audio to your primary device, set it up as the default device. On a Mac, open the Control Panel, select Sound, select the device from the list of connected devices, and click "Set Default." On Windows, open the Control Panel, select Sound, select the device from the list of connected devices, and click "Set Default."

Product ID	The Product ID, which is the unique identifier for your device model.
Serial Number	The Serial Number of your device, if applicable. If your device does not have a serial number, this field will display "Unavailable."
Reference	Link to more information about this product on the Plantronics website or in the product user guide.

Plantronics Hub: Settings

You can customize product and software settings on the Settings tab of Plantronics Hub.

The settings are dependent on the type of device you are using. For example, if you are using a corded headset, "Wireless" settings are not relevant.

To view the available settings for a device, select the Settings tab.

Use the Settings options to customize your user experience. Select a category from the dropdown list to view settings available for the selected device. A category of settings will only display if there are one or more settings available for that category.

- **"General" settings** let you configure some headset and software behaviors that do not fit in the other categories.

- **"Language" settings** let you select the language you would like to use for all voice prompts and alerts.

- **"Ringtones & Volume" settings** let you select different ringtones based on the source (desk phone, mobile phone, or PC softphone). Some devices also allow you to select the ringtone volume, or even disable the ringtone altogether.

- **"Softphones"** or **"Softphones & Media Players" settings** let you set a target softphone and determine the action a media player will take when a call is received or ended. The target softphone is used for initiating outgoing calls with dial tone or dial pad for supported devices and softphones.

- **"Sensors & Presence" settings** allow you to define actions that will be taken based on putting the headset on or taking it off such as Auto-Answer, Auto Mute, Auto-Pause Music, and Smart Audio Transfer. On a Windows machine, some of these actions modify your presence state in Lync and/or Skype. These settings are applicable to devices that contain a smart sensor. Smart sensors detect whether or not you are wearing the headset. A sensor may be located in the headset body and speaker housing.

- **"Wireless" settings** let you set the bandwidth, range, and wireless connections for your wireless headset.

- **"Advanced" settings** are used to apply additional audio level limiting algorithms beyond the basic safety limits provided by all Plantronics headsets. These settings can be implemented to 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.

Software Settings overview

Software Settings reside on your computer and manage the headset device's interaction with the softphones, media players, etc., on your computer. Software Settings contain information about features such as whether or not your media player should pause when a call comes in.

Product Settings overview

Product settings are settings that are configurable for the device. These settings are stored on the device as firmware and go wherever the device goes, regardless of whether it is connected to your computer system or not.

Plantronics Hub: Help

The "Help" page provides information on the options you have available for receiving assistance with Plantronics Hub, as well as information a Support engineer might need to help with your question.

Support

When you click "Support" from Plantronics Hub "Help" menu, you will find information on how to get help with Plantronics Hub along with information that might be useful to a Plantronics support representative.

Plantronics Support

- Click the link for Online support to visit the Plantronics support page. Visit this web page for access to User Guides, Knowledgebase articles, warranty information, to register a product, and more.

- Click the Email link to email your question to a Plantronics support technician.

- Call a Plantronics support technician at the numbers listed on this page. Plantronics telephone support is available anytime between Sunday, 2:00 pm and Friday, 5:00 pm (PDT).

- If you are calling from outside of the United States, view your toll-free support options at www.plantronics.com/support .

- Within the United States, phone 800-682-0366 (toll-free) or 831-458-7382 for support.

Firmware Updates & Recovery

- Update your headset's firmware using Local File Update. Select this option if you have downloaded an update locally for firmware, software, or plugin. Use this option with guidance from Plantronics support staff.

- Recover your firmware update using Product ID (PID). If you have attempted to update the firmware on your headset using the Plantronics Hub for Mobile app on your smartphone and the update process has failed, you can recover your headset by entering the 4-digit product ID and following the steps here. This product ID will have been provided to you by Hub for Mobile app on your smartphone when the firmware update failed.

Troubleshooting Assistance

- If you need to send a Software Log file to Plantronics support, they will guide you through the steps for creating one. This option compiles your existing log files into a zip file so that they can be more easily sent to the support team.

- Provide the Plantronics support technician with information available in the Troubleshooting Details section.

Troubleshooting Details

You can use the information in this section to do some troubleshooting on your own before contacting Plantronics support. If you are part of an organization, your IT Administrator may be able to figure out the issue using these details.

- "Tenant ID" is the location that your Plantronics Hub software checks for updates. If you are part of an organization, this will provide the name assigned to your organization. If you are an individual user, this field points to the generic Plantronics Hub tenant.

- "Authentication Status" will report whether or not you authenticated to the API Server URL, which points to the server where anonymous (install/ uninstall) metrics are sent. When the Client Mode is PMP (Plantronics Manager Pro,) this is the URL of the API authentication server as well. All tenants are hosted in Amazon Web Services (AWS) regions or environments and will have the API Server URL set to the server in their AWS environment.

- "Last Hub Connection Success" reports the last time that Plantronics Hub successfully connected to the location where the IT Administrator hosts updates. These connections occur either when a user quits and restarts their computer or Plantronics Hub instance, or when the time selected as the polling cycle has been reached. The "Next Attempt" field shows the next time polling will occur. If the "Last Attempt" failed, make sure that you are logged in to the correct tenant and that you are authenticated by the server.

- The "Groups" section only displays groups created with an LDAP query, not manually created groups.

About Hub   When you select Help>About Hub, a dialog displays providing information about the version of Plantronics Hub you have installed. You can also view the "End User License Agreement," or EULA, and Plantronics Privacy Policy.

Uninstall Hub

If you want to uninstall Hub, first quit the Hub 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.

Appendix: Product Settings

Product Settings are settings that are configurable for a specific product. These settings are stored on the device as firmware and go wherever the device goes, regardless of whether or not it is connected to your computer system. The following list contains all possible settings for all possible products. Not all of these settings are applicable to all devices. The settings that you will see for a given product will be configurable settings for that product.

Device Settings are displayed at the top of a page. Software Settings are displayed beneath the Device Settings.

- **"General" settings** let you configure some headset and software behaviors that do not fit in the other categories.

- **"Language" settings** let you select the language you would like to use for all voice prompts and alerts.

- **"Ringtones & Volume" settings** let you select different ringtones based on the source (desk phone, mobile phone, or PC softphone). Some devices also allow you to select the ringtone volume, or even disable the ringtone altogether.

- **"Softphones"** or **"Softphones & Media Players" settings** let you set a target softphone and determine the action a media player will take when a call is received or ended. The target softphone is used for initiating outgoing calls with dial tone or dial pad for supported devices and softphones.

- **"Sensors & Presence" settings** allow you to define actions that will be taken based on putting the headset on or taking it off such as Auto-Answer, Auto Mute, Auto-Pause Music, and Smart Audio Transfer. On a Windows machine, some of these actions modify your presence state in Lync and/or Skype. These settings are applicable to devices that contain a smart sensor. Smart sensors detect whether or not you are wearing the headset. A sensor may be located in the headset body and speaker housing.

- **"Wireless" settings** let you set the bandwidth, range, and wireless connections for your wireless headset.

- **"Advanced" settings** are used to apply additional audio level limiting algorithms beyond the basic safety limits provided by all Plantronics headsets. These settings can be implemented to 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.

General Settings

Configure some behaviors that do not fit in the other categories.

Caller ID
Control the ring behavior for an incoming call from a second communication pathway, for example, control the ring behavior for an incoming mobile call when you are already on a softphone call.

Mute Off Alert
Hear confirmation when you unmute your headset mic.

Mute Reminder
Receive a helpful reminder that your headset is muted during a call. Configure when and how the reminder occurs.

Online Indicator
Enable the LED on your headset to inform others that you are engaged in a call.

Mute On/Off Alerts
The feedback you hear when you mute and unmute your headset mic.

Second Incoming Call
Options: Ring Continuously (default for most devices), Ring Once (default for Voyager Focus UC), Ignore Ring

Control the ring behavior for an incoming call from a second communication pathway, for example, control the ring behavior for an incoming mobile call when you are already on a softphone call.

When you are on a call and a second call comes in, this feature enables you to control the ring behavior for the second call. The options are for the call to *Ring Continuously* until answered (default), for the call to *Ring Once* and then be silent until answered, or for the call to be ignored altogether when *Ignore Ring* is selected.

- For Voyager Pro and BT300 devices, the *Second Incoming Call* setting applies only when the second call is on a different interface than the current active call. For example, if the active call is on a mobile phone and the incoming call is on a softphone (PC), the secondary ringtone applies. If the active call is on a mobile phone and the incoming call is also on a mobile phone, the secondary Ringtone does not apply.

- For Savi devices, the *Second Incoming Call*, the secondary ringtone setting will be applied under some configurations, but not for others. This list describes the result of different configurations.

- Active PC call and 2nd incoming call to PC: Applies

- Active PC call and 2nd incoming call to Audio Gateway (usually a mobile phone): Applies

- Active PC call and 2nd incoming call to Desk phone: Applies

- Active Audio Gateway (usually a mobile phone) call and 2nd incoming call to Audio Gateway (usually a mobile phone): Does Not Apply

- Active Audio Gateway (usually a mobile phone) and 2nd incoming call to PC: Applies

- Active Audio Gateway (usually a mobile phone) and 2nd incoming call to Desk phone: Applies

- Active Desk phone call and 2nd incoming call on Desk phone: Does Not Apply

- Active Desk phone call and 2nd incoming call on PC: Applies

- Active Desk phone call and 2nd incoming call on Audio Gateway (AG): Does Not Apply

Default Phone Line
Options: *Deskphone* (default), *PC*, *Mobile*

Sets the preferred outbound line to be used when you push the headset call control button.

Audio Sensing
Options: *On* (default for Microsoft OC/ Lync Certified products), *Off* (default for all others)

Audio Sensing is a special feature supported by Plantronics wireless devices that can detect an audio signal at the USB port and automatically establish the radio link between the base and the wireless headset without the user having to press the call control button.

When the *Dial Tone* setting is *On* , every time the user presses the call control button, the dial tone will be heard (assuming the user wants to make a VOIP call). However, the user may have pressed the call control button to listen to PC music, etc., and does not want to hear the dialtone. In this case, if the user sets the *Audio Sensing* parameter to *On* , the radio link will be established automatically when any PC audio is detected at the USB port, thus eliminating the need for the user to press the call control button.

Auto-Answer (non-sensor)
Options: *On* or *Off* (default)

Enable or disable Intellistand on this device. When a Plantronics device such as the Plantronics CS55 is used in conjunction with a handset lifter such as the Plantronics HL10 handset lifter, you can enable the IntelliStand feature. The IntelliStand senses when the headset has been removed or placed in the base unit, automatically activating the Handset Lifter and enabling headset/handset mode to answer or end the call. There is usually a switch that will turn the IntelliStand feature On and Off. When IntelliStand is disabled, the user is in control of picking up an incoming call or triggering a dialtone in the headset by pressing the headset control button. When Intellistand is enabled, the headset transfers the dial tone or the incoming call is transferred to the headset automatically when the headset has a wearing sensor, the wearing sensor is enabled, the Auto-Answer setting is set to ON, and the headset must be DON'ned (i.e. transitioned from an OFF (or not being worn) state to an ON (or being worn) state) while an incoming call is being received.

Language Settings

Language
Options: All languages supported by Plantronics Hub. Default is English-US.

Select the language you would like to hear for all voice prompts and alters (e.g. "Incoming call from John", "Mute on").

Ringtones & Volume Settings

Set the Ring Tone and the Ring Tone Volume for your PC, Desk phone, and/ or Mobile Phone using the Ringt one (upper) and Ringt one Volume (lower) settings. Select different Ringtones based on the source (desk phone, mobile phone, or PC softphone). Som e devices also allow you to select the ringtone volume, or even disable the Ringtone altogether.

PC, Deskphone, and Mobile Phone Ringtone
Options: *Tone 1*, *Tone 2*, or *Tone 3*

The upper dropdown box enables you to select the Ringtone for your *Mobile* Phone, *PC* Soft phone, and/ or *Deskphone*.

PC, Deskphone, Mobile Phone Ringtone Volume; Mute Reminder Volume; System Tone
Options: Off, Low Volume, Standard Volume

The lower dropdown box enables you to set the volume for your *Deskphone*, *Mobile Phone*, *PC/ softphone*, and/ or *System Tones*. The options for Tones are as follows:
- *Standard Volume*: This option sets the ring tone to the current default for the phone.
- *Low Volume*: This option reduces the volume of the ring tone to about half of the standard volume.
- *Off*: Select this option to turn off the volume of the ring tone.
- *On*: For some devices, the only choices are On or Off.

Mute Reminder Volume is Off by default. Set this option to On to hear a ringtone confirming that mute is turned on.

System Tone sets the volume level of a headset's audible prompts.

Wearing Preference for Volume Control
Options: *Right Ear*, *Left Ear*, or *No Change*

This option enables you to specify the side of your body on which the volume controls for your headset are being worn. This enables the up click to increase the volume and the down click to decrease the volume properly for your wearing style.

Softphones and Media Players Settings	Set a target softphone and determine the action a media player will take when a call is received or ended. The target softphone is used for initiating outgoing calls with dial tone or dial pad for supported devices and softphones.
	Dial Tone **Options**: *On* , *Off*
	When set to "On," you will hear a dial tone for a VOIP call whenever you press the Call button on the headset. Set to "Off" to not hear a dial tone.
	For this setting to have an effect, your target softphone must support the dial tone feature.
	This setting is related to the *Target Softphone* setting. If the target softphone supports "Dial Tone," such as Microsoft OC/ Lync or SwyxIt!, this setting is enabled and editable by the user if unlocked. If the target softphone does not support this feature, this setting is disabled.
Sensors & Presence Settings	**Wearing Sensor (MASTER)** Turn on this master setting to allow individual configuration of all sensor-dependent settings. Turn it off to conveniently disable them all with one click.
	Auto-Answer **Options**: *On* (default), *Off*
	Automatically answer an incoming softphone and/ or mobile phone call simply by removing the headset from the charging cradle. Set to *Off* to answer incoming calls by pressing the call control button.
	When this option is *On*, *Auto-Answer* will answer an incoming call in one step by simply removing the headset from the charging cradle (instead of pressing the call control button to answer).
	Important: *Auto-Answer* is only active when transitioning the headset from the charging cradle while an incoming call is ringing with no other calls active. The call control button is still required for all other answer/ end functions from the headset, such as answering a call if the headset is already being worn, answering a second incoming call, ending a call, etc.
	Auto-Mute Automatically mute your headset's microphone whenever you remove your headset during a call.
	Auto-Pause Music Automatically pause audio streaming from a mobile device when the headset is taken off the ear (and resume when placed on the ear). Disable to play streamed audio continuously.
	Call Button Lock Lock the headset's call button to eliminate accidental mobile call back dialing when you are not wearing your headset.
Wireless Settings	Set the bandwidth, range, and wireless connections for your wireless headset.
	PC Audio Bandwidth **Options**: *Narrowband* (default), *Wideband* (Microsoft and BT300 dongle default)
	Your Plantronics device supports both narrowband and wideband audio from your PC. Select *Wideband* for HD Voice with heightened speech clarity and life-like fidelity. Select *Narrowband* to maximize battery life. Read more about bandwidth and its benefits and drawbacks in Deskphone Audio Bandwidth .

Deskphone Audio Bandwidth
Options: *Narrowband* (default), *Wideband*

Plantronics Hub supports both *Narrowband* and *Wideband* audio from the deskphone. Wideband is the same as HD Voice.

Bandwidth is the amount of data that can be transmitted in a fixed amount of time. Bandwidth is to computers what a drain pipe is to bath tubs. A narrow bandwidth, like a more narrow drain pipe, takes longer to send the same amount of data (or water, in the drain pipe example) from one place to another. A wide bandwidth, like a wider drain pipe, will more rapidly send the same amount of data from one place (your computer) to another (your headset).

Select *Wideband* audio for HD Voice, with heightened speech clarity and life-like fidelity. Be aware, however, that using *Wideband* audio consumes more battery power which results in reduced talk time, and also has more stringent access criteria which reduces the number of systems that can be deployed in a small area. To experience the benefit of selecting *Wideband* audio, your desk phone must support it .

Mobile Audio Bandwidth
Options: *Narrowband* (default), *HD Voice* (wideband audio)

Wideband audio enhances speech clarity if your phone and service carrier also support the feature.

NOTE: This feature consumes significant battery power, resulting in reduced talk time.

Auto-Connect to Mobile Phone
Options: Always (default), Only when Headset is undocked, Never

- Set to *Always* to have your device automatically establish a Bluetooth link to your mobile phone whether the headset is docked or undocked from the base and the mobile phone is within range.

- Set to *Only when Headset is undocked* to have your device automatically establish a Bluetooth link to the mobile phone only when the headset is undocked from the base.

- Set to *Never* when you never want your device to automatically establish a Bluetooth link to the mobile phone.

Bluetooth
Options: *On* (default), *Off*

Bluetooth technology enables your headset to connect to your mobile phone without a wired connection. For devices without a base, such as the Blackwire C710, when this feature is set to *On*, your headset will have the Bluetooth technology activated, enabling it to connect wirelessly to and pair with your mobile phone. When set to *Off*, your headset will not be able to connect to your mobile phone wirelessly.

For devices with a base, such as the Savi 700 series, the Bluetooth connection is established between the Savi base and a mobile phone. There is no direct connection between the Savi headset and a mobile phone. The Savi headset communicates with the Savi base using DECT technology.

Instructions for pairing your device with your phone is provided in your product documentation or refer to the "Plantronics Bluetooth Headset Pairing Guide."

If you are not planning to use Bluetooth to pair your headset and your mobile phone, setting this feature to *Off* will extend the battery life of your headset.

Mobile Voice Commands
Options: *On* (default), *Off*

This setting currently only applies to the Savi 700 series units. The base of those units pair with a mobile phone. When set to *ON*, the setting allows a Savi 700 series user to activate the voice command capability on a mobile phone that is Bluetooth paired and connected to the base and that supports such capability (e.g. applicable Samsung phones that offer S Voice) by pressing the mobile device button on the Savi base.

Over-the-Air Subscription
Options: *On* (default), *Off*

Over-the-Air Subscription allows a headset to be subscribed to the base without physically docking the headset. Required when conferencing various models of Plantronics Savi Office headsets.

• When *Over-the-Air Subscription* is set to *On*, you can subscribe a headset to your base without physically docking the headset into the charge cradle.

• To subscribe a primary headset to the base using *Over-the-Air Subscription*, first make sure there is no active audio link between the base and headset. Next, double press the subscription button on the base. The subscription button will flash red and green. Next, put your primary headset into subscription mode by pushing the headset volume up button until the headset indicator light becomes solid green. When the subscription button on the base turns solid green, you have successfully subscribed the primary headset to the base.

• To conference in up to three additional guest headsets to the base using *Over-the-Air Subscription*, an active audio link must be present between the base and primary headset. Once an audio link is active press the subscription button on the base for less than one second. The subscription button will flash green and yellow. Next, put the guest headset into subscription mode by pushing the headset volume up button until the headset indicator light becomes solid green. The subscription light will turn solid yellow and the primary headset user will hear a tone indicating a guest wishes to join the call. If the primary headset user presses their call control button within five seconds, the guest is joined to the call.

• When *Over-the-Air Subscription* is set to *Off*, you can only subscribe a headset to the base by physically docking the headset into the charge cradle.

• To subscribe a primary headset to the base when *Over-the-Air Subscription* is *Off*, dock your primary headset into the charge cradle. Next, double press the subscription button on the base. The subscription button will flash red and green. When the subscription button on the base turns solid green, you have successfully subscribed the primary headset to the base.

• To conference in up to three additional guest headsets to the base when *Over-the-Air Subscription* is *Off*, first make sure an active audio link is present between the base and primary headset. Once an audio link is active, dock the guest headset (which will need to be the same model as the primary headset) into the charge cradle and press the subscription button on the base. The subscription button will flash green and yellow. Next, the subscription light will turn solid yellow and the primary headset user will hear a tone indicating a guest wishes to join the call. If the primary headset user presses their call control button within five seconds, the guest is joined to the call.

Range
Options: *High* (default), *Medium*, *Low*

Range is the distance from the base that the headset can go before the connection to the base is broken. Range can be minimized to help reduce PC buzzing, improve user density, or restrict the range of users.

• When *Range* is set to *High*, a user will have up to 350 feet (105m) of range.

• When Range is set to *Medium*, a user will have up to 150 feet (45m) of range.

- When *Range* is set to *Low*, a user will have up to 50 feet (15m) of range.

Extended Range Mode
Options: *Off* (default), *On*

Get improved wireless range from your PC to your headset.

NOTE: This will disable wideband stereo telephony and will decrease the quality of audio you hear.

Streaming Audio (A2DP)
Options: *On* (default), *Off*

Turn *Streaming Audio* on so that you can stream music, podcasts, and other types of audio from your mobile device to your headset. If you are not streaming audio to your headset, disable this feature to help you conserve battery life.

Advanced Settings

Apply additional audio level limiting algorithms beyond the basic safety limits provided by all Plantronics headsets. These settings can be implemented to 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.

Anti-Startle (Plantronics Enhanced)
Options: *On* (default for DA70, DA80, and DA90 devices), *Off* (default)

Anti-Startle provides advanced hearing protection against sudden loud noise. The difference between the "Plantronics Enhanced" and the 'G616 'version of the Anti-Startle feature is that the "Plantronics Enhanced" option uses intelligent algorithms to eliminate both sudden and continuous loud sounds and instantly reduce them to ensure your protection and comfort.

- When *Anti-Startle* is set to *On*, the system identifies and eliminates continuous and sudden loud sounds and instantly reduces them to a level similar to background noise.

- When *Anti-Startle* is set to *Off*, received audio is passed through unfiltered. However, the headset will cap sound levels at 118 dBA to protect your hearing even when Anti-Startle is *Off*.

Anti-Startle (G616)
Options: *On* (default for DA70, DA80, and DA90 devices), *Off* (default)

G.616 is an industry standard for acoustic shock protection. The G.616 guideline for *Acoustic Safety for Telephone Equipment* specifies additional hearing protection against acoustic shock. It is intended to provide guidance to organizations that have staff who use telephone equipment for extended periods of time, including manufacturers, call centers, audio consultants, and testing laboratories, in order to reduce the risk and severity of acoustic shock.

- When *G616* Acoustic Limiting is set to *On*, the system limits the audio level to your ear to avoid sudden shock from loud volume. Sound levels are limited to 102 dBA or less as recommended in the G616:2013 guideline issued by the Australian Communications Industry For um (ACIF).

- When *G616* Acoustic Limiting is set to *Off*, the audio level to your ear is passed through unfiltered. However, the headset caps sound levels at 118 dBA to protect your hearing.

Hours on Phone per Day
Options: *2*, *4*, *6*, *8* (default)

When *Daily Noise Exposure Limiting* is *Off*, this option is not shown. Select a value for *Daily Noise Exposure Limiting* to set this value.

Select the option that most represents the user's typical use of this device in order to optimize the accuracy of *Daily Noise Exposure Limiting*. Specifying this parameter helps optimize the use of Automatic Acoustic Level (AAL) related parameters such as Time Weighted Average (TWA) and G616. Choose a value that best represents the typical use of your Plantronics device.

- Time Weighted Average (TWA) is the guideline used by the Occupational Safety and Health Administration to measure noise levels in the workplace. Exposure to loud noise over a long time can cause hearing damage. If the TWA noise level, which is the average sound level over 8 hours, is exceeding 85 dBA, a hearing conservation program is required.

- **G.616** is a guideline for *Acoustic Safety for Telephone Equipment* that is intended to provide guidance to organizations that have staff who use telephone equipment for extended periods of time, including, manufacturers, call centers, audio consultants, and testing laboratories, in order to reduce the risk and severity of acoustic shock.

Daily Noise Exposure Limiting
Options: *Off*, *80 dBA*, *85 dBA* (default varies by model)

Daily Noise Exposure monitors daily noise exposure to ensure that it does not exceed the selected action value (80 dBA or 85 dBA) specified by current EU legislation. This setting is a time-weighted average, as opposed to the Anti-Startle setting, which is used on an as-needed basis to eliminate sudden loud noise.

In Great Britain, the *Control of Noise at Work Regulations 2005* requires employers to eliminate or reduce noise levels to help prevent temporary or permanent hearing loss in their employees. The regulation introduced a number of exposure limits in relation to noise in the workplace by defining the average level of noise that an employee could be exposed to during an average day or week, as well as what the peak pressure would be within that period.

- When *Daily Noise Exposure* is On, the system monitors noise to ensure action levels do not exceed 80 dBA or 85 dBA (whichever is selected), as specified by current and imminent EU legislation. The lower exposure level of 80 dBA is an amount that should not require an employer to do any further action. The upper exposure level of 85 dBA requires employers to provide hearing protection and hearing zones.

- When *Daily Noise Exposure* is set to *Off*, received audio is passed through unfiltered. However, the headset caps sound levels at 118 dBA to protect your hearing.

Appendix: Software Settings

Software Settings reside on your computer and manage the headset device's interaction with the softphones, media players, etc., on your computer. Software Settings contain information about features such as whether or not your media player should pause when a call comes in. This topic contains a listing of all software settings. Not all of these settings are applicable in all environments.

Device Settings are displayed at the top of a page. Software Settings are displayed beneath the Device Settings.

- **"General" settings** let you configure some headset and software behaviors that do not fit in the other categories.

- **"Ringtones & Volume" settings** let you play the ringtone on the Primary Device only or on all attached audio devices.

- **"Softphones"** or **"Softphones & Media Players" settings** let you set a target softphone and determine the action a media player will take when a call is received or ended. The target softphone is used for initiating outgoing calls with dial tone or dial pad for supported devices and softphones.

- **"Sensors & Presence" settings** allow you to define actions that will be taken based on putting the headset on or taking it off. These settings are applicable to devices that contain a smart sensor. Smart sensors detect whether or not you are wearing the headset. Sensors are located in the headset body and speaker housing. Some of these actions modify your presence state in Lync and/ or Skype (Windows only).

- **"Wireless" Settings** let you set the bandwidth, range, and wireless connections for your wireless headset.

General Settings

Configure some behaviors that do not fit in the other categories.

Headset to PC Radio Link
Options: Active Only During Call (default) or Active Always

By default, the radio link to the PC is active only during the call. When *Active Always* is selected, the radio link to the PC will stay active after the call has ended, eliminating the need to re-establish the radio link when switching between PC audio applications.

Software Log Level
Options: *Low* (default), *Medium*, *High*, or *Verbose*

This setting controls the amount of detail captured in the log files The logs that are created at the level of detail specified herein may be useful to the Plantronics support team in the event that troubleshooting is needed. From the Help>Support page of Plantronics Hub, you can use the "Software Log" field to compile your log files into a zip file that can be mailed to Plantronics support.

Metrics Collection
Options: *On* (default), *Off*

When this is set to *On*, Plantronics will collect anonymous feature usage statistics. If set to *Off*, no metrics are collected.

Ringtones and Volume Settings

Select whether you wan to play the ringtone on the Primary Device only or on all attached audio devices.

Ring Location
Options: *All Attached Audio Devices* or *Primary Device Only* (default)

For incoming VOIP calls, play the Ringtone on the primary device only or on all attached audio devices.

- Set this parameter to *Primary Device Only* to hear the Ringtone only on the headset.

- Set this parameter to *All Attached Audio Devices* or *Headset and PC* to hear the Ringtone on all attached headsets and all other external audio devices, such as the PC speaker.

Softphones and Media Players Settings

Set a target softphone and determine the action a media player will take when a call is received or ended. The target softphone is used for initiating outgoing calls with dial tone or dial pad for supported devices and softphones.

Target Softphone
Options: None (default,) Avaya Aura Agent Desktop, Avaya

Communicator, Avaya one-XAgent, Avaya one-XCommunicator, Cisco IP Communicator, Cisco Jabber (and other Accessory Manager clients), Cisco UC Clients (CSF), Microsoft Lync & Skype for Business, NEC SP350, Skype, SwyxIt!, Avaya Communicator for Microsoft Lync and Broadsoft UC-One

Select the softphone you use for outgoing calls. Only a supported softphone may be selected.

Media Player Action on Incoming Call
Options: Pause and Resume (default) or No Action

Controls the behavior of media player applications such as iTunes and Windows Media Player when a softphone call comes in. The default value pauses the media player when a call begins and resumes playing the media when a call ends. Select *No Action* to not pause the media player when a call begins, so that the media will continue to play during the call.

Softphone & Media Players
This section lists all supported softphones, media players, plugins, and Windows Management Instrumentation (WMI) provider modules that are enabled for Plantronics Hub. Check the box beside a module to enable it, uncheck the box to disable the module. Select "Off" to prevent Plantronics Hub from interacting with your softphones. The IT Administrator may lock the setting so that it cannot be changed by the end user. A green check beside a module indicates that the module is connected.

Sensors & Presence Settings

Define actions that will be taken based on putting the headset on or taking it off. These settings are applicable to devices that contain smart sensors. Smart sensors detect whether or not you are wearing the headset. Sensors are located in the headset body and speaker housing. Some of these action modify your presence state in Lync and/ or Skype (Windows only).

Aware for Lync & Skype (Windows only)
Options: *On* (default) or *Off*

This parameter gives you the option to have your Microsoft Lync and Skype presence status updated when you are on a phone call using a softphone supported by Plantronics, a desk phone connected to your Plantronics device, or a mobile phone paired with your Plantronics device.

Smart Lock (Windows only)
Options: *On* (default) or *Off*

Automatically lock your PC computer's display when you disconnect your headset from the Plantronics in-line adapter to ensure privacy of sensitive data on your screen. This option is not applicable on a Mac.

The behavior of this setting changes depending on whether or not it is locked by the IT Administrator. These are the scenarios:

- Smart Lock is *On* , IT Administrator locks the setting On. When this feature is locked by the IT Administrator, it will not appear as a settings option in Plantronics Hub. When Plantronics Hub detects a quick disconnect, the computer screen locks and the computer system login screen displays.

- Smart Lock is *On* and not locked in this position by the IT Administrator. When Plantronics Hub detects a quick disconnect, the computer screen displays a notification that the screen will lock in 5 seconds. You can reconnect the cable before the timer gets to "0 seconds" to cancel the screen lock.

- Smart Lock is *Off* . The screen remains unlocked when Plantronics Hub detects a quick disconnect.

When Headset is ON head, set Presence to
Options: *Do Nothing* (default), *Available, Busy, Do Not Disturb, Be Right Back, Offline*

Presence indicates the availability status of the softphone. You will want to select an option that best describes what the availability of the softphone will be while the user is wearing the headset. This depends on the job responsibilities for the group of users assigned these software settings.

NOTE
This option is only relevant for devices that contain a Wearing Sensor. Wearing Sensors detect whether or not you are the wearing the headset. Sensors are located in the headset body and speaker housing.

When Headset is OFF head, set Presence to
Options: *Default Softphone Behavior* (default), *Available, Busy, Do Not Disturb, Be Right Back, Offline*

Presence indicates the availability status of the softphone. You will want to select an option that best describes what the availability of the softphone will be while the user is not wearing the headset. This depends on the job responsibilities for the group of users assigned these software settings.

NOTE
This option is only relevant for devices that contain a Wearing Sensor. Wearing Sensors detect whether or not you are the wearing the headset. Sensors are located in the headset body and speaker housing.

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Support in English

For warranty details, go to plantronics.com/warranty.

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